



GRAND COMPUTERS CLUB

December 6, 2023

General Meeting

Call to Order



WELCOME!

TODAY'S AGENDA:

CLUB & BOARD BUSINESS

*TECH TIPS FROM OUR TREMENDOUS
TECH TEAM*



2023 Executive Board

Thank you for your Service to the Club

President – Barbara Vivian

Vice President – Susan Lucas

Treasurer – Debbie Meyer

Secretary – Gaile Brinkman

Education Director – Marie Frasca

Monitor Director – Steve Etherton

Membership Director – Kathleen Cracraft

Technical Director – Tech Gray

Tech Help Director – Dan Wallen



*2024
Nominating
Committee*

Chair: Gloria Young

- **Ira Simmons**
- **Leigh Donaldson**
- **Bob Babicke**



2024 Executive Board

President – **Clayton Stephens**

Vice President – **Thomas Shepherd**

Treasurer – Debbie Meyer

Secretary – Gaile Brinkman

Education Director – Marie Frasca

Monitor Director – **David Weeks**

Membership Director – Kathleen Cracraft

Technical Director – Tech Gray

Tech Help Director – **Ann Hopperstad**



THANK YOU TO Outgoing Board Members

Barb Vivian

Susan Lucas

Steve Etherton

President's Report



- Budget for 2024 approved by board
 - Available for review by members
 - Membership approval January 3rd
- Dues for 2024 remain \$25
 - Renewals have begun
 - New Members join now through 2024 for \$25
- Club Leadership working on a Strategic Plan through 2026



Vice President's Report

Susan Lucas

- **COFFEE CHAT- December 14**
 - 8:30 - 10:00 am
 - Chaparral Center, Pima Room
 - Topic: "City of Surprise Library Update"
 - Online resources available to card members
 - Other benefits of membership
 - **New Member Orientation - January 19**
 - 3:30 – 5:00 pm
 - Chaparral Center, Apache Room
 - Club Tour
-

Treasurer's Report
Debbie Meyer



Grand Computers Club



Income	January - November 2022	January - November 2023
Class Registration	\$8,950.00	\$11,730.00
Membership Dues	13,398.00	22,870.00
Supplies & Printing	937.00	1,684.74
Equipment Sales	.00	1,964.18
Banqt Guest Meals	.00	140.00
Interest Income	3.90	49.68
Total Income	\$23,288.90	\$38,438.60

Grand Computers Club



Expenses	January - November 2022	January - November 2023
Advertising	\$3,407.98	\$2,957.66
Fees & Charges-Bank,	1,662.00	1,912.46
Small Equip/Software	32,298.43	4,553.90
Meeting Expense	463.16	912.48
Office supplies	7,154.10	5,349.08
Name Tags	418.90	1,482.22
Awards	.00	443.86
Banquet Dinner	.00	3,761.35
Total Expense	\$45,404.57	\$21,373.01

Grand Computers Club



Account Balances	January - November 2022	January - November 2023
Checking Account	\$5,055.31	\$9,108.68
Petty Cash	100.00	100.00
Savings Regular	9,664.16	17,416.35
Reserve Acct (Equip)	10,000.00	25,000.00
Total in Accounts	\$24,819.47	\$51,625.03

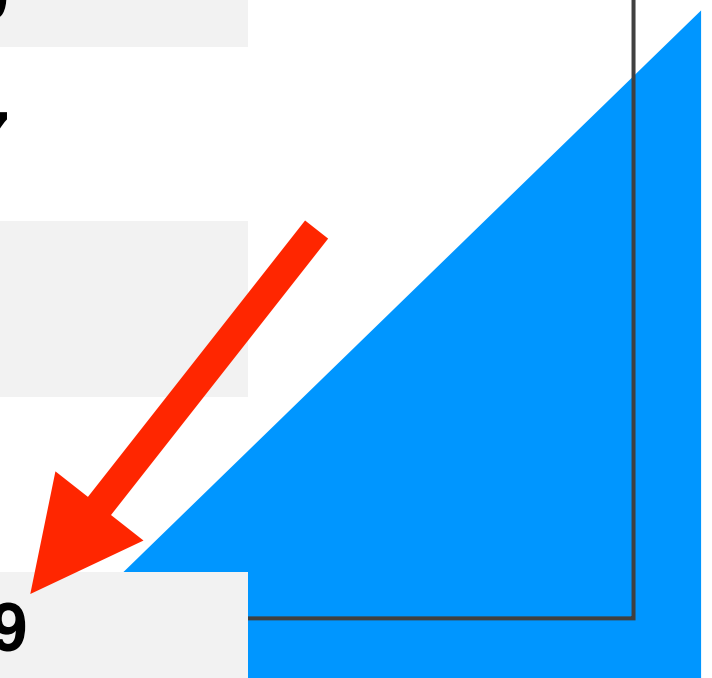


Membership Report *Kathy Cracraft*

Active Membership

Total Active Members = 1506

Month	Session	# of Sessions	Total Participation
November	Classes	16	179
November	Meetings	8	345
November	Open Use Room	23	350
November	SIGs	10	230
November	Tech Help Members	4	127
November	Tech Helpers	4	73
November	Zoom Meetings	4	15
Total		69	1319





Education Report

Marie Frasca

Remaining Classes & Availability

PC Classes

[Windows 10 &11 Edge Browser \(Class 6\) \(Prerequisite: Windows 10 and 11 Basic or PC knowledge\)](#)

Register

Dec 13 (Wed) at 10:30 am

Larry Laursen

(7 seats)

[Windows 10 &11 Photos App \(Class 7\) \(Prerequisite: Basic PC knowledge\)](#)

Register

Dec 6 (Wed) at 10:30 am

Larry Laursen

(7 seats)

Other Classes

[iMovie \(Prerequisite: Familiar using a Mac\)](#)

Register

Dec 15 (Fri) at 10:30 am

Ira Simmons

(6 seats)

[Internet Resources for Creativity - Online \(Prerequisite: None\)](#)

Register

Dec 6 (Wed) at 1:00 pm

Marie McDermott

(2 seats)

[iPad Basics - Set up \(Prerequisite: Familiarity with an iPad\)](#)

Dec 11 (Mon) at 10:30 am

Barbara Vivian

(0 seats)

[Password Security and Management - The Basics \(Prerequisite: Basic PC and Mac \)](#)

Register

Dec 8 (Fri) at 1:00 pm

Denise Wassenaar

(1 seat)



2024 Winter Schedule

- January 2, 2024 – Release to membership for review
- January 8, 2024 – Registration begins
- January 15, 2024– Classes begin
- April 26, 2024 – Classes end



We need YOU

We have lost several instructors and are looking for volunteers to step in to help.

Please contact
education@grandcomputers.org to
discuss how you can help.



Monitor Report

Steve Etherton

Monitor Report – November 2023

(through Nov 30, 2023)



Number of Active monitors:

57

Number of open sessions:

43

Number of sessions closed this month:

0

Total club visitors this month:

350

Thank you to the **19 monitors** that served this month!

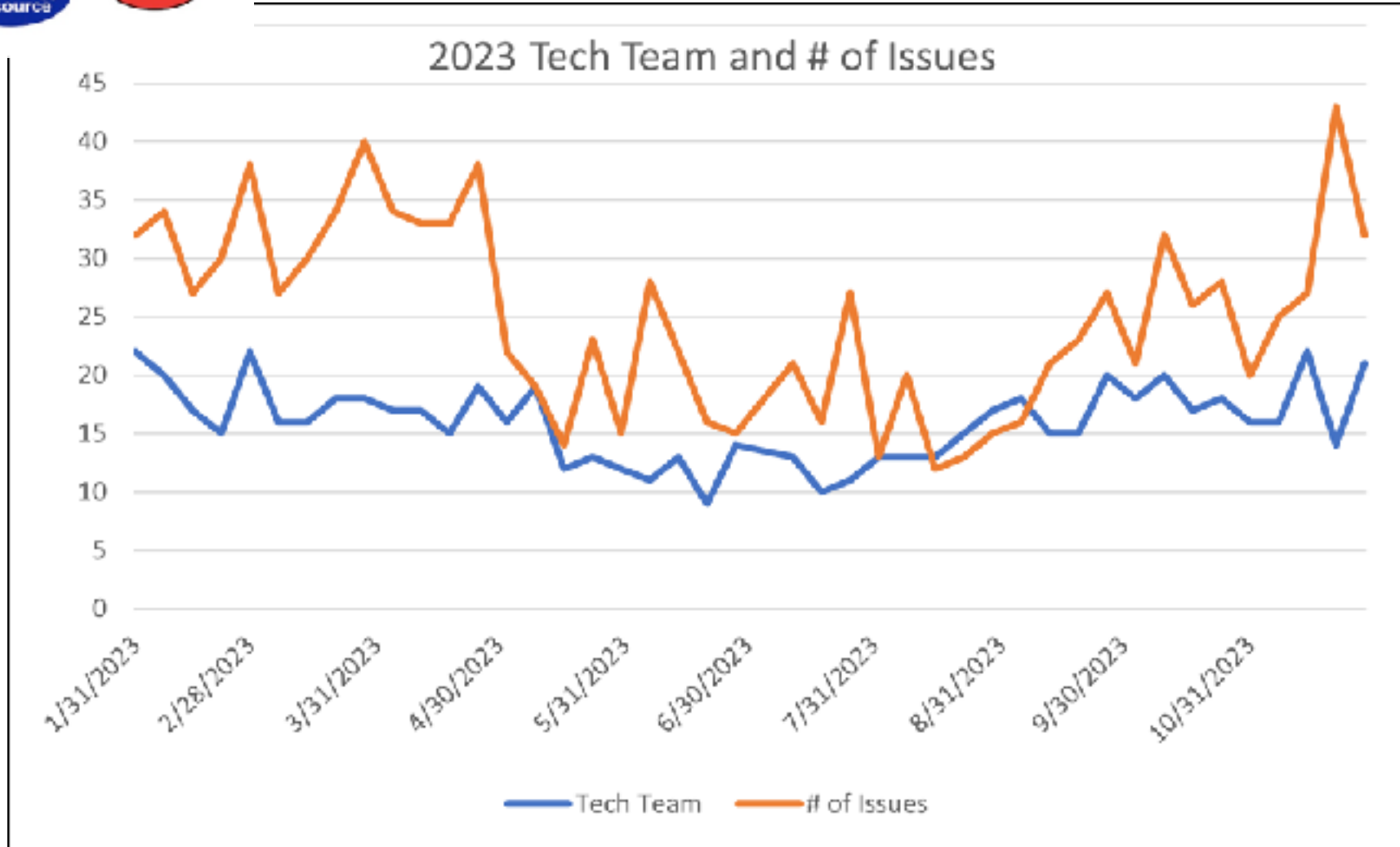
Contact Steve Etherton, Monitor Director at
monitor@grandcomputers.org



Tech Help Report *Clayton Stephens*



2023 Tech Help Team and Number of Issues



Key Points:

Great Tech Team and Check In Team participation all Year!

Number of issues per week was between 12 and 44 with an average of 20.

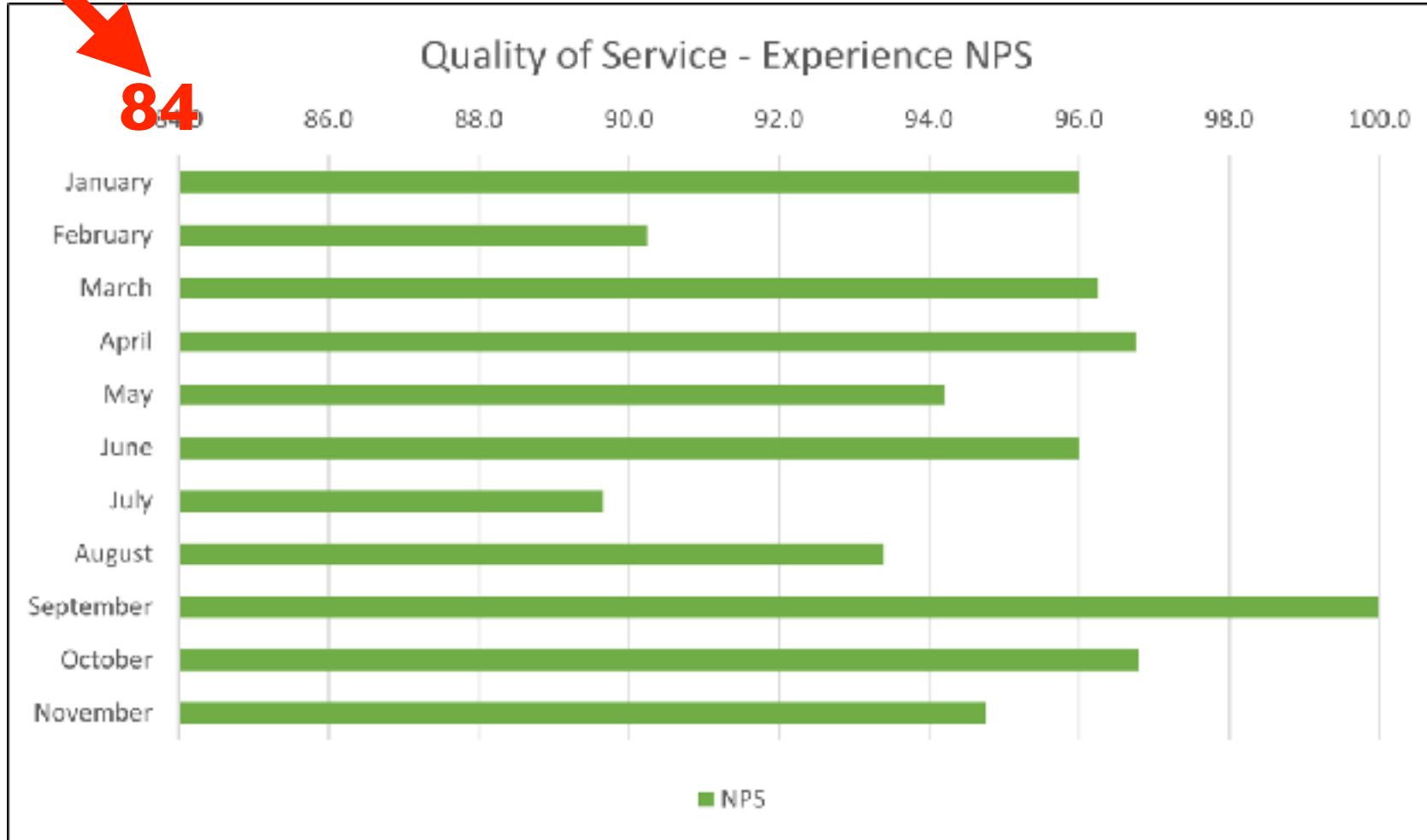
THANK YOU TO ALL VOLUNTEERS WHO MAKE THIS POSSIBLE!

Tech Help Quality of Service – Issue Resolution



Any time you near **80% satisfaction, you are exceeding expectations! Overall consistency in quality support is very high!**

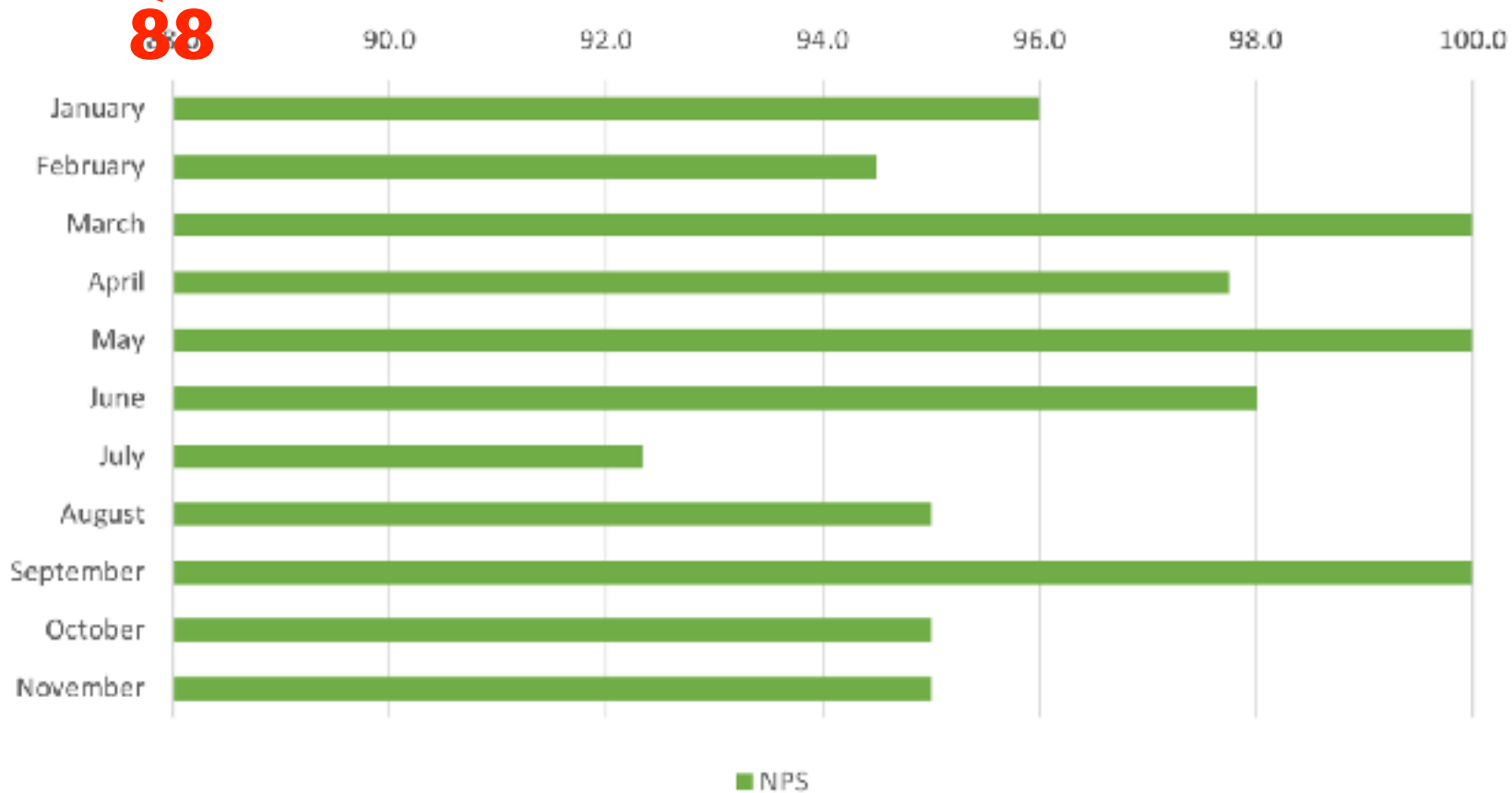
Tech Help Quality of Service – Experience



Any time you near **80% satisfaction, you are exceeding expectations! Tech Help is a **GREAT** experience for our Club Members!**

Tech Help Quality of Service – Recommend

Quality of Service - Recommend NPS



Any time you near **80% satisfaction, you are exceeding expectations! Tech Help is highly recommended by the Club Members who get support!**

Tech Help Focus Areas



1. New Hours of Operation for Tech Help have been successful!
 - Tech Help Check-in: 11:30 AM — 2:30 PM
 - Tech Help session: 12:00 PM – 3:00 PM
2. Keep the focus on process improvement with feedback from club members!
3. Leverage Tech Team Learning (TTL) sessions!
 - Keep sharpening the saw!
 - Learn from each other and experience!
4. Transition through the leadership changes.

Next General Meeting



January 3 - 2:00 - 3:30pm
Chaparral Center,, Pima Room

Topic: "Smart TVs and the Streaming Wars -
the Latest"

Presented by Ira Simmons



December 2023

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday



OPEN House 2

3 8am Financial Education SIG

4 12pm Tech Help 5
12:45 pm Compose Yourself SIG

2:00pm General Meeting SONORRAN PLAZA

6 8am Financial Education SIG

7 1pm Financial Education SIG

8 9

10

11 12pm Tech Help 12

13 8:30am Coffee Chat

14 3:30pm New Member Orientation

15 16

17 8am Financial Education SIG

18 12pm Tech Help 19

12:45 pm Compose Yourself

20 8am Financial Education SIG

21 4pm Flight Sim SIG

22 23

3:30pm New Tech SIG

24 CLOSED

25 12pm Tech Help 26

27 9:00am Board Meeting

28

29 30



Thank you to:
Tech Team Members

Denise Wassenaar
Larry Laursen
Ann Hopperstad
Bob Babicke
Clay Stephens
Tom Shepherd

Feature Activity

“Tech Tips from our
Tremendous Tech Team
Members”



*Denise
Wassenaar*



Cybersecurity: Highlights

Denise Wassenaar

December 6, 2023

Tech Tips: Online Security

Phishing/Smishing

Using Your Phones Wallet

Credit Cards: Swipe, Tap,
or Insert?



Phishing/Smishing

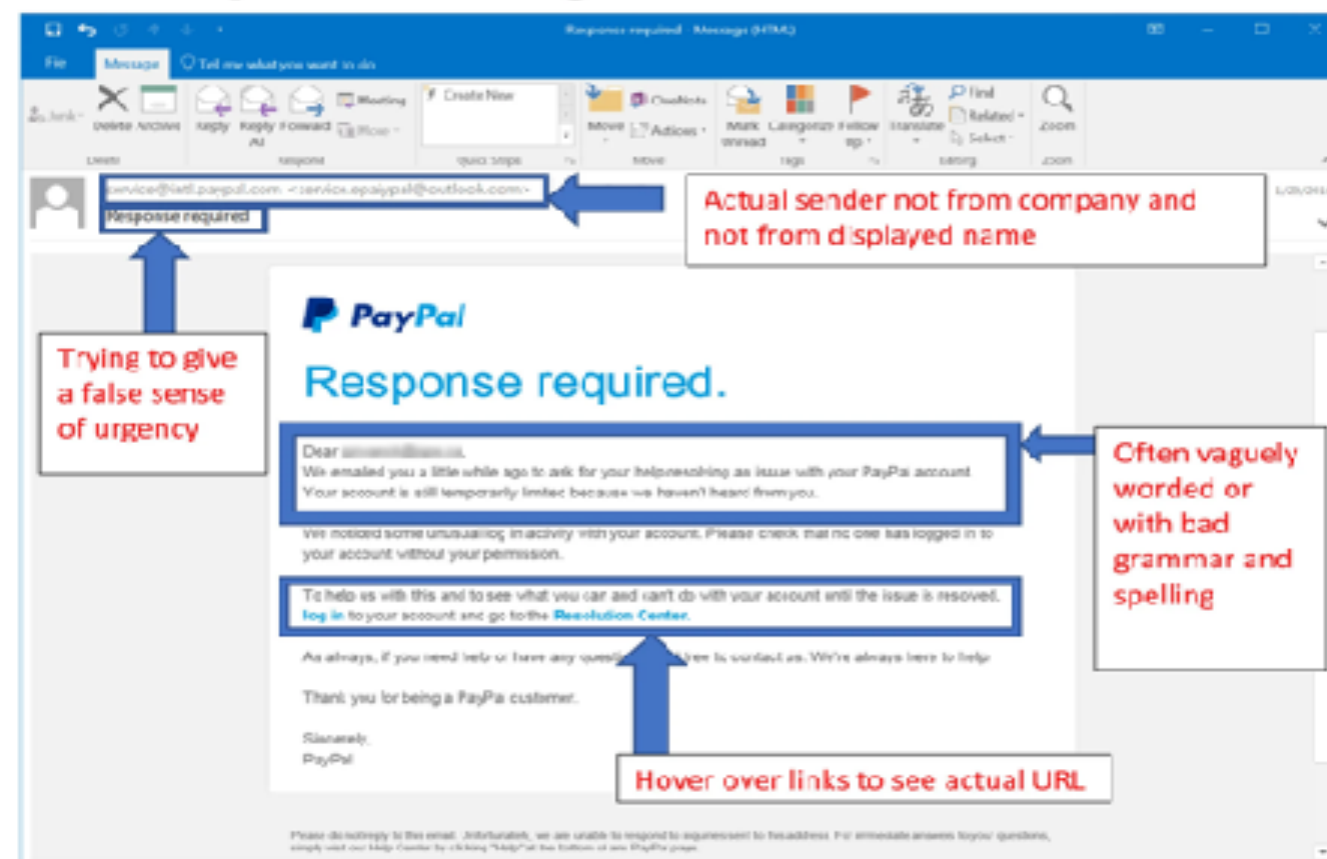


Phishing

- Phishing
 - Use email to attempt to trick you in responding.
 - You respond by CLICKING!
- Hacker:
 - Can steal your passwords, account numbers, or Social Security numbers.
 - Can access your email, bank, or other accounts.
 - Or sell your information



Anatomy of a Phishing Email



Even if you think the email is legitimate, if it is not something you are expecting it is a good idea to contact a person you believe to be the sender "out-of-band," or by another method than clicking "reply" or any link in the email. For example, call a phone number you know belongs to the institution or person or go directly to their website by typing in the URL.

*original image taken from phishing.org

Smishing

- **Smishing:**
 - Use SMS text messages
 - Attackers usually impersonate reputable brands
 - Microsoft, Amazon, USPS
 - Messages are short, concise, and usually include a malicious link.
 - Harder to recognize

Text Message
Today 3:12 PM

FRM:AMEX@Message
SUBJ:Card Alert
MSG:Card Alert;Card Alert

[http://
www.americanexpress-
message.com](http://www.americanexpress-message.com)





What you should do

- Slow down,
- Consider what or who you're interacting with online
- Think about what you're about to do before you do it.



iMessage
Today 10:39 AM

The USPS package has arrived at the warehouse and cannot be delivered due to incomplete address information. Please confirm your address in the link.

<https://us.ps.tools-track-add.com>
(reply to 1 to get a secure link)
Or
(Copy the link to your Safari browser and open it)

The US Postal team



Refund Notification

Due to a system error you were double charged for your last order. A refund process was initiated but could not be completed due to errors in your billing information

REF CODE:2550CGE

You are required to provide us a valid billing address

[Click Here to Update Your Address](#)

After your information has been validated you should get your refund within 3 business days

We hope to see you again soon.

[Amazon.com](#)

Email ID: [\[Redacted\]](#)



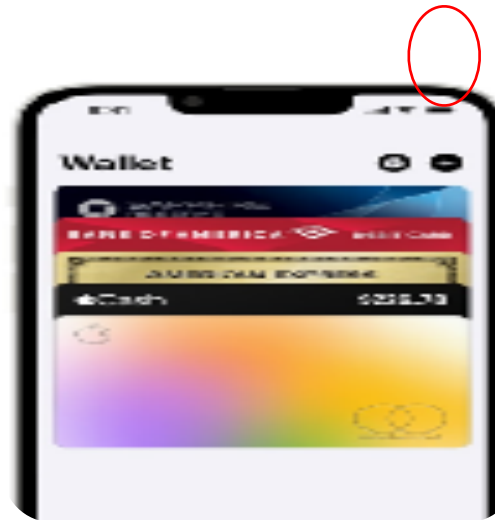
This Photo by Unknown Author is licensed under [CC BY](#)

Apple Wallet

Add A Credit/Debit Card



**Open the Wallet App
From Home Page**



ADD A CARD

Tap the "+" sign in the top right corner of the app.

You can either use the camera to scan your card or enter the details manually.



Verify and Authenticate

You will need to verify your card by entering additional details or going through your bank's verification process

What can you store in Apple Wallet?



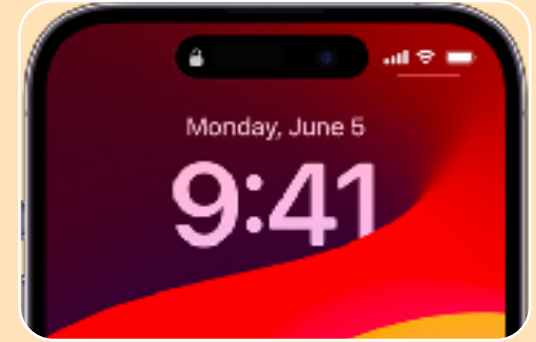
Payment



Boarding Passes and Tickets

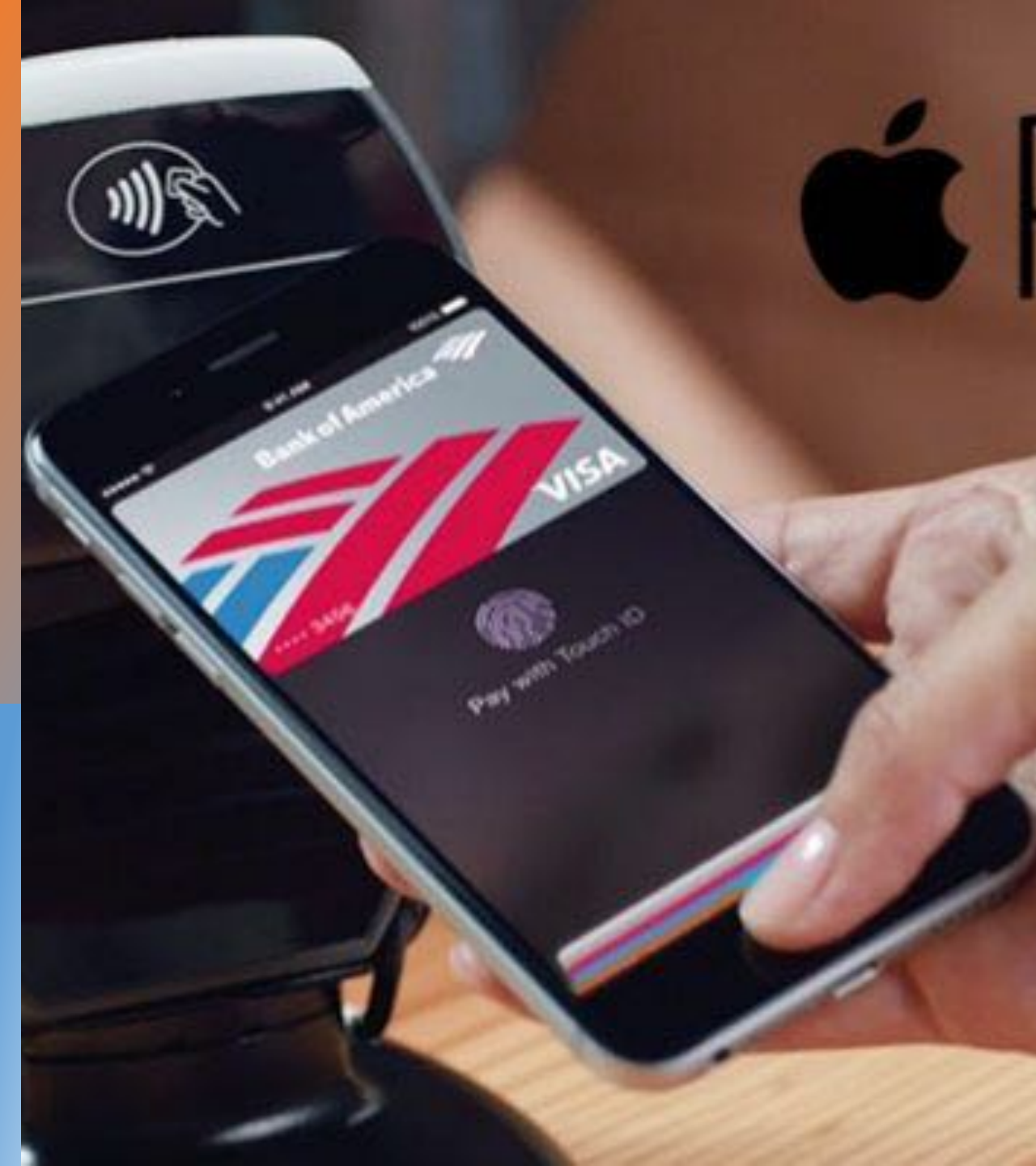


Loyalty Cards



Access Quickly from the Lock Screen

Double-click the Home or Side button (depending on your iPhone model) to bring up Wallet.

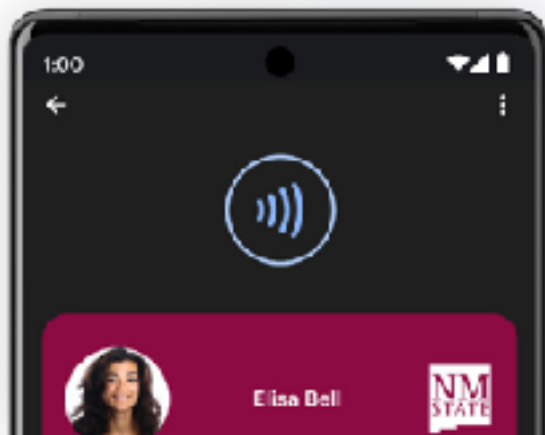


Using Apple Pay

- Safer than using a physical credit, debit, or prepaid card.
- Face ID, Touch ID, or passcode is required for purchases on your iPhone, Apple Watch, Mac, or iPad.
- Your card number and identity aren't shared with merchants
- Your card numbers aren't stored on your device or Apple servers.
- In Stores:
 - Look for Contactless Reader
 - Select Apple Pay



Google Wallet



A stack of several credit cards is shown on the right side of the image, fanned out slightly. The cards have various colors including black, red, gold, and blue. The top card is black with a silver chip. The background is dark and textured. A white, torn paper-like shape separates the text from the image on the left.

Credit Cards

Swipe, Tap or Insert

Which is safest?

Swipe

- Less common due to security concerns and the widespread adoption of chip-based cards.

Insert (EMV chip)

- More secure than swiping.
- Chip technology creates a unique transaction code for each purchase, reducing the risk of fraud.

Tap-To-Pay (Contactless/NFC)

- Each transaction uses a one-time, unique digital code to facilitate secure communication between your card and the card reader.
- This dynamic authentication process significantly reduces the risk of card fraud and unauthorized access to your financial information.

For more info on
Cyber Security:

Password Security and Management - The Basics

03/18/2024

10:30 AM – 12:30
PM





*Larry
Laursen*



*Ann
Hopperstad*



A Quick Tutorial

December 2023

Have you seen these pixelated squares and wondered what they are?



Places commonly found:

- Back of CAM card
- GCC handouts
- Airline tickets
- Food packaging
- Restaurants
- Today Show Steals & Deals
- TV and Print advertisements
- Utility bills

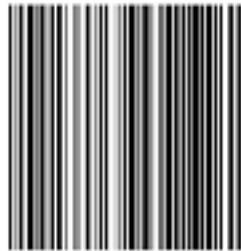
The pixelated
squares are called

QR Codes



QR CODE

VS.



BARCODE

- **QR** – which stands for “**QUICK RESPONSE**” – code is basically a barcode on steroids
- Invented by the automobile industry for labeling parts but now used for much, much more
- Provides instant access to information contained in the code

Use your smartphone to scan the QR Code

Part 1



1. Open the built-in **CAMERA APP**



2. Select the rear facing camera/ Google Lens/ Bixby Vision and **POINT** the camera at the QR code so that it appears in the viewfinder

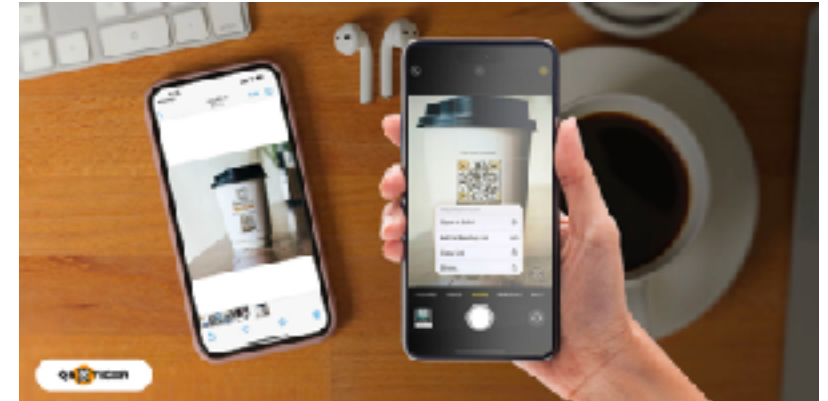


Use your smartphone to scan the QR Code

Part 2



3. Your phone should recognize the QR code and a new **POP-UP BANNER** will appear



4. **TAP THE BANNER** to access the information stored in the code. If no pop-up appears, go to Settings and enable QR code scanning

What do you find when you scan each code?

How do I sign up
for Tech Help?



What is my CAM
Number?



Where can I buy
the product?



What is on the
menu?



Tip #1: CAM Card*

**Take a photo of your
CAM QR code**



That way you'll always have it with you without needing the physical card.

Make sure to favorite it or add it to an album to make it easy to find!

*Requires a new CAM card

Tip #2: APS Savings Opportunities

In the market for a **Smart Thermostat?**

Be sure to check out the **APS Marketplace** for instant rebates

Also check out the **Cool Rewards** smart thermostat program for additional summertime savings. It's a must particularly for snow birds!

Scan APS QR codes for more information:

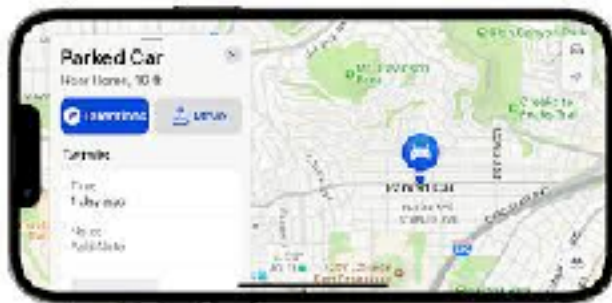


Tip #3: Where's my car?



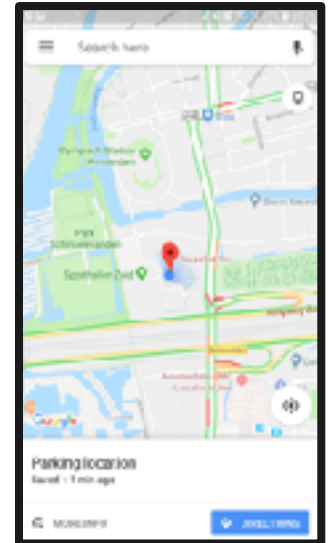
Apple Maps

- If you connect your iPhone to your car using Bluetooth or Apple CarPlay, the app **automatically drops a Parked Car** marker on its map
- To find your car, open the app and tap on the Parked Car pin



Google Maps

- After you park, open the app and **tap the blue dot** on the map that shows your location. **Tap Save Parking.**
- To find your car, open the app, tap the search bar and enter Parking Location. At the bottom of the screen, tap the Directions and Start buttons.





Bob Babicke



*Clay
Stephens*



*Tom
Shepherd*

Question:

If I run more than one security program
at a time, well

That's a good thing, right?

The short answer is

NO!

Running more than one security program at a time can cause significant system problems

Why is that?

- **Conflicts and decreased performance:**

- Security programs are constantly scanning your computer for threats, and when two programs are running at the same time, they can interfere with each other's scans, leading to conflicts and decreased performance.
- This can cause your computer to slow down, become unresponsive, or even crash.

- **False positives:**

- False positives occur when a security program mistakenly identifies a legitimate file or program as a threat.
- This can happen when two programs are using different detection methods, or when one program is not compatible with the other.
- False positives can lead to unnecessary frustration and inconvenience, as you may have to quarantine or even delete files that are actually safe.

More reasons

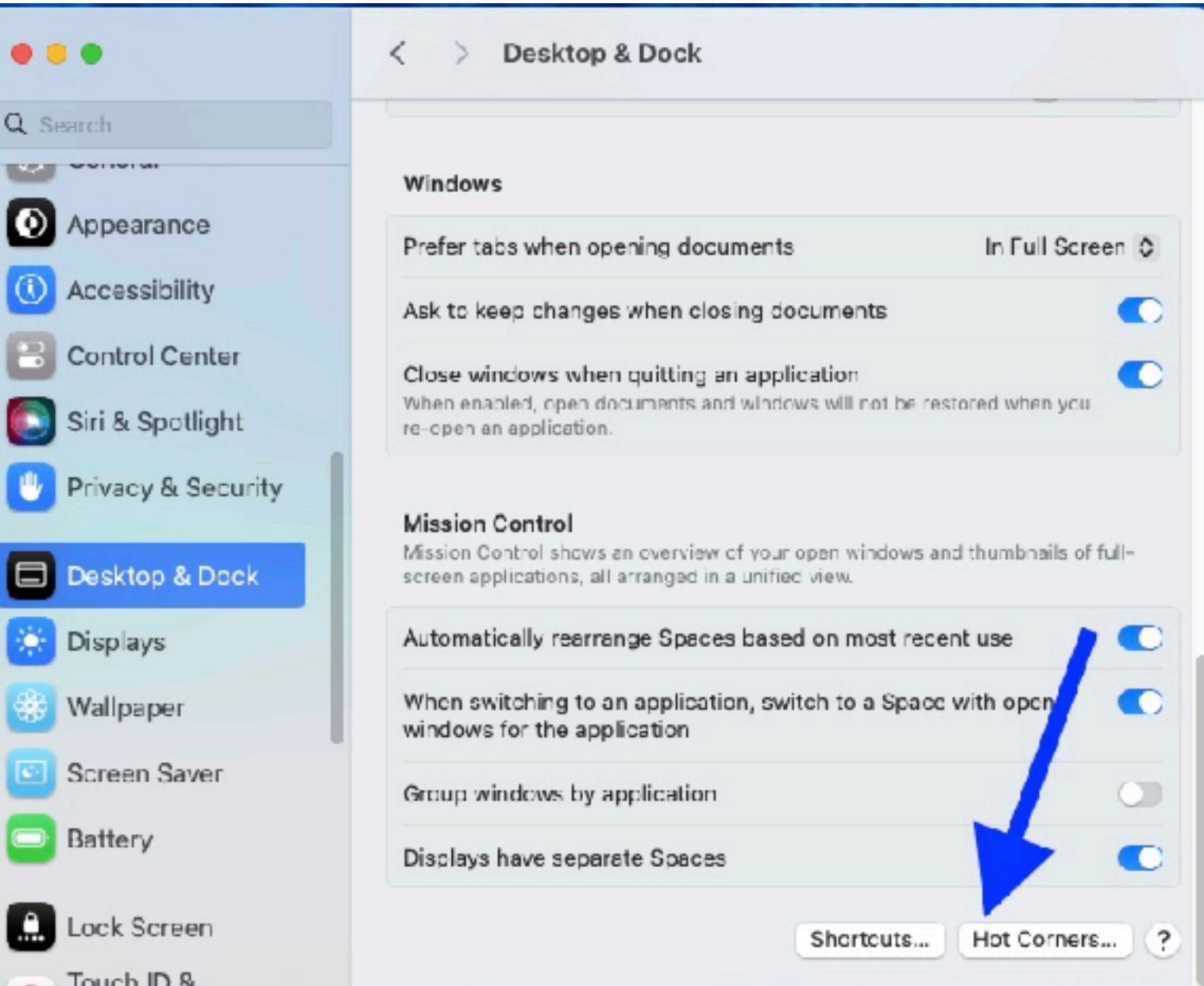
Running two security programs simultaneously on Windows 11 can lead to several problems, including:

- **System instability:** In some cases, running two security programs can cause system instability.
 - This can lead to crashes, blue screens of death, and other problems.
- **Security vulnerabilities:** If two security programs are not compatible with each other, they may create security vulnerabilities that can be exploited by attackers.

Security on an Mac Computer

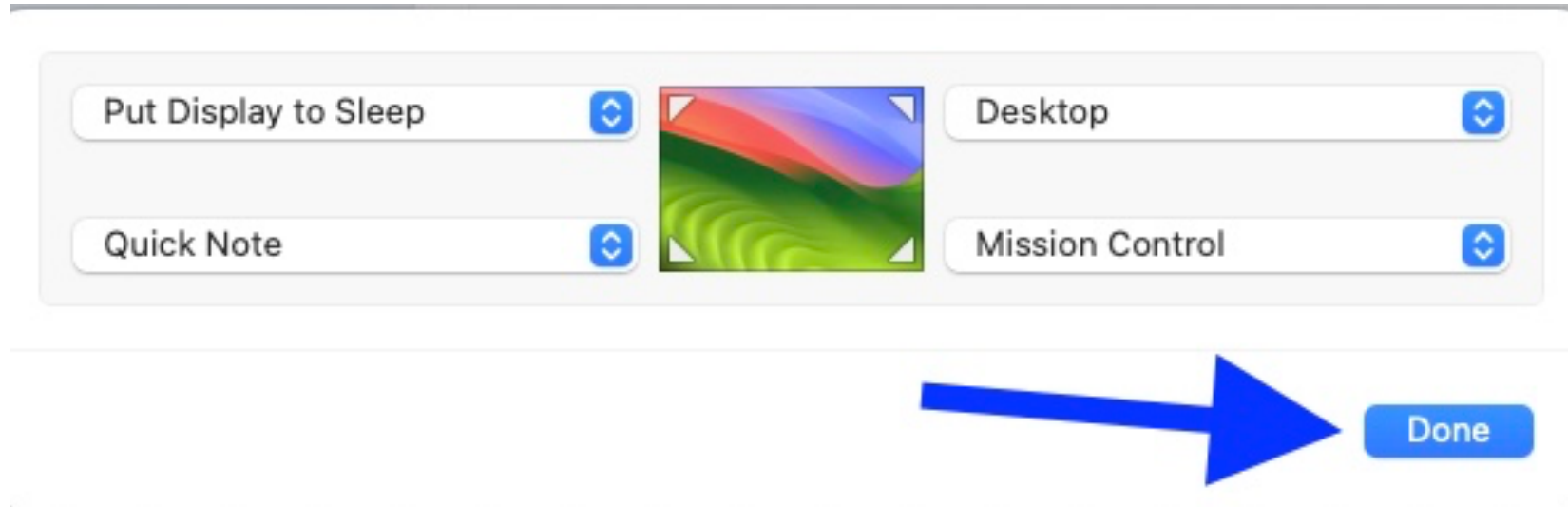
- Use secure passwords
- Create “passkeys” - require Touch ID or Face ID rather than passwords
- Set up your Mac to logout current user when idle and require a password/passkey to re-open
- Use **hot corners** to quickly put your Mac to sleep

“Hot Corners” on a Mac



- Add in System Settings/
Desktop & Dock in the sidebar.

Choose Your Actions



Put your curser in the corner and
you've got your shortcut!



Questions?