



1819 SW Willowbend Lane •
Palm City FL 34990 • (772) 283-5646

Mouse Tales
Newsletter



August 2013 • Vol. 26 - 8

MEETING

Thurs. August 15

**LOCATION - Children's Services
Council • 101 SE Central Parkway, Stuart**

• In the Green building between Bridges
Montessori and Unity Church. Click on this
map link <http://tinyurl.com/clq2mkk>

EXTENDED HELP SESSION 5 - 6:45 P.M. "Here To Help"

Bring your laptop, iPad or iPhone and enjoy
a format with Beginners tables throughout the
room, where you can just join any group:

- iPad
- Basic Help
- iPhone
- Email
- Internet
- How can I ...

7:00 P.M. "From AIM to iChat to Messages"

Bob Jorritsma will
demonstrate how
Apple built a great
messaging solution
on your Mac and all
your iOS devices.
Learn how to set
it up and chat with
everyone.

Q&A session too!



• Early Front Page Edition •
<http://www.tcmug.net>

MISSION: Since 1988, TCMUG has provided
a forum for Apple users by creating a member
network to share information and offer support
in the evolving world of technology.

Pinch out in Safari to view tabs as thumbnails, swipe between them

If you pinch (zoom)
out in Safari 6.x, you
can view your tabs as
large thumbnails and
swipe between them.
It's known under the
thrilling feature title of
Show All Tabs (under
the View menu, or
Command-Shift-4).



The current Safari tab zooms out to get a little
smaller, and any neighboring tabs are shown on
either side. ~ David Chartier - *Finer Things*

IN THIS ISSUE -

- How-to: Deal with the infamous Apple ID
- How to set up Time Machine backups to an external USB drive
- Bob Jorritsma: Storing Documents in iCloud and Time Machine
- Get Dictionary Definitions in One Click

How-to: Deal with the infamous Apple ID

One of the most common issues I hear about is forgotten Apple IDs. But this is not as simple as it sounds. Figuring out Apple ID details can involve finding out what the Apple ID username is, which Apple ID they should be using (if they have multiple), resetting security questions and answers, and resetting passwords.

Most people, if they have an iPhone, iPod Touch or iPad, are using their Apple ID on their mobile device. From there, if you go into the Settings App, you will be able to see your Apple ID.

Always double-check to see if you have two different Apple IDs: one for iCloud and one for iTunes and App Stores. Under Settings, press iCloud. Make note of the email address listed in the account. To go back to the main Settings page, press the Settings arrow in the upper left hand corner. Then scroll down until you see iTunes and App Stores and press it. You now have three different possible scenarios:

Scenario 1 – The same Apple ID

This means you will only have a single ID to deal with.

Scenario 2 – Different Apple IDs

Don't worry if the Apple IDs listed in these two sections are different. Whose email addresses are they? Are they both yours, or is one a family members' email address? If they are both yours, you might have to reset both passwords. If one of the email address-



es is a non-working email you can change the email associated with the Apple ID.

If the email address under iTunes and App Store section is not yours, but a family member's, call them up saying you forgot their password. Odds are that family member bought you the device, helped you set it up, decided to let you use their Apple ID in the store, so that way you can save money and not pay money for the same app multiple times.

If the iCloud email is not yours then you would need to safely delete the iCloud account. If the iCloud email is yours then you only need to reset that password. If the iCloud email is your email, but a non-existing email, you will need to safely delete your iCloud account and change the account to an email address you use.

Scenario 3 – No Apple ID

No Apple IDs listed under settings. This one can be tricky. Typically, an Apple ID is an email address. If you have one and only one email address then you do not

have to do the following steps to figure out what your Apple ID is. However, if you have multiple email addresses and do not remember which email address you are using for your Apple ID, you will have to do the following so that you can figure out which email address you are using. First, go to Apple's account management page at <https://appleid.apple.com/cgi-bin/WebObjects/MyAppleId.woa/>

Down in the lower right, there will be a blue link that says "Find your Apple ID." Tap on it. Then you will fill out your first name, last name, current email address and all of your email addresses.

There will be two different outcomes: the first being that it only shows you have one email address being used as an Apple ID, and the second being that you have multiple email addresses being used as Apple IDs.

If you have more than one email address being used as an Apple ID, you will have to do the entire process multiple times, where each time you will select a different

email address and reset the password.

Now that you know what your Apple ID is, one can “easily” reset the password. Open up Safari or any web browser and go to

<https://iforgot.apple.com/password/verify/appleid>

Once you get to the website, you’ll enter in your Apple ID, which is your email address and press the next button in blue on the lower right.

You have two options as shown above. You can use email authentication, which involves Apple sending you an email containing a special unique link to reset your password, or you can choose to answer security questions. If you choose to answer security questions, this will involve answering questions only you could know, such as your birthday and a few other personal details. One would normally think this does not sound so difficult to reset your password for your Apple ID, but believe me it can be.

What if you never get the email from Apple, or something goes wrong during the process? What if it says you do not know my own birthday? What do you do next? Some things not to do: do not go to the Apple Store and do not make an appointment at the Genius Bar in the Apple Store. They won’t be able to help you recover your password. They do not have access into account security and will tell you to call Apple Care, so save yourself the trip and do not go to the Apple Store. You do have two other options to recover your password.

Call AppleCare

By calling Apple Care at 1-800-APL-CARE, you’ll first go through an automated system that will try to determine your issue before directing you to a support representative. If you don’t like dealing with automated systems, this option probably isn’t best for you.

Let AppleCare call you

If you prefer to speak directly to a person without going through the automated system, you can setup a time for an AppleCare representative to call you. To get started, visit Apple’s support website at

<http://www.apple.com/support/>

Click on “Get started” under the section labeled “Contact Apple support,” then press “Get started” again on the next page.

When asked to select the product you are having an issue with, you can find Apple ID listed under “More Products & Services.”

From there click on the bubble next to “Forgotten Apple ID security questions” on the right hand side, then press “continue”. From here, you can choose “Talk to

Apple Support Now,” “Schedule a Call,” or “Call Apple Support later.” I would highly recommend choosing one of the first two options.

This will allow you to automatically be connected to someone in the correct department who is capable of handling this issue.

Choosing “Talk to Apple Support Now” will lead to a form where you can enter your first name, last name, email address, and the phone number you’d like Apple to call. You should receive a phone call from AppleCare within two minutes of submitting your information. You will be asked by an automated system if you are ready for the call and you will press 1 to accept it.

If you choose to schedule a call for later, you’ll need to enter the same information and you choose an available time slot. If you choose to call AppleCare on your own, you’ll need to deal with the automated system we previously mentioned. Once you have an AppleCare representative they will be able to help you out. You will just need to know your own identity and the answers to a few of your security questions. ■

~ 9to5mac



How to set up Time Machine backups to an external USB drive

There are two types of people in the world: Those who have forever lost important computer files, and those who haven't...YET! Most people in the first group have learned their lesson (the hard way) and are now backing up their computer on a regular basis. If you are in the second group you have two options:

Experience a painful loss of important photos, videos, music, emails and documents, and THEN start backing up, or

Learn from the first group and start backing up your computer NOW!

It's your choice, but don't say you haven't been warned. All hard drives will fail, it's just a question of when. Even computer geeks accidentally delete a folder of important files when they meant to delete something else. If you back up your computer regularly and correctly, these otherwise devastating catastrophes become a minor hurdle that you can overcome quickly. And you'll pat yourself on the back for being so intelligent for having a good computer backup.

External hard drives are a great way to back up your computer and they are now amazingly cheap. **In this video** I show you how easy it is to plug one into your computer and quickly set up the Time Machine application that comes with your Mac. You'll be breathing easier in no time at all. **Video -** <http://www.machelpformom.com/241-set-up-time-machine-backups-to-an-external-usb-drive>



What Time Machine does

There are many backup applications out there and many perform most of the functions of Apple's Time Machine. Your external drive may have even come with backup software. I wouldn't bother with it.

What Time Machine has going for it is it:

- Keeps previous versions of files that have changed;
- Lets you browse and recover old files from the Finder and also directly from other Apple applications like iPhoto, Address Book, Mail;
- It's FREE!

Time Machine doesn't make a full backup of your computer every time it runs. It only does a full backup the first time. After that, it's intelligent and only copies the files that have changed (this is called an "incremental backup"). As you'll see in its preferences window, Time Machine keeps:

- Hourly backups for the past 24 hours
- Daily backups for the past month
- Weekly backups for all previous months

The only constraints on how far back these backups go are the

capacity of your backup drive and how big each incremental backup is. If you mainly use your computer for surfing the web, each hourly backup will likely be small (and quick) and your Time Machine backups will ultimately go far back in time. But if you download, create, or edit lots of big video files and your backup drive isn't a lot bigger than your internal drive, your Time Machine backups won't go back as far. In that case, you'll still have a backup copy of every file, you just won't have as many historical versions of them.

Setting up Time Machine

Before setting up Time Machine, you first need to plug your external drive into your computer. It's perfectly fine to plug in an external drive while your computer is on. (But do NOT unplug it without reading the important instructions later in this article.)

New external drives often show up on your Desktop with the brand name and model (for instance, in the above video, mine is "WD Passport"). The first thing I like to do is change that name to something that describes what I'm using the drive for. This is especially useful if you ever have more than one of these drives. It will make it immediately obvious which is your Time Machine Backup and which is your iTunes Music Library. You can change the drive's name by clicking on the name under the drive's icon and holding for two seconds. When you let go of your click, the drive's name should be highlighted and editable. Just type the new name and hit Enter.

You can start configuring Time

Machine by clicking on its icon if it's on your Dock, or launching System Preferences and clicking on the Time Machine icon there. You tell Time Machine which drive to use for backups by clicking the "Select Backup Disk..." button, selecting your newly plugged in drive, then clicking the "Use for Backup" button. Time Machine will schedule your first backup to start in just two minutes. If you want Time Machine to back up your whole internal drive (and in almost all cases this is what you should want), then you can just sit back and wait for Time Machine to do its thing.

If you need to exclude some items from your Time Machine backup, you can do that by first clicking on the "Options..." button, then clicking the "+" button, and choosing which folders or files you want to exclude. Normally you'd want to backup everything just in case. Some reasons to exclude items from your backup are:

- Your external backup drive is not big enough to back up your whole internal drive;
- You have folder(s) of temporary files you know you will never need and that change frequently (meaning they'll slow down each backup process with updated files you're never going to want)
- You already have backups for a specific folder and want to leave more space in Time Machine for more historical copies of your other stuff.

Time Machine on the menu bar

Before closing the Time Machine preferences window, I like

to check the "Show Time Machine status in the menu bar" box. That will put a little Time Machine icon on the right side of your menu bar.



This is a handy place to:

- Check Time Machine's status (either the time of its last backup, or its progress on a currently running backup);
- Manually start a backup before the next scheduled time using the "Back Up Now" option;
- Stop a backup in progress using the "Stop Backing Up" option (not recommended, but sometimes you just have to eject your drive and pick up your laptop);
- Access to the Time Machine Preferences window;
- "Enter Time Machine" to actually see what files were on your computer in the past and recover them if necessary.

Even though Time Machine will perform a backup every hour, I still sometimes use the "Back Up Now" option. It's really handy if I've just completed some brilliant work and need to grab my laptop and go somewhere. It gives me peace of mind knowing that I'm not carrying the only copy of my work in my MacBook Pro that can be stolen, dropped, or have coffee spilled on it.

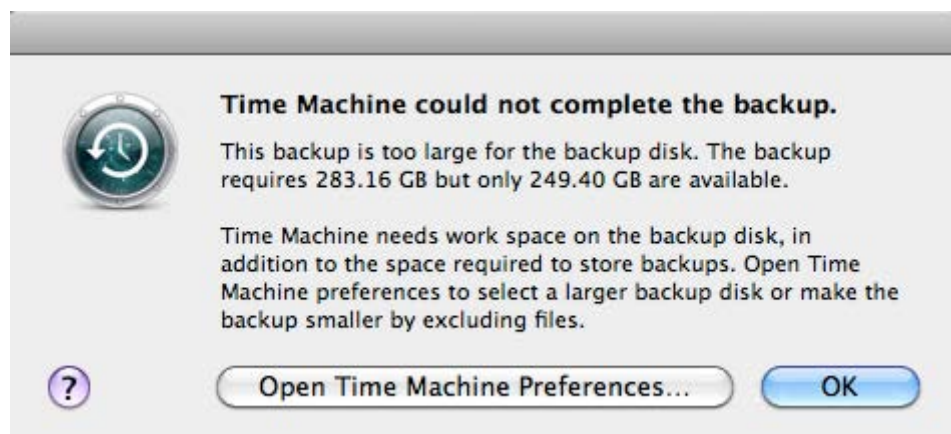
Time Machine problems

Time Machine usually runs nearly silently and invisibly with no problems. Just make sure you don't unplug your external drive without ejecting it, and try to not shut down or put your computer to sleep during a backup process (although it will usually recover even from that). The most likely problem you may see is the "Time Machine could not complete the backup" popup window with the dreaded message that starts "This backup is too large for the backup disk." (See graphic below)

Time Machine offers two suggestions to solve this problem:

- Select a larger backup disk or
- Mark the backup smaller by excluding files.

As you saw in the video, having a backup drive just a little bit larger than the stuff you want to back up does not work. As you can see in the error message, "Time Machine needs work space on the backup disk, in addition to the space required to store backups." This is why you can't assume that Time Machine will back up fine just because the space available on your external drive is larger than the "Estimated size of full backup" that you'll see in the



Time Machine Options window. Time Machine doesn't give you any insight into how much "work space" it needs but I've seen estimates that 20-25% extra space is required.

If you really have to use an external drive that's just big enough to fit everything you need to back up, you can use the method I was forced to use in the video. Find one or more large folders (photos, iTunes, etc.) and use the method described above to exclude them from your backup. Remember, you are just doing this **temporarily**. Let Time Machine perform its first backup successfully, then go remove the items you added to the exclusion list, and then have Time Machine perform another backup. This works because the second backup will not need as much "work space" as backing up everything in the first backup. NOTE: You will have a backup of each file, but you will likely never have much history of previous versions of files. So you won't really be getting the full benefit of using Time Machine.

How big a disk?

To get the full benefit of having many hourly, daily, and weekly historical copies of your files, I suggest getting an external drive that's two to three times larger than your internal drive. If you could afford to buy your Mac, then you have no excuse to not buy a backup drive for it. They are dirt cheap!

There are thousands of models to choose from. You don't absolutely have to buy one that says it's for a Mac, but if you don't you may

have to reformat the drive before setting it up with Time Machine. If you know how to do that, great. If not, don't worry, there are lots of drives that come already formatted for the Mac and they'll usually brag about it in their product name or right on the box.

Prices vary but, in general, you will pay more for greater capacity and a smaller case. For example, if you can get a good 1 TB drive (Desktop External Hard Drive) for \$90, and the 2 TB version of the same model would be only a bit more, say \$97.95, it would probably be best to get double the capacity. Please, do not delay getting an external drive if you currently have no backups!

Ejecting the right way

If you have a desktop Mac, there's no reason to ever unplug your external drive. Just let Time Machine back up your computer whenever its on.

If you have a Mac laptop, you'll probably want to unplug your external drive whenever you move the computer. **Do not unplug your external drive unless you use the EJECT command first.** You find it in the Finder's File menu or simply right-click (or Control-click) on the external drive's icon and choose the Eject command from the contextual menu that pops up. **Whichever you do, WAIT until the icon disappears.** Only then can you safely unplug the drive. Failure to follow this method could cause you to lose valuable files.

If you aren't currently backing up your Mac, someday you'll be very happy you did. ■



TCMUG
Tech Tips
with Bob Jorritsma
bob@tcmug.net
Apple Certified
Tech. Coordinator

If you use iCloud to store your documents, these files are also stored on your Mac, and therefore backed up by Time Machine, if you use the latter feature (you really should).

If you want to look for an older version of a file, or a file you deleted, display the iCloud pane in any app that supports iCloud, then, from the Time Machine icon in the menu bar, choose Enter Time Machine. This will give you a Time Machine view of the iCloud pane for that application only, and you can find older versions or deleted files. This is all you need to do.

If you would like to investigate deeper and see how this works, here is the place where the iCloud documents are stored on your Mac. It is from here that they sync both ways with iCloud.

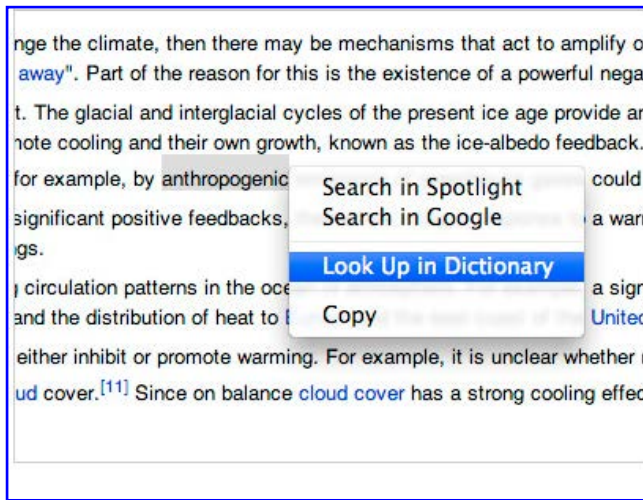
~/Library/Mobile Documents/ and this folder is backed up by Time Machine. Just look around, but don't touch, as that folder is not meant to be tinkered with. ■

Find Out How Get Dictionary Definitions in One Click

You're using Safari to research a paper on climate change and you find the phrase "anthropogenic greenhouse gas concentrations." What exactly does "anthropogenic" mean?

Here's a fast way to get the definition of a word you're not familiar with.

Hover your mouse over the word and right-click.

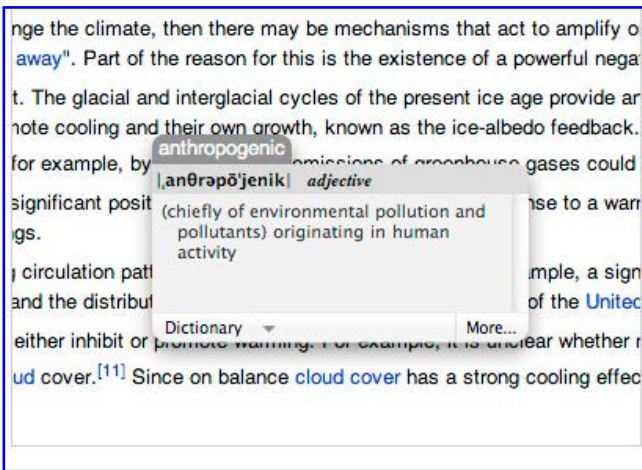


Mac OS X immediately opens Dictionary and finds the meaning of "anthropogenic" for you.

Stored in the Applications folder, Dictionary works with all Mac OS X applications.

~ apple.com

Choose **Look Up in Dictionary** from the menu that appears.



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Name _____

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Phone _____ Fax _____

Email address _____

Birthday (ex. Sep.24) His _____ Hers _____ Retired? _____

____ Beginner ____ Intermediate ____ Advanced ____ Consultant

Computer model(s) _____

Most used programs _____

____ iPhoto ____ Keynote ____ Pages ____ Numbers ____ iWeb

____ Photoshop ____ Quicken ____ Skype

____ Filemaker ____ InDesign ____ MS Office

Check what items you use:

____ iPhone

____ iPad

____ iPod

____ iMovie

____ iChat

____ iDVD

____ iTunes

____ iWeb

____ Digital Camera

____ Scanner

____ Pages (layouts)

____ Keynote (slides)

____ Numbers (data)

____ Laptop

____ 2+ computers

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2013 CALENDAR

Jan. 17 • Feb. 21
March 21 • April 18
May 16 • June 20
NO July • Aug. 15
Sept. 19 • Oct. 17
Nov. 21 • Dec. 19
**All located at the Children's Services Council Auditorium*

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MEETING LOCATION

Children's Services Council • Stuart

<http://tinyurl.com/clq2mkk>

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<http://www.apple.com/retail/thegardensmall/>

West Palm Beach Apple Store - Wellington Green:

<http://www.apple.com/retail/wellingtongreen/>

Find Out How:

<http://www.apple.com/findouthow/mac/>

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iPhone User Guide for iOS 6 Software • 155 pages

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