

Hello from Computer Friendly



We hope you had a great summer. We have revamped our regular newsletter this time and hope you find it of use.

If there is anything you'd like to see us cover let us know and do please keep your stories coming in. We do like to hear of Computer Friendly customers who have had a breakthrough with technology and how it has helped them in any small way – to keep in touch with family and friends for example.

Computer Friendly in the Community

We are going to be at the following venues if you want a quick chat about our services:

Harpenden Public Halls (Seniors Fair), Tuesday 15th October, 10.30am - 1.30pm
 Alban Arena (Older People's Day), Wednesday 16th October, 10am-1pm

We have great interest in our courses and in particular the demand for help at our Drop In centres. The Drop In centres are a chance for anyone to ask one of our Volunteers any technology issue you may have. We cannot guarantee to sort out every single issue but we'll have a good go.



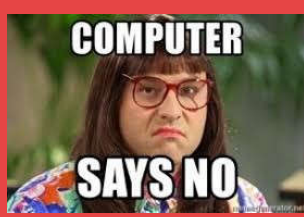
The Drop In's are at:

- Fleetville Community centre, Mondays 10-1pm
- Skew Bridge pub, Harpenden, Tuesdays 10-1pm
- Marshalswick Baptist Church, Thursday 1.30-4.30pm
- Spotted Dog, Flamstead, first Wednesday each month, 10-1pm

Help me !

We get all sorts of issues at the Drop In centres, from synchronising emails on phones and tablets to help with logging in.

One of the main issues our Volunteers have is to understand the root cause of the problem. If you are attending one of the Drop In centres, our advice is:



- Bring the device you are having issues with along and show us the problem
- If it is a large device that cannot be transported then please bring a photo
- Remember your passwords – there will undoubtedly be issues with logging on and the password is key to getting access
- It can take time – sometimes we have a lot of clients all arriving at the start time which can be frustrating if you are not first in line. Please be patient – we will get to you
- We can't solve your home wifi issues. We can give guidance but you may be better off talking to your network provider in the first instance. Yes, we know how frustrating it can be to wait for someone in a call centre. Aaargghh !!!!
- We cannot come to your house to sort issues but we can recommend a man that can who will charge a reasonable fee for the call out

Have a go yourself – enter the nature of the problem in the search bar and see what the proposed solution is



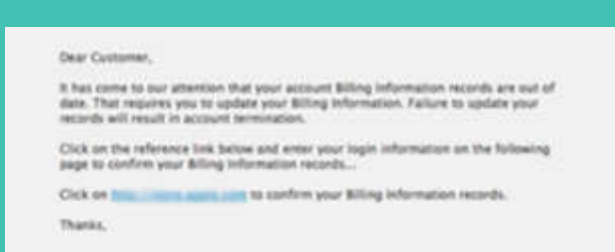
Tea and Tech

We have recently been working with Quantum Care homes to get out to members of the public (only some of which are from the Care Home) who are unable to attend one of our regular Drop Ins to discuss their Tech issues.

We continue to run sessions with Hertfordshire Women's Institute at the regional office in Wheathamstead to talk about our service. If nothing else it is a chance to have a chat and enjoy Tea and delicious home made cakes !

Stay safe on-line

There are many stories about people getting scammed on-line. Criminals are getting more sophisticated in their approach and Email scams are becoming increasingly common.

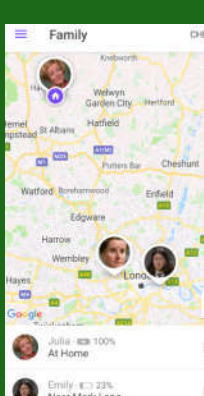


Advice from Age UK:

- Don't open email attachments unless you know they are safe
- Don't click on links with emails that direct you to your bank / utility provider / HMRC
- Don't be tempted to reply to scam emails giving them a piece of your mind as it lets the sender know the email address is active and you could get more unwanted email
- If you have been asked to make a payment, contact the company directly to verify the account to which you've been asked to transfer money
- Ensure you have anti virus software on your computer
- Have a strong password
- Have different passwords – it may be frustrating to have multiple passwords for different on-line accounts, but if a scammer finds one of your passwords they will try that password to gain access to your other accounts
- Don't give out personal information unnecessarily – service providers may ask for dates of birth and memorable words as part of security clearance. Make sure no one can overhear you
- Report a suspected scam to Action Fraud: 0300 123 2040 or www.actionfraud.police.uk
- If in doubt, ask

My favourite App

"One of the Apps I use regularly is Friend Locator" said Computer Friendly volunteer, Chris. "I became aware of it a few years ago when doing a Charity cycle ride to Paris with a party of deaf adults, including the support vehicle driver. We were of different cycling abilities and as using a mobile phone for talking was out of the question, the driver asked for all our phone numbers so he could track us via Friend Locator. He could then meet us all and provide any necessary assistance as we made our way to Paris."



There are other apps e.g. Live 360 that do a similar job to Friend Locator i.e. it tracks the location of your device but an invite has to be sent to the participants in the first place. "We mainly use it now to check on the location of our kids. Its nice to know where they are. They thought we were spying on them at first but they soon came round to the idea when we were able to help them find the mobile phone one of them had lost."

"It was quite a shock the other day when my wife suddenly discovered where they were. They all live in separate parts of London but suddenly decided on one fine day to go to the Isle of Wight where we used to take them as kids on a nostalgic trip. They did send photos via WhatsApp of them eating Fish and Chips on the beach."

And finally.....

Spread the word – if you know of others in the local community who struggle with technology, please put in a good word for us.

If you want to know about the courses we provide [click here for the November timetable](#). We'd love to hear your success stories or suggestions for the newsletter. Please email any comments to courses@cfsta.org or call 020 3239 1559 and leave a message.

We are a charitable organisation run by volunteers and rely on the community to provide us with premises. If you have benefited from our service, tell your friends but also please support our work with a donation [click here to support Computer Friendly](#).

Good luck and happy teching

The Computer Friendly volunteers