



News & Views



from the Tower

President's message



Welcome to another issue of *News and Views*. Aren't the months flying by!

First, a farewell. After two years in the role, Lauren Bunch decided to finish up as Hub Coordinator for Inner West Hub at the end of April. Lauren has been a very active Hub Coordinator and I would like to express the Management Committee's thanks—and my own—for her service and wish her well in the future.

Mark Carragher, a mentor from Inner West Hub, has agreed to take over from Lauren and commenced on 1 May. I extend my gratitude to Mark for taking on this important role. I know I've said it before, but Hub Coordinators are critical in helping us deliver our unique one-on-one home-based tuition.

These days many of our learners join BSOL to get better at using their tablets and smartphones. In some areas we have trouble finding mentors who are willing to take on these particular learners. I would like to remind all our mentors that we have an Apple Mac laptop as well as iPads and Android tablets to lend out to you if you would like to learn how to use them. All you need to do is contact our office staff to see if one is available and come in to collect it.

There will not be a Management Committee meeting this month, due to absences, but we'll be back in June.

Penny Douglas

May 2019

Editor: Lee Ellwood (news@bsol.asn.au)
June contributions due 25 May

Inside this issue:

- [Coming up in May2](#)
- [Let's meet ... Brian Korner2](#)
- [Management Committee3](#)
- [Apple Group3](#)
- [Windows 10 update4](#)
- [Banyo Library clinic5](#)
- [Mentor Support Group6](#)
- [Digital Photography Group7](#)
- [New user resources8](#)
- [Corley Explorer9](#)
- [Brain teaser10](#)
- [Hub contacts10](#)

BSOL May 2019 happenings

For full details of these events, [refer to the Events Calendar](#) on the BSOL website.

Fri	3	Linux Group
Thu	9	Apple Special Interest Group
Mon	13	East Hub Snr Learners Clinic
Tue	14	Digital Photography SIG
Wed	15	BSOL Banyo Library meeting
Thu	23	New mentor induction training
Thu	25	Newsletter contributions due

Coming up in May ...

BSOL members' and guests' clinics

BSOL organises interesting clinics in Brisbane's suburban libraries. Attendance is free for all members and their guests. Each clinic includes a presentation, a Q&A session and time to socialise over tea, coffee and biscuits. May's clinics include:

- **Carindale Library:** 13 May, 2–4 pm, hosted by East Hub. The subject is 'What's new in the latest versions of Windows 10'. [Click here](#) for details.
- **Banyo Library:** 15 May, 9.30 am–12 noon, hosted by North Central Hub. From 9.30 am–10 am there will be a follow-up of March's presentation on the Libby e-book app by BCC Library staff. This will be followed by a session on 'Backing-up your computer data'. [Click here](#) for details.

BSOL Special Interest Groups (SIGs)

Our SIGs meet monthly in the [BSOL Office](#) in the Gabba Tower, 411 Vulture Street, Woolloongabba. Attendance is free for members. The groups include Linux and Apple operating system users and the popular Digital Photography Group, where you can get together with other BSOL members to improve your digital photography skills, go out and about on photo shoots and learn how to manage your digital photography files.

- **Linux Users:** 3 May, 10.30 am–12.30 pm ([details](#))
- **Apple Users:** 9 May, 10.30 am–12.30 pm ([details](#))
- **Digital Photography:** 14 May, 10.30 am–12 noon ([details](#))
- **Mentor Support:** 21 May, 10.30am–12.30pm ([details](#))

Check the [BSOL Events Calendar](#) for details of all BSOL's events and happenings.

*Kevin Brown
Hub Liaison Coordinator*

Let's meet ...

Brian Korner, mentor and past BSOL president



I've always had an interest in computers, though my first experience as a BSOL mentor, back in 2002, was somewhat daunting. I was assigned a learner whose brand-new computer had the newly released Windows XP operating system. It was my first encounter with Windows XP, but fortunately, the learner was very understanding and happy for us to learn simultaneously!

I am still heavily involved as the convener of the Mentor Support Group, and for several years I served in the satisfying role of BSOL President. All this came after a full and interesting working life.

I'm a Kiwi with a Master's degree in chemistry from Victoria University in Wellington. After working with a large and diverse chemical company in Auckland for several years, I transferred to Melbourne. Eleven years later, in the early 80s, I came to Brisbane to manage a team of people providing chemicals and technical support to the agricultural industry from Coffs Harbour north.

Now, outside of BSOL my interests include photography, reading and Rostrum public speaking, and I'm actively involved in our local environmental group. A rather large and enjoyable garden helps fill in any remaining spare time.

BSOL Management Committee April report

The Management Committee met on Tuesday 16 April with eight members present.

The Treasurer, Ivan Kirk, reported that although revenue was down, March had been a relatively good month. Cash flow was augmented by the maturing of the term deposit which, with interest, was rolled over for another 12 months.

In Hub news, Kevin confirmed that, as reported last month, Mark Carragher will replace Lauren Bunch as the Hub Coordinator for Inner West at the end of the month, while Gary Alcorn is acting in the role of Hub Coordinator for North Hub until a replacement can be found. If anyone is interested in taking on this role please contact either the President, Penny Douglas or the Hub Liaison Officer, Kevin Brown.

After discussion, the committee agreed that no new learners would be canvassed in the Redcliffe area.

In the Publicity arena, Penny reported that an advertisement has been placed on Facebook and that

she will canvass local and state politicians to include information about BSOL in their newsletters. The committee would also like to thank Brian Korner for doing a podcast about BSOL with SBS Radio, which is available at: <https://www.sbs.com.au/radio/audiotrack/viva-what-are-essential-technology-seniors-should-learn>

In IT Paul Boulton has been working on the new website using WordPress, and this is progressing well. Ron Horst advised that the MIS development is progressing with Gary Alcorn's help, albeit slowly in some areas such as email distribution.

The Futures Working Group has established a depository on Google Drive for the exchange of submissions and ideas.

Membership at the end of March was two more than in February.

*Ethna Brown
Secretary*

Apple Group—April meeting

The Apple Group focuses on pertinent information about All Things Apple for both beginners and experts. Sessions are facilitated by Simon Mooney, who shares his links to topics via Apple AirDrop.

Some of the April topics discussed were:

[New generation of iPad](#)
[Logitech Crayon pencil for iPad](#)
[New iMacs](#)
[AirPods](#)
[New iOS and macOS updates](#)
[iOS 12.2 new features](#)
[Apple stores in the world](#)
[New 'Not Secure' webpage indicator in Safari](#)
[Latest Apple event](#)
[Apple TV Plus](#)
[Latest Apple News](#)
[Apple Arcade](#)
[Apple card](#)

We also discussed anti-virus protection.

Whether you have little or lots of experience with Apple products, you can learn about Mac, iPhone, iPad, iCloud, iTunes and much more. All members are welcome, learners and mentors alike, to broaden your understanding of all things Apple.

Ken Bourne

**MOVING?
Please tell us your
new email address!**

**Log on to the members' area of the BSOL website,
look for My Details,
then Change My Contact Details.**

Windows 10 update available from this month

Windows 10's May 2019 update, version 1903, is expected to be released sometime in late May, unless there are delays or significant bugs that force Microsoft to push it back. Given that the update will be rolled out gradually around the world, we can expect it in Australia any time after its release.

Microsoft will no longer force the feature update to devices. Instead, users will receive a notification once it's officially available, and only when the user manually initiates the process will the new version be downloaded and installed automatically. However, if your device is running a release that is nearing its end of service, then Windows 10 will try to install the feature update automatically.

What's new?

There are many changes in the new version of Windows 10; here are just a few of them.

- An Acrylic effect, part of Fluent Design, has been added to the sign-in background.
- The Start menu is redesigned, with a new, simplified default layout that will appear on new installations and accounts.
- Cortana and Search are broken into two separate experiences in the taskbar.
- Action Centre has a new slider to quickly adjust the brightness of the screen using any level, instead of the button that only allows you to select between four levels of brightness.
- **File Explorer** has a new icon, and you'll find a new default date format, called 'friendly dates', that shows dates in a conversational format. For instance, '5 hours ago' instead of '4/12/2019 1:15 PM'.



- If you use a Microsoft **account** linked with your phone number, you can now use an SMS code to sign in and continue setting up your account without the need for a password.
- There's a sign-in options settings page to make it easier for users to set up an authentication method, and a new option to set up a security key to authenticate with the operating system.
- In the **Power & Sleep** page, you'll now find a slider option to change your system power mode.
- The **Storage** settings page has been redesigned to show at a glance how space has been utilised, instead of you having to select each drive to see that information, which wasn't very intuitive for many users.
- **On the Cursor & Pointer** settings page is a new slider to change the size of the mouse pointer, and under the 'Change pointer colour' section, you can now change the pointer colour using one of the suggested colours or use the picker to create a custom colour.
- You'll now find the option to **'Pause updates'** within the main page and, when disabling automatic updates, you can set the number of days that you want to delay them. In addition, the ability to pause updates up to 35 days is now available for devices running Windows 10 Home.
- A **'Recommended troubleshooting'** section is part of a new feature that allows Windows 10 to fix many critical problems on your device automatically.
- **'Reserved Storage'**, a new feature, sets aside part of your device's available storage to reduce problems from insufficient storage space when upgrading to a new version or installing updates.

Windows 10 update (continued ...)

What's new with built-in apps?

- The new version of **Notepad** includes an option to save files in UTF-8 without a Byte Order Mark and to make this the default for new files.
- **Windows Sandbox** is a new feature designed to run untrusted applications safely in an isolated environment without harming your device.
- Among other changes, **Windows Security** includes a new 'Protection history' experience that will continue to show Windows Defender Antivirus detections, but with more and easier to understand information.
- **Snip & Sketch** has a few new additions, including a border option for screenshots, a print button in the toolbar so you can print directly from the app, a confirmation pop-up to rescue unsaved changes when closing the window, timestamps in file names, and the option to save images as jpgs or gifs.



Further reading

<https://www.itechtics.com/windows-10-april-2019-update-1903/>

<https://www.howtogeek.com/402569/everything-new-in-windows-10s-april-2019-update/>

Paul Boulton
BSOL ICT Manager

BSOL members' and guests' clinic at Banyo Library

Those who attended the April BSOL clinic in Banyo Library enjoyed possibly the best presentation yet when Scott Mullaly from Telstra took us on an information technology journey into the year 2050.

We shared the possible changes that the future will provide, with the forecast of driverless cars and our homes and lives full of innovations driven by advances in technology. It would seem that many of these changes are already in train.

We also discussed 5G, to be launched in the very near future, and in particular the timing of the rollout and what we might expect when this communications advance is fully introduced. Security was also discussed.

Talk about the rollout of NBN was of particular interest to those mentors who are yet to see NBN connected.

A big two hours of interesting communication and feedback was enjoyed by all. We were very disappointed that only nine mentors attended this very informative session.

Our next meeting will start at 9.30 am on 15 May. This will be earlier than our usual 10 am start, as some of our mentors requested a short follow-up on the March Library session. We'll then have a round table from 10 am on back-up.

Everyone is welcome—please join us!

David Curtis
North Central Hub

Mentor Support Group—April meeting

This month's meeting had slightly fewer attendees than usual, perhaps due to its closeness to the Easter holidays. Discussion was a little slower than usual in starting, but once begun, it was lively through to finish time.

An attendee commented that from Windows 10 version 1809, it's no longer necessary to eject a USB drive before removing it. (A check online suggests that this may actually have been the case since at least Windows 7.)

A comment was made about how long Windows updates can take, especially on a computer that was used infrequently.

Another attendee had found "Malwarebytes" on a learner's computer and asked for advice. Malwarebytes is a respected, genuine anti-malware application, known for its ability to run safely in parallel with other antivirus packages.

Recommendations of an alternative to Skype were requested. Zoom, FaceTime, Google Hangouts, Team Viewer and CloudBerry were all suggested. The last two are remote assistant applications. The Chrome browser has an extension that turns it into a remote assistant.

One of our attendees had a failed Windows 10 update revert to Windows 7, with the consequent loss of all his user files!

Another attendee's Time Machine backup onto her Time Capsule stalled at 80%; the solution was that old backups needed to be removed and the backups restarted.

There were two NBN anecdotes. A student had received a genuine cold call from her current provider, who said she was to be connected to the NBN (at a premium rate). On questioning the offer, the student was told that no, she didn't have to connect to the NBN, and that there is an 18-month grace period after it becomes available. All she really wanted was a telephone line, so a premium NBN connection wasn't really necessary! The meeting was asked for suggestions of other NBN providers; it seems TPG is one of the few still offering a 'basic' (12 MB/s) package.

A second student received a scam cold call purporting to be from Telstra, saying that they were to be connected to the NBN. Unfortunately, some payments were made before the scam was discovered.

First Aid/Disk Utils and OnyX were suggested as 'tune up' software for Mac. The meeting also noted that Windows 7 support will end on 14 January 2020.

The meeting finished with a general chat on unsolicited phone calls, particularly about political parties.

*Mark Carragher
Inner West Hub*



Pat Noad, 'Path to the Pacific'

Digital Photography Group—April meeting

Our April meeting was held on Tuesday 9th; only seven members attended, with apologies flowing in from those on the move, otherwise committed and/or under the weather.

Our March meeting was an excursion to the Asia-Pacific Triennial Art Exhibition at the Gallery of Modern Art, and we enjoyed seeing our members' takes on the exhibits that pushed the boundaries of 'art' as we know it. Those unable to participate in the excursion concentrated on 'walking paths'; and then there was the 'shot of the month'. So here are four photos we've chosen for you from the varied collections submitted for the month of April.

After our viewing/critiquing session, member Shirley McNeill gave a talk about what we can do with our photographs apart from putting them in digital or paper albums. The choices are legion: framed or canvas pictures, cards, calendars, stubby holders, mugs, T-shirts and much, much more—the list is seemingly endless.

Shirley had kindly researched the suppliers of the services that produce these goods from our photographs, primarily K-Mart, Big W, Harvey Norman and Officeworks, and told us how to go about creating our own Things. She also pointed out that prices for similar products vary wildly, so it pays to shop around. It was suggested that the website [The Photobook Club](#) offers well-priced services. Thanks, Shirley, for an interesting, well-researched and very informative session.

Regarding our next meeting: firstly, the schedule I circulated gives the wrong date; the meeting will be held on 14 May, not 7 May. As the presenter listed is unlikely to be available, we have decided to have a 'hands-on' session on still-life photography. Everyone attending should bring one small item to use as a subject, and it may be useful to bring a tripod as well.



Margaret Ewing, 'Tasmanian Walking Track' (King Billy Walk, Cradle Mountain National Park



Shot of the month: Pat Noad, 'The Sunbaker'

We'd like to encourage BSOL members to come along and check out the Digital Photography Group. We're a self-help, low-tech group; most of us use compact cameras or phones. We encourage our members to focus on getting the best results they can through attention to composition and the use of editing programs. Everyone is welcome, and if you'd like to attend or have any questions, let us know via digital@bsol.asn.au.

*Pat Noad
Digital Photography Group*



Alison Muirhead, 'Infinity' (at GOMA)

Help is never far away! Resources for new users

One of BSOL's prime objectives is to enable our students/learners to be comfortable with using the World Wide Web (WWW) and to use it to solve some of their problems. The WWW is the first place to look when you have a problem that you don't know the answer to. The reason for following this path is that it enables **you** to solve your problem, which enhances your self-esteem and positively re-enforces your own abilities.

To help you get the most out of your computing experience, here are a few sites that give you online lessons on some of the most commonly used software. Of course, this is not a definitive list and I am sure you will find others that also help you.

- [Gcfglobal](#) (gcflearnfree) is a great site for help with a wide range of software and operating systems—highly recommended.
- [Home and Learn](#) is good for Word and Excel for beginners.
- [Meganga](#) provides free basic computer training for beginners and seniors. The video tutorials cover computer basics, Windows, troubleshooting, Word, Outlook, and other topics.
- [YouTube](#) is a great resource for finding out all sorts of information. In the search box at the top of the homepage, type the topic you would like to learn about (e.g. 'Windows 10' or 'Word 2007'), and you'll get a list

of relevant videos. You will need to have speakers or earphones to listen to the lesson, but if you miss something you can pause the videos and replay the missed section.

Finally, because BSOL encourages members to share knowledge with each other, we have an online members' support community, or forum, in which you can ask your questions and get answers. Pages within the forum have been set up for the Mentor Support, Apple, Digital Photography and Linux groups, to enable members to share ideas and ask questions. Just left click on the following links to get started.

You must first register before using the [members' online forum](#). Registration is easy: just click the registration button, answer all the questions and an email will be sent to you with an activation number. Copy this from the email and paste it into the activation dialogue box.

For more information on registering, please refer to our [Blog Registration](#) document. And if all else fails, contact your Mentor or Hub Coordinator. If you cannot remember the phone numbers, the friendly staff at the BSOL office can help you; just call (07) 3393 2225.

*Paul Boulton
BSOL ICT Manager*

The 'Corley Explorer' at State Library of Queensland

The State Library of Queensland's Frank and Eunice Corley Collection contains some 61,000 images of Brisbane houses, taken during the 1960s and 1970s. This collection is the major part of the library's 'Home: A Suburban Obsession' exhibition, which closes on 14 July.

In the 60s and 70s the Corleys drove up and down thousands of south-east Queensland streets in a pink Cadillac, photographing houses and selling the images to the homeowners, either as photos, calendars or Christmas cards. The thousands of photos in the State Library's Corley Collection are merely the ones that didn't sell—the Corleys are thought to have taken more than 250,000 photographs of houses from Beenleigh to Bundaberg!

BSOL member Ken Nelson recently discovered the [State Library's 'Corley Explorer' webpage](#), which displays thousands of the photographs in the hope that Queenslanders can identify them. As many of the addresses of the photographed houses were incompletely recorded, the library has turned to crowdsourcing to collect as much information about the collection as possible. 'Crowdsourcing' is a way of gathering resources like knowledge, skills or donations from people who volunteer to give them.

Many people in Brisbane will recognise their own homes, or perhaps their parents', in the collection. Or, you might



recognise the house you own now and be amazed at how it looked 50 years ago! The Corley Explorer lets you browse the photographs and, if you recognise a house, provide the address and maybe what you know about the place. You can read the stories and memories others have contributed to the site and also tag the photos, to help categorise the different styles of houses.

To play in the Corley Explorer, you'll need to create a login. Then sit down with a cup of tea and be prepared to waste a few hours! If you haven't tried tagging or commenting online yet, this could be a fun way to try it out.

*Lee Ellwood
Newsletter editor*

Do you have something to share?

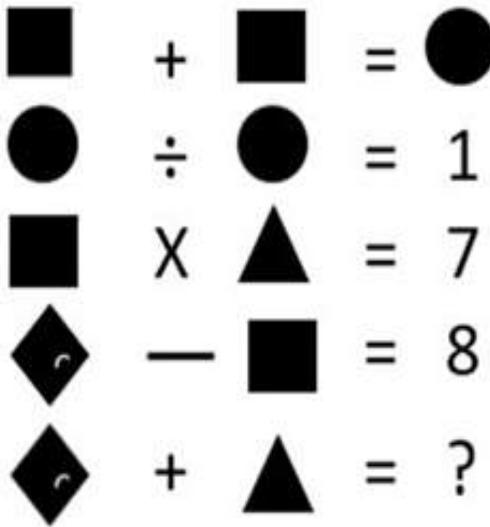
Perhaps you've learnt something other members might enjoy. Maybe you've discovered a new source of information about computers or online activities. Or you might have had a great mentor-learner experience recently. Why not write about it for *BSOL News and Views*?

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 volunteers, mentors or 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 by the 25th of the month** to be in time for the next newsletter.



May 2019 Brain Teaser



Here's one which shouldn't prove too difficult. Each shape represents a whole number between one and nine. Two shapes may have the same value. What value is represented by the question mark? Answers to me at kortravel0@gmail.com

For last month's Brain Teaser, it turns out there's more than one possible answer. I had:

$$5*(15+100) - 4 + 20 = 591.$$

Others gave answers along the lines of:

$$(3*100) + (15*20) - (4+5) = 591 \text{ and}$$

$$(15*20) + (3*100) - 5 - 4 = 591.$$

Brian Bond, John Noad and Frank Shaw all submitted correct answers.

Brian Korner



PRIMARY BUSINESS ADDRESS

Level 1, Gabba Towers
411 Vulture Street
Woolloongabba Qld

POSTAL ADDRESS:

PO Box 6006
Woolloongabba Qld 4102
Phone: 07 3393 2225

WEBSITE: www.bsol.asn.au

EMAIL: admin@bsol.asn.au

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.

Central Hub—Kevin

0466 369 995

centralhub@bsol.asn.au

South Hub—Judith

3841 6140 / 0438 509 828

southhub@bsol.asn.au

Inner North Hub—Brad

3298 6848 / 0498 117 560

northinhub@bsol.asn.au

East Hub—Ben

3345 5507 / 0419 571 517

easthub@bsol.asn.au

Inner West Hub—Mark

0401 433 724

westinnerhub@bsol.asn.au

North Central Hub—Kevin

(acting) 0466 369 995

northctrlhub@bsol.asn.au

North Hub—Gary (acting)

3353 1238

northhub@bsol.asn.au

West Hub—Rod

3376 5956

westhub@bsol.asn.au

Redlands Hub—Paul

0408 110 893

redlandshub@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 help us (or know of someone who could), ring or email the office, or visit the website.

BSOL does not necessarily endorse the views expressed in this newsletter. No person should act on the basis of views contained in this newsletter without first obtaining specific professional advice. BSOL does not guarantee, and accepts no legal liability whatsoever arising from or connected to, the accuracy, reliability, currency or completeness of any material or views contained in this newsletter. From time to time, the BSOL newsletter may carry some paid

advertising. This does not constitute an automatic endorsement by BSOL of the products being advertised.

