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Inquiring Minds...

JR-Tech is ranked in the top 501 Managed Service Providers (MSP) in the world!



**5 Things To Do Before You Duck Out For Thanksgiving.** There are a few key things to check and put in place before you skip out of the office for Thanksgiving. The ultimate goal is to have systems in place so business continues smoothly in your absence and your vacation won't be interrupted by unnecessary issues. Try these 5 tips to ensure your clients and colleagues know what's happening:

- 1) Let people know you are gone.** Set your auto-reply on your e-mail so your contacts and prospects know just what to expect. Add things like, the days you're out and if you will be checking messages at all during your time away.
- 2) Identify your backup buddy.** Buddy up with a colleague from your office who can best cover your duties and assist in case of an emergency. Make sure to brief each other on important highlights that may come up over the vacation period. That way, if one of you is busy when a client reaches out, the other can pick up seamlessly and complete the work.
- 3) Check your backups before you go.** Make sure you have a complete backup of your computers and servers before you leave the office for the week. Should disaster strike in the form of a fire or flood, your backup could be a life saver for your business.
- 4) Let IT know the days your office is closed for the holiday.** This will help them be more aware of strange occurrences on your network.

**Most of all...** Have a very happy Thanksgiving. Enjoy your family and friends, good food and conversation too. This is a time to give thanks for all of the wonderful things in our lives and give back to our communities. Thank you all for your patronage.



*Thank You For Your Business*

Oh, the holidays are coming fast now! Halloween is a thing of the past, there are pies to bake, leaves to rake and soon there will be family flying in from every direction. As you bundle up and head out for the holidays, remember to button up the office too. Batten down the hatches and set the appropriate security precautions to make sure you have eyes watching over your network 24/7/365 so you can enjoy your time away.

In addition, we would love to express our gratitude for your support, referrals, and business in the last year. We feel so fortunate to work with such wonderful clients and companies. We look forward to assisting you with your computer and networking needs in the coming year. Sending you best wishes for a wonderful Thanksgiving holiday.

**Give us a call if you need assistance preparing your office for the holiday break. We're here to help!**

**Happy Thanksgiving!**

JR-Tech • 951-319-4040

**Happy Thanksgiving!**

**JR-Tech Times**



**JR-Tech's Annual Projects Promotion!**  
**Get a 10% Discount On Projects In November.**  
See Below For Details Or Call Jarom To Schedule!



**5 Skillful Ways To Handle IT Issues That Pop-up**

*Pop-Tarts are a magical pop-up toaster food that most of us can associate with some fun childhood memory. During the holiday season, Kellogg skillfully combines their flakey crust with flavors of the season like Carmel apple or pumpkin pie. So, why are we rambling about this lovely treat? To show you what can happen when two of the most perfect things come together; a match made in heaven. Much like holiday flavored Pop-Tarts, a good business coupled with good technical support can also make us feel warm and confident in our business goals and security.*



**Why do you need IT guys?** If you are trying to make it by with your uncle or friends cousin taking care of your network, we probably don't have to convince you that there is a better way. Having a steady IT professional, or team of pros, watching over your network is essential to keep things running smoothly. There are a large volume of upgrades, updates, and security measures to consider to properly maintain your network functionality and safety. So, we thought we'd highlight 5 skillful ways you can handle IT issues that pop-up unexpectedly.

**1) Tackle your integration with confidence.**

As previously mentioned, there will always be upgrades and updates, but handling new technologies is really a different story. Sometimes new programs don't mesh well with older operating systems or older applications. Make sure to thoroughly review the new hardware or software you'd like to implement to ensure it is fully compatible with your current network and create a game plan for integration. This will help you set good expectations with your staff and clients so they can be more understanding about the new transition.

tems or older applications. Make sure to thoroughly review the new hardware or software you'd like to implement to ensure it is fully compatible with your current network and create a game plan for integration. This will help you set good expectations with your staff and clients so they can be more understanding about the new transition.

**2) Put a backup and recovery plan in place and test it often.** Backing up your company data should be a major priority for your company. After all, this is your most prized possession, the heart of your business, the icing on the

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**Annual Projects Promotion!**

**The JR-Tech Annual Projects Promotion is back!**

Get 10% off project work scheduled and paid in the month of November.

The project can be scheduled into 1st Quarter 2018.

Project work must be paid by November 30, 2017 to qualify for the promotional discount.

To schedule, please call Jarom at 951-319-4040.

**Terrific Turkey Facts And Alternatives**

*Quite a few alternatives have come to light over the past decade, but turkey continues to be the number one centerpiece for the Thanksgiving dinner in America.*

**243 million turkeys** were raised in the U.S in 2016. The Census Bureau reported that roughly 45 million were killed just for Thanksgiving dinner. Now wouldn't it be interesting to see how many were burned?

**The Thanksgiving tradition.** For over 150 years since President Lincoln first established Thanksgiving as an annual holiday in 1863, Americans have been gobbling up their favorite family recipes together to give thanks and watch football. The whole point of Thanksgiving was to be thankful for the wonderful successes throughout the year and bountiful harvest from the fall. Since we aren't all farmers these days, there seems to be more focus on family activities, gatherings, and activities.

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## \$1,000 CASH Referral Program

We strive to provide exceptional customer service and as a natural result, we hope business owners who know us, would refer JR-Tech to other business owners in their community.

That's why when you refer a business owner to us and they become a client, we will give you

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For more about our referral program, please visit our website:

JR-Tech.com/  
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Did you know the NYC annual Macy's Thanksgiving Day Parade draws 3.5 million spectators?

## 5 Skillful Ways To Handle IT...

(Continued from page 1)

Pop-Tart! Make sure an accidentally deleted file, power outage or server crash don't wipe out important information you need to conduct business. Remember though, it's not enough to just have a backup and recover plan, you'll need to test it periodically too. Make sure it is in place AND works.

### 3) Secure trade secrets, confidential communications and client information like a pro!

Attackers are becoming more calculated about their approaches against small businesses. They target the small to mid-sized companies that they feel are easier targets. Implement and maintain a full spectrum of IT security procedures and solutions to protect your organization. Things like a firewall, antivirus protection or even battery backups, can be extremely useful when disaster strikes.

## Emergencies Can Destroy Productivity

Ever feel like you're just floating through the workday hoping there are no more hiccups with your network or computer that prevent you from shining in that important meeting with a new client? Work on eliminating emergencies that can destroy your productivity.

### Boss needs those documents by 2 p.m. but you can't print a thing!

Your computer crashed again and you're rebooting for the 3rd time today. Your specialty software is rebelling with

a "fatal error" announcement on your screen (your last three hours of work is probably gone like those Pop-Tarts in the cupboard.) Any of these scenarios ring true in your office lately? Don't let technical emergencies monopolize your time and kill your productivity.

### Frustrated users.

Technology is a huge part of business today. Everyone has e-mail, calendars, payment options, and social media in their pockets. In this

### 4) Plan for your projected growth and create the next steps for your network.

"With self-discipline most anything is possible." - Theodore Roosevelt. We also believe anything is possible if you're ready for it and make a good plan to achieve your goals.

### 5) Take a proactive approach to your IT management.

Systems need regular maintenance to run properly and securely. Having the right IT processes in place to catch problems before they become urgent will better prepare you to resolve issues quickly.

**Need help?** Give us a call. We would love to help our with preventative measures to keep your network stable and safe. We would love to be your IT guys—the icing on the Pop-Tart.

world of instant gratification, slow, outdated systems at the office that always cause delays and difficulties, may drive employees out. Frustrated users quickly become unhappy and unfulfilled employees that are searching for a new job.

### Get to the bottom of your IT issues.

Sometimes, IT problems are overlooked as one-off issues when they are really the symptom of a larger struggle. Make sure your IT guys are tracking issues, analyzing the data and identifying trends so they are truly resolving the entire problem. If they cannot make it to the root cause, unfortunately all their time and your money is a waste and the problem just won't go away for good.

### Are you worried about a few of your IT symptoms?

Afraid they are part of a larger issue? Let us know. We're more than happy to swing by and run a network assessment to deep dive into your systems. We will provide you with every inch of our findings and show you would recommendations to resolve the root problems.

**JR-Tech**  
**951-319-4040**

## What Is A PDF?

Anyone who has used a computer for long has likely encountered a PDF file. The ubiquitous file type is a must-have for exchanging files. So, what is it exactly?

### What is a PDF?

PDF stands for Portable Document Format. This document type was developed to gather all parts of a file (graphics and text elements) and fit them into one small file format that was easier to share and use. Because of the way PDF's are created, they also retain formatting creating a universal viewing experience for recipients on any type of device.

**Where did PDF files come from?** According to Makeuseof.com, PDF files were originally introduced by Adobe in the early 1990's and then released as an open format in 2008 which allowed anyone to create their own viewers and editors.

### Why you should use PDF's in business.

Agreements, formal letters, and plan documents that you may not want fully editable can be better presented in the PDF format. Besides, today's consumers are just as likely to open files on a smartphone or tablet as they are to view documents on a computer. The PDF format allows consistency across the board.

## Terrific Turkey Facts...

(Continued from page 1)

**A 4,500+ calorie dinner.** It's amazing to consider that the average person may consume over 4,500 calories on Thanksgiving day. Even if you were to eat, nibble, play some cards with the family and run a marathon on Thanksgiving, you still probably wouldn't burn off all those yummy calories. Hey, that's a great excuse why you really should just throw caution to the wind and enjoy all the fixings for Thanksgiving.

### Alternatives are out there.

Many families enjoy ham as a lovely alternative to turkey on Thanksgiving. Some families even switch things up by having salmon, lobster or a nice juicy beef or pork roast. Vegetarian or vegan? You are not without options now days. Roasted Tofurkey, stuffed vegies (eggplant, mushrooms, and bell peppers), or a nice pot pie loaded with vegetables have become popular favorites.

### Happy Thanksgiving.

Just to toss in an important nugget of information while we are making you hungry here. We are thankful for our relationship with you. Knowing and serving local businesses is our bread and butter. We appreciate your business very much.

## That's Not Microsoft Calling, It's A Hacker!

Has your computer been running slow? Were you just looking for ways to repair it online? Are you concerned about infection or a hardware failure? Don't believe every phone call you receive. Even if it's Microsoft calling.

**Microsoft won't call out of the blue.** Let's get one thing out on the table right now, Microsoft will never call you unless you have already logged a trouble ticket and you were promised a call back and even then, they may not call. They are not a Zappos kind of company. Tech support with Microsoft is a grueling process that takes time and patience to endure.

**The Microsoft scam.** There have been many cases reported about Microsoft technical support scams over the past few years. Most users say they were looking for solutions to a technical issue online, some say they were just shopping, and others couldn't really remember what they were up to when they saw the Microsoft update warning. However, it only took one click on the update notice to infect their computer and prompt a phone call.

**The first symptoms.** Microsoft doesn't use standard pop-ups to let users know they should be updating their systems. One sure fire sign you're looking at a fake is to see if the pop-up is in a browser window. If you see something suspicious, save your current work and restart your computer immediately. Whatever you do, never click on error messages, warnings, or suggested updates unless you recognize the program and feel comfortable completing the work to fix or update your computer.

**The phone calls.** These new Microsoft tech support scammers are clever. They dive into your computer from a drive-by download or even through an infected pop-up, then they call you. Often they sound like they could really be legitimate Microsoft tech support agents, they even give you their credentials as a certified Microsoft repairman. However, if you talk with them for a while and play dumb you will find they are easily angered and often very direct about payment. Some of the newer scams popping up this year are geared toward selling users the best antivirus

protection. Of course, they will offer the same free scam, oh I mean scan, to show you just what is going on inside your computer before they try to drain your pocketbook.

### Finally, repairs cost money, right?

Yes, they do, but Microsoft never calls you to fix your computer if you haven't asked for help and there is no way to pay Microsoft outside of their financing options or regular currency. Generally, these tech support impostures request payment in iTunes, Amazon or Visa gift cards. However, the new antivirus telemarketing scammers are accepting a variety of payment options so be aware of these pushy salesmen.

### Don't believe everything you read online.

These clever scammers are only out to get money and information from you. Their goal is to trick you into willingly buying things for them. They will gladly talk you through connecting them to your computer remotely so they can run scans on your computer, show you the issues, and explain the repair options. The tech or salesman will sound sincere and helpful so be cautious and don't hesitate to ask for help from a trusted resource like us. Call today.



"I just read an online article that says you should never believe anything you read online."