

# Grand Bytes

Grand Computers Club; Sun City Grand; 19753 N. Remington Dr., Surprise, AZ 85374

Website address: [www.grandcomputers.org](http://www.grandcomputers.org); Phone number: 623-546-7508

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"Okay your father managed to get a mouse. Now how do we use it?"

## One of Our Club's VIPs: Ray Fagan



Although Ray Fagan has been a Sun City Grand resident since 2008, he is a snowbird, who comes to Surprise during the fall and winter seasons. He frequently serves as an instructor for the Club, teaching classes on Android mobile smart devices and Google Applications (check the Club website for Ray's upcoming classes). He is also a Tuesday Tech Helper.

He retired in 2008 from Alliance Bernstein Corp. (A Mutual Fund provider) as Associate Vice President of Information Technology, Enterprise Division. After 50+ years in Information Technology (IT), his consultant specialties were designing new data centers and optimization of existing networks.

Ray was one of the "Old IBM Boys" who were recruited from high school in 1958 during the US Sputnik Educational Panic. Born and raised in the Green Point section of Brooklyn, New York, Ray graduated from Most Holy Trinity High School in 1962 and won a New York State Regents scholarship to Fordham University where he received a B.S. degree in Biology in 1966. Before he finished college, Ray had more than eight years of IBM part-time on-the-job training with specific programming courses at the IBM campuses in Armonk New York. He won a Ford Foundation Graduate Internship after college graduation in the joint 1-year Master's MAT program among Princeton, Columbia and Fairleigh Dickinson Universities. He completed his MAT degree in 1967.

From 1968, Ray worked during the day as an IT consultant while nightly working on his doctoral thesis. He completed his Ph.D. from New York University in 1977 in Interdisciplinary Science (an Information Technology degree before IT was an academic degree). Once he had finished his PhD, Ray also became an on-call IT consultant in the Washington, D.C. area and built custom computer (demographic & statistical) models for several Federal agencies such as the Environmental Protection Agency (EPA), the Center for Disease Control, (CDC), the Nuclear Regulatory Commission (NRC) and the Department of Defense (DOD).

Somehow Ray also found time to teach and write. He initially was a technical editor for both McGraw Hill (publisher) and the American Management Association. In the early 1980's he began teaching IT courses as an adjunct college professor at several major local universities including the University of Medicine and Dentistry of New Jersey, Yeshiva University, NY. and Fairleigh Dickinson University, NJ.

He has written over 80 professional publications i.e. (Government and Consultant reports, journal articles, corporate manuals, and computer based training courses (CBT). The titles of his publications included "Sharpening Your Technical Writing Skills," "Development of a State Wide Database for Medical Education" and "Metadata, The Frame of Reference for Future Survey Research-Data Warehouse Multidimensional indexes."

The Computers Club is extremely fortunate to have a member of Ray's experience, talent and expertise.

(Note: Ray will be the featured speaker at the monthly General Meeting, later today at 2:00 pm in the Apache Room, Chaparral Center; Topic: "Social Impacts of Using Technology and the Internet." Please join us).

## Education's Corner



Joyce Kloncz  
Education  
Director

Winter classes are going well, and we appreciate your interest in our Grand Computers Club classes.

This winter we are offering 68 classes, with 142 sessions: 16 PC classes, 18 Mac classes, and 34 'Other' classes. 'Other' classes include those that run on both PC and Mac, smartphones and smart tablets, such as Apple and Android, social media, and photo editing classes. Some of these classes are one session, or two sessions, three sessions, or even four sessions. And some of our classes are offered several times, such as Windows 10 classes.

Go to [www.grandcomputers.org](http://www.grandcomputers.org) > Education > Course Offerings or Class Schedule to learn more about our classes. Be sure to read the descriptions of our classes under Course Offerings so you will know just what is covered in the class, what are the prerequisites, and whether this class will be too easy or too difficult for you.

**VOLUNTEERS NEEDED:** We are always looking for new instructors and assistant instructors, especially for Windows 10 classes. If you are interested in teaching, but you are unsure of your abilities, consider assisting in a class. You might be surprised by your abilities. If you are interested in either teaching or assisting contact the [Education Director](#).

See the revised Windows 10 flow chart below.

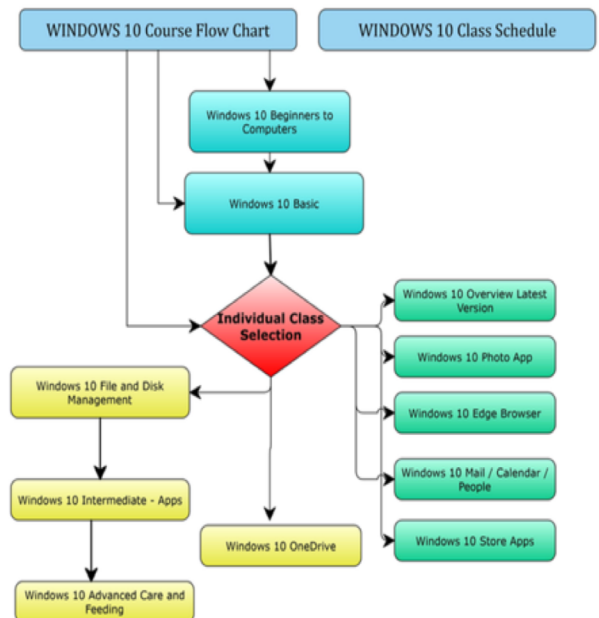
For more information, contact me at [education@grandcomputers.org](mailto:education@grandcomputers.org)

Joyce Kloncz, Education Director  
[education@grandcomputers.org](mailto:education@grandcomputers.org)

### Windows 10 Class Info:

There is now a tab on the Education page that allows you to view a flow chart of Windows 10 classes. By clicking on each of the boxes, you are sent directly to that Windows 10 class description page. This will allow you to determine if that class fits your ability with Windows 10.

1. Aqua tabs are for Windows 10 beginners. Note that the Windows 10 Beginners to Computers is only for newcomers to computers needing help with keyboarding and mouse skills. Windows 10 Basic and Overview classes can be taken in any order.
2. Green tabs are classes on new areas in Windows 10. They do not need to be taken in any order.
3. Yellow tabs require that you have taken Windows 10 Basic or have equivalent experience. We ask that you take these in the order given or have extensive experience in working with Windows 10.



## Coffee Chat - Thursday, February 9 - Social Media For Adults

So what is new in the Social Media world that usually starts with Twitter and Facebook? Klaudia Jurewicz will cover what's new and how you can interact with the kids and grandkids. As always, we have free donuts and coffee. Join us on February 9 at 8:30am in the Hopi Room, Chaparral Center. Contact Ira Simmons ([president@grandcomputers.org](mailto:president@grandcomputers.org)) for additional information.

## Membership's Corner



Martha  
McGill  
Membership  
Director

A welcome to the 75 men and women new to Grand Computers in the month of January! At the close of the 2015-2016 year, we boasted a total of 1,673 active members. We have garnered 259 new members since the beginning of our 2016-2017 calendar year (October 1, 2016 – September 30, 2017) and at this time have a total of 1,309 members. This indicates that about 364 persons who were members last year have not yet renewed. So ~ if you haven't done so yet just take a few minutes to renew! A mere \$20 (really, it's a true bargain) is all that is required to effect your renewal, and renewing your membership is easily accomplished from the comfort of your home by going online to our website, [www.grandcomputers.org](http://www.grandcomputers.org)! If you do not choose to renew online you may visit the SCG Grand Computers Club - Monday through Friday - any time between 9:00 AM and 3:30 PM and the monitor on duty will assist you with this task.

**February's Tip - Logging in Successfully:** Many of the phone calls and emails that I receive from members are related to problems logging in! After accessing Grand Computer's website ([www.grandcomputers.org](http://www.grandcomputers.org)) you will see the option to **Log In** located at the upper right hand corner of the home page. You will be directed to the Members Only page, where you will see this: Welcome to the Grand Computers Members-only Login page.

Please enter your ID and Password and select the Log In button.

Top of Form

Member ID

Password

Show  
pass  
word

Bottom of Form

### Log In

- Your Member ID is your complete CAM# and should be seven (7) digits.
- Your Password:
  - may be one you selected when you joined the club
  - may be the default password assigned to you: this is your first name, with a capital letter (e.g., Jane) and the first four (4) digits of your CAM# (Member ID). For example, if your name is Jane Jones, and your CAM# (Member ID) is 9999-000, your password will be "Jane9999".

If you attempt to log in unsuccessfully three times, you will be sent an email assigning you a new temporary password. This can be very confusing, as the temporary password is a long string of letters, numbers and symbols. Your first line of defense would be to call or email me and I can reset your password to the default, after which you may choose a different password, or choose not to have a password at all. The latter is that which we encourage our members to choose.

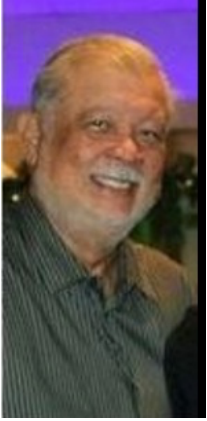
My role is to assist you with any of the aspects of your membership that pose a problem. I am always available to help. If I don't have an answer, I will find someone who does! Please feel free to contact me for any reason and I will respond as quickly as possible. I check my email frequently and receive messages left on my voice mail in an email format so am able to respond promptly even if I am out of town or away from my phone for a period of time.

Martha McGill  
Membership Director

SCG Computers Club  
[membership@grandcomputers.org](mailto:membership@grandcomputers.org)  
623-398-8639



## Monitor's Corner



Joey  
delaConcepcion  
Monitor  
Director

January Monitor Sessions. Numbers are tentative, to finalize 1/31/2017:

1. Number of sessions: 42
2. Jan. Monitor participation 23
3. Jan. Monitor of the Month: Carolyn Driver with 5 sessions.
4. New Monitor for Jan.: Maryjon Endicott
5. Monitors' Total (yearly) participation: 67 out of a total of 80.
6. 13 In-active Monitors: 10 Support members; 3 Have not monitored in the last year.

January Monitor of the Month: **Carolyn Driver** with 5 sessions.

Welcome New Monitor: **Maryjon Endicott**

Special Mention: Monitor **Charles Olmsted**. Charlie was just passing by and noted the club doors locked, a few folks waiting outside and the time at 5 mins. past 9. He took it upon himself to pick up the key, unlock the double doors and started signing-in members. He kept the club open until his relief at 12:30pm. Truly a trooper! Thank you Charlie!

No Show: We had a monitor 'no show' the morning of Jan. 13. (See/read 'Special Mention'.)

New Monitor Training and Refresher: One-on-one training is available, upon request.

E-Mail Address changed: Due to numerous junk mail received, the Monitor Director's e-address has been changed to: [monitor@grandcomputers.org](mailto:monitor@grandcomputers.org). Note: 'monitor' without the 's'.

Joey delaConcepción  
GCC Monitor Director

## Special Interest Groups

### 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](mailto:flight@grandcomputers.org)

**Next Meeting:** Friday, February 17

**Topic:** Speaker-William Homewood-Combat Search and Rescue, Vietnam.



## Volunteer Dinner



Our annual volunteer dinner is scheduled for the evening of March 31 and congratulations to the 92 members who qualified! You will be receiving invitations and meal selections for you and in some cases, your spouse or significant other in the near future.

And we are always looking for new volunteers. Instructors, classroom assistants, monitors, and tech helpers are some of the categories where we can always use additional help. If you are interested please contact Ira Simmons at [president@grandcomputers.org](mailto:president@grandcomputers.org).



## Vice President's Corner



Dan Wallen  
Vice President

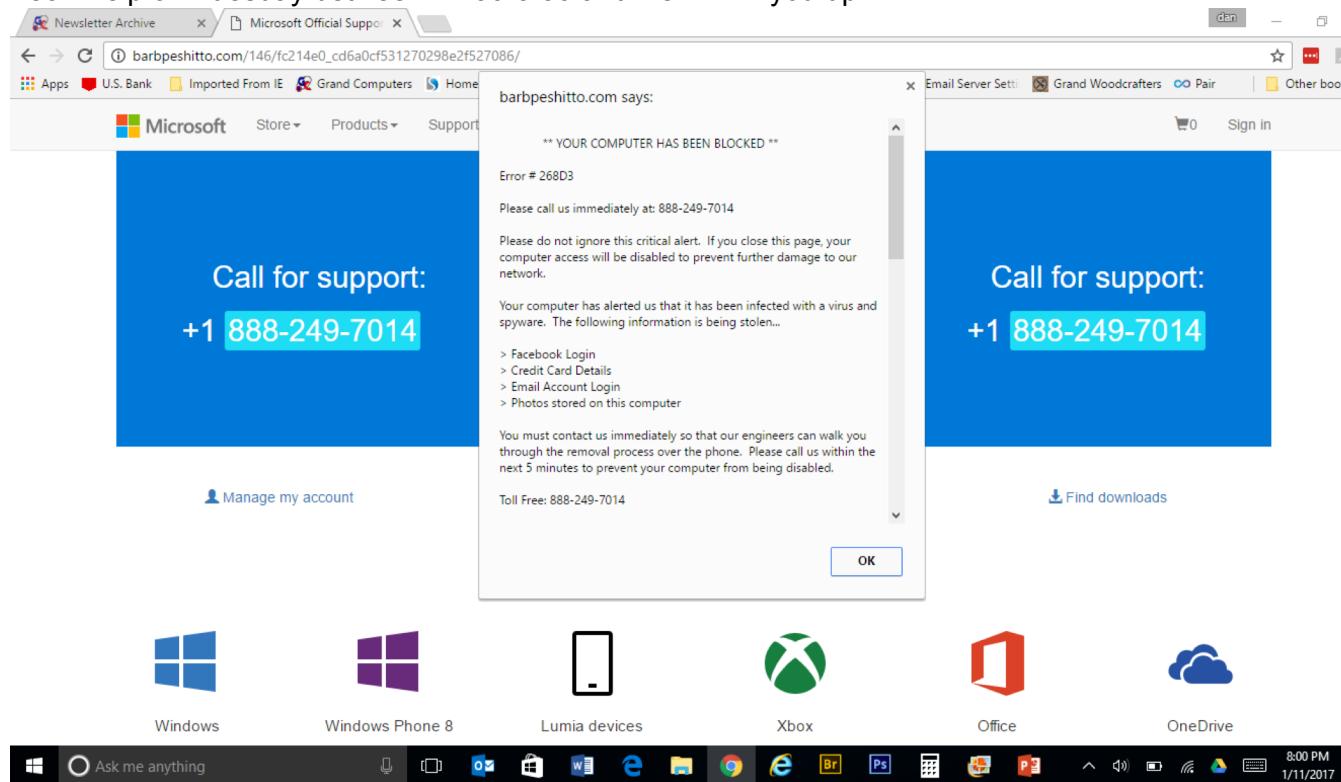
### Another Tech Support Scam

In last month's newsletter I wrote about the scammers that call you claiming they are from Microsoft and that you have a virus. This month I want to warn you about "The Webpage scam."

The webpage scammers buy domain names that are misspellings of legitimate websites. In the case below, I was trying to go to [www.gmail.com](http://www.gmail.com), but I fat fingered it and typed [www.gmil.com](http://www.gmil.com). The web page below popped up including an audio track claiming I have a virus and to call the support number immediately!

As you can see the Microsoft logo is clearly visible making the page look legitimate. If you click the OK button, the page re-appears. The X button at the top right of the page has been disabled so you can't close the page normally.

The easiest thing to do is hold down the power button for 15-30 seconds until the system powers down, then start the PC normally. Once your PC is back up, click on your web browser and check to see that the scam page is gone. If the scam page re-appears, bring your system to Tech Help on Tuesday between 12:30-3:30 and we will fix you up.



Dan Wallen  
Vice President

## Special Interest Groups

### Digital Scrapbooking SIG

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

**Meetings:** Every Monday (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](mailto:scrapbook@grandcomputers.org)

**Next Meeting:** Monday, February 6

**Topic:** Determining your best work flow, working with page design options and picture improvements.



## President's Corner



Ira Simmons  
President

Last month I reported on the success of our Tech Help program in 2016; we processed more than 1,800 requests, potentially saving our members over \$130,000! While we are justifiably proud of our record, there is also a need to improve the program and some ways to do so were discussed extensively at our Board Meeting last week. We are now in our busiest time of the year and want to make Tech Help open and available to all members with a minimum of discomfort. Thus, we are implementing the following guidelines:



**No help before 12:30pm.** Beginning at 12:15pm the monitor can register members but actual Tech Help will not start until 12:30pm. If too many members are waiting before 12:30pm, we may ask you to form a line outside the Club entrance.

**No advance "appointments."** We have learned that some members have been moved to the front of the line by telling the monitor that they have an "appointment" with a given Tech Helper. Simply put: we don't make appointments. If you request a specific Tech Helper, tell the monitor while describing your issue and it will be noted on the waiting list.

**30-minute time limit.** During this busy season, we will implement a 30-minute time limit for most one-on-one visits with Tech Helpers. Those needing a longer session may be asked to return the following week or later.

**No pre-Windows 7 computers.** Microsoft no longer supports Windows XP and will soon be ending support for Windows Vista. Ditto our Tech Helpers! There are also older smartphones, tablets and Macs that cannot be updated to the latest operating systems. It is better to upgrade than to bring a device that is outdated to Tech Help.

**Recurring visits?** We have noticed that some members are coming to Tech Help every week, certainly defying the law of averages for needing assistance! Although we advertise that "no problem is too big or too small," many of the problems from our "regular visitors" would be better solved by registering for one of our numerous, informative classes.

**Please have your email ID and password ready.** Simply put, if you don't know or have your email address and/or password when presenting your problem to the tech helper, we probably will not be able to help you! Plus, the time it takes guessing your email addresses and passwords could be better spent helping others.

In summary, although these guidelines may seem heavy-handed, we want to keep making Tech Help a successful program while being fair to all our members especially when we are very busy. If you have any suggestions about Tech Help, please let me know at [president@grandcomputers.org](mailto:president@grandcomputers.org).

## Upcoming General Meetings

Wednesday, February 1 (today) the topic is "Social Impacts of Using Technology and the Internet." You read about Ray Fagan on Page 1 of this Grand Bytes, now hear Ray speak about both the positives and negatives of our wired/digital society.

On Wednesday, March 1 we welcome the entertaining and informative Geeks On Tour; Jim and Chris Guld.

Both general Meetings begin with a Club Overview and conclude with a prize drawing. For more information contact Club President Ira Simmons (623-556-9412, [president@grandcomputers.org](mailto:president@grandcomputers.org)).

## GENERAL MEETING



## Special Interest Groups

### Financial Education SIG

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

**Meetings:** 4<sup>th</sup> Friday (Jan., Feb., Mar., Oct.) and 2<sup>nd</sup> Friday (Apr., Nov., Dec.)

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

**Place:** Hopi Room, Chaparral Center

**Contact:** Richard Gabel - financial@grandcomputers.org

**Next Meeting:** Friday, February 24

**Topic:** 2017 Forecast by Wells Fargo.

**Income Investing Subgroup:** 1<sup>st</sup> and 3<sup>rd</sup> Mondays, 8:00 - 10:00 a.m.

Apache Room, Chaparral Center & Cimarron Club, Cimarron Center.

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



### Genealogy SIG

*Provides members with a forum for researching family history.*

**Meetings:** 1<sup>st</sup> 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:** Thursday, February 2 (tomorrow)

**Topic:** Getting to Know Findmypast.com.



### Social Networking SIG

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

**Meetings:** 2<sup>nd</sup> 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:** Monday, February 13.

**Topic:** Wearables and social media interaction.



### Graphics SIG

*Provides members a forum for discussing graphic applications.*

**Meetings:** 2<sup>nd</sup> Thursday (October - April)

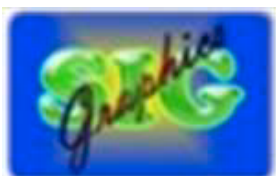
**Time:** 4:00 - 5:30 p.m. (Note new starting time).

**Place:** Havasupai/Maricopa Room, Chaparral Center

**Contact:** Rita Skarbek - graphics@grandcomputers.org

**Next Meeting:** Thursday, February 9.

**Topic:** Copyright Issues for Photographers and Other Visual Artists in the Digital Age.



## Special Interest Groups

### Devices SIG

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

**Meetings:** 3rd Tuesday (October – April)

**Time:** 4:00—5:30 p.m. (Note new starting time).

**Place:** Havasupai/Maricopa Rooms, Chaparral Center

**Contact:** Ira Simmons — [devices@grandcomputers.org](mailto:devices@grandcomputers.org)

**Next Meeting:** Tuesday, February 21

**Topic:** News, Weather and Sports.



### 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:** Havasupai/Maricopa Room, Chaparral Center

**Contact:** Joe Parla & Arnie Gelb - [newtech@grandcomputers.org](mailto:newtech@grandcomputers.org)

**Next Meeting:** Wednesday, February 15.

**Topic:** Home Automation



### 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 pm

**Place:** Phoenix Room., Palm Center.

**Contact:** Gloria Young - [CY@grandcomputers.org](mailto:CY@grandcomputers.org)

**Next Meetings:** Tuesday, February 7; Monday, February 20.

### 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](mailto:apple@grandcomputers.org)

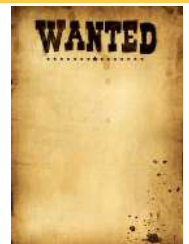
**Next Meeting:** Monday, February 20

**Topic:** Making Your iPad/iPhone Photos Pop!



### Wanted: Old Laptops

Club member Jim Geffre donates old laptops to schools and would like the laptops to have Windows 7, Vista or Windows XP. Drop off 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) with Jim's name on it. No desktops or printers please (they can be donated to Goodwill.) You can contact Jim Geffre at 623-544-3394 or [geffre1949@yahoo.com](mailto:geffre1949@yahoo.com).



### Next Member Orientation - February 8

Our member orientation meetings continue to be a big success. Attendees are given a general overview of the Club including how to navigate the Club website and we will answer your questions. The next meeting is Wednesday, February 8, 4:00pm - 5:00pm in the Maricopa/Havasupai Room next door to the Club. For additional information contact Dan Wallen, [vicepresident@grandcomputers.org](mailto:vicepresident@grandcomputers.org). Hope to see you there.