



September Newsletter 2014

How I wish we could extend the summer a few more months! It just seems that summers get shorter all the time with the strange weather patterns we've had, and the sun is going down earlier and making the days seem so much shorter. We just came back from Baldwinsville NY after visiting our cousin Lucy last weekend, and the colors are changing on a lot of the sumacs and trees. It's a beautiful time of the year, but I know what's not far behind and I'm not looking forward to" that"! ☺

Where do I begin this month? There's always good things to share, but along with that comes some warnings for not so good things. Let's get the bad news out of the way first.



*Microsoft has been issuing Windows Updates on what they call "**Patch Tuesdays**" to correct critical problems that leave your machine vulnerable to security breaches. (viruses, hackings etc.) So, guess what happened? The latest patch that was downloaded was supposed to be installed "**after**" the **previous patch** that was issued. In a lot of cases, people hadn't updated before this patch and now their machines are giving them **Blue Screens of Death**. Sounds pretty bad, doesn't it? Well, it is bad! Some people turn on their computers and are locked at the blue*

screen and can't do anything. Why am I telling you this??? *Because it's important when you see a message that updates are ready to install, that you install them right away. It will prevent problems from happening like this, and will keep your computer safe. Better yet, make sure your Windows Updates are scheduled to install automatically!*



*Just this past month I was using Facebook and someone sent me a friend request. The name wasn't familiar and when I looked at his profile it said he graduated from Scotia-Glenville High School, but he lives in Damascus Syria. I had my old yearbooks and looked through them, and sure enough, his name **wasn't** in it. I knew something wasn't right and just deleted the request. I had researched and found out about this newest way to steal personal information, and it was right after that when Jill Davis wrote me an email and told me about the Facebook Scam. I'm sure she won't mind that I'm using part of her message to tell you about it. I know she'd want others to be protected from this dangerous scam.*

"Scammers are sending friend requests in order to steal not only your personal information, but the information of all those you have on your Friends list.

Do not accept Friend requests from someone you do not know. These scammers have found ways to make you think that you and they share mutual friends, thus they send friend requests to you. If you accept the request, they will steal your personal information as well as the personal information of all your friends.

Change your privacy settings so that it's only shared with people you know, or change it so only you can see it. Delete any personal information you might have in your profile, such as where you've lived, what schools you've attended, and so on. This is information they will use to steal your identity and the identity of others." Thanks Jill!



YOU HAVE BEEN
HACKED !

You've probably heard too that UPS has been hacked, 4.5 Million Hospital patient records have been stolen, and AOL's security was breached in a massive spamming scheme. I want to break this down so you know what's going on.

- ✎ UPS – if you visited one of the stores that was targeted by hackers between January 20, 2014 and August 11, 2014 “AND” used a credit card at their store hackers might have gotten your credit card information. The link below will show you the name locations of the stores affected. <http://www.theupsstore.com/security/Pages/default.aspx>*
- ✎ Hospital Records - Hackers got into the hospital's systems and installed a virus that stole upwards of 4.5 million patient records. The information stolen includes names, Social Security numbers, patients' home addresses, birthdays and telephone numbers. The hospital group in question is Community Health Systems, but for us in NY it wasn't a threat.*
- ✎ AOL - As far as AOL can tell, somebody got access to customer and employee data, including encrypted passwords. They used the information to launch the spam. This means that if you're on AOL the email that your friends and family are receiving could very likely NOT be from you. Instead it's spam sent from your email address that contains a link, and the link is malicious. **You should go and change your password immediately!***
- ✎ And it wouldn't be complete without mentioning Adobe Flash Player AND Adobe Reader updates. Between Adobe and Microsoft they've issues 24 warnings this month. Make sure that when Adobe pops up on the screen that you update right away!*



*And last but not least, I want to tell you about an Apple MacBook that I worked on this past month. The machine came in and it was loaded with viruses and malware. It's time for people to realize that the Apple machines are not as secure as they once were. This machine had a Trojan in the Safari Browser and an Adobe Flash Player Trojan. This is where a lot of the viruses are coming from today. So, **PLEASE** don't let the Apple Store tell you that you don't need an anti-virus software program on your MacBooks or iMacs. Download a copy of Sophos Anti-Virus for Mac and install it. It's free!*



*It was just in the news that malware hit 75,000 **iPhones**. The reason? People are jailbreaking their iPhones and taking the security off. Jailbreaking is tempting for some people because it lets you do even more with your gadget, like remove features you don't want and add apps not supported by Apple. The security is on there for a reason!*

How's that for a lot of not so good news! I know it's confusing when I share this because a few of you have told me so! If you have questions about any of this, drop me an email or call me and I'll be glad to talk to you about it.



This one is for all of you who are taking home movies and are comfortable with installing software! Have you ever wondered how to get a “[picture](#)” from a video that you’ve taken? Sometimes you see a frame in the movie that you would really like to print out. There is an easy way to do it. Download a copy of VLC and install it. <http://www.videolan.org/vlc/index.html> Now follow the instructions below.

To setup for your screen captures...open VLC and go to...Tools / Preferences / Video button / Video Snapshots section.

In the directory field...Browse to and select a folder to save your captures in. (for example...you could create a new folder on your desktop and select it)

At...Prefix...check the box...Sequential numbering.

At...Format...choose JPEG or PNG.

Finally.....left click the 'Save' button.

Now...Play the video and pause by pressing your Spacebar when you see a screen you wish to capture.

To capture the screen...type... Shift+S



Do you work a lot with Excel and wish there were different kinds of templates you could use? If so, here's a link to check out for free templates. Say good-bye to the boring old templates you used to use! <https://store.office.live.com/templates/templates-for-Excel>



My friend, Joan Van Patten gave me some good news this month! Pogo is rewriting their software in an attempt to get away from using Java on their site. So far 3 of their games have been completed, so if you play Crossword Cove, Canasta and Monopoly Slots you'll be using Adobe Flash instead. Finally!! Remember, if you see a Java update...do it immediately!! If you don't need Java....remove it from your machine.



Are you a veteran? I know that my husband John served 6 years in the US Navy, and he just found out that he could get military discounts at a lot of stores and on services. This link will show you a list of places that except veterans cards for a discount. I was surprised to see some of them....like Dell, Apple and Ben and Jerry's!

© <http://www.rather-be-shopping.com/blog/2014/05/29/veteran-military-discounts/>



One question that I get all the time is, “Why do I unsubscribe and still get email from companies?” That’s a really good question and here’s an easy way to attack the problem. Go to this website, find the company that’s spamming you and follow the instructions for getting off their mailing list. They’re rated as to how difficult it will be, but don’t let that stop you. Just follow the steps given. <http://justdelete.me/>



*This one is great **for iPhone and iPad** users.... To block tracking ads, go into Settings, and then tap Privacy. Scroll all the way down to Advertising. You’ll see a button labeled, “Limit ad tracking.”*

If it’s not showing a green color, tap the button so that it shows green. This will stop ad companies from tracking what you do with your phone and serving up targeted ads.

Right underneath that, incidentally, you’ll see the “Reset Advertising Identifier.” Clicking on that will zero out your anonymous ID number. To trackers, you will appear as a new user.



*I was asked this week what is the difference between the Home button and the button with your Name on it in Facebook. It can be explained very simply. The one with your name is all about **You**.....it's your **Timeline** and everyone can see it. The Home button has posts by friends and only you can see it. Sometimes FB can get confusing for new users. ☺*



Windows 9 is on the horizon and none too soon. Windows 8 is still the most hated operating system that Microsoft ever put out, Windows 7 is still for sale, and they're trying to "fix" the Windows 8 fiasco by correcting some things in the new operating system to be more user friendly and familiar. (info taken from an article by Kim Komando)

Windows 9 will ditch something you hate, add something you want.

With Windows 9, Microsoft will be moving away from the Windows 8 style that so many users had problems with. The "Charms Bar," a toolbar that is accessed by swiping right to left on Windows 8 touch screens, was designed for easy access to the Start Menu, settings, search and others. It will be taken away from Windows 9.

That's some relief to the folks who used a mouse and keyboard with their version of Windows 8. Microsoft has also announced that it will be moving back toward the desktop that users know and love so well. In fact, Microsoft will finally be adding a

native virtual desktop to Windows 9, which will be very handy for mouse-and-keyboard and touch-screen users alike. What's a virtual desktop, you ask? A virtual desktop is created when the software boundaries of the desktop go beyond the physical limitations of the user's screen. For example, when you use an Android or Apple smartphone and scroll or swipe to see other apps that you have on the phone, you're using a virtual desktop. At least we're headed in the right direction this time.



For those of you who are using Kingsoft Office Suite Free, be careful! They're asking for you to update, and if you agree you end up with a totally different looking program. That's not good! I'm giving you a link to find the old version. This means you'll need to uninstall and install a new copy of the "old" software. <http://www.kingsoftstore.com/writer-free.html> Look for the 2012 version.



Computer term of the week - JPEG or .jpg

The term actually stands for "Joint Photographic Experts Group," because that is the name of the committee that developed the format. ☺ remember that a JPEG is a compressed image file format. JPEG images are not limited to a certain amount of color therefore; the JPEG format is best for compressing photographic images. So if you see a large, colorful image on the Web, it is most likely a JPEG file.



My clients always ask how often they should bring their machines in to me to be looked at. The most obvious is when you're having a problem, but otherwise once a year for checking the hardware, updating the security and doing in depth scans. You're the best person to decide when it's necessary. Is the machine running really slow, are you finding that the machine is not responding when you go to the Internet, is there a problem with running certain software programs, or is it shutting off on its own? Those are some things to be looking for. When it gets to the point when the machine is raising your blood pressure, then it's time to call me. ☺

I finally got my photos up on Flickr, so if anyone is interested in seeing them just click on the link below. ☺ Click on Albums on the bar under my name, and you'll see 5 albums. Click on one to view and then scroll down. If you hold your mouse pointer over the photo, you'll see the caption telling what it is. Click on one to open it up to view it and then when done, click on back to set in the bottom left corner.

<https://www.flickr.com/photos/127204361@N05/>

Have a good month!

Warm Regards,

Shirl

