BSOL
BRISBANE SENIORS ONLINE ASSOCIATION INC.

News & Views
from the Tower

July 2019

President's message

My thanks to Paul Boult for filling in for me while I was on leave last month. I can confirm that is very cold in Victoria, but the sight of all those beautiful winter colours, as well as the rare opportunity to rug up in beanies and scarves, made the cold bearable!

In addition to our regular meeting reports, this issue of *News and Views* continues Mike Timms' series of helpful articles on managing passwords, while Kevin Brown shares some good tips for 'taming' your mouse.

I recently attended a workshop in Sydney hosted by Good Things Foundation and Australia Post. The workshop was about strategies for attracting and retaining volunteers to mentor people from all works of life in digital technologies. It was good to share experiences about the challenges faced by similar organisations. One strong message to come out was that one-on-one mentoring is still the best way for people to gain confidence and skills in accessing the internet and using computers.

A reminder to members visiting our office and training room that Gabba Towers is controlled by security personnel on the ground floor. Anyone who doesn't have their membership card will be required to sign in and out, provide their contact details and be issued with a visitor's pass. If you have lost your membership card, we can organise a new one to be printed and sent out to you. Just email us at admin@bsol.asn.au to request a new card.

Penny Douglas

Inside this issue

July happenings

See the online **Events Calendar** for details

Wed	3	Mentor Support Group
Thur	4	INN HC & Mentor meeting
Fri	5	Linux Group
Mon	8	East Hub Snr Learners' Clinic
Tue	9	Digital Photography Group
Thur	11	Apple Group
Tue	16	Management Committee
Tue	16	Mentor Support Group
Wed	17	Banyo Clinic
Thur	18	Western Suburbs Clinic
Thur	25	New Mentor Induction Training

Coming up in July ...

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 July's scheduled clinics:

- **Carindale Library:** 8 July, 2–4 pm, hosted by East Hub. The subject is '**Using the library facilities remotely with e-books and downloads',** presented by a Carindale librarian. Click here for details.

- **Banyo Library:** 17 July, 10am – 12 noon hosted by North Central Hub. The subject is '**Cloud Computing**'. Click here for details.

BSOL Special Interest Groups (SIGs)

BSOL SIGs meet monthly in the BSOL Office. 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:** 5 July, 10.30 am–12.30 pm

- **Digital Photography:** 19 July, 10.30 am–12 noon

- **Apple Users:** 11 July, 10.30 am–12.30 pm

Check the BSOL Events Calendar for details of these events and other happenings.

Kevin Brown
Hub Liaison Coordinator

Management Committee

The Management Committee met on Tuesday, 18 June with seven members present.

The Treasurer, Ivan Kirk, reported that gross revenue was 5.4% above budgeted revenue for YTD and that it is likely that it will reach budgeted forecast. It was agreed that the draft budget for 2019/2020, which will be presented at the July Management Committee meeting, will include, amongst other things, an increase in learner subscriptions of up to $5 per annum. Ivan is also conducting a review of the Management Liability Insurance policy.

In hub news, Kevin reported that the corporate membership arrangement with the Weller Gardens Retirement Village has not been renewed and that the Weller Gardens residents have been invited to join BSOL as regular learners. The possibility of group lessons at a residential facility is being looked into in South Hub.

In IT, Paul Boult outlined aspects of the latest version of Windows 10. He is continuing with WordPress, which will be used for editing the new website, and training will be implemented for three members of the Management Committee.

Ron Horst submitted a report on the progress of the MIS redevelopment project, which is nearing completion. There will be ongoing discussion about including the Skills Database, having the ability to do bulk email, and how long to run the new MIS in parallel with the old database. The committee thanks both Ron and Gary Alcorn for their considerable effort in this venture.

Ron also reported that members submitted a number of ideas to the Futures Working Group, all of which are being considered. The working group will provide a report to the Management Committee at the September meeting.

Let's meet ... Mark Carragher

I have been a member of BSOL for five years now. On retirement in 2014, I joined as a mentor; I needed to get out of the house and from under my wife's feet, and I saw a brochure pinned up on the library noticeboard. It looked like a good chance to get out and meet people and also find some use for my interest in computers.

I have been involved with computers one way or another for my entire working life. At university I studied programming as part of my science degree. I taught 'Basic' during my short stint as a schoolteacher, and then in my long-term career in the oil industry, I spent 32 years using computers of various sorts. I am such a dinosaur that I have had first-hand experience with the Fortran language, punched cards, IBM 360 mainframes, and getting a computer to run by first loading the bootstrap routine via front panel switches. Not much call for those skills today.

I do have interests other than computers (though my wife might suggest otherwise). I am an avid reader. I'm also a keen motorcyclist and have been since I was 19. We have only one car in the garage and that is my wife's; my transport has only two wheels. I am allowed to use the car if I ask nicely and there is a need.

I have thoroughly enjoyed these past five years. I've met so many interesting and friendly people. Nothing gives me more pleasure than being able to resolve a problem with a computer. My satisfaction comes from both the smile on the person who has had their problem fixed and the knowledge that this is another one for 'man' (should I use 'person' these days?) in the ongoing battle of 'man' versus computer. I am looking forward to the next five years.

(from p. 2)
Membership at the end of May stands at 778, which was 25 down on the previous two months.

Penny Douglas and Paul Boult will be standing down from the Management Committee at the October 2019 AGM. It is imperative that these positions be filled for 2020, particularly that of President, so if you would like to consider nominating for either of these please contact Penny Douglas or me, Ethna Brown, for further information.

Ethna Brown
Secretary

Margaret Ewing's 'still life'

The dreaded password! (part 2)

Last month I said that I would explain how to create secure passwords and how to remember them.

Now, if you're anything like me, the old grey cells can remember very clearly what happened half a century ago but have difficulty remembering what I had for breakfast. Yet I'm told that I have to remember PINs for credit and debit cards, passwords for every website that I want to access and even the code to set the house intruder alarm. That can add up to over 250 of the damn things. And I really have better things to do than try to remember any more than three or four of them.

On top that all that remembering, I know that some of my passwords, particularly for financial organisations, need to be 'extra secure' when I set them up. That means 'complex', which makes it even more difficult to remember them. Capitals, numbers and/or special characters must be included, and the perishing websites grumble at me if I suggest a password that does not fit their particular set of rules.

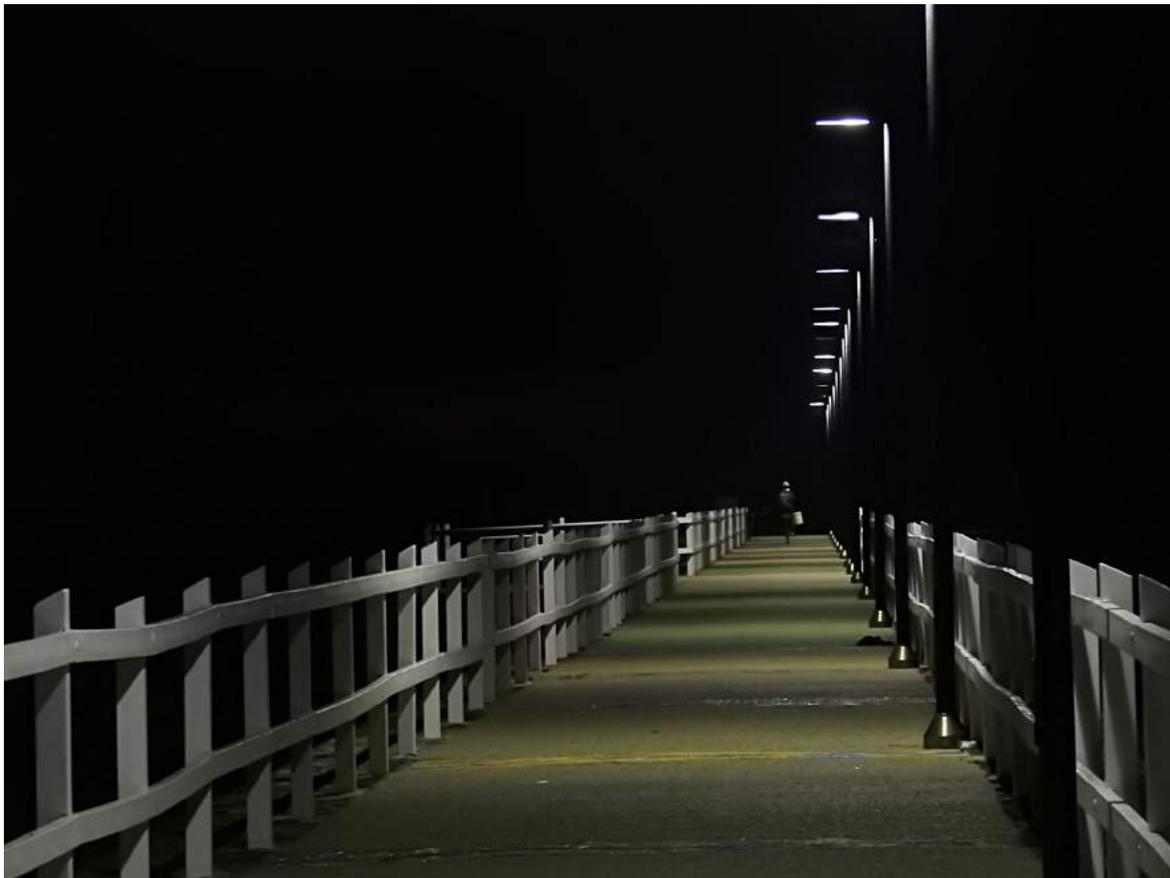So, what can we do to create and remember good, secure passwords?

When we break it down, we actually have two problems. Firstly, to be worthwhile passwords need to be complex, and that means at least eight different characters. Secondly, to avoid using the same password for everything, lots of different passwords may be needed.

But here's the good bit: both problems can be solved with a single answer, a little bit of software called a 'password manager'. A password manager creates passwords, stores them securely and makes them available whenever you need them. And whaddya know, some password manager software is free—and they're easy to use.

I'll start with the downside (there's always one!): you still have to remember *one* 'master password', and it needs to be a good one. It's the one that lets you access the password manager, but it's the only one you ever need to remember. How to manage that? No problem. Write it down on a piece of paper, shove it into an envelope, seal it up and store it somewhere safe, such as in the wardrobe. That part's important: lose the master password and there's no way to recover it. (And if you happen to forget where you put the envelope . . . hmm. Can't help you there!)

Mail account details   Online identies   Social networks   Financial records

Credit card data

Health care data

Web application passwords

Social security number

Margaret Ewing, 'Leading Lines into Infinity'

(from p. 4)

Okay, so we're over the master password hurdle. Now, what exactly does a password manager do?

Firstly, it will generate passwords—and you can set the characteristics you prefer. (A little hint here: the defaults are pretty good, so you *can* leave the settings alone.)

Secondly, it will store your passwords in such a way that even if some lowlife managed to get hold of the file, the information remains unreadable. This is called 'encryption'. Encryption scrambles passwords in such a way that only your software combined with your master password can unscramble them. (You can flash the word around to the grandkids—they'll be impressed.)

Thirdly, your passwords are made available to you in the form you need them, whenever you need them. There's no need to even remember what they are.

And fourthly, you can keep notes associated with the passwords. This can be handy if you want to record the answers to those irritating password-prompt questions about your mother's maiden name and the colour of your dog.

So, then, one easy answer to creating and remembering lots of passwords: a password manager. Next month I'll provide some links to the various options available and suggest how to go about getting started.

One last thing before I go: never, never, never let your grandkids onto your computer if you have only one user account. They WILL mess it up for you. If you really need to allow them access, ask your mentor to set up a separate user account for them.

Mike Timms
East Hub mentor

Digital Photography Group

Seven keen photographers, under the excellent guidance of David Petchell, met on Tuesday 11 June at the Patina Café, behind Customs House. Our excursion included a relaxed walk along the river boardwalk to the newly constructed Howard Smith Wharves. We were blessed with one of Brisbane's magical blue-sky winter days. The photographic opportunities were endless from the city to the Storey Bridge and the spectacular new Fantauzzo Hotel, named after its artist-owner ,Vincent Fantauzzo, and his actor wife, Asher Keddie. The hotel foyer boasts much of the artist's work and is well worth the visit. Thanks to David's planning, we were able to travel to the sixth floor, which has an amazing view of the river, the bridge and Brisbane's high-rise buildings, all reflected in the infinity pool.

Helen Gibson, 'On our walk'

Leaving the hotel, we caught one of the incredibly tall lifts to Bowen Terrace and walked along the upper bank, stopping for many photographic opportunities on the way. The journey back down to Howard Smith Wharves was via the second lift, bringing us past the old World War 2 bunkers and on to the many eateries such as Mr Percival's and the Greca Restaurant. We chose the Felons Brewing Company, a working brewery obviously very popular with locals, and shared pizzas on the boardwalk.

We hope our photographs will do the excursion justice and extend our thanks to David for another enjoyable day out. We also trust that those members who were away or recuperating from illness will find the opportunity to repeat the day.

All BSOL members are welcome to join our group—just send an email via digital@bsol.asn.au. Our next meeting will be held at our premises at Gabba Towers on Tuesday 9 July, commencing at 10.30 am. We'd love to see you.

Marilyn Hooper

Pizza break! Group photo taken by a passing stranger

Mentor Support Group

We had a good roll-up this month: 11 people, counting Brian. We opened the meeting with a short anecdote.

After a change of internet provider, an attendee's printer stopped working. He fixed the problem by changing the workgroup on his computer.

Another attendee asked what the difference was between a 'router' and a 'modem'. A long discussion ensued, and it's possible that the enquirer was more confused after the discussion than before!

One attendee had two different Epson printers at two different locations. After successfully installing the first printer on his laptop at the first location, he tried to install the second printer to his laptop when he was at the second location—and then found that neither of the printers would work. Someone else recommended that the drivers be checked, and described how a problem he had been having with a Brother printer had been fixed when Brother Support gave him a driver to use that was not generally available.

Brian commented that there no longer seemed to be the urgency to move to IPv6 that had once been claimed; we are still using IPv4 without problem. No one could give any explanation.

He then asked if anyone had experience using Joomla to maintain websites. Some had had experience with WordPress but not Joomla.

Brian described how he took one of the Telstra/NBN scam calls and 'had words' with them. That was after he'd wasted 30 minutes of their time while he 'played dumb.' Someone asked why this local number spoofing is allowed with so much scamming going on. It can be used for legitimate reasons such as overseas support.

The morning finished with a number of points related to travel. Rod's bank would not let him do internet banking while on a cruise; he didn't realise that you need to inform your bank of your travel schedule before you depart, or else use a VPN that puts you in Australia.

Did you know that in Europe you still need to sign when using your credit card?

And lastly, Rod visited the bridge on his vessel and couldn't find the ship's wheel—only a mouse and a joystick. Everything is run by computer and GPS!

*Mark Carragher
Inner West 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 to search for classes being conducted in the libraries during July.

To select your local library, go to the 'Suburb' box and select from the drop down list, then click on 'Search events'.

Library information by Kevin Brown

Tame your mouse

Is your mouse running amok, darting all around the screen and hiding in dark corners? Here are some tips that will help you take control of your pointer/cursor and be more accurate and productive.

- **Slow down your pointer /cursor speed.** Perhaps you're unable to see the pointer because it's racing across the screen too fast. Slowing it down will give you a chance to locate it before it hides at the edge of your screen. Open the Control Panel, click on Mouse, then on the Pointer Options tab at the top of the window. Move the Motion slider to a slower setting. You may have to experiment to find the right setting. What you want is something fast enough that you can get across the full width of your display without too much hand movement, but not so fast that your pointer disappears on you.

- **Use the CTRL key to find the pointer.** You can use the CTRL key to send a visual signal to locate your mouse. Open the Control Panel, click on Mouse, then

Photo by Vojtech Okenka / Pixabay

on the Pointer Options tab at the top of the window. In the Visibility section, check the box beside 'Show location of pointer when I press the CTRL key'.

- **Enlarge the pointer and make it black.** An extra-large black pointer is easier to see than the smaller, default white pointer. Open the Control Panel, click on Mouse, then on the Pointer tab at the top of the window. Click on the drop-down arrow in the Scheme section and select Windows Black (extra-large).

- **Use the Tab key instead of the mouse to move the cursor to the next dialog box.** You can use the tab key to move the cursor to the next dialog box. This is much easier than using the mouse to place the cursor in the next dialog box, especially when there are a large number of dialog boxes; e.g. when registering your name, address, contact details, etc.

- **Set the pointer to automatically move to the default button in a dialog box.** This trick will save you having to use your mouse to move the pointer. Open the Control Panel, click on Mouse, then on the Pointer Options tab at the top of the window. In the Snap To section, check the box to 'Automatically move pointer to the default button in a dialog box'.

- **Use the Enter key to activate a highlighted button.** Instead of using the mouse to move the pointer to click on a highlighted button, just press the Enter key.

- **Make your display full screen.** The F11 key will make a webpage full screen so your pointer can't hide in the top bar. Use F11 again to restore the display to normal.

- **Zoom in to your display to magnify text.** Use the keyboard shortcut CTRL + + to zoom in and enlarge text. Use CTRL + - to zoom back out.

Kevin Brown

BSOL Members' and Guests' Clinic at Banyo Library

The topic of the June Members' and Guests' Clinic at Banyo was the Linux operating system. Twelve people attended, and we thank Gary from North Hub for a great overview of the operating system and Brad from Inner North for his information about the benefits of Linux.

We recommended Linux Mint for first-time users keen to try the program, although we also shared information about Ubuntu and Elementary 04.

It was great to share our North Central clinic with members from other hubs. Our monthly get-togethers at Banyo Library are open to all BSOL members, who are very welcome to attend. We would love you to bring a friend along with you.

Our July Clinic will focus on 'cloud computing', and Graham from the North Central Hub will share his thoughts about this innovation.

David Curtis

Brisbane Open House: volunteers needed!

Are you passionate about architecture, design, heritage and beautiful buildings? So is Brisbane Open House!

Our Gabba Towers neighbours are on the hunt for volunteers to help out at some of Brisbane's most amazing buildings over this year's event weekend,12 and 13 October 2019. Volunteers receive front-of-queue access to buildings, BOH tote bag, guidebook, an invite to 'thank you' drinks, plus first dibs on new buildings and volunteering opportunities!

For more information and to register your interest in volunteering, visit www.brisbaneopenhouse.com.au

Apple Group

Simon again gave us lots of excellent information about all things Apple and a number of interesting topics:

- How to use the iPhone's 'Do not disturb while driving' function to create some 'phone-down' time
- Photopea, an online photo editing tool
- How to use Alexa to play Apple Music
- How to set up Apple Pay on NAB
- Latest updates to the MacBook Pro
- Keyboard service program for eligible MacBook, MacBook Air and MacBook Pro machines
- Top 15 global brands from 2000 to 2018 (guess who's been at the top for six years!)
- Machine learning that can animate the *Mona Lisa*
- Features of the new MacBook Pro's butterfly keyboard
- The even better iPod Touch
- Cyberattack—by the US National Security Agency's own tool
- Opensignal's analytic report on the mobile network experience worldwide

- ABC Radio's *PM*'s look at how much the government knows about us from our digital activities
- A video comparison of the 2018 and 2019 MacBook butterfly mechanism
- A Facebook lawyer's claim about privacy expectations
- How accurately the news media reflects reality

We also had a short Q&A session about ways to bulk-transfer photos from iCloud to a Windows machine and webpage security levels.

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

Ken Bourne
West Hub

July Brainteaser

Let's have a word puzzle for a change. Take all of the following words and create three sentences. Each word may be used once only. The resultant sentences will have one interesting property in common. See if you can work out the sentences.

DAD, LET, LETS, LEW, MARGE, MISSES, NO, NORAH, ORDERED, ROSES, SEE, SHARON'S, SIMON, TELEGRAM, TELL, WE'LL

Last month's puzzle submissions were interesting in that some of our best and most dedicated problem-solvers over-analysed the puzzle and told me that there are two possible solutions. I make it one. The answer is **MILES.**

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G   O   S   P   E   L   (   M   I   L   E   S   )   I   M   P   O   S   E
        5       3           1   2   3   4   5       2   1           4
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Full marks to Gary Alcorn, Ethna Brown and John Noad. Answers to this month's Brainteaser should come to me at kortravel0@gmail.com

Brian Korner

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.**

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