

Information Packet

Heritage Harbour Computer Club

Question and Answer Session

March 20, 2018

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Session format:

- Introductions (Bob Blum)
- Demo/Presentation: How to manage the files on your computer (Bob Blum)
- Open session: questions & answers (Tom Scott & panel – all attendees)

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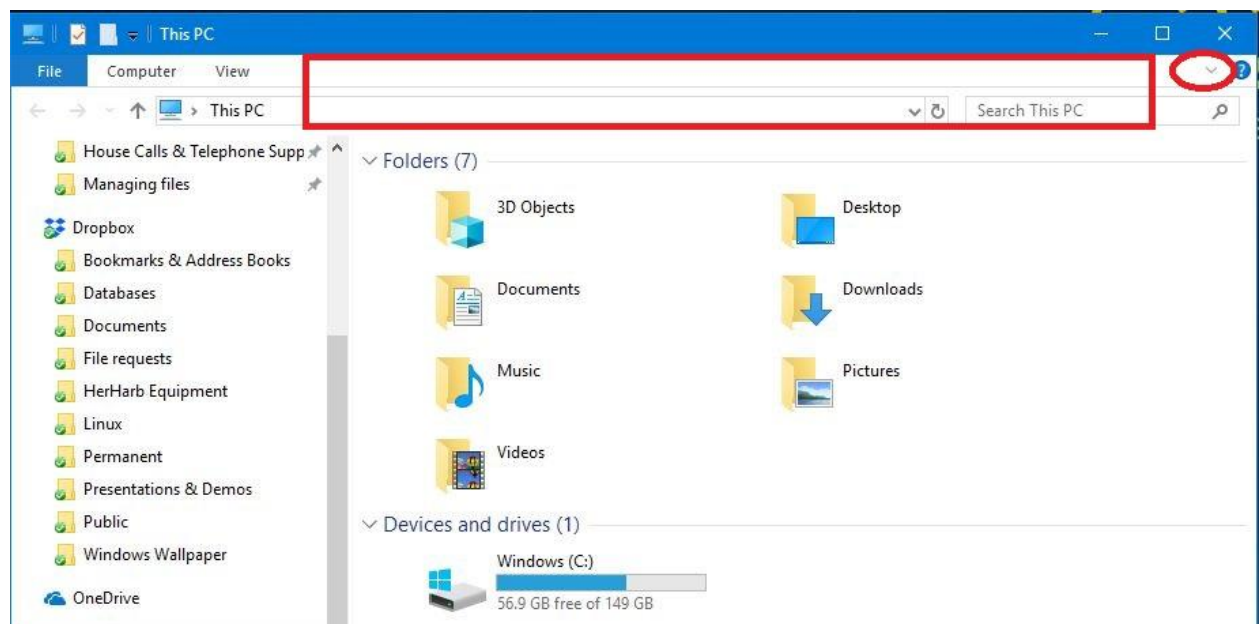
Managing Files in Windows 10

Preliminaries

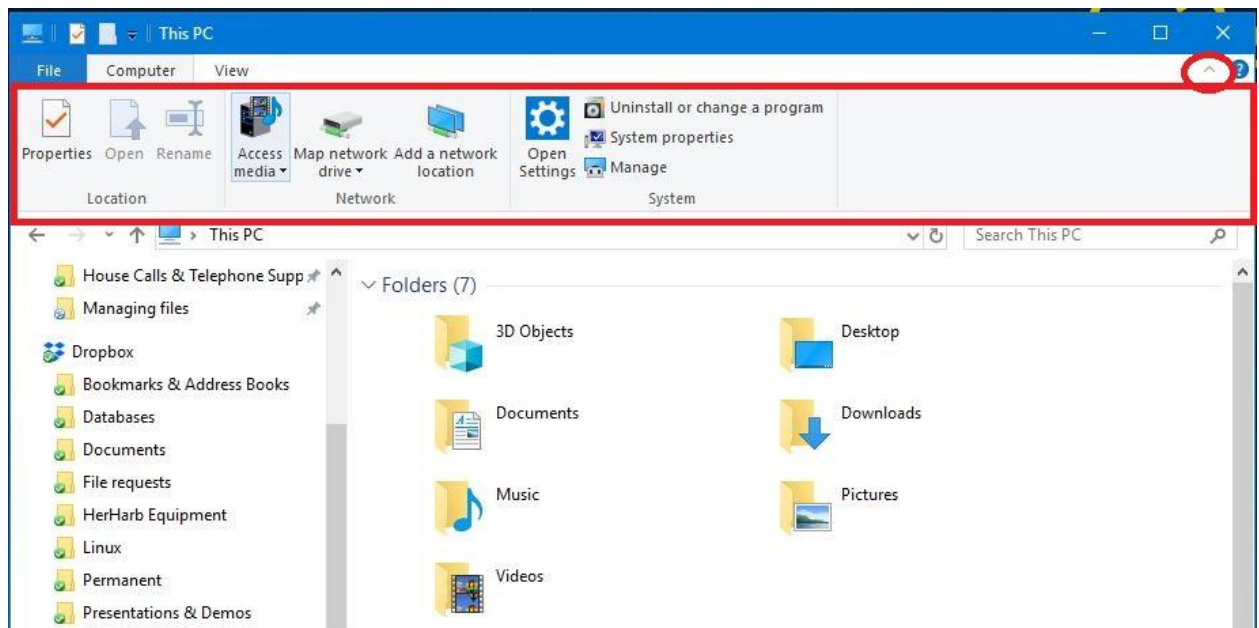
Locate the **File Explorer** icon on the taskbar.



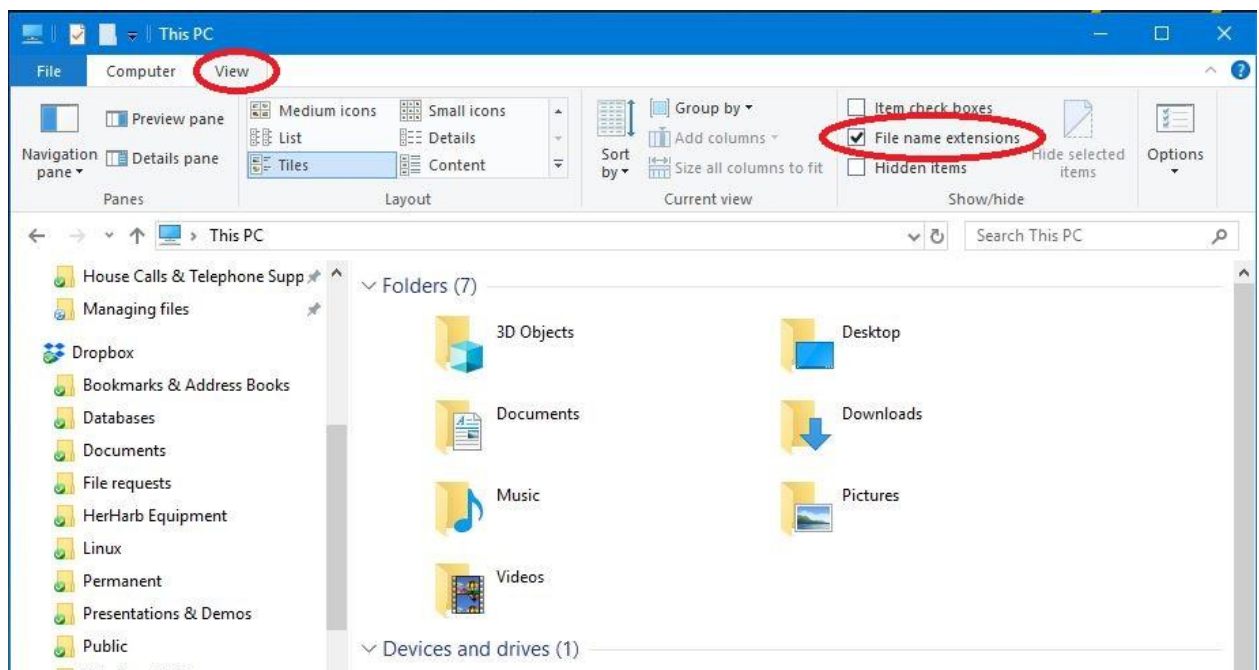
After clicking on the File Explorer icon, you will be in the File Explorer application. Note the initial layout. There is no ribbon menu. Note the circled down-arrow in the upper right corner.



Click on the **down-arrow** to bring up the **ribbon menu**.

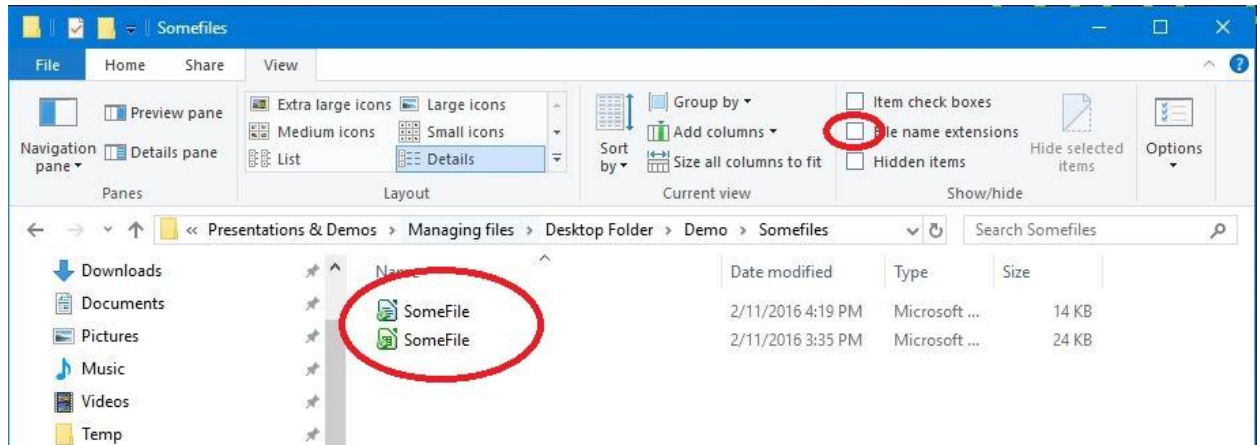


Set File Explorer to exhibit filename extensions. To do this, click on the **View** tab and click the checkbox for **File name extensions**.

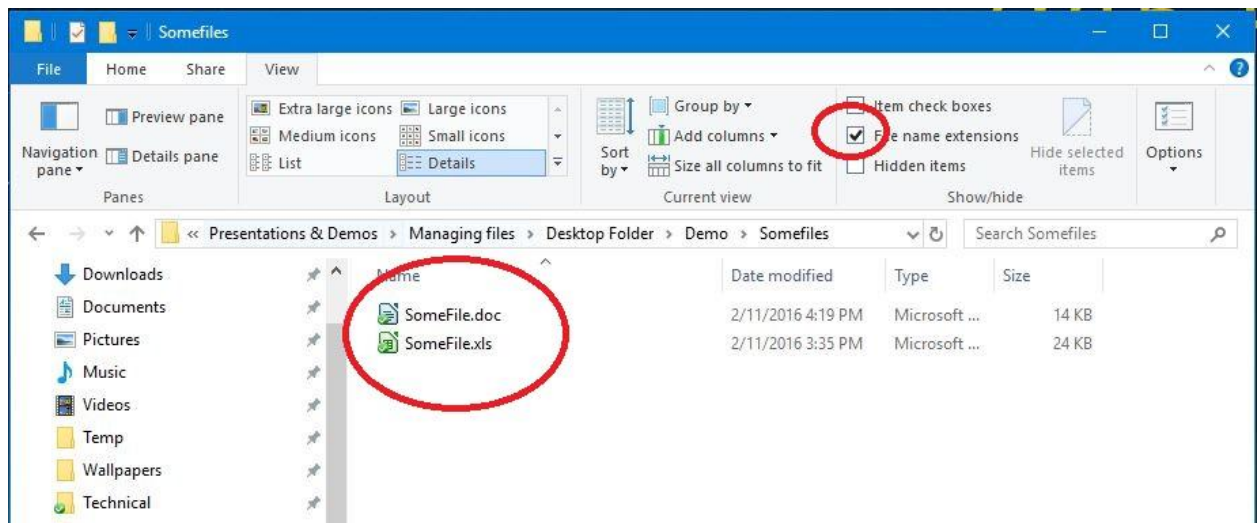


Note the effect of using the extensions on the files listed in File Explorer

Without extensions:



With extensions:

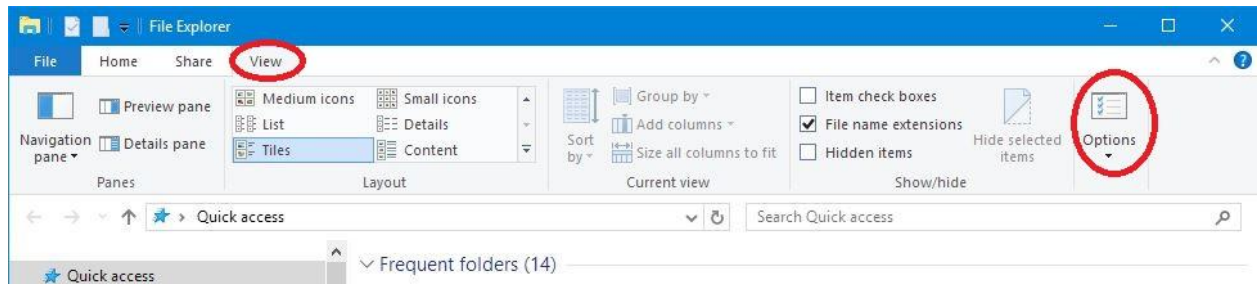


Thus, files with very different types of content are distinguished only by their filename extensions. Without knowing the extensions, we would not know where to put the files when organizing our computer.

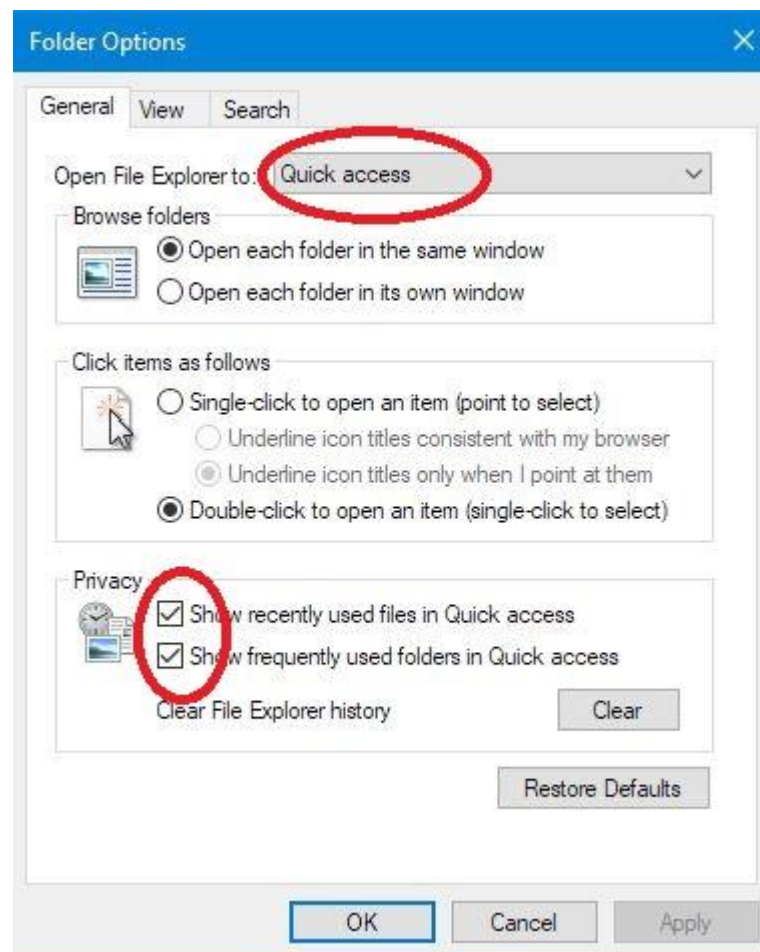
Recommended

The default arrangement of the opening screen of File Explorer is a bit cluttered. It opens in the “Quick Access” view. We can simplify it by setting it to open in the “This PC” view.

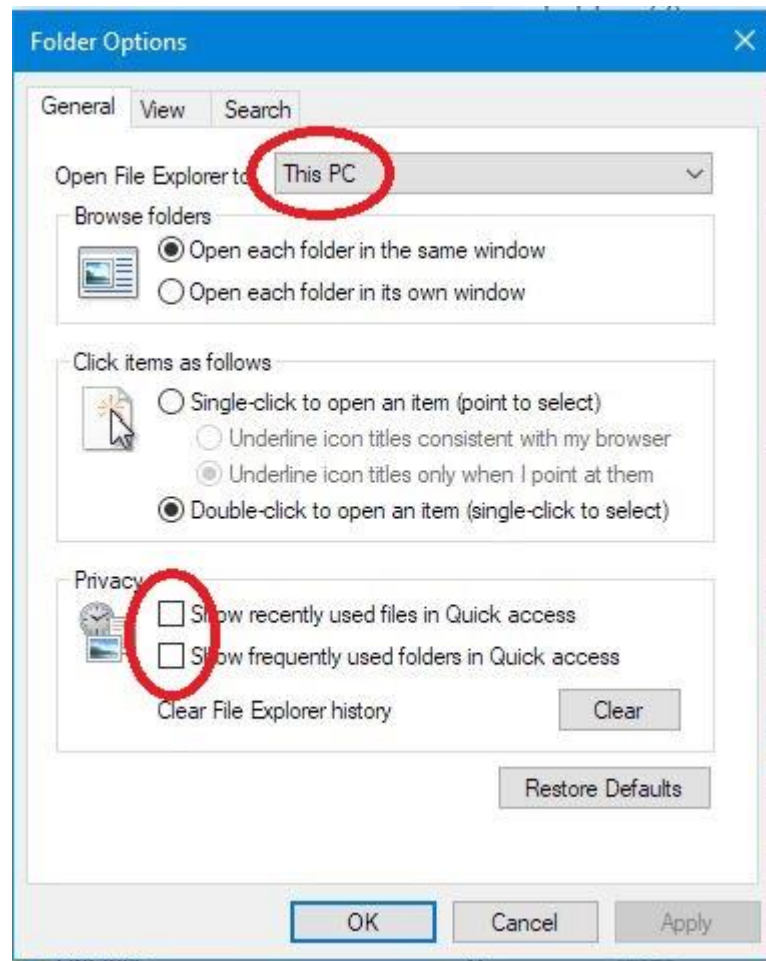
Click on the View tab. Then click on Options, on the far right.



By default, File Explorer opens to the “Quick Access” view and displays recently used files, as shown below.



Click on the drop-down arrow next to “Quick access” and select “This PC.” Also, uncheck the checkboxes in the Privacy section of the dialog box displaying recently used files and frequently used folders.



Then close File Explorer and re-open it. This will now display the uncluttered view typical of the “This PC” icon on the desktop (if you have chosen to display the This PC icon on the desktop).

It will display the **four principal folders** plus the Downloads folder.

Essentials of File Management

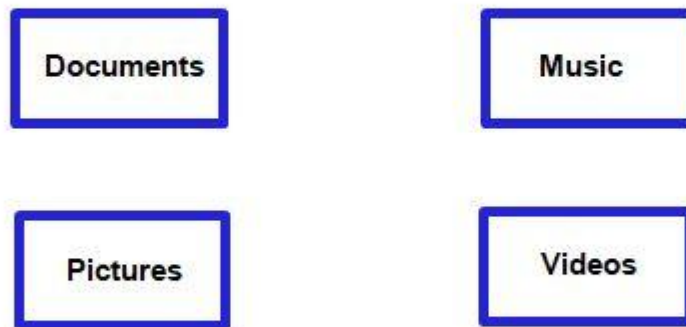
File management consists of assigning your files to one of the four principal folders, **Documents, Pictures, Music, and Videos**. It requires that the user redistribute the files collected in the **Downloads** folder to one of the aforementioned principal folders.

Files should not be permitted to accumulate in the Downloads folder. The Downloads folder should be thought of as a temporary holding tank for newly acquired files pending their redistribution to one of the four principal folders.

What Goes Where?

Files should be distributed from the Downloads folder to the four principal folders:

Primary Folders



The primary criterion for deciding where to place the files is the file type, as designated by the filename extension (i.e., the three or four letters after the dot – e.g., somefile.xls or somefile.xlsx).

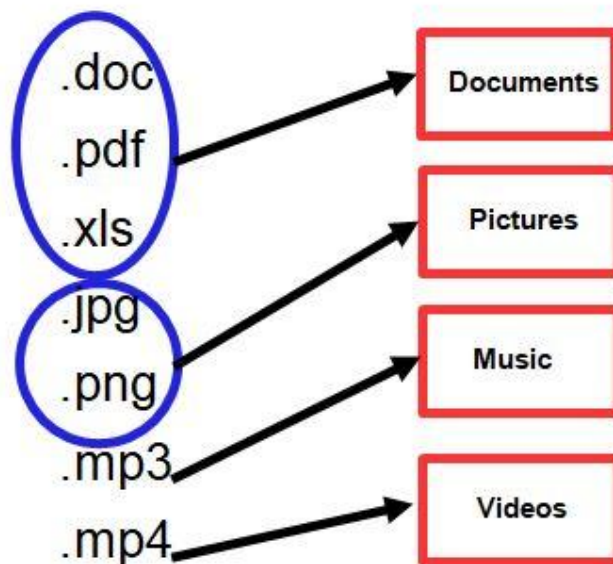
The most common file types are as follows:

File Types

Filename Extension	File Type	Normal Primary Folder
.doc, .docx	word processing file	Documents
.xls, .xlsx	spreadsheet	Documents
.pdf	portable document format	Documents
.jpg, .jpeg	image	Pictures
.png	image	Pictures
.gif	image	Pictures
.bmp	image	Pictures
.mp3	music	Music
.wav	music	Music
.mp4	video	Videos
.mov	video	Videos

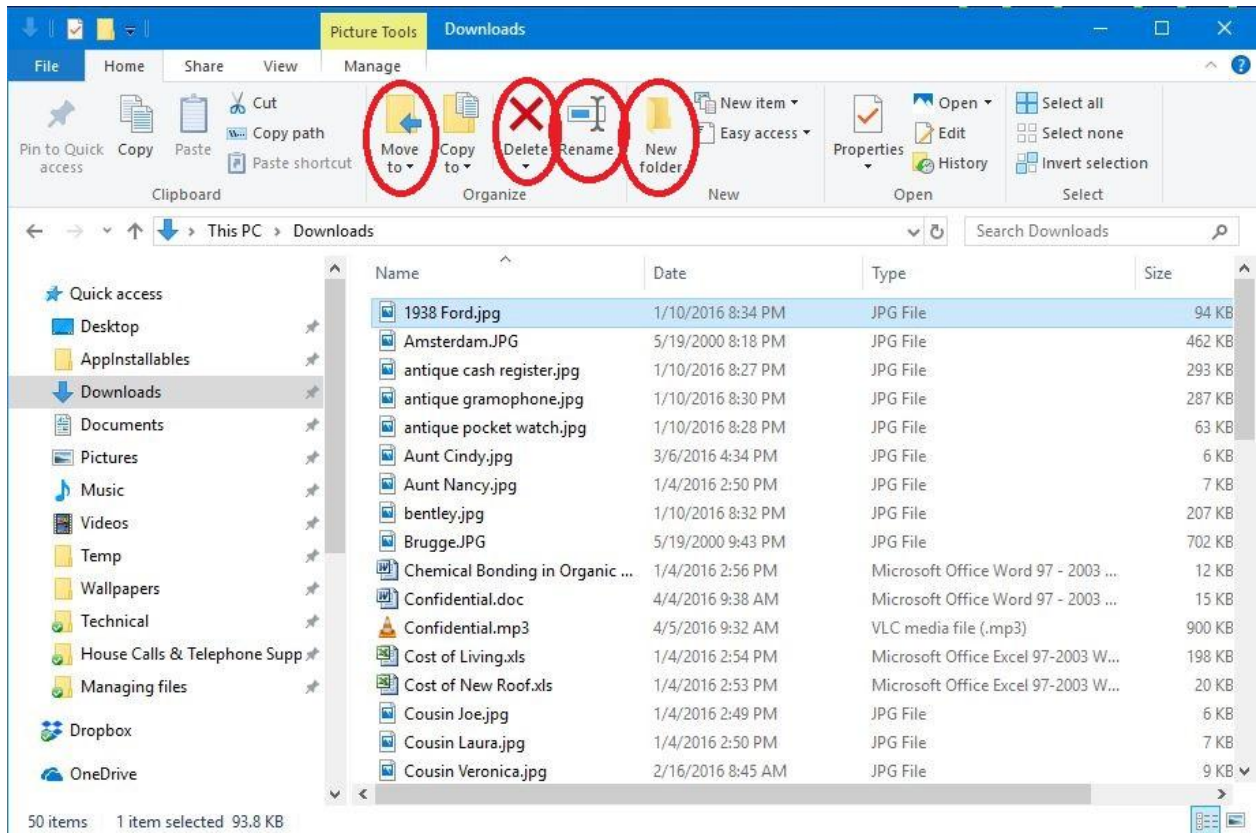
Destinations

Distribution of Files



How to Make the Move

Notice the action icons in the ribbon menu of File Explorer. These reflect the actions you can take on files and folders.



You can move files from one folder to another by **highlighting** them in the original folder, then clicking the “**Move to**” action icon on the **ribbon menu** and selecting the **destination folder** from the **dropdown menu**.

This action can be performed on one file at a time, but it is usually more convenient to move **groups of files** with each operation. There are several ways to group them, one way for files that are not directly above or below one another, and a second way for files that are contiguous. These methods are illustrated below.

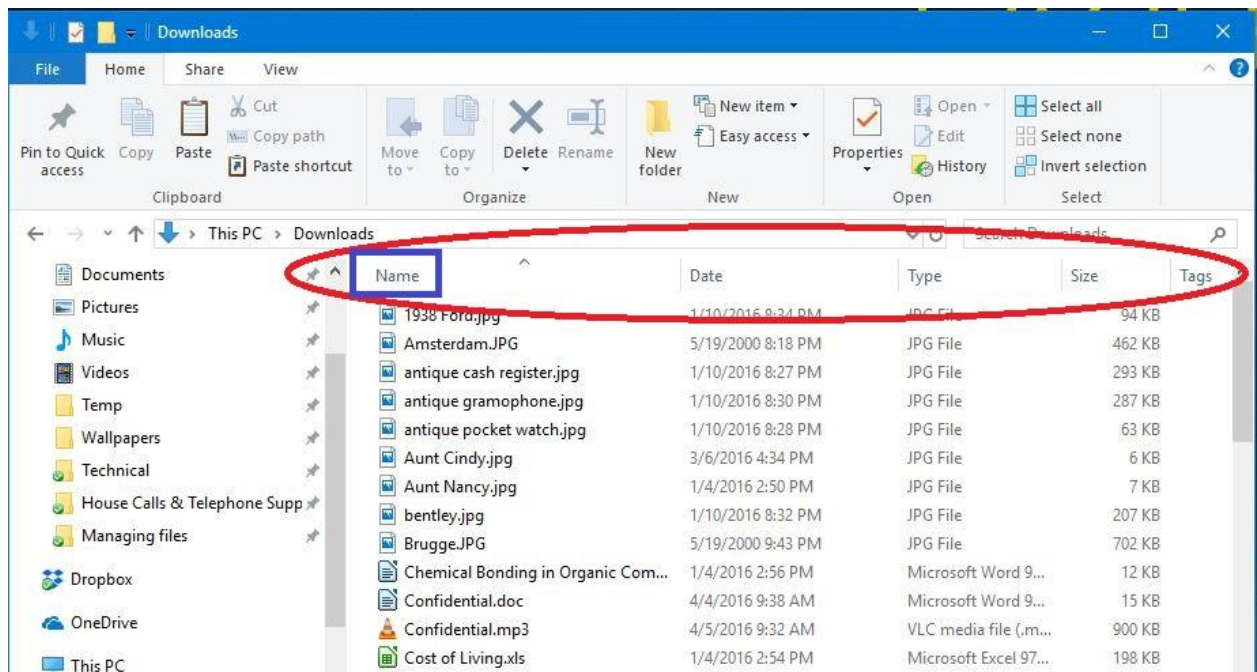
Selection

Name	Date modified	Type	Size
1938 Ford.jpg	1/10/2016 8:34 PM	JPG File	34 KB
Amsterdam.JPG	5/18/2000 10:08 AM	JPG File	462 KB
antique cash register.jpg	1/10/2016 8:27 PM	JPG File	293 KB
antique gramophone.jpg	1/10/2016 8:30 PM	JPG File	287 KB
antique pocket watch.jpg	1/10/2016 8:28 PM	JPG File	63 KB
Aunt Nancy.jpg	1/4/2016 2:50 PM	JPG File	7 KB
berkeley.jpg	1/10/2016 8:32 PM	JPG File	207 KB
Brugge.JPG	5/18/2000 12:47 PM	JPG File	702 KB
Chemical Bonding in Organic Compounds.doc	1/4/2016 2:56 PM	Microsoft Office Wor...	12 KB
Cost of Living.xls	1/4/2016 2:54 PM	Microsoft Office Exce...	198 KB
Cost of New Roofs.xls	1/4/2016 2:53 PM	Microsoft Office Exce...	20 KB
Cousin Joe.jpg	1/4/2016 2:49 PM	JPG File	6 KB
Cousin Laura.jpg	1/4/2016 2:50 PM	JPG File	7 KB
Crosley Radios.pdf	8/14/2006 6:52 PM	PDF File	1,742 KB
Cruise Itinerary.doc	1/5/2016 5:15 PM	Microsoft Office Wor...	13 KB
Disney World.MPG	8/1/2010 2:50 PM	Movie Clip	1,400 KB
Elit Tower.JPG	6/21/2012 7:26 PM	JPG File	1,564 KB
Energy of Higgs Boson.doc	1/4/2016 2:58 PM	Microsoft Office Wor...	25 KB

**Click the first:
Control-Click the others**

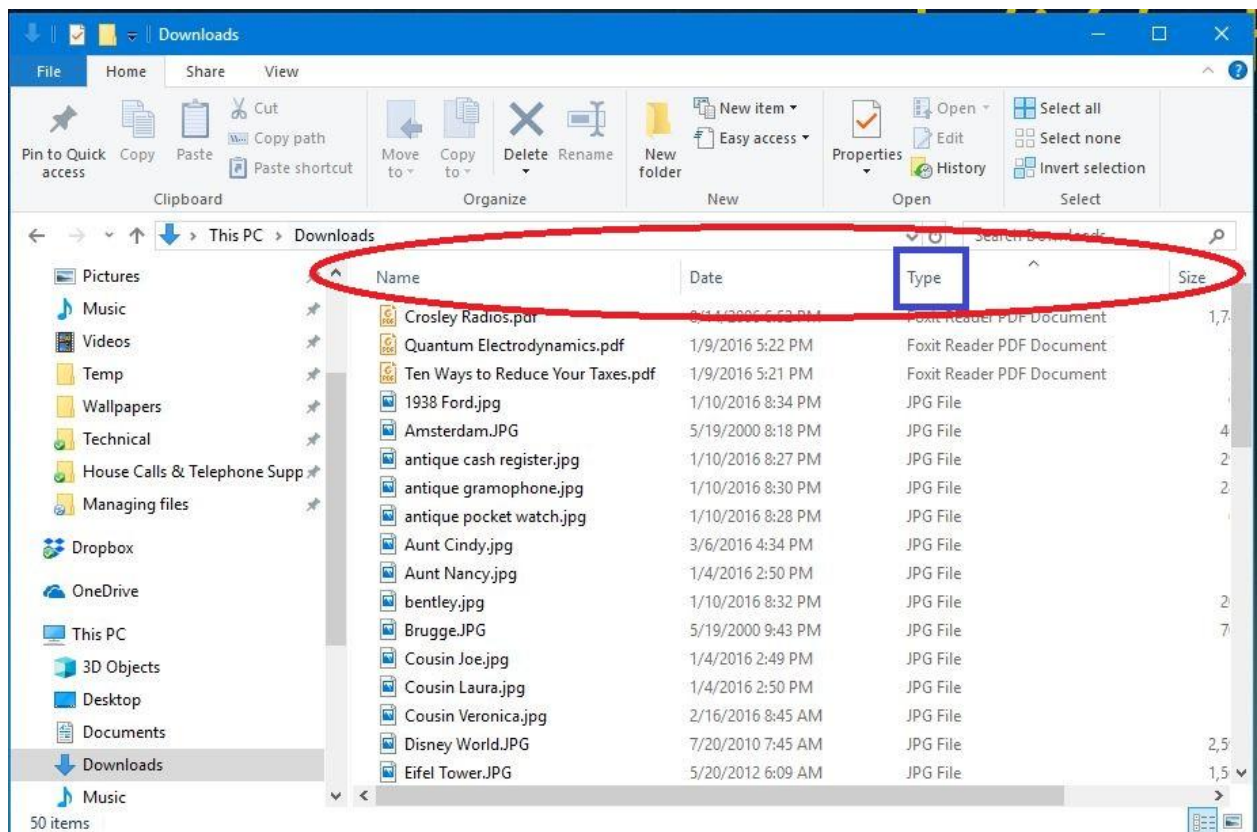
**Click the first:
Shift-Click the last**

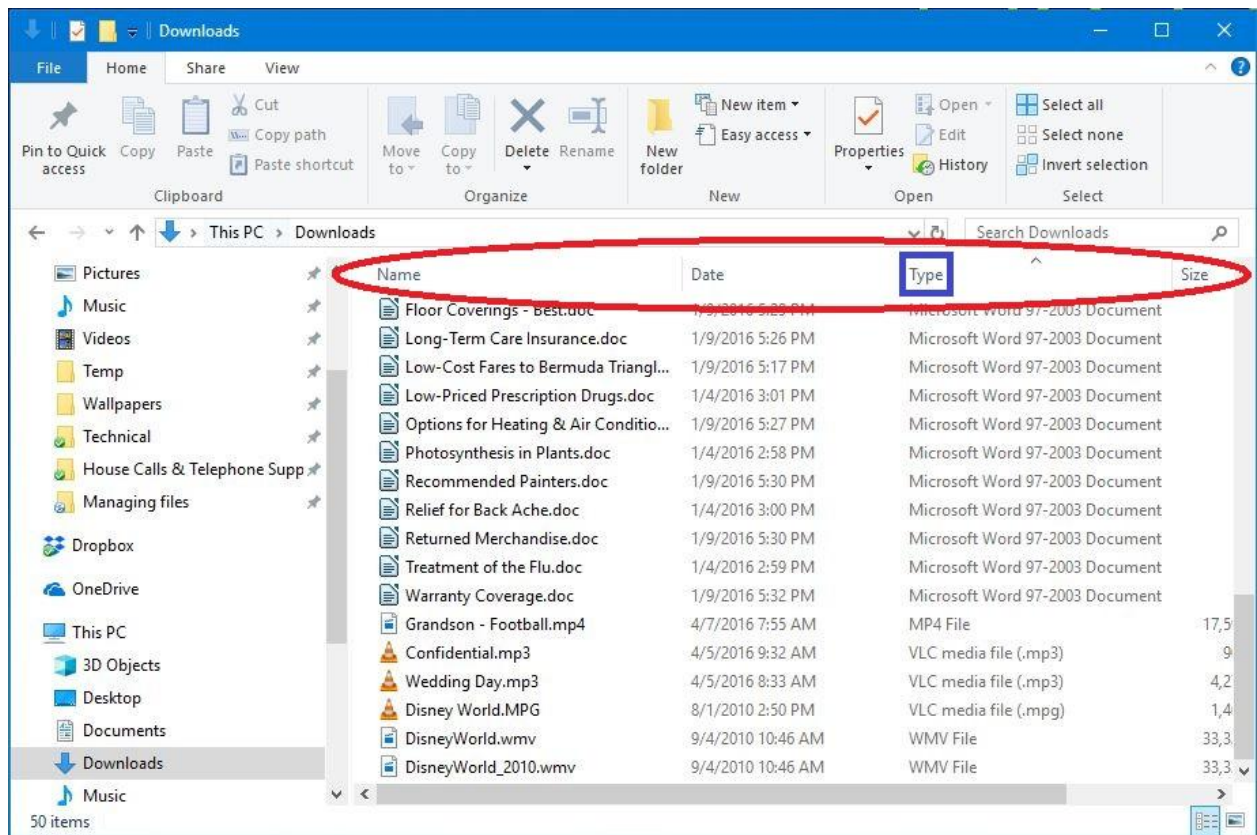
To save even more time, you can **group the files by file type** – i.e., all word processing documents together, all pictures together, all music together. You sort them into groups in the source folder (e.g., Downloads), then move the group to the destination folder (Documents, Pictures, Music, Videos). To do this, note the names of the **column headings** in File Explorer.



By default, files are sorted **alphabetically by name**. Clicking the name header will reverse the order from descending to ascending.

To **sort files by type** – the way you need to view them to distribute them to more convenient folders, click the “Type” header at the top of the Type column. This is shown in the following two images:



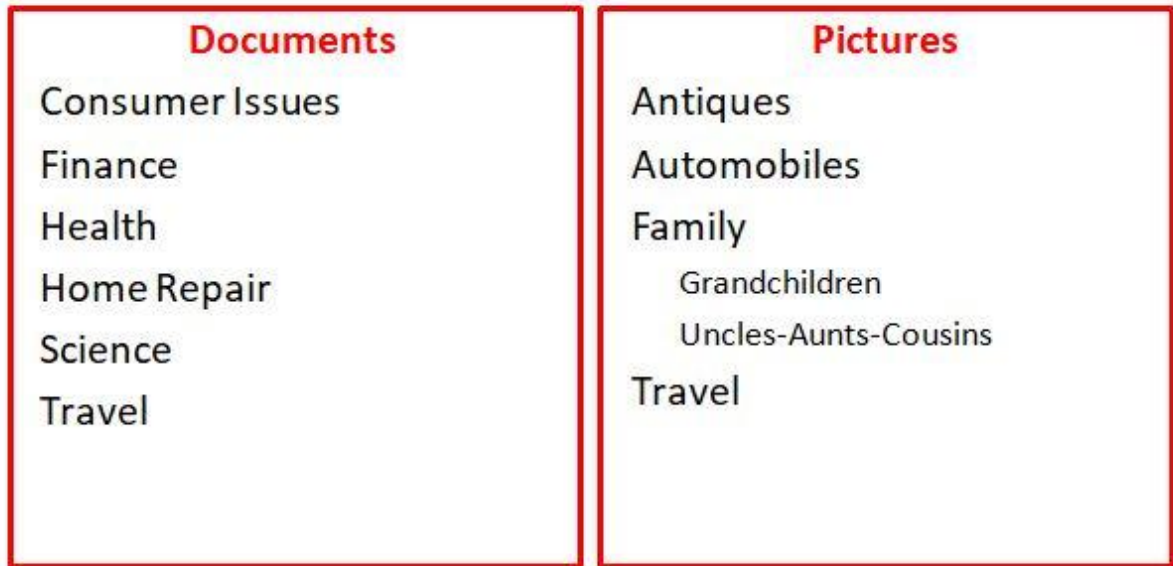


You can now group contiguous file together by type of file, then click the **Move to** icon in the ribbon menu and select the appropriate destination folder (Documents, Pictures, etc) from the dropdown menu.

What to Do with the Files Once They are in One of the Principal Folders

You may be satisfied just having the files in one of the four principal folders, rather than in the Downloads folder, but that is of only limited usefulness. You should consider creating subfolders within the principal folders, with the subfolders named as categories you frequently use. Some common subfolders might include the following:

Categories = Subfolders



To create a subfolder, click the **New Folder** icon on the ribbon menu. To assign a name to the new folder, highlight the folder and click the **Rename** icon on the ribbon. On the highlighted name ("New Folder"), type the name you want to assign to the new subfolder.

After you have created the new subfolder, use the previously described techniques to move the appropriate files to the new folder. You can use the "**Move to**" icon or the "Cut" and "Paste" icons from the ribbon menu or just drag the files to the subfolder.

Still Can't Find the File You are Looking For?

Consider downloading and installing a free utility call **Everything Search**, usually referred to as **Everything**.

It can be downloaded from www.voidtools.com

Safeguarding Your Data Files

Minimal document creation: copy your files to portable USB hard drive periodically (approximately \$70 for portable USB hard drive). Create **same folders as on hard drive**.

Frequent document creation: Recommend EaseUS Todo Backup Free

www.easeus.com/download/backup.html

(Note: do not accept additional software offered during installation procedure!)

Getting the Help You Need

The Heritage Harbour computer club will try to help you to the extent its resources are available. Assistance is free of charge for club members, but most people receiving assistance make a nominal donation to the club based on the extent of service provided. If the club is not available to provide assistance, consider the following local sources.

Computer Repair (*note: this list does not constitute an endorsement or recommendation, nor does it comprise all repair resources in the area*)

In store and in home:

Arundel Computers

8424 Veterans Highway Plaza
Suite 5
Millersville, MD 21108
(410) 766-0862
www.arundelcomputers.com

Annapolis Geeks

1612 McGuckian St #200
Annapolis, MD 21401
(410) 280-3000
www.annapolisgeeks.com

In your home (advertisers in *Harbour Lights*):

CyberShack

(443) 351-7773
www.ThinkCyberShack.com

The Geeky Mom

(410) 562-4819
www.thegeekymom.com

Other Commercial Establishments

Best Buy
Office Depot
Staples

Books on Windows 10

(Be certain to purchase the most recent edition)

- *Easy Windows 10*
by Mark Edward Soper
- *Windows 10 Step by Step*
by Joan Lambert and Steve Lambert
- *My Windows 10 Computer for Seniors (2nd Edition)*
by Michael Miller
- *Windows 10 Computer for Seniors*
by Michael Halliday

Your Responsibilities: Before You Call for Help

Computers are complicated. That fast computer you originally purchased gradually starts to perform more slowly as you add software and additional security applications, and as Web sites install software without your knowledge. Malware may infect it, it becomes unstable, and eventually nearly unusable.

Obtaining computer help from commercial sources is expensive. Residents of Heritage Harbour frequently turn to the free service of the computer club for help. The computer club wants to help, but its small technical support team, consisting of three members, is attempting to provide support to approximately 1600 housing units in Heritage Harbour. Another three members specialize in support for Apple products (iMac, iPad, etc.). Providing support for such a large number of residents is a daunting task and not always attainable, and we are all just volunteers. Nevertheless, the technical team does its best to handle requests for assistance when the request is appropriate, the user is doing his or her part, and the support is likely to solve the problem.

Residents have an obligation to learn certain basic concepts about their computer before requesting the time of others. This usually requires purchasing a short, easy-to-follow user's manual or attending a short course at a senior center.

Residents should do several things before calling the club for technical support. Often these will solve the problem. In any case, they will enable the club member to provide you better assistance. These actions are as follows:

- Reboot (i.e., restart) the computer (if it is bootable)
- Perform a virus (malware) scan
- Search online for help using Google or Bing
- If you cannot connect to the Internet, reset the router by unplugging it from the wall outlet for 60 seconds
- Be at the computer when you call. Have the computer powered on if possible.

If the problem cannot be resolved over the telephone, a home visit may be necessary, but that should be considered a last resort. In such a case, have your passwords at hand prior to the visit.

Now, about the basic knowledge needed by every computer user. What you are expected to know for the club to help you most effectively:

- Whether you have a desktop or a laptop
- Which version of Microsoft Windows
- Which Internet browser
- Which anti-virus
- Taskbar
- Start button, Power icon, Settings icon
- Start menu
- WiFi/Ethernet icon (also – where is your router and where to find encryption key)
- Control Panel

- File Explorer
- How to use the right-click to bring up secondary menus of options
- How to visit a specific Web site
- How to use Google or Bing to search for a topic on the Web

Quite a list! But easily attainable from the many fine, very short self-help books. Check a local bookstore and see which is most appealing to you – or take a short course at a local senior center. For those nagging problems that sneak through the cracks even after you have learned the basics and taken the preliminary actions described in this article, we will do whatever we can to get your computer back to its old self.

What Can I Do to Support the Heritage Harbour Computer Club?

The Heritage Harbour Computer Club attempts to provide free computer support to residents who experience difficulty with various computer problems. During the course of our support, several questions occur frequently, and the following might serve as useful guidelines.

Making a donation. Recipients of computer assistance frequently wish to make a donation to computer club in recognition of the support provided free of charge by our technical support folks. Questions often arise as to an appropriate level of this donation. Work performed free of charge by computer club members would often cost in excess of \$150 if performed by a commercial repair facility, sometimes as much as \$350. Although donations are completely voluntary, and are not indicated at all when the work performed is trivial or not extensive, donations in the range of \$25-50 might serve as a guideline for work requiring one hour to several hours to perform. Again, this is totally voluntary and is provided only as a guideline for those who are unsure of how to express their appreciation. Access to future services is in no way dependent upon whether a resident made a donation or the level of any donation.

What should I do with my old computer? Residents often wish to dispose of their old computers after purchasing a new one. We are frequently asked how to go about disposing of them. Once residents have transferred their important data to the new computer and are certain that the new computer is functioning properly, the first candidate for receiving the old computer should be a family member or friend who might benefit from the computer. Once that option has been explored, the Heritage Harbour computer club welcomes the donation of old computers. Laptop computers are in particular demand, but desktops are welcome also. The computers meet the following destiny: first, using specialized software, we perform a secure wipe of the hard drive to remove all personal data (if the operating system is worth salvaging, we do that; if not, a complete wipe is performed); the computer may be used as a loaner for residents whose computers are not functioning or are undergoing repair; the computer might be used as a testbed for evaluating software and hardware solutions of benefit to Heritage Harbour residents; if the computer is completely unusable it might be cannibalized for parts to be used to repair other computers; and finally, it might be taken in whole or in part to the county recycling center. Please don't dispose of your old computer without checking with the computer club to see if it might be of value or whether we can be of help to you in disposing of it.

How can I join the computer club's technical support effort? The club needs more people willing to make service calls to solve computer problems and make onsite repairs. We need people who are familiar with modern computers, willing and able to go to residents' homes on fairly short notice, and who enjoy working through problems to get computers up and running again. Those willing to teach short courses or give presentations are also much in demand. Areas lending themselves to courses and presentations include photo editing, Skype, G-mail, AOL, social networking and Facebook, smart phones, Microsoft Office, etc. Those performing the services find the process enjoyable and gratifying. If you are an experienced computer user, why not join Heritage Harbour's version of the geek squad?

Beware of Computer Scams

You are sitting at your computer surfing the Net when suddenly a message pops up on the screen announcing that viruses have been detected on your computer and that the computer is now locked! There may even be an authoritative voice beaming from your computer advising you of the malware and of the consequences for closing your Web browser. Often there is a reference to the involvement of Microsoft in the detection of the malware. You are instructed to call a specified phone number where “professional technicians” will resolve the problem and disinfect your computer. Or perhaps you receive a telephone call purporting to be from Microsoft advising you of the malware and asking you to allow them to resolve it.

Don’t do it! It is a scam! They are not from Microsoft. Microsoft never contacts users by telephone or announces the detection of malware. More than a few residents of Heritage Harbour – including some who are quite sophisticated with computers – have been snared in the trap. Once you call the number, the scammer will obtain your credit card number and will download “remote access” software to your computer giving him access to your entire computer.

In nearly all cases, the malware message originated with a remote Web site or an intermediate transmission point that has been hacked. It is seldom generated by any malware residing on your computer and, if it were, could easily be resolved by actions you can take.

What to do:

Close your browser (in spite of what the scammer said). To do this, press alt-control-delete and select “Task Manager.” Locate your Web browser in the list of applications, select it, and click “End Task.” That will close your browser.

Next, go to the list of installed programs by going to “Control Panel” and selecting “Programs and Features.” Delete any remote access programs: GoToAssist, Goto My PC, Citrix, TeamViewer, or LogMeIn (these are the most widely used remote access clients). These can be perfectly legitimate programs for providing remote access to your computer for family members or legitimate repair facilities, but scammers use them to get free reign over your computer.

Finally, run a scan for malware with your anti-malware/anti-virus/Internet security software (e.g., Windows Defender, Norton, Webroot, McAfee). Delete any instances of malware detected.

Reboot your computer, and begin enjoying it again, **but**- when you reopen your browser, if it offers to “restore your previous session,” don’t select that option: elect to start a new session.