



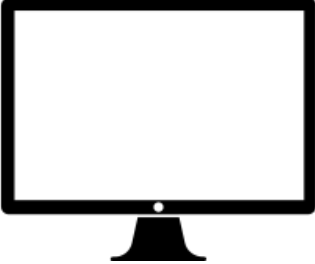


# Symptoms and Signs Form

TODAYS DATE \_\_\_\_\_

*CUSTOMER  
FIRST NAME*

Computer Type:


 
 
 
 
 OTHER

Operating System

MAC \_\_\_\_\_     
 WINDOWS \_\_\_\_\_     
 LINUX \_\_\_\_\_     
 OTHER/Unknown \_\_\_\_\_

Last Known Repair: \_\_\_\_\_

**Signs:**

Loud  
 Clicking Noise  
 Hot  
 Other  
 \_\_\_\_\_  
 \_\_\_\_\_

**Symptoms:**

Slow turning on  
 Slow while being used  
 Programs not working  
 Internet not working  
 Websites not working  
 Sound not working/intermittent  
 Display not working/intermittent  
 Other  
 \_\_\_\_\_

**IMPORTANT!!!!**

Has all the information been backed up recently?  
\_\_\_\_\_

Do you have an antivirus installed? \_\_\_\_\_

Have you been running your antivirus regularly  
\_\_\_\_\_

Details

- It all started when....
- It consistently ...
- I am worried that...


Known Hardware Issues

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Any other users?

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Name and contact info

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User Account and Password

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Please mark below to indicate that you have filled this out to the best of your knowledge, and you understand that there is always some risk if the computer is to be worked on, and that you are responsible for your backups unless you specifically request a backup.

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Please indicate you are human, and reading this, by signing above to indicate you have double checked the spelling of any passwords/contact information.

**Do you want a backup of your system included, for an additional \$30 charge?**

**Do you want a detailed system health report, for an additional \$10 charge?**

Technician's Findings:

Hardware Initial Health

Software Initial Health

Virus Possibility

Security Level against Hackers