

Interface

Lorain County Computer Users Group
www.LCCUG.com
info@LCCUG.com
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2018

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**Tuesday
July 10, 2018**

FAVORITE WINDOWS 10 TWEAKS



Presented

by

Neil Higgins and the LCCUG Board

RAFFLE ITEMS

We will raffle off a K400 TV Wireless Keyboard



as well as a 32GB Flash Drive and other prizes!



Come learn with us!

The Lorain County Computer Users Group
P.O. Box 792
Amherst, Ohio 44001
Phone: 440-363-1232

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☺ **New Meetings Now Held at LCCC** ☺

LCCC Community Learning Center
at Lorain High School
2600 Ashland Ave. Lorain, Ohio

Doors will open at 6:00 PM, program starts at 6:30 PM

A Word From Our President



We have posted the links to my presentation on Library digital services. If you go to the LCCUG website - <http://lccug.com> and click on Presentation Weblinks in the left column – you will find the information I showed during the talk. Or go directly to this area at <https://lccug.com/links/>.

There you will find the 3 handouts I used. They are available as either a word document or a PDF. As usual you can click on the links to explore the webpages described.

I don't think I stressed that one benefit of the eBooks and digital audiobooks is that there is never an overdue fine! The items can easily be renewed online if there are no other requests waiting for it. Otherwise the eBooks/ audiobook is simply made unavailable and considered returned.

One new feature that many area libraries are adopting is automatic renewals for actual books and physical items you check out of the library. Again if there are no requests waiting for it, the book is automatically renewed for you. This will be a very useful feature!

Our July meeting will be about learning to be more comfortable with Windows 10 and you will learn what some new features are in the latest update. Neil Higgins will show us what we need to know and give us some tools to understand how to best make use of Windows 10 and its updates. Bring your questions and this is where you can get them answered!

Looking ahead, our August meeting will see the return of Lou Compare who will continue his talk on his involvement in the building of Disney World with photos this time. I found his connections to Lorain that were brought into the Disney development to be fascinating. Bring a friend!! Anyone interested in Lorain, history and Disney will enjoy this presentation.

Sandra Ruth
LCCUG President

WE HAVE MOVED

Lorain High School / LCCC
2600 Ashland Ave.
Lorain 44052

Directions on back of newsletter



LCCUG Officers For 2018

President	Sandee Ruth president@lccug.com
Vice President	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 Education	Neil Higgins education@lccug.com



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**Tuesday
July 10, 2018**

FAVORITE WINDOWS 10 TWEAKS



Presented

by

Neil Higgins and the LCCUG Board



As we move along the upgrade road with Windows10, there are many undiscovered tips, tweaks, and adjustments that can vastly improve your computing experience.

During this presentation, Neil Higgins, along with other board members, will show you the many unknown tricks of the trade concerning Windows 10.

Attention! Attention! Attention!



Now you can get a 5 year membership subscription to LCCUG for only \$75.00.

This is a savings of \$50.00. Can't beat this price.

So talk to Micky Knickman our Treasurer and get started on your 5 year membership today.

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Computer Systems Unlimited, Inc.

We are a full service computer/peripheral sales and repair Company specializing in custom built Pc's, network design, software integration, and everything in-between. We are located in the small college town of Oberlin, Ohio, and for fourteen years have been providing unrivaled service to home users, small and large businesses all over Ohio as well as State and local government agencies. All of our systems and networks are tailored to meet the individual needs of our customers.



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*** Computer Systems Unlimited is happy to offer a 5% discount on all computer systems ordered by LCCUG members.**

*** Computer Systems Unlimited will also offer a free computer diagnostics check, (a \$25 value), for all LCCUG members.**

Visit our web site at www.csuoberlin.com for more of what we can do.
Store Hour Monday 9-5:30 - Thursday 9-5:30 - Friday 9-5 - Saturday 9-1

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 Website is: 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.

Thank You

The Lorain County Chapter of OGS

is having it's next meetings on :



REGULAR MEETING LOCATION

May 14— check our website at:
<http://loraincoogs.org/events.html>

North Ridgeville Library, 35700 Bainbridge Rd. North Ridgeville, Ohio. Meetings are free and open to the public. Social time is at 6:30 PM and the program begins at 7:00 PM.

Jean Copeland: jecopeland1975@gmail.com.



Executive Board Meeting Minutes

JUNE 4, 2018

The board Google Hangout video meeting was attended by Sandee Ruth, Carole Doerr, Don Hall, Micky Knickman, Richard Barnett, and Neil Higgins.

The board reviewed the programs for the remainder of the year and found the only question was weather NEOPC would be willing to come to our meeting place. Carole will follow through with this.

The board discussed ways to get more members to attend meetings.

I have in my notes Carole moved, Richard seconded a motion to ???? along with \$16 per year. I'm lost. Help!

Sandee informed us we have \$40 to spend at Staples.

Don moved, Micky seconded meeting be adjourned.



General Meeting Minutes

JUNE 12, 2018

President Sandee Ruth called the meeting to order. A motion to accept the minutes as shown in the June issue of the *INTERFACE* was made by Pam Rihel, seconded by Jean Copeland. Motion passed by voice vote.

Sandee reminded members that Neil will be giving tips on Windows 10 along with what's new during his presentation next month.

Sandee's program "Free Digital Resources From Public Libraries" again was very informative and interesting. She began by passing out information sheets listing what services are available from the surrounding area libraries to those who have a library card from that particular library. She then explained what type of information was available from the service.

She told members how to get library cards from various libraries.

Pam Rihel won the Attendance Raffle, Jean Copeland won the Roll-Over Raffle, and Nancy Smith won the Software Raffle.

Joe Harrold moved, Dennis Smith seconded meeting be adjourned.

Class Ideas?

Neil needs your input into what classes you would like him to present to our members.

Please tell Neil or one of the other officers what you would like to learn and we will be happy to hold classes on your subject./subjects.



CGB TECH



CGB Tech Solutions Inc is a full service computer sales and service company. We help commercial, residential and non-profit clients throughout Northeast Ohio by providing professional on-site service, sales and repairs. We are industry certified in the repair and design of computer systems and networks. CGB Tech offers sales and support for a wide range of hardware.

Specialize in providing services to non-profit clients throughout Northeast Ohio. Take pride in our fair pricing, quality service, prompt response and accessible staff.

Come on in! We mainly focus on you the customer directly in computer repair at this location. Just stop by and drop off your computer, no appointment is necessary. Most repairs are completed within 48 Hours. if it takes longer you will be notified. We also have computers and computer accessories available!

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Support@CGBTech.com or Web site: CGBtech.com

MEMBERSHIP WITH LCCUG:

Yearly dues are \$25.00. For more information contact:
Dennis Smith

Director of Membership,
membership@lccug.com.

Meeting Location:

LCCC Community Center at Lorain High School
2600 Ashland Ave, Lorain Ohio
6:00 - 8:00 PM

Meeting room is on the second floor.
Elevator access is available for those in need.

Browsing Incognito



By Mary Phillips, Secretary, ICON,
MO April 2018 issue, THE ICON-
Newsletter
www.iconusersgroup.org
Mary@iconusersgroup.org

Are you tired of your browser keeping track of the sites you visit on the Internet, so it can send you ads in which it thinks you're interested? Every browser I know of has an option for "In Private" browsing. Private browsing ensures that your internet history and activity are removed as soon as you close all private windows. This includes browsing history, Items in cache, and cookies.

After being closed, a private tab or window cannot be recovered from the recently closed list in the tab menu.

While private windows do not leave any record of the websites you visit, if you deliberately save data, for example if you save an item to your Speed Dial, save a password or download a file, it will still be visible after the window is closed.

Shortcuts

Google Chrome - Ctrl-Shift N

MS Edge - Ctrl-Shift-P

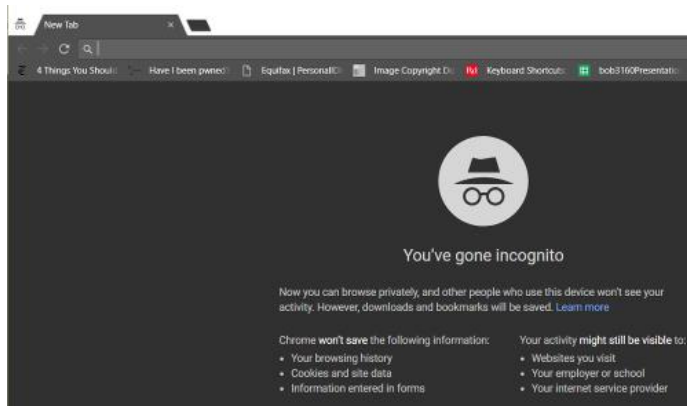
Mozilla Firefox - Ctrl-Shift-P

Opera - Ctrl-Shift-N

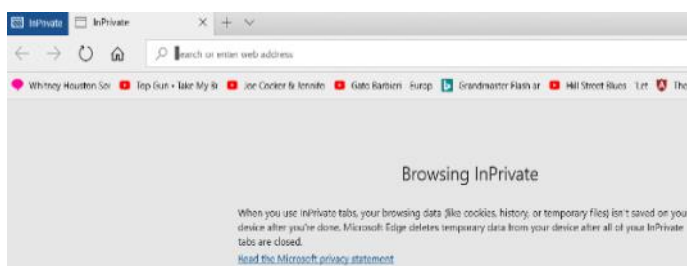
Avast Secure Browser – Ctrl-Shift-N

Internet Explorer - Ctrl-Shift-P

Chrome – Ctrl-Shift N



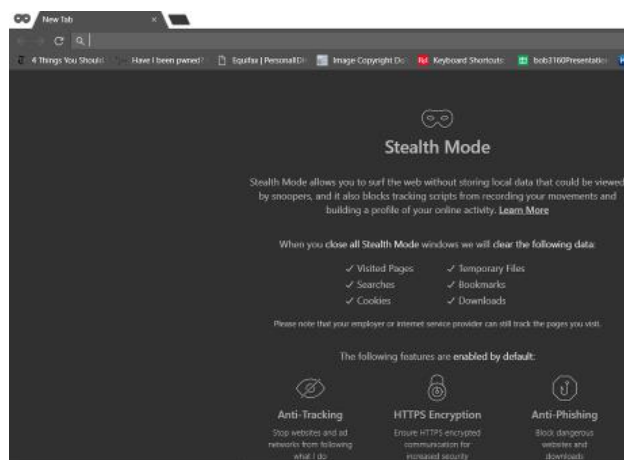
MS Edge - Ctrl-Shift-P



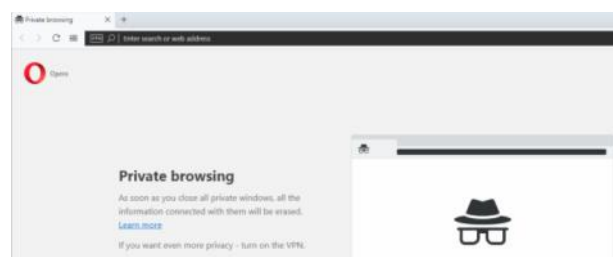
Firefox - Ctrl-Shift-P



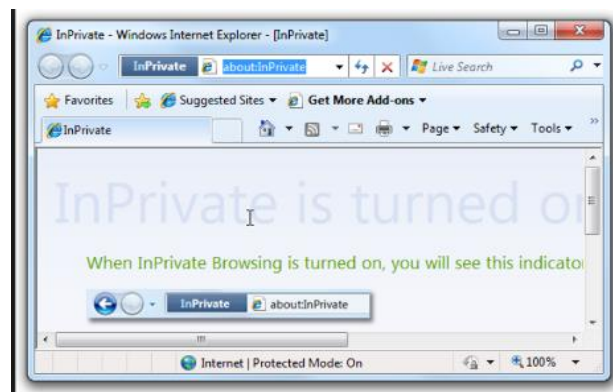
Avast Secure Browser – Ctrl-Shift-N



Opera - Ctrl-Shift-N



Internet Explorer - Ctrl-Shift-P



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,
Chromebooks, Tweaking your system

Micky Knickman

440-967-3118 - micky@knickman.com

Daily 6:00 am to 4:00 pm. Leave message if no answer.
General Software Configuration, Hardware Installation,
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

Basic Word Processing, Windows, & Web Design
Advanced Internet

Pam Casper Rihel

440-277-6076

6:00 p.m. to 10:00 pm Monday thru Thursday
Genealogy help
prihel1947@gmail.com

Denny Smith

440-355-6218 - dennis.smith@windstream.net

Microsoft EXCEL
Leave message on machine.

If any of our members are interested in helping other users with what programs you are adept at, please contact any of our officers with you name, what program or programs you would be willing to give help with, you email address and or phone number and when you would like to have them call you. Thanks

NEOPC

8/14 Northeast Ohio PC Club ***MORNING Fundamentals Special Interest Group*** (SIG). Fairview Park Senior Center 9:30 - 11:30am. Fundamentals of computer use - OPEN FORUM - Any and all topics discussed - Bring a question, bring a topic - Guests always welcome - Always coffee. Always free and open to the public. Second Tuesday of the month.

Newsletter Editor: Pam Rihel using Microsoft Publisher, 2013

This Month's contributors: Micky Knickman, Sandra Ruth, Pam Rihel, Don Hall, Dennis Smith, Neil Higgins, Carole Doerr, Dick Eastman, Scambusters, APCUG, David Ketchar, Mary Phillips, Leo Notebaum, NEOPC, Microsoft Office art online, Newsletter is now Online at

lccug.com/newsletters or lccug.com

LCCUG ONGOING WORKSHOP

ALL ARE FREE AND OPEN TO THE PUBLIC

Problem Solving Workshop

Date: Tuesday - July 17, 2018

Time: 5:30 - 8 pm **Instructor:** Micky Knickman, Neil Higgins, Richard Barnett

Place: 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 & Richard.

Learning About Electronics

Date: Tuesday - July 17, 2018

Time: 5:30 - 8 pm **Instructor:** Sandee Ruth

Place: Learn how use you electronic devices.

Members are encouraged to bring their tablets, iPod, kindles, etc. at 5:30 pm for assistance from Sandee and any other knowledgeable members. Public is welcome to sit in these classes.

Learn About– Hands on Demonstration

Date: Tuesday– July 17, 2018

Time: 5:30- 8 pm **Instructor:** Neil Higgins

Place: Lorain County Community College 2600 Ashland Avenue, Lorain
Instructor: Neil Higgins

We'll be demonstrating some "tweaks" that will make using Microsoft Windows easier, whether you're still using Windows XP, or have adopted Windows 10.

Questions we will address:

- 1) How do I put an icon on my desktop for a favorite program, or web site.
 - 2) Keyboard shortcuts that will make using Windows easier (what does ALT-TAB do, for example?)
 - 3) Customization hints to fit the Windows desktop to make your user experience better.
 - 4) What would you like to learn about Windows?
- Please bring a flash drive to obtain handout materials. If you would like to participate and get copies of the material for this workshop presentation, please let Neil know by sending an email to Education@lccug.com.

Please bring a flash drive to obtain handout materials. If you would like to participate and get copies of the material for this presentation, please let Neil know by sending an email to Education@lccug.com.



Kretchmar's Korner

The Facebook Dilemma, David Kretchmar,
Computer Hardware Technician, Sun City
Summerlin Computer Club NV May 2018
issue, The Gigabyte Gazette
www.scscc.club
tomburt89134@cox.net



Facebook can feel relatively innocent and passive. It's an application we use to get information, keep in touch with friends and family, and be entertained by posts from Facebook friends or our own news feed. It is easy to forget that Facebook is an advertising business, with interests and purposes of its own. Before recent revelations we might have forgotten that Facebook uses information it has collected from us for profit. Its power over our lives is largely hidden under a veneer of passivity and electronic voyeurism.

We have recently learned that Facebook was a major provider of "Fake news." This is especially concerning since well over half of Facebook users get much of their news from Facebook. We now know that Russia used Facebook in an attempt to influence the 2016 election.

Also, it has been revealed that Facebook shared a massive amount of user data with a political consulting company, Cambridge Analytical, and the information was used to fine tune the campaigns of politicians.

Whether you feel President Trump's victory was a good or bad thing, Facebook's role in the 2016 election should be a matter of concern. In a democracy, voters need accurate information to make a reasoned judgement. Forces outside of our country should not be able to unduly influence American voters.



Facebook has a deeply addictive impact on its users, one that we should be more aware of than we probably are. Facebook has already done a great deal to shape our minds, bodies and communities. Facebook's News Feed is meant to encourage users to stay online — past the point of fun or getting useful data. Some former Facebook employees

have alleged that "the platform's features were consciously engineered to induce a dopamine hit to keep people hooked." Social scientists compare technologies such as Facebook to slot machines and other addictive habits in terms of their impact on our minds and bodies — as well as on our inability to just stay away.

It's easy to think of Facebook as a blank slate on which the thoughts, pictures and videos of our friends and family appear. But there is much more going on with Facebook as with many social networks. When it comes to getting information, the platform matters as much as the actual content.

Facebook profits more when we remain on its platform longer, watching ads and videos, playing games, liking posts, and messaging our friends. Facebook makes more money when we are addicted, even if studies show that inordinate amounts of time online are bad for our mental and physical health.

Cyberbullying and online peer pressure have deeply affected younger users on Facebook and other social media platforms. Electronic influenced depression and anxiety are affecting older social media users as well. We can barely imagine how that bad influence will grow and change as Facebook incorporates artificial intelligence and virtual reality.



Thinking of shopping with Amazon? Well you can now go to our lccug.com website and just click on the amazonsmile link and start shopping.

Our club gets rewarded for any items purchased from our website. So the more you buy the better it is for our club. SO START SHOPPING.

Computer Club News

**Don't Forget to Bring
in Your Used Ink Cartridges
LCCUG is collecting empty ink
cartridges**



*For every cartridge you will receive a
ticket for our special drawing.
Recycle & Help Our Club Too!*



Pam Rihel prihel1947@gmail.com
Dick Eastman <http://www.eogn.com>

Google's Transfer Appliance Simplifies the Transfer of Huge Amounts of Data to Google Cloud

NOTE: *I doubt if very many genealogists have a need for this service at home. However, I suspect that several genealogy societies, genealogy libraries, museums, and perhaps a few genealogy book publishers and magazine publishers could use this. Those organizations often have huge databases or collections of data files. Those organizations are the intended audience for this article.*

Do you need to back up a lot of data to the cloud for safekeeping? In this case, I am talking about terabytes of data. (One terabyte is equal to one million, million bytes, the same thing as 1,024 gigabytes, or 1,024,000 megabytes.)

We tend to think of our normal Internet connections as being "high speed." Indeed, they are much faster than the old dial-up modems we all used a number of years ago. Still, "high speed" is a relative term.

If you or your employer has a typical in-home or small business Internet connection of 10 megabits per second, backing up your file server's most critical terabyte of data might require several months to accomplish! Do you have many terabytes of data, such as videos and images? Multiply the time required as needed.

A few organizations may have several terabytes of data, especially if they store a lot of video and graphics files, such as is common with genealogy book publishers and magazine publishers or some web sites. Uploading those on a 10-megabit per second connection might require a year or more of constant uploads!

High speed? Yes, but not nearly high enough.

Most organizations that have that much data in their servers probably have much higher-speed Internet connections. But even a 100-megabit-per-second connection might require a few months to upload everything. To go to truly high-speed connections, the organization's I.T. (Information Technology) director probably is looking at OC3 Optical Carrier transmission rates (transmission data rate of up to 155.52 megabit/second) or even OC24 (transmission speeds of up to 1244.16 megabits/second). Those connections cost thousands of dollars per month but are worth the expense for corporations and non-profits with big data requirements. Even with an OC24 connection directly to an Internet backbone, uploading a few terabytes of data might require several weeks.



But wait! There is a better way.

A number of companies that provide large amounts of file storage in the cloud offer small servers, often called "appliances," that you can install **temporarily** in your own data center. These appliances include internal or external disk drives of 1 terabyte (1,024 gigabytes) to perhaps 500 terabytes (512,000 gigabytes). The appliances are designed to be plugged into the organization's internal local area network (LAN). Data is then copied from the organization's servers to the appliance at the highest speed possible. Internal LAN networks typically run at 100 megabits/second or 1 gigabit/second while a very few run on even faster optical network connections.

Even at these higher speeds, copying everything to an appliance will require many hours, perhaps a few days.



One of Google's smaller Transfer Appliances

Once the copy has been completed, the appliance is powered down, disconnected, packed back into the shipping container, and sent back to the company that provides large amounts of file storage in the cloud. Once received, the appliance is unpacked and connected to that file service company's internal network. The data residing on the appliance is then transferred to the file storage company's servers at very high speed.

I spent several years working for one of the leading companies (of that time) that provided online storage space on our servers to our customers. We called this process of copying data onto a server (appliance) at high speed and then sending the appliance to our company as "**salting the backup**." That phrase was derived from the old phrase of "salting a mine," the process of adding gold or silver to an ore sample to change the value of the ore with the intent to deceive potential buyers of the mine.

NOTE: See <https://scams.wikispaces.com/Salted+Mine> for an explanation of the old scam of "salting a mine" that was common in the American Wild West.

Once all the data has been pre-loaded from the appliance to the cloud-based file storage and backup service's servers, normal backups are started across the Internet. Since the older data is already available on the backup servers at the file storage company, only the **NEW DATA** needs to be transferred online.



Some of Google's larger backup Appliances

This process with an appliance can save your organization days, months, perhaps even a year or more in time and will provide secure online backups during that time as well. For organizations with large data requirements, the use of a transfer appliance can actually reduce expenses significantly.

A number of the larger companies that provide online backup services in the cloud offer appliances. I will focus on one of them: **Google Cloud**. However, the other services are loosely

(Continued on page 10)

FBI Issues Online Car Sales Scam Alert

An alarming rise in online car sale scams has prompted the FBI to issue a new warning about the dangers.

With fake vehicle sales costing Americans around \$15 million a year, the FBI and its partners in the Internet Crime Complaints Center (IC3) have issued guidance on how to avoid being duped.

Between mid-2014 and last December, IC3 received almost 27,000 complaints about fraudulent sales of non-existent cars, RVs and boats, with victims handing over in excess of \$54 million during the period.

The scam usually starts with an online ad with photos and contact details for the supposed seller — either a phone number or email address.

The vehicle is priced well below normal market values, with the seller claiming a special reason for the low price, the urgency of the sale and sometimes a reason why he or she won't be able to meet the victim.

For instance, the "seller" may claim to be in the military and about to be deployed or that the car is part of a divorce settlement. Or they often say the car belongs to someone in the family who has recently died.

"The criminal makes the fraud appear legitimate," says the FBI, "by deceptively claiming partnership with reputable companies, such as eBay, and using the names of these third parties with whom they have no actual association."

Typically, the scammer may also claim that the sale is covered by some sort of buyer protection program and will even go as far as sending a fake email from the supposed protection service.

In line with recent trends, the crook asks for payment via gift cards or prepaid debit cards. Once he gets his hands on these — or the digital numbers from them — that's usually the last the victim hears.

The key to the success of this trick is that the would-be buyer never meets the scammer and never inspects the vehicle, which is usually supposedly way out of town. Without a meeting or an inspection, the buyer is acting on blind faith, which turns out to be misplaced.

FBI Tips

If you want to buy stuff online, the first rule is to make sure you know who you truly are buying from and that they genuinely have the item they claim to be selling.

Some other tips from the FBI:

- Watch out for bargain prices. They're a red flag.
- Research the "seller" using any information they've provided about themselves including email address and phone number. If you can't find them, beware!

○ If a seller won't meet with you or allow you to inspect the item they're selling, it's almost certainly a scam.

○ With cars, request the vehicle's Vehicle Identity Number (VIN), current license plate, and the name of the registered owner. Then check them out.

"If you are suspicious or unsure about an email that claims to be from a legitimate business, locate the business online and contact it directly," IC3 says. "Criminals take extra effort to disguise themselves and may include familiar or recognizable words in their email address or domain name."

Fake Buyers Too

Of course, online car sale scams work in both directions: You can also fall victim to a fraudulent buyer.

These crooks have been operating on Facebook recently, targeting legitimate sellers using the social network's Marketplace service.

Again, they often claim to be in the military, saying they're about to be posted and urgently need to buy the vehicle. They say they'll pay via an online service and ask for the car to be shipped to a port transit area.

The seller then receives a fake email purporting to come from the payment service, usually PayPal. Often, the seller fails to check their account before arranging the shipment.

The vehicle then will be shipped abroad and all traces of it will disappear.

Don't fall for this. Anyone offering to buy this way, sight unseen and with a requirement that the vehicle should be shipped to a port, is almost certainly a scammer.

If you get approached in this way by a supposed buyer, make sure you confirm their identity beyond all reasonable doubt.

And any time you receive an online payment notification, independently check your account to be sure the money's really there.

If you do fall victim to an online car sale or purchase scam, it's important to file a complaint with IC3. There's a complaints button and description of the information needed on the home page.

Alert of the Week

Do you use the Google Chrome web browser and occasionally download extensions that are supposed to streamline the way it works?

If so, beware of requests that originate on Facebook inviting you to view a YouTube video.

The request says you need to download a particular Chrome extension to watch the video. But instead, the extension steals confidential information from your computer.

Always be suspicious of requests to install a special video viewer. They're nearly all scams leading to malware.

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(Continued from page 8) Dick Eastman

similar but with some variations in the process and sometimes major variations in pricing.

Google Cloud's present customers include such well-known companies as Netflix, Charles Schwab, HSBC Bank, Spotify, AccuWeather.com, Marks & Spencer, Northrop Grumman, Harley-Davidson, Motorola, Georgetown University, Stanford University, Woolworth, Domino's, and many others. If Google Cloud works for those companies and universities, it probably will work well for your organization as well.

Configuring and implementing a backup solution with a Google Cloud Transfer Appliance does require technical expertise. I would not recommend this as a weekend project at home by a novice computer user. However, any organization that has a need for large backup services that will back up terabytes of data probably already has technology experts on staff.

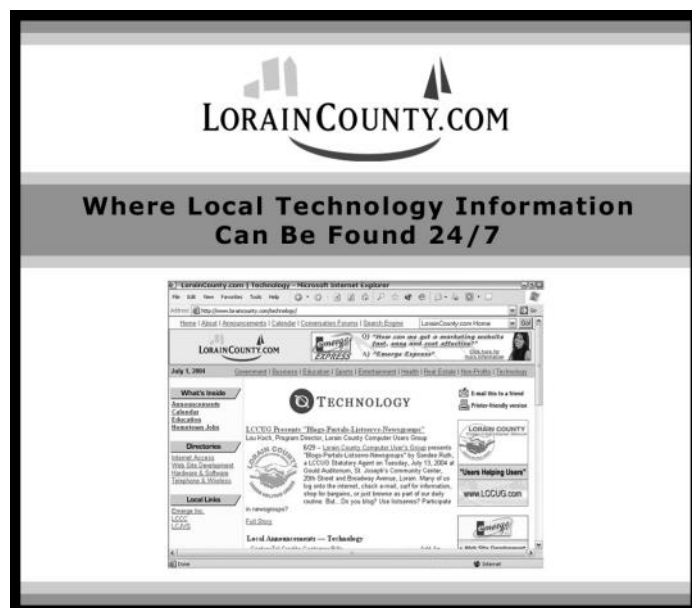
The Google Cloud Transfer Appliance also is not cheap. The customers do not purchase the appliances. Instead, they rent them for the time it takes to transfer all the data to the appliance and then the time required to ship the appliance back to Google. Prices range from \$800 to \$2,700 for the rental time plus shipping charges.

You can learn more about Google's Cloud Transfer Appliance at <https://cloud.google.com/transfer-appliance/>.

If you do install one of these appliances in your home for a few days, please take a picture or two, OK? I'd love to see your in-home network!

Do you have comments, questions, or corrections to this article? If so, please post your words at the end of this article in the Standard Edition newsletter's web site where everyone can benefit from your words. You might also want to read comments posted by others there.

This article is from Eastman's Online Genealogy Newsletter and is copyright by Richard W. Eastman. It is re-published here with the permission of the author. Information about the newsletter is available at <http://www.eogn.com>.



12 Steps To Keep from Getting Your Account Hacked

Here are the steps you need to take to prevent losing your account - forever - to a hacker.

My account has been hacked into several times. If I'm able to recover it, it just gets hacked again. Sometimes I can't recover it, and I have to start all over with a new account. What can I do to stop this all from happening?

I don't get this question a lot. But I really, *really* wish I did. What I get instead, repeatedly, is "I've been hacked, please recover my account/password for me!" (Which, for the record, *I cannot do*, no matter how often, or how nicely, or not so nicely, I'm asked.)

The only salvation is in prevention, and this applies to email, social media, and pretty much any password-protected account you might have.

What can you do to make sure your account doesn't get hacked into in the first place?

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1: Select a good password

I'm sure you'd be shocked at how easy many passwords are to guess. Your pet's name, your pet's name spelled backwards, your favorite TV character's catch phrase, your boyfriend or girlfriend's name (or "ilove" followed by that name), and so on.

If you think people can't guess it, *you are wrong*. They can, and will.

"iLoveMikey" is a *bad* password. "j77AB#qC@^5FT9Da" is a *great* password. You can see the problem, though: great passwords are hard to remember.

So compromise:

- Avoid full English words or names
- Include a mix of uppercase and lowercase letters and numbers

Make sure the password is at least 12 characters long, and ideally 16 or longer, if supported "Macintosh" is bad.

"Mac7T0shB00k" (based on the easy-to-remember "Macintosh Book") might be good. "HondaPrelude" is bad, but "SilbrPre7ood6" (based on "Silver Prelude 6") might be ok.

Bottom line: pick a random-looking password that YOU can remember, but that THEY would never guess... and assume that THEY are *always really great guessers*.

For more, see: What's a good password?



2: Protect your password

A scenario I see *much* too often starts with "I thought I could trust my boyfriend/girlfriend/husband/wife/co-

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worker, so I gave them my password. Then we had an argument.”

How much damage can someone do if they’re angry with you, and they have the password to your account? A lot.

It’s very simple: *Trust no one*. I’m serious on this. Your friends are your friends until one day they’re not. Naturally, there are exceptions, but if there’s the least little bit of doubt, don’t reveal your password. *Especially* if someone is pressuring you to do so.

For more, see: The Biggest Risk to Your Privacy
3: Set and protect your “secret answer”

It’s fallen out of favor as not being particularly secure, but many systems use a “secret question” and its corresponding answer as the key to password recovery or reset. The problem is, many people choose secret answers that nearly anyone can guess or find out.

However, there’s nothing that says your answer has to correspond to the question. Instead, pick an answer that is unrelated to the question. Perhaps your “City of Birth” should be “Crayola”, “Chardonay”, or “WindowsExplorer”. Perhaps treat secret answers like another password. Make it long, obscure, completely unrelated to the “question”, and impossible for someone else to guess.

As long as you can remember it when needed, it doesn’t matter what it is.

For more, see: Password Recovery Questions; how do they work and can I make up my own?

4: Set (and maintain!) an alternate email address

Many services will use an “alternate email address” to mail you a password recovery link if you forget yours. You must set this up *before* you need it.

First, *make sure to configure that option*, using an email account on a different system. Create and use a Yahoo account for your Outlook.com alternate email, for example.

Second: *don’t lose the alternate account*. For many systems, if you can’t access that alternate email account, you cannot get your password back, and you will not be able to recover your primary account. Remember to log in to that alternate account every so often to keep it from being shut down for inactivity.

I’ve seen too many cases where people lose their alternate email address, or let that account lapse, and then find themselves totally out of luck when they find they really need it to recover their primary account.

For more, see: How do I get into my Hotmail/Outlook.com account if I don’t have the recovery phone or email any more?

5: Set (and maintain!) a mobile or other telephone number

This is very similar to an alternate email address, and can often be used in place of one if you’ve configured it beforehand. Once again, you must set this up *before* you need it.¹

If you can’t access your account, the service will text you a

recovery code. If you don’t text or have a text-capable phone, many will even call you with an automated voice recording of the recovery code. You then enter the code, proving you have access to the phone number that was previously configured as belonging to that account, and regain access.

Keep this number up-to-date! I hear regularly from people who’ve lost access to their accounts permanently because the phone number they originally configured is no longer theirs.

Also, keep in mind that this number must be able to reach you where you are, and may even be triggered as an additional security measure if you travel outside of your normal area. If that’s not possible, then configure some other form of security, such as the alternate email, mentioned above, or other techniques offered by your service provider.

For more, see: How do I get into my Hotmail/Outlook.com account if I don’t have the recovery phone or email any more?

6: Enable two-factor authentication

Two-factor (or “multi-factor”) authentication is the current holy grail when it comes to account security. With two-factor properly enabled, hackers cannot get into your account *even if they know the password*.

The second factor that proves you are who you say you are is typically either:

- A mobile app that provides a unique and random number on demand, which you must provide when you log in

A text message sent to a phone number you configure when you set up the account, which you then also enter at login

Once logged in, you can disable this requirement on machines you use frequently. Since hackers will not have previously logged in, they’ll not be able to disable the requirement, and they’ll not be able to provide the second factor. Hence, they can’t get in.

For more, see: Two-Factor Authentication Keeps the Hackers Out.

7: Other provider-specific techniques

Some providers have established additional recovery techniques. For example:

- **Facebook:** you can configure trusted friends within Facebook who can authoritatively vouch for you should you lose access to your account.

Microsoft account: you can create a recovery code that you save somewhere safe and use to recover your account.

Look for options like these, or others, within the services you use regularly.

And remember, they all require that they be set up *before* you need them.

For more, see: Recover Your Microsoft Account Later by Set-

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(Continued from page 11) 12 Steps...

ting Up a Recovery Code NOW, and How Do I Recover My Hacked Facebook Account?

8: Use a different password on every site

I've written about this extensively: it's important to use different passwords on each of your important sites.

The reason is very simple: if a hacker manages to discover your password on one account, they will go try your username and password, or email and password, on a multitude of other services. If you used the same password on another service they happen to try, that account will quickly be hacked as well.

Password safes like LastPass, Roboform, and others are excellent ways to maintain multiple, complex passwords for multiple sites without needing to remember them yourself.

For more, see: Why Is It Important to Have Different Passwords on Different Accounts?

9: Remember

I realize that "hard to guess" is at odds with "easy to remember", but both are absolutely critical.

If you forget your password, or you forget the answer to your secret question, or lose access to your alternate email account, or somehow lose the ability to use any of the password recovery mechanisms provided by the service, well, to put it bluntly, you are SOL: severely out of luck.

Don't forget your own password. Don't forget the answer to your own secret question(s). If you must write your information down, *keep it in a secure place.* A sticky note on your monitor under your mouse pad or other easy-to-get-to place is not secure. Your wallet might be secure. A locked cabinet or safe might be secure. A properly encrypted file on your computer might be secure.

I recommend a password manager like LastPass (or many others) to do the remembering for you.

For more, see: Are Password Managers Safe?

10: Don't fall for phishing schemes

You should never have to email anyone your password.

EVER.

There are some very common phishing attempts that threaten you with account closure unless you respond to the email with information about your account (information like your log-in name and password). Those emails are bogus. Mark them as spam and ignore them. Any email that requires you to respond with any information that includes your password is almost certainly a phishing scam.

Similarly, many phishing scams attempt to get you to click on a link to do something important relating to your account. Instead of taking you to the service, they take you to a fake page that looks like the service, but instead is a page designed to

capture your username and password when you try to log in. If you have any doubt, don't click the link in email, but instead go to the service in question yourself, using your web browser. If there's something important, it'll almost certainly be presented there.

For more, see: Phishing: How to Know it When You See It.

11: Remember that there is little to no support

The vast majority of the account hacks I hear of — the hacks where people are ultimately unable to recover their accounts — involve free services with little to no support.

There may be a knowledge base, or a peer-to-peer support forum, but there is rarely someone to email and almost never someone to call.

You are responsible for your own account security.

It's often true, and certainly safest to assume, that no one will help you should something go wrong. That means it's up to you to take the preventative measures I've outlined, as well as keeping your information up to date as things change.

For more, see: Are Free Email Services Worth It?

12: Learn from your mistakes

Finally, if you realize that:

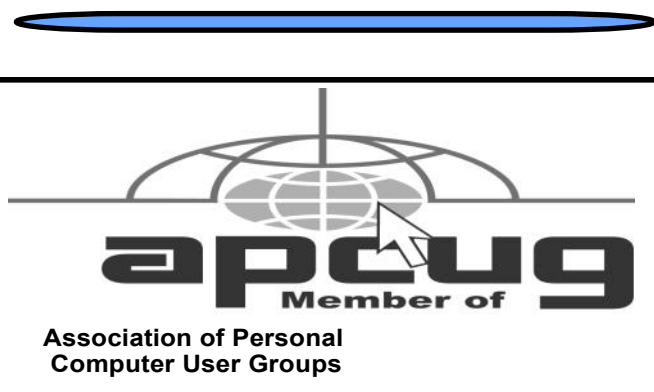
- The answers to your secret questions are obvious, or
 - You no longer have access to your alternate email address or never set one up, or
 - You no longer have access to your old mobile number or never set one up, or
- Your passwords are short and just plain lame, and you use the same one everywhere ...

Fix it! NOW! Before it's too late.

Trust me: if you get hacked and it's for one of those reasons, or you lose access to your hacked account because you never bothered to prepare, you'll kick yourself.

And you may very well lose access to that account, and all its data, *forever.*

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Interesting Internet Finds - June

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While going through the more than 300 RSS feeds, 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 June 2018.

Can I Cancel an Amazon Order After It's Shipped?

<https://www.groovypost.com/tips/cancel-amazon-order-after-shipped/>

Have you ever decided you really didn't want something you ordered on Amazon after it has already shipped? If this happens to you check out this post to find out how to see if you can.

Hoopla Helps You Enjoy the Library from the Comfort of Your Home

<https://lifehacker.com/hoopla-helps-you-enjoy-the-library-from-the-comfort-of-1826489986>

If your library supports Hoopla, and most do, it is a must try. I can borrow movies, music, audiobooks, eBooks, comic and TV shows through my library with Hoopla. I have download movies to my tablet to watch in flight, and audiobooks to listen to on long trips.

Asked to Pay by Gift Card? Don't.

<https://www.consumer.ftc.gov/blog/2018/05/asked-pay-gift-card-dont>

If you are asked to by gift card, it is a scam. Check out this post to find out more.

Why You Should Clean Up Your Amazon Payment Info (And How to Do It)

<https://www.makeuseof.com/tag/clean-amazon-payment-info/>

If you have an Amazon account, you should read this post and clean up your payment info. After reading this post I cleaned my info, because I didn't realize how many addresses and payment options built up over time.

How to Make a Smart Speaker from an Old Android Device

<https://www.maketecheasier.com/make-smart-speaker-old-android-device/>

Have an old Android device laying around? Why not save some money by making your own Google Home device? This post tells you what you need and how to set it up. It won't be exactly the same but it will work.

What to Do If Your Kindle is Running Slowly or Freezing

<https://www.howtogeek.com/356281/what-to-do-if-your-kindle-is-running-slow-or-freezing/>

If you are like me you only use your Kindle for reading, and the one you have is old. Check out this post to learn what to do if it is running slowly or freezing. Try what they say and if nothing works it is probably time to get a new Kindle.

What is Phubbing and What it Means for Personal Relations

<https://www.thewindowsclub.com/what-is-phubbing>

Do you know what phubbing is? If not, how do you know whether you should stop? I admit that I have phubbed, but now that I know what it is I consciously try to stop doing it.

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Current location of LCCUG meetings

Directions:

from the Amherst Church of the Nazarene to Lorain High / LCCC:



9 min (3.4 mi) via N Leavitt Rd

From the Church in Amherst travel north on Leavitt Rd (from Dunkin Donut) to Meister Rd, turn right (East) on Meister to Ashland, turn left and travel .5 mi to LCCC, our new location

Lorain High School / LCCC
2600 Ashland Ave.
Lorain 44052



The East side of the new Lorain High School is the College annex as seen in the photo.

You see parking area in the front there, facing Ashland Avenue.

Note: This building is behind the Frank Jacinto Elementary School.

Note: 26th St runs from the LCCC Bldg on Ashland Avenue to the George Daniel Fields football stadium on Oberlin Avenue.



This is the classroom that we will be meeting in. Inside the door to the building entrance is an elevator that take us to this room.

