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APRIL MEETINGS

OPEN's monthly meeting for April will be held on Wednesday the 2nd at 1:00 pm
New members of the club are invited to attend as we are always looking for new ideas and feedback on how the club is performing.

The next Launceston Computer Group (LCG) meeting will be at 7:15 pm on Wednesday April 2nd.

Newstream Articles

Deadline : 10 Days before Meeting

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Membership

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LCG Committee 2014/15

President: Janet Headlam

Vice President: Ivan Turmine

Secretary: Iris Meek

Treasurer: Dennis Murray

Ass. Treasurer: Laraine Rist

PC Librarian: Vacant

Mac Librarian: Vacant

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Auditor: Ron Baker

Publicity Officer: Iris Meek

"V.I.C.T.O.R." Co-Ordinator: Robert Tierney

LCG Committee: Glenn Gilpin, Reinhard von Samorzewski, Eleanor Horder, Bruce

Dineen

OPEN Committee 2014/15

O.P.E.N. Co-ordinator: Robert Tierney.

Responsible for the smooth running of the Centre on a daily basis

O.P.E.N. Chairperson: Laraine Rist.

Chair all meetings of OPEN and ensure that they run smoothly

O.P.E.N. Vice Chairperson: Robert Tierney.

Chair meeting when the Chairperson is unavailable.

O.P.E.N. Minute Secretary: Heather Loffel.

Handles all incoming and outgoing communications

Responsible for the documentation and distribution of all meeting minutes

Treasurer: Dennis Murray.

Responsible for all monies and banking

Assistant Treasurer: Laraine Rist.

Help the Treasurer where necessary.

Newsletter Editor: Dennis Murray.

Publicity Officer: Iris Meek.

Responsible for all advertising

Membership Co-ordinator: Eleanor Horder.

Keep Membership database up to date.

Co-ordinator O-learn: Eleanor Horder

Tutor Co-ordinator: Laraine Rist, Robert Tierney & Dennis Murray.

Keep regular contact with Tutors to bring ideas and concerns to meetings

Maintenance Co-ordinators: Dennis Murray.

Responsible for the maintenance and repairs to all computer equipment

"V.I.C.T.O.R." Co-ordinator: Robert Tierney.

Webmaster/Content: Tom Olsen. <<mailto:webmaster@lcg.org.au>>

OPEN Committee: Janet Headlam, Karia Wicks, Sandra Viney, Kay Dawson.

OPEN NEWSLETTER — APRIL 2014

OPEN COORDINATOR'S COLUMN

To begin with I would like to wish everybody a Happy Easter next month.

I feel that this month I need to once again discuss 'third party software' as there has been a big increase in unwanted toolbars, and programs being installed willingly or unwillingly.

The most common response I get when I ask "When did you install Program X?" is "I didn't!"

I need to again explain that these programs, toolbars etc do not just appear ... they have to be downloaded.

The most common way for this to occur is when updating a program such as Adobe Flash Player. I cannot stress too much that YOU MUST WATCH what you are saying "Yes" to.

One that rears its ugly head regularly is a virus called Search Conduit ... it takes hold of your browser, adds unwanted advertising to your browser and makes itself your default search engine. And with older computers I am finding it slows the computer down because a lot of the computer's resources are being used by the program.

Sometimes trying to run a virus scan will be difficult if the computer is running slowly. The best thing to do is restart the computer and tap the F8 key repeatedly until a screen appears that allows you to select "Start in Safe Mode". Safe Mode will only load the basics of the operating system so you can run a virus scan or use a program such as Malwarebytes or Spybot.

In regards to our Easter arrangements we will be closed Friday the 18th April and re-open on Wednesday 23rd. We will also be closed for Anzac Day Friday the 25th.

A little teaser ... keep Friday 6th June free ... we will be having a fire safety talk being conducted through COTA. Places will be limited so look for the sign-up sheet early in May. This session will be free.

Til next time Happy Easter and Happy Computing. **Rob**

ANDROID CLASS CANCELLATION

Members who had planned to attend Jimmy Laverty's Android Tablets session on the afternoon of Wednesday, April 16th are advised that **we have had to cancel this class.**

Jimmy has returned to the workforce for a while but hopes to be back tutoring at OPEN later in the year.

The replacement class on April 16 will be a **Mobile Smart-Phones Forum**. Several of our members who own smart-phones have commented that there are aspects of their devices that they don't fully understand.

Please note that this session **will start at the slightly later time of 1:30 pm** and run through until 3:30 pm due to the tutor's prior commitment.

SPECIAL PRESENTATION ON WEDNESDAY APRIL 2ND at 2:00 pm

Power of Attorney and Enduring Guardianship

A representative from the Public Trustee's office will be in attendance to speak on these important subjects.

The session will take place immediately following the OPEN monthly meeting.

There is an enrolment sheet on the notice-board at OPEM where you can register your interest in attending.

INTRODUCTION TO EXCEL Part 2

Wednesday, April 2nd 10:00 am to 12 noon

Many of our members learned the basics of Spreadsheets during their e-Learn or O-Learn courses but haven't had much experience since.

Our session on April 2nd will continue the refresher course on the basics and show you that Excel can be used for tasks other than 'crunching numbers'. Members who may have missed Part 1 are invited to attend

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PUBLIC HOLIDAYS—APRIL 2014

The club will **close for the Easter break on Thursday, April 17th** at the completion of the Windows 8 class, and classes **will re-commence on Wednesday, April 23rd at 10:00 am.**

The club will also be **closed on Friday April 25th (Anzac Day).**

We hope that all our members, tutors and volunteers have a safe and peaceful Easter holiday break.

★ **VICTOR PHONE NUMBER 0408 174 235** ★
★ **Contact the Coordinator Rob Tierney for** ★
★ **assistance with computer problems at home** ★
★ **(Bookings are subject to availability of tutors.)** ★

VENUE TELEPHONE NUMBER

The club telephone is available during class hours.

***** **6343 4928** *****

Members and tutors can be contacted at the clubrooms **during class hours** by telephoning the number shown above.

Monday to Friday 10am – 3pm

Tuesday evenings 7pm—9 pm

CLARIFYING THE DOWNLOAD PROCESS

(Re-printed from April 2013)

From time to time when I am asked to solve a problem on someone's computer I often find that there are multiple copies of an installation file in the Downloads folder.

How do they get there? I have a suspicion that in many cases the computer user doesn't realise that the file has downloaded and, in frustration, repeats the process several times.

That was certainly the case when asked to find out why a friend of one of our tutors was trying to install the paid upgrade version of a graphics program—when you've paid \$80-odd dollars you obviously expect something to happen!

What wasn't clear to that person was that **downloading** and **installation** were two separate processes. When I looked in their Downloads folder I found five (5) copies of the installation file. After making that discovery it was then simply a process of double-clicking one of the installation files and in a short while the program was installed and activated, ready to use.

While I was on the job I removed around 50 other multiple copies of other program installation files from the Downloads folder.

CD AND DVD LABEL PRINTING

One of the unforeseen side effects of setting up our Canon IP4850 as a network printer is that it fails to display the instructions that we have become accustomed to when printing CD and DVD labels directly on to disks.

But thanks to a kind donation from Karia we now have a second Canon IP4850 that can be used exclusively for CD and DVD label printing.

It is usually located near OPEN 9 (middle row, southern side of the room) but the necessary CD Label Print software has also been installed on OPEN 4 and OPEN 10.

This printer is called IP4850 CDL and can only be used when connected by USB cable to the computer on which it is being used i.e. **OPEN 4, OPEN 9 or OPEN 10.**

OPEN NEWSLETTER – APRIL 2014

INTRODUCTION TO 'MULTI-MEDIA'

April 30th from 10:00 am to 12 noon

Rob Tierney will provide you with information on how to use your computing devices as avenues for entertainment.

Programs such as iTunes enable you to download music and movies to your computers, laptops, tablets, iPods and iPads, MP3 players etc so that you can have entertainment while you are 'on the move'.

Find out how to perform some of these tasks and the best 'apps' and programs to use.

INTRODUCTION TO MICROSOFT POWERPOINT

April 30th from 1:00 pm to 3:00 pm

Rob Tierney will continue his busy day by demonstrating the basics of how to create your own PowerPoint presentation, or slide-show.

PowerPoint presentations can be used for a variety of tasks such as delivering lectures, displaying a succession of photos from your recent holiday or collating information for a personal project.

Rob will open up some of the possibilities for you.

SMART-PHONE FORUM

April 16th 1:30 to 3:30 pm

Is your smart-phone smarter than you? Do you understand the difference between a SIM card and a MicroSD card?

Can you 'download' the photos taken by your phone's camera? Can you connect to a wireless network?

And do you know that Bluetooth isn't related to poor dental hygiene!

Dennis Murray will 'referee' this session in which the subject matter will be determined by your questions.

LEVEL 2 & 3 GRAPHICS

With Paint Shop Pro 7 and 8

Wednesday April 9th

10:00 am to 12:00 noon

ADVANCED GRAPHICS

With Paint Shop Pro XI

Beginners

Wednesday April 23rd

1:00 pm to 3:00 pm

COMPUTER MAINTENANCE with Judy Hall

April 16, 10:00 am to 12 noon

Judy will provide valuable advice on the tasks you need to perform regularly to keep your computer operating safely and efficiently.

FAMILY HISTORY 2014

Wednesday April 9th

1:00 pm to 3:00 pm

Wednesday April 23rd

10:00 am to 12:00 noon

New information is being added to our resources on an on-going basis to help you trace your family's origins. Contact the club for more information.

Classes limited to 8 people.

Join Judy, Margaret G and Sandra V tutors for these informative sessions.

OPEN Session Times

At Studioworks, 1 Pipeworks Rd, L'ton

Standard Sessions \$6.00

[Some special tutorial materials may incur additional charges]

| | | |
|-----------|--------------------------|-------------------------------|
| Monday | 10 am –12 | General & Beginners |
| | 1 pm – 3 pm | Basics and Beyond |
| | 3:30 pm – 5:30 pm | Beginners Class |
| Tuesday | 10 am –12 | O-Learn & Beginners [all day] |
| | 1 pm – 3 pm | Mac [all day] |
| | 7 pm–9 pm | Basics (Night Class) |
| Wednesday | | Special sessions or Meetings |
| | | As for mornings (see rosters) |
| Thursday | 10 am –12 | General & Beginners |
| | 1 pm – 3 pm | General & |
| Friday | 10 am –12 | General & Beginners |
| | 1 pm – 3 pm | Beginners Class |

OPEN NEWSLETTER – APRIL 2014

SPECIAL WEDNESDAY SESSIONS

Please register on the sheets – numbers may be limited

| Date | Time | Topic | Details |
|----------|------------------------|--|---|
| April 2 | 10 am–12 noon | Introduction to Spreadsheets Part 2 | Learn the basic steps with Microsoft Excel. Spreadsheets are a great way to process your numerical data. |
| | 1 pm onwards | OPEN Monthly Meeting | Presentation of Financial Reports and General Business. Followed by Public Trustee info session |
| | 7:15 onwards | Launceston Computer Group | General Meeting followed by a short 'workshop' subject to be advised |
| April 9 | 10 am–12 noon | Level 2 and 3 Graphics Class | Advanced graphics using Paint Shop Pro 7 and 8 |
| | 1 pm–3.00 pm | Family History | Judy, Margaret G and the team will help you trace your ancestors. |
| April 16 | 10 am–12 noon | Computer Maintenance with Judy Hall | Defragging? Disk Cleanup? Spyware checks? Let Judy explain the mysteries of these essential tasks. |
| | 1:30 pm–3.30 pm | Smart-Phones Forum with Dennis Murray | Learn more about the capabilities of your smart-phone |
| April 23 | 10 am–12 noon | Family History | Use our extensive range of resources or use Ancestry.com on-line to research your Family History. |
| | 1 pm–3.00 pm | Graphics Beginners PSP XI | Re-introduced after 3 years this course enable users at all levels to learn Graphics skills. |
| April 30 | 10 am–12 noon | Introduction to Multimedia with Rob Tierney | Multimedia? What is it? What's in it for you? Rob will provide information some of the uses of Multimedia |
| | 1 pm–3.00 pm | Introduction to MS PowerPoint with Rob Tierney | Rob will show you the basics on how to create your own PP presentation or slideshow. |

OPEN NEWSLETTER APRIL 2014

"BLIND FAITH"

Chapter 1 Check Your Back-up!

How time flies!

When I started this column I had memories of similar articles that I wrote 'a couple of years ago'. However, when I looked through the Newstream archives I found the original stories appeared in February and April of 2006!

Because many of our current members probably weren't at OPEN way back then I'm going to repeat some of the content because it is still relevant today.

In 1986 a friend of mine was using her Amstrad PCW computer for business purposes and had engaged a local 'whiz-kid' to write a data-base program for her. As the Amstrad floppy disks only held a measly 173 kilobytes of data I suggested that she should regularly check the contents of her disks but she insisted that she didn't have time to learn all that (*basic*) 'DOS stuff'.

Sometime after that I received a call from her complaining that she couldn't access the business information on her floppy disk. The reason was quite simple—she had kept entering information into her data-base and had run out of disk space, resulting in corruption of the floppy disk.

Unflustered she then informed me that she would use her back-up. "OK, where is it?" I asked. I nearly fell over when she said it was on the corrupted floppy disk.

In fact there had never been a back-up ... the program that the 'whiz-kid' had created for that task should have required a second floppy disk to be inserted to make a copy of the data-base information. The program was flawed and did not perform any useful function.

My friend would have discovered that had she taken the time to learn the simple DIR (*directory*) command to check

"BLIND FAITH" (continued)

As part of my work **in the late 1980s** I had to make regular back-ups of my employer's accounting data. That task entailed sitting at the Olivetti computer and 'feeding' it 20 to 25 floppy disks one after the other, three times each week. The process took between 80 and 90 minutes.

My employer decided there must be a more efficient way to perform the task and eventually bought a device that would back up all the information on to magnetic tape. The device was similar to a cassette recorder but the cartridge was larger and the tape much wider.

Because this process could be accomplished with a single keystroke I was quite happy to forget about floppy disks although we did have a policy of doing a floppy backup once every three weeks—just in case!

Due to a system problem there came a time when we had to 'restore' information from a back-up. To our horror we found that the newfangled magnetic tape device had not backed up all of our information—it seemed it was incapable of backing the large inventory files on our computer system.

It was fortunate indeed that we had our old-fashioned floppy disks available although I had to re-do three weeks data-entry work to retrieve the situation.

The two lessons that these cases demonstrate are (1) make sure that your back-up device contains the information you think it contains, and (2) make sure that the information on the device (*or devices*) is accessible.

Of course this situation couldn't possibly occur in 2014 could it? Well think again!

"BLIND FAITH" (continued)

But the whole point of backing up your information is to be able to retrieve (*or restore*) it in the event of your computer suffering a major problem or malfunction. If your back-up doesn't allow you to do that **it is worthless**.

Sadly similar problems to those that affected my friend and myself back in the 1980s have occurred at OPEN in the last few months.

Due to a serious problem one of our members had to have their computer re-configured. That required the operating system and programs to be re-installed, and for all personal data to be retrieved from an external hard drive. However, when the external hard drive was examined it seemed that there was very little on it—certainly not several Gigabytes of personal information and photos.

Connecting the hard-drive to a computer running a Linux operating system revealed that there was 20-odd GB of data on the external HDD but it was inaccessible. Even Mr. Google has so far been unable to provide a solution.

For another member the problem was not as drastic—the computer was operating OK but purely by chance it was discovered that external HDD was almost full. The member had performed automated back-ups from time to time but had never checked the contents or the capacity of the external HDD. Based on the amount of data being backed up each time the next automated backup may have failed due to insufficient space being available.

To lessen your chances of losing all your data you should find out how your automated back-up operates :

Does the back-up copy your files in folders, or does it make an all-encompassing 'snapshot image' of your system?

If it does create a snapshot image do you know if the data can be transferred to another computer if need be?

OPEN NEWSLETTER APRIL 2014

"BLIND FAITH"

Chapter 2 Download Traps Aplenty

In Rob's Coordinator's Column he stressed the importance of being watchful when installing programs from the Internet.

While there are many hidden traps that can ensnare you, such as having a toolbar installed on your system just because you visited an on-line recipes site, it is rather surprising that people are still falling for traps that are, to quote Basil Fawly, 'bleedin' obvious'.

Now that may be a cheap shot for an experienced computer user such as me to make—what's obvious for one person may not be obvious to others. And download sites seem to be getting trickier and trickier with each day that passes.

A good example is the site that I often visit to download the installer for the Free AVG AntiVirus program. The web-page opens in front of you and you might see 3 or 4 buttons labelled DOWNLOAD. Which one do you click? In all likelihood none of them, as the button to download the AVG installer is probably just out of sight further down the web-page.

How do you make a judgment on what you should click and what you shouldn't? As Rob mentioned in his column you should take the time and the care to read properly the actions that you are being invited to perform.

In the event of being totally confused by what you see in front of you, please err on the side of caution and **CLICK NOTHING** until you have had time to consult a more experienced computer user.

Recently I helped one of our members install a program that downloads YouTube and other video-clips. In the process we had to de-select or decline **ELEVEN (11) unwanted features**. Rather than bore you with a long-winded account of the process I have prepared a PowerPoint presentation that can be obtained at OPEN.

"BLIND FAITH" (continued)

Chapter 3 Don't Believe Everything That A Supplier Tells You

A few weeks ago I was trying to help a new member work out why he could not view YouTube video-clips on the Internet.

We could get the 'still' preview on the screen but when we clicked 'Play' all that appeared was a solid green or black box. The sound attached to the video could be heard OK. There wasn't a problem with the web-site (s) as another student member and I could view the video-clips on our computers without any difficulty. We were able to rule out any hardware problem as the video-clips could be viewed after we had downloaded them to his Videos folder.

As the laptop was still under warranty I suggested that he take it back to the place of purchase to see if they could rectify the problem. The following week I was pleased to see that he could view the video-clips but I was rather confused by the explanation given by his supplier.

Our member was told that the video-clips would not play properly because he hadn't inserted his 'security chip'.

Security chip? Huh? I'd never heard of someone having to insert a security chip in order to play on-line videos. The riddle was solved when our member showed me the 'security chip' - it was in fact a MicroSD card that contained the software his anti-virus program. Because his laptop does not have a DVD drive he had to install the software from the MicroSD card.

The retail assistant set up the installation file and told our member that all he had to do at home was to enter the licence-code that was on the software box. He did not mention that our member would have to complete the installation of the software by following the on-screen instructions.

I was glad that our member could now view on-line videos but it had nothing to do with the security program as it hadn't even been installed!

Dennis

GETTING THE BIGGER PICTURE

(Re-printed from March 2012)

Although I am about to begin the process to get a new set of glasses to assist my slowly deteriorating eyesight I consider myself more fortunate than some of the people I encounter through my computer support work.

Fortunately for most of those people modern computers, operating systems and software can provide solutions to enable computer activities to be easier on the eyes.

For instance in Office programs such as Microsoft word you are able to **Zoom In** to obtain a larger view of the text area of a document. In Word 2007 and 2010 there is a resizing bar at the bottom right of the text window while in earlier versions there is usually a 'percentage meter' on the standard tool bar. You can select one of the pre-set zoom sizes or you can manually type in your own required setting e.g. if the pre-set 125% is too large you may choose to type in 110% or 115%.

Changing the zoom or magnification will not affect the font-size when a document is printed out.

When you are browsing the Internet there may be some web-pages that use font sizes that make reading the content quite difficult. The View menu does have options for making text larger or smaller but for a quick solution try the following keyboard short-cuts.

CTRL and **+** (plus) increases the display size

CTRL and **-** (minus) decreases the display size

CTRL and **0** (zero) resets to the original size

Dennis

New Area Code

- PLEASE READ and be sure you pass it on.

0809 Area Code We actually received a call last week from the 0809 area code.

The woman said Hey, this is Karen. Sorry I missed you - get back to us quickly. I have something important to tell you.

Then she repeated a phone number beginning with 0809. We did not respond. Then this week, we received the following e-mail:

Do not dial Area Codes 0809, 0284, and 0876 from the UK , U.S, Australia or Canada

This one is being distributed all over the U.S This is pretty scary, especially given the way they try to get you to call. Be sure you read this and pass it on. They get you to call by telling you that it is information about a family member who has been ill or to tell you someone has been arrested, died, or to let you know you have won a wonderful prize, etc..

In each case, you are told to call the 0809 number right away. Since there are so many new area codes these days, people unknowingly return these calls.

If you call from the UK , U.S, Australia or Canada , you will apparently be charged a minimum of \$2425 per minute. And you'll also get a long recorded message. The point is, they will try to keep you on the phone as long as possible to increase the charges.

WHY IT WORKS:

The 0809 area code is located in the Dominican Republic

The charges afterwards can become a real nightmare. That's because you did actually make the call. If you complain, both your local phone company and your long distance carrier will not want to get involved and will most likely tell you that they are simply providing the billing for the foreign company. You'll end up dealing with a foreign company that argues they have done nothing wrong.

Please forward this entire message to your friends, family and colleagues to help them become aware of this scam.

SCAMwatch ADVICE

March 2014: SCAMwatch and Telstra are warning consumers to hang up the phone if they receive a call out of the blue from someone claiming there is a problem with their internet connection or computer.

Recent months have seen a surge in reports of scammers calling people at home and raising a false alarm that they are at risk of their internet being disconnected immediately, as their computer has been hacked or infected with malware and is threatening Telstra's internet infrastructure. The caller claims that they are able to fix the problem on the spot, however a fee for this service will need to be paid and the person will also need to download software that will allow the caller remote access to their computer.

If the person resists or questions the scammer, they up the ante. Scammers have reportedly threatened to sue people for putting Telstra's infrastructure at risk. When the person has requested proof that they are a Telstra rep, scammers have given out a fake number for Telstra which, when the consumer calls, puts them back on the line with the scammer. These scammers are also well-versed at creating a sense of urgency to incite fear and anxiety that your device has been compromised and must be fixed immediately. If you provide your credit card details and give remote access to your computer, the scammer may not only take more than the stated 'fee', but also infect your computer to gain access to your personal information and commit other acts of fraud. Scammers often pose as well-known and reputable businesses to try and convince you that they're the real deal, with Telstra a popular target. Scammers pretending to be from Telstra have been known to switch consumers to another service provider that the consumer did not knowingly agree to. Scammers don't just fish for your details over the phone; they also send phishing emails pretending to be from Telstra or Big-Pond ® to try to get you to hand over your account details, or to click on a link or open a document infected with malware. The 'Yellow Pages' directory scam has also targeted Australian small businesses, with scammers deceiving them to sign up to an online business directory service that falsely

claims to be affiliated with Sensis and Telstra.

Watch out – scammers know how to press your buttons when they get you on the phone. If you receive a call out of the blue from someone claiming to represent Telstra and they ask for access to your computer, just hang up. How this scam works You receive a phone call out of the blue from someone claiming to be a representative of Telstra or Telstra BigPond®. They may sound like the real deal, claiming to be from ‘Telstra Technical Support’ and using technical jargon. The caller claims that you need to take immediate action to avoid your internet connection being terminated or disconnected, as your computer has been hacked or infected with malware and is threatening Telstra’s internet infrastructure. In order to fix the problem, the caller will claim that you will need to pay them a service fee (typically around \$10) to have a specialist look at your computer. They will also ask you to download a software program so that they can gain remote access to your computer and run a scan. The scammer may initially sound professional and knowledgeable, however they will be very persistent and may become abusive if you don’t do what they ask. They may even threaten to sue you for putting Telstra’s internet infrastructure at risk. If you provide your financial details or give remote access, you might find a lot more money taken out of your bank account than you agreed to, with some victims reporting losing over \$5,000 from multiple withdrawals. Your computer may also be infected with malicious software, giving scammers access to your personal details stored on the device (including bank account information). Note: you don’t have to be a Telstra customer to be called by these scammers. You don’t even have to own a computer!

Protect yourself If you receive a phone call out of the blue from someone claiming to be a representative of Telstra and their call relates to a problem with your internet connection, just hang up. If you have doubts about the identity of any caller who claims to represent a business, organisation or government department, contact the body directly. Don’t rely on contact details provided by the person – find them through an independent source such as a phone book or online search. Remember that you can still receive scam calls even if you have a private number or have listed your

number on the Australian Government’s Do Not Call Register . Scammers can obtain your number fraudulently or from anywhere it has been publicly listed such as in a phone book. Don’t let scammers press your buttons – scammers use detailed scripts to convince you that they’re the real deal and create a high pressure situation to make a decision on the spot. Always keep your computer security up to date with anti-virus and anti-spyware software, and a good firewall. Only buy computer and anti-virus software from a reputable source. Never give your personal, credit card or online account details over the phone unless you made the call and the phone number came from a trusted source. Never give a stranger remote access to your computer, even if they claim to be from a reputable business. If you think your computer’s security has been compromised, use your security software to run a virus check. If you still have doubts, contact your anti-virus software provider or a computer specialist. If you think you have provided your account details to a scammer, contact your bank or financial institution immediately.

Report You can report scams to the ACCC via the SCAMwatch report a scam page or by calling 1300 795 995



Office Watch

Microsoft is caught reading Hotmail messages and they can do the same with Office documents on OneDrive/Skydrive. Just five of the mistakes made comparing Office 2013 rentals/subscriptions and buying choices.

On the 27th March we'll start our detailed coverage of whatever Microsoft announces -- Office for iPad if all the seers are right. At Office-Watch.com we won't be interested in what Microsoft says rather what it does. Other Office Mobile apps have been, to put it kindly, unremarkable so we'll see how the software actually works (or doesn't). Check out Office-Watch.com and upcoming issues for independent information and details on Microsoft Office's latest offerings.

Microsoft can read your Office documents, legally An expanded version of this article is online at Office-Watch.com The news that Microsoft read the email of a Hotmail/Outlook.com user without his knowledge raises the question of access to OneDrive data How safe from reading are those documents from Microsoft's eyes? Not at all.

Microsoft's Terms of Use is quite clear that anything saved to OneDrive can be read by Microsoft for any reason, at any time and without notice. The same 'Terms of Use ' that Microsoft used to justify reading a private Hotmail account also apply to OneDrive documents:

"Microsoft reserves the right to review materials posted to the Communication Services and to remove any materials in its sole discretion " Other cloud storage companies have similar wording. Google has some qualification on their broad powers but Microsoft doesn't have that legal 'fig leaf'.

It's important to read the Terms of Use only. Microsoft staff make all manner of vague promises and assurances but, as the latest case shows, the company will rely on the Terms of Use alone to do whatever they feel is

necessary. All of the cloud storage suppliers have similar wording in their formal terms of use but it seems only Microsoft has been caught using those powers for its own benefit.

No password protection in Office

an expanded version of this article is online at Office-Watch.com

Password locking Office documents is one way to keep your OneDrive stored documents safe from prying eyes (e.g. hackers, Microsoft etc.). It's a nice idea but Microsoft's poor support for password protected documents makes that difficult in practice.

Only Office for Windows and Office for Mac can open password protected documents. None of the other Office variants for browser or mobile can handle them.

That's a problem because Microsoft makes OneDrive or SharePoint compulsory for using Office Mobile apps. It would be good to secure those cloud stored documents from unwanted reading, but Microsoft won't let customer do that.

It's almost as if Microsoft wants OneDrive data stored only ways that they and their 'team' partners like the NSA can easily read, but that's (hopefully) going too far. Realistically, the lack of password support in Office Mobile and Office Web Apps is because Microsoft doesn't want to spend the time and money necessary to make it happen. Privacy and Security in Microsoft Office has a lot more on password protected documents and other ways to maintain email and document privacy.

Here's what happens when you try to open a password protected document in various Office Mobile apps of Office Web Apps/Office Online. Notice the amazing lack of consistency in the error message wording. Each app has different phrases to explain the same failure

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Office Web Apps / Office Online

“Sorry, Word Online can’t open this document because it’s encrypted using a password”

Office Mobile for iPhone

“Word can’t open this document because it has been protected”

Office Mobile for Android

“Word can’t open files that are digitally protected”

Office Mobile for Windows Phone

“Password-protected files can’t be opened”



