

March 2023



Gizmoe

A newsletter for SeniorNet members

Introduction from the Chair



Since our last Gizmoe in July 2022, many changes have taken place here at The Federation which have kept your committee busy and focused on how to best support our member Learning Centres.

There is some amazing work being undertaken by volunteers and a greater level of engagement with Learning Centres across the country, than in recent times. I'd like to thank all of those involved in making The Federation and SeniorNet's more relevant to members.

You may not be aware that the first SeniorNet was established in Wellington in 1992. It had over 165 learning centres nationwide, with over 20,000 members. The Federation was formed to provide a single point of coordination and contact between SeniorNet and potential sponsors/Govt agencies. Fast forward to 2023 and the environment The Federation (and Learning Centres) operates in has changed significantly. For example, the:

- number of learning centres have reduced by over 70%. We no longer have the critical mass needed to function, as we have been.
- we are competing with more organisations for sponsorship/funding dollars. Many of these organisations have paid staff, are centrally managed, and controlled. SeniorNet is a group of independent entities and volunteers.

In the last quarter of 2022, the Committee recognised that decisions taken in the late 1990s and early 2000's about the operation, management and structure of The Federation may no longer be relevant. Consequently, we started a review of The Federation which included a survey and workshops to identify what Learning Centres wanted from The Federation. The results of this survey have helped inform the Committee discussions about the future role and management of The Federation.

Several remits for change will be circulated for Learning Centres to consider ahead of the 2023 annual general meeting on May 10 – 11 at The Angus in Lower Hutt.

Federation Office changes

In September 2022, our Executive Officer (Heather Newell), Admin Assistant (Cathy Munford) and Senior Hangouts Project Manager (Vinay Karanam) decided that it was time to move on. I'm sure that you will join me in thanking Heather, Cathy and Vinay for their contribution and wishing them well for the future.

A decision on the vacant Executive Officer position will be taken once the Committee has completed its review of The Federation.

Please keep in touch with your local Learning Centre for updates on what is happening at national level.

Recent closures

I'm sad to advise that several Learning Centres have recently closed. There are now only 43 active centres across the country, and we are aware that some of these are also struggling.

These closures often leave seniors in an area with no access to support or involvement with the wider SeniorNet community. The Committee remains committed to supporting seniors across the country and has been looking at ways of providing service to these disenfranchised seniors. More on this soon!

If you want to see your SeniorNet continue, we encourage members to get involved in their local committees and/or help with tutoring.

Facebook

A SeniorNet Facebook Working Group, established by Alan Armstrong (Rotorua), has been going strong and is doing a great job upskilling participating Learning Centres in the use of Facebook.

A SeniorNet NZ Facebook page has been in existence for many years but hasn't been updated since 2012.

Significant effort was made to gain access to this site, to no avail. Consequently, a new site has been established, "[SeniorNet NZ in the Community](#)" so please send a like and share.

I encourage you to follow this page and support the efforts of Alan and the team.



Do you have friends struggling with social media, communicating with distant family members, or simply coping with online internet banking?

Invite them to come along to your local SeniorNet and maybe become a member and, if they have teaching or IT skills, encourage them to assist as a volunteer, we all need your help.

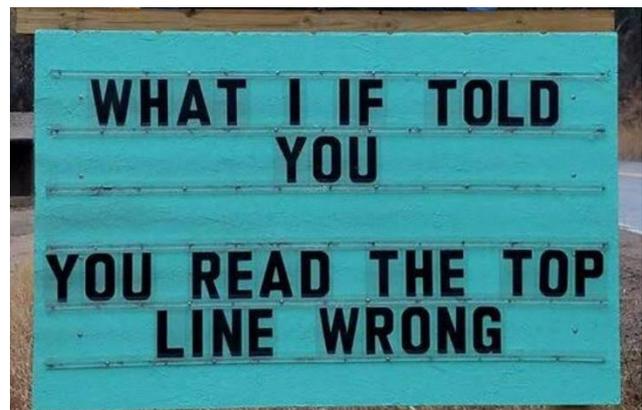
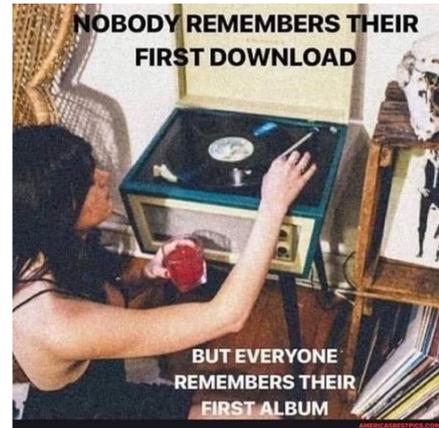
Census

Some of you will remember SeniorNet Learning Centres helping people with their on-line Census in 2018. At the time, a lack of information and support from Statistics NZ made this challenging.

This year has seen a marked improvement, with Statistics NZ working actively with groups in the community, including SeniorNet, to ensure people are well informed about the Census and how to collect it online.

The majority of SeniorNet Learning Centres are actively providing support to their members and other seniors in their communities. If you or your friends and family would like help with using the online Census, please contact your local SeniorNet. There is also a wealth of information available from www.census.govt.nz.

Unlike previous censuses, even though the census date is 7 March, you have until the 7th of April to complete your census. People in cyclone impacted areas have until June.



Can you read this sign?

Annual General Meeting and Symposium

This year, our annual general meeting (AGM) and symposium is taking place on the 10th and 11th of May 2023, in Lower Hutt.

In addition to the AGM, we are planning several "Panel" discussions and presentations from external speakers for the symposium, that we believe that these will be relevant and of interest to members. There will also be a buffet dinner for attendees on the evening of the 10th.

This event provides a wonderful opportunity for people to meet their peers, make useful contacts and share your experiences with others.

All current members of SeniorNet can register to attend this event. Registration will open in April, via the Learning Centres.

You can find more detail and updates on the [Seniornet website](#), or from your local SeniorNet.

SeniorHangouts

Some of you may have used or contributed to The Federation's SeniorHangouts service developed during Covid-19. Unfortunately, this version was not financially or technically sustainable for The Federation and was mothballed late last year. However, we believe that an appropriately sized and focused service can be a useful tool for all Learning Centres and seniors.

A small group of SeniorNet volunteers has been redeveloping the service to address the core issues and concerns members had raised about the first version of the service.

SeniorHangouts V2.0 will be launched at this year's AGM & Symposium.

Hamilton celebrates 25 years

Congratulations to Hamilton SeniorNet which recently celebrated its 25th anniversary of supporting seniors.



It's great to see Hamilton continuing to thrive.

A few helpful hints

How can I keep track of my wife?

Q My wife has Alzheimer's, and recently she became disoriented and didn't know where she was. Is there an app I can use to track her?
Graham Simmons

A Google Maps (iOS www.snipca.com/44581; Android www.snipca.com/44580) is one option. Open the app on your wife's phone, tap her profile icon, then 'Location sharing'. Now tap 'New share', enter your name or email address, then tap Send. Open Google Maps on your phone and you'll see an icon showing the location of your wife's phone.

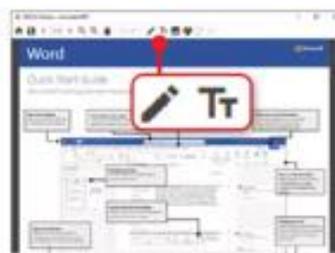


WhatsApp (www.whatsapp.com/download) provides quicker location updates but drains your battery faster and tracks only up to eight hours at a time. Open WhatsApp on your wife's phone, tap the speech button icon (bottom-right), then your name. Tap the paperclip icon, Location, 'Share live location', then choose a duration and click Send (see screenshot). To see your wife's location, open WhatsApp on your phone, select the message you sent from your wife's phone, then tap the map.

Be sure to obtain your wife's permission before doing this.

What can I use to edit PDFs?

Q I want to create a PDF that I can then edit, including adding, removing and annotating pages. Can you recommend a program?
Paul Roberts



A PDF24 includes a comprehensive suite of PDF tools (<https://www.pdf24.org> - click the orange Download button, then the 'PDF24 Creator' EXE file).

To create a PDF, select 'Convert to PDF' from the main menu, then upload the documents you want to use. Once you've created it, you can delete pages by selecting 'Remove PDF pages' from the main menu and clicking the bin icon on any pages you want to remove. To change the page order, select 'Sort PDF pages', then drag and drop each page to the correct position.

Adding notes is similarly easy. Select 'Annotate PDFs', open your PDF, then click the pencil button to draw or the 'Tt' button to add text notes (see screenshot).

Norton tells users to change passwords after attack

Norton has advised nearly one million users to change their password “immediately” after it detected hackers attempting to log into customer accounts.

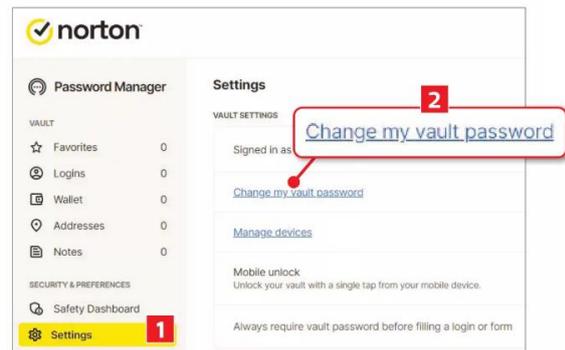
In an email to an estimated 925,000 affected users (www.snipca.com/44824), the antivirus firm said it “strongly believes that an unauthorised third party knows and has utilised your username and password” for both the main Norton account (<https://login.norton.com>) and Norton Password Manager.

Norton – now officially known as Norton LifeLock – began to suspect an attack on 12 December, when it spotted an “unusually large volume of failed logins to customer accounts”.

It found that from 1 December an “unauthorised third party” had used passwords and usernames obtained from “another source, such as the dark web”. It said a hacker signing into a customer’s account would have seen their name, phone number and home address.

Norton added that it can’t “rule out” an attacker also seeing passwords that customers have saved, especially if they used the same password to sign in to both Password Manager and their main Norton account.

It said that its own systems hadn’t been “compromised” and that it “quickly reset” customers’ passwords in order to prevent further attempts to access accounts.



The attempt to access Norton accounts appears to have been a ‘credential-stuffing’ attack, in which a hacker takes a list of stolen passwords from one website or service and uses them to log into another site.

Hackers can use automated software to quickly enter thousands of passwords. The success of this attack depends on how many people targeted use the same password across both sites.

WHAT WE THINK

We applaud Norton for quickly detecting this attack and alerting those affected. Its reaction contrasts with LastPass, which has been accused of misleading users over the scale of its recent breach. On page 38, we explain how to switch from LastPass, but we’re happy to keep recommending Norton – it’s a powerful antivirus tool with an excellent record of protection. The lesson here is never to reuse passwords across multiple accounts. If you do, you risk being hacked sooner or later.

PAYPAL ACCOUNTS ALSO ATTACKED

PayPal users have also been targeted in a credential-stuffing attack, with hackers attempting to access close to 35,000 accounts between 6 and 8 December.

The company said hackers logged into customer accounts and could access their full names, dates of birth, postal addresses, social security numbers and individual tax identification numbers.

It claimed that its systems weren’t breached by the hackers and that there’s no evidence the passwords were obtained from its database.

PayPal is contacting users whose accounts were affected (www.snipca.com/44829) and has reset the passwords of hacked accounts. It claimed the attackers didn’t attempt to perform any transactions from the PayPal accounts accessed.

To change your PayPal password, sign into your account then click the top-right Settings cog. Click the Settings tab above your name, followed by Update to the right of Password. Type your current password, then a new one twice. Read these instructions at www.snipca.com/44830.

Change your Norton password

Norton has reset all affected passwords, but you can change yours to something different if you’d prefer. To do this for your main Norton account, visit the Forgot Password page (www.snipca.com/44833) and follow the company’s instructions at www.snipca.com/44831.

To change your password for Norton Password Manager, sign in to your account then click Settings (1) in main screenshot) under the ‘Security & Preferences’ heading. Now click ‘Change my vault password’ on the right (2) and enter both your current and new password.

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