

# Personal computer support: Your options

Please share with us what support options work (or didn't work) for you so we can tell others. Thank you!

Below are some technology support options ChemIT staff have heard about or looked up on-line, but which they have not necessarily used themselves.

- Inclusion within the listing here is NOT an endorsement by ChemIT.
- If you have experience with any of them (good or bad!), let us know so we can share your experience with others. Thank you.

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## See also

- [ChemIT's ability to deliver services means we can't do everything for everyone all the time. :-\)](#)

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## Some local support options

In //NO// particular order:

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### [The Computing Center](#)

This is the service [The Campus Store](#) refers folks to, for software and hardware support.

- \$70-85/hr

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### [BestBuy's Geek Squad's Computer and Repair Services.](#)

- [Tech Support Membership](#) starting at ~\$200/yr (up to 3 devices).
- Or, via a la carte options, such as in-home consultation starting at ~\$100.

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### [Staples Tech Support Services](#)

- EasyTech Total Support, starting at ~\$150/yr.
- Or via a la carte options, such as an at home custom configuration for \$129.

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### [Brightworks Computing Consulting](#) for more tailored computer and repair services.

- \$100/hr.

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### [The Computer Room](#)

- \$75/hr

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### [HPM Tech Services](#) (ActionXL)

- \$90/hr (on-site support)

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### [RS Computing Solutions](#)

- All via a la carte pricing (see web site)
- [Zen Computer Consulting](#).

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**Other options you'd recommend or otherwise have experience with?**

- If so, please let us know!!

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## Other, related resources

Don't overlook possible vendor support. For example:

Apple

- <https://www.apple.com/support/contact/>

Dell

- <http://www.dell.com/support/contents/us/en/19/category/Contact-Information/Technical-Support>

Info on services related to specific problems:

- [Backups and related services](#) (ChemIT's info)
- [Media recovery services](#), such as pulling data from a failed hard drive (ChemIT's info)

## Sample text to write people asking for recommendations

We have created a page of some local support options, to meet your personal needs:

<https://confluence.cornell.edu/x/XxTjE>

If you'd like to recommend any changes to this list, based on what you find out, we are happy to update the page. This would help others needing personal computer support.

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