

President's Corner

By Ken Van Swearingen

So, Hello!

It's time—actually it is past time—to get our volunteers in place for the upcoming Board of Directors Elections. As we have so, so many times in the past asked for people to step forward and help to keep this club going and not had any response other than “I don't know Computers” or “I don't know IT,” we are facing that again. Both positions that are open basically require fundamental Business Office skills like light typing and file management. For the VP it also requires giving and monitoring e-mail and file storage permissions for the Club. Both also have the responsibility to help guide and manage the Club through input and voting at Club Board Meetings to ensure we continue to serve our Members.

This is the bottom line: Neither requires skills to solve “computer problems;” that is what FLS does.

We must have these positions filled to continue to exist.

We have new Tours to Provision Healthcare Proton Therapy Center in Knoxville and to ProNova in Maryville next month, as well as another tour of the 911 Emergency Dispatch Center in Loudon. All of these tours were well received earlier this year and, if you haven't been, we encourage you to take advantage of these membership opportunities.

Our upcoming General Meeting Presentation in October will feature a representative from BB&T Bank on protecting yourself while using credit cards on line.

We also have our State of the Club and Elections in November.

We know you all are busy, but we do need help, specifically for the Vice President and Secretary vacancies in 2020. It does not take huge amounts of time, and it rewards with huge amounts of satisfaction, knowing how much we help others—of all ages.

Membership Renewal for 2020 begins October 1, 2019.

KVS

So long Summer, Welcome Autumn!



In this Issue:

- President's Corner
- News and Events
- General Meeting Notes
- Tours
- Technology Access Program
- Membership
- Mac Users Group
- First Level Support
- Tip of the Month

News and Events

By Jim Watson

Upcoming Meetings and Events

Keep up with Club news this summer by visiting our website from time to time. You can find us at <https://www.tvcuc.org>. Scheduled meetings the remainder of this calendar year:

Date	Event
Monday, September 23rd	Mac Users SIG at Chota Rec Center
Tuesday, September 24th	Meet with FLS at Chota Rec Center
Tuesday, October 1st	2020 Membership Enrollment Begins
Tuesday, October 1st	General Meeting— Scott Inman, BB&T
Wednesday, October 9th	ProNova Manufacturing Facility Tour
Saturday, October 12th	Provision Proton Therapy Center Tour
Thursday, October 24th	Loudon 911 Emergency Dispatch Tour
Monday, October 28th	Mac Users SIG at Chota Rec Center
Tuesday, October 29th	Meet with FLS at Chota Rec Center
Tuesday, November 5th	TVCUC Annual Meeting and Elections
Monday, November 25th	Mac Users SIG at Chota Rec Center
Tuesday, November 26th	Meet with FLS at Chota Rec Center
Tuesday, December 3rd	General Meeting—Program TBD

For the latest information,
 visit [TVCUC Website](http://www.tvcuc.org)

Seeking New Board Members for the November Elections

The Tellico Village Computer Users Club (TVCUC) elects a new slate of officers each year. We have two open officer positions for 2020 and need a few volunteers from the membership to step forward to join the Board of Directors.

As a **Community Service Organization**, TVCUC relies on **Volunteerism** by our members to sustain the successful operation of our various community service functions. As an organization:

- We provide **First Level Support (FLS)** for the membership, assisting 50-60 people with computer problems each month.

- Our **Technology Access Program (TAP)** donates computer systems to needy school children. Since the program started, we have delivered 6,976 systems and positively affected the lives of 10,282 children.
- Our **monthly programs** have provided valuable information on computer security, cord cutting, tips on support and many other valuable topics.
- We sponsor **tours** of various computer related activities and locations.

Club membership is currently at 761 households and 1,395 members. Surely some of you would be willing to step forward by helping direct the club in these important volunteerism projects. **The time commitment is just a few hours per month** helping others.

Please consider enhancing your participation in the club by volunteering for one of the following Officer vacancies.

Vice President

The Club Vice President serves in place of the President in his/her absence. In addition, the Vice President serves as the central administrator for managing all activities associated with the TVCUC office and monitors the activities of Club's Special Interest Groups.

Duties include:

- *Maintains a current electronic copy of the TVCUC governing documents.*
- *Develops recommendations for acquiring Club Assets, such as audio-visual or computer equipment, to accomplish the purposes of the TVCUC.*
- *Oversees maintenance, accountability, and management for TVCUC assets, including required upgrades.*
- *Appoints special committees as required.*

Technical Requirements:

- *Basic ability to use Microsoft Office tools such as Word, Excel and Power Point.*
- *Familiarity with cloud-based storage such as Dropbox, One Drive or Google drive.*

Other considerations:

- *The ideal candidate would have an IT leadership background, but this is completely unnecessary. Some past job-related leadership experience would be extremely helpful.*
- *Time commitment is 4 to 6 hours/month attending General and Board meetings plus approximately 4 to 8 hours/month of other work related to the duties above.*

Secretary

The Club Secretary maintains the minutes of all General Membership and Board of Directors meetings.

Duties include:

- *Prepares and distributes draft minutes for comment prior to formal approval.*
- *Provides approved minutes to the Communications Committee for Website posting.*
- *Prepares official (non-promotional) correspondence.*
- *Maintains correspondence and document files in accordance with Document Control Policy.*
- *Notifies the President or other appropriate Club Officer of forthcoming actionable events.*

Technical Requirements:

- *Ability to take notes and synthesize conversations into Board minutes. Ability to use Microsoft Word and Excel or other document creation tools like Google Docs is required.*
- *No familiarity with technical computer hardware or other software is required.*

Other Considerations:

- *The ideal candidate would have past job-related or volunteer note taking and meeting minutes creation experience. A secretarial background would be ideal, but not required.*
- *Time commitment is 4 to 6 hours/month attending General and Board meetings plus approximately 3 to 6 hours to create, distribute and manage the Board meeting notes.*

If interested in either of these positions, or for additional information regarding duties, please contact **Nominating Committee Co-Chair, Gary Robertson** (gary.robertson@tvcuc.org), or **TVCUC President Ken Van Swearingen** (ken.vanswearingen@tvcuc.org)

We are a **Community Service Organization**

and we depended on **Volunteerism**

to be **Successful!**



General Meeting Notes

By Ginnie Santoli

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. Ken advised the membership that the nominating committee for the club’s slate for the 2020 term was looking for volunteers for the positions of Vice President and Secretary. He reminded the membership that all the positions within the club are filled by volunteers and that the good work of the club cannot continue without volunteers.

Ken advised the members that renewals and new memberships for 2020 would start on October 1 via **TellicoLife**. He advised that once again signup and payment on **TellicoLife** via credit card would offer a \$5 reduction in the membership fee. About 40 clubs within Tellico Village are now utilizing **TellicoLife**.

Ken reviewed current membership numbers. The 2019 membership signup period began on October 1, 2018 and to date there are 1,379 individual members

including waitlist, if needed, for the tours will be available through Tellico Life.

Warren Sanders advised that 541 computers have been given away so far this year. Report have come back on most of these computers with 506 children identified as being helped so far. Updates on the number of children in receipt of the remaining computers provide by TAP is still outstanding. Aided by Kiwanis in Kentucky, computer systems were delivered to schools in Caverna, KY. Three computer systems were delivered to a Knoxville School district with another Knoxville School requesting three systems, which are in the works. With the school year in session, requests for computers has increased at TAP.



Ken reviews the Program Calendar

Please continue to check the TellicoLife calendar for upcoming tours. Signup



Warren updates recent TAP deliveries

There were 55 calls for assistance and 20 people came to the in person help session on August 27th.

Ken proceeded with the evening’s program on “Password Managers and VPNs.” Slides from the nights program are on the club’s website.

Following are highlights from the program:



Ken delivered the feature presentation

Passwords—we must be using “real” and “strong” passwords. The use of pass-phases is increasing. Write passwords and pass-phrases down in a “safe place” where you can find them. Two places people use are card file boxes and notebooks. In these options, however, it may be hard to find a specific password when you need it.

Password Manager software is becoming more popular and easier to use. This is a program that creates and stores user names and passwords, which are your log on credentials for the sites you visit and use. A password manager can make your computing life easier. Some antivirus programs now come with password managers that store the information on cloud storage. There are free password manager programs and ones for which you pay. These password managers can be set up on your computer or smart phone. Sometimes the ones set up on a smart phone don’t sync with the computer version and vice versa.

A VPN is a Virtual Private Network. It is a private encrypted tunnel to the internet that provides a level of security as it hides you on line to avoid hackers and protects you on public Wi-Fi; however, it is at the expense of a little bit of lag in upload and download speeds. All VPN services charge a fee and all will slow internet speeds a little.

Ken’s presentation was much appreciated by those in attendance.

For more information on the feature presentations topics, review the presentation [Here](#) and checkout the **Tip of the Month** below.

There were 96 attendees including one guest.

Door Prizes

The evening’s door prizes were \$25 gift certificates to Tellico Village restaurants. The three winners were Tim Fahl, Bev Sikorski and Duane Ylvisaker.



Congratulations Door Prize Winners!

Hope to see you all next month!



Tours

By Bob Kutschera

All tours are listed in the *TellicoLife* Calendar, which has the link to sign up. Please visit our website often for more information on upcoming: [Tours](#).

Confirmed Tours

Confirmed tours available for enrollment at [TellicoLife](#) include:

Provision Healthcare ProNova

October 9th departs at 9:00 a.m. from Chota (parking lot opposite Marathon station), 20 participants maximum...

ProNova has a distinguished history of developing advanced technology and delivering solutions to the medical device market. Founded by the leaders of CTI Molecular Imaging, these renowned entrepreneurs who first revolutionized cancer diagnostics with positron emission tomography (PET) are redefining the future of cancer treatment once again. Pioneering oncology solutions with the **ProNova SC360 Proton Therapy System**, the **first** and **only** superconducting compact proton therapy system and the only compact system to offer a full 360° treatment angle on the market.

Provision Healthcare Proton Therapy Center

October 12th departs at 10:00 a.m. from Chota (parking lot opposite Marathon station), 25 participants maximum...

Provision CARES Proton Therapy Knoxville, a member of the Provision CARES Cancer Network, was the 13th proton center in the United States, the second in the Southeast, and the first in the state of Tennessee. Provision Proton Therapy is recognized in the industry for innovative cancer treatment protocols and clinical trials.

Loudon County 911 Emergency Dispatch Center

October 24th at 10:00 a.m. from Chota (parking lot opposite Marathon station), 20 participants maximum...

Loudon Emergency Management Mission Statement: *Our Mission is to support, coordinate, facilitate and enable all Emergency Service Providers in Loudon County to serve and protect the Citizens of our Community.*

Additionally, we maintain and operate the Emergency Operations Center (EOC) for Loudon County. Our mission includes preparedness planning, exercises and drills with agency chiefs and department heads.

Tours are open to members on a first-come basis. Tour size is limited. If you are interested in attending either of these tours, please sign in to [TellicoLife](#) and sign up for the tour.

Tours are one component of our Member Education efforts.

If you have ideas for future tours, please let us know.

Technology Access Program

By Vince Alline

TAP Performance Update

As of September 10th, TAP has donated 6,976 computer systems, assisting at least 10,282 deserving students. Not all recent recipients have reported back the number of students helped, so the number of documented children helped will increase when reporting is complete. The performance since program inception is illustrated below.

Do You Have Computer Hardware to Donate?

Technology Access Program (TAP) gave away many computer systems over the years. 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.

If you have computer hardware to donate, please call:

(865) 332-5313

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.

Thanks to all our donors!

We couldn't do it without your support!!!



Membership

By Jim Autry

As of July, TVCUC has 1,325 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.

Membership has Advantages: Invite Your Friends to Join Today!

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



Mac Special Interest Group

By Karen Brown

The September meeting of the Mac Users SIG (Special Interest Group) will be Monday, September 23rd, 3:00 p.m. at Chota Rec Center. This meeting will not be publicized to the Tellico Village community—our Mac Users are the only ones invited. (I'll be traveling and am *really* sorry I'm going to miss this program.)

Larry McJunkin will present the program on the new iPadOS.

“Although built on the same foundation as iOS, this month the iPad will become a truly distinct experience. It features powerful apps designed for a large multi-touch display. Multitasking on the iPad is made simple with new, intuitive gestures. And it gives you the ability to drag and drop a file with your fingertip...or a mouse. With iPadOS, for many of us, an iPad can now become your desktop. Seriously! Come learn how at the September meeting!”

As an aside, the Mac Users SIG now numbers 220 members—and that only counts Mac users who belong to the computer club! It soon will be time to pay 2020 dues...so look for upcoming information about that.

Catalina is coming! The September issue of *Macworld* describes a utility that scours your system to find the 32-bit applications that will no longer work on the new MacOS. Read it here (<https://drive.google.com/open?id=1ibjPyoTYq8hKa69bA2KELCa8ImwDqx Cv>) and get yourself ready for Catalina!

[A Look At The New Apple Credit Card](#)

The Apple Card is now available to anyone that wants to apply though the iOS Wallet app. The card has some innovative technology behind it, such as account access, information and support through the Wallet app, a deep connection to Apple Pay, and a physical card that doesn't have a number or room for a signature. The Apple Card offers next-day cash back through Apple Pay Cash with the best deal being to use it in Apple Stores. [Read More...](#)

[Customizing Your Mac Login Screen](#)

Most Mac users never take the time to customize their login screen. But there are several options there you will want to change to increase security or have the login screen better fit your needs. There is one very easy change that every user should make, to include a message on the login screen in case you lose your Mac and want to increase the chances that it will be returned to you. [Read More...](#)

[How To Uninstall Apps On Your Mac](#)

You should be very careful when installing apps on your Mac and try to stick only to the Mac App Store or sites you fully trust. When you want to uninstall an app, you can usually do it through LaunchPad. However, for some apps you'll need to look for uninstall instructions at the developer's site. If needed, you can uninstall an app manually if you know where to look for its files. [Read More...](#)

[Cutting Out Part Of An Image In Preview](#)

One of the most powerful tools in Preview is the Smart Lasso. You can use that to quickly cut out part of an image to create a new one with a transparent background, or insert an object from one image into another. While Preview lacks a lot of the image editing tools found in more powerful apps, the Smart Lasso is probably easier to use than similar features in expensive apps. [Read More...](#)

[21 Useful Mac Tips In 8 Minutes](#)

Here are 21 useful Mac tips for all levels. Included are tips for using the Finder, Safari, Mail, Calendar and more. Even expert Mac users may find something they didn't know or had forgotten. [Read More...](#)

[Apple ID: How to change your email address](#)

If you're about to leave a job or abandon an address, make changes first. [Read more](#)

[5 Personal Safety Features Every iPhone User Should Know](#)

Your iPhone has some great features that can increase your safety. Three of them need to be set up in advance to be useful, and two of them you need to learn how to use before you need them. Learn about the Emergency SOS feature, Medical ID, two ways to share your location with trusted friends and how to drive safely without seeming unresponsive to people trying to get in touch with you. [Read More...](#)

Quick Tip: Remove Hard Drive Shortcuts From Your Desktop

If you see your Macintosh HD and other drives on your Desktop, you can remove those to reduce clutter. Just go to Finder, Preferences and then click on the General tab at the top. Then you can uncheck Hard disks and External disks. It is easy to get to the top level of these drives already by just using Go, Computer in the Finder.



First Level Support

By Tom Verbeke

The next session of **Meet with FLS** is scheduled for Tuesday, September 23rd at the Chota Rec Center Room D.

The FLS team reported **50 helpdesk calls** from members needing assistance in July. This has been fairly typical for the past several months.

The Aug 27th “Meet with FLS” session at Chota Rec Center provided face-to-face assistance to **20 members** with their personal computers or devices.

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 Jim Watson

Password manager

Type of software discussed at the September General Meeting: *A password manager assists in generating and retrieving complex passwords, potentially storing such passwords in an encrypted database or calculating them on demand.*

How to choose the right password manager

The premise of a password manager is simple: they store your passwords and help you produce new ones that are 1,000 times more secure. At the same time, they contribute to your online safety enormously.

Choosing a password manager software is pretty much the same process we apply to most things in our life. You think about the costs and types of memberships as well as features they include.

Free VS Paid Memberships

There are a few things to bear in mind here. Let's talk about free versions, everyone likes free things and more often than not will choose these types over a proper membership but who is really looking after you? When it comes to security and storage you aren't talking about cheap access and equipment, reputable companies will have the very best policies and practices in order to keep you safe. Ask yourself it's free...is it really worth it?; because unless they are backed by a millionaire, you are probably getting an automated service run by one man and his dog.

A paid membership will not only give you better features but will have more protection in place. For an average of \$2.50 a month you can benefit from the security they offer and as that's pretty damn cheap—a coffee less a month from Starbucks—there's not much excuse to choose a free one. Companies which offer paid memberships are so much more invested in you, it's their job and you are their main focus. Not to mention the customer support will be better too.

Tip—Using a free membership or trial to your advantage

In choosing something you like, you often go through a couple until you settle on something, a bit like that glove that fits just right. If a password manager offers a free membership as well as paid memberships, you can use that to your advantage to get a feel for the software/site. The same can be said for the free trials you see as well. These are great for taking the service for a test drive for a week or so, or even a few hours, sometimes you just know when it's right. If you have the change to do this, do so.

What are the features of a password manager?

The premise of a password manager is simple; they store your passwords and help you produce new ones that are 1000 times more secure.

Features may include:

- Store unlimited passwords
- Analyze existing passwords for security and help you change them
- Unlimited or certain number of devices to add e.g. tablet
- Have a browser extension
- App versions for devices.

Depending on the company or membership this may vary but you see these common features available for most password managers. The exception being for browser only based managers.

Again, what features they provide will depend on what you are superficially looking for as to whether it is the right one for you.

Consider these features when looking for a top password manager:

- Unlimited password storage
- Unlimited devices
- Security center / audit service...to help you analyze existing passwords
- Backup services...will help you restore if there are any issues
- Cloud services for auto syncing across devices, e.g. iCloud, Dropbox, etc.
- Auto save new passwords...saves them as you type them or create them
- Auto change passwords...if you need to change a password, the software can do it for you in house.
- Import / export...If you have passwords in a browser or spreadsheet, many have the capability of importing them to save you manually entering each one
- Password generator...Creates a completely random and secure password for you and may look a bit like this: **afVb35kjbsdffv5486jhbDsafa**—trying cracking that password!

These are just a few of the main important features you would ideally want but don't forget about the company itself. Go for one with a big reputation like Password1, Dashlane or LastPass, for example. These are regularly talked about in the community and, if you google 'top password managers', you'll see the same ones over and over again, which will help give you an indication of what to go for.

Conclusion

There is no magic way of choosing one, it is totally down to personal preference but don't settle for one just because you think it's going to be 'ok'. Make sure you are 100% confident

to use it, can navigate around it easily, understand it’s features and the most important – feel safe.

Best Password Manager of 2019		
Ranked by Consumer Advocate (consumeradvocate.org)		
1	dashlane	Read more... Here
2	RoboForm	Read more... Here
3	Sticky Password	Read more... Here
4	MyPassLock	Read more... Here
5	1Password	Read more... Here
6	KEEPER	Read more... Here
7	IOLO technologies	Read more... Here
8	EVERYKEY	Read more... Here
9	Zoho Vault	Read more... Here
10	LastPass	Read more... Here

Virtual Private Network

A virtual private network, more commonly known as a **VPN**, allows you to perform any online activity without compromising your **personal** information and data. A VPN is **programming that creates a safe and encrypted connection over a less secure network**, such as the public internet. A VPN works by using the shared public infrastructure while maintaining privacy through security procedures and tunneling protocols.

A VPN extends **a private network across a public network**, and enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network.

Remote access VPN clients connect to a VPN gateway server on the organization's network. The gateway requires the device to authenticate its identity before granting access to internal network resources such as file servers, printers and intranets. This type of VPN usually relies on either IP Security (IPsec) or Secure Sockets Layer (SSL) to secure the connection, although SSL VPNs are often focused on supplying secure access to a single application rather than to the entire internal network.

Why Use VPN?

Here Are the Top 5 Reasons:

- Hide your IP address
- Hide your location
- Your traffic is encrypted
- Protect yourself on public Wi-Fi
- Surf the web safely and privately.

You probably don't use one. You *really should* be using a VPN, and even if you don't think so now, at some point in the future you may consider it as important as your internet connection.

How you can benefit from using a VPN

A VPN alone is just a way to bolster your security and access resources on a network you're not physically connected to. What you choose to do with a VPN is a different story. Usually, VPN users fall into a few separate categories:

- **The student/worker.** This person has responsibilities to attend to, and uses a VPN provided by their school or company to access resources on their network when they're at home or traveling. In most cases, this person already has a free VPN service provided to them, so they're not exactly shopping around. Also, if they're worried about security, they can always fire up their VPN when using airport or cafe WI-Fi to ensure no one's snooping on their connection.
- **The downloader.** Whether they're downloading legally or illegally, this person doesn't want to be on some company's witch-hunt list just because they have a torrenting app installed on their computer. VPNs are the only way to stay safe when using something like BitTorrent—[everything else is just a false sense of security](#). Better safe than trying to defend yourself in court or paying a massive fine for something you may or may not have even done, right?
- **The privacy minded and security advocate.** Whether they're in a strictly monitored environment or a completely free and open one, this person uses VPN services to keep their communications secure and encrypted and away from prying eyes whether they're at home or abroad. To them, unsecured connections mean an unwanted someone's reading what you say.
- **The globetrotter.** This person wants to [watch the Olympics live as they happen](#), without dealing with their crummy local networks. They want to check out their favorite TV shows as they air instead of waiting for translations or re-broadcasts (or watch the versions aired in other countries,) listen to location-restricted streaming internet radio, or want to use a new web service or application that looks great but for some reason is limited to a specific country or region.

Odds are, even if you’re not one of these people, more often than not you’re some mix of them depending on what you’re doing. In all of these cases, a VPN service can be helpful, whether it’s just a matter of protecting yourself when you’re out and about or whether you handle sensitive data.

Even if none of the above really sound right to you, you can still benefit from using a VPN. You should definitely use one when you travel or work on an untrusted network (read: a network you don’t own, manage, or trust who manages it). That means opening your laptop at the coffee shop and logging in to Facebook or using your phone’s Wi-Fi to check your email at the airport can all [potentially put you at risk](#).

When looking at [five favorite VPN service providers](#), two things come to light immediately. First, being the “best” is big business for VPN providers, and they’ll fight dirty to be one of them. Second, there are so many VPN providers that it’s difficult to choose a really good one.

How to Set Up a VPN

A number of sources are available on line. You can access them by searching “How do I set up a VPN” on your browser. If you are interested in learning more, do some research on line. [How to Set Up a Virtual Private Network](#) is a good place to start.



If you haven’t checked us out on line recently, find out the latest news at:

TVCUC.org

