Our hands   To   Your home
COMPUTER COMMUNITY CONNECTIONS PROGRAM

CONNEXIONS

**Community Computer Connections Program
By Retired Senior Volunteer Program of Suffolk**

(631) 979-9490   **www.rsvpsuffolk.org**

Message from CCCP Program Coordinator - Stan Meyers

New CCCP Trifold
One of the goals I had set soon after I became coordinator was to have a new trifold developed and issued. That was accomplished this month. We will have our new, glossy trifolds available for hand out at our next general meeting on Thursday Sept 15th.

Revamped CCCP Web Page
The hard work of Ed Brown has resulted in a completely revamped set of CCCP web page(s) on the www.rsvpsuffolk.org/cccp web site. It is being incorporated on the web site by the SVP webmaster. Thanks Ed for your outstanding efforts.

Veterans Program Initiative
We have submitted the final pricing to Suffolk County necessary for issuance of the final contract.

I was interviewed by Ed Aulman of the Nassau County United Veterans Organization to discuss CCCP's overall program and also to specifically describe our veterans' initiative The interview was aired in July on Veterans News on Cablevision Channels 20, 115 and Verizon Channel 33. It is available on YouTube: enter Veterans News UVO any time day or night.

CCCP SERVER PROBLEMS
For all of us who use remote connection there have been no problems in quite a while. Unfortunately, the same cannot be said for our office staff. Rich Romaneck's concerted efforts have resulted in an apparent solution by providing the staff with laptops remotely connected to the system. Thanks Rich.

Our Refurbishment license has been renewed thanks to Bob Nielsen.

LAPTOP AND SMALL PROFILE PCs SUPPLY
We have been experiencing a significant short fall of laptops and low profile PCs. I hope every one of you who have an inventory of these have contacted Bob Simmons and Robin Fertig to update them. The problem has been minimized slightly due to Joel Becker's outstanding efforts in finding donators of both laptops and PCs.

Congratulations to RSVP volunteer, Irene Grzegorczyk, who has been named "Senior Citizen of the Year 2016" in Suffolk County.

Irene was presented this most prestigious honor by Suffolk County Executive Steve Bellone at a luncheon at Villa Lombardi's on May 19th which was sponsored by Suffolk County Office for the Aging. Irene, a volunteer for 10 years, coordinates the support staff for RSVP's Community Computer Connections Program. This program provides free refurbished computers to financially-challenged individuals and families. Since 2008, over 3,500 computers have been delivered to people who, without this program, could never afford this much-needed technology. Irene's dedications to the program, as well as her very efficient clerical skills, have contributed greatly to the success of the program. We applaud Irene for this most- deserved award and are so proud that she is part of the RSVP family!

COMPUTER COMMUNITY CONNECTIONS PROGRAM
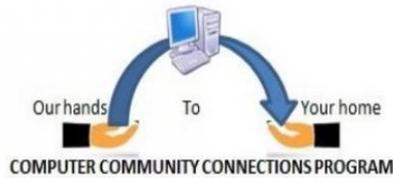
Remember the next Quarterly meeting will be held on **Thursday, Sept. 15 at 6:45** at the **Plainview-Old Bethpage Library. Feel free to provide Stan with a list of items you would like to discuss**.

Dwight Brown Receiver of a Personal Computer

This is Dwight Brown- Who is a veteran.

This is his apartment. Just imagine you turn the corner to look down the end of the hall and see his wall of honor. I was so struck by his wall that I asked him if I could take a picture of him in front of it. He is so proud of serving his country that he stood at attention and saluted. In addition to his service he currently does various volunteer projects. He was so grateful for receiving the computer. I was honored to deliver the computer to him. These types of experiences are the reason why I like to do home deliveries.

From Stan Jurgielewicz-Installer

Award Citation For CCCP

We are very happy to annouce that our Computer Community Connections Program has recently been cited for the many refurbished computers that have been donated to Peace Valley Haven in Hempstead.
Pictured at left is CCCP Volunteer Ed Brown receiving the citation from Peace Valley's Pastor Daphne Haynes and the representatives from the Hempstead community.

Revising a Web Site:
By Ed Brown

I was faced with the project of offering updated revisions to the CCCP portion of the RSVP website. It really was outdated for some time. XP was the Operating System mentioned. The main problem is that the site is controlled by RSVP outside Consultant(s). I have no "rights" to change it. We asked if we could get those rights and were told that their Board would have to approve it, but that never happened.

So, what do I do? - Create a completely new site but would have to offer it to RSVP for inclusion?
Since I've had experience with maintaining and creating various websites, at least, I knew the mechanics of a site.

For those who don't know here are some facts about creating a website.

All websites have a unique URL. A URL is basically an address, just like your address at home. URL stands for Uniform Resource Locator (URL). It's just the web address. The URL has to be registered just like a copyright or a patent, so no one else can use it.
In the past it was handled by only one company, Network Solutions. That was changed, and, now you can register a URL with several companies. For example, "www.aol.com" is a URL.
Ok, you register your web address. What happens if you create a home address but there is no home or building there? You build a house. With a web address you need to find a plot of land to build it on. That's where you need a server to house the contents of what you build. You need space on someone's computer. There are more details about where and how it's placed on a server. Not now.

Now back to what I did.
I didn't want to recreate a completely new site. It would have taken too much time. I wanted to modify the existing site but I didn't have the "rights" (yeah, the "rights" again) so I decided to download the existing site, modify it and then present it to our Advisory Board for comments.
I have a program that will download a complete site (as long as the site doesn't have protection against doing so).
I downloaded the complete RSVP site. Then I used an html (the language of most sites) editor to make changes. The best html editor is what's called a WYSIWYG (What you see is what you get). This allows you to see the changes as you apply them. The original site was created with an editor which is unknown to me. The consultant who created it did a great job. I just wanted to change and add what was necessary and let him beautify the site.

That's what I did.
To present the changes and new look (with some additional web pages) to the Advisory Board, I wanted to show it as a web page. So, I created my own web page which was on a company's web site. There are many sites that will give you FREE space and tools to do so. They want you to take advantage of more options, so they can charge you. Same as free software we use. I didn't need those options to store the changes.

When I was finished, I sent the URL to the consultant along with the actual data files that make up these changes.

We're now waiting for a response from him and RSVP.

Hope I didn't bore any of you. I sometimes get carried away (my Wife would like that to happen).

Any questions, I'm always there to answer.

INTERVIEW WITH CCCP- VOLUNTEER
RICH Romaneck

Would you tell us something about your education, employment and history?
Education:
AAS Electrical Technology (ET) – SUNY Farmingdale- 1963 Ranked 1st in Class
BS Applied Physics – Adelphi University – 1972 Magna Cum Laude
MS Computer Science – SUNY Stony brook – 1976
LPN License – Eastern Suffolk BOCES - Ranked 1st in Class
Employment:
Grumman Corp. (Northrop Grumman) 1963 - 1995
Instrumentation Engineer – Flight & Ground Test Dept.
Operations, System Design and Engineering Management
Operation and design of data acquisition and control systems in support of testing all major aircraft and spacecraft programs. Rose to rank of Department Head – Test Instrumentation.
Stony Brook University Hospital 1996 – 2007
LPN/Anesthesia Associate – Open Heart Operating Rooms
Assisted Cardiac Anesthesiologists during open heart surgery. Set up anesthesia machine, IV pumps and monitoring instrumentation. Assisted with patient line placement – IV's, Arterial lines and Swan Ganz catheters (line inserted via internal jugular vein into heart right atrium, right ventricle and pulmonary artery – used to measure critical pressures within heart during surgery)

Family: Spouse: Virginia (Ginny) – also RSVP Volunteer (Read-to-me Program, HIICAP Counselor and Healthy Living Program)
Children: Richard (49) & Christine (47) Grandchildren: Jillian (15), Sean (15), Conor (19), Damian (20) & Kayla (21)
How/when did you get involved with CCCP February 2008 – Article in Grumman Retiree Newsletter – Also via word of mouth from Neighbor and friend Howie Scheer. Interviewed by Joel Becker – the rest is history.
What have been your most pleasant experiences with CCCP I truly enjoy working on computer hardware and software – troubleshooting and solving technical problems. Also get great personal satisfaction knowing that my efforts combined with other volunteers are making a positive difference in many lives. I've refurbished and delivered over 800 computers. Also enjoy supporting the RSVP Smithtown office – setup, maintenance and repair of all office computers, server, network, etc.
What have been your worst experiences? I can't really say I've had any significant bad experiences.
Are there any funny situations you've encountered? None I can think of

What has kept you staying with the program for such a long time? It fills my life with activities I enjoy and gives me the satisfaction of knowing that I'm making a positive contribution to society.
Are there any suggestions you have for improving the program? None I can think of.

By Susan Brozinsky, Editor
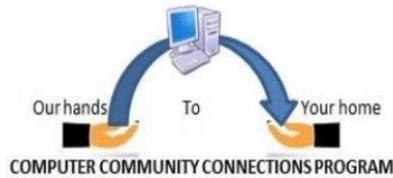
HOME INSTALLER
BY BOB BOZZONE

A Home Installer, a member of RSCP\CCCP, takes a computer from his own or another member's inventory and installs it in a client's home or a client's facility. The installer has the responsibility to look for potential clients on lists that are distributed by our Installation Manager, select a client (or clients), contact them and make an appointment to bring the computer to them. The Installer then has the responsibility for bringing the computer(s) to the clients home, installing it, providing some brief instruction, and then completing the Delivery Report. The Installer also verifies that the client has signed the Waiver of Claims and personally mails it back to the office.

BASIC TASKS

1. Search for a potential client(s) on email listing of Open Delivery Requests that are distributed by our Installation Manager almost on a weekly basis. This list shows clients requesting computers by Name, Equipment Type, City, Delivery Type, Needs Statement and Connection. The Installer will pick a Delivery Type as *Home* and normally selects a client location in his area of Long Island. He then sends a reply back indicating his choice (or choices).

2. The Installation Manager will reply with details of the client's address and telephone number or indicate that another member has already been assigned that client.

3. A Home Installer will then contact the client by phone and make an appointment to bring the computer to them. The Installer will ask the client if he has Internet Service and also, if a desktop unit is being supplied, the need for a local power outlet, and a table for the monitor, keyboard and mouse and also the specific requirement that the computer must be located near a router (supplied by others). The computer and router will be connected by an Ethernet cable (supplied by RSVP\CCCP).

4. The Home Installer then brings the system to the client's home and connects up the computer, monitor, keyboard, mouse and Internet (if available). If the client has any existing computer equipment (e.g. a printer), the Installer may elect to connect it.

5. The Home Installer then turns on the system and provides some brief instruction to the client on its use._ That instruction should include how to turn the system on and off, how to use the scroll bars, the 3 boxes in the upper right corner of a window, and some detail of what all of the icons are for on the Desktop. The Installer should also recommend to the client that they visit their local library and pick up a book on their Windows Operating System (either Windows 7 or Windows 10). The Installer should also ask the client if they have any questions about their system that he can answer.

6. When the installation is complete and the client is satisfied, the Installer should ask the client to sign the Waiver of Claims. He may also ask the client if it would be OK to take his picture with the 'new' computer and sign a Photo Release Form. The Installer will have second copies of the waivers to leave for a client's reference.

7. **The Home Installer then has the responsibility to mail the signed Waiver of Claims, (pictures and Photo Release) back to the RSVP\CCCP Office in Smithtown. He also needs to fill out the Delivery Report and email that back to RSVP\CCCP.**

There are some additional guidelines available that can be found on the "installation" file on the CCCP website. The Home installer should keep a record of volunteer mileage and/or other expenses for tax purposes.
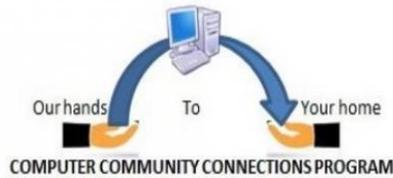
AGENCY TRANSPORTER
BY BOB BOZZONE

An Agency Transporter, a member of RSVP\CCCP, takes a computer from his own or another member's inventory and delivers it to an agency for them to deliver to a client. The installer has the responsibility to look for potential clients on lists that are distributed by our Installation Manager, select an agency (or agency's), contact them and make an appointment to bring the computer(s) to them. The Installer then has the responsibility for preparing an Agency Delivery Letter and a Waiver of Claims form with information on the client and the computer. The final task for the Agency Transporter is to have an agency representative sign for the unit, fill out a form allowing the agency to be listed as a supporter of RSVP\CCCP, and then the Agency Transporter returns home completing the Delivery Report via email.

BASIC TASKS

1. Search for a potential agency\client(s) on email listing of Open Delivery Requests that are distributed by our Installation Manager almost on a weekly basis. This list shows clients requesting computers by Name, Equipment Type, City, Delivery Type, Needs Statement and Connection. The Installer will pick a Delivery Type as Agency and normally selects an agency in his area of Long Island. He then sends a reply back indicating his choice (or choices).

2. The Installation Manager will reply with details of the agency's address, telephone number and client information. The Installation Manager may indicate that another member of RSVP\CCCP has already been assigned that client.

3. The Agency Transporter will then contact the agency by phone and make an appointment to bring the computer to them.

4. The Agency Transporter prepares the Agency Delivery Letter and a Waiver of Claims Form that is included with the computer.

5. The Agency Transporter then brings the system to the agency and asks the Case Manager to sign the Agency Delivery Letter as a receipt. He also reminds him that the Waiver of Claims form (included with the computer) should be signed by the client and mailed back to RSVP\CCCP.
6. Many times RSVP\CCCP may ask an agency for support in the form of allowing us to use the agency's name in some publicity for the good work we do. With the agency's concurrence, the Agency Transporter may ask an agency representative to fill out and submit a short form allowing the agency's name to be included in a list of RSVP\CCCP supporters.

7. The Agency Transporter then has the responsibility to fill out the Delivery Report and email that back to RSVP\CCCP.

There are some additional guidelines available; please refer to the 'Installations' file on our web site.
NOTE: The Agency Transporter should keep a record of volunteer mileage for tax purposes.

Subject: Customer Support From Ken Bove

"Word Perfect Technical support; may I help you?"

"Yes, well, I'm having trouble with WordPerfect."

"What sort of trouble?"

"Well, I was just typing along, and all of a sudden the words went away."

"Went away?"

"They disappeared."

"Hmm. So what does your screen look like now?"

"Nothing."

"Nothing?"

"It's blank; it won't accept anything when I type."

"Are you still in WordPerfect, or did you get out?"

"How do I tell?"

"Can you see the C:\ prompt on the screen?"

"What's a sea-prompt?"

"Never mind. Can you move the cursor around on the screen?"

"There isn't any cursor: I told you, it won't accept anything I type."

"Does your monitor have a power indicator?"

"What's a monitor?"

"It's the thing with the screen on it that looks like a TV. Does it have a little light that tells you when it's on?"

"I don't know."

"Well, then look on the back of the monitor and find where the power cord goes into it. Can you see that?"

....."Yes, I think so."

"Great! Follow the cord to the plug, and tell me if it's plugged into the wall."

....."Yes, it is."

"When you were behind the monitor, did you notice that there were two cables plugged into the back of it, not just one?"

"No."

"Well, there are. I need you to look back there again and find the other cable."

....."Okay, here it is."

"Follow it for me, and tell me if it's plugged securely into the back of your computer."

"I can't reach it."

"Uh huh. Well, can you see if it is?"

"No."

"Even if you maybe put your knee on something and lean way over?"

"Oh, it's not because I don't have the right angle-it's because it's dark."

"Dark?"

"Yes-the office light is off, and the only light I have is coming in from the window."

"Well, turn on the office light then."

"I can't."

"No? Why not?"

"Because there's a power outage."

"A power... A power outage? Aha! Okay, we've got it licked now. Do you still have the boxes and manuals and packing stuff your computer came in?"

"Well, yes. I keep them in the closet."

"Good! Go get them and unplug your system and pack it up just like it was when you got it. Then take it back to the store you bought it from."

"Really! Is it that bad?"

"Yes, I'm afraid it is."

"Well, all right then, I suppose. What do I tell them?"

"Tell them you're not ready to own a computer."
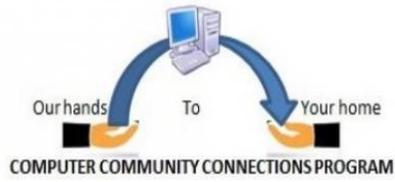
From Joel Becker

Initial deliveries since1/1/2012