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## Question Of The Week August 5, 2018

Dear Valued Customer,

Please, please, please! I know you're busy but please take a few minutes and read this entire email. It's packed with important information. Please don't just skip over things!

1) Did you sign up for our security alerts? If you did, please proceed to #2. If not, let me explain: I really get annoyed when a company sends me email after email during the week. Because of this, I try very hard to not send more than one email - the Question of the Week email - a week. But, sometimes, there are security issues that you should know about. As a way of not annoying everyone on our mailing list, I've created a special list called Security Alerts. If you want to get these extra emails - which could be 1 or 2 for a week and then maybe nothing for a number of week, please subscribe. You do that by scrolling down to the very bottom of this email. Find where it reads "Update Subscription Preferences" and click there. Put a check mark in the list labeled "Security Alerts." You can also choose to get the Microsoft Word or the Microsoft Excel Tip of the Month, if you aren't getting those already.

Click Update Profile. That's it! If you don't want to receive the security alert emails, don't do anything!

2) Once again, this 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.

3) If you're a Remote Technical Support customer, we're repeating our information about our new software. If you already have it, you can zip past that information!

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

5) Have a fantastic week.

John  
772-408-4425

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**Forward to a Friend**

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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!




Image




**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.

4KCC Help Portal

—□×



How do you want to start?

Enter a Session Key

First Name

Last Name

Comments

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!

< Back

Next >

Cancel



# Question of the Week



**Question:** "I have a tablet and a smart phone. I seem to do most everything on them. Do I still need a regular computer?"

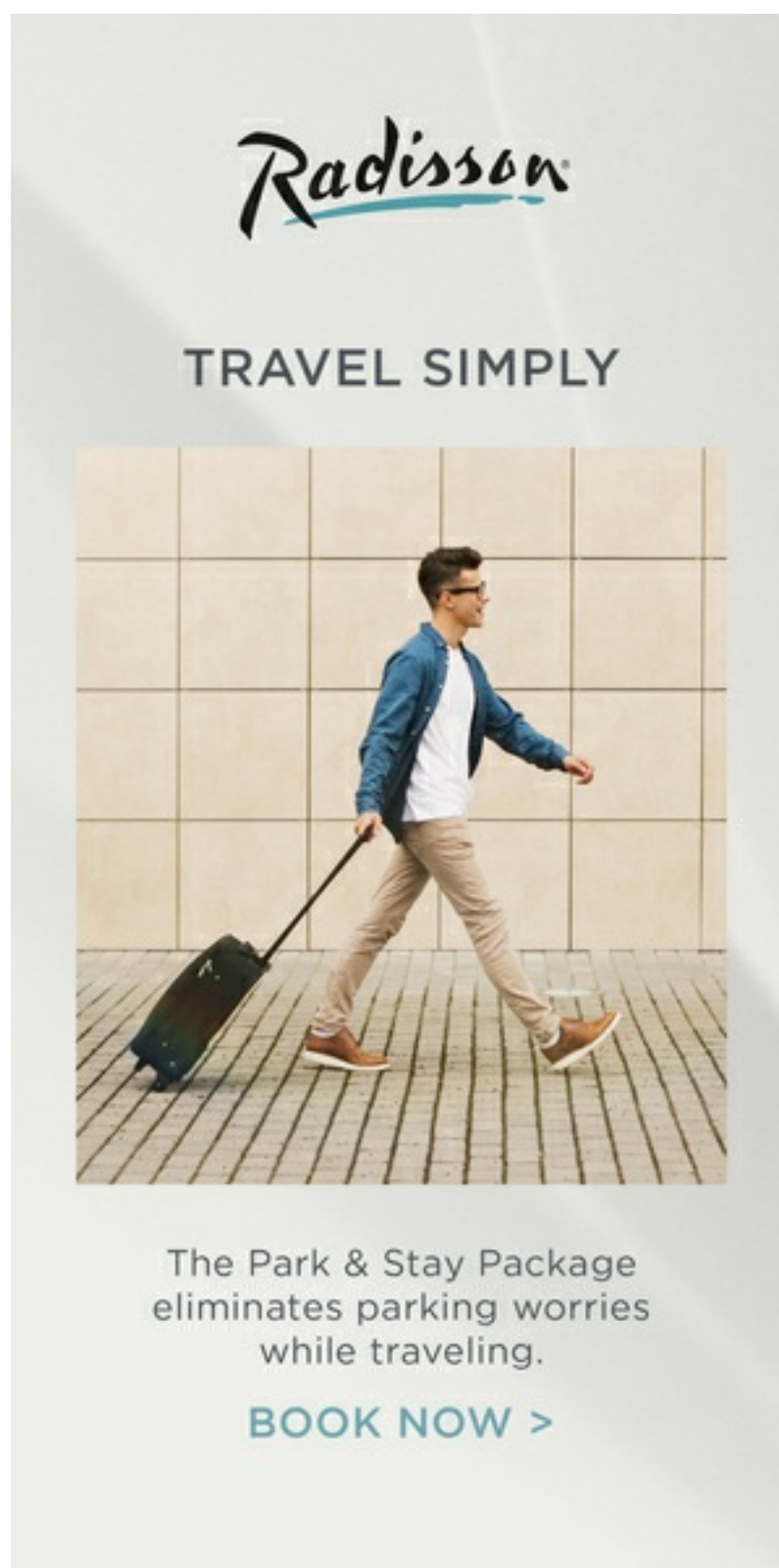
**Answer:** If you've ever been to one of my live seminars, you may already know the answer to this week's question. The answer is the Microsoft Answer - it depends!

It is true that you can do many, many computing procedures on a smart phone or a tablet. There are apps to get to your bank, to your favorite restaurant and, of course, you can do email. For many of these things, a smart phone or tablet are fine.

However, there are limitations to tablets and smart phones - mostly in storage space. If you create a lot of documents, etc., a notebook (a.k.a. laptop) or a desktop may be needed just because of space considerations. Another issue is screen size. I don't know about you but as I get older, I prefer the larger screen.

If you're considering giving up your computer and just sticking with a tablet or a smart phone, I'd encourage you to give me a call and let's toss the idea around.

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A vertical advertisement for Radisson. At the top is the Radisson logo in a black script font with a blue underline. Below it, the text "TRAVEL SIMPLY" is written in a bold, black, sans-serif font. In the center is a photograph of a man in profile, walking from left to right. He is wearing a blue jacket over a white t-shirt, tan pants, and brown shoes. He is pulling a black rolling suitcase. The background of the photo is a wall made of large, light-colored square tiles. Below the photo, the text "The Park & Stay Package eliminates parking worries while traveling." is written in a black, sans-serif font. At the bottom, the text "BOOK NOW >" is written in a blue, sans-serif font.

**Radisson**

**TRAVEL SIMPLY**

The Park & Stay Package  
eliminates parking worries  
while traveling.

**BOOK NOW >**



Robly