

Hamilton SeniorNet Inc.

Newsletter

October 2023



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Dear members

With less than two months of classes to go, it's starting to feel like the 2023 SeniorNet year is drawing to a close. We will be continuing classes every Tuesday at the Chartwell Cooperating Church until 28 November and then our hardworking tutors will take a break until after Waitangi weekend in February 2024.

We have recently welcomed three new volunteer tutors - Karen, Dave and Susan – we are thrilled to have you on board. As always, a big thank you to all our tutors. We do appreciate your enthusiasm and the time you make available for our members.

Classes

You will have noted that we try to have 'smartphone and tablets' courses and 'how to – with laptops' each week. While these classes may look the same to those reading the course schedule, they provide you with flexibility to learn what you want, or need to learn. In these classes you will work individually with a tutor to master how to use the basic functions of your smartphone, especially if you have a new phone; or learn about specific apps or programs or how to make your phone, tablet or laptop more accessible.

We still have places available in our October classes. Please phone or text the SeniorNet number to book in, or phone the tutor named in the course schedule.

Keeping safe online

We have recently held two successful workshops focusing on keeping safe online. The first was on 1 August to share the Netsafe resources released the week before, including the Little Black Book of Scams. For those who were unable to attend, these resources can be found on the Netsafe website <https://netsafe.org.nz/olderpeople/>

Note their website has a smart new tool www.checknetsafe.nz You can type in, or copy and paste the web address you want to check and within a few moments you'll know if the link is likely a scam or legitimate.

Westpac Chartwell staff spent time with us on 12 September discussing fraud and scams – we are appreciative of their continued support and sound advice.

Recent communication from the banking industry indicates that changes are to be implemented to make it more difficult for scammers to move money around:

NZ banks are to bring in name and account number checking, remove links from texts and work together to freeze mule accounts to combat rampant scams. There is no timeframe yet for this to happen though.

So easy, isn't it!!!



Diana was caught with a What's App message. Her son and his family were on a camping holiday with friends. The message used his style of language and supposedly came from a friend's mobile: "Hey Mum, Mark here, I've lost my phone and bank cards and I have an account for \$645 that I need to pay urgently." Diana said she'd transfer the money immediately, but he said he couldn't access his account, he'd sort it with the bank when he returned home, so could she just give him her card details. She did. Money gone.

The scammers had accessed his social media, so they knew the family were camping, and used that information to sound legitimate. Diana should have tried phoning her son or her daughter-in-law, to confirm, but the scammer put the pressure on with numerous urgent messages and it wasn't until she had sent the information that she realised she should have been more cautious

In this instance the bank refunded the money but gave Diana a stern warning, reminding her that the terms of her account, which she had signed, state that she will not give her personal details to anyone. The banks are under no obligation to refund our money if we give our personal information out.

Dale's case was a phone call from her grandson, presumably using artificial intelligence to replicate his voice and speech style, so it sounded just like him, "Grandma, I'm with my friend Luca in Queenstown and we've been pulled over by the cops. Luca's brother had some weed on him, so they're booking him, and they've taken the car so we can't get home. Can you put some money in my account if I send you the link?"

Dale suggested Luca call his Mum or Dad, but he said that his dad would just get mad, and he really needed Grandma to help. Even though she says she's not particularly tech savvy, Dale thought there was something a bit off. Luca was never pushy. She asked if it was really him, then asked him to tell her something only the two of them would know. The caller hung up. This is published with thanks to SeniorNet Ashburton with acknowledgment to Spirit magazine. Text: Judy McAuliffe

Cyber Smart week

The 2023 CERT Cyber Smart week is 30 October to 5 November. This year's campaign is called 'Exposed' and has a focus on the moment real people realised they had been hacked. We will have a free workshop using the campaign resources on 31 October at 1pm.

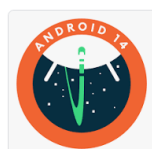
Software updates

One of the key pieces of advice for keeping safe online is to always install software and app updates as they are made available. We have noted that, in addition to the usual regular updates Apple, Google and Microsoft are all currently releasing system updates with new features.



On September 26 Apple released macOS Sonoma for all Macs launched since 2018.

iOS17 for iPhones and iPadOS17 for iPads were also recently released. Those with iPhone 8, iPhone 8+ and iPhone X may not be able to update those devices.



Android phones that are eligible to get system updates will receive the Android 14 update over the next few months depending on their phone model. For the Samsung Galaxy A series these are the models that will update to Android 14:

- Galaxy A73; Galaxy A72; Galaxy A54; Galaxy A53; Galaxy A52 (A52 5G, A52s)
- Galaxy A34; Galaxy A33; Galaxy A24; Galaxy A23; Galaxy A14; Galaxy A13; Galaxy A04s



Microsoft The Windows 10 version 22H2 received in 2022 is the last feature update before it reaches end of support in October 2025. However, Windows 10 will continue to get monthly security updates until then.

The Windows 11 23H2 update with new features for Windows 11 is coming sometime this month. You are likely to see changes once you have logged in to the new version.

Unused Google accounts



Google announced in August that it will start deleting unused Google accounts from December 2023. Remember if you have a Gmail address, you have a Google account. Your Google account includes Gmail, Docs, Drive, Meet, Contacts, Calendar and Google Photos.

If Google deems your account inactive, they will send several reminder emails to both the affected email address and your account recovery email address (if you provided one) before taking action or deleting account content. Starting later this year, if a Google Account has not been used or signed into for at least 2 years, Google may delete the account and its contents. This is important as you may have important photos saved in them.

Don't know what to do with your old PCs, laptops and phones?

Noel Leeming, in partnership with Tech Collect NZ, is offering free e-waste collection at 27 stores nationwide. These include the Noel Leeming Hamilton and Te Rapa stores.

They can help you recycle a wide range of e-waste products at any one of their participating stores. Simply take it to the customer service desk, drop it off and they'll take care of the rest. *Please remember to remove your personal information from your device by doing a factory reset.*

Items for drop-off include:

- personal and laptop computers and cables;
- tablets, notebooks and palmtops;
- computer monitors, mice, keyboards and other peripherals,
- printers, scanners, cameras and
- mobile phones.



For further information go to <https://www.noelleeming.co.nz/services-ewaste>

Microsoft products ending support in 2023



Windows 8.1

From April 2023: Microsoft Office 2013 – including Outlook 2013, Excel 2013, PowerPoint 2013, Word 2013, Access 2013, Publisher 2013

From October 10: 2023 Microsoft Office 2019 for Mac

Microsoft Office 2019 including, Word, Excel, Outlook and PowerPoint move to extended support -this means they will receive security updates but no new features.

Enjoy using your technology! We look forward to seeing you again soon.