



TECH TIMES

News and Updates for the
TECHNOLOGY PROGRAM
@ Horizon House

THIRD QUARTER 2014

Volume 1 • Number 3

User Testing on the 'Horizon House Connect' Website Begins see the updates on page 2.



MIKE OSTREM
Chief Financial
& Technology Officer

Message from Mike

"I LOVE CHANGE! IT'S ALL THE STUFF THAT'S DIFFERENT THAT BOTHERS ME!" Wow! Does that ring a bell? The concept of change is exciting. Many of us want to be a part of progress and improvement, but when our lives and patterns actually have to change, it's not quite as much fun. My wife reminded me this morning that I'm an even more

determined creature of habit than our Golden Retriever, and he's a "serious" routine guy!

So what does this have to do with technology at Horizon House? When you think about it, technology is almost a synonym for change. Anytime we adopt new technologies in our personal or professional lives we experience change. As we transition to new patterns and routines, things are different and that can be uncomfortable. Those of us involved in the Horizon House Technology Program appreciate this. But, we think we can introduce new technologies that respond to and anticipate resident needs, while minimizing their impact. Here's how.

Horizon House Connect, the internal resident website launching early next year, will bring new ways to access our calendar and directory, as well as provide more information and connections to those residents who choose to take advantage of it. "Choose" is the operative word. We will maintain all of the paper, in-person,

and HHTV-based methods of communication. This will allow everyone to participate in the "change" brought about by technology, but limit its impact to those who really want it. No one will be required to learn anything new or to change how they do things today—only those who are up for it. For residents who find this an exciting opportunity, we will provide

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the training and on-going assistance that will help bridge the gap between what is and what will be. The transition will be gradual, and you won't be on your own.

We also appreciate that privacy and security are of great concern. Our security systems will do everything possible to prevent outside users from accessing directory, calendar, and other internal Horizon House information. It will, of course, be your responsibility to manage your passwords so that you are helping to protect your privacy and our collective security.

We hope that you will embrace change, if only as a concept. You are a part of a dynamic community that continues to look forward for the benefit of current residents and for future neighbors. To that end, your ideas are not only welcome; they're encouraged. Please use the Technology Input Form available from Hollis (hollisp@horizonhouse.org, x 2776), or drop us an email at techvision@horizonhouse.org.

All best, Mike

BACK BY POPULAR DEMAND!
The GLOSSARY on the back page defines words that are highlighted in **black bold type** throughout the text.



INPUT FORM for the Horizon House TECHNOLOGY PROGRAM

Let us know what's important to you!

Use this form for your questions, comments, and ideas on the Technology Program. Return your form to the slot on the south wall farthest from the entrance to the Message Center, or email your input to techvision@horizonhouse.org.

Your Name _____

Your Email or Phone Number _____

Please return your form to the wall slot in the Message Center, or email your input to techvision@horizonhouse.org.

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THIRD QUARTER 2014 PROJECT UPDATES

HORIZON HOUSE CONNECT WEBSITE

As Mike mentions on page one, the Horizon House Connect website will be a new, password-protected, internal-only website that will connect key constituents at Horizon House (residents, staff, and family members for starters). One of its first features will be an online directory. It will be similar to the current print directory—providing names, apartment numbers, and phone numbers—but residents will also have an opportunity to provide much more information about themselves. If you wish to share photos and biographical details (like those in “Smiling Faces”), you’ll have the option of creating a personal “**profile**” to add to the basic information in the directory. Of course, help with profiles will be available for those who need or want it. Another early feature of the website will be an online calendar of Horizon House events.

We have many future plans for the site, including **self-service** components like online dining reservations and online work orders. We will also **post** all kinds of useful information on www.horizonhouseconnect.org, such as dining menus, meeting minutes, policies, and more. Representative groups of residents, staff, and family members have completed the first round of user testing on the new website. We received many useful suggestions that we will incorporate before we “**go live**,” that is, when we make the website generally available. We plan to do further testing later this year, with a general release early in 2015.

ONLINE ACCESS IMPROVEMENT (Fiber Optic Cable and Wi-Fi)

Our **online access** improvement project will increase the performance and speed of Horizon House’s connection to the Internet, as well as provide Wi-Fi access throughout the facility. The project has two components:

1. Getting more capacity and a faster Internet connection to Horizon House by means of fiber optic cable, and
2. Distributing that bigger, faster connection throughout Horizon House via Wi-Fi, wireless access to the Internet.

Both of these projects are on track for completion by the end of the year. At that point, we will have Wi-Fi in all public spaces and all apartments. It’s important to remember that “wireless” access requires **wireless networking hardware** to be

installed on each floor and in each hallway before you can connect wirelessly! Installing this hardware will require a certain amount of concrete drilling. We will inform you on the timing and details of that work well in advance. To find out more about how these upcoming improvements will affect you, please see the article on page 3, “Online Access: Understanding Horizon House DSL, Comcast, and Wi-Fi.”

ELECTRONIC HEALTH RECORDS

Medical providers throughout the industry have been using electronic health records (EHR) for some years, and Horizon House is no exception. At this point, it’s time for us to upgrade. We have selected Optimus as our provider and will be implementing a new EHR system in the fourth quarter. It will provide greatly enhanced capabilities to staff, especially in Supported Living, which will in turn enable them to better support residents.

QUESTIONS & ANSWERS

In this section of Tech Times we highlight a question sent to us via the Technology Program Input Form. Here’s the latest.

Q: What tech choices are necessary in terms of hardware and software—for example, to send and receive email; to forward documents; to use the library online; to shop online? We could really use some help in deciding what to get and then how to use it.

A: In 2015 the Information Technology (IT) department is going to start a “Lunch and Learn” program. We’ll discuss a useful tech topic every other month, and there will also be an opportunity to ask your own questions. Resident sessions will alternate with staff sessions. Stay tuned for details.



UNDERSTANDING HORIZON HOUSE DSL, COMCAST, and WI-FI:

What are the differences and what do upcoming online access improvements mean to you?

What is Horizon House DSL? Horizon House DSL is one way of getting an Internet connection in apartments. There is a nominal monthly fee for it and about 140 residents use it. In order to use your Horizon House DSL wirelessly (via Wi-Fi), you would need to have a **wireless router** in your apartment.

What is Comcast and how is it different from DSL? Comcast is a company that provides cable TV, phone service, email, and Internet connection. At Horizon House, Comcast basic cable TV is included as a utility in everyone's standard monthly fees, while Comcast phone and Internet services are billed as additional, optional charges. But, like Horizon House DSL, Comcast Internet is just another way of getting an Internet connection in apartments. In order to use your Comcast Internet wirelessly (via Wi-Fi), you would need to have a **wireless router** in your apartment.

Why would someone use Comcast Internet when Horizon House DSL is available? Many residents use Comcast Internet instead of Horizon House DSL because they have a Comcast email address and they

want to keep it. For some people with more advanced technical needs, Comcast Internet has more flexibility and options than Horizon House DSL.

What is this new "Horizon House Wi-Fi" system? Horizon House is building a new Wi-Fi system that will provide wireless Internet access throughout the facility, including in all resident apartments. The **wireless routers** needed for that will be installed in the hallways and public spaces at no direct cost to residents.

Will Horizon House DSL go away when our new Horizon House Wi-Fi system is in place? Yes, users of Horizon House DSL will be transitioned to the new Horizon House Wi-Fi system. We'll help with that.

Will Comcast Internet go away or can I keep it when our new Horizon House Wi-Fi system is in place? Comcast Internet will not go away, and yes, you can choose to keep Comcast Internet or use the new Horizon House Wi-Fi. If you decide to keep the optional Comcast Internet, you'll continue to pay Comcast for that.

Can I keep my Comcast email address if I don't keep Comcast Internet? No, you must subscribe to Comcast Internet if you want a Comcast email address.

Am I going to have to pay more for Internet access when our new Wi-Fi system is in place? No, Internet access is rapidly coming to be considered a utility, like water or garbage, and that's how we're planning to treat it at Horizon House. Our new Wi-Fi system will replace Horizon House DSL. You'll no longer pay the \$30/month DSL charge; the cost for Horizon House Wi-Fi will be covered in your standard monthly fees. If you choose to use (or remain with) Comcast Internet, you will pay the charges for that service to Comcast Internet directly (charges over which Horizon House has no control).

PROTECT YOURSELF: Scam and Fraud Protection

In today's world, we all need to be careful that we don't fall victim to scams and fraud—whether by mail, phone, or computer. A number of residents have been contacted over the phone recently by people attempting to obtain information illegally. Do not provide any financial or personal information over the phone to people that call you and claim to work for Microsoft, your credit card company, or bank. This is not how legitimate enterprises work.

Here's a good rule of thumb: If you did not initiate the call, do not provide any of your personal information (social security number, pin numbers, etc.) or access to your computer (user name, password) to anyone.

If you have fallen victim to such a crime, or even suspect that you have, please contact **Brian Hultz**, brianh@horizonhouse.org or x 3264, who can help you report it to the proper authorities and take specific steps afterwards to enhance your protection.



GLOSSARY of TERMS

We will add new terms to the Glossary in each issue of Tech Times. Because of space constraints, we're unable to print the entire Glossary in each issue. Please contact **Hollis Palmer** (hollisp@horizonhouse.org; x 2776) if you'd like a copy of the most complete and up-to-date version of the Glossary.

GLOSSARY of TERMS

diagnostics This term was mentioned at a recent Fireside Chat. Diagnostics are tools used to determine the cause of a problem or the status of a system. At Horizon House, staff from the Information Technology (IT) department use diagnostics to help keep resident and employee computers working properly.

DSL DSL, which stands for Digital Subscriber Line, is a way of getting Internet access over phone lines.

go live When a website is available (viewable, useable) to a general audience, it is said to “go live.” The Horizon House Connect website for residents will go live early next year.

IT IT stands for Information Technology. An IT department is typically responsible for building, maintaining, and supporting an organization's computers, networks, and software applications. At Horizon House, the Information Technology department does all that and also acts as in-house consultants to residents about their computer concerns. (Note that the Facilities department handles other aspects of technology, notably TV, phone, and audio-visual services.)

online access Online access is when you are able to access the Internet from your computer, for example, to browse a website or send an email. If it is done without wires, it is called Wi-Fi.

post When an editor adds content to a web page or website, this is called a “post”—similar to publishing an article in a newspaper.

profile On the Horizon House Connect website, you'll be able to add and edit information about yourself, like your birthplace, interests, and other biographical details. This is your “profile.”

self-service In the context of the Horizon House Connect website, “self-service” means that you'll be able to do something for yourself online—like make dining reservations or start a work order—instead of having to make a phone call or fill out a paper form. This self-service capability won't be available when we go live early next year, but we plan on introducing it in later phases of website development.

server In computer terms, a server is a computer that provides services to other computers and sometimes also acts as a central repository for data. For example, the computers that various staff people use to make room reservations for residents, employees, and guest groups communicate with a server that requests and stores all of those reservations.

wireless networking hardware In order to get wireless Internet access (Wi-Fi) at Horizon House, we have to have electronic devices distributed throughout the facility, including in all common areas and hallways. These devices (which you won't see) transmit a wireless signal that can be used by computers and other devices, like smartphones and tablets, to connect to the Internet.

wireless router This is a type of wireless networking hardware (see above). Currently at Horizon House, if you are using Horizon House DSL or Comcast Internet in your apartment and you want to be able to access the Internet wirelessly, you need a wireless router.



There are three groups that provide advice to the Technology Program: the Residents Technology Advisory Group (R-TAG), the Staff Technology Advisory Group (S-TAG), and the Family Technology Advisory Group (F-TAG). We thank all of these volunteers, but particularly those in the R-TAG: *Margaret Burke*, (who heads the group), *Lyle Appleford*, *Sam Beard*, *James Black*, *Al Carlin*, *Elizabeth Davis*, *Eileen Gruhn*, *Jeannette Kahlenberg*, *Margie Perdue*, *Sue Pocock*, *Nancy Robinson*, and *Carol Sollie*. Your help is greatly appreciated!