

## President's Corner

By Ken Van Swearingen

So, Hello!

Welcome to the New Year. We appreciate your continued support and would like to let you know that we are working to provide the support and information you want.

In the upcoming months we will be having Programs at the General Meeting on topics like: “Smart TVs” followed the next month with “Cutting the Cord III” to help you choose how you want to save money and get more by switching from the traditional service providers to the vast offerings available by streaming—or even just getting what you want the way we used to: “Over The Air”. Your entertainment, on your terms.

We will be presenting a very special Program by Dr. Terry Douglass, the founder of Provision Healthcare.



Provision installs cyclotron at Nashville site

This is a pioneering organization helping us all find better ways to treat Cancer. This is a very special chance for us to hear about this from the man who is at the heart of it. This special evening will mean a change to holding the Meeting in the Sanctuary of the Community Church at Tellico Village. We are, of course, offering Tours, two parts of Provision Healthcare: the ProvNova Manufacturing Facility, and Proton Therapy Center. Members can

sign up for available space through **TellicoLife**.

That is the first part of the year. We will also be sending out a survey and hope that you will give us guidance on issues you would like to know about for other Programs later on. It is your Club, and we ask that you complete the survey to help us make this Club the one you want.

We look forward to being of service to all our members in the New Year.

KVS

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## News and Events

By Ken Van Swearingen

### Membership Renewals

Reminder: Our Annual Dues are \$20.00 per household.

We offer a 25% discount for those using TellicoLife to fill out the form and pay with a Credit Card. Payment by Cash or Check is \$20.00. Cash and Check payments, **along with a completed Membership Form**, can be brought to a General Meeting, or mailed to:

**TVCUC  
224 Lakeside Plaza  
Loudon, TN 37774**

In all cases, payment must be accompanied by a completed Membership Form. If a member has difficulty entering their information in TellicoLife, we will assist. Members are responsible for ensuring all information is accurate.

We have over 85% of our members who joined or renewed this year taking advantage of the discount by using **TellicoLife**, and we thank them all for helping ease the load on our volunteers.

As **TellicoLife** is the site used to manage information, notification, and validation of membership in The Club, **we cannot accept payment without inclusion in TellicoLife**.

The only information that will be in **TellicoLife** is basically what would be in a phone book with e-mail address and indication of membership added. No other information is entered or stored in **TellicoLife**. Credit Card Payment information, if used, is processed by a secure service called Payscale on a one time transaction basis. This Service is like using PayPal, which is used by a great number of online vendors.

Managing a Club the size of ours, and being able to provide services and events to all can only be efficiently done through **TellicoLife**. Our volunteers are giving their time to be of service to members, and it is imperative to make this volunteer service time efficient. We ask that you keep that in mind.

### TVCUC Website

The Club would like to maximize its benefit to all our members. One way to achieve this was to establish a new website ([www.tvcuc.org](http://www.tvcuc.org)) last year. We are making an effort to maintain the latest information of interest on the website, so please check the website for the latest information on meetings, tours, and other announcements. We would be happy to receive your feedback and suggestions for expanding the utility of the website. Please send your comments and suggestions to us via email to: [Feedback](#). Thank you for participating in TVCUC!

## General Meeting Notes

By Ginnie Santoli

No General Meeting of the TVCUC convened in January, owing to the New Year Holiday falling on our normal meeting date and many members were out of town for the holidays.

The next General Meeting is scheduled for **Tuesday, February 5<sup>th</sup>**, and will convene at 7:00 p.m. in the Christian Life Center of the Community Church at Tellico Village. The planned featured presentation will be made by a representative of Magnolia Home Theater and will address Smart TVs.

For the purposes of planning, please note that the March **TVCUC General Meeting will be postponed to Wednesday, March 6<sup>th</sup>** (rather than the normal first Tuesday) in order to de-conflict our meeting with the Tellico Village Singers' performance scheduled at the church on Tuesday, March 5<sup>th</sup>.



## Tours

By Bob Kutschera

### Two Tours in February

We are excited to announce two TVCUC tours in February.

#### 1. **Proton Therapy Center Tour on February 9th**

Provision Healthcare began in 2005 with a purpose to develop innovative healthcare solutions that focused on improving patient care, clinical outcomes, and a commitment to drive research, education, and charitable causes. This unique mission, combined with a distinguished history of innovation in healthcare, sets Provision apart from other proton therapy or cancer center developers, operators, and medical device suppliers that have a much narrower focus. Our comprehensive expertise and innovative, entrepreneurial approach continues to propel Provision Healthcare towards a position of industry leadership in both cancer care and proton therapy.

#### 2. **ProNova Manufacturing Facility Tour on Feb 12th**

ProNova Solutions is developing, building and testing smaller, lower-cost, more technologically advanced systems, including the superconducting gantry that directs the proton beam to its tumor target. Thanks to this innovative and proprietary technology, the equipment is half the size and one-tenth the weight of technology currently on the market, making them much easier to transport and install. The systems also cost significantly less than competing systems and include the latest in treatment delivery and imaging technology. These improvements will allow proton therapy to become more

accessible worldwide and support increasing demand for treatment centers. The company's first unit is currently being tested at Provision Center for Proton Therapy, ProNova's sister company located in Knoxville.

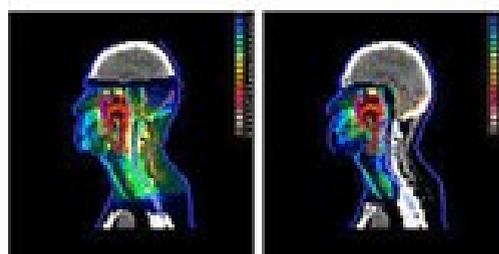
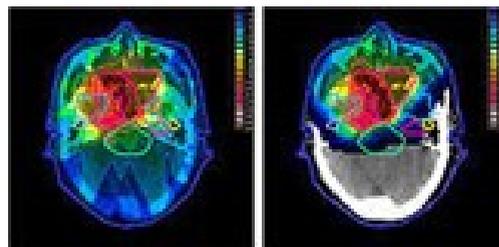
More information on either of these upcoming tours is available at [www.tvcuc.org](http://www.tvcuc.org).

If you would like to join either tour, please contact Bob Kutschera via email:

[bkkutch@yahoo.com](mailto:bkkutch@yahoo.com)

The size of the tour group is limited, so let Bob know as soon as possible to reserve a spot. Further directions for joining the tour will be provided after the tour group is determined.

If you cannot make this tour, additional tours may be scheduled later in 2019.



Dr. Terry Douglas (see biography below), President of Provision Healthcare, will be speaking at our monthly TVCUC General Meeting in April. For those who are interested in proton therapy, this will be a meeting you won't want to miss. We anticipate a large crowd for this presentation, so we have reserved the Sanctuary (instead of the Christian Life Center) of the Community Church at Tellico Village to convene the April 2<sup>nd</sup> meeting.

Dr. Terry Douglass, PhD Biography

Dr. Terry D. Douglass, Ph.D., is the Founder, Chairman and Chief Executive Officer at ProNova Solutions, LLC. Dr. Douglass serves as President of Provision Healthcare, LLC and Provision Trust, Inc. Dr. Douglass serves as President of Advanced Crystal Technology, Inc. Dr. Douglass serves as an Executive Director at Provision Imaging, LLC. Dr. Douglass leads the development of the world-class comprehensive cancer care program in the Provision Health Alliance at Dowell Springs. Dr. Douglass served as Chief Executive Officer of Siemens Molecular Imaging, Inc. until October 1, 2003 and served as its President from 1983 to October 1, 2003. He served as President and Chief Executive Officer of CTI Molecular Imaging from 1983 to 2003, where Dr. Douglass played an integral role in the development and commercialization of positron emission technology (PET) and its development globally, including PET cyclotron technology that now plays a significant role in proton therapy. He was also instrumental in the development of Medicare reimbursement for PET services. From 1968 to 1983, Dr. Douglass served at EG&G Ortec, where he served as President for three years. Dr. Douglass serves as Chairman of the Provision Center for Proton Therapy and Provision Foundation. He served as Chairman of Siemens Molecular Imaging, Inc. since 1983 and served as its Director. Dr. Douglass served as the Chairman of CTI Molecular Imaging, Inc. from 1983 to 2005. Dr. Douglass served as a Director of Provision Foundation, LLC, Provision Healthcare, LLC, East Tennessee Diagnostic Center, LLC, Provision Health Partners, LLC, Provision Properties, LLC, Provision Trust, Inc., Provision Radiation Therapy, LLC, CTI Molecular Imaging, Inc., Cyclotron Systems Inc., PETNet Pharmaceutical Services, Inc., Computational Systems, Inc., YMCA, Knoxville Chamber of Commerce, Hope Resource Center, Young Life, and the UTMedical Center Biomedical Imaging Foundation. He served as a Director of CTI PET Systems. Dr. Douglass graduated with B.S., M.S., and Ph.D. degrees in Electrical Engineering from the University of Tennessee.



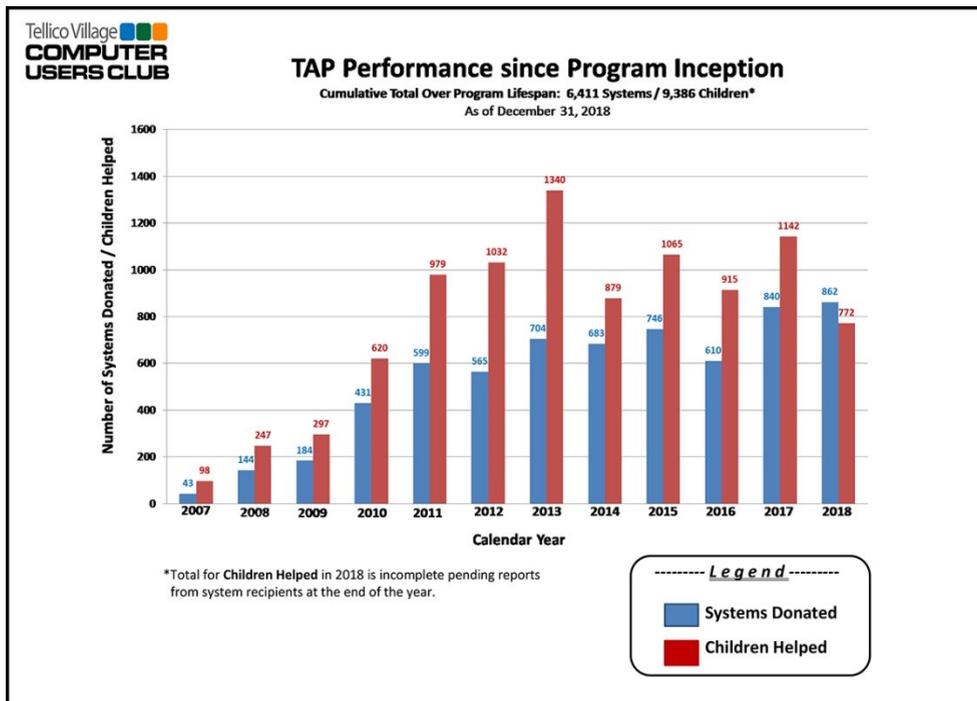
## Technology Access Program

By Warren Sanders

### TAP Achieves a New Donation Record in 2018

At the end of December, the total number of computer systems distributed in 2018 is 862, a new annual performance record beating the old record of 840 systems in 2017. Also, at the end of December, the TAP system donations for the year benefitted 772 deserving and underprivileged children (documented on Dec 31<sup>st</sup>), but that number will increase over time as we receive additional reports from the agencies that received the TAP donations. For example, the total number of documented children helped presently is already at 836 for 2018, an increase of 65 children provided with in-home computers reported after December 31, 2018. And this number will continue to increase, because we have not heard from recipients of about 150 (including the 93 systems delivered to Caverna, KY in November and others delivered in December) of the 862 systems that were donated in 2018. The final numbers for 2018 may not be reported until March this year or later.

The chart below depicts the total annual TAP donations over the lifespan of the program so far. All numbers shown except for 2018 children helped are final. As you can see, the total number of systems given out through December last year is 6,411, helping more than 9,451 children to date (including the 65 reported this month so far)!



### Do You Have Computer Hardware to Donate?

Technology Access Program (TAP) gave away many computer systems in 2018, as seen above. Most of these systems go to school children of needy families in our greater East Tennessee community and sometimes in other states or countries. One “system” comprises **one computer, keyboard, mouse, monitor, speakers, printer, and a ream of paper**. Donated systems represent generous charitable gifts from TVCUC members, our friends and neighbors in Tellico Village, area businesses having replaced their computers, and aggregators who service computer leasing businesses.

The TVCUC TAP is a Microsoft Registered Refurbisher and provides refurbished donated computers loaded with Windows Operating Systems for distribution through non-profit organizations. Donated equipment is inspected and cleaned on arrival. The operating system, all programs, and any remaining personal information are removed from the computer. A new operating system and basic applications are installed so that a "clean" system can be delivered to a deserving student.

Presently, our inventory of computers and monitors available for refurbishing is critically low. We need your help in order to build up our inventory so we can continue readying systems for delivery to local agencies which serve needy kids who otherwise may not have access to computers.

### Do you have a computer or peripherals to donate?

You can bring your donated equipment to the TAP office located at 244 Lakeside Plaza in the lower level of building #2 (underneath the Thai Restaurant / old Grindz Grille). Call first to make sure someone will be there, (865) 332-5313.

You can also donate cash (visit [www.tvcuc.org/t-a-p/](http://www.tvcuc.org/t-a-p/)) via *TellicoLife* to help buy the parts and accessories needed to build a complete system. .

### Thanks for Considering TAP in your Charitable Giving



## Membership

By Jim Autry

As of our December meeting, TVCUC has 1,527 members.

### OUR MISSION:

The **Tellico Village Computer Users Club (TVCUC)** is a 501(c)(3) non-profit organization formed to provide a forum to increase understanding of the personal computer ecosystem and to maximize its safe and effective utilization.

The Club provides the opportunity to communicate and exchange ideas, knowledge, and experiences for the enrichment of members including both PC & Mac Users.

To join TVCUC visit *TellicoLife* webpage at [Join/Renew TVCUC Membership](#).



## Mac Special Interest Group

By Karen Brown

Hope everyone enjoyed a Merry Christmas and Happy New Year! After a two month hiatus, our Mac Users meetings will resume on January 28.

Remember, 2018 membership dues have expired. If you haven't done so already, you must pay the 2019 household dues via [TellicoLife](#) to continue enjoying your membership benefits!

In the meantime, here are some helpful information and resources about Mac features of potential interest to you.

### [Using Secure Code Autofill On Mac and iOS](#)

Secure Code Autofill is a new feature in macOS Mojave and iOS 12 that will take those little codes you receive via text message and allow you to easily insert them into the fields on web pages and apps when they are asked for. This allows you to use two-factor authentication and similar security measures without needing to switch apps and copy and paste. Making this easier will hopefully encourage more people to use this important security measure. [Read More...](#)

### [Play Apple Music With Amazon Echo Devices](#)

A new feature of Amazon Echo devices is that they now support Apple Music. Previously, you could use a number of music streaming services with Echo devices, but Apple Music was left out. With Echo dots being so inexpensive, this allows Apple Music users to hear their music in many places without needing a Bluetooth speaker or Apple HomePod. You can now ask Alexa

to play your Apple Music songs, albums, and playlists. You can even make Apple Music your default service. [Read More...](#)

### [Scan Documents Directly To Your Mac Using Your iPhone](#)

If you want to keep a paperless office, you need to be able to scan documents. Previously, you needed a scanner to do this. But today you can use your iPhone to scan documents quickly and easily. With Continuity Camera you can scan directly into your Mac using your iPhone. You need to make sure you have both Wi-Fi and Bluetooth enabled with both devices and that they are using the same Apple ID and latest macOS and iOS. [Read More...](#)

### [How To Protect Yourself From Online Scams](#)

Keeping your Mac free of malware and using strong passwords for your online accounts are two important things you need to do to stay safe and secure. But even if you succeed at these, you can still be vulnerable to common scams that use social engineering to trick you out of your money, privacy, and security. Even the most intelligent person can fall victim to a scam if they don't recognize it when it happens to them. The key to keeping yourself safe is to know the common scams so you recognize them when someone tries to trick you. [Read More...](#)

### [Tip: Arrange In Front](#)

If you have several documents or windows open in an app, and some are behind the windows of other apps, you can bring them all to the front by choosing Window, Bring All to Front. But if you hold down the Option key, then that menu item changes to Arrange in Front. This brings all the windows to the front, but also centers them, with each window being slightly to the right and down from the one behind it so you can see them all and select any one. [Read More...](#)



## **First Level Support**

By Tom Verbeke

### **Performance Last Month**

Owing to the holidays, no “Meet with FLS” convened in December; however, FLS responded to 60 calls to the FLS Support Hot Line, a slight increase from prior months. All Hot Line calls were handled in a timely fashion.

### **What is First Level Support?**

The First Level Support (FLS) team is a volunteer group of Tellico Village Computer Users Club (TVCUC) members who are willing to share their time and knowledge assisting other members in the use and enjoyment of their computers. FLS provides this service at no cost to members of the Tellico Village Computer Users Club.

\*\*\* Please visit the [TellicoLife](http://TellicoLife) site to sign up for the TVCUC \*\*\*

### Monthly “Meet With First Level Support”

Once a month, representatives from FLS will meet with TVCUC members to discuss computer related problems, issues, and solutions on a first come, first served basis.

Meet With First Level Support is scheduled on the 4th Tuesday, from 3:15 pm until 4:45 pm, at Chota Rec Center Room D.

Scheduled FLS sessions are shown on the TellicoLife.org events calendar. You can also pre-register for an FLS session by completing the form on our website: [Pre-Register](#).

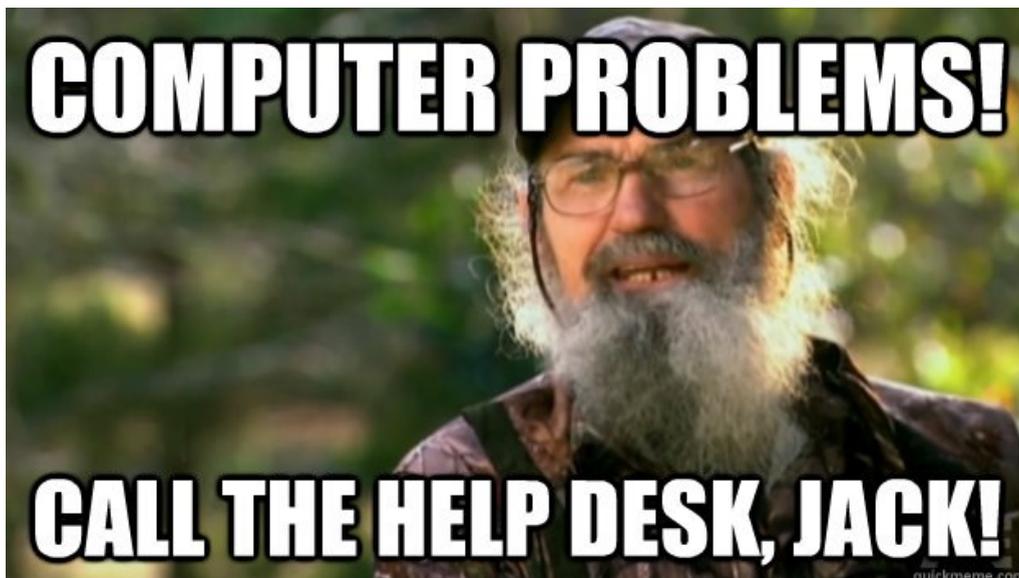
The next FLS sessions is scheduled: **Tuesday, January 22<sup>nd</sup>** in the Chota Recreation Center (Room D) at 3:15 PM. Sessions are typically 90 min in duration, so arrive early with your laptop or question. Pre-registration is possible but not necessary:

You can pre-register for a Meet with FLS session at [TellicoLife](http://TellicoLife)...just log in and click [here](#).

### *FLS team has a “Support Hot Line”*

Members needing support for computer issues can call the FLS Hot Line and leave a message for one of our FLS technicians to contact you as soon as possible at no charge.

**FLS Hot Line: (865) 408-8223**



## Tip of the Month

By Dave Crowden

### Scam Warning

The Tellico Village Computer User Club (TVCUC) First Level Support (FLS) Team and our partners in Tellico Village have noticed an increase in phone calls from Members getting warnings, such as (1) a fraudulent call from “Microsoft;” (2) seeing a “screamer” alert suddenly appearing on the computer display, “Strongly” warning the recipient that they have been infected with a computer virus, or (3) a notice that “Something” is wrong with their machine.

**IGNORE THESE WARNINGS—DO NOT RESPOND TO THESE SCAMS!**

If you receive an on-screen notice, turn off your machine immediately—no matter what else the notice may advise you to do.

If you respond, the scammers can be very persuasive. Some claim to be Microsoft Certified—and they may be, anyone can get certified. The perpetrators want you to connect to their web site and, then, they will download software enabling them to connect to and run your machine, turn off your virus protection, change locations of critical protection software, and then tell you “they can fix it” for a nominal charge. If you refuse, they will leave your machine in the messed up state and then you are on your own.

So far, many of the people that did respond to the scam by calling the number provided or activating the “repair” link have needed a complete reloading of the computer Operating System. Even if you pay their demand, the scammers may not correct your system, and you likely may have a difficult, or even futile, fight to get your money back.

So, please just hang up on the phone call or shut down your machine! Doing so will relieve you of unwarranted anxiety. Usually, after shutting down and rebooting your machine, the message simply disappears and you can use your computer as before. **If the message remains and you are a Club member, call the FLS Helpline at 865-408-8223.**

