# COMPUTER concepts

## IN THIS MONTH'S NEWSLETTER

* **WATCH OUT FOR SCAMMERS**
* **Computer Concepts Accepts APPLE CARE Warranty Repairs**
* **Things Are Looking UP, It is Dependent on All of Us**
* **GREEN IS IN THE AIR**
* **Tax Time is Coming Make sure your computer does not fail at Tax Time**
* **Computer Concepts 2022 Apple Products Catalogue free instore pickup**
* **Virginia Media's 2022 Winner "Best of Computer Service Competition"**
* **Our Hampton Roads Show Appearances Computer Clean Up & Backup ***
* **IDShield: Protect your Personal Information and Data**
* **ACIMA Credit Service**
* **Computer Concepts Gift Cards**
* **Gaming and Gaming Hardware**
* **Valued Customer Card provides Training discounts and more**
* **Time With a Tech - Quick instore solutions to your tech problems**
* **Discounts on Services**
* **Apple & Windows One-On-One Training is Best, In-Store or Onsite**
* **Questions? Check our Website or contact any of our stores**

**BE AWARE OF PHONE SCAMS**

**The increased embrace of computers for remote work, retail purchases, and social connections has created a vast new population to target for online fraud. Such scams jumped 25 percent in 2021, according to the TransUnion credit bureau.**

**These factors just highlight a larger, grim picture. A recent AARP survey found that Nine of Ten Americans (229 million people) encountered a fraud attempt in the past year and that One in Six (33 million people) lost money as a result. A separate poll found that almost 60 million Americans lost money to phone scams last year. AARP is a very good source of ways to prevent being scammed.**

**Call Computer Concepts if you think your computer has been scammed.**

# Apple Authorized Service Provider

## We're an Apple Authorized Service Provider.

### Our Apple-trained technicians use genuine Apple parts, so you can trust us with all your Apple devices

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

## COMPUTER CONCEPTS CONTINUES TO BE AVAILABLE TO SUPPORT YOUR APPLE PURCHASE AND SERVICE NEEDS

While the APPLE Stores have reduces many of the services they are currently providing, Computer Concepts as an APPLE Authorized Reseller and APPLE Authorized Service Provider can still support your APPLE Products purchase and service requirements.

**AppleCare+**

**All Computer Concepts locations continue to accept Apple Care repairs.**

## WAVY TV10 COMPUTER SERVICE EXPERTS

Computer Concepts has been WAVY TV10'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.

# THINGS ARE LOOKING UP



In line with The State of Virginia, Computer Concepts has revised our in-shop COVID procedures. Are you vaccinated? If not, we require you to wear your protective mask to help protect against the Omicron Strain. The above changes will help Protect our Customers and our Staff.
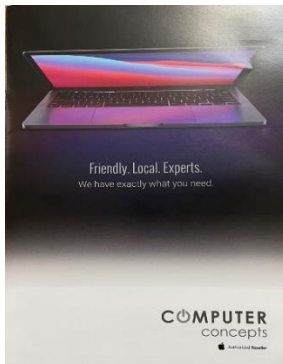
# IT'S GREEN SEASON



# TAX TIME 2022



It is time for the 2022 TAX SEASON is here. Don't PANIC, 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.

# COMPUTER CONCEPTS 2022 APPLE PRODUCTS CATALOGUE



Computer Concepts is proud to announce that our 2022 Apple Products Catalogue is Now available at all our stores. Computer Concepts is an Authorized Apple Reseller. Feel free to stop by one of our stores and pick up a copy of our catalogue. The Catalogue contains information on all current Apple products and pricing. Remember Computer Concepts in conjunction with ACIMA Credit Service offers financing.

# VOTED BEST COMPUTER SERVICE IN 2021
# WE ARE COMPETING AGAIN IN 2022

Computer Concepts will be competing in Virginia Media's 2022 Contest. All three Computer Concepts stores will compete in the "Best Computer Service" category for their area.

Computer Concepts Chesapeake will compete in Virginia Pilot's Campaign. Computer Concepts Williamsburg will compete in Virginia Gazette's Campaign. Computer Concepts, Yorktown, will compete in the Daily Press Campaign.

Voting will take place from May 8 thru 31, 2022. Additional information will be provided in future Computer Concepts Monthly Update.

- CC Chesapeake Has Won Every Year Since 2019
- CC Williamsburg Has Won Every Year Since 2009
- CC Yorktown Has Won Every Year Since 2015



CC CHESAPEAKE    CC WILLIAMSBURG    CC YORKTOWM

# A SPECIAL THANK YOU TO ALL THAT VOTED FOR US

# HAMPTON ROADS SHOW, FEB 14, 2022



**Computer Concepts returned to WAVY TV10's Hampton Roads Show in February with Information on Cleaning Up Your Computer**

**Click On Picture To View the HR interview for February**

**Our Expert Technician will return to the Hampton Road Show March 31st, 2022 to provide information on World Back-Up Day**

## RECYCLE YOUR OUTDATED "IT" HARDWARE



**Back to School time is here. Now is the time to clean, service, or replace your current computer hardware to support the new school year. 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. Later, our Recycler 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.**

## IDShield



**You do a lot online, including Surfing, streaming, socializing, shopping, and much much more. Most of us don't want to think about it, but the reality is that your private data and info can be stolen with just a keystroke.**

**Rather than leaving security up to chance, you can proactively arm yourself against cybercrime and reputation hijacking. IDShield, your all-inclusive solution to identity protection, monitoring, and restoration. Computer Concepts remains committed to assisting our customers to protect their Personal Information and Data. Ask one of our employees for more information on IDShield or Click the IDSHIELD button on our webpage.**

# ACIMA CREDIT SERVICES

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

| | | |
|---|---|---|
| OUR SHOWROOM IS **OPEN** SHOP NOW *NO CREDIT NEEDED* Text **41080** to **22462** to apply. | OUR SHOWROOM IS **OPEN** SHOP NOW *NO CREDIT NEEDED* Text **41079** to **22462** to apply. | OUR SHOWROOM IS **OPEN** SHOP NOW *NO CREDIT NEEDED* Text **40978** to **22462** to apply. |
| **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 by swapping components and adding new accessories to improve their gaming experience and competitive edge. Don't hesitate to talk to us about ways to make your Gaming even better.**

# VALUED CUSTOMER CARD



**COMPUTER** concepts $99
**Valued Customer Card**
Good for
• $25 Credit Towards (Training/TechTime)
• Free Prioritization on Service ($49 Value)
• Free Watchman Monitoring ($199 Value)
Good at any Computer Concepts location for one year from date of purchase

Computer Concepts Valued Customer Card Program features The Watchman Monitoring Service ($199 value); a $25 credit toward One-On-One training or Time with a Tech; & Free Prioritization Emergency Services ($49 value) for an entire year!

# ONE-ON-ONE TRAINING



## Apple and Windows
### *One-On-One Instructor Lead Training*

**Learn about your computer and its software. Dick Smith, your One-On-One Training Instructor, has over twelve years as Computer Concept's Apple and Windows customer training instructor.**

**For A Better Training Experience, One-On-One Training Sessions are the standard at Computer Concepts. Conversations between the student and the instructor prior to their training session allow the instructor to personalize One-On-One training sessions.**

**Training Handouts for sessions are provided at the beginning of most Apple and Windows 10 training. Windows 10 and 11 Sessions and Windows 10 apps continue to be popular training topics. Apple Training for iPhone 12, iPad, iPad Pro, iPad Air, MacBook Pro, MacBook Air, and iMac are available.**

**Students and Instructors who wear masks are welcome as are those who go without masks. All training sessions are One-On-One which allows for only one Instructor and one student per session. The Cost of a 90-minute training session is $59.00. Onsite Training sessions in-home or in a business are $125 for a 90-minute session.**

*A Valued Customer Cardholder may use the $25 credit as authorized by their card for One-On-One Training or Time With a Tech.*

**Contact Mr. Smith directly to schedule your session or just talk about your training goals. Mr. Smith's phone number is 757 870-8703. His email is:** dsmith@mycomputerconcepts.com

# 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.

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.

# 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**

# COMPUTER CONCEPTS LLC

| CHESAPEAKE | WILLIAMSBURG | YORKTOWN |
|---|---|---|
| 1437 Sam's Dr. Ste A103 | 4324 New Town Ave, Ste A | 4328 George Wash Mem Hwy |
| 757-410 4008 | 757-564 3996 | 757-873 1580 |