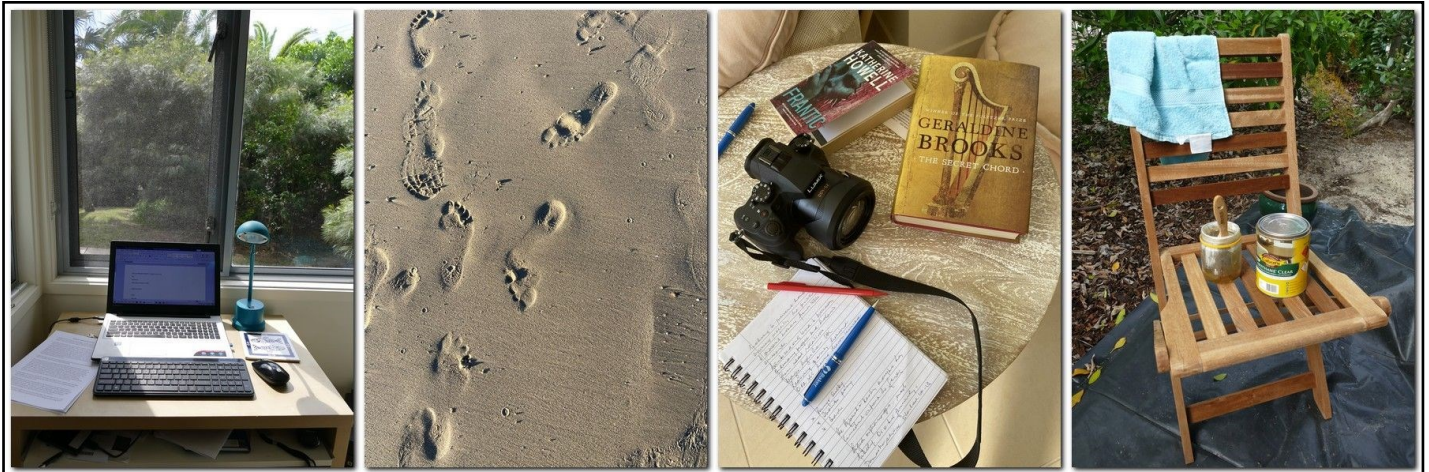




News & Views



Keeping busy by Pat Noad

President's message

The efforts undertaken by Australia's citizens has meant that some restrictions regarding COVID-19 management have been eased. The governments (State and Federal) have released guidelines that map this country getting back to normality. A copy of the Queensland roadmap has been uploaded to the BSOL website.

The good news is that freedom to move about and meet has been provided. However, some guidelines are still in place, specifically the need for people to socially distance (ie remain four feet apart). The BSOL Committee met by videolink recently and agreed that while social distancing was still in effect, the primary functions of BSOL must remain in place. I am aware that this decision may be disappointing to some, but the Committee remains resolute in maintaining itself as a good corporate citizen and following the rules in place.

It is difficult to tell exactly how long it will be before normality will return. The Committee is working towards that day by looking at various strategies to help all members get back to doing what we used to do.

*Colin Waugh
President*

June 2020

Editor Cathy Bay
(news@bsol.asn.au)
July articles due by 25 June

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Mentor Support Group

Another month, another Zoom. And despite it being easy to attend a meeting using Zoom, the attendance dropped over the last month. But it was not all bad news. In addition to the usual list of suspects, we had a newcomer. We welcomed Jill and look forward to her attending more meetings.

The meeting was relaxed and chatty and the subject matter wide-ranging with only a few technical issues raised. Email had stopped on one student's phone. This was caused by a number of emails with large attachments trying to download. It is best not to email large attachments but to use Dropbox or the like and send the link.

An iPhone 6 would only download when on mains power. It was suggested this was due to the phone

being in low power mode. The solution is to turn off low power mode to test and replace the battery if necessary.

An attendee found that Malwarebytes real-time scanning was causing his system to slow. He commented that what was once considered the go-to anti-malware program had become malware itself. This segued to the comment that perhaps nowadays Microsoft Defender would be sufficient.

Steve described how the COVID-19 phone app on an iPhone must be active on the screen to work. Jill gave us a demonstration on her phone. The screen does go black after a time, but the app is still working.

More general subjects filled the rest of the meeting:

- Learning points on the use of Zoom were offered.
- Zoom and Amazon are both benefiting from the lockdown.

There was comment on the number of new scams around, with Australia Post and PayPal mentioned. One attendee received an email which wasn't a scam: check the Queensland Public Trustee for any unclaimed monies that you might be due at <https://www.pt.qld.gov.au/other-services/unclaimed-money/>.

I did and there was nothing.

Mark Carragher

[Mark added that Malwarebytes was checked and he found the free version still only did on-demand scan, so maybe the free version is better than the paid.]



Even during the shutdown, it's business pretty much as usual for the Mentor Support Group. Yes, we're meeting via Zoom on the third Tuesday of each month. If you'd like to meet some of your fellow BSOL mentors to discuss topics of mutual interest then why not join us?

Our next meeting will be on Tuesday 16 June at 10:30am.

Our discussions are always very lively and cover a great range of topics. We try to solve any technical problems that

our members may have, and we discuss matters relating to the teaching side as well.

Shortly, I'll be emailing the meeting login details to all our mentors, so please keep a lookout for the email. In the meantime, if you would like further information about the MSG please contact me. Hoping to see as many mentors as possible on the 16th.

Brian Korner
Kortravel0@gmail.com

Of note...

Seniors Month

This August is Seniors Month. It is an opportunity for BSOL to present itself to our fellow seniors with the aim to improving our membership base. Our publicity officer, Dick Bennett, will be ensuring that advertisements are placed in the applicable papers to get our message across.

The Committee welcomes any suggestions regarding activities that members could undertake to further our goals. Any suggestions can be forwarded to Colin Waugh at pres@bsol.asn.au

Email address changes

Members need to let their Hub Coordinator know if their email address changes so the address can be updated on our Member Information System. This will ensure you will continue receiving this newsletter and important notifications such as membership renewal notices.

As the NBN rolls out, a lot of members are changing Internet Service Providers and email addresses.



Keeping busy Snapseed: photo by Marilyn Hooper

East Hub

Well, another month has gone by and at last we are seeing some relaxation in the restrictions. I am hopeful that if the proposals for 10 July go ahead, we may be able to hold a clinic on Monday 13 July (subject to distancing restrictions). However, I can't see one-on-one tuition taking place for some time, although I am doing home and remote visits to fix issues.

Last week, Microsoft released their latest update for Windows 10 version 2004 (April 2020).

To get this installed on your computer, click Windows Key > Settings > Update & Security > Check For Updates > Install.

I will be talking about what to expect with this update when we next meet, but if you are a bit curious and want to find out first, visit:

- <https://docs.microsoft.com/en-us/windows-insider/at-home/Whats-new-wip-at-home-20h1> and
- <https://www.bleepingcomputer.com/news/microsoft/windows-10-2004-is-coming-soon-here-are-the-new-features/>

Meanwhile happy mentoring and safe surfing.

*Ben Munford
Eastern Hub Coordinator*

Management Committee

The Management Committee (MC) met via Zoom on Tuesday 19 May with six members and one guest present.

In his President's report, Colin indicated that BSOL's position on COVID-19 remains unchanged and will be dependent on changes that the government makes as the future unfolds. The MC will look into possibly extending time on membership to learners who have been impacted by lack of access to mentors during the virus lockdown.

In the Treasurer's report, Jonathan Smith recommended purchasing Cashbook Lite to replace MYOB which will be discontinued in August after EOFY books have been finalised. The MC voted to support his proposal.

Kevin Brown reported that a mentor skills

survey has been sent out to HCs for distribution to mentors. Returned forms can be incorporated into the new MIS which allows for a Q&A search function to enable HCs to identify mentors with particular skills, as well as the suburb in which they live. This will make it easier to match new learners with suitable mentors.

On the IT front, Ron noted that the May newsletter was successfully distributed using the new MIS.

Membership as of 17 May this year was 662.

Because of the Coronavirus pandemic, the MC decided to shut the BSOL office as of the close of business Friday 20 March.

Peter Henttonen joined the MC meeting as a guest to report on progress with the

running of the office. With help from Marie and Sue Green, Peter has been running the office remotely, picking up mail and checking the reception phone. Peter reported that everything was running smoothly and the MC thanked him for his efforts during this unusual time. Thanks go also to Marie, Sue and Les.

Dick Bennett provided a detailed Publicity report to the Committee but Zoom time ran out before some of the issues were able to be addressed. Post the Zoom meeting, the MC agreed to support both of Dick's grant applications – one to GCBF and one to Brisbane City Council for a sponsorship grant.

Ethna Brown
Secretary BSOL



Keeping Busy Making Masks: Mavis Brady

Publicity Report

With the current health crisis and restrictions imposed on Brisbane Seniors Online tutoring, paid advertising has been suspended. However, stories are prepared and published in the *Seniors Brisbane* monthly editions showing that what BSOL offers can be beneficial to learners confined to home. The *Seniors Brisbane* newspaper has been very supportive during this time.

I am now focusing on how the coronavirus has affected people during isolation periods and how computer and technology skills obtained by being a member of

BSOL can assist them after the restrictions are lifted. This includes online shopping, viewing store catalogues, internet banking and paying bills, ordering food deliveries, finding a JP, accessing council library books and services, remote assistance, use of social media to communicate and stay in touch with relatives and friends and streaming movies and catch-up TV programs. While several grants and a sponsorship for paid advertising and publicity have been applied for and closed or are currently being prepared, it is too early to publish details of these until the outcomes are known.

In the meantime, I would welcome existing members promoting the benefits of Brisbane Seniors Online to relatives, friends, within social and community groups and explain how they can benefit from our services. I am available to speak to community and social groups at no cost.

Learners, as well as mentors including those who are confident to teach Apple devices, are welcome to join.

Dick Bennett
Publicity Officer

Microsoft Support

Microsoft support for its MS Office Suite programs is limited to 10 years. Support for MS Office 2007 ended October 2017 and MS Office 2010 ceases this October. You can upgrade to MS 365 (formerly MS Office 365) but that has a \$99 annual licence fee, or you can download the fully featured MS Office 2019 Pro Plus for AUD \$16.99 (at the time of publication).

East Hub Coordinator Ben Munford recently brought to my attention Electronic First's website that is offering this bargain price. He had downloaded and successfully installed the program. I followed suit and found the upgrade was seamless and simple. All my MS Outlook 2010 email folders, contacts and calendar were automatically transferred into the new program.

The vast majority of BSOL members don't need the MS Office suite. All Windows operating systems come with MS Wordpad which is a basic word processing program that can be used to produce documents such as business letters. However, if you use MS Office you may like to upgrade.

Kevin Brown
Hub Liaison Officer



Shot of the month: David Petchell

Position vacant:

News and Views Editor



In this volunteer role you will be compiling the BSOL *News and Views* monthly newsletter.

This is a remote role, so you can volunteer from the comfort of your own home. You must have access to a computer and internet connection for this position, and have strong English grammar skills and some desktop publishing exposure.

Expressions of interest to BSOL President Colin Waugh at: pres@bsol.asn.au

June Brain Teaser

Which set of four numbers below should replace the question marks? Answers, as always, to me at kortravel0@gmail.com

W	M	O	A
E	E	M	N
C	F	U	U
O	R	R	S

Now, to last month's puzzle. If you take each line and put it into a 4 X 4 grid then the decoded message WE COME FROM URANUS miraculously appears in the columns. The final line of code yields ALL HUMANS MUST DIE. Congratulations to last month's puzzle solvers Gary Alcorn, Cathy Bay, Robert Cousin and Frank Shaw.

Brian Korner

2	6	9	4	7	8	1
4	1	8	2	3	9	6
9	3	7	6	1	4	2
8	7	3	?	?	2	4
7	8	1	?	?	6	9
3	9	6	7	4	1	8
1	4	2	8	9	3	7

A

6	1
3	2

B

6	1
2	3

C

2	1
6	3

D

1	6
3	2

E

1	2
3	6



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Due to COVID-19 restrictions, the office is closed until further notice. Calls, emails and mail are being handled remotely.

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Woolloongabba QLD 4102

WEBSITE: www.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—Linda

3200 5571 / 0418 459 227

southhub@bsol.asn.au

Inner North Hub—Brad

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northinhub@bsol.asn.au

East Hub—Ben

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easthub@bsol.asn.au

Inner West Hub—Mark

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westinnerhub@bsol.asn.au

North Central Hub—Jane

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northctrlhub@bsol.asn.au

North Hub—Carol

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West Hub—Rod

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Redlands Hub—Paul

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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.

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