Interface

Tuesday
October 9, 2012

IPAD/IPHONE VS ANDROIDS VS KINDLE

Presented by

Mr. Eric Barnett
&
President Sandra Ruth

"NO SECOND MEETING IN OCTOBER

☺ **Meeting in Amherst** ☺

Next Meeting will be held at
The Amherst Church of the Nazarene
210 Cooper Foster Park Rd. Amherst, OH
Doors will open at 5:30 PM, program starts at 6:30 PM

A Word From Our President

M.G. Siegler recently wrote in an article called "massive greatness"

*"What matters is that in the next five years every person on this planet is going to be using a **mobile** device. And these devices are going to be used far more than any traditional computer ever has been and ever will be.*

The PC is over. It will linger, but increasingly as a relic.

*I now dread using my computer. I want to use a tablet most of the time. And increasingly, **I can** . I want to use a smartphone all the rest of the time. And I do.*

*The value in the desktop web is increasingly an illusion. Given the rate at which these mobile devices **are improving** , a plunge is rapidly approaching."*

Very thought provoking!

It appeared to me from what we saw at the last meeting, Microsoft's new Windows 8 was created to look like the screens you find on a tablet or a smart phone.

From comments I get from my children's generation this is all very true. They go to their PC for office productivity jobs and that's about it. They are doing everything else online with a mobile device!

It amazes me that during the life of our club we have seen things move from almost entirely desktop computers to where we are today!

At our next meeting we will be looking at some of these portable devices… the iPad, iPhones, Android phones and tablets. This is where the interesting developments and buzz are happening.

Next year will be an interesting year to plan for our club's growth as we try to accommodate these changes. We will try to gauge where our members are in all of this, but we need to move forward.

As usual, we live in interesting times as LCCUG attempts to keep us current with our computing and technology needs!

Let us know what you think!!

Sandee

LCCUG Officers For 2012

Position	
President	Sandee Ruth president@lccug.com
Vice President	Lou Koch & Carole Doerr vp-programs@lccug.com
Secretary	Don Hall secretary@lccug.com
Treasurer	Micky Knickman treasurer@lccug.com
Newsletter Editor	Pam Rihel newsletter@lccug.com
Web Page Editor	Richard Barnett webpage@lccug.com
Statutory Agent	Sandra Ruth statutory_agent@lccug.com
Director of Membership	Dennis Smith membership@lccug.com
Director of Advertising	Richard Barnett advertising@lccug.com
Director of Public Relations	Carole Doerr public_relations@lccug.com

★★★★★

TUESDAY
October 9, 2012

IPAD/IPHONE VS ANDROIDS VS KINDLE

Presented by

Mr. Eric Barnett & President Sandra Ruth

When it comes time to purchase a new small computing device, many people are confused. Should I buy an iPhone or an Android powered phone? Should I buy an Ipad or another tablet powered by Android or Windows Mobile? Or, should I just get a Kindle?? What to do???

Tonight, Mr. Eric Barnett with MarketJar and our own Sandra Ruth, will discuss the various differences between these devices. Eric will discuss: Hardware-choice vs polish, which operating system is better or more stable, what about battery life, what about screen size, 3G/4G, and future expandability. Sandee will discus the nuances of the Kindle devices. This will be a show and tell type of presentation as we should have access to all of the devices.

The decision of whether to buy an iPhone/Pad, or Android phone/tablet isn't as simple as tallying up the differences. That's because all of the categories won't have the same importance or relevance to everyone. Some people will value hardware or carrier choice more, while others may care more about battery life or mobile gaming. It can get very confusing.

iPhones might have set the standards, but Android phones and tablets, as well as the Kindle products are good choices for many users. You'll need to decide what factors are most important to you and then choose the phone or tablet that best meets your needs. After tonight's discussion, this decision should be easier.

Eric Barnett is a partner in the marketing company MarketJar and is the social media director for the Cleveland Metroparks System.

We will answer audience computer and program related questions at 6:00. A short meeting will take place at 6:30 pm with the program immediately following. A Question and Answer session comes after the program.

MEETING CANCELLATION NOTICE

When a meeting is cancelled, the notification will be on our Websites and emails will be sent out to our members.

Our Websites are: **http://www.lccug.com/members   http://www.lccug.com**

If you think the weather is too bad to drive in then don't try to come to a meeting that may already be cancelled. Please check your email boxes and our websites.

Executive Board Meeting Minutes

AUGUST 30, 2012

Attending were Sandee Ruth, Don Hall, Micky Knickman, Pam Rihel, Richard Barnett and Dennis Smith.

The board discussed various items to be used in the software / hardware raffle. Looking to get the most value for our money, Micky will keep an eye out for sale items.

Since there are only 4 cards left in the Rollover Raffle, Richard will add that information to the upcoming meeting announcement.

Proofreading and corrections to the *INTERFACE* were discussed with a procedure set in place.

With money from the Staples cartridge rebate program available, the board is looking for a portable drive as special raffle item.

The possibility of a Kindle hands-on group class was discussed. Sandee will find out if there is enough interest.

Richard moved, Dennis seconded the meeting be adjourned.

Promote LCCUG and Earn a Reward

Prizes will be given at the Christmas party on December 11 to any member who brings a guest to our LCCUG meetings during the year when the guest joins.

For every new member you bring to the club, you will receive $10.00 at our December Holiday Party.

If, for example, you are responsible for 3 new members, you will receive a $30 'reward' at the party.

Be sure that when the new member signs up, they give your name on the form so you will get credit.

There is no limit to how many family & friends you can get to join, so go out there and start recruiting.

Who will be the person to bring in the most new members, only time will tell, MAYBE it will be YOU!!!

General Meeting Minutes

SEPTEMBER 11, 2012

President Sandee Ruth called the meeting to order. A motion to accept the minutes as shown in the September issue of the *INTERFACE* was made by Kaye Coller, seconded by Mary Butler. Motion passed.

Sandee mentioned the three events taking place this month, including time and place: Micky's Problem Solving, Pam's Genealogy Class and Jean's Beyond The Basics Class.

Sandee asked members interested in helping the club by becoming an officer to contact any current officer.

Glenn Pubal of ROYAL BUSINESS EQUIPMENT presented a program on the new Microsoft Windows 8 operating system and its features. Microsoft has come up with an operating system which will be the same for phones, laptops, tablets, desktops, etc. some of which have touch screens, while others use a mouse. MS gives you 7 GB of free cloud storage, a store with many apps (software) with many of them free, and a whole bunch more of technical stuff I don't understand.

Ken Kohler won the rollover raffle, Nancy Myers won the software/hardware raffle. Lata Arora won the $5 attendance prize.

Neil Higgins moved, Joe Harrold seconded, the meeting be adjourned.

Pam Rihel **LadyGeneo@roadrunner.com**

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Organizing Your Genealogy Using Computers

Introduction
You do not have to have a personal computer to keep genealogy records, but it helps! Computer note-keeping offers an important advantage. After typing the information once into the computer, you can use it repeatedly in many different ways. The same information can be used in pedigrees, family group records, and descendancy charts, and is easily shared for other people to use. Reports and charts are easily updated without extensive retyping. A number of computer programs can help you organize your records on your home computer.

Uses of Computers
These programs have manuals and/or help screens that will explain how to use them.

Genealogical management program
Genealogy management programs, such as PAF 4.0, organize family information into family group records and pedigree charts. These files can be searched by name, date, place, or relationship and show a person's ancestors and descendants. The GEDCOM feature of genealogical management programs allows you to share genealogical information with others.

When you create a new file in a genealogical management program, give it a name you will easily recognize again. Most often people name files by the surname or portions of the surnames they
are tracking in that file, i.e.

- Jones.paf
- JonesSmith.paf (for 2 grandparents)

Be sure to back up your genealogical management program files every time you make changes to the file.

- Store at least one copy away from your home - in a bank vault, or at the home of a relative.
- Submit a GEDCOM of your genealogical management program file to Ancestral File, Pedigree Resource File, and place it on a web site to preserve your family information.

Word processor files of family history information
A word processor allows you to create several kinds of documents useful to the family historian:

- Family histories can be written and edited easily.
- Timelines show the chronology of a family's life events.
- Summary reports show your analysis of research progress on a specific family.
- Correspondence can be written and edited easily.

Make folders and subfolders which are named for the kind of document you are writing. Being careful about folder and subfolder organization will save you much frustration and time wasted looking for a document.

- Create folders by the surnames of families you are researching, such as "Jones" or "Smith." Organizing Your Genealogy Using Computers.
- Within each folder, create subfolders by the kind of document you are writing such as family histories, short family stories, timelines, research logs, and research summaries. The subfolder could be named, "JonesFamHistories" or "JonesTimelines." Do this for each of the surnames you are working on.
- Within the subfolders, be sure to name your files so that you can easily identify them.

If you have files already set up which are poorly organized, you can think through how you would like to have them organized and then rename the files and reorganize them to create a useful system.

Scanned images of photographs and documents
Because scanned images use large amounts of space on your hard drive, it is best to invest in an external storage device on which to store scanned photographic images and documents. Make an index of the photographs. They can be named JonesGeorge1889, JonesLucinda1996, etc. if you identify carefully each photograph in your index, such as:

- JonesGeorge1889 = a photo of Uncle George Jones and Aunt Mary Greene Jones from Pulaski Co., Missouri. Dated 1889.
- JonesLucinda1996 = Lucinda Jones, dau. of John Jones of Hunter Beach, California. Born 3 Jun 1996.

E-mail correspondence

Your e-mail program should have a built-in filing folder system. Set up folders and drag and drop e-mails with important family information in them into these folders. Set up folders much as you do in the basic file folder system. That is, create folders for locations and folders for family names.

Your folders might be named:

- Surnames: Jones; Jones, John; Jones, David; Smith; Smith, Thomas; etc.
- Localities: Kentucky; Kentucky, Cumberland Co.; Germany; England, Durham Co.; etc.
- Historical events: Civil War, Revolutionary War, French Revolution, French Huguenots, etc.
- Societies: County historical, state historical, DAR, etc.

Your e-mail program may also have features for address archiving, filtering, and searching e-mail correspondence.

Web site bookmarks

Web sites are valuable aids in family history research. It is not possible to remember where these sites are all located on the Internet. Therefore, use the "Bookmarks" or "Favorites" section on your browser. You can create sub-folders within "Bookmarks" or "Favorites" and name the subfolders to meet your research interests. Your "Bookmarks" or "Favorites" should have a option to <Export> which allows you to keep a backup copy.

Under <Views> , <Toolbar>, activate the "Links" bar or "Personal Toolbar" option to place your most frequently used web links on a toolbar at the top of your browser.

Follow These Points Before Calling Support

Today, it is possible to contact companies in numerous different ways. However, when planning to call or e-mail a computer company, keep the below recommendations in mind. If you are calling for support on a particular product make sure you have all applicable numbers written down. For example, the Serial Number and Model number of the particular device or computer.

If you are calling for support for a computer product, make sure you're next to the product in case you need to follow directions.

Have a piece of paper and pencil prepared in case instructions are given or additional contact information is given.

If you have Internet access, try finding the answer to your question online before calling or e-mailing support. Many questions can be found online by using a search engine such as Google.

Make sure you have at least 30 minutes of available time, not only for the wait but the time likely required to troubleshoot the issue.

If you believe the product in question is bad or needs to be replaced, have all purchase information available.

If you are planning on purchasing or the support call is fee-based, have more than one credit card ready to be given over the phone.

Finally, once you've connected with support make sure to write down the support representatives' name in case you need to get back in touch with him or her.

Interesting Internet Finds

Steve Costello, President / Editor, Boca Raton Computer Society, FL August 2012 issue, Boca Bits
brcssefc@earthlink.net   www.brcs.org
http://about.me/sefcug

In the course of going through the more than 200 news feeds in my Google Reader, I often run across things that I think might be of interest to other user group members.

The following are some items I found interesting during the month of July 2012. (Long URLs shortened with the Google URL shortener http://goo.gl/)

Three Free Ways to Clone Windows XP in 2012
http://goo.gl/SoMWs

CCFinder: A Desktop Application to Help You Easily Find Creative Commons Images http://goo.gl/Q8zfL

How to Survive Without a DVD Drive in Your Laptop
http://goo.gl/6VbGC

How To Become a Voice-Over Artist With Your PC
http://goo.gl/ceAgJ

Evernote: A Great Free Tool for Writers
http://goo.gl/kBajd

two factor authentication
http://goo.gl/vCVva

TED Notepad: Minimalist Notepad Alternative
http://goo.gl/aFgCP

5 Free & Best Browsers for Android
http://goo.gl/j5CPC

Email Hacked? 7 Things You Need to do NOW

Email account theft is rampant. If it happens to you, there are several steps that you need to take not only to recover your account, but to prevent it from being easily hacked again.

It seems like not a day goes by where I don't get a question from someone that boils down to their email account having been hacked.

Someone, somewhere has gained access to their account and has started using it to send spam. Sometimes passwords are changed, sometimes not. Sometimes traces are left, sometimes not. Sometimes everything in the account is erased, both contacts and saved email, and sometimes not.

But the one thing that all of these events share is that suddenly several people, usually those on your contact list, start getting email from "you" that you didn't send at all.

Your email account has been hacked.

Here's what you need to do next...

1.   Recover Your Account

Login to your email account via your provider's website.

If you can't login even though you *know* that you're using the correct password, then it's likely that the hacker has already changed your password.

Use the "I forgot my password" or other account recovery options offered by your email service. Typically, your provider will send password reset instructions to an alternate email address that you do have access to or perhaps have you answer the "secret questions" that you set up when you created the account.

If the recovery methods don't work – perhaps because the hacker has also altered all of the recovery information that might be used (changed the alternate email address or answers to the secret questions) or perhaps because you don't recall the answers, didn't maintain the alternate account, or didn't set up any recovery information in the first place – then you may be out of luck.

If recovery options don't work for whatever reason, your only recourse is to use the customer service options provided by

Adjusting Trendlines in a Chart

*By **Allen Wyatt***

Patricio noted that in earlier versions of Excel (Excel 2003) when working with a line chart he could grab the trendline and move it up or down. Doing so would cause the data associated with the line to change accordingly. He found this functionality helpful for evaluating trends and forecasting. In Excel 2007 and Excel 2010 the actual data table has to be modified; Patricio hasn't found a way to move the trendline in the chart itself. He wonders if the feature has been removed from Excel or if there is there some setting he needs to configure in the program.

Patricio is correct; this capability was removed from Excel 2007 and not put into Excel 2010. (In the words of Microsoft folk, the feature was "deprecated.") There is some talk about it being placed back into future versions of Excel, but only time will tell if that happens.

One thing that you might be interested in is a free Excel add-in that provides some of the capabilities of the removed feature. You can read more about it at Microsoft's Office blog, here:

http://blogs.office.com/b/microsoft-
excel/archive/2009/11/02/excel-add-in-for
-manipulating-points-on-charts-mpoc.aspx

ExcelTips is your source for cost-effective Microsoft Excel training.

Protecting Your Revisions

*By **Allen Wyatt***

Word includes the ability to protect your document so that only you can make changes to it without Track Changes being turned on. This can be a great help if you want to make sure you are the only one that can make the "final changes" to a document. To enable this level of protection, follow these steps:

1. Display the Review tab of the ribbon.

2. Click the Protect document tool within the Protect group. Word displays the Protect Document pane at the right side of your document.

3. In the Editing Restrictions section of the pane, choose Allow Only This Type of Editing In the Document check box. Word enables the drop-down list under the checkbox.

4. Using the drop-down list, choose Tracked Changes.

5. Click Yes, Start Enforcing Protection. Word displays the Start Enforcing Protection dialog box.

6. Enter a password (twice) in the dialog box.

7. Click on OK.

8. Save File as normal.

When you protect a document in this way, the Track Changes feature is turned on automatically. With this type of protection turned on, people can still load and edit the document. They cannot, however, turn off Track Changes, nor can they make decisions on which changes will be accepted or rejected.

WordTips is your source for cost-effective Microsoft Word training. (Microsoft Word is the most popular word processing software in the world.) This tip (6265) applies to MS Word versions: 2007 | 2010

that email service. For free email accounts, there are usually **no** phone numbers or email addresses. Your options are usually limited to self-service recovery forms, knowledge base articles, and official discussion forums where service representatives may (or may not) participate. For paid accounts, there are typically additional customer service options that are more likely to be able to help.

Important: *If you cannot recover access to your account, then <u>it is now someone else's account</u>. It is now the hacker's account. Unless you've backed up, everything in it is gone forever and you can skip the next two items. You'll need to set up a new account from scratch.*

2. Change Your Password

One you regain access to your account, or if you never lost it, you should *immediately* change your password.

As always, make sure that it's a good password: easy to remember, difficult to guess, and long. In fact, the longer the better, but make sure your new password is at least 10 characters or more and ideally 12 or more, if the service supports it.

But don't stop here. Changing your password is not enough.

3. Change Your Recovery Information

While the hacker had access to your account, they may elect to leave your password alone. That way, chances are you won't notice that the account has been hacked for a while longer.

But whether they changed your password or not, they may very well have gone in and changed the *recovery information*.

The reason is simple: when you finally do get around to changing your password, the hacker can follow the "I forgot my password" steps and reset the password out from underneath you using the recovery information that he collected or set.

Thus, you need to check all of it and change much of it ... and right away.

Change the answers to your secret questions. The answers that you choose don't have to match the questions (you might say your mother's maiden name is "Microsoft", for example). All that matters is that the answers that you give match the answers that you set here if you ever need to recover your account.

Check your alternate email address or addresses associated with your account and remove any that you don't recognize or are no longer accessible to you. The hacker could have added

his own. Make sure that all alternate email addresses are accounts that belong to you and that you have access to.

Check any mobile or other phone numbers associated with the account. The hacker could have set their own. Remove any that you don't recognize and make sure that if a phone number is provided, it's yours and no one else's.

These are the major items, but some email services have additional information that they can use for account recovery. Take the time now to research what that information might be and if it's something that could have been altered while the hacker had access to your account.

Overlooking information that could be used for account recovery could allow the hacker to easily hack back in; make sure that you take the time to carefully check and reset as appropriate.

4. Check Related Accounts

This is perhaps the scariest and most time consuming. Fortunately it's not common, but the risks are high so understanding this is important.

While the hacker has access to your account, they have access to your email, including both what is in your account now – past email – as well as what arrives in the future.

Let's say that the hacker sees that you have a notification email from your Facebook account. The hacker now knows that you have a Facebook account and what email address you use for it. The hacker can then go to Facebook, enter your email address, and then request a password reset.

A password reset that's sent to your email account ... that the hacker has access to. As a result, the hacker can now hack your Facebook account by virtue of hacking your email account.

In fact, the hacker can now gain access to *any* account that has this hacked email associated with it. Like, perhaps your bank. Or Paypal.

Let me say that again: because the hacker has access to your email account, he can request a password reset be sent to it from *any other account* for which you use this email address. In doing so, the hacker can hack and gain access to those accounts.

What you need to do: check your other accounts for password resets that you did not initiate and any other suspicious activity.

NEED HELP?—
Here's Who to Contact:

Neil Higgins

   440-967-9061 - higgins.neil@gmail.com
Evenings 6 p.m. -10 p.m. + Weekends
Hardware, Linux & Windows Operating Systems,
Tweaking your system

Micky Knickman

   440-967-3118 - micky@knickman.com
Evenings 5 p.m. – 7 p.m. + Weekends
General Software Configuration, Hardware Installation,
Basic to Advanced Windows

Lou Koch

   440-985-1585 - lkkoch@centurytel.net
Microsoft Office: Excel, Word, PowerPoint, Publisher, Access, & Outlook, Basic to Advanced Windows

Richard Barnett

   440-365-9442 - Richard216@aol.com
Evenings & Weekends
General Software Configuration, Hardware Installation,
Basic to Advanced Windows & Web Page Design

Sandee Ruth

   440-984-2692 - sandee29@gmail.com
6 p.m. - 10 p.m. except when at work
Basic Word Processing, Windows, & Web Design
Advanced Internet

David Kennett

   440-327-8624 - w8kfj@yahoo.com
9 a.m. - 8 p.m.
Video Editing & DVD Burning
Microsoft Office programs

Pam Casper Rihel
   440-277-6076
6:00 p.m. to 10:00 pm Monday thru Thursday
Genealogy help

Newsletter Editor: Pam Rihel using Microsoft Publisher, Corel Paint Shop Pro X3, CreataCard 8.

This Month's contributors: Micky Knickman, Sandra Ruth, Pam Rihel, Carole Doerr**,** Don Hall, Leo Notenboom, Tom Allen, Steve Costello, Karen Liebhaber, Bob Elgines, Bill Sheff, Family Search, Scambusters, APCUG, **Wordtips.net, Exceltips.net,** SmartComputing Magazine, Microsoft Office art online, WorldStart.com, Picnic Photo's by Don Hall

Newsletter is now
Online at
lccug.com/newsletters or **lccug.com**

LCCUG ONGOING CLASSES AND WORKSHOPS
ALL ARE FREE AND OPEN TO THE PUBLIC

Problem Solving Workshop

Date: Tuesday - October 16, 2012
Time: 5:30 - 8 pm **Instructor:** Micky Knickman, et al.
Place: Amherst Church of the Nazarene
      210 Cooper Foster Park Rd.,44001

   Learn how to repair or update your computer by changing hard drives, memory, CD ROMs, etc.
   Members are encouraged to bring their computers anytime before 7:30 pm for assistance from Micky, Neil or other knowledgeable members.

Genealogy Class

Date: Thursday - October 25, 2012
Time: 4:00 to 6:00 pm - Room A
Instructor: Pam Casper Rihel
Place: South Lorain Library, Homewood Drive, Lorain, OH
   Learn more about finding your ancestors with public records & online websites. How to start & sources to use.

You **must** register -
Email: prihel1947@gmail.com

Beyond The Basics

Date: No Class
Time: 3 to 5 p.m.
Instructor: Jean Griffith
Place: LCCC Learning Center.
   St. Joe's Com. Center, 21st & Broadway

Beyond The Basics

Come learn, Word Documents, CD with how to use a mouse, Copy & Paste, Scan Disk, How to download a program, Disk Clean-up , Virus Scan & Defragging your computer.

-- You must register with LCCC's --
Dina Ferrer
440-366-4507

Genealogy Class/Workshop

Will start up the Genealogy Class/ Workshop October 25 to be held at the South Lorain Library, Room A. If I don't get any sign ups I will cancel the class and not have any more.

Contact me at: prihel1947@gmail.com

September 2012 Classes

Class Type	Location	Registration	September	Time	More Info
Classes / Workshops					
Problem Solving Micky Knickman	Amherst Church of the Nazarene 210 Cooper Foster Park	Not Required	Tuesday October 16, 2012	5:30 to 8:00 pm	Page 10
Genealogy Workshop	South Lorain Library 2121 Homewood Drive Lorain	Reg. required prihel1947@gmail.com	Thursday October 25, 2012	4:00 to 6:00 pm	Page 10
Beyond The Basics	LCCC Learning Center St. Joe's Com. Center 21st & Broadway	Jean Griffith Register by calling: **LCCC Learning Center 440-366-4507**	No Class	3:00 to 5:00 pm	Page 10

Is there a class you would like to teach or a class you would be interested in attending, please let one of our officers know.
We want to fill this last row with something new to be taught.

The Lorain County Chapter of OGS

is having it's next meeting on :

October 8 – "Using Flip-Pal Scanner For Genealogy" Pam Rihel will be showing the Flip-Pal scanner and how portable it is, very useful for your genealogy projects. This portable scanner does not have any computer hook-ups and it can scan large projects and it has it's own stitching program built right in. Come see for yourself how this little scanner does big projects.
For more information you can contact:

Jean Copeland: **jecopeland1975@gmail.com**. or
Pete Hritsko: **hritsko@centurytel.net**

Genealogy Websites Of Interest

Scanning Tips
http://www.scantips.com

AmeriSpeak
http//www/goodwords.com/amerispeak/

LCCUG Classes Or Workshops

Is there a class you would like to teach or a workshop you would like to hold, just contact one of the officers to find out how you can get started and what you need to know.

Our emails are in the 2nd page of this newsletter.

Don't forget to check the Members' page for up-to-date information about programs & events:
http://www.lccug.com/members

Members, if there is something you would like to have me put into our newsletter just let me know at one of our meetings or email me at: **newsletter@lccug.com**. I would be more than happy to oblige you. Pam Rihel

If there's *any* doubt, consider also proactively changing the passwords on those accounts as well. (There's a strong argument also for checking or changing the recovery information for these accounts just as you checked for your email account, for all the same reasons.)

5. Let Your Contacts Know

Some may disagree with me, but I recommend letting your contacts know that your account was hacked. Either from the account once you've recovered it or from your new email account.

In particular, inform all of the contacts in the address book that's kept with that account online. That's the address book that the hacker would have had access to.

I believe it's important to notify your contacts so that they know not to pay attention to email sent while the account was hacked. Occasionally, hackers will actually try to impersonate you to extort money from your contacts. The sooner that you let them know that the account was hacked, the sooner, they'll know any such request – or even the more traditional spam that might have come from your account – is bogus.

6. Start Backing Up

One of the common reactions to my recommending you let your contacts know is: "But my contacts are gone! The hacker erased them all and all of my email as well!"

Yes. That happens sometimes. It's often part of a hacker not wanting to leave a trail – they delete everything in the account: everything they've done along with everything you've done.

If you're like most people, you've not been backing up your online email. All I can suggest at this point is to see if your email service will restore it for you. *In general, they will not.* Because the deletion was not their doing, but rather the doing of someone logged into the account, they may simply claim it's your responsibility.

Hard as it is to hear, they're right.

Start backing up your email now. Start backing up your contacts now.

For email, that can be anything from setting up a PC to periodically download the email via POP3 or IMAP to setting up an automatic forward of all incoming email to a different email account, if your provider supports that. For contacts, it could be setting up a remote contact utility (relatively rare,

I'm afraid) to also mirror your contacts on your PC or periodically exporting your contacts and downloading them that way.

7. Learn From the Experience

Aside from "I should have been backing up," one of the most important lessons to learn from the experience is to consider all of the ways that your account could have been hacked, and then take appropriate steps to protect yourself from a repeat occurrence in the future.

- Use long passwords that can't be guessed and don't share them with *anyone*.
- Don't fall for email phishing attempts. If they ask for your password, they are bogus. Don't share your password with anyone.
- Don't click on links in email that are not 100% certain of. Many phishing attempts lead you to to bogus sites that ask you to login and then steal your password when you try.
- If you're using WiFi hotspots, learn to use them safely.
- Keep the operating system and other software on your machine up-to-date and run up-to-date anti-malware tools.
- Learn to use the internet safely.
- Consider multi-factor authentication where simply knowing the password is not enough to gain access. Most services do not support this, but for those that do (Gmail, for example), it's worth considering.

If you are fortunate enough to be able to identify exactly how your password was compromised (it's not common), then absolutely take measures so that it never happens again.

8. If You're Not Sure, Get Help

If the seven steps above seem too daunting or confusing, then definitely get help. Find someone who can help you get out of the situation by working through the steps above.

While you're at it, find someone who can help you set up a more secure system for your email and can advise you on the steps that you need to take to prevent this from happening again.

And then follow those steps.

The reality is that you and I are ultimately responsible for our own security. That means taking the time to learn and to set things up securely.

Yes, additional security can be seen as an inconvenience. In my opinion, dealing with a hacked email account is significantly more inconvenient and occasionally downright dangerous. It's worth the trouble to do things right.

If that's still too much ... well ... expect your account to get hacked again.

9. Share This Article

As I said, email account theft is rampant.

Share this article with friends and family – statistically, you or they will encounter someone who's account has been hacked and who will need this information.

- Use the Share buttons below.
- Share this short-URL: http://ask-leo.com/C5415 to go directly to this article online.

A stand-alone PDF of this article is available for offline viewing: right click here and "Save Target As..." (or equivalent) to save a copy on your PC. Feel free to share this document with others. (Adobe Reader, FoxIt Reader, or equivalent PDF reading application required to view the document.)

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Keep a Clean Machine.

⬛ **Keep security software current:** Having the latest security software, web browser, and operating system
are the best defenses against viruses, malware, and other online threats.

⬛ **Automate software updates:** Many software programs will automatically connect and update to defend
against known risks. Turn on automatic updates if that's an available option..

⬛ **Protect all devices that connect to the Internet:** Along with computers, smart phones, gaming systems,
and other web-enabled devices also need protection from viruses and malware.

⬛ **Plug & scan:** "USBs" and other external devices can be infected by viruses and malware. Use your security
software to scan them.

Protect Your Personal Information.

⬛ **Secure your accounts:** Ask for protection beyond passwords. Many account providers now offer
additional ways for you verify who you are before you conduct business on that site.

⬛ **Make passwords long and strong:** Combine capital and lowercase letters with numbers and symbols to
create a more secure password.

⬛ **Unique account, unique password:** Separate passwords for every account helps to thwart cybercriminals.

⬛ **Write it down and keep it safe:** Everyone can forget a password. Keep a list that's stored in a safe, secure
place away from your computer.

⬛ **Own your online presence:** When available, set the privacy

and security settings on websites to your
comfort level for information sharing. It's ok to limit how and with whom you share information.

Connect with Care.

⬛ **When in doubt, throw it out:** Links in email, tweets, posts, and online advertising are often the way cybercriminals compromise your computer. If it looks suspicious, even if you know the source, it's best to delete or if appropriate, mark as junk email.

⬛ **Get savvy about Wi-Fi hotspots:** Limit the type of business you conduct and adjust the security settings on your device to limit who can access your machine.

⬛ **Protect your $$:** When banking and shopping, check to be sure the sites is security enabled. Look for web addresses with "https://" or "shttp://", which means the site takes extra measures to help secure your information. "Http://" is not secure.

Be Web Wise.

⬛ **Stay current. Keep pace with new ways to stay safe online.** Check trusted websites for the latest information, and share with friends, family, and colleagues and encourage them to be web wise.

⬛ **Think before you act:** Be wary of communications that implores you to act immediately, offers something that sounds too good to be true, or asks for personal information.

⬛ **Back it up:** Protect your valuable work, music, photos, and other digital information by making an electronic copy and storing it safely.

Be a Good Online Citizen.

⬛ **Safer for me more secure for all:** What you do online has the potential to affect everyone – at home, at work and around the world. Practicing good online habits benefits the global digital community.

⬛ **Post only about others as you have them post about you.**

⬛ **Help the authorities fight cybercrime:** Report stolen finances or identities and other cybercrime to http://www.ic3.gov (Internet Crime Complaint Center), the Federal Trade Commission at:

http://www.onguardonline.gov/file-complaint.

Visit **http://www.stopthinkconnect.org for more information.**

Maintenance Basics

The PC Checklist

Just like a house, your computer needs some regular maintenance. In this article, we'll breakdown the things you should perform on a weekly, monthly, and yearly basis.

Check List:

- ♦ **Empty the Window Recycle Bin**
- ♦ **Delete temporary Internet files**
- ♦ **Clear browsing history**
- ♦ **Delete unneeded files**
- ♦ **Back up important files**
- ♦ **Update your computer's antivirus, antispyware, and other security software**
- ♦ **Run a full security scan of the files on your PC**

Weekly

Regular maintenance of your PC can help to improve performance and reduce the file clutter that builds up over the course of the week. For instance, there will be more free space on your hard drive if you empty the Windows Recycle Bin, delete temporary Internet files, and remove other unnecessary files. Doing so can help speed up system performance.

Another essential task is backing up your files, assuming you don't have some type of automatic backup service, such as Carbonite's Home ($59 per year; www.carbonite.com) that saves your files to the cloud as you create or edit them. If you don't have a service for backup, you should - at the very least—back up your critical files once a week. To protect your PCs, you should also update the malware definitions for your security software and run a full virus scan. Most security software tools allow you to automate this process, but you'll need to ensure that the computer will be on when the scan is scheduled to run.

Monthly Checklist:

- ♦ **Check for application updates**
- ♦ **Run Windows Update**
- ♦ **Check for driver updates**
- ♦ **Clean exterior of desktop PC or laptop**
- ♦ **Blow dust out of fans and keyboard**
- ♦ **Wipe down monitor**

Monthly

It's smart to check for updates specific to the applications and hardware on your PC at least once a month.

For example, driver updates often include bug fixes and patches that can improve the functionality of your PC's hardware. Key drivers to check for include your system's graphics processor, network card, and audio devices, as these will change the most frequently. Some components, such as the processor, memory, and hard drive/SSD (Solid State Drive), don't require drivers to operate.

A quick cleaning is also a smart task to undertake on a monthly basis. For example, you can take a can of compressed air and blow out the dust that has accumulated inside your computer's fans, which will help to keep temperatures down on your desktop PC or laptop. A can of compressed air is also good for cleaning out keyboards, because you'll be able to blow out debris underneath the keys. Wipe down the exterior of your PC with a damp rag (not dripping wet, because we don't want any water to touch the internal electronics) to clean off the dust. If your monitor seems dusty, invest in a monitor cleaning spray and a micro-fiber clothto get the screen sparkling again.

Yearly Checklist:

- ♦ **Check annual software subscriptions**
- ♦ **Renew security software license**

Yearly

Take some time to review your subscriptions and renew any software, such as your backup service, security software license, and services that require a yearly license. If any of your subscriptions are nearing an end date, make sure to renew them.

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Wireless Wonders

If you find that the sheer number of cables makes them difficult to organize, consider replacing some of your current peripherals with wireless models, such as your mouse, keyboard, printer, headphones, speakers, and microphones.

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WI-FI CONNECTION

INTERNET CONNECTIVITY HAS BECOME synonymous with "smart" when it comes to consumer electronics and appliances. But if your Wi-Fi connection goes down, you might have a hard time adjusting to a Blu-ray player that just plays Blu-ray Discs, a phone that only makes phone calls, and a tablet that just plays games. Follow these Wi-Fi connection troubleshooting tips to "smarten up" your favorite gadgets.

Device Fails To Detect A Wi-Fi Network

The first thing you should do is find another Wi-Fi capable device and attempt to connect to the Wi-Fi network. If the second device also cannot locate the SSID (Service Set Identifier), or Wi-Fi network name, then turn your attention to the wireless router. Most routers have LEDs that indicate connection status, so consult your manual and determine if the router appears to be operating normally. The manual also provides instructions for accessing the configuration menu, so check this to make sure you actually have a wireless network up and running. Reset your security password if necessary. Make sure that your router is configured to broadcast the SSID, at least while you're troubleshooting. (You may wish to stop broadcasting once the problem is resolved.) Also, check the wired devices plugged into your router to determine if the router itself is malfunctioning. Finally, restart your PC and any device that has failed to connect to the wireless network. If the connectivity issue is isolated to a single device, disabling and re-enabling Wi-Fi may solve the problem.

The Wi-Fi Network Is Working, But There's No Internet

You may need to reset your Internet connection. Unplug the wireless router and modem. Next, plug in the modem and wait ten to twenty seconds for the lights to come on and then plug in the router. If your modem has a battery backup, you may need to press a recessed button to reset it. Check all Ethernet cables for loose connections and then try to find your Wireless network with your Wi-Fi-based devices.

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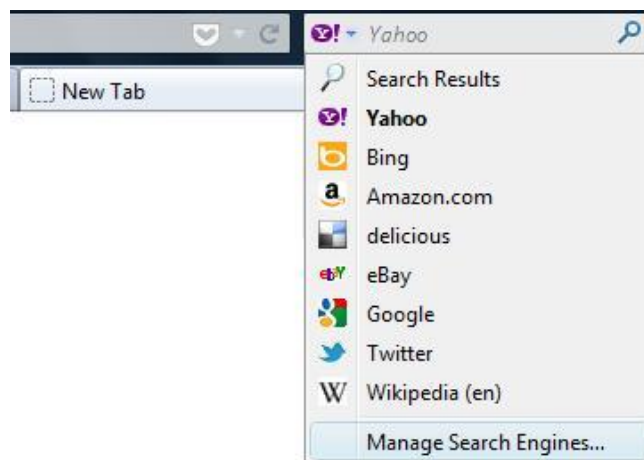
Changing Firefox's Search Function from Yahoo! to Google

Karen Powers Liebhaber

Arv from India writes:

I have Windows XP Home sp 2 on my laptop **but I use Firefox 12.0 as my browser. When I run a search in the address bar I always get Yahoo results. How do I change it to get Google results?**

To switch to Google from any other search engine simply click on the drop-down arrow next to the Yahoo! icon and choose Google. The picture below illustrates this process. If Google is not on your list, simply click on

Manage Search Engines… and you can add whichever you want.

Happy searching!

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One Simple Rule to Avoid a Lottery Scam

It's been in our Top 10 Scams list for years and, as we reported a few weeks back in **National Consumers League Targets Telemarketers and Online Scams**, the lottery scam was just named number one in the complaints chart compiled by the National Consumers League.

It's remarkable that after all the publicity this crime has received -- we've featured it at least 20 times in Scambusters issues and the media are full of reports of lottery fraud victims every week -- people continue to be duped.

So this week, we're making a stronger than ever plea to pass on this issue -- either by forwarding it directly if you're a newsletter subscriber or via a web page link -- to the people you care about to try to spread the word, but of course, please do not spam.

Often the victims are seniors, in some cases older folk who just won't accept concerned advice from friends and relatives that it's a con trick.

In some tragic cases, people have been known to lose their entire life-savings of hundreds of thousands of dollars to the lottery scam artists.

In fact, the crime, which we'll talk about in more detail in a moment, is causing so much concern that even the money-wiring companies that play an unwilling part in transferring victims' money to the crooks, are trying to halt the cash flow.

A couple of months ago, one of these agencies actually imposed a limit of just a few hundred dollars on the amount of money that could be sent in a single transaction to part of Jamaica, which is the lottery scam capital of the world.

And in May this year, Jamaican police charged eight people with defrauding US citizens and seized $150,000 cash and a stable of luxury cars, TVs and electronics goods.

Authorities reckon Jamaican crooks are taking around $300 million a year from US victims -- 10 times the figure of just a couple years ago.

Peru has recently been identified as a new lottery scam hotspot, by the way.
The main reason the lottery scam has been so success-

ful is down to basic human nature. Sadly most people just want to believe they won -- because they want the money.

Furthermore, though many people would like to claim otherwise, they are, in a word, gullible. And since the lottery scam crooks are good at continuously inventing new versions of the "You've won a fortune" story, they have tapped into a rich seam of potential victims.

For example, this year there has been a sudden surge in bogus winner notifications purporting to come from the perfectly legitimate Publishers Clearing House.

This is particularly effective because a) Publishers Clearing House (PCH) is a very well-known direct marketing organization that uses prize draws for promotions, and b) in the past, you didn't always need to formally enter the draw to become a prize winner.
This last point is particularly important because we and many other anti-scam organizations are always advising people that you can't win a lottery you didn't enter.

But, with PCH you could. As part of their promotions, PCH used to allocate a lottery number in a mail-out (not email), which you could return, with or without buying the item they were promoting, to see if you won.

But there's one simple way of spotting the difference between a genuine PCH winner notification and a lottery fraud: With the genuine PCH item, you never have to pay to collect your winnings, whereas asking for money upfront is the key component of a lottery scam.

In fact, that simple rule applies to all legitimate lotteries and prize draws. Pin it on your wall and you'll never get caught out.

(If tax is due on your prize, it's usually deducted from your winnings before they're handed over. If not, you pay after you've collected, not out of your own pocket.)

The scam itself works like this: You either receive a phony check (usually for an odd sum of money, like $3,997.42) and have to wire part of it back in cash to the bogus lottery organizers (before the check is declared a dud), or you have to pay some trumped-up fees for handling or taxes before you can collect your (non-existent) winnings.
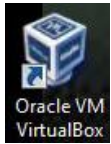
Once you pay, the crooks just keep asking for more and more money, inventing all sorts of reasons why the cash prize supposedly can't be released.

Using Virtual Operating Systems

Bob Elgines, Editor, Colorado River Computer Club (CRCC)
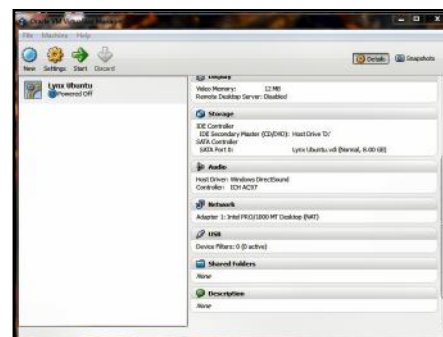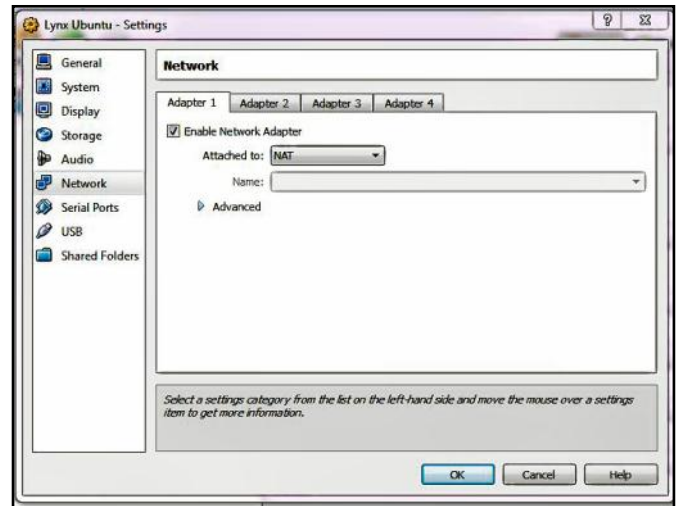www.crccaz.org   elginesz@hotmail.com

If you have Windows 7 Pro or better you can use Microsoft's free Virtual Program and a free Windows XP copy. If not, or you wish to add more than one Virtual Disk Drive, then use the free Oracle Virtual Program. Of course you will need the OS (Operating System) disk you wish to load, such as Win XP, Lynx, etc.

After installing the Oracle program double click on it and the Oracle VM (Virtual Manager) welcome window comes up.
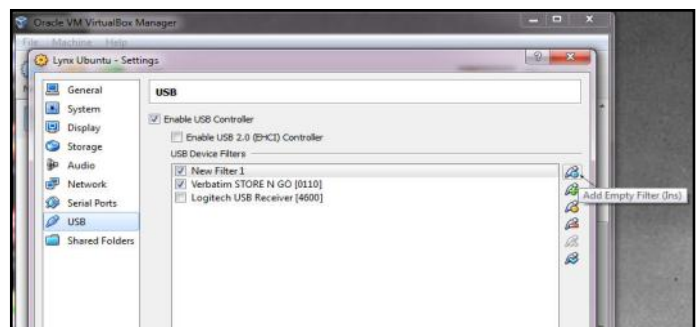

1. Click on NEW (located in the upper left), then NEXT

2. Put in a Name of the OS, such as LYNX, then NEXT

3. Select memory size needed for your Virtual Drive, such as 512MB for Lynx or Win XP, and 1000 MB for Vista. Click NEXT

4. Select "Create New Hard Disk", then NEXT

5. Select "VDI", then NEXT

6. Select "Dynamically allocated", then NEXT

7. Set 8 to 20 GB for hard drive space depending on OS. Example 10 for Lynx and XP, 20 for Vista, then NEXT

8. SUMMARY is listed, if good, then click on CREATE

9. The "Oracle Virtual Manager" window comes up. You are almost ready for installing your OS, double click on the listing of OS you just created (upper left).

10. Your Host drive is now shown (usually Drive D:). Install your OS installation disk (CD or DVD), an "Auto play" window comes up, X it out, then click on NEXT

11. Another Summary, click on START, your OS starts to install. Follow instructions on the screen.

After installation of the OS you may want to install your own Antivirus program if you are going to us it on the web.

If the Internet does not work you may have to change the settings on the VM windows under Internet. Most common setting are: attached to: NAT; and Adapter Type: Intel Pro / 1000 MT (Desktop). Try different Adapter types first.   These worked fine for XP and Lynx.

To setup the USB for reading thumb drives, etc. First plug in a Thumb Drive. Second bring up Oracle VM and on the lower right double click on USB. The USB screen comes up, then click on "Add Empty Filter", symbol located on the right, next click on the "+" symbol, if your thumb drive is listed, then select it. Now click on the "+" again and select your mouse (using a USB Mouse) on the list, then take the check mark off. In the picture is "Store & Go" for Thumb Drive and "Logitech" for Mouse.

How do you keep a programmer in the shower all day? Give him a bottle of shampoo which says "lather, rinse, repeat."

Foreign Lottery Scams: Very Clever New Twists

Foreign lottery scams have been circulating online and offline for years, but they are mushrooming now -- and there are a couple of new, insidious twists to the old gimmicks.

The original foreign lottery scams simply proclaimed that you are a major winner in a foreign lottery (that you didn't enter, or at least you don't remember entering).

However, in order to claim your prize winnings -- often millions of dollars and always cash -- you must first remit a 'contest fee' to cover processing and taxes.

Needless to say, anyone who submitted the fee never saw that cash -- or the supposed windfall -- again.

What's more, unsuspecting victims may have given out banking or other personal information in the bargain.

The most popular foreign lottery scams supposedly relate to the UK lottery and the Netherlands lottery.

If you're not familiar with these traditional **lottery scams**, you can read about them here.

The most recent twists, however, are much more sophisticated. Here's how perhaps the most 'creative' one works:

You receive a letter that you won $50,000 in the Australian lottery. If you call, you're told you will receive a check to cover the taxes and/or fees, as well as additional instructions on how to collect your prize.

You then receive an overnight package that includes a check that looks real, in this example, for $2,650.

The check is supposedly issued in line with a federal law declaring that lottery winners must pay taxes and a processing fee on their winnings.

Prize officials include a letter with the check stating that winners can use these funds to make that payment, and then their 'windfall' check will follow in the mail.

The checks look very real, even to bankers who have seen them.

You're supposed to deposit the check and then write a check to cover the costs/taxes from your account.

Naturally, their check is bogus -- while yours is, in fact, real. And that's how you get scammed.

The fact that you are getting a 'real' check from a lottery foun-

dation makes the Foundation seem quite credible. So if they ask you to pay more fees, or provide more information, it may be harder to refuse.

This new foreign lottery scam is actually a combination of the traditional foreign lottery scam and the **international auto scam** described here.

Why is this foreign lottery scam so particularly effective?

We believe there are three reasons -- it combines:

1. The desire and thrill of winning the lottery.

2. Credibility (a 'real' check arrived by FedEx).

3. The techniques scammers have refined with the international auto scam.

Two other less 'creative' foreign lottery scams are also making the rounds now:

One version also arrives by snail mail. Scammers invite U.S. consumers to purchase chances or tickets in foreign lotteries (often originating in Australia or Canada). Of course, they just need your credit card number or bank account info to process your purchase...

In the other version, scammers invite potential victims to send a check or call a toll-free number to purchase a secret system 'guaranteeing' lottery winnings.

Unfortunately, a scam is a scam is a scam.

If you want to be sure you're not the next victim of a foreign lottery scam, here are five tips:

1. First of all, playing any kind of cross-border lottery system is a violation of Federal law, and law enforcement officials ARE paying attention. IOW, it's illegal. Don't do it!

2. You can't win a prize in a lottery if you didn't buy a lottery ticket.

3. Real lotteries don't ask you to pay a fee. If you have to write a check to win a lottery prize, it's a scam. IOW, never, ever send any money for 'processing fees,' or share any other financial information, in order to claim a prize.

4. Never fill out any prize forms or 'claims' either through snail mail or online -- you may end up on scammers' 'sucker' lists as a result, which means you'll just get more solicitations.

5. Don't believe -- or pay for -- any 'secret systems' that will help you win lotteries. If someone really had a foolproof secret system to win lotteries, why would they sell it to you.

iCloud Updated: Online Notes and Reminders

Do you use Apple's free iCloud [1] e-mail and cloud service? Well, they've recently added the ability to view and edit notes and reminders on the iCloud website.

Want to add your shopping list to your notes? Open up iCloud and type up a new note. Once the note is typed, it'll automatically sync to any device you have signed in to that iCloud account. Below is a picture of my note being typed on iCloud website.

And here is the note synced automatically to my iPhone

Adding or editing a reminder is as simple as clicking the + to add a reminder or clicking an existing reminder to edit it. Here I've added a reminder at 4 PM to stop by the grocery store – as well as a note that my list is in *Notes*. Once I click done, the reminder will be automatically synched to all of my devices connected to iCloud.

Below is a picture of the Reminder interface on iCloud.com with my new reminder being added.
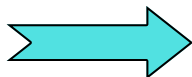

And here is the reminder synched to my iPhone automatically.

Apple provides iCloud as a free service for iPhone, iPad, iPod Touch and Mac users, and if you haven't been using it, now is a great time to give it a try. iCloud's website also works with Windows and you can connect to your iCloud e-mail using many popular windows e-mail programs, though some of the automatic document sync is only supported using iOS or Mac devices.

~Tim

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The Tip Corner

Bill Sheff, Novice SIG Coordinator, Lehigh Valley Computer Group, PA   The LVCG Journal
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Restore Last Tab
Ever accidently close the last tab and realize you needed it? Just click Ctrl+Shift+T and your last closed tab will open up. This works in Mozilla Firefox, Google Chrome and Internet Explorer. Try it out.

CD or not CD which side is up?
There are two sides to a CD. A shiny side and a label side. The shiny side of the disc is the side that holds the data and is the side that the CD player reads. Thus it seems that to protect the disk, you would put the CD label down, shiny side up. However, let's review what we know about a CD.

A CD starts with a soft, thick plastic poly-carbonate disk that stores the data; the little pieces of data are called "pits." These pits (millions of them) are "pressed" into the plastic, from the center of the disk outward. CDs are read by a tiny focused light called a laser. On top of the data, a thin reflective spray of aluminum coating is applied. (Some manufacturers use gold or silver instead of aluminum.) This layer acts kind of like a mirror and reflects the laser back (after it has read the data) to the CD player's detector. This is the play side of the disk; it is the shiny side. On top of that layer, an ultra-thin hard layer of plastic coating is applied. It seals and protects the reflective coating underneath and forms the surface that the label can be applied to. Finally, the label is applied.

Now here's the important part: The label itself is very thin – ultra thin – and offers little-to-no protection for your CD. If you scratch your CD on the shiny side, it may become distorted and can skip, or keep playing the same spot over and over, or just freeze until you hit the table or shelf it's playing on to make the CD continue. It could be dirt or a scratch. If it's on the shiny side and it hasn't gone too deep, you can generally go a long way towards fixing it by cleaning it or getting some CD scratch remover.

However, since the reflective layer is so near the surface of the label side, it is a lot easier to damage. And if you damage the label side of a CD, you have yourself another coaster. No way to fix it. This makes it seem as if you should place the CD shiny side down.

However, if you damage the shiny side badly enough, it makes the CD unreadable. It is a bit harder to damage than the other side, but that doesn't really matter, the point is that it can be damaged beyond repair if you put it down on that side. This makes it seem as if you should place the CD shiny side up.

So what's the answer? Neither! You should always put it back in its case. Both sides can be equally as damaging to data on a CD.

Capitalization
Should you capitalize the word "Internet"?   What about "e-mail"? Do you use a hyphen or not? Ever wondered about that? Here is the answer: The Internet is actually considered to be a proper noun and in the English language, most proper nouns are capitalized. So, in short, the word Internet should always begin with a capital letter. If you haven't been using a capital, don't worry, you're not the only one. As far as the term e-mail goes, it is accepted with and without a hyphen. However, according to the Merriam-Webster Dictionary, the correct spelling is actually e-mail, with a hyphen. Why?

Because the word e-mail is composed of two different words (electronic and mail), so the hyphen helps separate them for a more technical spelling. Who knew? Now, go on and spread the word.

Association of Personal Computer User Groups