



LOCAL TECHNOLOGY SUPPORT VENDORS

Laptops and Desktops, Windows or Mac Operating Systems

GEEKS 2 YOU

Marc Enzor, Owner & President

5671 N. Oracle Road #1107

Tucson, AZ 85704

Office Hours: Monday – Friday 9 am – 5 pm; Saturday-Sunday 10 am – 4 pm

Phone: 520-222-8000 – call for a quote

Email: help@Geeks2You.com

Website: www.Geeks2You.com

Cost: Please call for pricing; hourly fee based on service requested

Geeks2You is a Tucson-based business and also a SNAP supporter. Same-day or next-day service is available 7 days a week by calling them or completing the form on their website. **Geeks2You** will diagnose and provide a quote for services. “Geeks” are well versed in Covid-19 safety protocols and arrive in your home properly masked, equipped with sanitizing spray and prepared for providing service while socially distancing.

Services offered:

- Home and Wi-Fi Networking
- Virus Removal
- Backup solutions
- Data Recovery
- Hardware Repair
- Computer Tune-up
- Tutoring



GEEK SQUAD EAST TUCSON

6025 E. Broadway Blvd.

Tucson, AZ 85711

Store Hours: 10 am – 6 pm daily

Phone: 520-745-0209 (store phone & menu - during store hours)
or 800-433-5778 (Available 24/7)

Email: No general email address

Website: <https://stores.bestbuy.com/az/tucson/6025-e-broadway-blvd-198/geeksquad.html>

Geek Squad East Tucson, located inside Best Buy East Tucson, services all tech in the home no matter where purchased. Agents are available 24/7 online and on the phone at the 800 number. Customers can schedule an appointment by phone or online (best option to avoid wait on the phone) for service in the home or at the store.

Services offered:

- Computer diagnosis and repair
- Data Recovery
- Virus and Spyware Removal
- Device Diagnosis: remotely by chat, in store, at home
- Email/software trouble shooting
- PC tuneup
- Home Wi-Fi setup
- Device setup (PC, tablet, mobile or network device or up to 5 wireless devices)
- Data backup or transfer
- Printer setup
- Software installation or email setup
- Free in-home consultation for adding new tech



Laptops & Desktops – MAC Operating System Only

STAT Computer Services

Boyd Burkhardt, Owner

Hours: 9 am – 5 pm Monday – Friday; Office Hours: 9 am – 2 pm Tuesday-Thursday and by appointment

Phone: 520-615-3390

Email: consult@callstat.com

Website: <http://www.callstat.com>

Cost: \$160/hour, 1 hour on-site minimum; Remote service billed in 15 minute increments

STAT Computer Services has been providing Mac consulting and support since 1999. STAT provides a range of services – from simple setup or PC-to-Mac transition to tech strategy consulting designed to optimize your computer hardware and software.

Services offered:

- Mac installation and setup
- Troubleshooting
- Windows to Mac migration and integration
- Backups
- Hardware/software/services recommendations
- Instruction/training on all Apple products



SOLE-OWNER-OPERATED TECH SUPPORT VENDORS-LOCAL

COMPNET, INC.

Jim Warner, owner

Phone: 520-908-7200

Hours: 9 am – 5 pm Monday – Friday

Email: compnetaz@gmail.com

Website: N/A

Cost: \$50/hour for residents within the SNAP service area

CompNet, Inc. owner, Jim Warner, is a resident in the SNAP service area and has been in business for 30 years offering computer and technical services for home office, small office and personal systems.

Services offered:

- Install, repair, upgrade and maintain computer systems
- Training with Microsoft Office (documents, spreadsheets, databases, etc)
- Setup email clients, virus and malware software, Accounting software (Quickbooks, SAGE, Quicken)
- Internet and local networks, ZOOM video conferencing.
- Smart device setup and integration – Smart TV, Tablets, Smartphones
- Setup streaming media devices – Roku, Amazon Fire, Chromecast
- Data backup using cloud storage and/or network attached storage.
- Many other services available



LOVE YOUR GADGETS

John Williams, Owner

Phone: 520-222-6330

Hours: 8 am – 5 pm Monday – Saturday or

other accommodations can be made by arrangement

Email: info@loveyourgadgets.com (preferred method of contact)

Website: www.loveyourgadgets.com

Cost: \$50/hour

Love Your Gadgets owner, John Williams focuses on helping older adults understand and learn to use technology, whether with questions about using your gadgets, need help in setup, need purchase recommendations for your personal technology needs, are a seasoned or new user. He follows all Covid-19 protocols for in-person contact, but at this time is requesting that customers have at least one dose of the Covid-19 vaccine for an in-home visit. He will work with you however you are comfortable, and also does consults by phone, but since his goal is to help customers in the learning process, he always prefers to work in front of the customer. Call or email him to arrange services.

Services offered:

- Computer/tech tutoring
- Upgrade older computer
- Upgrade RAM
- Upgrade wireless network
- Teach how to use programs/find solutions
- Help with setting up email, social media, SKYPE, new phones
- Tutoring for new computer users (e.g. internet, email, smart phones/tablets, social media, online shopping)
- Specializes in converting homes to over-the-air TV and helping customers reduce their gadget bills (i.e. assess your needs and advise accordingly so that you are not paying for services you do not need).
- Installs RING security cameras and doorbells
- Mini-sessions available (less than an hour with proportionate charge)



TECHNICALLY ACCURATE CONSULTING

Ed Stevenson, Owner

Located in Sunrise/Kolb area

Hours: 9 am – 5 pm daily

Phone: 520-834-7848

Website: Under construction (ETA unknown)

Cost: \$100/hour – minimum 1 hour)

Technically Accurate Consulting owner, Ed Stevenson, resides in the Sunrise/Kolb neighborhood and has twenty years' experience in technology, with ten years in business. He will make in-home visits or equipment can be brought to him for service. Ed also provides remote service, when applicable.

Services offered:

- Computer diagnosis and repair (PC or Mac)
- Network issues (Wi-Fi, cable internet, or DSL)
- Smart TVs
- General instruction



NON-LOCAL ONLINE TECHNOLOGY SUPPORT VENDORS

Candootech.com

Liz Hamburg, Founder and CEO

Hours: 9 am – 8 pm EST, Monday - Friday

Phone: 646-758-6606

Email: support@candoo.com

Website: <http://www.candootech.com>

Cost: \$50/hour online sessions; \$180 device installation and setup; Memberships for unlimited services available at \$180/individual or \$270/couple per year or \$15/month. Memberships also provide “Quick Support” for up to 30 minutes for questions, but not for tutoring or more time-intensive services such as setups.

Candootech is an online support service that gives older adults the freedom to stay independent, safe from online scams and empowered by providing remote technology support and training designed specifically for seniors.

Services offered:

- Support for most devices, including Smartphones, Apple, PC or Chromebook computing devices, Tablets, Home Safety Devices and Accessories such as Alexa, Google Home, Printers, Routers.
- Offers remote sessions to fix what’s not working, advise on and setup new devices and teach the client how to use its technology.
- Communicates clearly with clients and, if they choose, with their adult children or caregivers.
- Works directly with consumers and with senior living facilities, Area Offices on Aging (e.g. PCOA) and other groups supporting older adults.
- Advises on new phones, tablets, computer purchases by helping client determine what to buy, then will set it up so that it is ready when the box is opened by the client. Consultation, setup and one-hour remote lesson included.
- Provides free downloads and online tutorials for instruction on how to use Facebook, Zoom, order shopping or get food delivery.



LOW-COST INTERNET ACCESS

AGING CONNECTED.ORG

Phone: 877-745-1930

Aging Connected is a national, cross-sector campaign to bridge the digital divide and help older adults access essential public health information, social services, online community and more through affordable, accessible internet. The site searches for low-cost internet options based on ZIP code. Participants may qualify for low-cost access to the internet and possibly be provided with a PC. Low-cost internet is approximately \$10/month with no installation or rental fees. Low-cost computer equipment may also be available.

To qualify, the client must participate in one or more of the following programs:

- Low-income (household of four: at or below \$49,000 annual income)
- Live in public housing
- Have a K-12 student or college student in your household
- Participate in the National School Lunch Program (free or reduced lunch at school)
- Participate in Supplemental Nutrition Assistance Program (food stamps or CalFresh)
- Participate in Temporary Assistance for Needy Families Program - TANF (or CalWorks)
- Participate in Supplemental Security Income (SSI)
- Participate in Medicaid or Medi-Cal
- Participate in Women, Infants, and Children (WIC)
- Participate in Head Start
- Participate in Low Income Home Energy Assistance Program (LIHEAP)
- Participate in Veterans Pension and Survivor Benefits
- Participate in Community Eligibility Provision (CEP)

Once connected, clients can access free introductory classes about the internet (and many other ageing-related topics) at SeniorPlanet.org.