


MOTHERBOARD

A Publication of the Computer  Users Group Of Redding, CA

Volume 2017, Number 06

<http://cugr.apcug.org/>

June 2017

Like Us on Facebook Cugr Redding ComputerClub, FB Group CUGRmembers

YOUR C.U.G.R. PRESENTS

4th Tuesday, June 27, 2017, 3 - 5 PM

Patrick Wilson is a young man who has been repairing computers for several years now and has repaired a few in the club. He is going to talk about his business and how he can help us with an honest repair policy, that includes pick up and delivery within days!

Then we will discuss technical problems we have with our various components from cell phones to computers.

Door Prizes

1. 64 Gig Lexar Jump Drive
2. Selfie-Stick
3. \$15 Cash Prize



One free ticket to each member at the door!

3 pm Social & Business & 3:30 Presentation

Social time & club updates. 3:30 Presentation

Sign in at the Greeting Table and pick up your name tag and please leave it in the Tag Box when you leave. Also please stay and help reset the tables to the Library's original arrangement.

July - Ice Cream Social

September - Board & Club Meetings



CUGR Calendar

CUGR Meeting June 27

Redding Library in the Community Meeting Room
See P12 for directions.

COMPUTING FOR SENIORS

No SIG or Classes in June

Jane Quinn SIG Leader
Learn today's technology including smartphones, tablets, eReaders, and both Windows 8 and 10. See back page for more date information.

GENERAL MEETINGS at the Redding Library
1100 Parkview Ave,
off Cypress.

OFFICIAL WEBSITE Is
<http://cugr.apcug.org/>

For more information call any Board member Page 2.

In This Issue ...

PRESIDENT'S MESSAGE

Jane Quinn.....2

MAY MEETING

CUGR.....3

CUSTOMER SUPPORT BY ERICA

Dan Douglas4

ALL THAT GLITTERS IS NOT CHROME

Greg Skalka.....5

COMPUTING FOR SENIORS

Jane Quinn.....6

USING A KINDLE WITH WHISPERSYNC

Colly (John) Lord.....7

ENERGI CHARGER STATION

George Harding7

USING WINDOWS FILE EXPLORER — WORKING WITH SINGLE FILES

Jim Cerny8

USING WINDOWS FILE EXPLORER — DELETING MULTIPLE FILES AT ONE TIME

Jim Cerny9

CALLS FOR TECH HELP

Annoymous.....9

9 FACTS TO HELP YOU FIGHT IDENTITY FRAUD

NAPSI 10

Club Information

Club Website: <http://cugr.apcug.org/>

Club Mentors & Sponsors

Fred Skill, 243-3557, Sfskill@shasta.com
New Users, Free Library PC Classes,.....
Spread Sheets.....

Jane Quinn, 365-0825,jqquinn7427@gmail.com
MS Windows 7 & 8, Photo/Video Editing, Internet,
Cloud Software, Google Apps.

Members Volunteering To Help Members!

Bill Ball, 275-4632,bcard9@charter.net
Hardware, Software, MS Windows XP & 7.....

Colly Lord, 224-1633,johnclord@charter.net
General PC Help After Work Hours.....

Judi Ball, 275-4632,jebed@charter.net
DTP, Graphic Prgs
Photo Editing.....

Board of Officers and Directors

Jane Quinn President
SIG Leader, Vendor, Dir.
jqquinn7427@gmail.com365-0825

Ed Beaulac Vice President
Past President
edbeaulac@gmail.com222-4654

Belva Sullivent Past President
belvas@charter.net241-9926

Mario Quinn Treasurer
gaucho7427@msn.com365-0825

Ginny Wall Secretary, Name Tag
Manager, Photographer, Dir.
Tootseylou@aol.com547-5104

Jan Brockett Membership, Dir.
jbrockett444@yahoo.com246-4721

Fred Skill Dir.
Sfskill@shasta.com243-3557,

Judi Ball Editor, Dir.
jebed@charter.net275-4632

Bill Ball Dir., Mentor
bcard9@charter.net275-4632

Lyle VanNorman Dir.
bbcreelmx@yahoo.com242-0925

Margaret Martinovich Dir.
mjmartin56@sbcglobal.net241-6378

Colly Lord Website Manager, Mentor
johnclord@charter.net224-1633

Jeanie Richardson Dir., Photographer
Jeanier1954@ATT.net347-5839

Marge Stewart Dir
marstewart708@gmail.com945-0122

Help With Refreshments

The club is providing cookies and coffee at our meetings, but we need volunteers to pick up these items at the store on their way to the library. The club will pre-pay the person on duty for the following month. Jane Quinn, 365-0825.

Motherboard Newsletter Staff

Judith E. Ball Editor
jebed@charter.net275-4632

Jane Quinn Proof Reader
jqquinn7427@gmail.com365-0825

Marlene Robinson R's Ramblings
mm-kids@att.net242-2429

Ginny Wall Photographer
Tootseylou@aol.com547-5104

Motherboard Newsletter Policies and Deadlines

The *Motherboard* newsletter is published monthly by the Computer Users Group of Redding, PO Box 494778, Redding, CA 96049-4778. The CUG is a 501(c)(3) non-profit corporation. Subscriptions are included in the \$25 annual membership fee. The purpose of the newsletter is to inform members of upcoming events and provide information about the use of IBM compatible computers.

Disclaimer: Neither the CUG, its Officers, the Editor, nor the newsletter contributors assume any liability for damages incurred due to the use of information provided in this publication.

Reprints: Articles from this newsletter may be reprinted by other user groups if credit is given to both the author, CUG and the *Motherboard*. Mail a copy of the

newsletter where the article is reprinted to the Editor at the address in the first paragraph of this text.

Personal Ads For Members:

Requirements are:

1. Advertiser must be a member.
2. The item must be computer-related.
3. The ad must be received by editor J. Ball by the *monthly date of the board meeting*. Sorry, no exceptions.

Other terms must be approved by the club's Board of Officers and Directors.

Article Submissions: All articles and reviews must be submitted to J. Ball by the **Monday of the monthly Board meeting** (see Page 1 for date.) Sorry, no exceptions.

Motherboard Editor reserves the right to make corrections and deletions in all articles in the interest of grammar, style, and space.

President's Message

It's your club. Your input is of value to it.

The May meeting with Frank Tona was delightful. And I want to say thank you to those who came out in the heat. I was happy to see some familiar faces who have been missing from our meetings.

It was no surprise that Frank brought gadgets and samples of framed photo artwork, as he always has great products to introduce us to. The Crown Camera shop is promoting photo collages, showing us a new method to display several pictures at one time. Crown is introducing folks to the idea of creating a family collage with enlarged photos of how and where you live as a memento. These make for beautiful displays to hang on your walls, made of metal, or any material that Crown can print on.

We discussed more than camera equipment and photos. One member asked Frank what he knew about FLIR instruments. These are gadgets you attach to your smartphone (like an iPhone) to spot problems with cooling and heating in your home. It will quickly find temperature-related issues in and around your house. You can check where problems exist in your house from room to room. Which is most efficient because it is checking windows and doors as well as the roof.

There's lots of technology and everything changes rapidly. So, it's great we that we do meet and exchange ideas.

Frank also mentioned the **full solar eclipse**, which is coming Aug 21. It can be seen up by Eugene, Oregon. The detail is posted on Frank's website. And he will be photographing it, and adding those photos to his website.

Then we discussed a solar power product that Frank told us about. It is a product he uses made by GoalZero, and is a solar power battery charger. Frank has been using these for years, and told us how and why he prefers them.

As you can tell, we touched on many subjects. It is another incentive for you to join when you can. We share so much good information.

Continued on Page 2

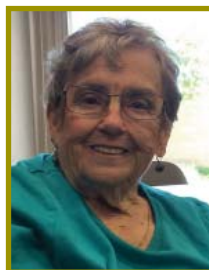
May Meeting



Frank Tona of Crown Camera was our presenter this month and how we look forward and appreciate his visits with us. Loads of humor, advice, tips, and new ideas in the up-to-date photography. Here he's drawing door-prize tickets and even including a fourth gift from Crown Camera! .



Joe Adams preparing coffee for Mary (seen to the right) and himself. Just two members enjoying the coffee and cookies provided by the club and brought to the meeting by an appreciated volunteer member.



Congratulations To Our Winners!



Phil Graham won the 64 G Jump Drive!



Fred Skill won the USB Selfi-Stick!



Patty Carlile won the \$15 Cash.

President's Message

Continued from Page 2

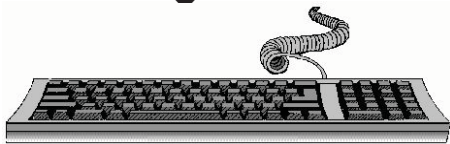
The June meeting is coming next. We will have a computer expert who has a shop here in town, so here's another opportunity for you to get help. If you have a question, please send it to me, or bring it to the meeting. I have a few of my own to ask.

I will need help in June to pick up the coffee and cookies, and then in July for the ice cream social. Please give it some thought. We will come to help you unload the refreshments from your car.

See you at the June 27th meeting.

Jane Quinn

Free 3 Standard Keyboards



Jan Brockett has three keyboards that are in great condition, but wired. They would be good for a class-room situation, or a business that uses several computers and does not mind the PS2 connection, which can be used as a USB with an adapter.

If you are interested she can be reached at jbrockett444@yahoo.com, or 246-4721.

NECESSARY NEWSLETTER INSTRUCTIONS:

Having an ad space for something you would like to sell, borrow, loan, give away, etc. will be available to all members. It does not have to be associated with computers.

The article about your item(s) must be in file (txt or doc) form sent to the editor via email, (nothing hardcopy will be accepted).

All pictures must be jpg format and enough resolution (180 - 200 dpi) to be seen clearly in the newsletter. No thumbnail pics.

It must be received by the editor no later than the first Monday of any month in order to be placed in the newsletter in time for that month's issue. jebed@charter.net.

Customer Support By Erica

Dan Douglas, President, Space Coast PC Users Group, FL, April 2017 issue, PC Journal
www.scpcug.org, ringram28 (at) cfl.rr.com

My daughter Erica was visiting this week and I told her that sometimes I get stumped on what to write for the journal each month. She came up with what I think was a great idea – what actually happens when you call a Customer Support line and how to make those calls more effective for you to get the help that you need. I spent most of my career working on software to log the critical parts of a customer call for service and she reviews and manages people who actually take those calls at an AT&T call center. Here's Erica's take on Customer Service and how to get better results!

You know that message when you call customer service that says the call "may be monitored or recorded for quality assurance"? My job is to listen to those calls and give feedback to customer service agents and their management about areas to improve and where they excel. So yes, someone really does listen!

Calling in to customer service or tech support is never how you want to spend your day, but there are a few things that you can do to help make sure the person you're talking to gives you the best service they can. So here are a few tips to make your next call go as smoothly as possible.

1 – Don't skip the automated voice or you will need to be prepared to be transferred. No one likes to navigate all the options the automated system gives you, and the voice recognition can be frustrating, but giving it as much information as you can rather than just skipping it can make your call shorter and better. It will get you to a department you need, or where there is an account matching information you provide, and it will often (but not always) auto-load that information for the person who answers your call. If you do skip it, be patient with the person who answers and understand that they may have to transfer you — be clear about what department you need or what services you have, so as to waste as little time and save as much bother as possible.

2 – Know your information, and give what is asked. You may want to go straight into telling your agent what the problem is, or vent about how long it has been happening, but there are a few things

the agent must do before they can really help, the most important of which is to find your account. If the person is asking only for your name or security question, then they probably have your account loaded up thanks to you taking time with the Interactive Voice Recognition system (IVR) or the robot as we call it, but they need to confirm it's right before they can start making changes or troubleshooting. If they ask for your account number, let them know if you don't have it, and ask what other information they can use to find you. If you have phone or email services with the company you're calling, that's what they would normally use to contact you; that's probably the information they need.

3 – Be patient and try not to ramble. You may hear long periods of silence, or the phrase "I am just running some tests" which is a favorite in the tech support calls. It can be hard to wait this out, if you are the customer, when you're mad that it's the 2nd time your internet has gone out today. But this time is when your support agent is checking your account, letting their system check for damage in the area or other reported problems, and when they are figuring out what steps to do next. If silence goes on for longer than a minute, feel free to ask for an update, but if you are talking the entire time it will be harder for the agent to concentrate on their job.

4 – Leave honest feedback, good or bad. You might be offered a supervisor or ask to speak to one, or you might get a survey email or text after your call. This data is crucial for the company to figure out if there are patterns of good or bad service, and figure out how to give you more of what you like. Ratings of your satisfaction with the result, the wait time, and the service are good points of reference for the company and service as a whole. If you have the option for a short-answer or a free response, that is the best place to give your specific thoughts about the agent you worked with rather than the company as a whole, that section usually goes to the agent's supervisor and is a big part of how they are evaluated.

All That Glitters Is Not Chrome

Greg Skalka, President, Under the Computer Hood UG, CA, Jan., 2017 issue, Drive Light, www.uchug.org, president (at) uchug.org

I love my Chromebook. It's a very handy thing to have when you want some information off the Internet quickly. I don't have a smart phone, so the Chromebook is what I go to when I want to know the locations, hours or phone number of a business, what traffic or weather conditions are like or the answer to any other search question. I keep my Acer Chromebook 11 on our kitchen table so it is available for instant use. It is small and light, yet has an 11.6" screen and a full keyboard, so I find it much more useful (and usable) than a tablet.

When I bought my Chromebook over a year ago, I thought I understood the limitations it had in needing to be connected to the Internet for most uses, and its limited storage and processing power. It has exceeded my initial expectations and I find I often use it nearly as much as my Windows 7 laptop. I love that it boots in about ten seconds, has a very long battery life and is very portable, so I find I'm taking it more and more in situations where I'd otherwise take my 14" laptop. In spite of its advantages, I do still continue to find new annoying shortcomings in the Chrome OS, and difficulties figuring out how to perform a particular task or change a setting. Though I've come up with work-arounds for some of its limitations, my Chromebook still has enough tarnish spots in its capabilities that I doubt it will ever be a complete substitute for my laptop.

I own a lot of computing devices. I probably have more than most people, though I'm sure there are some out there that have more. I admit I am hanging on to some devices that have not been used in many years (that is another story), but there are in my household almost a dozen that I myself have used at least once in the last year. Most run Windows (two laptops, three desktops and a PDA). I don't feel I'm closed-minded, though, as I do have an Android tablet, an iPad mini (iOS) and two Chrome OS devices (Chromebook and Chromebit). I've nothing against Linux, but you don't normally find it in stores on new devices, and I've not yet found a compelling reason to install it on one of my existing devices.

From this, you would probably assume (correctly) that I use Windows most of the time. You could say I was "raised" on Windows, so I tend to judge, for good or bad, all other computing user interfaces with Windows as a reference. As an electrical engineer, I spend most of my work days working on documents, spreadsheets and designs, using software running on Windows PCs, with the traditional keyboard and mouse user interface. I've grown accustomed to the features, capabilities and limitations of Windows on reasonably-powerful Intel-based computers, typically with lots of memory and storage. In spite of the (often unfortunate) changes to the Windows user interface over many years and versions, I usually find it easier to adapt to the next thing Microsoft throws at me than something coming from a seemingly completely different mindset, like iOS or Android.

I was able to figure out how to get around on the web pretty easily on the Chromebook. The OS is based heavily on the Chrome browser, which I use most of the time at work. Though I could get a Bluetooth mouse to use with my Chromebook, the touchpad has unique features that allow me to do almost everything easily. I don't notice any real difference in the Chromebook's ability to serve web pages as compared to my i5-processor-equipped Win7 laptop with IE; processing power is not a big factor in traversing the web.

A main point of contention for me in all non-Windows devices I've used is the file manager. I'm so used to the Windows File Manager that everything else seems alien. The Files app in Chrome is fairly similar, but I only recently found the way to see how much space is available on a drive (it is under "Settings" when looking at that drive). I still don't know if iOS even has a file manager; I have photos on my iPad that I have yet to figure out how to copy off.

My Chromebook uses at least half of its 16GB of SSD memory for the OS and apps, and it says even the remaining memory is subject to use by the system. I bought a 128GB USB3 Flash drive to use with the Chromebook, which seems to work great. It would have been more useful if the Chromebook's SD memory slot were

the type that keeps the memory card totally inside the body of the Chromebook; unfortunately, the SD card sticks out and is at risk for damage or breaking off.

In addition to saving and editing files in Google Docs on the Chromebook, Microsoft Office files can often be edited in "Office Compatibility Mode". This works even when working offline (no Internet connection), and allows me to take my Chromebook to meetings to take notes, or write newsletter articles on it while riding in the car. It appears to be compatible only with the most recent Microsoft Office file formats. I've had good luck with Word documents, and can edit PowerPoint slides, but I had issues the one time I tried editing an Excel spreadsheet. If I plan on taking notes or editing files offline somewhere, I always test opening the file I'm planning to edit before I leave home.

One unnerving feature of the office compatibility mode is its lack of a "save" feature in the menu. The first time I opened a Word file to edit, I made a few test changes and then closed the document. Fortunately, the changes were present when I opened it again, but I still didn't fully trust it. I finally noticed that it saves each keystroke of change back to the file as it goes; as I would press a key to add a letter, the access light on the external USB Flash drive would flash. While this saving method ensures you don't lose changes, it does wear out the Flash drive's solid-state memory faster in writing to the drive so many times.

Chrome OS is compatible with an extensive list of file types, including most office, media and image files. It can open .pdf files as well as handle compressed files like .zip and .rar. I did recently find out that Windows Media Video (.wmv) files cannot be opened by a Chrome OS device. I had created a photo slide show for my dad's 80th birthday, with the result being a .wmv video. While I did find one app that vaguely mentioned allowing .wmv files to be viewed, most of the search results for this problem suggested converting the video to a supported file type. In the end, I used my Win7 laptop to play the file.

Continued on Page 10

Computing For Seniors SIG UpDate

by SIG Leader Jane Quinn, jqquinn7427@gmail.com



There are no classes or SIG Meeting in June.

Tuesdays, 12:30-3 pm, you're invited to join us at the Senior Center in Anderson for a computer session in the classroom. On the day of our general meeting (see front page) I will see you there, and have the class on the 4th Thursday. For special projects I will give individual help at 3 pm, except on the general meeting days. Contact me before to ensure I set aside time to devote to your project. You can also connect to the classroom at high speed internet through SKYPE. ID is AAASCO2009. The classes will resume July 11th and 18th

CHANGES TO WINDOWS 10 – THE SECOND MAJOR UPDATE

Windows 10 has a major update called CREATORS UPDATE. Before you upgrade you can view the changes on Microsoft's website. In this article, I touch on a few of the enhancements.

To actually download the upgrade, you must have a licensed version of Windows 10. Here is the link to that dedicated website to download, <https://www.microsoft.com/en-us/software-download/windows10>

There are some General overall changes, some are in the System App settings specifically. There is a new setting for Pairing Bluetooth accessories and changing permissions for installing Applications. The Start menu's latest change is called Live Folders.



The tiles are simply short cuts to applications on your computer (appear as two icons in one tile next to the "e" tile). Taking one tile and dropping it onto another tile creates a "Folder" or "new tile". If you have a smartphone or an iPad you have done the same thing, grouped your Apps into one folder. When I added Google Apps to my smartphone, all of them came onto my phone in one tile. So I had five different Apps in one little square tile. It bugged me, because I couldn't find the App when I needed it. So I dragged that App out of the group and put it by itself on my home screen. I guess Windows 10 thinks this is a feature you want, a method to organize your Apps by grouping them.

Another change to the Start panel is the ability to turn off the list of APPS in the left edge. To achieve this, go to the Settings > Personalization > Start screen. Here simply choose to Turn Off the App List in Start Menu. Now you will only see the tiles, and not the list of Apps. But you can turn them back on by clicking a button on the very far left. The list of Apps will reappear.

There are some changes in the bundled applications, specifically in the Edge Browser. Now you can add several tabs and organize them. It is very similar to Apple's Safari browser. And you can also purchase and read books in the new version of Edge. A new feature lets you read books aloud. You will find eBooks in a new section for eBooks in the Windows Store. The Edge browser has changes for Maps. Now you can draw on them. If you draw points from one location to another on a map you can convert those sketches into distance measurements or text directions. If you've ever used Google Maps, you will understand this feature.

There is a new App for 3-D painting or drawing. This is in the Paint App and you can use it to build three-dimensional objects and artwork.

Users can multitask by using the new Compact Overlay feature for Windows 10 Apps. You can watch a video, while working on another application or window. You might think of it as a Picture in Picture feature. Which is something we all can relate to. It works in the Movies and TV Apps and also with SKYPE. To switch into this mode click on Mini Mode the task bar while you're watching a movie or TV show.



Now that screen will remain in the corner floating on top of anything that is open in the background. You can drag the mini screen to any position and even resize it!

Windows Defender has a major change to help trouble shoot and check the health of your computer. It has also added a setting that will let you download Apps only from the Windows App Store. If this feature is turned on, you cannot add software to your computer from any other source like a disc or a download from a website.

There have been changes added to the Display Settings. The Night Light setting is a new feature that will soften your screen from a bright white to a softer yellow to help you adjust

Continued on Page 7

\$\$\$ 50/50 Cash Raffle! \$\$\$

This is The Next CUGR Drawing in July, 2017

The "50/50" stands for whatever cash is raised will be split between two ticket holders.

Tickets will sell for \$5 each, or 3 tickets for \$10. And you need not be present to win. So be certain that you print your name and phone number on the part of the ticket(s) that Jane will use for the drawing. And be sure to keep the stub for proof at time of drawing.

Tickets may be bought during all meetings up to time of drawing, or during any of Jane Quinn's classes, or by mailing a check to Jane. If you mail the money to her, Jane will assign tickets and hold them for you until the drawing.

The next drawing will be in July, 2017.

jqquinn7427@gmail.com
phone: 365-0825

There are no door prizes during the July Social or December Party.

(By the way, the Quinns are not participating in the drawing.)

Good luck to all!

SIG UPDATE

Continued from Page 6

to working on your computer in darker settings. It is basically a blue light filter that can reduce the amount of blue light that is emitted from the screens in the later hours of the day. Very helpful for users that stare at their displays for long periods of time, particularly before going to bed.

There are more features to study before jumping into this upgrade. The site has videos and text to read about the various changes you will enjoy when you upgrade.

<https://www.windows10update.com/2017/05/windows-10-creators-update-ultimate-guide/>

<https://www.windows10update.com/creators-update-video-training/>

Either of these links will get you to the right spot to learn all about the upgrades.

Using A Kindle With Whispersync

Colly (John) Lord, CUGR Member, johnclord@charter.net

Enjoy your Kindle eBook with narration playing on the bigger screen of your PC or laptop from within the Bluestacks Android emulator. This is particularly good for folks with poor eye sight who can use a bigger reading screen.

You can do this by making your Kindle work with Audible narration in Immersion Reading mode on a Windows PC. You just have to do it by running an Android emulator on the PC.

You will need a Google account (for Android things) and Amazon account (not necessarily Prime) for Kindle/Audible things.

Because Amazon does not support Kindle with Immersion reading on a Windows PC, you will have to install Bluestacks, the Android emulator. Once Bluestacks is installed, you can install the Kindle for Android app from the Google Play store from within Bluestacks.

Then you're ready to rock'n'roll — or rather read and listen.

Start Bluestacks. Log in to your Google account. This is required to ac-

cess the Google Play store. Bluestacks will remember this later.

Start the Kindle app inside Bluestacks. Log in to your Amazon account. This is required to access your Kindle and Audible content.

Download your Kindle eBook (specifically one that has companion Audible Narration that you have purchased).

Open the eBook in the Kindle app and tap the page to download the companion Audible narration that goes with your book.

The eBook will have downloaded quite promptly, but the Audible files are much larger, often hundreds of megabytes.

If, while downloading the Audible narration file, you get "Download error. Try again", don't be discouraged.

Click the Try again button to restart/resume the download. Keep doing that until the entire narration file gets downloaded.

Enjoy your Kindle eBook even more with the Audible narration in Immersion Reading.

What's New Energi Charger Station

*George Harding Treasurer, Tucson Computer Society, www.aztcs.org
georgehardingsbd (at) earthlink.net*

Here's a handy charger for you. It can charge five devices at once! It senses your device capability for charging and adapts to it. It works with small and large devices. It has a removable external charger.

TyIt offers this product to their long line of innovative tools. I have an external charger for my iPhone that is both a case and a charger. The case provides the usual protective features. The charger fits around the case and connects by the built-in lightning connector. Pretty slick!

Energi is another example of innovative engineering for consumer devices. The main unit connects to a standard wall outlet and provides five USB slots for charging your devices. Each is capable of charging either a smartphone

or similar device or a tablet.

Each slot has what the Company calls SmartDetect technology to provide maximum rapid charging. That means both fast charging and no over-charging. The latter benefit is important in today's environment of concern for fires caused by over-charging.

The four standard USB slots provide 2.4 amps of power while the fifth slot can provide 3.5 amps for even faster charging.

A unique feature of this charging station is the removable battery pack (the fifth slot). It can be easily removed and carried in a pocket or purse for on-the-spot use. No need to find a wall socket when you run out of charge.

The fins on the top of the unit can be used to organize your cables whether



Continued on Page 11

[Please read this article with your computer! DO the steps and you will find it all much easier to understand. Otherwise you will forget. Trust me on this.]

This is the third of a series of articles on the basic use of Windows Explorer (known as File Explorer in Windows 10). In the previous articles we looked at the basic window layout when you open this app or program and we also talked about the two “panes” in this app window – the “Folder List” in the left pane, and the contents of a folder displayed in the right pane. In the second article we looked at the different VIEWS you can use in Windows/File Explorer and why I recommended the “Large thumbnail” view for pictures and the “Details” or “Detailed List” view for all other files.

Once you have learned how to explore your files and folders, how to FIND a file or folder you want, then you can WORK with that file or folder. Every file / folder has a NAME. You cannot have two files with the SAME name in the SAME folder. FILES take up computer space and contain data and information. FOLDERS are LOCATIONS in your computer or memory device.

Now open the Windows File Explorer app or program and find “Documents” (or “My documents”) in the left pane and click on it once to open the contents of the Documents folder in the right pane. You should be saving all your documents and most files here. To SELECT a file for some action, left-click on it once in the right pane and the file name should be highlighted. (NOTE: If you double-click on a file name your computer will try to OPEN that file using your computer’s default program or app for that file type). When people say “click” using the mouse, they always mean a LEFT-click. A “right-click” of the mouse is specifically stated as a RIGHT-click.

DELETE A FILE

Ok, let’s say you want to DELETE a file. As usual, there is more than one way to do the same thing. If you RIGHT-CLICK your mouse on the file name a menu of choices will appear for you to pick from. One of these choices will be “Delete” –

and, if you CLICK your mouse on “Delete” it will delete the file! (Another way to delete a file after you have selected or highlighted it is to left-click on the MENU option(s) at the top of the window). A file deleted from your C-drive will be placed in your Recycle bin from which you can restore it if you change your mind. This “Right-clicking” the mouse thing is really helpful in a great many places on your computer – whatever you right-click on, a menu of choices will appear. For example, if you right-click your mouse on your desktop screen you will get a menu of choices of things you can do with your desktop. If you right-click on an icon you will get a menu of choices of what you can do with that icon. To make this pop-up menu go away without making any choices, simply left-click OFF of the menu. So, to delete a single file, highlight the file by clicking on it (in the right pane of the window), then RIGHT-click on the file to get the menu of choices, then click on “Delete”.

You need to understand how to delete files from other memory devices too. Suppose you have a small drive or a thumb-drive, camera or memory card is plugged into your computer – how do you delete files from them? Well, the same way. All you have to do is FIND the files. And we discussed that in a previous article. Remember ALL FOLDERS are listed in the LEFT pane of the window – simply scroll down until you find the memory device listed and click on that device (the entire memory of the device is one big folder) and the contents will appear in the RIGHT pane of the window. Click on the folders to open them, etc., until you find the files you want to delete. Files deleted from other memory devices (that is, NOT your C-drive) will NOT go to your Recycle bin, they WILL BE DELETED. So be sure before you delete anything.

MOVE OR COPY A FILE TO ANOTHER FOLDER

To MOVE a file simply DRAG the file to another folder. Dragging means placing your mouse arrow pointer ON the file name you want to move, HOLD DOWN the LEFT mouse button and, while you are

holding it down, MOVE the mouse until the pointer is EXACTLY pointing at the destination folder. Then let up the mouse button. You can drag ANY file and drop it into ANY folder. But be careful! Only move and copy files to YOUR folders (Documents, Pictures, etc.). Yes you can drag and drop a document file into a pictures folder, it is up to YOU to keep your files where you want them, the computer does not restrict your moving files. The starting folder is called the “origination” folder and the receiving folder is called the “destination” folder. If you DRAG a file from one folder to another you are MOVING the file and it will no longer be in the origination folder. But if you DRAG a file from a folder on one memory device, such as your C-drive, and drop it in a folder on ANOTHER memory device, such as a thumb drive, then it makes a COPY and the original file will still be in the origination folder. The file will now be in TWO places.

To ALWAYS make a COPY of a file, drag it while holding down the “ctrl” key on your keyboard, then it will ALWAYS make a COPY.

While you are DRAGGING the file, as you move the mouse you will see a small box which tells you if you are MOVING the file or making a COPY of the file and will indicate the destination folder. When you let up the left mouse button to complete the move, make sure the tip of the arrow is indeed ON the correct destination folder!

CREATE A NEW FOLDER

This also is easy. You should be IN the folder in which you want to create the NEW folder. In other words, you should have clicked on the folder in the left pane into which you want to create a new folder. The contents of that folder will be displayed in the right pane. At the top of the window will be an icon that will create a new folder – look for it and click on it once. A NEW folder will appear in the right pane – the NAME of the folder will be highlighted, “New folder”, and ready for you to type in the NAME you want to give it. Every folder has a name, so give it a good one. Do not use odd characters in creating your names, use only letters, numbers, dashes, and spaces.

Continued on Page 11

[Please read this article with your computer! DO the steps and you will find it all much easier to understand. Otherwise you will forget. Trust me on this.]

This is the fourth, and last, of a series of articles on the basic use of Windows Explorer (known as File Explorer in Windows 10). In the previous articles, we looked at the basic window layout when you open this app or program and we also talked about the two "panes" in this app window – the "Folder List" in the left pane, and the contents of a folder displayed in the right pane. Clicking on any folder on the left will show the contents of that folder on the right. In the second article we looked at the different VIEWS you can use in Windows/ File Explorer and why I recommended the "Large thumbnail" view for pictures and the "Details" or "Detailed List" view for all other files. In the third article we looked at selecting files for some action, such as to move them, copy them, or delete them. In this article we will learn how to work with MULTIPLE files at one time.

Open the Windows File Explorer app or program and find "Documents" (or "My documents") in the left pane and click on it once with your mouse to open the contents of the Documents folder in the right pane. You should be saving all your documents and most files here. To SELECT a file for some action, left-click on it once in the right pane and the file name should be highlighted. (NOTE: If you double-click on the file name your computer will try to OPEN that file using your computer's default program or app for that file type). When people say "click" using the mouse, they always mean a LEFT-click. A "right-click" of the mouse is specifically stated as a RIGHT-click.

SELECTING FOR ACTION

One of the computer skills that is so very helpful in many different apps is the way to SELECT something for some ACTION. This is a two-step process that allows you to work with files, photographs, emails, menus, and so much more. To select a single file in Windows File Explorer, you simply click (that's a left-click) once on the file name to highlight it. But how do you select MULTIPLE files at one time? Well, there are TWO easy ways and both ways are helpful.

Using the SHIFT key on your keyboard – After you click on the first file, move your mouse to another file in the list and, while holding down the SHIFT key, click on another file name. Presto, ALL the files between have been highlighted! Now if you click on "delete" ALL the highlighted files will be deleted. Did you make a mistake and select too few or too many files? No problem, just click anywhere and the highlight will disappear and you can try again. This is a great way to select multiple contiguous files.

Using the CTRL key on your keyboard – After you click on the first file, hold down the CTRL (control) key and click on any other file names. Every file you click on will be selected or highlighted. This is a great way to select many files that are NOT listed together. Do not let up on the CTRL key until you have completed your selections. If you make a mistake, clicking on a file that was already selected will "un-select" the file. And again, if you have made any mistakes, just remove your finger from the CTRL key and click your mouse on any file name, your highlighted list will go away and you can start over.

Practice these keystrokes a couple of times to get used to it. Naturally if you do not click on "delete", no files will be deleted.

HERE ARE SOME MORE USEFUL TIPS:

- + Do not delete too many files at one time, start with just a few until you get used to it, then go for more.
- + The scrollbars should still work, so if you need to select multiple files above or below your first file, you can use the scrollbars to get elsewhere in your list. Clicking on a scrollbar will not change your selections.
- + Select all your files from ONE folder at a time. There may be a way to select files from different folders at one time, but I strongly advise against that if it is possible. You will get too confused.
- + Don't forget you can select a FOLDER as you would a single file. If you move or delete a folder, ALL files and folders IN that folder will be moved to the new (destination) location (folder) or deleted.
- + Yes, you CAN select multiple FOLDERS the same way as you select multiple FILES. You can even select

files and folders in the same selection. This is really super-helpful. The computer assumes you know what you are doing, so be careful. This is a great way to copy your stuff to another memory device as a backup.

- + Remember, files deleted from your "C" drive will go to your Recycle Bin folder, but files you delete from other drives (such as a plug-in drive or memory card) will NOT appear in your recycle bin, they will be really deleted.
- + Read the box notices that appear to make SURE you are moving or deleting the correct number of files and, if moving them, that they are going into the proper folder.

Finally, this method of multiple selection comes in very handy in many other computer applications, such as email. You may have to "select" an item by clicking in a box or circle, but there will be a way to do it. If in doubt, ASK GOOGLE – "How do I delete multiple emails in gmail?" is a good example. Google always loves questions!

Calls For Tech Help

"Can you give me the telephone number for Jack?"

Operator: "I'm sorry, sir, I don't understand who you are talking about."

Caller: "On page 1, section 5, of the user guide, it clearly states that I need to unplug the fax machine from the AC wall socket and telephone Jack before cleaning. Now, can you give me the number for Jack?"

Operator: "Sir, 'Jack' means the telephone plug on the wall."

Tech Support: "I need you to right-click on the Open Desktop."

Customer: "OK." Tech Support: "Did you get a pop-up menu?"

Customer: "No."

Tech Support: "Okay. Right-Click again. Do you see a pop-up menu?"

Customer: "No."

Tech Support: "OK, sir. Can you tell me what you have done up until this point?"

Customer: "Sure. You told me to write 'click' and I wrote 'click.'"

ALL THAT GLITTERS IS NOT CHROME

Continued from Page 5

Even files that are supported by Chrome can have problems if a lot of hardware horsepower is needed. I have an auto dashcam that records video in HD as .mp4 files. I can connect the dashcam through USB to my Win7 laptop, which can easily play the video files stored on its memory card. There might be a few slight glitches, but playback appears pretty smooth. If I connect the dashcam to my Chromebook, it can play the video files, but it takes a long time to process before they initially start playing, and the playback is very jerky.

The Chrome OS has its own web store, but since it does not have a large following, there are not that many offerings as compared to the Android app store. There are a couple of VPN apps, but the VPN service I subscribe to, Private Internet Access, does not appear to support the Chrome OS at this time. I was surprised to see that TeamViewer was available as a Chrome app. I've looked through the apps offered a number of times, but have yet to find one I wanted to install at the time.

Chrome OS is also not supported that well by third-party hardware vendors. The Patriot Aero external Wi-Fi hard drive I tried to demonstrate earlier this year has apps to support its use with Android and iOS devices, but they don't have one for the Chrome OS. I have some Western Digital My Passport USB3 external hard drives, which can be set up to use password protection and data encryption. My Chromebook can see and use the drives that are not protected, but cannot use a drive that has protection / encryption enabled, as the program on the drive that is used to enable and disable protection is not compatible with Chrome. The universal in Universal Serial Bus only applies if there is no additional software required.

Printing is another problem issue for Chromebooks, as printers would need drivers. I've not seen any printers that advertise supporting Chrome OS devices. Google claims printing can be done using Google Cloud Print. I've read some about it, but have not yet been able to figure it out. It is made more confusing by Google having a

Facts To Help You Fight Identity Fraud

(NAPSI)—The 2017 Identity Fraud Study by Javelin Strategy & Research revealed that the number of identity fraud victims increased by 16 percent in the last year, a record high. The study found that despite the efforts of the industry, fraudsters successfully netted 2 million more victims in 2016, with the amount fraudsters took rising by nearly \$1 billion, to \$16 billion.

On a positive note, while fraudsters are becoming better at evading detection, consumers with an online presence are getting better at detecting fraud quicker, leading to less stolen overall per attempt.

"After five years of relatively small growth or even decreases in fraud, this year's findings drive home that fraudsters never rest, and when one area is closed, they adapt and find new approaches," said Al Pascual, senior vice president, research director and head of fraud & security, Javelin Strategy & Research. "Fraudsters are stealing your card information and other personal identity information and shopping online with it. To successfully fight fraudsters, the industry needs to close security gaps and continue to improve and consumers must be proactive, too."

FIVE SAFETY TIPS FOR CONSUMERS

It's best to work with your bank, mobile phone carrier, online shopping sites and other companies to minimize your risk of fraud. Here are five recommendations:

1. Be smart on social media—Social media can help you keep up-to-date with your friends' lives but can help fraudsters stay up-to-date, too. Fraudsters can learn when you're out at the movies or on vacation and the house is vacant, as well as your dog's name, mother's maiden name and lots of other personal identity information. Review your social media settings to make sure your profile is only visible to friends. Consider whether you

post your vacation while you are gone or when you are back. Do not accept friend requests from people you don't know.

2. Protect online shopping accounts—With fraud moving online, accounts with online shopping sites are valuable targets. Enabling two-factor authentication on sites that have that capability, such as Amazon, can make it significantly more difficult for fraudsters to take over your accounts.

3. Exercise good password habits—Passwords have remained the de facto first line of defense for most online accounts, which has motivated criminals to compromise them whenever possible. Using unique passwords, one per each online shopping site and one for each bank account, you can help reduce the value to fraudsters of passwords stolen.

4. Sign up for account alerts—Many consumers were able to detect fraud through alerts. So join the crowd. A variety of financial service providers, including credit card issuers and brokerages, provide customers the option to receive notifications of suspicious activity. Consider signing up for identity protection services such as LifeLock, which can provide security that's difficult to get on your own, such as regularly monitoring credit reports for suspicious new accounts and screening for sale of personal information on the dark Web.

5. Seek help as soon as fraud is detected—The quicker you notify your financial institutions, credit card company, wireless carrier or other service provider that fraud has occurred, the sooner these organizations can act to limit the damage. Early notification can also help limit the liability of a victim in some cases, as well as allow more time for law enforcement to catch the fraudsters in the act.

Additional Resources

For a free, easy-to-use identity fraud risk assessment, visit www.lifelock.com/risk-calculator.

Chrome browser and a Chrome OS. So far, I've settled for taking my files to a Windows PC to print.

Chromebooks offer a lot of promise for speedy and simple computing, but they don't always fully deliver on everything a user might want to do. I love my

Chromebook and will continue to use it, but it appears it can't do everything I need. I guess I won't be giving up my Windows computers anytime soon and will continue to use it, but it appears it can't do everything I need. I guess I won't be giving up my Windows computers anytime soon.



Crown Camera

Imaging Experts

Digital Cameras

Photo & Printer Supplies

M-F 8:30 - 5:30
Sat. 9 - 5

www.crowncamerashop.com

530-243-8333 or 800-655-4256
FAX: 530-243-4978

1365 Market Street
Redding, CA 96001

SnowCrest Inc.

"Northern California's Finest and First Internet Provider"

UNLIMITED INTERNET ACCESS

DSL & Wireless Access, Web Design & Hosting Services

www.snowcrest.net / (530) 245-4698 / (530) 926-6888

CUGR

Membership Application

\$24

Dues Per
Year.

\$2 Dues
Per Month

To be paid
yearly in
October.

Name(s): _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Business Phone: _____

E-mail Address: _____

Date: _____

- New
- Renewal
- Cash
- Check

Check # _____

Be Sure To MAIL TO:

CUGR

444 Basalt Ct, Redding, CA 96003

(For general information call any Officer or Director listed on Page 2)

Energi Charger Station

Continued from Page 7

because there are too many or they are too long.

The unit comes with a start-up guide which is very short, with diagrams as well as text in several languages.

The unit comes with a one year warranty after you register your unit.

Energi Charging Station by TYLT

Price \$80

www.tylt.com/charging-station

Using Windows File

Explorer

Continued from Page 8

TRY IT NOW

Create a new folder and try MOVING files into it, one file at a time. Then move some of them back. You can drag a file to a folder in the LEFT or the RIGHT pane if you can see the folder. If you cannot see the folder you want, use the scrollbars so that you CAN see it. But remember a folder can be IN another folder, so you may have

to open a folder to see it. Give it a try. Try making COPIES of files, and then DELETE the copies. Deleting files you do not need keeps your computer cleaner and easier to find what you need.

On Page 9 we will look at how to work with MULTIPLE files – that is, deleting, moving, and copying SEVERAL files at one time. This is exciting stuff and makes it easy to make your own BACKUPS of all your FILES on another memory device and also to DELETE many files at one time. To get further help, go to Google and enter your question, such as: "How do I copy a file from one folder to another in Windows 10?" and you will get some great videos to watch too. It helps to be specific with your question.

Cleaning up your computer memory of files that you no longer use will save space and keep your computer running quickly. If you have seldom used files which you want to keep, copy them to another drive (a plugin portable drive) to free up space on your "C" drive. Just like your car or your health, your computer needs periodic maintenance!

General CUGR 2016 & 2017 Meeting Schedule

New Time Change!
3 to 5 PM

**Board meeting is in the
Community Room:
Sept. 26, 2:30 pm – 3 pm**

**Meeting is in the
Community Room
June 27, 3 pm – 5 pm
July 24, 3 pm – 5 pm
No Meeting In August
Sept. 26, 3 pm – 5 pm**

**PCUsers Group
of Redding
P.O. Box 494778
Redding, CA
96049-4778**



Why Join A Computer Group?

1. Benefit from a common interest in a personal (and costly) investment: Your business or personal computer.
2. Enjoy more of that investment by learning more about it.
3. Share tips and tricks, as well as new and old ideas.
4. Become exposed to a variety of new hardware and software without sales pressure.
5. Receive an informative monthly newsletter.
6. Have access to various club functions and all Special Interest Groups (SIGs).
7. Find out that no one needs to be alone and helpless with today's computer technology.

4th Tuesday Monthly Meetings Are At The Redding Library



1100 Parkview Ave.

**Off Cypress and to the right of City Hall.
We will be in the Community Room, which is
inside to the left of the main library door.**

Computing For Seniors SIG

No SIG Meeting Or Classes In June

**At Jane Quinn's Home, for information contact:
Jane Quinn, 365-0825, qjquinn7427@gmail.com**

COMPUTING FOR SENIORS. "What Does This Button Do?"

Learn today's technology including smartphones, tablets, eReaders, and both Windows 8 and 10. The basics will be taught on setting up your device and the APPS you should use for productivity and we will still work with photos and videos. There's always a question and answer period. If we can't come up with the answer,

we will find it together. I say "we" because we do work as a unit, expanding our knowledge and helping each other. **Join us on the 1st, 2nd, and 3rd Tuesday at 12:30 pm at the Anderson Sr Center, 2081 Frontier Trail, 365 3254. On the 4th Thursday of the month, WINDOWS 10.**and everything you want to know about that system will be taught. It's a walk-in format. I remain in the room after class to help anyone with their project or answer questions.

