

May 2017, vol 2

What's New

5K is excited to announce a new easier way to receive and authorize quotes. No more print, sign, scan and email!! Now you can review, authorize, sign and make a payment to a quote right from our secure web link.

First, you will receive an email letting you know that you have a new quote available on QuoteValet.com. In the email, there is a link to the website. The web link will allow you to see the full quote, choose any additional options available, ask questions and authorize the quote. Once you have authorized the quote, you can choose to make a payment on our secure web portal. After you have finished, a copy of the completed quote and a receipt for the payment is emailed to you for your records. It's that simple and hassle-free.

If you have any questions, please contact Tonia Kirkendoll at (469) 656-3159 extension 102 or by email at accounting@5ktech.com.



This monthly publication provided courtesy of Corey Kirkendoll, President/CEO of 5K Technical Services.

Our Mission:

5K Technical Services exists to help bring big business IT processes and efficiencies to small business at affordable prices. At 5K, we strive to meet our motto "Enhancing Productivity, One Customer at a time." We work very hard to make every customer feel like they are our only customer.

No matter how "bomb-proof" we make your network, you and your employees can still invite a hacker in if you click on a link or open an attachment in an e-mail sent by a cybercriminal. Some spam is obvious (can you say, "Viagra at a discount"?), but others are VERY cleverly designed to sneak past all the filters and trick the recipient into opening the door. Known as a "phishing" e-mail, this still is the #1 way hackers circumvent firewalls, filters and antivirus, so it's critical that you and your employees know how to spot a threatening e-mail. Here are four types of e-mail ploys you should be on high alert for.

The Authority E-mail. The most common phishing e-mails are ones impersonating your bank, the IRS or some authority figure. The rule of thumb is this: ANY e-mail that comes in where 1) you don't PERSONALLY know the sender, including e-mails from the IRS, Microsoft or your "bank," and 2) asks you to "verify" your account should be deleted. Remember, ANY important notification will be sent via old-fashioned snail mail. If it's important, they can call you.

The "Account Verification" E-mail. Any e-mail that asks you to verify your password, bank information or login credentials, OR to update your account information, should be ignored. No legitimate vendor sends e-mails asking for this; they will simply ask you upon logging in to update or verify your information if that's necessary.

The Typo E-mail. Another big warning

4 E-mails
You Should
NEVER Open



sign is typos. E-mails coming from overseas (which is where most of these attacks come from) are written by people who do not speak or write English well. Therefore, if there are obvious typos or grammar mistakes, delete it.

The Zip File, PDF Or Invoice Attachment. Unless you specifically KNOW the sender of an e-mail, never, ever open an attachment. That includes PDFs, zip files, music and video files and anything referencing an unpaid invoice or accounting file (many hackers use this to get people in accounting departments to open e-mails). Of course, ANY file can carry a virus, so better to delete it than be sorry.

Call Us To Cut Down On 99% Of The Spam E-mails You're Getting

Call us this month and we'll come onsite to perform a free spam-protection analysis. Simply contact us today at (469) 789-2443 or info@5ktech.com to reserve yours. Do it now... before a ransom demand -or worse - shows up in your inbox.

10 Million Passwords Became Public; The Findings Were Astonishing

Keeper Security, a company specializing in secure password management, conducted a review of the 10 MILLION passwords that became public in 2016 from various hacker attacks. What they found was shocking. One of the most common passwords used was “123456” with the second being QWERTY, which are the top keys on a keyboard - and these were used by webmasters to “protect” the digital keys to your website’s kingdom!

Another very common mistake was that many passwords were six characters or shorter, which any brute-force password-cracking software can descramble in SECONDS. So while

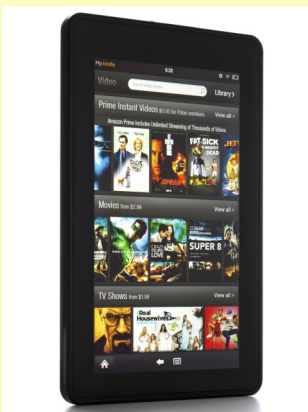
remembering all those passwords and changing them is a major pain in the butt,

One of the most common passwords used was “123456” with the second being QWERTY, which are the top keys on a keyboard – and these were used by webmasters to “protect” the digital keys to your website’s kingdom!

getting your website hacked or your bank account wiped out is even worse. Our advice is to create a password that is at LEAST 12 characters, with uppercase and lowercase letters, and numbers and characters such as ! or #. Of course, if you need help in remembering and organizing your passwords, there are several very good password management software tools such as LastPass and RoboForm that can keep all the

passwords secure AND make it easy to cut off an employee’s access to various passwords and sites easily if they are let go or they quit.

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Simply refer any company with 5 or more computers to our office to receive a FREE Computer Network Assessment (a \$497 value). Once we’ve completed our initial appointment with your referral, we’ll rush YOU a free Kindle Fire HD 8 as a thank-you (or donate \$100 to your favorite charity ... your choice!). Simply call us at **(469) 789-2443** or e-mail us at referral@5ktech.com with your referral’s name and contact information today!

Do You Have a UPS?

UPS or an uninterruptible power supply is a device which immediately provides backup power during a power failure. A UPS is normally used for computers or other devices such as networking equipment or phone systems. This will allow the users to save everything to avoid data loss and properly shut the equipment down. Having a UPS in a company is a MUST.

In order to maximize the use of a UPS, connect only the important equipment, necessary to run your business. Don't connect those devices which do not need immediate power or emergency power. Typically a UPS will provide enough power so your equipment can power off correctly. In addition, most UPS' will have protection from power surges as well.

A UPS is your best bet to protect your equipment from power issues. If you want to learn more about the benefits of a UPS for your business, contact us today at (469) 789-2443 or info@5ktech.com.

Dr. Nido Qubein is president of High Point University, an undergraduate and graduate institution with 4,300 students from 40 countries. He has authored two dozen books and audio programs distributed worldwide. As a business leader, he is chairman of the Great Harvest Bread Company, with 220 stores in 43 states. He serves on the boards of several national organizations, including BB&T (a Fortune 500 company with \$185 billion in assets), the La-Z-Boy Corporation (one of the largest and most recognized furniture brands worldwide) and Dots Stores (a chain of fashion boutiques with more than 400 locations across the country). As a professional speaker, Dr. Qubein has received many distinctions,

including the Golden Gavel Medal, induction into the International Speaker Hall of Fame and as the founder of the NSA Foundation in Arizona. To learn more about Dr. Qubein, go to: www.nidoqubein.com



How To Get Your Employees To Commit To Achieving BIG Goals

How do great leaders inspire others to commit themselves to their goals? It's not just that they have charismatic personalities, or that they give a lot of high-energy motivational talks. What they do is communicate their vision so effectively that other people adopt it as their own.

Inspiring people is what great leaders like John F. Kennedy did best. In the early '60s, President Kennedy set his sights on putting a man on the moon and told the American people, "We can do it!" He said it with such conviction that people believed it and committed themselves to making it happen. And, sure enough, we made it to the moon. That's the formula for any leader to inspire commitment: clear goals, a solid plan of action and a strong conviction.

Of course, leadership takes more than inspiration. One of the most insightful tips I learned about leading others is that **people do things for their reasons**, not for your reasons or for mine. So how can you move past the empty rhetoric and translate your vision into concrete actions your people can identify with and get excited about? Let me suggest seven proven techniques for building a solid team:

Recognize outstanding performance.

Everyone likes to look good in the presence of their peers. When you find someone doing something right, make sure you give them public recognition. If they do really well, throw in a tangible benefit, bonus or gift. It will boost the whole team's mood and productivity.

Constantly ask for input and ideas.

People are usually much more

enthusiastic about supporting decisions and plans they helped create. So get ideas and input from any person whose job will be affected by any upcoming decision. When your team quits talking about the company, and starts talking about our company, you know you've got a team.

Give them proper coaching and training.

If you're lucky, you'll have one or two people who can plow into almost anything with little to no instruction from you. But most people need a lot of training, mentoring, coaching and guidance in the beginning. Without that, people can become frustrated quickly and lose interest in hitting a big goal.

Just be a nice person.

Make people feel valued and important by treating them with dignity and respect. If you have to correct someone's mistake, do it privately, and counter it with a sincere compliment. Attacking someone and belittling them is never a useful way to get the most out of a team member.

Get rid of underperformers fast.

You've heard the phrase "Hire slow and fire fast." This is a piece of advice we all need to keep in mind. Make sure you weed out the bad apples before they spoil your culture. That's because keeping someone on the team who is not performing, is not trying and is clearly not doing their job sends a message that it's okay – which is incredibly demotivating to high performers who are striving to hit big goals.

It takes a lot of patience and effort to build a solid team of people who will share and help you fulfill your vision, but the results will be well worth all you put into it.

■ **Want More Customers? Use This FREE Google Marketing Trick.** If you want your business to show up first when potential customers are searching for you or for the services and product you provide, you **MUST** claim your business on Google. This free service allows you to enter data about your company, products, services and location that will greatly improve your search-engine ranking. Make sure you enter **COMPLETE** data and information, including hours of business, your phone and photos of your location. You can even post internal photos of your store or office, but you must hire a Google certified photographer (a simple search with Google will allow you to find one in your area). Remember, Google displays search results based on relevance, so the more specific information you can provide on what you do, the better your chances are of coming up in search-engine rankings. *For more information, just search "Google My Business" to get started.*

■ **The Latest Way Hackers Are Stealing Your Identity That You Won't Believe.** Researchers at Japan's National Institute of Informatics report that fingerprints can be easily reproduced from photos without using any advanced technology. If the image is clear and well-lit, fraudsters can mimic your fingerprints. Swiping biometric data is nothing new. In 2015 a famous hacker recreated German chancellor Angela Merkel's iris from a photo to unlock a test. The problem is, once biometric data is resold on the dark web, the risk it will be used against you persists for life. New technologies, such as a scanner that also analyzes underlying tissue and pulse, promise to "go deeper," making this type of theft more difficult. Until then, however, think twice before flashing that peace sign on your next selfie. *Telegraph.co.uk, 01.17.17*

■ **How Businesses Hurt Sales And Their Reputation On Social Media.** If you have any type of social media

presence – Facebook, Twitter, LinkedIn, YouTube or others – one of the things you must be on **CONSTANT** alert for is customer complaints. According to a study conducted by Edison Research, consumers post their complaints on social media in order to solicit a **FASTER** response than going through the normal channels. That's because smart companies don't want an unhappy client's comments hanging out there for the world to see, unanswered and unaddressed. So **IF** you are going to have a presence on social media, make sure you or someone on your team is constantly monitoring it for client complaints.

■ **New 360 video cameras let you deliver a whole new customer experience.** 360 video lets your customers visit a location without actually being there. How you use it depends on your business, but the sky's the limit – literally. Realtors and property managers, for instance, can give prospective buyers or renters a view from the kitchen where they can look in all directions and get a feel for the place that they just can't get from 2-D shots. 360 video cams consist of two back-to-back fish-eye lenses and software that "stitches the seam" between them. Just be sure to position the camera where viewers can see everything all around them. With the right camera and headset, you can now put your customers "on location" – virtually.

Wired, 02.24.17

