

IMPORTANT Notes to User:

PLEASE READ THE FOLLOWING BEFORE USING YOUR COMPUTER(S)

Your computer has been cleaned of all viruses and is now very well protected. It has also been configured for security and optimized for speed. To keep it protected and maintained requires a little attention and user maintenance. No one likes to have additional things to pay attention to, but you have paid good money for the best service possible and I personally want you to have a clean, fast, trouble free computer, so please read the following and follow these suggestions that come from the experts with many years experience:

Your computer has been configured for security and speed. To maintain this please follow these simple instructions:

- 1) **Always store data files in the "My Documents" Folder.**
- 2) **Do not duplicate files and/or use same file names or folder names - USE SHORTCUTS.** Duplicate files and folder names can confuse windows- even if in lower subdirectories. File organization will keep your system at optimum and decrease hard drive's seek times as well as reduce the chance of corrupting your hard drive.
- 3) **If you are using Windows XP: Use Internet Explorer 7- Do NOT install Internet Explorer 8 (also known as IE 8),** This is Microsoft's new web browser and with Win XP, it has many bugs and will slow your computer down and cause PROBLEMS. Your automatic Windows updates have been set to IGNORE this update.
- 4) **You may have had an anti-virus and/or spyware program removed. This was intentional.** There are many anti-virus/spyware programs on the market including large brand names that are ineffective at completely protecting your system. Many also slow down your computer and corrupt system files.
- 5) **You now have very good virus and spyware protection called "ESET" for viruses and spyware installed. It is required for your protection and this should ALWAYS be present as memory resident programs in the bottom right hand side of your screen.** This requires NO MAINTENANCE it automatically updates & scans. This program is a 30 day trial version, and it is recommended that you purchase the program (only \$39/year) as it is the best currently available.
- 6) **Do not install any other spyware, anti-virus programs:** These scanners are the best currently available- any others will only slow system down and interfere with your systems protection.
- 7) **Your computer has everything it needs** to run optimally. If you encounter problems please Do Not install "registry cleaners", "driver Cure", or driver utilities or any other so called PC tools or PC "fixes" as this may likely make things worse. Use the tools that are on your computer now.
- 8) **Do not uninstall ESET Anti Virus/Spyware.**
- 9) **Do not alter security/antivirus/spyware settings:** they have been configured for YOUR machine including YOUR other installed software.
- 10) **Windows** has been updated with all updates needed. **The windows update** may be set to DO NOT UPDATE depending on your configuration. If this is the case, please leave this setting as it is and ignore messages regarding available Windows updates.
- 11) **Back ups (IF APPLICABLE)** are set to start daily at 10PM. You should leave your computer on (with power cord plugged in) at night at least once every 2 or 3 days. It will turn the computer OFF when finished.
- 12) **If ESET finds a virus WHILE SCANNING your system,** it will automatically repair or delete the item.
- 13) **If ESET finds a virus WHILE YOU ARE USING the computer** (this is called the Memory resident protection) a small window may pop up telling you there is a virus (or spyware)- make sure the program is ESET telling you to take action (the name of the program should be present in the pop up window notice is from ESET.). When this happens simply follow ESET's default recommendation.
- 14) **Some Viruses imitate other anti-viruses-** These will always initially pop up when you are on the internet (because the website is infected) If a website ever asks you to install anything- make sure you know what it is. Many things are OK and very useful- like MS Silverlight, Adobe Flash, etc. however if anything asks you to SCAN, or Fix Registry, or Install any kind of "Anti-spam/or Anti-virus CHOOSE NO- and close the browser! Obviously, once you know the site has these types of programs you should avoid them.
- 15) **If ESET pops up a window asking you if you would like to install or allow some program to run or install select "DENY CHANGES"** unless you are sure it is a safe website or program (or you intend to install file or program).
- 16) **Be careful not to install programs from the internet unless you know that the source site is safe.** Sometimes messages pop up on the web saying "you have a virus" or "free scan" Or "Test your computer" Or "test your computer speed" or "You need to fix your REGISTRY". These are designed to trick you. DO NOT ALLOW web sites to "scan" or "fix" your computer.
- 17) **Do not install any PC or registry "repair" utilities including so called "win or pc doctor".** Your computer has been carefully set to work at its optimum, and doing this will slow down your machine and cause problems.
- 18) **Avoid sites known to spread viruses.** These sites include: bit torrents (such as LimeWire and other free music & software "SHARING" sites), or other un-trusted sites that ask you to INSTALL SOFTWARE or use integrated plug-ins with their website.
- 19) **Use Google Chrome** whenever possible- this web browser is faster than IE and helps prevent Spyware from entering your system.

- 20) **Do not leave laptop transformer plugged into the wall** (when you are not using the laptop- this will burn out the transformer and you will end up buying a replacement.)

Strong Suggestions:

- 1) *If files are critical Back up "My Documents" to USB drive (or other backup device) once per day or week.*
- 2) *Avoid sites known to contain bad viruses. (online gambling sites, bit torrents, etc.)*
- 3) *Do not use yahoo plug-ins or yahoo mail- it is known for viruses- gmail is free and is safer- less spam.*
- 4) *Do not install AOL software. If you must use AOL go to the AOL site using your WEB BROWSER and DO NOT INSTALL AOL SOFTWARE.*

To keep optimized for speed:

- 1) Keep to a minimum the programs you have installed on your machine (if you are not using a program any more- uninstall it through the "Add remove Programs" in the control panel.
- 2) Delete temporary Internet files & Cookies in web browser at least once per week (with Explorer open choose Tools->Options->Browsing History->Delete->Temporary Internet Files (then cookies)).
- 3) Do not install AOL, Windows Live Messenger, Windows Search bar, or other unnecessary software unless you absolutely must use them.

I have read & understand this "Notes to User document" and understand that violation of any of these rules will void my Warranty (if applicable):

Signature

Date

Thank you for your business!