March 2016

## PRESIDENTS MESSAGE

Spring has sprung and with it comes El Nino.  It's good news and bad news, especially when the threat of floods are possible in many areas.  One thing for sure, we will be enjoying all the beautiful summer flowers to come.  Here in Rossmoor the spring daffodils are already in full bloom and brighten up some of our drab days.

Within the membership of our Club, new ideas are forthcoming from members who are more advanced in some of the new technologies and Windows applications and are volunteering to pass their knowledge onto others. New free seminars are planned for the residents in the Fireside room at Gateway.  Classes and seminars are also available at the school through the Acalanes Adult Education program.  There are many users of the P.C. who, like myself are quite content in staying with programs they are confident and comfortable with.   But you know what they say, "you're never too old to learn". Always be open to challenge!

In my December message I expressed the Club's thanks to four of our members who retired after having served on the Board and volunteered for many years.  I am taking this appropriate time to tell you that I am stepping down as of April 1st. from the helm.  I will continue as a member and offer my assistance in any way that I am able to do so when asked.

At this time I also want to thank the volunteers and the Board for the past year of help and collaboration in keeping our motto alive "people helping people."

Muriel E. Wyro
President

The Board is actively seeking a volunteer to fill this important leadership role.

### In This Issue:

- What Comcast Internet Users Need to Know
- Spring 2016 Course Descriptions
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- Beware of Scam
- Giggles From Readers Digest
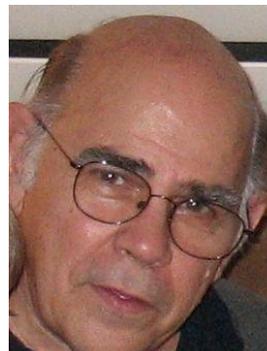- Free Seminar
- Computer Club Board

# NOTES FOR COMCAST INTERNET CUSTOMERS

## **HOW TO RESET YOUR COMCAST PASSWORD**

Bill Hammond

1. From the XFINITY sign in page, go to the "Forgot Your Password?" page and enter your XFINITY or Comcast email address or the email address linked to your account. **Click Next**.
2. Enter the capcha security code in the box. **Click Next**.
3. Answer your secret question (the one that you created during your account setup) and enter your ZIP code. **Click Next**.
4. Create your new password following the password guidelines. **Click Next**.

When your password has been updated, you will receive a confirmation message.

If this procedure doesn't work you can chat with a customer service representative by calling **(800)407-2997**. Note that this is a special support number for Rossmoor residents. You will be quickly connected to a representative who speaks excellent English. It is best to call from your home. If you choose this method to reset your password, this would be an excellent time to log in to your profile and check your secret question.

## **XFINITY WiFi HOTSPOTS**

Another advantage of your Comcast Internet account is access to XFINITY WiFi Hotspots, which is a network of Wi-Fi access points (Comcast says there are over 1 million) around the country that keep you connected to the Internet at WiFi speeds. Access to the hotspots is offered at no additional charge to XFINITY Internet customers who subscribe to Internet access packages that include speeds of 25 Mbps or higher. You can connect to these hotspots using any WiFi-enabled device, such as phones, tablets or laptops.

To connect you should look for *xfinitywifi* on your Wi-Fi-enabled device in the list of available networks. Then you will need to sign in.

To sign in:
1. On your Wi-Fi-enabled device, connect to the XFINITY WiFi network (network name: *xfinitywifi*) and launch your browser.
2. The browser will redirect you to the XFINITY WiFi sign-in page.
3. Sign in using your XFINITY username and password.
4. If you are prompted to install a security profile, go ahead and follow the prompts to install it.

# SPRING 2016 COURSE DESCRIPTIONS

## APPLE iPAD BASICS

**In a hands-on or demonstration format, learn the basics of your iPad. Get comfortable with the buttons and switches of an iPad and using a touch screen. Interact with your iPad using a keyboard, voice, or Siri. Set up email and account settings. Communicate with others. Use the calendar, clock, notes and reminders, maps, books and other iPad apps. Browse web pages, bookmark sites, and copy text or images from web pages. Bring your iPad to class for hands-on practice. 6 classes: Text My iPad.**
*Class size is limited to 15 students.*

## APPLE iPAD– LEVEL 2

**Course Description: In a hands-on or demonstration format, learn to use other iPad apps on your iPad. Download apps and use productivity tools. Write with Pages or Docs, calculate with Numbers or Sheets, and present a slideshow with Keynote or Slides. Use iCloud or Google Drive for cloud storage. Work with the Camera and Photos apps to take, edit, and share photos and video. Bring your iPad to class for hands-on practice. 6 classes  Text My iPad.**
*Class size is limited to 15 students.*

## IPHONE – 2 MEETINGS

**Get comfortable using your iPhone to make and receive calls and use the Internet as well as controlling the appearance and arrangement of icon.**
*Class limit 10 students.*

## WINDOWS 10 BASICS – 2 MEETINGS

**A beginning hands-on short course to get up to date with current technology including using a touch screen and more advanced mouse commands in Windows 10. The class is especially useful if you are upgrading from Windows XP or Windows 7. Work with the new desktop, tiles, and search features.  Use the new browser not only to set home pages, tabs, favorites but to work in new ways. Windows 10 or 8.1 laptops or tablets are welcome or use RCC computers.**
*Class size is limited to 15 students.*

## ANDROID SMART PHONE – 2 MEETINGS

**Get comfortable using your smart phone to make and receive calls and use the Internet. Learn to use, arrange, widgets and icons as well as add and remove pages from you screens. Find out how to personalize you phone with wallpapers.**
*Class limit 10 students.*

## FUN WITH MICROSOFT PUBLISHER – 2 MEETINGS

**This little known part of Microsoft Office is a fun and easy to use program.  You can make cards, signs, banners, business cards, calendars, much more.  Learn the basics of this program to begin to create your own projects.**

# SPRING 2016 CLASSES AND SEMINARS

| Three week / 6 meeting hands-on classes$30 members - $45 non membersText book required | | | | | | |
|---|---|---|---|---|---|---|
| IPad Basics | T&Th  1-3pm | April 12-28 | 421 | Olsen | Bring your IPad and learn to be a "power user". | Limit 15 |
| IPad - Level II | T&Th  1-3pm | May 3-19 | 421 | Olsen | You know the basics, now bring your IPad and learn even more. | Limit 15 |

| Two meeting classes$20 members - $35 non members | | | | | | |
|---|---|---|---|---|---|---|
| iPhone Basics | Thu 1-3pm | Mar 24 & 31 | 421 | Olsen | Get comfortable using your iPhone for calls, Internet, email and more. | Limit 10 |
| Windows 10 * | Wed 1-3pm | April 13 & 20 | 420 | Olsen | Learn the basics of Microsoft latest operating system. Decide for yourself. | Limit 15 |
| Android Phone | Wed 10am to noon | May 4 & 11 | 421 | Barnes | Get comfortable using your Android smart phone for calls and much more | Limit 10 |
| Windows 10 * | Wed 10am to noon | May 18 & 25 | 420 | Olsen | Learn the basics of Microsoft latest operating system. Decide for yourself. | Limit 15 |
| Fun With MS Publisher * | Tue 1-3pm | May 24 & 31 | 421 | Barnes | Learn fun skills with Publisher – make card, signs, banners and more. | |

| Seminars (Demonstration with Q&A)$15 members - $25  non members | | | | | |
|---|---|---|---|---|---|
| Facebook I | Tue 1-3pm | Mar 22 | 421 | Olsen | Learn to use Facebook to keep in touch with friends and family members. |
| Backing Up Your Computer | Wed 1-3pm | Mar 23 | 421 | Olsen | Every computer should be backed up.  Learn to use this invaluable tool. |
| Facebook II | Tue 1-3pm | Mar 29 | 421 | Olsen | Learn more than the basics about this fun to use communication tool. |
| Understanding Computer Storage | Wed 1-3 pm | Mar 30 | 421 | Barnes | Learn to control the basic storage of your computer. Never lose a file again. |
| Take Control (Control Panel) * | Wed 1-3 PM | April 27 | 421 | Barnes | Learn to use the icons of the Control Panel to adjust your computer to the way you like to use. |
| Be Safe On The Internet | Wed 1-3pm | May 4 | 421 | Olsen | How do you use the Internet safely? Is your email secure from hackers and do you shop safely? |
| Scan & Download | Thu 1-3pm | May 26 | 421 | Olsen | Learn to download, scan and print photos. |

## *Tech support available at the Computer Center*

| | |
|---|---|
| Monday 10 a.m. - 12:00 p.m | Help for Android devices and cell phones |
| Tuesday 10 a.m. - 12:00 p.m | Help for Windows problems and laptop repairs |
| Wednesday 10:a.m. – 12:00 p.m. | Help for Macs |
| Friday 1:30 p.m. – 3:30 p.m. | Help for IPads and IPhones |



WANTED

THE COMPUTER CLUB OF ROSSMOOR
IS LOOKING FOR VOLUNTEERS
TO HELP MAN OUR COMPUTER
CENTER AT GATEWAY.

HERE IS A CHANCE TO INCREASE
YOUR COMPUTER SKILLS BY
ASSISTING OTHERS

HELP PERIODS AS SMALL AS TWO
HOURS PER WEEK

Please contact Jeanette Massery
massery1@gmail.com
Or call 925 280-3984
rossmoorcomputercenter@comcast.net

REWARD

# BEWARE OF SCAM

Jeanette Massery



My friends, who live in Rossmoor, said they got a call from a very nice gentleman who identified himself as an AOL representative "calling to confirm that your computer has been updated to the Windows 10 operating system, AND if not, needs to be done within the next day or two."

They told him they had not done so yet and the very nice gentleman said he could assist them with it, at no charge, so they agreed. They followed his instructions so he could **get into their computer** and he told them that the process would take at least four hours and to leave the computer on, just go to bed, and gave them an AOL contact number to call if they had any problems.

When they turned the computer on the next morning, they said it "froze up" so my friend called the AOL number, and the gentleman took care of the problem immediately and now their computer is just fine and they are very pleased.

When I told them that I believed it was a scam and that their computer had been hacked, they couldn't believe it.

Remember, folks, do not give ANYONE remote access to your computer unless you initiate the call.

## Readers Digest February 2016

A client called my help desk saying she couldn't send an e-mail. When I was done troubleshooting the problem, she interrupted me to ask, "Wait a minute, do I type @ in lower or uppercase?"

*Swati Khatri, New Delhi, India*

### When Smart is Too Smart

I can still remember a time when I knew more than my phone.

### Texting acronyms can stump even the best parents:

Mom: Your great-aunt just passed away. LOL.

Son: Why is that funny?

Mom: It's not funny, David! What do you mean?

Son: Mom, LOL means Laughing Out Loud.

Mom: I thought it meant Lots of Love. I have to call everyone back.

Mom: What do IDK, LY & TTYL mean?

Son: I don't know, love you, talk to you later.

Mom: OK, I will ask your sister.

# FREE SEMINAR

On Wednesday, March 30, 2016 at 1:30PM in the Fireside Room, the Computer Club will present a free seminar showcasing Windows 10 and Genealogy.

Throughout the afternoon, the Club will have drawings for some very nice door prizes. During intermission refreshments will be served. You don't have to be a club member to attend, so be sure to come and bring your friends.

**Paul Wilson will make a presentation of Windows 10** highlights and new features. There will be several subjects to cover, ending with a general wrap-up of important points to be aware of.

**Those wrap-up items are:**

- Avoid Freebies if you don't need them!  Windows is full of them.
- Many apps need customization on first use.  Best to get it right the first time.
- Remove unneeded Start Menu Tiles to avoid clutter.
- Get a Microsoft Account in order to benefit from Microsoft online services.  Your regular email account can continue in use even though it might be from a different email provider.
- Remove temporary files from desktop or laptop by using Ccleaner.
- Activate automatic Update of Windows including Applications Update.

- PIN number is added security for a Microsoft Account to prevent disclosure of the real password when multiple persons use a common computer.
- Regular data backups to external device or to the Cloud.
- Commit logins to memory and paper.
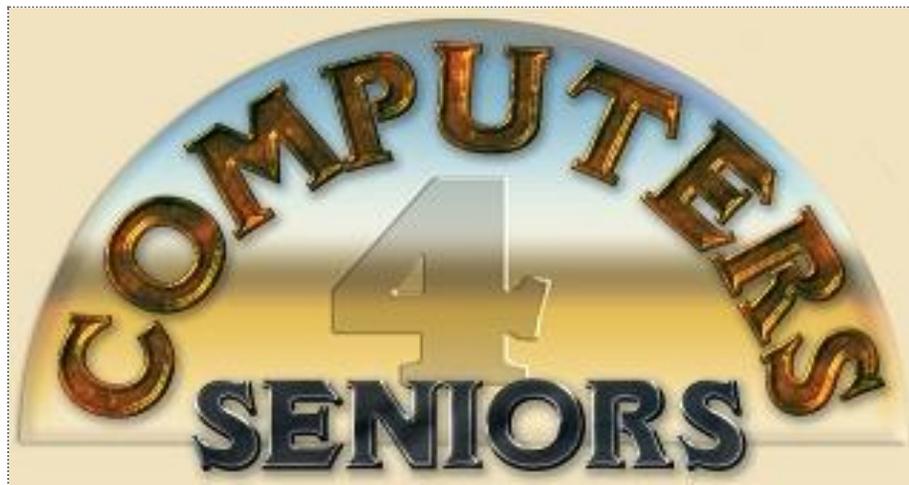- As good as Windows is, it is still a work in progress.

**Genealogy presenter, Cat Nielsen**, is a native Californian with a BA in Geology, and a MBA in Marketing and Science & Technology from the Univ. of Calif., Davis.  She has spent over 40 years in the high tech industry, is a credentialed Adult Ed Instructor, and holds a PMP from the Project Management Institute.

She has had a lifelong interest in Genealogy wondering how her Danish-Cornish-Arberesh family came to be.  She has visited all the native homelands and done research in Denmark, and England. In the US she has done on-site research in Michigan's Upper Peninsula, Michigan State Archives, New York City, and makes frequent trips to Salt Lake City.  Her most recent research success was to take a cousin's Swedish father's line back five generations using online Swedish resources at the Family History Library.

Cat has given genealogy lectures throughout Northern California and at the APG Management Conference at FGS Philadelphia.  She taught three Genealogy classes a week at Acalanes Adult Ed, in Walnut Creek, CA from 2005 – 2009, and a Beginning Genealogy class at Albany Adult Ed.

# Computer Club of Rossmoor

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|---|---|
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