BSOL

BRISBANE SENIORS ONLINE ASSOCIATION INC.

News & Views

The end of the year is fast approaching and we held our 16th Annual General Meeting on the 26th of October.

I am pleased to welcome two new faces to our Management Committee. Ron Horst will take on the role of Vice President while Paul Boult will continue as a member of the Management Committee as ICT Manager. Steve Dixon will take on the role of Publicity Officer. You can click HERE to read more about Ron and Steve and all the other members of the Committee.

On the accommodation front, we were advised late in October that our move has been brought forward to February next year. This will mean a busy time for the office staff and the Management Committee as soon as we reopen in January. We will be moving to Gabba Towers, 411 Vulture Street, Woolloongabba, a five-minute walk from the Woolloongabba bus station. Further details about the move and how the office may be affected will be advised as they come to hand.

Our usual volunteers' Christmas party will be held on Saturday, 16 December, so be sure to mark your diary.

- Penny Douglas

We're looking for contributors! Would you like to write an occasional article for 'News and Views'? The articles we publish are generally under 350 words, they should of course have some relation to the worlds of seniors and computing, and could come from both mentors and learners. If you have a picture or two to accompany the article, then so much the better. Remember, we're looking for original material, not recycled cut-and-paste articles from the web. If you're interested in submitting an article for possible publication, please send it to *news@bsol.asn.au*

November 2017

Editor of the Month: G Mohan

BSOL November 2017 Happenings

For complete details of these events, refer to the Events Calendar on the BSOL website, or click **HERE**

Fri	3	Linux Group Meeting
Thu	9	Apple Group Meeting
Mon	13	East Hub Seniors Clinic
Tue	14	Digital Photography
Tue	21	Management Meeting Mentor Support Club
Wed	22	Q&A at Chermside
Tue	28	New Mentor Training
Thu	30	Creating Movies West Clinic for Seniors

Management Committee

The Management Committee met on 17 October, prior to the AGM on 26 October.

As usual, the first item of new business was the report on finances up to 30 September. Overall, this showed that actual income was slightly more than budgeted for this financial year, while expenses were slightly less. Treasurer John Marsh reported on the audit of financial statements, which was successfully completed with no issues identified. He advised statements were on the web with the AGM documents.

It was noted that the cost of the audit was $550, well below what might be otherwise expected. This was because the accounts were presented to the auditor in a format that allowed easy examination. John's work on the audit was acknowledged and he was thanked for his effort in this important area of the administration of the organisation.

The President reported on several sessions conducted under the training program, and advised a program would be prepared shortly for 2018. The sessions being held within and between hubs were noted. These were welcomed and the presenters in training sessions were thanked for their services.

BSOL membership remains slightly above 1,000 and, as always, the change in the level and nature of the assistance sought from our organisation was broadly reviewed in general discussion. New members come from a variety of channels, and trends continue to be monitored.

Noela Lewis reported that the Central Office was running smoothly, and that having two additional volunteers had assisted in its efficient operation. There were signs of more interest in this type of volunteering, and enquirers are fully advised of the opportunities in BSOL Central Office.

Ethna Brown will be taking on the additional duties as Newsletter Liaison as Erik Finger is retiring from the Management Committee at the AGM. He thanked the Committee members for the opportunity to serve the organisation and for the friendship and support they had given him in this time.

- Erik Finger

Management Committee Meeting

Digital Photography Group

Fifteen people attended our October meeting, where we were delighted to welcome two potential new members. Apologies were received from several absent travelling members.

Pat advised the group that Fred Scholten had resigned from BSOL. Fred has recently been offering some training sessions at our meetings. Members wished him well in yet another shot at retirement.

Stan led us through the photos we had submitted on the topic of Food, and after a good deal of debate, the group selected three shots for the next edition of BSOL News and Views.

Richard worked through a presentation on the features of Faststone's 'Image Viewer', 'Resizer' and 'Capture' software, and everyone learned something. These powerful editing programs are free, apart from a nominal fee for 'Capture', and come with excellent tutorials.

This was followed by a lively debate and demonstration of Google Photos, which started life when Google bought Picasa and began adding to it. Now it seems it could take a lifetime to come to grips with its possibilities for storage, sharing and manipulation.

Helen provided details of a photographic competition currently being offered by the QEII Hospital, seeking images of healing places and spaces. We decided to adopt this as our next topic for photos, to be screened at our November 14 meeting.

At this meeting we will run a Q & A session on digital photography. You are encouraged to email your

Food Canapes Captured by Margaret Dewilde

questions to digital@bsol.asn.au beforehand, so we can start Googling for clues in advance. We probably won't have all the answers, particularly to camera-specific questions; remember, this is a self-help group! But everyone has something to offer here, and this is a great opportunity to draw on the sum total of the group's knowledge, which is considerable.

We have decided to meet in December, in the last week BSOL is open (December 12). That meeting will be devoted to scoping out what we might do in 2018. That done, we will repair to the Woolloongabba Pub over the road for a break-up lunch.

Any queries about the group can be made to: digital@bsol.asn.au.

- Pat Noad

Salmon Drying at an Alaskan Fishery

Captured by Richard

Apple Group

Simon opened the meeting with 13 attendees, and discussed updates and issues on the new releases from Apple.

Apple Watch Series 3: There appear to be a number of teething problems with pairing of the GSM version and lack of support by reseller carriers. In particular Green Bubble SMS text messages may not work, but Blue Bubble iMessages do work. (Note: We expect that few BSOL members are likely to be early buyers of the Series 3 Apple Watch with GSM. I will not go into further detail of the operational process to resolve these issues here, but anyone wishing to purchase an Apple Watch Series 3 with GSM should seek more advice.)

iPhone X: Pre-orders can be lodged from 5 pm Brisbane time on 27 October. Demand is expected to be hot, so bookmark the ordering page and set yourself a reminder. Ensure that your Apple ID and payment details are up to date beforehand.

iOS 11: This new operating system for iPhone 6 and later devices has many changes, Simon recommends that you download the user guide, which can be found here: https://help.apple.com/iphone/11/, then study the functions that you use regularly. Also check the availability of the features you use (or that you are looking forward to) in Australia, or even if they are available in Brisbane. Simon demonstrated how map features, such as new 3D Maps, are available for Sydney or the Gold Coast but not for Brisbane.

VPN (Virtual Private Network) – to use or not to use? That is a long-debated question. We have become increasingly reliant on insecure public wi-fi when we travel, and so we are more exposed to those intent on snooping on our communications, especially for ID theft and financial fraud. Using a VPN increases our security by creating a secure "tunnel" through which our communications travel. This is a complex issue; Google "VPN Reviews" and read some of the articles from the more popular magazines.

Credit card and ID skimming: Another very complex topic, but YES, data stored on modern credit cards or other "tap and go" proximity cards can be copied by others without the need to physically touch you or have your card. Can similar data stored on a payWave phone be skimmed? We do not know, but assume it can.

Care of phone and laptop batteries: Allowing batteries in modern devices to go completely flat will not harm them; it is more likely to be beneficial and is recommended by many manufacturers.

Mac updates to High Sierra: Hold off and come to the next Apple Group Meeting on November 14!

- Steve Dixon

Research Presentation QUT

I would like to thank members of the BSOL for participating in my research study at the QUT. The study was about understanding older adults' web information searching behaviour. Brief introduction is given below.

Older adults' internet usage is ever increasing. However, searching for targeted information on a website is never easy. For example, a health or travel website typically contains large amounts of information and hundreds or thousands of links. Successful information search on a website depends upon a combination of human factors and system factors, and investigating all them in a single study is impossible. Therefore, this study was limited to two specific objectives.

First, investigate the impact of two human factors i.e. web familiarity and content knowledge in information search. Second, investigate the actions performed by older adults on a website when they faced problems in their information search. The procedure involved questionnaires, think-aloud protocol, video capture, and retrospective interviews. Two experiments were conducted using a health and travel website. The sampling involved 35 older adults aged above 60 for each experiment, and a good number of BSOL members participated in the study.

For more detailed information about the study, please join me at QUT Gardens Point Campus, J Block, Room J214 on 10 November (Friday) from 1 PM to 3 PM for the presentation. Click HERE for QUT Gardens Point Accessibility Map. **NOTE:** If you intend to use the lift, please use the one at D Block (the blocks are interconnected).

Alternatively, I will discuss the results from the study in the upcoming newsletter.

- G Mohan

Mentor Support Club

This month's meeting was chaired by Brian Korner, reinvigorated after his holiday. Brian opened the meeting with thanks to Steve for chairing the last meeting.

The NBN (national broadband network) was the first issue raised.

What is the normal connection procedure in areas using HFC (hybrid fibre coaxial) cable?

For premises currently without cable, NBN will connect cable to the exterior. Houses with cable already have this connection. After NBN is activated in an area, all home owners must then contact a retail service provider (RSP) to have a modem installed in the interior and be connected to the NBN.

Discussion then moved on to speed. OOola was mentioned as a reliable measuring tool. An attendee was getting wildly varying speed measurements. A comment was made that bandwidth was being consumed by games and video. Another person commented on the slow download speeds in hotels.
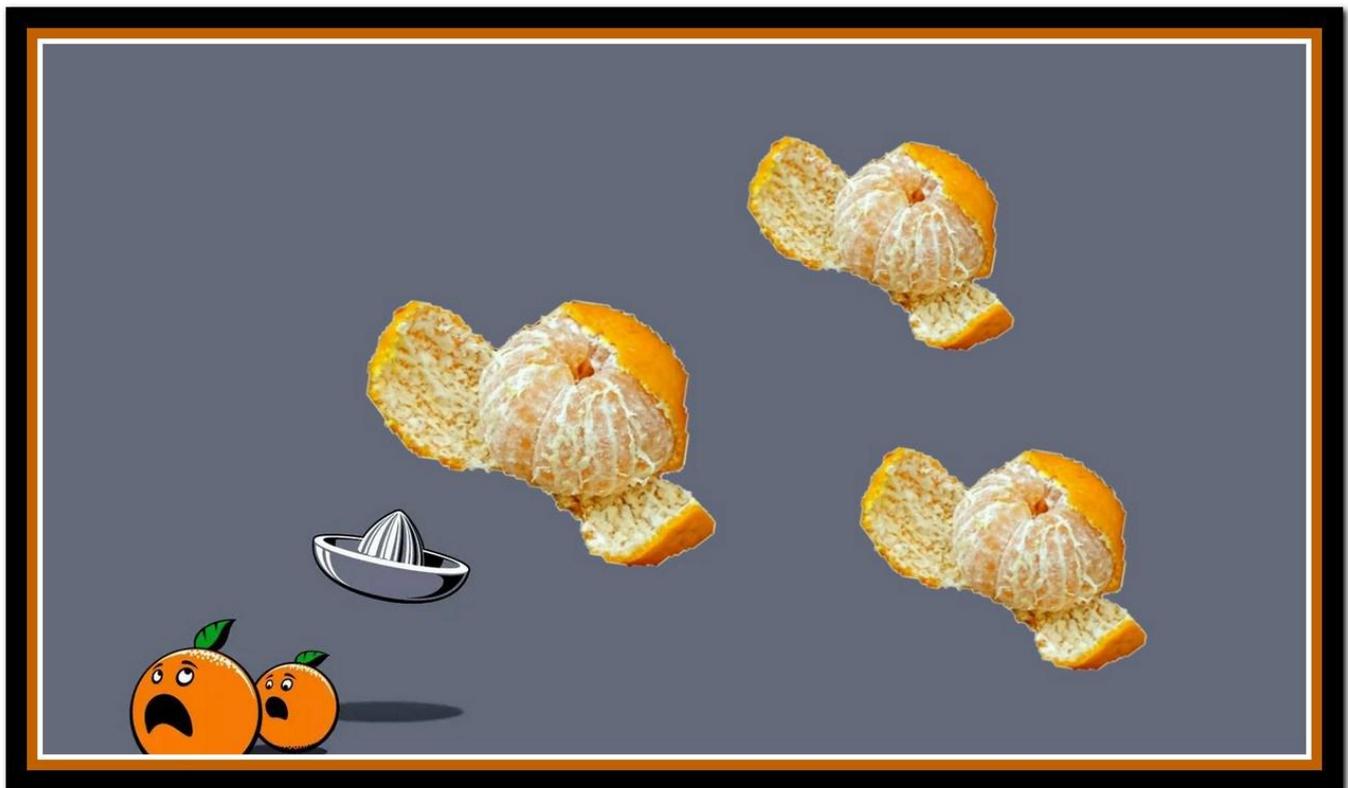
Other issues were then raised:

- The onscreen keyboard not working after connection to Skype.
- Lastpass would not autofill for the Heritage Bank.
- A USB-to-Bluetooth adapter can be used to connect a PC to a sound bar.
- Organising photos on a Mac. (Answer: use ipPhoto.)
- An attendee had a persistent popup asking to install Chrome browser, although it was already installed.
- The availability of an optical-to-Bluetooth device for use with headphones.
- An anecdote from Brian on using an international travel SIM. Automatic connection to an expensive network leads to excessive data charges (Use manual choice of the network to stop this happening).
- Naps2 scanner drive suggested for use when a manufacturer's drivers are no longer available.
- A problem with Win 10 update continually failing and re-downloading (Only solution is to re-install Windows. Recommended that update history be checked regularly for such issues).

The meeting finished with a discussion on BSOL mentoring, in particular: the number of visits that should be made to each student.

It was noted that BSOL is seeing a change in clientele, with new members having much less experience with computers.

- Mark Carragher

Graphic Artwork by Margaret Ewing

Q&A Event at Wynnum Library

Twelve people braved spring thunderstorms to attend the October BSOL Q&A event at Wynnum Library. Six mentors, two learners and four members of the public turned up, including one who joined there and then. Thanks to all who braved the elements to come along and contribute.

Library staff introduced the session as usual. East Hub mentor Mike Timms then gave a short presentation about BSOL before taking questions from the floor. Topics discussed included passwords, anti-virus protection, Wi-Fi, routers, ISP plans, downloads, uploads and word processing apps.

These regular Q&A sessions are a cost-effective way of promoting our unique one-on-one mentoring service to the general public. They are organised in partnership with Brisbane City Council Library Services and attended by yours truly, on behalf of the BSOL Publicity Working Group.

Word of mouth is the best form of advertising. So you are asked to promote these sessions to your friends and family. You can also help to promote BSOL further by arranging a speaker for your local community group. Just send an email to BSOL Office Manager at bsolhq@bsol.asn.au

- Julie Vejle

BSOL 2017 - Q&A Program

Computer help - Q&A for seniors.
Do you have questions about computing? Don't hold back – help is on the way. Mentors from Brisbane Seniors Online will field your questions and do their best to advise on digital device issues. All welcome. Bookings essential.

Library - Location	Event - Date/Time	Bookings - Essential
375 Hamilton Road, Chermside	Wednesday 22 November (2 to 3pm)	Phone 3403 7200

Mike Timms conducted the session at Wynnum Library

Annual General Meeting

Twenty eight members attended the Brisbane Senior OnLine Association Inc's 16th Annual General Meeting, chaired by Brian Korner. President Penny Douglas reported on activities undertaken during the year and updated the meeting on membership numbers. Treasurer John Marsh provided the meeting with the Financial Statements and presented the audited financial statements for adoption.

All Management Committee positions were declared vacant and all nominees were elected unopposed. The meeting was followed by a light lunch.

- Penny Douglas

AGM Chaired by Brian Korner

New Members of the Committee

Role	Name
President	Penny Douglas
Vice President	Ronald Horst
Secretary	Ethna Brown
Treasurer	John Marsh
Committee Member	Noela Lewis Database and Office Administration
Committee Member	Kevin Brown Hub Liaison
Committee Member	Hugh Wiseman Special Projects Officer
Committee Member	Paul Boult ICT Manager
Committee Member	Stephen Dixon Publicity Officer

A Change of Guard

After quite some years of helping to coordinate our monthly newsletter, I'm stepping down from the role. Josephine Brown, who has already edited several editions of the newsletter over the past year, will be the new newsletter coordinator. Josephine is a professional editor of books and other publications, and will bring some very welcome expertise and fresh ideas to this role.

I will continue to be involved in the newsletter, both as a regular contributor (which includes providing the monthly Brain Teaser) and as the editor of some of the monthly editions. This means the editorial duties will be shared among three of us – Josephine Brown, Gowri Mohan and me – with Josephine also coordinating the production.

I am taking this opportunity to thank everyone who has supported our newsletter during my time in the role, either with constructive comments or with editorial contributions. Please keep the comments and more particularly, the contributions, coming. Contact details are unchanged: news@bsol.asn.au

- Brian Korner

Brain Teaser

After five glorious weeks of R&R, I'm now catching up with a few things, among them the responses to the August and September Brain Teasers. As it turned out, both of them proved to be easy for our regular puzzle solvers. Brian Bond, Mavis Brady, William Chen, Frank Shaw and Les Webb all answered September's sheep problem correctly.

Last month's letter sequence was solved by Brian Bond, Mavis Brady, William Chen and Les Webb. Moving incrementally along the sequence, all are three-letter words – SHE, HER, AWE, WEB. To keep the pattern going, the missing letter has to be 'B', to make the word EBB.

Now, another word puzzle. Choose a word from the right-hand column to accompany the words in the left-hand column, and give your reason.

INOPPORTUNE	AGLOW
DEFEAT	FIRST
ASTUTE	RIDDEN
CALMNESS	PLEASE
???	REMOTE

Answers to me at news@bsol.asn.au

- Brian Korner

CONDITIONS: The member who submits the greatest number of correct entries to the Brain Teaser between the February and the December 2017 editions is eligible to win a $100 Coles Myer gift voucher. In the event of a tie, the $100 prize value will be split. To be considered, entries must be received within 14 days of publication of the relevant newsletter. Only entries received from current members will be accepted, and only one entry per member per month. It is expected that each entry will be the member's own work. Any decisions regarding eligibility or winners will be final, and no correspondence will be entered into. Send your answers to news@bsol.asn.au

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Hub coordinators' contact details

There are now ten hubs within the Brisbane area. Unless the matter is urgent, contact your hub coordinator by email first.

Central Hub - Kevin
0466 369 995
centralhub@bsol.asn.au

Inner West Hub - Lauren
3202 7154
westinnerhub@bsol.asn.au

North Central Hub - John
3266 3452
northctrlhub@bsol.asn.au

East Hub - Ben
3345 5507 / 0419 571 517
easthub@bsol.asn.au

West Hub - Rod
3376 5956
westhub@bsol.asn.au

Redlands Hub - Lurline
3207 5294
redlandshub@bsol.asn.au

North Hub - Carol
3269 5352
northhub@bsol.asn.au

Inner North Hub - Henry
0421 157 010
northinhub@bsol.asn.au

South Hub - Greg
3342 3445
southhub@bsol.asn.au

North East Hub - Kevin
(acting) 0466 369 995
northeasthub@bsol.asn.au

Brisbane Seniors on Line (BSOL) is a voluntary, not-for-profit organisation set up to help the over-50s navigate the maze of computers and the internet. Our mission is to provide seniors of the Greater Brisbane Area with computer literacy and support while promoting social and recreational activities. BSOL is always looking for new mentors and other volunteer helpers so if you think you could (or know of someone who could) help us, ring or email the office, visit the website.