TECH FRUSTRATION

Is it just me, or are others experiencing tech frustration, especially during this terrible Covid? Perhaps I will feel better after just venting.

I spent over an hour of absolute frustration trying to navigate a remote doctor appointment with the hospital system called "My Doc." (name changed to protect the guilty.) I entered My Doc as normal with my smart phone and got a request for a password for which I hadn’t a clue. I struggled through that for 20 minutes and it looked good. Into the preparation for the appointment, you are presented with a consent form that you must sign and enter your password.  Of course, the phone does not have alphabet characters, so I can’t do that, and there I am at a total screen freeze. I tried again from scratch using my laptop and was led successfully through many steps. Now it tells me that I need a device with camera and sound, (Yes, I’ve got that!) and you need to install ZOOM. Step 1 should have been to install ZOOM, not step 17. (More on ZOOM later.) What ever happened to software testing? This whole experience is the equivalent of the old days when you were abandoned in a waiting room with two children.  We do not seem to have come very far. Finally, I had to give up and resorted to a simple phone call interview. I am NOT ready for this new age.

Oh yes, I go back to software testing. I only go on because your quarantine is boring enough to keep you reading. One favorite of mine is buying something that I might want from an online catalog. Click by click, I see pictures and descriptions that make me sure that I DO want it. I get near the end, the part where they close the sale and get my cyber money, and there is nothing I can do to proceed. Someone has written software with beautiful pictures and product praise to get you to the point of sale, then dropped you like a rotten fish.

In my smart phone I have IDs and PWs stored. So, as you probably know, they are like food items in the fridge, and they go bad after a while. So, I try for a site that I have not used recently, and I have my ID, which is my current email, and PW, so I give it a try. ID OR PASSWORD INCORRECT. Ok, I have my previous email that I can try. I get the same message. Then it must be my PW. I see FORGOT PASSWORD?  I click that and it requests my ID. I put in my newer ID and get ID DOES NOT MATCH OUR RECORDS. So, I try my older ID:  ID ALREADY TAKEN. CHOOSE ANOTHER.

Now I will go back to ZOOM. Wow! I found that ZOOM provides training to teach me! I linked into a highly informative site where ZOOM is explained in a video by a cute young lady; I’m ready to go.

I figured that I would try it from my cell phone and connect to my PC. It worked!

So now I am ready to test it with some friends whom I had alerted.  I did exactly (EXACTLY) the same procedure, and I can see them; we can hear each other, but they cannot see me. So, I am clicking screen buttons that might help. One button says, Share Screen. DON’T EVER CLICK THAT ONE!! After trying other crazy clicks, I hear our friend say, I can see your screen. Yes, they have been watching my screen as I pushed every possible button, and now they know how stupid I am.

Then, there are the phone sessions where you go through IF YOU WANT THIS PRESS THAT for about 15 steps, and you get BECAUSE OF THE FULL MOON, OUR CALL VOLUME IS LARGE, SO PLEASE BE PATIENT. Then follows an exceptionally long time of staticky music with occasional YOUR CALL IS IMPORTANT TO US, PLEASE STAY ON THE LINE.  Finally, you hear a phone ringing!! Hurray, I’m about to get a real person!!  It turns out to be Lily Tomlin, IS THIS THE PARTY TO WHOM I’M SPEAKING?