

Southern Districts Computer Users Club Inc.

Supporting inexperienced users with local expertise

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SDCUCI NEWS

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Meetings are held monthly on the third Wednesday at 7.30 pm, in the hall at the rear of St Mary's Catholic Church on the Corner of Bains and Main South Roads, Morphett Vale

Cost \$3.00 per person per meeting. This includes a copy of our Newsletter, plus coffee/tea and biscuits

Visitors are most welcome

After 3 visits, you are requested to become members

Annual Subscription:

Single — \$20.00

Family — \$30.00

Both Novice and Experienced computer users will be most warmly welcomed



Vice President John Kirby's Report — 10/19

We have had a very varied speaker program this year and we will endeavour to continue with this.

If you have any contacts that you think could provide an interesting talk please let us know, as it is very hard each month trying to come up with new speakers.

Currently our program includes the following: October AGM with the Mayor Onkaparinga: Mrs. E Thompson giving a talk, November Augmented Reality; Christmas Dinner on 11th December; January 2020 Drone applications; February, Backing up devices; March Twitter/Instagram and Podcasts; April Thunderbird email exposed; May Using Paypal and EBay and June Movie maker.

These dates may change as they rely on our guest speakers' availability as happened last month.

Come along and have a fun Christmas dinner with games at a very reasonable cost of \$20. Subscriptions are now due. See you all next week for our AGM, supper provided.



Our November Members' Meeting

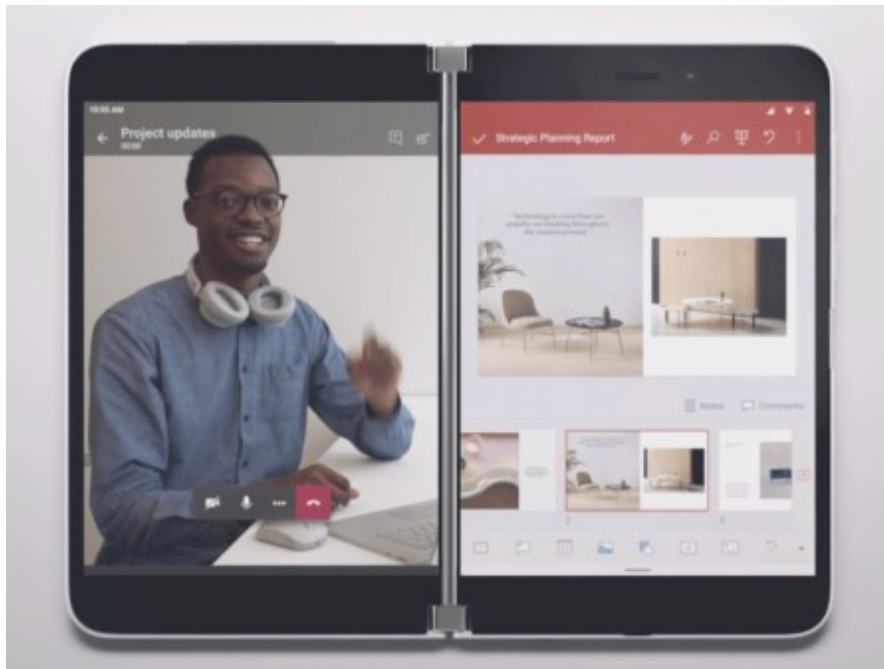
This will feature **Tim Mathie** from Oktal Sydac who will use a form of Virtual Reality to show us how locomotive drivers are trained. Sounds quite exciting. Our thanks to Secretary Trevor for arranging it.



Disclaimer: The information contained herein is of a general nature. Always do your own research and seek advice before proceeding on information you don't understand.

The Surface Phone is Here – Powered by Android!

The long-awaited **Surface Phone**, titled the **Surface Duo**, is here at last, and it is not what you might have expected from Microsoft. Naturally, it comes



with masses of Microsoft apps, but its base is not Windows but **Android**.

This is no doubt a huge surprise in the tech world, but what other choice did Microsoft have?

Windows Phone is dead, and it would have been senseless for the company to use Windows 10X as the operating system because that doesn't have

the necessary apps.

Microsoft now must rely on software made by its competitor. Not good! So, what does the Surface Duo bring to the table?

It comes with two 5.6-inch screens, and when opened, a single 8.3-inch screen. The current version is powered by a Snapdragon 855 processor, but chances are, Microsoft will add the forthcoming chip since it won't hit shelves until some time in 2020.

At first glance, the operating system looks like Windows 10X, but a closer look reveals that such is not the case. Microsoft made sure to alter the look of Android to give off a Windows-like experience, and that might just be the key to its success!



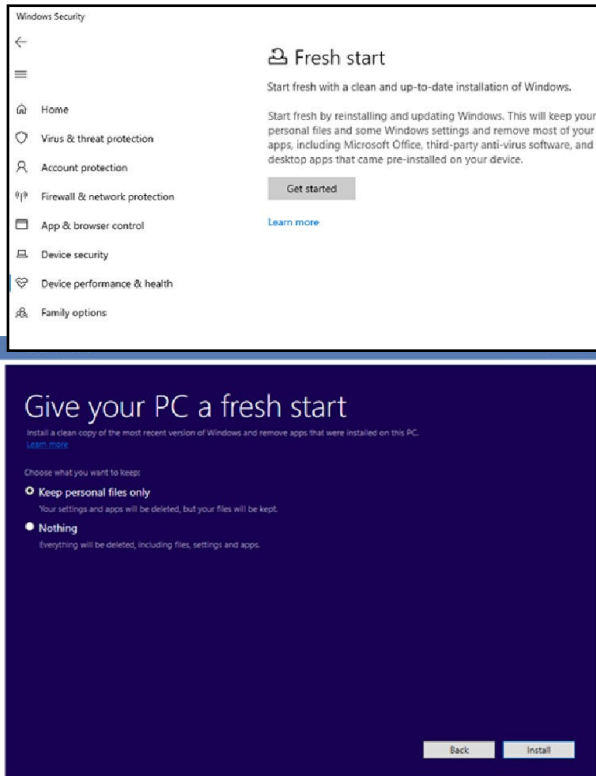
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Windows 10 — Fresh Start vs Reset/Refresh/Clean install

Windows 10's Advanced Recovery option offers solutions to help return Windows 10 to a working condition — Fresh Start, Reset, Refresh, and. Clean Install. All are extreme solutions when nothing else can be done. Before using one, it is very important to understand their differences.

There is a small comparison chart at the end with data points for comparison.



1. Windows 10 Fresh Start

Available in Windows Security, Fresh Start will do the following:

1. Keeps all your data,
2. Removes all third-party apps,
3. Force Updates Windows 10 to the latest version.

This means all your product keys, app-related content, any third-party antivirus will be removed.

If you are not otherwise able to update to the latest version of Windows, use this method without losing any of your data, **but** investigate everything on the C drive and **back it up to an external drive**. On

the other hand you will have to re-install apps and activate them. **Make sure you have all your product keys.**

2. Windows Refresh Tool

With Windows Refresh, all apps not part of the standard Windows 10 installation, including installed programs, original equipment manufacturer's (OEM) drivers and pre-installed software will be removed. You may also lose your digital licenses and other digital entitlements. You will have to reinstall your apps and reactivate Windows.

This is the best option if your Windows 10 computer is facing a lot of issues including corrupt files. The process does the following:

1. Keeps your personal files and settings;
2. Replaces all Windows 10 system files with a new copy;
3. Keeps the apps that came with your PC;
4. Keep the apps you installed from the Microsoft Store;
5. Removes all other third-party software.

It ultimately fixes your computer without you worrying about any data loss.

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You need to download the Refresh Windows Tool from Microsoft.

3. Windows 10 Reset

Windows 10 Reset from <https://support.microsoft.com/en-us/help/4026528/windows-10-reset-or-reinstall> will remove everything. If the computer is not



working as expected, this is what you should choose. It will do the following:

1. Reinstalls Windows 10 and keeps your personal files.
2. Removes apps and drivers you had installed.
3. Eliminates changes you made to

settings.

4.Excludes any apps your PC manufacturer installed.

If your computer came with preinstalled Windows 10, it would also install the apps from the PC manufacturer.

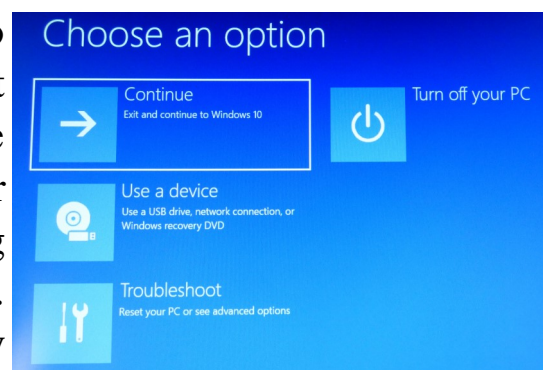
The biggest advantage of this is that you don't need to reinstall Windows 10 again. The process will fix it for you.

The option should be used when your PC is totally messed up or if you are selling or permanently handing over your computer to someone else.

4. Windows 10 Clean Install

A Clean Install refers to reinstalling Windows 10 the old way. You need to download the latest Windows 10 ISO from <https://www.microsoft.com/en-au/software-download/windows10>, create a bootable USB drive by following the prompts, and then install Windows 10 on your computer. It is the last resort if nothing else fixes your problem. Instructions are given on the web site that appears in this paragraph.

There is one other thing you may have to do before you can boot from a flash drive and that is to change the boot order in your BIOS. The simplest way to do this is to “Restart” your computer whilst holding down the “Shift” key. When it eventually restarts, you should be presented with the screen to the right. Click on “Use a device” and you will see the screen to the left. Next, click on “CD/DVD Drive. You



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Reboot and Select proper Boot device
or Insert Boot Media in selected Boot device and press a key.


will see the screen to the right. Insert the boot device you want to start Windows with (e.g. the flash drive with the ISO file loaded) and press a key as per the instruction on the above screen.

Whilst some of the processes keep your files, it's always a good idea to back up essential files manually. Investigate everything on the C drive and take a backup to an external drive.

Windows 10 Fresh Start/Reset/Refresh/Clean Install comparison table.

	Fresh Start	Reset	Refresh	Clean Install
Data	Keeps all your data	Removes everything	Keeps all your data	Removes everything
Apps	Removes Apps	Removes everything	Keeps the app	Removes everything
App Data	Keeps Apps	Deletes	Keeps	Deletes App data
Third-Party Apps	Removes 3rd party Apps	Removed	Keeps	Third party files Removed
Bootable USB Needed	No	Sometimes, when System file is missing	Sometimes, when System file is missing	Yes
Updates Windows	Yes	No	No	You need to get latest ISO
Manually Backup Files	No	Yes	No	Yes

If you use a lot of professional software that comes with keys, backup it up using Key Finder Tools. Do a search on the web for Key Finder devices. Send those keys to a secure cloud drive or other external storage medium.

This brings me to a “good practice” in relation to “other” software you may use on your computer. When you download external software, whether free or paid for, create a folder for each piece you download. In it store the setup file together with either a copy of any information about the product on the provider's website plus any other information you have read that induced you to get the software. If there is a paid licence, be sure to keep a copy of the licence number. All of this goes into the folder which, ideally, should be called by the name of the software it contains. 

Why not register
Be Connected

<https://beconnected.esafety.gov.au/>

President's Report — 2018 - 2019



It gives me great pleasure to present the President's Report for the year gone by. As I have done before, I wish to thank the Committee for all their support and continued outstanding effort during the year. The Club is well managed by the team. I am not over keen to single out particular members, but, once more I would like to acknowledge the sterling contribution by our Mr Can Do (aka Mr Already Done) or more commonly called Trevor Francis. A Secretary's job involves multi-tasking at the best of times and Trevor is a Master Juggler. Well done!

The Club is probably in the best financial position it has ever been in and some of the credit must go to our Treasurer, Cheryl McDonald, who has once again managed to keep us heading in the right fiscal direction.

The range of subjects covered by the presentations during the year is quite extensive. The subjects include:

- Free PDF to MS Word and Excel programs
- Be Connected
- Lesser known attributes of MS Word
- OCR
- Presentation on cables
- Smart phones and Apps
- Digital Estate Planning

The Club continues to offer advice and assistance to members in the hour before each meeting. This popular initiative has even been responsible for recruiting a few new members. It will continue. The Club is in a good position to handle the challenges associated with modern, ever changing computing.

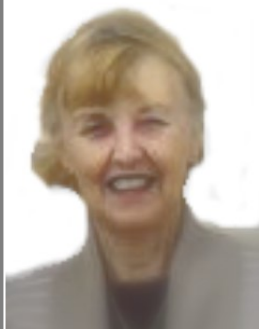
I am stepping down this year as President and wish the incoming President all the best during the next term of office. We have a great team here at SDCUCI and I have enjoyed working with the team (aka the Committee) over the past six years.

Lionel Leddra

President



Treasurer's Report — 2018 - 2019



During the financial year the Club received a Grant of \$1800 from the Commonwealth Community Grant Hub. From the proceeds of the Grant the Club has bought a later mobile telephone for the Secretary. The Secretary was reimbursed \$750 which is approximately 75% of the cost. The phone has been used, and will continue to be used, for talks at Club meetings and, of course, the Secretary makes numerous calls on behalf of the Club. This Grant has also been used to upgrade the Club's Wi-Fi dongle enabling better reception at the Church Hall. Also from the grant, the Secretary's computer has recently had a complete overhaul and a clean costing \$294 - much less than the replacement cost of a new computer. Thanks to the Grant, the Club's finances remain healthy although receipt of membership subscriptions, door fees, and advertising do not quite cover expenses such as hall hire, printing and stationery, repairs and replacements and insurances.

The Christmas Dinner also made a small profit. The number of members at Club meetings has been down this year and this is reflected in the door fee receipts.

The raffle proceeds are also down but, nevertheless, have still covered most of the cost of the Club's raffle prizes and sundry items.

The Club's membership reduced from 67 members in 2017, to 50 members in 2018 and is now at 34 members in 2019. Two members have already let the Secretary know they will not be renewing their membership. This reduction in membership has been discussed at Committee meetings and as a result topics at Club meetings have ranged from computer issues to mainstream technology. We might not all like technology, but it is the future and hopefully our speakers have helped us all to understand a bit more about it.

Cheryl McDonald

Treasurer



Driver's Licences — Strong Link to ID Theft

By ABC reporters Rebecca Trigger & Jessica Warriner. (Contributed by Trevor Francis)

Silvana's identity theft started when she left her mobile phone behind in a case containing her credit card and driver's licence after juggling shopping and two young children at a department store. As soon as she realised her mistake she cancelled her phone contract and credit card, and deleted her phone data remotely. Too late! Scammers already had the "golden ticket" to her identity — her driver's licence — quickly exploiting it.

The gravity of the situation was revealed when she discovered her bank was poised to give a \$100,000 loan to a criminal in her name. Contacting her bank, she learned an entire profile had been created in her name, along with the \$100,000 credit application. But that was just the beginning — for the rest of her life she would remain exposed to this type of attack. In most, if not all Australian states, it is impossible to change one's driver's licence number, and that number has now been permanently compromised. Australia's authorities are unprepared to deal with identity theft, with experts saying the system is leaving people vulnerable to further abuse.

If your identity is stolen:

Report it to the Australian Cyber Security Centre (<https://www.cyber.gov.au/>) and contact the three major Australian credit reporting agencies **Equifax** (<https://www.equifax.com.au/>), **Illion** (<https://www.illion.com.au/>), and **Experian** (<http://www.experian.com.au/>) and obtain a free copy of your credit file. Advise your bank and review your security arrangements:

- Update your online banking, email and other **passwords** — use unique passwords for each account;
- Set up **multi-factor authentication** — where possible don't just use SMS, use something like an authenticator app;

This is to limit the damage done by SIM swaps and phone porting.

- **Monitor your phone** closely — if it suddenly stops working it may have been ported;
- **Contact IDcare** — they have trained counsellors who can support you;

How to protect yourself from identity theft:

- **Secure your mailbox** with a lock and ensure mail is cleared regularly;
- **Shred or destroy your personal and financial papers** before you throw them away, or keep them in a secure place if you wish to retain them;

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- Always **cover the keypad at ATMs or EFTPOS terminals** when entering your PIN, and be aware of your surroundings — is anyone trying to observe or watch you, are there any strange or loose fixtures attached to the machine or terminal?
- Ensure that the **virus and security software** on your computers and mobile devices is up-to-date;
- **Don't use public computers** (like internet cafes) or **unsecured wireless hotspots** to do your internet banking or payments;
- Be cautious of whom you provide your **personal and financial information** to — ensure that there is a legitimate reason to supply your details. Don't be reluctant to ask who will have access to your information and which third parties it may be supplied or sold to;
- Ask to see a copy of the privacy policy of the business before you supply your details;
- **Only use trusted online payment websites** for items won at online auctions or purchased online. Never make payments outside of trusted systems — particularly for goods which you have not yet received;
- Regularly **review your bank statements** and obtain a copy of your **credit history report**. Report any unauthorised transactions or entries;
- Ask your bank or financial institution for a **credit or debit card with an embedded micro-chip** — they are more secure than cards with only magnetic strips;
- Don't respond to **scam emails or letters promising huge rewards** if bank account details are supplied, or in return for the payment of "release fees" or "legal fees";
- If responding to an **online employment or rental advertisement**, be wary of transmitting personal information and copies of documents via email or electronically. If asked to attend an interview, do some prior research to confirm the company or employment agency's legitimacy;
- Always use the most **secure settings on social networking sites**. Take extreme care if placing personal details such as date of birth, address, phone contacts or educational details on your profile, and don't accept unsolicited friend requests;


For other useful tips, browse for information relating to protecting your identity resources.





I have squeezed the Editorial this month. The joke below was just too good not to include!

Despite having all the guards in place, I nearly received a Trojan earlier this month. I am just so glad I had a back-up. In the end, my safeguards all worked,

but it is a nasty feeling to know how near it came. Make sure **you** have taken every step to keep the “B’s” out of your computer and that **you have an up-to-date back-up NOT CONNECTED to your computer** — JUST IN CASE or, as the Irish say — “to be sure to be sure!” You can’t be too careful. 



Jest a Minute

National Preparedness (An oldie but a goodie)

The **Scots** have raised their threat level from "Pissed Off" to "Let's get the Bastards." They don't have any other levels. This is the reason they have been used on the front line of the British army for the last 300 years.

The **French** government announced yesterday that it has raised its terror alert level from "Run" to "Hide." The only two higher levels in France are "Collaborate" and "Surrender." The rise was precipitated by a recent fire that destroyed France's white flag factory, effectively paralysing the country's military capability.

Italy has increased the alert level from "Shout Loudly and Excitedly" to "Elaborate Military Posturing." Two more levels remain: "Ineffective Combat Operations" and "Change Sides."

The **Germans** have increased their alert state from "Disdainful Arrogance" to "Dress in Uniform and Sing Marching Songs." They also have two higher levels: "Invade a Neighbour" and "Lose."

Belgians, on the other hand, are all on holiday as usual; the only threat they are worried about is NATO pulling out of Brussels.

The Spanish are all excited to see their new submarines ready to deploy. These beautifully designed subs have glass bottoms so the new Spanish navy can get a really good look at the old Spanish navy.

Australia, meanwhile, has raised its security level from "No worries" to "She'll be right, Mate." Two more escalation levels remain: "Crikey! I think we'll need to cancel the barbie this weekend!" and "The barbie is cancelled." So far no situation has ever warranted use of the last final escalation level.

Regards, John Cleese.

British writer, actor and tall person.



~ Tonight's Topic ~
ANNUAL GENERAL MEETING

— For Your Notes —

MEETING RULES

We are allowed to use the facilities at the Hall at the rear of St Mary's Catholic Church, on the corner of Bains and Main South Roads, Morphet Vale in return for a small fee plus respect for their property. We ask for your co-operation in respect to the above.

Whilst we have no control over what our members do away from our Club meetings, piracy of copyright material cannot be condoned at our meetings. Please respect copyright laws at all times.



IT & COMPUTERS

Shop 6, 76 Beach Road
Christies Beach 8186 2736

(Same block as Woolies on Beach Road)

Contact: Jamle or Ash

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available locally

Need help with your computer?
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Need additional peripherals?
Home site visits available !

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Peripheral units:

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