

LOCK DOWN
On-Line Account & Secure Personal Data Form
Required Customer Account Information

Must bring completed form to your appointment for **each account** to be secured/recovered

Customer Name: _____ Customer Phone: _____

Account to Secure or Recover

____ Facebook ____ Google ____ Apple

____ Microsoft ____ Other ____ Other

Account Username (if applicable): _____

Email associated with account: _____

Email Password: _____

Account Password: _____

Phone# associated with account: _____

Security Questions (if applicable) _____

2FA methods set up (If applicable) _____

Date of Birth: _____

Alternate phone number for account recovery: _____

(Device must be accessible for verification)

Alternate Email for account recovery: _____

(Email must be accessible w/alt email user name / password for verification)

- Apple Account: Bring any/all devices using same Apple ID
- Microsoft Account: Bring device that is used such as phone, desktop or laptop with charger
- Account recovery (unknown credentials) may take up to 2 weeks to process
- If requested, Tech Time will retain info on customers behalf for future customer need

Two accounts typically Locked Down in 30-minutes with complete valid information.

Lock Down labor billed in 15-minute increments at \$24.75 + tax

Phone Maintenance – Quick Fix \$20

Charging Port, Earpiece Speaker & Microphone Cleaned Out
Screen & Case Cleaned