



THE IT TEAM

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WELCOME TO A NEW SEASON TOGETHER

As we begin the first quarter of 2026, the NCRO IT Team remains focused on helping members navigate technology with confidence—whether at home, on the road, or abroad. This quarter’s update highlights simple tech tips, smart travel practices, wellness considerations, and answers to common member questions.

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- **Q&A With Dale Koch:** Answers to Member tech questions

We look forward to the months ahead and to continuing this journey together as a strong, engaged community.

*Warm regards, Rick Golpe
Project Manager, NCRO IT Team*

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Q&A WITH DALE FOR ENGAGEMENT WITH MEMBERS

Thank you for reading our newsletter.
If you have any questions, please feel free to reach out to the team!

Contact Us



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NEWSLETTER HIGHLIGHTS: TECH AND SECURITY TIPS FROM THE NCRO IT TEAM

A Message from the NCRO IT Team

As we begin Quarter 1 of 2026, the NCRO IT Team is pleased to share practical technology and security tips to help you stay informed and protected. **This quarter, our Tech Tips focus on starting the year securely, while Travel Smart highlights using technology safely on the go. In Wellness and Health, we explore tools that support your well-being without compromising privacy.**

You'll also find a **Member Spotlight** on NCRO's commitment to cybersecurity education and a **Q&A with Dale Koch**, offering clear answers to common member tech questions. We look forward to supporting you throughout the year with trusted guidance and helpful resources.

1. Tech Tips: Start the Year Secure

A strong digital foundation makes everything easier.

- **Use a password manager** to store and generate strong, unique passwords.
- **Enable two-factor authentication** on email, banking, and social media accounts.
- **Keep devices updated**—software updates often include important security fixes.
- **Pause before clicking** on links or attachments, even if the message looks familiar.

Tip: If something feels urgent or alarming, take a moment. Scammers rely on panic.

2. Travel Smart: Technology on the Move

Many NCRO members travel frequently or split time between locations. A few tech habits can make travel safer and smoother:

- **Avoid using public Wi-Fi** for banking or sensitive logins.
- **Use a VPN** when accessing personal accounts on shared networks.
- **Keep digital copies of important documents stored securely.**
- **Confirm where essential mail and notifications are being delivered.**

Traveling with confidence starts with preparation.

Our newsletter keeps you updated on technology tips, online resources, and digital tools to enhance your daily life. Learn how to navigate the NCRO website, register for events, and stay connected online. Visit the NCRO website often for updates, helpful guides, and new features. We're here to support you every step of the way!

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3. WELLNESS & HEALTH TIPS: TECHNOLOGY THAT SUPPORTS YOU

Technology should reduce stress—not add to it.

- Use device settings to limit notifications and reduce screen fatigue.
- Take advantage of telehealth portals to manage appointments and prescriptions.
- Review privacy settings in health apps to ensure your data is protected.
- Remember to balance screen time with movement, rest, and connection.

Wellness includes digital well-being.



SPOTLIGHT: MEMBER-FOCUSED CYBERSECURITY EDUCATION

This quarter, the NCRO IT Team continues its commitment to plain-language cybersecurity education for retirees, focusing on practical, everyday topics. Recent webinars and materials covered smartphone safety, password managers, and scam awareness and prevention.

WEBINAR FEEDBACK

“A Great amount of useful information. I have only one problem that even taking notes I was unable to watch the actual searching on the iPhone, listening and writing the headings. I believe, we were told that this workshop will be available on the web. Thank You,

James Stephens
★★★★★

“Thank you for providing the subject webinar. It was very informative and helped me to enhance the security features on my mobile phone.

George Mock
★★★★★

“I enjoyed it too. Next I need to get the Android crib sheets and work on my phone. Fine job.

Chuck Austin
★★★★★

“Hi there. Really enjoyed Jackie's presentation. Kathie

Kathleen S. Neal
★★★★★

Your engagement helps us understand what matters most to you and ensures our education stays practical, relevant, and easy to understand. We truly value your involvement and look forward to continuing these important conversations in future sessions.

ASK DALE – THIS QUARTER'S TOP QUESTION

Member Question:

► **Q:** How can members know if a message claiming to be from NCRO is legitimate?

► **A:** NCRO **will never ask for sensitive personal information by email or text.** If you receive a message that seems unusual or urgent, pause and verify through official NCRO contact channels.

If you have questions you'd like addressed in future newsletters or webinars, please feel free to share them.



DALE KOCH