

November, 2018

# User Friendly



## IN THIS ISSUE

From Your Editor	2
General Meeting Report	3
Store Your Recipes in Word	4
Organize Your Pictures - Don't Just Save them	5
Interesting Internet Finds	7
LACS Notices	8
LACS Calendar	9
Members Helping Members	10
Officers, Directors & Leaders	11
Don't Buy Identity Theft Insurance	12
LibreOffice - A Free Office Suite	14
What Is a Word Cloud?	16
Profile of a (LACS) Service Team	17
Cash Flow	18
Laughing Out Loud	18
Membership Information	19
Map and Directions	20

Ctrl-Click on this icon to see our Meetup Page



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## NOVEMBER 13 GENERAL MEETING

### The Connected Car

Speaker: **John Hayes**, Vice President, AI & Ed's Autosound  
 Most people who live in Southern California depend on a car, truck or SUV to get around. Many people spend hours every day in their vehicle. They do not know that their vehicle can be adapted to be safer, more convenient, and more fun to drive. Technological advances available in new cars today can be added to older vehicles, bringing them up to speed with the newest advances. John Haynes will inform you of the key things you can do to any vehicle to make it safer, to connect to your smartphone, and to make it more enjoyable to drive. From accident-avoidance systems to reverse cameras to parking assist sensors to Apple CarPlay, and to wireless charging: everything new in cars can be yours.

### Meet Our Presenter

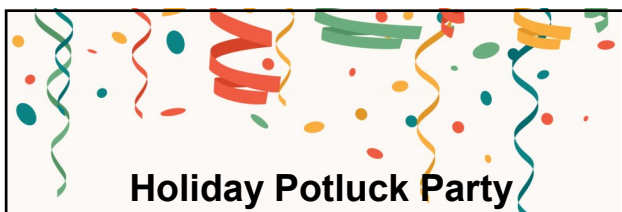
John Haynes has been in the mobile electronics industry for 28 years, and he is an expert on aftermarket mobile electronics technology. John has been a featured speaker at many industry events and training. He has been a resource to local television, radio, and other media providers, and was featured for four seasons on NBC's "Whipnotic" television series with host, Mario Solis. As the Vice President of AI & Ed's corporation, John is responsible for product selection, company operations, and marketing for their 15-store retail chain, as well as overseeing their wholesale distribution company.

AI & Ed's Autosound, established in 1954, is the longest running mobile electronics specialist in the world, and has brought many new products and technologies to market. With fifteen stores serving Southern California, AI & Ed's has a multi-generational relationship with thousands of SoCal clients. [www.AI-Eds.com](http://www.AI-Eds.com)

**Tuesday, November 13, 2018, 7:30 - 9:00 PM**  
**Westchester United Methodist Church, Fellowship Hall**  
**8065 Emerson Ave., Westchester, L.A. 90045**  
 An informal Computer Q & A Roundtable meets from  
**6:30 to 7:20** to answer individual questions.  
 Refreshments and socializing at **7:00**  
 More info: [www.lacspc.org](http://www.lacspc.org)  
 or at 310-398-0366



## FROM YOUR EDITOR



### Holiday Potluck Party

Our December 11 general meeting will be a celebration with a potluck supper. We are looking for a few members to help plan this event and to come early to set up tables, etc. Please email Leah Clark or any board member to volunteer or to offer ideas. Let's make it a fun evening! Your family and friends are invited. Watch your email for further information, and to RSVP.

### Culver City Senior Center

Several LACS members volunteer one Friday morning a month from 9:00 to 11:30 at the open computer Lab at the CCSC at 4095 Overland Ave. at Culver Blvd. in Culver City, 90232. Volunteers get a free annual parking permit for the center.

Seniors can use the computers to access email, the internet, or to practice what they're learning in class. Someone must be present whenever the computers are being used.

Our volunteers may get sick or want to go on vacation, so we could use a few more helpers. No special skills are needed. Those using the computers are most appreciative of simple assistance. That gives a good feeling! New volunteers will be partnered with an experienced member, until they feel at ease being on their own.

Please contact Loling Beckman at <LolingB(at)earthlink.net> or 310-471-7893 to learn more about what is needed or to volunteer.

The Editor of *User Friendly* accepts most contributions of any suitable length from members. Send articles to editor (at) lacspc.org in an email message or as a Word document by the **20th of the month**.

Welcome  
to LACS



### We Need a Greeter and an Assistant Greeter!


Due to unforeseen issues, we now need a greeter and an assistant greeter. If several members could become familiar with what happens at the Greeter's table, it would be easier for everyone. If you come to the meetings anyway, you would only need to come earlier, and you would be of great service. And it's a good way to meet everyone. If you are interested, please contact Leah Clark. Thanks much.

### Snack Table Assistant

We need someone to help set up and take down the snack table before and after general meetings, and to make a list of supplies needed. Several people can work together to make light work. Since I have been elected president, I will have other things to do before the general meetings, starting in January 2019, so I will much appreciate some help. Thanks much!



### Contest

A copy of this  icon is somewhere in this issue. When you find it, send an email with your name and the page number to <editor (at) lacspc.org>. The 1st two received each month may win a small prize. Proofreaders and board members are not eligible.

**Congratulations to  
Loling Beckman for finding the icon in  
the October issue!**

## GENERAL MEETING REPORT

October 9, 2018

By Leah Clark, LACS Editor and

Stephanie Nordlinger, LACS Vice President

Speaker: Boeing Shih, Special Agent, FBI

### Cyber Threats and How We Can Handle Them

FBI Agent, Boeing Shih began by recalling the notorious bank and jewelry store robber, Willie Sutton, who would disguise himself as a policeman, window washer, bank guard, maintenance man, etc. to gain entrance. He wrote a book, *Where the Money Was*. Where is the money today? On the internet! The “robbers” steal money from accounts by impersonating legitimate persons and businesses using phishing scams. Sometimes they put key-logging software onto a computer to collect passwords to other accounts.

Social engineering and phishing schemes now account for most cyber incidents. Phishing emails seek passwords and sensitive information by masquerading as trustworthy entities. Real estate agents are very vulnerable because they must publish their email addresses online. Wealthy people are also worthy targets. Bad guys impersonate executives in phishing emails to get employees to provide information that allows the hacker to use the company's websites for obtaining technical secrets in order to collect money.

The FBI has jurisdiction in every state and community. Call the FBI if you see any suspicious incident. The FBI can sometimes recover money if the loss is reported within three days. It is difficult to catch the bad guys because they are often in other countries. Some places have educated, tech-savvy people, but no jobs and a poor economy. This makes cybercrime very tempting.

Boeing discussed how to protect yourself from attack. Don't click on unfamiliar links. He highly recommended using **two-factor authentication**. The second factor can be a USB drive (which Google uses) or a cell phone that is used only as a key, or information you know but someone else might not know or be able to guess. Using a fingerprint is OK. Fewer than 10% of Google or Gmail account users use two-factor authentication. Many

companies don't use it either. Some use a recording of your voice to identify you when you phone them.

Big banks have amazing security, and they hire excellent fraud investigators. They have a low percentage of theft by employees. However, they often don't tell the public what is happening. Smaller banks often have less security. The FBI has good relations with banks in the U.S.

The Department of Homeland Security provides leadership for the **Stop. Think. Connect.** anti-phishing campaign. See

<https://www.dhs.gov/stopthinkconnect> and the DHS website at

<https://www.dhs.gov/topic/cybersecurity>.

Report internet crime incidents including unsuccessful phishing attempts to the FBI's Internet Crime Complaint Center (<https://IC3.gov>). This should reach the FBI faster than complaints filed with the Federal Trade Commission at <https://www.ftccomplaintassistant.gov/#crnt&panel1-1>

The government releases information on common cybercrimes.

Verizon produces an annual report of about 60 pages on internet breaches. In 2015, it reported that, if a phishing attempt was sent to 20 people in a company, three would click on it. So, unprotected companies were very vulnerable. In 2018, 96% of all cybercrime started with emails. Of this, 60% sought financial gain, and 40% were for espionage including asymmetric warfare. Small groups and small countries can inflict significant damage through cybercrime. North Korea's attack against Sony was cited as an example.

An audience member referred to an article saying that computers that had been built in China sometimes had tiny chips containing malware built-in; no one would know where to look for such chips.

Note: The original article was in *Bloomberg Businessweek* on October 4, 2018. It can be found at

<https://www.bloomberg.com/news/features/2018-10-04/the-big-hack-how-china-used-a-tiny-chip-to-infiltrate-america-s-top-companies?srnd=businessweek-v2> or at <https://tinyurl.com/y8d4wpfq>

The Los Angeles Times published a story on this on October 10, the day after our meeting. An LACS member told members of it via LACSLIST on October 10. It can be found at: <http://www.latimes.com/ct-biz-super-micro-china-spy-chip-telecom-20181009-story.html>.

In answer to a question, Boeing said that he had seen printers affected with malware.

Boeing said that downloads from the Apple Store and Google Play are vetted for malware.

Millions of dollars are lost every month due to unauthorized logins to accounts. 60% of the companies with a serious computer intrusion will go out of business within a year.

Are your backups on the same network as everything else? Practice **Defense in Depth** - do not put everything on a "flat" network. That's dangerous. It is best to keep your most critical data on a computer or drive that is not accessed from the internet. Your backups need to be away from the regular network, so that you can use them if your main network is penetrated or subject to ransomware.

Answering other questions, Boeing said that mobile phones are not secure if the data isn't encrypted. However, it is not easy for amateurs to hack a mobile phone signal. Yes, bad guys (hackers) who get caught sometimes are hired to protect us against hacking and cybercrime.

Internet users must consider

**Reasonable Risk and Compliance. ❖**

*Boeing Shih could not permit us to record his presentation, so there will not be a podcast.*



## STORE YOUR RECIPES IN WORD

By **Jerry Heaton**, Editor  
Central Kentucky Computer Society  
CKCS Newsletter, October 2018  
[www.ckcs.org/](http://www.ckcs.org/)  
newsletter (at) ckcs.org



I had a dear sister-in-law named Margaret, now deceased, who never owned a computer, probably because I don't think she ever typed anything. Just the same, my older brother, more than once, suggested that she buy a computer to join the modern world. Finally, she asked, "What would I use one for?" Searching for a quick response, he said, "You could keep your recipes on it." This brought a huge laugh from her and the rest of the family as well. Margaret seldom ever cooked, either.

This story came to mind when a classmate said she had found a recipe online for pumpkin nut bread. She wanted to save it. She did not know how to move it to her computer and wondered if there was a computer program for recipes. There may be one, but I told her how I organize my favorite recipes in my computer – I keep them all in a simple Word document titled "RECIPES." I offered her these step-by-step instructions.

1. If you haven't already done so, create a document named RECIPES.
2. Go to the website and find your recipe.
3. Using the mouse, click and drag to highlight only the recipe. Be sure you start at the top left edge of the recipe, then drag until what you have is only the recipe. A better way to highlight is to click at the start of the recipe, hold down the CONTROL + SHIFT keys and use the four arrow keys to highlight exactly what you want to save and nothing else.
4. Press Control + C, and that copies the highlighted text to your clipboard.
5. Take what you have copied (it is on your clipboard) and paste it into your Word document by pressing Control + V.
6. Edit your recipe text – maybe making the title



bold and a bit larger than the rest of the text.

7. Save the word document. It is now among your favorite recipes.

I put each recipe on a page by putting a “page break” at the bottom of the recipe (create a page break by holding down the control key and tapping the ENTER key once.) This provides a blank page to put your next recipe.

When I want to use a recipe, I just print that one page; thereby, I have a fresh copy to follow as I cook. If I spill something on the recipe, that’s no problem because I generally discard those sheets and just reprint them the next time I am ready to use that recipe again. Give this a try.

By the way, it is easy to improve a recipe on your master document for the next time. The recipe my classmate wanted to save was for “Quick Pumpkin Nut Bread – a delicious recipe handy for the upcoming holidays”. In case you are interested, here it is, copied into word from that website:

#### Quick Pumpkin Nut Bread

- 1 egg, slightly beaten
- 3/4 cup solid pack (canned) pumpkin
- 1/2 cup milk
- 1 tsp. nutmeg
- 1 cup chopped pecans
- 1 pkg. Cinnamon Streusel Bread Mix

Combine egg, pumpkin, milk and nutmeg in large bowl. Add pecans, bread mix, and cinnamon streusel packet (from bread mix) and mix thoroughly (set aside glaze packet from bread mix box.) Pour into greased and floured 9X5X3 loaf pan. Bake 350 degrees until toothpick inserted in center comes out clean, about 50 minutes. Drizzle glaze from bread mix over top of loaf, if desired. Cool completely before slicing. Can be made into muffins. Spoon into greased/floured muffin tins and bake 350 degrees until done, about 15 minutes. Recipe compliments of Laura Dawahare. ❖



## ORGANIZE YOUR PICTURES – DON'T JUST SAVE THEM

By **Phil Sorrentino**, Contributing Writer  
Sun City Center Computer Club, Florida  
<http://sccccomputerclub.org/>  
Sarasota Technology Users Group, Florida  
[www.thestug.org](http://www.thestug.org)  
philsorr (at) yahoo.com

How to organize your pictures has been a question since we have had pictures to organize. Before computers, the choices were: put them in an album, or leave them in the packet they came in, or maybe just put them into an old shoe box with all the other pictures. I’m sure many of you have looked through a shoebox of old photos; you might even have inherited a box or two. Many of the pictures in albums or shoe boxes were very precious because there were very few of them. Film was not cheap, and every roll of film had to be sent away for costly processing. With the advent of digital cameras, our picture taking habits have been greatly changed. The job of organizing our pictures has been turned over to the computer, well... sort of. About a year ago I wrote an article discussing Picture Management. In it I mentioned that picture management software does not move your pictures; it only lets you view your pictures in a particular way by acting as a lens into your picture collection. The files stay in their place, but the User Interface accesses them in the way that was asked for, like by date, or activity or even by person, and then presents them to you.

As you may know, **Google Photos** is a picture management App and a cloud picture storage service. If you upload all your pictures to Google Photos, you can get some very interesting organizations of pictures in what they call “albums.” Google stores the pictures in whatever way they want and returns them to you in any fashion that you select. Google Photos uses some sophisticated software and facial recognition software to put together albums of a person that you select. It is amazing that they can even pick out side views of a person.

But back to Organizing Your Pictures. One way that fits into the method that many software Apps work is to keep “event” folders in chronological order. (Many Apps import your pictures into folders that you can name.) You might then put all the “Event” folders for a particular year into a “Year” folder. And to continue that idea, you would put the “Year” folders into the appropriate “Decade” folder. So, in a hierarchical scheme you would have in your “Pictures” folder, a folder for each decade, and in the decade folder you would have a folder for each year, and in the year folder, you would have event folders for the pictures taken at that event. An organization might look like this:

**PicturesPS**

1980s would contain 1980 thru 1989  
1990s would contain 1990 thru 1999  
2000s would contain 2000 thru 2009  
2010s would contain 2010 thru 2019  
2010, 2011, 2012... And so on to 2018

I called the Pictures folder “PicturesPS” just to separate it from “Pictures,” the folder that comes with the Operating System. “PicturesPS” could be in “Pictures” or another folder of your choice. So, once you have the basic chronological folder structure set up, all you must do is create the “Event” folders. If you are getting pictures from a camera, there are software Apps that help in organizing the pictures into “Event” folders.

**Microsoft Photo Gallery** lets you import pictures from your camera into a folder that you can name. You can set it up to use the current date, like yyyy-mm, and you can add a description, so you have something like “2018-02-Billy’s Birthday” as the event folder, and then each of the pictures imported will be named 2018-02 Billy’s Birthday-nnnn” where “nnnn” will start with 0001 for the first picture and increment for each following picture. Photo Gallery is very helpful in organizing your imported pictures and provides a lot of picture editing tools. (After importing a set of pictures, I always seem to need

the “red-eye reduction” tool for a few pictures.) Unfortunately, Microsoft does not support Picture Gallery any longer, but if you can get it, it would be a good tool to use to help keep your pictures organized as the size of your picture collection increases.

There are other picture Apps that help in importing your pictures. FastStone Image Viewer provides the ability to import your pictures from a camera but is not as flexible in naming the folder. FastStone also provides basic picture editing tools. XnView, Irfanview, and GIMP are software Apps that provide picture editing tools and may provide some of the tools you need for keeping your pictures organized. (XnView also allows for importing pictures.)

Importing your pictures from your smartphone may not be as easy as importing them from your camera. But, by one means or another, you can probably get the pictures into event folders on the computer. If the method you use allows you to name the picture files, you’re ahead of the game, but my experience has been that the pictures remain named something like “IMGxxxxxx,” where the xx’s may or may not represent the date the picture was taken.

If you do end up with these cryptic names, once you get the pictures into the appropriate event folders you can use an old File Explorer trick to change the picture name of all the pictures in the folder in one operation. Many of you probably remember this from the File Explorer class. With all the pictures in a folder, select the first picture and then Shift-click the last picture. Then, on the first picture do a right-click and select “Rename” in the menu. Next, name the first picture such as “2018-02-15Billy’s Birthday.” All the pictures will be renamed with this name and a number indicating the number of the picture in the selection. Pretty cool.

Now that you have all the pictures in event folders named and the event folders with appropriate names in the year folder, and the year folder in the decade folder, in your Pictures folder, you’re all ready to go out and collect a lot more pictures. ❖

## INTERESTING INTERNET FINDS

By **Steve Costello**  
scostello (at) sefcug.com

The following are some items I found interesting during August 2018.



### What to Do If Your Kindle Is Lost or Stolen

<https://www.howtogeek.com/357546/what-to-do-if-your-kindle-is-lost-or-stolen/>

I have had my Kindle Touch since it was first available. I have never lost it nor had it stolen. So, this is not something I have thought of. Now that I have read this post, I am aware of what I should do if loss or theft happens, to make sure my Amazon account is secure. If you use a Kindle, you should be aware of these things too.

### Most used memory cards contain data when sold

<https://www.ghacks.net/2018/07/09/lesson-learned-most-used-memory-cards-contain-data-when-sold/>

After reading this post, I will make sure to wipe any kind of memory device before selling or giving it away. Read this post, and I am sure you will also make sure to wipe them too.

### Captchas: Why We Need Them, How They're Evolving, and How You Can Solve Them More Easily

<https://www.maketecheasier.com/captchas-why-we-need-them/>

If you have been on the internet, you have undoubtedly run into captchas somewhere along the line. Check out this post to learn the most recent information about them.

### The Fake ISP Phone Call Scam: How It Works and What to Do About It

<https://www.makeuseof.com/tag/fake-isp-phone-scam/>

My wife answered a call the other day from our ISP saying my router was out of date and needed to be replaced, just give them the credit card info and

they would send a new one right out. This happened before I saw this post, but I knew it had to be a scam and told her to hang up. This tells me this scam is starting in my area and there will probably be more calls.

### Is Your PC Running Unsupported Hardware?

[https://askbobrankin.com/is\\_your\\_pc\\_running\\_unsupported\\_hardware.html](https://askbobrankin.com/is_your_pc_running_unsupported_hardware.html)

Bob explains how, if you are using Windows 7 or Windows 8.1, you might not be getting security updates from Microsoft, and how to fix the problem.

### How cord-cutters can deal with data caps

<https://www.techhive.com/article/3292916/streaming-media/how-to-deal-with-data-caps.html>

Cord cutting is a very popular topic these days. Data caps can be a big problem for cord cutters. Check out this post for ways to deal with data caps, especially if your provider has data caps.

### Can My ISP See What I'm Doing If I Use a Virtual Machine (VM)?

<https://askleo.com/can-my-isp-see-what-im-doing-if-i-use-a-virtual-machine-vm/>

Leo explains that your ISP can see the same things in a virtual machine as in a physical machine, so a VM offers no additional privacy. Leo does talk about some things you can do to give more privacy, whether it is a physical or virtual machine. ❖

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## LACS NOTICES

### WELCOME ALL

**George Wolkon**, LACS  
Database Manager

**New Members (0)**

**Renewals (5)**

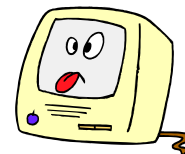
Carol Johnson  
Helena Karagozian  
Roger Kohn \*  
John Schaefer \*  
Charlotte Semple



\* Contributor

### FIX YOUR PC FOR FREE?

**Jim McKnight** has an open offer to all LACS members to diagnose, repair, disinfect, or upgrade members' PC's for free.



There are certain limitations to Jim's offer, so see the details by clicking the "Fix my PC for Free?" link at [www.jimopi.net](http://www.jimopi.net).

Non-members can wisely invest in a one-year new Regular LACS membership (\$40.00), and Jim will fix your PC problem, too. Contact Jim for specific considerations.

### JOIN OUR MAIL LISTS

All you have to do to join our lists is send your name only in the message body of an email to [lacspc-subscribe@yahoogroups.com](mailto:lacspc-subscribe@yahoogroups.com).

and to

[lacslist-subscribe@yahoogroups.com](mailto:lacslist-subscribe@yahoogroups.com)

These lists are for members only.

**Lacspc** is for official LACS business.

**Lacslist** is for any other computer-related messages and questions. If you have question about the lists, please contact our "Mail Guy" at mailportal (at) lacspc.org.

### LACS IS ON TWITTER

On **Twitter**, follow us at:

[https://twitter.com/LA\\_CompSoc](https://twitter.com/LA_CompSoc)

The LACS board voted to discontinue the **Facebook** page for lack of a volunteer to manage it.

### HOW TO CHANGE YOUR CONTACT INFORMATION

Go to [www.lacspc.org](http://www.lacspc.org). Click on **Member Forms** in the bar under the picture. Under **Member-ship Update**, select **Click Here** to select either the DOC or PDF form. Fill it out and bring it to a meeting, mail it, or email your changes to [membership@lacspc.org](mailto:membership@lacspc.org).

### LACS HAS JOINED MEETUP

Our Meetup group is called:

**"Los Angeles Computer Society and Technology Meetup."**

Please join and **RSVP** for our general meetings - it's free. Go to <http://www.meetup.com/Los-Angeles-Computer-Society-and-Technology-Meetup/> and click on **"Join Us."**

If others see that a lot of people are interested, they will be encouraged to join LACS. We hope this will result in new members.

### REVIEWS

Your editor wants to publish members' reviews of things they like or don't like. Your opinions about software, hardware, books, and other technology could be very useful to other members. Articles can be edited for grammar and spelling - only the content is important.



### LACS Website

[www.lacspc.org](http://www.lacspc.org) posts back copies of the color version of *User Friendly*, calendar information, and podcasts of most of our general meetings. There is also a biannual index to past issues on the website. Check the menu on the right side.



## LACS CALENDAR



### LACS Board Meeting

**Date:** Monday, November 5.

**Time:** 7:00 P.M.

**Where:** Santa Monica College Bundy Campus. Contact a board member for details. LACS members in good standing may attend.

### General Meeting

**Date:** Tuesday, November 13

**Time:** 7:30 P.M.

**Where:** Westchester United Methodist Church, Fellowship Hall.  
8065 Emerson Ave. Westchester, L.A. 90045

### No Special Interest Group (SIG) meeting is scheduled for November.

SIGs may resume **IF** there is enough interest. Please contact the board to make your wishes known, or to offer ideas or help. New SIGs can be created if there is sufficient interest and leadership.

**November 1:** All Saints Day

**November 2:** Dia de los Muertos

**November 4:** Daylight Savings Time ends

**November 6:** Election Day

**November 11:** Veterans Day

**November 22:** Thanksgiving Day



## GENERAL MEETING PRESENTATIONS

**November 13** The Connected Car

**December 11** Holiday Potluck Party

**Note:** This schedule is subject to change.

Check e-mail, *User Friendly* and our website for updates, but mark your calendar now.

## PODCASTS

Listen to the podcasts of our general meetings.

Go to <http://www.lacspc.org/category/audio-files/>. Click on the session you want to hear.

## USER FRIENDLY BACK ISSUES

To see back issues of *User Friendly*, go to <http://www.lacspc.org/category/user-friendly/>.

For indexes, go to

<https://www.lacspc.org/category/uf-index/>

## GENERAL MEETING SNACK SCHEDULE

By **Sylvia Q. Davis** Hospitality Chair

Refreshments and socializing will be at **7:00**.

The meeting starts at **7:30**. Please bring refreshments at **7:00**.

<b>November 13</b>	T through Z
<b>December 11</b>	Holiday Potluck Party
<b>January 8</b>	A through D
<b>February 12</b>	E through I
<b>March 12</b>	J through N
<b>April 9</b>	O through S
<b>May 14</b>	T through Z
<b>June 11</b>	A through D

Bring **finger-food** treats such as fruit, veggies, nuts, cookies, cold drinks and the like. LACS provides hot drinks.

See your email for updates and reminders.

Please pick up your leftovers and serving pieces at the end of the meeting.



## MEMBERS HELPING MEMBERS

LACS members volunteer to help other members solve hardware and software problems by telephone during the hours listed below. Select the topic from the list and then call a person whose number is listed next to it. Or you may use a Helper's e-mail address, found in your LACS Roster. We hope that you find this free service useful. **If you are experienced using a particular program or know a topic, please volunteer to be a consultant. You don't have to be an expert.** To volunteer for this list or to make corrections, please e-mail or call Leah Clark at Leahjc (at) sbcglobal.net or at 310-677-2792. More Quick Consultants, and more categories are always needed. You may decline or postpone a call if it comes at an inconvenient time.

Adobe Creative Suite: PDF, InDesign, PhotoShop, etc. - 17	Linux - 11	Photoshop - 17
Android Smartphones - 5	Lotus Word Pro, Approach - 12	QuickBooks -18
Apple devices - 15	Mozilla Firefox - 12	Quicken - 3, 5
Anti Malware and Backup - 5,12	MS Excel - 3, 15	Thunderbird - 12
Digital Imaging, Editing - 8	MS Word - 3, 4, 10	Utilities - 5, 12
Digital Photography - 8	MS Outlook - 5, 15, 17	Visual Basic - 13
Dragon Naturally Speaking - 4	MS PowerPoint - 15	Websites - 13
Genealogy - 5	MS Publisher - 7	Windows 7 - 16
Hardware - 12	Open Office - 16	Windows - 5, 12
		WordPerfect - 5

No.	Name	Preferred Phone for Calls	From	To
3	Wilder, Joan	310-472-8445	9:00 AM	9:00 PM
4	Hershman, Irv	310-397-9453	11:00 AM	11:00 PM
5	Nordlinger, Stephanie	323-299-3244	10:00 AM	7:00 PM
7	Clark, Leah	310-677-2792	7:00 AM	5:00 PM
8	Silverstein, Elliot	310-670-1544	10:00 AM	10:00 PM
10	Beckman, Loling	310-471-7893	10:00 AM	6:00 PM
11	Hughes, Bill	424-259-1818	Any	Any
12	McKnight, Jim	310-823-7829	8:00 AM	7:00 PM
13	Ialongo, Gilbert	310-641-7906	9:00 AM	5:00 PM
15	Van Berkomp, Paula	310-398-6734	9:00 AM	5:00 PM
16	Johnson, Carol	310-372-8535	10:00 AM	9:00 PM
17	Rozek, E. J.	310-823-3811	Noon	8:00 PM
18	Semple, Charlotte	310-398-5052 M-F	9:00 AM	5:00 PM

**OFFICERS, DIRECTORS AND LEADERS**

Title	Name	Term	Telephone
President	Stanley Johnson	2018	424-216-6984
Past President	Maurice Stephenson	2018	310-625-0450
Vice President	Stephanie Nordlinger	2018	323-299-3244
Secretary	<b>Open</b>	2018	
Treasurer	Charlotte Semple	2018	310-398-5052
Director	Leah Clark	2018	310-677-2792
Director	Jim McKnight	2018	310-823-7829
Director	E. J. Rozek	2018	310-823-3811
Director	<b>Open</b>	2018	
Director	Paula Van Berkomp	2019	310-398-6734
Director	George Wolkon	2019	310-459-2671
Director	<b>Open</b>	2019	
APCUG Rep.	Leah Clark		310-677-2792
Car Pool Coordinator	Freda Sanders		323-230-3278
Change of Address	George Wolkon		310-459-2671
Corporate Counsel	Stephanie Nordlinger		323-299-3244
CCSC Computer Lab	Loling Beckman		310-471-7893
Greeter	<b>Open</b>		
Assistant Greeter	<b>Open</b>		
Hospitality Chair	Sylvia Davis		213-924-4927
Asst. Hospitality Chair	Freda Sanders		323-230-3278
Membership Database	George Wolkon		310-459-2671
Newsletter Editor	Leah Clark		310-677-2792
Program Chair	Stephanie Nordlinger		323-299-3244
" "	Stanley Johnson		424-216-6984
Publicity Chair	Annette Tossounian		310-559-2847
Publicity - Press	Mark Presky		310-398-0366
Quick Consultants	Leah Clark		310-677-2792
Webmaster	Paula Van Berkomp		310-398-6734

**Website** [www.lacspc.org](http://www.lacspc.org)**Newsletter Editor** editor (at) lacspc.org**Voice Mail** 1-310-398-0366**Webmaster** sitemaster (at) lacspc.org**E-mail** ContactUs (at) lacspc.org **Change of Address** membership (at) lacspc.org

The **ContactUs (at) lacspc.org** address goes to our **president** and **vice president**. If the message is for another officer or member, they will forward it to the correct person. To contact other officers, directors, leaders or members directly, members may use our roster for phone numbers and e-mail addresses.

## DON'T BUY IDENTITY THEFT INSURANCE

By **David Kretchmar**

Computer Hardware Technician  
Sun City Summerlin Computer Club, NV  
The Gigabyte Gazette, July 2018 i

[www.scscc.club](http://www.scscc.club)

tomburt89134 (at) cox.net

### Equifax

It was almost a year ago when Equifax announced that a data breach exposed the sensitive personal information of 143 million Americans. As a part of its mitigation, Equifax offered consumers a year of free credit monitoring. This offer ended in January 2018, but not to worry, for just \$12.95 a month you can pay Equifax to monitor your credit reports.



This is a breathtaking bit of corporate chutzpah. First, Equifax fails to secure many millions of individual's data files, probably including yours. Now that they have been proven to be untrustworthy, they want to charge a monthly fee to assure you your data wasn't compromised. I would just say NO!

### LifeLock

LifeLock is the most heavily advertised consumer data protection service that is offered by Symantec, a cybersecurity company that also provides the Norton Security Suite.



LifeLock premiered in 2005. You might remember the commercials at that time featuring LifeLock CEO Todd Davis revealing his Social

Security number to the public. LifeLock failed to disclose that Davis' identity was stolen at least 13 times during the advertising campaign. LifeLock brushed off critics, claiming that LifeLock prevented Davis' identification from being stolen many other times, thereby proving the value of LifeLock.

LifeLock attempts to frighten consumers by saying, "Considering everything you do online, data breaches and companies that sell your information, it's easier than ever for criminals to steal your identity. They can open accounts, buy properties, and even file tax returns in your name. There's a new victim every two seconds, so don't wait to get protection!"

But, of course, LifeLock has the answer: Note that LifeLock does not offer a family plan; LifeLock coverage for a married couple is well over \$50 a month. LifeLock does offer an 11% discount when a couple enrolls.



### So, What Do You Get for Your Money?

Sadly, very little, except for a false sense of security. If you are the victim of identity theft, most institutions will absorb the cost and charge you nothing. The few consumers who do suffer monetary damages rarely lose more than \$200.

Go to LifeLock's website and you will notice that "Not all transactions at all accounts monitored" is written everywhere - on the website, as the signature to their emails, at the bottom of their site next to any disclaimer asterisk - basically giving them an out in case anything ever happens to one of your accounts.

A close reading of all of LifeLock's service and reimbursement "guarantees" discloses so many exceptions and conditions that they are essentially worthless.



### LifeLock's Legal Woes

The Federal Trade Commission in 2015 asserted that LifeLock violated a 2010 settlement by continuing to make deceptive claims about its identity theft protection services, and by failing to take steps required to protect its users' data. In late 2016 LifeLock paid consumer damages of over \$100,000,000.00.

In documents filed with the U.S. District Court for the District of Arizona, the FTC charged that LifeLock failed to live up to its obligations under the 2010 settlement. The FTC asked the court to impose an order requiring LifeLock to provide full redress to all consumers affected by the company's violations of the court order.

The 2010 settlement stemmed from previous FTC allegations that LifeLock used false claims to promote its identity theft protection services. The settlement barred the company and its principals from making any further deceptive claims. It required LifeLock to effectively safeguard personal data it collected from customers and required LifeLock to pay \$12 million in consumer refunds.

### How Can I Protect Myself?

The primary service of Equifax and LifeLock is nothing you can't do much better yourself. If you think someone has stolen your identity, you can contact each of the four major credit bureaus, TransUnion, Experian, Equifax, and the newer

Innovis, and place an electronic security freeze on your credit. The freeze is good until you lift it and should prevent any new accounts from being opened. A security freeze prohibits, with certain specific exceptions, the consumer reporting agency from releasing the consumer's credit report or any information from it without the express authorization of the consumer. You can temporally lift the freeze if you want to open new accounts.

There is no charge for a security freeze if you are a victim of identity theft. To get a free security freeze you should first file a police report or (much more easily) create an Identity Theft Report at: [www.identitytheft.gov/Assistant#what-to-do-right-away](http://www.identitytheft.gov/Assistant#what-to-do-right-away)

This FTC site is easy to navigate and has some good information on what to do after an identity theft.

### Conclusions and Recommendations

Don't buy identity theft insurance from Equifax, LifeLock, or any of the other outfits selling this "protection." The best way to protect yourself against loss is to keep an eye on your own bank, credit card and brokerage accounts and statements. Download your annual free credit reports yourself, safeguard your passwords, and skip the fees. ❖



FEDERAL TRADE COMMISSION

IdentityTheft.gov

Log In

 CHAT WITH OUR SUPPORT TEAM  
 (mon-fri, 9am - 8pm EST)

Which statement best describes your situation?

I want to report identity theft.



Someone else filed a Federal Tax return using my information.



Someone has my information or tried to use it, and I'm worried about identity theft.



My information was exposed in a data breach.



Something else.



## LIBREOFFICE – A FREE OFFICE SUITE

By **Joel Ewing**, President  
Bella Vista Computer Club, AR  
Bits & Bytes, April 2018  
<http://www.bvcompclub.org/>  
president (at) bvcompclub.org

**A**lmost everyone today who is computer savvy has heard of, or is even a user of, one or more of the classic components of the Microsoft Office Suite: Word, Excel, PowerPoint and Access. Although there are competing products, the MS Office products are still the purchase choice for many businesses.

For occasional personal use, the purchase cost of MS Office is more than some care to spend on a software package. Microsoft is now trying to attract new users by moving MS Office Suite users from a purchase model to a leasing model under Office 365, providing access to local computer and cloud-based Office products for a monthly fee (around \$70 to \$150 annually). This makes for a lower up-front cost and includes automatic upgrades to new versions, but in the long run, that approach will be more expensive for the user than a one-time purchase of software if you plan to use it for many years.

Over the last several decades there has been an evolution in the availability of free, open-source alternatives to the components of MS Office. What started as just a free word processing application, Star Writer, evolved into StarOffice, and then later into OpenOffice, which then fractured into two projects, Apache OpenOffice and LibreOffice, that have developed somewhat differently from the same initial code. Both OpenOffice and LibreOffice are currently available and still have much in common, but they are distributed under different “public” software licenses, which makes LibreOffice easier to enhance and thus slightly more attractive. Yes, even free software must have a license, to ensure that the freely accessible source code people have donated to the project continues to be free and is not exploited for profit in ways the

donors did not intend. The main components of LibreOffice are **Writer**, the word processing counterpart to MS Word; **Calc**, the spreadsheet counterpart to MS Excel; **Impress**, the presentation counterpart to MS PowerPoint; **Base**, partial database counterpart to MS Access; and **Draw**, similar to MS Paint.



There are also some significant sub-components, **Math** for writing mathematical equations, and **Chart**, which is used to generate charts for documents and spreadsheets. Base is not a complete database application, because it is designed to interface with other free database systems, like MySQL or MariaDB, that provide the actual database storage and query support. Base provides an interface to manage an external database, or to use a spreadsheet as if it were a database, and to allow the other LibreOffice components to access information from a database (for example, in a mail merge operation.)

LibreOffice is available for MS Windows, Mac OS, and Unix/Linux platforms. The look, feel, and functionality of the applications are the same (within limitations of desktop differences) across all platforms. This gives LibreOffice (and OpenOffice) an advantage over MS Office, as there is no native-Unix version of MS Office. There are ways the Windows version of MS Office can be run under Unix/Linux, but they are a little kludgy, and the simplest method for running MS Office on Linux (Wine) frequently has some compatibility issues with the newest versions of MS Office.

The LibreOffice applications have their own native file formats (ODP, ODT, ODS), but can also read and write files in MS Office formats (PPTX, DOCX).

XLSX, etc.) as well as other formats. The current MS Office products also contain support for the LibreOffice file formats, support that was lacking in some of the older MS Office versions. This means you can probably generate files from LibreOffice (in either native or MS Office formats) that can be successfully viewed by someone with a later version of MS Office, but if you suspect they may have an older version of MS Office, you may need to save it in an appropriate older MS Office file format. The later MS Office versions have similar cross-application support with the Open Source formats used by LibreOffice. Be aware, however, that while there is pretty good compatibility, it is not 100%.

There are some features in LibreOffice that have no counterparts in MS Office, and vice versa. You will generally end up with a document that is readable, but there may be some subtle and sometimes not so subtle differences in appearance that might require additional editing to get a polished result. Experience suggests the MS Office applications may do a more accurate conversion to/from LibreOffice file formats than LibreOffice does converting to/from MS Office formats – quite possibly because MS formats are proprietary and public documentation is lacking. Also, the proprietary fonts available in MS Office do not have exact matches in LibreOffice, and subtle differences in character sizes may change where line splits, column splits, or page splits occur in text.

This means that if you have carefully formatted a document for a formal presentation, and you know the document will be used under a different office suite than what was used to create it, you really want to test the document under the targeted office suite to see if any format changes are required. The positioning of images within a document may shift, which in turn will affect how text flows around the image. I have seen cases going between Impress and PowerPoint where images covered up text or font size changed to the point that text ended up outside the normal slide viewing area.

A presentation might convert OK, but then in other cases, you could have some marginally viewable slides. This is particularly true if the target display system only has the old free PowerPoint viewer, which hasn't been updated for several years and only claims to support files from PowerPoint 2010 and earlier versions. Similar caveats apply when-ever you intend to “publish” a polished, formal document: the final editing should be done on the office suite on which the document will be published or presented.

Note that all these issues of formatting compatibility disappear if your goal is not to distribute an editable version of the document but just a PDF (Portable Document Format) version of the document. Both MS Office and LibreOffice will export documents as a PDF file that accurately reflects the way that the office suite displays the document, including consistent positioning of text and objects on each page.

I use LibreOffice Writer and Calc extensively, probably multiple times every day; and Impress numerous times monthly. This article was composed using Writer, as was the entire BVCC Newsletter. I use Calc to manipulate membership rosters, to track home utility usage patterns and utility rates, and to manage a few other tables of various types. I use Impress for all my class and general meeting presentations.

I occasionally use MS Word, primarily to proofread a Newsletter for another organization, precisely because there are fonts used that have issues with LibreOffice – that need could probably even be avoided if I also requested the document as a PDF file and used the PDF version to proofread the line/column/page breaks and font appearance. I rarely use PowerPoint or Excel except, when checking out how their capabilities differ from Impress and Calc, or to confirm that a file that LibreOffice finds “broken” has similar problems with MS Office. I routinely use LibreOffice to read and update MS Word and Excel file formats that are shared with others, and only rarely do I encounter issues where I

find it fitting to resort to using MS Office (like the Newsletter font issue mentioned earlier).

The user interfaces of MS Office and LibreOffice are significantly different. MS Office has many more different action icons and has “ribbons” of icons. LibreOffice relies more on traditional menu and sub-menu selections. Which approach is easier to use is a matter of personal preference. Both have context-sensitive menus in response to a right-click within a document.

In most cases, there is identical functionality in MS Office and LibreOffice, but the place and manner of invoking the functionality differ. There are some areas where the MS Office applications are better and others where LibreOffice is better. I have yet to find something I wanted to do that I couldn't do with LibreOffice, but in some cases on-line research was necessary, and in other cases, a change in approach was required.

MS Office by default provides more templates and “cute” backgrounds – if you like that sort of thing – to use for creating documents. LibreOffice has fewer built-in backgrounds, but if you have other image manipulation tools, you can create your own custom backgrounds and add them. There are also some LibreOffice add-ons that can be downloaded and installed that I haven't yet tested.

My impression is that there may be more “bugs” in LibreOffice than in MS Office, but that could be because I use it more. I've always been able to find ways to work around them. For example, the documentation implies that in a Writer document you should be able to format some pages as multi-column and other pages as single-column; but it doesn't work as documented – it always changes the number of columns globally for all pages.

One circumvention I've used is single column format for the entire document. Define a large “frame” within the pages you want to be multi-column, and then define the internal structure of text within that frame as multicolumn. Moving images within a document sometimes does

strange things – it's sometimes necessary to delete it from the original location and re-insert it at the desired location. There always seems to be a way to get the desired effect, it sometimes just requires online research (and as a less frequent user of MS Office, I find I also must do similar research to find how to do some things in MS Office).

LibreOffice is an incredibly useful suite of applications, and you can't beat the price. It can be downloaded from <https://www.libreoffice.org/>. ❖

### WHAT IS A WORD CLOUD?

By **Dorothy Fitch**, Editor  
GVR Computer Club, AZ  
Green Bytes, April-Summer 2018  
[www.ccgvaz.org](http://www.ccgvaz.org)  
newsletter (at) ccgvaz.org

A word cloud is a design made of words that you choose. There are several websites that will automatically create a design using the words you enter. All you need to do is type or paste in a list of words and click a button.

The size of each word depends on how many times that word is in the list. The more times the word is in the list, the larger it will appear. Depending on the word cloud generator you use, you may be able to change the angle of the words, pick different colors, and set other options.

I used this website for the General Meeting word cloud: <https://www.jasondavies.com/wordcloud/>.





This is the website I used for the Hot Peppers word cloud:

[http://www.abcya.com/word\\_clouds.htm](http://www.abcya.com/word_clouds.htm) .



Just Google "word cloud" to find other websites to make your perfect word cloud.

It's fun to play around with word clouds. Give it a try. If you are entering the names of grandchildren, however, don't type the name of any one of them more than the others, or it will appear larger. You don't want to be accused of favoritism, do you? ❖

*Editor's Note: Here are my first attempts of making Word Clouds! It is fun!*



## PROFILE OF A (LACS) SERVICE TEAM

### Works toward a common Goal

Develops its members' skills

Efficiently uses its time and talents

### Embraces the diversity of its members

Is committed to continuous improvement

Builds morale internally

Performs effectively and produces results

### Accepts praise and criticism

Maintains a positive attitude toward everyone's ideas

### Stays on task

Uses resources wisely

Communicates openly

Teaches and learns from one another

### Resolves conflict effectively

Welcomes challenges

Shares pride in its accomplishments

Celebrates successes!

### CASH FLOW

At the October meeting, the LACS board voted to discontinue publishing the financial summary in *User Friendly* for security reasons. A member who wishes to see or has questions about the financial reports may contact our treasurer.



### SPECIAL OFFERS

Go to the APCUG website <https://apcug2.org/discounts-special-offers-for-user-groups/> for discounts and special offers for User Groups Members. Avast Anti-virus and Acronis True Image, and several book, media and training sites offer discounts including the two mentioned below.

Members can save at the **Pearson Technology** websites: InformIT, Cisco Press, Pearson IT Certification, Que Publishing, Adobe Press, and Peachpit Press.

[Informit.com/user\\_groups/index.aspx](http://Informit.com/user_groups/index.aspx)

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### NOTICE

The columns, reviews and other expressions of opinion in *User Friendly* are the opinions of the writers and not necessarily those of the Los Angeles Computer Society. LACS became a California nonprofit corporation on July 17, 1991. Its predecessor was the UCLA PC Users Group.

### LAUGHING OUT LOUD

#### Tech Support

**Tech:** "Hello, this is tech support. What can I help you with today?"

**User:** (describes problem)

**Tech:** (rattles off computer jargon)

**User:** "Sorry, I don't understand. Can you explain what I should do as if I were a small child?"

**Tech:** "Okay... 'Hi, could you please put your mommy on the phone?'"

While trying to explain to our six-year-old daughter how much technology had changed, my husband pointed to our brand-new desktop computer and told her that when he was in college, a computer with the same amount of power would have been the size of a house.

Wide-eyed, our daughter asked, "How big was the mouse?"



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**MEMBERSHIP INFORMATION****Annual membership Dues:**

Regular New and Renewal,	
Printed Newsletter	\$ 40
Electronic Newsletter	30
Family-Associate	12
Students	18
Contributor	50
Supporter	75
Benefactor	100

A subscription to *User Friendly* is included with membership.

**Associate members** are those who live in the same household or work at the same address as a regular member; they do not receive their own subscriptions to *User Friendly*, but may read it on the LACS website. **Students** must prove full-time status.

In addition to monthly general meetings, members enjoy these special benefits:

- **Monthly Newsletter**  
*User Friendly*. We publish your article submissions or free classified ads to buy or sell your computer items.
- **Get FREE help** by phone from knowledgeable members who are Quick Consultants listed in *User Friendly*.
- **Get help by email** by using our LACSLIST Yahoo Group Mail List. Send your questions by e-mail to lacslis (at) yahoogroups.com
- **Receive important news** and announcements via *User Friendly* and LACS's Yahoo Group e-mail lists.

-- Occasional product **discounts**, special offers, etc.

-- **Special Interest Groups** (SIGs) on various topics may be created to help you to learn, to share interests, and to solve your computer problems.

-- **Information** on training, swap meets and trade shows.

-- Occasional **Free software and computer books**, if you review them for *User Friendly*.

-- **Rewards** for recruiting; LACS will extend your membership for three months for each new regular member you recruit.

-- **Annual Holiday Party**

-- **Field trips**

-- **Social Interacting** with others who have like interests in computers and technology.

**LACS New or Renewal Membership Application**

Please bring your dues and this form to a meeting or mail them to:

**Los Angeles Computer Society, 11664 NATIONAL BLVD. #343, LOS ANGELES CA 90064-3802**

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☐ With printed newsletter    ☐ \$40.00    ☐ Associate \$12.00    ☐ Student - \$18.00

☐ With electronic newsletter, not printed    ☐ \$30.00

☐ Contributor \$50.00    ☐ Supporter \$75.00    ☐ Benefactor \$100.00    ☐ Other \$\_\_\_\_\_

Name: First \_\_\_\_\_ Last \_\_\_\_\_

Name of Associate: First \_\_\_\_\_ Last \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip + 4 \_\_\_\_\_

Preferred Phone: \_\_\_\_\_ ☐ Do not publish in roster

Email: \_\_\_\_\_ Email of Associate: \_\_\_\_\_

Did a member of LACS invite you to join? If so, who? If not, how did you hear about LACS? \_\_\_\_\_



# First Class Mail

Editor..... Leah Clark  
Indexer ..... Leah Clark  
Podcast Transcriber ... Irv Hershtman  
Photographer..... Vacant  
Proofreaders ..... Lance Hegamin,  
Jim McKnight, Stephanie Nordlinger,  
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## DIRECTIONS TO

### GENERAL MEETING

Westchester United Methodist  
Church Fellowship Hall  
8065 Emerson Ave.  
Los Angeles CA 90045

#### From the North:

Take Sepulveda Blvd. SOUTH  
to W. 80th St. Turn WEST/right.  
Go about one mile to Emerson  
Ave. Turn SOUTH/left. Go one  
long block to W. 80th Place. It  
is on the Northwest corner of  
Emerson and W. 80th Place.

#### From the South, East or West:

Take Manchester Ave. to  
Emerson Ave. Turn NORTH. Go  
about eight blocks to W. 80th  
Place. Fellowship Hall is on the  
Northwest corner of Emerson  
and W. 80th Place. There is  
street parking and a small  
parking lot West of the church.

