

GRAND BYTES

Grand Computers Club; Sun City Grand; 19753 N. Remington Dr., Surprise, AZ 85374
Website address: www.grandcomputers.org; Phone number: 623-546-7508

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One of our Club's VIPs



Leon Chapman

Dr. Chapman has a BS, an MS, and a PhD in Electrical and Computer Engineering from Oklahoma State University in 1964, 1968, and 1971, respectively, with an emphasis in systems engineering, controls, and communications. His PhD includes minors in mathematics, computer science, and operations research. His dissertation involved optimal investments in transportation (statewide highways) systems.

He has over 30 years of professional experience in management, modeling, analysis, evaluation, expert systems, computers (both hardware and software), manufacturing, energy systems, and policy and systems analysis, including assistant professor at the University of Alabama, teaching Systems Dynamics, Department of Computer Science and Operations Research (3 years); Design Engineer for Continental Oil Company in the Geophysical Department (6 years);

the Senior Executive Vice President at BDM Corporation in manufacturing and software development areas (supervising 50 people over 5 years); Sandia National Laboratories for 26 years (with 15 years in technical supervision and program management) with experience including environmental modeling, systems analysis, safeguards and security, reactor safety and reliability, and systems dynamics modeling; Chief Technologist at Avistar, Inc. for 15 months managing, directing and implementing reliability research, development, and application activities for coal fired power plants.

Leon has published four hard-back covered books of more than 300 pages on genealogy families and has published more than 150 formal documents and conference papers.

Dr. Chapman was a Professional golfer during 1990-1997 and played on the Senior PGA Tour in his spare time. As an amateur in 1998, he qualified and played in the U.S. Senior

Open at the Riviera Country Club near Los Angeles, California. He also qualified for the U.S. Senior Open in 2000 and played at the Saucon Valley Country Club, Bethlehem, Pennsylvania. Dr. Chapman's 3rd U.S. Senior Open was in 2001 and played at the Salem Country Club in Salem, Massachusetts.

Leon was Grand Computers Club president for 3 years, 2006-2008, the longest serving president in our club's history. He started the Coffee Chat & was Facilitator for 5 years. He was the Genealogy SIG Facilitator for 8 years. He was the Devices SIG Facilitator for 3 years. He currently teaches 3 classes in Genealogy, 3 levels of iPad/iPhone classes, and Website development

He has been married to his lovely wife, Jean Chapman, for 52 years. They have one son, Eric Chapman and wife Tammy Chapman who live in Gilbert, AZ. Leon and Jean have two wonderful grandchildren – Wyatt, 10, years old and Skylar, 12 years old.

General Membership Meeting November 4, 2:00 p.m., Apache Room, Chaparral

After the business meeting, Arnie Gelb discuss Windows 10 more in depth.

Please notice the change in room and time. This is just for this month; we will be back in the Agua Fria Room for the December 2 meeting at 1:00 p.m. The nominees for office of Grand Computers Club will be announced with a vote for them at the December meeting, now considered our annual meeting.

Education's Corner



Joyce Kloncz
Education
Director

By the numbers for the fall term:

Classes - 59

Sessions - 140

Registration will continue for fall classes until the date of the class. Explicit directions for registering online are at our website:

www.grandcomputers.org
g > Education > Register
Online > Click here for
registration preparation
instructions.

Fall classes will run until Friday, December 18, 2015. We offered or will offer 59 different classes for our members: 13 PC classes, 15 Mac classes and 31 Other classes, totaling 140 class sessions. To put this into perspective, we have processed 298 class invoices: 166 using Pay Pal; 121 using green envelopes, totaling \$5150 in class revenues. We have 282 closed invoices, with 16 open invoices, meaning that those classes have not yet been paid.

We scheduled six Windows 10 Level 1 classes, seven Level 2 classes, three Windows Edge Browser classes, two Mail/Calendar People, and two Windows 10 PC & Tablet Seminar. We have decided not to offer any more Windows 10 classes this fall, other than those already scheduled. December is a busy month for our instructors as well as our members. Windows 10 classes will continue winter session, with Windows Level 3 and 4 plus File & Disk Management being added.

Winter class sessions are being discussed now. Watch your email and next month's Grand Bytes for further information on new classes offered. Winter session will begin Monday, January 11 and run through Friday, April 22.

Thanks for your support for our classes. As you can see on the chart below, as of October 31, we have offered 36 sessions, with 333 enrolled, but only 297 attending. Again these percentages aren't what we want them to be. We would hope that once our members sign up for classes that they would indeed attend those classes; failing to attend a session may be keeping someone on a waiting list from taking that class. Please help us with this by contacting your instructor or me if you cannot attend a class. We will refund class fees only for jury duty, bereavement, or illness that does not allow the student to attend.

Joyce Kloncz
Education Director
education@grandcomputers.org
623-215-2397.0

Grand Computers Class Attendance through Oct 31, 2015				
Week Of	Sessions	Enrolled	Attended	Percent
10/11/15	13	109	94	86.2
10/18/15	9	115	106	92.2
10/25/15	14	109	97	89.0
Totals	36	333	297	89.2

Membership's Corner



Nancy Nelson
Membership
Director

We are in full swing at the Computer Club with 830 members.. Our membership year goes through September of 2016.

Drop by the Club anytime Monday through Friday, from 9:00 am until 3:30pm to see what we have to offer our members. Our

Membership fee is \$20.00 per year, which enables you to sign up for classes as well as use our computers, printers and scanners.

On Tuesday afternoons we offer Tech Help - Come in from 12:30 - 3:30 pm to get your questions and problems solved

Go to our website, grandcomputers.org to sign up as a new member or renewal. Our General Meeting, this Wednesday, November 4th, will feature information on Windows 10.

We look forward to meeting you and welcoming you to the 2015/2016 season.

Grand Computers Club Board Notes

At their monthly meeting, your club's board discussed new members seminars and whether placing Tech Help documents online at the club's website would be a good idea. These would be both for the volunteers to make sure they are giving out the same information and allowing the member access to the documents after the Tech Help session.

The budget for 2016 was reviewed with some modifications. Discussion continued around how better to serve our members through reduced costs and better equipment. Both topics could involve buying new printers for member and club use both in the open use room and the classroom.

A review of the presidents' meeting followed which included the distribution of our room reservations for 2016.

Coffee Chat

Be sure to mark your calendar to attend Coffee Chat on Thursday, November 12, at 8:30 in the Hopi Room, Chaparral Center. The topic for the morning: Windows 10, How am I Doing?

Monitor's Corner



Steve Etherton
Monitor
Director

Now is the perfect time to check your volunteer credits since there are only two months left to ensure you have earned the 15 credits necessary to receive a free ticket to attend the volunteer's dinner in 2016. You can check your volunteer credits by logging in to your page at the Grand Computers Club web site and then going to "*View and enter your volunteer service*".

Currently we have seventy-eight registered monitors of which seven are support members. Twelve of the seventy-eight monitors have not yet renewed their membership. Twenty-three monitors (fourteen woman and nine men) served to fill the 43 sessions for the month of October. Monitor of the month for October was Joyce Klonecz. Thank you Joyce for taking the time to monitor amid your many other roles including Education Director and Apple SIG facilitator. Thanks to all the monitors who served our members during the month of October.

Updates to the "Monitor Handout" can be found at grandcomputers.org. I made revisions to several

items and added a section on "*Guest Privileges*." To locate this document simply login under "*You can download these documents and class handouts*." There you will find "*Monitor Handout Sept 2015*". I believe this document will prove useful to you since it incorporates all the latest procedures, notes and guidelines for monitoring. This document is a PDF, which you can download, print and keep for reference when you monitor. I have also updated the "*Monitor Notes – Oct, 2015*" and the "*Monitor Procedures – Sept 1, 2015*" on the monitor's desk. Please take time to review these documents when you come in to monitor. If you have questions or need further clarification please contact me.

We have a growing need for additional monitors so please, continue to encourage members you may know to join in the fun and pleasure of monitoring. Between our *Monitor Shadow Training Program*, *Monitor's Handbook* and *Monitor Handout*, they will have the necessary tools to be effective at serving our members at the Grand Computers Club.

Volunteers Needed!

The publicity committee is seeking new members to assist in the tasks of that committee. It involves creative and fun work with fellow members. If interested, please email: publicity@grandcomputers.org.

We are always in need of monitors, instructors, and classroom assistants.

If interested in any of these positions, please contact John Nuerenberg at president@grandcomputers.org.

President's Corner



John Nuerenberg
President

I can't believe we are already in November and the club activities are in full swing. Just in case you were unaware, all of our SIG facilitators and our Coffee Chat host Ira Simmons have been spending hours putting together a series of topics and that hopefully will interest you and provide you with more enthusiasm to turn on that computer!

Windows 10 classes have been extremely popular this term, as can be expected. Joyce is working with instructors to provide you, our members, with more classes and more of each. The instructors have really gone above and beyond expectations in not only writing the documentation collectively but holding a training meeting on points to teach during the classes. We also had many classroom assistants attend this session, which should give them a good background in what will be covered and how each of

the instructors teach. Please keep in mind that these are all unpaid positions!!

Next year, CAM is going to be remodeling the interior of the Chaparral Center, which includes our clubrooms. I would like to ask you to email me your suggestions of how to make the rooms more attractive, friendly, and functional. We have talked about lightening the rooms up, replacing carpet, changing the lighting, and putting the correct name of our club on the wall outside the clubrooms. If you have a suggestion, please email me at

president@grandcomputers.org.

We have an impressive list of members who are stepping up as nominees for our nine board positions. This will be revealed at the general meeting on November 4 and a vote for them will occur on December 2 at our annual meeting. A vote is not actually needed since we don't have two people running for an position. A slate can be simply submitted. I know we

all like to vote, however, so we will afford you that opportunity!

This year we are doing something special for all Tech Help skilled volunteers and all SIG facilitators. We are treating them to a dinner at Angela's on November 3. Nothing has been done for them in the past; we have only taken from them and never given to back to them.

Please remember that a club run by volunteers is only as good as the number and quality of people running the show. We have over 200 volunteers, but always seem to have an additional need to provide some service or assistance to our members. If interest in helping out, please contact me and let me know.

Here's to you wishing you a

Happy Thanksgiving!

Important Messages From our Technical Staff

Please remember to remove the X in front of 'Save Password' before signing into your email. Don't save any credentials
One more thing: ALWAYS sign out or logout of any program requiring a login on a public computer. This includes our club rooms, hotels, and any other public computer you may be using.

Featured Article

How “Silent Calls” Lead To Identity Theft; The Dark Side of Robocalling

By Bob Rankin

August 25, 2015

http://askbobrankin.com/fcc_cracks_down_on_robocalls.html

We’ve all had the experience of answering a phone call only to hear nothing. Typically, we just hang up and shrug. But those “silent calls” are the first step in well-organized campaigns to steal identities and bank account balances. Here is how these scams work, and what you should do to protect yourself...

“Hello? Hello? Anybody there?” That first, silent call is just a probe to see if a phone number is in active use. Automatic dialing machines place tens of thousands of silent calls per day using free or dirt-cheap Voice-over-IP technology.

Software “listening” on the caller’s end can tell the difference between a “not in service” recording and your puzzled “Hello?” or even a human cough. Phone numbers identified as active are passed to another robocalling system for follow up calls that usually come days later.

The next robocall will feature a recorded voice saying something like this: “This is an important message regarding your debit card. If you are the cardholder, press 1 and stay on the line. Otherwise, please have the cardholder call us at 1-800...”

In case you’re thinking about ignoring these demands, the recording warns, “A temporary hold may have been placed on your account. It will be removed after you have verified account activity.”

If you follow orders, you’ll be guided through the process of providing your account number, PIN, birth date, the card’s expiration date, and even your Social Security Number to a machine. There is no “live agent” to argue with; just provide the required information and don’t hang up, or “your access to funds may be delayed.”

Why Do People Fall For This Scam?

Are you getting tired of those annoying telemarketer and robocalls? There are some steps you can take to stop unwanted phone calls. See my articles Stop Un-

wanted Phone Calls and FCC Cracks Down on Robocalls for some tips.

http://askbobrankin.com/stop_unwanted_phone_calls.html

http://askbobrankin.com/fcc_cracks_down_on_robocalls.html

Reading about it here, this process seems obviously bogus, a trick that no reasonably cautious person would fall for. But in real life, it works often enough to be worthwhile for the scammers. Many banks use robocalls to authenticate unusual activity on customers’ accounts. Paypal does it. These legitimate robocalls lend credibility to the phishing calls. So phone-phishing is big business.

Illegal automated calls are the number one source of complaints filed with the Federal Trade Commission. The agency receives an average of 170,000 complaints about robocalls every month!

Once the robocalling machines have pried enough information from a victim, it is turned over to human fraudsters. Experts at social engineering call financial institutions pretending to be cardholders. A simple question like, “What is my available balance?” identifies the big fish. Then the fraudster cons a customer service rep into changing the account’s mailing address, and the theft is complete.

Banks and credit card companies are fighting back with the help of companies like Pindrop Security, an Atlanta-based firm that specializes in phone fraud detection and advanced caller-authentication systems.

Ordinary caller-ID and Automatic Number Identification (ANI) technologies are virtually worthless for authenticating callers. Fraudsters long ago figured out how to spoof caller-ID and ANI data so that they can appear to be calling from any number, including a prospective fraud victim’s. I’ve noticed in the past few months that most of the robocalls I’ve received are coming from numbers that appear to be local.

What’s a Phoneprint?

Catching spoofed calls is job number one. So Pindrop has developed a Fraud Detection System (FDS) that analyzes an incoming call to generate a fraud risk score based on the caller’s location, de-

Featured Article (Continued)

What's a Phoneprint?

vice type, and 150 other subtle characteristics. If this Phoneprint™ profile doesn't match up well with the caller-ID and ANI information, the call is flagged as a "potential spoof."

Suspicious Phoneprints™ are compared to Pindrop's large database of Phoneprints™ known to be associated with criminal enterprises. The company updates this database by luring fraudsters to its "honeypot" of over 250,000 inactive phone numbers and creating Phoneprints™ of the fraudsters' calls. Pindrop claims that its FDS is over 90% accurate in determining the location of a caller, the type of device used, and the network type for VoIP calls (Skype, Google Voice, etc.).

Recordings of flagged calls are brought to the attention of a financial institution's fraud alert team within minutes of their completion, before any transactions or changes to a customer's record can be finalized. The fraud team can put a hold on suspicious activity until it can be verified with the customer.

The best thing consumers can do to avoid the "silent call" pitfall is to simply hang up, according to the FTC. Don't press any buttons, even the one that's supposed to remove you from the caller's call list. That will only result in more robocalls. You might also want to try a free service called Nomorobo to filter out these annoyances.

Coffee Chat



Coffee Chat, a monthly forum of various technological innovations and information, is presented for all residents of Sun City Grand. Plenty of time is allowed for discussion and questions. Of course, what is a Coffee Chat without coffee and donuts!

Meetings: 2nd Thursday (October - April)

Time: 8:30 - 10:00 a.m.

Place: Hopi Room, Chaparral Center

Contact: Ira Simmons - vicepresident@grandcomputers.org

Next Meeting: November 12

Topic: Window 10, How am I Doing?

Apple SIG



Provides an opportunity to gather with Apple/Mac users for classes and informational sessions.

Meetings: 3rd Monday (October - April)

Time: 4:30 - 6:00 p.m.

Place: Apache Room, Chaparral Center

Contact: Joyce Kloncz - apple@grandcomputers.org

Next Meeting: November 16

Topic: Apple TV, presented by Joe Parla

Compose Yourself—A Writing Group SIG



The Compose Yourself Writing Group uses word processors to write their memoirs and stories and share writings with one another at the meetings.

Meetings: 1st Tuesday and 3rd Monday (October – May)

Time: 1:00 - 3:00 p.m.

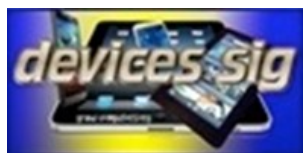
Place: Phoenix Room, Palm Center

Contact: Gloria Young - CY@grandcomputers.org

Next Meeting: Tuesday, November 2, and Monday, November 16

Topic: Read and discuss your written stories.

Devices SIG



Provides a focal point for people to meet and work together on hand-held devices.

Meetings: 3rd Tuesday (October – April)

Time: 3:30—5:00 p.m.

Place: Havasupai/Maricopa Rooms, Chaparral Center

Contact: Ira Simmons — devices@grandcomputers.org

Next Meeting: November 17

Topic: Cloud Apps

Digital Scrapbooking SIG



The Digital Scrapbooking SIG's purpose is to share techniques and information concerning digital scrapbooking.

Meetings: Every Thursday (October- April)

Time: 6:00 - 8:00 p.m.

Place: Grand Computers Club Classroom, Chaparral Center

Contact: Jane Connors and JoeAnn Posey, scrapbook@grandcomputers.org

Topic: Please see the list of topics at the SIG's website. Go to the club's website, click on SIGs, then click on Digital Scrapbooking.

Financial Education SIG



The Financial Education SIG's focus is education and sharing of knowledge in the area of financial investments.

Meetings: 4th Friday (Jan., Feb., Mar., Oct.) and 2nd Friday (Apr., Nov., Dec.)

Time: 1:00 - 3:00 p.m.

Place: Hopi Room, Chaparral Center

Contact: Richard Gabel - financial@grandcomputers.org

Next Meeting: November 13

Income Investing Subgroup: 1st and 3rd Mondays, 8:00 - 10:00 a.m. Cimarron Club, Cimarron Center

Technical Analysis Subgroup: 1st and 3rd Thursdays, 8:00 - 10:00 a.m., Grand Computers Club Classroom, Chaparral Center

Flight Simulator SIG



Provide a focal point for members to meet, work, and exchange ideas about flight simulators.

Meetings: 3rd Friday (October - April)

Time: 2:00 - 3:30 p.m.

Place: Apache Room, Chaparral Center

Contact: Bill Homewood- flight@grandcomputers.org

Next Meeting: November 20

Topic: FAA Retiree - Middleton - a presentation about his experiences.

Genealogy SIG



Provides members with a forum for researching family history.

Meetings: 1st Thursday (October – April)

Time: 3:30 - 5:00 p.m.

Place: Grand Computers Club Classroom, Chaparral Center

Contact: Leon Chapman - genealogy@grandcomputers.org

Next Meeting: November 5

Topic: Bring your challenges and laptops!

Graphics SIG



Provides members a forum for discussing graphic applications.

Meetings: 2nd Thursday (October - April)

Time: 3:00 - 4:30 p.m.

Place: Havasupi/Maricopa Room, Chaparral Center

Contact: Rita Skarbek - graphics@grandcomputers.org

Next Meeting: November 12

Topic: What should you know before you buy a photo editing app for your Mac or PC? Find out about the latest and best FREE and FOR PAY apps available, what tools they contain, how easy they are to use, what's right for you. Learn the terminology (color space, EXIF, layers, filters, plug ins, etc) in an easy to understand way.

New Technologies SIG



Provides members with an open discussion forum of technologically advanced ideas

Meetings: 3rd Wednesday of every month (all year long)

Time: 4:00 - 5:30 p.m.

Place: Havasupi/Maricopa Room, Chaparral Center

Contact: Joe Parla & Arnie Gelb - newtech@grandcomputers.org

Next Meeting: November 18

Topic: Survival Tech

Social Networking SIG



Provides a focal point for members to meet, work, and exchange ideas about social networking programs.

Meetings: 2nd Monday (October – April)

Time: 4:00 - 5:30 p.m.

Place: Grand Computers Club Classroom, Chaparral Center

Contact: John Nuerenberg - social@grandcomputers.org

Next Meeting: November 10

Topic: Video Streaming Apps, present by Klaudia Jurewicz

Wanted – Old Laptop Computers!

Please help out by donating your old laptops to Jim Geffre as you buy new ones. Jim donates these to schools and would like the laptops to have Windows 7, Vista or Windows XP that say Vista compatible on them. Include the restore disks if you have them, as well as the power cord. Jim wipes out the hard drives or puts in new hard drives, if needed, adds memory to at least 1 to 4GB, adds Microsoft Office or Open Office and sets them up with Juno, 10 hours free for a dial-up service. Jim will accept Macs as well. Drop your old laptop at the club with your name and email address so he can email you a tax deduction form, (you can deduct up to \$500.00 per laptop) and Jim's name on it. No printers please (printers can be taken to Goodwill, Office Max, or Best Buy for recycling).

You can contact Jim at 623-544-3394 or geffre1949@yahoo.com

