BLAH BLAH

**Fill in coloured areas and check with Tech Services on current service completion times. V.7.3**

****

| CUSTOMER DETAILS | | | | |
| --- | --- | --- | --- | --- |
| TITLE & FORENAME | Mr Mrs Miss Ms Dr Rev |  | SURNAME |  |
| DATE OF BIRTH |  | | MOBILE TEL |  |
| REF NO. |  | | DESCRIPTION |  |
| POSTCODE / TOWN |  |  | HOUSE / STREET |  |
| BOOKING PARTNER |  | | BOOK TIME & ETA |  |

| [-- SELECT SERVICE --] STANDARD COMPUTER SET UP - WINDOWS STANDARD COMPUTER SET UP - APPLE ADVANCED COMPUTER SET UP - WINDOWS ADVANCED COMPUTER SET UP - APPLE IPAD SET UP ANDROID TABLET SET UP AMAZON TABLET / EREADER SET UP IPHONE SET UP ANDROID PHONE SET UP MICROSOFT PHONE SET UP SOFTWARE INSTALLATION ONLY HEALTH CHECK AND FIX DATA BACKUP DATA RECOVERY - STANDARD DATA RECOVERY - ADVANCED DATA ERASURE DATA FORM ONLY HANDOVER NOTES FORM ONLY LETTER BARCODES |
| --- |

| STANDARD COMPUTER SETUP - WINDOWS | | | | |
| --- | --- | --- | --- | --- |
| £45 87540101 | **Set up user account(s). Prepare Laptop or desktop for first use. Installation of any manufacturer updates or operating system updates available. Configure or create email address (if available). Activate & update pre installed Antivirus software. Set up inbuilt Parental Controls (if required). Brief explanation of how to use the device and download apps.** | | SERVICE PAID FOR? | --SELECT-- YES AT TILL YES IN TS NO, PAY LATER ALLOWANCE |
| SOFTWARE  £15 87540301 | ADD-ON SOFTWARE |  | | |
| ADDITIONAL INFORMATION |  | | | |

| MICROSOFT ACCOUNT | | | |
| --- | --- | --- | --- |
| [-- CREATE NEW OR USE EXISTING ACCOUNT? --] CREATE NEW MICROSOFT ACCOUNT USE EXISTING MICROSOFT ACCOUNT | | | |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@Outlook.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTION | Required when creating a new account. -- Select Question -- Mother's birthplace Best childhood friend Name of first pet Favourite teacher Favourite historical person Grandfather's occupation | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@Outlook.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['MAIL.LIVE.COM'.](http://mail.live.com) | | |  | (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | | | --- | --- | | If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | | | EXISTING EMAIL ADDRESS |  | | | | EXISTING EMAIL PASSWORD |  | | |  | [-- HOW WOULD CUSTOMER LIKE TO LOG IN? --] USE MICROSOFT ACCOUNT EMAIL AND PASSWORD TO LOG IN USE A LOCAL ACCOUNT NAME AND OPTIONAL PASSWORD TO LOG IN | | --- |  | LOGIN NAME |  | | | LOGIN PASSWORD (OPTIONAL) |  | HINT |  | | --- | --- | --- | --- | --- | --- | --- | --- | | | | |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| STANDARD COMPUTER SET UP - WINDOWS | COMMENTS | ✓ DONE |
| --- | --- | --- |
| Unpack and check contents of new machine. Boot unit. |  |  |
| Set language, agree terms, register. |  |  |
| Name pc (use manufacturer name). |  |  |
| Create local account or create new / use existing Microsoft account. |  |  |
| Connect to internet. Ensure Windows is activated. |  |  |
| Ensure time and date are correct using internet time. |  |  |
| Download and install Windows updates. |  |  |
| Download and install essential manufacturer updates. |  |  |
| Log into mail app to ensure account functioning. |  |  |
| Activate, register and update definitions for trial antivirus (unless specified to uninstall by customer). |  |  |
| Activate Windows defender / firewall. |  |  |
| Create additional users (if required). |  |  |
| Set parental controls (if required). |  |  |
| Repack contents. |  |  |
| Contact customer if no agreed eta. |  |  |
| Handover to customer, explaining what has been done. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| STANDARD COMPUTER SETUP - APPLE | | | | |
| --- | --- | --- | --- | --- |
| £45 87540101 | **Set up user account(s). Prepare Laptop or desktop for first use. Installation of any manufacturer updates or operating system updates available. Configure or create email address (if available). Activate & update pre installed Antivirus software. Set up inbuilt Parental Controls (if required). Brief explanation of how to use the device and download apps.** | | SERVICE PAID FOR? | --SELECT-- YES AT TILL YES IN TS NO, PAY LATER ALLOWANCE |
| SOFTWARE  £15 87540301 | ADD-ON SOFTWARE |  | | |
| ADDITIONAL INFORMATION |  | | | |

| APPLE ID (MAC) | | | |
| --- | --- | --- | --- |
| [-- SELECT NEW OR EXISTING ACCOUNT --] CREATE NEW APPLE ACCOUNT USE EXISTING APPLE ACCOUNT | | | |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@iCloud.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTIONS | -- Select Question -- What is the first name of your best friend in high school? What was the name of your first pet? What was the first thing you learned to cook? What was the first film you saw in the theater? Where did you go the first time you flew on a plane? What is the last name of your favorite elementary school teacher? | | | | | -- Select Question -- What is your dream job? What is your favorite children's book? What was the model of your first car? What was your childhood nickname? Who was your favorite film star or character in high school? Who was your favorite singer or band in high school? | | | | | -- Select Question -- In what city did your parents first meet? What was the name of your first boss? What is the name of the street where you grew up? What is the name of the first beach you visited? What was the first album that you purchased? What is the name of you favorite sports team? | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@iCloud.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['APPLEID.APPLE.COM'.](https://appleid.apple.com) | | | | RESTORE FROM ICLOUD BACKUP? | --YES / NO-- YES IF POSSIBLE NO | | | | |

| (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | |
| --- | --- |
| If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | |
| EXISTING EMAIL ADDRESS |  | | |
| EXISTING EMAIL PASSWORD |  | | |

| [-- IS THIS A MICROSOFT OFFICE INSTALL? --] CREATE A NEW MS ACCOUNT TO INSTALL OFFICE USE AN EXISTING MS ACCOUNT TO INSTALL OFFICE THIS IS NOT AN OFFICE INSTALLATION | | | |
| --- | --- | --- | --- |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@Outlook.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTION | Required when creating a new account. -- Select Question -- Mother's birthplace Best childhood friend Name of first pet Favourite teacher Favourite historical person Grandfather's occupation | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@Outlook.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['MAIL.LIVE.COM'.](http://mail.live.com) | | | | | | |

| [-- HOW WOULD THE CUSTOMER LIKE TO LOG IN? --] NO LOG IN REQUIRED - GO STRAIGHT TO DESKTOP USE LOCAL ACCOUNT LOG IN AND PASSWORD USE APPLE ID AND PASSWORD | | | |
| --- | --- | --- | --- |
| | LOGIN NAME |  | | | LOGIN PASSWORD (OPTIONAL) |  | HINT |  | | --- | --- | --- | --- | --- | --- | --- | --- | |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| STANDARD COMPUTER SET UP - APPLE | COMMENTS | ✓ DONE |
| --- | --- | --- |
| Unpack and check contents of new machine. Boot unit. |  |  |
| Set language, agree terms, register. |  |  |
| Create local account, create new or use existing Apple id account. |  |  |
| Connect to internet. |  |  |
| Ensure time and date are correct. |  |  |
| Download and install operating system updates. |  |  |
| Download and install essential app updates. |  |  |
| Install pages, numbers & keynote (yes / no). |  |  |
| Create additional users (if required). |  |  |
| Set parental controls (if required). |  |  |
| Repack contents. |  |  |
| Contact customer if no agreed eta. |  |  |
| Copy this page. 1 Copy for customer, 1 for jlp. |  |  |
| Handover to customer, explaining what has been done. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| ADVANCED COMPUTER SETUP - WINDOWS | | | | |
| --- | --- | --- | --- | --- |
| £80 87540113 | **Set up user account(s). Prepare Laptop or desktop for first use. Installation of any manufacturer updates or operating system updates available. Configure or create email address (if available). Activate & update pre installed Antivirus software. Set up inbuilt Parental Controls (if required). Brief explanation of how to use the device and download apps. Data transfer of Music, Photos, Movies and Documents to a the new computer, USB or external hard drive (supplied separately).** | | SERVICE PAID FOR? | --SELECT-- YES AT TILL YES IN TS NO ALLOWANCE |
| A SIGNED DATA WAIVER FORM IS REQUIRED | |
| £15 87540301 | ADD-ON SOFTWARE INSTALLATION | \*Please note - The first piece of software purchased in-store is now free with this Advanced Service.\* | | |
| £35 87550305 | Prepare original device for disposal with our Data Cleanse service? | | | --SELECT-- YES NO |
| ADDITIONAL INFORMATION |  | | | |

| MICROSOFT ACCOUNT | | | |
| --- | --- | --- | --- |
| [-- CREATE NEW OR USE EXISTING ACCOUNT? --] CREATE NEW MICROSOFT ACCOUNT USE EXISTING MICROSOFT ACCOUNT | | | |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@Outlook.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTION | Required when creating a new account. -- Select Question -- Mother's birthplace Best childhood friend Name of first pet Favourite teacher Favourite historical person Grandfather's occupation | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@Outlook.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['MAIL.LIVE.COM'.](http://mail.live.com) | | | | | | |

| (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | |
| --- | --- |
| If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | |
| EXISTING EMAIL ADDRESS |  | | |
| EXISTING EMAIL PASSWORD |  | | |

| [-- HOW WOULD CUSTOMER LIKE TO LOG IN? --] USE MICROSOFT ACCOUNT EMAIL AND PASSWORD TO LOG IN USE A LOCAL ACCOUNT NAME AND OPTIONAL PASSWORD TO LOG IN |
| --- |

| LOGIN NAME |  | | | LOGIN PASSWORD (OPTIONAL) |  | HINT |  |
| --- | --- | --- | --- | --- | --- | --- | --- |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| ADVANCED SET UP - WINDOWS | COMMENTS | ✓ DONE |
| --- | --- | --- |
| If data transfer, confirm presence of signed data form before proceeding. |  |  |
| Unpack and check contents of new machine. Boot unit. |  |  |
| Set language, agree terms, register. |  |  |
| Name pc (use manufacturer name). |  |  |
| Create local account or create new / use existing Microsoft account. |  |  |
| Connect to internet. Ensure Windows is activated. |  |  |
| Ensure time and date are correct using internet time. |  |  |
| Download and install Windows updates. |  |  |
| Download and install essential manufacturer updates. |  |  |
| Log into mail app to ensure account functioning. |  |  |
| Install purchased software (antivirus / office). |  |  |
| Activate, register and update definitions for trial or purchased antivirus. |  |  |
| Install / uninstall any other customer requested software. |  |  |
| Activate Windows defender / firewall. |  |  |
| Create additional users (if required).  set parental controls (if required). |  |  |
| Transfer data (photos, videos, documents) from original pc / storage device. |  |  |
| Confirm data transfer has been successful and that files are accessible. Once done, if our own external hdd, delete customer data from it. |  |  |
| Repack contents. Ensure all customer items are stored together. |  |  |
| Contact customer if no agreed eta. |  |  |
| Copy this page. 1 Copy for customer, 1 for jlp. |  |  |
| Handover to customer, explaining what has been done. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| ADVANCED COMPUTER SETUP - APPLE | | | | |
| --- | --- | --- | --- | --- |
| £80 87540113 | **Set up user account(s). Prepare Laptop or desktop for first use. Installation of any manufacturer updates or operating system updates available. Configure or create email address (if available). Activate & update pre installed Antivirus software. Set up inbuilt Parental Controls (if required). Brief explanation of how to use the device and download apps. Data transfer of Music, Photos, Movies and Documents to a the new computer, USB or external hard drive (supplied separately).** | | SERVICE PAID FOR? | --SELECT-- YES AT TILL YES IN TS NO ALLOWANCE |
| A SIGNED DATA WAIVER FORM IS REQUIRED | |
| £15 87540301 | ADD-ON SOFTWARE INSTALLATION | \*Please note - The first piece of software purchased in-store is now free with this Advanced Service.\* | | |
| £35 87550305 | Prepare original device for disposal with our Data Cleanse service? | | | --SELECT-- YES NO |
| ADDITIONAL INFORMATION |  | | | |

| APPLE ID (MAC) | | | |
| --- | --- | --- | --- |
| [-- SELECT NEW OR EXISTING ACCOUNT --] CREATE NEW APPLE ACCOUNT USE EXISTING APPLE ACCOUNT | | | |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@iCloud.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTIONS | -- Select Question -- What is the first name of your best friend in high school? What was the name of your first pet? What was the first thing you learned to cook? What was the first film you saw in the theater? Where did you go the first time you flew on a plane? What is the last name of your favorite elementary school teacher? | | | | | -- Select Question -- What is your dream job? What is your favorite children's book? What was the model of your first car? What was your childhood nickname? Who was your favorite film star or character in high school? Who was your favorite singer or band in high school? | | | | | -- Select Question -- In what city did your parents first meet? What was the name of your first boss? What is the name of the street where you grew up? What is the name of the first beach you visited? What was the first album that you purchased? What is the name of you favorite sports team? | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@iCloud.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['APPLEID.APPLE.COM'.](https://appleid.apple.com) | | | | RESTORE FROM ICLOUD BACKUP? | --YES / NO-- YES IF POSSIBLE NO | | | | |

| (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | |
| --- | --- |
| If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | |
| EXISTING EMAIL ADDRESS |  | | |
| EXISTING EMAIL PASSWORD |  | | |

| [-- IS THIS A MICROSOFT OFFICE INSTALL? --] CREATE A NEW MS ACCOUNT TO INSTALL OFFICE USE AN EXISTING MS ACCOUNT TO INSTALL OFFICE THIS IS NOT AN OFFICE INSTALLATION | | | |
| --- | --- | --- | --- |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@Outlook.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTION | Required when creating a new account. -- Select Question -- Mother's birthplace Best childhood friend Name of first pet Favourite teacher Favourite historical person Grandfather's occupation | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@Outlook.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['MAIL.LIVE.COM'.](http://mail.live.com) | | | | | | |

| [-- HOW WOULD THE CUSTOMER LIKE TO LOG IN? --] NO LOG IN REQUIRED - GO STRAIGHT TO DESKTOP USE LOCAL ACCOUNT LOG IN AND PASSWORD USE APPLE ID AND PASSWORD | | | |
| --- | --- | --- | --- |
| | LOGIN NAME |  | | | LOGIN PASSWORD (OPTIONAL) |  | HINT |  | | --- | --- | --- | --- | --- | --- | --- | --- | |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| ADVANCED COMPUTER SET UP - APPLE | COMMENTS | ✓ DONE |
| --- | --- | --- |
| If data transfer, confirm presence of signed data form before proceeding. |  |  |
| Unpack and check contents of new machine. Boot unit. |  |  |
| Set language, agree terms, register. |  |  |
| Create local account, create new or use existing Apple id account. |  |  |
| Connect to internet. |  |  |
| Ensure time and date are correct. |  |  |
| Download and install available operating system updates. |  |  |
| Download and install app updates. |  |  |
| Download and install pages, numbers & keynote (yes / no). |  |  |
| Install purchased software (i.e. Office). |  |  |
| Install / uninstall any other customer requested software. |  |  |
| Create additional users (if required).  set parental controls (if required). |  |  |
| Transfer data (photos, videos, documents) from original machine / storage device. |  |  |
| Confirm data transfer has been successful and that files are accessible. Once done, if our own external hdd, delete customer data from it. |  |  |
| Repack contents. Ensure all customer items are stored together. |  |  |
| Contact customer if no agreed eta. |  |  |
| Handover to customer, explaining what has been done. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| IPAD SET UP | | | |
| --- | --- | --- | --- |
| £30 87540110 | **Set up user account. Prepare Tablet for first use. Install any available operating system updates. Configure or create email address (if available). Provide brief explanation of how to use the device and download apps.** | | PUT IN CASE?  [-- SELECT --] YES NO NOT APPLICABLE |
| ADDITIONAL INFORMATION |  | | SERVICE PAID FOR?  --SELECT-- YES AT TILL YES IN TS NO, PAY LATER ALLOWANCE |

| APPLE ID (IPAD) | | | |
| --- | --- | --- | --- |
| [-- SELECT NEW OR EXISTING ACCOUNT --] CREATE NEW APPLE ACCOUNT USE EXISTING APPLE ACCOUNT | | | |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@iCloud.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTIONS | -- Select Question -- What is the first name of your best friend in high school? What was the name of your first pet? What was the first thing you learned to cook? What was the first film you saw in the theater? Where did you go the first time you flew on a plane? What is the last name of your favorite elementary school teacher? | | | | | -- Select Question -- What is your dream job? What is your favorite children's book? What was the model of your first car? What was your childhood nickname? Who was your favorite film star or character in high school? Who was your favorite singer or band in high school? | | | | | -- Select Question -- In what city did your parents first meet? What was the name of your first boss? What is the name of the street where you grew up? What is the name of the first beach you visited? What was the first album that you purchased? What is the name of you favorite sports team? | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@iCloud.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['APPLEID.APPLE.COM'.](https://appleid.apple.com) | | | | RESTORE FROM ICLOUD BACKUP? | --YES / NO-- YES IF POSSIBLE NO | | | | |

| (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | |
| --- | --- |
| If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | |
| EXISTING EMAIL ADDRESS |  | | |
| EXISTING EMAIL PASSWORD |  | | |

| LOCATION SERVICES |  | USE iCLOUD |  | USE "FIND MY iPAD" |  | APPLE SUPPORT APP |  | USE PASSCODE (OPTIONAL) |  | JOHN LEWIS & PARTNERS APP |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| TABLET SET UP - IPAD | COMMENTS | ✓ DONE |
| --- | --- | --- |
| Unpack and check contents. |  |  |
| Set language, country or region. |  |  |
| Connect to wifi. |  |  |
| Enable location services (yes/no). |  |  |
| Set up as new iPad or restore from existing Apple id / backup. |  |  |
| Create new Apple id or use existing - sign in. |  |  |
| Agree terms and conditions. |  |  |
| Use iCloud (yes), backup to iCloud (yes), find my iPad (yes/no). |  |  |
| Set up passcode (yes/no). |  |  |
| Use siri (yes), keychain (no). |  |  |
| Send diagnostics to Apple (no). |  |  |
| Install Apple Support app. |  |  |
| Install any available operating system / app updates. |  |  |
| Ensure iPad has reasonable charge. |  |  |
| Repack contents. Place in case (yes/no). |  |  |
| Contact customer if no agreed eta. |  |  |
| Give handover to customer, making sure any relevant info / passwords are understood. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| ANDROID / GOOGLE TABLET SET UP | | | |
| --- | --- | --- | --- |
| £30 87540110 | **Set up user account. Prepare Tablet for first use. Install any available operating system updates. Configure or create email address (if available). Provide brief explanation of how to use the device and download apps.** | | |
| PUT IN CASE?  [-- SELECT --] YES NO NOT APPLICABLE | PAID FOR?  --SELECT-- YES AT TILL YES IN TS NO, PAY LATER ALLOWANCE | ADDITIONAL INFORMATION |  |

| GOOGLE ACCOUNT (GMAIL) | | | |
| --- | --- | --- | --- |
| [-- CREATE NEW ACCOUNT OR USE EXISTING? --] CREATE NEW GOOGLE ACCOUNT USE EXISTING GOOGLE ACCOUNT | | | |
| | DESIRED ACCOUNT | i.e John.Smith@gmail.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTION | -- Select Question -- FIRST PHONE NUMBER CHILDHOOD BEST FRIEND FIRST TEACHER NAME MANAGERS NAME FIRST JOB VEHICLE REG NUMBER |  | EXISTING ACCOUNT | i.e John.Smith@gmail.com. | | | | --- | --- | --- | --- | | EXISTING PASSWORD | Confirm the account email and password are correct by signing in at ['MAIL.GOOGLE.COM'.](https://myaccount.google.com/) | | | | | | |

| (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | |
| --- | --- |
| If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | |
| EXISTING EMAIL ADDRESS |  | | |
| EXISTING EMAIL PASSWORD |  | | |

| INSTALL JOHN LEWIS & PARTNERS APP (OPTIONAL) |  |
| --- | --- |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| TABLET SET UP - ANDROID | COMMENTS | ✓ DONE |
| --- | --- | --- |
| Unpack and check contents. |  |  |
| Set language, country or region. |  |  |
| Connect to wifi. |  |  |
| Accept licence agreement. Send info to manufacturer (no). |  |  |
| Set up optional manufacturer account (i.e. Samsung) - (no). |  |  |
| Got Google? Set up new Google account or use existing. If existing, choose whether to restore from existing backup (if available). |  |  |
| Keep up to date with news from Google (no).  keep tablet backed up to Google account (yes). |  |  |
| Enable location services (yes). |  |  |
| Dropbox (optional) - (no). Give device a name. |  |  |
| Install any available operating system / app updates.. |  |  |
| Ensure tablet has reasonable charge. |  |  |
| Repack contents. Place in case (yes/no). |  |  |
| Contact customer if no agreed eta. |  |  |
| Give brief handover to customer making sure any relevant info / passwords are understood. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| IPHONE SET UP | | |
| --- | --- | --- |
| £30 87540102 | **Set up user account. Prepare mobile for first use. Install any system updates. Configure or create email address (if available). Provide brief explanation of how to use the device and download apps.** | |
| ADDITIONAL INFORMATION |  | SERVICE PAID FOR?  --SELECT-- YES AT TILL YES IN TS NO ALLOWANCE |

| APPLE ACCOUNT / ID (IPHONE) | | | |
| --- | --- | --- | --- |
| [-- SELECT NEW OR EXISTING ACCOUNT --] CREATE NEW APPLE ACCOUNT USE EXISTING APPLE ACCOUNT | | | |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@iCloud.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTIONS | -- Select Question -- What is the first name of your best friend in high school? What was the name of your first pet? What was the first thing you learned to cook? What was the first film you saw in the theater? Where did you go the first time you flew on a plane? What is the last name of your favorite elementary school teacher? | | | | | -- Select Question -- What is your dream job? What is your favorite children's book? What was the model of your first car? What was your childhood nickname? Who was your favorite film star or character in high school? Who was your favorite singer or band in high school? | | | | | -- Select Question -- In what city did your parents first meet? What was the name of your first boss? What is the name of the street where you grew up? What is the name of the first beach you visited? What was the first album that you purchased? What is the name of you favorite sports team? | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@iCloud.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['APPLEID.APPLE.COM'.](https://appleid.apple.com) | | | | RESTORE FROM ICLOUD BACKUP? | --YES / NO-- YES IF POSSIBLE NO | | | | |

| (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | |
| --- | --- |
| If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | |
| EXISTING EMAIL ADDRESS |  | | |
| EXISTING EMAIL PASSWORD |  | | |

| LOCATION SERVICES |  | USE ICLOUD |  | USE "FIND MY IPHONE" |  | APPLE SUPPORT APP |  | USE PASSCODE (OPTIONAL) |  | JOHN LEWIS & PARTNERS APP |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| MOBILE SET UP - IPHONE | COMMENTS | ✓ DONE |
| --- | --- | --- |
| Unpack and check contents. |  |  |
| Set language, country or region. |  |  |
| Connect to wifi. |  |  |
| Enable location services (yes/no). |  |  |
| Set up as new iPhone or restore from existing Apple id / backup. |  |  |
| Create new Apple id or use existing - sign in. |  |  |
| Agree terms and conditions. |  |  |
| Use iCloud (yes), backup to iCloud (yes), find my iPhone (yes/no). |  |  |
| Set up passcode (yes/no). |  |  |
| Use siri (yes), keychain (no). |  |  |
| Send diagnostics to Apple (no). |  |  |
| Install Apple Support app. |  |  |
| Use phone transfer tool to transfer contacts and images from an old phone (optional). |  |  |
| Install any available operating system / app updates. |  |  |
| Ensure iPhone has reasonable charge. |  |  |
| Repack contents. Place in case (yes/no). |  |  |
| Contact customer if no agreed eta. |  |  |
| Give handover to customer, making sure any relevant info / passwords are understood. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| ANDROID / GOOGLE PHONE SET UP | | | |
| --- | --- | --- | --- |
| £30 87540102 | **Set up user account. Prepare Tablet for first use. Install any available operating system updates. Configure or create email address (if available). Provide brief explanation of how to use the device and download apps.** | | |
| PUT IN CASE?  [-- SELECT --] YES NO NOT APPLICABLE | PAID FOR?  --SELECT-- YES AT TILL YES IN TS NO ALLOWANCE | ADDITIONAL INFORMATION |  |

| GOOGLE ACCOUNT (GMAIL) | | | |
| --- | --- | --- | --- |
| [-- CREATE NEW ACCOUNT OR USE EXISTING? --] CREATE NEW GOOGLE ACCOUNT USE EXISTING GOOGLE ACCOUNT | | | |
| | DESIRED ACCOUNT | i.e John.Smith@gmail.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTION | -- Select Question -- FIRST PHONE NUMBER CHILDHOOD BEST FRIEND FIRST TEACHER NAME MANAGERS NAME FIRST JOB VEHICLE REG NUMBER |  | EXISTING ACCOUNT | i.e John.Smith@gmail.com. | | | | --- | --- | --- | --- | | EXISTING PASSWORD | Confirm the account email and password are correct by signing in at ['MAIL.GOOGLE.COM'.](https://myaccount.google.com/) | | | | | | |

| (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | |
| --- | --- |
| If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | |
| EXISTING EMAIL ADDRESS |  | | |
| EXISTING EMAIL PASSWORD |  | | |

| INSTALL JOHN LEWIS & PARTNERS APP (OPTIONAL) |  |
| --- | --- |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| MOBILE SET UP - ANDROID | COMMENTS | ✓ DONE |
| --- | --- | --- |
| Unpack and check contents. |  |  |
| Set language, country or region. |  |  |
| Connect to wifi. |  |  |
| Accept licence agreement. Send info to manufacturer (no). |  |  |
| Set up optional manufacturer account (i.e. Samsung) - (no). |  |  |
| Set up new Google account or use existing. If existing, choose whether to restore from existing backup (if available). |  |  |
| Keep up to date with news from Google (no).  Keep tablet backed up to Google account (yes). |  |  |
| Enable location services (yes). |  |  |
| Dropbox (optional) - (no). Give device a name. |  |  |
| Use phone transfer tool to transfer contacts and images from an old phone (optional). |  |  |
| Install any available operating system / app updates.. |  |  |
| Ensure phone has reasonable charge. |  |  |
| Repack contents. Place in case (yes/no). |  |  |
| Contact customer if no agreed eta. |  |  |
| Give brief handover to customer making sure any relevant info / passwords are understood. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| MOBILE PHONE SETUP - WINDOWS / MICROSOFT | | | | |
| --- | --- | --- | --- | --- |
| £30 87540102 | **Set up user account(s). Prepare Laptop or desktop for first use. Installation of any manufacturer updates or operating system updates available. Configure or create email address (if available). Activate & update pre installed Antivirus software. Set up inbuilt Parental Controls (if required). Brief explanation of how to use the device and download apps.** | | PUT IN CASE?  [-- SELECT --] YES NO NOT APPLICABLE | PAID FOR?  --SELECT-- YES AT TILL YES IN TS NO, PAY LATER ALLOWANCE |
| ADDITIONAL INFORMATION |  | | | |

| MICROSOFT ACCOUNT | | | |
| --- | --- | --- | --- |
| [-- CREATE NEW OR USE EXISTING ACCOUNT? --] CREATE NEW MICROSOFT ACCOUNT USE EXISTING MICROSOFT ACCOUNT | | | |
| | DESIRED ACCOUNT EMAIL | i.e John.Smith@Outlook.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | | | --- | --- | --- | --- | | DESIRED ACCOUNT PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | | | RECOVERY EMAIL |  | | | | SECURITY QUESTION | Required when creating a new account. -- Select Question -- Mother's birthplace Best childhood friend Name of first pet Favourite teacher Favourite historical person Grandfather's occupation | | | |  | EXISTING ACCOUNT EMAIL | i.e John.Smith@Outlook.com. | | | | --- | --- | --- | --- | | EXISTING ACCOUNT PASSWORD | Confirm the account email and password are correct by signing in at ['MAIL.LIVE.COM'.](http://mail.live.com) | | |  | (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | | | --- | --- | | If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | | | EXISTING EMAIL ADDRESS |  | | | | EXISTING EMAIL PASSWORD |  | | |  | [-- HOW WOULD CUSTOMER LIKE TO LOG IN? --] USE MICROSOFT ACCOUNT EMAIL AND PASSWORD TO LOG IN USE A PASSCODE TO LOG IN | | --- |  | PASSCODE |  | | | | --- | --- | --- | --- | | | | |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| MOBILE PHONE SETUP - MICROSOFT / WINDOWS | COMMENTS | ✓ DONE |
| --- | --- | --- |
| Unpack and check contents of new phone. |  |  |
| Set language, agree terms, register. |  |  |
| Create new or use existing Microsoft account. |  |  |
| Restore settings from another MS phone (optional). |  |  |
| Activate Cortana. |  |  |
| Use phone transfer tool to transfer contacts and images from an old phone (optional). |  |  |
| Download and install all Windows app updates. |  |  |
| Set up email app. |  |  |
| Create additional users (if required). |  |  |
| Set parental controls (if required). |  |  |
| Repack contents. |  |  |
| Contact customer if no agreed eta. |  |  |
| Handover to customer, explaining what has been done. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| HEALTH CHECK AND FIX | | | | | |
| --- | --- | --- | --- | --- | --- |
| £50 87560105 | **Scan for and remove any unwanted programs such as adware, malware or viruses. Install any outstanding updates to operating system or from manufacturer. Test for errors and diagnose issues. Attempt to improve performance and address software-based problems.** | | | | SERVICE PAID FOR?> --SELECT-- YES AT TILL YES IN TS NO, PAY LATER ALLOWANCE |
| EMAIL / ACCOUNT |  | | | DEVICE PASSWORD |  |
| A SIGNED DATA WAIVER FORM IS REQUIRED | | | | | |
| ADDITIONAL INFORMATION |  | | | | | |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| DATA BACK UP | | | | |
| --- | --- | --- | --- | --- |
| £35 87560106 | **Back up operating system and / or files (photos, music, videos and documents) to an external harddrive or usb stick (customer to purchase or provide). Storage requirements will vary so a member of technical support will determine what is appropriate.** | | | |
| PASSWORD FOR DEVICE | If no password, type 'None'. | | A SIGNED DATA WAIVER FORM IS REQUIRED | The customer must sign to give us permission to access their old machine and any files it might contain. |
| ADDITIONAL INFORMATION |  | | | |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| [DATA RECOVERY (STANDARD)](https://drive.google.com/open?id=0BwyMPGYq_QV7QTZNZ0NKZDBFUTQ) | | | | |
| --- | --- | --- | --- | --- |
| £80 87560101 | **This service applies to harddrives that may have been accidentally erased or corrupted.**  **Examples of what qualifies for as Standard Data Recovery include; Unreadable or corrupt files, instances where the device has been accidentally formatted or had its OS re-installed, deleted files, not powering on or infection from malware/virus.**  **Any recovered data will need to be put onto an external HHD or USB (customer to purchase or provide). The faulty harddrive and backup harddrive are both sent away to the Data Recovery agent with an expected turnaround of 5-7 days.** | | | |
| PASSWORD FOR DEVICE | If no password, type 'None'. | | SERVICE POWER REF |  |
| A SIGNED DATA WAIVER FORM IS REQUIRED | The customer must sign to give us permission to access their old machine and any files it might contain. There is no guarantee that any data can be recovered. | | | |
| ADDITIONAL INFORMATION |  | | | |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| DATA CLEANSE / ERASURE | | | | |
| --- | --- | --- | --- | --- |
| £35 87550305 | **Use of a military-grade data cleansing program to securely wipe an old pc, mobile phone or tablet. Printed evidence of the data cleanse is provided by the program upon completion.** | | | |
| PASSWORD FOR DEVICE | If no password, type 'None'. | | A SIGNED DATA WAIVER FORM IS REQUIRED | The customer must sign to give us permission to erase their old machine and any files it might contain. |
| ADDITIONAL INFORMATION |  | | | |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| SOFTWARE INSTALLATION ONLY | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| £35 87540302 | **Installation of one or more items of software purchased in-store, (but not at the same time as a new machine), such as Microsoft Office or Norton's Internet Security.** | | | |
| PASSWORD FOR DEVICE |  | A SIGNED DATA WAIVER FORM IS REQUIRED | The customer must sign to give us permission to erase their old machine and any files it might contain. |
| ADDITIONAL INFORMATION |  | | | | | |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| PARTNER HANDOVER NOTES  | SURNAME |  | DATE |  | PAGE NO. |  | | --- | --- | --- | --- | --- | --- |  | PARTNER NAME | NOTES | | --- | --- | |  |  | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

| AMAZON TABLET / EREADER SETUP | | | |
| --- | --- | --- | --- |
| £30 87540110 | **Set up an email address and Amazon account (if required). Prepare Tablet for first use. Install any available operating system updates. Provide brief explanation of how to use the device and download apps.** | | |
| PUT IN CASE?  [-- SELECT --] YES NO NOT APPLICABLE | PAID FOR?  --SELECT-- YES AT TILL YES IN TS NO, PAY LATER ALLOWANCE | ADDITIONAL INFORMATION |  |

| AMAZON ACCOUNT |
| --- |
| [-- CREATE NEW ACCOUNT OR USE EXISTING? --] CREATE NEW AMAZON ACCOUNT USE EXISTING AMAZON ACCOUNT |
| | Does the customer already have an email address and know their password? | [-- SELECT --] YES NO, CREATE A NEW GMAIL ADDRESS | | --- | --- | | | CREATE A NEW GOOGLE EMAIL ADDRESS | | | --- | --- | | DESIRED ACCOUNT | i.e John.Smith@gmail.com. The first choice may not be available. We may have to put a number on the end or swap the names around. | | DESIRED PASSWORD | 8 characters long and mixture of upper & lower case letters / numbers. | | SECURITY QUESTION | -- Select Question -- FIRST PHONE NUMBER CHILDHOOD BEST FRIEND FIRST TEACHER NAME MANAGERS NAME FIRST JOB VEHICLE REG NUMBER | | CREATE AMAZON ACCOUNT | | | NEW AMAZON ACCOUNT |  | | NEW AMAZON PASSWORD | Should be different than the email address password above. 8 characters long and mixture of upper & lower case letters / numbers. |  | EXISTING EMAIL ACCOUNT |  | | --- | --- | | EXISTING EMAIL PASSWORD |  | | NEW AMAZON ACCOUNT |  | | NEW AMAZON PASSWORD |  | | |  | EXISTING ACCOUNT | i.e John.Smith@gmail.com. | | | | --- | --- | --- | --- | | EXISTING PASSWORD | Confirm the account email and password are correct by signing in at ['Amazon.co.uk'.](https://www.amazon.co.uk/) | | | |

| (OPTIONAL) ADDITIONAL PRE-EXISTING EMAIL SET UP | |
| --- | --- |
| If the customer has another email address that they would like us to try and add, please put the details here.  **We cannot guarantee that we will be able to do this though as some types of email are more difficult than others to configure and archived emails that exist only on the customer's original machine, rather than in the cloud/web may not be transferable.** | |
| EXISTING EMAIL ADDRESS |  | | |
| EXISTING EMAIL PASSWORD |  | | |

| ACTIONS TAKEN BY JOHN LEWIS & PARTNERS PARTNER | | | |
| --- | --- | --- | --- |
| PARTNER |  | CR/STOCK NO./JOB NO. |  |
| NAME |  | CURRENT DATE |  |

| TABLET SET UP - KINDLE | COMMENTS | ✓ DONE |
| --- | --- | --- |
| Unpack and check contents. |  |  |
| Set language, country or region. |  |  |
| Connect to wifi. |  |  |
| Accept licence agreement. |  |  |
| Set up Amazon account / sign in. |  |  |
| Install any available operating system / app updates. |  |  |
| Create extra users (if required). |  |  |
| Enable parent controls (if required). |  |  |
| Ensure tablet has reasonable charge. |  |  |
| Repack contents. Place in case (yes/no). |  |  |
| Contact customer if no agreed eta. |  |  |
| Give brief handover to customer making sure any relevant info / passwords are understood. |  |  |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| [DATA RECOVERY (ADVANCED)](https://drive.google.com/open?id=0BwyMPGYq_QV7QTZNZ0NKZDBFUTQ) | | | | |
| --- | --- | --- | --- | --- |
| £190+ 87560102 | **This service applies where the harddrive has sustained physical damage or developed a severe fault.**  **Depending on the nature of the fault, it may be necessary to forcibly remove the harddrive during the recovery process, resulting in further damage to the unit.**  Examples of this advanced service include but are not limited to the following;- Liquid damage, fire/smoke damage, clicking noises/vibration, producing a smoke/burning smell or evidence of physical trauma.  Where possible we remove the damaged harddrive in-store and then send it away to the Data Recovery agent, with an expected turnaround of 7-10 days. Data will need to be recovered onto an external HHD or USB (customer to purchase or provide). | | | |
| PASSWORD FOR DEVICE |  | | SERVICE POWER REF |  |
| A SIGNED DATA WAIVER FORM IS REQUIRED | The customer must sign to give us permission to access their old machine and any files it might contain. There is no guarantee that any data can be recovered. | | | |
| ADDITIONAL INFORMATION |  | | | |

To be retained in branch for 6 months

| COMPLETION OF SERVICE | | | | |
| --- | --- | --- | --- | --- |
| John Lewis & Partners does not retain any of the information or paperwork used to complete this service. Where possible, this has been returned to you. If you feel we have completed the service to your satisfaction, please sign and date below. | | | | |
| Service |  | Branch |  |
| Customer name |  | Ref No. |  |
| Customer signature |  | Date |  |

| TECHNICAL SERVICES DATA FORM Health Check & Fix - Data Transfer, Backup & Recovery - Software Install Please read this form carefully.It is your responsibility, as the customer, to backup any important personal data (i.e. documents, pictures, music and videos) as well as any other important files, before you hand your equipment over to us for a service. This includes making sure you still have install discs or serial keys for any software you may have purchased.Though John Lewis & Partners will take every care with your machine, all of your personal data, as well as any operating system upgrades or software you installed since purchase, may permanently be lost as a result of the service. John Lewis & Partners cannot be held responsible for such losses.If you haven't backed up your files we can advise you how to do so. | | | | |
| --- | --- | --- | --- | --- |
|  | | | | |
| ENTER DETAILS BELOW | | | | |
| Customer name |  | | Date |  |
| Customer item/s |  | | Password |  |
| By signing this form you are confirming that you understand and accept John Lewis & Partners cannot be held responsible for any loss of data, software or system upgrades as a result of the service. | | | | |
| Customer signature | |  | | |