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Computer Support Services

We are a growing Burlington based company serving Burlington and surrounding area. Home and Small Business Computer Services is a solution provider servicing home computer users and growing businesses.

Background

After graduating from Mohawk College of Applied Arts and Technology in 1974, I have been working in the computer industry for over 43 years.

Services Provided

QuickBooks Installation and Training

As a QuickBooks ProAdvisor, I can provide 1-on-1 consultation services to help you install, setup, train and optimize QuickBooks for your business. I am listed as a ProAdvisor on Intuit's web site.

QuickBooks Basic Small Business Bookkeeping

No business is too small to benefit from our service. Outsource your bookkeeping services to us and concentrate on making your business a success. We perform our services in your office, home or our office for your convenience. All information is handled with complete confidentiality.

Custom Web Site Design

Whether you need one page or one hundred, whether you know exactly what you want your web site to look like or have no idea where to start, we can develop a professional web site design ideally suited to your business. Search engine optimization (SEO) is our specialty.

Fillable PDF Forms

We create online business forms in which users can enter data, save the file, as well as print the completed forms. We refer to these forms as being "fillable".

Remote Assistance

Sometimes the best way to fix a problem is to have someone show you how. Remote Assistance is a convenient way for someone in another location to connect to your computer from another computer running any Windows or MAC operating system and walk you through your solution.



Business Technology Consulting

Great companies and home businesses have all faced great challenges and the right business technology consulting firm will make a difference between failure and success. Our years of business experience can help you find the right solution that is within your budget.

Project Management Professional

In today's complex business environment, a key to success is the ability to manage projects efficiently, effectively, and with minimal surprises. We successfully take projects from initiation to completion using strong skills and experience in proven methodologies that deliver solutions to meet the business and technology needs of our clients. Our success in delivering robust solutions relies on our skills in working with clients as business partners and in managing complex engagements.

Home & Business Computer Networking

Let us help choose the right kind of network, shopping for the hardware and getting your network up and running.

File transfer to a new computer and backups

Upgrading to a new computer system? File transfer and computer backups are part of our service.

Basic computer training courses in Microsoft Word, Excel, PowerPoint, Outlook and Project applications

Save time and money by learning the basics of Microsoft Office products by arranging a Microsoft training course. One-on-one or group training can be provided.

System error messages

Write it down, print the error message and make a list of the issues that are concerning you. We will be happy to help out.

Computer Tune-up

Like any vehicle, personal computers require regular maintenance. Having periodic maintenance on your computer is the equivalent of taking your vehicle in for a tune-up. We optimize system performance, find and prevent problems before they happen and provide easy maintenance to keep your personal computer in top shape.

Special Offers

30% discount can be offered when purchasing QuickBooks online using your ProAdvisor.

Buy and sell used stuff online saving you time and money. Post classified ads and compare prices for used office equipment. This service is **free** for all Home and Small Business Computer Services clients.

Computer Help for People Over 55. In my line of work, I have found that people over 55 often find computers frustrating and usually need help. To the mature people in the Burlington and surrounding area, we are offering gifts for seniors. Free computer help seminars on the second Monday of every month.



Three Most Important Computer Basics

Computer Backup

The data on your hard drive is the most critical item inside your computer. It may be an unwanted hassle and expense to replace a defective memory module, monitor, or processor, but there is no replacing data once lost.

Backup your data on a regular basis onto an external device.

Anti-virus

In addition to the possibility of a simple hard drive failure, the threat of internet borne worms and viruses has become an increasing risk to data loss or corruption. Although you may not be able to provide absolute protection to your hard drive, there are various ways that you can ensure that the data on your hard drive is protected.

Install anti-virus software and run a full system scan on a regular basis.

Computer Recovery

Your computer has crashed but you run a computer backup everyday. No problem. Just restore the backup files and your off and running. Hold on. You have to reinstall your computer software first. Can you answer these questions?

1. Where are my system recovery disks?
2. What software do I have to install?
3. Where is the software?
4. Where are my installation keys? (if needed)
5. What are my email passwords?

Unless you know the answer to each one of these questions, you may be in trouble.



My Technology Opinions

Here is a list of do's, don'ts, tips and tricks. Not everyone will agree but these are only my options.

Best Desktop Computer	Dell
Best Laptop Computer	Toshiba, very pricy. Dell close second
Best Anti-virus	AVG Free
Best Anti-Malware	SUPERAnti-spyware
Best Internet Service Provider	Bell
Best Network Equipment	D-Link
Best Low Volume Printer	HP (all in one)
Best High Volume Printer	Toshiba
Best Internet Access	Microsoft Internet Explorer
Best Internet Search Engine	Google
Best Accounting Package	QuickBooks

1. Ensure you have a regular computer backup procedure. Backup to something other than a memory stick.
2. When purchasing software, download trial versions, find out the type of support
3. Don't use Microsoft Outlook as a filing system. Unpredictable after the personal folders files is bigger than 2 GB. Use the archive feature.
4. When emailing to a mailing list, use the bcc (blind carbon copy)
5. Even if you have a surge protector, unplug your computer during a thunder storm.
6. Do not use any software programs to download free music. (Limewire, Frostwire, BitTorrent)
7. I recommend a computer tune-up whenever your computer starts to run slow.
8. When buying a cell phone, make sure interface software to your computer comes with it. Your service provider should transfer everything for you.
9. Make sure you change your passwords on a regular basis and write them down somewhere.
10. Create a free gmail account to subscribe to things on the internet. Gmail accounts can be setup in Microsoft Outlook.