

LIST OF AVAILABLE SERVICES

SERVICES	ESTIMATED TIME	SERVICE DESCRIPTION	SERVICE DETAILS
Basic Data Transfer & Data Backup	30–60 Minutes	Physical Storage Solutions	We will help you move data from one device to another and/or move data from your current device to an external drive or cloud storage service. We can only help you back up documents.
Basic Diagnostic & Troubleshooting	30–60 Minutes	PC Repair/ Troubleshooting	We will do an assessment of your machine's performance and inform you of what services it requires and whether we can repair it.
Computer Clean-up**	60–90 Minutes	Computer Clean-up & OS Updates	We will help your machine run faster by removing unnecessary temporary files that are slowing down your computer's operating system.
Email Setup	20–30 Minutes	Email Account Setup/ Configuration	We will help you create and setup a free email account of your choice (e.g., Gmail, Yahoo).
Factory Setting Restoration**	60–120 Minutes	Restore Your PC	We will help you restore your device to original factory settings.
Microsoft Office Troubleshooting	15–45 Minutes	Software Application	We will provide assistance on issues with Microsoft Word, Excel, Powerpoint, and Outlook.
New Device Setup	30 Minutes	PC or Tablet Setup/ Installation (Non-desktop)	We will help you setup your brand new laptop or new tablet device.
Software Install	15–45 Minutes	Software Installation/ Upgrades	We will help you install software applications that are compatible with your device.
Virus/ Spyware Removal**	60–90 Minutes	Anti-Virus Installation/ Removal	We will help you remove viruses and other malicious programs that are slowing down your machine.

PLEASE NOTE:

The following devices and services will *not* be available:

✗ Deleted file recovery.	✗ Desktop support (including printers and other bulky hardware).	✗ Firewall support.	✗ Media & photo transfer or backups.	✗ Operating systems installs.
✗ Password resets.	✗ Physical damage repairs.	✗ Server administration.	✗ Server diagnostics and repair.	✗ VPN Support.

**** Due to the nature and length of the supported services of the asterisked services listed on the previous page (computer clean-up, factory setting restoration, and virus/spyware removal) they will not be available after 1:00pm.**

The last accepted time for services will be taken no later than 2:30PM. Late arrivals will have to reschedule for another event. Events are first come first served.