

### Service Information

**Date:** 1/1/2023  
**Order Number:** 2142096194  
**Computer Name:** CHRISTINA  
**Username:** ccarr

**OS Version:** WIN\_10  
**OS Architecture:** X64  
**Serial Number:** 5CD2186TLP  
**Model:** HP Pavilion Laptop 15-eg0xxx

### Summary of Work

#### Threats Found & Removed

**5**

*Keeping your Internet Security software updated and running is key to preventing a re-infection.*

#### Unwanted Software Removed

**4**

*Malware can "hide" in some of these programs and slow down your PC. Always install programs from trusted sources and beware of "freeware" programs.*

### Additional Work

- ✓ **Your Internet browsers have been verified working.**  
*Remember to always make sure you are running the latest version.*
- ✓ **A new Restore Point was created.**  
*Having a "known" good Restore point will help us get you back up and running if you have trouble later on.*
- ✓ **Your Anti-Virus has been verified working and up to date**  
*Don't let this valuable service expire. Come into the Store if you would help renewing your subscription.*
- ✓ **Internet and network connections optimized for speed.**  
*Safely adjusting key PC settings that affect network performance.*
- ✓ **We checked the Registry and fixed any errors found.**  
*Have your PC tuned up every 6 months to keep your Registry clean.*
- ✓ **Check for Security holes.**  
*System configurations that can expose security vulnerabilities.*
- ✓ **Checked for broken shortcuts.**  
*Your shortcuts are working properly.*

**It was a pleasure helping you out today, you are a valued Staples customer!**