

SLP Senior Program

Computer Buddies

FAQ (Frequently Asked Questions)

Q: When do the Computer Buddies meet?

A: Computer Buddies meets almost every Tuesday from 1-3 p.m. There are no meetings on the fifth Tuesday of the month or when the building is closed on national holidays, blizzards, or prior vacation announcements. Meetings are in the Computer Room (Room 110) at Lenox Community Center, 6715 Minnetonka Blvd., St. Louis Park, MN 55426. On the busline: Bus #17D or 17E

Q: What do you do when you arrive to a meeting?

A: First, 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 of \$1 if you are a St. Louis Park Senior Program Member or \$2 if you are just visiting or not a member. Pick an empty table space if you brought a laptop, or pick an available open computer. ISD 283 has provided some Acer Chromebase 241 PCs for the room. There is a free wi-fi internet service provided by the City of St. Louis Park. The St. Louis Park Senior Program is managed by ISD 283.

Q: I'm not a member of the St. Louis Park Senior Program. I cannot afford \$2 every time I visit. Are there other options?

A: Some non-members may not anticipate the \$2 activity fee. We offer observer attendee options for adults who audit, without using room equipment resources, and do 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 computer or mobile device wi-fi settings and select the "SL-Public" signal. Then, use your browser to navigate to www.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. It is 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. Other computer classes offered nearby through Hopkins Schools, www.hopkinsschools.org.

Q: What happens next?

A: The first three sessions of the month have a topic presented. The first hour of these sessions relates to the announced topic. The second hour of the session is an open session that helps up to four buddies within the hour. Help is provided by any of the buddies who are able to help. You may benefit from our best-effort attempts in solving unusual or common problems. Sometimes, 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" every fourth Tuesday of the month. The first four buddies to directly request help can bring in their windows computer and get advise about using it. We will supply the ac cord, keyboard, mouse and VGA monitor. You will need to make your request before Tuesday, before you bring in your box. There is no analog phone line available for a dial-up ISP. 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 John McHugh, Computer Buddies mentor, at 952.924.2528 or jmchugh@stlouispark.org. He works at City Hall in the Information Resources Department with ParkTV. John will email the buddies every week with tips and a schedule of what's next. You can send him an email requesting to be added to the contact list. You can also access the computer buddies blog if you don't like using email. It can be found at www.SeniorComputerBuddies.blogspot.com.

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

A: We have two donated computers available that run Windows XP or 10, and one with Linux MATE 16 OS.

Q: Do you offer help with my tablet, smartphone or other devises?

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

Q: What if I don't have a computer?

A: A buddy can show you how to search for things you are interested in.

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

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