

2022 • Q2

the Download

A newsletter from your local Internet and Voice provider - DirectLink

How to Protect Your Personal Info Online



Find even more tips in the video of our last class!

As more and more of our daily lives takes place online, it's increasingly important to make sure you're taking the necessary precautions to safeguard your personal information online. We recently discussed these best online safety practices in the March Community Class, 5 Ways to Protect Your Personal Information Online. Check out a few of these safety tips below to lockdown your personal information, and watch the full recording of the Community Class at www.DirectLink.coop/Classes.



Use 2-Factor Authentication

Having strong passwords is crucial, but utilizing multi-factor authentication greatly improves the strength of your account security. 2-factor or multi-factor authentication provides an extra layer of security by combining something you know (your username and password) with something you have (like a smartphone or laptop) to verify the login. Generally, 2-factor authentication works by sending a code to your phone or email to verify that the attempted login was really from you and not somebody trying to hack into your account. While this extra step may be a bit cumbersome, taking this small amount of time to safeguard your most sensitive accounts – like your online banking, medical, and email services – can prevent your most personal information from being stolen.

Watch Out for Phishing Emails & Texts

As much as you'd love for it to be real, that email you got from a stranger about winning a free trip on a Mediterranean cruise if you just click on a link has a 99.99 percent chance of being a scam. Unfortunately, the phishing industry (that's baiting people into clicking on malicious links) has become a billion-dollar industry off of the backs of

scam victims. This had led to scam methods becoming more sophisticated and well-hidden. It's important to always pause when you receive an unexpected or suspicious email or text message that asks you to click on a link. Make sure to check the email address or phone number – does it look odd or from a sender you don't know? Does the message have misspelled words or convey a sense of urgency to click on the included link? These are all signs of a phishing email that's designed to get you to take an action – like click on a link or download an attachment – that would have a harmful effect on your device or account security.

The DirectLink Scam Prevention website is a great resource to stay in the know about popular scams and best practices for protecting your personal information from getting into the wrong hands. Visit www.DirectLink.coop/Support/Scams.

Make Strong Passwords

Safeguard your online accounts with strong passwords. But strong passwords don't have to be overly complicated and impossible to remember. Check out these tips to create a strong password out of a simple phrase to make sure your email, banking institution, and other accounts with sensitive personal information.

3 Steps for a Strong Password

1) Don't use personal information

Mr-Whiskers
MoveCat

2) Don't use real words

MoveCat
M0v3(@t

3) Use at least 10 characters

M0v3(@t
!!M0v3!!(@t!!





Neighbors Helping Neighbors

2021 Food & Toy Drive Results

Every year, organizations and individuals in Canby and Mt. Angel work countless hours to place collection bins around the community. People and local businesses in both areas rally to donate food and toys, time, and funds to support local families in need. We are thrilled to relay the results below.

The Canby Kiwanis Community Food & Toy Drive again raised funds to purchase grocery gift cards and collected toys in donation bins at organizations around town. Countless generous donations from businesses and individuals allowed 400 local families to receive food gift cards, and 980 children received holiday gifts.

This annual effort takes the support of the whole community. To see a full list of contributors, visit www.CanbyKiwanis.org.

The Mt. Angel Community Food & Toy Drive for Mission Benedict hosted by St. Joseph's Shelter reported that over 4,800 pounds of food were donated by the community, along with 90 holiday food boxes assembled and delivered to families in need. In addition, 75 families received gifts for the holidays. Countless local individuals and organizations worked to make the toy and food drive happen.

Save the Date



Annual Meeting

Thursday, May 12, 2022 at 5PM

Watch your email and look for the 2021 Annual Report and 2022 Annual Meeting invitation in your US mail box.

More details coming soon.

Community Classes

Upcoming Classes:

The next Community Class is **May 26th, 2022.**

Past Classes:

DirectLink has held free technology classes regularly over the past 20 years. Watch and learn from previous classes at www.DirectLink.coop/classes.

What do YOU think?

We want to know

Your voice is crucial in helping to guide the trajectory of DirectLink's future. An email was sent to all members asking for your feedback back on March 15. If you missed that email, or did not have a chance to take the survey at that time, please do so now. Scan the QR code with your smartphone to take a few minutes and share your thoughts with our team. We appreciate you!



To scan, open your smart phone's camera app and point it at the QR code. You will be prompted on your screen to open the link. Or you can visit bit.ly/DirectLinkSurvey (URL is case-sensitive).

2022 Scholarship Deadlines!

Apply by Friday, April 15, 2022.



DirectLink is proud to support local educational initiatives and provide scholarships toward higher education. Every year, the cooperative allocates funds for the Canby Rotary Foundation, which awards several scholarships to local students for the following academic year. \$350,000 has been given to local students since 2000.

Visit www.DirectLink.coop/scholarship for more details and to submit your application.

Is Your Current Email on File?

Important company and product updates are often sent to our members via email, in addition to giveaways, upcoming events, and special offers. Stay in the know - call the Member Services Team at 503.266.8111 in Canby or 503.845.2291 in Mt. Angel to update the primary email address on your account.



Tech Tip

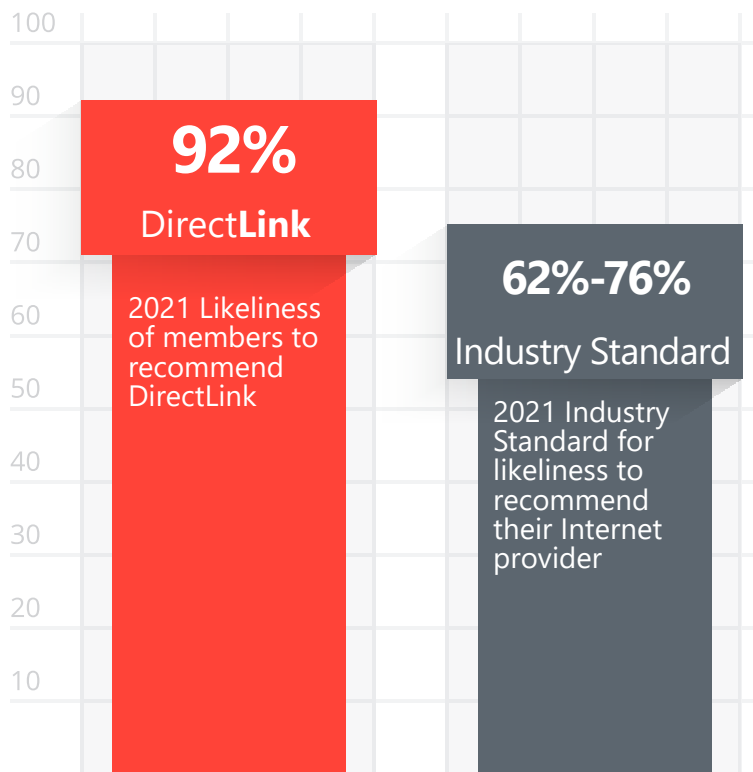


Speed Up Downloads

Looking for a faster and more stable connection to download large new games to your console? Consider using a wired Internet connection with an Ethernet cord rather than WiFi – a direct wired connection can be more reliable than WiFi as it is less susceptible to interference, and you'll often find that download speeds are much faster!

Your Recommended Local Choice for Internet & Voice

According to survey data from a third-party source, **92% of members would recommend DirectLink services to a friend or family member**. We know you rely on us to provide dependable and affordable communications services, and we're committed to offering the best experience possible to our members. Thank you for putting your trust in us as your neighborhood cooperative.



Based on 3rd party data

No Data Caps

Did you know that downloading a large new video game to your console or PC could put you at or over your data cap with some Internet providers? We think that's silly, and that's why there are NO data caps and NO overage fees on every DirectLink Internet tier. So feel free to download and stream to your heart's content without fear of incurring additional fees just for using your Internet.

Call 811 Before You Dig

Every digging job requires a call to 811 to have underground utility lines marked. In some cases, lines are buried close to the surface and could easily be damaged by even shallow digging, resulting in service interruptions to your neighborhood.

When you call, simply tell the operator where you're planning to dig and what type of work you'll be doing. The affected local utilities will send a locator to your property, free of charge. Then you'll know what's below and be able to dig safely.

As one of your local service providers, DirectLink thanks you in advance for your cooperation!

Call 811 or visit [DigSafelyOregon.com](https://www.DigSafelyOregon.com)



Dispose of Sensitive Documents & Materials Safely at Shred Day

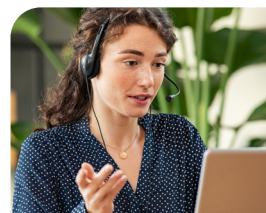
Properly dispose of paper documents with personally identifying information at the Canby Area Chamber of Commerce's Shred Day.

Where: Clackamas County Fairgrounds Parking Area

When: Thursday, April 21, 2022 12-4PM

Cost: Suggested donation for shredding is \$5 per box. Webber Consulting will also be on-site to securely wipe hard drives for \$10 each.

Visit www.CanbyAreaChamber.com for more information.



Contact Us

Canby **503.266.8111**

Mt. Angel **503.845.2291**

DirectLink.coop

What You Think



Mark Wohlers- Business Account Manager

“Mark Wohlers helped set up my company's phone service and has always been there to help with questions. He has always discussed concerns I have had in a professional [manner] ... He will always be my go-to person for information about our system. We value his knowledge and assistance.”

“We needed to switch from our cable TV with DirectLink to another provider ... DirectLink personnel was very helpful in providing research and information for other services, and when I cancelled my cable service and turned in our receivers and remotes, there was heartfelt concern that we were able to find a replacement service. We have always had one-on-one personal service from friendly providers at DirectLink, which we are very grateful [for].”



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Follow Us

Keep up with DirectLink events, news, product updates, and more by following us on social media.



facebook.com/DirectLinkCoop



Instagram.com/DirectLinkCoop



twitter.com/DirectLinkCoop

Local Supporting Local

Pay Your Bill to Win a Gift Card to a Local Business

Members who pay their bill on time online, via mail, or in-person are automatically entered into a drawing for a \$50 gift card to a local small business.

Want to ensure your entry each month? Try AutoPay with your SmartHub account. Download the free app onto your smartphone or tablet or visit DirectLink.SmartHub.coop to login and virtually manage your account.

October Winners:

Canby: Bonnie (Teresa) Budd – Cutsforth's Market

Mt. Angel: Mark & Christine Butsch – Roth's Fresh Markets

November Winners:

Canby: Dixie Isom – The Book Nook

Mt. Angel: Ruben & Joanne Arevalo – Mt. Angel Community & Senior Center

December Winners:

Canby: Marilyn Edmonds – Baker's Prairie Bakery

Mt. Angel: Michael & Susan Dickman – Mt. Angel Sausage Company

January Winners:

Canby: David and Marilyn Wichman – Hulbert's Flowers

Mt. Angel: Margaret McGurn – Julie's Flower Boutique

DirectLink Member Newsletter

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In This Member Newsletter, Find:

- How to Protect Your Personal Info Online
- Tech Tip on Downloads
- Annual Meeting Information
- 2021 Food & Toy Drive Results
- Upcoming Community Class
- & More!

