

PC TUNE-UP "PRE-OP" QUESTIONNAIRE

Jim McKnight www.jimopi.net XP_Tuneup_Questionnaire.lwp revised 12-15-2009

Please fill this out as best you can, so I can do an effective and error-free Tune-up. --- Jim McKnight

NAME _____ DATE _____

1. List the passwords for each and every User Account on the PC.
2. List any specific complaints or problems you have with this PC:
3. List any programs you want updated, fixed, or removed:
4. List any programs you do NOT want me to touch or remove.
5. HOME MONITOR
 - a. What is your home Monitor's size (*diagonal measurement of the screen*) 16", 17", 19", etc.
 - b. What is the resolution setting for your home setup? (IE: 1024x768, 1920x800)
(*To find your Resolution = Right-click the Desktop, click Properties, then the Settings tab*)
6. List all the Printers you use at home. Please include make and model of each:
7. Describe how you access the internet at home:
 - a. Circle one: Dial-up, DSL, Broadband (Time Warner)
 - b. Who is your ISP (Internet Service Provider)?
 - c. Do you use a Router? Yes / No
 - d. Do you have a wired or wireless Network? Wired / Wireless
8. E-MAIL
 - a. Circle your e-mail Provider: AOL, GMAIL, AT&T, YAHOO, HOTMAIL, VERIZON, TIME WARNER, Other_____
 - b. List your the e-mail ADDRESSES and e-mail PASSWORDS used on this PC:
 - c. How do you access your e-mail? Circle one: Internet Explorer, Firefox, Outlook, Outlook Express, Windows Live Mail, Thunderbird, other_____
 - d. If your email is from AOL; Do you use the AOL program to get your mail?
Do you pay for AOL or do you use the AOL Free address?
If you only use AOL free e-mail, I will be removing all the AOL programs from the PC.

9. What is your preferred (default) Internet Browser? Circle one: Internet Explorer Firefox
10. List your default Homepage/s on Internet Explorer: (It is usually Google)
11. List your default Homepage/s on FIREFOX: (It is usually Google)
12. Do you use a Messenger program?
Yahoo Messenger Windows Messenger AOL/AIM Messenger
13. What is your current Anti-virus program? Do you need to keep it? Yes / No
Unless you specify otherwise, I will removed it and install the Microsoft Security Essentials.
14. How is your personal data backed up? CD's, DVD's, external Hard-drive, FlashDrives?
15. Do you have System Recovery CD/DVD's for your PC? (they hopefully came with it new)
16. Unless specified otherwise, your "Default" Folder View will be set to the "Details View".
17. Unless specified otherwise, all Temporary files and all internet cookies will be deleted.
18. Unless specified otherwise, all Toolbars and Desktop Search Tools will be removed, because they slow down a PC significantly. Are there any Tools to want to keep?
19. Unless specified otherwise, I will be turning off "Autoplay/autorun" for all removable devices. This is for the security of your PC. After this change, newly inserted flash drives or external hard-drives, will not start doing anything automatically.
20. MOUSE: Unless specified otherwise, I will set up the Mouse pointer theme to "Magnified" for easy visibility and if your PC is a laptop, I will disable "Tap to Click" feature on the trackpad.
21. WINDOWS UPDATE: Unless specified otherwise, I will install the following program updates: XP Service Pack 3, IE7 (IE8 is available), Windows Media Player 11, Silverlight, and .NET FRAMEWORK. Plus I will install all critical Windows updates. NOTE: I will not install IE8, Windows Desktop Search 4.0, or Windows Live Essentials.
22. Be aware that I will install the latest versions of the following programs and multimedia utilities: Firefox (with the LinkExtend add-on), Adobe Reader 9, Flash (for IE), Flash (for Firefox), Shockwave, & JAVA. All older versions will be removed.
23. If you do not understand some of these questions, please discuss with me in detail before I start work.