



"TCO" is just me, James Waterfield, 55, Oxford graduate, GSOH, likes clocks, maps, national parks, and a million other things but a bit on

the geeky spectrum I have to admit.

I have been fiddling with personal computers for 40 years, and have effectively provided first-line IT support and training to users while working in accounting and finance for three decades.

I have experience with most commonly-used software* and am equally happy with a screwdriver in my hand.

Computers are querulous creatures, forever asking questions or stubbornly refusing to do what you want. But if you have a problem, I can help. And if I don't know the answer straight off I can find out for you and explain it in English.

TCO

Help with your computer,
when you need it.

Contact:

tamburlane@gmail.com

www.tamburlane.co.uk/TCO

6 Warnborough Road, Oxford

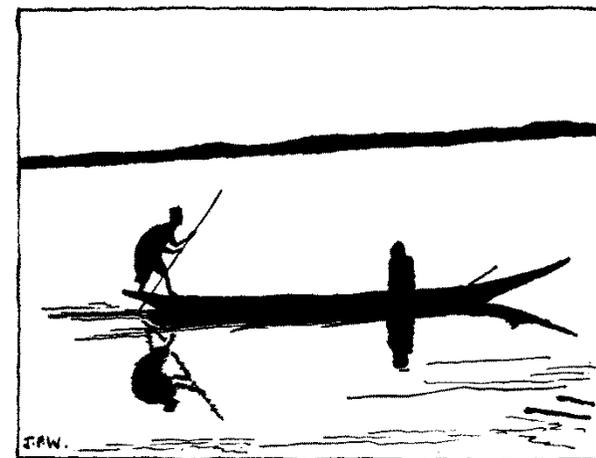
07754 122636

Assistance with other practical documentary matters offered - proof-reading, scanning old photos or text, transcription, etc. etc. - please ask!

TCO

Tamburlane Computing Oxford

Help with your computer,
when you need it.



...getting you where you want to go.

* sorry, but not Apple stuff.

The sorts of issues with which I can help:

Do I need a new laptop (*probably not, by the way*), and if so which one?

Why doesn't the mouse not do what I want?

Where are my backups? do I *have* backups!?

The wifi seems weak - and what *are* these other networks?

Does this warning indicate a security issue? Do I have a virus?

My browser keeps showing pages or toolbars I didn't ask for...

What's a template? A macro? And do I need one?

Could this be easier?

How do I insert a picture - footnotes - table of contents - use styles...

Where *has* that file gone?

How do I get pictures off my phone - tablet - update my satnav map - connect the TV to the wifi...?

My approach to helping:

Computers are meant to enable you to do things, not gobble up money. There's usually no need to buy more bits, if you know what to do with what you've got.

I aim to help you get to where you can do what you want.

I can provide a '**plain fix**', or I can provide **training** so that you can understand how to do things yourself, whichever you'd prefer.

Any training will be targeted at your immediate requirements and will come with personalised illustrated notes to help remember how to do things.

You don't use computers 9-5, and so my help isn't limited to these hours. I might not be available, but will try to be, whenever you need.

And it might be possible for me to help on-line without coming out to visit anyway.

Formal bits:

I will almost certainly need full access to your computer and files, but have no interest in the latter and won't even look at them unless they're what you want help with.

I won't do anything illegal.

Almost everything I do will be accountable and reversible, but some fixes are one-way only and the complex interactions of different elements of a computer mean that there may be unintended side-effects. I will advise on risks as we go along but cannot be responsible for apparent loss of data or functionality. You *do* have backups, don't you?

Fixing up computers can take ages, so I won't charge on a time basis[^] though I'd like to make a living wage! We can discuss 'mates rates'/ barter during the first (free) visit when I find out if I think I can help. If we agree I've not been able to help, there will be no charge.

[^] Personal customers only; businesses pay by the hour