Frequently Asked Questions

Can I just turn up?

Yes, of course. FIX I.T. sessions are not classes. You can turn up at any point, you don't need to make an appointment and you can also join us virtually via Zoom

What should I bring?

Bring the equipment causing you trouble, together with its power lead or supply. Always bring your equipment along, we want to fix your problems there and then rather than discuss hypothetical solutions.

Why do you not ask for larger donations?

At a computer store you will pay heftily for a repair or be advised to buy a new computer but FIX I.T. is a non-profit initiative run by experts with the valued support of The Roy Fletcher Centre. We simply enjoy fixing I.T. issues, helping people and supporting the local community.

Can you help me remotely?

If you are unable to bring your equipment we can often help using remote assistance. You will need to know how to join us in our Zoom room and be able to 'share your screen' in order for us to help. Remote assistance is particularly useful for printing configuration and minor software issues.

What else might I need?

Make sure you are aware of any login details or passwords that you may need. Backing-up your data before your visit can save us a lot of time but we will always protect (or recover) your data and help you understand the different locations where you have stored it.

Shrewsbury's Weekly Community Computer & I.T. Help Clinic

takes place at:

The Roy Fletcher Centre
12-17 Cross Hill, Shrewsbury, SY1 1JE
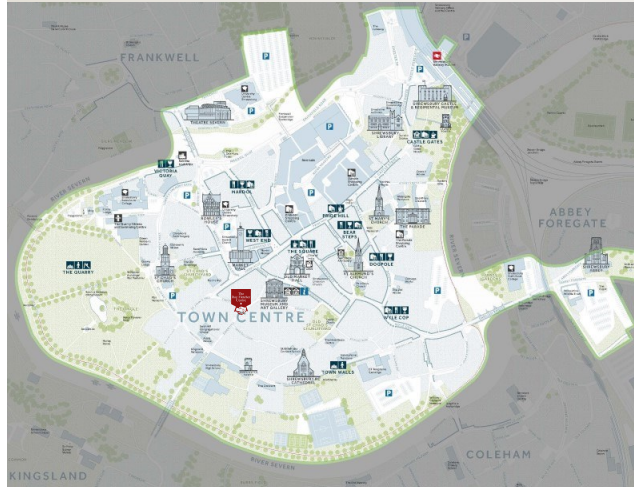
and via Zoom at:

www.zoom.us/j/2465641636

Every Thursday
10.00am - 1.00pm

One-to-one resolution for I.T. hardware, software and internet problems

✉ info@gotofixit.uk

www.gotofixit.uk 🌐

Supported by...

M PC Mike
www.pcmike.uk

ΩMEGA Care for Life

friends of the earth Shrewsbury
see things differently

FIX I.T.
www.gotofixit.uk

Shrewsbury's Community Computer & I.T. Help Clinic

At computer stores, you are left at the mercy of sales-people who take your equipment, charge what they will and take advantage of you

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

By visiting FIX I.T. with your equipment, it will never leave your side, you yourself will be the most important part of the solution, and you'll hopefully learn how to solve the issues for yourself next time

Bring along your troublesome laptop, tablet, PC desktop box, phone, camera printer or gadget and our industry professionals will be thrilled to resolve your problems for a humble community donation

FIX I.T.

The Roy Fletcher Centre (Registered Charity No. 1065777)

What is FIX I.T.?

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

FIX I.T. is non-profit making, staffed by unpaid experts and relies upon the support of The Roy Fletcher Centre. Our service depends upon donations from the people we help and we politely suggest contributions of:
£2 (for quick fixes), £5 (over 1 hour)
£10 (over 2 hours or more)

www.zoom.us/j/2465641636

How Can FIX I.T. Help You?

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
- Printers
- Tablets
- Phones
- Cameras
- Gadgets

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…*
- *My computer is slow…*
- *I've forgotten my password...*
- *Ever since Windows did an update…*
- *I'm being bombarded by adverts…*
- *I can't print anymore...*
- *My phone doesn't have my contacts…*
- *I can't connect to the internet…*
- *My laptop doesn't work anymore…*
- *I need to know more about Word/Excel...*
- *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/phone should I buy…*
- *How do I backup my data…*
- *I've lost my documents…*
- *My tablet/phone isn't charging…*
- *My computer won't switch on…*

We volunteer our time. We love being rewarded with a bacon sandwich (from a nearby café) or with your delightful home-made offerings

---

" Support your community by letting I.T. support you

Who Are the FIX I.T. People?

PC Mike is a desktop support analyst with 28 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 #1 is an all-round font of knowledge specialising in hardware surgery and desktop publishing. He can resolve any issue known to man.

Mike is a retired teacher with the rare characteristics of both technical expertise and outstanding communication skills. He specialises in software usage and obscure projects.

James is the youngest member of the team and essential for keeping our finger on the pulse of technology, particularly with regards to smartphones and tablets.

Gavin #2 is an on-call I.T. support analyst with exceptional fault-finding skills and a wealth of experience with phone and networking issues.