



Vancouver  
Community  
Network

**Issue # 2 - Aug 2009**

===== Helpline... 604 257 3811 ==

## **THE VCN USER NEWS... YOUR 'ON-LINE' NEWSLETTER**

Best viewed in a 7 inch Window via RICH TEXT HTML format - Or via VCN Home page Link

### **KALIA'S CORNER...**



### **The breaking news:**

Industry Canada has just renewed the funding agreement with VCN to continue administering the Community Access Program Youth Internship (CAPYI) program that allows around 50 young technical people to get placed at around 100 non-profit organizations in the BC Lower Mainland. Vancouver Community Network is happy to administer the program again this year as it allows many non-profit groups get help from very enthusiastic young tech savvy people who provide general technical support, network administration and even web design and development. The CAPYI program is coordinated this year by Kalia and Kevin.

The public access site at the 411 Seniors Centre (2<sup>nd</sup> floor) is also a hosting site for CAP interns, and VCN will be placing one or two technicians there. This means more people are available at Help Desk this time to provide much needed technical support to the membership...

## **THE EDITOR'S KEYBOARD ... By Tony the Ed**

Well VCN-ers, here's your second User News. Things have been rather quiet over the summer. Many thanks to those who responded with encouraging e-mails to the Editor! ...The Ed & Mrs. Ed were away off to see family in Terrace, and much appreciated access to our e-mail via the Sister-in-law's fancy computer! Enjoy our new issue...

## **WHAT'S NEW AT VCN...**

By Isaac Tai, Public Access Technician, At the VCN Help Desk...

The 2nd floor of 411 Dunsmuir St. holds two blazing-fast computers—a Windows XP and a Mac OSX, available 8AM to 4:15PM. There are two printers, one scanner, and a computer lab supporting 13 computers. We have Ubuntu and Mac OSX in the lab, and an upcoming project to install Windows XP with Ubuntu on the same computer, will give users experience in bleeding edge open source technology.

In addition, we have attached USB extensions for simple connections to USB drives, MP3 players and iPods. Future new upgrades will increase speed and stability for simple quick internet access.

VCN Users are welcome to surf, edit and scan documents, email, download attachments and print up to 5 pages, all for free. Please follow the 'Acceptable Use Policy' when sharing our public utility. We much appreciate your generous donations, which help maintain and upgrade our public space.

## **Why Open Source?**

Open source software is free and offers a depth of experience which you can use at home. Open source is popular: Firefox and Thunderbird, Open Office, GIMP, Chrome, WordPress, and WebGUI are emerging state of the art technology. Open source software allows free download, redistribution and installation. Join us in using open source software for communication and information technologies that everyone can access.

**TECHNICAL NEWS...** A column about recent system concerns and how they are being addressed. Our topic for August is about 'Spam & Phishing'

## **How VCN Filters Spam...**

VCN uses a combination of spam blacklists and spam filters to reduce the amount of spam received. The blacklists filter out emails from computers that are known to send out spam. 80% to 90% of incoming emails are filtered using blacklists. The remaining emails are analyzed by DSPAM, a statistical SPAM filtering engine.

When you correct the filter, it learns which emails are spam, and which are good emails. Overtime, the accuracy of the spam filter will improve. The DSPAM web interface can be found at <http://dspam.vcn.bc.ca/>.

You can review quarantined spam messages and train the spam filter using the DSPAM web interface.

## **Phishing**

Recently, VCN users have been targeted by phishing emails. These emails will ask for your user name, password, and other private information. You should never provide this information to anyone. VCN will never ask for your account information via email.

To report a phishing email, forward the message to [spam@vcn.bc.ca](mailto:spam@vcn.bc.ca) ...or report the email to SpamCop at <http://www.spamcop.net/>.

If you have provided your account information or you are unsure an email is from VCN you may contact us at [help@vcn.bc.ca](mailto:help@vcn.bc.ca) or phone the help desk at 604-257-3811 Monday to Friday from 10am to 4pm.

(See also our 'Fine Print' section on page 7)

## **FROM THE HELP DESK...**

### **Computer Questions?**

Drop in Friday with your questions!

Show your photo ID to receive free dial-up Internet access (and a free @vcn.bc.ca email). Learn how to dial up to the Internet from your home.



Chris and Sid at the VCN Help Desk

In addition, there are further lab hours for 411 Centre Members, Tuesday, Wednesday, and Thursday with help from different instructors. For the latest updates Read the 411 Senior Centre newsletters at...  
<http://www.411seniors.bc.ca/NewsPDF/index.htm>.

### **Computer Problems?**

Call the VCN Helpdesk at 604-257-3811, Monday–Friday: 10:00AM to 4:00PM, or email [help@vcn.bc.ca](mailto:help@vcn.bc.ca) for free technical support via our Dial-up Internet Services. Telephone help may be easier if you have a Cel phone available

### **Drop-In Help**

Every Monday, from 10AM to 4PM, except for holidays **Drop-in Help** sessions are held at 411 Senior Centre Society, 2nd Floor. Search for information, check email, and ask questions. VCN members and the public may simply ‘drop in’ to use the Internet, ask questions, or troubleshoot problems.

**LETTERS TO VCN....**

...Where readers write us about anything vaguely related to VCN.

...Send to... [editor@vcn.bc.ca](mailto:editor@vcn.bc.ca)

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READER'S LETTERS ARE DE-IDENTIFIED FOR VCN NEWS USE...  
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Dear Editor...I read your newsletter with great interest. Good news indeed. Anything you can do to speed up delivery would be hugely appreciated, as this becomes more and more of a problem. I've renewed my subscription today. And thank you, VCN. Helen

**ED'S REPLY...**

Helen... Congratulations on sending the first 'Letter to the Editor' Thank you for renewing with VCN, and we are working on better download speed. My test at home was 2 minutes. Tony the Editor

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Dear Editor... When I opened a new email by clicking on the last link to <editor@vcn.bc.ca>, 'to' appeared in the "To:" line as <editorial@vcn.bc.ca> and of course I was told that the email couldn't be sent. Is there any way that that link can be corrected? Thanks again for all that all of you do --- Sheila

(And later further...)

Many thanks for this newsletter - not that I understand a lot of computer-talk. While I was very glad to receive this newsletter, it did take a long time to download and I wonder if/when high-speed internet will be available so that emails like this will arrive more quickly and perhaps I can even enjoy at YouTubes on the Internet. (I am not interested in wireless because I live in rural Maple Ridge where it wouldn't be likely to be offered - but most of all, because I seriously wonder about health effects of living in a 'wired' environment.)  
MANY THANKS TO YOU AND ALL THE VOLUNTEERS FOR ALL YOU DO!!!  
Sheila

**ED'S REPLY...**

Sheila... Thank you for the prompt alert about the incorrect Editor link! 'Editorial' was my original proposal, sigh.  
We much appreciate your other comments, and our Tech Staff has noted your concerns. We hope our newsletter will provide better focus of our User's concerns.  
Tony the Editor

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Dear Tony:

Thank you for the newsletter #1. I appreciate a LITTLE news. PLEASE just a little. (I receive too much stuff and have been surveyed beyond 'okay')

Sincerely, Margaret

ED'S REPLY...

Dear Margaret...

Thank you for your prompt response! We understand your concerns, and strive to create a Newsletter of interest to all our VCN members. Your fellow Users cover the whole range of computer skills and usage. ...Just skip over the heavy technical bits. I'm just a 'personal e-mail' user myself, but some of this 'Techy' stuff is beginning to make sense as I work with it for our paper!

Thanks again for your useful comments... Cheers, Tony the Editor

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Howdy, folks

I enjoyed reading your informative newsletter. Thank you to those who created it. I am interested in learning more about the improved high speed internet possibilities.

Congratulations on receiving continued funding. I will renew my membership for sure. I truly appreciate the help I have received from your volunteers. ....Onni

ED'S REPLY...

Hi there Onni... Thank you for your kind remarks! A lot of 'evening oil' was spent by many on this first issue. We're glad you found our volunteers to be truly helpful. They too appreciate your thanks. Thanks for your support ...Tony the Editor

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**MEMBER'S NEWS...**

This section invites short articles from members about stuff related to VCN... How you use VCN services, or might use new services, in 300 to 500 words.

Send them to... [editor@vcn.bc.ca](mailto:editor@vcn.bc.ca)

**COMMUNITY NEWS ANYONE...???**

All about allied groups, with a focus on collaboration with VCN, Like Free Geek recycling or VONIC we await your input!  
And finally, a reminder...

**MEMBERSHIPS & DONATIONS...**

Your membership in the Vancouver Community Net is important to us, and we thank you for your financial support.

Memberships are: \$25 Regular, \$40 Family, \$15 Low Income, \$75 Premium \$10/month Sustainer and \$200 Really Special!

\*\*\* Donations of \$25 and over are tax deductible\*\*\*

## **REPEATED IMPORTANT NOTE...**

A reminder until the new Telephone books come out... ..Sad to say, the current phone book listing for VCN is incorrect, and shows only our dial-up line, which gets you 'Fax whistle'. Not much good when seeking VCN information! ...Sigh! Even the address shown is not for VCN HQ at 411 Dunsmuir, but for the Vancouver Main Public Library, where our switching equipment is located. ...So we can't just tell people to look us up in the phone book!

The VCN Community e-mail & Web service is ideal for seniors who have obtained a new or used computer to keep in 'on line' touch with far off family and friends. I know that's what I did.

So please give possible VCN users our contact number 604 257 3811, or to visit us at the Senior Center, at 411 Dunsmuir, in downtown Vancouver. Thank you! And that's it!

CHEERS!!! ...Tony, your VCN Newsletter Chair

### **And Now... The FINE Print...**

**VCN has increased security measures against spam and identity theft.** VCN users are reminded that for security reasons, having parts of the account name as the password is not recommended.

There are various you can request a new password. You may come to the office with picture ID or phone the helpdesk at 604-257-3811.

Please note... The VCN file system requires a 6 to 8 digit password combination of numbers and letters.

Please have the following information ready:

For Individuals:

- Name- Phone Number- VCN login- Keyword (mother's maiden name)- Your Birth date

For Groups:

- Group Name- Contact Person Name- Contact Person Job Position- Phone Number- VCN login- Keyword

VCN will **NEVER** request your password via email.

Further, VCN advises you **NOT** to email your account information to anyone.

Simply contact the VCN Help Desk, 411 Dunsmuir Street, 2nd Floor, Vancouver BC, Canada

Open Monday to Friday, 10 AM to 4 PM ...voice: 604 257 3811 ...fax: 604 257 3808

**The VCN USER NEWS is presently an occasional publication** by the Vancouver Community Network. Contributions in the form of articles, news items, letters and photo's are welcome, as are any comments. No payment is offered for any manuscripts, etc, submitted for publication here-in, and the opinions or advice are those of the authors.

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