

## Welcome to the Virtual IT Club!

Hope you are fit and well and staying safe as we head into the 6th week of lockdown.

Today would have been a meeting day in Epsom but its raining so we are probably better off having a virtual meeting!

I am still in the Cotswolds which is beautiful at this time of the year and there are some lovely walks in the surrounding area.

This is the first newsletter produced completely on an iPad with a separate keyboard and it has been surprisingly successful and I start to question why I need a desktop computer at all!

Anyway, on with the meeting.

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## Information

If you have IT problems you can still get telephone help by ringing our office on **01372 732456** between the hours of 9.30 – 1.00, Monday to Friday. An IT volunteer will then ring you back and hopefully solve your problem.

Here are the links I posted last time:

Age Concern Epsom website: <https://ageconcernepsom.org.uk>

Government advice: <https://www.gov.uk/coronavirus>

Age UK: <https://www.ageuk.org.uk/information-advice/coronavirus/>

The NHS has lots of information: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

111 phone line website: <https://111.nhs.uk>

Livi information: <https://www.livi.co.uk>

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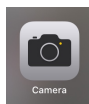
## Create an uplifting message!

Charlotte, our wonderful fundraising and marketing manager, has sent a request to us for short videos. (Mo has also sent you a message about this today).

She would like messages from you which can be sent on social media to other people in the borough. They could be you talking directly to the camera ("selfie") saying something uplifting, humorous or encouraging. Or it could be a video of your garden, something you have been making, or anything you have been doing. The idea is to present a positive view of this period of isolation.

If you would like to do it, I recommend you use your iPad or tablet. The steps are as follows:

1. Go to the camera app



2. Select Video

3. If you are going to do a selfie (ie talk to the camera) you need to swap to the front facing camera by selecting camera swap.



4. To record, touch the round button. Press it again to stop recording. The result will be stored in the Photos album.

From Photos you can email it to me at [steven.p.dow@me.com](mailto:steven.p.dow@me.com).

Please include the following in the email:

*I give my full consent for Age Concern Epsom & Ewell to share this video via social media*

Have a go!

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## Apps



We are all probably watching more TV than we used to and to help the Radio Times is offering 2 month subscription for just 99p! It's in the App Store and Google Play. And hopefully the lockdown might have ended when the 99p offer runs out

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## News

The TV news channels all have apps which can be good, particularly with breaking news: All are apps from the App Store or Google Play



BBC News



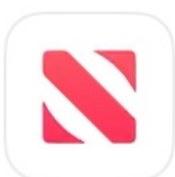
Sky News



ITV News



For a more USA and world view, CNN.



Apple News

For Apple and iPad users. It should be on your iPad already. It collates stories from lots of different sources and is not bad.

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## Shopping

Now, more than ever, online shopping is a huge benefit (apart from online supermarket deliveries which I have just about given up on).

Amazon are the world leaders and although they have questionable tax returns and work practices, they do a fantastic job of getting products quickly to the customer. So in this testing time we have used them a lot and they have not disappointed.

Things can go wrong - last month we had an email from the courier to say that an item we had ordered had been delivered but it definitely had not. The courier even said there was a photo proving delivery but when we looked all that was there was a map of the area. I could not make any headway with the courier because their phones are automated and all we could get was "your item has been delivered. Can we help with something else?" There was NO way to speak to a person. My mistake was to spend 2 hours trying to contact the courier. What I should have done is gone straight to the seller (a garden centre) who, after a couple of questions, sent me a replacement. I assume they got onto the courier and claimed compensation.

In my experience this sort of problem is highly unusual but it illustrates that sellers will generally bend over backwards to keep you happy. Unlike couriers!

Here are some tips from Moneyadvice service about online shopping:

These are some really simple ways to shop safely online you can use every day:

1. Research retailers online to make sure they're legitimate.
2. Make sure the website is secure.
3. Know your rights and the company's returns policy.
4. Keep software and virus protection up-to-date and use strong passwords for online accounts.
5. Don't use public Wi-Fi. Your standard data connection is more secure.
6. Pay using a credit card. You will have more protection. Alternatively, online services like PayPal mean scammers will not be able to get hold of your bank details.
7. Be smart. If a deal looks too good to be true, it probably is.

More information here:

<https://www.moneyadvice service.org.uk/en/articles/shop-safely-online#online-shopping-safety-tips>

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## Entertainment

### ITV Hub



Last week we covered iPlayer from the BBC.

ITV's equivalent is ITV Hub. However it does have adverts. If you want to remove adverts and be able to download to your iPad then you have to pay £4.99 per month for ITV Hub **plus**.

However its best to start with the free version.

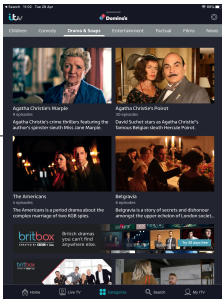
It is similar to the BBC iPlayer.

**Home:** Promoted tv shows. What is popular and recommended for you (influenced by your previous viewing). Scroll down for popular categories.

**Live TV.** Where you can watch any of the 6 live ITV channels on your iPad anywhere in your house or garden.

**Categories:** find a TV programme by one of the many categories.

**Search:** find a TV programme by name.



**My TV.** Where your last watched and downloaded programmes are.

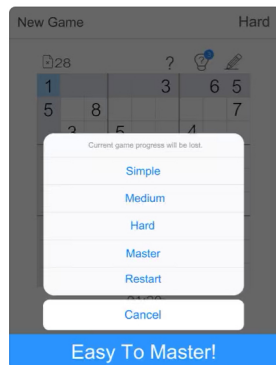
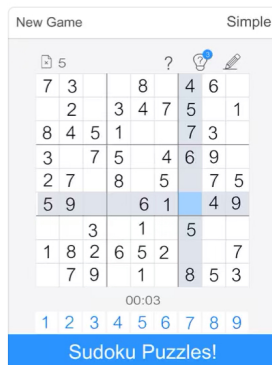
## Game of the week

### Sudoku

Sudoku is an excellent game for exercising the brain cells and it works particularly well on an iPad or Tablet. There are many games in the App Store and Google Play. Some will have “in App Purchases” which usually means you can play free but if you want to remove the pesky adverts or unlock more advanced games you have to pay. Remember you will always be asked if you want to pay and if you do not it is easy to cancel, delete the app from your iPad and try another one.

1 2 3 Sudoku - Classic Sudoku Games  
5 9 Puzzle  
6 7 8 ★★★★★ 730

OPEN



This one is called Sudoku - Classic Sudoku Games and is free, has no In App Purchases and is very straightforward. Worth a try if you like Sudoku.

## Puzzle

Can you see the cat in the bathroom?



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## Finally

Day 18 of lock down. Filled the dog  
with helium.



If you have any ideas, comments, suggestions please email them to me at  
[steven.p.dow@me.com](mailto:steven.p.dow@me.com)

See you next week!