

Issue 6

March 2006



D I R E C T
L I N K

Thinking of changing your cell phone provider? Are you unsatisfied with your service plan? Then look no further.

Come to the people who you already trust for all your computer problems. Direct Link is now an authorized dealer for Sprint and Verizon.

You can contact us at 1-800-875-5675 Ext. 150 and ask for John or visit us online at www.dlhelp.com or use the resources page to write in about what your concerns and needs are.

We will try our hardest to find a provider and plan that works best for you.

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The Technology Advisor

New Services offered by Direct Link

You can now order your office supplies from Direct Link. Just visit us at www.dlhelp.com or www.reliablecomputersupport.com and go to the resources tab for details.

School Is Back In Session: How To Keep Your Kids Safe Online

Now that school is back in, thousands of children will be surfing the Internet to conduct research, chat with new school mates, and complete homework assignments.

Although the Internet provides a tremendous learning tool for children, left unchecked it can also expose them to inappropriate material and unscrupulous individuals looking to exploit innocent children.

The statistics of online abuse towards children are alarming. According to a new survey conducted by NetAlert, nearly one child in every five using the Internet has been approached online by a stranger, and 47 per cent of children have been exposed to material that is pornographic, sexually explicit, violent, hateful, or that encourages them to participate in dangerous or illegal activities.

According to Highlights of the Youth Internet Safety Survey conducted by the U.S. Department of Justice, one in five children received unwanted sexual solicitations online, and there are a growing number of cases of pedophiles using the Internet to gain a child's confidence and arrange a face-to-face meeting (also known as 'online grooming').

These cyber criminals are using everything from spam e-mails to online messaging, children's chat rooms, and misleading domain names to trap children. If your child is using the Internet, you must take measures to educate and protect them from these dangers. As part of my back-to-school newsletter edition, I've outlined 3 things you should be doing now to keep your kids safe online:

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- 1. Install web and e-mail filtering software to prevent your children from viewing inappropriate material.** A good, inexpensive software is offered on www.bsafeline.com. Not only will this keep the trash off your computer screen, but it will also stop inappropriate spam from reaching your children.
- 2. Talk to your kids about online safety and proper Internet usage.** Set limits and guidelines about when they can go online, what they can do, and how long they are allowed to be online. Explain why it is dangerous for them to “chat” with strangers online or download suspicious looking files.
- 3. Give your children specific online guidelines or rules to follow when using the Internet.** It’s not enough to warn them about potential risks; pedophiles know how to cloak their identity and gain a child’s confidence to arrange face-to-face meetings. **Below is list of rules for kids to follow online:**
 - ◊ I will not give out personal information such as my address, telephone number, parents' work address or telephone number to anyone online.
 - ◊ I will not give out the name and location of the school I attend to anyone online.
 - ◊ I will tell my parents right away if I see a web site, e-mail, or message that makes me feel uncomfortable.
 - ◊ I will never send my picture to anyone online, or upload my picture to any web site without my parents knowledge and permission.
 - ◊ I will never agree to meet someone face-to-face that I met online without my parents knowledge and permission.
 - ◊ I will not respond to any messages that are mean or that make me feel uncomfortable in any way. If I get a message like that, I will tell my parents right away so that they can contact the online service.
 - ◊ I will never give my parent’s financial information out to anyone, especially their credit card information, bank account information, or social security number.

If you want more information on how to keep your children safe online or to report illegal, violent, or explicit acts towards children, go to www.cybertipline.com. This site is run by the National Center for Missing & Exploited Children and is a great resource for parents, teachers, and guardians.

Frustrated By All The Passwords You Have To Remember?

Don't Worry! RoboForm Will Make Your Password Headaches Go Away!

If you are like most people, you have a hard time remembering all of the passwords you have to use for various websites and vendors. Problem is, choosing easy to remember passwords is not secure, and writing them down is not recommended.

If you'd like an easy way to not only keep track of all the passwords you use but also make filling in online forms faster and easier, then I recommend a software product called RoboForm. This inexpensive program completely automates password entering and form filling. This software:

- Memorizes your passwords and logs you into sites automatically.
- Fills out long registration and checkout forms with one click.
- Encrypts your passwords to achieve complete security.
- Generates random passwords that hackers cannot guess.
- Fights Phishing by filling in passwords only on matching web sites.
- Defeats Keyloggers by not using the keyboard to type passwords.
- Backs up your passwords and copies them between computers.
- Synchronizes passwords between computers using GoodSync.
- Searches for keywords in your passwords, notes and Internet.
- Portable: Pass2Go RF runs from a USB key, no install needed.
- PDA-friendly: sync your passwords to your Pocket PC and Palm.
- To inquire about a copy, visit us at **www.dlhelp.com** or

\$99 Super Value Service Call

It's no joke, contact us by April 1st because we're giving away our Super Value Service Call for only \$99! This on-site visit includes a 27-point Problem Prevention Audit designed to: Detect and remove hidden spyware

- Check your privacy settings and network security
- Speed up your computer and network
- Block annoying pop-up ads
- Check for system errors, conflicts, or other problems
- Verify your system backups

Services We Offer

Contact Us

Long Beach Branch-
Direct Link
800 E. Wardlow Rd, Suite C
Long Beach, CA 90807

Riverside Branch-
541 N. Main Street, Ste 104
PMB 147
Corona, CA 92880

Toll Free: 800-875-5675 Ext 150
Phone: 951-479-9480
Fax: 562-684-4315

E-mail: info@dlhelp.com



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- Cabling Infrastructure for Phone and Data Networks
- Computer / Telephony Integration
- Voice over the Internet (VOIP) Implementation
- Customer Relationship Management (CRM) Solutions
- Software Analysis & Recommendations
- Telephone System Repair, Troubleshooting, & Support
- Call Center Analysis and Product Recommendations
- Accounting Solutions
- Call Detail Reporting for Tracking Usage and Billing
- Call Detail Reporting for Tracking Advertising Campaigns
- On-Site Training for Individuals and Groups
- Contract & Time and Billing Services
- Qualified, On-Site Technicians
- Remote Network Monitoring - Save Money on Service Calls
- Remote Help Desk Support
- Local, Long Distance and Date Services Recommendations - Integrated Services.

www.reliablecomputersupport.com

Get A FREE Dinner For Two

Thanks to loyal customers like you, Direct Link is growing faster than ever! We certainly couldn't have done it without the help of our customers referring their friends and colleagues. That's why we'd like to thank you for your referrals with a delicious dinner for two at Outback Steak House restaurant.

All you have to do is refer a business owner or IT Manager to Direct Link who is looking for any of the services we offer. As a token of our appreciation, we'll send you a gift certificate to have a great dinner for two on us. Just consider this our way of saying "Thanks!"

To send us a referral, simply call John or send him an e-mail to info@dlhelp.com. Or you can tell your friend to mention your name when they call.

New offers from Direct Link on *Sprint* and *Verizon* Plans

We are now offering up to a \$50.00 bonus when signing up for a new *Sprint* or *Verizon* plan. If you are renewing an existing contract, you can receive up to a \$25.00 credit. You can contact us at 1-800-875-5675 Ext. 150 and ask for John to see if you qualify for any new equipment discounts as well.

Sprint Check out *Sprint's* new Free Incoming Call Plan. 300 outgoing call plan includes unlimited incoming calls, walkie-talkie minutes and nights and weekends.

Verizon *Verizon's* new *Migo* phone. The perfect phone for kids. Super simplified keypad and interface, 4 parent programmable numbers, dedicated Emergency Key, booming speakerphone, compact design to fit small hands, ultra lightweight, side volume control keys