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# The Memory Map

Canton Alliance Massillon Computer Users Group



Volume 40, Issue 6

June 2020

## Next CAMUG Meeting, June 15, 2020 Using Zoom

Members will receive an email invitation to the Zoom meeting. Simply click on the link in the invitation to join the meeting. **Please!** If you forward the invitation to anyone else (we still encourage visitors), please let us know at [board@camug.com](mailto:board@camug.com) so that we will not let them stagnate in the waiting room. Only members and known visitors will be accepted into the meeting to prevent Zoom-bombing.

**6 PM SIG: "Office.com"**, the free program by Carol Joliat, Jan Bredon, and Dennis Smith.

**7 PM Regular Meeting: "Digital Asset Estate Planning: Even After You've Died Your Identity Isn't Safe"** by Judy T aylour.

The year after somebody dies is one of the most vulnerable times for identity theft. It's a terrible crime but, because death is a public record, criminals can comb through recently deceased records and create fake identities. This presentation covers many ways your identity can be stolen and ways to prevent it being stolen after you are no longer here. There are also many tips to make it easier for your digital executor to close your accounts and how we can help.

**Judy T aylour, President, SCV Computer Club and Chair of several APCUG (an international organization of technology and computer clubs) committees.**

Judy is a 32-year member of the Santa Clarita Valley Computer Club where she serves as President, Editor, and Webmaster. She is also co-facilitator for the Southern California Regional User Group Summit (SCRUGS), a group of computer clubs in Southern California that have met quarterly for over 20 years to share ideas and presenter information, solve problems, etc. Judy taught adult education computer classes for 22 years through her local high school district. She is a member of the Pierce College Computer Applications and Office Technologies Advisory Committee that meets annually to suggest courses and hardware for the next school year. She is a firm believer in life-long learning.

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# **A Recent Scam Experience**

**By Jeff Wilkinson, President, Sun City Summerlin Computer Club, NV**

**December 2019 issue, The Gigabyte Gazette**

**www.scscclub**

**Clearmeadows11 (at) gmail.com**

Recently I received the “Social Security” scam call, the recorded message informing me that I should call an 800 number because my account was about to be suspended. I decided to play along and see what the suspected scam pitch was; since I was 99.99% sure that Social Security doesn’t call you.

I called the 800 number, exclaimed my surprise that there was a problem and breathlessly asked what the problem was. The responder, “Officer Ronald Smith” explained, in an almost unintelligible accent, that he was a senior investigator and I should get a pencil and paper and write down his name and badge number, which he proceeded to give me. He then went on to outline the “problem” which included seven bank accounts opened under my social security number. He said the accounts had been used for money laundering and an investigation was underway with an arrest warrant about to be issued. In addition, there were multiple credit cards also under my social security number which had been linked to illegal activity.

“Officer Smith” then asked if these were my accounts. Upon my answering No, he explained he needed to know how many bank accounts and their approximate balance and how many credit cards I had and their credit limits. I responded with fictitious information of course. He advised me that this conversation was being recorded and I was repeatedly told to listen to his instructions very carefully. When I told him in a frightened, exasperated voice that the accounts he described were not mine, he wanted the local police department phone number so he could call to see if we could clarify some additional information. I gave him a fake phone number and he put me on hold; he came back a short time later and said that the number I gave him was incorrect!

“Officer Smith” then told me I could get the number from the yellow pages or Google and said he would wait while I looked it up. When I asked why *he* didn’t have it, he exclaimed he did but was not allowed to give it to me. I looked up the number in the city I had claimed to live in and gave it to him; he again put me on hold and returned a couple of minutes later. He said he had a senior investigator on his other line, and she would be calling me. I was to put him on hold when she called. Then my phone rang! The call was from the number I had provided which was the number of the Palo Alto, CA police department! “Officer Smith” told me to put him on hold and to add the new caller to the conversation.

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Throughout this entire 22-minute ordeal he had not yet asked for any money or access to my computer. I was tempted to continue the charade, but the language barrier became intolerable along with the level of minutia, so I ended the calls. Almost immediately my phone began ringing from an unknown 800 number, over and over until I blocked the number. I believe the ploy was to obtain my information such as date of birth, address and social security number so they could steal my identity.

Although I didn't get far enough to determine the full scam, I was very surprised that they added so much credibility by calling me back and "spoofing" (faking the Caller ID) of the actual police department number I had provided and they had checked!! As we know, spoofing a phone number occurs often on junk and scam calls. This specific trick could cause a reluctant mark to falsely think they were maybe being too cautious. The scammer may attempt to retrieve your date of birth, name, address and partial social security number by asking throughout the conversation for you to verify the information. With those items, it is possible to initiate a change of address and phone number with Social Security and then redirect your direct deposit to a different bank.

Having repaired two cases of scammers gaining access to computers that week, one which was able to gain bank information and withdraw a four-figure sum of money from a retiree, I was interested in experiencing the actual pitch. It can't be stressed enough that allowing remote access to your computer from random phone calls, emails or web page screens is to be avoided. Also do not release any personal information to unknown callers no matter how official they attempt to sound, with so much information available in the public domain many times only a small amount of additional information is needed to initiate an identity theft.



*Note from Liz: We received the announcement of the following classes after the May issue of The Memory Map was finished, so we have missed the class on May 13<sup>th</sup>. There's still time to attend the other three classes, with the next one about Windows Settings on June 10<sup>th</sup>.*

APCUG is pleased to announce that we will be having online workshops during the summer and fall.

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## Getting to Know Windows from An Insiders Point of View

The second Wednesday of the month at:  
9 am PT, 10 am MT, 11 am CT, 12 pm ET

May 13, 2020  
June 10, 2020  
July 8, 2020  
August 12, 2020

Moderator: Bill James, APCUG Advisor, Region 8

The four 2-hour workshops will be on how to get the best out of Windows 10. There will be how-tos, hands-on demos, and discussion with ample time for Q&A.

### **Week 1**

What's new with Windows 10, the 2004 Spring Feature Update. Have you customized your Start menu, Taskbar, and Notifications? What are those Hidden Icons? How can I immediately get back to my Desktop? Can you easily see your mouse pointer? How about the Display text size? We'll also take a look at the powerful Search options.

### **Week 2**

#### **Settings**

We'll explore the many options you can change to make your computer more secure. Do you know how much Ram you have? What version of Windows? What about the Security & Update area, do you take a look at it every once in a while? Do you check your custom settings after the Spring and Fall Feature Update?

### **Week 3**

#### **File Explorer**

Back-in-the-day, Bill Gates told us to think of our hard drive as a file cabinet and to organize our files. File Explorer is our handy file cabinet. We'll dig into File Explorer to see how it can help us with our daily life with our computer. Have you added the helpful checkbox?

### **Week 4**

#### **Edge**

It's now a Chromium-based browser. It brings a lot of new features to the table. We will explore all of them and find out if it is the best browser. We'll also learn how to earn \$\$ by using Bing.

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**We will use the same Zoom password encrypted meeting URL for each workshop. You will receive the URL after you have registered by [completing this form](#).**

Judy will be the contact point for these workshops and will be available to assist you in connecting to the Zoom sessions.

The registration list will be used to identify everyone in the Waiting Room before being admitted to the session.

**The next series of workshops will be on Home Automation for Seniors – same time, starting in September. There will be more information later.**

## **CAMUG May 2020 Meeting Minutes**

*The meeting was held on Zoom due to COVID-19 restrictions. Judy Taylour from APCUG set up the meeting using an APCUG account and Dennis Smith and Carol Joliat were co-hosts. Members received an email invitation before the meeting and used that to connect to our Zoom waiting room. They were then admitted to the meeting. The meeting opened about 6 PM.*

*6 PM Discussion: My Favorite Utility Programs by All*

- *Dennis shared his screen and showed Xirrus Wi-Fi Inspector. This is free from various shareware sites. It shows all Wi-Fi locations nearby with a lot of information about each location.*
- *Dennis also showed HandBrake which will rip DVDs. It's free and available from Ninite. Jan Bredon also uses HandBrake to copy movies off DVDs.*
- *Dennis then showed Audacity, also available from Ninite. Audacity is an audio recorder that can record any audio from your PC.*
- *Chad Wilson shared his screen and showed AutoHotKey from autohotkey.com. It is a scripting language that allows him to create hot strings such as lol to write Lots of Love.*
- *Jan Bredon showed FolderMatch v3.2.1 which compares folders and finds duplicate files with many options including making two folders the same. Version 4.2.2 is available and costs \$36 with an additional \$21 for everybody in the home to use.*
- *Jan also showed Textpad v 4.5.0 which costs \$27. It is a special text editor with find and replace functions, bookmarks, and some programming functions.*
- *Jan showed iExplorer from Macropiant v4.3.4. It can backup/export iPhone functions in clear file form and is useful in moving to a new phone. Cost is \$40 for one license.*
- *Jan uses MKV to format HandBrake files to playable video files.*

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- *He uses Wireshark to capture Wi-Fi or Internet data and display.*
  - *Jan also discussed the new features in the iPhone Notes app which can be used as a document scanner.*
  - *Mike Charney showed TeamViewer which is free for personal use from Ninite. It allows a person to see remote screens and transfer files, make updates, and lock the remote machine. It works for PC, Mac and Chromebook but you can't do remote control for the Chromebook. Dennis Smith and Bruce Klipec also use TeamViewer.*

### **Regular Meeting ....**



President Dennis Smith called the 441st meeting of CAMUG to order at 7:00 PM on Monday May 18, 2020, using Zoom. There were 15 members present representing 14 member families. Since that is more than 15% of the membership, the meeting was declared valid. Judy Tylour from APCUG was a visitor. Judy is Chair of the APCUG Board of Advisors, Chair of the VTC committee, Chair of the Push Committee, and many other committees.

There was no On-Time Drawing.

Dennis mentioned that members receive a \$5 renewal credit for each new member they bring in.

**Program: Round Table Discussion.** The group discussed many topics. Some of them are included below.

- Judy Tylour asked whether we sent out meeting announcements to former members and visitors. Carol has sent announcements to about 10 people. Now that we are using Zoom, more people can attend our meetings.
- Judy had a Brother laser printer that died, and she tried everything she could think of to fix it. She checked the website and did that stuff too. Finally, she called tech support; after waiting on hold for 1 ½ hours, she spoke with a person who talked her through things she had never heard of and fixed the problem. Judy has been doing technology many years and can still learn new things.
- Judy mentioned Geeks On Tour; Jim and Chris Guld, who have a YouTube presentation many Sundays. The presentations are free, but there is a fee to become a member which includes more content including Zoom meetings after the Sunday presentations. APCUG clubs get a discount.
- Jan Bredon asked Judy about book discounts. Judy said they are no more. AARP has book discounts that are better than the ones APCUG used to have.
- There was a discussion of screen sharing apps for Android and Apple. Chad Wilson showed mirroring using Zoom on his phone and sharing that screen. He

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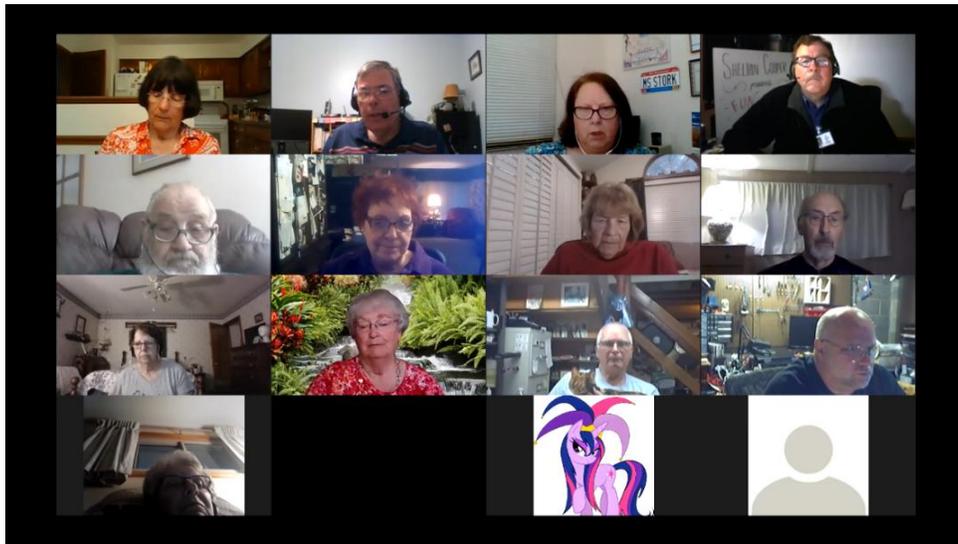
also said that Any Windows 10 PC with *Wi-Fi* can cast the phone to the PC for free. Liz has used Mirroring 360 which costs about \$12.

- The group discussed Bluetooth and phones in a car. Several have been outside the car when they made calls. One person couldn't hear because the call was routed to the inside of the car, and another person had a phone call in session that was dropped because the person using the phone was outside the car and his wife took the car to the store.
- Mike Charney took his insurance company up on an offer of an AutoEcho unit. When it came, he took it apart and found that it tracks your driving habits and then uses your phone to send that data back to the company. He is NOT using the unit.
- Jan mentioned the TikTok app. It's similar to YouTube, and he's watched a lot of videos. You can watch without signing up, but it does run the phone battery down.
- Dennis has been using Ancestry from the Stark Library remotely from home to do a lot of research. Home access for it may stop at the end of May.
- Mike Charney has been "wasting time" with a laser engraver which can run from Windows or Linux and can engrave on acrylic, leather, wood, and special metals.
- Judy mentioned a computer club that is using 3D printers to make things for members, like a part for an old refrigerator and knobs for window cranks in an old car. Mike said some people are making face masks with 3D printers.
- Mike said that people using two monitors can switch between them using Shift, Windows key, and either the left or right arrow.
- Jan asked about the Honey app found at [joinhoney.com](http://joinhoney.com). Judy says she uses it to get discounts even on Amazon.
- The group discussed programs for meetings. Judy mentioned that John Kennedy has a presentation on TeamViewer. Bob G has interesting programs on security. She said there are many programs available in the APCUG Speakers Bureau. She has shared topics with members of her group and let them choose ones they like. One of the members of her group said that seeing the available topics was helpful because she didn't know what she didn't know.
- Judy has a program on decluttering your digital life, even after you have died. Dennis mentioned that our members have been interested in that topic, and Judy agreed to be our speaker at our meeting on June 15<sup>th</sup>.
- Judy said she uses Avast and Malwarebytes for security and has had no problems. Dennis has had problems with ads in Avast, and Bernie had a problem with Malwarebytes. Judy said that she avoids this by always doing a custom install and choosing only those things she wants. Dennis said he uses Windows Defender, and Judy said that Bob G said it's OK for normal stuff.
- Carol asked about CCleaner. Judy has used it, but Dennis has had problems.
- Rose Conley asked whether her Chromebook needs an antivirus program. Judy said it is not needed because every time a Chromebook starts up it uses a fresh copy of the Chrome OS. Jan said we need to be careful when clicking on web sites and email attachments. Judy said some people use WOT, Web of Trust, (<https://www.mywot.com/>) to check websites.

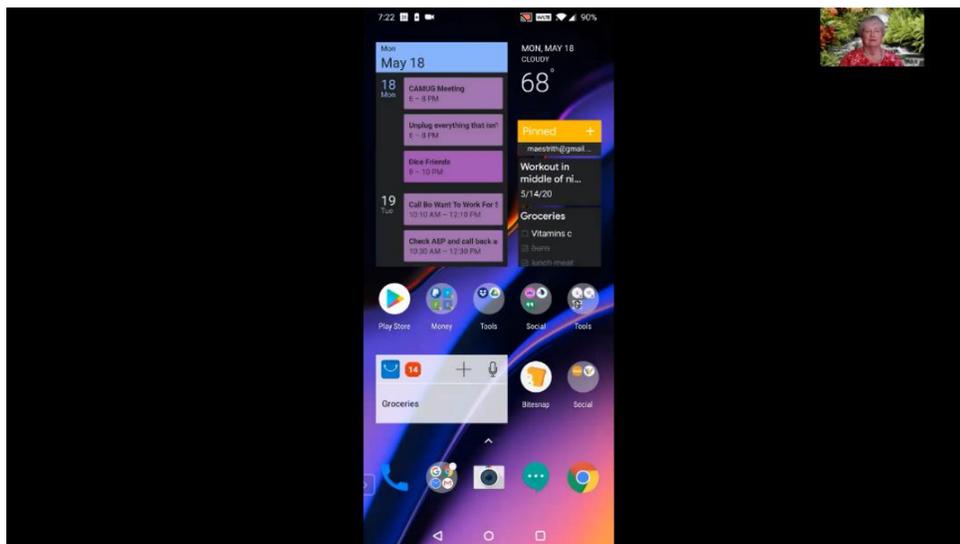
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- Judy mentioned that we need to be using Zoom version 5 by the end of May. Zoom will prompt you to update if needed.

**Adjournment:** Jan Bredon moved to adjourn the meeting. Jim Albright seconded the motion. The business meeting was adjourned at 8:35 PM.

Respectfully submitted,  
Liz Milford, Secretary



Zoom Screen During May 20<sup>th</sup> Meeting



Chad Wilson's Shared Screen During May 20<sup>th</sup> Meeting

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## CAMUG Board Meeting 5/26/2020

President Dennis Smith called the CAMUG Board meeting to order on Tuesday, May 26, 2020, at 7:00 PM. using Zoom. All seven Board members were present; therefore, the meeting was declared valid.

President	Present	Dennis Smith	<a href="mailto:president@camug.com">president@camug.com</a>
Secretary	Present	Liz Milford	<a href="mailto:secretary@camug.com">secretary@camug.com</a>
Treasurer	Present	Tim Elder	<a href="mailto:treasurer@camug.com">treasurer@camug.com</a>
Senior Director	Present	Bernie Newsome	<a href="mailto:directors@camug.com">directors@camug.com</a>
Director	Present	Carol Joliat	
Director	Present	Bruce Klipec	
Director at Large	Present	Jan Bredon	
Web Page		Open	<a href="mailto:webmaster@camug.com">webmaster@camug.com</a>
Software and Book Review	Present	Jan Bredon	
Membership	Present	Carol Joliat	<a href="mailto:membership@camug.com">membership@camug.com</a>
Newsletter	Present	Liz Milford	<a href="mailto:newsletter@camug.com">newsletter@camug.com</a>
Computer 101	Present	Carol Joliat	
Ways and Means	Present	Jan Bredon and Madeline Burkes	

### Approval of Minutes:

**May Regular Meeting:** Jan Bredon moved to accept the May 18, 2020, meeting minutes which had been emailed to the Board. Bruce Klipec seconded the motion, and the minutes were approved.

**April Board Meeting:** Carol Joliat moved to accept the April 28, 2020, Board Meeting Minutes as printed in the newsletter. Jan Bredon seconded the motion, and the minutes were approved.

### Reports:

#### Treasurer's Report:

Tim Elder had emailed the May Treasurer's Report to Board members. Liz Milford moved to accept the May Treasurer's Report. Carol Joliat seconded the motion, and the report was approved.

#### Membership Report:

Carol Joliat reported membership is unchanged from last month with 24 member families. Liz Milford renewed. Those renewing can send dues either to the post office box or to Tim Elder, Treasurer. Carol will send Tim's address to those renewing or they can email Tim ([time@camug.com](mailto:time@camug.com)) for his address. If members send a check to Tim, it would be helpful to notify Carol that they have done so.

### Discussion on June 15th Meeting which will still be held on Zoom.

**6 PM SIG:** "Office.com", the free program by Carol Joliat, Jan Bredon, and Dennis Smith.

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**7 PM Regular Meeting:** “Digital Asset Estate Planning: Even After You’ve Died Your Identity Isn’t Safe” by Judy Taylour.

**Old Business:**

Authors for CAMUG Blog are Dennis Smith, Jan Bredon, Bruce Klipec, Bernie Newsome, and Liz Milford. Dennis is adding Tim Elder and Carol Joliat

**New Business:**

Zoom: The group discussed using Zoom even after we resume in-person meetings. We will ask APCUG how other clubs do it. We discussed possibly having two Zoom cameras in use, one showing the audience, and one for the speaker who could also share that screen on Zoom and on the projector in the room. Tim suggested that perhaps independent living facilities could meet on Zoom with us; this could help increase our membership. We also discussed continuing to use Zoom for Board meetings and everyone liked the idea, but no actual motion was made.

APCUG prize: We renewed our membership to APCUG early and were notified in January that we won a Google Home Mini, but it has not arrived. Dennis will follow up about that. (Follow up: Right after the meeting, Dennis emailed Judy Taylour and quickly received a reply that another group also didn’t receive their prize. She will send another Mini.)

**Motion to Adjourn:**

At 8:19 PM, Liz Milford moved to adjourn. Bernie Newsome seconded the motion, and the meeting was adjourned.

Submitted pending Board approval,  
Liz Milford, Secretary

## **Lines from Liz**

**By Liz Milford**

I want to thank APCUG, John Kennedy, and Judy Taylour for help during this trying time. We have been using the APCUG Zoom accounts for our meetings. John set up and hosted our first Zoom meeting in April. Judy set up the May meeting which Dennis hosted, and she attended the meeting. Judy will also be our speaker for the upcoming June meeting. Her topic, “Digital Asset Estate Planning: Even After You’ve Died Your Identity Isn’t Safe,” sounds very interesting and is relevant for all of us.

APCUG is also holding monthly online workshops during the summer and fall. The summer workshops are about Windows. We missed the May workshop. The workshop on June 10 will cover Windows Settings. There is a link in the article above about the workshops that we can use to register. After registering, we will be sent the link for the workshop.

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APCUG also has a Speakers Bureau with programs about many tech topics. These can be held using Zoom. Judy's program this month is one of the programs. We have a list of the available programs and I'll include it in a future newsletter so we all can make suggestions about programs we'd like to see.

Another benefit of APCUG membership is the group of newsletter articles sent out quarterly. Almost every issue of The Memory Map has one of these articles. This month the article, "A Recent Scam Experience," is from the latest group of articles.

I hope we have many of our members attending our CAMUG meeting on June 15<sup>th</sup>. You will receive an email invitation from Dennis and you just click on the link in the email. If you haven't installed the Zoom app yet, you will be prompted to do so.

## About CAMUG

Our club is open to anyone with an interest in computers and technology. A household membership is only \$20 per year, and a visitor can attend two meetings free without any obligation.

Monthly meetings are held the third Monday of the month at Holy Cross Lutheran Church, 7707 Market Ave. N in North Canton, Ohio. Computer 101 begins at 6:00 PM and the regular meeting begins at 7:00 PM. At every meeting, we cover topics ranging from cell phones to computers and from software to the internet and networking. Board meetings are held the fourth Tuesday of the month at 7:00 PM at Panera Bread on The Strip. Members are encouraged to attend the Board meeting although only Board members can vote.

The club mailing address is CAMUG, PO BOX 80192, Canton, OH 44708, and the blog is <http://www.camug.com>.

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CAMUG is a member of the Association of Personal Computer User Groups. APCUG is a worldwide organization that helps groups devoted to the world of technology by facilitating communications between member groups and industry. It offers the Virtual Technology Conferences, provides newsletter articles, and has a list of speakers for club programs.

## Membership Report

March 2019

by Carol Joliat



Total Family Memberships – 24  
Renewals: Liz Milford



### CAMUG Monthly Summary

Tim W. Elder, Treasurer 5/18/20

	Cash	Checking	Total
<b>Start Balances</b>	\$60.00	\$1221.90	\$1281.90
Total Income	\$0.00	\$20.00	\$20.00
Total Expenses	\$0.00	\$25.00	\$25.00
Transfer	-\$0.00	\$0.00	\$0.00
<b>End Balances</b>	\$60.00	\$1216.90	\$1276.90

### CAMUG Officers

President: Dennis Smith 330-477-5893

Secretary: Liz Milford 330-896-4284

Treasurer: Tim Elder 330-875-2323

Senior. Director: Bernie Newsome  
330-232-5083

Director: Carol Joliat

Director: Bruce Klipec

Director at Large: Jan Bredon  
234-564-0045

Membership: Carol Joliat

Asst. Membership: Alice Lungociu

Web Page:

Newsletter: Liz Milford 330-620-5178

Tim Elder 330-875-2323

Computer 101: Carol Joliat

Ways and Means: Jan Bredon  
Madeline Burkes

## List of Members

Name	E-Mail
Albright, Jim	jima
Bredon, Jan	janb
Brugger, Bruce	bruceb
Burkes, Madeline	madelineb
Chapman, Lila	lilac
Charney, Michael	michaelc
Conley, Rose	rosec
Dingman, Morris	morrisd
Elder, Tim	time
Hahn, Gary	garyh
Hill, Susan	susanh
Joliat, Carol	carolj
Klipec, Bruce	brucek
Kramer, Cecelia	ceceliak
Lungociu, Alice	alichel
McCoy, Myra	myram
Milford, Elizabeth	elizabethm
Newsome, Bernard	bernardn
Noyd, Hal	haln
Parker, Cherie	cheriep
Ponzani, Doris	dorisp
Schaefer, Gerald	geralds
Smith, Dennis	denniss
Wilson, Chad	chadw

To email members, use the email  
name above followed by  
@camug.com

**Visit our Home Page**

<http://www.camug.com>

**Need help  
with your electronic gadgets?**



Canton Alliance Massillon Users Group  
Computer Users Group

## **Assistance for users of all ages and skill levels**

When: 3<sup>rd</sup> Monday each month

Where: Holy Cross Lutheran Church  
7707 Market Ave. N  
North Canton OH

Time: 6pm Computer 101 (Less Advanced)  
7pm Main Meeting

Ongoing topics include:

Computers

Tablets

Digital photography

Smart phones

eBooks

Toys & Gadgets

[www.camug.com](http://www.camug.com)