Soutien PC
ET RÉSEAU ESTRIE

Jean-David Desgagnes – Soutien PC et Réseau Estrie
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Form — slow computer or checkup

These questions help us prepare a checkup or a cleanup. Answer in your own words.

Your first and last name

Phone

Email

Town or city

Your computer

To find the make, model and Windows version: press the Windows key and R at the same time, type msinfo32, then press Enter. Look at “System Manufacturer” and “System Model”. Another way: Settings (the gear icon) > System > About.

Computer make and model

Windows version (e.g. Windows 11)

What you notice

How long has the PC felt slow?

At startup, after a while, or all the time?

Does the computer freeze, restart on its own, or shut down unexpectedly?

☐ Yes ☐ No ☐ I'm not sure

Do you hear an unusual noise, or does the machine get very hot?

☐ Yes ☐ No ☐ I'm not sure

Have you seen a blue screen, or a message at startup?

☐ Yes ☐ No ☐ I'm not sure

If yes, what did the message say (or what you remember)?

To see if the disk is almost full: open File Explorer (the folder icon on the taskbar), click This PC, and look at the bar for drive C:. If it is red or nearly full, mention it below.

Does drive C: look almost full?

☐ Yes ☐ No ☐ I'm not sure

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Customer form — slow PC / checkup

Never write a password on this form.

Have you installed programs or updates recently?

What is this computer mainly used for? (web, photos, work, games, family…)

Anything else we should know?

☐ I have read the notes. The information above is accurate to the best of my knowledge. I understand that a password must never be written on this form.

Signature (or printed first and last name)

Date

Thank you. You can email this form to soutienpc.sherbrooke@gmail.com, or keep it for your appointment. Questions: call or text 873 314-2143.