Diagnostics And Troubleshooting

How is your computer performing? Slow or normally?

Who manufactures your computer?

What is your primary email address?

Do you have internet access?

Do you want to connect via phone or remote support tool?

Are you having trouble with your printer?
- What is the general error message on your printer (if any)?

What operating system are you using? (Windows, MacOs, Linux)

How much RAM do you have?

Have you ever cleaned up your computer for general use?

Do you have a back up device like a USB or hard drive?
- If you have a back up device, when was it created?

Do you have any specialized software like Microsoft Office or Quicken?

Do you have a list of saved passwords for the websites you use?

Who is your internet provider?

How is your modem/router?

How old is your computer?

Would you like to upgrade your computer in any way?
- More memory added? Bigger hard drive or SSD?
- Newer version of Windows?

What do you generally use your computer for?

What browser do you use?

What is your general budget if you want an upgrade?

If you want to get another computer, where do you generally look? (Best Buy, Amazon etc.)

Would you prefer remote support or online support?

What kind of payment method do you prefer? Cash, card, check?

What processor do you use?

Would you want available tools given to you on a flash drive?

Would you like routine check ins for remote support? Roughly 3-6 months?

Available for on demand remote support. Would you prefer that?

Would you like an online back up account? Like a Dropbox or Google Drive?

Do you have antivirus software on your computer?

Would you like an antivirus program installed?
  ● Would you like it managed by Geek at the Ready?

Would you like computer education lessons?