

# Technique Systems, inc.

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## Computer Service Check In Sheet

1	What is the check in date and time?	.
2	What is your name?	.
3	What is your daytime phone number?	.
4	What is your evening phone number?	.
5	What version of Windows (95,98, Me, 2000, XP)?	.
6	What is the manufacturer of the computer?	.
7	What is the model number of the computer?	.
8	Is the computer under any current warranty?	.
9	Is there a password to start windows?	.
10	Is there more than one username to start windows?	.
11	Do you have a current anti-virus program? (updates are usually only good for one year)	.
12	What is the name of your anti-virus program?	.
13	Do you have alot of "pop-ups" on the internet?	.
14	Does the interent speed seem to be really really slow?	.
15	Does the speed of your computer not on the internet seem really really slow?	. .
16	What are the names of the programs you use the most? (example: Microsoft Word, Quicken, Print Shop)	. .
17	If you wish us to test your internet, please tell us username password internet service provider	. . .
18	Other comments:	. . .

**"Cleanup"**. This is a four part procedure.

First we get into the "startup" area of windows and remove all programs not needed.

Second, we run a program that finds and deletes all the "junk/adware/spyware" programs.

Third, we install or update your anti-virus program and delete all virus it finds.

Fourth, we do all the available window updates from Microsoft for your version of windows.

This procedure usually takes one hour of billable time (\$44) plus \$29 for the McAfee anti-virus if you need a new "up-to-date one-year-of-updates" copy.

### **"Re-Install Windows"**

Sometimes, after deleteing all the virus and junk, parts of the Windows is destroyed.

We find it necessary to "re-install" Windows to get it back.

This is non-destructive; all programs and all data remain intact.

This procedure usually takes one half of one hour of billable time (\$22).

If your operating system is Windows XP, it is required we have both your CD and serail number.

### **"Fresh Windows Install"**

Occasionally, things are left in bad shape from the virus and junk, that we have to completely remove

Windows and install it fresh. This does not destroy and programs or data, but it does require re-installing

all of the application programs. Make sure you have the CD's to reinstall those programs before we proceed.

This procedure usully takes one hour of billable time (\$44)

If your operating system is Windows XP, it is required we have both your CD and serail number.