

SCA Computer Club notes

Classes for the Month of Jun



To enroll, log into the website at <https://computer.scaclub.org/>. Go to Calendars and select Classes/Events. Click on the class you want to take and under "Action", click on "**Enroll**". (Be sure to check the date as there may be multiple offerings of the class). If you need to cancel your enrollment, please log back in, select the class again and click on "**Drop**". All classes are FREE to Computer Club members in good standing and are geared for *beginners* unless otherwise indicated. A member can take any class as many times as desired. **IMPORTANT: You must have your SCA Resident ID with you to check-in at the Monitor desk AND AGAIN in the front of the Classroom to ensure you are enrolled on the day of the class. Check-in will begin 20 minutes before the scheduled class time. If you are late, you may be bumped from the class by someone on the waiting list.**

Our Centers are following the Nevada Governor's directive regarding "Stay at Home". When the Centers re-opens classes will resume. Please check the calendar on the website to see what is available and to sign up.

In the meantime, please continue to practice control and prevention measures against Covid-19:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette, including covering coughs and sneezes.
- Avoid close contact with people who are sick.
- Stay home if sick.

Recognize personal risk factors. [According to U.S. Centers for Disease Control and Prevention \(CDC\)](#), certain people, including older adults and those with underlying conditions such as heart or lung disease or diabetes, are at higher risk for developing more serious complications from COVID-19.

If your Computer Club membership has expired during the time we have been closed, do not worry. Once we re-open you can come in and renew it. When we do re-open we will practice social distancing. If someone is at the Monitor desk renewing their membership, please wait outside until the person is done and has either left the Club or left the desk and moved to an open computer. We do not want folks gathering at the entrance. Thank you for your cooperation.

Classes for Jun and Special Interest and User Groups

A SIG is a *“special interest group”* that meets on a weekly or monthly basis. *“User Groups”* also meet on a monthly basis. We invite ANY Computer Club member who is interested in learning more about a specific product/application or a specific topic to join in the discussions.

All classes are geared towards the beginner level unless otherwise indicated. Members can sign up for the classes and special interest and user group meeting by going to our website at: <https://computer.scaclub.org/> Log in and under the heading “Calendar”, click on Classes/Events. Be sure you have the correct month that you want to take the class in. Find the class and click on it to enroll. IF you see “Login”, then you have not yet logged into the website. If you have correctly logged in, when you click on the class or meeting you want to attend, you will see “Enroll” in a green box under the heading “Action”. Click on “Enroll” to self enroll yourself. NOTE: if you see “None” under the Action heading, chances are your membership has expired. ONLY members in good standing may enroll in the classes/user group meetings.

Check the website calendar to see what classes or meetings are scheduled for the month.

Latest UPDATE on what is going on...

As of this printing, the Sun City Anthem Centers remain closed , but as of the latest SCA HOA eBlast, Anthem Fitness Center and pools and Liberty Center pools will re-open on Friday, Jun 5. Hopefully we will get more information as to when our Club will be allowed to re-open. Continue to check the SCA HOA website at: sca-hoa.org or our club website. As soon as we know, we will let you know.

As one’s computer time increases due to the current situation, please remember to **be safe online**. **What can you do to protect yourself?** Take the same precautions we have told you about, only be more vigilant.

- ◆ Keep your device updated.
- ◆ We told you about spoofed sites in the past. These sites pretend to be official sites, mimicking the real ones. Thieves are getting better at spoofing sites in order to get your information. Some sites that are currently being spoofed include the IRS.gov and CDC.gov If you receive an email or text from a site that you are unsure of, DO **NOT** click on the link to go to it. Instead, type the site directly into your web browser.
- ◆ Never reply to an email or text message that requests you to “click here” and then provide your personal information. Again, if you need to correspond with an organization or business, navigate directly to their website by typing the address into your browser. DO **NOT** click on links in emails or texts you are not sure of.
- ◆ Don’t be fooled, don’t be scammed and don’t be afraid to report it. If you have a few minutes, go back and review the presentation on Identify Theft. From our website, go to Documents> All Documents> General and select view on the right hand margin. Now find “Identity Theft Workshop 2019” and select “View” on the right hand margin to see the presentation.

Quick Fixes for Common Problems

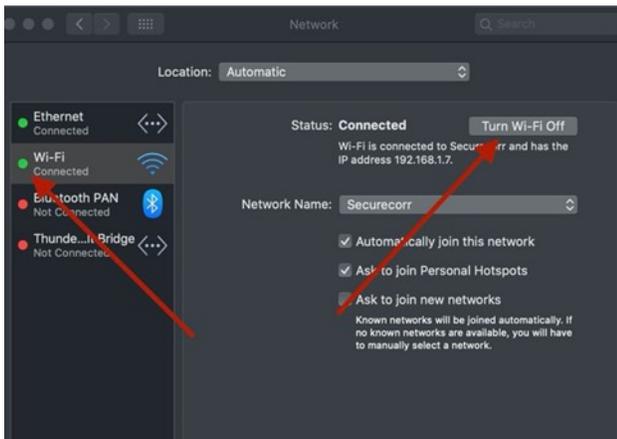
By Brian Corr

During this time of “Stay at Home” I have received numerous calls for people suffering with simple problems that they had no idea how to fix on their own. Since we couldn’t perform our customary house calls we had to try to relay over the phone some things that members could try to fix the problems. What I’d like to give you in this article is a series of simple fixes for some common problems you may encounter.

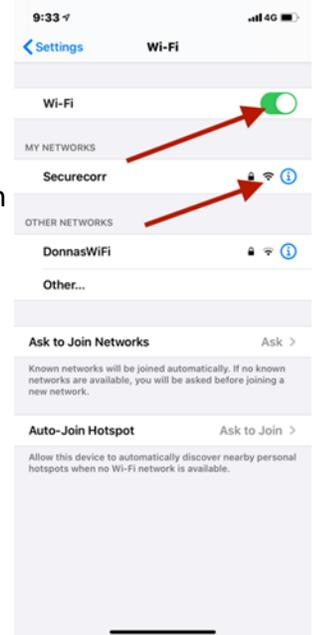
My Internet Connection is Down

This can actually be one of several problems. Let’s first look at the pieces of this puzzle. Your internet connection undoubtedly consist of an Internet Service Provider (ISP), usually Cox Cable or CenturyLink, and a modem. Unless your computer is plugged into the modem directly there is also a wireless router, which may be combined with the modem in a single box. There are typically many devices that can connect wirelessly to the router. A short list may be the computer, a printer, a mobile device like an iPod or iPhone, an AppleTV streaming device, and a smart tv. Here are the steps to take when one of your devices either gives you an error message that you have no internet connection or you notice you can’t browse the internet or receive or send email.

1. **Restart** the offending device. You’d be surprised how many problems can be solved by a simple restart.
2. The first thing to check is the wireless network. If any of your other devices can access the internet or print to your wireless printer, your wireless network is not the problem, move on to step 3. To trouble-



shoot the errant device open the System Preferences under the Apple icon in the upper left and then select “Network”. If the dot next to Wi-Fi is not green click on the button to Turn Wi-Fi Off and then back on. You may be asked for your network Wi-Fi passcode. The dot should turn green indicating a good connection and you should be able to print and connect to the internet. On your mobile device open the settings app and select “Wi-Fi”.



- shaped icon with multiple dark semi-circles. If not turn Wi-Fi off and then back on and check again.
3. If you have now confirmed that you Wi-Fi network is working but none of your devices can access the Internet we will need to check the modem. While you can refer to the manual for your modem or combination modem and router to interpret the lights on the front, it is frequently easier to just restart your modem. Start by unplugging the power from your modem and the router, if you don’t have a combination modem/router. Wait 30 seconds and plug in the modem. The lights on the modem will start flashing and after they settle out with no red lights plug in the router power and again watch for the flashing lights to settle out with no red lights. The order of powering up these devices is important so be sure you can recognize the modem (Cox cable or CenturyLink phone line connection) and the router (has multiple ethernet connections on the back and may have antennas).

Quick Fixes for Common Problems (continued)

4. If you have accomplished steps 1 through 3 and still can't access the Internet, it is time to contact your provider (Cox or CenturyLink) and ask them to check your connection from their end or reset your modem.

My Printer has Stopped Printing

While this sounds like a simple statement I have found that this statement requires several observations before proceeding. If when you go to print from your mobile device you see a message like "No printer was found", "Printer is offline" or "Printer not responding" it's time to go to your printer from some trouble shooting.

1. The first step is the obvious one, make sure the printer is plugged in and turned on.
2. Look for a solid blue light somewhere on the front of the printer. If there is no blue light or there is a flashing blue light it means your printer is not connected to your wireless network.
3. Even if you do see the solid blue light the next step is to "reboot" your printer. Simply turning it off and back on does not accomplish a reboot. To reboot you must have the printer turned on and then unplug the power from the printer (you can do this from either end of the power cord) and wait 30 seconds and then plug it back in. If it finishes its startup and the blue light comes on you should be able to print.
4. If there is still no solid blue light and the printer does not show up on your network you may have to re-accomplish the Wi-Fi setup on the printer.

If there is actually something wrong with the printer there is usually an error message displayed giving information about the problem. If it is related to the ink cartridge you may have to replace the cartridge with the problem even though you are sure it is not empty (I always keep spare cartridges ready). In the printer menu there may be a way to print a test page. If it won't even print a test page it may be time for a new printer unless it is under warranty and you can contact the manufacturer. Getting a printer repaired is usually more expensive than buying a new one.

My Printer Goes Through the Motions but Nothing is on the Paper

There are two reasons why your printer makes all the noises and spits out a piece of blank paper. One is related to dried print heads and the other is software related. For dried printheads here is a list of procedures you can follow.

1. Almost all printers have print head cleaning routines accessible from the printer's menu. Run this routine as many times as necessary to clear the print heads. If unsuccessful proceed to step 2.
2. If only one or two of the colors are affected I create a document with a large square of the offending colors and print it in the highest quality setting repeatedly until that color starts printing.
3. Next step is replacing the cartridge but be advised, some printers have the print heads built into the cartridge and some have them as part of the printer. In the latter case replacing the cartridge may still not solve the problem and unless you want to try and take the printer apart and find the printhead you are probably at the point of getting it repaired or replaced.

Quick Fixes for Common Problems (continued)

For printing blank pages as a result of a software problem here are some things to look at.

1. The software related problem with blank or almost blank pages usually occurs when printing from your browser. Some web pages will not print properly from the Print dialog in the menu bar under “File” but if you find a printer icon on that web page it may allow you to print properly. This is particularly applicable to webmail sites but can also happen with PDF documents.
2. If you are having trouble printing a pdf document through the browser, you might try downloading it, if possible, and printing it using Apple’s Preview app or the free Adobe Reader app (available at [adobe.com](https://www.adobe.com)).
3. You may try to open the document in a different app. I have a graphics program called Graphic-Converter which will read virtually any graphic format file (including PDF) and allow me to edit or print.
4. One last thing you can do is if you can see the document on the screen you can use the screenshot app in MacOS to capture it and then open it in Preview and print it.

Hope some of this is helpful. Until the Computer Club is again open for business, be safe.

Things you might want to know about Clipboard in Windows 10

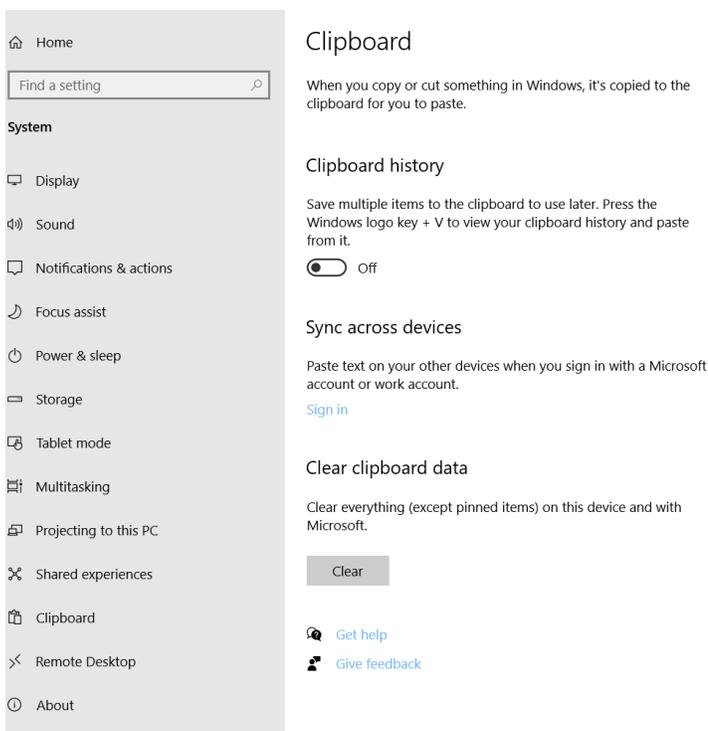
Do you use the clipboard? Have you ever copied something and then pasted it? Do you keep a history of what you copy and paste? Do you know where to find out if you do? Do you even know to what I am referring? Let’s take a look at clipboard history, first introduced in Windows 10 October 2018 Update. Many of us have used the copy and paste function, e.g. highlight a word and use the shortcut keys of “Ctrl +c” and then pasted the word somewhere else using the shortcut keys of “Ctrl+v”.

If you do then you may be storing a list of the 25 most recent items you’ve copied. How do you know? Check you settings. Go to Settings (or the cog icon) and select “System”> Clipboard.

You can see if you have Clipboard history toggled ON or Off. If you have it Off, nothing is stored as it is disabled.

If you have it On, then you will see which items are stored on your Clipboard, it will store your most recent actions, up to 25. To clear all of your history, select the “Clear” box under Clear clipboard data.

If you only want to clear selected items, click on the three (3) dots in the upper right hand corner of the item you want to delete. A small pop up will appear and you can then select to delete it. If you want to keep it, select “Pin”.



How to unsend an email in Gmail

Have you ever had the unpleasant experience of sending an email and as soon as you sent it, wanted to take it back? Perhaps you included someone in the addressee line that you did not want to include. Maybe you were venting and wrote a response to another email, but then decided it really wasn't what you wanted to say. We have all been there. If you use Gmail as your mail provider, you can retrieve an email sent in error to prevent an embarrassing situation. But you have to know how to do so. You see the default is set for five (5) seconds. Who can do anything in 5 seconds these days? You can however reset it to 30 seconds and that might just be enough time to say, "oops, I really shouldn't send this".

So here is how to adjust your settings. When you are in your Gmail, go to Settings (look for the gear icon  and click on it, then select "Settings". Now look for "Undo Send (under the General tab). You can select 5, 10, 20 or 30 seconds. Choosing 30 gives one the most time (and if probably most appropriate for the majority of us. BE SURE to scroll down and select "SAVE Changes" and you are done.

Settings

[General](#) [Labels](#) [Inbox](#) [Accounts and Import](#) [Filters and Blocked Addresses](#) [Forwarding and POP](#)

Language: Gmail display language:

Enable input tools - Use various text input tools to type in the language

Right-to-left editing support off
 Right-to-left editing support on

Phone numbers: Default country code:

Maximum page size: Show conversations per page

Undo Send: Send cancellation period: seconds

Default reply behavior: [Learn more](#)
 Reply
 Reply all

Hover actions: **Enable hover actions** - Quickly gain access to archive, delete, mark as important, and more
 Disable hover actions

Now the next time you send an email, you should see this at the bottom of your screen. If you want to recall your email, simply click on "Undo" but remember you only have 30 seconds to do so. Once this goes away, your message is sent.

Message sent.

[Undo](#)

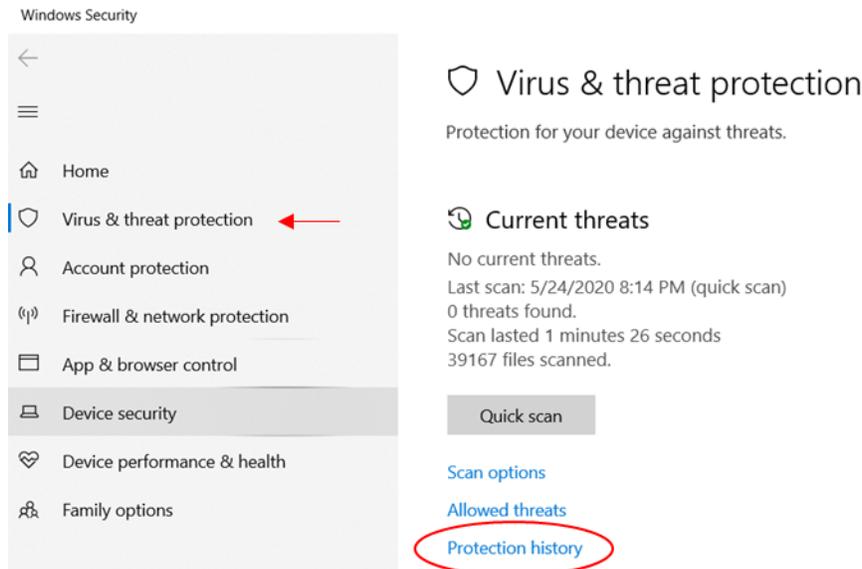
[View message](#)



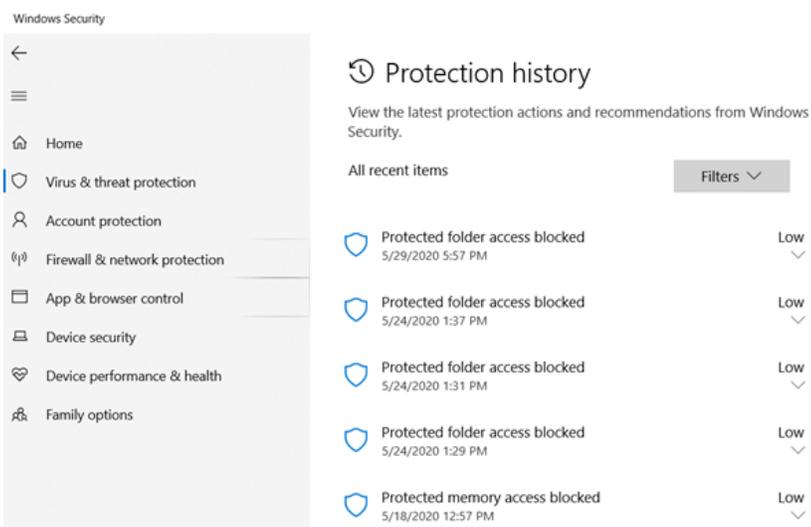
Windows 10 - 10 and listening in...



Windows 10 has a built in Windows Defender Antivirus application for detecting and removing threats it has identified on your computer. It has gotten better and better since its introduction way back when. Since it is part of the Windows 10 as a service, there really isn't a need to buy additional antimalware/antivirus programs if one uses Windows 10. But some do. Do you ever wonder if it is really working? If so, you can see threats it has detected on your PC. Now called Windows Security, go to Settings> Update and Security> Windows Security> and select Virus & threat protection. To see what it has been doing, click on Protection History.



Now you can see a list of the threats that have been identified on you computer. If it is blank, do not worry as that is a good thing. But if anything appears in the list, you can see more information about it by clicking on the down arrow. Or if you had a protected folder and it was blocked, clicking on the down arrow will then ask you if you want to allow changes made. Clicking on "Filters" allows you to narrow down the types of threats you view, e.g. Quarantined items, Cleaned items, etc. If you have a long list in your history, you can be sure that the program is working effectively. If you want a secondary program, just make sure it is compatible with Windows Security, but it isn't necessary to have one.



Useful things you may want to know, or Frequently Asked Questions (FAQs)

that we made up ourselves

Q. I have heard of ransomware and malware, but what is Fleeceware?

A. Excellent question. Fleeceware refers to apps that charge an excessive fee, usually for a monthly subscription, after a brief “trial” period ends. One may be tricked into downloading an app “to try” for say 30 days, but when the 30 days are over, they begin to bill you for the subscription. Companies prey on your inattention to detail. Sometimes an app will be advertised for only \$10 per week. Maybe you thought it was \$10 per month. Others may advertise as \$100 a month, hoping you mis-read it as \$1.00 per month. Beware if you sign up for a free app and have to provide credit card information. Sometimes we forget to “cancel” the subscription before the trial period is ended so we automatically get billed. Deleting or uninstalling the app does not cancel it and you may still be charged. The only way to stop it is by canceling it. Only download apps that are from legitimate apps developers and read before you agree to any subscriptions before committing to them. Sticking to apps from the Microsoft Store, Google Play Store or the Apple App Store is a good recommendation, but there is no guarantee that all of the apps in those stores are legitimate. All of those stores try to vet (through testing and verification) that the apps are free from viruses and other malware, but nothing is 100% guaranteed.

Q. Which is the best browser to use?

A. That is an interesting question as there are many browsers to choose from. While we do not make specific recommendations, let’s look at some of the popular browsers and maybe you can then choose one that is appropriate for you. I am sure you have heard of Google Chrome, which pretty much dominates the market. It is popular and known for its speed and compatibility with the majority of the websites on the Internet. Security wise, phishing protection is enabled by default. There are also many extensions available but Chrome also can be a resource hog and slow down one’s computer if you have a lot of tabs open. If you Google account is connected to your Chrome browser, you might have concerns with privacy and knowing that your searches and spending behaviors may be tracked. If security is your concern, then perhaps you want to use Mozilla Firefox. It automatically blocks third-party cookies and it will notify you if you go to a website that has had a data breach. It has a Privacy mode so you don’t have to see all the ads and blocks website tracking. It also has extensions, like Chrome and is comparable to Chrome’s speed.

The default browsers are Safari for Apple and Microsoft Edge for Windows. Each of these browsers come bundled with their respective operating system, saving you the trouble of downloading a browser for use. Since both are part of the Apple and Windows 10 packages, when it comes to startup time and memory use, both are extremely efficient and don’t hog your system’s resources, running on only 5-10% of your CPU usage (Safari) an only 3-5% of your CPU usage (Windows). Both are pre-installed browsers for their respective systems.

Another browser that is popular for anonymous web browsing is Tor. You can even install it on a flash drive and then boot it up on any public computer for safe, private browsing. It has been said that people living in other countries use it to break through censorship of their repressive governments so it delivers in terms of privacy. It routes one’s Internet traffic through anonymous servers worldwide, making it difficult for ad trackers and search engines to see what one is doing. Because of this, it may be inconsistent and have issues loading some websites. So you decide which browser is best for your needs.