

## Questions Asked by Presentation Attendees:

Q. What are the best anti-virus software apps?

A. I like Norton or Bitdefender. One subscription can usually be downloaded on multiple devices and both include VPN. They are also the two top-rated security packages for 2022.

Q. What are other recommended VPN networks?

A. You might want to check out Nord and Surfshark.

Q. Can you delete all cookies except a few?

A. This depends on the browser you use. The updated Chrome browser allows you to customize which websites you want to accept cookies and which you don't. The new Edge browser allows you to view and set the types of cookies you want each separate website you visit to accept. On Chrome, go to "Settings" then "Security and Privacy"; on Edge, go to "Settings" then "Cookies and Site Permissions." On Safari, go to "Settings" and look for "Block all Cookies." (Though it might be problematic to choose this option.)

Q. Do you encrypt your password spreadsheet?

A. I created my password Excel spreadsheet on an external drive that I keep disconnected from my hard drive except for very short periods of time. However, I plan to move the spreadsheet into my personal Microsoft Office 365 One Drive (in the cloud) but will password protect the document prior to moving it into the cloud. (This can be done in Office 365 by going to "File", "Info" "Protect Document." Then, I'll permanently delete it from my hard drive.

Q. What is the best operating system?

A. Probably the most current one from Windows or Apple.  
Microsoft usually supports Windows for ten years: five years of Mainstream Support and five years of Extended Support.  
Apple usually releases an operating system every year. A release of an operating system is usually supported for 4 years (and may be safe to use for a year more). As the OS (operating system) is free, it is better to upgrade to the latest OS the hardware is capable of supporting.

Q. What should we do with our old computers?

A. I recommend getting the hard drive scrubbed by a tech professional **before** you donate or recycle a computer or laptop. Computers can be donated to nonprofits that give them to people in need. Two local charities are: TechCharities.org (Phone: (385-455-9747) and computerswithcauses.org. You might also want to check this website:

<https://charity.lovetoknow.com/DonateOldComputers> that lists nonprofits accepting second-hand computers.

Q. How “old” is an old computer?

A. Computers are considered “old” at five years. They can be used longer, but with technology advancing so rapidly, newer software may not work on an old computer. Operating systems and software are good as long as they are supported. If you are still getting updates for your OS or software program, they are most likely still good. Using unsupported operating systems or software makes you more vulnerable to security and performance issues.

Q. How do you find a good tech person?

A. Word of mouth is usually the best way. I also get recommendations for various service people from neighbors on the NextDoor app; you might also look on the Thumbtack app where there are different computer service categories, including one for Apple computer service.