



Windows Reinstall Check-list

Customer Name: _____

Phone: _____

Below is a check-list that needs to be completed so that the transition to your reinstalled Windows operating system goes smoothly. Complete as much as you can and I can help with the rest.

Is data your saved?

I'm talking about irreplaceable data like documents, pictures, tax records, and music. Your hard drive will be erased in order to renew your Windows operating system and your data must be taken off your computer first. It can be burned to CD/DVD or transferred to an external storage device.

Programs/applications that were not originally included with your computer when it was new cannot be saved and must be reinstalled by downloading again or using the installation disk.

List your data that needs to be saved and its location:

What is your email type / method?

Do you go online (AOL, Hotmail, Gmail, Yahoo!) to access your email or do you use an email application (Outlook, Outlook Express, Windows Live, Thunderbird)? If you use one of the latter programs, I can transfer your settings and restore your email.

Email method:

Programs that you paid for.

In most cases, I can recover license keys and registration numbers from your hard drive for software that you purchased. This will allow you to reinstall previously purchased software without having to buy it again. Examples are Microsoft Office, Adobe PhotoShop, Quicken, and TurboTax.

List the software that you purchased:

Problems that you were having.

Software-related problems that you are having will no longer be there after my Windows reinstall. But with a reinstall, we are only renewing software - if there are hardware problems, those need to be diagnosed and addressed. Examples of hardware problems: CD tray won't open, noises, computer shutting down on its own, streaks and lines in the video, laptop power jack loose.

List all problems you are experiencing:

Other details.

- **Type:** Desktop? Laptop?
- **Manufacturer:**
- **Model:**
- **Year purchased:**
- **Operating System:**
- **Repairs that were done in the past:**
- **Monitor make and model:**
- **Printer make and model:**
- **Scanner make and model:**