NAPLES COMPUTERS HOW-TO · BUSINESS I.T.

How to Prepare Your Computer Before Bringing It In for Repair

A few minutes of prep before you drop off a computer for repair saves time, and protects what's on it. This guide covers backing up what matters, writing down the actual problem, and what to bring (and what to leave at home).

Why a little prep helps

None of this takes long, and it makes the whole visit smoother.

Your data matters most
Most repairs don't touch your files, but back up what matters, just in case.

Bring what's actually needed
The charger, nothing you'd be upset to lose or misplace.

A clear description speeds things up
What's happening, and when it started, helps us diagnose it faster.

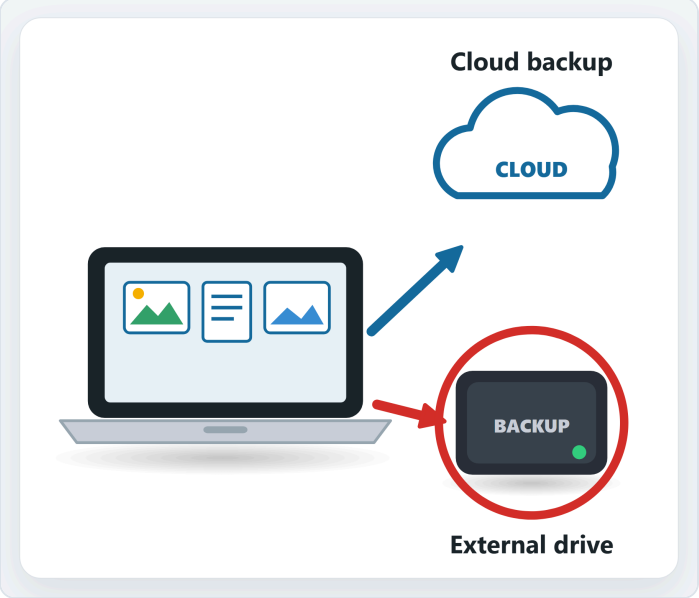
Step by step

BEFORE YOU DROP IT OFF

Dropping off a computer for repair?

A few minutes of prep before you go in saves time, and protects what's on it.

WHAT TO DO
We're Naples Computers, since 1993.



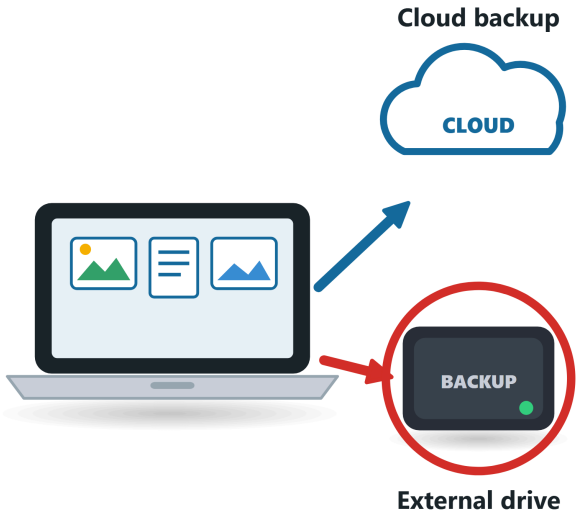
STEP 1 OF 3

Back up what matters, just in case

An external drive or a cloud backup, for your photos, documents and anything you can't replace.

WHAT TO DO

Most repairs don't touch your files, but no shop can promise that every time.



Back it up, just in case

STEP 2 OF 3

Write down what's actually happening

What you were doing when it started, any error messages, and how often it happens.

WHAT TO DO

"It's slow" helps less than "it freezes for a minute after I open Outlook."



The clearer the description, the faster the fix

STEP 3 OF 3

! Bring the charger, and nothing extra

The power adapter if it's a laptop; leave the case, bag and accessories at home unless they're part of the problem.

WHAT TO DO

Fewer loose items means nothing gets separated or left behind.



Just the computer and its charger

A few more tips

- [ ] You don't need to share passwords for most repairs
  Ask what's actually required before typing anything in
- [ ] Ask about the free in-store diagnostic
  It's a good way to find out what's actually wrong before committing to anything
- [ ] Remote and on-site help are options too
  Not every repair needs a drop-off; ask what fits your situation

Recap: prepare for repair

- [ ] Back up what matters, just in case
- [ ] Write down what's actually happening, and when it started
- [ ] Bring the charger, leave the extras at home
- [ ] Ask about the free diagnostic before committing to anything

Ask about the free in-store diagnostic before committing to a repair; it's a good way to find out what's actually wrong first.

Ready to bring in your computer?

Call 239-513-1960

naplescomputers.com · **We Make I.T. Happen!**