



# Laguna Woods Village PC CLUB Newsletter

www.thepcclub.org

May 2010

## Board of Directors:

**Roger Turner**, President

**Bob Sellards**, Vice President  
and Workshop Coordinator

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**Nancy Bellitto**, Secretary

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**Helen Coutant**,  
Education Director

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**John Griffin**,  
Systems Administrator

**Katy Link**, Member  
Communications

**Anne Clark**, Webmaster

**Kathryn Taylor**, Publicity  
and Historian

**Shirley Szalkowski**,  
Newsletter Editor



## MONTHLY MEETING

Monday, May 17

6:30 p.m. - Clubhouse 3 Auditorium



*ASK THE PC CLUB  
EXPERTS!*

**Come and get answers from our panel  
of PC Experts, including:**

Questions submitted by Club members

Questions from our audience

Tips on using Windows features

Making the switch to Windows 7

And more!

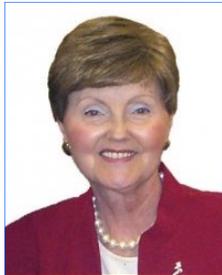
All Laguna Woods residents are welcome!

Raffle Prizes (only members are eligible)

If you don't drive at night, Night Bus Service is  
available - call 597-4659.

# Meet Our Volunteers

Anne Clark is Webmaster for both the Mac Club and the PC Club. Anne was born and raised in north-west Germany. In 1971 she married an American and immigrated to Des Moines, Iowa.



When Anne went back to college in 1984 (to finish her accounting degree), she started using the first Macintosh computer for her college homework and term papers. She has been using a Mac ever since, but had also used PC's when she worked in administration at Chevron (San Francisco and San Ramon) in the late 1980's and 1990's.

When Grace Clark resigned from her position with the Mac Club for health reasons, she showed Anne how to make basic changes to the website. Anne then took two HTML classes at Saddleback and took over the website responsibilities. When Roger Turner became president of the PC Club, he asked Anne if she could help him out with the PC Club website and she accepted. Anne stated that she enjoys the work, and loves working with so many kind and supportive board members and the members of both clubs.

Anne says that her husband, Charles Clark, is her backbone with all things technical. Anne and her husband are second-generation residents - they have two married sons, one in the Bay Area and one in Colorado.

Anne is an invaluable member of our team!

Shirley Szalkowski  
Newsletter Editor

## LOST AND FOUND ITEMS

If you think you may have lost something while working at the PC Workshop, please stop by the "Greeter's Desk" to check the "Lost and Found." There are many items that are looking for their home!

## GREETER VOLUNTEERS NEEDED

The PC Workshop currently has enough people to fill the workshop "Greeter" positions, but we need people to volunteer as "Substitute Greeters."



As a "Substitute Greeter" you would only need to come in occasionally on an "as needed" basis. Greeters work 3-hour shifts (either 10:00 a.m. to 1:00 p.m., or 1:00 p.m. to 4:00 p.m) one day per week (Monday through Saturday).

Please call Barbara Anderson at (949) 206-8582 if you would like to volunteer as a substitute greeter.

Barbara Anderson  
Greeter Coordinator

**Date/Time:** Saturday, May 22, 2010 at 1:00 pm,  
**Location:** Justin B. Webb Learning Center,  
3rd floor of the Community Center

The Laguna Woods Village PC Club welcomes you to –

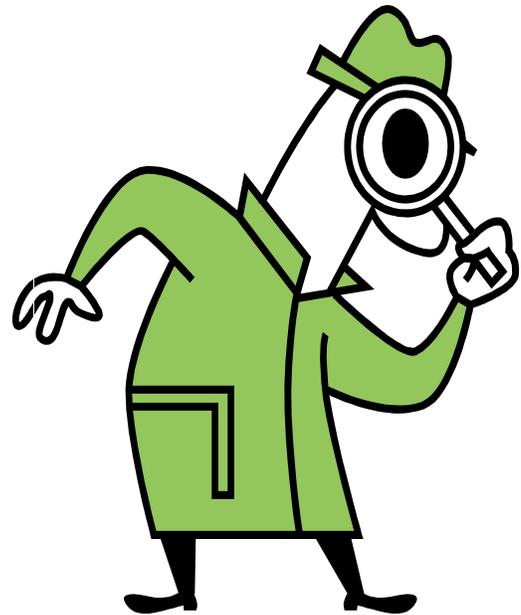
## A Taste of Computer Diagnostics

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**Presented by Dan Stirling, PC Engineer  
Extraordinaire**

**Come and Learn –**

- **How To Become a Computer Detective**
- **A Checklist To Track Down Your Computer Problems**
- **How To Find Out When It Is Time To Call For Help!**
- **And More!**



**Please join us for this fun and informative  
presentation!**

**Please come early, there is limited seating for this presentation!**

# APRIL'S GENERAL MEETING

The PC Club General Meeting (April 19, 2010) was a “Question and Answer” presentation by Paul Quaranto, CFO, West Coast Internet. Presented below is a brief outline of what was discussed and some of the questions and answers.

## IN THE PAST

West Coast Internet started in 1995 when a few people were interested in having access to the internet. Service was provided to the PC and Mac clubs in exchange for referrals. At that time, dial-up service was at only \$9.95/month. As interest in the internet grew, there was also a demand for more speed. Internet services with greater speeds were provided, with a slight increase in cost.



## IN THE FUTURE

Even faster internet access speed is in demand which means that the price will go up. Computers over 4 years old should be replaced in order to accommodate the upgrade in speed (but you can **choose** when to do it).

The Internet is growing on the speed side because of the increase in multimedia like music and video. It is predictable that the price of internet service will go up as the speed goes up; i.e., movies through Netflix are currently \$9.95/month, but this will change.

## STARTING WITH E-MAIL - THEN SOME AUDIENCE QUESTIONS

E-mail has been the biggest problem for our tech support – the biggest issues are SPAM and people giving out their e-mail passwords. For security, we recommend the following:

- DO NOT GIVE YOUR PASSWORD TO ANYONE – EVER – EVER
- Don't open *attachments* if you don't know where they came from.
- Always use a firewall, plus anti-virus and anti-spyware software



When computers are infected, sometimes they are used to broadcast SPAM. With too much SPAM being sent out from infected computers– the host e-mail system (in this case West Coast Internet) can be blacklisted. Other e-mail systems will block e-mail coming from the blacklisted domains in order to protect themselves. It takes a lot of work to get off a blacklisted status!



Q Can I have any e-mail address I want when using West Coast Internet?

A Using our West Coast Internet service, you can send and receive e-mail using the service that we provide (@comline.com and @fea.net e-mail addresses) or from any other service provider you have signed-up with including gmail, yahoo mail, and hotmail to name just a few.

Q Will new speed levels come across the existing cable?

A Yes. In our community, there's an upgrade process starting this Wednesday (April 21) and it is scheduled to be com-

pleted in July (but is already one month behind). Once that is done, the cable system will handle the new speed. The upgrade will enhance our system with tiered-level systems, but the greater the speed, the greater the cost.

Q Why are we doing this upgrade? Why not keep the current system?

A The upgrade will accommodate new TV channels, phone services, etc. Basically a “package” of services will be possible, if desired

Q Why do I occasionally get SPAM in my comline.com e-mail?

A West Coast Internet does the first pass of filtering e-mail for @comline.com and @fea.net e-mail addresses. We can tighten the filters on spam, but tightening too much also means a loss of e-mail access. In other words, allow some SPAM and still have e-mail being delivered, or cut out SPAM completely and lose all access to having e-mail delivered to you.

SPAM filtering at West Coast Internet is all handled through a computer system - since it is impossible to manually handle it. Currently, we find that SPAM is down a lot. You still may want to use your own anti-spam strategy.

**Security tip!** If you sign up for anything on the internet, make sure that the site can't sell or assign your information. There should be a statement regarding this on the page where you sign up.

Q If I have a new computer, do I need a new modem?

A No. The West Coast Internet modem will work with the new computer. But remember that not every cable in your house is “hot.” Only two cable outlets per house-

hold were set up when the cable was first installed. So you may need to check that they work even though you have a cable outlet in every room.

West Coast Internet requires that you purchase your modem through us. The modems are extremely reliable. It was decided to have everyone purchase their modem from West Coast Internet so that all the modems would be the same, providing for more efficient tech support when there are problems.

Q At times I get a message that the web site can't be found but, after refreshing, it comes up. What is the problem? I'm using Windows 7.

A It really shouldn't do that. Are you using a wireless router? It could be due to static from neighbors using a wireless router (may also get dropped every once in a while due to static from other sources). It is also likely that the requested website did not respond fast enough before the browser timed out.

Q Does West Coast provide wireless service?

A Not if you are just using the basic cable modem. You have to buy a wireless router to have wireless service in your home. West Coast can provide everything to get wireless service working for you and is very competitively priced: \$50 for the modem, \$75 for the wireless router (LinkSys), and \$15 for the house call.

Q Is there a difference between “G” and “N” wireless routers?

A Speed is the difference. You can find out about this on the internet. As always, these are available at Best Buy. An “N” standards router is better because the “G” standards compatibility is included.

Q I'm using Yahoo for e-mail. Why do they ask me to change my password so often?

A It's not necessary to change your password; they just want you to VALIDATE it.

**TIP:** Remember, if you have questions, you can always go to the PC Workshop and ask one of the Supervisors there.

Shirley Szalkowski, Newsletter Editor  
Chris Dominguez, SIG Host

## PC Club Computer Classes in the LC (Learning Center)

During the months of June and July, the Learning Center will be getting new Hewlett-Packard computers. Their operating system will be Microsoft's latest version, OS 7. It is an improvement over Vista and is a very stable operating system.



We will offer basic classes in OS 7 this Fall. We will still offer our standard format, which is: each class (such as Basic Computing) will meet for 1 day of the week, Monday through Friday, either in the morning (10-noon) or in the afternoon (1:15- 3:15) for 5 weeks in a row.

Remember, you must enroll with a check - cash is no longer accepted. You do not need to be a member of our club, but club membership gives you a \$10 discount off of every class you take. Club membership is \$10.00 and is for one calendar year. You must be a Laguna Woods Village resident (with an ID card) in order to sign up in

the Workshop or mail-in through the website.

Registration times and class subjects will be announced in the *Laguna Woods Globe*, by flyers in the **PC Workshop**, and on our **Website** ([www.thepecclub.org](http://www.thepecclub.org)). Flyers will be available at several of the Clubhouses, and also check the bulletin boards outside the **PC Workshop** and the **LC** classroom. You might even see us on Channel 6.



During April and May, we offered a Blogging Class given by Jeff Brinkerhoff which was very successful..

Check out my Blog once its address is posted on our website. Other students in the class will post their Blog addresses as well, so you can check them out.

A Blog is simply an interactive newsletter. It may also have pictures, if you want. By interactive, I mean that if I write a column on a particular subject and you want to comment on what I wrote you have an easy way to do this. In this way, you and I and others can get a dialogue going. It is a great way to communicate. My blog is Helen's Hood and is about tips and tricks for living in Laguna Woods Village.

These Blog classes will continue in the Fall as long as there is an interest.

Registration for Fall classes begins on August 9 and continues thru August 13. Sign up in the Learning Center. We look forward to seeing you in class.

Helen Coutant  
Education Director

## WORKSHOP NEWS

A final new Windows 7 Hewlett Packard PC (for now) will be added to our array of other new PCs in the Workshop in the near future. We will use this one to replace one of our three aging “photo specialists” PCs against the West wall of the workshop. The HP has a built-in camera card reader, 4G of RAM, and improved processor speed – all of which will enhance the users’ experience in doing “photo work” considerably.

When traveling this summer, be especially careful and vigilant about Identity Theft if you use a public PC – hotel, cruise ship, airport, library or museum! After your web browsing session, whether checking email, stock portfolio, bank account, etc., be sure that :

(1) You *log off* your website completely - not just click the “X” to close the page as you might at home;

(2) You erase your browsing history- in **Internet Explorer**, **Firefox** or whatever web browser you’ve used. Odds are that your public PC will have IE. Go to Tools, Internet Options, and click the line *delete browsing history*. Ensure that the boxes below are checked – especially Form Data and Passwords. Before you start you might also click Tools and then InPrivate Browsing. If you’ve used Firefox, click on Tools, then Clear Recent History; click Start Private Browsing prior to your session. *If you need some coaching on this, ask a Supervisor the next time you visit the Workshop.* You might also consider making use of a Master Password program so you aren’t leaving hand written (or printed) lists of your passwords next to the PC. Programs such as RoboForm,



Last Pass, PassWord Safe, KeePass, and Password Agent allow you to create one good, strong password, and then enter all your other passwords in the program for retrieval and use when needed. This is an excellent insurance policy against PW piracy. See links below to check out, and then select a program that’s right for you.

<http://www.roboform.com/>; <https://lastpass.com/>; <http://passwordsafe.sourceforge.net/>; <http://www.passpack.com/en/home/>; <http://keepass.info/>; <http://www.moonsoftware.com/pwagent.asp>

By mid-May we will begin posting *PC User’s Tips* on our Hallway Bulletin Board and in the Workshop. These will be refreshed approximately monthly; two tips will be posted each time – one specifically for the new Windows 7 OS and the other a general tip for users with either Win 7 or any of the previous MS Windows Operating Systems.

There is an excellent PC Users Conference again this year in San Diego on June 4 – 6. Our Club will send a representative and you can expect some highlight information to be published in the next Newsletter. All details are available at the following web site: <http://www.theswcc.org/> . See you there?

The PC Workshop will observe Memorial Day, 2010, by closing Saturday, May 29<sup>th</sup>, and Monday, May 31<sup>st</sup>.

Bob Sellards, Vice President and Workshop Coordinator

# NEW MEMBERS

Margaret Alexander  
Michele Burnett  
Elizabeth Barrett  
Lucy Bearer  
Wendy Bennett  
Margaret Bill  
Henrietta Boyle  
Emile Broadwin  
Patricia Chapman  
Maria Chu  
Max Cohen  
Pilar Corff  
Joy Cox  
Augustin De Las Heras  
Karen De Mayo  
Manijeh Deboo  
Russ Demers  
Philippe Deneuve  
Phyllis Filippo  
Jeanne Fleming  
Irma Frazier  
Ana Maria Giosa  
Antonio Ruben Giosa  
Ruth Goodman  
Harold Grantham  
Diane Griffin  
Muriel Hamme  
Helen Harris  
June Hart  
Eveline Hoffman  
Karen Hoffman  
Joseph Huen  
Song Ja Ihn

Marie Johnson  
Ja Kyu Kim  
Lee Kwang Kim  
Suk Ai Kim  
Young Ji Kim  
Atsuko Kimura  
Sheila Kirkland  
Mary Konrath  
Rose Konrath  
Liang Ku  
Kim P Lee  
Richard Leigh  
Chul Won Lim  
Eileen Jaloney  
Florence Marcus  
Yolanda Martinez  
Sevim Maxson  
Tom McCauley  
Donna Mears  
Elaine Morgado  
John Morgado  
Emma Mueller  
Bill Nelson  
Elenor Nelson  
Mary L Osterhout  
Elizabeth Pataki  
Christine Peterson  
Donald E Peterson  
Meishan Piao  
Beverly Pinarija  
Patti Postma  
Najibullah Qayumi  
Marianne Rabb

John Reasoner  
Roxanne Lawrence Reter  
Jae M. Ro  
Maisie Rock  
Marie Rutten  
Moon Suk Ryu  
Ingrid Sabet  
Mieko Sakata  
Cathy Sand  
Eric Schluter  
Margaret Shively  
Bea Shurley  
Jane Silva  
Nancy Simpson  
William Sollie  
Nina Sotelo  
Helen Sweeney  
Carroll Tebbetts  
Elizabeth Tebbetts  
Joseph Todd  
Barbara Torok  
Philip Trudeau  
Joseph Tuso  
Joyce Tuso  
Reza Vazir  
Richard Wagner  
Earl Welk  
Luann Whitmore  
Tayhugh Yang  
Tanya Yip  
Yong Il Yun  
Miriam Zelmick

*HELPFUL HINT*

Having trouble reading the text on your monitor? There are several ways to enlarge the text and objects you see on your screen.

**THE *HARD* WAY:** Click on “HELP” and type in “enlarge text.” You will find that you can go to the “CONTROL PANEL” and change the “SETTINGS.” You can also use the “MAGNIFIER” display utility. Remember, these take several steps. There are also other ways to enlarge the text/objects you see! All of these methods will not be elaborated on here. You can learn about them by going to “HELP” as mentioned at the beginning of this paragraph.



**THE *EASY* WAY:** Simply hold down the “CTRL” button on your keyboard (located at the lower left-hand corner of your keyboard, right below the “SHIFT” key) while scrolling the WHEEL on your MOUSE! Scroll the MOUSE WHEEL forward and the text/objects on your monitor will become LARGER. Scroll the MOUSE WHEEL backward and the text/objects will become smaller. It’s fun! Try it!

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**LWVPC Club (Laguna Woods Village PC Club)      \$10 (expires December 31, 2010)**

**MEMBERSHIP FORM (Please Print)**

**Must be a resident of Laguna Woods Village**

Date \_\_\_\_\_ Cash \_\_\_\_ Check No. \_\_\_\_\_ Check one: New Member \_\_\_\_ Renewal \_\_\_\_

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Phone \_\_\_\_\_

Address (LWV Address ) \_\_\_\_\_ Unit \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

Email Address (please print clearly) \_\_\_\_\_

**Please make \$10 check payable to PC Club**

**Place check in Membership Mailbox in Workshop (3rd floor Admin. Bldg.)**

**Or mail to LWVPC Club, Attn: Robin, Membership, P.O. Box 3063, Laguna HILLS, CA 92654**