

Computer Upgrade

To:

From: CBA Help - 312 996 3775

Date: / /2004

Re: Upgrade of your computer

Upgrade Information

Dear User,

Your computer has been selected for an upgrade. This process is required to make your computer more reliable, faster and easier to maintain. The entire process consists of six steps.

- 1) Backup agreement – The user and tech agree on what needs to be backed up by filling up the next page. This form also lists the applications that need to be installed later.
- 2) Backup– The backup is taken and verified by a second tech
- 3) Reinstall of Operating System
- 4) Reinstall of Application software
- 5) Restore of User Data – All data backed up at step 2 is put back
- 6) Restore of Email – Email is setup again and verified

The entire process takes usually 2-3 hours but occasionally can take up to 6 hours. After the installation there may be some minor problems which are usually solved in matter of minutes. Please be patient and bear with up as this entire process ultimately helps all of us to have fewer problems in future.

Thank You

CBA Help Tech Team

CBA HELP PC UPGRADE/TRANSFER FORM

(This form permits CBA Help to perform the upgrade/transfer in your absence)

To be Filled by the User		For CBA Help Tech use	
Items to Backup (Please check and fill as required)		Check when verified by second tech	
<input type="checkbox"/>	My Documents	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Eudora Mailbox/Address Book	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Outlook Mailbox	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Netscape Bookmarks	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	IE Favorites	<input type="checkbox"/>	<input type="checkbox"/>
Please list below other folders/files that should be backed up:			
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

To be Filled by the User			For CBA Help Tech use	
Software to Install (Please check and fill as required)			Check when installed	
Currently Installed	Install Desired		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Eudora 5	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	COS, ECOS	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	DOC DIRECT	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Meeting Maker	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	UIC NSkit	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Norton AntiVirus	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	TSM (User Interaction Required)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Network File Shares	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	MS OFFICE	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Adobe Photoshop	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Adobe Acrobat	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Corel Perfect	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	SAS	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	SPSS	<input type="checkbox"/>	<input type="checkbox"/>

		For CBA Help Use Only			
Name:		IP:	Backup Complete	Format Complete	Restore Complete
Office:	Phone:	Jack#:			
Signature:			(Sign)	(Sign)	(Sign)