

Common Questions

Can I just turn up?

Yes, of course. The FIX I.T. sessions are not classes. You can turn up at any point when we are open and you don't need to make an appointment.

What should I bring?

Bring the equipment causing you trouble, together with its power lead or supply. Always bring your equipment along, we get frustrated just talking about hypothetical solutions to your problems when we could be actually fixing them there and then.

Why do you charge so little?

GO-To FIX I.T. is non-profit initiative run by volunteers and supported by The Roy Fletcher Centre. Everyone involved enjoys fixing I.T. issues, helping people and supporting the local community.

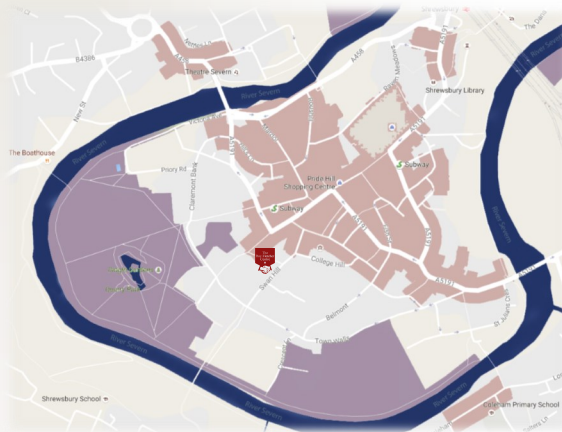
I am not very good with computers, will you still help?

Yes. You are exactly the kind of person we want to help. Don't be nervous, your computer will never leave your side and wherever possible, we try to get you to do as much as you can. We believe that this is the best way for you to learn how to sort out your own problems next time.

Do I need to backup my data before I come?

No. We are here to help you protect (and where possible, recover) your data and to help you understand the different locations where it is stored.

The GO-To Community Computer & I.T.
Help Clinic is located at
The Roy Fletcher Centre
12-17 Cross Hill, Shrewsbury SY1 1JE



Tel: 01743 341300

Email: info@gotofixit.uk

Web: www.gotofixit.uk

**Mondays &
Wednesdays**

GO-TO
10.00am - 3.00pm

One-to-one computer
support

Thursdays

GO-TO FIX I.T.
10.00am - 1.00pm

One-to-one support
for computer & I.T.
problems

Supported by...



GO-TO FIX I.T.

Community Computer & I.T. Help Clinic

When you have a computer or I.T. problem, you can leave your equipment at a sales-driven computer store or, for £10 or less...

You can bring it to GO-To FIX I.T., where it will never leave your side, you'll be the most important part of the solution, and you'll hopefully learn how to solve the issue for yourself next time.

Bring along your troublesome laptop, tablet, PC desktop box, phone or camera and our friendly professionals will be pleased to help.

 www.gotofixit.uk

The Roy Fletcher Centre (Registered Charity No. 1065777)

How Can GO-To FIX I.T. Help?

At FIX I.T., we will do everything *with* you and wherever possible, encourage you to learn how to do it yourself. We are experts at helping you get the best out of your:

- **Computers**
- **Laptops**
- **Tablets**
- **Phones**
- **Cameras**
- **Gadgets**

Help us
to help you quickly
Switch on
and show us!

We are here to answer all your questions and show you how to solve your technology problems, like:

- I can't get into my email...
- I'm being bombarded by adverts...
- Ever since Windows 10 did an update...
- I'm being bombarded by adverts...
- My phone doesn't have my contacts...
- I can't connect to the internet...
- How do I transfer my photos...
- My tablet has locked me out...
- How do I store things in the cloud...
- I think I have a virus...
- What sort of tablet should I buy...
- How do I backup my data...
- I've lost my documents...
- My phone won't charge anymore...
- My computer won't switch on...



What is GO-To FIX I.T.?

At FIX I.T., we will provide you with one-to-one support and fix your computer and I.T. problems.

FIX I.T. is a drop-in style clinic

Every Thursday

10:00am to 1:00pm

The Roy Fletcher Centre

12-17 Cross Hill, Shrewsbury SY1 1JE

We ask for donations of:

£2 (for quick fixes)

£5 (over 1 hour)

£10 (over 2 hours or more)

www.gotofixit.uk

“ Support your
community by letting
it support you

Meet the FIX I.T. Team

PC Mike is a desktop support analyst with 25 years of experience working for large corporate organisations, small businesses and home users.



Brandon is the most versatile member of the team who acts in a triage role to assess problems and decide upon the best ways to find the solutions.

Gavin is an all-round I.T. font of knowledge from a background of desktop publishing and administration in charity organisations.



As a retired teacher, Mike has the rare characteristics of both technical expertise and outstanding communication skills. He specialises in software usage.

James is the youngest member of the volunteer team and essential for keeping our finger on the pulse of technology.



Akash is the politest I.T. expert you'll ever meet. He will offer sympathy and understanding and make you feel better about your problem.