

Remote Repair Order Form & Worksheet

1
Contact

Customer Name _____ Date/Time _____
 Phone _____ Order taken by _____

2
Plan

- Complete Tune-Up \$99
- Complete Tune-Up with Virus & Spyware Removal* \$149
- Monthly or other \$ _____

- Minimize all startup programs, including antivirus and all non-MS services _____
- Check disc, chkdsk /p (or /r) **then reboot.** (circle one) No errors | Full scan | Drive bad _____
- Run Windows Disk Clean Up (run cleanmgr), then show hidden files and show extensions _____
- Clean all temp folders (temp, windows \$, windows/temp, users temps) _____
- CCleaner's reg fix (and clean up) _____
- Check for low memory and low hard disk space & recommend upgrade if needed _____
- Check for driver problems _____
- MRT (Quick) _____
- *See below Run AntiVirus/AntiSpyware _____
- Turn off "System Restore" _____
- In IE, security-default, clear SSL, reset default settings, set desired homepage _____
- Configure Windows updates completely _____
- Install Advanced System Care, yes to enable system restore, disable auto start, run Disk Cleaner, Short Cut Fixer and scan all protected system files and replace incorrect versions with correct Microsoft versions (SFC), click CARE button _____
- Clean up desktop icons and make user friendly _____
- Re-check necessary startup programs, system restore and services then reboot _____
- Called customer. Time: _____ Date: _____ Who called: _____

*Tools Used	Started Quick	Started Full	Finished & Found	Notes:
Security 360				
SuperAntiSpyware				
MalwareBytes				
Norton 2009				
SpyBot				
Online BitDefender				
MS Security AV/AS				
AVG				
Other				

Service Pack: _____ RAM: _____ Notes: _____

 _____ Work Performed by: _____

3
Payment

Norton AV or other _____ \$ _____

Estimate \$ _____ Extra Labor \$ _____
 Needs computer done by (date & time) _____ Total Due \$ _____
 Paid in Full. Notes: _____