

# The Southern Highlands Computer Users Group Inc.

Assisting all members to explore and enjoy the benefits of Information Technology.

Monthly Newsletter

## "Keyword"

May 2020



### 2020 Committee

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Please note: We are not computer professionals and our expertise is limited.

Our Education Centre.  
The central point of all our activities for PC and Apple users.



Unit 56 HarbisonCare, 2 Charlotte St, Burradoo, 2576, NSW.  
[www.shcug.org.au](http://www.shcug.org.au)

How to join SHCUG.

Visit our Education Centre and drop in at one of our weekly activities to collect an application form. Payment can be made in cash or by cheque and handed to a tutor. Fees are \$40 single or \$60 couple. Alternatively use EFTPOS transaction IMB Bank: BSB number is: 641 800 and the account number is: 200456000, or send the application form and cheque, made out to SHCUG, to following address: The Treasurer, SHCUG, c/- HarbisonCare, 6/2 Charlotte St, Burradoo, NSW, 2576.

Renewing memberships.

Renewal forms are sent out each year in early December to all current members by email, with all the relevant information needed to renew membership for the upcoming year.

Correspondence: Letters to the committee can be addressed to [shcugcontact@gmail.com](mailto:shcugcontact@gmail.com)

Weekly activities held in Unit 56

		<u>Contact</u>	
Monday mornings, from 10 to 12 noon	Members Helping Members.	J & M Oprey	4862-1584
Monday afternoons, from 1 to 5 pm.	Apple Group	Martina Oprey	4862-1584

Upcoming events.

Online help sessions, via our Facebook Page, on Monday May 18 and 25, from 10am to 5pm. Members who are not comfortable with the above can ring Martina: 4862 1584, during these hours or email her at [martinaoprey43@gmail.com](mailto:martinaoprey43@gmail.com).

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By Martina Oprey  
By your committee  
By Martina Oprey  
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1995-2020

The Southern Highlands Computer Users Group  
is  
celebrating 25 years  
of  
assisting members in enjoying the benefits  
of  
Information Technology.

## From your committee



It is with sadness that we inform our members of the passing of Geoff Piggott. Our long time members might recall that Geoff was President of SHCUG from 2001 to 2006. After retiring from that post he remained an active member for many years. In recognition of his contributions, Geoff was granted life-membership of SHCUG in 2014.

Another month has slipped past whilst we all remained in self isolation. The latest news is that we should gradually come out of this impasse and hopefully return soon to our normal schedules. Your committee is aware that the date of vacating our unit in HarbisonCare is getting closer, but no one has been able to enter the unit since mid March in order to start a clean out. Last week your committee did send an email to HarbisonCare management for guidelines as to how we could safely proceed to do this. Our club has a number of PC's we need to sell or find a new home for. There is furniture to dispose of and sundry other items. If there are members who wish to purchase an item, please let us know what you are interested in via the club's email: [shcugcontact@gmail.com](mailto:shcugcontact@gmail.com)

As you might have noticed on page 3, we have served our community with 25 years of information technology assistance, quite an achievement. There had been plans made earlier for a celebration but the situation we find ourselves in has cancelled this idea. We just have to quietly acknowledge the time and effort put in by the present and previous committees for having kept SHCUG going for so long.

The changes of moving our help sessions permanently to Scott Hall and the loss of unit 56 will effect the way we will conduct our sessions in the future. There will be no computers kept in the Hall for members to use. Members will have to bring along their own devices. The storage of certain items we use each week have not been solved yet but we hope to get permission to keep a small cupboard in the Hall for this purpose. We might have some hick-ups at first but your committee is willing to give it its best shot, as we have no better alternative.

Your committee.



# COVIDSAFE TRACING APP

by Martina Oprey

A lot has been written about the COVIDSafe tracing app since it was made available for download some weeks ago. To understand this app I did some research into it, reading several articles found on the internet. Most of them had a positive attitude towards the use of it, although some were sceptical about the privacy of the data collected. Find below some information I gathered that might make it a bit easier for our seniors members to understand how this app works.

## **First of all, why are we asked to download this app?**

The COVIDSafe app helps in finding close contacts of COVID-19 cases, should we come in contact with someone infected with it. The app, once installed on our mobile phones, helps state and territory health officials to quickly contact people who may have been exposed to the COVID-19 virus.

The COVIDSafe app helps to speed up the manual process of finding people who have been in close contact with someone infected with COVID-19. This means you'll be contacted more quickly if you are at risk. This in turn reduces the chances of you passing on the virus to your family, friends and other people in the community.

State and territory health officials can only access app information if someone tests positive and agrees to the information in their phone being uploaded. The health officials can only use the app information to help alert those who need to quarantine or get tested.

## **How does the COVIDSafe app work?**

When you download the app you need to provide your name, mobile phone number and postcode. You also need to select your age range. When done, you will receive a confirmation text message with a pin you must enter to complete installation. The system then creates a unique encrypted reference code just for you.

The COVIDSafe app recognises other devices with the COVIDSafe app installed and is Bluetooth enabled. When the app recognises another user, it notes the date, time, distance and duration of the contact and the other user's code. The COVIDSafe app does not collect your location.

To be effective, you must have the COVIDSafe app running as you go about your daily business and come in contact with people. Users will receive daily notifications to ensure the COVIDSafe app is running.

The information is encrypted and that encrypted identifier is stored on your phone. Not even you can access it. The contact information stored in people's phones is deleted on a 21-day rolling cycle. This period takes into account the COVID-19 incubation period and the time it takes to get tested.

## **What happens when an app user tests positive for COVID-19?**

When someone is diagnosed with COVID-19, state and territory health officers will ask them who they have been in contact with. If they have the COVIDSafe app on their device and provide permission, the encrypted contact information from the app will be uploaded to a high security information storage system. State and territory health officers will then use the "contacts" captured by the app to support their usual contact tracing. They will call people to let them know that they have been exposed, offer advice on what to look out for. When, how and where to go to get tested and advice on how to protect family and friends from exposure. The health officials will not name the person who was infected.

## **What happens when this pandemic is over?**

At the end of the Australian COVID-19 pandemic, users will be prompted to delete the COVIDSafe app from their phone. This will delete all app information. The information contained in the information storage system will also be destroyed at the end of this period.

References taken from the © Commonwealth of Australia | Department of Health.



## Technology trends beyond COVID-19. M Oprey

Australia has been quite successful in battling and containing the COVID-19 virus this far. Compared with the figures that have come out of Europe and the US, we have been able to break the chain of viral transmission without a high number of lives lost. This success has been partly due to the use of information technology to predict outcomes for governments to study and implement measures in order to curb the spread of infection.

Technologies, as we have seen, have played a crucial role in keeping our society functional during the lockdowns and quarantines imposed upon us by our government. Some of these technologies have proven their worth and might still be with us in the near future. Find below some technologies I read about that could change the way we do business, how we trade, how we work, how we produce goods, how we learn, how we seek medical help and how we entertain ourselves in the future.

### On line shopping and Robot Deliveries.

The SARS outbreak in 2002 led to a tremendous growth of the then new technology e-commerce, the trading of goods via an online market place platforms, first introduced in China. Now, during the present COVID19 period, we are seeing a similar pattern. Online shopping has moved from a “nice-to-have” to a “must-have” all around the world. Many diverse businesses quickly offered all sorts of products and services online and the goods purchased delivered in a contact free manner, being picked up and dropped off at a designated location instead of from or into hands of a person. Self-drive delivery robots are performing these tasks.



A hospital in Wuhan was staffed entirely by robots during the epicentre there and made the hospital completely “Smart” and “Digital”. Robots prepared food, scrubbed floors, and dispensed hand sanitisers. Some robots even performed diagnostics and conducted thermal imaging.

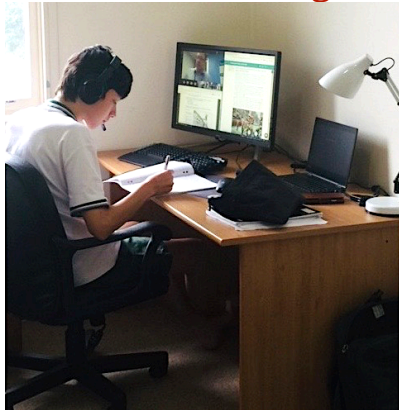
### Digital and Contactless Payments.

It has been proven that banknotes and coins can carry the COVID-19 virus. To this end contactless digital payments, either in the form of a bankcard or e-wallets, have become the recommended payment methods to prevent spreading the virus. The availability of digital payments does rely heavily on internet availability, up to date devices and a robust network to convert cash into a digitalised format.

### Working from Home.

During the last weeks many companies allowed their workers to work from home in order to reduce the risk of employees getting infected with the virus. To work remotely you need to have several key enabling technologies, such as VPN (virtual private network), VoIP (voice over internet protocol), Data Backup/Recovery, Network Security and Malware Protection. Collaborative Tech Tools also help to increase employee productivity and efficiency. In the home it helps to have a spare room setup as a home office. A desk with a comfortable office chair to sit on and an up to date computer with printer are items that make working from home enjoyable and efficient. A good quality headset is also required if you do conferencing via Skype, Zoom or FaceTime.

## **Distance Learning.**



From Mid-April 191 countries around the world announced or implemented school and university closures. This effected 1.57 billion students. Four of our five grandchildren also started “distance learning” at home. Their school did set the rules for their daily routine, including the wearing of school uniforms during school hours. Technologies involved in distant learning are similar to those for remote work at home. Parents and children both used the “Zoom” app in order to communicate with the boss, workmates, teachers and class mates. One of our grandchildren claimed he hadn’t missed out on any learning or fallen behind during his distance learning period. He did mention though that he had missed seeing his school friends.

## **Visits to doctors and specialists.**

Telehealth is not a new technology but during the Covid-19 pandemic it became a tool in preventing the virus from spreading by keeping patients out of waiting rooms. Telehealth is fuelled by digital technologies, which allows us to reimagine the doctor’s visit as a house call without the travel. The idea of the virtual visit has been around for decades, and telemedicine has been deployed across specialties and service lines, from primary care to radiology, cardiology to orthopaedics.

## **On line entertainment.**

Although quarantine measures have reduced in-person interactions significantly, human creativity has brought the party online. Online streaming of concerts have gained traction around the world. Museums, art galleries and heritage sites now offer virtual tours. Online gaming has seen a surge since the out break of the Covid-19 virus. When fitness gyms closed, personal trainers took themselves and their customers “online” and were able to continued with the weekly routine, each in his/her own space. People need to be kept busy and many have found new ways of doing this with the help of the internet.

## **3D Printing.**

3D printing technology has been deployed to mitigate shocks to the supply chain and export bans on personal protective equipment. 3D printing offers flexibility in production: the same printer can produce different products based on different design files and materials, and simple parts can be made onsite quickly without requiring a lengthy procurement process and a long wait for the shipment to arrive. However, large productions using 3D printing faces a few obstacles. Firstly, there may be intellectual property issues involved in producing parts that are protected by patent. Secondly, production of certain goods, such as surgical masks, are subject to regulatory approvals, which can take a long time to obtain.

## **Robotics and Drones.**

COVID-19 made the world realise how heavily we still rely on human interactions to make things work. Labor intensive businesses, such as retail, food outlets, manufacturing and logistics being the worst hit. COVID-19 provided a strong push to rollout the usage of robots and research on robotics. During this pandemic robots have been put to work disinfecting areas in hospitals, delivering food to patients and those held in quarantine. Drones have walked dogs and delivered groceries and other items.

While there are reports that predict many manufacturing jobs will be replaced by robots in the future, at the same time, new jobs will be created in the process. Policies must be in place to provide sufficient training and social welfare to the labour force to embrace the changes.

COVID-19 has made us aware of the importance of digital technology which has enabled businesses and life to continue as much as possible during this pandemic. It will be interesting to see how many of the above mentioned trends will be continued once the pandemic is over.

References are from The World Economic Forum COVID Action Platform, 27 April 2020.

Martina Oprey



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## Wanted

Have you got an article that you wish to publish in Keyword.

Or you might have a suggestion for an article.

Have you got something to sell, want to swap or give away, advertise it in Keyword.

Please send it to

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