



School is Back in Session

How to Keep Your Kids Safe Online

With school back in session, thousands of children will be surfing the Internet to conduct research, chat with their new classmates 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 survey conducted by NetAlert, nearly one child in every five has been approached online by a stranger, and 45% have been exposed to material that is pornographic, sexually explicit, violent, racist, or that encourages them to participate in dangerous or illegal activities.

One of the biggest threats are social networking sites like MySpace.com. But MySpace isn't the only threat. 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. There are a growing number of pedophiles using the Internet to gain a child's confidence and arrange face-to-face meetings.

These cyber criminals are using everything from spam e-mails to online messaging, kid's chat rooms, and misleading domain names to trap children. If your child uses the Internet, you must take measures to protect them from these dangers.

As part of our back-to-school newsletter edition, we've outlined 3 things

you should be doing now to keep your kids safe online.

3 Things You Can Do Right Now To Protect Your Children Online

1. Install web and e-mail filtering software to prevent your children from viewing inappropriate material. We recommend using www.bsafeline.com. Not only will this prevent your children from visiting inappropriate web sites, but it will also stop inappropriate spam.

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



There are many things you can do to keep unwanted sites and information away from your kids.

To help you make wise choices about Internet use, we've prepared a free report: "What Every Parent Needs to Know to Keep Kids Safe Online."

For your free copy, just give our office a call at (734) 457-5000.

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Need help? Call the Tech Experts 24 hour computer emergency hotline at (734) 240-0200.



WARNING!

Domain Scammers Are Out To Rip You Off!

We've received a number of calls from our clients over the past few weeks concerning domain renewal notices from companies such as Domain Registry of America and Liberty Names.

The renewal notices look like invoice, but in small print indicate they're not. Be careful, because these notices are a scam to try and get you to switch your domain registration service to these companies, usually at much higher fees than are normal for domain registration.

One of our clients received two letters from them on the same day, urging them to transfer domains from my current registrar to their bogus service. If you receive one of their letters or emails, our advice is to throw it away – and let everyone that handles the mail at your company to throw them away as well.

If you read the notice VERY carefully, these companies are trying to convince you to transfer your domain to them by using threatening language and misleading information. If you use magnifying glass to read all the fine print on the back of their letters, the alarm bells will ring. Here's an extract:

"You agree that you may not transfer your domain name registration to another domain name registrar during the first sixty (60) days from the effective date of your initial domain name registration with DRoA. You agree to provide written,

signed authorization to DRoA for the transfer of the domain name to another registrar and agree to pay any and all fees that may be charged by DRoA to effect the transfer. Your request to transfer to another registrar may be denied in situations described in the Dispute Policy..."

"You agree, during the period of this Agreement, that we may (1) revise the terms and conditions of this Agreement; and (2) change the services provided under this Agreement. Any such revision or change will be binding and effective immediately on posting of the revised Agreement or change to the service(s) on DRoA's web site, or on notification to you by e-mail or Canadian mail. You agree to review DRoA's web site, including the Agreement, periodically to be aware of any such revisions."

We interpret this to mean that if you mistakenly fall for their letter and sign up for their service, you are stuck with it for 60 days, must pay any transfer costs back to your own registrar and could end up paying for expensive services you didn't agree to.



Domain Registry of America has been taken to court and rapped over the knuckles several times by the Federal Trade Commission for misleading consumers, but they're still at it, trying to get people to switch their domain name registrar and usually pay a higher price in the process.

Our advice: If you haven't already, move your domain registrations to our service. We charge a very reasonable \$15/year per domain name, and as a courtesy, provide Domain Privacy Service to you at no charge. This means that domain scammers like Domain Registry of America and Liberty names won't have access to your mailing and personal information.

That way, the only renewal notices you'll receive for your domains will come directly from Tech Experts. For more information about our domain registration services, call (734) 457-5000.

Did You Know?

You can enter support tickets, review open service requests and obtain copies of invoices using our client portal?

Just browse to:

<https://connect.expertsmi.com/support>



What to Look for When Choosing Your Web Host



Corey Bogedain is a network technician and web developer for Tech Experts.

Anyone that has looked in to setting up a website knows that there is just more than saying, "I want a website."

First, you must decide what type of website you want for your business.

For instance, do you need a portal for customers to login and buy merchandise or check for new information regarding an invoice? That kind of website is called a dynamic website

because the information keeps changing and usually requires lots of time from the webmaster to keep the website managed.

Then there are the web sites that just act like a billboard to help promote your business to people. These sites will usually include a lot of the sales and marketing information from your company's brochures.

The next step, after deciding what type of website your company needs, is choosing a domain name. This can be the trickiest part of putting your company online. Domain names are the "real estate" of the Internet - you can't publish a website without a domain name. And, the reason I say it is tricky is that most of the good names are already registered.

Tech Experts can help you in choosing a good domain name, and register it for you as part of your hosting service. A tip, though: Make sure your domain name ends in ".com" - any of the other domain endings, like ".biz" and even ".net" are like the second class citizens of the Internet.

Here are some things to consider when you're choosing a hosting company.

Reliability

Reliability is one of the most important factors in web hosting. If the hosting company doesn't have great reliability you can find yourself losing lots of customers because of downtime. Most companies will advertise 99% uptime which is good but a better hosting company will offer a refund in time or in cash for downtime if they go under 99%.

Location

Location is another factor to consider. If your website is hosted in another country you will find that people

will have a very slow response from the website due to the time it takes for the information to transfer to the destination. When choosing the location, try to stick with one in the same country as your target audience.

Data transfer speed

Data transfer speed refers to how quickly pages load and the rate at which other information on your Web site is accessed by visitors. Ask about data transfer statistics, and have the company show you how the speed they provide will be adequate for your needs.

Hard drive space

Hard drive space is something that is closely related to data transfer. Most businesses won't need more than 10mb of storage space for their website, but be sure you have the option to increase space if needed. If you plan to store users and picture on the website you will need to plan in the future to have extra hard drive space. You'll use more bandwidth as your visitor counts goes up.

The control panel

The control panel for a web site is where you go to make minor administrative changes to the site. For example, you would use the control panel to add new e-mail users to your service. Make sure the company you select has an easy to use control panel.

E-mail service

E-mail service is the next consideration. Some hosting companies provide email support and will allow you to create 1 or even unlimited amount of email accounts. Email accounts are usually always setup through the control panel you have chosen to use. You will want to make sure that the hosting company provides spam filtering services, too. The last thing you want to do is spend your time deleting hundreds of junk mails.

If you keep these things in mind, you'll have an idea what you need and you will be able to start comparing web hosting providers. Here is my advice: Always remember, you get what you pay for. Do not expect a \$5/month provider to have better support compared to a company like Tech Experts that charges a fair price and provides you with excellent service.

If you have questions about web hosting or having a web site set up for your company, please e-mail me at cbogedain@expertsmi.com.

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Contact Information

24 Hour Computer
Emergency Hotline
(734) 240-0200

General Support
(734) 457-5000
(866) 993-9737

support@MyTechExperts.com

Sales Inquiries
(734) 457-5000
(888) 457-5001

sales@MyTechExperts.com

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Computer Slowing Down? Try A Memory Upgrade!



Robert Saylor is a senior network technician and hardware specialist with Tech Experts.

I just turned a little older, and as anyone my age can attest, the first thing to go is your “memory.”

It is no different with your computer. I recently upgraded our workstations here at Tech Experts, from 1gb of RAM to 2gb, and I could not believe the difference in the way our stations run. Programs that I use on a daily basis run unbelievably fast.

I’ve been asked over the years, “What exactly is RAM?” RAM (Random Access Memory) is the temporary working memory that the Windows operating system, programs such as Microsoft Word and

Excel, and documents use when your computer is running.

Don’t confuse RAM with hard drive storage, which is where all your files are stashed. For years, processors and software have been growing increasingly RAM-hungry. Even just



Upgrading your stations to 2gb, the “sweet spot” for Windows XP, will dramatically increase your computer’s speed.

a year ago, 512mb was considered enough. We started out at 1gb, and upgraded to 2gb in our stations, which seems to be the “sweet spot” for Windows XP.

If you are working in Word, have a couple of websites open in Internet Explorer, and Outlook is open for your e-mail, inside your computer,

each of your programs is competing for RAM. Windows is juggling which program gets priority at a given moment.

If you don’t have enough RAM, Windows will use the hard drive as virtual memory. The problem is, though, that swapping programs back and forth between RAM and your hard drive is much less efficient than keeping everything in RAM.

If your system seems sluggish and you notice lots of hard drive activity, chances are good that adding RAM memory will rev your system up. Programs that you run in a business environment need to process information RIGHT NOW. That’s why we’re recommending all of our clients upgrade to 2gb of RAM in their workstations. **The speed improvement is incredible!**

Tips for Keeping Your Kids Safe Online, Continued

identity and gain a child’s confidence to arrange face-to-face meetings.

Require Your Kids To Follow These Rules Online:

- I will not give out personal information such as my address, telephone number, parents’ work addresses, or our e-mail address 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 parent’s knowledge and permission.
- I will never agree to meet someone face-to-face whom 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 parents’

financial information 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.

