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Newsletter August 2022

From the Chair

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Welcome to our winter newsletter. At the time of writing it's still raining and SeniorNet is managing its way through another Covid peak. We had a hiatus in our activities during the peak earlier in the year but our education programme resumed in May. We have an interesting range of activities, including outside speakers, for the rest of the year. You can read about them in Allan Chee's Education report in this newsletter.

A lot has been going on at SeniorNet over the last few months, most of it reported in the Strategy Group's July Progress Report. The Group has had its shoulders to the wheel and is continuing to work on many fronts. Among other things we are clearing out the furniture and equipment in one of our teaching rooms and have surveyed members to get your views on our current education programme. The results will be reported shortly. We are grateful for your input – 50 out of 325 members responded.

We held visitors' sessions on 27 May and 29 July and there'll be another one on 30 September to coincide with Senior's week. Please encourage your friends and whānau to come and hear what we do.

Mary Newman and I are on the working group of one or both of two projects initiated by the Federation's Management Committee. The first is to develop new quality assurance guidelines that focus on recording outcomes (what people actually gain from attending our learning sessions) rather than the traditional outputs (the number and type of sessions we deliver). This is in response to potential sponsors increasingly asking for proof of effectiveness.

The second project is to assess the impact of removing or significantly reducing the funding SeniorNets currently receive from the Federation for

delivering learning sessions (learner hours funding). As one of the largest learning centres in the country it is important that we have some input into discussions and decisions on both of these projects.

Pam Fletcher

Education Report

By Allan Chee, Convenor, Education Committee

As Pam has mentioned, we have a wide range of topics for the rest of the year, but first, a bit of news about one of our SIGs.

Computer Owners Group (COG)

Due to some hearing challenges Michael Munro has decided it's time to hand over the reins to someone else. He's been running and facilitating our longest running SIG over 10 years. Fortunately Ray Heenan has offered to "step up" and take over that role. Thank you Ray! Michael will still do his review of the computer magazines that we subscribe to for publication with our newsletters.

So on behalf of the "faithful" COG attendees and Executive, I want to say "Thank you Michael, a job well done!"

SuperGold Programme

First up in August will be Tim Bryers, Key Account Manager of the SuperGold programme, who will be talking about SuperGold including the website and mobile app, as well as presenting the recent SuperGold promotional campaign that had the theme "the value adds up". He is also keen to gather feedback from the audience about their experiences with the SuperGold programme. That's on 19 August at 10am.



Accessibility and accessible technology

The devices we use i.e., laptops, tablets, smartphones, and their accessories are not particularly user-friendly for older people. Manufacturers recognise this problem. Devices have many built-in tools that can help overcome accessibility issues e.g. sight, hearing and touch tools are included. The problem is then where to find these tools! The four workshops on Accessibility Tools will show you what tools are available,

where they are and how to use them. What and where these tools are depends on the Operating System you are using, i.e. Windows, Mac OS, Android or Apple iOS(iPhone/iPad). Some useful accessibility apps will be demonstrated and notes will be provided.

Accessibility Tools Workshops for the four Operating System will be scheduled as follows:

- Windows: 31 August 10 - 12pm - Alan Royal
- Mac OS: 28 September 10 - 12pm - Bruce Ralph
- Android: 5 October 10 - 12pm - Alan Royal
- Apple iOS: 3 November 10 - 12pm - Allan Chee

Parliamentary Website

On 13 September at 10am a presentation on the use of the Parliamentary website, showing new additions and digital offerings will be presented by Caroline Wallis Senior Education Adviser and Michelle Baker, Senior Digital Adviser.

Genealogy

On 20 September at 12.30pm and 27 September at 12.30pm we will have a speaker from the Genealogy Society. He will talk about freely available genealogy resources e.g. PapersPast, subscription resources e.g. Ancestry, and software for recording family history and trees; all illustrated with case studies.

Social Media

On 11 October at 10am, our new tutor Penny McDonald, who has a background in corporate training, will present some social media sites and issues that are relevant today.

We need tutors!

In the recent survey several people indicated that they might be interested in becoming tutors or assistant tutors.



Becoming a tutor can be done gradually by assisting our experienced tutors while we offer support and training. We especially need to expand our team if we are to offer more one-to-one tuition or more small group hands-on sessions.

Please get in touch if you're interested and we'll have a chat about options.

Make your Windows Desktop easier to use

By Alan Royal

Desktop icons too small or too large?

Hold down the Ctrl key and roll your mouse button forward or backward to change the icon size.

Change the taskbar features

Right click in a space on the taskbar. Select Taskbar settings at the bottom of the list that appears.

Alter mouse pointer colour and size

Click *Start and type 'mouse'. A variety of choices will appear e.g. pointer size, colour and speed and left or right-handed persons mouse buttons.

Alter a range of display settings

Click the *Start and type 'Ease of Access'. This opens a range of choices e.g. brightness, audio, magnifier, high contrast, talk instead of type and an on-screen keyboard.

Night light

Click *Start and type 'night light'. Screens emit blue light. This can make night reading difficult. Night light gives warmer colours making the screen easier to use.

Personalise your desktop

Click *Start/Settings/Personalise to change the screen to

a picture, solid colour or video. A picture can be one provided by Microsoft or one you wish to add. You can choose how it fits the screen.

*The Start button is at the bottom left of screen. It is a white square with a black cross.

It changes to blue when you hover over the square.

See the desktop image below for the location of the Start button and the Taskbar.



Image: lenticular cloud formation over Mt Cook

Get back to the desktop

If you get 'lost' on the screen and want to get back to the desktop drag your mouse cursor to the extreme bottom right corner of the screen. This will show the desktop.

Scrolling pages

Press and hold down the middle mouse button. The cursor will change to an up/down arrow image. While holding down the button move the mouse forward or backwards to scroll through pages and documents. The speed of the scroll is determined by the speed you use the mouse backwards and forwards.

An extended list of choices and instructions can be found at [My Computer My Way](#).

To learn more about accessibility features come along to our workshops on:

- 31 August (Windows)
- 28 September (Apple Mac)
- 5 October (Android OS phone/tablets)
- 3 November (Apple iOS phone/iPads)



Watch our [website](#) or weekly email for details and to book.

Gmail Account Deletion Policy



By Ricky Berg

A recent visit to the Help Centre by a member attempting

to access one of their long-standing but unused Gmail accounts, threw up some interesting developments by Google.

In the past, Google automatically deleted Gmail accounts after nine months of inactivity. Not only were the folders, messages, and labels deleted, the account's email address was also deleted. Nobody, not even the original owner, could set up a new Gmail account with the same address. The delete process was irreversible.

However, as of June 2021, Google policy says that they *may delete* content in Gmail accounts that have *become inactive*.

Your Gmail account is considered *inactive* when you haven't accessed it for more than 24 months (two years). If your account becomes inactive, you could lose the data that you stored in Gmail, such as messages, files, pictures, and videos.

Still, you won't lose the account itself. Now, accounts are not deleted, and users are notified before their accounts are labelled inactive. Also, they are given a *longer time span* of inactivity before Google deletes all content.

Of course if you do not regularly use such an account, didn't invoke an alternative email address or telephone number to receive this notification, and/or forgotten a Password, then it is pretty much lights out.

Unfortunately, there is no definitive statement as to what this "*longer time span*" is, or when "*may delete content*" is decided.

The above policy also applies to other associated Google products, such as Google Docs, so take a look at [THIS](#) link for further information.

Our recommendation is to record your Passwords somewhere safe, and ensure that you attach a telephone number and/or alternative contact email address to each and every Gmail account you operate. Also, log into the account/s every now and then.

Note that whenever Google sends you a phone text to confirm your identity, it doesn't cost you anything, so what have you got to lose ... other than years of emails, pictures or other precious data!

Introducing our tutors

Rick Howarth

I became interested in technology in 1982 and bought an Apple 2e to allow me to learn skills and widen my horizons for work. I bought a

Microsoft PC in 1985, but sold it soon after and bought a Macintosh Apple which I used in business, in sales and legal editing to a fantastic extent.

Later I extended my interest to page layout for publishing and then into graphics especially photographs and PhotoShop. When I needed to extend my skills I started teaching in Adult Education in 2001 in technology, which I have kept up with.

Ricky Berg

With an excess of 40 years using computers, and some 30 years of that specifically in the IT industry, both corporate and my own business, I always delighted in showing others how the technology worked and could be used. In this time I have worked for Government Departments (Ag & Fish, State Services), where computing technology was coming to the fore, taught computing subjects at Technology Education Centre, wrote articles for The Dominion, and ran my own computer consulting business. A seven year stint as Operations Manager for Compuserve Pacific (included NZ, Australia, Singapore, and a Help Centre in Sydney), saw the internet open and blossom to what we have today. Experiencing the various developments and steps along the way was very rewarding, particularly those of home-use modems, basic networking, web-browsers, and ever-changing computer Operating Systems.

My last 'proper' job was Project Administrator within the Authentication Standards for Online Services area of the Government's e-Government initiative, the security basis for things like passport renewals, Government purchasing, and RealMe. The desire to continue learning myself, and assisting others with technology, prompted me to join SeniorNet.

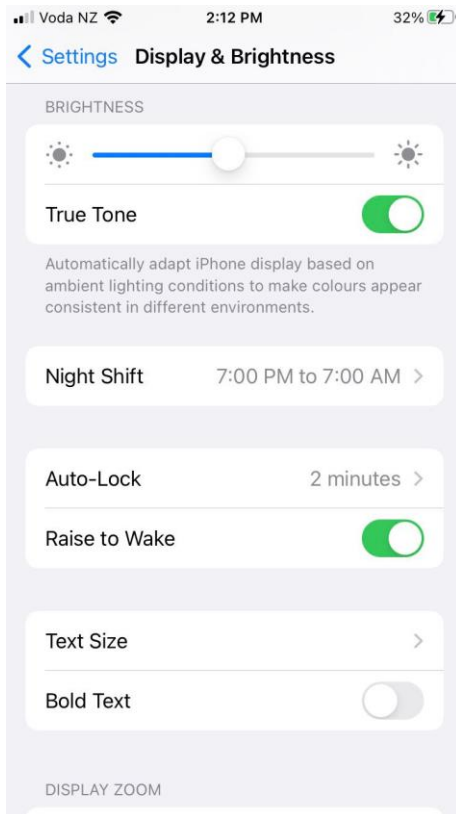
Mary Newman

If you'd told me 40 years ago that I'd end up teaching adults I'd have said 'yeah right'. I became a teacher when, nearly 20 years ago, I got a job as a tutor/administrator for a course in information and research skills for medical students. I then moved back to being a librarian in an academic library where I taught information skills to staff and students, including mature students returning to study. Sometimes their computer skills were rusty or almost non-existent. I loved the teaching and learning part of my job and joined SeniorNet to continue doing it. It's very rewarding especially when learners have those 'ah-ha' moments. I've found SeniorNet enables me to keep learning and to keep on top of things technological (though I may never master the TV remote)!

A miscellany of IT tips

By Mary Newman

Your iPhone 'goes to sleep' too quickly



Are you frustrated by having to log in to 'wake' your phone up so often?

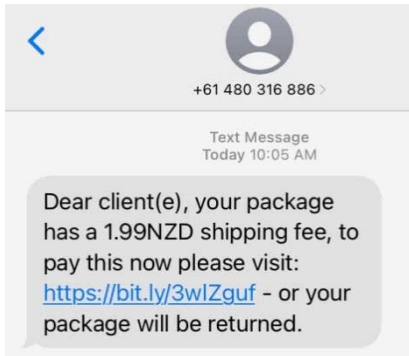
To change the length of time it takes to go to sleep go to the Settings icon – Display & Brightness – Auto-Lock. Tap Auto-Lock and then choose the time period which can vary from 30 seconds to 5 minutes. Choosing 'Never' is not recommended as that leaves your phone always open and possibly vulnerable.

How to enlarge the text on your iPhone

Go to the Settings icon – Display & Brightness – Text Size. Tap Text Size and then use the slider to adjust the text on your phone to the size that suits.

Those pesky spam texts

Like those scam phone calls from 'Microsoft' or 'Spark' where the caller tries to tell you that there's something wrong with your internet or computer, spam texts in various guises keep on coming. This is called Smishing. Bear in mind that banks, for example, will never send you a text or email with a link asking you to log into your account. The link will take you to a fake site which will ask you to log in, verify your identity and share personal details like passwords – this is definite no-no! Always log in directly to your bank's website or via their app on your phone.



With the 'undelivered parcel' text do not click on the link or pay money. If you are expecting a parcel check the parcel tracking number you've been given or with the courier company first.

Note that the phone numbers these two examples were sent from are +61 Australian mobile numbers. This is also a red flag.

If you're wondering how to stop these texts the short answer is that it's incredibly difficult if not impossible. You can block the number but it's a bit like whack-a-mole as scammers are adept at sending messages from new phone numbers. They also send the messages from computer systems that generate phone numbers automatically so they may not be targeting you personally or getting your number from the [dark web](#).

An app/program on your computer has frozen

If an app/program is unresponsive on your computer you can escape.

On an Apple Mac click on another application that is open, click on the Apple icon (top left of the screen), then 'Force Quit'. A box displays the programmes that are open; select the one that has frozen and click on Force Quit. Once the application is closed you should be able to open it again and continue working.

On a Windows computer hold CTRL-ALT-DELETE down keys all together and click on Task Manager to locate the errant App/Program and close it down or reboot. Control-Alt-Delete is also known as "[the three fingered salute](#)" or "[the Vulcan nerve pinch](#)".

How to tell if an email is spam or genuine

Many spam emails (known as phishing emails) look very genuine using logos of organisations like IRD, banks and NZ Post etc. Scammers are relying on us not scrutinising either the English, grammar or the email address it comes from. If you're not sure there are two things you can do

to examine the full email of the sender to establish if it is genuine i.e. really does come from the sender or organisation:

- On a computer hover your mouse over the sender's name in the email so that it displays the sender's address.
- On a tablet or phone where you can't hover to display the address hit the forward icon as if you were going to send the email on. Then the email address of the sender will be displayed in full.

Begin forwarded message:

From: "NZ Post" <mediarnzpost753012@nzpostnewzealand.com>

Subject: We regret to announce that the delivery of your package is pending, and this is due to some additional costs !

Date: 15 June 2022 at 14:29:44 NZST

To: [REDACTED]

Dear Customer,

An organisation like a NZ government department or bank will not be using a Gmail address and unlikely to be using a .com extension to their address, as in the example from 'NZ Post' shown above.

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