

COMPUTER

concepts

MONTHLY UPDATE: January 2021

Your Locally Owned Apple Authorized Service Centers

Apple: Service & Sales - Windows: Service & Sales

Chesapeake - Williamsburg - Yorktown

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COMPUTER CONCEPTS Is An Apple Authorized Service Provider.

Get your Apple product back working the way it should. Our Apple-trained technicians use Apple-approved diagnostics and tools on every repair. And we only use genuine Apple parts. This means that all of our repairs are Apple-certified and backed by Apple.



Authorized Service Provider

WAVY TV10's COMPUTER SERVICE EXPERTS

Computer Concepts has been WAVY TV's Computer Service Expert On Your Side since 2018. Watch for our commercials that normally appear during WAVY News hours. Computer Concepts Representatives appear monthly on WAVY's Hampton Roads Show and provide timely Apple and Microsoft information. All our WAVY commercials and Hampton Roads Show appearances are being added to our YouTube Page.

HAPPY NEW YEAR 2021



Now that the Holiday Season is behind us, We look forward to serving you in the New Year. In the past year, the Corona-Virus Epidemic has had a major impact on the entire world. Now a vaccine is available, while we are all thankful, it is not the time to relax our guard. We must continue to wear our masks and practice social distancing. **STAY SAFE.**

TAX TIME 2021



It is time to start preparing for the 2021 TAX SEASON by developing your plan for tax preparation. If your plan includes the use of your computer, Now is the time to have your Computer Checked and Serviced by the Tech Team at Computer Concepts. Remember the average hard drive has a life expectancy of only 3 to 5 years.

HAMPTON ROADS SHOW, DECEMBER 2020



Our Expert Technician returned by Skype to the Hampton Road Show on Thursday, December 1st. The subject was: How to Protect yourself and your personal information when shopping on line.

One of our Expert Technicians will return to WAVY's HR Show on January 18, Subject will be, Tech Week.

Click On Pictures To View the HR interview for December

RECYCLE YOUR RECENTLY REPLACED IT HARDWARE



Wondering what to do with your old IT equipment. Many IT items contain Hazardous Waste that must be processed by a registered Hazardous Waste professional. Computer Concepts accepts broken computer products dropped off at our stores, the Recycler later picks up those broken products and then renders the hazardous materials safe for the environment. Computer Concepts does not charge for damaged, and inoperable equipment dropped off at our stores for recycling.

WATCHMAN SYSTEM MONITORING



Peace of mind is what every computer owner wishes for. Watchman Monitoring assists every computer owner in getting it. With everything from work to school having gone virtual, computers are taking on a heavy load. In fact, there may be issues going on with your computer right now that you don't even know about. We all know the frustration of a computer crashing in the middle of saving an important document, being unable to respond to a time-sensitive business decision, or simply waiting forever for a website to load.

What if your computer could alert you to issues before they become major problems?

Welcome to WATCHMAN System Monitoring

At Computer Concepts we've taken a solution we've used to keep our clients connected.

Whether you have one computer or a family of five (or more), with WATCHMAN you will:

- Know the health of your computer.
- Get alerted to any potential issues.
- Skip the line to get your computer fixed fast.
- Stay Connected!

Ask us for more information on WATCHMAN System Monitoring

ACIMA CREDIT SERVICES

COMPUTER CONCEPTS has teamed with ACIMA Credit Services to allow Time payments on your purchases. Text ACIMA directly.



CHESAPEAKE



WILLIAMSBURG



YORKTOWN

COMPUTER CONCEPTS GIFT CARDS



Computer Concepts Gift Cards are available in each of our stores and redeemable at all of our store locations. Our cards are the perfect choice for Holidays, Anniversaries, Birthdays, and any other occasion when you're just not sure what to give. Gift cards are available in any dollar amount you might need.

Everyone Loves to Receive a Gift Card!

GAMING AND GAMERS



All Gamers want the best experience they can wring out of their systems. They are always searching for new ways to improve their systems by swapping components and adding new accessories to improve their gaming experience and their competitive edge. Don't hesitate to talk to us about ways to make your Gaming experience even better.

VALUED CUSTOMER CARD



Computer Concepts has updated its Valued Customer Program by adding The Watchman Monitoring Service (a \$199 value) to the Valued Customer Card. The Card also provides a \$25 credit toward One-On-One training or Time with a Tech. The Valued Customer Card

also provides Free Prioritization (Emergency Service) for your service needs (a \$49 value). All this for an entire calendar year!

TIME WITH A TECH



Computer Concepts has implemented a "Time With A Tech" service in each of its stores. This service will allow you to meet with one of our technicians to have your computer questions answered and technical problems solved. This will be a One-On-One session. Yorktown has fully implemented "Time With A Tech."

Time With A Tech is available in 15 minute Increments. Each increment or portion there of costs \$25; however, the minimum charge for one of these sessions is \$50. VCC Card holder may use a \$25 credit as authorized by their card.

A 10% DISCOUNT ON SERVICE



A 10% discount on computer services is offered by Computer Concepts to our Military Members, First Responders, Seniors and Teachers to honor their service to our country. We also offer a 10% discount on computer services for all our current students. Don't forget to ask for your discount.

VOTED BEST COMPUTER SERVICE 2020



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WILLIAMSBURG REMODEL PLANNING

Inline with Computer Concepts desire to provide its customers with the best experience possible when visiting our stores, we implemented a program to do a periodic upgrade of our facilities. We are proud to announce that the upgrades to our Yorktown store are complete and we have continuing the planning process for the Williamsburg facility. Watch for more information in future News Letters.

ONE ON ONE TRAINING

**ONE ON ONE
TRAINING
IS BEST**

**Apple and Windows 10
*One-On-One, Instructor Lead
Personalized Training Sessions***

Learn about your computer and its software
One-On-One with your Instructor.

Online ZOOM training is one of our
remote training options.

For a better training experience, One-On-One Training Sessions are available at Computer Concepts. Conversations between the student and the instructor prior to their training session will allow the instructor to personalize the students' One-On-One training. Training Handouts generally provided at the beginning of each session. Students and Instructors are required to wear protective masks and hand sanitizer is available. The Cost of a 90-minute training session is \$59.00. *A VCC Cardholder may use the \$25 credit as authorized by their card for One-On-One Training or Time With a Tech.*

Dick Smith, Computer Concepts Training Director, offers In-Person One-On-One Training Sessions. To schedule your session or just talk about your training goals, contact Mr. Smith directly.

His Phone Number is: 757 870-8703
His email is: dsmith@mycomputerconcepts.com

COMPUTER CONCEPTS' WEBSITE



Computer Concepts is continually updating our website. Please take the time to check out our site and let us know what you think.

[Computer Concepts' Web Site](https://www.mycomputerconcepts.com)

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