



# News & Views



## from the Tower

### President's message

Welcome to another issue of *News and Views*. President Douglas is away this month, enjoying some time off.

In this issue, Ron Horst asks for input to the BSOL Futures Working Group and Gary Alcorn explains the meanings of some of the icons you'll sometimes see online. Our learners' and members' needs have changed over time, and your valuable feedback can help shape BSOL's future shape.

Security online is something that we are all concerned with, and for the next few issues Mike Timms, from the East Hub, will share helpful advice in an excellent three-part series on 'The Dreaded Password'.

We are all responsible for maintaining the security of our computers and it is easy to leave it to the systems we have on them. However, we also need to remember what I call the 'Trust Onion'. Just as an onion has multiple layers, so too does trust: the centre layer is those people we know and trust explicitly, but as we move out through the layers to people we don't know so well, that trust diminishes. This analogy applies when we receive email: if you don't know the sender, you can't know if you can trust them, so don't open any attachments or links within the email. For some really good information about this simple security measure, visit [www.scamwatch.gov.au](http://www.scamwatch.gov.au) or [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au).

BSOL has a lot to offer its members. If you are interested in photography, Apple or Linux, remember that we have Special Interest Groups for each of these. [See the Events Calendar](#) for further information on their meetings.

Also, did you know we have [an online forum](#) for answering your questions? After a simple process to sign up to the forum, you'll have quick access to a great source of help when you need it. For how to join the forum, [download this helpful PDF guide](#).

*Paul Boulton*  
ICT Manager

### June 2019

Editor: Lee Ellwood ([news@bsol.asn.au](mailto:news@bsol.asn.au))  
July contributions due 25 June

#### Inside this issue

Coming up in June .....	2
Let's meet ... Mike Timms .....	2
BSOL in the future .....	3
The dreaded password (1) .....	4
Linux Group .....	5
Mentor Support Group .....	5
Know your icons .....	6
Banyo Library clinic.....	7
Digital Photography Group .....	8
Brainteaser .....	9
Hub contacts .....	9

#### BSOL June 2019 happenings

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

Fri	7	Linux Group
Mon	10	East Hub Senior Learners Clinic
Tue	11	Digital Photography Group
Thu	13	Apple Special Interest Group
Tue	18	Management Committee
Tue	18	Mentor Support Group
Wed	19	Banyo Library Clinic
Thu	25	New Mentor Induction

## Coming up in June ...

### BSOL members' and guests' clinics

BSOL conducts free monthly clinics in Brisbane City Council libraries for BSOL members and their guests. These clinics usually comprise a presentation, a discussion on topics of interest, the opportunity for attendees to raise any current computer problems, and time to socialise over tea, coffee and biscuits. We welcome and encourage guest attendance. Here are June's scheduled clinics:

- **Carindale Library:** 10 June, 2–4 pm, hosted by East Hub. The subject is 'How to use the City Plan's Interactive mapping tool'. [Click here](#) for details.
- **Banyo Library:** 15 May, 10 am–12 noon, hosted by North Central Hub. The subject is 'The Linux operating system'. [Click here](#) for details.

### BSOL Special Interest Groups (SIGs)

BSOL SIGs are free for members and meet monthly in the [BSOL Office and Computer Training Centre](#). The groups include the popular Digital Photography Group, where you can learn how to improve your photography skills and get out and about on photo shoots with other group members. We also have the Linux Users Group and the Apple Users Group.

- **Linux Users:** 7 June, 10.30 am–12.30 pm ([details](#))
- **Digital Photography:** 11 June, 10.30 am–12 noon ([details](#))
- **Apple Users:** 13 June, 10.30 am–12.30 pm ([details](#))

Check the [BSOL Events Calendar](#) for details of these events and other happenings.

*Kevin Brown  
Hub Liaison Coordinator*

## Let's meet ... Mike Timms, East Hub mentor



I joined BSOL as a mentor early in 2009, a few months after retiring and emigrating to Australia from the UK. Since then I've had the privilege of working with a variety of learners, some new to IT, others wanting to develop skills to complement their existing experience.

It was in 1963 that I started out in computing. Back then, security amounted to 'last one out, lock the door'! Technology has moved on a bit since then and over the course of my career, I focused on what I could foresee was a growing issue. For once, I was right!

Highlights over the years were setting up and running IT security for the Royal Hong Kong Jockey Club and BACS (the world's largest inter-bank transfer organisation—think direct debits).

Later I developed some of the now-standard mechanisms for managing cryptographic processes and was involved in the development of electronic cash.

IT security remains a passion. The needs of BSOL members may not be quite as challenging as some of the issues I've handled over the years, but they're just as important and I'm keen to help members keep their virtual assets safe.

My other passions are Land Rovers, travelling and the grandchildren.

## What will BSOL look like in five years' time?

When BSOL formed in 2001, most computer users owned a single device, usually a PC that ran Windows XP.

Today, you can choose from 134 smartphones priced from \$60 to \$2,600; 109 tablets from \$99 to \$3,500; 173 laptops from \$339 to \$5,699; 79 TVs that connect to the internet; and 305 licensed carriers using up to 10 different internet connection technologies. Few people own just one device now.

In 2001, BSOL taught learners how to *use* their PCs.

Today, our learners know how to use a PC; they need help with *complexity*. Smart TVs; streaming music and TV programs; the Cloud; back-up and security; managing emails and digital photos; Siri, Alexa, Cortana; connecting the PC to the iPhone and tablet; the NBN.

BSOL membership is declining, the average age of our learners is rising, and people coming out of the

workplace already know how to reach the internet. BSOL's role in assisting seniors has changed. So how do we remain relevant?

Are our mentors struggling with all this complexity themselves and are therefore unable to meet the needs of our learners?

Are there potential learners who we don't reach, are too afraid to go online or just don't see the need to go online?

The BSOL Futures Working Group would like your help. How do we attract new learners and mentors? How can we appropriately train mentors and better engage learners? What do we do well? Where do we need to do better?

If you have any ideas about how BSOL can successfully navigate our future, please let me know: [vp@bsol.asn.au](mailto:vp@bsol.asn.au)

*Ron Horst*

*(with thanks to mentor Steve Dixon for the research)*

***'BSOL's role in assisting seniors has changed.***

***So how do we remain relevant?'***



*Richard, 'Rocky Mountaineer'*

## The dreaded password! (part 1)

Many, many years ago, when I was a little lad, each Friday my mother would take me to visit my grandmother. We would leave the back door unlocked and three small heaps of coins waiting to be collected: one each for the milkman, baker and insurance man. When we returned, the money would be gone and three paper receipts would be tucked under the teapot.

The world has moved on since those post-war days. Today we're unlikely to leave the house unlocked, and we certainly wouldn't leave cash in the open for others to collect. Our ideas of personal security has changed, and will continue to do so.

Which brings me to the subject of passwords. Those who attend the monthly clinics at Carindale know that I've been banging on about them for the last decade. Passwords are the equivalent to our front door keys and should be treated with the same amount of care.

However, it seems little has changed in recent years: people still use the same old passwords. Here's a comparison of the ten most frequently used passwords in 2010 compared with last year's:



2010	2018
password	123456
123456	123456789
12345678	qwerty
qwerty	password
abc123	111111
monkey	12345678
1234567	abc123
letmein	password1
trustno1	1234567
dragon	12345

Now, of course *your* passwords aren't in these lists, are they ...?

No wonder the low-lifes have such an easy time breaking into people's computerised property.

The usual advice given is to 'think of a password that is easy for you to remember but difficult for others to guess' and 'don't use the same password for everything'. It's easy to say but very difficult to achieve.

Next month I'll talk about how to create secure passwords and how to remember them. For now, if any of your passwords are on these lists, I suggest you change them to something a little safer.

*Mike Timms*  
East Hub mentor

**We have no  
Management  
Committee  
report this  
month, as  
there was no  
meeting held.**

## Linux Group—May meeting

Did you know that about two-thirds of the world's servers run on some form of Linux? Many older machines are easily able to run it. The beauty of Linux is that it is totally free and very secure, and updates are seamless while using your machine.

At our May meeting Mal Gamble spoke about how Linux first started, its creator, its naming conventions and the various desktop wallpapers in use over the years. The latest wallpaper has Disco Dingo.

Mal told us how to create a bootable USB for installing or using Ubuntu v19.04, the latest long-term support release (LTS). LTSs are fully supported versions with security patches provided until their end of life, usually some 5 years. To receive further years of support, you would then need to reinstall a later LTS version. There are also regular new releases of updated LTSs. [See this site for a current list of revisions.](#)

Mal demonstrated how to create the bootable USB and then compared the applications in Ubuntu v18.04 with those in v19.04. He also showed us where to obtain the ISO to install Ubuntu and how to make a persistence USB whereby one can boot up a machine and save files to the USB.

A very informative session enjoyed by those present.

For more information on Linux, see:

<https://www.linux.com/what-is-linux>

<https://distrowatch.com/dwres.php?resource=major>

<https://www.lifewire.com/top-linux-distributions-of-all-time-4084559>

[https://en.wikipedia.org/wiki/History\\_of\\_Linux](https://en.wikipedia.org/wiki/History_of_Linux)

<https://www.wired.com/2016/08/linux-took-web-now-taking-world/>

*Ken Bourne*

## Mentor Support Group—May meeting

Before Brian even formally opened the meeting, there was discussion about Linux and how Microsoft will support a Linux environment within Windows that contains the latest Linux kernel (WSL2). One attendee commented that Linux was now so user-friendly that it is a real alternative to Windows, but this was challenged by others who thought that once you strayed beyond the most basic uses, Linux was difficult for the less nerdy to use.

The meeting proper started with the story of a student whose laptop had problems booting. He had taken it to a repair shop and was told that he needed a replacement. He went ahead and purchased a new laptop and asked his mentor for help in recovering important files from the old one. The mentor was able to recover some of the lost data using 'Photorec' and also fix the original boot problem on the old laptop using Windows' inbuilt Safe Mode recovery options. The restored system included all the original 'bloat ware', and 'PC Decrapifier' was recommended to clean it up. (Another data recovery program is 'Recuva'.)

Another student's laptop had returned from repairs with a different email client installed. This confused the student, and the mentor replaced the original.

We also discussed using 'Syncthing' for backing up files, along with OneDrive, Google Drive, and Dropbox. If you have an IOS device, iTunes can make a complete backup to a computer.

One attendee had a problem with his computer mysteriously slowing down, but he fixed it by replacing his wireless mouse—there was nothing wrong with the computer itself!

We even had an interesting discussion about hot water systems, tempering valves, and the differences and benefits of solar versus heat pumps. It was quite an eclectic meeting this month!

*Mark Carragher  
Inner West Hub*

## Know your icons

Over the past few years a number of symbols ('icons') have become standard features across all of the computer systems, including Windows, Apple, Android, desktops, smartphones and tablets. You may have noticed them and not known their significance, so hopefully the following guide will be of use.



I've shown this icon to many people who were unaware of it. It symbolises an eye and means 'hide' or, when not crossed out like this, 'view'. It's usually seen at the right-hand end of a box where you enter a password. If you are a Windows10 user, you will find it there. In the past, as you entered a password you only saw a series of dots as you typed, so it was easy to make an error. If you click on this icon, the actual characters that you have entered are displayed so you can verify that the password is correct.

 This icon indicates a menu. When you click or tap on it, a menu pertinent to the program that you are using will open. It is sometimes referred to as the 'hamburger' icon, and can be seen in the top right-hand corner of the Google home page.

 Sometimes, too, you'll find menus represented by three vertical dots.

 I've even seen three horizontal dots used to represent a menu. But this is also used in Windows to show there's more information available if you widen the column:

Name	Date n
 BSOL MIS Menu Acces...	28/05/
 List of hubs 8-4-19	8/04/2
 Mentor Learner Linkin...	24/01/

 This icon is universally found on smartphones and tablets and on the Google home page. It indicates that there is a

number of apps (or programs) available when the icon is selected. On the Google home page, it gives access to apps such as Maps, Google Drive etc.



This icon, which resembles a paper airplane, is usually found in an email application. When you compose, reply or forward an email you will see it displayed. It means 'send'.



Both of these icons have been adopted to indicate access to a 'settings' menu. The one on the top is the icon most commonly found, but I have noticed that the other one seems to be appearing more often.



Although this icon has been around for some time, it is being used more frequently in systems. A click or tap on the icon usually opens a menu allowing you to shut down, restart or hibernate the system. It can also be found on the actual power button on the computer, where you start up the system. (By the way, it's bad practice to use the power button to shut down the system; instead, use the onscreen icon to initiate the correct shutdown sequence and avoid future corruptions.)

Gary Alcorn



Helen, 'Irish Heritage'

## BSOL members' and guests' clinic at Banyo Library

Last month's BSOL members' clinic in the Banyo library began early with a special 30-minute follow-up session by Banyo Library staff on the [Libby](#) app, which members had asked for following our March clinic on ebooks and audiobooks. The regular 10.00 am – 12 noon clinic was on 'backing up your computer', followed by discussion on various topics.

We try to have a guest speaker at most clinics, but sometimes we simply have a round table where we share concerns or discuss topics relevant to computing. These

days our discussions increasingly cover portable devices such as smartphones, iPads and Android tablets.

The next clinic at the Banyo library will be on 19 June and Linux will be the topic of the day. All BSOL members are invited to attend. Please bring along a guest to share a cuppa with our members.

*David Curtis  
North Central Hub*

## Library digital downloads

Brisbane City Council Library members can access a range of digital books, audiobooks, music, films and magazines that can be downloaded or streamed to your device or PC. Download content to your smartphone and read or listen at your leisure. Click [here](#) for details.

You can learn how to use library ebooks and pick up other tips for getting the most from the digital library collection by participating in a [Tech Connect class](#). These sessions are free and offered at all Brisbane Council libraries.

## Brisbane council libraries' technology classes

Brisbane City Council Libraries conduct information technology classes that complement BSOL's mentor support. Click [here](#) for a list of classes being conducted in the libraries during June. To select your library, go to the 'Venue' panel and select from the drop down list, then click on 'Search events'.

*Library information by Kevin Brown*



*Pat, 'Glittering Path'*

## Digital Photography Group—May meeting

Eight members met at the Gabba on Tuesday 14 May and welcomed another BSOL member who came along to see what we were up to. Six members sent their apologies. Our theme for the month was 'leading lines', and we struggled unsuccessfully to select (or deselect!) photos for the newsletter, finally deciding to send five to our hapless editor and ask her to include as many as she could accommodate in this edition.

Then we tackled our 'shots of the month' and finally agreed on Marg Ewing's beautiful white breasted sea eagle, which she captured in the Northern Territory.

After morning tea, we turned our attention to close-up photography. We discussed the difference between 'macros' and 'close-ups' (macros pin-point tiny details), had several small items to agonise over, tried different angles, backgrounds and levels of lighting, and generally enjoyed messing around with our cameras. Those members involved will submit one of the photos they took on the day as their shot of the month for the June newsletter.



*Shot of the month: Margaret, 'White Breasted Sea Eagle'*

Our June meeting will take the form of an excursion to Howard Smith Wharves, the new development that has been taking shape under the northern end of the Story Bridge. We will send out details to members a week or so beforehand. Those members who are unable to go can take photos on a theme of 'architecture' to submit for the July meeting.

If you're interested in further information about the Digital Photography Group, contact [digital@bsol.asn.au](mailto:digital@bsol.asn.au)

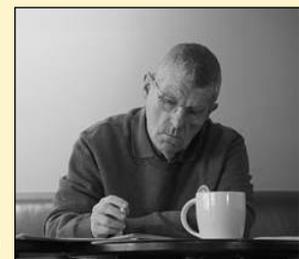
*Pat Noad*

### Do you have something to share?

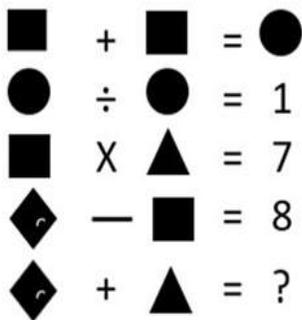
Perhaps you've learnt something other members might enjoy, or had a great mentor-learner experience recently. Why not write about it for *News and Views*?

The articles we publish are generally under 350 words. They should be original and have some relation to the worlds of seniors and computing. They could come from volunteers, mentors or learners, and if you have a picture to accompany your article, then so much the better. We can't accept recycled material copied and pasted from the web.

If you're interested in submitting an article, please send it to [news@bsol.asn.au](mailto:news@bsol.asn.au) by the 25th of the month to be in time for the next newsletter.



## June Brainteaser



Well, last month I clearly made things too easy, as I received plenty of correct entries, some within minutes of the newsletter going out. Well done to Brian Bond, Ethna Brown, John Deuchrass, Jill Duffield, Harry Gilman, Frank Shaw and Les Webb.

From Line 3, the square and the triangle equal 1 and 7, though not necessarily in that order. However, from Line 4 it's clear that the square equals 1 and the diamond must therefore equal 9. Going back to Line 3, the triangle equals 7. The sum of the diamond and the square is therefore **16**. The first two lines of the puzzle are redundant.

This month's puzzle also shouldn't be too challenging. Here's the example:

**PSEUDO (ATONE) TARTAN.**

Using the same rules for the following set of words, what will be in the brackets? Answers to me at [kortravel0@gmail.com](mailto:kortravel0@gmail.com).

**GOSPEL ( \_ \_ \_ \_ \_ ) IMPOSE.**

*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](http://www.bsol.asn.au)

**EMAIL:** [admin@bsol.asn.au](mailto: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](mailto:centralhub@bsol.asn.au)

**South Hub**—Judith

3841 6140 / 0438 509 828  
[southhub@bsol.asn.au](mailto:southhub@bsol.asn.au)

**Inner North Hub**—Brad

3298 6848 / 0498 117 560  
[northinhub@bsol.asn.au](mailto:northinhub@bsol.asn.au)

**East Hub**—Ben

3345 5507 / 0419 571 517  
[easthub@bsol.asn.au](mailto:easthub@bsol.asn.au)

**Inner West Hub**—Mark

0401 433 724  
[westinnerhub@bsol.asn.au](mailto:westinnerhub@bsol.asn.au)

**North Central Hub**—Kevin

(acting) 0466 369 995  
[northctrlhub@bsol.asn.au](mailto:northctrlhub@bsol.asn.au)

**North Hub**—Gary (acting)

3353 1238  
[northhub@bsol.asn.au](mailto:northhub@bsol.asn.au)

**West Hub**—Rod

3376 5956  
[westhub@bsol.asn.au](mailto:westhub@bsol.asn.au)

**Redlands Hub**—Paul

0408 110 893  
[redlandshub@bsol.asn.au](mailto: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.*

