



# News & Views



from the Tower

## President welcomes new coordinator

I am pleased to welcome Judith Salvage-Jones as our new South Hub Coordinator.

Judith has taken over from Greg Thomas, who agreed to look after the hub on an interim basis — some three years ago.

I extend my thanks to Greg for his time and efforts.

We have had quite an influx of new hub coordinators recently, with three new ones in the North Central, Inner North and South Hubs taking over in recent months.

They will have the opportunity to meet with other hub coordinators in early August when we have our combined Management Committee and Hub Coordinators meeting.

BSOL is participating in a number of events during Seniors Week.

These include:

- seniors' expos in Zillmere and Forest Lake



- a week-long series of Q&A sessions at the Queensland State Library from 20 to 24 August
- A Q&A session at Capalaba Library on 18 August.

Most of our membership comes from word of mouth, and these events provide great opportunities to tell people about our unique service.

I thank the various volunteers involved in these sessions.

—Penny Douglas, President

## August 2018

Editor of the month: Josephine Brown

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### BSOL August 2018 Happenings

For complete details of these events, refer to the Events Calendar on the BSOL website, or click [https://www.bsol.asn.au/pages/events\\_calendar](https://www.bsol.asn.au/pages/events_calendar)

Thu	2	Hub coord & Mgmt Comm
Fri	3	Linux group
Tue	7	Publicity working group
Thu	9	Apple group
Tue	14	Digital photography group
Tue	21	Mentors group, Mgmt Comm

## Mentor Support Meeting discusses My Health Record system, and more

The Mentor Support Club met on 17 July with a good roll-up of 13 people, and was ably chaired by Brian.

A wide range of discussion topics included:

- an issue with a Windows 10 computer apparently not recognising the full installed memory. A few troubleshooting ideas were suggested and it will be interesting to hear back whether the problem is resolved.
- the BSOL curriculum, which is out of date and does not really recognise the range of devices and skills that new learners might wish to cover. The consensus was that the new learner application form should no longer refer to the curriculum, but instead provide space for applicants to more clearly nominate their areas of interest. Feedback was received during the meeting that the Management Committee has this issue in hand.
- a question asked about the suitability of the free VPN (virtual private network) services available on the web. Attendees felt it is probably better to make use of one of the low-cost paid services that will give better reliability and ease of use.
- some discussion about on-line privacy, particularly related to the Government's My Health Record system, with its opt-out alternative that closes on 15 October. Some members expressed concern about the security of this system and the potential for hackers to gain access. However, most felt that the potential benefits probably outweigh the security risks, given the effort being put in to make the system secure.
- the fact that many medical practices are using on-line appointment services that provide information to third-party service providers for targeted advertising purposes.
- an attendee's concern about how to effectively clear browser history when using a shared computer in a community residential situation. A few precautions need to be taken in these cases to clear the history and make sure email web sites are logged off properly.
- attendees' suggested alternatives to Windows Live Mail, with Thunderbird being the most popular.
- a question about a PC that had tripped out the power-supply circuit-breaker, and the advice received from a computer repair shop that the whole machine would need to be replaced. The consensus was that it should be possible to just replace the power supply for a much lower cost.
- an interesting discussion about a quantum computer that IBM have made available free, on-line, for people to experiment with. This is predicted to be the next revolution in computing.
- finally, mention that Microsoft are reviewing their Windows update processes and introducing an "express update" that should greatly reduce the size of downloads.

Following the meeting, a mid-year lunch was held at the Pineapple Hotel.

— Mal Gamble

## SCAM ALERT!

**Beware of fake Medicare email – that's the latest warning from**

**<https://www.staysmartonline.gov.au/>.**

**To protect yourself, you could subscribe directly to their Alert**

**Service at <https://alerts.staysmartonline.gov.au/link/id/zzzz59c317db7087d226Pzzzz59b0884325661593/page.html?prompt=1&>**

## 2018 BSOL Q&A Program: computer help 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 are essential.

—Julie Vejle

Library & Location	Date & time	Phone
Banyo Library, 284 St Vincents Rd	Thursday 23 August, 11 a.m.–12 noon	3403 2200
Capalaba Library, 14 Noeleen St	Wednesday 12 September, 11 a.m.–12 noon	3843 8010
Carindale Library, Westfield Carindale, 1151 Creek Rd, near Millennium Blvd	Friday 19 October, 11 a.m.–12 noon	3407 1490
Chermside Library, 375 Hamilton Road	Wednesday 22 November, 11 a.m.–12 noon	3403 7200

### Out and about in Mt Ommaney, promoting BSOL

The July Q&A event was held at Mount Ommaney Library and conducted by Mentor Ken Bourne. Ken briefly outlined the benefits of BSOL membership and then asked for questions from the floor. Thanks to all who participated and contributed in any way.

For further information on topics listed below, just copy and paste into your internet browser.

#### Statistics

- 15 attendees
- 5 volunteers and/or mentors
- 3 learners
- 7 members of the public
- 5 new recruits

#### Topics included

- Mobile data and home data
- Using smartphone as hot spot
- Using virtual private networks (VPN) when travelling
- Windows update issues
- Windows data backup and restore process
- Windows file history backup and restore point facility
- Hard drive caddy
- Laptop battery issues

- Power settings including hibernate
- Searching for answers and tips for searching
- Random access memory (RAM) and system information
- Watching videos on tablets and buffering
- Backing up tablets
- Best time to buy new devices
- Microsoft 365 subscriptions
- Using Microsoft Access
- Repairs, warranties and consumer laws
- About joining BSOL.

#### BSOL's aim

The aim of BSOL Q&A events is to promote our unique one-on-one mentoring service, while helping seniors with questions about using digital devices, and encouraging new recruits. Word of mouth is our best form of advertising. BSOL members are asked to promote these free sessions to friends and family. All welcome. Bookings essential.

#### Meeting format

Sessions usually begin with a brief 10-minute generic slide presentation outlining the benefits of BSOL membership.



Recent Q&A session at Mt Ommaney Library.

Our speaker then fields questions from the floor while a team of mentors do their best to solve issues raised. Events are open to the public.

#### Partnership arrangement

Events are organised and implemented by yours truly on behalf of the BSOL Publicity Working Group, and done in partnership with local councils.

BSOL hubs provide the volunteers and the expertise to make it happen.

Council libraries provide advertising, meeting room, technical equipment and refreshments.

—Julie Vejle

## Apple Group July 2018 Meeting



Simon started with an overview of the latest operating system releases

for iOS (iPhone/iPad) 11.4.1 and OSX (Macs) 10.13.6. Face ID is only available with the latest iPhone X.

A discussion ensued on the Apple 4 year rectification program for MacBook and MacBook Pro keyboard problems. Certain models are affected, from 2015 to 2017.

The pros and cons of internet search engines were discussed, and how to change the default. Simon suggested DuckDuckGo in lieu of Google. The App Store is now ten years old. App development and security were discussed, together with ratings and reviews of some apps. Various search-engine techniques were demonstrated, viz. specific phrases, exclusions, wildcards, sites, links, related, and reverse image. These allow you to refine your search queries.

As usual, Simon airdropped to each of us the relevant articles he had collated on the above topics. You're welcome to join us to broaden your understanding of all things Apple.

— Ken Bourne



*Happiness: Shot of the Month*

—Alison Muirhead

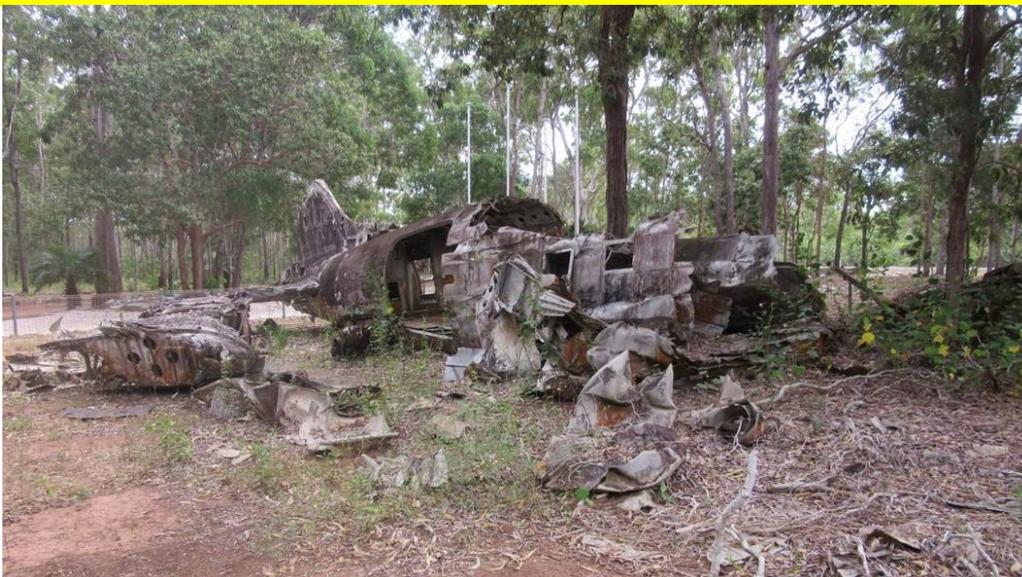
## The My Health Record

Australians have until **October 15, 2018** to tell the government they do not want a My Health Record — an online summary of their healthcare information. The project aims to give users greater access to documents about their health and increase

communication between doctors. Some people have tried to opt out due to privacy concerns, only to discover they already have a health record set up.

Read more at [www.abc.net.au/news/science/2018-07-18/my-health-record-opt-out-confusion/10000008](http://www.abc.net.au/news/science/2018-07-18/my-health-record-opt-out-confusion/10000008)

—Excerpt by Julie Vejle



Left:

DC3 wrecked at Bamaga  
1945 — Trash or Treasure

—Richard Roxborough

## Digital Photography Group

Fourteen members and one prospective member attended our meeting on Tuesday 10 July; two members apologised.

Steve Dixon joined us briefly to update us on BSOL's publicity, and screened the new cinema advertisement that will be trialled over the coming weeks. Well done, Steve and his team!

We discussed whether we should retain our Shot of the Month category, which we introduced as a trial in March, and we all agreed to do so. Then we reviewed the photos submitted for the intriguing topic of Trash or Treasure? Once again, we were amazed at the variety of subjects our members ferreted out, and struggled to choose three to appear in *News and Views* – matching imaginative subjects with interesting, well-composed and well-lit photographs. Spoiled for choice! Having done that, we tackled the entries for Shot of the Month. We hope you enjoy our selection.

Margaret Ewing gave our presentation for the day, on the subject of photography as graphic art; in particular, whether there is any dividing line between photography and graphic art. Using Movie Maker, Margaret had created a 15-minute presentation, which she screened.

This took us through her personal journey: starting with embroidery, then designing her own embroidery pieces, moving into photography and then to the manipulation of images for colour and for composition, merging images from different photographs into original compositions, and sometimes inserting graphic images for effect.

She uses a range of software; Faststone, Picosmos and Shape Collage are among her favourites. She finds them both effective and easy to use. She pointed out that you can make distinctive cards and calendars, as well as just have fun. Margaret's presentation was very impressive with beautiful examples of her work, and we have asked her to keep it so that we can view it again.



**Above: Worn-out packsaddle, NSW: Trash or treasure**

—Margaret Ewing



**Above: Faded memories — Trash or treasure**

—Pat Noad

In August, the Digital Photography Group will have an excursion to Southbank to revisit the Expo 88 site, 30 years on; member Alison Muirhead, a Brisbane City Council greeter, will lead this; details will be circulated to members beforehand. There will be no meeting at the Gabba in August.

Anyone wishing to check out the group should first contact [digital@bsol.asn.au](mailto:digital@bsol.asn.au).

—Pat Noad, for BSOL's Digital Photography Group

**Moving? Please let us know your NEW EMAIL ADDRESS!**



## User Group

At the Linux Group meeting in July 2018, Malcolm gave a very interesting talk on the creation of Containers within Linux, and explained how useful they can be to allow multiple users.

He also demonstrated remote logins and their uses. He showed how to record TV programs using MythTV.

An interesting technical discussion of ADSL and speeds ensued.

The old Compaq laptop on which we tried to instal Puppylinux was discussed and various other distros that may work. Again, we ran out of time to finish a different installation.

Note that non-commercial versions of Linux are free, and are a great

substitute for anyone still using Windows XP or Vista — particularly if their needs are basic and they do not use special Windows programs like Quickbooks, etc.

All BSOL members are most welcome to come to our meetings, on the first Friday of the month at Woolloongabba (as per the Events Calendar) and learn a little more about Linux.

— Ken Bourne

## Management Committee report

The Management Committee met on Tuesday 17 July with seven members present.

John Marsh reported that the accounts for the 2018 financial year have now been finalised and he will submit these to the auditor in the next couple of weeks.

He advised that both revenue and expenses were down, but both were within budget.

Steve Dixon advised that Seniors Week would be busy. BSOL has advertising currently showing in two cinema complexes in Brisbane for 30 days, all screens, all sessions.

It will be interesting to see how this affects our rate of learner applications.

The next combined HC/MC meeting will be held on Thursday 2 August in the BSOL office meeting room from 10:30 a.m. to 12 noon, with a light lunch to follow.

Penny advised that several presentations will be given under the Training banner for

the rest of the year:

- Brian Komer — travelling overseas with technology
- Lurlene Slater — iPhone
- Paul Boulton — Windows 10.

Membership numbers fell by 27 to 892 at the end of June.

The AGM on Thursday 25 October will be held in the Queensland Cricketers' Club with light refreshments to follow.

— Ethna Brown

## Calling all aspiring authors

We're looking for contributors! Would you like to write an occasional article for *BSOL News and Views*?

The articles we publish are generally under 350 words. They should 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 articles copied and pasted from the web.

If you're interested in submitting an article for possible publication, please send it to [news@bsol.asn.au](mailto:news@bsol.asn.au)



## Brain Teaser

Here's a nice easy one, even though it requires a little bit of general knowledge to go with your problem-solving abilities.

Dial up **32676722 77235** and give me the name of a famous American author.

Answers, as usual, to  
[kortravel0@gmail.com](mailto:kortravel0@gmail.com)

I received seven correct entries to last month's puzzle.

Brian Bond, Mavis Brown, William Chen, Brian Nield, Frank Shaw, Les Webb and Hugh Wiseman will all have their names inscribed on our (notional) honour board.

As they, and I hope a few other of our members also, rightly concluded:  $T + G = 10$ ,  $A + O = 9$  and  $C + D = 9$ . The total of the six letters is therefore 28.

—Brian Korner

A	B	C	D	E	F	G	H	I
1			2			3		
J	K	L	M	N	O	P	Q	R
4			5			6		
S	T	U	V	W	X	Y	Z	
7			8			9		

## Hub coordinators' contact details

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

Brisbane Seniors OnLine Assoc.  
Inc.

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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.

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