

November 2017

# Gizmoe



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This is the sixth edition of *Gizmoe* in 2017.

*Gizmoe* will also be posted on [www.seniornet.co.nz](http://www.seniornet.co.nz) from 6 November 2017.

Well the election is done and dusted, and we have a new government and with that comes the hope that the new regime will find ways to keep to their pre-election pledges to help fund SeniorNet in New Zealand. Both Labour and New Zealand First committed to do so and as we have a Labour New Zealand First government we would have every reason to expect pledges to be kept – or am I being too naïve. I have contacted the new Minister for Seniors, Tracey Martin, asking for an update, so we shall see!

In this edition you will see a short article and a link to the Noel Leeming SeniorNet extra special week. This is the second SeniorNet special week this year, normally we have been granted just one per 12 months! The timing is ideal for those wishing to purchase presents for Christmas at significantly discounted prices. Please remember that some items in their stores may already be discounted below the special rate.

I know many people have been busy swapping their Vodafone email accounts to other email clients and for some that has been a little troublesome. Their target date for closing Vodafone email services is 30<sup>th</sup> November 2017 so if you have an email address ending in either of the list below please make sure you follow instructions on how to make the change. This link will provide you with details on how to make the changes: <https://www.vodafone.co.nz/email/>. Vodafone email services that will be closing:

- clear.net.nz
- es.co.nz
- ihug.co.nz
- paradise.net.nz
- pccconnect.co.nz
- quik.co.nz
- vodafone.co.nz
- vodafone.net.nz
- wave.co.nz

For me a great alternative to an Internet Service Provider email address is Gmail, others may prefer Microsoft product Outlook.com

The last Gizmoe newsletter for 2017 will be dispatched in the first week of December, in the meantime.....

Remember, learn something new every day!

Grant Sidaway Executive Officer.



### **NEW - Basic Plan for lighter broadband users**

Vodafone have just launched a series of new home broadband plans, designed to be simpler to understand. This new entry level plan is a great price for lighter users who need a basic broadband connection. And if you want a home phone line that includes free national landline calls, you can simply add one for an extra \$10 per month.

**For \$49.99 per month, you'll get:**

- **40GB broadband allowance** – for browsing the internet, emailing, video calling and more
- **24/7 Ninja Service** – when you need expert help from one of our special technology Ninjas, available instore, online and over the phone
- **No fixed term contracts** • **Wireless Modem included\*** (+\$14.95 P&P)
- Add **\$10 per month** if you want to make phone calls - **includes all standard national (landline to landline) calls** (up to 2hrs per call, simply hang up and redial before 2hrs is up to continue without charge).
- Currently only available on Home Wireless Broadband – which connects to our 4G network (other options coming soon).
- Get an extra **\$10 monthly discount** if you have an eligible Vodafone On Account mobile plan

### **Are you using a monitored medical or house alarm?**

If so, check in with the company that monitors your alarm to find out if it relies on your phone line. If it does, it won't work on Home Wireless Broadband, so we'd need to look at our other options (coming soon) for you.

Call **0800 533 018** to sign up today, or to enquire about our range of other **new plans**, including **Vodafone TV**.

### **Terms and conditions:**

**Home Wireless broadband only available in selected areas (rural areas specifically excluded). Sufficient 4G coverage and capacity is also required. Ask us to check your address.** \$14.95 modem P&H fee applies. The modem must only be used at the location nominated by the customer. \*\$249 fee applies if you disconnect within 12 months and do not return the modem to us. We request 30 days' notice for disconnections. Monthly price includes 99c telecommunications levy. Terms apply, see [Vodafone.co.nz/home-wireless-broadband](http://Vodafone.co.nz/home-wireless-broadband).



### **SeniorNet Federation/Learning Centre MoU**

Many people will recall the Federation produced a draft agreement earlier in the year at which time it was circulated to all Learning Centres for feedback and suggestions. The draft document was also discussed at Regional Meetings prior to the Federation AGM in May where, after additional feedback the revised agreement was passed as part of the 2017/18 Annual Plan.

Since the May 2017 AGM some additional alterations have been made to the agreement to better reflect the intent of the document. The most notable alterations being the change to a “Memorandum of Understanding” rather than an “Agreement”. The words “strive to” have also been inserted. The Federation believes these changes, albeit minor, better reflect the relationship between the Federation and its Member Learning Centres, and will produce an excellent platform for SeniorNet to work collaboratively in the future. For the sake of completeness, a disputes clause has also been inserted.

To supplement the MoU the Quality Assurance Guidelines (previously, Federation Handbook for Societies, March 2011) has been rewritten. This document can be found on the Federation website, or via this direct link:

<https://www.dropbox.com/s/pljnw4dmkoowau1/Quality%20Assurance%20Guidelines%20October%202017.pdf?dl=0>

The Memorandum of Understanding can be found via this direct link:

<https://www.dropbox.com/s/x8ktwa3rp9g7d6g/2017%2010%20FNZSS%20Memorandum%20of%20Understanding%20-%20Signed%20Final.PDF?dl=0>

All Learning Centre Management Teams were sent these documents early in October with a covering letter from the Chairman, Ray McDonald, asking for acceptance and signing by 30<sup>th</sup> November 2017.

### **Power to the Parents – an app to help Parents and Children**

Wouldn't it be useful to have an app on your phone to turn off your kid's device when they ignore your requests to stop using it? Well in answer to the question “isn't there an app for that?” Yes, there is. It happens to be one of the main features of Google's Family Link, a free app that is now available in New Zealand to help parents manage their children's mobile devices.

You download the app onto your phone, then you create an account for your child's device.

Parents can use an Android or Apple device, but your child's needs to run Android 7.

You will need to create a new Gmail account for your child and have a credit card as proof of parental consent.



Google Family Link has some powerful features to keep track of your child's device.

It only takes a few minutes to go through the settings to set restrictions on Google Play, Chrome (Google's web browser) and Google Search.

In Google Play you can set the age limit on movies, apps and music – the good thing is all are listed according to New Zealand standards.

In Chrome, you can ask the app to try and block mature sites or only allow certain sites.

You can also block in-built Android apps, for example, block access to the phone's camera.

The app offers a lot of detail which many of parents will like. For example, once you open the app you get a small map showing you the location of your child's device.

If your kids carry their phone everywhere then you'll be able to locate them every second of the day, unless of course they turn their phone off.

It also shows you what apps they're using and how long for.

In addition, the app lets you set how much time your child uses their device for each day, and the ability to lock it during certain hours – Handy for bedtime, “lights out sweet dreams!”

Also, you can lock it at any time - perfect for when your kids ignore your request to “get off their devices”.

Be aware that its only designed for kids under 13. Once they become a teenager, they can graduate to a full Google account. However, your child can still opt to have their account managed by a parent – if the parent has bought the device then that could be a condition of use!

Once set-up, the app is easy to use and it's potentially a great tool for parents.

Both Apple and Android devices have some of these features built-in, so you don't need this app unless you want more power. In a tech dependent world parents need all the power/help they can muster!

### **The Wi-fi is down!**

Having a home wi-fi system is great but when it doesn't work we are sent in a spin. Apparently, it's one of the most common technical issues presented to help centres – in every country!

Like all technology, it can “usually” be easily fixed.

Here are a few suggestions:

### Poor signal



On your device check the list of available networks to

see how strong (number of bars) your wi-fi signal is. If it's low, the computer and wi-fi access point (the modem) may be too far apart, or may have too many walls between them. If possible, move the two closer together.

Wifi went down for five minutes, so i had to talk to my family. They seem like nice people.

Alternatively, you can buy an antenna-equipped wi-fi adaptor (receiver) that plugs into a USB port that can pull in a weaker signal.

Or you can buy a wi-fi range extender that will rebroadcast your existing wi-fi signal to parts of the house where the signal is currently weak. (this is my preferred solution, they are easy to install and work extremely well)

### Wireless interference

Wi-fi uses the same radio frequencies as garage door openers, microwave ovens and cordless phones, so keep your PC as far from those devices as possible.

You can also get radio interference from a neighbour's wi-fi. You can fix that by switching your cable modem-router to a different wi-fi frequency.

### Software problems

An all too common problem is our computer software can interfere with wi-fi or even wired internet connections.

To test for this, connect the computer to the router via cable. If there's still no internet connection, a software conflict is probably the cause.

To fix that, use Windows System Restore (see [www.howtogeek.com/howto/windows-vista/usingwindows-vista-system-restore/](http://www.howtogeek.com/howto/windows-vista/usingwindows-vista-system-restore/)), which returns PC settings to the way they were on an earlier date, be aware that it also eliminates software installed after that date! Likewise, the Mac Time Machine program can restore your operating system to an earlier date if you've already used it (see [www.macworld.co.uk/how-to/mac-software/how-use-time-machine-back-up-your-mac-3626572/](http://www.macworld.co.uk/how-to/mac-software/how-use-time-machine-back-up-your-mac-3626572/)).

I have also found that like a lot of technology the often “cure all” is to simply turn it off, leave it off for about 60 seconds then turn it on again. So, turning off your wireless modem then turning it on again will most often cause the device to reset.



One other really useful button on the wireless modem I have found is the WPS (Wi-Fi Protected Setup) button, pressing that once when the modem is switched on also resets the wireless network. Don't ask why? It just has worked for me on more than a few occasions!

**Is there a better way to organise apps on your phone?**

Thanks to smartphones, you no longer need a computer for things like banking, shopping, and posting to social media, in fact the smartphone is fast becoming the device of choice for many people – they have ditched their computers in favour for portability and connectivity. But how you arrange your smartphone apps may also help you speed up everyday tasks.



Well you could simply leave the apps the way your phone company set them out for you? Then when you download new ones, you leave them haphazardly placed on your screen?

You can quickly and efficiently access your apps with fewer taps and swipes, by customising where your apps are, how they're presented, and which apps you prioritise.

Whether you're running Android or iOS, the following opportunities might be able to reduce frustration and save you time!

For good reasons, the first thing you want to prioritise is the apps you use the most.

### **On the bottom row**

Smartphone makers often line the bottom of your home screen with suggested apps for easy access. If you find tapping these apps with one hand is intuitive - even though phones are getting bigger - then stay with this layout. But you are not stuck with keeping it like this.

You can change which app icons are at the bottom of the screen. For example, Apple will give you Safari as a web browser, but why not replace it with Chrome, if that's what you prefer?

You can also swap around the order of the bottom-row apps, and in some cases, you can drag and drop an extra app or two to extend it to five or six of your favourite apps (depending on the phone). Or drop them down to three apps, if you like.

### **A bit on the side**

Some smartphone owners prefer to line the side of their smartphone with their favourite apps, as they find it's easier to tap with one hand than reaching towards the bottom of the screen.

You can manually place your most-used apps on the side of your main home screen in Android or iOS - along the right side if you're right-handed, or the left side if you're left-handed.

The latest Samsung Galaxy devices offer an "Apps Edge" feature, which lets you instantly access the apps you use the most by swiping your thumb in front of the right side of the screen (lefties can change this, too). You will see 10 of your most used apps here (which you can change, if desired). With the Galaxy Note 8, you can also open two apps at the same time using a feature call "App Pair", for a split-screen view.

Swipe again from the right (or left) side for a "People Edge" panel, where you can add your closest contacts for quick access.

### **Files and Folders**

Most people group them by frequency, such as your most-used apps on the first page of your home screen. Others group by type of app, such as devoted one page each for Games, Photography, Social Media, News, and so on. Then again, a few people take an aesthetic-based approach where the icons simply "look good together", perhaps grouped alphabetically, or by colour! Clearly a psychiatrist would have a field day in analysing our smartphone icon layouts!

Whatever you prefer, don't forget both Android and iOS also let you group similar apps together into folders. If you're separating by theme, then you might have folders for Work, Social, Kids, Travel, Games, Sports, Photography, etc. That way, all related apps are in the same place and you'll see miniaturised icons on the folder for a quick glimpse at what's inside. Perhaps thinking more like files and folders on a computer would help?

You can rename the folder if you don't like what the operating system comes up with for you.

### **Find it for me**

If you have far too many apps (some say more than 20 is far too many to cope with?) then the fastest way to find what you're looking for is to search by keyword or by using your voice.

You can swipe down on the screen in Android and iOS, which exposes a search window, then you can type in the name of the app. In iOS, it will also show you apps you've used recently. – the everthoughtful Apple!

Use your voice to search for - and open - apps. For example, on Android devices, you can say, "Okay Google, open Facebook " or for Apple phones, you say, "Hey Siri, open Uber."

And if you're on Android, there's also Google Gesture Search, to help you find something quickly.

It's a free app from the Google Play store that lets you draw a single character and get a quick list of matching items on your phone - such as "U" to see "Uber". It also works with contacts, settings, music, and browser bookmarks. When you see what you're looking for, tap it to launch.



In summary, there's no right or wrong way to organise your apps, but remember you have choice!

### **It's time to step up your cyber defence**

If you have one password you use for everything and hit 'remind me later' when an update pops up on your phone, you're not alone. For many, cyber safety is something we know is important, but feels too hard or a hassle to do something about.

But while we keep delaying the little things that can protect our data - and our dosh - the cyber threats out there are getting more sophisticated.

You might have heard about the widespread impact of two global ransomware attacks this year, or know someone who had their bank account hacked. The reality is, cyber-crime is happening everywhere and if you're on the receiving end it often involves a loss – of money, data or reputation.

Fortunately, keeping your data secure is much easier than you'd think. Cyber Smart Week is happening around New Zealand from 27 November to 1 December and it's all about doing one thing that can make a big difference.



CERT NZ and Connect Smart have teamed up to present Cyber Smart Week to help people and businesses improve their cyber security, and to spread the word about the top steps that can give you instantly better protection.

“The cyber security landscape is constantly changing and we know it can seem overwhelming, but 85% of cyber-attacks can be prevented by simple measures, like updating your operating system,” says Rob Pope, Director, CERT NZ.

The important thing is to take that first step, and when each step is a matter of a few clicks, it’s a no-brainer.

It’s easy

Doing just one of these things will help keep your data safe. Doing more than one will help even more!

- Change your password – make your passwords long and strong, and have a unique password for each online account.
- Turn on two-factor authentication (2FA) – two-factor authentication is like having a second lock for your door. It’s often a password, and something else, like a code.
- Check your privacy settings – set your privacy settings so you know exactly who can see what you post on social media.
- Update your operating system (OS) – keeping your OS up to date is a really good way to defend against bugs and viruses.

Get Cyber Smart this week

**During Cyber Smart Week we want as many people as possible to do one thing to protect themselves. The Cyber Smart website has all the tips you need to get your family or workmates on board.**

**So, what’s your one thing?**

<https://www.connectsmart.govt.nz/events/cyber-smart-week-2017/>

**Noel Leeming extra special discount week for SeniorNet**

Normally it happens just once a year, but we have been lucky that our partners at Noel Leeming have agreed to have a second extra special discount week for SeniorNet members. The offer is available from Monday 20<sup>th</sup> November to Sunday 26<sup>th</sup> November inclusive so be sure to get into one of their 90 stores to take advantage of the huge savings to be had.

Please click onto this link, print out the flyer and take it in store to present when making your purchase(s):

<https://www.dropbox.com/s/1dyrkmnzjurbiuz/Nationwide%20%20Seniornet%20Noel%20Leeming%20Flyer%20Nov%202017.pdf?dl=0>

Please remember that some items in their stores may already be discounted below the special rate.

