

FAQ (Computer Check-up)

Q. What exactly will the technician do?

A. This is a general check-up to diagnose any problems including:-

- Hardware / software problems
- Windows start up and error messages
- Internet browsing
- Spyware, adware and virus infections

Q. Does it include removing viruses found and solving computer problems?

A. Before the technician starts he has no idea what he is going to find and you will have no way of telling him exactly what the problems are and what the scope is, unless, he gets in there and has a look. If the technician detects during the check-up spyware, viruses etc he we will clean/remove them.

Fixing other problems is extra, because they need more work and can take a couple of hours and may require installation of software CDs, downloading updates, and backing-up files and emails. We can only assist you further from here if you accept the quote for the additional work required. Of course the quote will have a full explanation of what needs to be done and why in plain English.

Q. Is it secure to access my computer remotely?

A. Yes, there is an encrypted internet connection between you and the technician.

Q. Do I have full control of my computer while checking?

A. Yes, you will have complete control over your mouse and keyboard and you can interrupt the technician at anytime as you watch what he is doing.