

June 2022



Welcome to the latest IT Club Newsletter!

The June IT Club meeting was held this week and we covered many subjects, including scams. There were many personal experiences shared, some good and some not so good!

If you have not yet been to a meeting yet, try it! The next meeting will be on Tuesday July 26th.

One question raised was about reading this newsletter. The best way is using the Adobe reader and you can get it here: <https://get.adobe.com/uk/reader/>

Age Concern News:

On the 18th September we have a team of four very brave people jumping out of a plane for Age Concern Epsom & Ewell.

If you would like to support our skydivers with their fundraising mission then a team donation page will be on our website very soon.

To help them reach their fundraising goals we will be running a **Quiz Night on the 3rd September** at the Ruxley Church Hall on Ruxley lane.

More details will be available very soon but please save the date.

Other events confirmed include our **Comedy at the College** night which will take place on **Friday 28th October**

There is quite a lot of information here, if you want more detail on any topic, or would like a new topic covered, just let me know at steven.p.dow@me.com.

We have requests to send this news sheet to other people so you can either send their email address to me or you can simply email them this pdf.

Information

Our website is here : <https://ageconcernepsom.org.uk>

The coronavirus update is here: <https://ageconcernepsom.org.uk/coronavirus-update/>

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.

To keep up to date with Age Concern Epsom & Ewell's news and events please sign up to our charity newsletter. <https://ageconcernepsom.org.uk/list-manage.com/subscribe?u=72744b5e62d99b468ae2072a4&id=9b7e38510d>

All the previous newsheets have been put on the Epsom and Ewell Age Concern website and can be accessed here:

<https://ageconcernepsom.org.uk/about-us/newsletters/it-newsletters/>

Useful Links

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>

Nationwide Bank experience

At the the IT Club meeting Andrew related this story about a phone call which he thought may have been a scam:

I've been with the Nationwide for 30+ years. I have a current account, a credit card and a savings account with them.

Phone rang on Friday evening at about 7pm. "Hello Mr Gadd, this is the Nationwide, can you confirm your date of birth?" I provided this information. "OK, good" said Mr Nationwide, "can you tell me your middle name?"

Me: "I could tell you, of course, but I'd need to know why you want to know."

Nationwide "We need to confirm we are talking to the right person"

Me: "But how do I know I'm talking to Nationwide? This sounds like a scam call to me."

Nationwide " I suggest that you phone the number on the back of your debit card. My name is xxx xxx"

I hang up. Aware that scammers don't hang up and simply introduce themselves when I've 'made a call' to an open phone line, I dial 1471. "You were called today by 0345 xxx xxx at 19.03. To return the call...." I hang up. This tells me the called didn't hold onto the line and I know the number he called from.

I check the number on <https://who-called.co.uk/> Seems I'm not alone in thinking it might have been a call from a scammer. Half the reports for the 0345 number say it's a scam call and the other half says it's a genuine Nationwide number.

I dial the number on the back of my debit card. Waited 5 minutes to talk to a human and start to answer lots of security questions: "What is your age next birthday?" "Do you have any direct debits from your current account?" (Answer: "Yes") "Can you tell me who one of the direct debits is for?"

Eventually they're happy they are talking to the right person and I'm put through to the original caller, Mr xxx xxx.

Nationwide "Did you use your credit card to make a \$400 purchase on Encoding.com Answer: "No."

Nationwide "Did you make a \$270 purchase on www6.hamp.com Answer: "No." Nationwide "We didn't think so, as it was far removed from your normal card usage. Both attempted purchases were declined. OK, I've just stopped your card from working. A new card will be sent to you in the post."

Me: "How does this happen? I've only had this card for 5 weeks. I'm meticulous about card and internet security. I check my details on <https://haveibeenpwned.com/> I've got paid-for antivirus software etc. How did my card details get into the hands of the bad guys?"

Nationwide "Petrol stations are a source of card cloning but your new card could have been intercepted in the post. If you buy anything online from a small business, you have no idea if someone doesn't copy your card details. You don't know if the server that handled the transaction hasn't been compromised."

I update <https://who-called.co.uk/> by saying it is a genuine Nationwide number.

Click here to visit this useful website: <https://who-called.co.uk/>

Storage and data

“Not enough storage space” is a message which may pop up sometimes. What does it mean and what can you do about it?

Your iPad, Tablet or computer has a certain amount of “space” or storage in which to store photographs, music, emails, books, podcasts, newspapers, games etc. This is the “data”.

Also taking up space are the programmes, or “apps” which enable us to look at and edit photographs, listen to music, send an email and so on.

Storage is measured in gigabytes or Gb. Years ago it was measured in megabytes or Mb.

The smallest unit is a byte, roughly equivalent to a letter or number.

A kilobyte is a thousand bytes - 1000 letters or numbers

A megabyte is a million bytes - 1,000,000 letters or numbers

A gigabyte is a thousand million characters - 1,000,000,000 letters or numbers.

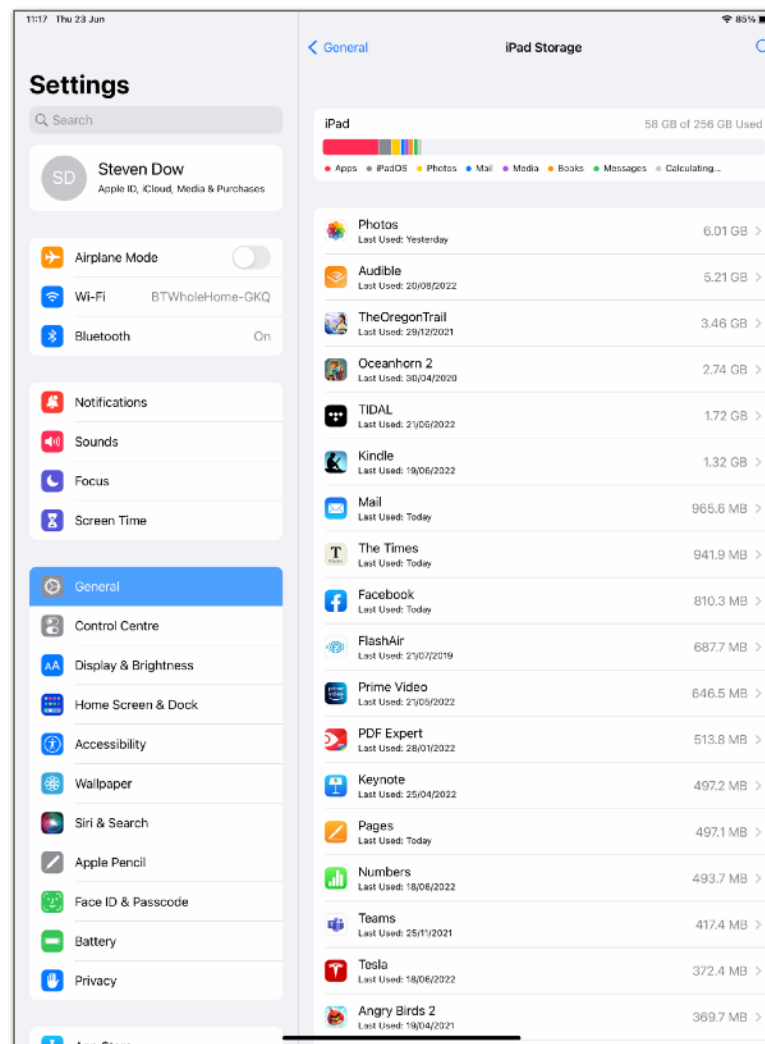
A tablet typically may be 64Gb which is 64,000,000,000 letters or numbers which seems a lot but can be quickly eaten up.

To free up space you can delete unused Apps.

Here is a typical iPad Storage page (To see yours go to Settings, General, Ipad storage). Android tablets and phones have a similar functions.

In this example the iPad has 256Gb of storage or 256,000,000,000 letters and numbers.

Only 58Gb is being used so no storage problems.

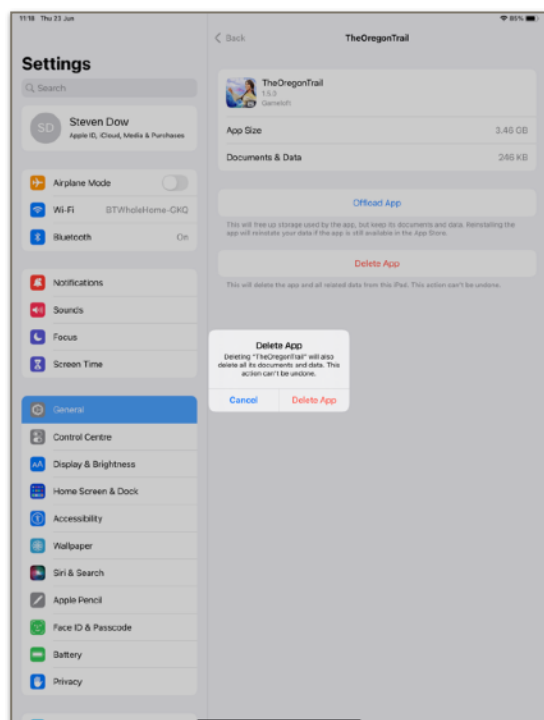


However there are some apps which are not being used such as the Oregon Trail game which is using 3.46Gb.

To remove the Oregon Trail game we simply tap on it and more details are displayed.

This shows that the App (the programme which runs the game) takes up 3.46Gb and the data 246kb

I do not want the App at all anymore so I selected the Delete App and therefore I have freed up 3.46GB of Data.



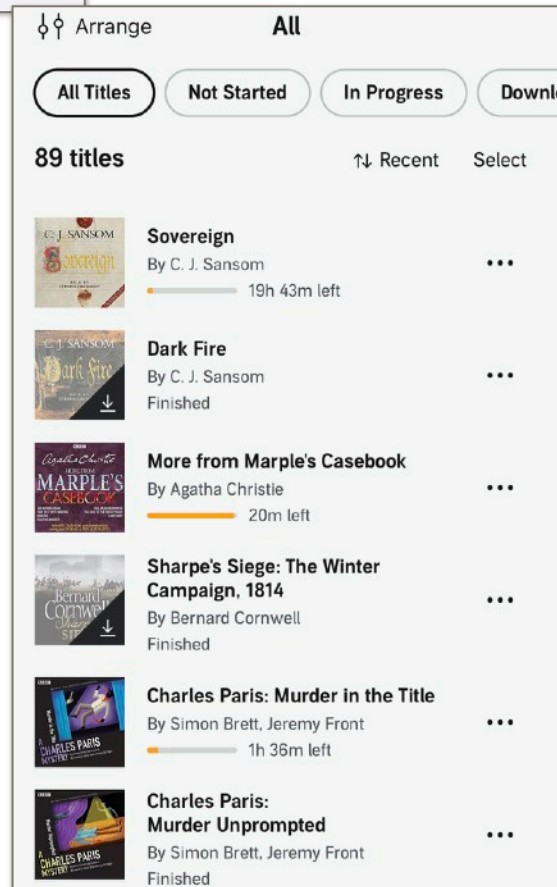


In this phone example from a phone, Audible (audiobooks app) is taking up lots of space.

The Audible app is relatively tiny so deleting it would not free up much space. However the data (in this case, audiobooks) are taking up lots of space - 10Gb.



So for for Audible, and other similar programmes such as Kindle, Times newspapers, Podcasts, you need to go to the Audible app and delete from there



Every app which has lots of data attached will have a function to remove items from your device.

By removing items you do not lose them, they will still be in "the cloud". In the Audible example the audiobook "Sovereign" is on my device taking up space but Dark Fire is not - indicated by the download arrow.

If I want Dark Fire I simply tap on to and it will be downloaded to the device.

So to save more space go to Kindle, Audible, Podcasts, Newspaper apps and remove them from your device - you don't lose them forever!

Photos are generally handled differently - iPads and iPhones automatically store photos in the cloud - not on your device. In the example a relatively small space is used for photos (8Gb) yet we have over 35000 photos!

If after freeing space there is still not enough - it might be time for a new one!

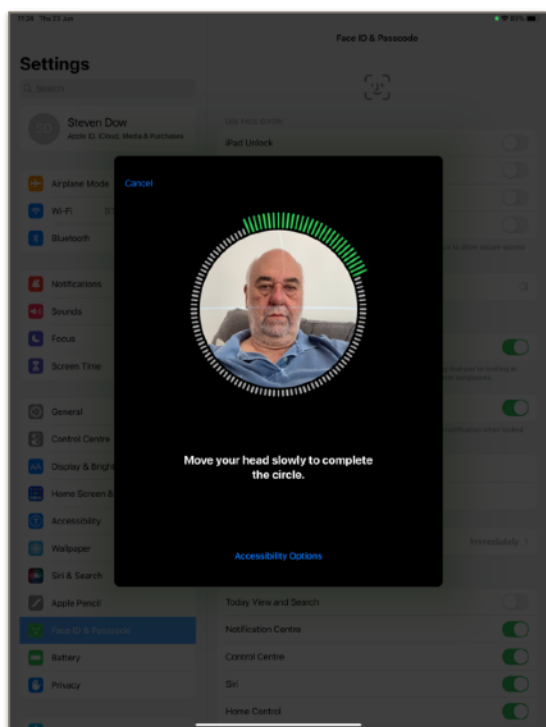
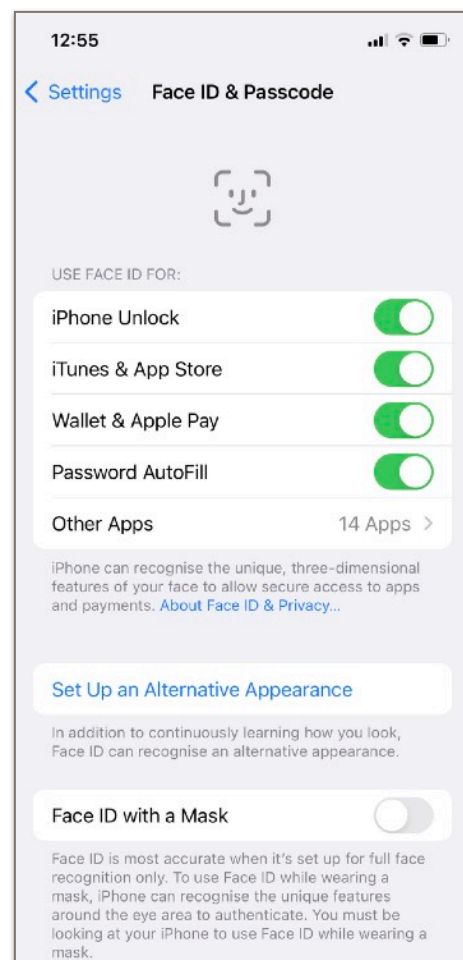
Face ID

Face recognition is the latest method of ensuring your phone or tablet stays secure. Not every device has it but the newer models will.

It works very well and is so much easier than constantly entering a pass code to open your phone or tablet. Furthermore many Apps who require further security, such as Banks, use Face ID as well.

To set up Face ID for an iPhone or iPad go to Settings then Face ID.

1. Choose what you would like Face ID to work with (See right)
Note that it will work even if you have a mask on.



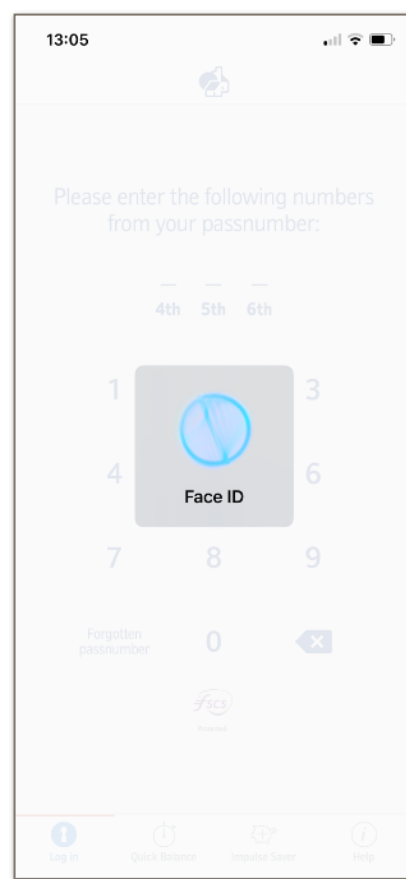
2. Scan your face. This is easier than it sounds - it is a simple and quick process and you are taken through it step by step.

When it has completed the process you are ready to try it.

Note that if you power off your device you will have to enter your passcode the first time.

Where previously you had to enter a passcode or password, Face ID will be used.

This example is from the Nationwide banking app:



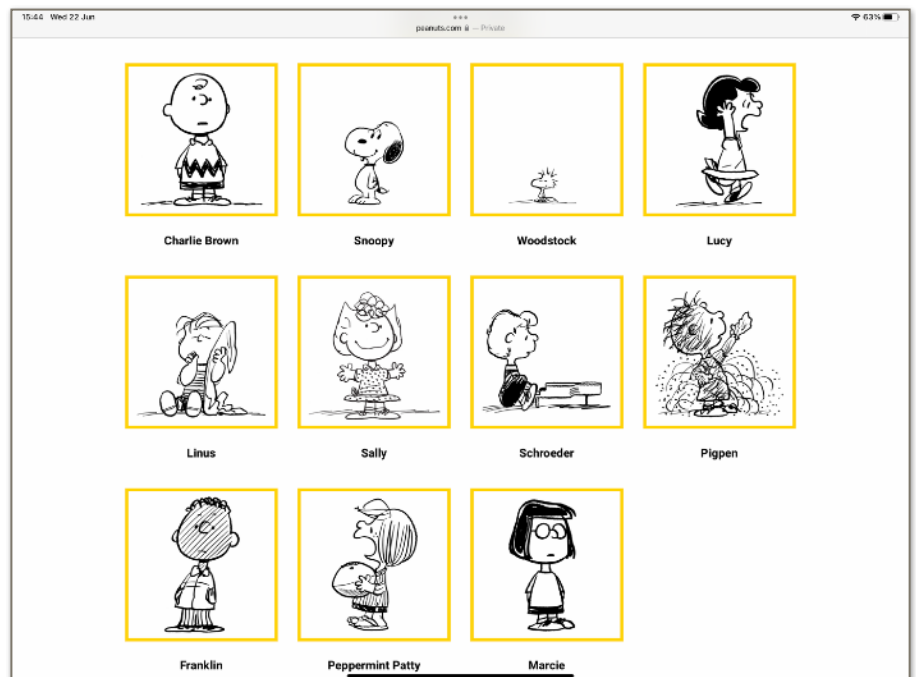
Nostalgia - Peanuts

Do you remember Peanuts cartoon by Charles Shultz?

It ran from 1950 to 2000 producing 17,897 strips.

Even though the last strip was produced in 2000 it is still going strong.

Here is the official website:
<https://www.peanuts.com>



Here is a complete history in wikipedia:
<https://en.wikipedia.org/wiki/Peanuts>

Scams

1. Homecare Telephone call.

I recently had a call supposedly from Homecare which is a legitimate home appliance insurance company.

The person at the other end of the phone said that and because we were low risk customers we were due for a discount and before they could send the paperwork they needed to update their records.

We do not have a Homecare account but I went along with it and they wanted to get our email address and mobile phone. I would not give an email address but asked them what email they had on file and I would tell them if it was correct. They made one up and I said it was correct. They asked if another phone, (mobile) would be better for contact and I said the landline was fine and didn't give my mobile number.

After that they rang off not learning anything more about me than they could get from a telephone directory.

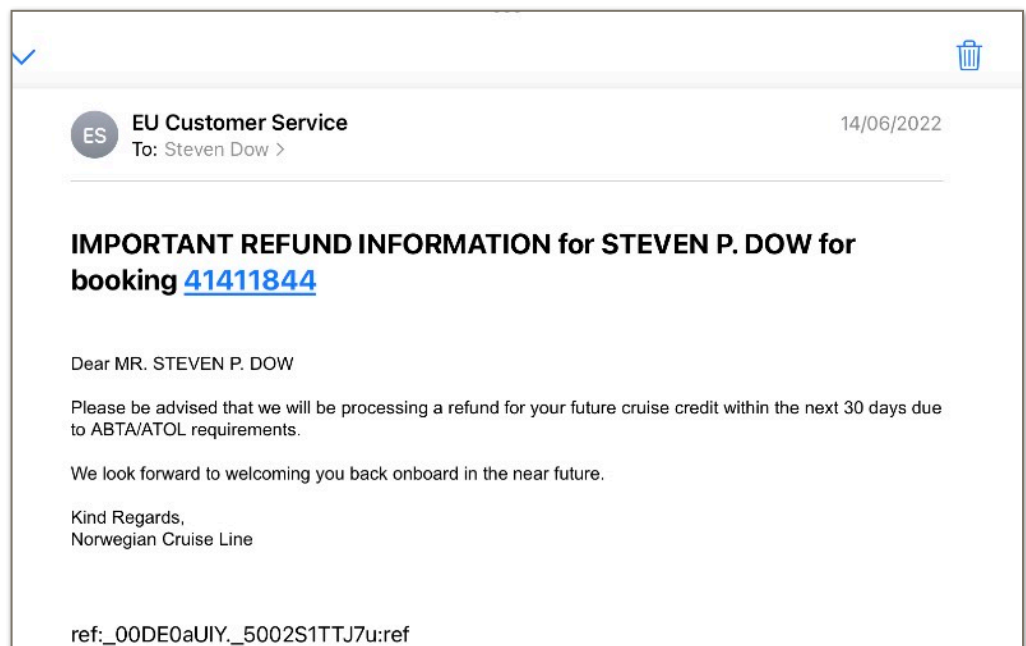
What I don't know is if they would then have gone on to ask for bank details.

So beware of calls pretending to be from legitimate companies and claiming you have an ongoing account when you do not.

2. Is this a scam?

This looks like a scam which appeared out-of-the-blue recently.

It looks like the sort of scam which doesn't ask for personal details immediately but follows up in a few days (eg, we notified you about a refund - we just need your bank details to process etc)



BUT

Its uses my name and we **have** been on a cruise with Norwegian Cruise Line.

Further investigation took me to the ABTA website:

<https://www.abta.com/news/european-commission-issues-recommendation-use-refund-credit-notes-cancelled-package-holidays>

So it is probably genuine and I will wait and see what happens next.

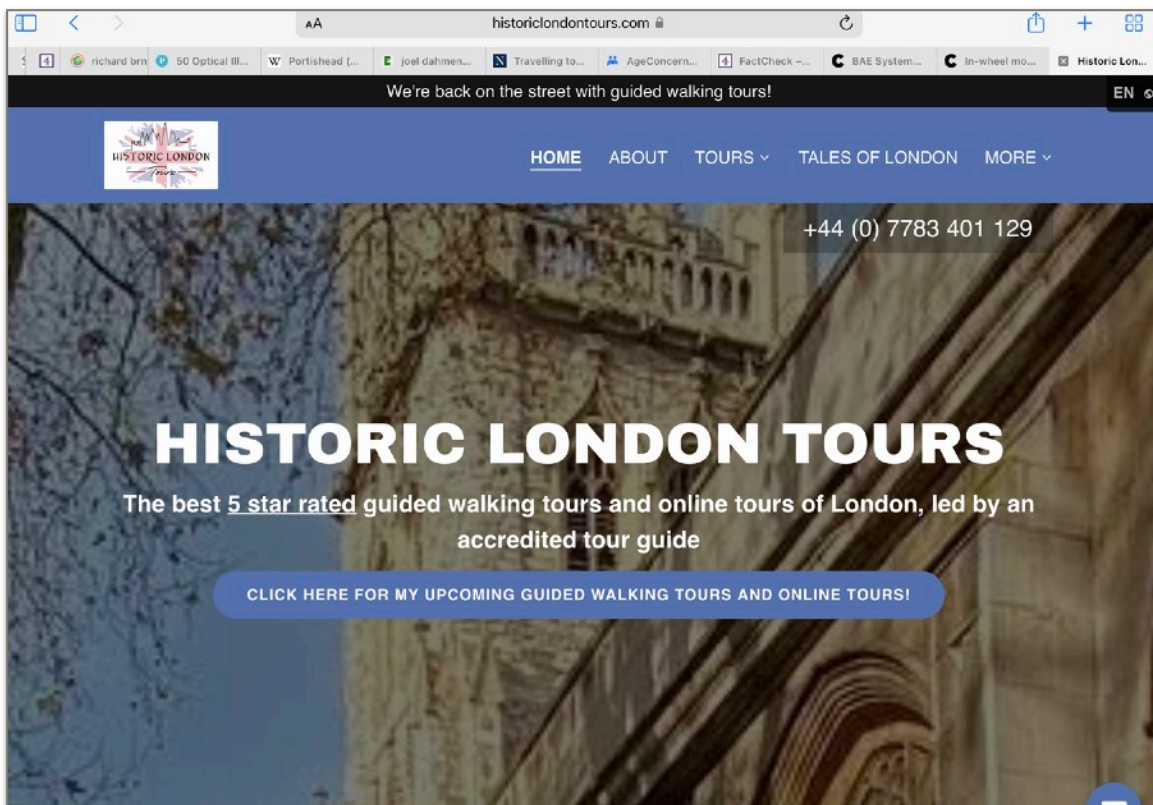
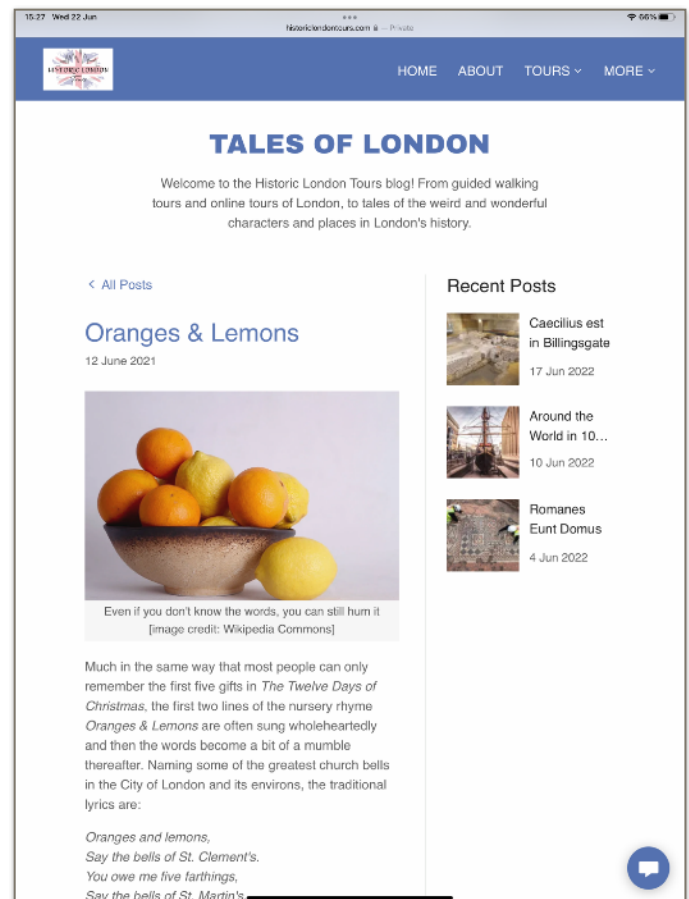
Local History

Have you ever wondered about the nursery rhyme Oranges and Lemons?

Here is an interesting blog post from Historic Tours

Full blog is here:
[Oranges and Lemons](https://historiclondontours.com/blog/oranges-and-lemons)

Historic Tours have an interesting website
and you can find it here:
<https://historiclondontours.com>



Puzzling picture

No, the man doesn't have shorts and little legs!



Finally



If you have any ideas, comments, suggestions please email them to me at steven.p.dow@me.com