

BRIGHTWEBS TIPS

Gerri's Computer Newsletter

Volume 1, Issue 1

November 25, 2003

Privacy note

Your privacy is important to me. You are receiving this newsletter because you have been my student in the past. This will be the only issue you receive unless you send an email to teacher@brightwebs.com to let me know you wish to continue to receive it, probably monthly, or when I have enough tips to make it worth reading. So let me hear from you if you'd like to continue to receive a free newsletter of computer tips. And I will NEVER sell your information to anyone.

Gerri's favourite links this month ~ a random selection

- <http://www.mayoclinic.com>
- <http://www.wiredseniors.com/ageofreason/>
- <http://www.quotationspage.com>
- <http://www.virtualflorist.com>
- <http://www.recipesource.com/>

EMAIL ETIQUETTE

If you send on advice, jokes, recipes, whatever you like to your list of friends, do them all a favour—**Use BCC**.

There are two reasons why:

One is so that you aren't posting your friends addresses in public places. **It's the equivalent of writing their names on walls.**

The second reason is that it can be a prime way for scammers to get addresses. You're putting names in a nice neat list for them, if you put all the names in either the To: box or the CC: box.

Do the math ~ , if you send this to 50 of your closest friends and they send it to 50 of their closest friends and they send it to 50 of their closest friends, what do you bet one of them sells

something via mail order?

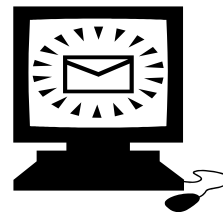
So the trick is to put your own name in the To: field and EVERYONE else's in the BCC field. If you can't see the BCC field when you open a new message window, in Outlook Express, click on **View >All Headers**.

Here's a link for more info:

<http://www.hamra.net/fun/bcc.htm>

Please pass this hint on to anyone who sends you one of those emails with everybody's name in clear. Together we can help cut back the spam that's ruining email for everyone.

I'm enclosing 2 copies of this newsletter so you can give one to a friend. Thanks.



The morning post - delivered how old-fashioned and yet new again...

What's it all about, Alfie?

While you're sending email, **always remember to use a subject line**. If your friends get a lot of email, as I do, they may just discard the ones with no subject, especially if you don't have your real name showing on your address, as many of you don't.

STUCK ON A WEBSITE ?

Ever find yourself on one of those sites that won't let you go when you click your BACK button? Every click just keeps reloading the same page until you finally close the browser to get free. Here's something to try instead:

Look for the little tiny ▼ at the side of the back button. When you click that, it gives you a list of the last 8-10 websites you've visited. Click back in time to one that's before the site that's holding you captive. Sometimes you just can't get away, and in

that case you may need to click on Alt-F4 and hold it down until the program shuts down. This is better for your computer than just pulling the plug, as some of you have told me you do.

SECURITY ONLINE

The security experts at CERT report that hacker intruders are using messages typically offering the opportunity to download software of some value to the user, including improved music downloads, anti-virus protection, or pornography. Once the user downloads and executes the software, though, their system is used by the attacker as a Zombie in a distributed denial-of-service (DDoS) network. Your eyes probably just glazed over at that, but what it means is someone can be sending very nasty stuff around and it will look like it came from your machine.

Here's a typical message:

You are infected with a virus that lets hackers get into your machine and read your files, etc. I suggest you download [malicious url] and clean your infected machine.

A variant on this is the message that appears to come from your bank or

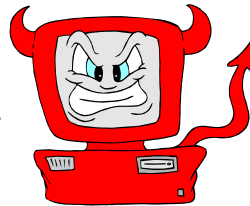
a credit card company or your ISP, asking you to renew your details online. It can even look like a bank website sending it on official stationery. Another is the supposed 'patch' from Microsoft that arrives attached to an email.

Microsoft never sends patches by email, you have to go to their update site.

Never give out credit card details in an email, and be very careful of what you download. Remember there's no such thing as a free lunch.

Here's CERT's address:

<http://www.cert.org/homeusers/> where you can find a comprehensive guide in .pdf format on ways to protect yourself from computer crime



Quick UnAttach

Would you like to keep a file that's been sent as an attachment? You don't want to have to open that e-mail every time you need it. Instead, save it to your hard drive.

Open the e-mail message that contains the attachment you want to save.

Right-click the attachment icon, and then click Save As.

Type a name for the file in the File Name box, and navigate to the folder where you want to save the file.

This works for both pictures and letters or documents.

And of course you'd never open an attachment from a stranger, or even from a friend if you're not sure they are running proper antivirus software. Remember you can always leave the message in your inbox **without opening it** while you check with your friend to see if they really sent it.

AND NOW FOR SOME HAPPIER INTERNET INFO

Google's new toolbar, which you can download for free (yes, I know I just told you nothing was free, but Google pays for this one with sponsored links) has some nice features, including a built-in search box always on your browser window. But my favourite feature of this toolbar is that **IT BLOCKS THOSE ANNOYING POP-UPS**. You can get the toolbar at <http://toolbar.google.com> and the site will tell you how to install it.

If you run into problems, give me a call and I can talk you through it.

MOUSE POTATO.
The on-line, wired generation's answer to the couch potato.

Start Without the Mouse

Want to display the Start menu without clicking Start? Press Ctrl-Esc on your keyboard. Or, if you have a Windows key, press it.

Once inside, you can navigate the Start menu without the mouse. Use the up and down cursor arrows to rotate through commands in a menu. (The right and left arrows allow you to jump across the main Start menu.)

To expand a selected folder, press the right arrow or Enter; to collapse it, press the left arrow or Esc. To select a shortcut, press Enter.

ON-SITE COMPUTER SUPPORT

I often hear people say they took a computer class and then at home found their computer doesn't look like the lab computers.

Classes are helpful and give you a chance to meet other students and realize others have the same questions. But sometimes you need one-

on-one help.

I make house calls. An hour of my time can save you days of frustration. I can help you install software or new hardware too. If I can't solve your problem I have trusted experts I can call on for you.

Keep the enclosed magnet on your refrigerator (not near your computer) and give me a call before you tear your hair out.



Puzzled about set-up?

Need some help?

**Give me a call at
604-773-6107**

And please recommend me to a friend

Thank you -

Gerri Sombke