# Bits of Bytes

## Newsletter of the Pikes Peak Computer Application Society, Colorado Springs, CO

## The Prez Sez

**by John Pearce, President, P*PCompAS**

Thanks to Don Cherry and Guy Theriot from the University of Colorado Health System for their May presentation on electronic medical records and the protections provided by HIPPA regulations.

The Logan's are on vacation and Pat Krieger is doing the meeting minutes while Toni is gone. Thanks, Pat, for helping out. The drawing for the materials being removed from the club library is happening at the June meeting provided Librarian Paul Major has recovered from his back injury and can attend the meeting.

The next meeting is on Saturday, June 1st. Vice President Bob Blackledge will preside in my absence. Ray Baxter, APCUG Region 9 Advisor, is planning to attend and give a short presentation on the benefits of membership in APCUG. Bob has plans for additional topics if necessary.

By the way, the online virus scanner whose name I could not remember at the May meeting is Housecall. Check out **https://housecall.trendmicro.com**. This is an online scan although there is a small launcher program that you download to get things started. ☺

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**Next P*PCompAS meeting: Saturday, 1 June 2013**
Ray Baxter, our regional APCUG rep, will give a presentation, and Bob Blackledge will provide additional topics if necessary.

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## Meeting Minutes

**by Toni Logan, Secretary, P*PCompAS**

President John Pearce called the 4 May 2013 meeting to order at 9 am. He announced that coffee and doughnuts are free for guests and a dollar donation for members. The coffee is provided free by Laura at Starbucks at the Citadel.

The presentation today will be on hospital security from Don Cherry and Guy Theriot.

The April minutes had an incorrect name for the contact for the Bill Everett memorial. It should have been Warren Hill. A motion to approve the amended minutes was made by Warren Hill and seconded by Gene Bagenstos. The motion passed.

Vice-President Bob Blackledge reported that a program by Astronaut Bob Stewart would be moved to August. He is working on a program for July. Bob passed around a list from the Speakers Bureau from the City of Colorado Springs for members to check the topics and choose interesting ones. He also passed around a list from Lynda.com for programs of interest.

Treasurer Dennis Conroy reported that we have a total of $6663.21 in the treasury. The report will be filed for audit.

Newsletter Editor Greg Lenihan reported that the deadline for the next newsletter is May 18, 2013,

which is the same day as the breakfast.

APCUG Representative Joe Nuvolini said that APCUG is building a new website and that the new reports are out, which he sent to the Executive Committee and the Board of Directors. If you would like a report, let Joe know and he will send you one.

Greg's newsletter award was commented on at Region 9. Also, there are various conferences going on that you might like to attend. Check out the APCUG website.

Media Representative Ilene Steinkruger has sent along newsletters and she sent an offer for ebooks and wondered if anyone had seen that or taken advantage of it.

OLD BUSINESS

Joe Nuvoline asked about the disposition of the library, but since Librarian Paul Major was not at the meeting, that will be on hold until he is in attendance. Then the items

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## Officers

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**APCUG Rep/Webmaster: Joe Nuvolini**
**Editor: Greg Lenihan**
**Librarian: Paul Major**
**Membership: Ann Titus**

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**Hospitality: Pat Krieger**
**Programs: Bob Blackledge**
**Publicity: Bob Blackledge**
**Nominating: Ilene Steinkruger**

## Board of Directors

**Gene Bagenstos**
**Bill Berkman**
**Toni Logan**
**Norm Miller**
**Bob Blackledge**

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no longer used in the library will be dispensed via a special drawing.

NEW BUSINESS: None

AROUND THE ROOM

**Bill Berkman** was having trouble with a Brother printer. There were several suggestions on how to fix it.

**Warren Hill** has received photos of Bill Everett for the memorial. An artist may be engaged to do a line drawing. Also, he mentioned that since Bill was an avid hiker, they may find a trail to dedicate to him.

**Greg Lenihan** brought an all-in-one HP printer for the drawing. It belonged to his son, but was told there was a problem with black printing, and techies were welcome to work with it.

**Charles Richards** can't uninstall e-mail ads. It was suggested to try Revo, which is an uninstall program.

**Norm Miller** had some trouble finding a program that he picked up while surfing. He used a registry cleaner.

**Dennis Conroy** had some trouble going to a specific site on the Internet. It was suggested that he use a malware program to fix the problem.

**Warren Hill** mentioned that Tech For Less will check out your computer for $35 and apply that amount to any fees for fixing it.

**John Pearce** had an "Ah Hah" moment when he showed his son how to know when the WiFi is connected. The son said, "I didn't know that." It made John proud to be able to show his son something he didn't know.

**Ilene Steinkruger** spoke about two search engines on the Internet that provides information. One was Spokeo. It is a free search and you can remove yourself from it. The other is Zaba, which is more complicated to remove your name from. Another member mentioned Zillow which is a real estate search and has information on your property.

**Joe Nuvolini** had a part from a keyboard that was in a previous drawing. The member who won it retrieved it. He also mentioned that his home assessment had gone down, which was nothing to complain about. He also mentioned that his $89 Dell couldn't accept 8 GB of memory. He has a copy of Windows 7 on it.

**Toni Logan** said that since they are going on a trip to Alaska and needed Internet access, they bought a "hotspot" device to use while traveling. It will support several devices and works with the cell phone company. She also asked why she was being asked to re-activate her Office 13, but no one had an answer. She will pursue it.

**Pat Krieger** is still having e-mail problems. She is unable to see all the messages and can't seem to enlarge the window. There didn't seem to be an answer for her.

**Bob Blackledge** issued some advice for Toni about checking for data usage and be sure you know what is it, so you can stay within the prescribed amount. He also said that the Lynda.com programs were pretty long and would have to be condensed for a presentation. He also talked about AVG and some of the problems it can cause. He will

## Cyber Sleuth and AVG
### by Bob Blackledge, P*PCompAS

When this article was started, simply listing some runaway AVG processes seemed enough, but a little more research changed my view into what you're reading now.

In April of 2013, a popup appeared for "AVG 2012 Update." Since I was then running AVG-Free 2011 on my Windows-XP system (all specifics here are for XP, but likely similar for later releases), I wasn't surprised that AVG wanted me to update to a later version, having been recently prompted by a popup for an update to "CheckPoint ZoneAlarm Free Firewall."

I thought maybe it was a seasonal thing. The AVG update was somewhat slow and strange, but after avoiding the up-sell efforts to "Internet Security" and "AVG Pro" features, it completed. Thereafter, over several days, ZoneAlarm popups occured for its antivirus (which I don't have installed) and 'Identity protection' (which I also don't have installed). So, becoming sensitive to outspoken applications, I noticed a sluggish response following AVG's normal daily antivirus database update after booting. In Task Manager (Ctl-Shft-Esc or Ctl-Alt-Del), choose the Processes tab for a list of currently running processes, and click the "CPU" header twice to sort the list by decreasing percentage; there I observed a process *vprot.exe* consuming 30-70% of my CPU!

Googling this name, it was determined to be an AVG "SafeSearch Toolbar" component. But I didn't have SafeSearch installed (or anything other than just anti-virus)! I verified that SafeSearch was not installed in the AVG user interface, and used TaskMgr's "End Process" button to kill vprot.

Some minutes later, vprot was running again! Perhaps one of the other AVG processes was restarting vprot, and another AVG process called *vToolBarUpdater.exe* "responsible for silent update of the AVG Security Toolbar" was running, but I didn't have the SecurityToolbar installed either! Both processes were killable in TaskMgr. The issue now was how to keep them from being started.

To stop processes from running automatically, begin with clicking Start > Run and type "services.msc" (without the quotes), double-click a specific process, and change its start to "Disabled" or just "Manual" (from "Automatic"). I changed vToolBarUpdater, but vprot was not in this list, so a different tool was needed. Clicking Start > Run and typing "msconfig" brings up the System Configuration Utility. Choose the Startup tab.

There I found vprot, apparently being started from the Registry (twice in my case!). A click into the left-most box for this process removed the checkmark, and disabled future automatic startups for this process.

Note that you MUST stay away from msconfig's Enable/Disable-All buttons as these will radically change your system, usually for the worse. The Services tab is similar to services.msc (but has Enable/Disable-All buttons!).

If you use msconfig and change something, after your next reboot you'll get a popup warning you that things have changed in the system. Select the 'Don't remind me' box, which works until the next time you use msconfig.

Being unhappy with AVG's update, and vprot.exe specifically, I also changed its filename to vprot.

exe-NOSTART (leaving it there, but effectively inaccessable).

After another reboot, these processes were no longer listed in TaskMgr!

So, my advice is:

1. If you're using the additional security services from AVG, don't worry about what I encountered— you may be trying to protect your children, guests, pets, spouse or yourself, and that can be fine.

2. If you think it's important, go to **http://free.avg.com/ww-en/ faq.num-4334** for instructions on uninstalling the AVG Security Toolbar completely.

3. Don't be afraid of becoming a "Cyber Sleuth" yourself. Feel free to use Task Manager and services. msc or such to investigate what's running on your system(s), and take action if you think it's appropriate. Googling things for online reference is always a valuable preparation.

Unfortunately, while writing this article, I got yet another AVG popup requesting an update from AVG 2012 to the "AVG 2013 Summer Update"...Anyway, vToolBarUpdater is still Disabled and vprot remains renamed, but I'll be watching! ☺

I think I discussed this years ago but it gives a whole new meaning to scrubbing data. Once again, I managed to wash my jeans with a USB thumb drive in my pocket. When it came out of the dryer, I wasn't sure it was thoroughly dry so I put it on the furnace register for a while to make sure it was dry and sure enough, it worked just fine. So if you make the same mistake, take heart. Once it is thoroughly dry, it should be okay.

I don't know whether it was just in my area or not, but on Saturday, Mar 27th, CenturyLink's Internet was down from around 4:00 to 9:00 am. I had a real feeling of isolation for those hours. I guess it's just a sign of our times.

I found out that Windows 7 doesn't like Quicken 2000. I called Intuit tech support and got some great support from someone in our 51st state (India). I had found that the data format for my check register has changed over the years and they gave me a link to a free download of Quicken 2010 which I installed and it converted my data upon installation and works just fine. I was anxious to keep my register as it contains all my checking transactions back to 1990. Kudos to Intuit support.

Here's an update on the figures for 2013 CES. An independent audit by the firm Veris Consulting, LLC reports the event drew 152,759 attendees of which 36,206 came



**Nuggets from Nuvo**
*by Joe Nuvolini, P*PCompAS*

from 150 various countries. The event consisted of 3,282 exhibitors and covered 1.92 million square feet. Quoting Karen Chupka, senior vice president, International CES and corporate business strategy: "This audit reaffirms the International CES' position as the top event that draws the global technology industry and enables them to make deals, do business, and connect with the Fortune 500 executives, retail buyers, content producers, entertainment executives, venture capitalists, engineers, government officials and media from every corner of the globe." I have to agree with her further comment: "The 2013 International CES was the must-attend business event of the year."

One final note for Dish Network subscribers: Dish Anywhere no longer supports Internet Explorer 8. Since XP does not support IE 9, you must use Chrome or Firefox to access Dish Anywhere on your XP computer. ☺





Summer is approaching, which may be why the turnout for the monthly breakfast was low. Some digerati were out doing their thing, while those shown here were getting their day started right.

## Is Windows Going the Way of the Dinosaur?
**Published with permission from Ira Wilsker, Golden Triangle PC Club, columnist for The Examiner, Beaumont, TX**

WEBSITES:
  http://www.zdnet.com/windows-its-over-7000013964/
  http://online.wsj.com/article/SB1000142412 78873246951045784149738881555516.html
  http://www.foxnews.com/tech/2013/04/11/ windows-8-blamed-for-biggest-pc-shipment-plunge-ever/
  http://www.foxnews.com/tech/2013/03/26/ windows-8-update-coming-this-summer/
  http://www.idc.com/getdoc. jsp?containerId=prUS24065413

Microsoft has been the major provider of computer operating systems since the earliest days of the personal computer.  I have had my own PCs running a series of Microsoft operating systems including MS-DOS, Windows 3.1, Windows 95, Windows 98, Windows ME (no jokes, please), Windows 2000, XP, Vista, and Windows 7.  I have tried Windows 8 on a new computer, and set up several computers using Windows 8, and I did not personally find it as difficult to use as some allege that it is.  Throughout American and world history, many companies have grown to a huge size with enormous profitability, only to enter a state of decline, where if they survive, they tend to be only a shadow of their former greatness.  Businesses depending on a specific line of products and services tend to follow the traditional product life cycle known to all business students; introduction, growth, maturity, and then decline.  With some thought we can all think of some mega-businesses that have dramatically declined, including big steel, big railroads, "Ma Bell," Montgomery Ward, and many others.  There are some contemporary pundits who are now adding Microsoft to that esteemed list of big businesses that matured in the past, and may now be in a state of decline.

While some blame the economy, competition, or technological change for the decline of Microsoft and its flagship operating system Windows, there is no doubt that Microsoft's current offering, Windows 8, is nowhere even close to meeting its sales projections.  This failure to meet sales projections has also hurt others in the industry dependent of the sales

of Windows based computers, including such manufacturers as Dell and HP, as well as Intel, AMD, and other component makers.  According to an April 10, 2013 press release from IDG, "PC Shipments Post the Steepest Decline Ever in a Single Quarter" (source: http://www.idc.com/ getdoc.jsp?containerId=prUS24065413). Bob O'Donnell, IDC Program Vice President said, "Worldwide PC shipments totaled 76.3 million units in the first quarter of 2013 (1Q13), down -13.9% compared to the same quarter in 2012 and worse than the forecast decline of -7.7%, according to the International Data Corporation (IDC) Worldwide Quarterly PC Tracker. The extent of the year-on-year contraction marked the worst quarter since IDC began tracking the PC market quarterly in 1994. The results also marked the fourth consecutive quarter of year-on-year shipment declines... At this point, unfortunately, it seems clear that the Windows 8 launch not only failed to provide a positive boost to the PC market, but appears to have slowed the market."  Sales of PCs in the United States were down 12.7% in the first quarter of 2013, following a plunge of 18.3% over all of 2012.  In the fourth quarter of 2012, which included the busy Christmas shopping season, US sales of PCs totaled 14.2 million, down 9.6% from the same quarter in 2011, the lowest level since 2006.


Worldwide PC Market YoY Growth Rates, 1Q 2013
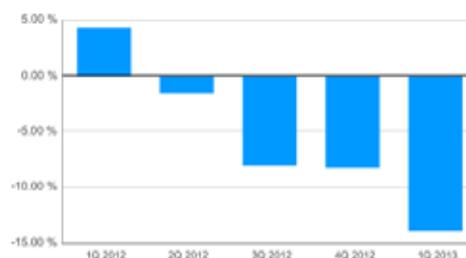
Some of the issues that have dissuaded consumers from purchasing PCs running Windows 8 is the initial appearance of its "Metro" interface that utilizes "tiles" on its default desktop, rather than the more familiar icons used since the earliest days of Windows.  While it is fairly simple to display a more traditional desktop

on Windows 8, many users find the default tile approach confusing, and notice that the lack of the classical "Start" button annoying.  For many users, tiles are a convenient way to have live, real-time content on their desktops that can simultaneously display any of many combinations of social media, news, sports, weather, stock quotes, entertainment, and other content in each of the individual tiles.  While many users of tablets and other touch screen devices find that manipulating tiles with a swipe of the finger to be fast and convenient, many users of the more traditional PCs with monitors or laptop computers find working with the tiles confusing and cumbersome.  Among the most popular freeware downloads for Windows 8 are utilities that restore the Start button of Windows 7 and earlier versions of Windows, as well as set the traditional desktop with icons as the default desktop in Windows 8.  Despite the ready availability of free utilities that make Windows 8 look and work more like Windows 7 or XP (very few want Windows 8 to behave and look like Windows Vista), there are many potential

purchasers of PCs that have forgone the purchase of a new computer because they do not want a new PC with Windows 8.

In an article dated April 15, posted on the well respected ZDNet, author Steven J. Vaughan-Nichols proclaimed, "Windows: It's over," giving his interpretation of facts that Windows is nearing its end as an operating system (source: www.zdnet.com/windows-its-over-7000013964).  Citing the growth of smart phones and tablets running operating systems other than Windows, which have taken away Windows' market share (other sources have published that Google's  Android operating system has taken 75% of the market for tablets and smart phones), the decline of Windows as we know it is inevitable.  According to Vaughan-Nichols, " ... Windows 8 gets to take a lot of the blame too. After all, the debate wasn't whether or not Windows 8 was any good. It's not. The debate was over whether it could be saved."

With the threat of a disastrous operating system that had the noble idea of unifying the

write an article to expand on it for the newsletter.

PROGRAM

The presentation was on hospital records security and it was presented by Don Cherry and Guy Theriot. They were not representing the University of Colorado Health System; they were there on their own time. They went over the various ways that Personal Health Information is handled. They first



**Our May presenters being mugged**

asked the members what their concerns might be and there were several comments made such as Internet access and safety of health information, security of wireless devices, security between various entities, etc.

HIPAA is the acronym for the "Health Insurance Portability and Accountability Act" that was passed by Congress in 1996. HIPAA was passed under President Clinton and is a good thing, but was very regulated, onerous, and hard to implement. It was amended under President Bush to make it easier.

The data that is secured is PHI or Personal Health Information. HIPAA requires all health organizations to be accountable for privacy of information. Any information concerning your health record, conversations with your nurse or health insurers is under PHI. Any outside discussion is not allowed.

There are consequences for not following the rules, such as losing a job, fines, or even jail time. Physical safeguards consist

of badges and security cameras. Technical safeguards consist of blocking or flagging of inappropriate web content. User logs are watched and e-mails are encrypted. Administration safe guards comprise 60% of HIPAA rules.

The IT Security Team is responsible for implementation and compliance. They provide training on how to keep data safe, such as not sharing passwords, lock computers before leaving, encrypt e-mails, and challenge people if not sure who they are. It is not allowed to have PHI on personal laptops and on personal external media. The IT Security & Compliance team has some great people and technology and is always watching.

If you want to know more about this fascinating subject go to: **http://www.hhs.gov/ocr/privacy/hipaa/understanding/** for more information.

DRAWING

Printer—Bill Berkman
Software Savers—Bob Blackledge ☺

## QR Codes Explained: Why You See Those Square Barcodes Everywhere
*Reprinted with permission from HowToGeek.com*
Original article at: http://www.howtogeek.com/162394/qr-codes-explained-why-you-see-those-square-barcodes-everywhere/



QR codes are plastered on advertisements, billboards, business windows, and products. They appear to be very popular among marketers, although it's rare to see anyone actually scanning one.

These barcodes can be captured with a smartphone camera — for example, a typical QR code may contain an URL. Scan the QR code with a mobile phone and you'll be taken to the website the QR code specifies.

### What is a QR Code?

Short for "Quick Response code," QR codes are square barcodes first developed in Japan. Unlike traditional UPC barcodes, which are made up of a number of horizontal lines, a QR code can be captured more quickly and can contain more information.

QR codes are machine-readable labels — computers can understand them much more easily than they can understand text. QR codes are used for everything from tracking products to identifying items — typical tasks where they function as improved UPC barcodes.

However, QR codes aren't just a stuffy technology used to track items in warehouses and scan products at the checkout counter. They've moved into the consumer realm, where they're found all over the place on advertisements, business windows, product packaging, billboards on the side of the road, and even on some websites.

### What's the Point?

For us consumers (not people working in warehouses), QR codes are intended to be a quick way to perform an action with your phone. Unlike near-field communication (NFC), QR codes don't contain any fancy electronics or require special technology — they're just a grid of white and black printed on a piece of paper that can be captured with any camera.

Typically, QR codes are captured with a scanner app on a smartphone. The app allows you to take a photo containing the barcode, then it locates the

interface used on PCs, tablets and smart phones, Microsoft is well aware of the predicament that it is in, considering the drastic decline in revenues of Windows 8, compared to its previously rosy projections.  Microsoft might get a second chance or reprieve when later this summer, it releases an "improved" version of Windows 8, codenamed "Blue," which will be released as Windows 8.1.  The new product will likely be rolled out at a software developers' conference in San Francisco, to be held June 26-28.  Supposedly, Microsoft is well aware that the current iteration of Windows 8 is too touch screen focused and is not very intuitive (one Microsoft VP allegedly used the word "counterintuitive" in a blog post on Windows 8).  "Product leaders across Microsoft are working together on plans to advance our devices and services, a set of plans referred to internally as Blue," wrote Frank X. Shaw, corporate vice president of corporate communications at Microsoft.  Among the changes and improvements rumored to be included in Windows 8.1 includes resizable tiles (already available in Windows 8 smart phones), and the ability to customize the Start Screen without having to go through the Desktop Control Panel.  Other rumored improvements to Windows 8.1 includes the ability to "snap" two windows side-by-side, as well as to optionally display four running applications on the display (source: foxnews.com/tech/2013/03/26/windows-8-update-coming-this-summer).

Will "Blue" be able to save Windows 8 from the dustbin of failed operating systems, and stop the hemorrhage of market share currently being suffered by Microsoft?  Will Microsoft even survive as a corporation in its current form, as other operating systems win away market share for new technology smart devices, for which Microsoft is currently only a bit player?  Is Microsoft the "Titanic" of the software industry, unable to turn in time to avoid disaster?  Only time will tell.  Good luck Microsoft; I have used your products faithfully for almost 30 years, and would hate to see you go the way of your long ago nemesis, IBM's OS/2. ☺

barcode, analyzes the machine-readable data, and converts it to information meaningful to you.

For example, you may see a barcode on a billboard, business window, or a product's packaging. After being scanned in this way, a typical QR code would probably take you directly to the businesses' website. In this case, the QR code contains a website address (URL.) The point of the QR code is to allow you to easily access their website without typing any web addresses into your phone — just by scanning a picture.

## Other Uses

QR codes can also be used for other purposes. For example, when you set up Google Authenticator, Google's two-factor authentication system, Google will show a QR code on your computer screen. This QR code can be scanned with the Google Authenticator app on your smartphone and your smartphone will automatically fill in your authenticator information. This is much more convenient than manually typing in an authentication code and checking to see if it was typed correctly.

In this case, a QR code is being used to allow a computer and smartphone to communicate with each other. They don't have to initiate any sort of connection or even be on the same network — the smartphone just has to be able to capture the computer's screen.

QR codes can also be used to log into websites. AirDroid allows you to log in by scanning a QR code displayed on your screen with



the AirDroid app. Scanning the code proves you have access to both the smartphone and the computer, so you don't have to enter a password.

## Are They Actually Useful?

QR codes do have their uses. They're a low-tech solution that works on any device (as long as one of them has a camera), unlike more complicated technologies like NFC. The way QR codes make setting up Google Authenticator much easier validates their usefulness in certain circumstances, and they're a more advanced technology than traditional UPC barcodes for businesses that need to track and identify products.

However, let's be honest — most QR codes we encounter in our day-to-day lives are on billboards, business windows, pamphlets, and product packaging, and they haven't taken the world by storm like advertisers and marketers would have liked them to. To use a QR code, someone has to have a dedicated barcode reader app on their phone, launch the app, and scan the barcode to visit the website. In the same time, they could just have typed a short URL for the website or performed a Google search for it. To make matters worse, scanning a QR code can be complicated by the need to capture it at the appropriate angle, with enough light for the camera to see it, and without camera movement.

## How Can I Use QR Codes?

If you want to use QR codes, all you'll need is a barcode reader app on your smartphone.

**Android**: Android has an included barcode reader that you can access by performing the "scan a barcode" voice action. You can also use an app like Google's own Google Goggles or the popular Barcode Scanner.

**iPhone**: iOS has many QR code scanner apps, including the popular RedLaser.

Just open your app, start a scan, point it at a QR code, and the app should recognize and take action based on the QR code — generally opening its website in your browser.

Dedicated apps that use QR codes (such as Google Authenticator), have their own QR code scanners that they'll launch when you need to perform a scan. You don't need to use a separate app for this.

QR codes actually have some security problems — it would be easy for an attacker to print a QR code with a malicious URL on a
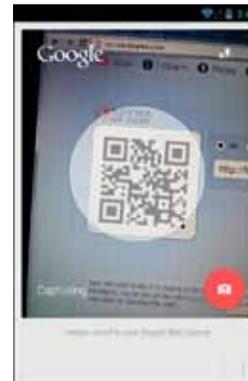


sticker and affix it over a QR code in a high-traffic area. A QR code redirects you to an URL in your mobile browser, so it would be possible to take the user to a phishing site or a page that exploited a vulnerability in their mobile operating system. ☺

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## *Windows Q&A*
*by Mary Phillips, Secretary, ICON Users Group, MO, mary (at) iconusersgroup.org, excerpt from January 2013 issue*

Q1. My e-mail account may have been hacked, phished, or compromised. How can I tell for sure?

A1. It's pretty obvious when friends start asking if you sent them "such and such," and you definitely didn't send that spam stuff, that your address book in your e-mail has been hacked. (If you receive e-mail from "yourself" that you didn't send, then it may be someone else's e-mail that was hacked and your address was in their address book.)

Other ways to suspect that your e-mail has been compromised are that you can't log into your e-mail account or you're not receiving e-mail that you should be. If you're finding in your Sent e-mail folder items you didn't send, someone without permission may have been sending "spam" e-mails (unrequested ads, etc.) or "phishing" e-mails (fake e-mails asking for your ID, password, birth date, bank account number, etc.) using your ID and password. This unauthorized person might also be sending "scam" e-mails (e-mails asking you to help them get money to or from a foreign country).

Q2. What should I do if I'm pretty sure my e-mail account has been compromised?

A2. The first thing to do, if you can get into your account, is change your password to a completely new password that contains at least one of each: capital letter, lower case letter, number, and special character (-, _, &,*, #, etc). These four requirements should give you a strong password that's not easy to crack. If you can't get into your account, you will probably have to call the provider of your e-mail or get other professional help.

The next step is to scan your

computer(s) with an up-to-date anti-virus program.

Scan again with an up-to-date anti-spyware/antimalware program such as SuperAntiSpyware because some malware may not be detected by anti-virus scans.

Run your Microsoft Updates to make sure the operating system is up-to-date.

When you're sure the computer(s) are clean, you may want to change the e-mail password again just in case a "keylogger" malware program (program that records and sends "home" every key stroke you've made) had been installed on the computer and was active before you got everything cleaned.

Log into your e-mail and check to see that your Options haven't been changed in webmail.

Note: Also, it's safer NOT to check in the box to let the browser "Remember my password."

Q3. I downloaded the Internet Explorer 10 for my Windows 7 machine and I don't like it because it's causing problems. How can I get rid of IE 10 and get my IE 9 back?

A3. Actually, when IE 10 is uninstalled, IE 9 is automatically restored. To uninstall IE 10, follow the path: Start/ Control Panel / Programs and Features. In the left panel, click on "View installed updates."

Under "Uninstall and update" scroll down to the Microsoft Windows section, select Internet Explorer 10 and click "Uninstall."

Restart the computer to complete the removal of IE 10 and restore IE9.

Q4. I want to create an index with hyperlinks to individual pages in a newsletter, booklet or document

in MS Publisher. How do I do it?

A4. To create a hyperlink to another page in your document, do the following:

1. Select either text or a picture.

2. On the Standard toolbar, click insert Hyperlink.

3. Under Link to, click Place in This Document.

4. Select the page that you want and change the title of the page if you like.

5. Click OK on the Enter Text dialog box. Click OK in the Insert Hyperlink dialog box.

After selecting the page Windows Q & A in the index, clicking on the hyperlink button, clicking Place in This Document, clicking the page number, clicking Change Title button, I have changed the Page Title to "Windows Q & A." I will click OK twice.

Now, if the file is a .pub opened in a Publisher program, when the mouse pointer is positioned on Windows Q & A in the index, the pointer will stay an I-beam, but a tool tip will appear briefly stating to use Ctrl + click to follow the link.
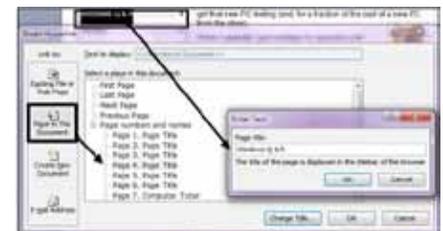


However, if the file is a .pdf opened in Adobe Reader, the pointer will become the hand with the pointing finger to indicate a link, and a click takes you

immediately to page 4. ☺

**P\*PCompAS Newsletter**
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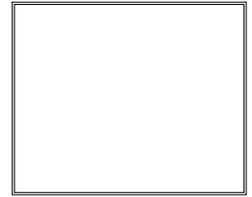
**Coming Events:**
**Next Membership Meeting: 1 June, beginning at 9 am (see map below for location)**
**Next Breakfast Meeting: 15 June @ 8 am, Country Buffet, 801 N. Academy Blvd.**
**Newsletter Deadline: 22 June.**

**Check out our Web page at: http://ppcompas.apcug.org**