

SLP Senior Program Computer Buddies

FAQ *(Frequently Asked Questions)*

Q When do the Computer Buddies meet?

A (Almost every) Tuesday, 1-3pm: no meeting on fifth Tuesdays! No meeting when the building is closed on national holidays, blizzards, or prior vacation announcements. In the Computer Room, Room 110, Lenox Community Center, 6715 Minnetonka Blvd, St. Louis Park, MN On the busline: Bus #17D or 17E

Q What does one do upon arriving?

A Sign in on the sign-in sheet. Add your name to the page if it isn't in the alphabetized list. Check off the date you are attending. Pay the Activity Fee: \$1 if you are a SLP Senior Program Member, \$5 if you are just visiting, not a member. Pick an empty table space if you brought a laptop, or pick one available open computer of the seven i-Macs. The i-Macs are set up to run either Windows 7 or OSX. There is a free wi-fi internet service here, provided by City Of SLP. The SLP Senior Program is managed by ISD283.

Q I'm not a member of the St. Louis Park Senior Program. I cannot afford \$5 every time I visit. What about me?

A Observer Attendee: Some non-members may not anticipate value from a \$5 fee. As an experiment, we offer for an adult who audits, without using room equipment resources, and who does not require assistance or help, free attendance.

http://en.wikipedia.org/wiki/Academic_audit

Q This free wireless internet...how do I connect?

A Use your wi-fi settings to select the "SL-Public" signal. Then, use your browser to navigate to stlouispark.org. Lastly, scroll down the page to click "Accept" to the terms and conditions to use the free internet signal.

Q Is this a computer class?

A The group is not a class in learning computer operation, but a discussion of topics for computer users, and an opportunity to get "best-effort" help with questions or problems. Please review your Senior Program Newscaster Newsletter and the ISD 283 Community Education Catalog for Computer Classes.

Q What happens next?

A The first three sessions of the month have a topic presented. The first hour of the session relates to the announced topic. The second hour of the session is an "open session" helping up to four buddies within the hour. The help is

provided by any of the buddies who is able to help. All buddies benefit from our "best-effort" attempts in solving unusual or common problems. Sometimes just emailing a detailed question about your computer operation can result in an answer which avoids the need to drag your box in.

Q What about my computer at home?

A We have a "Bring In Your Box Day" on every fourth Tuesday. The first four buddies to directly request help can bring in their windows computer (we will supply the ac cord, keyboard, mouse and monitor, but you need to make your request before Tuesday, before you bring in your box) and get advice about using it. Unfortunately, if your question(s) involve connecting to the internet using your dial-up ISP, we cannot help with that problem because we've no analog phone line available. Some help sessions may be simultaneous as a buddy installs recommended software while another buddy asks a question. You may also make a request for this help prior to other Tuesdays.

Q How can I find out what is planned for future sessions?

A Contact me, John McHugh, the Computer Buddies mentor. 952-924-2528 or jmchugh@stlouispark.org I work at city hall for the ParkTV Community TV15/96 department. I email the buddies every week with tips and a schedule of what's next. Send me an email, request to be added to the WEEKLY BUDDIES E-MAIL! The computer buddies blog is for those who don't like using email, get the minimum amount of info about us at www.computerbuddies.blog.com

Q What about Windows XP, Vista, Windows 7 Windows 8 and Windows 10 operating systems?

A The School District iMac computers at Lenox CC have Windows 7 & OSX operating systems. We have some donated computers which run either Windows 2000 or Windows xp. We also can demonstrate Linux OS. We also have a single Windows 10 computer to try out.

Q What about help with my tablet, my smartphone, my other really cool device?

A We offer help and advice on a best-effort basis. During the second hour, the "open session", we can assist you.

Q What if I don't have a computer?

A A Buddy can show you a few things of interest, perhaps about things you are interested in...you may be surprised!

Q May I eat my lunch and drink my coffee here?

A No food or beverages are permitted in the computer room.

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