



# NCA Helpdesk Services

## NCA Managed Services

### Desktop and Laptop Support

- Installation of MS Office applications
- Activating the Operating System and Microsoft Office updates
- Installing and configuring security software such as anti-virus
- Disk defragmentation
- Best-effort configuration of peripheral devices such as local or network printers and scanners
- Assistance with Microsoft updates not centrally configured

### Application Software Support

- Installing multi-media applications
- Installing and configuring email
- Troubleshooting system and application errors (excluding error messages related to computer programming languages, script programming and debugging)
- Remote assistance in installing most software applications
- Using and configuring printer/scanner software utilities
- Troubleshooting installation problems

### PC Security / Data Backup

- Securing your computer
- Setting-up and configuring anti-virus, anti-spyware
- Scanning and cleaning-up of virus, spyware, adware stored on workstations
- Best effort in repairing infected files
- Preventing other computers from accessing your computer in the network
- Implementing password protection for files
- Encrypting files on computers
- Backing-up important information on computers
- Backing-up of files
- Backing-up of registry files for changes
- Backing-up of email, including archiving
- Backing-up of hard drives via client provided software and hardware

For more information about NCA Security Services  
visit, [www.NCAnet.com](http://www.NCAnet.com)



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