



MAY 2015 NEWSLETTER



The flowers are blooming, the birds are singing, and the sun is shining....Life is good!

I hope you've had a good month and that you haven't been on the receiving end of recent hackings.



*AOL!! They're the latest to "once again" have a serious issue. I'm really not a fan of AOL, as most of you know, and this last hacking has caused people to not get their email and to mess up their address books. What I'm going to suggest is probably not what you'll want to hear. Many of us started out with AOL and just hate to change, (myself included) BUT it would be a good idea to look at something else if you've been having problems with their service. Gmail, Yahoo, Verizon mail, Road Runner Mail, Outlook.com, iCloud, and GMX are just a few to consider. GMX is little known, but a good service. <http://www.gmx.com/> How do you know if you've been hacked? You'll hear from friends that have received emails from your account, **but** the message isn't from you and is probably asking them for money. First thing to do? Change your password for AOL or any email provider that has been hacked.*



If you've been hacked, chances are you'll get viruses on your machine. So how do you know if you have a virus? Here are some of the signs that will show up when you're infected.

- *You get popup ads when you're on the Internet or even when you're not*
- *Programs just don't work right or won't open at all*
- *Your computer runs really slow or shuts down on its own*
- *You can't get into your machine...you're locked out*
- *File associations change and you can't change them back ex: you can no longer open a Word Document and it says that there's no program associated with this application to open it.*
- *You'll find new programs on your machine that you didn't install and they ask for you to upgrade or run them. Doing so can make things a lot worse!*

*The **RevSlider** Virus has hijacked 100,000 websites! If you use WordPress for your blog or website, go to this link and put in your webpage/blog address and run a check to see if you've been infected.*

<https://sitecheck.sucuri.net/>



Good news! They turned down the merger between Time Warner and Comcast. Talk about an 11th hour decision! It's good for us because that would have made them so powerful that they could basically name their own prices, and the horror stories about Comcast customer service left me wondering about the quality of our cable. That's all good for now, but Time Warner is looking for another company to merge with, and Charter has been named in the news. Let's see what happens next.



Now for my Verizon story of the month! I've been thinking of switching from Time Warner because of all the wonderful advertising that Verizon has put out about their triple play packages. They tell you there's a 2 year price guarantee of \$109 a month plus the cost of equipment and taxes. We actually had them come to the house and after we talked with Verizon about the total price per month, we decided to stay with Time Warner. Our \$109 a month special ended up to be over \$200! That's more than we're paying right now! So, I'll just have to call Time Warner and fight for a lower price when the year ends like I always do. Lesson to be learned....check everything out before you just jump into a deal that seems too good to be true! ***This is not to say that Verizon isn't a good service, but for our needs it was over our budget.



I've heard from a few of you that you want to purchase your own modem for Time Warner. They do have a list of compatible models and I'm providing the link for you to check them out.

<http://www.timewarnercable.com/en/support/internet/topics/buy-your-modem.html>

How do I download or save a YouTube video to my computer?



YouTube has been designed to only allow users to watch and view videos on their website. Many users want to save their favorite videos to their computer so they can watch them without being connected to the Internet or so they can watch them on other devices. Below are the steps required for downloading and watching YouTube videos on your computer for free.

1. Go to this site and install the program <http://en.savefrom.net/> and once it's installed it will put a download button under your video in YouTube

2. Go to YouTube and find the video that you want. Click on the download button below the video and when the prompt comes up, choose to either just watch the video on your machine or to save it. *****Not all material can be downloaded because of copy write laws, but many things can be saved to your computer that are of interest. If you have a problem viewing them, download VLC to watch your videos. This program is amazing and will work with just about any format. <http://www.videolan.org/vlc/index.html>**



Have you ever tried to uninstall a program and it says that it's in use? If it's open and running, then you can't remove it. If this happens to you, go to the taskbar on the bottom of your desktop and do a right mouse click on it. Find "Show Task Manager" and open it up. Under the "processes tab" look for the name of the program you're trying to uninstall, select it and click on "End Process" in the bottom right corner. Now go back and uninstall the program.



We have three dogs, and as they're aging we have more medical issues to deal with. This app from iTunes is free and lets you organize pet appointments and medical records. What's sad is that our one dog, Ziggy, has more pill boxes than we do!

<https://itunes.apple.com/us/app/pet-master-pro/id420036386>



It's really frustrating, and it's happened to all of us: Accidentally deleting a file that you need. The good news is that if you act fast you might be able to recover the file.

When files are deleted they aren't actually erased, they're just hidden until another file overwrites them.

FreeUndelete scans your drive and finds these files. When I ran it, I found thousands of files that had been deleted, but not overwritten.

Once downloaded, just click the drive you wish to scan, then click Scan. You will be presented with a list of deleted files. Once you find the files you wish to retrieve, just click Undelete.

<http://www.officerecovery.com/freeundelete/>



For Apple Users!

- *Make sure that you always do your updates. They're available to correct bugs in the software, improve wi-fi connections, update features of the iOS, and improve security on your devices.*
- *iPhone tips and tricks for iOS 8 <https://tips.apple.com/en-us/ios/iphone>*
- *Did you know that in Safari you can create a new folder to save your emails in by creating a mailbox?*



Recycling an old Smart Phone or Apple Device? Here's How:

The easiest way to erase personal data on a smartphone or tablet is with a factory reset. You'll also want to remove any SIM card or SD card that might be in the gadget.

Apple

For Apple gadgets, go to Settings>>General>>Reset. Select "Erase All Content and Settings" and then tap the red button that pops up.

Computer Term of the Month!

GUI



Stands for "Graphical User Interface," and is pronounced "gooey." It refers to the graphical interface of a computer that allows users to click and drag objects with a mouse instead of entering text at a command line. Two of the most popular operating systems, Windows and the Mac OS, are GUI-based. The graphical user interface was first introduced to the public by Apple with the Macintosh in 1984. However, the idea was actually taken from an earlier user interface developed by Xerox. Now I'll bet you never knew that!

Please check out my website www.shirlscomputersolutions.com, and if you have any questions, please feel free to email me. I'm always looking for information to put in my newsletters!

Happy Mother's Day and Memorial Day! 

Warm Regards,

Shirl

