

President's Corner

By Ken Van Swearingen

So, Hello!

Welcome to Spring with long warm days and fun ahead.

We hope you got a lot of good information to help you make the plunge and: Cut the Cord! I would like to thank Gary Robertson, Dave Crowden, Jim Foss, and Gary Nye for the outstanding work they did in assembling and, most importantly, presenting the program “Cutting the Cord III.” Many of you have commented on how much easier this material was to understand by using actual, different perspectives based on the presenters’ experiences. It was a well attended evening filled with good information.

If you were unfortunate enough not to be at the program, the presentation slides are available to review at the Website in the Archive.

Please plan on attending the April 2nd General Meeting. We will be presenting a very special Program, by Dr. Terry Douglass, the founder of Provision Healthcare. 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 venue change. The meeting will be in **the Sanctuary** of the Community Church at Tellico Village.

WE NEED COMPUTERS for TAP!

We have almost no computers on hand to refurbish and be able to meet the current demand.

Please ask anyone and everyone like friends, business associates, places where you do business that if they are considering replacing their systems, to please consider donating the old ones to TAP. We need to get the word out that a very worthy cause is in need to keep helping children in need of a hand to a better future. The future is computerized, and children need to be able to use them to be able to compete.

Safe computing,

KVS



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News and Events

By Jim Watson

Dr. Terry Douglass Presents in April

April brings another General Meeting you won't want to miss! The meeting will be devoted to bring you a very special presentation by Dr. Terry Douglass, the serial entrepreneur responsible for Provision Healthcare in Knoxville and Proton Therapy across the country. Proton Therapy is an amazing technology that can treat most cancers as effectively as other radiation options but offers the distinct advantage of less healthy tissue damage to the patient.

Check out Dr. Douglass' remarkable biography [Here...](#)

And don't forget to mark your calendars. **Tuesday, April 2, 7:00 p.m.** in the sanctuary of The Community Church at Tellico Village. In lieu of our regular meeting, Dr. Terry Douglass is the featured speaker at the TVCUC Genral Meeting in April, a very special event.



Provision Founder Terry Douglass

TAP Nears New Milestone

TAP continues to assist students and non-profits throughout East Tennessee and will soon reach a major milestone by providing the **10,000th** student with in-home access to computer technology. The official number of children assisted is now 9,813, and 105 systems have been provided to schools and social agencies yet to be reported back to TAP. Multiplying the outstanding 105 systems by our historical ratio of 1.5 children helped per systems provides an estimate of 157 children more likely to be added to the tally of students helped by systems already donated. Adding the 157 probable children to 9,813 children already documented yields an estimate of 9,970 helped to date. That is only 30 children short of **10,000** milestone!!

TAP has recently started working with two schools in Cocke County and so far have delivered about 60 systems for students in those schools. There are other schools in nearby counties that we can assist by providing systems for their students. That cannot be done without equipment to refurbish, and at the present time TAP has critical need for more computers and monitors. There are days when there is nothing for volunteers to work on. If you have computer equipment that is not being used, please bring it to TAP. WE NEED IT!

TVCUC Annual Picnic

Save the date! The TVCUC Annual Picnic is scheduled for Tuesday, June 4th at the Tugalo Pavilion. More information to follow as we get closer to the picnic date.



General Meeting Notes

By Ginnie Santoli

The March General Meeting convened on Wednesday, March 6th.



Arriving members receive door prize tickets

President Ken Van Swearingen called the meeting to order and welcomed members and guests. He also asked if all attendees had received their door prize tickets. He confirmed the night's program was Cutting the Cord (Cable) III.

The program calendar for 2019 General Meetings was reviewed, as follows:

- February—Magnolia Home Theater: Smart TVs
- March—Cutting the Cord III – Special Night: Wednesday, 3/6

- April—Dr. Terry Douglas – Provision Healthcare/ProNova (Special Location: Church Sanctuary)
- May—Sharon Addison/Karen Brown: Nextdoor
- June—Annual Picnic
- July—No Meeting
- August—Cyber Security Part 2, Social Media, TVCUC & Neighborhood Watch
- September—TBD (Nominations For Elected TVCUC Positions)
- October—Scott Inmann (Electronic Purchasing)
- November—Annual Meeting (Elections & State of the Club)
- December—TBD.



Ken welcomes members and guests

Standing Committee Updates

Membership for 2019: There are 1,152 new and renewal memberships as of the meeting.

Use **TellicoLife** (www.tellicolife.org) to Join or Renew. Log on: With your **ID** and **Password**, then select TAB – “Clubs & Org”

Two methods to pay annual household dues:

1. Credit Card (preferred)–\$20.00 less 25% discount = \$15.00
2. Check/Cash – \$20.00 (Accompanying TellicoLife invoice required).

2019 Tours:

Protonvision/ProNova Facilities

More are being scheduled for this year

A Possible Special Tour

Bob Kutschera is working to get a special set up...Hopefully more on this next month

Volkswagen Chattanooga Assembly Plant

All tours currently suspended as the plant retools for new production model; but, Linda Bailey is monitoring this temporary situation and will reschedule a tour when possible.

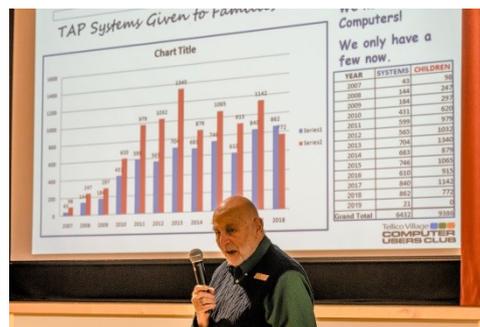


Ken summarizes membership and tours

TAP:

Vic Green gave the TAP report. During 2019, so far, 155 computers were refurbished, and 95 children received refurbished computers. TAP is quickly running out of donated used computers to rebuild for the children in need around out community. TAP is nearing the

10,000 mark in children having been given computers. Demand remains high, but TAP needs used computers which they can refurbish to continue helping children in need. **TAP asked those present at the meeting to let their friends and contacts in the surrounding communities know of the good TAP does. Members and guests were asked to request that their contacts in the community consider donating their used computers to TVCUC TAP program when they are replacing them with new ones.**



Vic Green asks for computer donations

FLS: FLS reported they had 58 calls from members for assistance in February. The February in person help session at Chota Rec Center had 18 members come in for help.

Feature Program



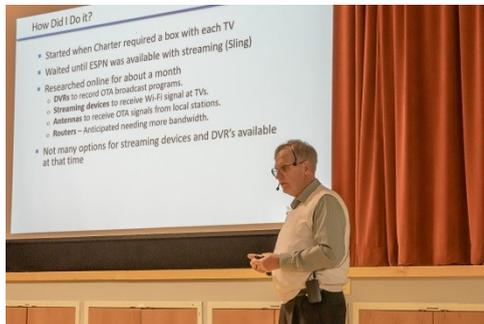
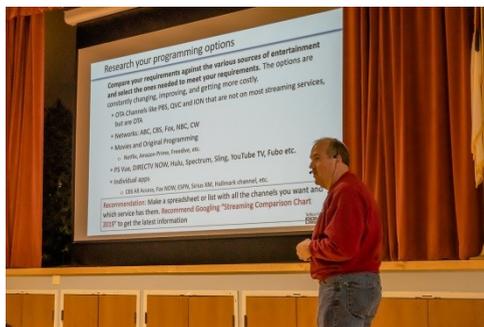
Gary Robertson kicks off feature program

Ken introduced our program presenters:
 Gary Nye, Jim Foss, Dave Crowden and Gary
 Robertson.

At the bottom of the page, click on Archive
 and General Meeting Presentations 2019.

Click on **Business Presentation** for access to
 slides of the entire meeting...

Click on **Feature Presentation** for access to
 the program slides only.



Dave Crowden and Jim Foss offer insights from
 their personal experiences cutting the cord

Key advice on considering cutting the cord:

- Why are you doing this??
- Decide what is important to you.
- What do you want to watch?
- Research your programming options.
- Getting the necessary hardware to meet your needs.
- Try it.
- Reality may not be quite what you imagined or expected.

A PDF of all the slides of the entire program
 can be found on the TVCUC Website at:

<https://www.tvcuc.org/>



All presenters answered questions

Ninety-four members and 3 guests attended
 the March meeting.

Door Prizes

The evening's door prizes were \$25 gift
 certificates to Tellico Village restaurants. The
 three winners, pictured below, were Linda
 Kushmaul, Bob Mugge and Tom Findley.



Door Prize Winners

The meeting adjourned at 8:40pm.

Tours

By Bob Kutschera

No tours currently scheduled. We had a very busy tour schedule in February and we are working to schedule more and diverse tours for your enjoyment. Standby for more tour announcements and please check our website frequently.

For those who participated in the **Provision We Care Treatment Center** and **ProNova Manufacturing** tours last month—and especially those who did not take these excellent tours—you will not want to miss the TVCUC General Meeting next month (Tuesday, April 2nd) to see Terry Douglass, founder and executive chairman at Provision Healthcare, talk about his work to bring state-of-the-art cancer treatment to Knoxville and the world.

For more information about this exciting presentation, hosted at the Community Church at Tellico Village, see our website: <https://www.tvcuc.org/>. And tell your friends...this important program is open to all.



Technology Access Program

By Warren Sanders

Do You Have Computer Hardware to Donate?

Technology Access Program (TAP) gave away many computer systems in 2018. 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.

Recent Computer Delivery to Grassy Fork School

TAP recently donated refurbished computers to Grassy Fork Elementary School in Hartford, Tennessee. The school is part of the Cocke County School District and is doing a good job of teaching low-income students. They sought the donation from TAP after learning of the Club’s program for helping disadvantaged students. The school provided the donated computers only to low income families with children who were well motivated to succeed. In response to the donation, the school provided the photo collage below of students that benefited from the TAP donation. The picture is hanging in the TAP office here in Tellico Village.



Photo collage of appreciative students from Grass Fork Elementary

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 Grinderz 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/) 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 February meeting, TVCUC has 1,171 members comprising 629 paying households.

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

The March Mac Users meeting will be held at 3 p.m., March 25, Chota Rec Center. The topic for the meeting is Mac Utilities.

I am still looking for someone to present the program for the April 22 meeting. If no one steps forward, there will be no meeting in April.

Meanwhile, here are some tips for you.

How to use and troubleshoot AirDrop for simple file transfers and handoffs

AirDrop is a handy feature for quickly transferring data between iPhones, iPads, and Macs. Here's how to make proper use of it. [Read more...](#)

When Does the Mac Red Button Quit an App and When Does It Just Close a Window?

When you click the red button at the top left corner of a window on a Mac, you close that window. But sometimes this also quits the app entirely. There is a logic behind this, based on how the app operates. Apps that allow multiple windows for multiple documents usually only use the red button to close a window. But apps that normally operate with a single window and have no other reason to stay open, will quit. [Read More...](#)

How To Customize Your iPhone iCloud Backup

Most iPhone and iPad users rely on iCloud Backup to keep their data safe, even if they don't realize they are using it. You can customize which apps backup to iCloud if you look in the right place in the Settings app. If you want to stick with iCloud's free storage plan you may need to do this to remain under the limit. [Read More...](#)

Create Reusable Text With Text Clippings (MacMost #1862)

Text Clippings are little files you create using drag-and-drop. Once you have a text clipping, you can drag-and-drop or copy-and-paste it back into another document. You can organize your text clippings in the Finder. They are particularly useful because they retain text styling.

[Read More...](#)

Free iPhone Ringtones Revisited

Back in 2008 we created a huge set of 250 free iPhone ringtones for people to download and use on their iPhones. The page has been updated to put all of the ringtones in one huge list, make it easy to preview the tones, and also easier to install them directly on your iPhone.

Check out this tutorial on how to download them without needing to sync with a computer and iTunes. [Read More...](#)

Tip: Quickly Send Your Location

If you want to quickly text someone your location from your iPhone, start the message out with the words **I'm at**. Then after hitting the spacebar, a Current Location suggestion will appear in the Quick Type space above the keyboard. Tap that and your location is sent to the recipient. You can also tap the person's icon at the top of the screen, the **i** button, and then tap Send My Current Location. [Read more...](#)

How To Split and Merge PDF Documents In Preview

You can copy pages in a PDF document in Preview and paste them to get a new document with only the pages you want. You can split a PDF into two or more smaller documents. You can also merge documents by dragging pages from one document into another. [Read More...](#)

Why Are There Two Applications Folders?

If you have ever looked in your Applications folder to find nothing in there, or almost all of your apps missing, that is because you can have an Applications folder in your user Home folder as well as at the main hard drive level. Most applications will install to the main hard drive level, making them available to all user accounts on the Mac. But if you look in the wrong Applications folder, it can cause confusion. [Read More...](#)

How To Control Website Notifications

Websites use notifications to send you alerts when there is a new post or just to get your attention when not at the site. Sites have to ask for your permission to send these notifications, but it is easy to accidentally allow them if you are not paying attention. You can turn them off by going to your browser settings. Learn how to turn website notifications off in Safari, Chrome and Firefox. [Read More...](#)



First Level Support

By Tom Verbeke

Performance Last Month

FLS responded to 58 calls for assistance in January. The Meet with FLS meeting on Feb 26th at Chota Rec Center assisted 18 members.

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, March 26th** in the Chota Recreation Center (Room D) at 3:15 PM. Sessions are typically 90 minutes 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](#)...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

How to tell if you’re infected with malware

Picture this: you start your computer and wait. And wait. And wait some more. When your desktop finally shows its face, things don’t get any better. Your Internet is sluggish, your programs are taking forever to load, and your cursor is dragging 20 seconds behind your mouse. You might have tried to open too many programs at once. Or...

You might be infected.

Sometimes a [malware](#) infection is plain as day. Other times it’s a silent killer. If you want to know whether or not your machine is sick, you first need to understand the symptoms. So let’s take a look at the telltale signs.

Blatant signs of infection

You’ve got ransomware

This one’s the most obvious. [Ransomware](#) authors want to make it perfectly clear that you

have a malware infection—that’s how they make their money. If you’ve got ransomware, you’ll get a pop-up that tells you your files have been encrypted and there’s a deadline to pay a ransom in order to get them back.

Browser redirects

You click on a link after doing a Google search on “my computer’s acting strange.” Link opens to a different page. You head back to your search results and try a different link. Same thing happens. Over and over you’re redirected to a different site from the one you’re trying to reach. That, my friend, is a [malware infection](#).

Different home page

Say you set your home page to be your favorite sports news site. But for some reason, Yahoo.com keeps coming up. You also notice some new toolbars (rows of selectable icons) below your browser address bar that you can’t get rid of. You could either have a major case of the forgets, or more likely, you’ve got an infection.

Bombarded with pop-ups

We’re talking: can’t escape! Close one, another one opens. Or you’re not even online, and you’re getting pop-up messages on your system. Some sites admittedly have terrible ad experiences that feel like something nefarious is going on (but really isn’t). Most of the time, if your screen is loaded with pop-ups, you’re looking at an [adware infection](#).

Less obvious signs of infection

Computer running slow

Lots of things can contribute to a slow computer. You could be running too many programs at once, you may be running out of hard drive space, or there’s not enough free memory. If none of those are true for you and your computer is still slow, it’s possible you’re infected. It could very well be [mining cryptocurrencies](#) without your knowledge.

New, unfamiliar icons on desktop

Maybe your nephew Timmy jumped on without your knowledge and downloaded a photo editing program so he could swap his face with his dog’s face and share it on social media. Or perhaps you downloaded a legitimate piece of software and a [Potentially Unwanted Program \(PUP\)](#) hitched a ride. If it’s the latter, your computer could be weighed down by PUPs, which Malwarebytes and many other security companies can remove for you.

Constant crashing

There are a couple reasons why your applications or system might crash, including potential incompatibility between programs or software and hardware that needs updating. However, some forms of malware, such as [rootkits](#), dig deep into the Windows kernel and latch on, creating instability.

Web browser freezes or is unresponsive

Slow Internet could be just that—check your *wifi* signal or your download speeds with your Internet provider to be sure. But if everything checks out and your browser grinds to a halt, it could be a sign of an [adware or ad fraud](#) infection.

Lots of bounced email

We’ve all mistakenly typed in the wrong email address and hit “send.” But if you’re getting a suspiciously high number of bounces, or emails that return to your inbox undelivered, something else is going on.

First, your email address could have been hacked and is now [being used to spam](#) the crap out of your contacts list. Or malware could be the culprit. How? An infected computer sends out emails using the addresses it found in your computer. If the “To” address doesn’t work, the message bounces back to the “From” address, which is often yours.

Unexpected prompts showing

Some types of malware use Powershell commands or batch files to run additional malware or malicious scripts. Seeing the black (command prompts) and blue (Powershell) screens flash by could be a sign of infection. (Although, confusingly, some legitimate programs use the same methods.)

Mobile infections

Battery life drains quickly

Oh yes, your cell phone is not immune to malware. If you notice your battery life draining quickly, it could be that you’ve got some hefty programs open, such as games or music streaming services. It could also be that your battery is on its last leg. Unfortunately, the third possibility is [mobile malware](#).

Unusually large bill

This one’s pretty clear-cut. Pay close attention to your cell phone bill. Are you being charged for messages you didn’t send? Is your data plan getting busted? Are you getting texts from your provider saying you owe money for something you didn’t purchase? Mobile malware is to blame.

You can protect against mobile threats using anti-malware software designed specifically for smartphones and tablets. For example, [Malwarebytes for Android](#) safeguards Android devices from malware, infected applications, and unauthorized surveillance. And [Malwarebytes for iOS](#) can block scam calls, text, and protect your web experience on Safari.

Stealth infections

No sign at all

Is your computer running like a smooth criminal? No issues whatsoever? You still might be

infected. [Many forms of malware](#), including botnets, spyware, and others designed to steal your data, are nearly impossible to detect unless you run a scan.

In fact, whether it's plainly obviously or there's no real sign of malware, you should be regularly scanning your computer with security programs like [Malwarebytes](#). If malware is detected, follow [these simple steps](#) to clean your computer.



Your FLS team recommends Malwarebytes. We will be happy to assist you install Malwarebytes to help keep your computer or related devices safe. Come to one of our monthly “Meet with FLS” sessions or give us a call if you need assistance.

FLS Hot Line: (865) 408-8223



Tip of the Month

By Robert Plourde

I'm sure many of us have at some time typed our name into Google to see what it pulls up and was surprised by how many people shared the same name as you! I know I was. Well sharing a name with someone may be unexpected but the information that has been gathered about you through social media and the internet in general is down right scary!

I recently became aware of a website called [MyLife](#). I went to the website to do a search on myself and what I found made me very angry! it is mixed with a little bit of truth and a lot of garbage. According to **MyLife**, I am a convicted criminal, have bank liens and bankruptcies on record, and also a convicted sex offender! (**Believe me, this is ALL false information**).

Can you imagine what would happen if someone was looking for information on you to see what kind of a person you were and ran across this kind of false data? It could really be damaging.

Getting off of these sites is possible. **MyLife** is a bit tougher, but it can be done. After threatening them with a lawsuit if they didn't remove my information, they actually removed it.

Good news is, you can get yourself off of these lists, and there are a few of them.

This is what I sent to MyLife to get them to remove my listing from their site. I sent this terse, strongly worded request to their email at removalrequests@mylife.com:

MyLife,

I request that you remove my entire personal profile from your website IMMEDIATELY. A failure to do so WILL result in legal action. Your information is invalid and damaging. Below is my information from your site:

<https://www.mylife.com/robert-plourde/robertlplourde>

(Include the URL of your listing (like above.)

They did remove it promptly when threatened with legal action. If you are nice to them, they will tell you too bad! It's public information!

OK, now the good news. I found a website that will help you get your information off all of those websites. Just click on this link and follow the instruction. Here's the link...Click [HERE](#).



Welcome Spring!!!