



## Chipheads Service Frequently Asked Questions

**Q: What is all this new software on my computer?**

**A:** On many repairs, we will install helpful software to assist both us and you with the removal of spyware/malware and additional tools to combat virus threats. Some of the most common software we use:

1. **Google Chrome:** An alternative web browser to Internet Explorer or MSN browsers. Chrome is slightly more secure than Internet Explorer, as it is not as frequent a target for many of the malicious sites on the web. Rather than "Favorites", Chrome uses "Bookmarks" and we've already taken the liberty of importing your IE/MSN bookmarks for you. You may need to re-save login information to certain sites.
2. **Foxit PDF Reader:** A free, simple to use PDF reader. We usually remove Adobe PDF reader due to its security vulnerabilities, and will replace it with Foxit to give our customers another layer of protection against infections.
3. **Microsoft Security Essentials:** A free, lightweight, anti-virus software. Most security software is only partially effective against infections, so we have began recommending customers NOT pay for that software, and use free alternatives instead. There are many available, but we've found this particular option to work very well and provides a straightforward interface that makes identifying and removing detected infections quick and easy.

**Q: I seem to be missing some software... Did you remove it?**

**A:** When working on customer computers, one of our goals is to make sure they are running as fast as they can, so often we will use our best judgement to remove programs we've determined as being detrimental to performance. We will only remove software that can be easily replaced or reinstalled, so if you feel we've made a mistake, please let us know so we can fix the problem for you at no charge.

**Q: How can I keep my programs and plug-ins up to date without risking virus infection? I sometimes can't tell what is legit!?**

**A:** While there isn't an easy answer, know that before leaving the shop, we will always update your Java and Flash plug-ins, as well as all critical Windows Updates (unless otherwise noted). If you are ever online and prompted for an update, we recommend going directly to the vendor (Adobe, Java, etc) and verify with the company that the update is valid, and only download the updates directly from those companies. Finally, as part of our continued support to our customer, you are ALWAYS welcome to call our shops to ask a technician if you are ever in doubt!

**[FOR MORE INFORMATION AND TIPS PLEASE CLICK HERE!](#)**

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