

ESSENCE

SENIORNET NORTH SHORE (SNNS) NEWSLETTER

October 2019

No. 276

Next Sunday Meeting 13 October 10 am

Mega Brice of International training systems, Integrity Solutions.

Topic: "How to leave a legacy by being a great coach"

**Megan will explain how we can be a great coach for our family/grandkids – in other words
- How to leave a legacy by being a great coach.**

WEBSITE: www.seniornetns.com **TELEPHONE:** 486 2163 **EMAIL:** snetns@xtra.co.nz
CLASSES: Learning Centre, Suite 3, St John Ambulance Building, 2 Shea Terrace, Takapuna.
MEETINGS: 2nd Sunday of each month, 10am in the Hall, St John, 2 Shea Terrace, Takapuna.
CONTACT: The Secretary, SeniorNet North Shore Inc. PO Box 65357 Mairangi Bay, Auckland 0754

COMMITTEE 2018-2019

CHAIRPERSON

Lois Kay 478 3587
lois.kay@xtra.co.nz

SECRETARY

Doreen Hall 021 02221814
doreenorms69@gmail.com

SUPERVISOR

Shirley Hansen 444 6946
ray.shirley@xtra.co.nz

TREASURER

Norma Oliver 443 6233
norma.oliver@outlook.com

MEMBERSHIP SECRETARY

Patricia Lough 021 268 8677
loughie@outlook.co.nz 413 6322

TECHNICAL OFFICER

Allan White 441 9344
moele@xtra.co.nz

TUTOR LIAISON

John Ovens 410 5265
jovens@orcon.net.nz

WEBMASTER

Ian Handricks 029 477 4491
www.seniornetns.com

PROMOTIONS OFFICER

Campbell Stanford 09 600 1569
camstan69@gmail.com

AUDITOR Bernard Layburn

MONTHLY REFRESHMENTS

Shirley Hansen, Pam Shaw and volunteers

NEWSLETTER EDITOR

Roger Willoughby 479 2528
seniornet.newsletter@gmail.com

October Newsletter – Chair Report

Each month our Editor carefully constructs (as he tells us) our newsletter and sends it for proof reading. Our thanks to our Club member Martin Watson who for some years has given his time to check for E.& O.E. in every edition.

We are currently placing a lot of emphasis on Cyber Security because it can have devastating results. Our Sunday speaker in September was Matt Chamberlain and his associate Erica Wood from Tech Solutions at Noel Leeming who clearly defined the issues we face with security and in particular the poor habits surrounding passwords. There is a resume of Matt's presentation inside. He also discussed the options for watching the World Rugby Cup.

Last year Kiwis lost at least \$33 million in 13,000 cases of fraud and online scams compared to 2017 when \$10.1 million and 8,100 cases were reported. More than half, 58%, were not reported. There is a tidal wave of scammers working and we need to know how to protect ourselves. Also included in this issue are some explanatory notes and helpful websites.

We are pleased to welcome new members David and Anne Old and Alex Sharp. Enjoy your SeniorNet.

Two items on our website worth investigating: Firstly our Blog site which contains the latest technology tips provided by Ian Robinson. The newest items are on public charging stations – beware of public USB ports which can be modified to put malware on your phone also "Is Your Cellphone Killing You"? Plus, "Is Big Brother Listening" i.e. on an Alexa device?

Our Webmaster, Ian Handricks has included a sector on Virtual Travel: some wonderful links that will take you on all sorts of adventures – from your armchair. Go to Knowledge then scroll right down the page to Virtual Holidays and you will see 22 links that are active – just click on the panel and you will go straight into the website. Lots of fun and amazing links.

We had a very successful session run by Cherry Parker on making posters, cards etc with a follow up scheduled for November (and prizes) also the first of three informative sessions on Microsoft Word – all sorts of handy hints for quick and efficient "writing" with Glen Plaistowe.

Next month we have some information on how you may be able to stop those annoying landline scam calls

Lois Kay



Advanced Windows : Bill Howell

This covers WinXP onwards to Win10 on the 1st and 3rd Tuesday mornings each month and features a lively discussion group. You ask the questions and we all participate in trying to solve the problems. If all else fails "AG"! The answer will be revealed to those who attend the sessions.

Ask Me How : Toby Malcolm

Do you want to expand your understanding of technology? Do you want to know the meaning of some tech jargon? Come along to this ask anything session and submit your questions – whether it be about Windows, Macs, the internet, smartphones, tablets (Apple or Android), or some other topic. Each session will be different depending on the questions, so each month you can learn something new.

Special topic this month: Scams - Highway Robbery of the 21st century. Learn about the extent of the problem in NZ and examples of current scams to watch out for. I'll cover government and other sources of information to help prevent (and recover from) scams. Bring a friend and spread the word - lots of people are being caught out by unscrupulous scammers and losing money, privacy, and dignity.

Ask a Tutor : Barbara Anderson, Glen Plaistowe**MUST BOOK**

For this class, you will be booked with a tutor to help you solve your problem. One hour is sufficient for concentrated work. Bring with you :

Your device, plus power leads and mouse (remember to charge it beforehand).

A list of the problems you are having. The user name and passwords you need. If it is an Apple device you may need your passwords and your user name - also, if you are working on email you need that password. If it is Google you may need your Google Account or Microsoft Account for Microsoft. You may not need to use them but be a good scout and Be Prepared.

You will need paper and pen to record the steps you take so that you can fix it should it happen again.

If you have a PC or your laptop or device is too heavy for you to carry you will work on a Club computer.

You need to book in with the tutor prior to the class as only 3 or 4 tutors are available to help.

Family Tree Maker 2017 : Bernice Hyde

We are a smaller group who address any queries on the newest FTM program, so there is no set topic. Come along and ask for help.

**First Friday Genealogy : Barbara Anderson**

We will begin as usual with treasures remember anything that you have that you love that is genealogical can be one if it has captured your interest it is likely to capture ours as well. Then Bernice will give us an update on an interesting Irish Ancestor from one of my side-lines in Genealogy. It has proven a very interesting exercise and will show the various ways you get the information you need to build up a timeline for the ancestor. I am scanning the photos this. Then we will get on to lookups for people which we have not had much time for lately so bring along your problem ancestors and we will try to find out some information for you. I have booked in Jan Gow for December and am waiting to hear from her now.

Below are the urls I sent out after our last meeting for looking up Police Gazettes in a much simpler form.

In partnership with Archives New Zealand, Papers Past has announced the following Police Gazettes are now available on their website.

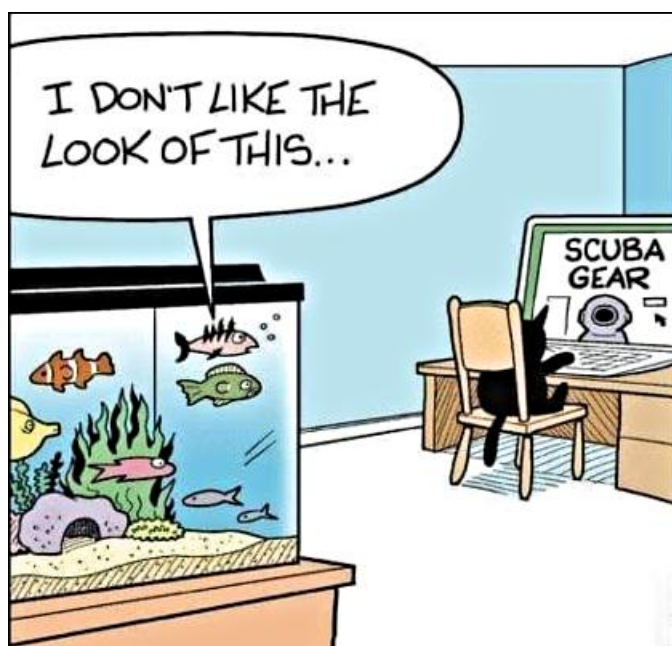
[New Zealand Police Gazette \(1877-1945\)](#)

[Canterbury Police Gazette \(1863 - 1877\)](#)

[Otago Police Gazette \(1861-1877\)](#)

Genealogy Workshop : Lois Kay

We will continue to look at some new and revitalised websites. A new feature this month – Campbell Stanford has located a "free" website that will colour your black and white photographs – with ease. Campbell will demonstrate how this is done and suggests you bring some B and W examples on a flash drive that you would like to see enhanced with colour and also a couple of colour photos that we could select colours from to produce the result.



iPad and iPhone : Ian Handricks

This forum is for anyone using Apple's iPad and/or iPhone. Ian will cover everything from first time iPad and iPhone users' problems, issues and knowledge right through to experienced users. He will talk about exciting developments, new apps, tips and tricks. You will learn how to manage and run your iPad/iPhone and at each session Ian will introduce new information on how the devices can be used effectively. A great opportunity to get answers to your questions.

Photobooks : Bernice Hyde

I demonstrate using preferred websites to teach how to create a Photobook to keep those memories in a convenient way. The session can go through the process to help with problems and discuss what else is needed with the group.

Photography (Incorporating Digi Photos and Photography for Beginners) : Rex Oddy

Photography tutorials will include practical instruction on aspects of photography and the discussion of members photographic work. Each month members are invited to bring along digital images or videos for review, that are either based on a set subject or are general interest images or both. The technical part of the October session will include Macro (close up photography). Bring your cameras.

The image display theme will include macro and with that comes depth of field.

As always the set topic isn't compulsory. You may bring along any photos that you would like to display.

PowerPoint Tips and Tricks : Campbell Stanford

Following the considerable interest shown in how Campbell worked his recent presentations at our Genealogy sessions, come and learn some of the exciting techniques available in MS PowerPoint.



The presentations can be sent to others as is, as shows only (not editable) or as a pdf file that anyone can view. Music and videos can be added to PowerPoint shows as well as text and pictures. Great for Family Histories, Biographies, Memoires, Talks or Papers on any subject, general Presentations and Holiday Books/Shows. Bring your USB flash-drives for hand-outs and laptops for hands-on practice. SeniorNet computers will also be available.

Recording Your Stories : Glen Plaistowe

We will continue with the theme of community aspects not covered last time. Is the basis of community the same or different in the present time? Also, we will look at the differences between the way our grandparents managed in their latter years as compared with now - how did the community and family support them then

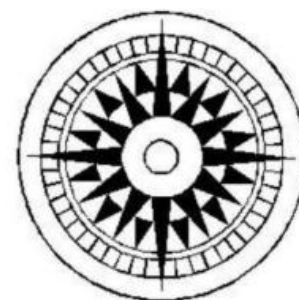
Two peanuts went into a bar for a drink. One was assaulted.

Egg and bacon went into a bar for a drink. The barman said "Sorry, we don't serve breakfasts."

Two pylons on top of a building had been standing next to each other for years. One day they decided to get married. The wedding was ordinary, but the reception was fantastic.

Hands-on help for your PC

- Independent pre-purchase technical advice
- Installing and configuring your new PC, printer or device
- Transferring data over to your new PC & clearing out your old one
- Help getting photos/scans off your camera, scanner or phone
- Email, email accounts and setting email up on your mobile device
- PC 'housekeeping' to reduce program-clog and unwanted pop-up messages
- Checking your security against Viruses & Spyware is current & working correctly
- Sorting out files and photos, and organising an appropriate backup procedure to protect your data files



I am a former PC Direct & Gateway service technician and trainer. Covering the greater Auckland area and have continued to support SeniorNet North Shore members since 2000.

Standard rates \$60/hr. Discounted rate \$55/hr to *current* SeniorNet North Shore members

Tips and Tricks : Ian Handricks

A tutorial and discussion forum where you can ask questions and get answers and also learn tips and tricks for a wide range of computer/ipad/iphone/laptop situations. Ian will endeavour to provide solutions for your questions and will introduce you to a bevy of useful tips, shortcuts, hidden features, useful tools, actions and ways to achieve results on your computer and technology devices. Each session, Ian will provide you with a hot list of new ideas, tips and tricks to explore and use.

Travel Tips : Glen Plaistowe

For anyone interested in travelling or seeing and hearing about other people's different travels both within New Zealand and overseas. We will share advice, tips to make you a more savvy traveller and, through sharing one another's photos and stories, learn about different places, their cultures, history and customs.

**Word Processing : Glen Plaistowe**

The second of three sessions with tips and tricks to help you maximise your skill in using either MS or Open Office. Bring your own laptop if you have one, so your learning matches your software version or use one of our computers.

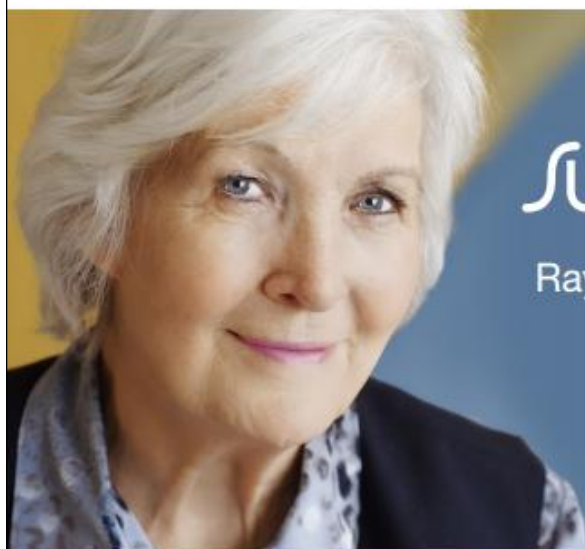


*Member Sally-Ann Rose-Innes is visiting South Africa. She is looking for a SeniorNet branch. Any ideas?
Good to hear from you Sally-Ann.*

“ Hi Barbie,
Just to let you and The Gang know that I'm having a wonderful time. The flight was longer than going to the moon but great. First pic of my older brother Dave and me. Only pic taken so far!! So precious.
I'm not on mobile or whatsapp. Only gmail and messenger at the moment. My Kiwi computer is slow as.
I'm wondering whether or not Senior Net's services extend this far?
Hope all good there?
Lots of love and hello's to you and the Team.
Hugs all round.
Sal xo's “



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HOW TO BOOK A CLASS

Read through the Tutors' Pages and select something that appeals to you. Then look at the Schedule and see whether it is a Tutorial or Discussion Group.

Follow the procedure for what you have selected from the next column

FREE REFRESHMENTS

at all Discussion Groups, Tutorials, and Monthly Sunday Meetings

T = TUTORIALS
FIRST email or phone
tutor
BOOK at least a week
ahead
Pay at the door

D = DISCUSSION
GROUPS
All welcome

SENIORNET tel 486 2163
TIMES AM = 10.00 to 12.00
PM = 1.00 to 3.00

NAME TAGS

Please wear your name tag to all sessions to put a face with a name.

**MONTHLY MEETINGS
HELD IN THE HALL**

10am 2nd Sunday of the month
 Come along and listen to some interesting speakers

Gold coin donation appreciated
EVERYONE WELCOME

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Changes after publication will be posted on the club website: www.seniornetns.com
Information NOT HERE??? Please phone Tutors

Schedule - October 2019

Day	Date	Time	Session	Tutor	Phone	E-mail Address	D/T	Cost
Tue	1	am	Advanced Windows	Bill Howell	478-5530	howell.trust@xtra.co.nz	D	\$3
Tue	1	pm						
Wed	2	am	Ask me How (see notes)	Toby Malcolm	021 148 1834	toby@triplesweet.co.nz	T	\$5
Wed	2	pm						
Thu	3	am	Word Processing	Glen Plaistowe	027 541 2241	glenp19925@gmail.com	D	\$3
Thu	3	pm						
Fri	4	am	First Friday Genealogy	Barbara Anderson	479-6242	b.c.anderson@xtra.co.nz	D	\$3
Fri	4	pm						
Sat	5	am	Tips & Tricks	Ian Handricks	029 477 4491	ianhandricks@gmail.com	D	\$3
Sat	5	pm						
Mon	7	am	PowerPoint Tips & Tricks	Campbell Stanford	021 717 008	camstan69@gmail.com	D	\$3
Mon	7	pm						
Tue	8	am	Photography	Rex Oddy	479-3105	rex.oddy@xtra.co.nz	D	\$3
Tue	8	pm	Committee Meeting					
Wed	9	am						
Wed	9	pm						
Thu	10	am						
Thu	10	pm	Ask a Tutor (Must Book)	Several Tutors	479-6242	b.c.anderson@xtra.co.nz	T	\$5
Fri	11	am						
Fri	11	pm						
Sat	12	am						
Sat	12	pm						
Sun	13	am	Monthly Meeting	10am in hall		All Members Welcome		
Sun	13	pm						
Mon	14	am	Photo books	Bernice Hyde	483-5825	bernice52@xtra.co.nz	D	\$3
Mon	14	pm						
Tue	15	am	Advanced Windows	Bill Howell	478-5530	howell.trust@xtra.co.nz	D	\$3
Tue	15	pm						
Wed	16	am	Recording your Stories	Glen Plaistowe	027 541 2241	glenp19925@gmail.com	D	\$3
Wed	16	pm	Ask a Tutor (Must Book)	Glen Plaistowe	027 541 2241	glenp19925@gmail.com	T	\$5
Thu	17	am						
Thu	17	pm						
Fri	18	am	Genealogy Workshop	Lois Kay	478-3587	lois.kay@xtra.co.nz	D	\$3
Fri	18	pm						
Sat	19	am	iPhone and iPad Tips & Tricks	Ian Handricks	029 477 4491	ianhandricks@gmail.com	D	\$3
Sat	19	pm						
Mon	21	am	Spring Clean					
Mon	21	pm						
Tue	22	am						
Tue	22	pm						
Wed	23	am						
Wed	23	pm						
Thu	24	am	Travel Advice	Glen Plaistowe	027 541 2241	glenp19925@gmail.com	D	\$3
Thu	24	pm						
Fri	25	am	FamilyTree Maker	Bernice Hyde	483-5825	bernice52@xtra.co.nz	D	\$3
Fri	25	pm						
Sat	26	am						
Sat	26	pm						
Mon	28	am						
Mon	28	pm	Labour Day					
Tue	29	am						
Tue	29	pm						
Wed	30	am						
Wed	30	pm						
Thu	31	am						
Thu	31	pm						

Other tutorials available subject to interest:
 Making Your Own Website
 Genealogy for Beginners
 PowerPoint
 Photo Editing & Graphics

"Cloud" Storage
 Computer Introduction
 Files & Folders
 Skype

Email & Internet
 Backing Up

What we need to know – please do not take the issue lightly.

Matt Chamberlain from Tech Solutions at Noel Leeming provided us with very good advice and information on Cybersecurity and introduced us to their Home Security systems which can provide “real time” information or can record activity at your property. They have a natty little alarm doorbell with a camera and an app which shows on your phone “live” what is happening.

He spent some time discussing internet safety and the importance of good passwords emphasising we should use a mix of upper and lower case, symbols and numbers and certainly more than 6 characters which can stop what he called a Blunt Force approach by scammers. He advised don't use your date of birth and do not use the same password for everything. He was not averse to using a simpler password for relatively unimportant connections. He also advised that changing passwords six monthly was a good security habit.

During discussion on security programmes he confirmed that Windows 10 has a built in system called Defender and Apple also have an internal option but you do have to activate it. When it came to scam emails he recommended if in doubt look for spelling and grammar errors and certainly look at the email address as that will often be a giveaway.

Matt also covered the various options available for watching the All Blacks at the Rugby World Cup so if you do not have a smart TV your options are Chromecast, a gadget they sell called Smart View or an Apple TV. He advised that streaming uses about 3GB per hour. Noel Leeming are equipped to assist with setting up and advice with a \$149 minimum call out fee less of course our SeniorNet discount which reduces the price to approximately \$117. Your other option: free to air for All Black games delayed one hour and the semi and final games live on Duke.

There are various types of threats and a full explanation can be found on government sites:

Spam: refers to emails, SMS texts or faxes from an individual or a company that you didn't ask to receive. i.e. Junk mail advertising products or services you don't want.

Ransomware: A type of malicious software that denies a user access to their files or computer system unless they pay a ransom.

Scams and Fraud: Online scams are intended to manipulate or trick people into giving away their personal details, financial details or money.

Phishing: A type of email scam. The sender pretends to be a trustworthy organisation – like a bank or government agency – in an attempt to get you to provide them with personal information such as bank account details.

Denial of Service: These attacks aim to restrict or impair access to a computer system. They typically target servers to make websites and payment services unavailable – preventing legitimate users from accessing the online services they need.

Online Identity Theft: Using personal information from another person and using it for their own gain.

Malware: Any kind of malicious software designed to damage or harm a computer system.

Cyber Bullying: Relates to any kind of harassment or abuse that is carried out online through social media, email or a website.

Credential Dumps: When a list of email addresses and other information (like passwords) is published online without permission. Can be exploited by spammers and cybercriminals. **It is so important to use the BCC option when emailing groups of people in particular.**

There are a number of websites where you can check if something is a cyber security threat or report an issue such as:

<https://www.cert.govt.nz/individuals/alerts/>

<https://www.netsafe.org.nz/>

<https://www.consumerprotection.govt.nz/>

There are also sites where you can report a Scam:

Financial and Investment scams: www.fma.govt.nz

Cyber Security Scams: www.cert.govt.nz

www.netsafe.org.nz

Banking and Credit card: Contact your bank or financial institution.

Spam emails and Text messages: for texts: TXT Spam – forward from your phone free of charge to short code SPAM (7726) or www.spam.govt.nz (this will direct you to an online complaint form) or for spam email direct to complaint@spam.govt.nz

If you use Spark then the following will be helpful:

Spam Policy | Spark NZ

<https://www.spark.co.nz/help/other/terms/policies/spampolicy>

More info on scams | Spark NZ

<https://www.spark.co.nz/help/scams-safety/scams/more-information>

Avoiding scams | Spark NZ

<https://www.spark.co.nz/help/scams-safety/scams/spot-a-scam>



Matt and Erica of Noel Leeming Tech Solutions, flanked by new members David and Anne Old

Guest Speaker: Megan Brice

Megan is an industrial psychologist, key note speaker and facilitator. Before moving into the training field she specialised in psychological assessment for recruitment and development, building this business in NZ and Australia. Megan is the owner of the Australasian franchise of the International training systems, Integrity Solutions. She is responsible for training all corporate facilitators in the Asia-Pacific region.



Topic: "How to leave a legacy by being a great coach"

Megan will explain how we can be a great coach for our family/grandkids – in other words - How to leave a legacy by being a great coach. Megan will discuss who have influenced you the most and how this makes a difference in our lives and those people we are close to. By knowing how to coach and help people realise their potential you are able to leave a lasting positive legacy on people's lives. Megan will take you through the coaching process, provide an overview of behaviour styles and provide practical ideas for us all to try.

HOW TO JOIN SENIORNET NORTH SHORE

Members, if you know of anyone who would like to join SeniorNet North Shore, firstly advise them to view our website to get some idea of what is offered.

www.seniornetns.com

Then contact Patricia Lough our MEMBERSHIP SECRETARY on 021 268 8677 and 413 6322, who will forward an Information Package that includes a Membership Application Form, which should be filled out and then returned to SeniorNet North Shore, PO Box 65357, Mairangi Bay, 0754. Annual fee is \$35 single or \$50 double. When the subscription has been received, Patricia will forward an acknowledgement together with a name tag that should be worn at all sessions. Our financial year is from 1 July to 30 June with the AGM held at the monthly meeting in August.

Editor speak. Last month I showed a photo of me and Mrs Editor enjoying a day out at Weymouth beach. Below is another photo taken in Weymouth that day showing another claim to fame of this port town in Dorset.



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Spring is here, and you know what that means – it's time for spring cleaning. As you prepare to scrub your home from top to bottom, consider tackling your technology, too. If it's been a while since you've cleaned out your computer, you may want to add your laptop or desktop to the list of things to declutter. Here are seven tips on spring cleaning your computer.

Tip 1: Make sure your antivirus is still active.

If your computer came with a free trial of an antivirus program, it may have expired. Keep your computer in optimal shape by ensuring your antivirus software is always up to date and active. Scan your computer often for bugs, viruses, or malicious files and remove them as soon as they're caught to keep your computer running smoothly.

Tip 2: Backup your files

You don't want to be caught by surprise when your computer crashes and you're unable to recover important information or precious photographs. If you aren't storing backups of your photos, documents, and important files, you're putting yourself at risk of losing everything if something happens to your computer. Purchase an external hard drive to store duplicate copies of your files or consider saving everything to the cloud. There are lots of free online backup available, so there's no excuse!

Continued on next page.....

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Tip 3: Uninstall programs you aren't using

If your computer takes ages to start because it's busy booting up a million programs, you might want to remove a few. Scroll through your list of installed programs and see when you last used them. Remove any files you clearly don't need. Be careful and don't delete anything that looks important, but if you find games you haven't played in years or out-of-date programs taking up valuable memory, clean them out. You'll be amazed how much quicker your computer runs after freeing up a considerable chunk of memory.

Tip 4: Clean up your email

It can be easy to let your inbox get a little out of control – especially if half the stuff you receive each day is spam or simply unimportant. Spend some time sorting through your inbox manually or use a tool like Unroll.Me to cancel any email subscriptions adding clutter, not content, to your email inbox. To make life easier later on, create a few folders to keep your inbox organized and easy to maintain. At the very least, I recommend separate folders for personal correspondence, bills, and work-related emails, but you should structure yours to suit your needs.

Tip 5: Sort out your desktop

You should strive to keep your desktop relatively clean and organised. It can be tempting to quickly save files to your desktop when you're in a rush, but if you spend five extra seconds filling it away in the appropriate place, you (and your computer) will be more organized. Delete any shortcuts you aren't using, files you haven't opened in years, or icons taking up clutter.

Tip 6: Update everything

It's easy to ignore the updates your computer tries to push, especially if you're in the middle of something when you're prompted to pause and reboot. However, it's important to keep your system up to date. Most updates help protect your computer against vulnerabilities to viruses or add new functionality. Take some time to make sure everything is running on the most recent version.

Tip 7: Don't forget about the exterior

You shouldn't forget to physically clean your computer, too. Clean out your keyboard, wipe down your monitor, and sterilize your mouse or trackpad. If you have a desktop, consider removing the case and using a can of compressed air to clear out the dust. You'll be amazed how much accumulates, and too much build-up can cause your computer to overheat and crash.

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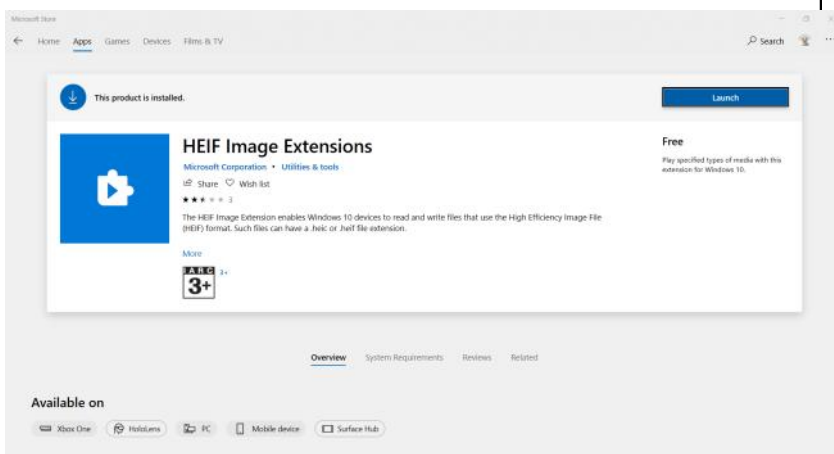
The High Efficiency Image File Format (HEIF) is a container for images and videos that can significantly improve file compression, while still providing superior image quality and additional benefits over older formats, such as JPEG, PNG, and GIF. If you've never heard of this format, you're not the only one. Because it's not until Apple started using HEIF to save photos on its devices that the format began to gain popularity. (Google also supports HEIF since the P version of Android.)

Initially, Windows 10 didn't include native support for HEIF, but since the October 2018 Update, the support comes pre-installed on every installation. However, this is only true for the image codec (MPEG-H Part 2), as you're still required to download and install the HEVC extension to play videos (H.265). In this article, we'll walk you through the steps to add full support for HEIF to Windows 10. So you no longer have to convert HEIF to JPG anymore to view pictures taken with your iPhone or Android phone.

How to enable HEIF support on Windows 10

If the extensions aren't already available on your device, the Photos app will offer a link to get them from the Microsoft Store. But You'll be directed to a paid version of the extensions. However, it's possible to get these packages for free with different links.

Quick note: Starting with version 1809, the HEVC codec should install automatically on your device. However, if it's not the case, you can follow the steps below to get it. If you already have the HEVC codec, then You'll only need to install the HEIF codec.



To add HEIF support to Windows 10, use these steps:

Click the **Open Microsoft Store** button.

Click on **Search** box and enter **HEIF extension**.

Click the **Get** button.

Click the **Install** button.

After you complete the steps, you should be able to view files encoded using the HEIF container with Photos or another compatible app, such as Microsoft Paint.

Need help with computers?

Tekzone can offer you:

- * Genuine advice on what hardware and software is best for you
- * Top quality components from reputable companies
- * Pick up & set up anywhere in the Auckland metropolitan area
- * Transfer of files to your new computer

- * Personal help at your office or home, any time you need it
- * Broadband, Network & Wireless Setup
- * Free advice on all related matters
- * And, we charge only what we quote (no hidden extras)



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