



# KHTECH NEWS

Kicking Horse Technologies Newsletter

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## Covid-19 Response

The For the duration of the COVID-19 crisis Kicking Horse Technologies will offer FREE remote computer assistance to anyone over 60 years of age or is self isolating due to medical or travel reasons. (Appointments may be necessary ) .

## Questions Answered

### **Q: How is Kicking Horse Technologies supporting existing and potential customers ?**

A: Existing customers and potential customers will continue to be supported, both via phone, email remote desk sharing and full remote computer control to fix settings or software issues. Site visits for Internet connection issues or to pickup or deliver equipment for repair is available as long as safe protocols are observed.

### **Q: What Precautions will Kicking Horse Technologies take to ensure my equipment is virus-free?**

A: Equipment pickup and delivery procedures will be assessed individually. We ask that all equipment needing repair gets thoroughly cleaned with disinfectant wipes. It will be also wiped down prior to entry and after repair. We also ask for customers not open cases "to have a look inside" before repairs. Pickup and delivery method will be at the customer's choice. I accept personal delivery or I will pick it up. Again, as long as safe protocols are observed.

There is no charge for Pickup or Delivery in the local area.

## Preowned Computers Available

I have two or three basic used computers that have been upgraded to Windows 10 from Windows 7. They are not fancy but are all updated and tested. Unfortunately, I do not have monitors for them.

If anyone impacted by having to work from home or in need another computer for schoolwork, contact me via email at [terry@khtech.ca](mailto:terry@khtech.ca).

They are NOT gaming computers.

Normally, I would normally charge \$100.00 for them. The price will be whatever you can afford.



**Terry Hickey**

Kicking Horse Technologies Ltd.

Remote Computer  
Diagnostic & Repair

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*30 years experience helping people remotely*