

The Only Lessons from Technology Patience, Vigilance and Acceptance

Technology. I began with 'technology' sometime in my late teens. I had to take a computer class where all we did was fill punch cards into a huge IBM server. I did not get to use a computer until I was twenty-one with my first 'real job' out of college. It happened while I trained in customer service at International Paper Company at their corrugated plant in Howell, Michigan. I did not use a computer again until when I was around thirty when my parents spent over three thousand dollars on a Gateway, mostly for our kids, then four, three and three. It worked on one. They became a Vice President at a computer company named after some fruit. I think it is called Apple.

When I was thirty-three, I finally bought my first computer, a Dell laptop that weighed five pounds. Running four different companies up until I was about thirty-six, I needed it to 'keep track'. When I gave up baby-sitting adults (as in forming my own independent rep firm) and resigning from the last company I turned around from dismal break even to record profits, I upgraded – the first of many.

By the time I was forty-five, I marveled about the fact that I ran a company selling over ten million dollars. In the past I would have had a staff of six or more to do what me and my little (now three-pound laptop) did. My customer base was ramping up computer communications and multifunction with suppliers and I happened to be a bit ahead of the game and ready for them.

Back when I worked my first job out of college for IP (International Paper), I remember the 'paper consortium' was a little nervous that the 'computer' would eliminate paper, which one of our other divisions sold more than any company in the world. They should not have worried. Our 'paperless' society left me with well over an inch thick of paper (probably made from a good size tree branch) when I opened a simple checking account two years ago.

I always hoped the Internet would bring transparency to the world, as in the 'truth' will be "out" within days instead of centuries. Alas, I am certain the forces of evil now dominate the various platforms we use to pay bills, communicate, and even post articles like these. You can read about all the cyber-attacks – most driven by governments but I found something even more disconcerting.

Sometime within the last year I noticed website after website (primarily to pay bills) failing again and again. Suddenly I was asked to change my password almost every single time. Then, it would take two, three or four times to 'get in,' if I could. If I couldn't there was the dreaded average two-hour phone call to talk to a 'human'. Of course, half the time the customer service person could not understand your issue, so you had to hang up and start over.

(over)

The bottom line in all of this is...

- 1) Talking to a human to solve your problem can take twenty-five prompts if you are lucky. If you get one that understands you, boy did you get super lucky!!!!
- 2) Whereas simple tasks like paying bills used to take a few minutes – now it can take three tries or more and an hour or more and I have most everything on Auto Pay.
- 3) So many sites just ‘don’t work’ and tell you to, ‘We’re having technical issues. Please try again later’.

I understand that a huge part of this is the ever-losing battle of technological security. I also know a massive part is zero accountability from the giant firms that provide platforms. I remember hearing Larry Page from Google speak at one of my kids’ graduation from the University of Michigan. He said in 2009, their company’s mission statement is “To do no evil”. I believe they have lost their course.

So, my lessons?

- 1) Patience. Resist the urge to throw the computer across the room or the phone through a window and just be persistent. If it gets too frustrating, leave it for a bit. A challenge for me since I ‘want the job done!’ Just tap into the true concept of patience. His will be done is a **real thing**. He knows we’ve created a mess in almost every category – from tech to poisoning our home planet. If we are going to get any peace – He must guide us, and we MUST listen. Be at peace with Him. Fortunately, a neurological disorder diagnosed twenty plus years ago already taught me my Type A is, as my kids would say, ‘dundee for shunday’, their slang for finished. So, I’ve had practice.
- 2) Vigilant – there is way to much evidence that WE need to watch weekly, every day, what goes on in our accounts. We can no longer believe those who handle our money will protect us. Ahhh! Vigilant! Didn’t Somebody Else ask us to always be vigilant?
- 3) Acceptance. We are not going to change it as individuals. And we can except it if we remain vigilant (there is that command again of His!) Yup, it adds hours to our day but this going on seven decades old human will continue to reduce my imprint on ‘the web’, except for Substack wherever possible. There are great people out there trying to protect us. Right now – they are overwhelmed so...

Please pray for them. Prayer is the most powerful weapon in the world.

It is!!!

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