Question Of The Week
September 10, 2018

Dear Valued Customer,

There's lots in this week's email. I hope you'll take the time to read it! There's a webinar this week and time is running out if you're an RTS customer. Get all the info below.

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 that you should not turn it off or you'll lose everything. These are SCAMS.

Hope to see you this week at our webinar!

Have an awesome week. And, don't forget our blog!

John
772-408-4425

Forward to a Friend

Next Seminar

If you live on the Treasure Coast, we hope you will join us Saturday, October 20, 2018. The seminar title is "Give Thanks As
You Are Abe-l" and it will be from 10:00 a.m.-12 Noon. The cost is still $8 per person. Come a little early for coffee, juice, donuts and other goodies. No need to register ahead of time, just come join us! You may bring your laptop or tablet if you like but they are not necessary for the class. Our seminar will be held in the Fellowship Hall of Trinity United Methodist Church, 2221 NE Savannah Rd., Jensen Beach, FL 34957
(Click on the church name for directions.)

FREE WEBINAR

Want to learn five things you can do on your computing device that might be unknown to you? Then sign up for this week's webinar! The webinar will be held Thursday, September 13, 2018 at 2:00 p.m. Remember, sign up even if you can't make it at that time. You'll get the follow-up and a link to the recording. Sign up by clicking on the button below. When you do, don't forget to click "I am not a robot."

Webinar Signup

TIME IS RUNNING OUT!

If you are a Remote Technical Support (RTS) customer, there are only two weeks left to use our old software. If you haven't done so already, please log in to us with the old software and we'll install the new. How can you tell if you already have the new software? Easy! If you have our icon on your desktop and it's labeled "4KCC Help Portal" then you have the new software. If you have any icon other than that one, you need to log in and let us install the new software.

4KCC Help Portal
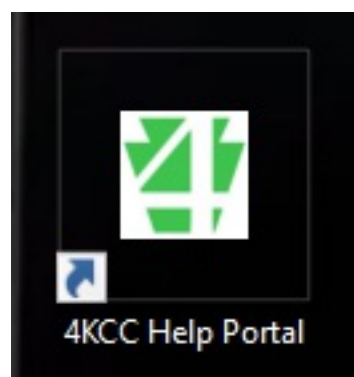
Question of the Week

Question: "You just performed a quarterly update on my computer yesterday. Today, I went to a webpage and it told me I need to update Adobe Flash. Why didn't you do that yesterday?"

Answer: In my youth, The Flash was my favorite comic book super hero. He could outrun anything and anyone. He was awesome! Of course, we can't confuse The Flash with Adobe Flash Player!

Adobe Flash is a software program which runs games, video and animation within a web browser. It did a terrific job but hackers found a way to misuse Adobe Flash and install bad things via your computer's browser when they could lure you to their webpage. So, despite its usefulness, webpage creators had to find a way to show videos, play games, etc., with something safer than Flash.

Because of the negative issues associated with Adobe Flash, most browsers have Flash built-in and updates only happen when the browser itself is updated. Additionally, almost all browsers now block Adobe Flash from automatically running.

When our customer saw the web page message that Adobe Flash needed updating, what actually was happening was the browser was blocking Adobe Flash from running. You can override the block so that Adobe Flash will run but you should only do that on pages you absolutely know are safe.

If you want to learn how to unblock Adobe Flash in a browser, be sure to visit our blog for the next few days and we'll post a "How To" for each major browser.

4KCC Blog

Robly