

12 May 2020

## Welcome to the IT Club Newsletter!



It must be about 126(!) weeks since the lockdown started and we hope you are still safe and well. Optimistically, there is some cause for hope that the tide may be turning.

There is quite a lot of information here, if you want more detail on anything, just let me know at [steven.p.dow@me.com](mailto:steven.p.dow@me.com).

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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:

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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## Junk/Spam Mail

It appears that this News sheet has been seen as spam by some devices and diverted from your normal inbox straight into the spam/junk mail box.

### What is Spam?

Thanks to Wikipedia: “Email spam, also referred to as junk email, is unsolicited messages sent in bulk by [email \(spamming\)](#). The name comes from [Spam](#) luncheon meat by way of a [Monty Python sketch](#) in which Spam is ubiquitous, unavoidable, and repetitive! “

A lot of spam is stopped before it gets to you but some arrives at your computer or tablet and, if recognised, will be diverted to the junk/spam mailbox. Unfortunately the algorithms to spot spam are not 100% so sometimes perfectly good emails disappear into junk. If this happens you can hopefully teach the computer that a particular email is not spam.

For emails incorrectly put into Spam/Junk

Go to the email

-For iPads and iPhones go to the email, select and simply **Move** the email to the normal **inbox**. The simple act of moving to the inbox should cause it to remember for future emails and not put them in spam.

-In Android open the email and mark as not spam.

-In Windows you can right click and mark as not spam and it should remember in the future

Sometimes emails which are obviously spam are not picked up and appear continuously and regularly in you inbox so

Go to the email

-For iPads and iPhones go to the email, select and simply Move the email to the **junk** mailbox. The simple act of moving to the junk mailbox should cause it to remember for future emails and put them in spam.

-In Android open the email and mark as spam.

-In Windows you can right click and mark as spam and it should remember in the future

I was getting 3 or 4 emails selling me Bitcoin (surely the biggest scam ever?) but after simply moving them to Junk they have stopped, for now.

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## Apps

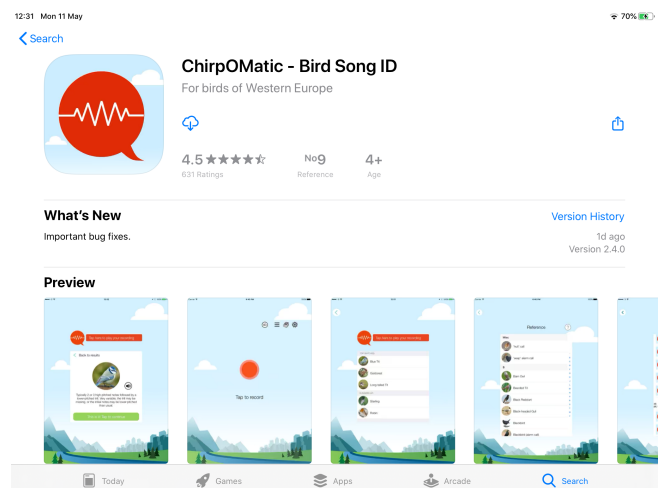
Now we have more time in our houses and gardens, so why not try identifying all the birds we see and learn a bit more about them?

A good App to start is the Birds or Britain Lite which is free. For £2.99 you can upgrade to the Birds of Britain Pocket Guide. It is very comprehensive and has good facilities for identifying unknown birds.



For identification of that pesky bird which wakes you up at 5am, try ChirpOMatic. It costs £3.99 and you simply record the birdsong and it will automatically identify the bird. Impressive and it must work because the ratings in the App store are very high.

For Android users there are many many apps to choose from, but unfortunately I do not have any experience of them.



If you have a favourite App you would like to share, just let me know at [steven.p.dow@me.com](mailto:steven.p.dow@me.com)

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## Health

We have talked about LIVI before and how it will be promoted more in the the future, even after we have seen the back of Covid-19. However registering is not as easy as it could be. Here is Juliet's experience:

*The LIVI leaflet looked to be a very good idea but it proved to be a nightmare for this Senior Citizen.*

*It took approximately 6 App cancellations and re-instalments, several emails and at least 7 phone calls to the LIVI help line and more to Steve. Then 4 surveys to be filled in telling them that the instructions to register for this excellent scheme were incomprehensible to the non-tech savvy elderly.*

*The Registration required a 'selfie'. I did not know how to do that but found out from my daughter how to take one on my phone. It then required a photo of my driving licence, showing a dark rectangle on my iPad which I assumed was where you placed the licence, and there was a small white circle beneath it which I took was to be pressed to take the photo. It then told me that the photo was blurred, try again.....and again... Phone call for help answered by a girl who talked so fast that a whole sentence sounded like one word but the gist seemed to be that the DL should be put on the table to be photographed. I tried that, no good, so I gave up, and made frustrated comments on the survey.*

*Weeks later I got a rash on my arm, just the thing for LIVI. So I tried again. This time the App had been altered, there was an oval place where you could take your own photo, and the dark rectangle was replaced by a coloured logo & at the bottom it required me to 'enable my camera'. I took a photo with my phone. Once again, blurred, try again. Phone calls, advice, all to no avail.*

*Tried again a week later. Rash had cured itself by then.*

*To cut this long story short, the main problem was revealed, obvious for most, that the photos had to be taken by the iPad. Also, having at last registered, it asked for the Password for LIVI. Nowhere had I been asked for a new password. Another phone call.*

*The password is the one with which you open your iPad. (More fodder for the survey)*

*Having done that, I scrolled down to find the word 'Next' so that I could proceed.*

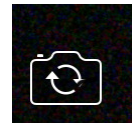
*Nothing. Blank screen..... Fortunately, quite by chance, I accidentally pressed the button on the side of the iPad.*

*At last, I know how to book slot to see and talk to a doctor on a screen.*

Well done for your persistence!

As you say, the key thing is to take the picture with your iPad so it goes straight into the LIVI app as you register. For a picture of yourself touch the icon to swap to the camera facing you. This can all be done within the LIVI app. If you are taking a picture of a document, put it on a well lit surface but ensure there is no glare.

It's worth it and we look forward to hearing about Juliet's first experience of using it.



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## Entertainment - Podcasts

I listen to podcasts on my iPhone or iPad probably more than I listen to BBC Sounds, Spotify, Tidal, Tunein but many people are unaware of what they are and how to listen to them. In this lockdown period they are another type of entertainment, and you might get educated at the same time!

### What is a podcast?

A **podcast** is a [digital audio file](#) that a user can easily [download](#) to an iPad, Tablet or smart phone, for listening whenever is convenient. It is usually produced in a series, each episode could be between 10 minutes and an hour. Some have been going for 10 years.

A podcast series usually features one or more people (hosts) engaged in a discussion about a particular topic or current event. They do it because usually they have a particular interest they want to share. Some hosts get revenue from advertising or offering extra content for a cost.

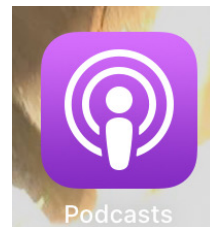
Most importantly they are free to listen to!

### What subjects do they cover?

The short answer is just about every subject you can think of!

## How to listen to a podcast?

1. Get a Podcast App. The iPad and iPhone should have one already installed, if not go to the app store and download it:



Google has a Podcast App as well

There are many others and they all do the same thing and all work well.

BBC Sounds have podcasts but they are all BBC podcasts (and very good they are too).

## 2. Find a podcast.

Like BBC iPlayer and other entertainment websites you are often shown new/featured/trending podcasts first, but if, for example, you wanted a podcast about the history of England, what do you do?

Look for the ubiquitous magnifying glass and select. In the search box type History of England. A selection of podcasts will appear and you can select each one to read about it, see reviews and so on.

## 3. Subscribe

If you would like to listen to a particular podcast select SUBSCRIBE. This does not mean you will be paying - it is free! But it means you will be able to listen to all the episodes which have been done already and all the episodes in the future will arrive automatically onto your device.

## 4. Listen

When you want to listen to a podcast select Listen Now or Library or My Podcasts or similar depending on the app you are using. Then simply scroll through the episodes and select and tap the one you wish to listen to.

## Podcast Recommendations

These are my personal favourites:

History of England: start at episode 1. David Crowther is a very good host.

History Extra: the podcast of the History Magazine

The Food programme (BBC).

Gardeners' Question Time (BBC) :The episodes go back to 2006.

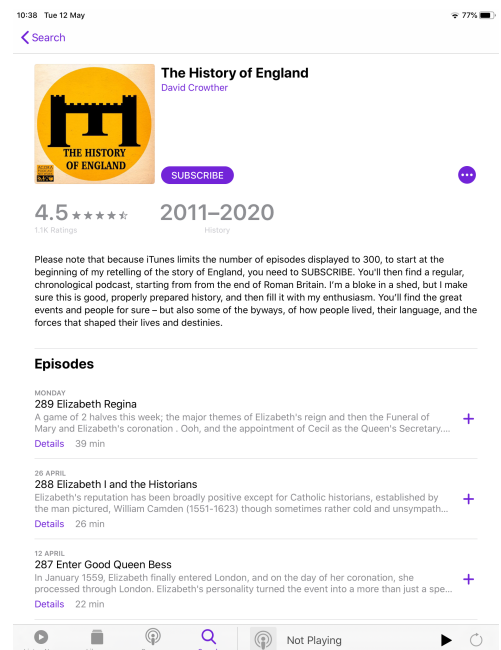
Art History at Bedtime: Short episodes about artists

Great Lives: Famous people

The History of English podcast: fascinating story of how our language evolved.

More or Less: Looks at the true facts behind the headline stories.

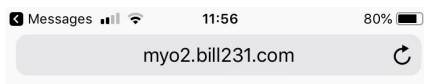
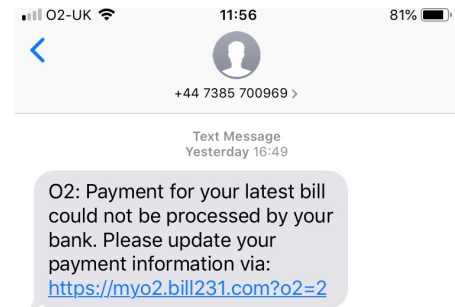
There are thousands more!



# Scams

## O2 Text Scam

Here is a text which arrived at the weekend purportedly from O2. The scammers want me to be frightened into clicking on the link and entering my bank details. I ignored the link and went into O2 via their app and ascertained that not only my details were perfectly OK, the scammers were 1 day early - my payment was not yet due.



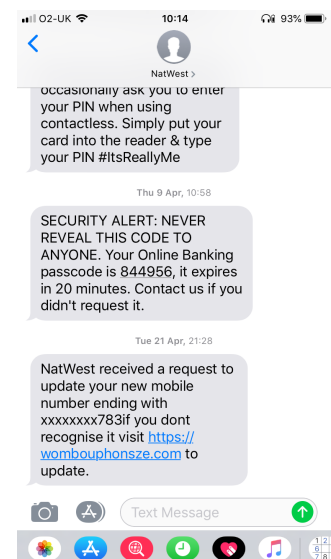
Interestingly when I did click on the link (in the interests of research!), safari, the web browser gave this message. So there is some protection.

## Is this a Scam?

I received a text message from NatWest a couple of weeks ago. It arrived in the normal NatWest inbox so there was no reason to suspect it; the previous text was very definitely from NatWest so I would think that any other text coming from that number should be legitimate, shouldn't it? However when I looked at the text it didn't look right. Why would NatWest use such an odd web address? The message was odd anyway - and of course I didn't recognise the mobile phone number. I went to the NatWest fraud page and they gave a number to forward the message to, which I did, twice and no reply.

The worrying thing is that if it is a scam, they have hijacked the legitimate NatWest text message number.

Is it a scam?



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## Shopping

### I booked a delivery slot!

This week I was going to go to the supermarket to buy some fresh food and basics which are getting low. I happened to be awake just before midnight last night so I thought I would try Waitrose. I went to the delivery slot webpage and, as always, Wednesday was fully booked and Thursday unavailable. I guessed they made Thursday slots available at midnight so I constantly refreshed the page waiting for midnight to arrive. At midnight exactly the page response slowed to a crawl and then I was thrown out and asked to log in again! I quickly logged back in and returned to the delivery slot page at about 12.02am. There was just 1 of the new slots left - the other 15 had gone in 2 minutes! (btw each slot will have many deliveries).

I was surprised I got the last one, but then I was notified I had to checkout before 2am otherwise I would lose the slot. Because I didn't expect to get a slot I had to fill my basket up with £60 worth of goods at midnight! Anyway, I did, and now I am the proud owner of a delivery slot! Until Thursday.

### Age Concern and Amazon

If you shop at Amazon you can help us at Age Concern Epsom and Ewell by switching to [smile.amazon.co.uk](https://smile.amazon.co.uk) and they will donate a % of every purchase you make AT NO COST TO YOU.



You can find out more here: <https://smile.amazon.co.uk/ch/1139652-0>


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## Game of the week

Another trip down memory lane:

10:43 Tue 12 May 75% 🔋

< Search

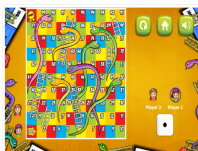
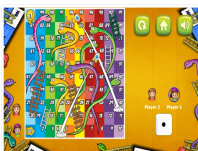


**Snakes and Ladders - Play Snake an...**  
Hirankaisorn Pumpook

[OPEN](#)

3.9 ★★★★★  
891 Ratings

4+  
Age



Offers iPhone App

Snakes and ladders is a very simple and exciting game, which is based on sheer luck, with some mind blowing graphics. In this game, you will have to roll down the dice, in order to move to different positions on the board, wherein on the journey to the destination, you will be pulled down by snakes and raised to a higher position by a ladder. The objective of the game is to navigate one's game piece, according to dice rolls, from the start square (1) to the finish square (100) you may be elevated by ladders or dragged by snakes in the process. The player reaching the last grid square (100) first is the winner.

Hirankaisorn Pumpook  
Developer

### Ratings & Reviews

3.9 out of 5 891 Ratings

Today Games Apps Arcade Search

See All

## Puzzle

Find the O!



## Finally

Vivienne has sent a link to Yorkshire Airlines!

<https://www.youtube.com/watch?v=6VLYpKGVBUg&t=4s>

and

Just broke the news to my  
suitcase that we will not be  
going on vacation this year. She  
is devastated.



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!