

Format and Reinstall of Windows Operating System

What it means: All data on the hard drive will be erased. The drive will then be restored with Windows (98, 2000, XP, etc) and programs will be reloaded from scratch.

DATA is information unique to you as a user, stored on your hard drive, and can be saved and restored to your PC after the format.

PROGRAMS are stored in Windows and cannot be saved – they will need to be restored from the original source (usually a CD).

Data we can save and restore back to the formatted drive (check those that apply):

- Photos from a digital camera
- Music files downloaded from the Internet
- Emails and Email contacts (if using Outlook or Outlook Express)
- Favorites/bookmarks from Internet Explorer browser
- Personal documents saved in Word, Excel, Powerpoint, etc.
- Tax files, Accounting files, etc.
- _____

Basic *programs* we will reinstall for you that do not require purchase or license:

- Outlook Express, Internet Explorer
- Antivirus program
- Antispyware program
- Win Zip
- Adobe Reader
- Drivers for built in components

Examples of programs you will need to reinstall from CD or the Internet:

- Microsoft Office (Word, Excel, PowerPoint, Access, Outlook)
- Peripherals (printer, scanner, digital camera software, etc)
- Games or any other purchased software
- Instant messaging programs (AIM, MSN Messenger, Yahoo Chat, etc)

Signature