

Invoice	Service Date	Item	Description	Qty	Rate	Amount
4410	03/26/2020	Hardware	Cost Name: Computer Hardware T20200402.0004 Cost Description: Dell Latitude E7470 Ultrabook 14 Intel Core i7 processor 8gb DDR4 ram 256gb SSD 256gb SSD Windows 10 Pro	1	998.20	998.20
4410	03/30/2020	Consulting	Task/Ticket: Remote / Phone Support - Splashtop Remote Desktop installation and deployment T20200402.0001 Summary Notes: Contacted support with Splashtop in order to resolve an issue that would not allow the streamer to install while the streamer for MSP is installed. Could not find a viable solution working with support who advised they would get back to us. Resource Name: Vyncke, Rick	1	110.00	110.00
4410	03/31/2020	Consulting	Task/Ticket: Remote / Phone Support - Splashtop Remote Desktop installation and deployment T20200402.0001 Summary Notes: Remote accessed 3 user workstations and removed the Splashtop streamer for PPS Endpoint Management. Installed the Splashtop for Business streamer Management. Installed the Splashtop for Business streamer and signed in each of the users. Tested connectivity and advised users of the changes. Resource Name: Vyncke, Rick	1	110.00	192.50
4410	03/31/2020	Consulting	Task/Ticket: Hardware Installation - Kelly Samuel laptop purchase and installation T20200402.0004 Summary Notes: Initial setup and configuration of laptop for CAVT organizational usage. Resource Name: Vyncke, Rick Resource Name: Vyncke, Rick	1	110.00	110.00
4412	04/01/2020	Consulting	Task/Ticket: Hardware Installation - Kelly Samuels laptop purchase and installation T20200402.0004 Summary Notes: Onsite installation and configuration of laptop. Joined CAVT domain, mapped network drives and installed printer. Configured new user profile on installed printer. Configured new user profile on CAVTSERVER for Kelly S and reconfigured laptop with new user profiles. Configured Microsoft Office product for Kelly. Resource Name: Vyncke, Rick	1	85.00	85.00
4412	04/03/2020	Consulting	Task/Ticket: Service Request - Performance issues - Kim R T20200403.0001 Summary Notes: Remote accessed client laptop and discovered the cause of the performance issues is a failing hard drive. Advised client of replacement recommendations. Resource Name: Vyncke, Rick	0.5	85.00	42.50
4412	04/06/2020	Hardware	Cost Name: Computer Hardware T20200403.0001 Cost Description: Dell Latitude 3400 14in laptop Intel Core i5 processor 8gb ram 256gb solid state hard drive 256gb solid state hard drive Windows 10 Professional 1 year hardware warranty from Dell	1	1,098.20	1,098.20
4412	04/07/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Initial stand up and customization of CAVT SharePoint Team Site. Resource Name: Vyncke, Rick	4	85.00	340.00
4412	04/09/2020	Consulting	Task/Ticket: Service Request - Performance issues - Kim R T20200403.0001 Summary Notes: Initial setup of Kim R's replacement laptop. Installed CAVT VPN client on laptop and joined laptop to domain. Created domain user profile with access to the CAVT server and printers. Logged on as user and the CAVT server and printers. Logged on as user and installed printer and Office. Configured Outlook with email. Delivered laptop to client site. Resource Name: Vyncke, Rick	1	85.00	85.00
4412	04/14/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Folder creation and permissions changes for Private folder on CAVT SharePoint Team Site. Continue to work with Stephanie on getting all client devices to work with Stephanie on getting all client devices configured to connect to SharePoint and deploy for end user usage. Resource Name: Vyncke, Rick	1	85.00	85.00
4425	04/16/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Remote connection to Amber Gilchrist laptop in order to configure SharePoint Online Team Site for CAVT. for CAVT. Resource Name: Vyncke, Rick Delivered laptop to client site. Resource Name: Vyncke, Rick	0.5	85.00	42.50
4425	04/17/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Remote connection to Chelsea Fredinburg and Kelly Samuels laptops in order to configure SharePoint Online Team Site for CAVT. Online Team Site for CAVT. Resource Name: Vyncke, Rick Delivered laptop to client site. Resource Name: Vyncke, Rick	1	85.00	85.00
4425	04/17/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Remote connection to Susan Herrel's laptop to configure SharePoint online Team Site for CAVT. While connected the user requested assistance with usage of While connected the user requested assistance with usage of OneDrive and SharePoint as well as a MS Word issue that I consulted on. Resource Name: Vyncke, Rick	1	85.00	85.00
4425	04/17/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Remote accessed Steve R and Traci T workstations and connected CAVT SharePoint Team Site. Resource Name: Vyncke, Rick	0.5	85.00	42.50
4425	04/20/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Remote accessed Jolene, Carolyn and Colleens workstations in order to configure SharePoint Team Site for CAVT. Team Site for CAVT. Resource Name: Vyncke, Rick	1.25	85.00	106.25

4425	04/22/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Remote accessed Jessie, Stephanie, Tammi and Becky's laptops and desktop devices in order to configure the CAVT SharePoint Online Team Site. Once configure the CAVT SharePoint Online Team Site. Once completed I assisted Stephanie with reconfiguring her Outlook to resolve multiple users accounts inside of it. Will schedule group training in order to get users comfortable with usage and sharing with students.	2	85.00	170.00	
4425	04/25/2020	Software	Cost Name: Computer Software & Licensing T20200501.0005 Cost Description: Microsoft 365 for Education A3	29	41.00	1,189.00	
4425	04/30/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: SharePoint training for all faculty and staff members. Resolved display issues for Dr. Rubin's workstation. workstation. Resource Name: Vyncke, Rick	2	85.00	170.00	
4425	04/30/2020	Consulting	Task/Ticket: Remote / Phone Support - CAVT SharePoint Online T20200407.0002 Summary Notes: Remote accessed CAVTSERVER and created a new shared folder called CEO Admin. Set sharing and user access permissions. I then updated the login script and user access permissions. I then updated the login script for "admin". Initiated a transfer of data from CAVT shared folder to CEO Admin folder. Created user instructions for Dr. Rubin and Jolene to connect their workstations to the new location.	0.5	85.00	42.50	
4436	05/08/2020	Consulting	Cost Name: Computer Hardware T20200518.0009 Cost Description: Dell Latitude 14 7000 Series E7470 Ultrabook, 14.0inch HD Anti-Glare LCD, Intel Core i7-6600U, 8 GB DDR4, 256 GB SSD, Windows 10 Pro (Renewed) (Renewed)	1	689.99	689.99	
4436	05/11/2020	Software	Cost Name: Symantec Endpoint Protection Cloud (Annual) T20200518.0010 Cost Description: Symantec Endpoint Protection Cloud Annual License	30	35.00	1,050.00	
4436	05/12/2020	Consulting	Task/Ticket: Service Request - Laptop replacement Becky Devine T20200518.0009 Summary Notes: Initial setup and configuration of Becky Devine's replacement laptop. Resource Name: Vyncke, Rick Resource Name: Vyncke, Rick	1.25	110.00	137.50	
4453	05/22/2020	Hardware	Cost Name: Dell XPS 13 Laptop Touch Screen T20200602.0004 Cost Description: Dell XPS 13 Core i5 processor 16gb ram 512gb solid state hard drive 512gb solid state hard drive 13.4 Touch InfinityEdge Display Windows 10 Professional 3 year next business day hardware warranty from Dell 3 year accidental hardware warranty from Dell	1	2,181.49	2,181.49	
4472	06/08/2020	Consulting	Task/Ticket: Installation - Opportunity Closed:[Dell XPS laptop for Steve] T20200602.0004 Summary Notes: Installation and configuration of Steve's Dell XPS laptop. Resource Name: Vyncke, Rick Resource Name: Vyncke, Rick	1.5	110.00	165.00	
4472	06/09/2020	Consulting	Task/Ticket: Installation - Opportunity Closed:[Dell XPS laptop for Steve] T20200602.0004 Summary Notes: VPN configuration and training with Steve for connection from outside the office from his new laptop. Resource Name: Vyncke, Rick Resource Name: Vyncke, Rick	1	85.00	85.00	
4472	06/15/2020	Consulting	Task/Ticket: Service Request - Dr Goble printing issues T20200622.0009 Summary Notes: Responded onsite to further investigate and resolve printing issues. While onsite I discovered a IP address conflict which was resolved by disconnecting the device using the address. Setting a DHCP reservation that device using the address. Setting a DHCP reservation that prevents further usage of that address. Tested printing on a couple devices. Resource Name: Vyncke, Rick	1	110.00	110.00	
4488	06/22/2020	Consulting	Task/Ticket: Service Request - Dr Goble printing issues T20200622.0009 Summary Notes: Lewan and Assoc. diagnosed copier issues as a failed component and replaced hardware. Dr. Goble still complains of printing issues. While onsite i observed that her workstation was not connected to any network. When her workstation was not connected to any network. When attempting to connect I discovered that the adapter would not connect to any network. I replaced the failing USB network adapter to resolve and restore printing issues. Resource Name: Vyncke, Rick	1	85.00	85.00	
4500	07/15/2020	Consulting	Task/Ticket: Hardware Installation - Chelsea laptop replacement T20200716.0026 Summary Notes: Installation and configuration of Chelsea's replacement laptop. Laptop was reallocated from previous user. Resource Name: Vyncke, Rick	1	110.00	110.00	
4531	08/15/2020	Hardware	Cost Name: Computer Hardware T20200729.0004 Cost Description: Factory Refurbished i5 processor 256gb solid state hard drive 8gb ram Windows 10 Professional 1 Year next business day onsite hardware warranty from Dell. Note: Laptop cost \$989.17 - \$670.82(returned laptop 7/30) = \$318.35	1	318.35	318.35	
						Total	10,011.48