



## IMPORTANT INFORMATION for all REVAMPS (Operating System Re-installs)

### *The Process*

A computer REVAMP consists of the following steps:

- Backing up the data on your hard drive \* *Please note that we will attempt to backup your data to the best of our ability, however it is your responsibility to have a current backup of your computer*
- Formatting the hard drive (clears all contents)
- Re-loading the operating system
- Re-loading other applications as specified and owned by you (e.g. Microsoft Office)
- Re-loading your data

### *Potential Issues*

There are a number of potential issues and normal changes that can occur during the process:

- Some of your data may **not** be retrievable, depending on the state of the hard drive and depending on whether you have provided us with a current full backup
- If software is not legally provided for applications, it cannot be re-loaded on your computer
- If any required passwords are not provided the process may be delayed or applications may not be able to be reloaded
- Any personalising of your computer setup will be **LOST** (e.g. email signature, tool bar customisation, Outlook predictive email addressing etc)
- Your desk top wall paper and screen saver settings may be lost

### *During the Process*

- We may identify and recommend certain computer upgrades or add-ons to assist in achieving optimum performance for your particular computer. These may include more memory (RAM), larger or extra hard drives, new optical (CD/DVD) drives etc. These will be discussed with you at the time and you may choose to progress with, or decline, any recommendations.

### *Upon Return*

On return of your computer / notebook you will / may notice the following:

- Your computer should run faster
- You will need to reset any personalisation of:
  - Your desktop wall paper and icons
  - E-mail signature
  - Tool bars in Microsoft applications or other specialised applications

### *Costings*

There are many variables in a computer revamp as discussed above. Costings for this process are based on an hourly basis and will be discussed at the time of booking in a revamp. (Usually approx. 2-3 hours work) There may be extra costs for any additional hardware or software required and this too will be quoted as applicable.