

# Mike's Tech Assistance Services

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### Tablets

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## Computers

Computer Diagnostic . . . . . **FREE**

*Have problems with your computer but not sure what the issue is? No, problem! We will come out and look at your computer or do it through Remote access and see what **we can find**.*

Computer Backup . . . . . **\$60**

*Price is for backing up a computer to any device, such as a flash drive and/or disk. Price includes **an 8GB flash drive or 4.7GB disk**. If you **have you a flash drive or disk** that can be use for the backup, we will **discount \$10 off** the cost of the backup. If you want **any additional computers backup** with order, **cost will be higher** but with a discount. Backup cost and/or additional backups cost will vary.<sup>1</sup> **Please note: The time it takes to backup a computer may vary depending on what's being backup and the speed of the computer.***

Computer Customizing . . . . . **\$50**

*Price is for customizing **one computer's** desktop and setup menu. **Only available for windows 8 & 10**. If you would **like to order more than one customizing** at the time of sale, **I will offer discount for multiple computers**.*

Help with Error Messages . . . . . **\$40**

*Price is for helping to fix your computer after it comes up with an error message from trying to install software, remove software, surfing the web, update a program, etc. **Please note: Not all error messages have the same fix, each error message is different and fix results may vary.***

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<sup>1</sup> *If your computer has **more than 8GB RAM** or **backup goes over 8GB**, we may need to get a bigger backup storage device and **additional fees may apply**.*

## File Cleaning

Basic File Cleaning . . . . . \$30

*Price is for performing a basic file clean up on your computer using windows tools and anti-virus tools.<sup>2</sup>*

**Please note: Before doing a file clean up, we will create a system restore point on your computer incase there a problem after cleaning up your computer.**

Advance File Cleaning . . . . . \$45

*Price is for performing a clean up on your computer using windows tools and anti-virus tools.<sup>2</sup> We also will sit down with you and help get rid of unwanted or unneeded computer files on your computer. **Please note: Before doing a file clean up on your computer, we will create a System Restore Point on your computer in case there a problem after cleaning up your computer.***

## Installing Updates

Installing or Removing Windows Updates . . . . . \$30

*Price is for installing or remove any windows updates (important or optional) on your computer. **Only available for Windows 7 & SP1, Windows 8 & 8.1 and Windows 10.***

Installing System Updates . . . . . \$45

*Price is for installing system updates that comes from your computer brand's company like HP, Dell, Lenovo, etc. We also will check for and install any **available** updates you may have for system software that was included with your computer, like HP Support Assistant, Dell Stage, etc.*

## Internet

Internet Troubleshooting . . . . . \$30

*Price is for troubleshooting your internet connection problems like connecting your computer to the internet, getting your computer setup to connect to the internet and/or fixing any problems that are preventing your computer from connecting to the internet. **Please note: We can't help you with your internet problems, if it the result of a service outage with your internet provider, problems with your internet provider's modem and/or issues caused by your internet provider.***

Internet Setup . . . . . \$50

*Price is for setting up your modem to your internet, customizing your modem settings, change password and network name (optional) and connect all the devices (you want) to your new internet. **Please note: If your modem is rented from or owned by your internet provider, we will not change your modem's settings except for the network name and/or password.***

Connecting devices to the Internet . . . . . \$25

*Price is for connecting your new or current devices to the internet after getting a new modem or having your network password changed. **Please have your new password written down incase we can't automatically connect***

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<sup>2</sup> if you have anti-virus software installed on your computer and it came with file clean up tools. Also, if you **have any of your passwords saved to your computer**, please let us know. We **will not be responsible** for any loss of saved passwords after file cleaning, if not told.

*your device to the internet using your modem box.*

Internet Popups/Messages . . . . . \$25

*Price is for taking care of any popups, error messages and/or scam messages you get through your internet browser. We also will install a pop-up blocker for your browser, if you want one and if there **are any available**.*

## Performing Restores

Restoring System & Backup Files . . . . . \$45

*Price is for performing a system restore (to a previous saved data, **if one available**) and/or restoring files from a backup already done by windows backup. **Please note: If you did a backup before and have it on another device, please have it ready for us to use to restore your files on your computer.***

## Printer Setup

Setting up a New Printer . . . . . \$40

*Price is for setup a new printer, updating the new printer to the latest version, connecting printer to internet, connected your computers to use the new printer and installing the printer software on your computer (**optional**).*

## Computer Setup

Basic Computer Setup . . . . . \$60

*Price is for setup a new computer, transferring certain files to new computer (**optional**), connecting computer to internet and installing **up to 3 software titles**<sup>3</sup> on new computer.*

Advance Computer Setup . . . . . \$75

*Price is for setup a new computer, transferring certain files to new computer (**optional**), connecting computer to internet, uninstalling trial software already installing on computer (**if you don't want it and it not needed**) and installing **up to 10 software titles**<sup>3</sup> on new computer.*

## Software

Installing or Removing Software/Addons . . . . . \$40

*Price is for installing or removing any software(s) or addon(s) on your computer (**that are not needed**). **Please note: We will create a System Restore Point on your computer before uninstalling any software or addon in case if there a problem after removing software or addon.***

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<sup>3</sup> Anti-virus software that was bought with or included with your new computer purchase, **will not** count toward your software installation limit. Depending on what software you want us to install on your new computer, **we may not** be able to guarantee it can be installed because of the age of the software, the compatibility of the software with your computer's hardware, the compatibility of the computer's OS with the software and/or the amount of memory need for the software.

Updating Outdated Software/Programs . . . . . \$50

*Price is for updating outdated software/programs to **newer** or **current** software/program version <sup>4</sup> (if updates are available). We also offer the option to update **3 or less** outdated software/programs for a **cheaper price**.*

## Upgrading Computer’s Operating System

Upgrading your Computer’s OS . . . . . \$120

*Price is for upgrading your computer’s operating system to a newer operating system like **windows 8** or **windows 10**. <sup>5</sup> **Please note: Price doesn’t include the new OS software. You will need to buy it. If you need us to buy it, we will charge for the cost of the OS software and cost of service. Also, before we begin upgrading, we will check to see if your computer compatible to upgrade and we will back up your computer’s files or files you wanted keep before doing the upgrade.***

## Virus Scans

Running Quick Scans . . . . . \$25

*Price is for running quick virus scans on your computer using antivirus software and/or windows defender. <sup>6</sup>*

Running Full/Custom Scans . . . . . \$40

*Price is for running either a full or custom virus scan on your computer using antivirus software and/or windows defender. <sup>6</sup>*

Virus Removal . . . . . \$100 - \$130

*Price is for virus removal, backup of personal files and creating system restores on **one computer**. **Price will vary base on what need done. We will scan personal files and then put on USB drive or CD (If you have one, if not we will provide one) then create a system restore incase there a problem. Then run a virus scan (if you have one, if not we will download a free antivirus program for you) and a malware scan. Scan completion time will vary. Then after all scans are complete and virus/malware removed, we will create another system restore just in case. Our virus removal services comes with a 30-day warranty in case the problem still not fix or more virus appear on your computer (within the 30 days after the virus removal service was purchased). If you have more than one computer that needs virus removal, we will charge per computer but offer a discount for multiple removals in the order.***

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<sup>4</sup> depending on software/program’s life cycle and OS’s life cycle. We **may not** be able to update outdated software/program. **Results may vary.**

<sup>5</sup> Only available for computers running **windows 7 or higher**. **Computer upgrading time will vary. We can’t guarantee we can restore your computer back to the way it was before upgrading your Computer’s OS, if your unsatisfied with the upgrade. Once the upgrade done, we will help you put your programs back on your computer (if not already back on).**

<sup>6</sup> **Must have** antivirus software to use service. If you **don’t have one installed**, you must buy or download some (**free or paid**). If you need us to buy one, we **will charge you** for the cost of the antivirus software and cost of service. **Virus scan completion time may vary.**

## Total System Care Check

System Care Check . . . . . \$110

*Price is for an Advance File Cleaning, Checking for System updates (that comes from your computer's brand company), Performance Checks scan (from your system software, **if one installed**) and Full Virus Scan.* <sup>7</sup>

## Tablets

Tablet Setup . . . . . \$50

*Price is for setup of a tablet with **a new or existing** google account, **changing the settings** to your preference, adding the apps (**you need**) and connecting your device to your internet.*

Installing Virus Protection . . . . . \$30

*Price is for installing **free or premium** virus protection on a tablet and changing the settings to the right options (**base on your version** of virus protection).* <sup>8</sup>

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<sup>7</sup> **Must have** antivirus software for scanning part or **we will** use free download antivirus software to scan your computer. Also, **you must have** system software like HP Support Assistant, Dell Stage, or any other brand's system software for use to be able to perform check scans. **Full Scan completion time may vary. Will setup a system restore point in case there a problem later with your computer.**

<sup>8</sup> **If you want a premium version** of virus protection and **have not paid** for premium service yet, we **can install** premium virus protection for you but **you will have to pay** for cost of service **plus cost** of premium protection for 3 months, 6 months, 9 months or 12 months.