

Customer: \_\_\_\_\_ DCITS Ticket #: \_\_\_\_\_

Username: \_\_\_\_\_ Password: \_\_\_\_\_

Computer Name: \_\_\_\_\_ \*\* change to match job title of user - 1st thing

- \_\_\_\_\_ 1). Change computer name to match job title of current user.
- \_\_\_\_\_ 2). Set local administrator password to match company standard admin password.
- \_\_\_\_\_ 3). Reboot computer to activate new name, log in as local admin to verify operation.
- \_\_\_\_\_ 4). Install Remote Monitoring service if customer is a member of remote monitoring.
- \_\_\_\_\_ 5). Join computer to domain if customer has a domain unless otherwise noted.
- \_\_\_\_\_ 6). Add domain users to the local administrators account unless otherwise noted.
- \_\_\_\_\_ 7). Reboot and log into computer as the proper user account (verify admin membership).
- \_\_\_\_\_ 8). Perform Julie list on computer:
  - \_\_\_\_\_ Chrome            \_\_\_\_\_ Firefox            \_\_\_\_\_ VLC            \_\_\_\_\_ Classic Shell
  - \_\_\_\_\_ Java 8            \_\_\_\_\_ Net 4.7            \_\_\_\_\_ Silverlight            \_\_\_\_\_ Notepad++
  - \_\_\_\_\_ IrfanView            \_\_\_\_\_ Foxit            \_\_\_\_\_ CutePDF            \_\_\_\_\_ OpenOffice
  - \_\_\_\_\_ AVAST            \_\_\_\_\_ MalwareBytes            \_\_\_\_\_ SuperAntispyware
- \_\_\_\_\_ 9). Make sure AVAST, MalwareBytes, SuperAntispyware are updated.
- \_\_\_\_\_ 10). Configure AVAST using standard DCC practices (uninstall unneeded services).
- \_\_\_\_\_ 11). Migrate user's data to the machine (verify data is there).
- \_\_\_\_\_ 12). Check Windows Activation and Device Manager.
- \_\_\_\_\_ 13). Test Internet Access and Sound on YouTube.
- \_\_\_\_\_ 14). Map Network Drives.
- \_\_\_\_\_ 15). Test wireless if applicable (connect to existing WiFi SSID).
- \_\_\_\_\_ 16). Uninstall trial version of MS Office if necessary.
- \_\_\_\_\_ 17). Install / Test MS Office - otherwise, setup OpenOffice to save as Office doc & xls.
- \_\_\_\_\_ 18). Setup client's email on Outlook or web access or Thunderbird (test email to yourself).
- \_\_\_\_\_ 19). Import client's PST file if applicable & setup outlook anywhere (RPC over HTTP).
- \_\_\_\_\_ 20). Uninstall any junk programs from computer.
- \_\_\_\_\_ 21). Setup and test client printers (local and network printers).
- \_\_\_\_\_ 22). Install any special software for client at client's request (ie: VPN software).
- \_\_\_\_\_ 23). Launch Chrome and make it the default internet program.
- \_\_\_\_\_ 24). Send a link to the desktop for iexplore.exe, remove MS Edge icon.
- \_\_\_\_\_ 25). Print a test page to all printers installed on computer.
- \_\_\_\_\_ 26). Add user to appropriate address book groups if Exchange is being used onsite.

Printers installed: \_\_\_\_\_

Additional software installed: \_\_\_\_\_

Equipment installed: \_\_\_\_\_

Onsite: \_\_\_\_\_ Offsite: \_\_\_\_\_ Hours: \_\_\_\_\_ Equipment charge: \$ \_\_\_\_\_

<b>Customer Sign Off check sheet - client to test and confirm the following:</b>				
_____ Email	_____ Software	_____ Printers	_____ Websites	_____ Mapped Drives
Customer Sign Off: _____			Date: _____	