



Before Your Tech Support Appointment

A short checklist for a calmer in-home or remote support session.

Before You Start

Keep this checklist nearby. Never write passwords in the notes.

Prepare Your Device

Confirm the Session

Keep Sign-ins Private

- 1 Choose your main goal: Write down what you want fixed or learned. Note when the problem started and the exact error message. Hide private information in any screenshots.
- 2 Gather what you need: Have the device, charger, and relevant accessories nearby. For a home visit, clear a comfortable workspace. For remote help, check power and your internet connection.
- 3 Check important files: If the device is working normally, confirm your backup is current. If a drive is noisy or failing, stop using it and ask before trying repairs or making new copies.
- 4 Keep sign-ins private: Make sure you can access your own account and recovery method. Enter passwords yourself when needed. Do not send passwords or sign-in codes in messages or forms.
- 5 Confirm the session: Check the date, time, visit type, and agreed price. Use the contact details you already trust. Allow remote access only for an expected session, and ask how to end it.

Official Resources: FTC: Avoid tech support scams

When to Ask for Help: If you cannot sign in, suspect a scam or failing drive, or need captions, larger text, or a slower pace.

Questions You Can Ask: What will we work on first? · Will this change or erase anything? · What should I practice afterward?

NOTES TO KEEP NEARBY
