

# NMSU ICT TSS Menu of Services

| Service   | Cost                                |
|---|-------------------------------------|
| Computer Setup (physically out of the box)  | \$37.50                             |
| Computer Build/Image  | \$150                               |
| Data Backup or Transfer   | \$75                                |
| Data Recovery   | \$75/hr                             |
| Email Setup/Connection to Sharedrives   | \$37.50                             |
| Email Problems  | \$30 - \$75                         |
| Software Installation   | \$37.50 - \$75                      |
| Install 1 Application (Software not Included)   |                                     |
| Perform Updates and Create Shortcuts on Desktop   |                                     |
| Hardware Installation   | \$37.50 - \$75 + Parts (If Needed)  |
| Memory Install  | \$37.50 + Price of Memory           |
| Remove Virus/Malware  | \$37.50 - \$75                      |
| Depends on Severity   |                                     |
| Printer Setup or Troubleshoot   | \$37.50 Minimum + Parts (If Needed) |
| Miscellaneous:  |                                     |
| Break Password  | \$37.50 Minimum                     |
| Browser Problems  | \$37.50 Minimum                     |
| Move Computer   | \$37.50 Minimum                     |
| Connect to Printer  | \$37.50 Minimum                     |
| Network Troubleshooting   | \$37.50 Minimum                     |
| Login Problems  | \$37.50 Minimum                     |
| Calendar Sharing Problems   | \$37.50 Minimum                     |
| File/Folder Permission problems   | \$37.50 Minimum                     |
| Register device (phone, tablet, computer)   | \$37.50 Minimum                     |
| Power Options problems  | \$37.50 Minimum                     |
| Setup iPad/Tablet   | \$37.50 Minimum                     |
| <b>Packages:</b>  |                                     |
| Complete Setup for NEW computer   | \$225                               |
| Physically setup and configure device, setup email, transfer data from OLD device, connect to printer |                                     |
| Backup Data/Rebuild Computer/Restore Data   | \$187.50                            |
| Backup Data/Rebuild Computer/Restore Data/Re-Install OTHER Software*                                  | \$225                               |
| *Software that requires licensing   |                                     |
| Computer Diagnostics & Repair   | \$37.50 Minimum                     |
| Troubleshoot device; remove unwanted programs, install critical updates                               |                                     |
| Computer Tune-UP  | \$75                                |
| Install critical updates; check for viruses; remove dust inside                                       |                                     |
| Quotes for new equipment  | Free                                |