



## Back-up / Re-install

### Technician Checklist

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#### Customer Information:

Name: \_\_\_\_\_ Phone # \_\_\_\_\_

Address: \_\_\_\_\_ Login Password: \_\_\_\_\_

Email Address: \_\_\_\_\_

Windows Product Key: \_\_\_\_\_

User Account Names: \_\_\_\_\_

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#### Items needed from customer:

- Original Windows CD or OEM restore CD
- Dialup phone number, username and password for ISP
- Driver disks for all hardware (video card, monitor, mouse, sound card, TV card, motherboard, printer, scanner & network card)

#### Back-up:

- Complete My Documents folder (every user)
- Browser bookmarks and favorites (every user)
- Firefox plug-ins
- Email & email settings (POP3 & SMTP settings)
- Address book
- Photos, Videos, & Music other than what is in My Documents
- Financial files (Quicken, Microsoft Money)
- Tax Software files
- Drivers (Driver Magical Lite)
- Special Fonts (ask customer)
- Other 1 \_\_\_\_\_ (customer specified)
- Other 2 \_\_\_\_\_ (customer specified)
- Other 3 \_\_\_\_\_ (customer specified)

#### Installation:

- Create two partitions (OS & data)
- Format drive using NTFS
- Boot windows CD and start installation
- Install newest service pack (if not part of the windows installation)
- Motherboard drivers
- Graphic card drivers
- Sound card drivers
- Peripheral drivers
- Windows updates

**Internet Software installation:**

- Internet Explorer 7
- Mozilla Firefox 2.0
- Java
- Macromedia Flash
- Apple QuickTime
- Foxit Reader (PDF Reader)
- Email software (customers preference)\_\_\_\_\_
- Remote Support Software (ask customer if it's OK)

**Security Software:**

- Anti-virus
- Anti-spyware
- Firewall
- Popup Blocker
- Privacy Protection

**Reinstall backups:**

- My Documents
- Browser Bookmarks & Favorites
- Mozilla Firefox plug-ins
- E-mail and settings
- Address Book
- Photos, Videos, & Music other than what is in My Documents
- Financial files (Quicken, Microsoft Money)
- Tax Software files
- Special Fonts
- Other 1\_\_\_\_\_ (customer specified)
- Other 2\_\_\_\_\_ (customer specified)
- Other 3\_\_\_\_\_ (customer specified)

**Notes:**

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