



Midland Michigan

# BITS AND BYTES

SEPTEMBER 2017

<http://mcc.apcug.org/>

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## GENERAL CLUB MEETING

Midland Public Schools Administration Building  
600 E Carpenter Street - Room D

**Wednesday, September 27, 2017**  
**6:00 P.M.**

## WiFi - 2.4 or 5GHz

By Carol Picard, Midland Computer Club, Midland MI - capmidmi at yahoo.com

I normally have acceptable network speeds throughout my house but one day, while downloading file to desktop computer, which has PCI wireless network card, was only getting 3 Mbps download speed. This is my primary computer and is also located in a room farthest from where router is located. My ISP is Charter Spectrum and highest download speed should be around 60Mbps.

Since slow speeds have happened before, decided to take the time to see if there was anything I could do to improve speed on the desktop computer. Running an Ethernet cable is an option but looking for solution that would work for multiple devices, e.g., tablets, laptop computers, etc.

Using laptop computer, ran speed test in several locations within the house. Speed test on laptop computer in same room as Netgear R7000 router showed 60Mbps download speed. About 10 feet from router getting 30Mbps. At 20 feet from router getting 15Mbps but at farthest distance (within the house) from the router getting 5Mbps. Speed tests normally fluctuate so good idea to run tests on different days and at different times of day to get average.

Knew router was dual band, capable of both 2.4GHz and 5GHz but had never used 5GHz.

Was surprised to discover that PCI network card in seven year old desktop computer was dual band. Was concerned about distance/obstructions between computer and router. Several factors affect speed, other than distance, e.g., number and composition of walls, appliances, wiring, etc., and had read that 5GHz had shorter transmission distance than 2.4GHz.

After enabling 5GHz band on router, ran more speed tests and was getting similar, high speeds on laptop in room where router is located and on desktop computer on opposite end of house.

To check whether your computer is connecting at 2.4GHz or 5GHz, in Windows 10

- open Settings
- click Network & Internet Settings
- click WiFi
- click Hardware Properties
- check information for Network band.

Netgear R7000 router has a Smart Connect setting. Description of that setting indicates if SSID and network key are the same for both the 2.4GHz and 5GHz bands, the router would determine the best band for the connected devices. On the R7000, Smart Connect only applies to the main network. Guest Network on the router has two bands (2.4GHz and 5GHz) but each band has to have a unique SSID.

Configured SSID and network key on router to enable Smart Connect. On laptop computer it successfully connected to the correct band, but using Smart Connect totally messed up Internet connection on desktop computer. Had difficulty connecting to network and after connecting to network it either didn't get internet connection or got it for a short time and then dropped it. Resetting IP and flushing DNS on desktop computer didn't resolve problem. Neither did changing DNS servers. Reconfigured router to not use Smart Connect.

On desktop computer, ran speed test (beta.speedtest.net) using 5GHz band and results showed Download = 67.67 Mbps; Upload = 5.71 Mbps. Using 2.4GHz band results showed Download = 35.91Mbps; Upload = 5.71 Mbps. Also tested using Charter Spectrum speed test. Using 5GHz band results showed Download = 66.40 Mbps; Upload = 5.75 Mbps. Using 2.4GHz band results showed Download = 39.42Mbps; Upload = 5.97 Mbps. Upload speeds are almost always considerably slower than download.

Normally, when working on a specific problem, I find one or two more problems but this time, while working on solution for internet speed problem at home, discovered a solution to another problem. We recently changed location for our Club meetings and when attempting to connect to the Internet at the new location, several members did not see the wireless connection on their devices when viewing available networks and were unable to connect to the internet.

While testing different devices at home, e.g., laptop computers and tablets, noticed that some of the devices were not showing the 5GHz SSID. Checked specifications for those devices and found the internal network card only had single band, 2.4GHz capability. A device that only has 2.4GHz network card, cannot see a network broadcasting at 5GHz. To further test this, purchased a Netgear AC1200 WiFi USB Dual Band Adapter. Using the AC1200 adapter was able to bypass the internal 2.4GHz network card and connect to the router's 5GHz band. Further tested this at last month's computer club meeting and was able to connect to 5GHz at the meeting location.

There are different ways to determine if network card/adaptor is capable of dual band.

Under Device Manager, Network Adapters, description may indicate whether it is dual band.

In Windows 10

- open Settings
- click Network & Internet
- click Status
- click View your network properties
- scroll down to Wireless Network Connection

Can also try internet search for model number of your device; specifications may show information

Security reminder: If you own your own router make sure you have changed the password for logging into the router (this is not the same as the SSID password for connecting devices to the network/internet). Also check for and install router firmware updates, especially security updates.

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## Upgrade your router, Part 2

By John Weigle, Editor, Channel Islands PCUG, CA  
January 2017 issue, The TOE - [www.cipcug.org](http://www.cipcug.org) - [jweigle \(at\) vcnet.com](mailto:jweigle@vcnet.com)

Last month we covered the basic things you need to do to your home router from a security point of view.

This month we explore what you CAN do to enhance your router beyond what it could do when it was brand new out of the box. How is that possible? Simple – as we covered last month, companies don't make a lot of money selling these devices and so are not motivated to do much to them once they've left the factory. The open source community have a whole different operating system for it based on Linux.



To see if your router can be upgraded, just put in to Google the model and the words “alternative firmware” and you should see many results. One website, DSLreports.com, gave me many choices each with different features.

<http://www.dslreports.com/faq/10537>

Wifibox »[www.linksysinfo.org](http://www.linksysinfo.org)

- easy to use, home user oriented, good www interface

Sveasoft »[www.sveasoft.com/modules/phpBB2](http://www.sveasoft.com/modules/phpBB2)

- oriented to the power user/WISP, focus on routing, repeaters

DD-WRT: »[www.dd-wrt.com](http://www.dd-wrt.com)

- some advanced features VoIP, Kaid, etc.

OpenWRT »[www.openwrt.org](http://www.openwrt.org)

- hacker's version, rw file system, for do-it-yourselfers

BatBox »[www.batbox.org/wrt54g-linux.html](http://www.batbox.org/wrt54g-linux.html)

- easy to install distro that runs completely from RAM

HyperWRT: »[www.hyperwrt.org](http://www.hyperwrt.org)

Tomato: »[www.polarcloud.com/tomato](http://www.polarcloud.com/tomato)

Since I had a problem in December with Tomato firmware, I will use DD-WRT for this process. Your choices will depend on what is available for you. Going to each of the websites and checking their database for your exact model and version will narrow down your choices.

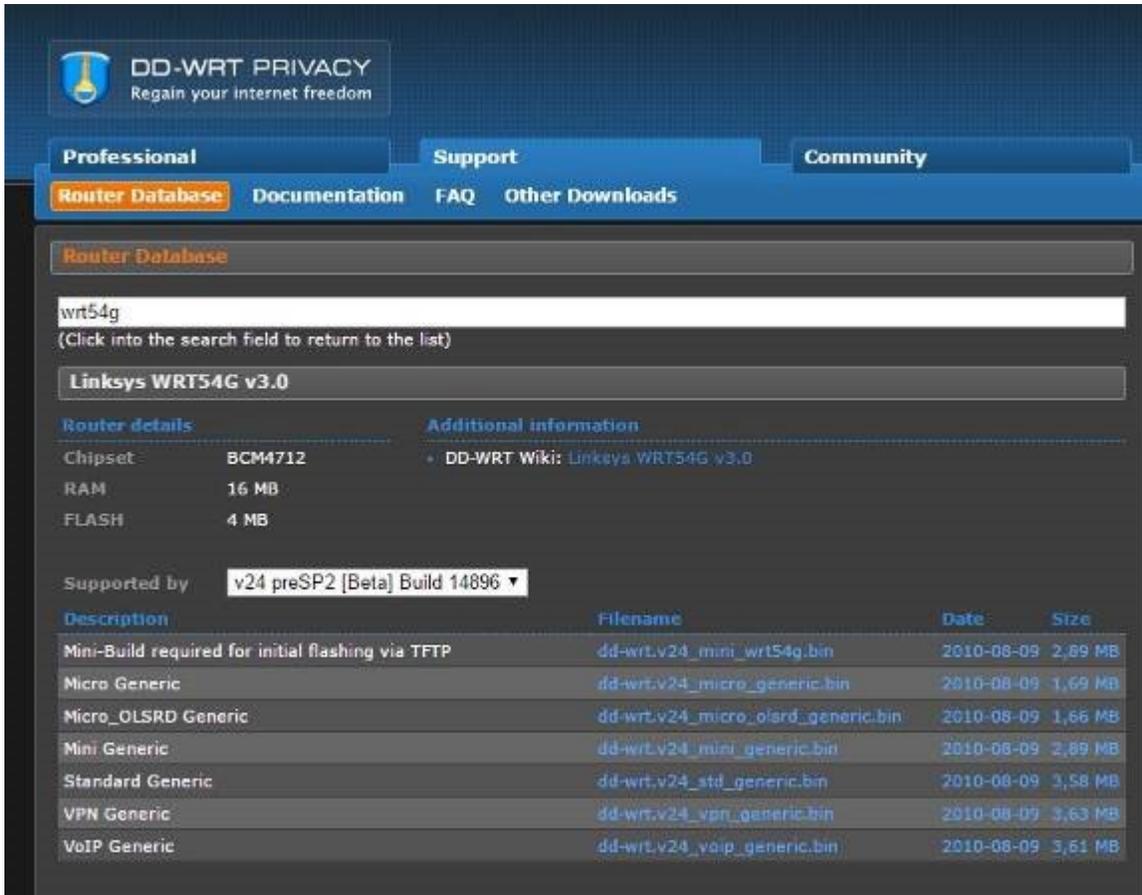
On this website I clicked on the Router Database link.

Putting in the model number WRT54G brings up many possibilities so that I had to narrow it down to mine. I found that info by logging into my router in a new tab in my browser as shown last month and on the top right of the screen – there it was: Firmware Version v3.0.



Scrolling down and selecting Revision 3 brought me two different builds with MANY choices and I selected the most recent one Build 14896 and just went with the standard generic. If I really wanted better performance with Voice Over Internet Protocol (VOIP) or setting up a Virtual Private Network (VPN) I would have selected one of those.





When I clicked on the .bin file I was sure to remember where it downloaded (for me it was my Downloads folder)

Now the critical step takes me back to my tab with the route where I click on Administration and the Firmware Upgrade option.



Here is where I click on Choose File and go to my downloaded .bin file. Critical now is do not have anything running on your computer and pray the power does not go out for the next few minutes as you press the Upgrade button.

## Firmware Upgrade

Please select a file to upgrade:  dd-wrt.v24\_...generic.bin

**Warning:** Upgrading firmware may take a few minutes, please don't turn off the power or press the reset button.



**Upgrade must NOT be interrupted !**



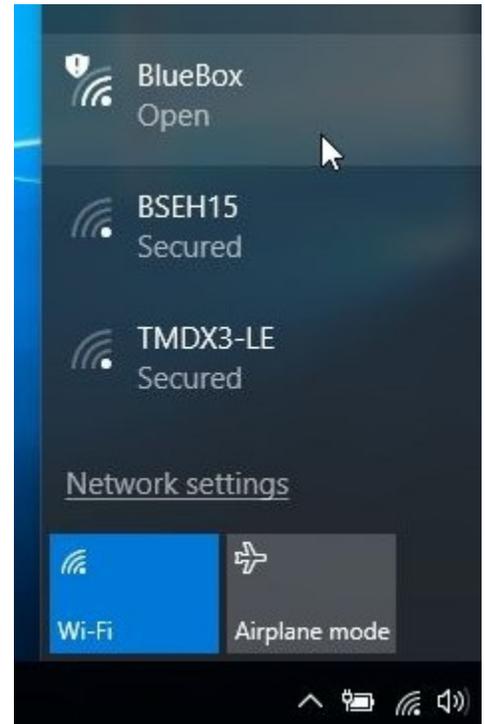
What you are doing is erasing the “operating system” of your router and replacing it with a new one. You can see where any interruption could have serious consequences.

Everything went fine for me and I knew that because I lost my connection to the Internet and my router.

I was doing this wirelessly, so I had to reconnect to my router. First thing I notice is that my wireless router no longer has a password.

I connect to it anyway and open my browser to start the setup of my “new” router.

First thing I need to know is the default username and password to talk to my router. Reading the documentation on the DDWRT website I find a username of **root** and **admin** is the password.



access Open browser – same ip address will bring you to your new interface for your router. In order to change settings, you need to log in.

dd-wrt.com ... control panel

Firmware: DD-WRT v24-sp2 (08/07/2016) Time: 11:24:51 up 2 min, load average: 0.16, 0.12, 0.08 WAN IP: 192.168.1.1

Setup Wireless Services Security Access Restrictions NAT / QoS Administration Status

### System Information

Router		Services	
Router Name	WRT54G	DHCP Server	Enabled
Router Model	Linksys WRT54G/GL/GS	WRT-radauth	Disabled
LAN MAC	00:13:10:72:F0:5E	WRT-rflow	Disabled
WAN MAC	00:13:10:72:F0:5F	MAC-upd	Disabled
Wireless MAC	00:13:10:72:F0:60	CIFS Automount	Disabled
WAN IP	192.168.1.199	Sputnik Agent	Disabled
LAN IP	192.168.7.1		

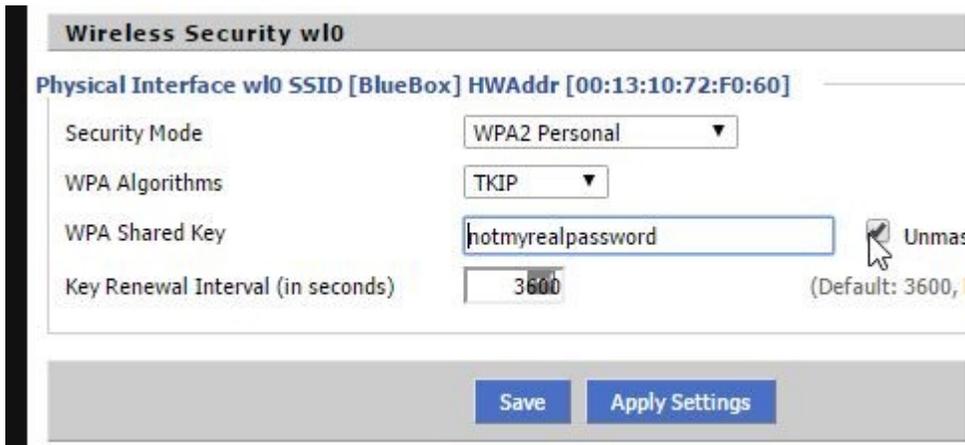
Wireless		Memory	
Radio	Radio is On	Total Available	12.7 MB / 16.0 MB
Mode	AP	Free	3.3 MB / 12.7 MB
Network	Mixed	Used	9.4 MB / 12.7 MB
SSID	BlueBox	Buffers	1.3 MB / 9.4 MB
Channel	10	Cached	3.8 MB / 9.4 MB
		Active	1.4 MB / 9.4 MB

With this new firmware, your username has changed. The new username is now **root** and password is now **admin**.

You will FIRST want to change that – YOUR username and password and also create a WIRELESS password. Here's how we do it. Click on the Administration tab and then Management. Change the router Username and Password to what you like (I used my first name as the username and my last name as the password).



Next, turn on your wireless security and set the password by clicking on Wireless tab and then Wireless Security and you want security on.



I prefer WPA2 and I used the same password I had before.

Click on Apply Settings

These basic steps apply to any router whose firmware can be replaced.

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## DeedMapper

Presented by Mary Stewart, Northern Neck Computer Users Group, New Jersey  
 Genealogy SIG Meeting Recap  
 October 2016 issue, The Computer Link -- [www.nncug.net](http://www.nncug.net) -- [geocadjr \(at\) verizon.net](mailto:geocadjr@verizon.net)

Mary Stewart gave a presentation on DeedMapper and showed a case study on how she found a family home.

DeedMapper is software that one can plot old land patents, grants, and deeds, and place them on a modern map. It is particularly useful when surveys are done with metes and bounds as was customary in our area. It also works with public lands.

With DeedMapper, you can find the location of a particular plot by anchoring a group of neighboring plots against a stream. You can also discover genealogical relationships by showing that person X sold part of

person Y's land. It can untangle people having the same name by analyzing their landholdings and transfers.

With DeedMapper you can create a map of original landholders in a region. You can also trace changes in parcel ownership over the years.

Mary told us about Land Records in Genealogy and explained what State Lands are. Twenty colonies and states did not cede the unclaimed land in their borders to the federal government when they became part of the United States. These states are known as State Land states and included the original 13 colonies, those states created from original colonies plus Hawaii and Ohio.

Why research deeds? By researching deeds, they can help you determine family relationships, establish death dates, and upon the death of a widow, her dower interest goes to her husband's heirs.

Mary demonstrated how DeedMapper works by starting with the survey of Gerard Alexander's land. She showed how she took the information from the survey and inputted it in the Metes and Bounds function of the program. After entering the information, into the program, it created a map of the property boundaries. It also produced a map of what the property looks like today. Mary advised all this information can produce a view of the property in Google Earth. Mary advised she was able to find Col. Gerard Alexander's home that was built in 1820 in Campbell County VA.

To learn more about DeedMapper, go to [directlinesoftware.com](http://directlinesoftware.com). A book Mary recommends for discovering your ancestors is *Locating Your Roots Discover Your Ancestors Using Land Records* by Patricia Law Hatcher. More information about the book can be found at [genealogical.com](http://genealogical.com).

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## Lessons in Rental Car Privacy

By Geof Goodrum, Potomac Area Technology and Computer Society  
November 2016 Issue, PATACS Posts - [www.patacs.org](http://www.patacs.org) - Director1 (at) patacs.org

Have you used a GPS navigation unit or a hands-free phone Bluetooth connection in a rental vehicle? If so, did you remember to clear your information from the vehicle before you returned the car? It's not terribly surprising that many people don't.

Below are a couple of photos that I took of the video panel from a relatively new (6,500 miles) Toyota Corolla rental. The first shows a list of phones that previous drivers paired with the car's built-in Bluetooth feature. The second photo shows an example from one of the listed phones, giving the owner's phone number and the unique device address of the phone (partially blurred to protect the guilty). The car's system also keeps the call history, and I have seen complete contact lists stored on some vehicles.

GPS navigation units, built-in and portable, also keep a history of locations searched for and visited. Very convenient, but probably not information you want to share with the next renter of the vehicle.

Wouldn't it be entertaining to give a previous renter a call and have a chat with them about places they went and people they know? How would you like to get that call from a complete stranger?

If you use these features, take some time to clear the system memory when you return the vehicle. The rental company is not going to do this for you. In the case of the Toyota Corolla that I rented, I removed individual phones from the phone list, but also found and used a system reset option to remove all private data from the system (which also removed the preset radio settings).

Don't forget that this also applies to any other vehicle that you use, such as a personal vehicle you borrow, lend, trade-in or sell.



## Smartphone & Tablet Apps - Here are a few basic, useful ones

By Phil Sorrentino, Contributing Writer, The Computer Club, Florida  
<http://sccccomputerclub.org> / [Philsorr.wordpress.com](http://Philsorr.wordpress.com) -- [philsorr \(at\) yahoo.com](mailto:philsorr@yahoo.com)

Over 10 Billion Served. Remember this kind of advertising? It used to be said of hamburgers, but now it can be said of Android and Apple Apps. Apps, or what used to be called "Programs" or "Applications", are the software that makes Smartphones and Tablets do their magic. Apps either come pre-installed on the device, or are downloaded from either the Android Play store for Android devices, or the Apple Store for Apple devices. About two years ago, the Android Play Store boasted over 600,000 Apps, and the Apple Store said they had over 1 million. (The App number probably represents the total number of Apps and Widgets.) Recently, I checked and the Android Play Store is now the leader with about 1.6 million, closely followed by Apple, at about 1.5 million. That's a lot of Apps. We, as users of Smartphones and Tablets, typically use only a small number of Apps. I read somewhere that the average Smartphone user has

about 90 Apps on their phone. I just counted the Apps on my phone, and I have 84 Apps and 27 Widgets. If you're not sure of the difference between an App and a Widget, talk to someone who has attended the Android Smartphones and Tablets class.

So, it's Apps (and Widgets) that really makes these devices worth the investment. Without the Apps, the Smartphone would just be like a flip-phone - a portable device used to make telephone calls, and Tablets might not even be viable products. The other factor that makes these devices so valuable is their ability to connect to the Internet. And, it is this connection that allows many of the Apps to do so many wonderful things. (Both Smartphones and Tablets can connect to the Internet via Wi-Fi, and the Smartphone has the added capability of being able to connect to the Internet through the cell phone towers.) But, back to Apps. (Because the Android family of devices has the lion's share of the market (around 65%), the rest of this article focuses on that family. However, much of the discussion of Apps, also holds for the Apple family of devices.)

Many of the Apps that you need to do basic things are pre-installed on the device, and available right out of the box. But many other Apps will have to be obtained from the Google Play Store (more on that in a minute). Because a camera is an integral part of both Smartphones and Tablets, a Picture Viewer is one of the very basic Apps. After all, most of us want to see the pictures right after we take them. (Instant gratification; can you imagine, it wasn't that long ago that we would send film away to a developer and we wouldn't get to see the pictures for two weeks, or so, after the pictures were taken.) Three popular and useful Picture Viewer Apps are "Photos", "Gallery", and "QuickPic". And by now, most of us realize that these cameras are capable of taking videos, as well as pictures, so a Video Viewer App is also a basic necessity. Two popular Video Viewer Apps are "Play Movies", and "VLC". And while we're talking of entertainment, most of us have digital music collections. The same digital music (.mp3 files) that we use on our home computers can be played on our mobile device, so you will need a Music Player App. Two popular Music Player Apps are "Music", and "Play Music". Another activity performed by these devices is to allow access to the internet, and as is similarly done on a computer; a browser is used for this. A browser is, maybe, not as useful on these mobile devices as it is on a computer, because when internet access is needed, the App knows the exact internet address to use. Apps rarely browse the internet; they typically do a limited set of things, usually with only one specific internet site. (For example, a Banking App only knows how to get to its specific Bank's Server and no other server, and similarly the OneDrive App only knows how to get to the OneDrive Server and no other.) But sometimes a browser is needed and so "Chrome", "Dolphin", and "Firefox" are browser Apps available for mobile devices.

Book reading is another form of entertainment that can be enjoyed with either a Smartphone or a Tablet, although the smartphone screen size may make this impractical. In order to read an electronic book, you will need a Book Reader App. The "Kindle Reader" App is a popular choice. With this App, electronic books of many different (file) types can be read on your mobile device. If you want to borrow books from the County Library, you'll also need a special App that helps you accomplish that task. This App is called Overdrive. These two Apps, for book reading, may not originally be installed on your device, so both of these Apps will have to be downloaded from the (Google) "Play Store". The Play Store App is probably the most important Apps installed on your device. This App is pre-installed on all Android devices and provides the ability for you to download and install any of the Apps that are available at the Google Play Store, all 1.6 million of them. (By the way, most of the Apps that are popular and useful are free. Some Apps do have a cost, but it is typically low, usually under \$10. All of the Apps mentioned here are free.)

One final App that I find to be useful is a File Manager. This may only be useful or interesting to those with a technical interest into the workings of the Android Operating System. But, if you are interested, this type of App provides insight into the organization of the files and folders on the device, somewhat similar to the way File Explorer provides insight into the organization of a Windows computer's files and folders. Two useful File Manager Apps are "Astro" file manager and "ES File Explorer". Both of these file managers provide a basic view into the Android organization, but not near the capability that is provided by File Explorer on home computers.

So, in summary, the basic useful Apps types are a Picture Viewer, Video Viewer, Book Reader, Music Player, Browser, and File Manager. A search of the Play Store will yield many, many possibilities, for each of these types. The specific Apps mentioned here are just suggestions to start with.

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## Back to Basics

### Using Windows Explorer Is a Must

By Jim Cerny, Chairman, Forums Committee, Sarasota Technology UG, Florida

July 2016 issue, Sarasota Technology Monitor -- [www.thestug.org](http://www.thestug.org) -- [jimcerny123 \(at\) gmail.com](mailto:jimcerny123@gmail.com)

This is a start of a series of articles on the basic use of Windows Explorer (known as File Explorer in Windows 10). It is very important for ALL VERSIONS of Windows users. This program (or app) allows you to do everything you can think of with FILES and FOLDERS. The icons for this app (see illustration) have not changed very much over the years, it is basically a yellow folder.

What's the big deal? I have taught classes many times on using "Files and Folders" or "Computer Organization" and in every class many students were amazed to discover answers to most of their computer frustrations just by learning how to use this one app or program. Even if you have used this app before, I believe reading these articles will help you discover more or easier ways to help you with your Windows computer.

Windows Explorer (or File Explorer in Windows 10, why they changed the name I'll never know) can easily perform the following functions. Have you ever wanted to do any of these things?

- Organize all your files and folders on your computer and other memory devices
- Move, copy, delete, and rename files and folders
- Create new folders
- Copy files and folders TO and FROM other devices such as other drives, phones, cameras, disks, etc.
- Create quick and easy backups of your stuff

Please take a look at the large illustration of a sample of the File Explorer window – I will be referring to it in the next couple of articles. Please remember that this app or program is in ALL versions of Windows and the functions are basically the same. So let's get started simply by understanding what this app shows you in its window without really doing or changing anything. It may help you to think of a steel filing cabinet in an office. You don't want to just throw things into the drawer, you would never be able to find an item without searching through everything. So you use a FOLDER and write a NAME on the folder and put things INTO that folder so you can find them. Everyone has done that, right? Remember that you can put a folder INTO a folder too – so you could have one big folder that you have named "Home Expenses" and have folders IN that folder such as "Electric bills", "Phone bills", "Water bills", etc. So, to get to a specific electric bill you would have to first look IN the "Home Expenses" folder and then open the "Electric bills" folder in it. It's not too hard, right?

Basically, the File Explorer app is a way to find and organize anything in memory on your computer's C drive and any memory device connected to your computer. This is one app that I think Windows has done pretty well to help us all use our computer. The app window has two basic areas (called window "panes", get it?) a left pane and a right. The LEFT pane contains the list of FOLDERS and only folders. You will never see a "file" in this list! The RIGHT pane displays the contents of any folder you have selected in the left pane. When you click on a folder name in the left column, the contents of that folder appears in the right area of the window. EVERYTHING on your computer is organized in FOLDERS. You could think of your entire "C" drive as one big folder. If you connect another drive, that whole drive is a folder as well. Your C drive contains hundreds or thousands of folders, way too many to see them all at one time in the list on the left, so only the highest level of folders are shown in the list. If a folder in this list contains at least one folder then there will be an arrowhead ">" next to the folder name pointing to the right. If you click on this arrowhead (which is pointing to the right) it will change to an arrow pointing DOWN ("v") and will display below, indented, the names of all the FOLDERS in that folder. Thus you can view the contents of any folder on any memory device connected to your computer. If you connect another drive, for example, to your computer, that drive or disc will be given a letter (such as "E" or "F") which is a folder. You will see it appear in the folder list on the left probably at the bottom of the list. You can explore all you want to look to see what is in any folder on your computer. But remember that YOUR stuff, YOUR files, are in folders put there for YOUR use – such as "Documents" (or "My documents"),

“Pictures”, “Music”, etc. Windows has and needs hundreds of other folders to store their stuff too, so do not go changing any files or folders in their folders, stay in your folders. Although any folder may contain ANY kind of a file, the folders provided for you with Windows means you should put all photo files into “Pictures” all documents into “Documents”, etc.

So you can see that folders, which can contain files and more folders, are organized like an “outline” that you did in grade school. You have Roman numerals I, II, III, IV, etc. and under each of these you have the capital letters A, B, C, etc. and under each of them could be numbers 1, 2, 3, etc. Each level is indented slightly to show you visually that a list is contained within the element above, etc. Folders are LOCATIONS in your computer memory into which you put your FILES (or more folders).

Now it’s your turn. Open your Windows Explorer or File Explorer app and open some folders to see what is inside them. Use the scrollbars (if they appear) to scroll up and down the lists. When you have clicked on a folder, the contents of that folder will appear in the right pane. Click on some arrows to see how you can list the folders in a folder. Try to stay within your “Documents” or “Pictures” folders. Doing this will only display what you have and will NOT CHANGE anything, so don’t worry about messing anything up. We will get to moving things around later.

Next time we will look at the different ways to VIEW or display the contents of a folder, and this also will not change anything either, so it is safe to play with different display options. If you want to learn more right away, use Google and view some videos. Learning the basics of Windows File Explorer puts you in the driver’s seat of your computer.

+++ END of article +++

The following are the illustrations for this article:



Windows 7  
Windows Explorer



Windows 10  
File Explorer

### BASIC WINDOWS 10 FILE EXPLORER ELEMENTS

The screenshot shows a Windows 10 File Explorer window titled "STUG Folder". The address bar shows the path: "This PC > Documents > Jims current documents > STUG Folder". The left pane shows a tree view of folders, with "STUG" selected. The main pane shows a list of files and folders with columns for Name, Date modified, Type, and Size. The "Details" view is active. Several callout boxes provide instructions:

- New Folder icon:** Points to the folder icon in the left pane.
- Current folder, the folder you are viewing:** Points to the "STUG" folder in the left pane.
- Click on View to change how this window displays or lists the contents of a folder:** Points to the "View" button in the top ribbon.
- Enter text here to SEARCH for any file or folder:** Points to the search box in the top right.
- File path name:** Points to the address bar.
- Click on arrow to show folders in that folder — an arrow pointed down means the folders in that folder are listed, indented slightly, below the folder. If the arrow is pointed to the right, the folders in that folder are NOT listed here.** Points to the expand/collapse arrows in the left pane.
- Your FOLDERS and ONLY your folders (NOT files) are listed in this column. Any folder with an arrow next to it means that folder contains at least one folder in it.** Points to the folder icons in the left pane.
- The CONTENTS of the folder you are viewing are listed in this area of the window — remember that any folder may contain FILES and MORE FOLDERS.** Points to the main file list.
- Information about each file or folder. This is using the “Details” view, but this information is available in all views by holding your mouse arrow on any element.** Points to a file entry in the list.
- HELP—click on blue circle with question mark for help.** Points to the help icon in the top right.
- Use scrollbar to see entire list of items.** Points to the vertical scrollbar on the right side of the file list.
- Current folder, the folder you are viewing is highlighted.** Points to the "STUG" folder in the left pane.

Back to Basics

## Using Windows (File) Explorer -- Using Different “Views” To See Files and Folders

By Jim Cerny, Chair, Forums Committee, Sarasota TUG, FL

August 2016 issue, Sarasota Technology Monitor -- www.thestug.org -- jimcerny123 (at) gmail.com

[Please read this article with your computer! DO the steps and you will find it all much easier to understand. Otherwise you will forget. Trust me on this.]

This is the second of a series of articles on the basic use of Windows Explorer (known as File Explorer in Windows 10). In the previous article we looked at the two “panes” in this app window – the “Folder List” in the left pane, and the contents of a folder displayed in the right pane. Clicking on any folder on the left will show the contents of that folder on the right. The Folder List in the left pane shows ONLY folders, not files. Clicking on the right-pointing arrow next to a folder in this list will open (immediately below and slightly indented) the folders IN that folder. The arrow will now be pointing down. Click on the down-pointing arrow to remove or “hide” the list of folders in that folder and the arrow will then be pointing to the right again. Please practice this. This is how you can get to and open the folder you want to see.

Is this getting to be too confusing for you? But is it really that difficult to understand that a folder can itself be IN another folder? If you take some time to explore folders in this app it should become clear quickly. Exploring does NOT change anything, you are just looking around. We will get to actually changing some things in future articles.

This time we want to explore the different VIEWS or ways of displaying FILES and FOLDERS using this app. As stated previously, clicking on any folder in the folder list column on the left will open and display the contents of that folder on the right. There are different ways of displaying this information using the “view” options. In Windows 10 click on the “View” tab (menu bar) near the top of the window. On other versions of Windows Explorer you may see a small tool icon which, when clicked, will display the list of viewing options. Although several different “views” are available, we will look at only the two views that I use, but feel free to try the other views as well to see if you like them.

Try the “Large Icon” view option. This is my favorite view when I am working with PHOTOS on my computer. All files that are photos will be displayed as a “thumbnail” of the photo itself with the file name below it. This is great for seeing what photos you have so you can delete photos you no longer want, or move or copy them to another folder, etc. If a file is NOT a photo, such as a document or a spreadsheet, then you will see a simple ICON representing that file “type”. Folders are icons too (which actually look like a real folder) and in later versions of Windows, the folder icon will be displayed actually open a bit so you can “peek” and see hints of the photos in that folder. Double-click on any folder in the right pane to display the contents of that folder. Note that you can select ANY view for ANY folder – just open that folder first and select the view option you want. What is nice about this is that the folder will “remember” your view option the next time you open that folder! So you don’t have to select your view each time, only when you want to change it. Remember, changing “views” does NOT change any file or anything, it just changes how things are displayed in the window. Note that if you “hover” your mouse on any file or folder (“hovering” your mouse means that you place your mouse arrow ON something but do NOT click the mouse) it will open a small box with more information about that file or folder.

Try the “Details” or “Detailed list” view. This is my favorite view for ALL OTHER files. Each file name is listed on its own line with some very helpful information next to it. Note that the folders are probably listed first, alphabetically, then the files below them. The contents of a folder are sorted (by default) alphabetically, with the folders together at the top. If you click on the “Name” column header it will REVERSE the sort. Note that the small arrowhead indicates which column is sorted and how (from A to Z or Z to A). Click on the “Size” column header and your list will be sorted by SIZE, largest to smallest (note arrow is pointing downward). Click again on the “Size” column heading and it will REVERSE the sort (arrow pointing upward). Please practice clicking on different column headers to sort your contents different ways. Sorting by “Type” for example will group all your files in that folder by the “type” of file – a Word document, a jpeg photo, etc. You can do all of this and nothing is changed – you are just looking

around and viewing things in different ways. Can you see how using File Explorer can be so important? It can be used to FIND and VIEW anything on your computer. You can use the “sort” options in other “views” as well, just look for them by using the toolbar or “tabs”.

Here is an important tip to help you. Double-clicking on a FOLDER in the right pane will OPEN that folder in that pane so you can see its contents. Double-clicking on a FILE in the right pane will OPEN THAT FILE using the DEFAULT app or program for that file type. If you wish to use a different app to open a file (that is, other than your “default” app) you should open that app FIRST and then use that app to find and open the file you want.

Finally, although there is so much that File Explorer can do, it can NOT create a new file. It can COPY files and MOVE them around your computer and RENAME them, but it cannot create a brand new file. You must use an app to do that – and you can understand that to create a new document you must use MS Word, or WordPad, or some other word-processing app. To create a new picture, you must use a camera, a photo app, or the paint app, etc. You use apps to create a new file, give the file a name, and save it to a folder. After that, File Explorer does everything else to work with ALL your files and folders – not only on your “C” drive, but on any memory device that is connected to your computer, such as your smart phone, thumb drive, or memory card.

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## Disabling a Touchpad in Windows 10

By Leti Labell, Potomac Area Technology and Computer Society  
September 2016 issue, PATACS Posts [www.patacs.org](http://www.patacs.org) editor (at) patacs.org

### Windows 10 Tips and Tricks

You can disable your laptop’s mouse touchpad whenever you have an external mouse connected to your computer. Select “Settings” under the Start Menu, then select “Devices (Bluetooth, printers, mouse)”. Click on “Mouse & touchpad.” Scroll down, and you will see “Leave touchpad on when a mouse is connected.” Click to turn this option OFF.

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## Your eyes can so easily be deceived!

By Babette Bloch, Contributing Editor, Golden Gate Computer Society  
August 2016 issue, Golden Gate Computer Society Newsletter -- [www.ggcs.org](http://www.ggcs.org) -- editor (at) ggcs.org

WE’VE ALL HEARD OVER AND OVER not to click attachments and links in e-mail messages that are suspect. There is less talk about another way to get sucked into trouble either by incurring a big fee or worse, an invasion of your computer. I call it “The Technical UNSupport,” or “The Program Support That Isn’t” It’s the second time I’ve run into this scam, or worse, and it’s well worth avoiding.

Case 1: A Quicken SIG member who had a problem thought he was contacting Quicken’s Tech Support. He’d googled the very words “Quicken Support” and found this: Quicken® Help 1-800-656-6115, Get 24x7 unlimited quicken support and phone help from quicken tech experts. Quicken Mac Tech Support includes quicken diagnose, install, upgrade and fix <http://quicken-help.com/>

He thought he was talking to the real Quicken Support, and they led him through a long discussion of the problem, plus getting permission to actually look at his program on his computer. And then they came up with a diagnosis that the whole program was corrupted and would cost \$300 to fix. At that point he hung up and called me.

Case 2: When I was wrestling with the Windows 10 upgrade and everyone in GGCS I called was not available; my husband tried to call the Windows Store in Corte Madera. After 20 minutes on hold, he gave up and turned to Google, looking for “Windows 10 Support Phone Number.”

He found:

- Call - +44-800-086-8333(UK) for Microsoft Windows 10 Technical Support
- Get Certified Technician for Windows 10 Update Failed Windows 10 Activation Error Call +61-1800-502-681(Australia)
- Windows 10 Update from 8, 8.1, 7 Call to Toll Free Number – 1- 855-883-1117(USA)
- Call 1-855-883-1117 Microsoft Windows 10 Technical Support  
[www.microsoftwindows10technicalsupport.com/](http://www.microsoftwindows10technicalsupport.com/)

He called the number and then handed me the phone to explain the problem I was having. A man with a slight Indian accent told me they could take care of the whole thing and download Windows 10 from their end to my computer; just give them access! At which point I hung up. And they called back! And I hung up again.

What was going on? The huge, main clue was that neither of these links had a site URL that was any of the following: quicken.com, intuit.com, or Microsoft.com. In addition, when I clicked the link with my computer today, running the MalwareBytes program, it would not let me open either site and said each was a “malicious site.” So if you’re looking for any help by searching the Internet, regardless of what search engine you use, watch those links before you click! The description before the link’s notation can be very misleading. Make sure the link is for the company whose product you are searching. If in doubt, use a search for the phone number or name of the suspect in the description. In addition, one has to wonder why Google doesn’t vet such links and puts them so high in the list.

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## All About Streaming

By Pam Holland, President & Instructor, TechMoxie

November 2016 issue, MoxieBytes -- Pam (at) tech-moxie.com -- [www.tech-moxie.com](http://www.tech-moxie.com)

Looking to detox from election news or just looking for more interesting content? Streaming is a great way to be in control of the what, where and when of what you view.

What is ‘streaming’?

It is easiest to start with traditional TV viewing. There are two options: Cable or a digital antenna to pick up VHF or UHF channels. Streaming, on the other hand, is done via the Internet - the same service that brings you email, google, and access to websites.

Why is it called streaming? Because it flows to our devices much like water streams through our pipes. Due to variations in the speed with which data comes over the internet, a little extra is stored (“buffered”) as we watch so that we see a steady stream of video. Otherwise what we are watching would start and stop with annoying frequency. Plus, the content is not downloaded and stored on our devices - it streams through and out.

You can stream content simply by going to your computer. Go to PBS or YouTube on the web and click a video - this is streaming. But sitting in front of a computer isn't terribly cozy.

Streaming from a TV - what equipment do I need?

Streaming can be done from any device that has an internet connection. Your computer, a tablet or a smartphone can easily stream video content. TVs can stream video if they are internet enabled. (“Smart TVs” are internet-ready). Older (non-smart) TVs can easily be connected to the internet by attaching a relatively inexpensive device such as a Roku, Amazon Fire Stick, Google Chromecast or Apple TV (most available for under \$50).

Newer Smart TVs connect to the internet wirelessly over Wi-Fi, which is great if your TV isn't near your internet router. Older Smart TVs might need to be plugged into your cable modem - much like computers needed to be wired before Wi-Fi. If you have an older Smart TV, you might want to consider purchasing a Roku-type device which will allow you to connect the TV to the internet wirelessly.

As Roku-type devices all connect to the internet wirelessly, you will need Wi-Fi. Newer modems include Wi-Fi capability. If you don't have a Wi-Fi modem, you can get one from your internet provider or an electronics store.

How to get content?

There are many sources for great streaming content. Some are free, but many involve a monthly subscription such as Netflix or Amazon Prime. We think it easiest to set up these accounts using a computer. Once your TV is set up for streaming, you can access your subscriptions by turning on your TV and Roku-type device or accessing the Smart TV functions. Roku, for example, will display a menu of available subscription services. Click on the service you subscribe to (e.g., Netflix) and you will be prompted to enter your user name and password. (Happily, you do not need to enter these passwords each time you watch!)

If you have cable TV, consider subscriptions that will supplement what you have on cable such as Netflix and Amazon Prime. For those who don't have cable TV (or want to eliminate it), consider a subscription to SlingTV which offers packages starting at \$20 that include cable news, sports channels and other cable channels such as Comedy Central. Even HBO and Showtime can now be purchased a la carte via a monthly subscription.

One of the great advantages of these subscription services is that you can access them from any internet device. I often start watching a Netflix program on my computer and then continue later that evening from my TV. Netflix automatically saves where I left off.

What about "cutting the cord"?

Most of the cable companies bundle services (e.g., the Comcast's Triple Play) making your telephone and internet more expensive if you don't opt for the bundle. Cutting the cord is best for those who are willing to eliminate their telephone (landline) service as well. Doing a careful cost comparison is necessary. But, if you pay for premium content via cable, you might do better to stream that content rather than pay for expensive cable upgrade packages. One huge advantage of streaming is that subscriptions are month-to-month and therefore can be cancelled and restarted at any time.



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Tablet SIG Recap

## Notes and Reminders on Apple Devices

By BJ McMillan, SIG Leader, Northern Neck Computer Users Group, New Jersey  
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Notes

You can use notes to capture a quick thought, create checklists, sketch ideas and more. You can use notes on your iPhone, iPad, and the iPod Touch.

The sketching feature in notes is only available in IOS 9 or later on the iPhone 5 and later, iPad Pro, iPad 4<sup>th</sup> generation, all iPad Air models, iPad mini 2 and later and the 6 generation of the iPod Touch.

You can create a note directly in the notes app, or you can ask SIRI to start one for you. In Notes, you can add a title, heading, or a bulleted list directly in your note. You can also add an attachment or add a photo or video.

You can also sketch a note. With the tip of your finger, you can sketch an idea or plan in your note. You can choose from a selection of drawing tools and colors or use a ruler to draw straight lines. If you have an iPad Pro, you can use the Apple Pencil to sketch in notes.

You can also search for a note or attachment. You can search for a specific note from the top of the Notes list by scrolling to the top of the Notes list to reveal the search field, and then entering what you're looking for.

To help keep you organized you can sort your notes by date created, date modified, or alphabetically. You can also store notes in different folders.

You can share notes and also invite others to join you in a note so you can collaborate on things like grocery lists, project notes, travel plans and more. You can secure your notes by creating a password. Then you can use that password to unlock your protected notes.

You can also use iCloud to update your notes across all your devices. You will see your notes on all of your Apple devices that you're signed into with the same Apple ID.

To see a video on the features of the Notes app, click on the link below.

<https://www.youtube.com/watch?v=YI5B92194O4>

## Reminders

With Reminders, you can keep track of all your to-do's when and where you need to do them. You can use reminders for projects, groceries, and anything else that you want to keep track of. You can also set when and where you want to be reminded.

When you complete a reminder, you just have to tap the empty circle to mark it as complete.

With Reminders, you can set notifications that alert you when reminders are due or when you arrive, or leave a location. Location reminders notify you when you arrive or leave a location, like your home or work. To receive location-based reminders, you have to make sure that Location Services is turned on and that your device supports this feature.

You can use SIRI to help you set reminders.

You can also separate your reminders into categories like work, personal, or school.

You can create Reminders list to keep thing organized.

You can use iCloud to update your reminders across all your devices.

You can also share reminders list with anyone signed into iCloud.

To see a video on the features of Reminders, click on the link below.

<https://www.youtube.com/watch?v=rhOIhRFM1p0>

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## Notes from the Editor (submitted by Carol Picard)

### **The Four Characteristics of Computer Speed**

Leo Nottenboom determines why a friend's computer is running slow.

<https://askleo.com/four-characteristics-computer-speed/>

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### **APCUG - Summer VTC Presentation PDFs** (from Judy Taylour)

The presentation PDFs have been uploaded to [www.apcug2.org](http://www.apcug2.org); just click through to the VTC page from the Home page. We'll let you know when the videos are uploaded to YouTube. I've already received a few e-mails with people letting me know they plan to use one or more of the videos for their meeting presentations or are going to request a webinar via the Speakers Bureau.

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**Fake Firefox Update Alert**

Was using Mozilla's Firefox browser to search for information on a problem with Thunderbird (Mozilla's email client). My default search engine in Firefox is Yahoo. While scrolling through list of search results a window popped up which took over most of my monitor screen showing a large Firefox logo, with words indicating a critical update was needed for Firefox, and a link. Fortunately, I paused before doing anything. Suspecting it was likely spam, closed out of Thunderbird and when I reopened it, did not get that message.

In hindsight, instead of closing out of Firefox, I should have pressed Ctrl + Alt + Del and shut down the computer from that screen.

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Downloaded and installed software on my computer so I could check it out for someone else. The website offered a "clean" version of the software which did not include any add-on programs. When I downloaded/installed the program on the other person's computer, was talking with them and forgot about the "clean" version and while clicking through the installation screens, initially missed unchecking unwanted software that was included in the download. Fortunately, caught it in time and was able to back up a screen and unselect the unwanted program.

Just a reminder that no matter how many times you've downloaded/installed software, need to be vigilant when doing so.

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Continue to get reports of people receiving phone calls, voicemail messages, and pop-ups supposedly from Microsoft, Dell, HP, about problems with their computer, and even from Social Security Administration about problems with their account - all of which are fake.

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**Ccleaner malware incident**

We discussed CCleaner program at August meeting and, unfortunately, that was during the time frame for this incident, which was discovered on September 12.

The malware affected CCleaner version 5.33.6162 which was installed using ccsetup533.exe. Even if you installed the program using ccsetup533, your computer may not be infected. The malware only installed on 32-bit Windows systems and when run by a user with admin privileges. Most newer computers are 64-bit which limited the number of computers impacted.

However, if you downloaded the affected installer file (ccsetup533.exe) it does contain the infected code and you will want to permanently delete that file. If you have CCleaner version 5.33.6162 installed, even on a 64-bit Windows computer, you need to manually download and install the latest version of CCleaner, currently ccsetup535.

If the infected installer is on your computer, a scan with the latest Windows Defender definitions will detect it as Backdoor: Win32 / Floxif, quarantine it, and recommend removal.

If you don't have the registry entries shown in the following article, then deleting the installer and upgrading CCleaner should be sufficient. If you do have the registry entries, then you should consider taking the additional steps recommended in the following article.

<https://www.bleepingcomputer.com/how-to/security/ccleaner-malware-incident-what-you-need-to-know-and-how-to-remove/>

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## Equifax Cybersecurity Incident

**NOTE: If using links in this article to access websites, verify you are on the correct site before submitting personal information!!**

Equifax, one of the three main credit reporting bureaus, was hacked and information for multiple customers was obtained.

From Equifax site (<https://www.equifaxsecurity2017.com/>):

*The information accessed primarily includes names, Social Security numbers, birth dates, addresses and, in some instances, driver's license numbers. In addition, credit card numbers for approximately 209,000 U.S. consumers, and certain dispute documents with personal identifying information for approximately 182,000 U.S. consumers, were accessed.*

Equifax is offering, free, for one year, a complimentary identity theft protection and credit file monitoring product, called TrustedID Premier. Enrollment period ends on Tuesday, November 21, 2017.

There is an ENROLL link on the Equifax site to sign up for the product. After clicking on that link, they request the last 6 digits of social security number and last name, which I entered. It indicated I was probably not impacted but still recommended that I sign up for the product, which is a multi-step process. I completed the name/ssn check on September 8 and was told I could not continue the process until September 15.

As expected, researching information related to this incident on the Internet gives conflicting information as to whether or not to enroll. Some commented: Should you trust a site that didn't protect your information in the first place? Some people said they went to the site, entered random last names and random numbers for social security and in some cases were told information was impacted and in other cases were told it wasn't. Another person entered their valid name/ssn information multiple times and got conflicting responses as to whether their information was impacted or not. Other sites are merely an attempt to get you to sign up for a product offered by the particular website you are on. Another point of confusion, when signing up for the complimentary product, you are asked to agree to Equifax's terms of service, which initially excluded participation in any class action lawsuit, although Equifax has indicated that exclusion does not apply to this cybersecurity incident.

<https://www.theverge.com/2017/9/8/16276572/equifax-hack-protection-class-action-lawsuit-terms-of-service>

Whether the ENROLL link indicates you are or are not impacted, you may still want to take some action.

If you sign up for the free product through Equifax, it is currently free for one year. The initial sign up does not require entering a credit card so you would not automatically be enrolled/charged at the end of the year. However, they may suggest signing up for the paid service at the end of the year, potentially making money by providing a service some people wouldn't have used if this incident had not happened. At that point, you may want to consider other options.

Credit file monitoring notifies you after someone has requested your information or a new account has been opened. There are other actions you can take which may limit information someone can get without your consent.

One action to consider is placing a **fraud alert** on your information at all three major credit reporting agencies (Equifax, Experian, and TransUnion). There is no charge for a fraud alert and if you notify one of the agencies they are supposed to notify the other two. The fraud alert stays on your report for 90 days so will have to renew it every 90 days.

Another option would be to request a **credit freeze** which has to be done with each agency. Note, you would not request both a fraud alert and credit freeze with the same agency - only one or the other.

Depending on the State you live in, there may be a fee for the credit freeze, which you have to pay to each agency. With a credit freeze you are given a number which you use to temporarily or permanently lift the freeze and you may have to pay a fee for that as well. Some States do not allow credit agencies to collect a fee but in Michigan the fee is \$10 each.

From Michigan Attorney General website:

[http://www.michigan.gov/ag/0,4534,7-164-17337\\_20942-182414--,00.html](http://www.michigan.gov/ag/0,4534,7-164-17337_20942-182414--,00.html)

A security freeze is *free* to identity theft victims who have a police report documenting the identity theft. If you are not an identity theft victim, it will cost you \$10 to place a freeze with *each* credit bureau. That is a total of \$30 to freeze your files at each of the three major credit reporting agencies (Equifax, Experian, and TransUnion). There is also a separate \$10 fee with each agency to lift the freeze, either temporarily or permanently. You will need to lift the freeze temporarily to open a new credit account, get a loan, apply for insurance, or authorize an employer to conduct a background check.

When you request credit, etc., the company you are requesting credit from usually works with just one of the credit agencies so you would want to find out which agency they use and then temporarily lift the freeze with just that agency.

One person, who already had a credit freeze on his account, was concerned about where the number to unfreeze his account was stored by Equifax. If the hackers obtained the number, he was concerned they would be able to unfreeze his information and possibly even change the number so he would no longer have control over his information.

The Federal Trade Commission indicates that a credit freeze does not stop pre-screened offers, that there is a separate procedure for stopping those.

<https://www.consumer.ftc.gov/articles/0148-prescreened-credit-and-insurance-offers>

The Federal Trade Commission website has the following information regarding difference between credit freeze and fraud alert.

What's the difference between a credit freeze and a fraud alert?

A credit freeze locks down your credit. A fraud alert allows creditors to get a copy of your credit report as long as they take steps to verify your identity. For example, if you provide a telephone number, the business must call you to verify whether you are the person making the credit request. Fraud alerts may be effective at stopping someone from opening new credit accounts in your name, but they may not prevent the misuse of your existing accounts. You still need to monitor all bank, credit card and insurance statements for fraudulent transactions.

Three types of fraud alerts are available:

**Initial Fraud Alert.** If you're concerned about identity theft, but haven't yet become a victim, this fraud alert will protect your credit from unverified access for at least 90 days. You may want to place a fraud alert on your file if your wallet, Social Security card, or other personal, financial or account information are lost or stolen.

**Extended Fraud Alert.** For victims of identity theft, an extended fraud alert will protect your credit for seven years.

**Active Duty Military Alert.** For those in the military who want to protect their credit while deployed, this fraud alert lasts for one year.

To place a fraud alert on your credit reports, contact one of the nationwide credit reporting companies. A fraud alert is free. The company you call must tell the other credit reporting companies; they, in turn, will place an alert on their versions of your report.

Placing a fraud alert or credit freeze will make it harder for you to apply for credit because you will have to verify that you initiated the request but it may be worth it to protect your information.

It is recommended that you get a copy of your credit report to check the information it contains. You can request one free copy of your credit report each year from Equifax, Experian, and TransUnion. To spread these out, consider requesting a report from one agency, wait four months and request another from a different agency, then four months later request from the third agency.

You can also request a free credit report, from one or all of the agencies, through [AnnualCreditReport.com](http://AnnualCreditReport.com). You can submit your request to [annualcreditreport.com](http://annualcreditreport.com) from their website, by phone, or print a form to fill out and send by U.S Mail. This is the only valid, free service. There are other companies, including one which has the word free in their name, but they are not free and it is recommended to avoid them. When searching for "annual credit report" in Google, the first five items in the search results were ads. The official site for [annualcreditreport.com](http://annualcreditreport.com) was the sixth site listed.

Unfortunately, credit reporting agencies are a way of life. These agencies may collect information without revealing what they collect, have access to personal information, collect information from companies a person has accounts with (including account numbers) as well as companies an individual has requested credit from. They may also have inaccurate information and, it may be difficult, or not possible, to get inaccurate information removed. These services make money by selling information to companies who request it and they don't have to get your approval to do so.

This incident is also an opportunity for scammers, not associated with the initial incident, to email, call, create fake websites, and use other means to get personal information so the scammers can apply for credit or steal identities.

When contacting the credit reporting agencies, or [annualcreditreport.com](http://annualcreditreport.com), make sure that you are using their valid website, address, and/or phone number.

**Reminder:** Do not give information to anyone who emails or calls requesting personal information. Delete the email and hang up the phone, or better yet, don't answer the phone if you don't recognize the number.

Your financial institution or credit card company may contact you by phone, e.g., to check for fraudulent activity on your account, but they will not ask for personal information. If you receive a call or email and aren't sure if it is valid, get a recent copy of a bill or other communication that you know is from that institution or company and use that number to contact them.

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