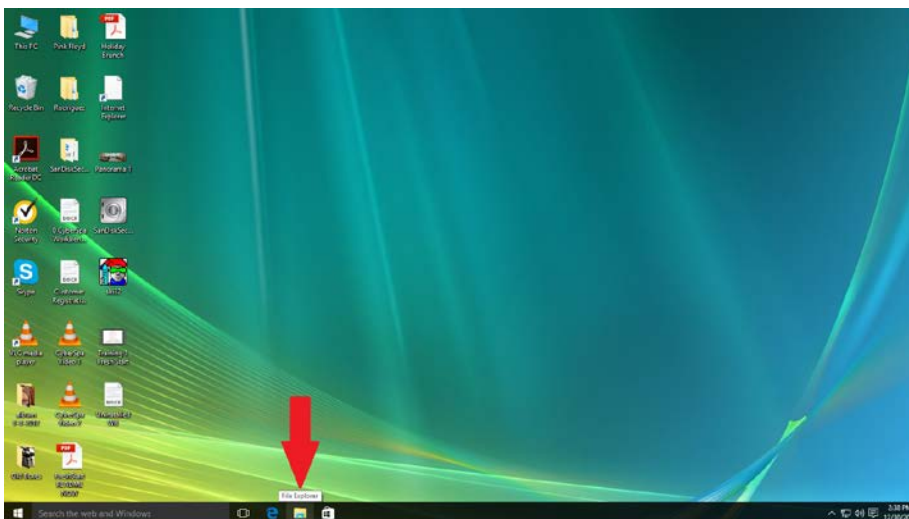




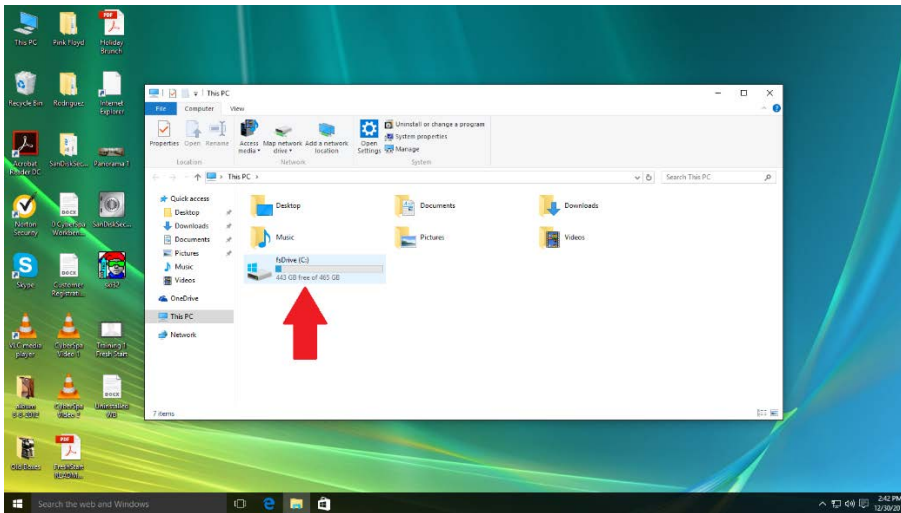
A few steps for after your FreshStart service

1. **Windows Passwords** – During the FreshStart service, all Windows login passwords are changed to “password” all lower case. Please update your login password(s) ASAP to protect access to your desktop and data.
2. **Wireless Keys** – Home or office wireless keys will need to be reentered after your FreshStart. These were stored previously on your PC as encrypted files and cannot be auto transferred by FreshStart.
3. **Local Printers** – We do not transfer print drivers during the FreshStart service as they are notorious virus containers. Also, if you have a directly connected local printer it will need to be connected to your PC to complete the new printer setup. All local printers have free and easy software downloads available from their websites. From your browser just search under “*manufacturer, model name and number*” for example “*HP printer Model B209a.*” You can now download clean new software from the website.
4. **Software Applications not supported for FreshStart Auto Load** – If you have purchased software programs such as QuickBooks, TurboTax, or Video games, these software applications will need to be reloaded. Software license keys that we found on your old hard drive have been placed in a separate text file for your convenience.

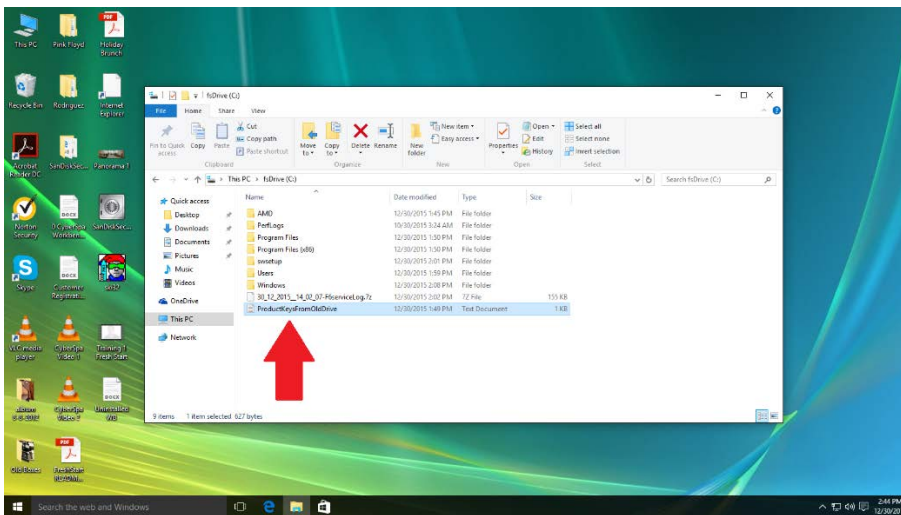
The location of these files is the same in Windows 7, Windows 8, and Windows 10.



To access this file just left click on the start button in the bottom left corner of your screen and then left click on “**File Explorer**”.



Double left click into the drive labelled “(C:)”.



You will see the text file labeled “**product keys from old drive**”. Open this file to view all 3rd party software keys.

A special note about Microsoft Office 2013 – If you purchased a license for Microsoft Office 2013 from a store and received a license key that you used to activate it, that key will be found in the text file labeled “product keys from old drive”, but you will need to reenter it to activate the software once you are online. If you purchased the software online and the key is not in the text file, you will need to go to office.com and sign in in order to activate Office 2013.