

Email & Brand Systems Audit Form

Complete all sections honestly. Circle or tick your answers. Email to hello@techwokx.online with subject

Instructions: Fill in your business details. For each question, circle or tick ONE answer that best describes your current situation — not what you plan to do. Answer honestly for accurate results.

Submission: Email completed form to hello@techwokx.online — Subject: "Completed Audit Form". You will receive your report within 24 hours.

Alternatively: Take the online version at techwokx.online/#audit for an instant result.

SECTION 1 — BUSINESS DETAILS

Business / Organisation Name

Date

Contact Person Name

Job Title / Role

Business Email Address

Phone / WhatsApp

Website (if any)

www.yoursite.com

Business Address

Street, City, Region

Industry: Hotel / Hospitality NGO / Non-profit Legal / Accounting Healthcare SME / Business Education
 Government Other: _____

Staff Using Email: 1–5 staff 6–10 staff 11–20 staff 21–50 staff 50+ staff

SECTION 2 — EMAIL SETUP & SECURITY

Q1. What email system does your business currently use?

- Custom domain email (info@yourcompany.com) — we fully control it
- Free Gmail, Yahoo, or Hotmail — used for business
- Custom domain email is the professional standard. Free Gmail for business = high risk.
- Google Workspace or Microsoft 365 — paid business plan
- Not sure / mixed — some staff use different email types

Points available: 5**Q2. Do former employees or contractors still have access to company email or systems?**

- No — access is removed immediately on their last working day
- Yes — former staff likely still have active accounts or access
- Sometimes — we try but it is not always done promptly
- Not sure — we have never checked or have no process
- This is the #1 silent security risk for growing businesses in Ghana.

Points available: 5**Q3. Do all staff use the same standardised professional email signature?**

- Yes — consistent signature with name, title, phone, and logo across all staff
- No email signatures in use — staff send without any signature
- Some staff have signatures, others do not — it is inconsistent
- Everyone has a different random signature — no standard

Points available: 5

Q4. Have your business emails ever gone to spam, bounced, or been blocked by recipients?

- Never — our emails reliably reach client inboxes every time
- Occasionally — clients sometimes say they did not receive our emails
- Often — we regularly have email delivery and spam problems
- Not sure — we have never monitored email deliverability

Points available: 5

Q5. Are your email security records (authentication) configured on your domain?

- Yes — SPF, DKIM, and DMARC are all fully configured and working
- Partially — some records are configured but not all
- No — we have never set up any email authentication records
- What is SPF / DKIM / DMARC? — I do not know what these are

■ *These protect your domain from spam and email impersonation. Without them, anyone can send emails pretending to be your business.*

Points available: 5

SECTION 3 — ACCESS CONTROL & OPERATIONS**Q6. Who controls the main administrator account for your business email system?**

- Business owner or senior management — we hold full admin control
- Our IT provider or external consultant manages it for us
- A former employee or someone who no longer works here
- Nobody — we do not know who the admin is or how to access it

Points available: 5

Q7. Are your company emails and important documents regularly backed up?

- | | |
|--|---|
| ■ Yes — we back up monthly or more frequently to a separate location | ■ Occasionally — we do it sometimes but not on a set schedule |
| ■ Never — we rely entirely on our email provider to keep our data | ■ Not sure — we have never thought about email backup |

Points available: 5

Q8. How organised are your business email inboxes?

- | | |
|--|--|
| ■ Very well organised — folders, labels, filters, and clear naming conventions | ■ Mostly organised — some structure but could be significantly improved |
| ■ Not organised — no folders or structure, difficult to find things | ■ Chaotic — over 5,000 unread emails, nobody can find important messages |

Points available: 5

Q9. Do you have a documented process for managing staff email when they leave?

- | | |
|---|--|
| ■ Yes — written procedure: access removed same day, emails redirected or archived | ■ Informal process — we do it but there is no written procedure |
| ■ No formal process — it gets forgotten or happens weeks later | ■ We have never done this — former staff accounts stay active indefinitely |

Points available: 5

SECTION 4 — BRAND & PROFESSIONALISM

Q10. Does your business email domain match your website and brand name?

- Yes — our email and website use exactly the same domain name
- No — we use Gmail, Yahoo, or another free provider for all business email
- Partially — some staff use the company domain, others use personal email
- We do not have a website or a consistent domain

Points available: 5

Q11. How would you honestly rate your current business email communication?

- Very professional — consistent branding, clear signatures, prompt responses
- Somewhat professional — significant room for improvement
- Mostly professional — some inconsistencies but generally acceptable
- Not professional — emails look personal, unbranded, and inconsistent

Points available: 5

Q12. Are role-based email addresses set up for your business?

- Yes — we have info@, support@, accounts@, or similar role addresses in use
 - No — all emails go to personal staff accounts only
 - Partially — we have one or two but not a complete set
 - What are role-based email addresses?
- Role addresses (info@, accounts@) ensure business continuity when staff change.

Points available: 5

SECTION 5 — YOUR BIGGEST CONCERN RIGHT NOW

Q13. Tick ALL that apply to your current situation:

- Emails going to spam or not being received by clients
 - Security risk — fear of hacking or data breach
 - Former staff still have system access I cannot control
 - Staff using personal Gmail or Yahoo for business emails
 - Unprofessional appearance — no signatures, no branding
 - Disorganised inbox — cannot find important emails
 - IT emergencies with no support plan in place
 - I need help but do not know where to start
- Other: _____

Additional context or notes (optional):

WHAT HAPPENS AFTER YOU SUBMIT THIS FORM

1 Email your completed form

Scan or photograph this completed form and email to hello@techwokx.online Use subject line: "Completed Audit Form — [Your Business Name]"

2 We review your answers within 24 hours

Our team analyses your responses, calculates your risk score, and prepares your personalised 1-page report with specific findings and recommendations.

3 Receive your RED / ORANGE / GREEN report

- **CRITICAL RISK** — Immediate action required. We will contact you to begin remediation.
- **MODERATE RISK** — Fixable gaps. We recommend our Email & Brand Systems Setup package.
- **STABLE** — Good foundation. Minor optimisations and periodic reviews recommended.

4**Optional: Implementation**

If you want us to fix the issues identified, simply reply YES to your report email. We will confirm scope, timeline, and pricing with no obligation or pressure.

■ Submit This Form To:

Email: hello@techwokx.online | Subject: Completed Audit Form — [Your Business Name] WhatsApp: +233 555 087 407 (send photo of completed form) Online (instant result): techwokx.online/#audit We respond within 24 hours. No obligation. No hard sell.