

The Monthly Newsletter of the Sun City Summerlin Computer Club www.scscc.club

August, 2019

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### **Issue Contributors**

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# President's Message

by Jeff Wilkinson More on Virtual Private Networks

(See also Jeff's January, 2019 VPN article.)

### Introduction

As <u>VPN</u> (**V**irtual **P**rivate **N**etwork) connections come into vogue, many ask just what is a VPN and why would I want to use one? Data sent over the internet is broken down into small packets which carry information on the protocol being used, and the sender's IP address as part of the packet information. When you connect via VPN, these data packets are encapsulated and encrypted inside another packet which provides a layer of security and keeps the contents safe from public view. These packets are sent through your VPN provider's servers, offering further anonymity. Typical encryption methods include iPsec which encrypts and authenticates the data packets over a network. The VPN service I use has AES-256 encryption protocol, which is used by many of the world's leading security agencies and government organizations.

Return data travels these same paths. Anyone on your network watching that traffic won't be able to break in or serve you bogus websites. This is especially helpful if you are using your device over public WiFi, like a casino, coffee shop or fast food restaurant. Using a VPN, your Internet traffic appears to be coming from your VPN provider's servers, which may be located anywhere. Your computer IP address appears as that of the server's location. That means websites, advertisers, and snoopers have a harder time tracking your movements across the web and discerning your actual location.

### Do VPNs Work?

I recently ran an experiment just to get a feel for how well a VPN really worked. While surfing the web a popup ad for health insurance keep appearing – possibly as a result of marketing in response to previous search. Having moved from the other side of the country, I knew insurance rates could be tied to location. I fired up my VPN, which I normally don't run all the time, and changed the server location to Boston. This effectively indicated to those collecting real time data that I was in Boston. I refreshed the page I was surfing and the same popup add appeared. Next, realizing that this medical insurance was unlikely to be available in Finland, I connected my VPN to Helsinki, Finland. Now my web page inquiry appeared to be coming from Helsinki, Finland – and of course the popup add that appeared was for a local product available only in Finland and not the medical insurance popup.

The security of a VPN is dependent on your VPN service provider and what, if any, logs or metadata they retain. Do they retain personal information on their subscribers? What is their policy on sharing data? Will they release information to government agencies? For most of us, this is not a concern, but it's wise to aware of your provider's policies.

### Is a VPN Right for You?

So, if you want to add an extra layer of protection to your web surfing activities a VPN may be for you. How do you decide on a "good" service provider?

Look at the services each provider offers – Netflix blocks some VPN's for instance.

What devices do you want to use your VPN on: Windows computer and/or Apple, iPhone, Android phone or tablet, Smart TV, Fire Stick etc.

Take a close look at the VPN's user interface – it needs to be intuitive and easy to use

Make sure the locations you are interested are covered by their servers – do you plan to travel or live there for a time?

Look at cost and terms, contract or month to month, discounts etc.

Not everyone needs a VPN or wants one but there are certain occasions where it would be nice to know your activity is protected from potential prying eyes. Checking bank or brokerage data over public WiFi comes to mind.

Until next month ...

Jeff Wilkinson, President (702) 527-4056 <u>pres.scscc@gmail.com</u>

# **Submissions Welcome**

We are always looking for new information to share with our club members. If you have computer or technical information you would like to share with members of the club, send your articles to editor **Tom Burt** at <u>tomburt89134@cox.net</u>. Thank you to everyone for your contributions.

## **SCSCC Board of Directors Actions**

There was no Computer Club Board of Directors meeting in July.

### **General Membership Meeting**

There will be no General Meeting in August. Our next meeting will be at 2 PM on Thursday, September 5<sup>th</sup>, 2019 in Desert Vista Room 5.

For Club information: go to <u>www.scscc.club</u>, contact Jeff Wilkinson, President at (702) 527-4056 or email him at <u>pres.scscc@gmail.com</u>.

### Welcome New Members

The following new members joined the Computer Club between June 27<sup>th</sup> and July 27<sup>th</sup>.

Phyllis Adams Sy Bensky Linda Bratjan Peter Bratjan James Ferriter Diana Goldstein William Goldstein Grant Leslie Julia Leslie Irene Sacks Jan A. Wonso

# August 2019 Calendars

To view this month's classroom and lab calendars, click the following hyperlink:

http://www.scscc.club/Calendars/scscc\_calendar\_2019-08Aug.pdf

# **Special Interest Groups**

Special Interest Groups (SIGs) provide a forum for general discussion on a specific computer related subject. Admission to all SIGs is on a first-come, first-seated basis and is subject to the maximum allowed by fire code regulations. All of the following meetings are held in the Classroom. <W>, <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device user.

#### Genealogy Q&A <W/M>

4<sup>th</sup> Saturday, 9 a.m. to noon in the Lab Karen Ristic (702-749-6489)

Genealogy is one of America's most popular and rewarding hobbies. With billions of records now available online, researching your family tree has never been easier—if you know where to look and which key words you'll need to use to create an accurate family tree from start to finish.

#### Internet Investing <W/M/H>

*3rd Thursday, 9:00 a.m. in even months* Next meeting: August 15<sup>th</sup> Tom Burt (702-341-7095)

The Internet Investing SIG provides a forum for members interested in using Internet resources for researching and managing investments to meet, discuss, and learn more about the topic. The SIG's target audience is members with intermediate computer skills and investment experience, but all members are welcome.

#### <mark>iPad/iPod/iPhone</mark> <H> Dark for the summer

4th Wednesday, 9 a.m. Zane Clark (702-562-3684)

This SIG is your forum for learning about and discussing the Apple iPhone, iPad tablet and iPod devices as well as Macintosh PCs. It's for Apple users of all experience levels.

# Hardware / Software Repair Lab <W/M >

*Every Tuesday, 1:00 p.m. to 4:00 p.m.* Chuck Wolff (702-233-6634) and Chuck Hagen (702-418-2614)

The Repair Lab provides **CLUB MEMBERS ONLY** with no-cost assistance for those having upgrades and / or hardware and software problems with their computers. Bring in only your PC tower, your Mac or your laptop and your problems. Our TECH team will give you our best effort. *Be sure to mark your cables so you can re-connect when you get home*.

## Kaffee Klatches

Kaffee Klatches provide a forum for general discussion on all computer-related subjects. Admission to all Kaffee Klatches is on a first-come, first-seated basis and is subject to the maximum allowed by fire code regulations. The following meetings are held in the Classroom. <W> or <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device (iOS or Android) user.

#### Windows 10 SIG / Q&A <W> Dark in August

*First and Third Saturdays, 9:30 a.m.* Bill Wilkinson (702-233-4977)

If you are a novice or near-beginner computer user, or if you just want some refresher information together with a refreshing cup of coffee, then jump-start or recharge your computing knowledge by attending these Win 10 SIG / Q&A sessions. At each session, attendees will explore several topics of interest to beginners and near-beginners. The topics are always announced a couple of days in advance via e-mail to SCSCC members who have subscribed to the club's SCSCCNews mailing list. Each topic is presented in a step-by-step manner and is supported by "how to" notes that can be easily and conveniently downloaded from the <u>SCSCCBKK.org</u> web page. Following each "up front" presentation of one or more topics (approximately 60 minutes in duration), an informal open-ended Question and Answer period takes place for those who wish to participate, listen, reflect, or inquire.

### Kaffee Klatch <W/M/H>

*Every Tuesday, 8:30 a.m.* Sandy Mintz (702-838-2525)

This Kaffee Klatch is an open, free-form discussion group for all users, from beginning to advanced. KK discussions are not restricted to any one subject, computer platform or computer-knowledge level but should be computer or technology related. We will try to answer your questions, help you keep your systems updated and provide some useful "tips and tricks." Since our SCSCC is built on "neighbor helping neighbor," if you have a tip or information, we encourage you to bring it in and share. The fellowship is great, the coffee is good, and the education received from the KK attendees is priceless. Stop by on Tuesday morning and have a cup of coffee with us.

## August 2019 Hands-On Classes

No hands-on (Lab) classes are scheduled in July.

# August 2019 Free Seminars, Q&As and Workshops

For Computer Club seminars, there is no requirement for advanced registration unless explicitly stated. Seating is first-come, first-seated.



### "All Things Apple" Q&A Dark for the summer

9 AM on First and Third Wednesdays Presenter: Zane Clark Location: SCSCC Classroom

Bring your Apple iPhone, iPad, Watch or Macbook to get one on one help with your questions about how to use any Apple device and popular iOS or MacOS apps.



### Let's Talk (Genealogy) AND Lab Monitors

4<sup>th</sup> Saturday (August 27<sup>th</sup>), 9:00 am to 12:00 pm Presenters/Monitors: Karen and Ray Ristic Location: SCSCC Computer Lab

Genealogists ask a lot of questions. That's what research is all about! Google can provide you many websites with genealogy questions to ask of those you are researching for family information. Many websites are particularly of value especially when you have little or no data about your ancestors.

So ... do you have a question or two about your genealogy or have you hit a brick wall in your family history research? Come for a visit to the Computer Lab and we'll talk about it. Also, what about the software, Family Tree Maker? Did you know the computers in the Computer Lab have Family Tree Maker on all of them?

The team of Karen Ristic and Ray Ristic have been doing family history research for over 40 years, teaching classes, members and officers of genealogy societies, and have published two of their own family history books. They will continue to be in the Computer Lab, primarily to Monitor the Computer Lab, on the 4<sup>th</sup> Saturday of the month from 9:00 am to 12:00 pm, but also to be available in the Computer Lab (multitasking?) on those days at those times (along with others who may drop by) to "*Let's Talk*" to provide direction and/or answers to your own genealogy questions.



### Android Smart Phone Photography

Thursday, August 29<sup>th</sup> 9:30 AM – 11:30 AM Presenter: Tom Burt Location: SCSCC Classroom

For August, I've decided to dedicate a session to helping our members get the best possible photographs and videos when using their Android phone. We'll begin with a basic review of general principles of photography – composition, light, focus, stability – and how these principles work when your digital camera is your smart phone.

We'll also review the features of the Android Camera app. Along the way, we'll take various photos, including selfies We'll also look at a Google app that lets you use your smart phone camera as a portable scanner. We'll also spend some time on how to move your photos from the phone to storage in the Cloud or on your personal computer. If time permits, we'll demonstrate some simple image edits you can do using Google Photos.

Presentation notes will be available about August 23 at: <u>http://www.scscc.club/smnr</u>.

# Tom's Tech-Notes



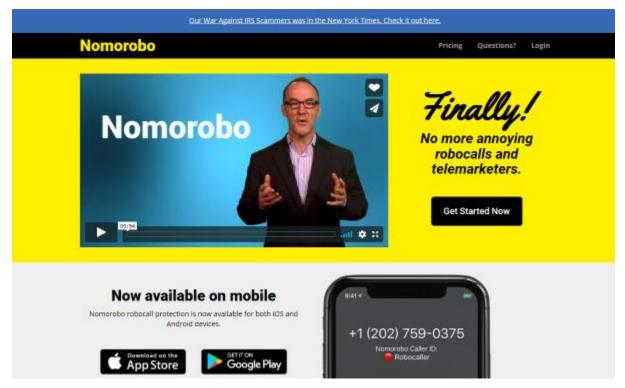
### Nomorobo Relief from Endless Robo-Calls

### Tom Burt, SCSCC Vice-President

Robo-calls have become the bane of everyone's life. According to statistics provided by YouMail.com, U.S. call volumes in 2018 were estimated at 47.8 billion, an increase of 57.8% over 2017. Of these, about 56% were telemarketing or scam calls; the rest were reminders or other legitimate notices. The federal "Do Not Call Registry" has become all but worthless because the spammers and scammers ignore it.

At the Burt household, we get a Voice-Over-IP (VOIP) digital landline phone service from Cox Phone, bundled with our Cox Internet service. The phone service includes caller ID and an audible announcement of the name or location of the caller. The announcement is repeated *loudly* for three rings. This was convenient at the beginning, making it easy to ignore calls from sources we didn't know. However, as robo-call volumes increased, we were getting as many as 20 robo-calls per day! The announcements alone became nerve- wracking.

At the Tuesday morning Kaffee Klatch sessions, robo-calls have been a frequent topic. Several members mentioned a call blocking service called Nomorobo. I looked up Nomorobo on their website: <u>www.Nomorobo.com</u>. When it became available on my Cox Phone service, I set up an account and activated the blocking feature. After 4 weeks, it has worked quite well for us.



### What is Nomorobo?

Nomorobo is a free service that uses a huge database of known robo-callers' phone numbers (1.78 million so far) to block incoming sales (spam) and maliciouos (scam) robo-calls to the phone numbers of registered subscribers.

The Nomorobo service is *free* for VOIP landline phone services, including Cox Phone, Ooma and Vonage. For mobile devices, the service costs \$1.99 per month. Unfortunately, it is NOT available on CenturyLink's regular phone service.

To use Nomorobo, you must first register and set up an account on their website. Then you set up the phone number(s) for which you wish to have the blocking service.

NOMOROBO	Your I	Phon	es			
Dashboard	Add, remove and setup your phones here.					
Your Phones	Success! That number has been removed from your account.					
Report a Number Your Account		and-line)	(Cox phone	O Disable	<b>C</b> Test	¢ Edit
Help					Add Anothe	er Phone
Logout						() на

Nomorobo will provide you a special phone number to use in setting up blocking your phone service (see next section).

### How Does Nomorobo Block Unwanted Calls?

The key is a feature on your phone service called Simultaneous Ring. This feature has to be enabled in your phone service's settings after you log in via their website. Once Simultaneous Ring is enabled, you enter the special phone number provided by Nomorobo (see above) into a box on the setup screen and then save / submit the setup web form. In our case, we reached the Settings screen by logging in to Cox Phone Tools and then opening the Settings panel. We moved the slider for Simultaneous Ring to the "on" position and then we entered the phone number provided from the Nomorobo registration screen. Finally, we clicked the Save button. (See screen shot below.)

With Simultaneous Ring enabled, when a call comes to your phone number, it rings on your phone and also on the Nomorobo phone servers. Nomorobo checks the incoming caller's number against its database of 1.78 million known unwanted callers. If the number is there, Nomorobo picks up the call, sends an audio message "This call has been blocked by Nomorobo", and hangs up. On your phone, you hear only the first ring. All other calls are passed on to your phone; you hear the normal rings and possibly caller name or location announcements.

⊖ Settings					
Voice Mail	Voice mail allows you to manage messages from missed calls. You can keep, delete, download or forward a message with this feature. This feature cannot be used when forwarding all calls.				
Call Forwarding	Call Forwarding allows you to forward calls from your home phone, preventing you from missing important calls. If you are forwarding all calls, this feature cannot be used when Voice Mail or Do Not Disturb is activated.				
Call Waiting	Call Waiting allows you to receive calls while on the phone. When activated, you can easily switch between your first and second call.				
Do Not Disturb	The Do Not Disturb is the best option to use when you have a busy schedule to send your calls directly to voice mail without ringing your phone. Your Voice Mail must be turned on to properly use this feature.				
Simultaneous Ring	All designated numbers will ring at the same time when receiving a call. Block Unwanted Calls with Nomorobo. This third-party service identifies known robocallers and telemarketers and stops your phone from ringing, once the Nomorobo number is enabled as a simultaneous ring number. Sign Up for NoMoRobo >				
	Enter up to 3 Phone Numbers Add				
	Save Cancel				

### How Well Does Nomorobo Work?

It definitely works to block calls from numbers in its database. We've also noticed that, over time, the volume of one-ring (blocked) calls has dropped. I speculate that when the unwanted callers get cut off by Nomorobo, those callers may remove our number from their call lists. A few unwanted calls still get through, because the spammers and scammers are constantly switching to new phone numbers. However, we've dropped from about 20 a day to about 5, half of which are one-ringers. Nomorobo's website has a page where you can report the phone numbers of unwanted calls that weren't blocked. Nomorobo investigates these and, after verification, adds them to the database of unwanted callers.

Nomorobo also has a central "white list" of legitimate robo-callers, such as schools and municipal governments that use robo-calls to broadcast alerts and notices. This ensures that those calls are not blocked.

### What About My Cell Phone?

Nomorobo has apps for both Android and iOS that you can install to work with their servers and database to provide similar blocking services on your smart phone. The Nomorobo website says the mobile blocking service is priced at \$1.99 per month. This might be worth it if you're getting a lot of junk calls.

For mobile devices, there's are many free caller-ID / call blocking apps. **Hiya** is one of these. According to its description, it looks up incoming numbers in a large database and will alert you if the caller is a "suspected spammer/scammer". Check it out in the Google Play Store or Apple App Store.

### What About Regular Telephone Providers?

CenturyLink is the local telephone landline carrier in Clark County. They apparently do not support Simultaneous Ring and so are not compatible with Nomorobo. CenturyLink *does* have a phone feature called "No Solicitation" that intercepts calls and tells callers to press the "one" key to be passed through. You can create a "white list" of callers who are not intercepted, so that most of your regular callers won't be bothered to press the "one" key. It appears that "No Solicitation" is an add-on, extra-cost feature. My web searches couldn't find a price for it, so you'll have to call CenturyLink to find out what it costs.

### Conclusions

If you have a VOIP landline phone service, and are plagued with incessant junk calls, Nomorobo seems like an obvious winning solution. You can't beat the price. The setup was relatively simple. Once that's done, it just works.

With the junk call volume down, Mrs. Burt and I are much less on edge when the phone rings.

If you have traditional landline phone service (CenturyLink in Las Vegas / Clark County) and decent high-speed Internet service, you may want to give some serious thought to converting to a Voice-Over-IP (VOIP) service like Ooma or Vonage. However, that's a topic for another day.

Until next month ...



# Kretchmar's Korner By David Kretchmar, Computer Technician Printer Problems

(Updated from January, 2019)

Printers are the most problematic piece of computer equipment, mechanically - even more than computers themselves. Just like computers, you can't live with them and you can't live without them. Even if you've decided you <u>can</u> live without a full computer and have moved to a tablet or maybe just your smartphone, there are still going to be occasions when you want to



have a "hard copy" (printed copy) of a document. Also, with the multi-functionality of most printers today, most of us have gotten used to the convenience of having a photocopier, scanner, and maybe even a FAX machine in our homes.

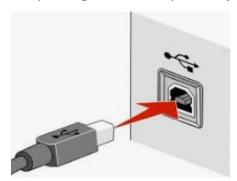
FAX is ancient; it was invented in 1947 and has been popular since the 1980s, but is quickly fading in favor of scanning. This is probably good since the FAX function on home printers was often problematic.

It's easy to understand why printers are such a pain; there are so many moving parts and opportunities for

something to go wrong. Fortunately, you can address many printer problems using the techniques I'm going to describe. If none of the following work, it is probably time to invest in a new printer. If something mechanical is shot in a printer, the fix is often prohibitively expensive (just buying some new printer heads can cost over \$100).

### The USB connection

Unless you're using a printer wirelessly, you need a working USB connection between your computer and your printer. Sometimes a wireless connection is necessary, such as when printing from a cell phone, tablet, or from a computer not proximate to the printer. But if you are printing from a computer adjacent to the printer, a wired USB connection is always more



reliable and highly recommended. Most of us know how to connect the standard USB male connector to our computer, but there is more confusion with the other end of that USB cable that attaches into (usually) the back of the printer (see the picture to the left).

Unfortunately, the printer end of the USB cable also fits into the similar looking telephone line connection on the printer. Usually there is a pair of these female telephone line connectors on printers that include FAX capability; at least one will often be covered with a plastic cap.

One way to tell if you are using the USB connection on the printer is to listen for the USB "handshake" tone from the computer. If both your printer and computer are on, you should hear a couple of notes then you plug in or remove a USB device. If not, most likely you have missed that USB connection on the printer. Be especially aware of this possibility if you are setting up a printer new to your system, or if for some reason the cable has become disconnected from your printer. It is rare for the USB cable to go bad, but I have seen this on occasion.

#### Drivers can drive you crazy

The printer and the computer must be able to communicate with each other, and this is accomplished with specialized software known as drivers. Windows 10 has printing drivers for most of the newer printers available today, but I strongly suggest installing the drivers furnished by the computer's manufacturer. This is especially true if you want to do more than

print, i.e. if you want to scan a document into a file. A new printer will usually come with a CD that can be used to load the drivers appropriate for your operating system. If you have a tablet or other device that does not include an optical drive you can go the printer manufacturer's website, i.e. hp.com/support, and download and install the appropriate drivers. If you have a choice between downloading the basic or full featured software package, I suggest downloading the full featured package then doing a custom install, installing only the software you will be using. For whatever



reason the full-featured software package sometimes works when the basic package does not.

Manufacturers will often keep their website drivers more up to date, fixing bugs that have appeared after the printer has been on the market for a while. So if you are having issues with your printer it's a good idea to download drivers from their website, even if you have already installed drivers from the furnished CD.

When you do the custom install of your printer software, I suggest you deselect features such as the customer participation programs and supply ordering programs. I would also pass on the free optical character recognition (OCR) program, unless this is something you will use. OCR programs can be a real resource hog.

After the driver installation and a reboot, check to see if any new programs are loading automatically by seeing if there are any new icons appearing on the right side of your taskbar. If so, you might want to open MSCONFIG or the Task Manager and stop these programs from loading on startup. If you get a popup asking if you want low ink notifications immediately or "only when printing", select "only when printing", so this program will not be running constantly.

If you are buying a printer to use with a wireless device such as a Kindle Fire, Smartphone or iPad, do some research and make sure you are getting a printer that is supported by your device.

As you might expect with the popularity of the iPad and other wireless devices, many printers will support the device with a free download from Apple or the tablet's manufacturer

## **APCUG Guest Article**

### Who Ya Gonna Call?

### Unpleasant Experiences – Senior Computer Students Paul Baecker, Editor, Sterling Heights Computer Club MI April 2019 issue, WYSIWYG

#### www.shcc.org newsletter (at) sterlingheightscomputerclub.org

I teach computer classes at a local library and hear a myriad of students' horror stories about their unpleasant computer experiences. Here are some ...

Last year, this happened to two senior citizen students, in separate classes. Each student mentioned taking her computer to a local store to have it 'repaired.' One said which store she brought it to (a big-box store with a diagnostic department) and paid \$200. The other took it to a local office-supply store but was too embarrassed to admit the cost she paid. In both cases, the ladies could not remember what problem(s) the PCs were having -- they just "weren't working right." Each student got her computer back, and each computer worked great. The problem? Their personal data (docs, music, photos, etc.) was gone. When questioned about whether they were offered the service of backing up these files, I was met with blank stares. They weren't pleased with losing the files, but still -- blank stares. Neither student could recall being offered a backup of the data files (at additional cost, of course). Perhaps that solicitation was not made, or perhaps they simply did not understand it.

Last month another student reported a pop-up on his Win10 PC. It was one of those typical pop-ups suggesting that the computer had so-and-so many things wrong and a simple phone call could set everything straight. The phone number in the pop-up was 1-855-623-5333. A simple web-search of this phone number reveals it as a popular component of a "pop-up virus." This pop-up loaded immediately with each Win10 login and kept the user from seeing any of his desktop or running any programs. It acted as I would expect a ransomware attack would act, although no ransom demand was noted. Perhaps needless to say, I had to enter Windows' 'Safe Mode' to be able to evict it from the PC, since in 'Normal Mode' I could not access any programs (including security tools). But how did the user get this infection? Simple: He opened an email message from the US Postal Service regarding his request for an upcoming vacation hold of his mail delivery. The problem is that the email was fake. It LOOKED like the other email message he'd previously received, but when hovering over the links in the message, they did not point to the USPS, but rather to some other web location. Not knowing how to determine that the links were fake, he trusted the message and clicked away. BOOM! -- The PC got hacked. An important lesson learned.

Another student was trying to demystify Microsoft's OneDrive on her Windows 10 PC. She had a subscription to Office 365 and had a genuine purpose to be using that cloud storage service. But it just wasn't cooperating -- she was challenged with getting the sync feature to work. So, she searched the web for assistance, and came upon a Microsoft site with a phone number. (Turns out that the site was NOT a Microsoft site, but read on.) The site looked professional, and she called the number, and met "Alex and Steve." Alex chatted with her about her dilemma

for the longest time (20+ minutes), drawing fancy images on her screen, suggesting what they could do for her and how much their service would cost (initially, \$699, but when they learned that she was a senior citizen, the senior discount kicked in at \$499). Fortunately, Alex and Steve were greedy enough to price themselves out of her business, but had they suggested more like \$100, she might have jumped at the offer. But during the long chat with Alex, we surmise that Steve (probably not their real names, of course, since they certainly didn't hide their far-eastern accent) was diligently trying to break into her PC and access whatever files he could. Later, in diagnosing some oddities with her system, we found remnant files in a few places that looked as though Steve had accessed the PC but wasn't experienced enough to cause permanent damage. Sloppy novice hackers.

And a student brought her laptop to a class and asked whether I could help her with a problem. She could not log in to her Windows 10 PC since the previous weekend, although she was insistent that she knew the password. After several tries (using variants of the password contents), we sat there, discussing the problem and alternative solutions (there were few). But during that chat, we were surprised to hear a voice come over the speakers of the not-yet-logged-into PC, telling us that a call to such-and-such phone number could fix so-and-so many hundreds of problems on the PC (similar to the screen popups that we all have witnessed). I figured that the user had caught an infection that also changed her login password. (I have broken into login credentials on Win7 & 8.1 PCs, but Win10 presents advanced security features that stymied my similar attempts.) I do not know what the user eventually did with her PC issue.

These are situations which none of us want to experience. But what if we do have problems or questions about our PCs or our Internet experiences? Each of these users COULD have avoided their dilemmas with a little knowledge.....or with a computer club membership. As a club member, you have access to knowledgeable folks who are willing and able to assist you, without shelling out extra bucks unnecessarily. The club newsletter lists contacts to club volunteers who are ready to help. And each member has the email addresses of the other members. Do not feel intimidated to ask for help when you're stumped with a problem. We all started out with no knowledge, and through reading, research and asking questions (and bits of trial and error), we all have acquired a certain level of digital smarts. If you ask one person, and the response is not quite satisfactory (maybe it didn't work, or it was way over your head), ask again, or ask someone else. Everyone has different ideas and potential solutions, and different ways to convey them. There are NO dumb questions -- we've all asked them. Besides, it's FUN to learn how to control your digital toys! So, never be afraid to ask for help.

# **August Lab Monitor Schedule**

Open Lab sessions are held twice per week: 9 am to noon on Wednesdays and Saturdays.

August Monitors	Monitor Schedule
Jeff Southwell	Saturday
Ann Warhaftig	8/3/2019
Mitch Swetsky	Wednesday
Bonnie Lum	8/7/2019
Jim Enlow	Saturday
Fred Cohen	8/10/2019
Jim Edwards	Wednesday
Jan Edwards	8/14/2019
Mary Hedin	Saturday
John Zuzich	8/17/2019
	Wednesday
	8/21/2019
Ray Ristic	Saturday
Karen Ristic	8/24/2019
Kathy Kirby	Wednesday
	8/28/2019
Gail Weiss	Saturday
Linda McMullin	8/31/2019