



Executive IT Insider

The *Exclusive Edge* to Today's Technology

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Contents:

From: Spoofing; Why Am I Getting Emails From Myself?1

Business Briefing: Leadership Is Lacking2

Expert of the Month:

The Team at Hire Image2

Special Offer! Get Your Business Organized with MyGlue!.....2

Computer Joke



Why did the computer go for a run?

To jog its memory!

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The first quarter is officially over! How did your business perform?

It's time to get ready and organized for your second quarter! Are you thinking about any improvements? With some planning who knows what your team can accomplish this quarter!

If you have any questions or you're thinking about a new project, let us know! We're here to help **keep your team productive!**



From: Spoofing;

Why Am I Getting Emails From Myself?

Most people know what a spam or a phishing email looks like. However, attackers are getting clever and changing the ways they send spam. Attackers, phishers, and spammers are spoofing your email address.

There's a chance that a spam email could end up in your inbox, and it looks like **you** sent it!

From: Spoofing

"From: spoofing" means that spammers "fake" the "From:" address on an email to make it look like it came from you. In fact, the email's return address is your email address.

With From: spoofing, the spammer is spoofing your email address to try and bypass any spam filters and land directly in your inbox.

If the spammer says they hacked your account and they're using the spoof email as proof, they're **lying**. They haven't hacked your account and your emails aren't compromised—it's just a *very* convincing scare tactic.

To clarify, **the spammer used your email address, not your email account**. As previously stated, your email account is **safe!** If you were able to log in and view your inbox, your account is secure and untouched. The spammer is only using your email address

as a ploy to get you or your employees' attention.

Are you wondering how the spammers got your email address in the first place? They could have gotten your email from a devious program or piece of software that searches the internet for email addresses...or they could have gotten it from your company website.

Speak Up

When it comes to emails, or anything on the internet, you can't always believe what you read. If you see something suspicious, speak up!

Have a system in place to alert everyone in the company about any spoofed emails or phishing scams. Word of mouth travels fast, and by speaking up you can avoid any potential threats to your company.

Most email service providers will mark suspicious emails as spam. If you're one of our Office 365 clients, there will be a display banner along the top of any suspicious emails stating: **"THIS COULD BE SPAM or SPOOF EMAIL!! Email was send from non-Verified Source!"**

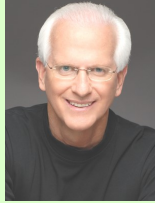
If you have any questions or you're interested in learning more about Office 365, contact us today!

Get More Free Tips, Tools and Services At Our Web Site: www.ITsupportRI.com

(401) 684-3036

Business Briefing: Leadership Is Lacking

Poor leadership is destroying companies. People don't leave companies, they leave bosses. **46%** of employees leave their job because they did not feel appreciated. **75%** of employees listed their immediate boss as the most stressful part of their job.



Great leaders make people believe in themselves, feel good about working for the company and most importantly, feel special about being chosen to work there. *There is nothing better than making someone feel special. There is nothing better than telling someone you believe in their talent. There is nothing better than letting someone know just how excited you are to have them working for you.*

If you want first-class employees, then **treat them first-class**. Employees will go out of their way to do more, deliver more, help more, innovate more, and take on more responsibilities when they are treated with respect and high regard.

What are you doing to make your employees feel first-class? If you can't answer that question, you have a problem AND you are putting time, effort and money training someone who will eventually leave.

When you think about your employees' needs, the success of your business will take care of itself. If you show them that you are concerned about them then they will help your company prosper. **By helping them succeed, they will help you succeed.**

— Robert Stevenson, www.robertstevenson.org

Expert of the Month: The Team at Hire Image



Hire Image was founded in 2005 by CEO Christine Cunneen and Co-Founder Tom Tomlinson. The company specializes in providing comprehensive and thorough background checks and screenings. The entire team works closely with their clients, keeps their needs in mind, and creates customized screening packages, which is why they're our new *Expert of the Month!*

Before creating Hire Image, Tom was a private investigator who started to explore employment screenings and Christine was his accountant. While working as a CPA, Christine decided to go back to school and get her MBA. Tom needed her help creating a business plan in response to the proposals he was receiving for the employment screening services. Christine and some of her classmates began writing the business plan, and she soon realized that employment screening was a great industry. Initially she wanted to work with Tom part time, but the pair decided to join forces and build the business. During the first quarter together, they landed a contract that required all hands-on deck. From there, the business soared, and Hire Image was created!

At Hire Image, they offer a *variety* of comprehensive background checks and employee screening services. With their advanced technology they make the screening process fast, simple and affordable. They screen **everything** from criminal checks, drug screening, verification of education, credit checks, driving history, and much more. The Hire Image team works to provide *anything* an employer needs to know before hiring someone. Their background checks and screenings allow their clients to make well-informed hiring and retention decisions.

Christine firmly believes that customer service is their best asset. As Christine likes to say, Hire Image is a "boutique shop because **we offer customer service**." When you call, you get a live person and they don't offshore any of their data overseas like a lot of the bigger companies. They care about their customers and will work with them individually to create packages based on their needs. Since they're the industry experts, they also work to make sure they're clients are always compliant. Plus, Hire Image does their own background checks (as well as ours) so you **know** they're good at what they do!

When asked what she likes about working with us, Christine stated "I love the customer service. The IT Support RI team is always available and ready to help in a pinch. I appreciate them for always being there and making sure our systems are up, running, and ready to go."

If you're interested in Hire Image's background check and screening services or you want to learn more, visit their website, www.hireimage.com. You can also call them at **401-490-2202** or send them an email at contact@hireimage.com. At Hire Image, *they work hard to ensure you hire the right person for the job!*

Get Your Business Organized with MyGlue!

Now that spring is officially here, it's time for some **spring cleaning!** Get organized and clean up your *digital information* like your passwords, key operating procedures, and other crucial business information.

For a *limited time*, **buy your first MyGlue user account and get another free**. You don't want to miss out on these savings! Secure your passwords and **increase your business' efficiency** today!

Are you interested in getting organized? Claim this offer **before April 30th!**

Simply call us at **401-684-3036**, e-mail us (support@itsupportri.com) or visit www.itsupportri.com/monthly-special and enter **promo code: MYGLUE!**



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