



Computer, Internet, and multimedia services at a price you can afford!

Pre-Format Information

Accurately completing this form will help to prevent data loss while fixing your computer.

- 1. Programs Used** – Please check names of programs you use regularly. Add programs to the list if your program is not listed.
 - Microsoft Word, Excel, PowerPoint, Access, OneNote (please circle programs used)
 - Microsoft Works
 - Microsoft FrontPage
 - Intuit TurboTax
 - Quicken or Microsoft Money (circle program used), or other financial program: _____
 - Corel WordPerfect, and related programs
 - OpenOffice
 - Others (please specify): _____

- 2. Online Music**
 - I have digital music (MP3's, etc.) on my computer.
 - I have *purchased* digital music on the internet.If yes, what program did you use to purchase music? _____
What is your username and password to access this program?

- 3. E-mail**
 - I check my e-mail by signing into a website, such as Comcast.net, Cox.net, SBC Global, SBC Yahoo, ATT Yahoo, Hotmail, GMail, or another site.
 - I check my e-mail with Outlook or Outlook Express.
 - I check my e-mail using this program: _____

What is your e-mail username and password?

- 4. Web Browsing**
 - I use Microsoft Internet Explorer, or AOL Explorer (*not AOL*) to browse the Internet.
 - I use AOL, MSN Explorer, the SBC Yahoo Browser, Firefox, or another program (please specify: _____) to browse the Internet.

- 5. Other Usernames and Passwords** – Please provide all passwords needed to access your computer. Include Windows passwords, passwords for programs, and passwords protecting data files that you would like saved.

 I have a program that remembers my passwords for me.
If yes, what is the name of this program? _____

6. Online Programs

I have *purchased and downloaded* software over the internet.

If yes, please specify programs purchased:

Where are the installation files for these programs saved?

I do not know where the installation files are. / The installation files are saved on my computer in a folder. / The installation files are saved on a CD, DVD, or floppy disk.

7. Computer Games

I have games installed on my computer *which I have played and saved my progress*.

8. Other Information – Please include any other information you would like. Be sure to *specifically mention any data that you absolutely cannot afford to lose.*

By filling out this form, I give Woody Underwood permission to backup my data, format (erase) my computer's hard drive, and then reinstall Microsoft Windows and other programs I have provided, and restore my data from a backup. I understand that it is possible that some data may not be backed up, and it may be permanently lost during this process. I will not hold Woody Underwood liable for any data lost during the format/restore process.

Please review the following:

- I have accurately completed this form.
- I have specifically mentioned any folders and files that I absolutely cannot afford to lose.
- I understand that only programs for which I have provided a reinstallation disc will be reinstalled after the hard drive is formatted. *Programs I have purchased and downloaded will not be reinstalled unless I can provide a reinstallation file, or one is found on my computer.*
- I understand that while all my data will be treated as confidential, my data may be temporarily transferred onto another computer or storage device to make a backup. This backup may be maintained by Woody Underwood for several weeks after my computer is returned to me so that files can be recovered if they were not correctly restored.

Full Backup Notice – By default, a complete backup of your system will be created in order to prevent accidental data loss (note that the registry and certain system files are excluded). This backup takes time to make, especially on computers with large amounts of information on the hard drive. If you would like to waive the creation of a complete backup, you may do so, but be aware that this increases the chances that some data may not be backed up.

I would like to waive the creation of a complete backup of my computer's hard drive. I understand that this increases the chance of data loss.

This form states guidelines for both Woody Underwood and the client (you), and is not a legal agreement. Therefore no signature is required.