

What to do as soon as you get home after a repair

If we reloaded your PC:

When you first get home the only things you should plug in during your first boot is your monitor, keyboard, mouse and/or internet cable. Please note that if we reloaded your PC, it is back to how it was when you first purchased it. Anything you have installed or any devices you have attached, you **MUST** reload these items. First thing is to make sure your internet is working. You may need it during some installs of your devices. If you use dialup then connect to the internet and open a web page. **NOTE: ALTOONA IS OUR LOCAL NUMBER.** Make sure that it is local with you. We do not know all the numbers for all the areas. Please call your internet provider to confirm the number you are to dial. We will not be responsible for long distance bills do to left on numbers. If you connect via broadband then open a browser. Before checking any email or browsing any more sites, please read our info packet on pests and viruses.

USB devices such as printers, scanners and cameras can be tricky to install. General rule of thumb is to install the CD associated with the device first, then plug the device in only when the software tells you to. Install these items one at a time. Please restart your computer between installs. Make sure to test each item after you install it, prior to installing another device. That way you are sure they work before doing tons of installs and not knowing which product screwed up system files. When installing programs, test them after every install. It is typically best to restart between installs.

Some viruses and pests can lead to identity theft. Please review your phone bills, credit card bills, checking accounts and other online accounts for improper charges. Then file a notice with the proper authorities ASAP if you find something that is false.

If we did not reload your PC:

First thing to note is that if we have found more than 10 viruses or some that effected system files, we **HIGHLY** recommend reloading the system. This is the only way to get it to run at 100% performance. First thing is to make sure your internet is working. You may need it during some installs of your devices. If you use dialup then connect to the internet and open a web page. **NOTE: ALTOONA IS OUR LOCAL NUMBER.** Make sure that it is local with you. We do not know all the numbers for all the areas. Please call your internet provider to confirm the number you are to dial. We will not be responsible for long distance bills do to left on numbers. If you connect via broadband then open a browser. Before checking any email or browsing any more sites, please read our info packet on pests and viruses. Please note that when deleting viruses files, some of these files are associated with programs or devices. If you find that a program or device is not working after the repair you may have to reinstall it. If you have to reinstall it, please follow the same instructions as in the above paragraph.

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Continual care:

Always keep your antivirus, pest removal programs and windows updated. This insures that you have the highest protection. Each pests and antivirus program updates differently, please read their help area to find out how. For windows, go to www.microsoft.com. Part way down the left you will see "Windows Update". Click on that link and follow the instructions. **ONLY** download the "**critical files**", some of the other updates may not be needed and may screw up your PC. We highly recommend reading our info packet to help you understand viruses and pests. This will help to keep your PC running smooth.