



### **From the Chair**

Message from the Chairperson

How are you all going with your digital (and real) lives? I do hope you are all coping well with Level 2, and the ongoing restricted access and road closures for some.

Remember we are available by phone or email if help is needed remotely.

Once again we have had to delay our planned meetings. We do ask for your patience and understanding.

The DIG (camera club) met via Zoom again this month BUT next month on Friday 12th November, we plan to do a field trip to Pelorus. We will be meeting at 10am for coffee at the cafe, then a photo walk, and so we hope to have a social get together. You are welcome to join us for lunch.. Everyone is welcome whether you are a member of DIG or not. You don't even have to have a camera.

Have you tried the Senior Hangouts yet? There is so much information available which will inform and entertain us all whilst we still languish in level 2.

On the plus side, the sun is shining more often than not this month. The weather is warming, the roads are being fixed albeit slowly and summer is almost here.

Kind regards

Liana Bull  
Chairperson

### **Remote Support for our members**

Who knows how long our present situation will go on for and your Committee are thinking there are probably quite a few of our members who have put problems aside until the Drop In Centre re-opens.

So (drum roll please)- we have decided to follow the lead of some other Centres and start a free Remote Support system. If you have an issue with an IT aspect to it, contact our Secretary Ian ([ianc.cameron@xtra.co.nz](mailto:ianc.cameron@xtra.co.nz)) or 574 2558 and he will find the most appropriate Committee member to deal with it.

SeniorNet Warkworth run this system and we thought you would be interested in some of the matters they have dealt with. This is an extract from their Newsletter of 7<sup>th</sup> October.

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Whilst our Learning Centre is closed during lockdown, we are offering **free**, remote support for members. During the current lockdown we have helped with some varied issues. Here are a few examples;

- A member was having problems maintaining a gardening club website. Our resident web guru was able to dig up a fix for it.
- Random messages popping up on a member's laptop about an app called Driver One. Our Windows 10 gurus remotely logged-in to her laptop and removed the app, which isn't required on Windows 10.
- Another member had just been charged for an anti-virus app that wasn't being used. It was probably purchased some years ago with the Windows 7 laptop and, as with most of these apps, they keep billing your credit card until you tell them to stop – even if you're not using it! Luckily, when contacted, the app provider refunded the payment. The laptop now uses Microsoft Defender for anti-virus, which comes free with Windows 10.
- On a much more serious issue, a member was having trouble buying wine online! She was trying to logon to a Canadian wine supplier that she had used previously in order to send some wine to her family over there. This resulted in a typical, very user friendly "*Error 405 – Not Allowed*" message. Unfortunately, this was one we couldn't fix as the company's new security rules no longer allow overseas logins.



## Tips for Using USB Drives:

by [Barry Dysert](#) April, 2021. Acknowledgement Windows Tips

USB drives are a boon to those using computers because they are portable, reliable, fairly fast, and have a good deal of capacity. USB drives are well suited for transferring large amounts of data between computers that aren't connected by a fast network.

When selecting a USB drive for use with your system, you'll always get the best performance if you match the "generation" of the USB drive to what is supported by your system. In other words, if your system has USB 2 or USB 3 connectors on it, then you will get the best performance by using a USB 2 or USB 3 drive. You can use older generations of drives with newer generations of connectors, but the transfer speeds will only go to whatever speed is the slowest between your system and drive. (For example, a USB 2 drive won't perform at USB 3 speeds even if your system is capable of USB 3 support.)

One thing to be aware of when using USB drives is that if AutoPlay is turned on, the disk will be searched every time it's plugged in. When you plug in a drive, you'll see the AutoPlay dialog box appear. (See Figure 1.)



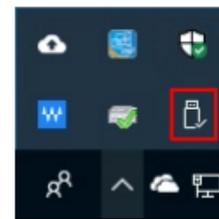
**Figure 1.** The Auto-Play dialog box.

Don't be fooled into thinking that you must wait until the search is finished before you can use the device. Instead, simply click the Open Folder to View Files option near the bottom, and you'll immediately see an Explorer window appear for your USB drive. You can then navigate the drive just as you would any other disk drive.

Another unnecessary cause that may concern you is that occasionally nothing happens when you plug in a USB drive. When this happens, it's usually because the USB connectors need to be reseated. Simply remove the USB drive from the USB port and plug it back in. You should then see your drive appear.

Finally, it's recommended that you always safely remove the USB drive instead of simply pulling it out of the USB port. You safely remove a device by clicking the Safely Remove icon in your system tray. It looks like a USB cable with a check mark next to it. (See Figure 2.)

Once you click the Safely Remove icon, Windows shows you the USB devices it detects on your system. Click the name of the device you want to remove and Windows will shortly let you know if it is OK to remove it. Once you're notified, you are free to unplug it.



**Figure 2.** The Safely Remove icon

*Reproduced from Ashburton SeniorNet Magazine 26 September 2021*

### Did you know?

Westpac, who are one of our principal sponsors recently sent some information to Federation Executive Officer. Heather. we thought the following may interest you.

- Customers who are deaf or hard of hearing can have a Westpac staff member book them a face-to-face appointment with an iSign Sign Language interpreter. Ask about this in-branch.
- We can support customers with hearing or speech impairments over the phone using [NZ Relay](#) services.
- Customers can organise a call back from a staff member who speaks the customer's language. Ask a Westpac staff member about this.

- Our website [www.westpac.co.nz](http://www.westpac.co.nz) is designed for simple flow of information, high contrast fonts and to be screen reader friendly.
- The majority of our ATMs are wheelchair accessible, meaning the '5' key sits between 900-1200mm from the ground.
- Sight-impaired customers have access to two features on all our ATMs. For making withdrawals we have talking ATMs – earphones can be plugged in to the machine. And all ATMs also have a raised centre 'pip' on the '5' key, 'X' on cancel and 'O' on the OK/green button.
- The vast majority of user interactions use onscreen icons which are 380 x 80 pixels with 60px bold font.
- Customers can set up text or email reminders through Westpac One online banking when their account balances go over/under a certain amount, or when a planned payment fails.
- Our contact centre is open 7 days a week, 7am-8pm on weekdays and 8am-5pm on weekends. We can be reached on **0800 400 600**.
- We have an Extra Care flag that can be loaded onto a customer profile that ensures they are provided with extra care in every interaction. Customers can talk to us in branch or on **0800 400 600** about this.
- For customers that require support with their banking and have a two-to-sign arrangement in place we have an alternative option available. Ask a Westpac staff member about this.
- Westpac is NZ's first dementia-friendly bank and we have specially trained staff that can help customers plan ahead, access financial services, and remain independent for as long as possible.

If you would like to read the whole email, please contact Ian [ianc.cameron@xtra.co.nz](mailto:ianc.cameron@xtra.co.nz) or 574 2558.

### **Some useful tips (courtesy Cambridge SeniorNet newsletter)**

When viewing an exceptionally long web page and you want to go back to the top. instead of scrolling all the way back up, press the HOME key. If you want to go to the bottom of the page, instead of scrolling all the way down to the bottom, just press the END key. It's simple

Here's a really easy way to highlight a large block of text. Put your cursor at the beginning of the block of text to be highlighted, and left-click. Now, while holding down the Shift key, left click at the end of the block of text. The whole block is highlighted. Very useful for selecting text in the middle of a document.

### **Why not try this.....**

I just got pulled over by the cops. He said :! can smell alcohol". I told him that is because you are not respecting social distancing.

or this?

I will never forget the look on the cashier's face when she scanned the packet of bird seed and I asked her how long does it take for the birds to grow once I plant them?

**Stunning photos from our DIG group:**



Wheel -Sigrid September 2021

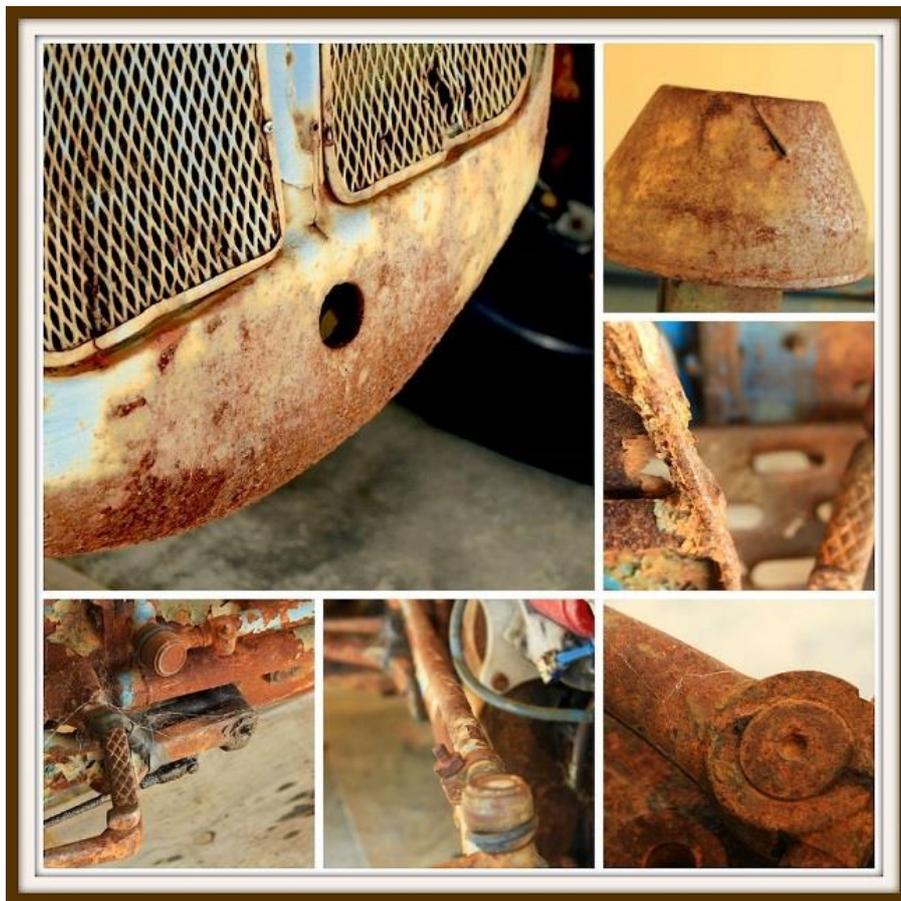


Sigrid September 2021

Waves-



Recycled wheels



Trusty Rusty Dexter.

## Zoom meetings are just modern seances



"There's someone who wants to join us."  
"Elizabeth, are you there?"  
"We can't hear you."  
"Can you hear us?"

### **We welcome your contributions**

Please send any contributions for our Newsletter or suggestions to our Secretary,  
Ian Cameron [ianc.cameron@xtra.co.nz](mailto:ianc.cameron@xtra.co.nz)