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## Question Of The Week July 29, 2018

Dear Valued Customer,

First thing this week: did you read our special security alert that went out last week? As you know, we try to only send one email a week but we made an exception last week because of the importance of the issue. If you didn't see our special alert about the porn-related email, you can read it now by clicking on the appropriate button just under my signature.

By the way, in this email, you'll be asked to click on a number of pictures so you can see the picture more clearly. Please don't skip this step!

I want to remind our Remote Technical Support customers that we have new software. Please see below.

One other reminder: Microsoft and/or Apple will NEVER call you, they will NEVER cause a window to appear on your device warning you that it's infected and you should not turn it off or you'll lose everything. These are SCAMS. Unfortunately, we had three customers fall for these phony notices in the past week alone.

Please be sure to read our Question of the Week below!

Have a great week.

John  
772-408-4425

**Forward to a Friend**

**REMOTE TECHNICAL SUPPORT**



If you're a Remote Technical Support customer, we are changing to new software. If you have our old software (4KCC Remote Support icon), you can log in at your convenience and we will install the new software for you. We will also remove the old software.

Once the software is installed, when you go to log into us during regular hours, double-click the icon labeled "4KCC Help Portal." When the software starts up, you will get an window with two choices. Do NOT click on "Enter a Session Key." Instead, click on "Describe your issue." When you do, another window appears. There's a drop-down menu at the top. Click and choose the reason you're logging in. Then, type your name and phone number. Finally, click "Next" and you'll be connected to us!

(Click on the three images below to see what we mean!)

If you aren't a RTS customer and need help, you can go to [support.4kcc.com](http://support.4kcc.com) and follow the instructions to log into us. Hopefully, you'll decide to join the RTS program!





**Summer Hiatus - Next Seminar**

Our summer seminar break continues! There will be no seminar in August (but we will have webinars). Our next seminar will be Saturday, September 8, 2018. The seminar title is "I Am Not A Crook" and it will be from 10:00 a.m.-12 Noon.

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How do you want to start?



Enter a Session Key



Describe Your Issue

Cancel



**Your Issue**

**Your**

**Com**

**Phon**

**Desc**

- Choose -

- Choose -

Browser Issue

Can't get on the Internet

Email Issue

Free 30 Minute Trial

Install Button (Desktop Icon)

No Sound

Other Issue

Password Reset

Printer Problem

Quarterly Checkup

Virus / Malware Issue

< Back

Next >

Cancel



**Your Issue**

Quarterly Checkup

**Your Name**

John Grubb

**Company Name****Phone Number**

772-408-4425

**Describe Your Issue**

Computer is slow!

&lt; Back

Next &gt;

Cancel



www.4kcc.com

## Question of the Week

**Question:** "I'm always concerned about security when I'm online. Is your site (www.4kcc.com) secure?"

**Answer:** Yes, 4kcc.com is secure! We've purchased something called a SSL certificate and our website is now encrypted. We have some pages which we are updating with the certificate and soon you'll see on all our pages a secure lock. (See the photo above.)

If you type in "4kcc.com" it will automatically take you to "https://www.4kcc.com" with the "s" standing for "secure."

What does this mean? It means that whenever you're on our site, including support.4kcc.com - our Remote Technical Support page - everything you do is encrypted and secure.

We want to keep you safe when you are on our site!

