



Tutor Talk

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**Technical Tutoring brings you this newsletter and training information
in appreciation of your business and support**

Company News

Well, spring has finally sprung and our 6th Anniversary came and went. Our two new offices are open – Marion and Peabody. We had a couple of quiet weeks a few months ago and tackled some old projects. Now we're looking for a couple more weeks to write a guide for Digital Photography and update our PowerPoint manuals.

Also found a new tool to use with PowerPoint. It is called Camtasia Studio and it converts your Power Point presentation into a video file. I've also downloaded a tool for converting PDF files to DOC files and vice versa as well as the up and coming browser, Mozilla's FireFox.

The Upton office seems to be concentrating on three types of business these days – one-on-one training, QuickBooks support and training, and Access Development. The Marion office has enjoyed working with several repeat customers and our Peabody office is still trying to make a name in a much more populated area. Many thanks to Holly and Jackie for taking on the challenges of running their own small business with their mentor many miles away!

With Gratitude For You Always,

**Seema, Holly, &
Jackie**

Have you seen our web site?
www.TechnicalTutoring.com



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(508) 529-9087
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Mozilla's FireFox

I read so many positive things about Mozilla's web browser that I decided to try it. I can't say I've switched completely from Internet Explorer, but it won't be long!

I downloaded the file, loaded the program and it asked if it should copy my settings and favorites from Internet Explorer. It was very easy!

There are still things I need to work out: it doesn't seem friendly toward PDF files; and I don't like that when it opens an attachment it opens and then minimizes the application. Guess it's time to start exploring the application's options.

Why switch? Well, in my case it was curiosity based on all I'd read. For some it's the fact that it's not Microsoft. The biggest reason written for switching is that the "bad guys" don't seem to be attacking FireFox the way they do Internet Explorer. Of course, that will change as the software gains popularity.

Gadget Watch

I love to look in the computer magazines for the next gadget. I've had a number of them that I tried out but no longer keep connected to my machine. Well, my next one is on the list – a fingerprint reader! You know how it goes, you go to a web site and it wants your password and you can't remember it. Well, the finger print reader lets you access that web site via your fingerprint rather than having to remember all the passwords. (Well, I assume you need to remember them once so you can correlate your fingerprint to the web site the first time around). While not recommended for use on banking or high security sites, this sounds like a gadget that might save some precious time and will definitely help reduce the frustration of not knowing my password when I'm in a hurry and being asked for it by a website! Anyway, it looks like that will be my next treat to myself so give a call if you want to know how it turns out!

Software Tips

Outlook

- If you're using Outlook for your e-mail, you can apply special colors to emails from particular people. Open your Inbox, click on a message from the person, and then click on Tools/Organize. Click on Using Colors, pick a color and then click on Apply Color.
- For most of us, a monthly calendar should start the week with Sunday and end with Saturday. You can adjust Outlook to do just that. Select View / Current View / Customize Current View, and click the Other Settings Button. Deselect the Compress Weekend Days in the Month section and click OK twice. Not only with this change your screen view, but the printed view will also look more traditional.
- To print a list of messages:
 - Choose File / Print
 - Select table style from the print style list
 - Choose other applicable print options
 - Click OK

Hardware Tip:

- Having trouble getting the CD out of the drive? Right click the drive from My Computer and choose EJECT

Windows

- When you print something, a printer icon will appear on the system tray toolbar (near the clock). If you double click the icon, you can manage your print queue – check status, pause or cancel printing.
- Use the mouse icon in the Control Panel to change the speed of your double click, add pointer trails to your mouse, or switch the buttons for a left-handed mouse user.

Word

- Save changes to all open documents by holding down the SHIFT key when you click on the FILE menu – this changes the SAVE option to SAVE ALL.
- When you justify your text to have straight left and right margins, Word automatically stretches some words to fit the column. You can do the same thing using Format/Font and the Spacing tab.
- Keyboard shortcuts for changing font size:
 - CTRL+] increases font size
 - CTRL+[decreases font size

Software Tips

PowerPoint

- Using the Master Slide feature can save you a lot of formatting work – set things up once and have the software apply them to each slide.
- Align multiple graphic items on a slide by selecting them as a group (use the Shift key) and then use Align from the DRAW menu.
- Exporting your presentation to WORD is a quick way to create handouts or marketing materials.
- To use a digital photograph as a slide background, right click the background of your slide, choose background, then choose Fill Effects and select the Picture tab and browse to find your photograph. Click OK and then Apply as appropriate – either one or All Slides.

The Internet

- Do you have a scroll wheel on your mouse? You can use it as a browsing tool – hold down the CTRL key while turning the wheel and it will magnify or shrink the size of the text on the Web, in Word, or in Excel.

Access

- Shift + Enter will save a record without moving off of it
- If you have a parameter query that is the basis for a report, you might want to print the parameter as part of the actual report. Add a label box to the heading of your report and set the Data Source property as follows:
=Reports![reportname]![parametername]

Excel

- When working with multiple files, use the Window/Arrange option to display all open files tiled to fit the screen, tiled horizontally or vertically, or cascaded
- To quickly double underline the contents of a cell, simply press the Shift key and hold it while clicking the Underline button on the toolbar.
- Keyboard shortcuts:
 - CTRL+Page Down will move you to the next sheet
 - CTRL+Page Up will move you to the previous sheet
 - Shift+F11 will add a new sheet

See our web site for additional software tips:

www.TechnicalTutoring.com

PC Gifting

Giving a PC to someone else is a wonderful, generous idea. The recent article I read from *Smart Computing* magazine raised some interesting issues to think about when giving a PC to a friend, relative, or charity.

Security

Remember that just because you've emptied the recycle bin doesn't mean your deleted files (and any personal identity information like credit card numbers or bank account numbers) are permanently gone. Each file you create has a tiny bit of information that points to its location on the hard drive. When you delete a file, you aren't deleting the entire file – you're just deleting the pointer. With the pointer missing, your hard drive will eventually write new information over the 'deleted' information. Until the old data is covered with a new layer, however, it is fairly easy to recover it.

If you're recycling the computer, most recyclers will overwrite the hard drive for you. If you're simply giving the PC to family or friends and want to overwrite the hard drive yourself, try something like 12Ghosts Shredder or DataEraser Personal to help with the task.

Software Restrictions

Most software comes with a license agreement for one copy to be used by the purchaser. While you're not apt to get prison time for giving software away with your old machine and then installing the same software on your new machine, there are penalties that go along with licensing infringements if you share too many copies. Generally, these include buying the proper licenses and paying a civil penalty, which could add up to thousands of dollars.

Death & Destruction

If you really want to ensure that your data doesn't end up in someone else's hands, you can remove your hard drive before gifting your PC.

Another option is to degauss your hard drive. The principle here is to get the magnetic flux of your hard drive as close to zero as possible. You do this by passing the hard drive through a magnetic field that is stronger than the original magnet used to write information on to the hard drives until the written material is unrecoverable and the hard drive itself is unusable since the permanent magnets are ruined.

For the more destructive among us, there's always the idea of a hammer, drill, flame or any other way you can think of to destroy the surfaces of the hard drive. Just be sure to also destroy all the connectors that go into and out of the hard drive.

Passwords

(from Smart Computing Oct. 2004 by Alan Luber)

We've all been told that using the same password for everything is dangerous, but let's face it, how many passwords can one person remember?!? This article gave me some "food for thought" so I found it worthy to pass along.

I'm not just talking about what can happen if somebody hacks your password, but about your blind trust in the employees of every company and organization that requires you to submit a username and password to avail yourself of their services.

Do you really know and trust the administrators of the online forums you've participated in over the years? What about all those shopping sites that are trying to replace mail-order catalogs?

I'm not suggesting you use a different password for each of your different Internet activities, but I *am* suggesting you follow this advice:

Use one password for all nonfinancial related Internet activities

Use another password for ecommerce suppliers (don't store your credit card information with any e-tailer – if you're password is hacked, at least the thief will have to use his own credit card!)

Use a different password for each of your most critical online accounts, such as eBay, PayPal, bank, and brokerage accounts.

Change all of your passwords (except for the forums, which are relatively unimportant), at least twice a year.

What about picking that precious password to start with?

Don't use all numbers – there are numerous free password-cracking tools available on the Web that can crack any numeric password using brute force.

The best passwords are gibberish "words" composed of a combination of letters, numbers and special characters. Let's make that *meaningful* gibberish! Draw upon your own expertise and interests to combine abbreviations and dates to create gibberish that means something to you. For example, 4T1T99 would be meaningful in that it stands for Technical Tutoring, which started business on 4-1-99.

Don't let your own computer save your passwords; even encrypted someone may be able to crack them!

For your own protection, write all of your usernames and passwords down and store them in a safe deposit or fireproof box, lest you forget them.

10 Tips for Buying a Notebook (Laptop)

(From PC Magazine)

- 1) Make sure it has at least 30GB of hard drive space
 - 2) Try to get a system with 512MB RAM – more RAM can improve performance at minimal cost.
 - 3) Look for a writable optical drive – CD-RW or DVD-RW
 - 4) Get wireless-integrated notebook and opt for 802.11g.
 - 5) If you travel frequently, consider a second battery and second AC adapter.
 - 6) Remember refurbished PCs can be discounted by as much as 20 percent.
 - 7) Send in any rebate!
 - 8) A port replicator or docking station is a convenience if you move around a lot with your notebook.
 - 9) Accessorize. Don't travel without a portable mouse, security lock, and car DC-to-AC power inverter
 - 10) Consider an extended warranty.
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Multi PC Home

As we watch the cost of hardware decrease, we're also watching two separate phenomena: the cost of protecting our hardware and the number of computers per household are increasing!

It costs close to \$100 a year now to protect a PC from viruses, spyware, and pop-up ads. Many families now own one PC for each family member and may even keep an older one as a spare.

Unfortunately, most software is sold one machine per copy, with annual upgrades recommended for each machine and each software package.

If this describes your home, as it certainly does mine, here are some tips for keeping down the maintenance costs of those multiple PC's in your home:

- 1) Look for software that's multi-user and truly discounted. (MS Office Student & Teacher Edition is good for three machines)
- 2) Give preference to software that scores well in reviews and has multi-user licensing
- 3) Decide how far your personal honesty goes. Software vendors are looking for illegal installations of their products, but typically at corporations and businesses, not at the family level where a copy may be on

two machines with only one purchased

license.



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