



Archive of 2018 & 2019 Tech Tips columns published in the Rossmoor News

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TECH TIP

SPONSORED BY THE COMPUTER CLUB

Getting more from your phone

By Harris R. Greenberg

The Computer Club of Rossmoor provides a range of services for both members and non-members. The Computer Center, located in the Gateway Clubhouse, offers free public-use computers (PCs and Mac), technical support for PCs, Macs, tablets and smartphones, and – for a small fee – copying, scanning and faxing services.

The Club also offers classes, seminars, and social events. Our 1,100 members are eligible to receive free in-home tech support to help them get the most out of their devices. You can find out about all these services by visiting our website www.caccor.com.

This column is intended to provide another avenue for club members and non-members to get answers to some of their technology-related questions, and to receive timely tips on how to make the best use of the tools available to them. Each of the future columns will answer one or two questions, and also provide new Tech Tips.

Your Digital Swiss Army Knife

This tip will tell you about some things your smartphone can do that you may not be aware of, and let you do more with your phone than just make calls, send text messages, and take pictures. We'll be referring to an iPhone's features, but similar features are also available on Android phones.

Problem 1: You're traveling and you're at a park or tourist attraction. You've got a map from the visitor's center, but you're lost; it's starting to get dark; and you have no cell service or Wi-Fi signal.

Solution 1: Your phone has a flashlight, so you can read the map and a compass to see which way to go. On an iPhone you can access the flashlight through the Control Center by slowly swiping up from the bottom of the screen. The Compass app is a separate app, with an icon that looks like a compass.

Problem 2: Maybe you need to adjust a wall hanging that is looking a bit tilted, or perhaps you are trying to adjust the levelers on a table.

Solution 2: Your phone has a level – before IOS 12 the level was part of the Compass app; in IOS 12 it is now part of the Measures app. After opening the Compass app, swipe to the right to get to the level. In the Measures app there is a separate tab for the level at the bottom of the screen.

Problem 3: You're in the supermarket trying to select the best deal: the jumbo size or the two-for-one special. Normally, the shelf tags would solve this

problem, but they're missing.

Solution 3: Your phone has a calculator. On an iPhone there are two calculators included – a simple calculator that turns into a scientific calculator when you hold your phone in landscape mode instead of portrait mode.

Problem 4: You have friends and relatives all over the country and overseas, but you can never remember what time it is in their city when you want to call them or send a text message.

Solution 4: Your phone has a world time clock, and you can set it up with clock faces showing the time in many cities around the world at once.

Problem 5: You can't read the teeny tiny directions on your medicine bottle, or the fine print in the ingredient labels on boxes and cans at the supermarket.

Solution 5: Your phone has an adjustable magnifying glass. On an iPhone the magnifying glass is one of the apps you can add to the Control Center. You also can just take a picture using the phone's camera, then zoom in on the small text by spreading two fingers while touching the picture.

Next time

The next Tech Tips column will explain 2-factor authentication for providing extra security for critical website access.

Please send any questions or comments to the club's email address: caccor@comcast.net and include "Tech Tips" in the subject line of the email.

Learn to appreciate and write short stories

Acalanes Adult Education offers a new course: "Tell Me a Story – How to Appreciate and Write Short Stories."

Classes are for eight weeks on Wednesdays, starting Jan. 23, from 2 to 4 p.m. at the nearby adult center, 1963 Tice Valley Blvd.

The instructor is Shoshana Kobrin, a Rossmoor resident who is an author and psycho-

therapist.

In this course, Kobrin will define the elements of the short story, such as plot, theme, setting, characters, imagery, tone, symbolism, point of view and structure.

Students will read and analyze classic stories by such writers as Steinbeck, Katherine Anne Porter, Hemingway, O. Henry and de Maupassant.

Stories by modern and lesser-known authors will also be explored.

In the second part of the course, students learn how to create their own story. Publication options will also be discussed.

Register at the adult center or on its website at www.acalanes.k12.ca.us/adulted.

Photo Club holds year-end contest

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Pictorial

Basic: Meyer for "Martial Arts Match"

Intermediate: Cox for "My Big Find"

Advanced: David Pierce for "Ready to Mix"

Masters: Vicky Richardson for "Childhood Innocence"

Travel

Basic: Cohen for "Bazaar Market"

Intermediate: Liu for "Colorful Village France"

Advanced: Ed Langthorn for "Guanajuato,

Mexico"

Masters: Mark Forrette for "St. Petersburg"

The club welcomes those who have an interest in learning about their camera or who want to upgrade their photography skills. No matter if you shoot with a phone, tablet or DSLR, you're welcome to join. New photographers with entry-level skills are especially encouraged to join.

Curious? Come to a competition meeting. For information, email vickyarichardson@aol.com.

RAA Soirée features Carol Lutz

Continued from page 21A

traditional way with many colors on her palette, but in 1999 she changed her technique. Now she uses only the three primary colors red, yellow and blue. The colors are layered, one at a time, in as many as 50 or more thin tints, allowing each layer to dry before adding a new layer. This method can create almost any color.

Using complementary colors she has created complex, rich grays that range through the spectrum of colors. She also uses pointillism to accomplish paintings; dots of individual color are arranged so that from a distance the colors blend.

Lutz has traveled extensively to foreign lands taking multiple trips each year. She paints in her studio either from her own photographs or from her still life arrangements.

She is an active member of the California Watercolor Association, earning Master Signature status in 2010. She has shown her extraordinary work in many East Bay area galleries including Gallery Crimson, Bedford Gallery, Lynn House Gallery and Valley Arts Gallery.

What sets Lutz apart as an artist is the way she deftly paints her still lifes, portraits and figures with perfect washes and subtle changes of soft color. Her paintings are a study in patience because each layer must be completely dry before the next can be applied.

See this resoundingly different body of work and hear her talk about it. Those who attend will be delighted by her, her life and a retrospective of her life's passion – her art.

For information, call Kathleen Stumpfel at 410-322-0817 or email kathleen.stumpfel@gmail.com.

Democrats Book Club to read 'Becoming' by Michelle Obama Jan. 7

Democrats of Rossmoor Book Club will meet on Monday, Jan. 7, at 3 p.m. in Multipurpose Room 2.

The book to be discussed is "Becoming" by Michelle Obama. In this memoir by one of the most iconic and accomplished first ladies in recent history, Obama chronicles the experiences that have shaped her life – a work she insists is still in progress.

Raised in a working-class neighborhood on the South Side of Chicago, Obama discusses her loving and supportive family which expected excellence from both her and her brother.

A driven student, she excelled in school and ended up with a law degree from Princeton. However, she turned from practicing law to a career in public service and ultimately followed her husband, Barack Obama, into the White

House as America's first African-American first lady.

Here she presided over a welcoming and inclusive White House, established herself as an advocate for women and girls in the United States and around the world, and promoted a healthy diet and active lifestyle.

She devotes much of her story to her efforts to balance career and motherhood and keep her girls' lives in the White House as normal as possible. She chronicles her triumphs and disappointments, both public and private, and tells her story honestly as she has lived it.

Residents do not have to be members of the Democrats of Rossmoor to attend the book club. All are welcome to attend and join the discussion.

For information, contact Jane Walter at walterjane4@yahoo.com.

Shalom Club will host Chinese buffet dinner

The Shalom Club of Rossmoor will have its annual Chinese buffet dinner on Tuesday, Dec. 25, at 6 p.m. in the Fireside Room at Gateway.

The menu will include an appetizer, chicken, fish fillet, beef, snow peas and rice. A variety of desserts and beverages will be served. Attendees may bring their own beverage.

After dinner, there will be games with prizes and a friendly get together to celebrate the holiday season.

The cost is \$20 per person for members and \$25 for non-members. Reservation checks, payable to Shalom Club of

Rossmoor, may be mailed to Ed Goldberg, 888 Terra California Drive No. 4, or left in the club mailbox at Gateway. Be sure to include an email address and phone number.

The deadline is Thursday, Dec. 20. There are no refunds. For information, contact Sheila Levinsky at 925-448-2064. The club is also collecting next year's annual dues, which are \$10.

The club was formed as a social gathering place for the Rossmoor Jewish community to meet new and old friends and enjoy activities. For information about the club, call Larry Silver at 925-954-8823.

Check Recreation Dept. for lost and found items

Lost something? Check the Recreation Department. Items are no longer kept in the Redwood Room as before.

Items left at the swimming pools, Fitness Center or the golf course will remain at those locations, however. Ask

staff for help.

Valuables (wallets, purses, cell phones, jewelry) are kept in the Recreation Department.

TECH TIP

SPONSORED BY THE COMPUTER CLUB *Using 2-Factor Authentication to Provide Extra Security for Critical Website Access*

By Harris R. Greenberg

Reader question: In Tech Tips 1, “The Smart Phone as Your Digital Swiss Army Knife,” you stated that you can add a magnifying glass to the Control Center. Can you explain how to do that on the iPhone?

Answer: Go to Settings, then select Control Center; next, select Customize Controls. You will be presented with options to add and organize additional controls. You can remove controls already shown in the Control Center or add More Controls. When you’re done, close the Settings app. Note that the Control Center is opened by swiping down from the top right on iPhone X models.

Tech Tips 2: Using 2-factor authentication to provide extra security for critical website access: 2-factor authentication (2FA) is a method of providing extra security by confirming your identity using a combination of two different factors: 1) something you know, 2) something you have, or 3) something

you are (using your fingerprint, voice print or facial recognition).

An example of 2FA is withdrawing money from an ATM. You need your bank card (something you have) and a PIN (something you know) to validate the transaction.

Many websites like Google, Apple, Facebook and Twitter offer optional 2FA in the form of a One Time Pass (OTP) code, typically a 6-digit number, sent by text or email, that you enter after submitting your password. On some websites, like ssa.gov, an OTP is not optional, it is required. A few websites, including ssa.gov, also have the option to send the OTP as a voice message on your home phone or cell phone.

You’re probably familiar with “security questions” that you normally select and answer when you first sign up or register for a new web site or app. These are required in addition to your user name (often your email) and password, typically when you sign in from a new computer = or from a different web browser – than the one you originally used when registering. They may also be used if you forget your password.

Problem 1: Due to all of the data breaches, at Equifax, Yahoo, Facebook and other large service organizations, hundreds of millions of passwords, security questions and answers and charge card information is now potentially available to the bad guys!

Solution 1: First, change your password for any

of the merchant’s websites that you use that have been hacked. Then change or update the security questions for all of your websites. Most websites let you pick from a selection of security questions. If possible, don’t select the question that asks for your mother’s maiden name, since that information is easily accessible from genealogy sites. And, don’t select the same questions on every site, such as the name of your grammar school or the street on which you grew up. It’s also OK to use fictitious answers to new security questions, as long as you can remember the answer! Remember, these security questions are only used to verify the same person who registered is trying to sign in again.

Problem 2: A financial institution asks for your mother’s maiden name before allowing you to give them instructions over the phone, but as in problem 1, that information is readily accessible by the bad guys!

Solution 2: Call your financial institution’s customer service department. Tell them that with all of the data breaches, you don’t want to use your mother’s maiden name to verify your identity over the phone. Ask them to set up a verbal password on your account instead.

Next: Tech Tips 3 - Install free Norton Security Online software from Comcast.

Have a tech question? Send questions to cacor@comcast.net and include “Tech Tips” in the subject line.

Computer Club needs 2019 dues Friends of Peace Center meets Friday afternoon

The Computer Club of Rossmoor reminds members

Learn about iPhone apps

The Friends of Mt. Diablo Peace and Justice Center will

-  Share
-  Browse
-  Pages
-  Options
-  Editions
-  Search Archive
-  Help
-  Fit

there will not be a YIT on Jan. 17 due to the Dining Out event. Singles Salon is a Rossmoor social club for single men and

or theater event. For more information, contact Membership Chair David Church at 951-733-4005.

skills required to perform this important effort. The Douglasses will share some tips for determining

East Bay a number of times. **Trip to Marin Civic Center** On Wednesday, Feb. 27, the club will board the bus at

This excursion is rated easy to moderate walking. Board the bus at Gateway at 8:15 a.m. **Continued on page 20B**

TECH TIP

SPONSORED BY THE COMPUTER CLUB

You can Install Norton Security Online from Comcast for free

By Harris R. Greenberg

Reader Question: Tech Tips 2 on 2-Factor Authentication recommended changing passwords, security questions and answers on a lot of websites. How are we supposed to remember all of that stuff?

Answer: Your browser can remember website passwords, but not security questions and answers. Your best option is to use password manager software, which also can store security questions and answers. Some examples are: LastPass, Dashlane, Keeper, 1Password, and Norton Password Manager (included with Norton Security Online).

Tech Tips 3: Comcast cable and internet subscribers can download and install Norton Security Online on your PC, Mac, or mobile device for free.

The Rossmoor HOA fees include Comcast Basic Cable and internet service, and as a result all residents who have internet service are eligible to download and install Norton Security Online (NSO) from

Comcast for their PCs, Macs, and mobile devices.

NSO secures multiple PCs, Macs, smartphones and tablets with a single subscription. It does the following:

1. Helps safeguard your private information
2. Manages protection for your devices with an easy-to-use web portal
3. Remembers, secures and automatically enters your username and passwords
4. Alerts you about risky Android apps before you download them
5. Backs up contacts

What do you need in order to download and install the software? You might need to have your Xfinity user ID or Comcast.net email address and password ready. If you don't have this information handy, call Rossmoor Comcast at 800-407-2997.

You can install NSO on up to 5 devices

Go to xfinity.com/support, then in the search box type: "Norton Security Overview." You will then see links for installing the software on PCs, Macs, and mobile devices. If you need help during the installation process, you can call Norton Support at 877-272-7149.

If you download the Norton Mobile Security app from the Google Play store or the Apple App Store, rather than follow the suggested install steps, you will see an option to enter a Partner Code. The Part-

ner Code is "XFINITY." After you enter this code, you will be prompted to login to your Norton Account to activate your complimentary version of Norton Mobile Security.

Note that when you install NSO, it starts with some default settings that do not include the advertised Norton Password Manager and Norton Safe Search. You need to customize the settings to add those functions that are included, but not installed by default.

To install Norton Safe Search (to help prevent you from visiting unsafe websites) and/or Norton Password Manager, you have to go to Settings on the PC app, or Advanced on the Mac app to customize the program settings. There are five categories of settings. If you click on the Help link on the top right of the screen, you can get a description of the settings in all five categories, or connect directly to Norton technical support.

To add these two capabilities, go to the category called "Safe Web." When you click on that category, it will list several web browsers. Click on a browser that you use (Safari, Firefox, or Chrome for example) and you then can install the browser-specific plugins. You can install either or both of the two additional functions at no charge.

Have a tech question? Send your question to cac-cor@comcast.net and include "Tech Tips" in the subject line.



Browse



Pages



Options



Editions



Search Archive



Help



Fit

TECH TIP

SPONSORED BY THE COMPUTER CLUB

Setting up 'In Case of Emergency' (ICE) Contacts on Your Phone

By Harris R. Greenberg

Reader Question: Is the free net security built into the Windows 10 Edge browser adequate protection or should one use Norton, McAfee or one of the free packages?

Answer: Windows 10 includes Windows Defender, which is an adequate anti-virus program. Windows Defender also allows the Edge browser to warn you and block malicious websites and downloads by using a "SmartScreen Filter." However, you need to change an "Advanced" setting in Edge to enable it. If you're using an older version of Windows, or a different web browser, you should consider third-party anti-virus software. Also, stand-alone password manager software is safer and more robust than letting your browser remember your passwords.

Tech Tips 4: How to set up an "ICE" contact on your phone that emergency responders can access, even if your phone is locked

After hurricane Katrina in 2005, so many people were injured, unconscious and separated from their families that emergency workers advocated a new idea: having the general public include an ICE (In Case of Emergency) contact in their smartphone's address book. By setting up an emergency contact under the "name" of ICE, emergency workers could use the injured party's smartphone to readily identify the best person to notify.

Setup is basically the same on iPhone and Android phones

First, you need to decide who you want to designate as your ICE contact – spouse, partner, care-giver, close friend or relative. Go to Contacts and click on the "+" sign to create a new contact. Include ICE in the First Name data field, followed by the name of the person (such as "ICE Mary"). Then, include any additional contact information as you would for anyone in your address book. If you want to have several ICE contacts, you can create several entries, referring to them as "ICE 1," "ICE 2," etc.

Both iPhone and Android have an optional data field for "relationship," such as – spouse, son, friend, etc. Then in the Notes data area optionally add some medically relevant information, like your blood type, any allergies, doctor's names, etc.

Accessing ICE data on iPhone When the iPhone is locked, an emergency responder can still access

the ICE data by pressing and holding the Home Button on the phone and asking Siri to "Contact ICE." If there is only one ICE entry, the information will be displayed and Siri will immediately dial the contact. If you have more than one ICE contact, Siri will ask you "Which ICE?" and, if you've numbered them in your order of preference, they can be tried in that desired order.

Accessing ICE data on Android phone On an Android phone, you need to take some steps to set up your Lock Screen so an emergency responder just has to glance at your locked screen to find your ICE contacts. There are different ways to set it up, depending on the model phone that you have and the version of Android you're running.

In this example, I'll explain how it's done with a Samsung Galaxy, most of which have an Emergency Dialer on the Home Screen. Simply set up your ICE contacts and then press and hold your first ICE contact until the menu appears, then add it to the ICE Emergency Contact Group. Now it will appear on your Emergency Dialer.

If you have another type of phone, or if your Galaxy doesn't have this feature, you might want to stop by your mobile provider's store to ask for assistance.

Have a tech question? Send your question to cac-cor@comcast.net and include "Tech Tips" in the subject line.

TECH TIPS

SPONSORED BY THE COMPUTER CLUB

Shop safely online with a virtual credit card

By Harris R. Greenberg

Reader Question: Re: Tech Tips 4 (Rossmoor News, Jan. 30, page 27A): I tried activating Siri on my lock screen to call ICE, but it didn't work. What could be the problem?



Answer: There are two possibilities: 1) If you just powered up your iPhone, you always need to enter your unlock code first. If it is already on but in standby mode, when you get the lock screen it should work. 2) Siri has a Setting to allow it to work on the lock screen, so make sure that is turned on.

Tech Tips 5: A way to shop more safely online using virtual credit cards from your bank

There are lots of reasons to shop online: 1) The bargains are there; 2) The selection is mind-boggling; 3) You can avoid the holiday crowds at the mall; 4) The shopping is secure; 5) Shipping is fast; and 6) Even returns are easy, with the right e-tailers. Shopping has never been easier or more convenient for consumers.

However, you still need to be vigilant when shopping online. The first rule when shopping online is before you enter any financial information for a purchase, look at the top of the web page, and look for a small icon of a lock (🔒) or an intact key next to the address line of your browser.

Also, if the full web page address is visible it should start with "https:" and not simply "http:" the "s" at the end of "http" stands for "Secure." If you don't see the lock icon next to the web page address, the site is not secure enough to enter your financial information.



Note, however, that websites can have both secure and non-secure pages. For example, the Computer Club's home page (www.caccor.com) and most secondary pages do not need to be secure because they only provide information; they are not receiving information from the user. However, if you are paying dues online or registering for an event, the pages that capture the information you enter are indeed secure.

Besides these basic precautions, if you use your real credit card information (card number, expiration date, and verification code from the back of the card), there is a small possibility that you might still have a potential problem later if the merchant's database is hacked. When this happens the banks usually cancel the compromised cards and issue new ones, but this

can take a while before they take action.

Several banks, including Bank of America, Citi Bank, and Capital One have the option for customers to create and use virtual credit cards, which are temporary cards with randomly generated card numbers that they can use instead of their real credit card when making an online purchase. If you use a virtual credit card, even if the merchant's data is compromised, your real-world credit card information is not exposed and is still safe.

When you create a virtual credit card it is linked to a real credit card that you have from your bank, and anything you charge on the virtual card appears on the statement for your real card. However, this service is sometimes limited as a service with specific credit cards, depending on the bank.

If your bank does offer virtual credit cards, you can initiate the setup by using online banking to access your account. If you haven't set up online banking yet, contact your bank by phoning customer service or visiting your local branch.

The major credit card networks Visa and MasterCard also offer their own virtual credit card services, called Visa Checkout and Masterpass respectively. Both programs allow you to create an account directly through Visa or MasterCard and tie it to your existing major credit card or debit card. Visa Checkout and Masterpass accounts can only be used at participating merchants.

Have a tech question? Send your question to caccor@comcast.net and include "Tech Tips" in the subject line.

TECH TIPS

SPONSORED BY THE COMPUTER CLUB

How to close an unresponsive program or an unexpected popup window

By Harris R. Greenberg

Closing Unresponsive Programs

There are a number of different reasons that can cause a computer to freeze or stop responding. It can be due to a software or hardware conflict where two different programs competing for the same resources, a software or driver error, a program bug, or running short on resources like memory or disk storage space.

Problem 1: You've been spending a lot of screen time on your PC or Mac browsing the web, checking your email, editing pictures, or creating a document, when suddenly a message shows up on the top of the screen that the program is "Not responding". In the worst case neither the keyboard nor mouse seem to be working.

Solution 1: Sometimes the solution is simply to wait a while for your computer or device to sort out the conflicts, or complete some operations to free up the resources needed to resume operations.



Other times a dialog box shows up asking if you want to wait, restart the program, or force the program to close, enabling you to restart or close the program easily. If that doesn't show up, or if it doesn't work, then you will need to force the program to close.

To force-close the unresponsive program - 1) On your PC: Press Ctrl + Shift + Esc. Another option is to press Ctrl + Alt + Del (to open the Task Manager), select the program, then click "End Task." 2) On your Mac: Press Command (⌘) + Option (⌥) + Esc, select the program, then click "Force Quit." 3) On your Android phone: Press the square button at the bottom right corner of the screen, then swipe the app window off the screen. 5) On your iPhone or iPad: Double-click the home button, then swipe up to close app window.

If the keyboard isn't even responding on your PC, Mac, or smartphone, you will have to manually power off the device (by pressing and holding the Power button until it shuts down), and then restart.

Closing Unexpected Browser Popups

Problem 2: Even though you have set the options for your web browser to "block popups" a popup shows up warning you that your computer or bank account is in danger. You are tempted to click on the Close Button, the Cancel Button, or the red "X" at the top of the popup window, but you're not sure that is safe to do. Sometimes an unexpected popup only has an OK Button and there is no Cancel, Close, or X

shown on the popup. How do you close that without clicking the OK Button?

Solution 2: It is definitely not safe to click anywhere on a suspicious popup window. It is not even safe to move your mouse over it, as that can trigger a response to download malware. The solution is to close that browser tab if you can, or to close your web browser completely.

To just close the current browser tab on a Windows PC or Mac, use the key combination of Ctrl +W.

To force-close the web browser, follow the same steps as force-closing an unresponsive program described in Solution 1, but close the web browser in this case. On your mobile devices you should also put them in Airplane Mode and turn off Wi-Fi before trying to swipe the browser app closed, and then shut down and restart your device.

Reader Question – My voicemail was working before, but now it isn't. How can I get it working again?

Answer – Sometimes the problem is due to an Android or iPhone update, but it is often specific to your cell phone carrier. You can easily talk to your carrier by dialing 611 on your phone (*611 for Verizon), and they can tell you how to fix the problem, or send you a link (by text message or email) to detailed instructions for restoring your voicemail.

Have a tech question? Send your question to cac-cor@comcast.net and include "Tech Tips" in the subject line.

Mutual 68 calls for candidates

Mutual 68 will hold its annual meeting of members on Monday, June 10, at 3 p.m. in the Fireside Room at Gateway.

In accordance with Section 5.4 and 6.3 of the Mutual's by-laws, there is one open board position in this year's election, for a three-year term. This seat is currently vacant.

If this seat is filled by appointment prior to the annual meeting, the term will expire in June. The director will have to decide whether to re-run for the director seat for a three-year term.

Any Mutual 68 member in good standing interested in running for a position may do so by contacting Kelly Matti-

son at kmattison@rossmoor.com or at 925-988-7718 in the Mutuals' Board Office. The deadline is April 15.

Candidates must submit a statement of no more than 300 words outlining their qualifications and interest in serving on the board. The winning candidate will be seated at the annual meeting.

Bauer-Kahan to host Town Hall

State Assemblymember Rebecca Bauer-Kahan, who represents District 16 – which includes Walnut Creek – will host a Town Hall meeting on Thursday, March 28, from 6:30 to 7:30 p.m.

The meeting will be held in Civic Park Assembly Hall, 1375 Civic Drive, Walnut Creek, and will be co-hosted by Senator Steve Glazer and Assemblymember Tim Grayson.

"At this joint Town Hall, we'll provide you with information on the happenings in

the Capitol and you will learn more about some of our biggest legislative priorities," said Bauer-Kahan in a press release. "I hope you'll stop by and share with us what is most important to you, and be a part of this vital conversation."

To RSVP, call Bauer-Kahan's district office at 925-328-1515. Questions, comments or suggestions may also be left on her website at <http://a16.asmdcher.org>.

The Rossmoor website is full of information. Check it out at www.rossmoor.com.

TECH TIPS

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Configuring and Using Accessibility Options and Shortcuts

By Harris R. Greenberg

Computers and mobile devices have settings and options to make them easier to use by people with various physical limitations. To find these adjustments on a Windows PC go to Settings (click the gear icon), then click Ease of Access. On a Mac, click the Apple icon on the top left of the screen, select System Preferences, then click Accessibility.

On an iPhone or iPad, click Settings (the gear icon), select General, and then click Accessibility. On an Android phone or tablet, from the Home screen, click the Apps icon (a circle with 6 dots), select Settings (the gear icon), then General and click Accessibility. Regardless of the device you are using, the Ease of Access settings are typically clearly labeled and easily implemented.

Vision problems: Perhaps you have significant vision problems or distortions, or your eyes simply aren't what they used to be. The screens on these devices may be hard to read because the text is too small, or you can't distinguish the colors easily, the screen is too bright or too dim.

Vision solutions: There are settings that allow you to 1) increase the text font size. 2) Set up an on-screen magnifying glass. 3) Invert the screen colors to reduce glare (to show white text on a black background). 4) Adjust the brightness. 5) Use a high-contrast or black-and-white only theme. 6) Adjust the cursor or mouse pointer size and style. 7) Turn on a narrator to read the text on the screen out loud.

Hearing problems: You're a little hard of hearing, or you are profoundly deaf, but you still want to use a computer or communicate with your friends and family on the phone.

Hearing solutions: 1) One option is a "caption" phone (like those advertised in the AARP magazine) that let you hear and see the text of an incoming phone call. 2) Instead of making a sound to alert you of an incoming notification or message, your computer can flash some visual effects, or your smartphone can vibrate and/or display some flashing lights. 3) You can turn on and customize the look of Closed Captioning for videos.

Neurological or motion problems: Your nerves, muscle control or arthritis makes it hard for you to use a keyboard, mouse, tablet or touch screen.

Neurological or motion solutions: You can use dictation instead of typing on a keyboard. Most computers these days have a built-in web cam with a microphone, but if you use an older computer you may need a desktop microphone or headset with a microphone. 1) Use the accessibility settings to turn on dictation to input text using your voice instead of typing. On a PC click the Windows Logo key + H to start dictation. On a Mac you enable dictation through the keyboard settings. On a mobile device, click the microphone symbol on the on-screen keyboards to start dictation. 2) You can turn on "Sticky Keys," which makes it easier to hit keyboard combinations like Ctrl + Alt + Del by hitting them one at a time instead of all three together.

Another option is a program called Dragon Naturally Speaking by Nuance that has sophisticated dictation and editing, and allows verbal commands to control your computer as well.

Have a tech question? Send your question to caccor@comcast.net and include "Tech Tips" in the subject line.

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Newcomers meet April 1

Newcomers will meet on Monday, April 1, at 1:30 p.m. at

Dollar Clubhouse.

The speakers will be Molly Ayers, Securitas manager, and Dennis Bell, Public Safety manager. Club representatives from the Lawn Bowling Club and Library Club will also speak.

Participants can mingle with new residents, volunteers and others who have lived in the community for many years. Refreshments will be served.

Newcomers' programs are open to all residents. No reservation is required to attend. These monthly meetings provide an opportunity to learn more about the community and meet other new residents.

For information call Elena Ybarra at 925-988-7703.

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TECH TIPS

Emergency preparedness mobile apps

By Harris R. Greenberg

In October 2018, the Rossmoor Emergency Preparedness Organization (EPO) launched a new web site (www.rossmoorepo.org) that has an extensive collection of resources for emergency preparedness and emergency response.

Check EPO's website homepage for information on upcoming meeting times, locations and topics.

Here are some specific mobile apps from the American Red Cross to consider:

- First aid: Get instant access to information on handling the most common first aid emergencies.

- Pet first aid: Be prepared to help your friends with veterinary advice for everyday emergencies.

- Emergency: This all-inclusive app lets you monitor more than 35 different severe weather and emergency alerts.

- Earthquake: Receive notification when an earthquake occurs. You may also want to consider non-Red Cross earthquake alert apps, like "I Felt That" or "Quake Feed."

- The Red Cross has other apps that may be useful, including one that teaches preparedness to children ages 7 to 11. It's called Monster Guard. (Go to [www.redcross.org/get-help/how-to-pre-](http://www.redcross.org/get-help/how-to-pre)

pare-for-emergencies/mobile-apps)

- The Red Cross Safe and Well website (safeandwell.communityos.org) lets you register your own "safe and well" status, or check on the status of family and friends who have registered. You can also call 1-866-GET-INFO to check on someone's status or register yourself and your family.

- The FEMA mobile app, available at www.fema.gov/mobile-app, lets you receive real-time alerts from the National Weather Service for up to five locations nationwide.

This app also helps you locate emergency shelters and disaster recovery centers where you can talk to FEMA staff.

Learn emergency safety tips for over 20 types of disasters, including fires, floods, hurricanes, snowstorms, tornadoes, volcanoes and more.

Sign up for Nixle

Nixle is a nationwide service that provides useful alerts from your local public safety departments. For Rossmoor specific alerts, go to Rossmoor.com, scroll to the bottom of the homepage and click "Nixle" in the alphabetical listing under "Quick Links."

Another way to sign up for Rossmoor or nearby city alerts is to send a text message containing the zip code (94595 for Rossmoor) to 888777 to OPT-IN for text-message alerts.

Listen to emergency broadcasts

Residents in Rossmoor should tune in to KCBS – 740 AM or 106.9 FM – for up to date emergency announcements and instructions.

Try text messages

Immediately following an emergency, it is highly likely that the phone lines and cell towers (if they are still standing) will be overloaded and you won't be able to call because "all circuits are busy."

However, text messages take up much less bandwidth than phone calls and also use a different transmission method, so there is a much better chance that text messages will get through when a phone call won't.

Mobile device backup

There are several options: A crank-operated radio or flashlight that includes a USB charging port can recharge your mobile devices; portable solar panels designed for camping that have USB charging ports; a cell phone car-charger (or a USB cable on newer cars), as long as your car is accessible and still running; and portable power banks can recharge your cell phone or mobile device a few times.

How to get into garages

How do you get into your garage when the power is out?

Here is a link to a video that shows how to get into a vault-type garage door (typical in Rossmoor) when the power is out: www.maddendoor.com/garage-door-help-videos.

Have a tech question or want to see an archive of previous Tech Tips columns? Go to the Computer Club website caccor.com, and click on the LINKS menu choice at the top-right of the page.

Celebrate Israel Independence Day on April 30 at the Event Center

Celebration sponsored by seven Jewish groups

Seven Rossmoor Jewish organizations will sponsor the celebration of 71 years of Israeli independence on Tuesday, April 30, at 4 p.m. at the Event Center. The doors will open at 3:30.

The event will include dinner, entertainment and dancing.

The menu includes Israeli cuisine, catered by the Holy Land Restaurant of Oakland. Beverages provided will be coffee, tea and water; guests are welcome to bring their own soda, beer or wine.

Entertainment will be provided by Adama. The band is dedicated to performing the music of the Jewish people from around the world.

In addition to interpreting traditional klezmer, Ladino, Yiddish and Hassidic music, the group has incorporated a wide range of contemporary tunes written by Jewish-American composers. The group performs songs in Hebrew, Yiddish, Ladino and English.

Guests will be encouraged to sing along with the band, lyrics will be provided. There will also be instructions for Israeli dancing.

The cost is \$30 per person. The dinner is open to all Rossmoor residents and their guests by advance reservation.

Reservation checks should be payable to JEICOR, with "IID" written on the outside of the envelope. The envelope may be placed in the JEICOR mailbox at Gateway or mailed to JEICOR, P.O. Box 2070, Walnut Creek, CA 94595.

Reserved tables of eight or 10 may be paid in advance, with all checks in one envelope. Paid reservations are due by Friday, April 19.

Voluntary contributions to the Friends of the Israel Defense Forces will be requested and matched by an anonymous donor.

For information, contact Karolyn Rim Stein at 707-845-9888 or at krim619@gmail.com.

Tickets go on sale today for 2019 Women's Conference

Rossmoor Counseling Services has announced that its 2019 Women's Conference will be on Wednesday, May 29 at 1 p.m. in the Event Center. This year's speaker is award-winning journalist, TV host and web host Laura Ling.

Ling has dedicated herself to exposing the world to critical global issues, including slave labor in the Amazon, women's rights in the Middle East and the energy crisis in Sub-Saharan Africa.

In March 2009, while reporting on the trafficking of North Korean women, Ling's personal story became international news after she and her colleague were captured by North Korean soldiers along the China-North Korea border. Ling will share her experience of North Korea and the threads of humanity she saw as a captive. She will discuss her current projects and her views of journalism today.

Tickets will cost \$25 and go on sale April 24. They can be purchased at the front desk in Gateway Clubhouse.

The event typically sells out quickly. Food and beverages will be provided after the event.

Rossmoorians invited to 'One Festival, Two Countries' in Ireland

By Gary F. Schaub
Club Correspondent

The second Eugene O'Neill International Festival of Theatre will be held October 9 to 13 in New Ross, Ireland. Rossmoorians are invited to join the festivities celebrating the work of playwright Eugene O'Neill, one of America's most notable playwrights, and the only American playwright to be honored with the Nobel Prize for Literature.

Several Rossmoor residents are planning to attend the five-day festival with a package that provides admission to all festival events, hotel accommodations at the 4-Star Brandon House Hotel with breakfast, light lunch-

es and dinner included. The festival package is \$1,000 for double occupancy, but airfare is not included.

An optional post-festival, seven-day extended tour program to Dublin, Newgrange heritage site, and areas of Northern Ireland is also available for an additional \$1,600. Detailed information on both the festival package and the extended tour program is available by emailing info@eugeneoneillfestival.com.

"I really enjoyed my New Ross and Ireland visit last year," says Rossmoor resident Joy Alaidarous. "The plays were quite good and events were so well organized. For a long time I've wanted to spend time there, and this

O'Neill Festival gave me the chance to learn more about some of my Irish roots."

The International Festival of Theatre in New Ross (just south of Dublin) begins Oct. 9 and is co-sponsored by the O'Neill Ancestral Trust of Ireland and the Eugene O'Neill Foundation, Tao House in Danville, California.

O'Neill and his wife, Carlotta, lived at Tao House in the hills above Danville from 1937 to 1944. There he wrote his most famous plays, including "Long Day's Journey into Night," "A Moon for the Misbegotten" and "The Iceman Cometh." Tao House is now a National Historic Site, operated by the Nation-

Continued on next page

Check out weekly Friday Lunch program

Residents must reserve spot

Rossmoor Recreation Department sponsors a lunch program on Fridays in the Diablo Room at Hillside.

The lunch is provided by C.C Café whose goal is to provide nutritious and well-balanced meals to seniors. Many residents come to the Friday lunch to enjoy the food and socialize.

Lunch is served promptly at 11:30 a.m. Lunch attendees are advised to arrive 10 to 15 minutes prior to meal service to allow time to sign up, get meal tickets, and fill out any necessary forms.

A typical lunch is made up of an entrée (beef, chicken, pork, fish, or pasta), salad and a dessert. Alternate meals are available as well. Monthly

menus are available from the Recreation Department.

Suggested donation is \$3 for seniors 60 years and older. Meals are \$5 for people under 60 years old.

Attend the Friday lunch program every Friday of the month to be entered into a raffle for a \$20 gift card.

Pre-registration for lunch is required. Call Elena Ybarra at 925-988-7703 by Wednesday at noon to reserve for that week's Friday lunch.

Many volunteers work to provide this service and make the lunch a nice experience. Volunteers are currently needed. Those interested in volunteering are invited to call Ybarra for more information.

TECH TIPS

SPONSORED BY THE COMPUTER CLUB

Phone Settings to Consider When Traveling Internationally

By Harris R. Greenberg



Most phone plans charge you extra for incoming or outgoing calls and texts if you are “roaming” outside of the country. To avoid this while traveling, go to Settings, Cellular, then Cellular Data Options, and turn off both Cellular Data (LTE) and the roaming options.

Cellular data charges can really add up when you have a lot of phone apps that normally update over the internet in the background, that you never notice at home, but if you’re traveling the data costs can really add up.

Another good way to deal with the potentially high costs is to put your phone in Airplane Mode when you’re out and about during the day (unless you really need to make a phone call) and then send emails, and messages with pictures using Wi-Fi after you get back to your hotel.

You’re charged for both incoming and outgoing calls and text messages, but text messages are much cheaper. Tell friends and family members the best way to reach you when you’re traveling is by text message or email.

Some handy apps:

Problem 1: You’re traveling internationally, but you don’t speak the local language. How can you communicate with people? How can you read the foreign language signs or menus?

Solution 1: Starting with iOS 11 on the iPhone, Siri can translate into several languages from the “default Siri Language” specified in Settings to another language. But it doesn’t currently allow a two-way conversation in both languages.

However, Google Translate works on both the iPhone and Android phones and it is capable of two-way conversations in around 32 languages, and it’s free.

Search the web for Google Translate to get step-by-step instructions on having a bilingual conversation. Google Translate will also translate signs and menus if you take a picture of them with your phone’s camera.

Problem 2: You’re traveling internationally and the local currency is not U.S. dollars. Merchants will accept dollars, or a charge card, but all of the prices are shown in the local currency. How can you tell how much things are really going to cost?

Solution 2: There are lots of currency exchange

apps that include currency conversion calculators that can go from U.S. Dollars to Euros or to a long list of other currencies. It helps to select the countries you’re going to visit ahead of time to get a sense of what the conversion rates are and download the conversion rates before you leave. Typically, the rate shown is the bank conversion rate; the local merchants or even the hotels will probably not be as generous as the “prime rate” shown in the app, but it will give you a good ballpark cost.

One example is XE Currency Converter & Exchange app, which has both a free and a Pro version that work on both iPhone and Android. The app can also update its conversion rates in real time. Update them using the hotel’s Wi-Fi before you go out shopping.

Banks and currency exchange booths in large shopping areas will post the currency conversion rates, and you can then just use your phone’s built-in calculator.

If you have a credit card that waives foreign transaction fees (typically 2 or 3 percent of your purchase price), you’ll probably get the best exchange rate from your bank by using the charge card.

Have a tech question or want to see an archive of previous Tech Tips columns? Go to the Computer Club website, caccor.com, and click on the LINKS menu choice at the top-right of the page.

Get Ready to Experience the Sounds of Summer

Did you know that May is Better Hearing and Speech Month?

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Mutual 22 to hold annual meeting

The Board of Directors for Mutual 22 will hold its Annual Meeting of the Members on Friday, June 7 at 1:30 p.m. in Club 22 at 4033 Terra Grana-

da Drive.

Director Maureen Lawson is running unopposed for her open Board position and will be re-elected by acclamation.

She will serve another three-year term.

The directors will be introduced and an update on the status of the Mutual will be presented. All homeowners of Mutual 22 are invited to attend.

The officer positions for 2019-2020 will be determined in an organizational meeting following the annual meeting. For more information, contact the Board Office at 988-7718.

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Newcomers to hear from Recreation and Channel 28 on June 3

Newcomers will meet on Monday, June 3, at 1:30 p.m. at Dollar Clubhouse.

Speakers will be Lily Padilla, reservations coordinator in the Recreation Department, and Susan Ritner, Channel 28 station manager. Voter registration representatives will also be present.

Participants can mingle with new residents, volunteers and others who have lived in the community for many years. Refreshments will be served.

Newcomers programs are open to all residents. No reservation is required to attend. The program is a unique way to welcome new residents.

The monthly meetings provide an educational opportunity to learn more about the community and are an optimal way to meet other new residents.

For more information, call Elena Ybarra in Recreation at 925-988-7703.

LOOKING TO EXERCISE?
All Channel 28 TV exercise programs can be checked out at the Rossmoor Library.

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1. A Bhatnagar, et al. High-dose Rate Electronic Brachytherapy: A Nonsurgical Treatment Alternative for Nonmelanoma Skin Cancer. The Journal of Clinical and Aesthetic Dermatology; Nov. 2016; Vol. 9; No.11: 16-22

TECH TIPS

SPONSORED BY THE COMPUTER CLUB

Cloud Storage Options

By Harris R. Greenberg



Storing your documents, photos, videos and music “in the Cloud” can save on local storage space and provide a backup if your computer or mobile device is damaged, lost or stolen. It also lets you access your data over the internet, share your files with others and synchronize them across multiple devices.

Some key questions: How safe and secure is cloud storage? How much can I store, and what does it cost? Can I control how I share the files with others? The four subject storage options have both personal and business accounts. I will address only the personal account features.

How safe and secure is cloud storage?

The short answer is that it is about as safe as storing your data on a secure server in a remote location like your office. Here’s why:

All four of the subject cloud storage services use Advanced Encryption Standard (AES), a file encryption methodology used by the government to secure sensitive data, to store your files on their servers. Note that Apple encrypts all the iCloud data except for emails.

These services typically backup your data on multiple servers to avoid problems due to hardware failure.

Your data is also protected in transit between your device and their servers using Secure Sockets Layer (SSL)/Transport Layer Security (TLS). For added security, you should also use two-factor authentication, which is an option offered by each of these services to help prevent your sign-in credentials from being hijacked by hackers.

Your data is private – accessible only by you, unless you choose to share the files. All of these services allow file sharing.

Cloud Storage	Free Storage	Pay Storage per month
Apple iCloud	5 GB	50 GB / \$0.99
Google Drive	15 GB	100 GB / \$1.99
DropBox	2-16 GB	1 TB / \$8.25
Microsoft OneDrive	5 GB	50 GB / \$1.99

How much can I store, and what does it cost?

The attached table shows the charges for basic plans. Larger storage plans are available for additional cost.

Can I control how I share the files with others?

Apple iCloud - in iCloud Drive on iCloud.com, select the file you’d like to share, then click the Add People button. You then send it or a link to it in an email. You can allow the recipient to only view the file or to edit the file.

Google Drive – Google Drive is designed to facilitate group file sharing and editing, so you can set individual user permissions to view, edit, delete and upload files. The recipient doesn’t need to have Google Drive to work with the files.

DropBox – you can share a folder or a single file by sending it or a link to it in an email. The recipient doesn’t need to have a DropBox account to receive the data.

Microsoft OneDrive – OneDrive allows file sharing (viewing only or editing) by link or email. To add shared file passwords or expiration dates, you need a Premium Account (an Office 365 subscription).

Have a tech question or want to see an archive of previous Tech Tips columns? Go to the Computer Club website caccor.com, and click on the LINKS menu choice at the top-right of the page.

TECH TIPS

SPONSORED BY THE COMPUTER CLUB

Using YouTube for More Than Just Entertainment

By Harris R. Greenberg

You've probably heard of YouTube, but if you haven't used it, you may not realize how useful it can be.

YouTube, a subsidiary of Google, is an American video-sharing website and is one of the most frequently visited websites in the world, getting over 30 million visitors per day. As of January 2019, there were more than 300 hours of content uploaded to YouTube each minute.

Media on YouTube covers a wide range of categories. Most uploaded videos are from individuals, but media corporations like CBS, the BBC and Hulu also upload movie trailers, TV show clips and music videos.

Content

Examples of the content categories you will find on YouTube: film and animation: autos and vehicles:



music; pets and animals; sports; travel and events; gaming; people and blogs; comedy; entertainment; news and politics; how-to; education; science and technology; and nonprofits and activism.

Good resource

It can be a great resource for finding out how to deal with almost any kind of everyday problem.

Perhaps you are having trouble installing a new battery in your 2016 Toyota Camry's key fob. Simply open YouTube and search "Key fob battery 2016 Camry" and you will discover numerous videos showing you exactly how install the battery.

Or perhaps you are considering buying a robotic vacuum cleaner, and want to see it in action before purchasing it. Just input the make and model, and undoubtedly someone will have uploaded a video review and demonstration of how it works.

Companies like Lowes and Home Depot have "channels" with a series of videos dedicated to home repair and improvement projects. You can also find specialized "channels" of video collections from How Stuff Works, National Geographic and others. Just input their name into the search box to access their "channel."

Registered users

You don't have to be a registered user of YouTube but registered users can do more than unregistered users.

YouTube is now promoting YouTube Premium, which carries a monthly \$12 charge. Among other benefits, it eliminates the commercials that accompany most videos.

However, you can use YouTube for free – as a registered or unregistered user – and still have access to its library of 7 billion videos.

Registered users can upload, view, rate, share, add to favorites, report, comment on videos and "subscribe" to content uploaded by other users. Unregistered users can only watch videos they find on the site, or share a link so their friends can watch the same video.

Benefits to subscribing

Content creators can publish several "channels" on YouTube, and all their videos are uploaded to one of their channels. If you like the quality of a particular content creator's channel, as a registered user you can "subscribe" to that channel.

You can then use a "playlist" to watch a series of how-to videos in the correct order. You will also be notified when the next video in a series is published. Most subscriptions are free (monetized by ads), but YouTube does offer paid subscriptions (YouTube Prime) that are ad free.

Have a tech question or want to see an archive of previous Tech Tips columns? Go to the Computer Club website, caccor.com, and click on the LINKS menu choice at the top-right of the page.

TECH TIPS

SPONSORED BY THE COMPUTER CLUB

Mobile Apps to Add to Enjoyment of the Outdoors

By Harris R. Greenberg

In the past when we went on vacation to a national park or seashore, we always took along Little Golden Books or field guides to animals, birds, wildflowers, insects, and seashells. Now there are mobile apps and web searches that cover the same information but are more portable and easier to use.

Use Google's reverse image search to identify what is in the picture you just took.

In a typical Google search, you input text and get all kinds of results – websites, articles, videos, and pictures. In a regular Google “image search” you put a text search phrase like “bald eagle”, and the search results show you pictures that match your search text. In a “reverse image” search, you upload a picture, and the search results are text descriptions and other



matching pictures.

Here's how to do it:

1) On a computer (PC or Mac), any browser will do, but if you're on an iPhone, iPad, or Android phone or tablet you need to use the Google Chrome web browser (it comes already installed on Android devices, but you may need to install it on your iPhone or iPad);

2) Type images.google.com to initiate an image search;

3) In the search bar you'll see a camera icon, and a magnifying glass for searching;

4) Click on the camera icon to upload a picture from your photo library or directly from your camera to start a reverse image search.

Apps that work better than old-style field guides:

Identifying birds

Both of the following apps identify birds by region and appearance, or bird call:

“Merlin Bird ID” by Cornell Lab of Ornithology (Cornell University - free). To use Merlin Bird ID, you either answer a few simple questions, or take a photo and upload it to the app.

“Audubon Bird Guide” by National Audubon Society (free). This complete field guide will help identify the birds around you and keep track of the birds you've seen.

Identifying plants and wildlife

“Northern California Wildflowers” (free) – has a database of over 3,100 wildflowers of all types;

“SmartIdentifier” – take a picture to automatically identify an insect, flower, plant or animal (free with ads);

“Leps” by Fieldguide by Change Theory (free) – intended to catalog all 175,000-plus species of moths and butterflies around the world.

Geologic formations:

“Rockd” - University of Wisconsin-Madison Shared Apps (free) – Explore, learn about, and document your geologic surroundings.

The night sky

“Star Walk 2” – this is an augmented reality app, that shows a real-time map of the sky on your screen in whatever direction you are pointing the device (using THE device's built-in gyroscope, GPS, date, and time). The sky map identifies the stars, planets and constellations, as seen from your location.

The app includes information about celestial bodies and sky events, alerting users of upcoming meteor showers, or when and where to look for planets visible in the night sky.

Have a tech question or want to see an archive of previous Tech Tips columns? Go to the Computer Club website www.caccor.com, and click on the LINKS menu choice at the top right of the page.

TECH TIPS

SPONSORED BY THE COMPUTER CLUB

Tap the Goldmine of Digital Content from the Library

By Harris R. Greenberg

If you go to the Contra Costa County Library website (www.ccclib.org) and look on the left-side of the screen under Digital Content, you'll see links to a host of free resources. All you need is a current library card. Call the library at 800-984-4636 if you need help signing up or logging in to any of them. Here's what you'll find:



Access to live online tutors

Brainfuse HelpNow: Brainfuse uses live tutors, available every day from 1 to 10 p.m. PDT, to cover subjects for grades kindergarten through 12 as well as college and adult learners. Adult topics include Microsoft Office help.

eBooks and audio books

OverDrive: Downloadable bestsellers, classics, fiction and nonfiction. The loan period is up to 21 days. You can have five titles checked out at any time, and up to 10 on hold.

enki Library eBooks: Downloadable eBooks from independent publishers. Check out up to 20 titles, for up to 21 days.

Project Gutenberg: Get your classics (Twain, Wells, etc.) here. These public domain eBooks are always available for download, and do not need to be returned.

Magazines

Flipster Magazines: www.ccclib.org provides a free collection of around 46 popular titles, including Money, Time, People and Consumer Reports. There are magazines for children as well as adults. You can view the magazines in the app, print pages or download a PDF file.

Newspapers

Digital versions: East Bay Times, the New York Times and hundreds of international newspapers.

Videos

Kanopy Streaming Videos: a large selection of free streaming videos, including classic and film festival winning movies, documentaries, the arts, business and more. Under "the arts" there are 202 videos on photography, including 24 in the "Fundamentals of Photography" series.

Rosetta Stone: Rosetta Stone and EBSCO Information Services have combined to offer your library the Rosetta Stone courses for 30 different languages. On Amazon, Rosetta Stone Spanish alone would cost you around \$300.

Skillsoft IT Pro: IT Pro eBooks and Videos for

training and on-the-job support. Access thousands of technology eBooks (like Mac OS Mojave for Dummies) online or using the mobile app. Topics include desktop and office applications, security, networks and more.

Entertain, educate grandchildren

TumbleBook Library: eBooks for kids in English, French and Spanish. Includes puzzles and games.

Video Storytimes: this contains around 40 videos of children's songs and stories, produced by a number of different musicians and story tellers.

Pages for adults 50-plus

At the top of the library home page is a link for Adults 50+. Click on that to access resources for tips on how to spot fake news and discover the true facts. AARP offers tips on avoiding scams and other senior relevant topics. They cover activities and lifestyle, health and home, financial and legal, history and genealogy and more.

You're invited

If you would like to learn more about accessing the library's digital content, attend the Computer Club's TechTogether on Monday, Oct. 7, at 1 p.m. in the Fireside Room at Gateway. A Contra Costa County librarian will be providing a tour of the library's numerous online resources.

Have a tech question or want to see an archive of previous Tech Tips columns? Go to the Computer Club website, caccor.com, and click on the LINKS menu choice at the top-right of the page

TECH TIPS

SPONSORED BY THE COMPUTER CLUB

How to Get Better Results Out of Google

By Harris R. Greenberg

Most of us have used Google, or some other search engine like Bing or Yahoo, to find information on the internet. These search engines all use a database of current web pages, key words and hyperlinks to media on the web.

The difference between the various search engines is how they use the database and how they rank the web pages and linked documents with respect to your query, presenting the most relevant results first. Here is a link to Google's explanation of how their search engine works: [google.com/search/howsearchworks](https://www.google.com/search/howsearchworks).

Even with the best of ranking systems, we are often presented with too much information and too many pages of search results. That's when filtering the results or refining our search query with advanced search options can help.



Making a simple Google search

To start a Google search, regardless of which search engine your web browser is set to use, type [google.com](https://www.google.com) in your address or search bar. This takes you to the Google search web page. Below the text box you will see two buttons: "Google Search" and "I'm Feeling Lucky."

After typing in your query, if you click on "I'm Feeling Lucky" you jump immediately to the top ranked search result without seeing all of the possible search results.

Alternatively, if you click on "Google Search" several new icons and links will appear immediately below the search box, followed by a screen full of ranked search results. These new links allow you to filter the search results and eliminate some of the information overload.

Filtering your search results

You can narrow the list of results by using the filter links below the search box on the results page. The list of filters varies depending on your search query. Some filter examples are all, images, videos, news, shopping, books, and "... more" – which includes maps, flights, finance and personal.

At the far-right of the list of filter links, you will find "Tools." Clicking on "Tools" adds another row of filter links. Examples of additional filters are image color options, and date ranges.

Advanced search options

To start, type "advanced search" in the Google

search box. The first result will be [google.com/advancedsearch](https://www.google.com/advancedsearch). Click on that link.

This gives you a form to create a more precise search query. Fill in any options that you need to use. Option examples: "all these words," "this exact phrase," "any of these words," "none of these words" and "numbers ranging from X to X." Note, when filling in "this exact phrase," put the phrase in quotes.

You can further narrow your search results by filling in these options: "language," "region," "last update" (of the web page), "site or domain" (.edu, .org, or .gov), "terms appearing" (on the web page), "SafeSearch" (filters sexually explicit content), "file type" (pdf, jpg, or docx) and "usage rights."

Yahoo also has a form for advanced searches: <https://search.yahoo.com/web/advanced>.

Searching and filtering in Bing are similar to Google, but Bing doesn't use an advanced search form. Bing uses search operators (also used by Google) to do advanced searches. To learn more about search operators, go to: www.HowToGeek.com/106751

Free video training course

There is a link to the free training course through the Contra Costa County Library. It is presented by Google Senior Research Scientist Daniel Russell: <https://coursebuilder.withgoogle.com/sample/course>.

Have a tech question or want to see an archive of previous Tech Tips columns? Go to the Computer Club website caccor.com and click on the LINKS menu choice at the top-right of the page.

e-Readers Compared to Books and Other Mobile Devices

By Harris R. Greenberg

e-Readers, such as Amazon's popular Kindle, are devices specifically designed for reading books. While many people are used to the look and feel of a real book, e-Readers have many advantages. As we age, many of us need to graduate to larger print. With an e-Reader you can adjust the font size to make the text easier to read. Do you like to bring along several books when traveling? An e-Reader lets you store hundreds or thousands of books on one device (depending on the device memory).

A typical e-Reader has an aspect ratio and weight around the same as a paperback book but is much thinner. Plus, while you are reading you can typically bookmark pages, look up the meaning of a word, or translate a foreign word, by simply tapping the word on the page.

e-Readers Compared to other mobile devices

There are various apps that let you read a book on a smartphone or tablet. The biggest advantage of e-Readers over

other mobile devices is that they have a really long battery life. You can read for several hours every day and they will last for around a month without needing to be recharged. The secret is based on a screen technology called "e-Ink" that was designed to only draw power when the screen is refreshed. The battery lasts longer if you turn off Wi-Fi after downloading a book.

The other advantage is that most e-Readers use non-glare black-and-white e-Ink screens,



and like a book, can be comfortably read outdoors, even in direct sunlight. Smartphones and tablets are typically harder to read under the same conditions. Also, the backlit screens on smartphones and tablets can be harder on your eyes than the unlit or front-lit e-Reader screens.

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Competing Models of e-Readers

Check out the reviews of the "The Best e-Readers for 2019" from PC Magazine, which covers Kindle, Kobo and Nook e-Readers: www.pcmag.com/roundup/294182/the-best-ebook-readers. Currently, Amazon's Kindle covers more than 88 percent of the e-Reader market, and Am-

azon e-books can only be read on a Kindle device (or a Kindle smartphone app). However, if you get your e-books primarily from the library, Kobo can read more e-book formats than Kindle, including those used for picture books and graphic novels.

It pays to get both an e-Reader and an associated mobile app for your smartphone. That allows you to read a few pages on your phone while you're waiting online at a store, and your place in the book will automatically sync up with your place in the e-Reader.

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What Are Social Media, Podcasts and Wikis?

By Harris R. Greenberg

You have heard these terms – social media, podcasts and wikis – but may not know what they mean or how you might find these things interesting or useful.



Social media

Facebook, Twitter, Instagram and Snapchat are examples of social media. Social media create online communities of users who interact with each other to share what they are doing, photos, videos and stories or news items that they find interesting.

They help people communicate with friends and family to discuss activities they enjoy, share problems they experience and/or follow the lives and comments of celebrities and world figures. Businesses also use social media for marketing purposes.

Facebook is the largest presence in social media, with more than two billion active members. However, many teens use other social networking sites such as Instagram (owned by Facebook) and Snapchat.

Here’s an example about how popular topics posted on social media websites are begun and tracked: Jimmy Fallon is the Tonight Show host on NBC, and lots of folks “follow” what Jimmy has to say on Twitter. So, when he “tweets” a message on Twitter asking for humorous stories on a given topic, he gets tons of responses. A topic is called “trending” if it has become popular and messages on that topic are quoted and shared by many users.

Jimmy asked for examples of funny stories about mothers texting their children, and created a special searchable keyword called a hashtag that includes a hash mark (#) connected to text, in this case #Mom-Texts. This hashtag is included in all responses to that specific question. The hashtag lets him filter all the messages he gets so that he only looks at the #Mom-Texts stories to find the funniest ones to use on the air.

You can read more hashtag topics and responses at: <https://tinyurl.com/fallon-hashtags>.

Podcasts

Podcasts are the digital equivalent of old-fashioned radio shows with regular episodes or continuing story lines. You can tune into podcasts by subscribing to any podcast that interests you. Once you subscribe to a particular podcast, episodes will be automatically downloaded to your computer, phone or tablet. Podcasts cover a wide range of topics, including news, comedy, society and culture, art, sports, business, education, gaming, government, health and wellness, children and family, religion and spirituality, science, tech, TV and movies.

You listen to podcasts using a podcast app on your computer or mobile device. Apple includes the Apple Podcasts app on every iPhone, iPad and Mac. To listen to U.S. podcasts on an Android phone, use the Google Play Music app, and to listen to international podcasts, download the Podcast Player app.

Digital Trends best 2019 podcasts: <https://tinyurl.com/digitrend-podcasts>

Wikis and Wikipedia

A wiki is a website that allows collaborative editing of its content and structure by its users. If you can read a wiki website, you can edit it. One of the best-known examples is Wikipedia (www.wikipedia.org) – the free, online, collaborative, multi-lingual encyclopedia that is open for people to edit and to contribute new articles.

The Wikimedia Foundation is a nonprofit organization of volunteer editors who maintain Wikipedia’s published articles. The Foundation curates user-suggested additions, deletions and modifications. As of 2018, there were around 100,000 active contributors around the world, with more than 290 versions of Wikipedia in different languages, totaling about 48 million articles. Numerous studies have shown Wikipedia’s accuracy to be on par with commercially available encyclopedias. For more information, visit <https://tinyurl.com/compare-them>.

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