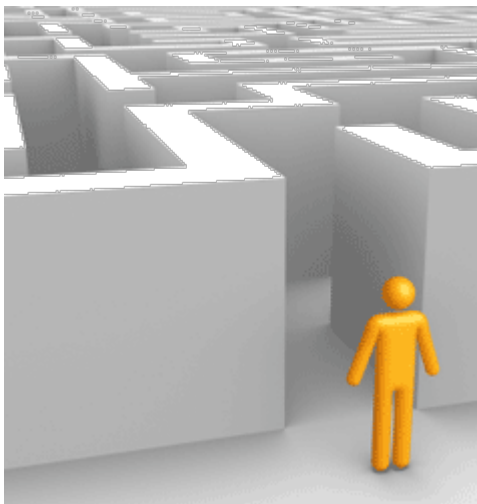


Silver Surfers PC Support and Help in London

Are you over 55 and need some help with your PC?

Do you need one-to-one help at your own computer, but feel afraid that a young “whizz-kid” might leave you feeling more confused about computers than you feel at the moment?

Maybe you’ve previously sought help from one of your own children, or from nephews or nieces. Maybe they helped where they could but said everything too fast, and whizzed around the screen without ever stopping for breath. And, let me guess, they’ve now gone to university and left you without any help at all!



Don't Panic!

Just because you don't know a dongle from a router doesn't mean that you are lacking anything at all other than that specific piece of information. All it really means is that you've probably been spending your life attending to more meaningful things. And you can learn this stuff from someone whose job is to provide personal service computer support - at your pace, in front of your own computer, and putting your needs and interests before jargon and techno-babble.

There are NO stupid questions

Silver Surfers are sometimes a bit shy of asking “stupid questions”. As far as computers are concerned, there are NO stupid questions. If you haven't encountered something before then how can you expect to know about it? A basic question is not a stupid question, but asking it is a very good way of learning some basic information.

There is absolutely no shame whatever in asking basic questions. In fact, it makes it much easier to provide personal service computer support because it puts a spotlight right on what

you want to know.

And don't be fooled into thinking that "young people know all this stuff automatically" and that you are "too old to learn". They don't and you aren't. They've learned it at school, at work, between themselves, and on their own. You can start now - with your own personal computer tutor.

Why come to me?

- I am a "silver surfer".
- I have been working with PCs in a professional capacity since 1983 so I have 33 years of professional PC experience.
- Most of my clients range in age from their 40's to 70's (but I do also have at least two clients in their 80's).
- I see my primary purpose as understanding each of my client's wishes as fully as possible and doing my best to fulfil them.
- I believe in politeness, respect, integrity, punctuality and personal responsibility.

I can offer you one-to-one PC support and training specific to your own questions and needs. One of my introductory comments to all new clients is "Don't be afraid to ask anything you like. Not knowing something does not mean you are lacking anything. It just means you don't know that specific thing".

If you pay me to help you then it's YOUR questions and problems that are important. It's not my job to fill you up with all the geeky junk I've picked up over the years. It's my job to help you to feel more confident and comfortable with your computer system by addressing your own questions, problems, and needs.

It's probably also true that my skills and interests are likely to match your needs better than those of a much younger computer support consultant.

Why You?

I like working with - shall we say - more mature people. Senior citizens and London Silver Surfers make great clients. They are always more polite, friendlier, and less pushy than thrusting, hurrying youngsters in their 20's and 30's. Also, of course, I have much more in common with people nearer my own age. All of this tends to make my job easier and more satisfying.

Special Rates for Silver Surfers

I am happy to offer Silver Surfers a £5 discount on my normal hourly rate ([see Fees for full](#)

[details](#) – some discount rates may be less than £5 per hour below normal). You don't have to produce your bus pass to gain this rate (!), but there are three conditions:

- You have to be happy to be implicitly telling me that you are at least 55 years old.
- You must not be using your computer system in connection with paid employment.
- You must ask for this special rate. I won't offer it unless you ask.

OK, so what can I help you with?

- Onsite PC support for a major problem (eg, a hard drive failure, virus infection, internet connection problem, printer problem, program installation and configuration, and so on).
- Onsite PC support for a range of issues – even just a pile of niggling ones.
- Help with various aspects of your system so that you feel more comfortable and confident that it is working well, will continue to work well, and is as safe as practicably possible from online threats.
- One-to-one training in specific aspects of your system.
- Regular or occasional IT support for things that may crop up in the future.
- Advice regarding computer upgrades, add-ons, and so forth.

Assuming that you are:

- Within 80 minutes travelling time of Clapham (London SW4) and
- Not using a server-based network

Then:

Complete the short form below, press the "Send" button, and I will get back to you as soon as possible. Before you do that, though, you might like to answer some other questions by having a look around my website – for instance:

- [Who am I?](#)
- [What sort of clients do I have?](#)
- [What sort of things can I help with?](#)
- [How much do I charge?](#)

or

Mon-Fri 09:00-18:30 – telephone me on **020 7627 8620** or **07961 387564** for a free chat to discuss how I can help you. Please leave a message if I am not available: I will return your call as soon as possible.

Let's see if I can help....

FREE for all new clients while stocks last - 2 X 8gb USB drives (minimum £60 sales value required to qualify for free USB drives). See illustration at top right of this web page.

Please enter this code (to prevent machines from spamming me): **P TWP**

Your Name (required)

Your Email Address (required)

Your Telephone Number

Your Postcode (so that I can quote for a visit to you. I don't need your full address)

Message Subject

Your Message

Please leave this field empty.