



README.TXT

A Newsletter from
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Beware the Email List You Didn't Subscribe To

The world of spam keeps changing.

The latest scam is to illegally add you to a legitimate-looking email list, sent by a legitimate service.

Once in awhile you'll get a "reminder" email verifying your enrollment on the list. Of course you never enrolled on the list. If you do nothing, you'll stay on the list!

This totally circumvents the canned spam law AND gets past all the spam filters.

If you try to un-subscribe, you don't know what will happen.

Unfortunately, that means that the best thing to do is to block the email with **Reflexion**.

Click on the "Block this Sender" link on the very bottom of the email.


Call us if you need us.


Inside This Issue


Notes From the Field	1
Beware Email List Scam	1
New Online Client Portal Coming This Month	1
Are Your Employees "Daylighting" On Your Time?	2
Reducing Holiday Stress in The Office	2
Avoid New Phishing Expedition	3
Customize Research Options in MS Office	4


Notes From The Field By Karl W. Palachuk, CEO



 **Now, at last**, you can call it the end of the year! One small month left. And for many of us, the last week is a lost cause.

 **All of us at KPEnterprises wish a Very Merry Christmas and Happy New Year to all of you.** We have lots of big changes coming in the next few months. Let's make it a hugely successful year together.

 **We're Officially Open Dec. 26th** But we probably won't be in the office. So if you need assistance, leave a message and we'll get back to you!

 **If you'll be closed** any days this month, please let us know.

 **And if we can help . . .** Give us a call. 916-928-0888

New Online Client Portal Coming This Month

KPEnterprises is implementing a much-improved client portal. Our goal is to complete customization and have it completely implemented by the end of December.



Please keep an eye out for training opportunities.

Like most of our clients, we use a tool for managing our business. It's called a PSA: Professional Services Administration tool. Our old PSA system was ConnectWise. The new one is called Autotask.

We know you'll like Autotask. It has an improved login screen, an easier process for entering service requests, and a great tool for checking up on the status of your SRs.

Of course we welcome your feedback on the new tool once you see it. Stay tuned. We'll let you know as your service tickets are migrated to the new system.

As always, call us if you need support!



Networking Infrastructure Solutions

Are Your Employees “Daylighting” on Your Time?



With the latest changes in technology and the economy, business owners have one more thing to worry about: **Daylighting**. That is — working at a second job while they’re supposed to be working at their first job.

Daylighting is a bit like moonlighting. But with moonlighting, the employee works a second job when they’re NOT at work on their first job.

Common daylighting jobs include sales, real estate, and a variety of “virtual” jobs that can be done over the internet.

How is this possible? Between smart phones and web browsing, it is very easy to have a second line of communications going almost all the time.

Daylighting rarely has a direct cost to the employer, but it certainly has an indirect cost. Employees who are distracted or otherwise engaged cannot give their full attention to their “first” job while doing a second job.

What can you do? The first line of defense is a written company policy that states whether working a second job is allowed. It might seem silly to say, “While we’re paying you to work here, you cannot perform work for anyone else,” but welcome to the 21st Century.

Web filters can reduce abuse of the Internet during work hours, but they’re not perfect. Private cells are much harder to control. Again, your written policies are the most important step.



Relax Focus Succeed®

Reducing Holiday Stress in the Office



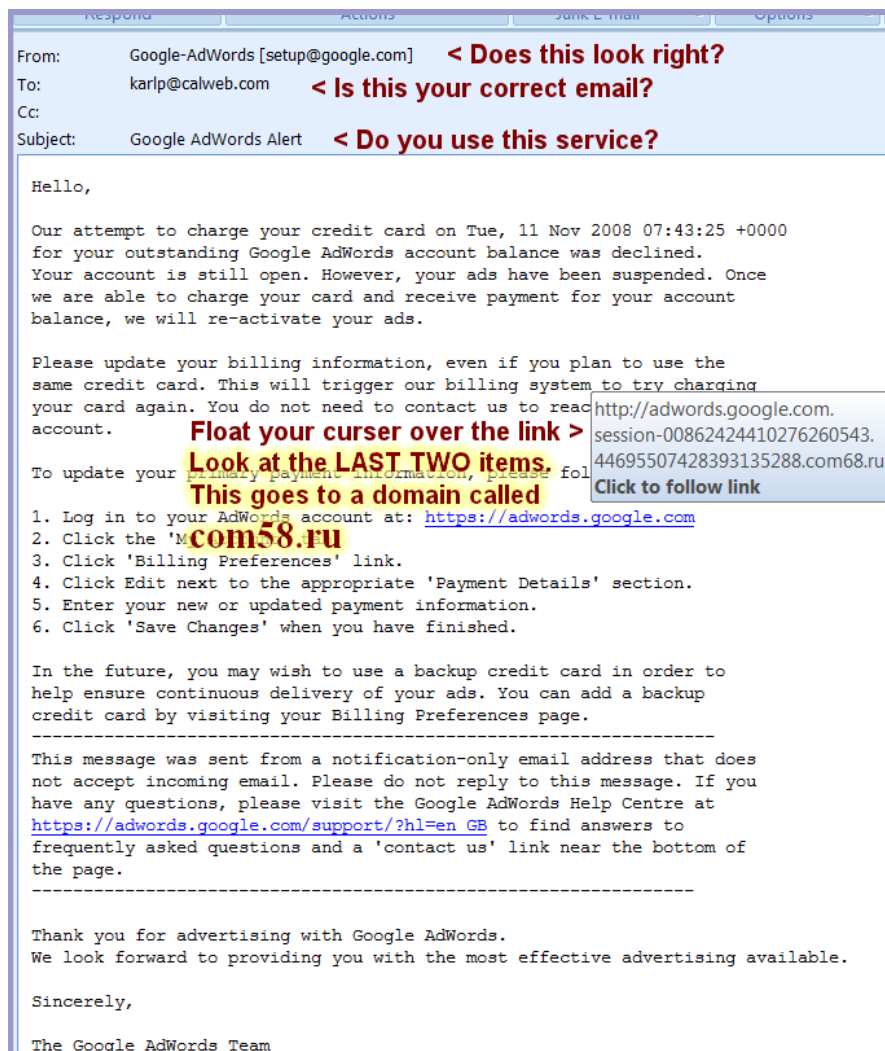
We all know that holidays can be stressful. Aside from our personal lives, the holiday season can also be stressful at work. While people are taking much-deserved time off for the season, all the end-of-year work still needs to get done.

Here are some tips for everyone in the office — including the boss:

- Don’t eat lunch at your desk. Go to the break room, conference room, or even outside. Get away from the computer and the temptation to work. You will be more productive if you stop working for a little while.
- Get some exercise! Either before work, after work, or on the lunch hour. Exercise does more than burn calories: it pumps blood into your brain and makes you feel invigorated.
- Stop trying to multi-task. Even computers don’t really multi-task. The best you can hope for is **time-slicing**. That means you stop doing one thing in order to do another. If you try to do two things at once, you won’t do either of them well.
- Don’t take on too much work. You’re only human. Schedule tasks so that everything is done efficiently. Try not to pile on a bunch of extra work at year-end, just when other work is piling up.
- Before you head to work in the morning, spend some quiet time considering what needs to be done each day. Focus on the most important tasks.

Stress leads to illness and physical exhaustion. This holiday season, work to reduce stress! For more information, visit www.relaxfocussucceed.com.

Copy This for all of your Employees!



Don't Get Caught In a Phishing Expedition

There are many Phishing attempts going around the Internet. Here is a great example.

Please take five minutes to learn how you can avoid this.

Phishing is the cute name given to the illegal activity of stealing information by tricking people on the Internet.

Here's how it works with email:

- You receive an email that looks legitimate and requires some action on your part.
- You click on the link they give you.
- The most benign thing that can happen is that you've verified your email address so the bad guys can sell it as a "clean address."
- You may also be taken to a logon screen that asks for your username and

password. If you enter them, you get a meaningless error — or nothing appears to happen.

- But the bad guys have captured your username and password! If you entered social security number, company data, etc., they have it all.

In the example above, the "from" address doesn't exist, the "to" address is wrong, and the real link address is not the one displayed in the email. It ends in **com58.ru**. In other words, it's some computer in Russia!

Here's one simple rule that will go a long ways to avoid fraud — offline or online:

NEVER give out information unless you initiated the contact.

For example, if you get a phone call that says "This is the bank. We need you to verify . . .," don't believe them. Call your bank and ask to talk to the appropriate department.

Online, if you get an email about your bank (or another account), do not click the link! Open a browser, go to the bank web site (or other account) and log in. If they need information such as a new credit card, they'll let you know on the web site.

Let's be careful out there! Call us if you need us.

Be More Productive Today

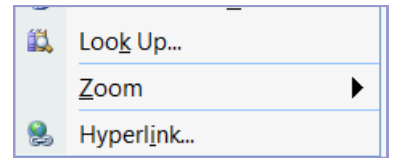
Customize Research Options in MS Office



As with everything else in MS Office, you can customize the options for research. You know, when you right-click on a word and choose **Look Up**.

Normally, you get the basic Microsoft Encarta Dictionary.

To change options, you simply go to the **Help** menu and choose **Privacy Options**. Right below the Privacy Options window is the Research Options Window.



In addition to other languages, you can add stock quotes from various sources.

At this point, you're in the **Trust Center**. If you investigate a little, you'll find many interesting options to review. For example, any "add-ons" that you've installed will be listed here.

For example, you can adjust how attachments are handled, force all mail to be plain text, and more.

A few of the changes here require access to the Internet. So, if you're on a laptop with wireless access, it's a good idea to connect to the Internet before you start poking around.

If we can help with anything, give us a call.

Phone 916-928-0888.

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Address Correction Requested