



The Official
Newsletter
 of
Melbourne PC User Group Inc

Volume 1 Issue 4 November

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PC Update Submission Deadline

For December 2014 issue: 14th November 2014

ABN # 43 196 519 351

Victorian Association Registration. #. A0003293V

DIRECTORY

Management Committee

President Harry Lewis
 Vice President Roger Wragg
 Treasurer Geoff Keenan
 Secretary Ian Rankin

Committee - John Bade, John Hollow, Philip Lew,
 Don McKenzie, Gary Taig

To contact a member of the Committee, please go to:

<http://melbpc.org.au/CommitteeContacts>

Submissions

Email your submissions as file attachments to

irankin@melbpc.org.au

All submissions must be in text format – no formatting
 required.

Members' free ads must be technology related and
 include the members' address.

Author's Release

All authors must lodge a completed submission form.
 These are available from the office –

office@melbpc.org.au

ONLINE SERVICES

Melb PC Home Page

<http://www.melbpc.org.au>

Internet Services Page

<http://www.melbpc.org.au/isp/>

iHELP

The main iHelp system for Melb PC members:

<http://ihelp.melbpc.org.au/helpdesk/iuser/index.asp>

The President's Report

by Harry Lewis

PC Update and the Melb PC Newsletter

Yes, we are publishing a Newsletter two months in a row. Then in December there will be a special issue of PC Update (edited by Gary Taig) to mark Melb PC's 30th Anniversary. Thanks to both editors, Ian Rankin and Gary. Your Committee agreed to this at its October meeting. The incoming Committee will be considering the more distant future of our monthly publications at its first meeting, which takes place shortly after our AGM. The Group's arrangement with the previous Editor of PC Update, Katharine Shade, came to an end with the September issue of PC Update.

Our survey on PC Update and the Newsletter received 151 responses. Thanks to all those members. We shall be studying the preferences expressed and all the comments, to help us in our decision process. The raffle that we ran with the survey was won by Eric Svirskis, who is now the proud owner of a Toshiba 2Tb USB 3.0 drive. Congratulations Eric.

Come to the AGM: 5 November

This issue includes reminders of the notices for our AGM (starting on p. 19) and also the reports which have just been uploaded to our website: the President's and Treasurer's Reports and our financial statements.

The AGM is the central event in our governance calendar, and we encourage all members to attend. Our new rules still permit the appointment of proxies, so if you are unable to attend for any reason you are encouraged to appoint a proxy to vote for you. *Please note: our new rules require proxy forms to be received by the Chairperson of the meeting **no later than two days before the AGM**. So please get your proxy forms to the Office as soon as possible and in any case to arrive no later than 5pm on Monday, 3 November.* The proxy form can be found on p. 22 of this Newsletter.

The resolution on subscriptions is vital to Melb PC's future. The Treasurer and I have spelt out the reasons in our Reports to the AGM (pp. 23-27 in this Newsletter).

The internet is moving - at last! 8-9 November

Not quite the whole internet - just the part that we host. The server facility that supports all our internet functions (apart from email) is finally moving from Burnley to Moorabbin. We expect this to happen on the weekend after our AGM (aka the weekend after the Melbourne Cup). There should be no interruption of service for our website. There may be short interruptions in newsgroup service as computers are moved physically between locations. We also expect the login service used for the newsgroups, and for website pages that require login, to be reinstated over that weekend. The server supporting SIGs' websites and members' own websites failed in September. The data is safe and the sites that the owners have told us they wish to keep will be reinstated as soon as possible after that weekend.

Come to our 30th birthday party: 18 November

Places are still available for our 30th anniversary event (see the announcement on page 4) but you need to book promptly now. Our Master of Ceremonies George Skarbek has unearthed fascinating images from our Group's distinguished past, and several of our past Presidents and Honorary Life Members will be giving short addresses with highlights spanning the past 30 years.

Melb PC Major Raffle: November - February

New this year: a major raffle open to members and non-members alike. Top prize: a Gigabyte Aorus

X7v2 laptop. Other prizes will include a Samsung Galaxy 10.5" tablet, and a Boom bluetooth speaker. Watch for further announcements in our mailouts and on the website.

Move of our email to Office 365: during November. Note from the email team

As previously announced, Melb PC's email service is moving for a second time this year to new hosting: from outlook.com to Office 365 (full title: Office 365 Enterprise E1). The change involves some major improvements, both in mailbox and cloud storage capacity, and some new services that were not available to us at outlook.com.

To complete the move, we do two things for you (for all members using melbpc.org.au email addresses); and you do two things yourself (or just one if you wish to use only webmail).

First we send you a temporary password. Then you login at <http://office365.melbpc.org.au> and change your password. You may also create a new account in your own email program (examples: Thunderbird, Windows Live Mail, desktop Outlook). Your program will then be ready to receive from your new account at Office 365, and to send from it, when we switch the flow of incoming mail to addresses at melbpc.org.au from the present destination at outlook.com servers to the new destination at Office 365 servers.

We shall be mailing the passwords to members over the next few days. Once all passwords have been sent, and members have had a few days to change them, we shall switch the incoming mail over. Our target time for that is mid to late November. A good feature of our new system is that email will arrive safely at your new mailbox even if you have not already changed your password. But you will need to make that change in order to see your mail again.

Here are the new settings for POP and for IMAP in your email program:

for POP

Server name: outlook.office365.com

Port: 995

Encryption method: SSL

for IMAP

Server name: outlook.office365.com

Port: 993

Encryption method: SSL

for outgoing mail (SMTP setting)

Server name: smtp.office365.com

Port: 587

Encryption method: TLS

You should set up a new account in your email program and leave your present account for outlook.com in place.

For more detail including advice on setting up mobile devices, please watch our website home page and the monthly mailout.

There will also be presentations on our new Office 365 service at our November monthly meeting (after the AGM). On that occasion we shall be introducing some of the new features that come with Office 365 but were not available at outlook.com.



JOIN US AS WE CELEBRATE OUR 30TH ANNIVERSARY.



Because we've come a
long way since 1984.

Tue 18 Nov. 12.30 – 4.30pm at our clubrooms, Lvl 1, 479 Warrigal Road, Moorabbin.

In 1984, before Windows, WANs, widgets or Wi-Fi, the Melb PC User Group was born. From our humble beginnings, we grew to become the largest PC user group in the world. Come and celebrate our anniversary with an afternoon looking back over the past 30 years, with light-hearted and informative talks and slideshows from key players in our history. Tickets are \$15, which includes lunch plus beer, wine and soft drinks. Bookings essential. For tickets, email office@melbpc.org.au or call 9276 4000 before 4pm on Thurs Nov 13.

SIG Reports

Access and Excel Tips

by Craig Evans

Environment : Windows 7 with Access 2010 and Excel 2010

During our meeting we discussed

Access : Transferring text to a subform via double-click

Access : Creating subforms showing multiple records linked to the parent form

Excel : Sheet of formulas stopped showing data

Excel : Creating a bubble chart

Our meetings are usually Q. & A, occasionally we have a demonstration of database or spreadsheet magic.

MONTHLY VIDEO

Members are reminded that if they are unable to attend the Monthly Meeting, then they can still see what happened at the meeting by getting the Monthly Video.

You can download this (about 4 - 5 days after the meeting) from:-

<https://websec.melbpc.org.au/videos/>

Or you can get a disc copy by attending the following month's meeting or by contacting the office.

Beast Report—21st September 2014

By Jean de Neef

Dave Botherway opened the meeting, which began with members reporting on items purchased during the preceding month.

Recent Acquisitions

Bryan Paten bought, as a back-up, a second-hand desktop computer with Win 7 Pro and 8 GB of RAM for \$250, as well as a second-hand projector for \$200 for the Yarra Ranges Group. This prompted Dave to remind us of the government-sponsored scheme for seniors which offers refurbished computers for \$200. The computers tend to be ex-corporate PCs. (Details at www.workventures.com.au)

David-A bought a keyboard which came with a mouse. He wondered why his old mouse wouldn't work with the new keyboard. Dave suggested the reason could be that the new keyboard/mouse had changed the previous mouse driver.

New Scams

A scam email, purportedly from someone Dave knows, asking (in good English) for money to extract herself from a sticky situation in Ukraine. Yet another fake Tax Office email asking you to click on a link to obtain your refund. An email to "Dear ANZ/Westpac/Woolworths client" asking the receiver to click on a link to complete a survey.

Email

Dave did a quick survey of the number of members using the various email programs and advised that if you go over your monthly allowance, most ISPs will slow your internet speed. Bryan mentioned, with regard to this, that he had changed his email account to "when you delete items on the PC, they will automatically be deleted on the server". Dave said there may be a facility to do this in Settings. Outlook.com webmail is a secure site, as indicated by https in the address bar. Probably all emails have this secure system, which encrypts traffic.

Questions & Answers

How can I delete the password to get to Gmail?

If you go to Firefox / Options / Passwords, you can delete it from the list of passwords.

Why does Avast remove the shortcut icon for accessing the internet when it isolates suspicious actions?

See if the following fixes the problem. Just create a new shortcut. Right click on the desktop, select *new*, then shortcut. Select `ieexplore.exe` (in `ProgramFiles/InternetExplorer`), *name* the short cut, then click on *finish*. It's also a good idea to sort your shortcuts into folders to make the desktop more manageable . .

How do you use the myGov website?

It lets you use a single website, ID and password for all Australian Government departments, such as Centrelink, Australian Taxation Office and Medicare.

After the break Dave talked about the **MyPost Digital Mailbox** website. It lets you receive mail and pay bills from selected providers and securely store important documents online, such as bank statements. He demonstrated how to register for receiving Yarra Valley Water bills in the digital mailbox. You have to provide information from your paper account, such as account number, property number, etc. It's not clear yet if you receive notification when something goes into your mailbox. He will let us know next month !

Tech Savvy Website for Seniors

The next topic was the **Tech Savvy website for seniors**. We looked at the video on planning your trip online at <http://www.seniorsonline.vic.gov.au/Home/Seniors-Card/Your-Seniors-Card/Age-Friendly-Partners/Tech-Savvy-Seniors/self-teach-videos/self-teach-videos---email-internet-and-online-shopping>. We also viewed a video on staying safe online, which included checking for https in the website name, not giving out personal information that people could use, and being suspicious of emails from people you don't know.

The main presentation and demonstration for this session was Bit-Torrents.

The Bit Torrent protocol is a peer-to-peer (P2P) sharing system that allows users to download and share data by essentially "farming out" file distribution and hosting to users - instead of relying on a single host.

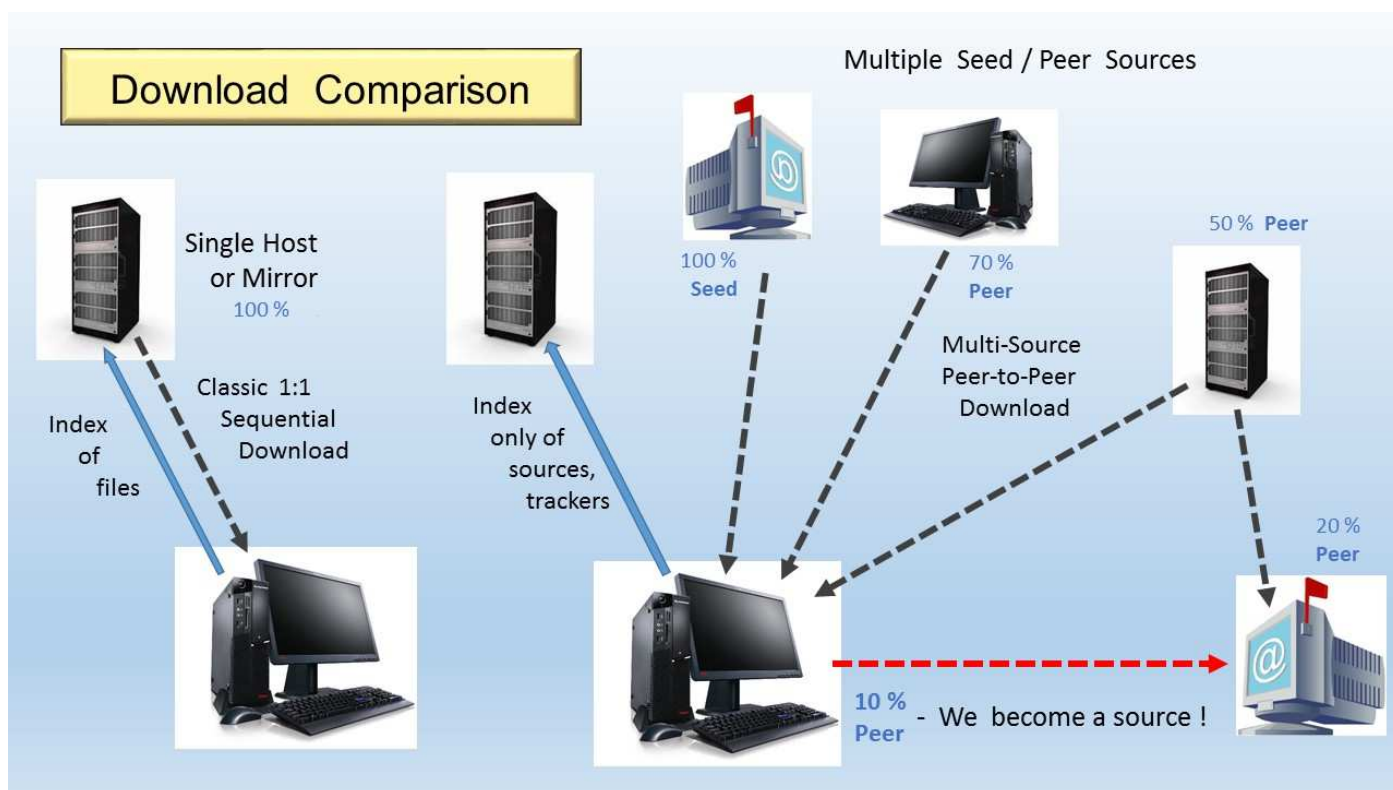
Bit Torrent has made it easier to download everything from books, documents, data, software and other media – some of dubious origins

Sites such as IsoHunt, Mini-Nova and PirateBay (the title tells us something !) maintain an index of data-sharing sites, and then client software such as uTorrent handle the sharing.

Once part of a file is downloaded, that part becomes a source for others to access – hence the Peer-to-peer nature of torrents is established.

As sharing sites are not controlled, there is a high probability of both pirated data and virus-laden files. Extreme caution needed . . .

Note: Using file-sharing technologies like BitTorrent to distribute or obtain copyrighted material without authorization is illegal in many countries. MelbPC does not condone or encourage illegal duplication or distribution of copyrighted material.



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SONY VEGAS VIDEO SIG REPORT for October 2014

By Roger D. Wragg

Several members arrived at 9:30am for a coffee and chat before the main SIG meeting. The meeting started at 10am with eighteen members present when Kevin a new member was welcomed by all.

Topics covered this month included:

- (a) Techniques for the display of videos shot in a 4x3 aspect ratio on a 16x9 wide screen television set.
- (b) How to recover files accidentally erased from an SD card in a camera when it was connected to an iPad.
- (c) Sony Cinescore was demonstrated. It is a program designed to produce copyright free background music to compliment a video track.
- (d) Smart Sound, a very old 32 bit program that will not run on a 64 bit machine, was demonstrated. This program also generates copyright free random music from many different genres that can be selected from detailed menus. Both Cinescore and Smart Sound can produce music that accurately matches the length of a selected video track.
- (e) Several examples of copyright free music were played from a program called "Band in a Box".
- (f) Many examples of sound FX were played from a master CD. Some of these sound FX were modified using Sony Sound Forge to change both the pitch and duration resulting in some interesting effects.

We welcome anybody who has acquired a movie camera and is having some difficulty with either its operation or final editing to come and join us on the second Wednesday of the month at 10am. We cater for both beginners and advanced members in all aspects of video production, including camera operation, lighting, sound recording, final editing and the production of DVDs, Blu-ray discs or files suitable for use on a media player that is connected to a high definition television.

The meeting concluded at 12:15pm when several of the SIG went to lunch at the Glen.

WANTED

Old laptop. Must have standard 9 pin female Serial port and should be very slow around 266mhz- 1000mhz. Should be complete and working and have a Windows operating system (Windows 95 98, ME,NT,2000 or XP). I think these were released around 1985- 2005. Appearance unimportant.

Please call Roman on 0400 767 594.

Make my day!

Yarra Ranges SIG Meeting Report for August 2014.

by John Sapsford

The meeting commenced promptly at 9.15 am with 12 members in attendance.

Bryan welcomed everyone and gave us an update about Harold's health.

Members were invited to mention any computer or equipment purchases.

Bryan demonstrated a second-hand Epson EMP-1700 digital projector for \$200. It comes with a three month warranty. Members considered if it would be a good purchase for the group, as the picture quality from our existing projector is. Not as good as it could be. However, upon checking with the Japara house management, we learnt that the new premises in Durham Rd would have built in ceiling mounted Projector facilities in the meeting room. So it was decided to forgo the opportunity to purchase another projector.

John had bought a MBeat cassette player to converter his large collection of music cassettes to digital format. It came with the Audacity conversion software. The process can be quite tedious.

Bryan demonstrated the PowerPoint presentation he made to publicise the activities of the Monash Men's shed which is located at the Bogong Reserve, Glen Waverley.

He then went on to demonstrate how to create a PowerPoint presentation. This included how to add titles, text and graphics for each slide.

After morning tea we had the usual Question and Answer segment.

There was a discussion about password managers. The LastPass password manager was discussed. Shane suggested a simple way to keep all your passwords safe in a Microsoft Excel spreadsheet and then how to password protect the spreadsheet.

Save as → Tools → General Option → Password.

He also demonstrated how to password protect a Microsoft Word document.

A recent issue of the PC World magazine had a preview of Windows 9.

The 'Start' feature seems to have been restored.

There was a discussion about how to extract the music from a video.

The meeting concluded with a video of some amazing Russian Bar acrobats.

<https://www.youtube.com/watch?v=PRJxJdgc4Ng>

The meeting concluded at 11.40 am.

The Workshop followed.

The next meeting will be on 28 October 2014 at Japara Community House, Montrose commencing at 9.15 am.

Everything Apple SIG

by Susan Jensen

In October we looked at an amazing piece of software that is packaged with the Mac operating system. It was necessary to find a way to send attachments or webpages that would look the same to the recipient as it did to the sender.

A PDF used to be unalterable things have changed. There's no need to copy the text into a word processor and rewrite bits of it. Graphics wouldn't move so it wasn't satisfactory.

Preview allows you to not only open PDFs but also to annotate (Edit) them in various ways. Open the PDF, then, in the View menu select Show Edit Toolbar, use the icon tips to help work out what you want to do from the various options.

These include, Notes, Speech Bubbles, Comments etc. mask paragraphs or graphics and write something different.

You can sign the PDF with a picture of yourself or your signature if you wish. Show Thumbnails allows you to add or delete entire pages.

One makes a PDF from any document, or picture, just as easily. Invoke the print command and select PDF from the lower left of the screen, There are options of what to do with the saved PDF such as Send as Message (later OS's) One can make the PDF non copyable, non printable and/or protect it with a password.

Handy tool indeed, and no need to buy anything!

In November we look at another built in piece of software often overlooked, but very clever. Susan will show you what Image Capture is capable of.

In December we will be making some cards.

PC Update December 2014: 30th Anniversary commemorative issue

Our special issue of PC Update for December will comprise a number of stories by past executives and long time members telling us their experiences at Melb PC in the 1980s and the 1990s. If you are able to contribute a story, please contact Gary Taig <mailto:gary@taig.net> as soon as possible. Gary will be pleased to discuss your contribution.

Meanwhile, look forward to some interesting reading.

Random Access

John Swale reports on Questions and Answers from the opening session of the May monthly meeting and from members' written submissions.

Questions and Answers

Q: I have a Windows 7 laptop that goes to sleep and then takes a long time to wake up and get the wireless function going. It says I have no wireless access and I have to keep disconnecting and reconnecting until it finally works. Any suggestions on what to do to make it come up quicker?

A: Windows 7 is like a lot of us - as we get older we find it harder to wake up after a sleep. Windows 7 needs to start and load the drivers. So let it go to sleep rather than hibernate unless it is running on battery power. In the power settings you can set it to go to sleep only when it is running on battery not when connected to power.

Q: I have been using Windows 7 and Skype quite well until recently. I had a problem which was fixed and subsequently Skype worked for one to two weeks. Now when I start Skype, it comes up with the normal interface and then it disappears. It does not stay on the screen long enough to do anything. Does this mean I have an infection left over from the problem I thought I had fixed?

A: Make sure your system is absolutely clean. Run a full scan with your security software, then run Malwarebytes, an Adware remover and Super AntiSpyWare. You may need to run these in safe mode.

Q: My Windows update settings are greyed out saying "they are managed by your system". This is occurring on a PC running Windows XP and a laptop running Windows 8.1 when I am the administrator. How can I get control again?

A: You may need to go to start | Control Panel and Shift-Right click to get the Run As option and run as administrator.

Q: What are the consequences of not updating XP to Windows 7?

A: Windows XP is not being updated and some security providers are not updating their products either or have stated that they will only update for limited time. Therefore it is becoming increasingly more vulnerable. XP only runs the old Internet Explorer version 8 and not the recent versions. IE8 is known to be full of holes. In fact Microsoft advises that you do not use version 8. It is not advisable to use Windows XP on the internet.

Tips From the Internet

Lu Kinner, Communications Director

<http://www.computerbooters.org/>

If the cord for your rechargeable gadget always falls behind your desk, try using a medium binder clip to hold it. If it's small and falls through the clip, fasten it to the clip with zip ties.



Save the plastic bread expiration tags and you can use them to identify which cord belongs to which

device, which is handy if you have to unplug one.



When you're on the Internet or in a PDF file, instead of using your mouse to scroll down a page, use the spacebar on your keyboard to Page Down. Press Shift and spacebar to Page up .

BACK TO BASICS - TIPS FOR USING YOUR KEYBOARD AND ENTERING

by Jim Cerny 2nd Vice President – Sarasota Technology Users Group, Florida

The keyboard is as old as the first typewriter and may very well be the oldest part of your computer. Although computer innovations such as the mouse, voice-recognition, and the touch-screen have saved us from much keyboard use, it still looks like the keyboard will be around for a good while yet. People buying touch-pads are also buying keyboards for them! In the old days, believe it or not, the rules you followed for entering text into your computer were different in each program you used.

Think of it – each word processing program had different “rules” to learn in order to enter text into your computer. Today, thankfully, all programs follow the same rules when using a keyboard. So if you are using your keyboard to type an email, create a document, enter numbers in a spreadsheet, or fill in some data or text boxes on the internet, you will be following the same rules. Rather than bore you with a list of these rules, I thought I would just present a list of my most helpful keyboard tips and terms.

Here they are:

Insertion point – the flashing vertical line or bar that indicates exactly where your next character will appear. This bar automatically moves as you hit keys and enter the text. Do not hit any keys on your keyboard until you know where the insertion point is. Note that if the text area is blank (that is if you are entering the first character in the text area) the insertion point can only be placed at the beginning of the text area, that is, on the far left and on the first line.

“I”-bar – a mouse cursor in an area where there is text or where text can be entered. Your mouse cursor will automatically change from an arrow to an “I-bar” in a text area. You can move this I-bar with your mouse, place it BETWEEN characters, click the left mouse button, and you will have placed your INSERTION POINT (see above) where you click.

The **arrow keys** (up, down, left, right) will move the insertion point in that direction IF there is text there.

You cannot move the insertion point beyond the last character entered in a text area. You can, however, enter blank characters, (by hitting the space bar), tab characters (by hitting the tab key), or go to a new line (by hitting the enter key), and the insertion point will move accordingly (see “control characters” below). This can be confusing. Some people wonder why they cannot just place the insertion point anywhere they want on a blank page any start typing. Sorry, but word

processors do not work that way. A word processor does NOT see a blank page like a grid with positions everywhere on it for putting characters. If you think about it, a word processor has the capability to reformat the text to allow all the text to be printed on pages with narrow or wide margins. So the word processor sees only a single long string of text characters. Some of the characters in this long string are control characters. What’s a control character you ask? Well, let me tell you.

Control characters tell the printer (or the monitor screen) where to position for the next printed character on the paper and within the margins. These characters are part of your document but are not printed on the paper. For example, hitting the spacebar enters a space character and hitting the “tab” key enters a tab character. Entering a “tab” character will usually enter a blank space on the line about a half an inch long. In other words, hitting the “tab” key will move the insertion point one half inch to the right.

Hitting the “Enter” key will go to a new line. Because of these characters your text will look nice whether it is printed between narrow or wide margins. The word processor formats the text to fit while obeying the control characters. The printed text will flow from one line to the next whether the margins are wide or narrow (text wrapping). Think about it – would you want to re-type your document every time the margins change? So a word processor will neatly flow the text from one line to the next.

Holding down any key on the keyboard will quickly repeat that character. Be careful, I said “quickly”!

On laptops, you may wish to turn off the “mousepad” while you are typing. On many laptop keyboards, the mousepad is positioned where the heel of your hand or bottom of your thumb may hit it and move your insertion point to someplace else while you are trying to type your text. Most mouse pads on laptops have different functions in different areas of the pad. For example, the right edge of a mouse pad may be used to scroll up or down. Thus, the base of your hand may hit the pad and have confusing effects on the screen. To turn off your mouse pad you will have to consult the instructions that came with your laptop. Most mouse pads are turned off and on using a function key (one of the “F” keys at the top of your keyboard), perhaps in combination with another key on your keyboard such as the “Ctrl” or “Alt” keys.

Some laptop mouse pads are automatically turned off when you plug in a mouse.

The “Insert” key, if pressed, will put you into the “overtyping” mode in which you are REPLACING characters as you type. Hit the Insert key again to turn this off. Many people find this “overtyping” mode confusing, not noticing what is happening until they see characters have been DELETED while they are typing new characters. I never use the “insert” or “overtyping” option.

The “Caps Lock” key, as on the old typewriters, will enter all upper case letters. Hit the Caps Lock key again to turn this option off. Notice if your keyboard has a light that comes on if a certain mode of typing has been activated. For example, when you hit the “Caps Lock” key, a light on your keyboard may be turned on to indicate that you are now in the “All caps” or all uppercase mode.

Almost all passwords are case sensitive. If there is an upper case (capital) letter in your password, then it ALWAYS must be entered in upper case.

Save your work often. If you do not, you could lose everything you have entered before your last save. Most emails may automatically save your work as a “draft” until you send your email. In Gmail, as I compose or write my email, it is automatically

saved every ten or fifteen seconds to my email draft folder. When I send the email, the draft copy is automatically deleted and saved in the “sent mail” folder. Check your email program’s “help” instructions to understand about auto-saving your email as you type.

If your keyboard is not working, first check to make sure it is properly connected. If you have a wireless keyboard, make sure it is turned on and that the batteries are good.

Keyboards come in many styles and types (no pun intended), so find one that is comfortable for you. I even have a rubber keyboard that can be rolled up for easy storage or transport, but it certainly does not feel comfortable to use.

By the way, Windows 7 comes with “speech recognition” which you can try if you like. I gave it a try and found that it took some getting used to. It is nice to know it is there if you need it, but I went back to my keyboard – I guess I am just that “type” of guy.

There are many other keyboard tips and tricks. The keyboard will allow you to enter “shortcuts” or menu commands for many software programs.

Check the “help” for each program you use to learn what keyboard commands are available. No mat-

Data Trails - Twitter for Seniors

by Larry McJunkin

YOU'VE NEVER USED TWITTER. You say you're too old for Twitter...it's only for kids, and you could care less about reading what Lady Gaga had for lunch today. So obviously, Twitter is not for you. Wrong! If these are your thoughts about Twitter, I can say with authority that Twitter is not what you think.

Twitter does not exist to tell you what a celebrity had for lunch, or what the thoughts are of the singer who was just voted this year's American Idol (though they might tweet this information). Twitter is a handy way to break news, share knowledge, and refer people to longer forms of communication.

Here's some great examples of how I use Twitter. Where we live, in Tellico Village (a golfing and boating community in East Tennessee), the demographic is very much retired and very much over the age of 60, and some of the most important information we receive each day comes via Twitter. Updates from our three golf courses regarding whether carts are on the path or not; what the flag positions are; are any holes under repair; status of last night's storm damage...and the list goes on. The golf course superintendents post these tweets

very early in the morning so the hundreds of golfers here know what to expect as they start their day on the links.

Twitter is a free social networking and micro-blogging service that enables its users to send and read messages known as tweets. Tweets are text-based posts of up to 140 characters displayed on the author's profile page and delivered to the followers.

That's why information on Twitter is short, to the point and effective. More than half the people I talk to about Twitter think they have to have a smartphone to use it. Not so! You can access Twitter via Web, Desktop Applications and smartphones.

It costs nothing to use and it's just one more social media source, like Facebook, that you won't know how much you needed it until you try it. Twitter also has a built-in function for you to befriend and track the messages of other users. This is a simple way for you connect with like-minded people outside of your usual circle. A Twitter association can be developed into a long term acquaintance (if you desire).

If you do happen to have some famous folks you like (singers, actors, golfers, etc.), Twitter is a wonderful way to unobtrusively follow what they're up to. One of my personal favourites is Brandt Snedeker, the professional golfer from Nashville. His life is comedy of tweets that make me laugh almost every day. Recently, he's been trying to figure out how to win a war with raccoons and his garbage can...and so far the raccoons are winning!

As an individual, you have a variety of interests that a single newspaper or magazine can't cover. With Twitter you create your own personal newsfeed. You can get small bites information on local events, celebrities, politicians, hobbies or interests, your favourite news sites, etc. Much like you read a newspaper by scanning the headlines, on Twitter you can see short headlines describing an article and you can decide if you want to click on the link to read the rest of the story.

News is published on Twitter the instant it happens and if something big happens you'll likely find out when someone you follow tweets about it. In fact, Twitter became more widely known after a user tweeted a link to a picture of the US Airways plane that successfully landed in the Hudson River. Unlike traditional media where it is a one-way medium, you can be involved in Twitter.

You can re-broadcast (re-tweet) the information you find valuable. You can comment on issues and share your own views (within the 140-character constraint, of course). You can quickly and directly contact local politicians, celebrities and other people you don't know. You don't have to find out their address and compose a lengthy message, you

can instantly let them know your opinion. These are people you will probably never meet in real life but now you can get daily updates on their lives and their interests.

Public figures tend to have hundreds of thousands, if not millions of followers and they may not respond to a tweet, but they often do read their (most important) messages because a 140 character tweet is easier to read quickly than a lengthy e-mail. Celebrities usually have an aide sift through tweets and pass on only the ones they think are worth reading.

You can also use Twitter to quickly inform friends and family about your daily life. You can tweet about things that aren't important enough for an e-mail but something you would mention to your friends if you bumped into them. You can also keep track of what they are up to by following them (if they're on Twitter, of course). You may also connect with other people with similar interests and strike-up an online friendship.

In any event, much like Facebook or Skype, don't be afraid to give Twitter a try. It's free, nothing tracks you or your actions, and you might just find that it's fun! If it isn't for you...that's what the DELETE key is for.

LARRY MCJUNKIN *hosts a website serving older computer users. He is author of The Retired Geek: Technical Tips for the Non-Technical "Over 50" Crowd, and can be reached at <http://retiredgeek.net/>.*

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VICTORIAN ASSOCIATION REGISTRATION # A0003293V

Mass Hacker Attacks and National Cyber Security Awareness Month

by Ira Wilsker

What do the huge national enterprises of Target, Home Depot, Neiman Marcus, and Chase, as well as countless others, have in common? They have all been victimized by massive data breaches which exposed our personal data to cyber thieves. In many (but not all) cases, credit card data was obtained allowing the cyber crooks to sell millions of credit card numbers along with the necessary additional information to others for the purpose of massive credit card fraud. In recent weeks, the media has been covering stories about the massive theft of our personal medical information, which besides being a horrific violation of our personal privacy, has enabled others to obtain real or fictitious medical care, with the accrued medical bills sent to us as individuals, our health insurance carriers, or government entities that cover the medical expenses of millions of Americans.

While these massive data breaches get the media's attention, which results in a plethora of news stories, some of which contain exaggerations or outright misinformation, much of the financial losses and private information gleaned by these villains comes directly from us and our computers, tablets, and smart phones. In innumerable weekly columns over the many years that I have been writing them, I have documented many instances of other decent people being scammed, cheated, robbed, extorted, threatened, or otherwise been incited to fork over huge sums of money in order to placate the cyber thieves.

As an example of such a personal cyber assault, in one of my 2013 columns here, I reported on a close friend who received one of the infamous calls purportedly from "Microsoft Security", informing him that his computer was badly infected with viruses, and that the "Microsoft engineer" needed access to his computer in order to remove the offending malware. Alarmed by the tone of the phone call and the dire warnings presented by the caller, my friend followed the caller's instructions giving "Microsoft" remote access to his computer.

After watching his computer windows rapidly opening and closing for several minutes, this "Microsoft engineer" told him that his computer was badly infected, and that it would cost \$69.95, immediately charged to his credit card, in order to both remove the malware from his computer, and pay for the installation of the commercial version of "Windows Defender" on his computer. Shocked by the revelation, my friend declined the caller's offer, telling the caller that he knew someone (me) who could clean and secure his computer. Insistently, the caller explained that if the victim did not immediately accept and pay for this service, then,

"... Microsoft will render your computer inoperable in order to stop the spread of viruses." Since he used his computer extensively for both business and personal work, he consented, and gave the caller his credit card number. A few minutes later, after watching a lot of activity on his screen, the "Microsoft engineer" informed him that his computer was clean, and the official Microsoft "Windows Defender" security software had been installed. The call was then disconnected.

I was grocery shopping at one of the major supermarkets when I received a cell phone call from my friend telling me what had just happened. I told him to disconnect his network cable to prevent any incoming or outgoing data, and to call his credit card company disputing the charge as fraudulent, which he did. The \$69.95 went to an unknown company in Pakistan. After getting home and putting away my groceries, I went to his house to perform a legitimate security scan on his computer.

My friend had 210 pieces of freshly installed malware on his computer including multiple key loggers (steals usernames and passwords, sending them to the crooks the instant the user enters them); screen capture utilities that recorded his screen sending the images to parts unknown; and software that destroyed the functionality of the name brand security and firewall software previously installed on his computer, but still showed that it was functional and (falsely) still protecting his computer. The caller also created a hidden account with administrative access, allowing an unknown third party future access to anything on his computer or hard drive.

An especially nasty utility installed by the alleged caller from Microsoft was another type of malware that prevented most of the common security scanning utilities that could otherwise detect and neutralize the recently installed malware from loading and running. The "commercial copy" of Windows Defender that was allegedly paid for and installed was not really installed by the caller, as it was already on the computer as an integral part of his Windows 7 operating system, but the Windows Defender, which is free from Microsoft, was also among the security software prevented from executing by the malware loaded onto his computer.

What I found that this faux "Microsoft engineer" did that was even more disturbing than all of the malware the crook installed on his computer, was that he also downloaded to his distant location, all of my friend's personal documents, spreadsheets, password files, emails,

tax information, credit card information, browser favourites and bookmarks (including banking, insurance, and investing information), and medical information. Simply, my good friend had his and his wife's personal identity stolen in its entirety.

It took me a day and a half to clean his computer, while he called his credit card companies, bankers, brokerage houses, department stores, online retailers, physicians, insurance companies, and others that he conducted business with, informing them of his personal data breach, and setting new passwords and security questions, as well as getting new credit cards issued, and other account numbers changed. For the following several months, he meticulously examined all bills and financial statements looking for questionable transactions. He found that there were some illicit credit card transactions entered in the short lapse of time between the "Microsoft" call and the time that he notified the credit card companies, all of which the credit card company immediately removed. In terms of personal cost, both in time and money, a data breach at a major retailer may result in an individual replacing a credit card or two, but any of the common scams directed at home and business computer (and other smart device) users can greatly eclipse the personal damages suffered by the individual victims of a more personalized cyber attack.

What makes this event from last year so relevant to what is happening today, is that earlier this week, I personally received a late morning phone call at home that showed "Microsoft Security" on my caller ID, along with a local phone number. Being fully cognizant of what was about to happen, I played along up to the point where the "Microsoft Security" caller would have been able to access my computer if I had allowed it to get that far. I paid careful attention to his voice, accent, and background sounds. He had a somewhat British accent, as if he was calling from Pakistan (likely), or India (less likely). Listening to the background noise, he was clearly in a "boiler room environment", with other callers giving similar pitches to other hapless victims. The caller ID information was clearly spoofed, as it is an easy exercise to show any desired caller ID, rather than an authentic ID. Before granting him remote access to my computer, I asked him if there was any charge for him to scan my computer to which he replied, "Only if you need for me to remove any viruses that I find, and the cost of the security software that I must install on your computer." I asked him for the price, and he told me that it could range from " ... about \$50 to \$100, which you can put on any credit card." Without granting him any access, and desiring to keep him online as long as I could which would minimize the number of people that he personally could victimize that day, after several

minutes of innocuous questions, he hung up on me.

Besides this column, there is relatively little information in the mass media, or educational programs in our schools and colleges that appropriately educate the populace in proper computer and smart device safety. In a recent CBS broadcast of "60 Minutes" (October 5, 2014), the current Director of the FBI, James B. Comey, warned about the personal threats and risks that we face as computer users, including the "common sense" steps to protect ourselves online, those steps and tips having been frequently listed here in previous columns. He did also mention that October is "National Cyber Security Awareness Month".

October, 2014, is the tenth anniversary of "National Cyber Security Awareness Month" (NCSAM, staysafeonline.org), a fact not lost on regular readers of this column as I have covered in this publication each annual event since its Inception in 2004. Without being too repetitive, the simple to follow steps to secure our business and personal computers and smart devices is listed on the official NCSAM website at staysafeonline.org. There is an abundance of information for families and individuals on the methods and tools useful to protect our children online, as well as ourselves. Among the comprehensive, free information included on this website are class projects, contests, teaching materials, and lecture notes for students in K-12 as well as faculty and students in higher education. Information and guidance is also available to train employees in appropriate steps to maximize the cyber security of business of all sizes. Despite my annual appeals for organizations, schools, credit unions, religious institutions, businesses and others to hold or sponsor events on cyber security, there has been a dearth of local events. I did see one local credit union that sponsored an evening event on safe computing, but the largest coordinated events that I am aware of locally are the city wide National Cyber Security Awareness Month events being held in Port Arthur, under the auspices of Fay Young, Information Technology Manager for the City of Port Arthur; kudos to Ms. Young for having put on this event each year.

October 2015 is a year away. There is plenty of time to research the program and event information freely available online at the official National Cyber Security Awareness Month at staysafeonline.org. I know that Port Arthur will be having an excellent event again in October 2015; so will there be similar NCSAM events in Beaumont, other local municipalities and counties, the four Lamar campuses, the local school districts, all of the local credit unions, the

men's and women's clubs at the local churches and temples, and other groups? It still might not be too late to do something this October, but October 2015 allows for plenty of time to plan an event. Even better, why wait until next October? In my opinion, every month should be National Cyber Security Awareness Month.

Now, go do it!

WEBSITES:

<http://staysafeonline.org>

<https://www.chase.com/services/customer-notice>

<http://staysafeonline.org/stay-safe-online/resources/the-cybersecurity-lives-of-millennials-infographic>

<http://stopthinkconnect.org/campaigns/details/?id=460>

<http://youtu.be/F7pYHN9iC9I>

<http://staysafeonline.org/stay-safe-online/keep-a-clean-machine/malware-and-botnets>

Freeware Suggestions by Ian Rankin

If you have difficulty in connecting to the link shown, please check your typing first and if that is correct, we suggest you look in Google for the program.

Please note: Most of the items mentioned below are valid freeware. They are compiled from usually reliable sources. Neither the club nor I try or recommend any of the programs listed in the Freeware Suggestions.

Anti Virus

Combofix 14-10-21.01

ComboFix is a program, created by sUBs, that scans your computer for known malware, and when found, attempts to clean these infections automatically. In addition to being able to remove a large amount of the most common and current malware. sUBs <http://www.bleepingcomputer.com/combfix/>

McAfee Stinger 12.1.0.1163

Stinger is not a substitute for full anti-virus protection, but a tool for dealing with an infected system. Stinger utilizes next generation scan engine technology, including process scanning, digitally signed DAT files, and scan performance optimizations. McAfee <http://www.mcafee.com/au/>

RegRun Reanimator 7.30.0.146

Reanimator is a free of charge software for removing Trojans/Adware/Spyware and some of the rootkits. Reanimator does not contains any adware/spyware modules. Compatible with all known antiviral software. Greatis Software <http://greatis.com/security/reanimator.html>

RogueKiller 10.0.3.0

RogueKiller is a tool written in C, which scans the processes running, and kill those who are malicious. This tool is designed for professionals. RogueKiller <http://www.adlice.com/software/roguekiller/>

Backup

Iperius Backup Free 3.9.8

One of the most flexible and feature-rich backup and sync utilities - stable, portable and lightweight. Enter Sri <http://www.iperiusbackup.com/>

Digital Imagary

iPhotoDraw 1.9

With iPhotoDraw, you can add description text, callout boxes (ballons), dimensions, detailed images, and other annotation objects to pictures. We don't mess up the original pictures with the annotation. Instead, the annotation is stored in a separated file and the original picture file is intact. iPhotoDraw <http://www.iphotodraw.com/index.html>

StudioLine Photo Basic 4.0.19

StudioLine Photo Basic is an easy-to-use yet powerful management and editing software for digital photos. Images can be imported from camera, scanner and all popular file formats. H&M Software <http://www.studioline.net/EN/>

Zoner Photo Studio Free 17 Build 4

Manage, edit, and share your photos faster and more easily than ever before! This free software is the new way to work on your pictures with less hassle and more fun than you've ever seen. It's made for everyone, and will make you feel like a pro. Zoner Software <http://free.zoner.com/>

Games

SolSuite 2014 14.10

All of the world's best-known solitaire games are here, including Spider solitaire, Klondike, FreeCell, Pyramid, Golf, Yukon, Monte Carlo, Canfield, Gaps, Forty Thieves, Four Seasons, Napoleon, Diplomat, La Belle Lucie, Flower Garden, Rouge et Noir. We've also invented dozens of solitaires with your fun in mind, such as King of Scotland, Foxtrot, Mayflower and many others! TreeCardGames <http://www.solsuite.com/>

Internet

AVG LinkScanner 2015.5557

AVG LinkScanner is up and running immediately from the moment of installation. All basic settings have been pre-set by the manufacturer, so most of the time you will not have to worry about anything

just let AVG work in the background and protect you without any effort on your part. AVG Technologies <http://linkscanner.avg.com/>

Utilities

BatteryCare 0.9.20.0

BatteryCare is a software created to optimize the usage and performance of the modern laptop's battery. It monitors the battery's discharge cycles and helps increasing it's autonomy and improving its lifetime. Filipe Lourence <http://batterycares.net/en/index.html>

Dashlane 3.0.7.72482

Dashlane is an award-winning service that revolutionises the online experience by replacing the drudgery of everyday transactional processes with convenient, automated simplicity in other words, letting you get to the good stuff faster. Dashlane <https://www.dashlane.com/>

EventSentry 3.0.1.128

EventSentry will notify you immediately when important events occur and take corrective action before they result in expensive disruptions. The modular design and wide spectrum of features make EventSentry suitable for just about any scenario - including compliance, health & network monitoring, troubleshooting, inventory and much more. [Netikus.net Ltd http://www.netikus.net/](http://www.netikus.net/)

ManicTime 3.0.3.0

ManicTime sits in the background and records your activities, so you can just forget it is there and focus on your work. When you are finished you can use collected data to accurately keep track of your time. FinKit d.o.o. <http://www.manictime.com/>

NTFSLinksView 1.14

Starting from Windows Vista, Microsoft uses symbolic links and junction points of NTFS file system in order to make changes in the folders structure of Windows and keep the compatibility of applications written for older versions of Windows. This utility simply shows you a list of all symbolic links and junctions in the specified folder, and their target paths. It also allows you to save the symbolic links/junctions list into text/html/xml/csv file. Nir Sofer http://www.nirsoft.net/utils/ntfs_links_view.html

Prey 0.6.4

Prey lets you keep track of your phone or laptop at all times, and will help you find it if it ever gets lost or stolen. It's lightweight, open source software, and free for anyone to use. And it just works. Fork Ltd. <https://preyproject.com/>

SterJo Key Finder 1.7

SterJo Key Finder, a program that attempts to recover your product keys. You simply install it and

it shows you any product keys it can find. That's it. Small in size and easy to use. It does offer to install 2 third party programs (as noted) so watch for those and be sure to look for the decline or skip options. SterJo Software <http://www.sterjosoft.com/key-finder.html>

SyncFolders 3.2.241

SyncFolders helps you to synchronize the contents of two folders, including any subfolders. The folders may be on different disk drives, on the network, or storage devices attached to the USB port, including external hard drives, flash drives, and any other type of USB storage device. Gert-Jan Weerheim <http://www.syncfolders.elementfx.com/>

System Explorer 5.9.5

Detailed informations about Tasks, Processes, Modules, Startups, IE Addons, Uninstallers, Windows, Services, Drivers, Connections and Opened Files. Mister Group <http://systemexplorer.net/>

Windows Firewall Control 4.1.5.0

Windows Firewall Control is a nifty little application which extends the functionality of the Windows Firewall and provides quick access to the most frequent options of Windows Firewall. It runs in the system tray and allows user to control the native firewall easily without having to waste time by navigating to the specific part of the firewall. BinSoft.org <http://www.binisoft.org/>

WinMend Registry Defrag 1.4.9

WinMend Registry Defrag is a free registry defragmentation and cleanup tool. It can rebuild registry index safely and clear waste registry space to make it easy for Windows and other applications to find data more efficiently. As Windows registry is re-organized, you will enjoy much improved operating system performance. WinMend.com <http://www.winmend.com/registry-defrag/>

AGM & Elections

Notice is hereby given that the 31st Annual General Meeting of Melbourne PC User Group Incorporated will be held on Wednesday, November 5th, 2014, at Level 1, 479 Warrigal Road, Moorabbin, at 7.30 pm.

Annual General Meeting Agenda

1. Apologies

2. Minutes

To consider and if thought appropriate pass the following resolution:-

"That the Minutes of the 30th Annual General Meeting held on 6th November 2013, be approved as a true and correct record."

3. To consider and if thought appropriate pass the following resolution:-

"That Corporate Membership be re-introduced with a subscription rate specified as the Annual General Meeting has set it."

4. To consider and if thought appropriate pass the following resolution:-

"That the Rules of the Melbourne PC User Group Inc. be changed so that In Rule 5 (e) and Rule 42 (3) (c) the word 'auditor' be replaced by Certified Practising Accountant."

5. To consider and if thought appropriate pass the following resolution:-

"That from 1st December 2014 the annual subscription rates for members be set as follows:

(a)	Individual	\$95.00
	Family	\$25.00
	Pensioner	\$80.00
	Student A	\$80.00
	Student B	\$35.00

(b) Corporate \$190.00 "

6. Reports

To receive the report from the President.

7. Election of Committee of Management

President, Vice-President, Secretary, Treasurer and eight ordinary members of Committee.

8. Accounts

To receive and consider the Treasurer's report and, if thought appropriate, pass the following resolution: "That, in accordance with part 7 of the Associations Incorporation Reform Act 2012, the statement containing the Income and Expenditure of the Group for the year to 30th June 2014 and the assets and liabilities of the Group at 30th June 2014 be accepted.

9. Appointment of Certified Practising Accountant

A Certified Practising Accountant may not be a member of the Committee, but may be a member of the Group, and shall be a member of the CPA Australia, in public practice.

Nominations

Nominations are for the positions of President, Vice President, Treasurer, Secretary and eight Committee Members. Nominations of candidates shall be in writing, signed by two members of the group and accompanied by the written consent of the candidate endorsed on the nomination form.

Nominations must be received by the Returning Officer before 5.00 pm (AEST) on Friday 3rd October 2014. Nominations may be made on printed copies of this form: http://melbpc.org.au/AGM2014/Nomination_Form_2014.pdf a photocopy of that form or on any other form that includes all the information on that form.

Nominations must either be posted to or hand or courier-delivered to:

The Returning Officer

Melbourne PC User Group Inc.

Unit 26, 479 Warrigal Road, Moorabbin Vic 3189

Nominations delivered by fax or e-mail cannot be accepted. Nominations received after the closing time will not be accepted. Nominations not accompanied by all three signatures will not be accepted. Each candidate may optionally submit a statement not exceeding 100 words [Rule 23 (6) (d), in support of his or her nomination. This statement must be received by the closing time for nominations. Any statement received late or exceeding 100 words will be rejected.

Ian Rankin
Secretary

Melbourne PC User Group 2014 Committee Elections

The Committee Nominations were received on Friday October 3, 2014. At the Close of Nominations there was only one candidate for President, Vice president, Secretary and Treasurer.

President	Harry Lewis
Vice-President	Roger Wragg
Treasurer	Geoffrey Keenan
Secretary	Ian Rankin

There were five candidates for general committee for the eight places available.

General Committee

Name
John Bade
John Hollow
Philip Lew
Don McKenzie
Gary Taig

As there was only one person nomination for each Executive position and less than eight candidates for general committee, there is no requirement for an election.

Therefore at the AGM I declare the following people elected:-

President	Harry Lewis
Vice President	Roger Wragg
Treasurer	Geoffrey Keenan
Secretary	Ian Rankin

General Committee

Name
John Bade
John Hollow
Philip Lew
Don McKenzie
Gary Taig

I would like to thank all the candidates for their participation. It is disappointing to see we did not have enough nominations to fill the committee positions. I hope some members will offer to fill those positions or help on the sub-committees.

I would like to thank Barry Martin for his assistance.

John Swale
Returning Officer

Melbourne PC User Group Incorporated

NOTE: All proxies must be returned to our offices at Level 1, 479 Warrigal Road, Moorabbin 3189 by 5.00pm Monday 3rd November 2014. They may be sent as hard copy, by fax (9553 0475), or scanned and sent as an email attachment (to office@melbpc.org.au). In all cases the form must be duly signed.

APPOINTMENT OF PROXY

MEMBER:

Name
Address
Membership Number

APPOINTS:

Name
Address
Membership Number

Being also a member of Melbourne PC User Group Incorporated

or failing the person named above, or if no person is named, the Chairperson of the Meeting to vote in accordance with the directions on this form or, if no directions have been given, as they see fit or abstain from voting at the Annual General Meeting of Melbourne PC User Group Incorporated to be held on Wednesday, 5th November 2014 and at any adjournment thereof.

SIGNATURE.....

Motion 1: "That the Minutes of the 30th Annual General Meeting held on 6th November 2013, be approved as a true and correct record."

☐ Yes ☐ No ☐ Abstain

Motion 2: "That Corporate Membership be re-introduced with the subscription rate specified as the Annual General Meeting has set it"

☐ Yes ☐ No ☐ Abstain

Motion 3: "That the Rules of the Melbourne PC User Group Inc. be changed so that in Rule 5 (e) and Rule 42 (3) (c) the word 'auditor be replaced by Certified Practising Accountant'."

☐ Yes ☐ No ☐ Abstain

Motion 4: "That fro 1st December 2014 the Annual Subscription Rate for members be set as follows:

☐ Yes ☐ No ☐ Abstain

- a. Individual \$95.00
- Family \$25.00
- Pensioner \$80.00
- Student A \$80.00
- Student B \$35.00

- b. Corporate \$190.00

Motion 5: "To receive the report from the President"

☐ Yes ☐ No ☐ Abstain

Motion 6: "President, Vice-President, Secretary, Treasurer and eight ordinary members of Committee".

☐ Yes ☐ No ☐ Abstain

Motion 7: "To receive and consider the Treasurer's report and, if thought appropriate, pass the following resolution: "That in accordance with part 7 of the Associations Incorporation Reform Act 2012, the statement containing the Income and Expenditure of the Group for the year to 30th June 2014 and the assets and liabilities of the Group at 30th June 2014 be accepted".

☐ Yes ☐ No ☐ Abstain

Motion 8: "Appointment of a Certified Practising Accountant. A Certified Practising Accountant may not be a member of the Committee, but be a member of the Group, and shall be a member of the CPA Australia, in public practice."

☐ Yes ☐ No ☐ Abstain

PRESIDENT'S REPORT

Melbourne PC User Group Inc. at 30

Melb PC is 30 years old. It was first registered as an incorporated association in Victoria in December 1984. With a membership which still exceeds 3000 we are the largest PC User Group in the world. We are also the only user group to own its own premises. We have much to celebrate.

We are marking the anniversary with a special event on November 18 (advance booking essential). Many thanks to George Skarbek for arranging it.

What we do

Our slogans are: members helping members, users helping users. What the Group does is...what our members want to do together: to support each other. To share information we have a website and a monthly publication. Visiting speakers bring us news from the wider world. Members meet regularly in one or another of our 48 SIGs. Our monthly meeting at Moorabbin attracts around 100 members, with proceedings streamed to distant members, and subsequently made available for viewing on our monthly disc and for download from the web.

Help is available online, from our newsgroups and from our Internet Help volunteers. Members find this aspect of Melb PC to be of great value. The world of professional computer support is a jungle in which innocent citizens can easily lose their way - and their money.

Not just the PC

Melb PC has been responsive to the rapid changes in the world of personal computing, and the emergence of new formats such as the smartphone. A PC with Windows is still the most-used device among members, but we now have two groups devoted to Apple products, two focused on Linux, one on Android, another exploring the potential of the Raspberry Pi, and two devoted to microcontrollers.

Our Services

Melb PC's services are there to support members' computing activities. Our headline dialup service finally closed down in February this year, but today we still provide internet access, using wireless broadband, to some 300 members. Our most popular service is email with addresses @melbpc.org.au and over 2,200 subscribers. Our Office performs administrative functions including managing memberships, and also functions as a communication hub.

The Foundations

All our activities depend on infrastructure: hardware, software, networking, or accommodation (rooms to work in, to meet in, or to house our servers). These facilities require managing, maintenance - and money.

The year just ending

Your Committee has made progress on several fronts. Work on our new website has continued; important parts of it are already in place and under test. We expect to demonstrate a new home page at the Anniversary event. Work is well-advanced on the SIG section. The long-awaited transfer of our internet services from Burnley to Moorabbin is almost complete. All the hardware is in place, and the data has been migrated. Final touches and testing are needed before we reconnect to Moorabbin and reap the financial reward by closing our Burnley facility.

In consultation with members we are planning the future of our regular publications to members, following our experiment with alternating issues of PC Update and our Newsletter. We owe a debt of gratitude to Ian Rankin who has been editing our Newsletter.

There have been major changes in our email services. Our in-house service was superseded last February by a more fully-featured mail service at outlook.com. We were fortunate to have the new service

ready when our old server failed. We are now embarked upon a further upgrade, to Office 365. In the space of a single year, those changes will bring us a very long way from our legacy in-house service. Our mailboxes will have increased in size five thousand times, from 10Mmb to 50Gb. Members' cloud storage (now OneDrive) will have increased from none at all to 1 terabyte (1000 gigabytes). Outlook.com brought with it other new services: an online calendar and an address book. There are yet more new services arriving with Office 365, and they promise to be useful for Melb PC.

Looking to the future

Our aim must be to sustain the framework within which members can offer help and support to each other. We must maintain our email service and continue to provide support for members in accessing the internet. It follows that we must also maintain the needed infrastructure.

To protect our future we require two kinds of resources: volunteer time, and money.

People

Melb PC depends absolutely on the work of the volunteers who manage our SIGs, provide our support services and (yes) serve on the Committee. We are entering a second year with only nine of our twelve Committee places filled. I want to express my thanks to the hard-working members of the outgoing Committee, and special appreciation of the Committee members who will not be returning, Norman Elliman and Lance Lloyd. During the year we sadly received the resignation of former President and then Vice-President Charles Wright.

I welcome our new Committee members, John Bade, John Hollow, and Gary Taig.

There is a continuing need for additional volunteers, including members who can provide leadership and drive initiatives. As work on our publications and our new website progresses, there will be opportunities there. Another area in need of new energy is marketing and recruitment of new members. Melb PC has a substantial core of loyal members who regularly attend our meetings or participate virtually through the newsgroups, and an even larger group who regularly download PC Update and our Newsletter. We look to them to come forward to help secure our future. Further details on those opportunities will be forthcoming very soon.

Finances

During all of the past seven years Melb PC's expenditure has exceeded its income.

As our Treasurers have warned us in no uncertain terms, our financial position had become unsustainable. That was the challenge presented to the Committee this past year.

Your Committee has responded, and has acted strenuously to cut costs while protecting the quality of services. The details are in our Treasurer's report. But to sustain services we also need a contribution from our members. With great reluctance we are coming to the AGM to ask for a rise in subscriptions. We have kept it as low as we could: the proposed \$20 increase is equivalent to under 40c/week. As our Treasurer explains in his Report, with the increase in place we can expect to balance income and expenditure by 2016. That will place the Group's finances on a sustainable basis for the future.

.

Treasurer's Report for AGM

I would like the financial year just finished to be regarded as a year of financial consolidation.

We face many financial and operational challenges. Firstly I need to set the scene - a quote from last year's President's Report "If you read the treasurer's report, you will appreciate some serious financial challenges in future, and some tough decisions are going to have to be made".

Inspection of the 2012-13 accounts showed a cash loss of some \$99,000, this was after a cash loss the previous year of some \$143,000. I heard several comments at the time along the lines ". . at this rate we can last 5 years at best . . .".

The next blow was we learnt that then Treasurer was not standing again. As a member for over 20 years I was not going to let Melb PC group slide into oblivion without a fight, so I nominated for the position of Treasurer.

If you are in a position of having huge financial losses there are really only two levers available if you want to have a sustainable financial position. They are either (i) cut your costs or (ii) increase your income. The latter can be achieved by increasing the membership subscriptions (the alternative is to increase membership but several efforts have failed so far).

This year we have made some tough decisions in Committee, decisions which I am pleased to say the Committee has fully supported. The big cost items we have are Burnley, the monthly magazine and office running costs.

Burnley is costing us over \$50,000 per year at present. There has been talk of closing down Burnley for some 10 years, however now are in the process of actually achieving this goal within the next few months.

Some 5 years ago (in 2009) the monthly magazine was costing us some \$252,000 per year to produce and post out. Previous Committees introduced a downloadable format which considerably saved both production and postage costs, however last financial year it still cost us some \$38,000, a figure which many regard as still too high. (Other computer clubs have monthly newsletters which are fully prepared by volunteers, their costs are very small).

On the Office running costs we have eliminated one of the full time adult staff positions which will reduce our costs by some \$20,000 this financial year – some additional casual costs are required at times.

In 1997 the annual subscriptions were \$50 for ordinary members, and it stayed at that level until 1999. Between 2000 and 2006 the annual subscriptions were \$55. They was raised to \$60 in 2007, but it stayed at that level for another 3 years before it was raised to \$65 in 2011. The median price of a house in Melbourne in 1997 was \$125,000 and by 2012 it had increased to over \$400,000 – a multiple of more than three times. Using this as a yardstick our subs would be in excess of \$160 now.

Last year the subs were \$75. If they were to fully pay for our annual operations then they would need to be doubled. We will not do that, however we have determined that by keeping our costs under control and increasing the subs by a realistic amount we believe we will be close to a zero cash loss by June 2016.

The Committee believes this is the best approach, and short of selling Moorabbin, it is the only feasible option available to us.

I have again nominated for the position of Treasurer. I want to see through the reforms we have put in place. I also want to see improved productivity in a number of our operations – which will further improve or financial position.

Cash Burn – why it is important financial indicator

Every year a financial report is prepared and posted. It shows our sources of income and expenditure, depreciation, total assets held etc etc.

One of the key parameters we look at is the difference between Income and Expenditure on an annual basis. If this difference is negative, ie we spend more than our income, then we commonly refer to the difference as a cash burn. The words are stark, and are intended to focus our minds as this is most important for us.

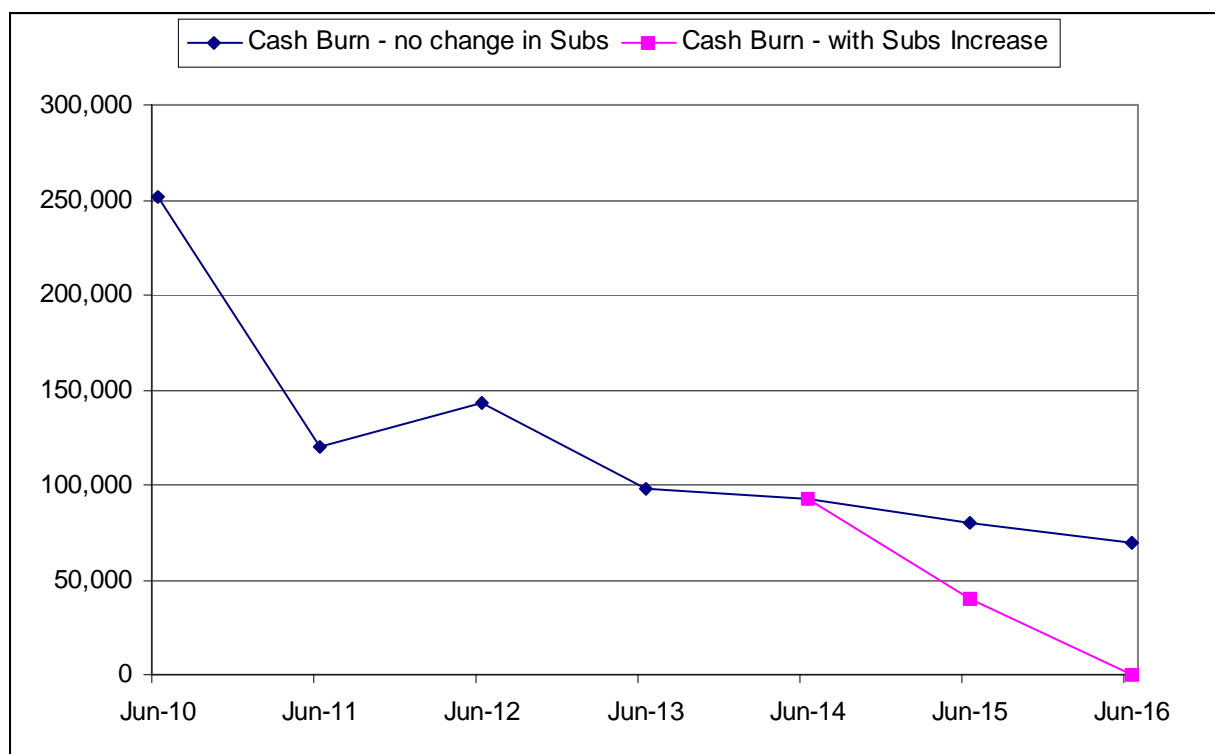
If you look back through our financial accounts for the last six years or more you will note that we have had a cash burn for every one of those years. So, the question you may have right now is – how have we managed to survive for so long?

The simple answer is that we had built up assets – cash in the form of Term Deposits – over a number of years running internet and email services. But those assets are now running down and in fact are less than one quarter of what they were in six years ago. If we continue running down our assets we will soon have nothing left – the magic pudding has nearly all been eaten!

Both the outgoing President and Treasurer warned last year in their Annual Reports that we had to face some tough financial decisions in the future.

There are only two levers we have available to improve our financial position: cutting costs and increasing our income. In this year just past we have tackled the big cost items - Burnley, the Monthly magazine and some Office running costs. The annual savings from these will be close to \$100,000 a year when fully realized (eg there are Burnley costs up to Dec 2014, and some smaller magazine costs going forward), but it is not enough. Looking forward we would still expect to incur large financial losses ongoing, and there is not enough 'fat' left in our operations which could be trimmed to come anywhere near enough to cover these losses. We need also to increase our income.

The following graph shows our annual cash burn for the last five years, and projected forward for the next two financial years. (The lower the better - this is our operating loss. We need it to get to zero.)



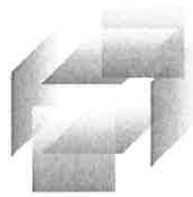
Looking at this graph you will note that in the financial year (to June 2014) just ended we have marginally reduced our cash burn, however the financial projections show they are far too high going forward for the next two years.

We are seeking approval at the AGM to increase our subs by \$20 for both Individual and Pensioner members, and by a small amount for Family and Student members. If you look back nearly 20 years you will see the subs have remained static for long periods, ie they have not kept up with the real cost of living.

The good news is, that when we combine the effect of those large cuts in our costs with the expected increase in income from subscriptions, the graph shows that we will be very close to a zero cash burn in June 2016 – just nineteen months away. We shall have balanced our budget and secured the future of Melb PC.

Prepared by Geoffrey Keenan

Treasurer



**BALANCE
CORPORATION
ACCOUNTANTS**
Numbers +

Melbourne PC User Group Inc. ABN 43 196 519 351

Financial Statements

For the year ended 30 June 2014

BALANCE CORPORATION

Pty Ltd
ABN 205 1452 2995

Postal Address
PO Box 506 Moorabbin VIC 3189

Address
Suite 104, 424 Warrigal Road
Heatherton VIC 3202

Telephone
03 9532 6111

Facsimile
03 9523 6133

Email
reception@balcorp.com.au

Internet
www.balcorp.com.au

Partners
Christopher Falkingham
FCA FCPA
cfalkingham@balcorp.com.au

Michael McClaren
CPA
mmclaren@balcorp.com.au

Melbourne PC User Group Inc. ABN 43 196 519 351

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Melbourne PC User Group Inc. ABN 43 196 519 351
Committee's Report
For the year ended 30 June 2014

Your committee members submit the financial accounts of the Melbourne PC User Group Inc. for the financial year ended 30 June 2014.

Committee Members

The names of committee members throughout the year together with the number of meetings attended are:

Charles Wright	7/11
Don McKenzie	13/13
Stephen Tidswell	5/5
Ian Rankin	12/13
Sharman Grant	5/5
Stewart Grunklee	5/5
Harry Lewis	12/13
Cindy Perry	4/5
Jan Weiner	4/5
Roger Wragg	13/13
Lance Lloyd	9/13
James Cox	0/5
Geoffrey Keenan	8/8
Norm Elliman	8/8
Philip Lew	7/8

Principal Activities

The principal activities of the group during the financial continue to be the effective utilization of the personal computer by:

- Advancing computer literacy and the art and science of information processing through education and interchange of ideas;
- Keeping members abreast of developments in computing and information technology;
- Representing computer users in public debate and acting on their behalf to consider new legislation and regulatory measures;
- Undertaking activities beneficial to the Group

Significant Changes

No significant change in the nature of these activities occurred during the year.

Melbourne PC User Group Inc. ABN 43 196 519 351
Committee's Report
For the year ended 30 June 2014


Operating Result

The deficit from ordinary activities amounted to

Year ended	Year ended
30 June 2014	30 June 2013
\$	\$
(241,099.26)	(249,908.00)

Signed in accordance with a resolution of the Members of the Committee on:


Harry Lewis
President


Ian Rankin
Secretary

Dated: 25 October 2014

Melbourne PC User Group Inc. ABN 43 196 519 351**Trading Account****For the year ended 30 June 2014**

	2014	2013
	\$	\$
Trading Income		
Mobile Broadband Internet	71,422	40,602
Dial Up Internet	6,946	36,319
Disk Sales	2,907	8,992
Drinks and Confections	1,460	1,590
Training Courses		(124)
Raffle Income	3,786	4,640
Total Trading Income	86,522	92,019
Cost of Sales		
Add:		
Modems Sims & Aerials	58,315	58,091
Network Charges	72,991	77,326
DVD Purchases	1,563	2,351
Training Course Cost		100
Raffle Cost	3,042	6,042
Computer on selling	1,962	
	137,873	143,910
Cost of Sales	137,873	143,910
Gross Loss from Trading	(51,351)	(51,891)

The accompanying notes form part of these financial statements.

Melbourne PC User Group Inc. ABN 43 196 519 351**Income and Expenditure Statement****For the year ended 30 June 2014**

	2014 \$	2013 \$
Income		
Trading profit (loss)	(51,351)	(51,891)
Membership Subscriptions	208,781	193,163
Commissions received	879	17,475
Donations Received	107	31
Interest received	31,401	42,664
Other income	9,582	4,988
Total income	199,399	206,430
Expenses		
Accountancy	4,421	2,500
Advertising and promotion		335
Audit fees	6,000	6,000
Bank Fees And Charges	3,546	4,060
Conference & Seminar Cost	4,415	4,281
Computer Software	1,456	1,451
Depreciation - other	144,110	152,493
Donations	182	253
Electricity	11,314	10,124
Hire/rent of Plant & Equipment		693
Insurance	22,750	11,608
Legal fees	1,800	
PC Update expenses	37,599	38,478
Postage	11,361	19,058
Printing & stationery	11,107	10,984
Rates & land taxes	20,618	23,797
Rent on land & buildings	8,367	9,166
Repairs & maintenance	3,555	5,870
Rubbish removal	6,639	6,293
Salaries - ordinary	119,207	118,290
Security	599	1,373
Staff amenities		1,013
Subscriptions	472	699
Superannuation	8,129	9,946
Telephone	7,498	10,262
Travel, accom & conference	1,322	1,606
Leave Entitlements	3,600	5,241
Workcover	434	464

The accompanying notes form part of these financial statements.

Melbourne PC User Group Inc. ABN 43 196 519 351
Income and Expenditure Statement
For the year ended 30 June 2014

	2014 \$	2013 \$
Total expenses	440,498	456,338
Profit (loss) from ordinary activities before income tax	(241,099)	(249,908)
Income tax revenue relating to ordinary activities		
Net profit (loss) attributable to the association	(241,099)	(249,908)
Total changes in equity of the association	(241,099)	(249,908)
Opening retained profits	1,813,678	2,063,586
Net profit (loss) attributable to the association	(241,099)	(249,908)
Closing retained profits	1,572,579	1,813,678

The accompanying notes form part of these financial statements.

Melbourne PC User Group Inc. ABN 43 196 519 351
Detailed Balance Sheet as at 30 June 2014

	Note	2014 \$	2013 \$
Current Assets			
Cash Assets			
Cash At Bank		13,893	4,460
Term deposit			60,000
Term Deposit 2		710,000	750,000
ING Direct Term Deposit		45,541	54,440
Cash on hand		65	15
		<u>769,499</u>	<u>868,916</u>
Receivables			
Trade debtors		140	1,105
		<u>140</u>	<u>1,105</u>
Other			
Prepayments			13,851
			<u>13,851</u>
Total Current Assets		<u>769,639</u>	<u>883,872</u>
Non-Current Assets			
Other Financial Assets			
Optus Equipment Fund		6,563	
		<u>6,563</u>	
Property, Plant and Equipment			
Plant & equipment - at cost		2,273,678	2,260,409
Less: Accumulated depreciation		<u>(1,399,977)</u>	<u>(1,255,867)</u>
		873,701	1,004,542
Total Non-Current Assets		<u>880,264</u>	<u>1,004,542</u>
Total Assets		<u>1,649,903</u>	<u>1,888,414</u>

The accompanying notes form part of these financial statements.

Melbourne PC User Group Inc. ABN 43 196 519 351
Detailed Balance Sheet as at 30 June 2014

	Note	2014 \$	2013 \$
Current Liabilities			
Payables			
Unsecured:			
Trade creditors		34,309	23,561
Income in advance		32,872	42,136
		<u>67,181</u>	<u>65,697</u>
Current Tax Liabilities			
GST payable control account		1,652	(7,124)
Amounts withheld from salary and wages		5,940	10,336
		<u>7,592</u>	<u>3,212</u>
Provisions			
Employee entitlements		2,552	5,827
		<u>2,552</u>	<u>5,827</u>
Total Current Liabilities		<u>77,325</u>	<u>74,736</u>
Total Liabilities		<u>77,325</u>	<u>74,736</u>
Net Assets		<u>1,572,579</u>	<u>1,813,678</u>
Members' Funds			
Accumulated surplus (deficit)		1,572,579	1,813,678
Total Members' Funds		<u>1,572,579</u>	<u>1,813,678</u>

The accompanying notes form part of these financial statements.

Melbourne PC User Group Inc. ABN 43 196 519 351

Notes to the Financial Statements

For the year ended 30 June 2014

Note 1: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act of Victoria. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

(b) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

(c) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

(d) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

(e) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).

(f) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the assets and liabilities statement are shown inclusive of GST.

Melbourne PC User Group Inc. ABN 43 196 519 351**Notes to the Financial Statements****For the year ended 30 June 2014**

(g) Investments

Investments held are originally recognised at cost, which includes transaction costs. They are subsequently measured at fair value which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

(h) Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

Melbourne PC User Group Inc. ABN 43 196 519 351
For the year ended 30 June 2014

Independent Auditors Report to the Members of Melbourne PC User Group Inc.

We have audited the accompanying financial report, being a special purpose financial report, of Melbourne PC User Group Inc. (the association), which comprises the Statement by Members of the Committee, Income and Expenditure Statement, Balance Sheet, notes comprising a summary of significant accounting policies and other explanatory notes for the financial year ended 30 June 2014.

Committee's Responsibility for the Financial Report

The committee of Melbourne PC User Group Inc. are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Associations Incorporation Act of Victoria 2012 and is appropriate to meet the needs of the members. The committee's responsibilities also includes such internal control as the committee determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

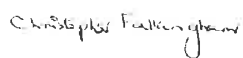
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Melbourne PC User Group Inc. as at 30 June 2014 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act of Victoria 2012.

Signed on 24/10/2014



Christopher Falkingham
Suite 104 424 Warrigal Road Heatherton

Melbourne PC User Group Inc. ABN 43 196 519 351
For the year ended 30 June 2014

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

1. Presents fairly the financial position of Melbourne PC User Group Inc. as at 30 June 2014 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:



Harry Lewis
President



Geoffrey Keenan
Treasurer

Dated: 25 Oct 2014

DECEMBER RAFFLE!



Pre purchase tickets available from office, contact us on 9276 4000
or email us at office@melbpc.org.au
The draw will be at the Monthly Meeting 5th November, winners will be
contacted via telephone and email.

TICKETS:

1 = \$2 3 = \$5

Samsung Gear fit

- * Stylish design features curved 1.84 inch touch screen display.
- * Track your fitness with a pedometer and exercise, sleep and heart rate monitor.



- * Receive notifications from your Samsung smart phone including emails, SMS and incoming calls.
- * Utilise Bluetooth Connectivity.

Toshiba 1Tb portable hard drive

- * Plug and Play operation
- * Formatted Windows XP
- * Easy to use with no software to install
- * Accommodates large digital files with spacious storage capacity



NETGEAR A6200 wifi USB adapter

- * Works with any standard Wi-Fi router or modem router
- * Ultimate range and performance with 802.11n
- * Optional antenna positioning for additional performance
- * Stream Multiple HD videos simultaneously



BAUHN bluetooth tablet keyboard and case

- * safe from impacts or scratches.
- * Connect to iPad or M.I.D devices without the need of cables.
- * Silicone Coated Bluetooth Keyboard
- * Leather Case securely holds your tablet, keeping it safe from impacts or scratches.



PHILIPS Action fit sports headphones

- * Ultra light
- * Sweat resistant & washable
- * Contoured secure fit
- * Waterproof Ultra light
- * Sweat resistant & washable
- * Contoured secure fit
- * Waterproof



SanDisk Micro SDHC card with adapter + USB & SD card case

- * Holds 4 micro SD cards
- * 16 standard SD cards
- * 4 USB Flash Drives



- * Ideal for smartphones !
- * 32Gb of storage !
- * Micro SC card with adapter

Internet Help (iHelp)

The main iHelp system for Melb PC members is access from the Internet Services Page

<http://melbpc.org.au/isp/>

on the Melb PC website under the link titled "Internet Help", which goes to <http://ihelp.melbpc.org.au/helpdesk/iuser/index.asp>

After entering your membership number and First Name, you are able to log a "Service Request" with details of your problem.

When an appropriate iHelper is available, they will contact you at your registered phone number or email address, which should therefore be kept up-to date at the Office.

All efforts will be made to ensure someone replying to your request is familiar with the issue, however if the problem cannot be solved to your satisfaction, you may wish to refer to other Group resources as detailed below.

Phone First Aid

This is a telephone number for simple and urgent problems: call (03) 9276 4088 Monday to Friday between 10.00am and 3.00pm.

Outside these hours, or if iHelpers are not available, just leave a message on that number (including your membership details), and it will be passed on to the iHelp team.

If the problem cannot be resolved within 15 minutes, it is generally referred to Internet Help, where an appropriate iHelper will follow up on the inquiry

OTHER WAYS TO GET HELP: FAQs

On the Internet Services Page <http://melbpc.org.au/isp/> there is a link to Frequently Asked Questions (FAQs) on using the Melb PC Internet Service. In many cases a solution will already have been documented.

Online SIGS (Newsgroups)

For those familiar with using newsgroups, we suggest you subscribe to melbpc.connectivity, melbpc.computing.misc or melbpc.general.

Alternatively, you can access the messages via an online web-based forum, via the Internet Services Page <http://melbpc.org.au/isp/>. See the following page for more details.

SIG Meetings

Most SIG's hold monthly meetings in locations around Melbourne. These provide the opportunity for one-on-one discussion with knowledgeable local members. Details of SIG's can be found in PC Up-

date.

SIG Workshops

Some SIGs hold monthly workshops in locations around Melbourne.

These provide the opportunity for hands-on assistance with your PC from local knowledgeable members.

Details of SIG workshops can be found in PC Update or in the Internet Service Page from the top link titled "Interest Group Pages".

Please contact the Convener at least 24 hours before attending so that they can research the problem, and bring to the meeting any hardware that might be needed.

Monthly Meeting Q&A

At the Moorabbin Monthly General Meeting, besides interaction with other members, there is always a Q&A session hosted by one of the Group's computer experts. If you have a straight forward question, this is often a good place to get a precise answer with additional feedback from the audience.

Dial Help

The Dial Help service is described here:

<http://www.melbpc.org.au/help>

If your problem relates to one of the listed categories, the relevant volunteer may be telephoned for specific advice. Calls can be made between 9.00am and 5.00pm and 6.30pm and 9.00pm.

Please keep you calls short, particularly during business hours, and don't expect a volunteer to call you back on a mobile phone number.

Home Visit Assist

This service is only provided for members who are restricted in their activities or mobility. This generally means those with an Age or Disability Pension.

The contact for the Home Visit Assist is the Office Phone: (03) 9276 4000, or by email to office@melbpc.org.au

NEWSGROUPS VIA ONLINE WEB-BASED FORUM

Accessing the forum is a two-step process. The first step gains read-only access using your Melb PC credentials i.e. your Melb PC username (not your email address) and the password that you used for the old Melb PC email system.

fdagg

yourpassword

The second step, to enable the posting of messages, requires a separate forum username and password i.e. you need to join the forum. Currently the only way to do this is to post a message in one of the newsgroups (use melbpcgeneral) using a news client such as Thunderbird. A forum membership is then automatically generated based on the name and email address used:

Fred Dagg

fdagg@melbpc.org.au

This can be done on a member's behalf by sending an email to online@melbpc.org.au detailing the name and email address you wish to use. Please use your real name as we're a friendly bunch, and note the newsgroups are private and are accessible only by fellow Melb PC members. You don't have to use your Melb PC email address.

Once the forum membership has been created you will receive an auto-generated email to confirm you really do want to join. Confirm and then use the forum's "forgotten password" link to generate a new password. This is all handled between the forum software and the user nominated email account so no one has access to the password.

Please note that using the forum for posting newsgroup messages is still somewhat experimental, but

Everything iPad/iPhone

This is a joint venture between MelbPC and AUSOM with an emphasis on the Apple iPad and iPhone, and helping people understand the iOS environment.

Convenor: Dick Johnson 9857 7362

E-mail to: everything-ipad@ausom.net.au

**Next Meeting:
19 November**

Presented by David Turk

2:00 pm - Dr David talks Health Apps

Taking a leaf out of Dr Karl on Nightlife type speak, everyone at the 'Everything iPad iPhone' at Melb. PC SIG will be a Doctor for the meeting, as David Turk explores the world of iPhone/iPad related Apps for health, pre and post Apple iOS 8 HealthKit < <http://goo.gl/G7khfh> >

We also look at the downstream implications of these Apps.

Some Apps that may be looked at include:

Instant Heart Rate, Walk with Map My Walk, Epocrates, Sleep Cycle Bundle.

Some as seen on Doctor Oz, October 5, 2014: < <http://goo.gl/jl5Nrh> >

This will be a full two hour session with a short break around 3pm.



Third Wednesdays, 2:00 pm - 4:00 pm (except January)

Moorabbin Interest Group Room - Level 1, 479 Warrigal Road, Moorabbin

APPLICATION FORMS



Membership Drive

**Introduce a new member*
to Melbourne PC User Group
and receive credit towards your membership fees.**

Dear Member,

Your friend will receive all the benefits you already enjoy – the digital magazine [PC Update], the help lines, the Special Interest Groups (SIGs), the monthly meetings, workshops, discounted products, email addresses and access to mobile broadband – and you will be helping your club to grow.

Each new member* you enrol gives you two months' credit towards your membership renewal (approx. \$12 value against a full membership). The more new members you enrol, the more credit towards your next membership renewal. No limits apply.

You know how much you enjoy being part of Melbourne PC User Group. So why not bring along a friend to enjoy it too? Prospective new members are always welcome at the monthly or SIG meetings.

And every time you enrol a new member, you get 2 months' credit registered against your next membership dues.

(*This does not include family members and anyone re-joining within 12 months of leaving Melb PC)



ABN43 196 519 351
(Victorian Association Registration No. A0003293V)
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Telephone: (03) 9276 4000
Email: office@melbpc.org.au
Web: www.melbpc.org.au

PCUPDATE Subscription for print version

Name		Membership Number										
Address		Current Contact Email Address										
Suburb	Post Code	Phone										
For Month	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Amount \$

Price: \$4.00 per magazine if you collect it from the office or purchase at the monthly meeting.

Add an Extra \$1.00 postage and handling if we mail your order.

Price for a yearly subscription is \$55.00 inc mailing to your home address.

****Please note current members receive a \$10 discount on the full year subscription.****

Payment Details

Name on Card	Expiry Date on card	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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MELBOURNE PC USER GROUP INC.

MEMBERSHIP APPLICATION FORM

Title	First Name	Last Name
Address		
Suburb		Post Code
Phone		Mobile Number
DOB	Preferred Email Address	

Annual Membership Fees

Individuals	\$75 each
Additional Family Members (Spouse and children)	\$22 each
Pensioners/Adult students A (25+)*	\$60 each
Students B (14-25 yrs)	\$35 each

Please provide emergency contact details below.

Full Name
Phone no.
Mobile no.

Additional Family Members

Name Signature

Terms and conditions

- Adult students A must attach a photocopy of their student card or letter from their educational institution confirming full student status.
 - All student B members must have a Student Card and have evidence of their age at time of joining.
 - Pensioners must attach a photocopy showing both sides of their Centrelink Pension Concession Card.
- Change of family member(s) must be identified in writing to the club secretary.

I hereby apply for membership of Melbourne PC Users Group Inc. (A000329V) and agree to abide by its rules while I remain a member.

Payment Details

Name on Card	Expiry Date
Credit Card Number	
Signature	Date / /

Email User Name Selection

List the user ("login") names you would like in order of preference. Write very clearly, to avoid our confusing certain letters. User names are expressed in lower case letters and must represent your real name in some recognisable way e.g. "John J. Jones" might request user names such as "john", "johnj", "jjones", etc. Any user name that is already allocated or deemed unsuitable in the opinion of the system administrators will not be allocated.

- Choice 1. _____@melbpc.org.au
- Choice 2. _____@melbpc.org.au
- Choice 3. _____@melbpc.org.au



Meetings In November 2014

js14

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30 <div> <div>Have A Question Post it on a Newsgroup</div> <div> http://groups.melbpc.org.au/~anywhere/ </div> </div>	<div> <div> Colour Codes Black: SIG meetings at Melb PC H.Q. Moorabbin. Blue: SIG meetings held at other locations. Dotted Box: No SIG meeting held this month. </div> <div> For information on "Special Interest Group" activities and meeting times see the group details in PC Update or go to http://groups.melbpc.org.au. </div> </div>					1
2 	3 	4 North East Genealogy (10am - 12.45pm) <i>Public Holiday Melbourne Cup</i>	5 Monthly Meeting & AGM Melb PC H.Q. Moorabbin 7pm sharp	6 Ballarat (7.30pm - 9.45pm) Sunbury Daytime (New Users 9.30am)	7 Essendon (Main Meeting 9.30am) Multimedia and Home Entertainment (Wadham House 10am)	8 Microcontroller Workshop (12noon - 5pm)
9 East Workshop (Wadham House Mt Waverley 10am - 2pm)	10 Access (6.30pm - 8.30pm) Wyndham (General 7.30pm - 9.30pm)	11 WASINT (10.30am - 12.30pm) Everything Apple (2pm - 4pm) Linux Workshop (4pm - 7pm) Linux (7pm - 9.30pm) Melb PC Committee	12 Video Production (Sony Vegas 10am) Communications (7pm - 9.30pm) Microcontroller (7pm - 9.30pm) East (7.30pm - 10pm)	13 E-Book (7pm - 9.30pm) North East Daytime (Includes Photography - Digital Imaging Ivanhoe 10am - 12noon) Sunbury Daytime (New Users 9.30am)	14 Casey PC (Naire Warren Library 12.30pm - 3pm) Essendon (Open Forum 9.30am) Hardware (Wadham House 10am) Deadline for December January 2015 Newsletter Articles and SIG Reports.	15 Windows 7 & 8 (Windows 7. 10am - 12noon Windows 8. 1pm - 3pm)
16 MACE (10am - 2pm) Beginners East (10am - 12.30pm) Genealogy (1pm - 3.30pm) Macedon Ranges (Gisborne 2pm - 4pm)	17 Graphics (7pm - 9.30pm) Nth Subs Linux (7.30pm - 9.30pm) Mornington Peninsula (Meeting 9.30am Digital Imaging Group 12.30pm Family History Group 2pm)	18 Wyndham (Multimedia 7.30pm)	19 Everything iPad / iPhone (2pm - 4pm) North East Android (Ivanhoe 10am - 12noon)	20 Music (7.30pm - 9.30pm) Bayside (10am - 12 noon) Sunbury Daytime (General Meeting 9.30am)	21 Essendon (Check website for meeting details. 9.30am) Photoshop (Digital Images Wadham House 10am)	22 Hardware Workshop (10am - 12noon) Microcontroller Workshop (12noon - 5pm)
23 Website Design (2pm - 6pm)	24 Video Inner East (Balwyn 7pm - 9.30pm)	25 Programming (6.30pm - 9pm) North East (Evening 7.30pm - 9.30pm) Yarra Ranges (Meeting 9.15am Workshop 11.30am)	26 Video Production (Pinnacle 9.30am) Essendon (7pm - 9pm)	27 Sunbury Daytime (Maintenance 9.30am. Meeting also held on a 5th Thursday)	28 Casey Workshop (Naire Warren Library 12.30pm - 3pm) Essendon (Check website for Meeting Details 9.30am) Raspberry Pi (Wadham House 10am)	29