

THE
GIGABYTE
GAZETTE

The Monthly Newsletter
of the
Sun City Summerlin
Computer Club

December, 2017

Table of Contents

President’s Message	1
Issue Contributors	2
Submissions Welcome	2
SCSCC Board of Directors Actions	2
General Membership Meeting	3
Welcome New Members	3
December 2017 Calendars	3
Special Interest Groups	4
Kaffee Klatches	6
December 2017 Classes	7
December 2017 Seminars, Q&As and Workshops	10
Tom’s Tech-Notes	12
Kretchmar’s Korner	15
Guest Column	17
December Lab Monitor Schedule	19



President's Message

by Howard Verne

Dear Computer Club and friends

Dear Computer Club Members, this is the last time I'll be writing you a "president's message." Jeff Wilkinson has volunteered to be President next year. My years as your president have been enjoyable and exciting and I look forward to working with you in the future.

I intend to return to teaching. Watch for new classes and seminars as they are announced on the SCSCC News group and in the Gigabyte Gazette. Please help publicize these opportunities to friends who are not yet in touch with the Computer Club.

Volunteers: I thanked our many volunteers for their efforts on behalf of the Club at a delicious dinner last month. Our Club runs on volunteers, and I am very grateful for their efforts. Please consider joining this elite group of women and men.

General Meeting: Our next monthly meeting is on Thursday, December 7th at 7:00 PM in Desert Vista. We will hold the election for 2018 Officers and Board of Directors. In addition, we will ask the members to approve a 2017 off-budget expenditure. We need a quorum of 50 for the business meeting part of the evening, so please plan on attending and participating. In keeping with our long-standing tradition, the short business meeting will be followed by our usual holiday social with special holiday desserts and treats. Come and meet your fellow club members, take the opportunity to meet your Board members and have your questions about the club answered.

Membership: You can pay your 2018 membership dues at the December meeting. Yearly dues are \$10.00 per person.

All best wishes for a healthy and joyful holiday season.

Howard Verne, President

(702) 527-4056 pres.scsc@gmail.com

Issue Contributors

Tom Burt	Stu Gershon
Kathy Kirby	David Kretchmar
Pat Lemay	Howard Verne

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 **Tom Burt** at tomburt89134@cox.net. Thank you to everyone for your contributions.

SCSCC Board of Directors Actions

November 8, 2017

Jeff Wilkinson made a motion that the minutes of the October 11, 2017 Board Meeting be approved as submitted. The motion was seconded by Chuck Wolff and unanimously approved by the Board.

Jeff Wilkinson made a motion that the minutes of the November 2, 2017 Business Meeting be approved as submitted. The motion was seconded by Chuck Wolff and unanimously approved by the Board.

David Kretchmar made a motion that the HW / SW Repair Lab develop a checklist to be used for addressing computers brought in for repair. The motion was seconded by Chuck Wolff and unanimously approved by the Board

Tom Burt made a motion that the Club purchase the flash drives in bulk for Bill Wilkinson's classes. The motion was seconded by David Kretchmar.

Discussion: The number of flash drives required has not been determined and some of the content might be able to be listed on the Club website instead of being put on flash drives. Tom Burt will discuss this with Bill Wilkinson. Therefore, the motion was tabled for the December Board Meeting.

David Kretchmar made a motion to propose a committee lead by David Kretchmar be formed to explore possible replacement chairs for the classroom and to put the proposed cost into the 2018 budget.

It was determined that David will put together a committee to recommend the type of chair and cost to the Board at the December Board meeting so the cost can be put into the 2018 budget. The motion was tabled for the December Meeting.

Chuck Wolff made a motion that the Board Meeting adjourn. George Lobue seconded the motion and was unanimously approved by the Board.

General Membership Meeting

Our General and Business meeting will be held at 7 PM on Thursday, December 7th, 2017 in Desert Vista Room 5.

Our **December program** will be the club's **annual holiday social**. As usual, we will be setting out special holiday treats for your enjoyment.

For Club information go to www.scsccl.com, contact Howard Verne, President at **702-527-4056** or email him at pres.scsccl@gmail.com.

Notice of Elections and Other Votes

The brief **Business Meeting** will be for the election of 2018 officers and directors. There will also be a vote to ratify an off-budget 2017 expenditure of \$1168.92 for 12 solid state drives to improve lab PC performance.

Welcome New Members

The following new members joined the Computer Club between October 25th and November 24th.

Gary Adams	Cloydine Thomas
Carlene Akers	Dave Thomas
Nancy Hessel	Carl Thompson
Pat Mckeany	Jerome Widmer
Stephen Popovich	Julia Wiedemann
Gerald Stephan	Karl Wiedemann
Leeann Stivers	

December 2017 Calendars

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

http://www.scsccl.com/Calendars/scsccl_calendar_2017-12Dec.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> or <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device (i-thing or Android) user.

Digital Photography for Beginners *Dark in Dec*

3rd Mondays, 1:00 p.m.

Stu Gershon (702-255-3309)

Picasa is still a viable, reliable photo editor for beginners, but this year we will also take a look at Google Photos and other FREE editing programs. You're invited to bring your equipment (Laptops or Cameras) so that you can have that "hands on" experience!

This SIG's target audience is beginner to intermediate digital photography users, but all members are welcome.

Genealogy <W> *Dark in December*

2nd Thursday, 10:00 a.m. Sep., 2016 to May 2017

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. Check out Karen's new series of workshops in the lab on the ***second Tuesday of the month.***

GMail <W/M>

1st Thursday, 10:00 a.m.

Pat Lemay (702-254-1499)

This SIG covers Gmail as well as other Google applications. All members are welcome. This is your place to learn about all things Google.

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.***

Internet Investing <W/M/H>

3rd Thursday, 9:00 a.m. in even months

Next meeting: December 21.

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.

iPad <iPod, iPhone, iPad>

4th Wednesday, 9 a.m.

Zane Clark (702-562-3684)

This SIG will be your forum for learning about and discussing the Apple iPhone, iPod and iPad tablet devices. It's for Apple hand-held device owners of all experience levels.

Macintosh Users' Group *Dark Dec 26th*

2nd and 4th Tuesday, 6:30 p.m.

Kathy Yeko (818-414-6110)

This SIG is for Macintosh users of all experience levels. We will have Q&A, so bring your questions and/or problems.

Photoshop Elements<W> *Dark in December*

4th Mondays, 1:00 p.m.

Mary Miles

This SIG covers many of the basic and advanced elements found in Adobe Photoshop Elements, especially layers. If you wish to make the most of your photographs, this SIG will be very helpful. This SIG's target audience is intermediate digital imaging users, but all members are welcome.

Smartphone <H>

1st Monday at 1:00 pm

Stu Gershon

This SIG is a Q&A session to help Android and iPhone users to get the most from their phones and apps.

Windows 10 <W>

First and Third Saturdays at 9:30 am

Bill Wilkinson (702-233-4977)

Each session will be devoted to assisting new Windows 10 owners in becoming familiar and comfortable with Microsoft's newest operating system for desktop and laptop computers. Assistance will be given individually or in small groups as circumstances warrant. Bill's notes are available by clicking [HERE](#).

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. All of 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 (i-thing or Android) user.**

Windows 10 Q&A / Kaffee Klatch <W>

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 KK sessions. At each session, attendees will explore from one to four topics of particular 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 message board. 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 SCSCCBKK.org 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 KK is for all users, from beginning to advanced. The 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." If you have a tip or information you would like to share, we encourage you to bring it in and share since the SCSCC is built on "neighbor helping neighbor." 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.

December 2017 Classes

Because there are a limited number of computer stations available for hands-on participation, pre-registration is necessary for all classes. See individual class descriptions for details on how to register.

Bill's NEWEST Windows 10 Hands-on Class!

GET PERSONAL: Seventy-Five Ways to Give Your Windows 10 Computer Your Personal Touch

Presented by Bill Wilkinson,
with Support from His Great Team of Coaches

December 4, 5 & 7

9:00 AM – 12:00 Noon

Enrollment limited to 12 Participants

Prerequisites:

2017 membership in the Computer Club
Currently using Windows 10 or will be by the first day of class

Just a sample of the topics to be covered:

Remove multiple shortcuts from the desktop in one motion.
Place your favorite website on the desktop for easy access.
Find the secret desktop button.
Choose the primary folders you want to appear on the Start menu.
Don't let Adobe Reader or Flash spoil your day.
Find the fast way to search and find an available app.
Access 20 special controls with just two keystrokes.
Place the hidden Control Panel icon where you can find it.
Pin a favorite website to the apps menu.
Personalize both the Desktop's background and theme.
Add a splash of color to Start, the Taskbar, and the Action Center.
Add a "slide to shutdown" icon to your desktop.

Customize the taskbar.
Use the taskbar's calendar to record important events.
Show important system icons on the taskbar.
Give your computer a new name.
Set which Quick Action icons appear on the Action Center.
Have Notifications advise you of important issues.
Don't let the Search box or Task View add to the clutter.
Create quick access to your data files that matter most.
Easily change or delete your password(s) for your local accounts.
Avoid both a Lock Screen and a login screen when you sign-in.
Stop background apps from running.
Use the new Dynamic Theme app.

To express your interest and pre-register, send an email message to
Bill Wilkinson at wilkinlv5@cox.net.

It is essential that your email message include the following information:

Subject of Your Message: Get Personal

Body of Message: Your Full Name and Email Address

All inquiries will be acknowledged!



**Lead instructor:
Bill Wilkinson**

**Announcing the Reconstituted
NINE-HOUR HANDS-ON BOOT CAMP CLASS
Covering the Basics of Microsoft Windows
(using Windows 10 as the delivery vehicle)**

No classes in December

9 AM – 12 Noon each day

Special Note: This course has been lying dormant in an earlier version for almost three years due to a lack of expressed interest on the part of club members. *We will offer it again, provided there is sufficient interest.* See registration instructions below.

Course Description:

Boot Camp is an introductory course designed for residents who are novice users of the Microsoft Windows operating system. **It also serves as an excellent review for intermediate users who want to fill some gaps in their computer knowledge.**

This hands-on class has a **limited enrollment of 12** with each participant working at an individual computer station in the Computer Lab. A team of lead instructor and three coaches will provide step-by-step instruction that will include demonstrations, guided practice and individual coaching assistance.

These strategies will be covered:

- Acquiring a proficiency with using the mouse and the keyboard (and their secrets)
- Becoming comfortable with the Desktop, the Start Menu, and the Taskbar
- Managing and organizing your personal data files (documents, pictures, videos, and music)
- Protecting your computer from viruses and other malware
- Downloading and saving information from the Internet
- Effective use of a browser and search engine

Must be a 2017 member of the Computer Club

Course Fee: \$10 to be paid on the first day of class

Materials include: an online user's manual and a flash drive

Registration Instructions:

- Send an email message to wilkinlv5@cox.net to request a position in this class.
- Include the word BOOT CAMP in the subject box.
- Include your NAME and EMAIL ADDRESS in the message area.
- All requests will be acknowledged.



Windows 10

Conquering the Basics and Beyond

**Making the Easy Transition from
Earlier Editions of Windows
A Nine-Hour Hands-On Course
Limited to 12 Participants**

No Classes in December
Lead Instructor: **Bill Wilkinson**

Prerequisites: Club Membership for 2017/2018 (\$10); Comfortable with using a mouse; some basic knowledge of an earlier edition of MS Windows (XP, Vista, 7 or 8/8.1).

Place Your Name on the Pre-Registration List for an upcoming three-Session Class

If you are interested in placing your name on a high-priority reservation list for the next available class, simply send an email message to: WILKINLV5@COX.NET and include the following information:

- Include “**Windows 10 Class**” in the Subject Title
- Your first and last name
- Your 8-digit Sun City Summerlin Association number
- Your telephone number
- Your email address

Your message will be promptly acknowledged by return email. No telephone inquiries please. Please note: All hands-on classes are limited to 12 participants. This class fills very quickly.



The Genealogy Computer Lab Workshop

Presenter: Karen Ristic
Location: SCSCC Lab

In this workshop series, Karen will be exploring the recently released **Family Tree Maker 2017**. This is a major re-release and upgrade from new owner Software MacKiev.

December 2017 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.



Android Q&A

Wednesday, December 6th at 1 PM

Presenter: Susan Heifetz

Location: SCSCC Classroom

Bring your Android phone and Susan will answer your questions about how to use the phone and popular Android apps.



“Ask Chuck” Q & A

Thursday, December 14th at 1 PM

Presenter: Chuck Strickland

Location: Classroom

Chuck will hold forth in the classroom, answering your technical questions.

If you wish, you can e-mail your questions ahead of the session to: chuckstr89134@gmail.com.



Exploring the *FREE* Paint.Net Image Editor

Wednesday, December 13th at 1 PM

Presenter: Tom Burt

Location: SCSCC Classroom

Paint.Net is a full-featured, open source (free) image editing program.

The Computer Club has SIGs and seminars on several other popular photo / image editing programs such as Picasa, Photoshop Elements and Photoshop. This two-hour seminar will add to that mix by exploring Paint.Net. We'll walk through its basic image editing features, its drawing tool set and its special effects tools. We'll touch on the "layers" features and we'll conduct several simple demonstration projects to illustrate some interesting image corrections and enhancements.

This seminar is aimed at "comfortable" Windows users who also have done some image editing with a software tool like Picasa and want to learn more about "digital darkroom" techniques. However, all Club members are welcome to attend.

The presentation handout is available at:

http://www.scs-cc.com/smnr/Image_Editing_With_Paint.Net.pdf



Tom's Tech-Notes

LCD Color Monitors and TVs How Do They Do That?

Tom Burt, SCSCC Vice-President
Originally published in August, 2015

I taught my annual class on HDTV technology in late November and got into a discussion on this topic. I thought it would be good to resurrect this article and expand a bit on what's happening with color displays – especially the newest HDTVs.

LCD (Liquid Crystal Display) color monitors and TVs have now almost completely superseded tube-based displays. Resolutions have become incredibly high, offering amazingly fine-detailed color images. This article looks at HOW these LCD color screens actually operate to display the images we now take for granted.

An LCD display is a rectangular array of dots (pixels). Screens are characterized by the size and shape of this array. Older displays used a ratio of 4 pixels wide to 3 pixels high (4 by 3). New displays are more commonly in the ratio 16 pixels wide by 9 high – the standard for high definition TV. However, other ratios are used as well. A typical 24-inch display monitor will be 1920 pixels wide by 1080 pixels high, giving 2,073,600 pixels in total. The latest “Ultra HD / 4K” HDTVs have doubled this resolution to 3840 pixels wide by 2160 pixels high, giving almost 8.3 million pixels in total.

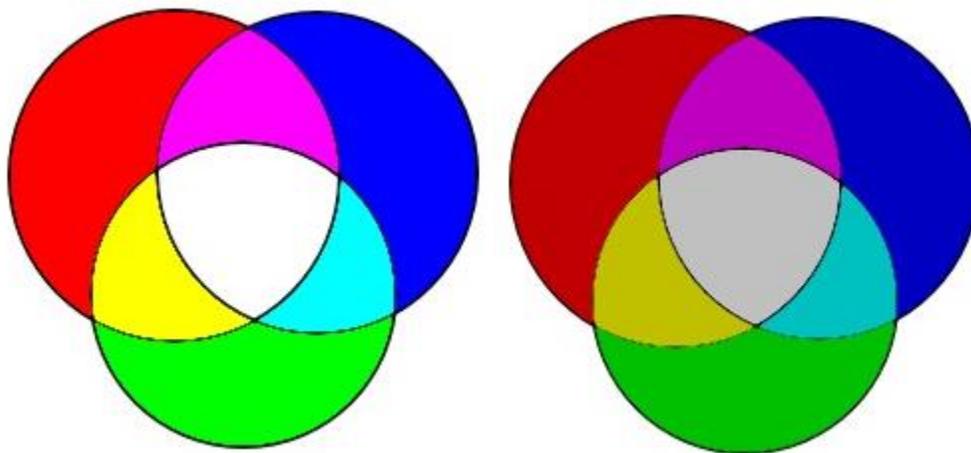


VIZIO P-Series 70" Class Ultra HD Full-Array LED Smart TV

Each individual pixel of the display is made up of 3 separate sub-pixels – one for each of the three primary colors: red, green and blue. When these sub-pixels are illuminated in various intensities, that pixel can be made to display any of 16,777,216 distinct colors. Therefore, a high definition 1920 by 1080 pixels LCD color screen actually contains 6,220,800 individually addressable elements.

A liquid crystal sub-pixel operates like a shutter. It can be completely transparent, allowing all light from behind it to shine through or it can be completely opaque, allowing no light from behind to shine through. To illuminate the colored sub-pixels, behind the LCD matrix is a light source. In low priced displays, this backlight comes from a pair of fluorescent lamps at the edges. In LED backlit displays, the backlight comes from an array of white LEDs.

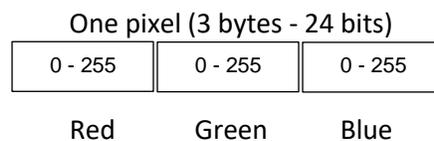
An LCD sub-pixel element's opacity is controlled by how much current is passing through it. In most displays that current level can be varied in 256 discrete levels (0-255), giving 256 possible intensity levels for each of the three colors making up a pixel. To the human eye, adding together combinations of red, green and blue in various intensities gives rise to the full spectrum of colors. Here are two diagrams of blending of colors. The left has all three colors at their brightest level (255); the right has all three colors at 75% of their brightest level (192).



Red (255), green (255), blue (255)

Red (192), green (192), blue (192)

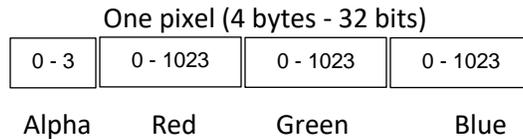
Within a LCD display device is a block of memory that is used as a display frame buffer. That frame buffer has one byte per sub-pixel (i.e. 3 bytes per pixel) allowing for an intensity range of 0 to 255 for red, green and blue for each pixel:



A controller chip scans this frame buffer a pixel at a time and drives the current flows to the screen's 6.2 million sub-pixel elements to control their opacity. On the LCD screen you see the entire colored image with a range of 16.8 million colors. The display is typically refreshed (re-scanned) 60 times a second.

Wide Color Gamut

Recently the TV makers have brought out HDTVs and high-end monitors that improve on the above 24-bit color scheme. The new standard uses 10 bits to represent the range of the red, green and blue color values in a pixel. Each sub-pixel can then have a value from 0 to 1023, giving a total of 1.073 billion possible colors.



In addition to the three 10-bit color values, two bits are used to specify an alpha level (0-3) for the pixel.

The wider color gamut greatly increases the color fidelity depth of the high definition image.

However, to display content mastered in wide color gamut format, you must have a HDTV or monitor that supports that data format and that also can actually display the full 0-1023 range of color intensities for each subpixel. Conversely, if you have a wide color gamut HDTV or monitor, while it can accept incoming 24-bit color content and upconvert it to 30-bit, you won't see any difference in that content when it is displayed. This is also true with a wide color gamut monitor attached to a computer. To get the improved color range on the screen, your computer must have a video card/chip and application software that is capable of rendering wide color gamut images.

The next few years should see wider adoption of these standards into mainstream HDTVs and monitors. More video content with wide color gamut will be provided. Some articles I read while researching this referred to future extensions of the color range to 16-bit wide subpixels (65536 gradations each of red, green and blue). This will be at or near exceeding the color discrimination of the human eye.



Kretchmar's Korner

By David Kretchmar, Computer Hardware Technician

Closing the Open Internet

What's an 'Open Internet'?

Sometimes referred to as "net neutrality," "Internet freedom" or the "open Internet," these rules protect a user's ability to go wherever they want when you want online.



Under current rules Internet service providers (ISPs) cannot block or deliberately slow speeds for internet services or programs, favor some internet traffic in exchange for consideration, or engage in other practices that harm internet openness.

The FCC's Open Internet rules protect and maintain open, uninhibited access to lawful online content.

Current rules specifically prohibit:

Blocking: Broadband providers may not block access to lawful content, applications, services or non-harmful devices.

Throttling: Broadband providers may not deliberately target some lawful internet traffic to be delivered to users more slowly than other traffic.

Paid prioritization: Broadband providers may not favor some internet traffic in exchange for consideration of any kind. Internet service providers are also banned from prioritizing content and services of their affiliates.

The rules also put in place standards going forward to ensure that ISPs cannot engage in new or different practices—outside those three prohibitions—that would cause similar harms to the open internet.

The rules apply to both fixed and mobile broadband service to protect Internet access.

FCC rules currently require broadband providers to be transparent about the services they offer and to provide sufficient information to empower you to make informed choices – including choices about speed, price, and network management practices. The rules also require that providers' information about their broadband service must be accurate and truthful.

As soon as next month the Open Internet could be going away

Ajit V. Pai, President Donald Trump’s FCC chairman, wants to “fix” the open Internet. Pai has stated, “I’m proposing to repeal the “heavy-handed” Internet regulations imposed by the Obama

Ajit Pai



**Chairman of the Federal Communications
Commission**

Administration and to return to the light-touch framework under which the Internet developed and thrived before 2015.” This is a bizarre statement since the Internet has been open since its beginning, and this was simply codified by the FCC in 2015.

Pai is rewriting regulations to benefit big internet service providers and stating he’s undoing “burdensome” regulations.

The big internet service providers — Cox, AT&T, Verizon, Comcast, Charter, etc. — see a massive business opportunity. If they can charge a content provider or customer more for receiving priority transmission, then that’s just the free market at work. The ISPs argue, they’ve invested heavily in the hardware that makes the system work, why shouldn’t they be able to charge what the market will bear?

That means everyone else’s content will be delivered more slowly, but that’s just business freedom at work. So if Comcast, which partially owns Hulu streaming TV

service, gives Hulu priority over competitors like Netflix, that’s just a smart business decision.

Opponents of the Open Internet dismiss concerns like that as “hypothetical harms and hysterical prophecies of doom.” They state that doing away with regulation will bring down the cost of Internet service, and allow consumers more access to different services.

Big tech companies like Apple, Google, Facebook, and Amazon are opposed to any change to the Open Internet. They have experienced explosive growth because the internet was an open market. Future innovators might not find things so easy.

The Supreme Court or Congress will have to settle this dispute. Already a U.S. Appeals Court has upheld the rules that said the FCC can regulate the internet as a public utility. Opponents of the open Internet argue that the ISPs that enable the internet are competing businesses that should be regulated by the Federal Trade Commission. They feel net neutrality should be enforced “voluntarily” and by competition.



Guest Column

I WUZ HACKED

By Stu Gershon

On Sunday morning, September 3, I checked my email, like I do every morning. Nothing came through. I tried again and it was the same. I called COX to see if any of their servers were having trouble or down. The line was busy. The line is never busy unless they are having trouble because they've always had fantastic customer service. I tried twice more during the day with the same results. I finally got through to COX at about 6:30 that evening. They were not having any problems, and they couldn't help me because I have gmail accounts and they would only intervene if they were COX accounts.

I said to the technician, "What should I do?" He replied, "Call Google!"

I said, "Who are you going to call at Google, they have no customer service!" He offered, "I have a number for Google support!"

He gave me the number and the first thing Monday morning I called 1-844-400-1570. I asked if they were "Google Support" and the gentleman said "Yes." His name was Daniel.

We discussed the problem and he said I'd have to let him into my computer so he could check. REMEMBER - COX gave me this number.

I had to give permission and put in a code number to let him into my computer. He looked around for a while, "scanned" my computer for viruses and malware and told me I had probably been "hacked." I asked "What do we do now?" Daniel said he'd fix it and said the charge would be \$299.99 including a one-year warrantee on my computer. I figured it was worth it to get this problem fixed. He continued to work on my computer, while I watched what he did and we talked over the phone, throughout. He worked on my computer until 5:30 pm (from 9:30 am) and said he did what he could, the email was working with some "work-a-rounds", but it was the end of his shift and he'd call me back at 10 am the next morning. He asked to be paid, and since my computer was adequately working and he's been working on it for 8 hours, already, I gave him my credit card and paid the \$299.99.

The next morning, at 10 am, he called back and worked on it until almost noon. He's put ten hours into my computer, he had given me his name, and said he'd call back the following week to check if everything was alright.

With Daniel's "work-a-round", my computer worked, fine. On Tuesday, September 12th, he called back promptly at 10 am, said "hello" and asked how everything was working. I told him it was working fine, but by adding the "work-a-round" (a new email address getting the email from the old one), I was getting a lot of duplicate emails. He took another look, but this time he used a different software. Since

we were still in communication over the phone, I asked “why?” and he replied, “My company has installed a new software in the past week.” The guy had already worked on my computer for TWELVE HOURS and, remember, I CALLED HIM!

He said, “Look, you’ve been hacked, so I’m going to refund your money because we didn’t do our job!” He said, “Let me be sure.” Then my PC’s screen went BLACK! I asked, “Daniel, what’s going on?” He replied, “It’s the new software, don’t worry.”

Coincidentally, my cell phone was right next to my computer. As the screen was black and I couldn’t see what he was doing, I received text messages on my cell phone, “PayPal Gift Card - \$100!” “PayPal Gift Card - \$50!” On and on. I asked Daniel, “What’s going on?” He answered, “Nothing, I’m fixing your computer!”

I answered, “Money is being taken from PayPal!” He replied “Don’t worry! It’s so we can give you your refund!”

I said, “Not from what I see! Goodbye!” and I pulled the plug!

I immediately called Paypal, and stopped the \$450 in Gift Card charges! Then I called my Bank and put a freeze on all my credit cards. Remember, Equifax had been hacked the week before, so they were NO HELP! Then I called Amazon, where I spend much of my money. They informed me they had “denied” a charge for a \$500 gift card (because I had never ordered something like that before, and they were trying to contact me to verify, but my computer and two phones were all in use – it’s called “profiling”).

I called my friend, Chuck, at the Computer Club and he told me to bring my computer over (the Tuesday Repair SIG – Special Interest Group, had just started). I brought it over and when the guys started up my computer it required a password (which I had not made) to enter. This is called RANSOMEWARE – They lock up or scramble your computer and make you pay a fee to release your computer from their control! Chuck, and the other guys, took out the hard drive, did something to it to remove the password, and then I got my external hard drive and we restored the computer to BEFORE this incident began. In the meantime, Daniel called five times and told me to buy three \$100 iTunes gift cards, and when I put in the pin numbers from the back of each card, the “hack-ware” would be uninstalled! He had already taken \$299.99 in payment for his services, tried to buy \$450 in PayPal gift cards, tried to purchase a \$500 gift card from Amazon, and now he wanted \$300 more? Nope!

So now, two weeks later, I’ve restored my main computer, the email is working fine, I’m currently restoring my second laptop because I also allowed Daniel to check those email settings. I’ve changed all my credit cards and my passwords and I’m exhausted. I haven’t lost any of the “charges” yet, because they are all in “dispute”, and because PayPal, Amazon and my bank worked quickly, and I’m disputing the initial charge of \$299.99. If that’s the price I have to pay, “*A lesson learned, is a lesson earned!*” and maybe someone can benefit from this experience.

REMEMBER – I called Daniel because my trusted Internet Provider GAVE ME THE PHONE NUMBER!

The only people you should let into your computer are the Computer Club’s Repair SIG which meets every Tuesday from 1 to 4 pm in the Computer Club Classroom at the Pinnacle, and the only requirement is joining the Computer Club! They know what they are doing and they live [HERE!](#)”

December Lab Monitor Schedule

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

DECEMBER	Monitor Schedule
Marilyn Gramms	SATURDAY
Mary Hedin	December 2, 2017
Jeff Southwell	WEDNESDAY
Linda McMullin	December 6, 2017
Jim Enlow	SATURDAY
Linda McMullin	December 9, 2017
Jim Edwards	WEDNESDAY
Jan Edwards	December 13, 2017
John Zuzich	SATURDAY
Mary Hedin	December 16, 2017
Carol Przybyclen	WEDNESDAY
Blanche York	December 20, 2017
<i>Facility Closed</i>	SATURDAY
<i>Facility Closed</i>	December 23, 2017
Tammy Collins	WEDNESDAY
Joyce Davison	December 27, 2017
Mary Hedin	SATURDAY
Sharon Cline	December 30, 2017