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## **Yaahoo! What happened?**

All, every so often I have an unnerving experience with e-mail. Shortly after I roll out of bed in the morning I pick up the cell phone to check the e-mails that may have come in. No big deal. Same basic format as I have on the desktop computer. This morning was different.

### **Here Is What Happened...**

I opened up Yahoo Mail expecting to see messages. Instead I saw some sort of an announcement telling me that I had to sign in some new way that I was not familiar with. This took me by surprise because I have not had to go through any sort of sign-in procedure for several years. Simply put, the account was set up and that was that. Never gave it a second thought.

I realize that I'm going to be 80 years old on my next birthday. This translates into being part of a generation that used card catalogs at the library instead of AI on handheld devices. As a consequence of my lack of knowledge, I was completely stumped by the instructions that appeared on the little screen. And to be honest I was absolutely frustrated, annoyed, and otherwise irritated. I could not understand why I was suddenly confronted by something that I did not want and would never have asked for.

### **Yahoo Help...**

I was able to call the 800 number of yahoo.com for assistance. Regrettably I was connected to someone who probably excelled in English language studies, but never quite got the hang of two things – pronunciation and diction. [Note: I am more than a little bit understanding when it comes to mastering another language. I remember what I had to go through to become fluent in Spanish. It didn't happen overnight. I recall being a disaster when I had to speak with someone by telephone. (Although, in those days, I was always told that my accent was pretty good, I had a sense that I was being flattered.) It was also quite difficult to understand everyone speaking to me on the phone. Sometimes it was an audio-blur.]

The fellow who was trying to help me spoke so quickly and indistinctly that I thought that I was speaking with someone who had won a trophy for talking fast and mumbling. I kept asking him to please slow it down and speak a little bit more distinctly. Instead of making him feel inadequate I decided to explain that I was not exactly a spring chicken, even a little hard of hearing, and was out of my element when I was dealing with anything of this nature.

### **Instructions That Were Impossible to Follow...**

The first thing that I was told was to look for the yahoo app on my phone, then delete it, then reinstall it. Well, deleting the app is no problem. When I looked for the yahoo app in my app store I discovered that I did not have it.

This irritated the person with whom I was speaking. He became impatient and started to explain what I had to do to find the app. I did everything that he told me to do. Nothing worked. The guy that I was talking with got somewhat testy when I told him that my phone did not have what we were looking for. By that point he was getting curt; I did not care for his attitude. I told him that I probably would have to deal with this by going into the US Cellular store where they know me and can help me with the problem. Thanking him, I wrapped up the call. Needless to say I am looking forward to dealing with my local cell service provider.

### **Some Advice...**

I wanted to get guidance on ways to work around this problem. I called Jeff Gitomer because, despite his youth (he is one day younger than I am) I find that he is worth listening to. Also, we have been friends since 1960. He is Google-worthy; you might want to look him up. Here is Jeff:



Jeff made a very interesting suggestion. Simply put, he said, “Have your own website and run your e-mail out of that. That way you wouldn’t have to be worrying about yahoo.com.”

I mentioned to Jeff that I already reserved couple of domain names. One of which is kenartis.com. He thought that would be appropriate given that it is my name. I could not argue with that.

### **The Next Step...**

Right after my call with Jeff, I called GoDaddy. I confirmed that I had registered kenartis.com. When I spoke to the representative, she told me that GoDaddy also builds websites, unless I wanted to do it myself, and will host the website, plus set up e-mail service for kenartis.com. [Note: During the course the conversation I am sure that was abundantly clear that my technical background was negligible. I assured her that very thought of building a website would be a task that I would not undertake, even if someone put a gun to my head telling me to do it.]

### **The Plan for Tomorrow...**

Get rolling on this!

### **In The Meantime...**

It is entirely possible that I am heading into difficulties with yahoo.com where the distribution of APT is concerned. Therefore, if there is a slight interruption in distribution to the APT group, don't worry. Everything will be back to normal soon. A new normal. A better one.

### **The Look of the Website...**

It is going to be simple. Nothing elaborate. Probably something about writing. No doubt I will use Albert Payson Terhune's comments/advice about INSPIRATION. I'm looking forward to this next step.

First yawn...

Until tomorrow...

Ken

Ken Artis

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