

# Customer Information: This Sheet Is Given to \_\_\_\_\_ After Transfer

1. Your Password to turn on the Computer: \_\_\_\_\_
2. Does your old computer start up? \_\_\_\_\_
3. (Add \$60 for Data Recovery from a non-booting computer)
4. Do you want the old computer back? \_\_\_\_\_
5. Do you keep information somewhere other than the designed user folder with documents, pictures, desktop? \_\_\_\_\_

## **MOST COMMON PROGRAMS:**

### **Microsoft Office Account Info:**

Username (email): \_\_\_\_\_

Password: \_\_\_\_\_

Mail Program you use: Website, Outlook or \_\_\_\_\_

- Email Info if you use Outlook:

Email: \_\_\_\_\_

Password: \_\_\_\_\_

☐ Email Program: Website or Outlook or \_\_\_\_\_

☐ Printer(s): \_\_\_\_\_

☐ **Antivirus Program:** ESET w/Onsite or \_\_\_\_\_

☐ Malwarebytes Free Antispyware or Lifetime (\$200) \_\_\_\_\_

☐ QuickBooks or Quicken Zoom

☐ Tax Software: TurboTax, LaCerte, etc. \_\_\_\_\_

☐ Password Manager: \_\_\_\_\_ (you will log in not us)

☐ What's your Normal Browser: Chrome (Best), Firefox, Edge



**External Hard Drive Backup: Yes / No (We need it for TRF)**

**Online Backup:** Carbonite or iDrive \$96/year

Username (email): \_\_\_\_\_

Password: \_\_\_\_\_

- Did you want Free Monitoring for Hardware Issues: \_\_\_\_\_
- Did you want \$20 Proactive Monitoring & Maintenance: \_\_\_\_\_
- Do you want either of these on another computer for your home or business?: \_\_\_\_\_
- Delivery scheduled for: \_\_\_\_\_ or N/A

## **NOT SO COMMON PROGRAMS**

### **which you might not have:**

#### **File Sharing:**

- ☐ Dropbox
- ☐ OneDrive
- ☐ Google Drive
- ☐ STATIC IP for a business
- ☐ Mapped Drives for a business

#### **Productivity:**

- ☐ Free LibreOffice or OpenOffice
- ☐ Thunderbird (Free)
- ☐ Amazon Music (Free)
- ☐ Evernote
- ☐ Slack or Teams
- ☐ Adobe Pro Software (Paid)
- ☐ VM Ware (Paid)
- ☐ Acronis Cloning and Backup (Paid)
- ☐ Remote Software: VPN, LogMeIn, TeamViewer, VM Ware
- ☐ Adobe Photoshop
- ☐ CCleaner

#### **Lack of Productivity:**

- ☐ VLC Media Player
- ☐ Steam, Epic Games, Battle.net
- ☐ Games: \_\_\_\_\_

## **Additional Notes To Technician:**

### **Tech Completion Tasks:**

- ☐ Remove Old ESET from console
- ☐ Add ESET and change in console
- ☐ Remove Old Syncro Asset
- ☐ Add Proactive Monitoring:
  - Free Budget Only
  - \$20/month Monitoring and Maintenance
- ☐ Check drivers
- ☐ Check for power cord
- ☐ Do they need Video Adapter
- ☐ Check for USB Dongle
- ☐ Check for CD in Drive
- ☐ Return Accessories
- ☐ Label Old Hard Drive

☐ Called Client: \_\_\_\_\_ Time: \_\_\_\_\_ Date: \_\_\_\_\_

☐ Created Invoice: \_\_\_\_\_

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