SENIORNET *Computer Owners Group* MEETING
28th February 2018

(NOTES ON SOME TOPICS RAISED AT THIS MEETING - Prepared by Ricky Berg)

These Notes have been prepared and distributed in the hope that they will be useful for all Seniornet members.

Windows Official Support: Members often ask how long will Microsoft provide updates, patches, and support for various versions of their Operating Systems. Here is the latest information regarding Mainstream Support which most home users will have. (Extended Support is primarily for corporates and organisations that pay additional fees) –

Win7, Vista, Win8.x	expired
Win 10	October 13 2020

Individual programs, such as Office and Internet Explorer also have end of support dates –

Office Starter, 2007, 2010, and 2011 for Mac	expired
Office 2013	April 10 2018
Office 2016	October 13 2020
Office 365, Online	ongoing
Internet Explorer 11	October 14 2025
Internet Explorer all other versions	expired

Closing Windows with Programs Running: Sometimes when we go to close down our computers, or even when just rebooting, a message will come up on screen saying -
  "Closing x applications and restarting. To go back and save your work, click Cancel".
There will also be two boxes/buttons saying Restart Anyway and Cancel, and a list of the applications or programs that are still running.

Members have asked if clicking the Restart Anyway button will harm the machine. In essence, no, and this is because most programs will either have an automatic Save feature running (Excel, Word, for example), or will be programs that you simply forgot to close down anyway (Skype, web browser, etc).

However, the on-screen message is a reminder that you may very well have important data that should be saved before the machine shuts down, so hitting the Cancel button will allow you to go back and do this. The message window will also contain a list of the names of the programs in question, alongside their usual display icon, so it is easy to identify them.

Timing Updates: Constant updates to our computers these days seems to occupy a lot of time, and sometimes interferes with usage. These updates are, of course, essential to the correct and safe running of the computer, but we can take some steps to reduce it impacting on our daily usage.
One of the simplest solutions is to perform these updates at a time when we are not using the machine, for example evenings when having dinner or watching TV. Some people simply leave their machines on overnight, maybe once a fortnight or once a month.

One question asked a lot is, can I turn off these updates? Essentially, no, nor should you for very good reasons.   Even though you can change the times that these updates take place, and even turn off the Automatic Updates feature, this will affect only some updates or patches because the really important ones will still happen regardless of any settings you make.

It is always recommended that the latest updates and patches to Microsoft/Apple/Android's Operating System be installed as it contains many improvements and, perhaps more importantly, security patches to protect against outside intrusions and viruses!

Deleting Google Accounts: Due to one circumstance or another, we often end up with a couple of extra Google accounts. These may be a no longer used Gmail account with separate Sign-In User Name and Password, or some other Google service.
Getting rid of these extraneous accounts is quite simple –

1. *Go to **Google Account Settings**.*
2. *Select **Delete your account or services** under Account preferences.*
3. *Click **Delete Products**. **Note**: You can also choose Delete Google Account and Data to remove your entire Google account (including your search history, Google Docs, AdWords and AdSense as well as other Google services).*
4. *Select the **Gmail account** you want to delete.*

5. *Type the **password** to the account over Enter your password.*
6. *Click **Next**.*
7. *Click the **trashcan** icon (🗑) next to Gmail.*

Google Warning of Different Machine/Device or Location: Getting an email from Google saying things like "*Warning: Someone signed in to your account from a different location.*" or "*Warning: A new device was used to access your account*", or similar, at first seems rather frightening.

However, this is simply Google being a good service provider and ensuring that your account/s are secure. Whenever you Sign-In to a Google account or service, for example Gmail, various details are recorded against the 'session' and compared with your last access details. If, for example, you are now using another persons' computer, or perhaps using a laptop away from home (cyber café, airport), then Google will see that this activity as "out of the normal" and will send you an email with an appropriate message.

Getting this email allows you to ascertain if in fact all is well and you really are simply using Google from a different machine or internet source, or if there has been unauthorised activity on your Accounts. Most times you will realise that you are indeed the authorised user, and in such cases one just ignores the email, and carries on … no response or further action is required.