

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	1.45	100.00	145.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Remote Service	[REDACTED]	1.10	100.00	110.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	2.80	100.00	280.00
System Engineer	Remote Service	[REDACTED]	1.50	100.00	150.00
<b>Total Services:</b>					<b>765.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement		
Services	(5.65)	(565.00)
<b>Total Adjustm</b>		<b>(565.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	200.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>200.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>200.00</b>

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 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Assist Karen with getting support connected to CAD server.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/25/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Spoke with Karen - Connected to her computer and then opened connection to the 911 FPS server successfully - Karen is going to now continue working with support	0.25	100.00	25.00
06/25/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Spoke with CAD support and [REDACTED] - Opened remote Desktop [REDACTED] - Deleted cadprod from [REDACTED] - [REDACTED] connected and began troubleshooting the issue - This seems to be a problem with ECM2 smtp server handling [REDACTED] - [REDACTED] advised that at 12:54 [REDACTED] connection to the [REDACTED] completed without [REDACTED] - [REDACTED] they believe that all [REDACTED] ns from the BC911 cad system may now be being blocked and the CAD system needs whitelisted - The SMTP connection completes but the messages are not being paged or sent out once reaching ECM2 servers - Contacted ECM2 with Karen and a support representative is going to call Karen back	1.20	100.00	120.00
06/29/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Called and left a message for Karen, waiting to hear back	0.10	0.00	0.00
06/30/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Spoke with Karen and ECM2 is working with involved companies to get the paging alerts with the smtp server fully functional again - Scheduling to follow up and check the status later this week	0.10	0.00	0.00

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Cannot access GIS website.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Karen contacted PCW - Verified issue with SEC website - Verified issue is with the website itself - Moving ticket to team	0.25	100.00	25.00
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b>	2.80	100.00	280.00

**Contact:**Waybright , Karen  
 - Unable to run updates via Windows Update, stuck on "pending download"  
 - Ran Realtek gigabit ethernet driver update and installed successfully  
 - Ran Windows 10 update assistant tool and installed updates on Win v 2004  
 - Some available Windows Updates but the progress is stuck at 0%  
 - When browsing https://rapidsosportal.com/login on the network, a blank page/nothing loads  
 - Tested external to the network without issue  
 - Worked with the team and we located an issue with the Meraki and rebooted the Meraki  
 - Tested RapidSOS site on multiple PCs successfully  
 - Downloaded and installed Google Chrome successfully  
 - Shortly after the problem occurred with the Meraki and sites began blocking again including RapidSOS site  
 - Escalating to Firewall team for further review

07/28/2020	Tr [REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED]	0.80	100.00	80.00
			<b>Contact:</b> Waybright , Karen - Assisted Josh with blocked site issue			
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> 5 [REDACTED]	1.10	100.00	110.00
			<b>Contact:</b> Waybright , Karen -Added a list of sites from the event viewer to the 911 pcs cfs for rapidsos site -Verified access to the site -Explained to Karen that the gis site is hosted from an internal server there -Karen is going to call Tyler tech again tomorrow to farther troubleshoot after logging into the site -Karen is able to access the training side but not the production side			
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED]	0.70	100.00	70.00
			<b>Contact:</b> Waybright , Karen - Content filtering was blocking rapidsosportal. Worked with Billy to remedy			
07/29/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED]	0.30	0.00	0.00
			<b>Contact:</b> Waybright , Karen -Called Karen -Verified rapidsos and gis are now working			

**Location:** Bedford County 911 Center **Charge To:** Bedford County Commissioners / Create email account for Cassie Waybright.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/28/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen -Created a new user account for Cassie -Setup Cassie's email account in exchange	0.25	100.00	25.00

-Checked with Centralized services on exchange defender  
-Called Karen  
-Verified access to Cassie's email via web

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / New hires

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/15/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED] <b>Contact:</b>Waybright , Karen Karen,</p> <p>I created the new users Gracie Lynch login name and pass GLynch NewHire547 Jacob Diehl login name and pass JacobDiehl NewHire342 There was already a Jdiehl</p> <p>I don't know how to add the users in CAD Harry always did that. I can call them and find out how if you want me to.</p>	0.30	100.00	30.00

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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 Attn: Tracey Snyder  
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 Bedford, PA 15522

Date	Invoice
07/31/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/30/2020	[REDACTED]	[REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<b>Total Services:</b>					<b>130.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement Services</u>	(.5)	(50.00)
<b>Total Adjustments:</b>		<b>(50.00)</b>

Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>	80.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>80.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>80.00</b>

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**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location:** Bedford County Children and Youth **Charge To:** Bedford County Commissioners / Cannot access internet or Y drive.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/16/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Mock, Mary Ann - Contacted customer and left a VM regarding the issue. - WOC.	0.10	0.00	0.00
07/17/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Mock, Mary Ann - Contacted Mary Ann and verified the issue. - When using her PC she cannot access the intranet, the Y drive, [REDACTED] - Checked the network and we found Mary Ann is connected to the guest WIFI. - Worked with Mary Ann and we checked network cable and found [REDACTED] was unplugged. - Mary Ann plugged the Ethernet cable and the PC is now connected to the network. - We can now access the intranet, Y drive, and print successfully. - If Mary Ann needs anymore assistance she will call back in. - No further issues at this time.	0.50	100.00	50.00

**Location:** Bedford County Children and Youth **Charge To:** Bedford County Commissioners / New user setup Dana Stough.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/27/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bisbing, Bonnie -Created new user and email account for Dana Stough -Set temporary password -Left message for Bonnie to hand over user credentials	0.50	100.00	50.00

**Location:** Bedford County Children and Youth **Charge To:** Bedford County Commissioners / Request from Bedford County CYS - New Employee

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/09/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Montgomery, Alan - Created user account for Dakota and Office user - Called and left a message for Alan about this, waiting to hear back	0.30	100.00	30.00

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Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Remote Service		1.50	100.00	150.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service		0.50	100.00	50.00
System Engineer	Remote Service		0.25	100.00	25.00
System Engineer	Remote Service		0.60	100.00	60.00
<b>Agreement Non-Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service		0.30	100.00	0.00
<b>Total Services:</b>					<b>285.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(1.35)	(135.00)
<b>Total Adjustments:</b>		<b>(135.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	150.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>150.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>150.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Bedford DA Server Access**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/23/2020	Flaugh, Jeremy	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] Contact: Beck, Jim Got Jim connected to the DA server with TV.	0.25	100.00	25.00
07/23/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] Contact: Beck, Jim Thanks for the update Jim. I'll log the server out.	0.25	100.00	25.00

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Cannot login to computer.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/24/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] Contact: May, Chatty - Called the office and verified the issue. - Chatty would like a generic user account set up for the AG task force. - Checked the PC and it will need connected to the network and setup. - Chatty will have the PC setup and call back in for the user account creation. - We can close the ticket for the time being.	0.30	100.00	30.00

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Locked out of PC.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/23/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] Contact: May, Chatty - Contacted Chatty - Verified issue with credentials - Reset Chatty's user password - Verified login	0.25	100.00	25.00

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Needs to login to computer not in use.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/30/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] Contact: Amick, Toni - Contacted Toni and verified the issue. - Toni needs a user account created to access a PC. - Created a generic account named DAuser and Toni was able to login successfully. - If Toni needs further assistance she will call back in. - No further issues at this time.	0.30	100.00	30.00

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / New PC Setup**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/30/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED]	0.30	100.00	0.00



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<b>Date</b>	<b>Invoice</b>
07/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

Other Charges	Quantity	Price	Amount
<u>Agreement: ITCare Gold Agreement</u>			
APC Back-UPS VA Desktop UPS - 650 VA/390 W - 120 V AC - 3 Minute - Desktop - 3 Minute - 4 x NEMA 5-15R, 4 x NEMA 5-15R	1.00	106.39	106.39
<b>Total Other Charges:</b>			<b>106.39</b>
<b>Invoice Subtotal:</b>			106.39
<b>Sales Tax:</b>			0.00
<b>Invoice Total:</b>			<b>106.39</b>
<b>Payments:</b>			0.00
<b>Credits:</b>			0.00
<b>Balance Due:</b>			<b>106.39</b>

Make checks payable to PC Works Plus

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**Contact:**Diehl, Nancy

- Contacted Nancy and we went over the PC.
  - The PC was not listed in ITCare and Nancy was able to get me the serial number.
  - The PC is a new PC that will need set up and have the PCW software installed.
  - Escalating to the set up team for further assistance.
- \*\*\*\*\*See Internal\*\*\*\*\*

07/31

**Service Ticket**

1.50 100.00

150.00

**Contact:**Diehl, Nancy

- Spoke with Nancy
- Ran Advanced Boot Options and reset the PC
- Once this was finished we completed initial setup and walked Nancy through connecting me through the PCW site
- Connected successfully, installed ITCare, AV, Office, Adobe Reader, DA Canon, and PMS successfully
- Reviewed this with Nancy and confirmed printing and office setup successfully on the DA Task Force user on the PC
- No further action required at this time

**Gratis/Non-Bill Hours:**

0.30

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**Date:** 07/31/2020  
**Invoice:** [REDACTED]  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/30/2020	[REDACTED]	[REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
<b>Non-Billable Services</b>					
System Engineer	Remote Service	[REDACTED]	0.25	100.00	0.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
<b>Total Services:</b>					<b>85.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(.6)	(60.00)
<b>Total Adjustments:</b>		<b>(60.00)</b>

Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>	25.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>25.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>25.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]

Company: Bedford County Commissioners

**Location: Bedford County Jail Charge To: Bedford County Commissioners / Lisa and Tony cannot login.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/27/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Chancellor, Jannette - Contacted customer and left a VM regarding the issue. - WOC.	0.10	0.00	0.00
07/27/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Chancellor, Jannette - Contacted Tony and Lisa and verified the issue. - Reset the passwords for both users successfully. - [REDACTED] issues at this time.	0.30	100.00	30.00

**Location: Bedford County Jail Charge To: Bedford County Commissioners / Setup remote access for Lucille Kentner.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/08/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Kentner, Lucille - Set [REDACTED] for remote access - Sent email with directions - Sent [REDACTED] invitation	0.25	100.00	0.00
07/08/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Kentner, Lucille - Talked to Lucille - Walked her through remote access to her PC at work - Tested ok - Created Shortcut on desktop - No issues at this time	0.25	100.00	25.00

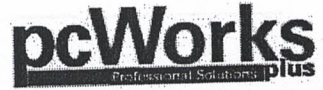
**Location: Bedford County Jail Charge To: Bedford County Commissioners / Trouble getting the scanner to generate a multiple page document.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Kentner, Lucille - Spoke with Lucile and connected to her computer - Lucile is having trouble getting the scanner to generate a multiple page document to attach to email - Went through process for document scanning using the provided software - Found we could scan a document with the feeder under advanced scanning > document scanning - Before starting the scan we want to select Letter 8.5x11 and ADF feeder for the document source - During saving selecting PDF(Image) and clicking save generated a multiple page PDF document successfully - No further action required at this time	0.30	100.00	30.00

[Redacted]

[Redacted]

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07/31/2020	[REDACTED]
<b>Account</b>	
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Terms	Due Date	PO Number	Reference
Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	1.10	100.00	110.00
<b>Total Services:</b>					<b>110.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	110.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>110.00</b>
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Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Travel From		0.90	0.00	0.00
System Engineer	On-Site Service		0.70	100.00	70.00
System Engineer	Travel To		0.80	100.00	80.00
<b>Total Services:</b>					<b>150.00</b>

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	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>150.00</b>
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**Invoice Time Detail**

Invoice Number: [REDACTED]  
Company: Bedford County Commissioners

Location: Bedford County Tax Assessment Office Charge To: Bedford County Commissioners / Setup scan to email

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/29/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact: Hillegass, Joyce Setup scan to email. Wrote instructions on how to access the copier to add users. Fixed her shortcuts that broke last month.	1.10	100.00	110.00

[REDACTED]



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Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

<b>Service Request Number</b>	499722
Summary	High-end Workstation and Laptop Quote (per request); order equipment, install
Billing Method	Actual Rates
Company Name	Bedford County Commissioners
Contact Name	Josh Lang

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication		0.60	0.00	0.00
System Engineer	Communication		0.30	0.00	0.00
System Engineer	Travel From		1.10	0.00	0.00
System Engineer	Travel To		0.75	100.00	75.00
System Engineer	Remote Service		0.80	100.00	80.00
System Engineer	Remote Service		1.25	100.00	125.00
System Engineer	Remote Service		1.50	100.00	150.00
System Engineer	On-Site Service		4.50	100.00	450.00
<b>Total Services:</b>					<b>880.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	880.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>880.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>880.00</b>

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 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Treasurer Charge To: Bedford County Commissioners / Install new printer for licenses.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt.
07/20/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Cottle, Melissa Travel to Bedford County Commissioners	0.80	100.00	80.00
07/20/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Cottle, Melissa -pulled old verifone license printer out. -setup new data e-max Mark 3 printer. -worked with technical support. Setup drivers. Setup dimensions width 3.5, length 4.25 in. -shirley printed out test license twice. -no further actions required at this time.	0.70	100.00	70.00
07/20/2020	[REDACTED]		Service Ticket [REDACTED] [REDACTED] Cottle, Melissa [REDACTED] Bedford County [REDACTED] ers	0.90	0.00	0.00

[REDACTED]

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Prothonotary Charge To: Bedford County Commissioners / High-end Workstation and Laptop Quote (per request); order equipment, install

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/13/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh - Setup OSs - New [REDACTED] computers - Installed AV and Open DNS agents - Installed SSD into the Desktop - Started for Windows, Msstore, and Drivers	0.75	100.00	75.00
07/14/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh - Completed updates for Windows, Msstore, and Drivers - Uninstalled trial of 2016 - Uninstalled bloatware - Installed Adobe Reader and Google Chrome - Installed Itcare Agent - Ready for onsite	0.50	100.00	50.00
07/16/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh -Called Munis support -Waiting to hear from Support -Called Makayla -Makayla is currently working in the Finance office	0.60	0.00	0.00
07/16/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh Travel to Bedford County Commissioners	0.75	100.00	75.00
07/16/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh -Unboxed all equipment -joined desktop and laptop to the domain -Installed office adobe acrobat munis -Seupt outlook and onedrive sync	4.50	100.00	450.00
07/16/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh - assisted billy with one drive issue	0.80	100.00	80.00
07/16/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh Travel from Bedford County Commissioners	1.10	0.00	0.00
07/17/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh Makayla,  When you have a minute log off and back on. I set you up with a Y dept data and Z personal drive. I also made a HR distribution group for email. I know HR is one person I'm just	1.50	100.00	150.00

trying to keep everything clean and standard.

Ticket notes  
Got her fixed up with a user code on the copier and set up in the driver.  
Created the correct OU's in AD and moved her and her PC to that group.  
Created distribution and security groups in AD.  
Applied the correct GPO's  
Created a location in ITcare for H [redacted]

07/20/2020 [redacted]

**Service Ticket** [redacted]

0.20 0.00

0.00

**Contact:**Lang, Josh

Called and talked to Tracey about her Munis and she is good but skeptical about payroll.

Talked to Makayla and told he about the mapped drives for the county depts.

07/20/2020 [redacted]

**Service Ticket** [redacted]

0.10 0.00

0.00

**Contact:**Lang, Josh

Awesome! Thanks for the update.  
I'll close this out and if you have any more issues or questions please feel free to call or email us.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 07/31/2020  
**Invoice:**  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/30/2020		

**Service Request Number:** 501556  
**Summary:** HP Notebook; order, install  
**Billing Method:** Actual Rates  
**Company Name:** Bedford County Commissioners  
**Contact Name:** Anita Goodwin

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication		0.10	0.00	0.00
System Engineer	Travel From		1.00	0.00	0.00
System Engineer	Remote Service		0.30	100.00	30.00
System Engineer	Travel To		0.80	100.00	80.00
System Engineer	On-Site Service		2.50	100.00	250.00
<b>Non-Billable Services</b>					
System Engineer	Remote Service		0.50	100.00	0.00
<b>Total Services:</b>					<b>360.00</b>

Other Charges	Quantity	Price	Amount
<b>Billable Other Charges</b>			
(8 in stock as of today) HP 470 G-series 17.3" Notebook - 1920 x 1080 - Intel Core i7 (10th Gen) i7-10510U Quad-core (4 Core) 1.80 GHz - 8 GB RAM - 256 GB SSD - Ash Silver - Windows 10 Pro - AMD Radeon 530 Graphics with 2 GB, Intel UHD Graphics 620 - In-p	1.00	1,220.38	1,220.38
<b>Total Other Charges:</b>			<b>1,220.38</b>

Make checks payable to PC Works

<b>Invoice Subtotal:</b>	1,580.38
<b>Sales Tax:</b>	0.00
<b>Invoice Total:</b>	<b>1,580.38</b>
<b>Payments:</b>	0.00
<b>Credits:</b>	0.00
<b>Balance Due:</b>	<b>1,580.38</b>

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**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location:** Bedford County District Attorney **Charge To:** Bedford County Commissioners / HP Notebook; order, install

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/24/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Setup OS - Uninstalled trial of 2016 - Uninstalled bloatware - Installed Adobe Reader and Google Chrome - Named computer [REDACTED] - Completed updates for Windows, Msstore, and Drivers - Installed Itcare, AV and Open DNS agents - Ready for Onsite	0.50	100.00	0.00
07/24/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Anita, just looking for some more details on the new notebook. [REDACTED] laptop for? [REDACTED] apps need setup on Billy - Called Anita	0.10	0.00	0.00
07/27/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita -Called Anita -Office -Firefox -IE -Adobe reader -Premo pdf -Jury system -Link aopc -Gimp 2 -3 printers -Remote access	0.30	100.00	30.00
07/28/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Travel to Bedford County Commissioners	0.80	100.00	80.00
07/28/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita -Connected to the network -Joined to domain -Installed office jury system viewpoint -Transferred files -Added printers -Had Anita test out the laptop	2.50	100.00	250.00
07/28/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Travel from Bedford County Commissioners	1.00	0.00	0.00

PC Works Plus, Inc.  
 109 Stadium Road  
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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/16/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.80	100.00	80.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.70	0.00	0.00
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	0.90	100.00	90.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	1.60	100.00	160.00
<b>Total Services:</b>					<b>430.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement Services</u>	(3.5)	(350.00)
<b>Total Adjustments:</b>		<b>(350.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	80.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>80.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>80.00</b>

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**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location: Main Charge To: Bedford County Commissioners / Error message when using Munis.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/01/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey -Munis server is online. Can access it through Automate. -Called left VM for Tracey.	0.10	0.00	0.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey - Contacted Tracey and verified the issue. - When Tracey attempts to access Munis it fails with the following error: Error Get: Unknown network error. - Checked the server and it is up and running. - Ran the Munis refresh command and it completed successfully. - Tracey tried her Munis access again and she still gets the same error. - Tracey informed me that Munis production is the app that gives her the error. - Tracey can access Munis test and Munis training. - Escalating for further assistance with the Munis error.	0.80	100.00	80.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Hi Tracey, I called and left a message. Give me a call back so we can get your Munis fixed up.	0.10	0.00	0.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Hi Tracey, I called but your on the phone. Give me a call.	0.25	100.00	25.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Discussed with Tracey. She did call Munis, they told her to talk to her IT dept. I looked at the issue she can get to test and train but not prod. It's a munis error. We decided to call Monday at 8:30.	0.25	100.00	25.00
07/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Played some phone tag, then chatted with Tracey with ITcare chat and munis fixed the issue. Closing ticket	0.60	0.00	0.00

**Location: Main Charge To: Bedford County Commissioners / Needs password reset.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/13/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Dallara, Barry	0.60	100.00	60.00

- Barry contacted PCW
- Verified issue with credentials
- Reviewed with Barry about the mail website
- Barry changed his expired password on the mail website
- Verified email access

**Location: Main Charge To: Bedford County Commissioners / Needs password reset.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder, Tracey -Tracey contacted PCW. Her user account was locked out. -Unlocked user account. She was able to log in with no issues. -No further actions required at this time.	0.25	100.00	25.00

**Location: Main Charge To: Bedford County Commissioners / Needs pw reset**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Styer, Rusty - Rusty contacted PCW - Verified issue with credentials - Reset Rusty's password - Tried to get rusty to set his password - Rusty keeps getting the new and confirm passwords do not match - Rusty hung up	0.30	100.00	30.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Styer, Rusty - Contacted Rusty and verified the issue. - Reset Rusty's password and he rebooted his iPhone. - Gave Rusty a few minutes for his phone to boot up and called him back. - Left a VM asking Rusty to call back in with his status. - WOC.	0.40	100.00	40.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Styer, Rusty - Contacted Rusty and followed up on his status. - Rusty still cannot access email on his iPhone as it keeps asking for his password. - Tested Rusty's access to Office 365 and mail.bedfordcountypa.org successfully. - Rusty can access his email via the internet successfully. - Informed Rusty about the MS Outlook app as well. - Rusty will try to get his email to work over the weekend and ill follow up with him on Monday.	0.40	100.00	40.00
07/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Styer, Rusty - Contacted Rusty and followed up on the issue. - Rusty informed me that the email on his phone is now working successfully. - If Rusty has anymore problems he will call back in.	0.10	0.00	0.00

- No further issues at this time.

**Location: Main Charge To: Bedford County Commissioners / Password**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey - Located current guest wireless password - Called and left voicemail for Tracey with the quest password	0.25	100.00	25.00

**Location: Main Charge To: Bedford County Commissioners / Two printers need connect..**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/10/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale - Called and left a message for Dale about this, waiting to hear back	0.20	0.00	0.00
07/10/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale - Called and left a message for Tanner	0.10	0.00	0.00
07/10/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale - Spoke with Tanner - Setup Canon Pixma 4522 via usb to Dale's computer - setup for personal use - Setup the HP Envy 450 via usb to Tanner's computer - for personal use - Worked with Tanner and Anita and attempted to see if we could get some communication/printing via wireless and Tanner's phone and one of the printers via the Professional Guest network in addition to the USB/wired connection but we were not successful	0.80	100.00	80.00

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 109 Stadium Road  
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 Bellwood, PA 16617  
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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/16/2020	
<b>Account</b>	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	08/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service		0.25	100.00	25.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service		1.50	100.00	150.00
<b>Total Services:</b>					<b>175.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>		
Services	(1.5)	(150.00)
<b>Total Adjustments:</b>		<b>(150.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	25.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>25.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>25.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]

Company: Bedford County Commissioners

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / User cannot access CAD. It shows that it's not integrated.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/14/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Contacted Karen and verified the issue. - When Jessica attempts to access CAD on the training PC she cannot. - Jessica can login to the PC but the CAD integration will not run. - Rebooted and attempted logging into CAD with Jessica's password with no luck. - Jessica can login to other PCs and access CAD successfully. - Karen logged into the training PC and can access CAD successfully. - Spoke to the team and Karen will contact CAD support. - If Karen needs further assistance she will call back in. - No further issues at this time.	0.60	100.00	60.00

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Cannot get Tyler Tech connected to the dispatch pc.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/09/20	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Contacted Karen and verified the issue. - When trying to access gotoassist for Tyler tech the web connection just spins and errors out. - The error states a remote connection to the gotoassist server cannot be made. - We contacted Tyler Tech via a conference call and Omar gave us another way to connect. - We connected to remote session successfully and Omar was able to give the dispatchers permissions to remove to call logs if needed. - Karen verified all her users had access to this function as well. - No further issues at this time.	0.90	100.00	90.00

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Dispatcher locked out of computer/CAD**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/02/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Contacted Karen and verified the issue. - Reset Don's password and gave Karen the temporary password. - Karen will have Don login and if he has any problems he will	0.25	100.00	25.00

call back in.  
- No further issues at this time.

Date	Time	Location	Notes
10/21/2011	10:00 AM	[REDACTED]	Contractor arrived at site. Checked out and started work. - Work on existing structure. - Verify CAD on site. - Check for proper alignment. - Handover and cleanup. - Verify CAD with architect. - Check for proper alignment. - Verify CAD with architect. - Check for proper alignment. - Verify CAD with architect.
10/21/2011	10:00 AM	[REDACTED]	Contractor arrived at site. Checked out and started work. - Work on existing structure. - Verify CAD on site. - Check for proper alignment. - Handover and cleanup. - Verify CAD with architect. - Check for proper alignment. - Verify CAD with architect. - Check for proper alignment. - Verify CAD with architect.
10/21/2011	10:00 AM	[REDACTED]	Contractor arrived at site. Checked out and started work. - Work on existing structure. - Verify CAD on site. - Check for proper alignment. - Handover and cleanup. - Verify CAD with architect. - Check for proper alignment. - Verify CAD with architect. - Check for proper alignment. - Verify CAD with architect.

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 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	07/16/2020
<b>Invoice</b>	
<b>Account</b>	Bedford County Commissioners

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication		0.10	0.00	0.00
System Engineer	Remote Service		1.95	100.00	195.00
<b>Total Services:</b>					<b>195.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	195.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>195.00</b>
	<b>Payments:</b>	0.00
	<b>Balance Due:</b>	<b>195.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]

Company:

Bedford County Commissioners

Location: Bedford County Prothonotary Charge To: Bedford County Commissioners / New user Deborah Pilukaitis

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/06/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Lowery, Sheri -Created user account and e-mail. -Called to give user credentials. Assisted user with logging in. Had to run updates and restart PC. Wasn't used since March. PC ran really slow. Uninstalled McAfee anti-virus software. -Walked user through setting up outlook. -Sheri will contact us if there is any additional needed.	0.90	100.00	90.00
07/13/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Lowery, Sheri -Contacted Sheri. -Remoted into Deb's PC. -Removed QB's 2016. Removed Access solutions also. -Installed Citrix from AOPC website. -Deb left before she could log in.	0.80	100.00	80.00
07/14/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Lowery, Sheri -Contacted Deb. -She successfully logged into AOPC. -No further actions required at this time.	0.10	0.00	0.00
07/14/2020	[REDACTED] in		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Lowery, Sheri -Contacted Deb. -Setup RVI scanning. -Sheri tested scanning. Showed up in RVI correctly. -No further actions required at this time.	0.25	100.00	25.00



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 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	07/16/2020
<b>Invoice</b>	
<b>Account</b>	Bedford County Commissioners

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
Agreement Billable Time: ITCare Gold Agreement					
System Engineer	Communication		0.10	0.00	0.00
System Engineer	Communication		0.20	0.00	0.00
System Engineer	On-Site Service		0.25	100.00	25.00
System Engineer	Remote Service		1.05	100.00	105.00
System Engineer	Travel To		1.20	100.00	120.00
<b>Total Services:</b>					<b>250.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement		
Services	(1.00)	(105.00)
<b>Total Adjustments:</b>		<b>(105.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	145.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>145.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>145.00</b>

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**Invoice Time Detail**

**Invoice Number:** [REDACTED]

**Company:**

Bedford County Commissioners

**Location: Bedford County Register and Recorder Charge To: Bedford County Commissioners / Issues with email.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/02/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Miller, Carol</p> <ul style="list-style-type: none"> <li>- Contacted customer and left a VM regarding the issue.</li> <li>- WOC.</li> </ul>	0.20	0.00	0.00
07/06/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Miller, Carol</p> <ul style="list-style-type: none"> <li>- Contacted Carol and verified the issue.</li> <li>- Went over Carol's email with her and showed her where the contacts are.</li> <li>- Went over her inbox, and I showed her where her email name was located as well.</li> <li>- Looked at my BC email and verified it looked the same as Carol's.</li> <li>- Carol's co-workers will be in tomorrow and I scheduled with Carol to call back then to go over their emails as well.</li> <li>- Rescheduling the ticket for then.</li> </ul>	0.40	100.00	40.00
07/07/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Miller, Carol</p> <p>909AM-922AM</p> <ul style="list-style-type: none"> <li>- Contacted Carol and connected to her PC.</li> <li>- Mary was in the office and we went over how she accessed her email as well.</li> <li>- Mary uses Outlook and I opened Outlook on Carol's PC.</li> <li>- We verified that everything looked good to Carol and I added a shortcut to her desktop.</li> <li>- We closed and reopened Outlook successfully.</li> <li>- If Carol needs anymore assistance she will call back in.</li> <li>- No further issues at this time.</li> </ul>	0.25	100.00	25.00
07/13/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Miller, Carol</p> <ul style="list-style-type: none"> <li>- Contacted Carol and verified the issue.</li> <li>- Carol informed me that there was a power outage.</li> <li>- When Carol's PC boots up and it now loads the Bios setup page.</li> <li>- We attempted a hard power down and still no luck the PC still loads to the Bios page.</li> <li>- We attempted to exit the Bios page with and without saving but the PC restarts and loads the Bios setup page again.</li> <li>- Escalating for further assistance with the PC.</li> </ul> <p>*****See internal*****</p>	0.40	100.00	40.00
07/13/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket</b> [REDACTED]</p>	0.10	0.00	0.00

			<b>Contact:</b> Miller, Carol -Onsite visit recommended. -Called left VM for Carol to make sure it was okay to come on-site.			
07/14/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Miller, Carol Travel to Bedford County Commissioners	1.20	100.00	120.00
07/14/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Miller, Carol Reseated then USB connector for the keyboard and the PC booted to windows instead of going to bios.	0.25	100.00	25.00

[REDACTED]

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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/16/2020	
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/15/2020		

**Service Request Number** 489612  
 Summary Bedford CAD Server update  
 Billing Method Actual Rates  
 Company Name Bedford County Commissioners  
 Contact Name Karen Waybright

Services	Work Type	Staff	Hours	Rate	Amount
Billable Services					
System Engineer	Communication		0.10	0.00	0.00
System Engineer	Remote Service		0.70	100.00	70.00
<b>Total Services:</b>					<b>70.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	70.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>70.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>70.00</b>

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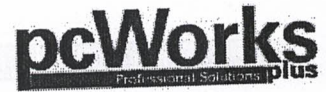
**Invoice Time Detail**

Invoice Number: [REDACTED]  
Company: Bedford County Commissioners

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Bedford CAD Server update

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/14/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED] <b>Contact:</b>Waybright , Karen Sid,  I've been working with Melony Kearns on the upgrade. She is out on maternity leave so Tim Hale filled in. She had me spin up a new server for GIS its sitting and waiting for the 2019.2 upgrade. Because of covid 19 the upgrade is currently on hold.  Do you want me to add you to the 2019.2 upgrade ticket?</p>	0.70	100.00	70.00
04/15/2020	[REDACTED]		<p><b>Service Tick</b> [REDACTED] <b>Contact:</b>Waybright , Karen [REDACTED] [REDACTED] [REDACTED] add you to the other ticket and delete this one out. The contacts on that ticket are Karen, Melony, Tim and you Sid. You will receive an email from that ticket right after this email.</p>	0.10	0.00	0.00

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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 07/16/2020  
**Invoice:**  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/15/2020		

Service Request Number	496231					
Summary	Contact Jim SBM about moving call recording system to 911 network.					
Billing Method	Actual Rates					
Company Name	Bedford County Commissioners					
Contact Name	Karen Waybright					
Services	Work Type	Staff	Hours	Rate	Amount	
Billable Services						
System Engineer	Communication	[REDACTED]	1.10	0.00	0.00	
System Engineer	Remote Service	[REDACTED]	1.70	100.00	170.00	
System Engineer	On-Site Service	[REDACTED]	2.70	100.00	270.00	
System Engineer	Remote Service	[REDACTED]	6.00	100.00	600.00	
<b>Total Services:</b>					<b>1,040.00</b>	
Make checks payable to PC Works Plus					<b>Invoice Subtotal:</b>	1,040.00
					<b>Sales Tax:</b>	0.00
					<b>Invoice Total:</b>	<b>1,040.00</b>
					<b>Payments:</b>	0.00
					<b>Credits:</b>	0.00
					<b>Balance Due:</b>	<b>1,040.00</b>

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**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location:** Bedford County 911 Center **Charge To:** Bedford County Commissioners / **Contact:** Jim SBM about moving call recording system to 911 network.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen Karen,</p> <p>I made contact with Jim and were are good with Wednesday to make the changes. Can you send him my cell #? He wants to call me when he is leaving Altoona.</p>	0.30	0.00	0.00
06/10/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen</p> <p>Worked with SBM electronics to get the call recorder on the CAD network.</p>	2.70	100.00	270.00
06/12/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen Karen,</p> <p>Can you forward this to Jim at SBM I don't have his email address. I need the document that shows what ports the call recorder client uses. So we can poke it thru the firewall.</p>	0.10	0.00	0.00
06/16/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen</p> <ul style="list-style-type: none"> <li>- worked with Jeremy on this</li> <li>- created IP reservations for 2 PCs on prod network</li> <li>- created a firewall rule to allow these 2 IPs on prod network access to 911 recorder server</li> <li>- JF disabled the network card to prod network on the recorder server</li> <li>- confirmed it was still accessible from the 2 PCs on the prod network</li> <li>- now we need to address logmein on the recorder as it no longer connects due to the deny internet policy</li> <li>- cloned the deny internet policy on the firewall and created a new one specifically for Bedford-REC, but removed Computer &amp; Internet Info category</li> <li>- waited a few minutes for it to take effect</li> <li>- Confirmed the LogMeIn client shows connected and ready again.</li> </ul>	1.70	[REDACTED]	170.00
06/16/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen Jim and Karen,</p> <p>I worked with our firewall guy and allowed the ports needed from the BC network to the 911</p>	2.10	100.00	210.00

network for the call recorder.  
And we only allowed the the  
PC's needed to access the  
recorder on the BC network.  
I disabled and renamed the BC  
LAN port on the call recorder  
and tested, we also made sure  
LMI stayed connected we had to  
allow LMI in the firewall content  
filter.

I also created a config in our  
documentation on the SMB  
system and software.

Karen, let me know if everything  
is working in particular your PC  
and the camera PC out on the  
floor. I did jump on the camera  
PC and I was able to log in.

06/17/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Called and discussed with Jim. He was able to remote into the recorder with LMI so it's working thru the 911 CAD network.  Jim is happy with the network changes.  Closing ticket.	0.20	0.00	0.00
06/24/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Called 412-445-4598 and left a message for Glen.	0.20	0.00	0.00
06/25/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Called Glenn 412-445-4598 and left a message.	0.10	0.00	0.00
06/29/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Glenn,  Let me know what the IP of the Blair recorder is and what ports need to be opened. I'll pop on it added the static route and test.  And just an FYI you can just reply to the email you don't need to go thru the link at the bottom of the email.  Ticket notes Contacted Glenn They can get to the Blair call recorder at Huntington if they disable the internet connection. But at Bedford he cannot get out at all. I'll need to add a static route and allow the ports thru the firewall.	0.50		50.00
06/29/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Glenn,  I tried to look at this but I cant get it to ping 192.168.1.10 or 11. I my need to get Pat and Allan from MCP on the phone to discuss the routing.  Let me know if 192.168.1.10 and .11 are the right IP's.	2.30	100.00	230.00



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**PAID**

<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/02/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/01/2020		

<b>Service Request Number</b>	499722		
Summary	High-end Workstation and Laptop Quote (per request); order equipment, install		
Billing Method	Actual Rates		
Company Name	Bedford County Commissioners		
Contact Name	Josh Lang		
<b>Other Charges</b>	<b>Quantity</b>	<b>Price</b>	<b>Amount</b>
Billable Other Charges			
HP Z8 G4 Workstation - Xeon Silver 4216 - 16 GB RAM - 512 GB SSD - Tower - Black - Windows 10 Pro for Workstations 64-bit/NVIDIA Quadro RTX 5000 16 GB Graphics - DVD-Writer - Serial ATA/600 Controller - 0, 1, 5, 10 RAID Levels - English Keyboard - Gigabit	1.00	5,927.88	5,927.88
HP 1 TB Hard Drive - Internal - SATA (SATA/600) - 7200rpm - 1 Year Warranty	1.00	137.75	137.75
HP E324q 31.5" QHD LED LCD Monitor - 16:9 - Vertical Alignment (VA) - 2560 x 1440 - 350 Nit - 7 ms GTG - 60 Hz Refresh Rate - HDMI - DisplayPort - USB Type-C	1.00	472.78	472.78
Logitech G610 Orion Red Backlit Mechanical Gaming Keyboard - Cable Connectivity - USB 2.0 Interface - Mechanical Keyswitch	1.00	159.56	159.56
Logitech M325 Laser Wireless Mouse - Optical - Wireless - Radio Frequency - 2.40 GHz - Black - 1 Pack - USB - Scroll Wheel	1.00	30.38	30.38
HP ZBook Studio x360 G5 15.6" Touchscreen 2 in 1 Mobile Workstation - 3840 x 2160 - Intel Core i7 (9th Gen) i7-9750H Hexa-core (6 Core) 2.60 GHz - 16 GB RAM - 512 GB SSD - Windows 10 Pro - NVIDIA Quadro P1000 with 4 GB, Intel UHD Graphics 630 - In-plane S	1.00	2,688.12	2,688.12
<b>Total Other Charges:</b>			<b>9,416.47</b>
Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>		9,416.47
	<b>Sales Tax:</b>		0.00
	<b>Invoice Total:</b>		<b>9,416.47</b>
	<b>Payments:</b>		(9,416.47)
	<b>Credits:</b>		0.00
	<b>Balance Due:</b>		<b>0.00</b>

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07/01/2020

**Service Ticket**

1.10 100.00

110.00

**Contact:**Waybright , Karen  
Glenn,

I got the REC upload working or pinging.

```
C:\Users\Administrator>route -p
add 10.125.13.0 MASK
255.255.255.0 10.125.9.1
OK!
```

```
C:\Users\Administrator>ping
10.125.13.2
```

```
Pinging 10.125.13.2 with 32
bytes of data:
Reply from 10.125.13.2:
bytes=32 time=18ms TTL=126
Reply from 10.125.13.2:
bytes=32 time=3ms TTL=126
Reply from 10.125.13.2:
bytes=32 time=3ms TTL=126
Reply from 10.125.13.2:
bytes=32 time=3ms TTL=126
```

```
Ping statistics for 10.125.13.2:
Packets: Sent = 4, Received =
4, Lost = 0 (0% loss),
Approximate round trip times in
milli-seconds:
Minimum = 3ms, Maximum =
18ms, Average = 6ms
```

```
C:\Users\Administrator>tracert
10.125.13.2
```

Tracing route to 10.125.13.2  
over a maximum of 30 hops

```
1 5 ms 10 ms 18 ms
10.125.9.1
2 15 ms 10 ms 11 ms
10.125.13.1
3 3 ms 3 ms 3 ms
10.125.13.2
```

Trace complete.

This was the ticket command  
here is route -p add  
10.125.13.0 MASK 255.255.255.0  
10.125.9.1 I also removed  
the DG 10.125.9.1 since two  
DG's on a PC can cause issues  
and it's not needed with the  
static route.

But I know this is a small closed  
network I can say the local  
windows firewall should be  
turned on and the 10.125.9.2 IP  
should be on the hardware  
firewall sonicwall and we route  
the traffic thru the firewall and  
lock it down to the ports  
needed.

07/06/2020

**Service Ticket**

0.20 0.00

0.00

**Contact:**Waybright , Karen

Thanks for the update Glenn.  
I'll close this ticket out, if you  
need any more help just reply  
and this will reopen.

NO. 100-100000  
FEB 20 1968  
FBI - NEW YORK  
COMMUNICATIONS SECTION

[REDACTED]

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 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
06/30/2020	[REDACTED]
Account	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.40	0.00	0.00
System Engineer	Communication	[REDACTED]	0.50	0.00	0.00
Telecom Technician	Communication	[REDACTED]	4.15	100.00	415.00
System Engineer	Remote Service	[REDACTED]			
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	>Change This<	[REDACTED]	0.10	100.00	10.00
System Engineer	Communication	[REDACTED]	0.40	0.00	0.00
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	3.80	100.00	380.00
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	0.70	100.00	70.00
System Engineer	Remote Service	[REDACTED]	1.20	100.00	120.00
System Engineer	Remote Service	[REDACTED]	1.00	0.00	0.00
System Engineer	Travel From	[REDACTED]			
<u>Agreement Non-Billable Time: ITCare Gold Agreement</u>					
System Engineer	On-Site Service	[REDACTED]	0.40	100.00	0.00
<b>Total Services:</b>					<b>1,110.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u> Services	(6.95)	(695.00)
<b>Total Adjustments:</b>		<b>(695.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	415.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>415.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>415.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Children and Youth Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - DELL-3FJT7M2 638 12/19/2019 12:21:23 PM

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/17/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket:</b> [REDACTED]  <b>Contact:</b> Clapper, Mike</p> <ul style="list-style-type: none"> <li>- Logged into ITCare and verified the PC status.</li> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/19/19.</li> <li>- The PC last checked in via WR on 6/17/2020..</li> <li>- The PC is checking in via WR and will need the agent repaired or reinstalled.</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	0.30	100.00	30.00
06/18/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket:</b> [REDACTED]  <b>Contact:</b> Clapper, Mike</p> <ul style="list-style-type: none"> <li>-Reviewed agent issues</li> <li>-PC was currently online and accessible</li> <li>-Transferred agent files</li> <li>-Uninstaller would not run</li> <li>-Checked services and found that all ITCare related services were disabled</li> <li>-Re-enabled services</li> <li>-Verified that agent and remote control checked back into the system</li> <li>-No further service needed at this time</li> </ul>	0.50	100.00	50.00

Location: Main Charge To: Bedford County Commissioners / Access request for Corey Troutman for Munis System.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/01/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED]  <b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Called and left message for Commissioner Lang about this, waiting to hear back</li> </ul>	0.10	0.00	0.00
06/02/2020	[REDACTED]		<p><b>Service Ticket:</b> 495605  <b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Called and left a voicemail for Corey about this, waiting to hear back</li> </ul>	0.10	0.00	0.00
06/02/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED]  <b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Spoke with Corey, he is still having trouble getting connected</li> <li>- Corey is setup with access to the munis server and a login but cannot reach munis via the hostedrmm site</li> <li>- Tried in Edge and IE but issues continued</li> <li>- Corey connected me to his computer successfully but we were not able to get the client to start successfully from the hostedrmm site</li> </ul>	0.70	100.00	70.00

	<ul style="list-style-type: none"> <li>- Some launchers are failing to download</li> <li>- Corey is also missing Java so other additional launchers are not able to execute</li> <li>- Provided initial credentials for accessing once the connection is completed ok</li> <li>- Spoke with Corey about this, he is contacting his internal IT about this, waiting to hear back</li> </ul>	0.10	0.00	0.00
06/02/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Called and left a message for Corey about this, waiting to hear back</li> </ul>	0.50	100.00	50.00
06/03/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Spoke with Corey, connected</li> <li>- He is now able to access the server with Screenconnect but his user is not yet configured in Munis</li> <li>- Contacted Tyler Tech and submit a support request, a tech was not immediately available, waiting to hear back</li> <li>- Corey let Corey know I was waiting to hear back from Tyler Tech regarding the user account in Munis</li> </ul>	0.10	0.00	0.00
06/05/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Called and left a message for Munis support about this issue, waiting to hear back</li> </ul>	0.80	100.00	80.00
06/09/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Spoke with Corey and he has not heard anything from Tyler Tech or Bedford about the Munis setup</li> <li>- Logged into the Munis admin system configuration and began adding the user</li> <li>- Contacting Tyler Tech for further support and for configuring the roles</li> <li>- Spoke with Sean with support and Sean let me know he was reaching out to the Tyler Tech software support team to work on configuring the roles for read only access as required</li> <li>- Support worked on this for sometime, but then was disconnected from Sean and support, called and left a message for Tyler Tech support about this, waiting to hear back</li> </ul>	0.40	100.00	40.00
06/09/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Spoke with Sean from Tyler Tech</li> <li>- Spoke with Corey and collected info on second user and about access required</li> <li>- Called and left message for Sean with details on access and 2nd user setup</li> <li>- Waiting to hear back from Tyler Tech support</li> </ul>	1.50	100.00	150.00
06/10/2020	<p><b>Service Ticket:</b></p>			

**Contact:**Lang, Josh

- Contacted Donald with Munis support via remote support tool
- Was in queue for Donald to look into this and received a call from Shannon with Tyler Tech
- Looked into setting up the users and roles required with Shannon
- Reviewed applicable security areas and permissions settings
- Setup the user role and user accounts for Corey and Ed
- Spoke with Corey and provided initial credentials for domain logins
- Sent email to Ed to set password for access to hostedrmm site
- Asked Corey let me know if any further action was required or he has any trouble accessing Munis

**Location:** Main **Charge To:** Bedford County Commissioners / Alarm in MDF room is not working.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
01/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Tick</b> [REDACTED] <b>Contact:</b> Gates, Dale Dale take a look at the attached screenshots of the alerts and status. We have the alerts set to 78F currently its about 62F [image] [image] [image]	0.90	100.00	90.00
01/22/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticke</b> [REDACTED] <b>Contact:</b> Gates, Dale Discussed with Dale and he ins... the room was hot last week. I reviewed the alerts rules and room alert now only allows 1 alert with one contact. I created a distribution group and contacts to send the alerts to Dale's outlook cell and My PCW email, my cell and help@pcworksplus.com.  Dale you should have received a couple of test messages at 10:20 and 11:02. And if you need to reply just reply to the email don't use the reply link in the email.	2.50	100.00	250.00
01/31/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Gates, Dale Dale,  I'll be in the building Thursday 2/6 morning. Can I throw that switch up in the ceiling for the heat pump to make the tempature go up in the server to test alarm? And make sure we all get the alerts. I currently have the alert set to 72F.	0.30	0.00	0.00
02/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticke</b> [REDACTED] <b>Contact:</b> Gates, Dale Dale I saw a peak but it was not	0.40	100.00	40.00

enough to trigger an alarm.  
See pic.

[image]  
[image]

I also jumped onto your PC and opened up the interfaces for the temp alert if your curious. The next time I'm down pull the sensor down and put it in front of the output of a server fan to heat it up.

02/10/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale Travel from Bedford County Commissioners	1.00	0.00	0.00
02/10/2020	Hess, Dustin	ITCare Gold Agreement	<b>Service Ticket:</b> 475373 <b>Contact:</b> Gates, Dale -helped jeremy with setting off alarm.	0.40	100.00	0.00

**Location: Main Charge To: Bedford County Commissioners / Camera's at the county building.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/02/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lang, Josh - Left Mike a VM  Mike, Gary from PC Works Plus, Jeremy wanted me to touch base with you regarding cameras there at the county building. Feel free to give me a shout at your earliest convenience. 814-742-9750. Thank you, Gary Frisco	0.10	0.00	0.00
06/11/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lang, Josh - Left VM	0.10	0.00	0.00
06/22/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lang, Josh Josh, Mark had originally asked Jeremy about us looking into quoting the fix of some existing camera's and also proposing a quote for a new system. Is this something that you all are still pursuing? Mark said that it was out of his hands at this point so I wanted to follow up with you. Please let us know. Thank you, Gary Frisco	0.10	0.00	0.00
06/22/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lang, Josh Josh, Thank you for the response. Do you want us to get you any pricing on the repairs that need made and or the quote for new equipment? Please let us know if not we can close this out or if you'd like us to get pricing together and whom we should contact. Thank you, Gary	0.20	0.00	0.00



**Location: Main Charge To: Bedford County Commissioners / Fob/Door pc was moved to his office and needs setup.  
(Comm Lang had it moved here and he has it plug**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Gates, Dale -Called Dale -Narrowed down the computer name -Determined that pc should be connected to the 10.1.215.0 vlan -PC is currently offline -Dale is going to check with Jeremy tonight -Will check with Jeremy tomorrow morning	0.25	100.00	25.00
06/03/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Gates, Dale -Verified that the door access pc was now online	0.10	0.00	0.00

**Location: Main Charge To: Bedford County Commissioners / Needs help uploading payroll files to the bank.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/08/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Snyder, Tracey - Spoke with Tracey - She is interested in generating a NACHA file for the bank so that payroll does not have to be manually entered - Looked into NACHA file creation method - Lots of pages online suggesting working closely with the bank when creating this file due to technical specifications involved - The file can be generated usually from accounting software or sometimes through software provided by the bank (sometimes called ACH Premier) - Called and left a message for Tracey about this, waiting to hear back	0.50	100.00	50.00
04/13/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Snyder, Tracey - Called and left a message for Tracey about this, waiting to hear back	0.10	0.00	0.00
04/14/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder, Tracey - Spoke with Tracey - She said when she last spoke with FNB that someone was to call her back but they are working on a skeleton crew during covid19 - Sent Tracey a user guide for working with ACH and first national bank that may help us with setting up the file as she needed - Tracey is going to look over this guide and will try to contact FNB again later today if she does not hear back from them	0.10	0.00	0.00
06/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Snyder, Tracey - Spoke with Tracey and she will	0.10	100.00	10.00

let us know when they are ready to work on this.

**Location: Main Charge To: Bedford County Commissioners / New User Set Up Makayla Bollman**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/18/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> - Spoke with Josh about this, setup user account and mailbox - Provided initial credentials OK	0.25	100.00	25.00

**Location: Main Charge To: Bedford County Commissioners / Re: Backup SIP Trunks for Bedford Co**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/04/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> Tim, Can we setup a time to discuss this? We have a test workstation VM we could use and we should discuss traffic prioritization on the Meraki for this VOIP traffic? Is going to land on the wave on the 214 subnet?	0.10	0.00	0.00

**Location: Sheriff Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - SHERIFF01 600 12/10/2019 9:37:36 AM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/11/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Clapper, Mike</b> SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 8:13:14 PM WR - Dec 9th 2019, 15:36 - Disabled and moved to disabled OU - Moving for agent removal	0.40	100.00	40.00
06/16/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Clapper, Mike</b> -Removed agent and services from noted PC	0.40	100.00	40.00

**Location: Tax Assessment Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - DELL-2QSPW1 589 12/16/2019 11:43:51 AM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 12/16/19. - The PC last checked in via WR on 12/16/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.40	100.00	40.00
06/16/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Clapper, Mike</b> -Removed agent and services from noted PC	0.30	100.00	30.00

Gratis/Non-Bill Hours:

0.40

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 Bellwood, PA 16617  
 (814) 742-9750



<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
06/30/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	07/30/2020	[REDACTED]	[REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	[REDACTED]	00	0.00
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
System Engineer	Remote Service	[REDACTED]	1.10	100.00	110.00
System Engineer	Remote Service	[REDACTED]	2.20	100.00	220.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<b>Total Services:</b>					<b>460.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement Services</u>	(9)	(90.00)
<b>Total Adjustments:</b>		<b>(90.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	370.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>370.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>370.00</b>

Want to access your invoices, tickets and other info online? Check out our customer portal at <https://pcworksplus.connectboosteronline.com>  
 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Implement RapidSOS on CAD computers.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/10/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact:Waybright , Karen - assisted Jeremy troubleshoot and fix issues with allowing the RapidSOS app thru the firewall	0.50	100.00	50.00
06/10/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact:Waybright , Karen Worked with Troy and opened up rapidSOS on the CAD terminals.	2.20	100.00	220.00
06/10/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact:Waybright , Karen Troubleshoot a few additional things (mainly additional URLs related to Google maps)	0.60	100.00	60.00

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Setup user Jessica Diehl with a user account and no email.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/03/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back	0.20	0.00	0.00
06/03/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact:Waybright , Karen - Spoke with Karen, connected to her PC and 911fps - Setup CAD user acct for Jessica successfully - Collected list of 10 users that are no longer with BC911 - Checked with Jeremy and disabled these user accounts	0.40	100.00	40.00

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Several computer issues.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/26/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] Contact:Waybright , Karen - Contacted Karen and verified the issue. - CAD for 911 has going through some updates this week. - Karen has been working with CAD support to get everything set up. - 2 911 PCs will now need internet access due to some applications of CAD being moved to web based programs. - Escalating to the network team to contact Karen and get network access set up.	0.50	100.00	50.00
06/26/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED]	0.40	100.00	40.00

Contact: Waybright, Karen

-Called Karen

-Left vm

-Explained that the websites are hosted internally on agissec and aqistrain

[Redacted]

[Redacted]

[Redacted]

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 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
06/30/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	1.10	0.00	0.00
System Engineer	Travel From	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	1.00	100.00	100.00
System Engineer	Travel To	[REDACTED]	1.85	100.00	185.00
System Engineer	Remote Service	[REDACTED]	3.10	100.00	310.00
System Engineer	On-Site Service	[REDACTED]			
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.65	100.00	65.00
<b>Total Services:</b>					<b>715.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>	(.65)	(65.00)
Services		
<b>Total Adjustments:</b>		<b>(65.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	650.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>650.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>650.00</b>

Want to access your invoices, tickets and other info online? Check out our customer portal at <https://pcworksplus.connectboosteronline.com>  
 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Locked out of her pc.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/24/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Smith, Christy - Christy contacted PCW - Verified issue with credentials - Unlocked Christy - Verified login	0.25	100.00	25.00

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / MDJ Updates

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/04/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Connected to the PC and began running the windows updates. - Contacted Anita and informed her as well. - Will monitor the updates and will continue once they complete.	0.40	100.00	40.00
05/05/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Attempted to connect to the PCs but they are showing as offline. - Called Anita and left a VM regarding the PC as well. - WOC	0.20	0.00	0.00
05/05/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Contacted Anita and went over the 2nd PC with her. - Connected to the PC and began running the windows updates. - Will monitor the updates and will continue once they complete.	0.50	100.00	50.00
05/05/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - The updates and scan completed successfully for MDJ-01 and MDJ-03. - Contacted the customers and informed them as well. - Will continue with MDJ-02 tomorrow as scheduled.	0.25	100.00	25.00
05/06/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Connected to the MDJ-02 PC and began running the updates. - The 1st set of updates completed and I rebooted. - Began the 2nd set of updates and will monitor the status. - Will continue once the updates complete.	0.40	100.00	40.00
05/06/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED]	0.30	100.00	30.00

**Contact:** Goodwin, Anita  
 - The updates completed successfully and I rebooted the PC.  
 - Ran the cleaning scan as well removing all found threats.  
 - Rebooted the PC and left a VM for Anita informing her as well.  
 - No further issues at this time.

**Location:** Bedford County Court Administrator Office **Charge To:** Bedford County Commissioners / remote connection

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/19/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Wilt, Mary - Mary contacted PCW - Verified issue with PCWorks remote website - Cleared history and reset IE - Verified access via Chrome	0.40	100.00	40.00

**Location:** Bedford County Court Administrator Office **Charge To:** Bedford County Commissioners / Setup two laptops for Mary Wilt and Judge Livingood.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/15/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita -Called Anita -Left vm	0.10	0.00	0.00
06/15/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita -Talked to Anita -cpcms office jury wave	0.25	100.00	25.00
06/18/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Travel to Bedford County Commissioners	1.00	100.00	100.00
06/18/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita -Connected to the network -joined to the domain -Installed office aopc -Setup default programs	3.10	100.00	310.00
06/18/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Travel from Bedford County Commissioners	1.10	0.00	0.00
06/19/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Called and left a message for Anita about this, waiting to hear back	0.10	0.00	0.00
06/19/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Spoke with Anita and the jury software has been updated already - Removed Mary from the admin group and queued BCtlivengood to be removed from the local admin on the other laptop - No further action required at this time	0.30	100.00	30.00



**Invoice Time Detail**

Invoice Number: [REDACTED]

Company:

Bedford County Commissioners

**Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Cannot remote in.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/19/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Stacey, Terry - Spoke with Terry and he is now able to access his computer remotely	0.10	0.00	0.00

**Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Trouble downloading Skype.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/22/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Schwartz, Don - Contacted customer and left a VM regarding the issue.	0.20	0.00	0.00
06/22/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Schwartz, Don - Contacted Don and verified the issue. - Downloaded Skype successfully but Don cannot login. - Don has a Skype meeting coming up in early July and needs Skype set up. - Escalating for further assistance with enabling Skype for Don.	0.50	100.00	50.00
06/23/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Schwartz, Don Looked over the office 365 licensing and they do have teams licensing. Had Don create a skype account. Worked with Don and got him logged Skype and did a test call to my teams account.	1.00	100.00	100.00

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Bill To:
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

Date	Invoice
06/30/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
Billable Services					
System Engineer	Remote Service	[REDACTED]	1.00	100.00	100.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<b>Total Services:</b>					<b>150.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u> Services	(.5)	(50.00)
<b>Total Adjustments:</b>		<b>(50.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	100.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>100.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>100.00</b>

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 This invoice is subject to a 18% fee for late payments

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
06/30/2020	
<b>Account</b>	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication		0.10		0.00
System Engineer	Remote Service		0.80	100.00	80.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service		0.60	100.00	60.00
<b>Total Services:</b>					<b>140.00</b>

Adjustments	Amount
Covered by Agreement: ITCare Gold Agreement Services	(60.00)
<b>Total Adjustments:</b>	
<b>(60.00)</b>	

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	80.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>80.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>80.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Probation Charge To: Bedford County Commissioners / Need admins rights to install new copier.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/26/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Diehl, Kevin -Called Kevin -Talked to Kevin and Gary -Setup new printer on the server -Updated config info -Verified printer showed up on kevin's pc -Kevin is going to have other users log off and back in to verify printer show up	0.80	100.00	80.00
05/27/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] [REDACTED], Kevin -Checked in with Staff -Verified no issues	0.10	0.00	0.00

Location: Bedford County Probation Charge To: Bedford County Commissioners / Ty Dively is not getting email from @pacounties.org.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/29/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Diehl, Kevin - Whitelisted pacounties.org domain on exchange defender - Please allow at least 30 minutes for changes to take effect	0.60	100.00	60.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	06/30/2020
<b>Account</b>	Bedford County Commissioners

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Travel To	[REDACTED]	0.60	100.00	60.00
System Engineer	On-Site Service	[REDACTED]	0.70	100.00	70.00
System Engineer	Remote Service	[REDACTED]	0.80	100.00	80.00
System Engineer	Remote Service	[REDACTED]	1.10	100.00	110.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
<b>Total Services:</b>					<b>320.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	320.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>320.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>320.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Treasurer Charge To: Bedford County Commissioners / Cannot remote in.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/08/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Deremer, Shirley - Contacted Shirley and verified the issue. - New PC straight out the box has not been updated or attached to the BC network at all. - When attempting to remote into her PC the app will not download. - Shirley cannot download the app either due to the PC mode. - [REDACTED] to switch the PC out of S mode with Shirley but it asks for a password. - Cannot install the SC app to remote into the PC. - Escalating for further assistance with new PC set up. ***** Internal *****	1.10	100.00	110.00

04/09/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Deremer, Shirley - Spoke with Shirley and walked her through disabling S mode. - Disabled S mode successfully - Emailed Shirley a link to remote access and we were able to open the site on her laptop successfully - Shirley added the site to her browser favorites and is now able to access and login OK - Tested remote access to the desktop successfully - Shirley tried accessing from the beginning and we were able to connect OK - No further action required at this time	0.80	100.00	80.00
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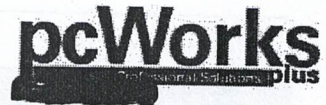
Location: Bedford County Treasurer Charge To: Bedford County Commissioners / Locked out of computer.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/29/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Deremer, Shirley - Contacted Shirley - Verified issue with account being locked - Shirley stated this was about 20 min ago - Verified login - Reviewed with Shirley about 15min auto-unlock policy	0.10	0.00	0.00

Location: Bedford County Treasurer Charge To: Bedford County Commissioners / Questions about connecting printers.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/10/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Cottle, Melissa	0.60	100.00	60.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
06/30/2020	[REDACTED]
Account	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

**Service Request Number:** 497880  
 Summary: Install 3 drops in the playroom area.  
 Billing Method: Actual Rates  
 Company Name: Bedford County Commissioners  
 Contact Name: Lisa Cairo

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
Telecom Technician	Communication	[REDACTED]	0.10	0.00	0.00
Telecom Technician	Travel From	[REDACTED]	1.10	0.00	0.00
Telecom Technician	Travel To	[REDACTED]	0.80	95.00	76.00
Telecom Technician	On-Site Service	[REDACTED]	2.90	95.00	275.50
<b>Total Services:</b>					<b>351.50</b>

<b>Other Charges:</b>			
Billable Other Charges	Quantity	Price	Amount
Cat 5 Jack	2.00	5.50	11.00
Single Gang Face Plate	1.00	3.50	3.50
Single Gang Face Plate	1.00	3.50	3.50
Blank Insert	2.00	1.00	2.00
Cat 6 Cable Plenum	150.00	0.38	57.00
CAT 6 15' Patch Cable	3.00	4.76	14.28
<b>Total Other Charges:</b>			<b>91.28</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	442.78
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>442.78</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>442.78</b>

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Travel to Bedford County  
Commissioners

06/10/2020

Service Ticket

0.70 100.00

70.00

Contact: Cottle, Melissa

Melissa discussed the printer situation with other counties and they are going to send them back.

Item	Description	Quantity	Unit Price	Total Price
1	Travel to Bedford County	1	0.70	0.70
2	Commissioners	100	0.70	70.00
3	Service Ticket	1	0.70	0.70
4	Contact: Cottle, Melissa	1	0.70	0.70
5	Melissa discussed the printer situation with other counties and they are going to send them back.	1	0.70	0.70
Total				71.80

[Redacted]



PC Works Plus, Inc.  
 109 Stadium Road  
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 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
06/30/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	07/30/2020	[REDACTED]	[REDACTED]

**Service Request Number** 498194

Summary Domain name is expiring in 45 days  
 Billing Method Actual Rates  
 Company Name Bedford County Commissioners  
 Contact Name Mike Clapper [REDACTED]

Other Charges	Quantity	Price	Amount
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Billable Other Charges			
1 Year Domain Name Renewals bedfordcountypa.org bedofordcotypa.net	1.00	44.00	44.00

**Total Other Charges: 44.00**

Make checks payable to PC Works Plus

<b>Invoice Subtotal:</b>	44.00
<b>Sales Tax:</b>	0.00
<b>Invoice Total:</b>	<b>44.00</b>
<b>Payments:</b>	0.00
<b>Credits:</b>	0.00
<b>Balance Due:</b>	<b>44.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / Install 3 drops in the playroom area.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/22/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Cairo, Lisa Travel to Bedford County Commissioners	0.80	95.00	76.00
06/22/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Cairo, Lisa -Ran a dual drop into the office the paralegals will eventual move into. -Two dual drops already existed. -Left a note in the network rack for which ports need connected.	2.90	95.00	275.50
06/22/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Cairo, Lisa Travel from Bedford County Commissioners	1.10	0.00	0.00
06/22/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Cairo, Lisa Added parts	0.10	0.00	0.00

PC Works Plus, Inc.  
 109 Stadium Road  
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**PAID**

**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 06/18/2020  
**Invoice:** [REDACTED]  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/18/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	0.60	0.00	0.00
System Engineer	Travel From	[REDACTED]	0.60	0.00	0.00
System Engineer	Travel To	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	0.60	100.00	60.00
System Engineer	On-Site Service	[REDACTED]	6.40	100.00	640.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	0.70	0.00	0.00
System Engineer	Remote Service	[REDACTED]	1.00	100.00	100.00
System Engineer	Remote Service	[REDACTED]	0.55	100.00	55.00
System Engineer	Remote Service	[REDACTED]	0.60	100.00	60.00
System Engineer	Remote Service	[REDACTED]	3.05	100.00	305.00
System Engineer	Remote Service	[REDACTED]	2.80	100.00	280.00
<b>Total Services:</b>					<b>1,550.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement	[REDACTED]	(800.00)
<b>Total Adjustments:</b>		<b>(800.00)</b>

Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>	750.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>750.00</b>
	<b>Payments:</b>	(750.00)
	<b>Balance Due:</b>	<b>0.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

**Location: Children and Youth Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60**  
**Days:87 - CANDY27 2404 11/14/2019 10:38:10 AM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/12/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 11/14/19. - The PC last checked in via WR on 11/14/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.40	100.00	40.00
06/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Agent and services from noted PC	0.40	100.00	40.00

**Location: District Attorney Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60**  
**Days:87 - DA-10 581 12/9/2019 8:24:35 AM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 11/14/19. - The PC last checked in via WR on 12/8/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.30	100.00	30.00
06/10/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Removed agent and services from noted PC	0.40	100.00	40.00

**Location: Main Charge To: Bedford County Commissioners / Election Night**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/26/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact: Brown, Debra</b> Called and discussed with Deb.	0.20	0.00	0.00
06/02/2020	[REDACTED]		<b>Service Ticket: 494875</b> <b>Contact: Brown, Debra</b> Travel to Bedford County Commissioners	0.50	100.00	50.00
06/02/2020	[REDACTED]		<b>Service Ticket: 494875</b> <b>Contact: Brown, Debra</b> Worked election.	6.40	100.00	640.00
06/02/2020	[REDACTED]		<b>Service Ticket: 494875</b> <b>Contact: Brown, Debra</b>	0.60	0.00	0.00

Travel from Bedford County Commissioners

Location: Main Charge To: Bedford County Commissioners / Issue with energy access controls.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/05/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike -Called Joe -Reset user password -Reviewed all vpn settings -Tested from my laptop -Verified vpn connected -Had joe change the ip that he was connecting to bedford -Joe is going to try to connect with his hotspot on his phone and call back -Talked to Joe -Used teamviewer to get Joe remotod into the server	1.00	100.00	100.00

Location: Main Charge To: Bedford County Commissioners / remote access not working.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/05/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> 4 [REDACTED] <b>Contact:</b> Baughman, Deb - Left a voicemail for Deb	0.20	0.00	0.00
06/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> 496322 <b>Contact:</b> Baughman, Deb - Left a voicemail for Deb	0.10	0.00	0.00
06/10/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> 4 [REDACTED] <b>Contact:</b> Baughman, Deb - Contacted Deb - Deb will try to call end of day tomorrow or Friday around 9	0.20	0.00	0.00
06/11/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Baughman, Deb - office is currently closed - moving ticket to tomorrow at 9	0.20	0.00	0.00
06/12/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Baughman, Deb - Deb contacted PCW - Verified issue with remote website - Reviewed with Deb on clearing browsing in Chrome - Verified access	0.30	100.00	30.00

Location: Main Charge To: Bedford County Commissioners / Setup VPN for access.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/29/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lang, Josh - Setup remote access for Corey - Called left VM for him - Waiting on call back	0.60	0.00	0.00
05/29/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lang, Josh - Talked to Corey - Setup remote access - Sent remote access directions - Sent Email reset link - No further issues at this time	0.60	100.00	60.00

Location: Main office Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87  
 -SEN-1995869 4544 12/10/2019 9:22:28 AM

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/11/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike SEN-1995869 LT - 12/10/2019 9:22:28 AM AD - 12/10/2019 8:54:18 AM WR - Dec 10th 2019, 14:24 - Disabled and moved to disabled OU - Moving for agent removal	0.30	100.00	30.00
06/16/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Removed Dead agent from all portals	0.25	100.00	25.00

**Location: Public Defender Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - BCPD-223287 623 10/15/2019 10:38:06 AM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/12/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 10/15/19. - The PC last checked in via WR on 10/15/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.40	100.00	40.00
06/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Removed Dead computer from all portals	0.30	100.00	30.00

**Location: Sheriff Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - LENOVO-MJ02XGPQ 624 12/9/2019 2:11:40 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 12/9/19. - The PC last checked in via WR on 12/9/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.25	100.00	25.00
06/11/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Removed agent and services from [REDACTED] windows 7 PC	0.40	100.00	40.00

**Location: Sheriff Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - SHERIFF02 564 12/9/2019 1:33:11 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status.	0.40	100.00	40.00

06/08/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/9/19.</li> <li>- The PC last checked in via WR on 12/9/19.</li> <li>- Disabled the PC and moved it to the disabled PC group</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	Service Ticket [REDACTED]	0.20	0.00	[REDACTED]	0.00
			Contact: Clapper, Mike					
			- Removed dead agent from all portals.					

**Location: Sheriff Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - SHERIFF08 629 12/9/2019 12:40:36 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Logged into ITCare and verified the PC status.</li> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/9/19.</li> <li>- The PC last checked in via WR on 12/9/19.</li> <li>- Disabled the PC and moved it to the disabled PC group</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	0.30	100.00	[REDACTED]
			Contact: Clapper, Mike			
06/09/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Removed agent and services from noted PC</li> </ul>	0.40	100.00	[REDACTED]
			Contact: Clapper, Mike			

**Location: Tax Assessment Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - LENOVO-MJ02U2D7 606 12/10/2019 2:44:07 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/09/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Logged into ITCare and verified the PC status.</li> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/10/19.</li> <li>- The PC last checked in via WR on 12/10/19.</li> <li>- Disabled the PC and moved it to the disabled PC group</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	0.30	100.00	[REDACTED]
			Contact: Clapper, Mike			
06/10/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Removed agent and services from noted PC</li> </ul>	0.40	100.00	[REDACTED]
			Contact: Clapper, Mike			

**Location: Tax Assessment Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - RANDR05 2903 12/10/2019 12:52:43 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Logged into ITCare and verified the PC status.</li> <li>- Checked the PC and it is showing as offline.</li> </ul>	0.30	100.00	[REDACTED]
			Contact: Clapper, Mike			

- The PC last checked in via ITCare on 12/10/19.
- The PC last checked in via WR on 12/10/19.
- Disabled the PC and moved it to the disabled PC group
- Escalating for further assistance with PC verification.

06/11/2020	[REDACTED]	ITCare Gold Agreement	Service Ticket [REDACTED] Contact: Clapper, Mike -Removed agent and services from noted windows 7 PC	0.40	100.00	[REDACTED]	40.00
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Location: Tax Assessment Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days: 87 - TAXASSESSMENTS 1283 12/10/2019 1:53:31 PM

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt	
06/09/2020	[REDACTED]	ITCare Gold Agreement	Service Ticket [REDACTED] Contact: Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 12/10/19. - The PC last checked in via WR on 12/10/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.40	100.00	[REDACTED]	40.00
06/11/2020	[REDACTED]	ITCare Gold Agreement	Service Ticket [REDACTED] Contact: Clapper, Mike -User has been moved from the noted windows 7 PC to a new windows 10 one -Removed agent and services from noted PC	0.40	100.00	[REDACTED]	40.00

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



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ExchangeDefender Message Security: [Check Authenticity](#)



PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	1.90	0.00	0.00
System Engineer	Remote Service	[REDACTED]	2.35	100.00	235.00
<b>Non-Billable Services</b>					
System Engineer	Remote Service	[REDACTED]	0.25	100.00	0.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.70	100.00	70.00
System Engineer	Remote Service	[REDACTED]	3.00	100.00	300.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	1.55	100.00	155.00
System Engineer	Remote Service	[REDACTED]	0.95	100.00	95.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
<b>Total Services:</b>					<b>935.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(7)	(700.00)
<b>Total Adjustments:</b>		<b>(700.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	235.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>235.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>235.00</b>

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 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Court Administrator Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - COURTS12 639 1/7/2020 12:27:13 PM

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 1/7/20. - The PC last checked in via WR on 1/7/20. - Disabled the PC and moved it to the disabled PC group for further assistance with PC verification	0.25	100.00	25.00
07/17/2020	Pyzowski, Joe	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Removed Dead agent from all [REDACTED]	0.50	100.00	50.00

Location: Jail Charge To: Bedford County Commissioners / LT - Offline Servers:13 - VIRTUAL-HOST JA 2225 VIRTUAL-HOST JA

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/29/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Verified internet is down - Router is inaccessible - Contacted the correctional facility - Moving to team	0.40	100.00	40.00

Location: Main Charge To: Bedford County Commissioners / Backup Failure - Bedford County - Host

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/30/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Logged into ITCare and verified the back up status. - Back ups completed successfully last night. - No further issues at this time.	0.30	100.00	30.00

Location: Main Charge To: Bedford County Commissioners / Issue with Word

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/28/2020	GonzalezCroft, [REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Bollman, Makayla</b> - Left a voicemail for Makayla	0.10	0.00	0.00
07/29/2020	GonzalezCroft, [REDACTED]	ITCare Gold Agreement	<b>Service Ticket: 502231</b> <b>Contact: Bollman, Makayla</b> - Contacted Makayla - Verified issue with word view - Reviewed how to changed views in word	0.25	100.00	25.00

Location: Main Charge To: Bedford County Commissioners / Issues with Munis.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
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07/17/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Assisted "Jason" with the removal and installation with a different version Munis. I elevated for him.	0.60	100.00	60.00
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**Location: Main Charge To: Bedford County Commissioners / Issues with new laptop.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/24/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla -Called Makayla -Left vm	0.10	0.00	0.00
07/24/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla -Talked to Makayla -Verified issue with microphone -Found a driver update from intel -Rebooted the laptop tested ok after -Rebooted again -Was not able to get static noise from the microphone -Makayla is going to test on Monday	0.70	100.00	70.00

**Location: Main Charge To: Bedford County Commissioners / Microsoft word issue**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/17/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla - Tried calling((814) 623-2693) multiple times but call does not complete	0.10	0.00	0.00
07/17/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla - Contacted Makayla - Verified issue with "Network Connectivity Status Indicator" on desktop - Fixed registry via CMD command - Restarted - Verified activation can now be done - Verified Makayla's primary email address is set to "@bedfordcountypa0365.onmicrosoft.com" - Activated office on laptop and Desktop - Verified access - Contacted Team about the email address - Verified issue with logon domain not set - Synced to 365 - Verified email address is now "@bedfordcountypa.org"	0.90	100.00	90.00

**Location: Main Charge To: Bedford County Commissioners / RE: New Intermedia SIP Trunking Phone Numbers for Bedford County PA - Bedford, PA**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> ang, Josh Tim, A couple of years ago we were	0.70	0.00	0.00

alerted by the firewall at Bedford county of abnormal traffic, we traced it down to the linux server for the VPN. We shut it down and virtually pulled the plug we told Josh and possibly sent an Email to UDNI. It's been off for a long time and no one has said anything.

How do you know want to proceed? We are really not comfortable with just turning the VM back on.

06/16/2020

**Service Ticket**

**Contact:**Lang, Josh  
Josh,

Do you require anymore assistance with this ticket?

0.10 0.00

0.00

07/01/2020

**Service Ticket**

**Contact:**Lang, Josh  
Josh and Tim,

We can setup a VM for you to use. I think we need to setup a phone to discuss and possible implement right then on said call.

0.60 0.00

0.00

07/09/2020

**Service Ticket**

**Contact:**Lang, Josh

Tim I have the test running on our test PC, the only thing I noticed is this in the instructions.

The installation computer must be connected to the same router/network that your phone system is using

I connected the test PC to the VIOP 10.1.214.0 network/VLAN. Also the test is using the default route which is the Comcast connection not the Centurylink fiber. This is something I wanted to discuss.

When does the test need to be shut off?

1.60 100.00

160.00

07/10/2020

**Service Ticket**

**Contact:**Lang, Josh  
Tim,

The PC is using the same route as the Wave, I'll check on this Wed morning. The test is currently running.

0.25 100.00

0.00

07/15/2020

**Service Ticket**

**Contact:**Lang, Josh  
Tim,

I shut the test down.

[Image]

Can you see the logs in the cloud or to you need need me to pull the logs from the machine?

0.40 0.00

0.00

07/15/2020

**Service Ticket**

**Contact:**Lang, Josh

Shutdown the test and set the NIC on the test PC back to the

0.50 100.00

50.00

07/15/2020	[REDACTED]		prod network. <b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh Tim,  See attached PDF for the results. Will you need any more help with this ticket?	0.25	100.00	25.00
07/20/2020	Fia [REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh Tim,  Do you need any more help with this? Or is there a next step?	0.10	0.00	0.00

**Location: Main Charge To: Bedford County Commissioners / Setup user for Munis.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/21/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla Makayla,  I called and talked to a Kayla at Munis and they did not have a ticket for your issue! Anyways everything is good on the county side, your name is not showing up in the Munis side. She could not figure it out and had to escalate to another dept and will be calling back.  Regarding teams we need to discuss this because your on a self started trial. The only products that are subscribed to are pro plus that includes web app and one-drive.	1.60	100.00	160.00
07/21/2020	F [REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla Worked with Kayla and she was able to fix the LDAP issue with Munis. We copied the rights from Tracey to Makayla. Connected in with Makayla and she was able to log into Munis.	0.80	100.00	80.00

**Location: Register and Recorder Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - RANDR04 644 1/28/2020 4:49:34 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Clapper, Mike  - Logged into ITCare and verified the PC status. - The PC is showing as offline. - Checked AD and the PC does not have an object listing. - Checked WR and the PC last checked in on 1/28/20. - Checked ITCare and the PC last checked in on 1/28/20. - Disabled the PC and moved it to the disabled PC group. - Escalating for further assistance with PC verification.	0.40	100.00	40.00
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Clapper, Mike -Removed agent and services from noted PC	0.30	100.00	30.00

Gratis/Non-Bill  
Hours.

0.25

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
03/31/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	04/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	1.00	100.00	100.00
System Engineer	Remote Service	[REDACTED]	1.15	100.00	115.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<b>Total Services:</b>					<b>295.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(.5)	(50.00)
<b>Total Adjustments:</b>		<b>(50.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	245.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>245.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>245.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Public Defender Charge To: Bedford County Commissioners / Cannot login to our remote control tool.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/20/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b> Sigel, Kayla</p> <ul style="list-style-type: none"> <li>- Spoke with Kayla, she is working from her home PC</li> <li>- When she tries to open Remote Access from the PC Works hostedrmm portal she is getting a message the application is corrupt when opening Screenconnect</li> <li>- Found that Kayla is using Windows S Mode as this was an Intel based computer</li> <li>- Discussed and walked Kayla through disabling the S mode</li> <li>- Disabled we restarted PC</li> <li>- We are now able to access Windows compatible applications - Kayla is able to open remote access to her PC successfully</li> <li>- No further action required at this time</li> </ul>	0.40	100.00	40.00
03/23/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b> Sigel, Kayla</p> <ul style="list-style-type: none"> <li>- Spoke with Kayla</li> <li>- Her office computer is showing it is offline</li> <li>- Sent Wake on LAN packet and the computer came back online</li> <li>- Adjusted power management settings for the PC and the LAN adapter to prevent sleep or disabled state</li> <li>- Asked Kayla let me know if she has any additional issues or needs anything further</li> </ul>	0.30	100.00	30.00

Location: Bedford County Public Defender Charge To: Bedford County Commissioners / Cannot remote in using our tool.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/20/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b> LaSalle, Kendra</p> <ul style="list-style-type: none"> <li>- This Laptop was in windows 10 S mode</li> <li>- This mode only allows apps to be installed from the Microsoft store</li> <li>- removed S Mode via <a href="https://support.microsoft.com/en-us/help/4456067/windows-10-switch-out-of-s-mode">https://support.microsoft.com/en-us/help/4456067/windows-10-switch-out-of-s-mode</a></li> <li>- after that, all software could be installed successfully</li> <li>- Instructed Kendra how to connect to her PC at work via screen connect</li> </ul>	1.20	100.00	120.00

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 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date** 03/31/2020  
**Invoice** [Redacted]  
**Account**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	04/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[Redacted]	0.70	100.00	70.00
System Engineer	Remote Service	[Redacted]	1.2	100.00	120.00
<b>Total Services:</b>					<b>190.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	190.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>190.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>190.00</b>

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**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location:** Bedford County Prothonotary **Charge To:** Bedford County Commissioners / e-mail set up

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/18/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lowery, Sheri - Called and spoke with Sheri and discussed setting up email for the office - We setup the address as pcoc@bedfordcountypa.org - Sheri requested only for herself to be included at this time - Sheri is going to call and will provide membership and we will act as required	0.40	100.00	40.00
03/20/2020	[REDACTED]		<b>Contact:</b> Lowery, Sheri - Called and spoke with Sheri about this ticket - Added Brian and Noah to the pcoc shared mailbox - Confirmed access to the mailbox with Sheri - No further action required at this time	0.25	100.00	25.00

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 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
03/31/2020	[REDACTED]
Account	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	04/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount	
Billable Services						
System Engineer	Remote Service	[REDACTED]	0.65	100.00	65.00	
<b>Total Services:</b>					<b>65.00</b>	
Make checks payable to PC Works Plus					<b>Invoice Subtotal:</b>	65.00
					<b>Sales Tax:</b>	0.00
					<b>Invoice Total:</b>	<b>65.00</b>
					<b>Payments:</b>	0.00
					<b>Credits:</b>	0.00
					<b>Balance Due:</b>	<b>65.00</b>

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- Reviewed with Terry that he needs to log in first while at Bedford for his user folder to be created for him to be able to log in from anywhere else.  
- Terry is going to the office tomorrow morning and will call if issues arise

Gratis/Non-Bill  
Hours:

0.90

Date	Description	Hours
10/27	[Redacted]	0.90
10/28	[Redacted]	0.00
10/29	[Redacted]	0.00
10/30	[Redacted]	0.00
10/31	[Redacted]	0.00
11/01	[Redacted]	0.00
11/02	[Redacted]	0.00
11/03	[Redacted]	0.00
11/04	[Redacted]	0.00
11/05	[Redacted]	0.00
11/06	[Redacted]	0.00
11/07	[Redacted]	0.00
11/08	[Redacted]	0.00
11/09	[Redacted]	0.00
11/10	[Redacted]	0.00
11/11	[Redacted]	0.00
11/12	[Redacted]	0.00
11/13	[Redacted]	0.00
11/14	[Redacted]	0.00
11/15	[Redacted]	0.00
11/16	[Redacted]	0.00
11/17	[Redacted]	0.00
11/18	[Redacted]	0.00
11/19	[Redacted]	0.00
11/20	[Redacted]	0.00
11/21	[Redacted]	0.00
11/22	[Redacted]	0.00
11/23	[Redacted]	0.00
11/24	[Redacted]	0.00
11/25	[Redacted]	0.00
11/26	[Redacted]	0.00
11/27	[Redacted]	0.00
11/28	[Redacted]	0.00
11/29	[Redacted]	0.00
11/30	[Redacted]	0.00

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Downloading Skype (Unsafe Website)

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/25/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Schwartz, Don -Called Don -Found issues with dns not working -Changed dns to 8.8.8.8 -Installed and verified skype is working	1.10	100.00	110.00

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Cannot use remote access.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/20/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Schwartz, Don - [REDACTED] Don - Don was given a laptop with no instructions - Don setup his laptop with his [REDACTED] address - Laptop is in Windows 10 S mode - Laptop will not run screenconnect because of S mode - Moving to team	0.90	100.00	0.00
03/20/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Schwartz, Don - Configured Don's Home laptop for remote access - issues were encountered because the PC was in Windows 10 S Mode - also he created a Microsoft account that was locking the computer out - Installed agent and AV - Internet was extremely slow. This is the reason it took so long to complete - Provided Word document with instructions for remote access	1.60	100.00	160.00
03/23/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Schwartz, Don -Called Don -Verified that the remote access was working -Assisted with Theme and display settings for better view	0.70	100.00	70.00

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Issues with laptop.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/19/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Stacey, Terry - Contacted Terry - Verified Terry has never logged into the computer while at Bedford county	0.30	100.00	30.00

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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
03/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	04/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	1.60	100.00	160.00
System Engineer	Remote Service	[REDACTED]	1.80	100.00	180.00
<u>Non-Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.90	100.00	0.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
<b>Total Services:</b>					<b>370.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(.3)	(30.00)
<b>Total Adjustments:</b>		<b>(30.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	340.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>340.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>340.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Jail Charge To: Bedford County Commissioners / Assist in switch installation.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/18/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Dixon, Tony -Called Tony -Tony connected the switch -Was not able to find the switch -Had Tony move the connection to an open port in the middle of the switch -Rebooted the switch -Verified switch is working -Created and setup vlan 216 for video conferencing -Called Tony -[REDACTED] to reboot the switch -[REDACTED] a new ip address	0.60	100.00	60.00
03/19/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Dixon, Tony -Tony is still running cables	0.10	0.00	0.00
03/20/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Dixon, Tony -Called Tony -Everything is working -Updated switch config	0.20	0.00	0.00

Location: Bedford County Jail Charge To: Bedford County Commissioners / Send Tony 100 RJ45 ends.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/25/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Dixon, Tony -Packaged for shipment and waiting UPS pickup.	0.25	95.00	0.00

Gratis/Non-Bill Hours: 0.25

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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	03/31/2020
<b>Invoice</b>	
<b>Account</b>	Bedford County Commissioners

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	04/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication		0.30	0.00	0.00
System Engineer	Remote Service		0.60	100.00	60.00
<u>Non-Billable Services</u>					
Telecom Technician	Remote Service		0.25	95.00	0.00
					<b>60.00</b>

Other Charges	Quantity	Price	Amount
<u>Billable Other Charges</u>			
Shipping	1.00	10.72	10.72
Package of 100 RG45 module crips	1.00	80.60	80.60
<b>Total Other Charges</b>			<b>91.32</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	151.32
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>151.32</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>151.32</b>

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- There were several people in the office that needed their remote access password links reset as they had expired

- It is necessary to copy and paste the link to set your initial password into a web browser ... if you click the link directly from the email it won't work due to your Exchange Defender email security which modifies the link

- Also helped Nancy

- Confirmed Chatty could reset her password and get in

- Once you have set your password please follow the instructions in the word document previously sent (i also have attached it here)

- on a side-note: for anyone that got a new laptop ... it is likely running Windows S mode which prevents all software being installed (except for what is in the Win 10 store). So in order to use the remote access software from those PCs ... the users must disable Win 10 S mode. Below is a link. I will send this directly to Jonathan, Leslie, and Tony. To be clear, this is ONLY necessary for those users that got new laptops last week that are running the Windows S mode. If you are just using your home PC this is likely not an issue.

<https://support.microsoft.com/en-us/help/4456067/windows-10-switch-off-s-mode>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Cannot remote into her computer/

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/24/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Amick , Toni -Talked to Toni -Walked Toni through switching out of s mode -Got remote access -Showed Toni how to use remote access to her office pc	0.75	100.00	75.00

Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Needs two users setup Christopher Collins & Julia Bernazzoli.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/17/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Amick , Toni -Called Toni left VM.	0.10	0.00	0.00
03/17/2020	[REDACTED]		<b>Service Ticket:</b> 486341 <b>Contact:</b> Amick , Toni -Contacted Toni. -She is going to email information for users into ticket.	0.10	0.00	0.00
03/17/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Amick , Toni -Tried to create accounts. Both users already have accounts on the BC domain. -Contacted Toni. Explained they have accounts and can use them to log in. -Toni said she will have them come over and log in. -Advised her if they don't remember password we can reset them.	0.25	100.00	25.00
03/18/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Amick , Toni Your welcome Toni. If you need any help call us anytime.	0.00	0.00	0.00
03/19/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Amick , Toni -Contacted Toni. -She said she was just having an issue with users having time to come over to log in. -Toni said to close the ticket. If there was an issue she would call back in to reopen ticket. -No further actions required at this time.	0.10	0.00	0.00

Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Users password for remote expired.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/23/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> May, Chatty - Talked to Chatty	0.40	100.00	40.00

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Date	Invoice
03/31/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	04/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	0.75	100.00	75.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
<b>Total Services:</b>					<b>140.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u> Services	(.4)	(40.00)
<b>Total Adjustments:</b>		<b>(40.00)</b>

Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>	100.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>100.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>100.00</b>

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**Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Locked out of account.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/20/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Brown, Tina - Contacted Tina and verified the issue. - Reset Tina's password and she attempted to login but it failed. - Going over the login credentials and found Tina's PC is working with caps locked. - Unlocked the caps ans Tina logged in successfully. - No further issues at this time.	0.30	100.00	30.00

**Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Needs remote desktop.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/17/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Brown, Tina - [REDACTED] for remote access from home	0.50	100.00	50.00
03/18/2020	[REDACTED]		<b>Service Ticket:</b> 486470 <b>Contact:</b> Brown, Tina - Contacted Tina at her Home internet speed at her house is Max 760Kb Century Link - I was able to install screen connect and it did function, but was slow - set quality for the screen connect session to low - She understands that her speed will affect her connection.	0.25	100.00	25.00

**Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Setup remote access for three users.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/31/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Anita, I will need contact information for the 4 users that need remote access.	0.10	0.00	0.00
03/31/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - setup Barb, Mary and Anita For remote access	0.70	100.00	70.00

- Spoke with Anita and confirmed the scanning is working  
 - Nothing further is needed at this time

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Install new copier driver

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/20/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Goodwin, Anita -Called Anita. Left VM.	0.10	0.00	0.00
03/20/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Goodwin, Anita -Called Anita. Left VM.	0.10	0.00	0.00
03/20/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Goodwin, Anita -Anita contacted PCW. -Remoted into PC. -Had Anita reproduce issue. Issue was she got a new printer was setup under old printers name. It would print, but only two pages of a multiple page document. -Tried to change drivers to address issue. -Deleted old printer. Re-added printer with correct driver. -Added Printer to Anitas PC. Tested it. Printer successfully printed all pages. -Added Printer to Tina and Wendy's pc's. -No further actions required at this time.	0.70	100.00	70.00

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Judge Livengood computer needs IP address and polycom setup.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/17/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Goodwin, Anita Discussed with Anita. Judge Livengood has an old mac laptop to be used for polycom video conference over at the jail. I recommended that they get a newer PC instead. Helped Anita to try to locate a laptop for video conferencing everyone is out of stock on laptops that are in-stock and are under \$1000.	2.00	100.00	200.00
03/18/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Goodwin, Anita Setup new slow laptop. Cleaned off junk software. Anytime upgraded to 10Pro Joined to the domain. Installed polycom software. Tested.	3.80	100.00	380.00
03/19/2020	[REDACTED]		Service Ticket [REDACTED] Contact: Goodwin, Anita Worked with Anita and everything is working. Verified the laptop is on the correct wireless. Installed broot AV.	0.60	100.00	60.00

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Assist with new copier/printer installation.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/13/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]  <b>Contact:</b> Goodwin, Anita                      - Downloaded the driver for the Ricoh MP 5055 SP printer                      - Spoke with Mary, she is going to [REDACTED] the new printer has been delivered</p>	0.25	100.00	25.00
03/17/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]  <b>Contact:</b> Goodwin, Anita                      - Spoke with Tina, backed up existing printer network and address book information                      - The printer is now being replaced, once the new printer is in position she will call back to continue setup for the new printer</p>	0.30	100.00	30.00
03/17/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]  <b>Contact:</b> Goodwin, Anita                      - Spoke with CA office, initially could not access the printer                      - Attempted checking the IP settings set for the device                      - Found it was not plugged in to the network, connected                      - Accessed the printer and added in address book entries                      - Updated the DHCP registration for the CA office printer successfully                      - Called and left a message for Mary that the printer setup was now complete and to let me know if there are any issues</p>	0.70	100.00	70.00
03/18/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]  <b>Contact:</b> Goodwin, Anita                      - Spoke with Mary as she was coming in, she would like to test the scanning to her public folder from the scanner, she also says there are some folders to clean up where the scanner is set to scan to                      - Spoke to the folder failed                      - Connected and logged into the server and into the printer UI, adjusted login name for the scan user and retried scanning but it failed                      - Mary has to stop working on this for now, asked I call back at 3:00 about this, scheduling for then</p>	0.25	100.00	25.00
03/18/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]  <b>Contact:</b> Goodwin, Anita                      - Called and left a message for Mary about this, waiting to hear back</p>	0.20	0.00	0.00
03/23/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]  <b>Contact:</b> Goodwin, Anita</p>	0.10	0.00	0.00



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**Bill To:**  
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 Attn: Tracey Snyder  
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 Bedford, PA 15522

**Date:** 03/31/2020  
**Invoice:** [REDACTED]  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	04/30/2020	[REDACTED]	[REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.70	100.00	70.00
System Engineer	Remote Service	[REDACTED]	1.45	100.00	145.00
System Engineer	Remote Service	[REDACTED]	1.50	100.00	150.00
System Engineer	Remote Service	[REDACTED]	2.60	100.00	260.00
System Engineer	On-Site Service	[REDACTED]	3.80	100.00	380.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
<b>Total Services:</b>					<b>1,035.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(.3)	(30.00)
<b>Total Adjustments:</b>		<b>(30.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	1,005.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>1,005.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>1,005.00</b>

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03/30/2020	[REDACTED]	ITCare Gold Agreement	<p>Rebooted. Wiped out the offline files. Renabled offline files. Rebooted.</p> <p>Recommended Screen Connect and showed her how it works.</p> <p>Showed her around teams. She was curious about teams.</p>	Service Ticket: [REDACTED]	0.10	0.00	0.00
				Contact: Howsare, Bobbi			
				Added config.			

Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / User candyinter cannot access CYS file.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/19/2020	[REDACTED]	ITCare Gold Agreement	<p>Service Ticket: [REDACTED]</p> <p>Contact: Montgomery, Alan</p> <p>-Contacted Alan.</p> <p>-Add CYS permissions to user [REDACTED]</p> <p>-User [REDACTED] currently there.</p> <p>Alan is going to have user logout and log back in. Then see if she can access CYS file.</p> <p>-He will message back into ticket to update if she good to go or not.</p>	0.30	100.00	30.00
03/20/2020	[REDACTED]	ITCare Gold Agreement	<p>Service Ticket: [REDACTED]</p> <p>Contact: Montgomery, Alan</p> <p>-Contacted Alan.</p> <p>-He said everything is good with user [REDACTED]</p> <p>-No further actions required at this time.</p>	0.10	0.00	0.00

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

**Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / ADT is there today installing a security system and need to talk to Jeremy.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/31/2020	[REDACTED]		<p><b>Service Ticket [REDACTED]</b>                      Contact: Howsare, Bobbi                      Bobbie, Tim should get an IP address in the subnet of 10.1.223.0 he can plug into port 2 on the switch.</p> <p>Ticket notes                      Discussed with Bobbie and ADT is installing a camera system and it will need internet access. Discussed with Tim at ADT and [REDACTED] DHCP connection and no port forwarding. Built out the IOT VLAN to the candy building. [REDACTED] documentation.</p>	1.40	100.00	140.00
03/31/2020	[REDACTED]		<p><b>Service Ticket [REDACTED]</b>                      Contact: Howsare, Bobbi                      I forgot to turn port 2 on. Verified that the DVR pulled a DHCP address.</p>	0.50	100.00	50.00

**Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / Locked out of her computer.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/31/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket [REDACTED]</b>                      Contact: Mitchell, Linda</p> <ul style="list-style-type: none"> <li>- Contacted Linda and verified the issue.</li> <li>- Unlocked Linda's account and she logged in.</li> <li>- When logging in Linda got the prompt to reset her password.</li> <li>- Assisted Linda with resetting her password successfully and she logged into her PC.</li> <li>- No further issues at this time.</li> </ul>	0.25	100.00	25.00

**Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / Locked out of PC.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/18/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket [REDACTED]</b>                      Contact: Bisbing, Bonnie</p> <ul style="list-style-type: none"> <li>- Contacted Bonnie and verified the issue.</li> <li>- Unlocked Christina's account and she logged into her PC successfully.</li> <li>- Assisted Christina with logging into her phone email as well.</li> <li>- No further issues at this time.</li> </ul>	0.25	100.00	25.00

**Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / Surface Pro not syncing.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/25/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket [REDACTED]</b>                      Contact: Howsare, Bobbi                      Disabled sync.</p>	1.40	100.00	140.00

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<b>Date</b>	<b>Invoice</b>
03/31/2020	
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	04/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Remote Service	[REDACTED]	1.90	100.00	190.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	1.40	100.00	140.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<b>Total Services:</b>					<b>410.00</b>

Adjustments	Quantity	Amount
<b>Covered by Agreement: ITCare Gold Agreement</b>		
Services	[REDACTED]	(220.00)
<b>Total Adjustments:</b>		<b>(220.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	190.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>190.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>190.00</b>

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- tested screen connect.  
Supplied Instruction Document

Location: Main Charge To: Bedford County Commissioners / Remote access setup

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/19/2020	[REDACTED]		<b>Service Ticket</b> <b>Contact:</b> Lang, Josh - Went thru list of users that need remote access - Determined which ones already have it - Determined last logged on users of PCs to tell which PC each user would need access to - Went thru each PC and changed power setting to high performance to prevent it from sleeping	1.00	100.00	100.00
03/20/2020	[REDACTED]		<b>Service Ticket</b> <b>Contact:</b> Lang, Josh - cont working on remote access setup	0.40	100.00	40.00
03/20/2020A	[REDACTED]		<b>Service Ticket</b> <b>Contact:</b> Lang, Josh - finished setting up remote access for all specified users - the following users already had remote access setup: - JR Winck - Rick Suder - Terry Stacy - Rachel Papuga - Sabrina Appel McMillen - Don Schwartz - Emailed instructions to all users - Emailed initial password to all users - If any users have issues they can open a ticket with us - If any users had laptops and took them home this will not work ... the PC they normally use in the office must remain in the office as that is what they are remotely accessing	1.10	100.00	110.00

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

**Location: Magisterial Baker Charge To: Bedford County Commissioners / Internet down.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/23/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Goodwin, Anita -Called and Found that switch settings was set back to first time setup -Downloaded new firmware -Uploaded to the switch -Will reboot end of day and check the settings	0.90	100.00	90.00
03/24/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Goodwin, Anita - Contacted office. Their phone was out most of the morning - was able to have the staff reset the switch to factory by holding the reset button until the LED started flashing - setup switch and rebooted. Settings were retained - created a backup and attached to the switch config	0.50	100.00	50.00

**Location: Main Charge To: Bedford County Commissioners / Getting email warning that an attachment has a virus.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/24/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Brown, Debra -Debra contacted PCW. -Remoted into PC. -She got an email response from exchange defender that a .dat file and .xlxs file was blocked. -Debra said she could send it a different way. The files she sent were created by her and have no viruses. -Her PC needed restarted to fix a connection issue with office 365. -PC restart connection issue was fixed. -No further actions required at this time.	0.40	100.00	40.00

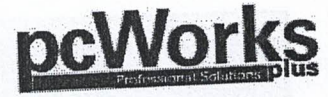
**Location: Main Charge To: Bedford County Commissioners / Munis notification**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/30/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Clapper, Mike - The Certificate was already renewed via ticket #485950. New Cert Expires on 3/13/2021	0.25	100.00	25.00

**Location: Main Charge To: Bedford County Commissioners / Needs remote access setup.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/19/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact:</b> Clapper, Mike - setup remote access for Mike Clapper - Installed O365 desktop apps on his laptop	0.60	100.00	60.00

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 Bedford, PA 15522

Date	Invoice
03/31/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	04/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.90	100.00	90.00
System Engineer	Remote Service	[REDACTED]	1.35	100.00	135.00
System Engineer	Remote Service	[REDACTED]	2.50	100.00	250.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
<b>Total Billable Services:</b>					<b>515.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>	(.4)	(40.00)
Services		
<b>Total Adjustments:</b>		<b>(40.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	475.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>475.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>475.00</b>

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He can use  
IDF TC-1 unit 1 ports 5 thru 39  
and IDF TC-1 unit 2 ports 4 thru  
38

It sounds like there is another  
ticket to setup the new PC's.

Location: Bedford County Sheriff Charge To: Bedford County Commissioners / Cannot login to email acct  
sheriff@bedfordcountypa.org.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/14/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Clark, Amy - Contacted Amy and verified the issue. - Amy needs access to email for the Garmin set up. - Amy also has 2 new PCs that need set up. - Reset the Deputy2 email password and verified we can access the account. - Spoke with [REDACTED] regarding the 2 new PCs that will need set up. Their email need Garmin installed, Google earth installed, and printers. - Escalating for further assistance with the PC set up. *****See internal*****	0.80	100.00	80.00
04/14/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Clark, Amy Worked with Amy and installed 2 new workstations. sen-1995902 sen-1995841 Joined to the domain. Installed Garmin Worked with Billy to allow the garmin down-loader thru the firewall.	2.30	100.00	230.00



**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Sheriff Charge To: Bedford County Commissioners / Amy said none of their shortcuts work.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/09/2020	Trice, RJ [REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket:</b> [REDACTED]</p> <p><b>Contact:</b> Clark, Amy</p> <ul style="list-style-type: none"> <li>- Contacted Amy and verified the issue.</li> <li>- When attempting to open her desktop shortcuts they say the file/folder is no longer available.</li> <li>- Checked the Y drive and went over where the folder should be located.</li> <li>- Ran a search for the folder and it failed to find it.</li> <li>- Checked the server's files and located missing files in the V:\sc\ [REDACTED]</li> <li>- Restored the missing files and now Amy and Amanda can both open their shortcuts and access files.</li> <li>- No further issues at this time.</li> </ul>	0.50	100.00	50.00

Location: Bedford County Sheriff Charge To: Bedford County Commissioners / Bedford County - Onsite requested for magnetic card system replacement setup

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/08/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED]</p> <p><b>Contact:</b> Miller, Mark</p> <ul style="list-style-type: none"> <li>- Left a message for Kevin Diehl about this, waiting to hear back</li> </ul>	0.10	0.00	0.00
04/08/2020	[REDACTED]		<p><b>Service Ticket:</b> 487527</p> <p><b>Contact:</b> Miller, Mark</p> <ul style="list-style-type: none"> <li>- Tried to reach Kevin but no way to direct dial an extension.</li> <li>- Angie transferred me to Kevin but I received voicemail</li> <li>- Left message for Kevin to call me back</li> <li>- Angie is going to have Kevin contact us</li> </ul>	0.20	0.00	0.00
04/08/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED]</p> <p><b>Contact:</b> Miller, Mark</p> <ul style="list-style-type: none"> <li>- Spoke with Kevin Diehl about this</li> <li>- Ports are available for the card readers, Kevin just needs to patch the ports to proper switch ports</li> <li>- We will need Jeremy to get back to Kevin regarding this, attempted contacting Jeremy regarding this but he was not available</li> </ul>	0.50	100.00	50.00
04/08/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED]</p> <p><b>Contact:</b> Miller, Mark</p> <p>Discussed with Kevin Diehl and these ports are for users PC's. He thought the drops in the holding cell area went to the MDF. They actually go to TC1 near the mail room. I gave him directions to the IDF-TC1.</p>	0.50	100.00	50.00

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Date	Invoice
04/15/2020	[REDACTED]
Account	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	05/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	2.80	100.00	280.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	1.30	100.00	130.00
<b>Total Services:</b>					<b>460.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u> Services	(1.3)	(130.00)
<b>Total Adjustment:</b>		<b>(130.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	330.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>330.00</b>
	<b>Payments:</b>	(330.00)
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>0.00</b>

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remotely, Rick can't see the top of his IE or Chrome screens.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/06/20	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Suder, Rick -Talked to Rick -Found that IE was in full screen mode on his office pc while being remoted in from home -Verified Rick is now out of full screen mode on IE	0.25	100.00	25.00
04/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Suder, Rick -Talked to Rick -Found that the F11 key needed to use the FN key to be held while in use -Verified Rick was now able to enter and exit full screen mode	0.25	100.00	25.00

**Invoice Time Detail**

Invoice Number: [REDACTED]

Company: Bedford County Commissioners

**Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Cannot connect to remote after losing connection.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/13/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Stacey, Terry</b> - Contacted Terry and verified the issue. - Terry lost remote connection to his PC and it now is showing as offline. - My connection to the PC will not work either. - Sent the wake on lan packet and the PC failed to wake up. - Terry was able to call the office and have Angie reboot his PC. - After the reboot Terry and I are now successfully able to connect to the PC remotely. - No further issues at this time.	0.50	100.00	50.00

**Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Cannot remote into his work pc.**

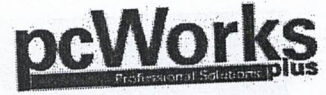
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/08/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Schwartz, Don</b> - Contacted Don and verified the issue. - Don's PC is showing as offline and he cannot connect remotely. - Ran the Wake on Lan command and it ran successfully waking up the PC. - Don can now connect remotely as well. - No further issues at this time.	0.25	100.00	25.00

**Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Needs help transferring names into a group in Outlook.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/03/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Schwartz, Don</b> - Spoke with Don, he is having trouble moving Contacts to his personal contacts - Don was forwarded a Contact Group in Outlook - When attempting to move the contact group the email is being discarded - Don had Tracy resend the email, created a copy of the message and was able to copy the Contacts into a subfolder in Don's contacts OK - Don is able to add the contact subfolder/group to a new email message OK - No further action required at this time	0.80	100.00	80.00

**Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / When working**

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Date	Invoice
04/15/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	05/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.80	100.00	80.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	0.75	100.00	75.00
<b>Total Services:</b>					<b>205.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>	(1.25)	(125.00)
Services		
<b>Total Adjustments:</b>		<b>(125.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	80.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>80.00</b>
	<b>Payments:</b>	(80.00)
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>0.00</b>

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the 10 pro installation, once this is approved and installed we can continue joining to the domain , setting up remote access and providing remote access instructions

- Waiting for approval for Windows 10 Pro installation

04/02/2020

**Service Ticket:**

0.40 100.00

40.00

**Contact:** Diehl, Sandy

- The Windows 10 Pro setup was cancelled - this is going to be used off the domain for remote access ONLY
- Walked Tony through setting up a user account on the laptop for Sandy to use
- Removed the initial account Tony created on the laptop
- Completed setting up Sandy's remote access account password
- Tony completed login from the laptop and was able to access the desktop via the remote access
- Tony is setting up a shortcut and is going to go over accessing her desktop PC from the shop
- Asked Tony let me know if anything further is needed
- No further action required at this time

**Gratis/Non-Bill Hours:**

0.70

**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location:** Bedford County Jail **Charge To:** Bedford County Commissioners / **Bosch video export player not working.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/02/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Dixon, Tony</p> <ul style="list-style-type: none"> <li>-I spoke with Tony and the Bosch video export player has not worked on any of the machines since the guy from the county replaced the machines with Windows 10.</li> <li>-There is also a new version of the client available.</li> </ul>	0.50	100.00	50.00
04/02/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Dixon, Tony</p> <ul style="list-style-type: none"> <li>-Called Tony</li> <li>-Had Tony try to export the footage</li> <li>-Found that the file path was to the network</li> <li>-changed path to the downloads folder</li> <li>-Verified successful export</li> <li>-Verified export to flash drive</li> </ul>	0.70	100.00	70.00

**Location:** Bedford County Jail **Charge To:** Bedford County Commissioners / **Setup laptop for remote access.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/02/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Diehl, Sandy</p> <ul style="list-style-type: none"> <li>- Spoke with Sandy and Tony</li> <li>- We began setup of the laptop but it is taking some time to complete</li> <li>- Initially had some issues with Microsoft account being required on the new laptop</li> <li>- Created remote access account for Sandy while waiting on the laptop and assigned her computer</li> <li>- The laptop is being setup and taking sometime, going to call back once the laptop is ready</li> <li>- Opened page for Sandy to set password for her account</li> <li>- Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop</li> </ul>	0.60	100.00	60.00
04/02/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Diehl, Sandy</p> <ul style="list-style-type: none"> <li>- Spoke with Tony, the laptop is now running/able to complete login</li> <li>- Created screenconnect session and Tony attempted to join the laptop</li> <li>- Needed to disable S mode, created microsoft account and logged into the store</li> <li>- Disabled S mode</li> <li>- To join the PC to the domain we will need Windows 10 Pro, currently running 10 home</li> <li>- Tony needs to get approval for</li> </ul>	0.70	100.00	0.00

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**Date:** 04/15/2020  
**Account:** Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	05/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Remote Service	[REDACTED]	1.00	100.00	100.00
<b>Non-Billable Services</b>					
System Engineer	Remote Service	[REDACTED]	0.70	100.00	0.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service	[REDACTED]	0.70	100.00	70.00
Telecom Technician	Remote Service	[REDACTED]	0.50	100.00	50.00
<b>Total Services:</b>					<b>220.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(.7)	(70.00)
<b>Total Adjustments:</b>		<b>(70.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	150.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>150.00</b>
	<b>Payments:</b>	(150.00)
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>0.00</b>

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Invoice Time Detail

Invoice Number:  
Company:

[REDACTED]  
Bedford County Commissioners

Location: Bedford County Veteran's Affairs Office Charge To: Bedford County Commissioners / Setup county  
provided laptop for Gretchen.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/14/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Martin, Gretchen - Spoke with Gretchen - Completed initial laptop setup - Configured Gretchen's remote access account for her office NUC (account already exists) - Configured remote access site shortcut and accessed NUC via the laptop successfully - No further action required at this time	0.60	100.00	60.00

[REDACTED]

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**Date:** [REDACTED] **Invoice**  
 04/30/2020  
**Account**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	05/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
System Engineer	Remote Service	[REDACTED]	0.60	100.00	60.00
<b>Total Services:</b>					<b>60.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	60.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>60.00</b>
	<b>Payments:</b>	(60.00)
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>0.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Cannot connect to the remote computer.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/29/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Schwartz, Don -Don contacted PCW. -Don issue was PC was offline. He was unable to remote into it. -PC shows as offline in Automate. Tried sending Wake on LAN command from Automate. Then Reboot command. -Tried pinging IP address from server no reply. -Looked at other PC's that were [REDACTED] they showed as offline. Don said they've had power issues in the office in the past. [REDACTED] to send Rick Suder to the office to make sure all laptops are powered on. -Don said he will update ticket when Rick is done.	0.30	100.00	30.00
04/30/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Schwartz, Don -No further actions required at this time.	0.10	0.00	0.00

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Setup county provided laptop for Terry.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/14/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Stacey, Terry - Spoke with Terry - Completed the laptop initial setup - Setup shortcut for PCW Remote Access to Terry's office PC - Setup Chrome and Google Earth - Tested Remote Access to Terry's office PC successfully	0.50	100.00	50.00

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**Date:** [Redacted] Invoice  
 04/30/2020  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	05/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Remote Service	[Redacted]	0.50	100.00	50.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Communication	[Redacted]	0.10	0.00	0.00
System Engineer	Remote Service	[Redacted]	0.30	100.00	30.00
<b>Total Services:</b>					<b>80.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(.3)	(30.00)
<b>Total Adjustments:</b>		<b>(30.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	50.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>50.00</b>
	<b>Payments:</b>	(50.00)
	<b>Balance Due:</b>	<b>0.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
Company: Bedford County Commissioners

Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Needs help setting up computer.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/15/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Amick , Toni -Contacted Toni. -Guided her through setup process of WFH laptop. -User already had login for PCW web portal. -Toni will call in if they have any issues.	0.40	100.00	40.00
04/15/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Amick , Toni -Toni contacted PCW. -Walked Toni through how to take laptop out of S-mode. Laptop is currently completing this process. -Guide Toni on how to download Google Chrome web browser. -No further actions required at this time.	0.25	100.00	25.00

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 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 04/30/2020  
**Account:** Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	05/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount	
<u>Billable Services</u>						
System Engineer	Remote Service		0.65	100.00	65.00	
<b>Total Services:</b>					<b>65.00</b>	
Make checks payable to PC Works Plus					<b>Invoice Subtotal:</b>	65.00
					<b>Sales Tax:</b>	0.00
					<b>Invoice Total:</b>	<b>65.00</b>
					<b>Payments:</b>	(65.00)
					<b>Credits:</b>	0.00
					<b>Balance Due:</b>	<b>0.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]

Company:

Bedford County Commissioners

Location: Bedford County Sheriff Charge To: Bedford County Commissioners / Morefield has questions about replacing cameras.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/17/2003	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Kaszubski, Brian Discussed with Ron and answered questions about the MDF and IDF. Followed up with Brian.	0.60	100.00	60.00

[REDACTED]

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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
05/15/2020	
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	06/14/2020		

<b>Service Request Number</b>	493451
Summary	Morefield has questions about replacing cameras.
Billing Method	Actual Rates
Company Name	Bedford County Commissioners
Contact Name	Brian Kaszubski

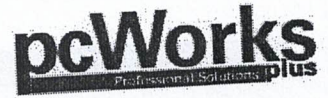
Services	Work Type	Staff	Hours	Rate	Amount
System Engineer	Remote Service		0.60	100.00	60.00
<b>Total Services:</b>					<b>60.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	60.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>60.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>60.00</b>

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**Date** 05/15/2020  
**Invoice**  
**Account**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	06/14/2020		

<b>Service Request Number</b>	492114		
Summary	Lenovo ThinkServer RD450 Server Warranty Renewal - 1 year		
Billing Method	Actual Rates		
Company Name	Bedford County Commissioners		
Contact Name	Josh Lang		
<b>Other Charges</b>	<b>Quantity</b>	<b>Price</b>	<b>Amount</b>
Billable Other Charges			
Lenovo Warranty/Support + Post Warranty - 1 Year Extended Service	1.00	449.00	449.00
<b>Total Other Charges:</b>			<b>449.00</b>
Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	449.00	
	<b>Sales Tax:</b>	0.00	
	<b>Invoice Total:</b>	<b>449.00</b>	
	<b>Payments:</b>	0.00	
	<b>Credits:</b>	0.00	
	<b>Balance Due:</b>	<b>449.00</b>	

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
Company: Bedford County Commissioners

Location: Bedford County Treasurer Charge To: Bedford County Commissioners / Needs new laptop setup.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/14/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Cottle, Melissa -Talked to Melissa -Walked Melissa through setting the laptop setup -Got temp remote access -Setup a local user account for Melissa -Setup shortcut for remote access -Verified Melissa could access the office pc	0.75	100.00	75.00

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**Date** [REDACTED] **Invoice** [REDACTED]  
 05/15/2020  
**Account**  
 Bedford County Commissioners

Terms	Due Date	PO #	Reference
Net 30 days	06/14/2020	[REDACTED]	[REDACTED]

**Service Request Number** 489637  
**Summary** Needs new laptop setup.  
**Billing Method** Actual Rates  
**Company Name** Bedford County Commissioners  
**Contact Name** Melissa Cottle

Services	Work Type	Staff	Hours	Rate	Amount
Billable Services					
System Engineer	Remote Service	[REDACTED]	0.75	100.00	75.00
<b>Total Charges:</b>					<b>75.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	75.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>75.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>75.00</b>

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		made changes to CADPROD.			
04/01/2020	[REDACTED]	Karen let me know when you get the new HDD. <b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen	1.00	100.00	100.00
		Discussed with Karen. Showed her how to unlock users and copy users.			
04/14/2020	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen	0.40	0.00	0.00
		Called and discussed with Karen the HDD is still on order. Also discussed the workstation and software upgrade.			
04/21/2020	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen	1.20	100.00	120.00
		Discussed the hard drive situation and she is still waiting for it. Discussed her PC and she thinks it's dying. I connected in and found that she was saving files to her desktop. Moved her files to her user share and placed shortcuts on the desktop. Called and talked Marcie at SBM about moving her call recording software.			
05/04/2020	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen	1.60	100.00	160.00
		Walked Karen thru installing the drive. The drive showed up in MR. But the drive is 4K not 512e the controller is rejecting the drive due to being smaller. I found the exact drive and Karen is going to see about getting these swapped out. ST1800MM0128 <a href="https://www.newegg.com/seagate-st1800mm0128-1-8tb/p/N82E16822178679">https://www.newegg.com/seagate-st1800mm0128-1-8tb/p/N82E16822178679</a>			
05/04/2020	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen	0.30	0.00	0.00
		Discussed with Karen.			
05/07/2020	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen	0.40	100.00	40.00
		- spoke with Karen - replacement drive they purchased is bad - she had a spare. Replaced the drive again. Raid is in the process of rebuilding			
05/12/2020	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen	1.00	0.00	0.00
		Discussed a new server I gave her a ballpark price of \$25K Discussed the pending network upgrade. The existing server is stable now after the HDD replacement. Closing ticket.			

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / 911 system slow and freezing.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/28/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen                      Worked with Karen and CAD was slow and freezing. Checked the server out and they had a 400 ish day uptime. Suspended replication. Rebooted in the NWS system specified reboot order. CADPROD would not start! I failed it over and it started on HV2 "the replicator box" Rebooted the workstations and CAD is now working.</p>	1.70	100.00	170.00
03/28/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen                      Karen this is the HDD you will need to get it will come bare and [REDACTED] of the maintenance [REDACTED] to swap the tray. I [REDACTED] thru it or I can [REDACTED]</p> <p><a href="https://www.newegg.com/hgst-huc101818cs4200-1-8tb/p/1Z4-001J-002B0?Description=HUC101818CS4200&amp;cm_re=HUC101818CS4200_-1Z4-001J-002B0_-Product">https://www.newegg.com/hgst-huc101818cs4200-1-8tb/p/1Z4-001J-002B0?Description=HUC101818CS4200&amp;cm_re=HUC101818CS4200_-1Z4-001J-002B0_-Product</a></p> <p>Ticket notes.                      Worked with Karen and she showed me the error and its and issue inside of CAD. She is calling CAD back to escalate the case. While waiting for support I decided to dig into HV2 and discovered that even though is shows a good array and good disks its MR is wirting bad sense errors to the event log for drive 2 which CADPROD resides. I walked Karen thru pulling the drive to keep it from making "noise". NWS finally called back and after unsuccessfully flopping some services we rebooted aegissec and her calls started to complete like they should.</p>	2.00	100.00	200.00
03/31/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen                      Tested reversing replication in a test network. Exported CADPROD to another array to CMA. Reversed replication but it would fail. I removed the replication and set it back up. Also tested in a test network. Called and left a message for Karen called the center and let the dispatchers know that I</p>	3.20	100.00	320.00

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**Date:** 05/15/2020  
**Invoice:**  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	06/14/2020		

**Service Request Number:** 487872  
 Summary: 911 system slow and freezing.  
 Billing Method: Actual Rates  
 Company Name: Bedford County Commissioners  
 Contact Name: Karen Waybright

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication		1.70	0.00	0.00
System Engineer	Remote Service		0.40	100.00	40.00
System Engineer	Remote Service		10.70	100.00	1,070.00
<b>Total Services:</b>					<b>1,110.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	1,110.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>1,110.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>1,110.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
Company: Bedford County Commissioners

Location: Bedford County Sheriff Charge To: Bedford County Commissioners / Bedford County - 2 ethernet ports are needed in holding

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/16/20	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Miller, Mark - Spoke with Mark - Setup Office 365 Pro Plus on each workstation and activated successfully - Installed Garmin Express to each PC - Installed Google Earth Pro to each PC - Setup several user and email accounts for Bedford County Deputies - Reviewed accessing accounts and email with Mark OK	2.20	100.00	220.00

[REDACTED]

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05/15/2020	
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	06/14/2020		

**Service Request Number** 487526

Summary Bedford County - 2 ethernet ports are needed in holding  
 Billing Method Actual Rates  
 Company Name Bedford County Commissioners  
 Contact Name Mark Miller

Services	Work Type	Staff	Hours	Rate	Amount
System Engineer	Remote Service		2.20	100.00	220.00
<b>Total Services:</b>					<b>220.00</b>

Make checks payable to PC Works Plus

<b>Invoice Subtotal:</b>	220.00
<b>Sales Tax:</b>	0.00
<b>Invoice Total:</b>	<b>220.00</b>
<b>Payments:</b>	0.00
<b>Credits:</b>	0.00
<b>Balance Due:</b>	<b>220.00</b>

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05/27/2020	[REDACTED]	on being on-site on the 2nd around 4 to get setup.	0.80	100.00	80.00
		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Brown, Debra Travel to Bedford County Commissioners			
05/27/2020	[REDACTED]		3.50	100.00	350.00
		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Brown, Debra Worked with Frank on setting up the tally and adjudication terminals.			
05/27/2020	[REDACTED]		0.80	0.00	0.00
		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Brown, Debra Travel from Bedford County Commissioners			

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

See the below conversation with Debra. If you understand correctly she wants me to work with you on the items that we discussed last week.

[REDACTED]

Debra Brown  
5/12/2020 8:06 AM  
Please just follow Frank's request.

[REDACTED]

JF

[REDACTED]

5/11/2020 1:32 PM - 2:23 PM  
Deb,

When I meet with Frank and Laurie last week Frank was asking me about the following.  
1\ Work flow on the night of the election how I assume were moving the PC for reading cards to glass window room\ And Robbie will not need to backup the JBC's anymore\ What else will need to be changed he ask? We discussed printing reports and uploads to the state so I'm mostly covered\.

2\ Poll worker training\ Frank said that instructions could be customized and attached to front of the machines for opening and closing the polls\ He also said that Dominion has videos that can be added to the Bedford county website for training\ We need to reach out to him for that info\ I was also thinking of the cheap slow laptops that were used for work at home\ We could load the videos on them and send out to each pooling location but I don't there are enough laptops for that\.

3\ Frank said about coming back out on-site 1 week or so before the election for to do a election night run down\.

Let me know your thoughts and how far you want me to run with this.

05/13/2020 [REDACTED] Service Ticket [REDACTED] 0.40 0.00 0.00

Contact: Brown, Debra  
Called and talked with Frank 878.670.3660 he was busy yesterday and will respond to my message today.

05/26/2020 [REDACTED] Service Ticket [REDACTED] 0.10 0.00 0.00

Contact: Brown, Debra  
Frank,

Deb told me you will be on-site tomorrow. I was not aware of your scheduled visit until this afternoon. I can be available after 10AM if we need to go over anything for the 2nd. I also plan

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Main Charge To: Bedford County Commissioners / Training Election

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/06/2020	[REDACTED]	[REDACTED]	Service Ticket: [REDACTED] Contact: Brown, Debra Travel to Bedford County Commissioners	0.80	100.00	80.00
05/06/2020	[REDACTED]	[REDACTED]	Service Ticket: [REDACTED] Contact: Brown, Debra Worked with Frank and Laurie to go over the new voting system.	3.80	100.00	380.00
05/06/2020	[REDACTED]	[REDACTED]	Service Ticket: [REDACTED] Contact: Brown, Debra Travel from Bedford County Commissioners	1.00	0.00	0.00
05/11/2020	[REDACTED]	[REDACTED]	Service Ticket: [REDACTED] Contact: Brown, Debra Deb,  When I meet with Frank and [REDACTED] last week Frank was [REDACTED] about the following. [REDACTED] on the night of the [REDACTED] I assume were moving the PC for reading cards to glass window room. And Robbie will not need to backup the JBC's anymore. What else will need to be changed he ask? We discussed printing reports and uploads to the state so I'm mostly covered.  2\ Poll worker training\ Frank said that instructions could be customized and attached to front of the machines for opening and closing the polls\ He also said that Dominion has videos that can be added to the Bedford county website for training\ We need to reach out to him for that info\ I was also thinking of the cheap slow laptops that were used for work at home\ We could load the videos on them and send out to each pooling location but I don't think there are enough laptops for that\  3\ Frank said about coming back out on-site 1 week or so before the election for to do a election night run down\  Let me know your thoughts and how far you want me to run with this.	0.90	0.00	0.00
05/12/2020	[REDACTED]	[REDACTED]	Service Ticket: [REDACTED] Contact: Brown, Debra Frank,	0.40	0.00	0.00

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<b>Date</b>	<b>Invoice</b>
05/28/2020	
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	06/27/2020		

<b>Service Request Number</b>	<b>492479</b>
Summary	Training Election
Billing Method	Actual Rates
Company Name	Bedford County Commissioners
Contact Name	Debra Brown

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication		1.80	0.00	0.00
System Engineer	Travel From		1.80	0.00	0.00
System Engineer	Travel To		1.60	100.00	160.00
System Engineer	On-Site Service		7.30	100.00	730.00
<b>Total Services:</b>					<b>890.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	890.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>890.00</b>
	<b>Payments:</b>	(890.00)
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>0.00</b>

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browser go to  
http://10.1.213.246/ and choose  
system manager mode and then  
login. Enter the PIN 5375 no  
username  
and then go and edit the  
address book to the right.

I also just worked with Amy and  
got that PC connected to the  
network and printer installed.

Location: Bedford County Sheriff Charge To: Bedford County Commissioners / Trouble printing.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt.
05/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service</b> [REDACTED] <b>Contact:</b> Clark, Amy - Contacted Amy and she informed me that she was able to resolve her printing issue. - No further issues at this time.	0.10	0.00	0.00

Gratis/Non-Bill  
Hours:

0.60

**Invoice Time Detail**

Invoice Number: [REDACTED]

Company: Bedford County Commissioners

Location: Bedford County Sheriff Charge To: Bedford County Commissioners / Needs printer connect to network.  
Setup scan to email

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/18/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Miller, Mark</p> <ul style="list-style-type: none"><li>- Spoke with Mark, cannot find connection to the back office printer.</li><li>- The port may need opened/patching required</li><li>- Spoke with Jeremy and he said Maintenance can help with patching</li><li>- Checked FPS but cannot locate printer IP in dhcp list, no existing installs/setup of this printer found</li><li>- Let Mark know that Maintenance may be able to assist if the printer still needs patched in</li><li>- Scheduling Jeremy to check over and confirm IP on the new printer/initial setup on FPS</li></ul>	0.60	100.00	0.00
05/19/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Miller, Mark</p> <p>Troubleshoot the printer and I could not get it link up. The digital phone was also not working that was also plugged into the same faceplate. I was able to get the printer working by plugging it into another jack on the other side of the room. Took the faceplate off and looked at the wires the jacks were perfect I suspected that the cables were damaged. I then tested a theory what if the label on the plate was mixed up. I swapped the printer and phone and the phone came up and the printer got a link light. I edited the label on the faceplate. Installed the printer on the server and then installed it on the deputy's PC. Discussed with Sherrif Emerick and I ended up showing him around the network and how the network stores files.</p> <p>Need to continue with setting up scan to file.</p>	1.70	100.00	170.00
05/20/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Miller, Mark Mark,</p> <p>As discussed on the phone I have the scanner setup. I put a shortcut to the desktop to the Y drive scans on all 3 PC's If you want to edit the address book to add email addresses on the scanner with your web</p>	1.80	100.00	180.00

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**Date:** 05/31/2020  
**Invoice:**  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	06/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	3.50	100.00	350.00
<u>Non-Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.60	100.00	0.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
<b>Total Services:</b>					<b>350.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	350.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>350.00</b>
	<b>Payments:</b>	(350.00)
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>0.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]

Company: Bedford County Commissioners

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / CAD DOWN

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/16/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket:</b> [REDACTED]  <b>Contact:</b>Waybright , Karen                      Worked with Karen and verified that CAD was down. At the time CAD was running on HV2 and replicating to HV1. I could not access HV2 with RDP.                      Installed the right version of JAVA Java8u121 to access the iKVM  <a href="https://forums.lenovo.com/t5/ThinkServer/ThinkServer-TD350-can-t-launch-remote-console/m-p/3795590">https://forums.lenovo.com/t5/ThinkServer/ThinkServer-TD350-can-t-launch-remote-console/m-p/3795590</a>. Connected into the server and found that it was stuck at the Lenovo BIOS screen. Checked replication on HV1 and it was up to date. I failed-over the server and it started.                      Rebooted the rest of the servers in the right order and then the dispatchers could access CAD.</p>	1.30	100.00	130.00
05/18/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket:</b> [REDACTED]  <b>Contact:</b>Waybright , Karen                      Connected into the server and started troubleshooting.                      Called and had Karen pull the Ethernet cables out in case the server came online to prevent two different versions of CAD on at the same time.                      Continued to troubleshoot and the server would try to start but then BSOD on inaccessible boot device.                      I had Karen pull drives 2 thru 7 and then the server booted.                      I was then able to get into the logs and see that drive 3 failed.                      Had Karen reinsert all of the drives except for drive 3.                      The server booted and I had Karen replace drive 3.                      Fixed replication back up since it had errors from HV2 being down.                      Changed the replication for CADPROD now to point to HV2.</p>	3.40	100.00	340.00
05/18/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket:</b> [REDACTED]  <b>Contact:</b>Waybright , Karen                      - Worked with Jeremy to get HV2 back online                      - Drive 3 in HV2 was causing a no boot condition (noise) on the Raid channels</p>	2.20	100.00	220.00



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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
05/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	06/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
Billable Services					
System Engineer	Remote Service	[REDACTED]	2.20	100.00	220.00
System Engineer	Remote Service	[REDACTED]	4.70	100.00	470.00
<b>Total Services:</b>					<b>690.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	690.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>690.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>690.00</b>

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06/04/2020	<p>connection.</p> <p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen</p> <p>-Assisted with the firewall fiber connection</p> <p>-Tested and verified pings.</p>	1.30	100.00	130.00
06/08/2020	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen</p> <p>Pat,</p> <p>The connection was left plugged in. So you could turn it up and we can make the change remotely on the 11th at 9 AM.</p> <p>He is an example of the command that needs to be ran for the static route on a windows server.</p> <p>route -p ADD 192.168.35.0 MASK 255.255.255.0 192.168.0.2</p> <p><a href="https://www.howtogeek.com/howto/windows/adding-a-tcpip-route-to-windows-routing-table/">https://www.howtogeek.com/howto/windows/adding-a-tcpip-route-to-windows-routing-table/</a></p>	0.30	100.00	30.00
06/11/20	<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen</p> <p>Worked with NWS and MCP to move the connection from microwave to fiber.</p> <p>Updated documentation.</p>	3.60	100.00	360.00

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Bedford County 911 center  
 connection to other counties

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/29/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]                      Contact:Waybright , Karen                      Pat and Allan,</p> <p>I'll be working with my firewall guy to get our firewall configured today with the information you provided. I'll be on-site Thursday to run the wire. Should I call you while on-site to test anything or are we waiting until the 11th?</p> <p>See attached firewall screenshots that told you I would send.</p>	0.50	0.00	0.00
05/29/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]                      Contact:Waybright , Karen</p> <p>[REDACTED]</p> <p>Jeremy will be onsite the [REDACTED] June 4th. Any [REDACTED] please let us know.</p>	0.10	0.00	0.00
06/02/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]                      Contact:Waybright , Karen                      Pat,</p> <p>This is Billy, the is the firewall tech that is working with Jeremy. Would you be able to provide the router ip Blair and Huntingdon firewalls will have?</p>	0.90	0.00	0.00
06/02/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]                      Contact:Waybright , Karen</p> <p>-Discussed details and planned for network upgrades</p>	1.20	100.00	120.00
06/02/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]                      Contact:Waybright , Karen                      Pat,</p> <p>The wire should be ran by 9am est on Thursday. Jeremy is scheduled on-site from 8 am. I will be working with Jeremy remotely Thursday morning.</p> <p>Thanks,                      Billy</p>	0.10	0.00	0.00
06/04/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]                      Contact:Waybright , Karen</p> <p>Travel to Bedford County Commissioners</p>	0.90	100.00	90.00
06/04/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]                      Contact:Waybright , Karen</p> <p>Ran cable for the Cad interface. Worked with MCP tested the</p>	4.40	100.00	440.00

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 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 06/18/2020  
**Invoice:** [REDACTED]  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/18/2020		

**Service Request Number:** 494973  
**Summary:** Bedford County 911 center connection to other counties  
**Billing Method:** Actual Rates  
**Company Name:** Bedford County Commissioners  
**Contact Name:** Karen Waybright

Services	Work Type	Staff	Hour	Rate	Amount
Office	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	1.00	0.00	0.00
System Engineer	Communication	[REDACTED]	0.50	0.00	0.00
System Engineer	Travel To	[REDACTED]	0.90	100.00	90.00
System Engineer	Remote Service	[REDACTED]	2.50	100.00	250.00
System Engineer	Remote Service	[REDACTED]	3.00	130.00	390.00
System Engineer	On-Site Service	[REDACTED]	4.40	100.00	440.00
<b>Total Services:</b>					<b>1,170.00</b>

Make checks payable to PC Works Plus

<b>Invoice Subtotal:</b>	1,170.00
<b>Sales Tax:</b>	0.00
<b>Invoice Total:</b>	<b>1,170.00</b>
<b>Payments:</b>	(1,170.00)
<b>Credits:</b>	0.00
<b>Balance Due:</b>	<b>0.00</b>

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	Installed the agent on the new PC and move it to the correct location.				
04/28/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Set Adobe as the default for PDF files.	0.30	100.00		30.00
05/19/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Travel to Bedford County Commissioners	0.75	100.00		75.00
05/19/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Travel to Bedford County Commissioners	0.50	100.00		50.00
05/19/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen -Replaced Karen's cad PC -Installed medical and nws cad -Called Tyrler tech for cad and Connor for medical issues -Had Karen verify everything is working -Setup the other 3 cad PC's with medical and nws cad -Just need to switch out the PC's -1 PC left to fully setup	9.00	100.00		900.00
05/19/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Prepped the PC to be setup. Removed unwanted software. Installed updates. Got the instructions to configure IE for CLEAN. Setup CLEAN PC. Had some issues called support and we had the wrong ORI and the portal would still close out. He escalated the call. Wendy called back and turned out we still had the wrong ORI. Clean new works.	6.20	100.00		620.00
05/19/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Travel from Bedford County Commissioners	0.50	0.00		0.00
05/19/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Travel from Bedford County Commissioners	1.00	0.00		0.00
05/22/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Travel to Bedford County Commissioners	0.75	100.00		75.00
05/22/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen -Replaced 3 cad PC's -Had Karen test out each PC -Setup the last PC for 911 routes and training -Cleaned up all old equipment	6.40	100.00		640.00
05/22/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Travel from Bedford County Commissioners	1.00	0.00		0.00

After discussing with Jeremy about the upgrades, the plan is for a day next week to replace 2 of the production cad pcs and the clean pc. Then once everything is confirmed working, the rest of the pcs could be scheduled to be replaced. [REDACTED] was wondering if you might be able to provide 3 different days that we could try to line up with support as well. Both Jeremy and myself will be on-site that day to make try to minimize down time.

Thanks,  
Billy

03/10/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	1.40	100.00	[REDACTED]	140.00
		<b>Contact:</b> Waybright , Karen Called Support and they gave me a guide on installing new PC's Tracked the cables down an they are on-site at the 911 center.				
03/11/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	0.75	100.00	[REDACTED]	75.00
		<b>Contact:</b> Waybright , Karen Travel to Bedford County Commissioners				
03/11/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	7.60	100.00	[REDACTED]	760.00
		<b>Contact:</b> Waybright , Karen Installed 2 new PC's Worked with support to install CAD and Pro QA.				
03/11/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	3.10	100.00	[REDACTED]	310.00
		<b>Contact:</b> Waybright , Karen -Replaced the training PC -Installed pre-requisites -Copied cad config file -Ran the cad updater to install cad				
03/11/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	0.20	100.00	[REDACTED]	20.00
		<b>Contact:</b> Waybright , Karen Travel to Bedford County Commissioners				
03/11/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	0.70	0.00	[REDACTED]	0.00
		<b>Contact:</b> Waybright , Karen Travel from Bedford County Commissioners				
03/13/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	1.10	100.00	[REDACTED]	110.00
		<b>Contact:</b> Waybright , Karen Worked with NWS support and they removed the old PC from NCIC access and applied it to the new PC				
04/22/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	0.30	100.00	[REDACTED]	30.00
		<b>Contact:</b> Waybright , Karen Called and talked to Jim at SBA, he is scheduled around 10:30 on Monday to remote in and install the software. I'll call you around 8:45 to start replacing the PC.				
04/27/2020	[REDACTED]	<b>Service Ticket</b> [REDACTED]	2.40	100.00	[REDACTED]	240.00
		<b>Contact:</b> Waybright , Karen Installed a new PC for Karen. Retired the old. Disabled and moved to the old PC folder.				

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County 911 Center Upgrade Project - Assistance Needed Charge To: Bedford County Commissioners / Bedford County Computer

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
02/04/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p>Contact:Waybright , Karen                      Karen Wabright 911                      Arc gis tlashinsky                      Probation 2 pcs live scan                      Clean pc in 911</p>	0.40	100.00	40.00
02/06/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p>Contact:Waybright , Karen                      -Discussed with Jeremy about the 911 center and office pcs                      -Discussed about the law pc at the jail                      -Jeremy is going to review with Karen about the 911 pcs</p>	0.10	0.00	0.00
02/06/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p>Contact:Waybright , Karen                      Meet with Allan and Karen we discussed monitors and cables, we will need to order DP to DVI she wants to replace</p>	1.00	100.00	100.00
02/12/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p>Contact:Waybright , Karen                      Karen reviewed the computer order from back in 2015 and our distributor has the exact same as we used out in the 4 main stations. I also found the length of the cable we need. I'll have a quote sent to you for 6 monitors and 6 15' DVI to DP cables. I also left you a voicemail with the same info.</p>	0.60	100.00	60.00
03/05/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p>Contact:Waybright , Karen                      Karen,                      I wanted to reach out and review each pc and the software need to replace the pcs. If you have a few minutes today or tomorrow to call our office.</p> <p>Thanks,                      Billy</p> <p>-Called Karen                      -Left vm</p>	0.10	0.00	0.00
03/05/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p>Contact:Waybright , Karen                      -5 active consoles 4 com center                      1 in karen's office                      -1 training                      -1 clean pc</p>	0.20	0.00	0.00
03/06/2020	[REDACTED]	[REDACTED]	<p><b>Service Ticket</b> [REDACTED]</p> <p>Contact:Waybright , Karen                      Karen,</p>	0.10	0.00	0.00

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 Attn: Tracey Snyder  
 200 South Juliana Street  
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**Date:** 06/18/2020  
**Invoice:** [REDACTED]  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/18/2020	[REDACTED]	[REDACTED]

**Service Request Number:** 479581  
**Summary:** Bedford County Computer Upgrade Project - Assistance Needed  
**Billing Method:** Actual Rates  
**Company Name:** Bedford County Commissioners  
**Contact Name:** Karen Waybright [REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
System Engineer	Communication	[REDACTED]	0.50	0.00	0.00
System Engineer	Travel From	[REDACTED]	2.70	0.00	0.00
System Engineer	Travel From	[REDACTED]	0.50	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
System Engineer	Travel To	[REDACTED]	0.70	100.00	70.00
System Engineer	Travel To	[REDACTED]	2.25	100.00	225.00
System Engineer	Remote Service	[REDACTED]	7.10	100.00	710.00
System Engineer	On-Site Service	[REDACTED]	13.80	100.00	1,380.00
System Engineer	On-Site Service	[REDACTED]	18.50	100.00	1,850.00
<b>Total Services:</b>					<b>4,275.00</b>

Other Charges	Quantity	Price	Amount
Billable Other Charges	[REDACTED]	[REDACTED]	[REDACTED]
Cable Leader Gold Plated Premium DisplayPort to DVI Cable 28AWG (15 Feet)	1.00	19.59	19.59
<b>Total Other Charges:</b>			<b>19.59</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	4,294.59
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>4,294.59</b>
	<b>Payments:</b>	(4,294.59)
	<b>Credits:</b>	0.00
	<b>Balance:</b>	<b>0.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Cannot access remotely.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Stacey, Terry - Contacted Terry and verified the issue. - Terry's Automate for remote access was not working. - Worked with Terry logging him out and clearing his browsers cache. - Terry logged back in and can now access his remote PC successfully. - No further issues at this time.	0.25	100.00	25.00

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Needs laptop setup.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/07/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Appel, Sabrina -Sabrina contacted PCW. -Guided her through setting up remote laptop. -Turned off S-mode. Google chrome was installed. -Don need Sabrina for a meeting. -Sent here PCW remote portal url via e-mail. -She will login to site when she has time available. Then update ticket.	0.75	100.00	75.00
05/08/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Appel, Sabrina -Called left VM.	0.10	0.00	0.00

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 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 06/18/2020  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/18/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.75	100.00	75.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.25	[REDACTED]	25.00
<b>Total Services:</b>					<b>100.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>		
Services	(.25)	(25.00)
<b>Total Adjustments:</b>		<b>(25.00)</b>

Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>	75.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>75.00</b>
	<b>Payments:</b>	(75.00)
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>0.00</b>

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-Update was successful

DATE	TIME	DESCRIPTION	STATUS
11/11/2011	14:30	[REDACTED]	[REDACTED]
11/11/2011	15:00	[REDACTED]	[REDACTED]
11/11/2011	15:30	[REDACTED]	[REDACTED]
11/11/2011	16:00	[REDACTED]	[REDACTED]
11/11/2011	16:30	[REDACTED]	[REDACTED]
11/11/2011	17:00	[REDACTED]	[REDACTED]
11/11/2011	17:30	[REDACTED]	[REDACTED]
11/11/2011	18:00	[REDACTED]	[REDACTED]

on a separate secure VLAN. I discussed this with Gary and he will include a price for this cable drop.

Ticket notes  
Discussed with Billy and he told me that the camera system died. I stopped in to check on the drop going to the system and found that it runs to a switch. Discussed with Cubby and he would like a price on a new system.

Closing this ticket.

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Console 2 will not bring up RapidSOS

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/12/2020	[REDACTED]		Service Ticket [REDACTED] Contact:Waybright , Karen Copied the shortcut from Karen's desktop to Emily's desktop.	0.25	100.00	25.00
06/12/2020	[REDACTED]		Service Ticket [REDACTED] Contact:Waybright , Karen - Discussed with Jeremy - Checked firewall rules and the PC SEN-1995439 on the firewall - Firewall rules are correct and do not see RapidSOS being blocked on that PC - Called Karen and we tested on the PC. It is working OK today. - No further issues, closing the ticket.	0.30	100.00	30.00

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / FW: Instructions to access the Priority Dispatch SharePoint site Case # 00039026 [ ref: 00D616NpG

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/15/2020	[REDACTED]		Service Ticket [REDACTED] Contact:Waybright , Karen -Called Karen -Added url for allowing prioritydispatchnet.sharepoint.com -Verified file download	0.60	100.00	60.00
05/15/2020	[REDACTED]		Service Ticket [REDACTED] Contact:Waybright , Karen -Talked to Karen and Connor -Downloaded both aqua 7 and paramount to the training pc	0.70	100.00	70.00
05/15/2020	[REDACTED]		Service Ticket [REDACTED] Contact:Waybright , Karen -Called Karen -Installed paramount on 911-pc1 -Karen had a meeting	0.50	100.00	50.00
05/15/2020	[REDACTED]		Service Ticket [REDACTED] Contact:Waybright , Karen -Installed Paramount on the rest of the pcs -Asked Karen to check with Connor to handle the Aqua 7 upgrade	0.60	100.00	60.00
05/20/2020	[REDACTED]		Service Ticket [REDACTED] Contact:Waybright , Karen -Checked with Karen yesterday	0.10	0.00	0.00

**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Assist with Aqua install.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/29/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Waybright , Karen -Called Karen -Installed AQUA 7 -Found server info on training pc -Karen is calling new world to fix incorrect password	0.50	100.00	50.00

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Cannot access websites on 2 pcs. Says they are blocked.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] [REDACTED] ybright , Karen Left a voicemail for Karen	0.20	0.00	0.00
06/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] [REDACTED] ybright , Karen - Contacted Karen - Worked with Aegis website - Verified issue with URL - Fixed the URL to point to SEC website directly - Worked with Karen to close the msn redirect website - Verified website works on multiple computers	0.60	100.00	60.00

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Cannot get cameras to work on laptop.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/11/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Cubbison, David Reinstalled Exacq vision. Figured out the local camera IP and port forwarding.	0.80	100.00	80.00
03/20/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Cubbison, David Worked with Billy to agree on a VLAN # and subnet. Built out VLAN 23 IOT 10.1.223.0	2.70	100.00	270.00
06/04/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Cubbison, David Cubby, I created a sales ticket for Gary Frisco in our telco / physical security dept to get you a price on a new camera system since this one is dead. Ticket#496234/status=New/PCW orksPlus/Camera system quote If you were to go with another vendor for a camera system you should have them provide a price to run a dedicated cable drop to the network closet across from the commissioners office so we can put the system	0.20	0.00	0.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**PAID**

Bill To:
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

Date	Invoice
06/18/2020	[REDACTED]
Account	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	07/18/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.10	[REDACTED]	0.00
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	On-Site Service	[REDACTED]	0.80	100.00	80.00
System Engineer	Remote Service	[REDACTED]	2.90	100.00	290.00
System Engineer	Remote Service	[REDACTED]	2.95	100.00	295.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.60	100.00	60.00
<b>Total Services:</b>					<b>755.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement Services</u>	(.6)	(60.00)
<b>Total Adjustments:</b>		<b>(60.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	695.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>695.00</b>
	<b>Payments:</b>	(695.00)
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>0.00</b>

Want to access your invoices, tickets and other info online? Check out our customer portal at <https://pcworksplus.connectboosteronline.com>  
 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments

- The PC last checked in via ITCare on 12/10/19.
- The PC last checked in via WR on 12/10/19.
- Disabled the PC and moved it to the disabled PC group
- Escalating for further assistance with PC verification.

06/11/2020	[REDACTED]	ITCare Gold Agreement	Service Ticket [REDACTED] Contact: Clapper, Mike -Removed agent and services from: noted windows 7 PC	0.40	100.00	[REDACTED]	40.00
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Location: Tax Assessment Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - TAXASSESSMENT5 1283 12/10/2019 1:53:31 PM

Date	Staff	Agreement	Notes	Hours	Rate		Ext Amt
06/09/2020	[REDACTED]	ITCare Gold Agreement	Service Ticket [REDACTED] Contact: Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 12/10/19. - The PC last checked in via WR on 12/10/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.40	100.00	[REDACTED]	40.00
06/11/2020	[REDACTED]	ITCare Gold Agreement	Service Ticket [REDACTED] Contact: Clapper, Mike -User has been moved from the noted windows 7 PC to a new windows 10 one -Removed agent and services from noted PC	0.40	100.00	[REDACTED]	40.00

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

06/08/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/9/19.</li> <li>- The PC last checked in via WR on 12/9/19.</li> <li>- Disabled the PC and moved it to the disabled PC group</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	Service Ticket [REDACTED]	0.20	0.00	[REDACTED]	0.00
			<b>Contact:</b> Clapper, Mike <ul style="list-style-type: none"> <li>- Removed dead agent from all portals</li> </ul>					

**Location: Sheriff Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - SHERIFF08 629 12/9/2019 12:40:36 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Logged into ITCare and verified the PC status.</li> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/9/19.</li> <li>- The PC last checked in via WR on 12/9/19.</li> <li>- Disabled the PC and moved it to the disabled PC group</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	0.30	100.00	30.00
			<b>Contact:</b> Clapper, Mike <ul style="list-style-type: none"> <li>- Removed agent and services from noted PC</li> </ul>			
06/09/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/9/19.</li> <li>- The PC last checked in via WR on 12/9/19.</li> <li>- Disabled the PC and moved it to the disabled PC group</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	0.40	100.00	40.00
			<b>Contact:</b> Clapper, Mike <ul style="list-style-type: none"> <li>- Removed agent and services from noted PC</li> </ul>			

**Location: Tax Assessment Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - LENOVO-MJ02U2D7 606 12/10/2019 2:44:07 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/09/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Logged into ITCare and verified the PC status.</li> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/10/19.</li> <li>- The PC last checked in via WR on 12/10/19.</li> <li>- Disabled the PC and moved it to the disabled PC group</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	0.30	100.00	30.00
			<b>Contact:</b> Clapper, Mike <ul style="list-style-type: none"> <li>- Removed agent and services from noted PC</li> </ul>			
06/10/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/10/19.</li> <li>- The PC last checked in via WR on 12/10/19.</li> <li>- Disabled the PC and moved it to the disabled PC group</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	0.40	100.00	40.00
			<b>Contact:</b> Clapper, Mike <ul style="list-style-type: none"> <li>- Removed agent and services from noted PC</li> </ul>			

**Location: Tax Assessment Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - RANDR05 2903 12/10/2019 12:52:43 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]	ITCare Gold Agreement	<ul style="list-style-type: none"> <li>- Logged into ITCare and verified the PC status.</li> <li>- Checked the PC and it is showing as offline.</li> </ul>	0.30	100.00	30.00
			<b>Contact:</b> Clapper, Mike <ul style="list-style-type: none"> <li>- Removed agent and services from noted PC</li> </ul>			



Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/11/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike SEN-1995869 LT - 12/10/2019 9:22:28 AM AD - 12/10/2019 8:54:18 AM WR - Dec 10th 2019, 14:24 - Disabled and moved to disabled OU - Moving for agent removal	0.30	100.00	30.00
06/16/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Removed Dead agent from all portals	0.25	100.00	25.00

**Location: Public Defender Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - BCPD-223287 623 10/15/2019 10:38:06 AM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/12/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 10/15/19. - The PC last checked in via WR on 10/15/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.40	100.00	40.00
06/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Removed Dead computer from all portals	0.30	100.00	30.00

**Location: Sheriff Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - LENOVO-MJ02XGPQ 624 12/9/2019 2:11:40 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 12/9/19. - The PC last checked in via WR on 12/9/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.25	100.00	25.00
06/11/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Removed agent and services from [REDACTED] windows 7 PC	0.40	100.00	40.00

**Location: Sheriff Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - SHERIFF02 564 12/9/2019 1:33:11 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status.	0.40	100.00	40.00

Travel from Bedford County Commissioners

Location: Main Charge To: Bedford County Commissioners / Issue with energy access controls.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/05/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike -Called Joe -Reset user password -Reviewed all vpn settings -Tested from my laptop -Verified vpn connected -Had joe change the ip that he was connecting to bedford -Joe is going to try to connect with his hotspot on his phone and call back -Talked to Joe -Used teamviewer to get Joe remoted into the server	1.00	100.00	100.00

Location: Main Charge To: Bedford County Commissioners / remote access not working.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/05/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> 4 [REDACTED] <b>Contact:</b> Baughman, Deb - Left a voicemail for Deb	0.20	0.00	0.00
06/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> 496322 <b>Contact:</b> Baughman, Deb - Left a voicemail for Deb	0.10	0.00	0.00
06/10/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> 4 [REDACTED] <b>Contact:</b> Baughman, Deb - Contacted Deb - Deb will try to call end of day tomorrow or Friday around 9	0.20	0.00	0.00
06/11/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Baughman, Deb - office is currently closed - moving ticket to tomorrow at 9	0.20	0.00	0.00
06/12/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Baughman, Deb - Deb contacted PCW - Verified issue with remote website - Reviewed with Deb on clearing browsing in Chrome - Verified access	0.30	100.00	30.00

Location: Main Charge To: Bedford County Commissioners / Setup VPN for access.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/29/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lang, Josh - Setup remote access for Corey - Called left VM for him - Waiting on call back	0.60	0.00	0.00
05/29/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Lang, Josh - Talked to Corey - Setup remote access - Sent remote access directions - Sent Email reset link - No further issues at this time	0.60	100.00	60.00

Location: Main office Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87  
 - SEN-1995869 4544 12/10/2019 9:22:28 AM

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Children and Youth Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60  
 Days:87 - CANDY27 2404 11/14/2019 10:38:10 AM

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/12/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 11/14/19. - The PC last checked in via WR on 11/14/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.40	100.00	40.00
06/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Removed agent and services from noted PC	0.40	100.00	40.00

Location: District Attorney Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60  
 Days:87 - DA-10 581 12/9/2019 8:24:35 AM

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: [REDACTED]</b> <b>Contact: Clapper, Mike</b> - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 12/9/19. - The PC last checked in via WR on 12/8/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.30	100.00	30.00
06/10/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket: 4[REDACTED]</b> <b>Contact: Clapper, Mike</b> - Removed agent and services from noted PC	0.40	100.00	40.00

Location: Main Charge To: Bedford County Commissioners / Election Night

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/26/2020	[REDACTED]		<b>Service Ticket: [REDACTED]</b> <b>Contact: Brown, Debra</b> Called and discussed with Deb.	0.20	0.00	0.00
06/02/2020	[REDACTED]		<b>Service Ticket: 494875</b> <b>Contact: Brown, Debra</b> Travel to Bedford County Commissioners	0.50	100.00	50.00
06/02/2020	[REDACTED]		<b>Service Ticket: 494875</b> <b>Contact: Brown, Debra</b> Worked election.	6.40	100.00	640.00
06/02/2020	[REDACTED]		<b>Service Ticket: 494875</b> <b>Contact: Brown, Debra</b>	0.60	0.00	0.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**PAID**

**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 06/18/2020  
**Invoice:** [REDACTED]  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/18/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	0.60	0.00	0.00
System Engineer	Travel From	[REDACTED]	0.60	0.00	0.00
System Engineer	Travel To	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	0.60	100.00	60.00
System Engineer	On-Site Service	[REDACTED]	6.40	100.00	640.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	0.70	0.00	0.00
System Engineer	Remote Service	[REDACTED]	1.00	100.00	100.00
System Engineer	Remote Service	[REDACTED]	0.55	100.00	55.00
System Engineer	Remote Service	[REDACTED]	0.60	100.00	60.00
System Engineer	Remote Service	[REDACTED]	3.05	100.00	305.00
System Engineer	Remote Service	[REDACTED]	2.80	100.00	280.00
<b>Total Services:</b>					<b>1,550.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement	[REDACTED]	(800.00)
<b>Total Adjustments:</b>		<b>(800.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	750.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>750.00</b>
	<b>Payment:</b>	(750.00)
	<b>Balance Due:</b>	<b>0.00</b>

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 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on [REDACTED] of the invoice.  
 This invoice is subject to a 18% fee for late payments

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Children and Youth playroom area. Charge To: Bedford County Commissioners / Install 3 drops in the

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/22/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact: Cairo, Lisa Travel to Bedford County Commissioners	0.80	95.00	76.00
06/22/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact: Cairo, Lisa -Ran a dual drop into the office the paralegals will eventual move into. -Two dual drops already existed. -Left a note in the network rack for which ports need connected.	2.90	95.00	275.50
06/22/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact: Cairo, Lisa Travel from Bedford County Commissioners	1.10	0.00	0.00
06/22/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] Contact: Cairo, Lisa Added parts	0.10	0.00	0.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
06/30/2020	[REDACTED]
Account	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020	[REDACTED]	[REDACTED]

<b>Service Request Number</b>	498194		
Summary	Domain name is expiring in 45 days		
Billing Method	Actual Rates		
Company Name	Bedford County Commissioners		
Contact Name	Mike Clapper [REDACTED]		
<b>Other Charges</b>	Quantity	Price	Amount
Billable Other Charges			
1 Year Domain Name Renewals bedfordcountypa.org bedfordcoutypa.net	1.00	44.00	44.00
<b>Total Other Charges:</b>			<b>44.00</b>
Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>		44.00
	<b>Sales Tax:</b>		0.00
	<b>Invoice Total:</b>		<b>44.00</b>
	<b>Payments:</b>		0.00
	<b>Credits:</b>		0.00
	<b>Balance Due:</b>		<b>44.00</b>

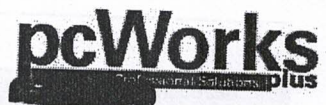
Want to access your invoices, tickets and other info online? Check out our customer portal at <https://pcworksplus.connectboosteronline.com>  
 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
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06/10/2020	[REDACTED]	Travel to Bedford County Commissioners	0.70	100.00	70.00
		<b>Service Ticket:</b> [REDACTED]			
		<b>Contact:</b> Cottle, Melissa			
		Melissa discussed the printer situation with other counties and they are going to send them back.			

[REDACTED]

[REDACTED]

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
06/30/2020	[REDACTED]
Account	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

**Service Request Number:** 497880  
 Summary: Install 3 drops in the playroom area.  
 Billing Method: Actual Rates  
 Company Name: Bedford County Commissioners  
 Contact Name: Lisa Cairo

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
Telecom Technician	Communication	[REDACTED]	0.10	0.00	0.00
Telecom Technician	Travel From	[REDACTED]	1.10	0.00	0.00
Telecom Technician	Travel To	[REDACTED]	0.80	95.00	76.00
Telecom Technician	On-Site Service	[REDACTED]	2.90	95.00	275.50
<b>Total Services:</b>					<b>351.50</b>

<b>Other Charges:</b>			
Billable Other Charges	Quantity	Price	Amount
Cat 5 Jack	2.00	5.50	11.00
Single Gang Face Plate	1.00	3.50	3.50
Single Gang Face Plate	1.00	3.50	3.50
Blank Insert	2.00	1.00	2.00
Cat 6 Cable Plenum	150.00	0.38	57.00
CAT 6 15' Patch Cable	3.00	4.76	14.28
<b>Total Other Charges:</b>			<b>91.28</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	442.78
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>442.78</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>442.78</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: [REDACTED]

Bedford County Commissioners

Location: Bedford County Treasurer Charge To: Bedford County Commissioners / Cannot remote in.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/08/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Deremer, Shirley - Contacted Shirley and verified the issue. - New PC straight out the box has not been updated or attached to the BC network at all. - When attempting to remote into her PC the app will not download. - Shirley cannot download the app either due to the PC [REDACTED] mode. - [REDACTED] to switch the PC out of S mode with Shirley but it asks for a password. - Cannot install the SC app to remote into the PC. - Escalating for further assistance with new PC set up. [REDACTED] internal*****	1.10	100.00	110.00

04/09/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Deremer, Shirley - Spoke with Shirley and walked her through disabling S mode - Disabled S mode successfully - Emailed Shirley a link to remote access and we were able to open the site on her laptop successfully - Shirley added the site to her browser favorites and is now able to access and login OK - Tested remote access to the desktop successfully - Shirley tried accessing from the beginning and we were able to connect OK - No further action required at this time	0.80	100.00	80.00
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Location: Bedford County Treasurer Charge To: Bedford County Commissioners / Locked out of computer.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/29/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Deremer, Shirley - Contacted Shirley - Verified issue with account being locked - Shirley stated this was about 20 min ago - Verified login - Reviewed with Shirley about 15min auto-unlock policy	0.10	0.00	0.00

Location: Bedford County Treasurer Charge To: Bedford County Commissioners / Questions about connecting printers.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/10/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Cottle, Melissa	0.60	100.00	60.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 06/30/2020  
**Account:** Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Travel To				
System Engineer	On-Site Service		0.60	100.00	60.00
System Engineer	Remote Service		0.70	100.00	70.00
System Engineer	Remote Service		0.80	100.00	80.00
			1.10	100.00	110.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication		0.10	0.00	0.00
<b>Total Services:</b>					<b>320.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	320.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>320.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>320.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Probation Charge To: Bedford County Commissioners / Need admins rights to install new copier.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/26/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Diehl, Kevin -Called Kevin -Talked to Kevin and Gary -Setup new printer on the server -Updated config info -Verified printer showed up on kevin's pc -Kevin is going to have other users log off and back in to verify printer show up	0.80	100.00	80.00
05/27/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Diehl, Kevin -Checked in with Staff -Verified no issues	0.10	0.00	0.00

Location: Bedford County Probation Charge To: Bedford County Commissioners / Ty Dively is not getting email from @pacounties.org.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/29/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Diehl, Kevin - Whitelisted pacounties.org domain on exchange defender - Please allow at least 30 minutes for changes to take effect	0.60	100.00	60.00

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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
06/30/2020	
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication		0.10		0.00
System Engineer	Remote Service		0.80	100.00	80.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service		0.60	100.00	60.00
<b>Total Services:</b>					<b>140.00</b>

Adjustments	Amount
Covered by Agreement: ITCare Gold Agreement Services	(60.00)
<b>Total Adjustments:</b>	
<b>(60.00)</b>	

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	80.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>80.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>80.00</b>

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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date** 06/30/2020  
**Invoice** [Redacted]  
**Account**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[Redacted]	1.00	100.00	100.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[Redacted]	0.10	0.00	0.00
System Engineer	Communication	[Redacted]	0.20	0.00	0.00
System Engineer	Remote Service	[Redacted]	0.50	100.00	50.00
<b>Total Services:</b>					<b>150.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>	(.5)	(50.00)
Services		
<b>Total Adjustments:</b>		<b>(50.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	100.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>100.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>100.00</b>

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<https://pcworksplus.connectboosteronline.com>  
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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Cannot remote in.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/19/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Stacey, Terry - Spoke with Terry and he is now able to access his computer remotely	0.10	0.00	0.00

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Trouble downloading Skype.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/22/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Schwartz, Don - Contacted customer and left a VM regarding the issue.	0.20	0.00	0.00
06/22/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> [REDACTED] artz, Don - Contacted Don and verified the issue. - Downloaded Skype successfully but Don cannot login. - Don has a Skype meeting coming up in early July and needs Skype set up. - Escalating for further assistance with enabling Skype for Don.	0.50	100.00	50.00
06/23/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Schwartz, Don Looked over the office 365 licensing and they do have teams licensing. Had Don create a skype account. Worked with Don and got him logged Skype and did a test call to my teams account.	1.00	100.00	100.00

**Contact:** Goodwin, Anita  
 - The updates completed successfully and I rebooted the PC.  
 - Ran the cleaning scan as well removing all found threats.  
 - Rebooted the PC and left a VM for Anita informing her as well.  
 - No further issues at this time.

**Location:** Bedford County Court Administrator Office **Charge To:** Bedford County Commissioners / remote connection

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/19/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Wilt, Mary - Mary contacted PCW - Verified issue with PCWorks remote website - Cleared history and reset IE - Verified access via Chrome	0.40	100.00	40.00

**Location:** Bedford County Court Administrator Office **Charge To:** Bedford County Commissioners / Setup two laptops for Mary Wilt and Judge Livingood.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/15/2020	[REDACTED]	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Called Anita - Left vm	0.10	0.00	0.00
06/15/2020	[REDACTED]	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Talked to Anita - cpcms office jury wave	0.25	100.00	25.00
06/18/2020	[REDACTED]	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Travel to Bedford County Commissioners	1.00	100.00	100.00
06/18/2020	[REDACTED]	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Connected to the network - joined to the domain - Installed office aopc - Setup default programs	3.10	100.00	310.00
06/18/2020	[REDACTED]	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Travel from Bedford County Commissioners	1.10	0.00	0.00
06/19/2020	[REDACTED]	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Called and left a message for Anita about this, waiting to hear back	0.10	0.00	0.00
06/19/2020	[REDACTED]	[REDACTED]	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Spoke with Anita and the jury software has been updated already - Removed Mary from the admin group and queued BCtlivengood to be removed from the local admin on the other laptop - No further action required at this time	0.30	100.00	30.00

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Locked out of her pc.

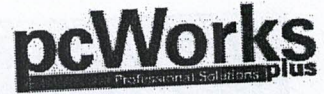
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/24/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Smith, Christy - Christy contacted PCW - Verified issue with credentials - Unlocked Christy - Verified login	0.25	100.00	25.00

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / MDJ Updates

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/04/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Connected to the PC and began running the windows updates. - Contacted Anita and informed her as well. - Will monitor the updates and will continue once they complete.	0.40	100.00	40.00
05/05/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Attempted to connect to the PCs but they are showing as offline. - Called Anita and left a VM regarding the PC as well. - WOC	0.20	0.00	0.00
05/05/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Contacted Anita and went over the 2nd PC with her. - Connected to the PC and began running the windows updates. - Will monitor the updates and will continue once they complete.	0.50	100.00	50.00
05/05/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - The updates and scan completed successfully for MDJ-01 and MDJ-03. - Contacted the customers and informed them as well. - Will continue with MDJ-02 tomorrow as scheduled.	0.25	100.00	25.00
05/06/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Connected to the MDJ-02 PC and began running the updates. - The 1st set of updates completed and I rebooted. - Began the 2nd set of updates and will monitor the status. - Will continue once the updates complete.	0.40	100.00	40.00
05/06/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED]	0.30	100.00	30.00



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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
06/30/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	1.10	0.00	0.00
System Engineer	Travel From	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	1.00	100.00	100.00
System Engineer	Travel To	[REDACTED]	1.85	100.00	185.00
System Engineer	Remote Service	[REDACTED]	3.10	100.00	310.00
System Engineer	On-Site Service	[REDACTED]			
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.65	100.00	65.00
<b>Total Services:</b>					<b>715.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>		
Services	(.65)	(65.00)
<b>Total Adjustments:</b>		<b>(65.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	650.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>650.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>650.00</b>

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**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location:** Bedford County 911 Center **Charge To:** Bedford County Commissioners / Implement RapiSOS on CAD computers.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/10/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Waybright , Karen - assisted Jeremy troubleshoot and fix issues with allowing the RapiSOS app thru the firewall	0.50	100.00	50.00
06/10/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Waybright , Karen Worked with Troy and opened up rapidSOS on the CAD terminals.	2.20	100.00	220.00
06/10/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Waybright , Karen - troubleshoot a few additional things (most additional URLs related to Google maps)	0.60	100.00	60.00

**Location:** Bedford County 911 Center **Charge To:** Bedford County Commissioners / Setup user Jessica Diehl with a user account and no email.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/03/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Waybright , Karen - Called and left a message for Karen about this, waiting to hear back	0.20	0.00	0.00
06/03/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Waybright , Karen - Spoke with Karen, connected to her PC and 911fps - Setup CAD user acct for Jessica successfully - Collected list of 10 users that are no longer with BC911 - Checked with Jeremy and disabled these user accounts	0.40	100.00	40.00

**Location:** Bedford County 911 Center **Charge To:** Bedford County Commissioners / Several computer issues.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/26/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Waybright , Karen - Contacted Karen and verified the issue. - CAD for 911 has going through some updates this week. - Karen has been working with CAD support to get everything set up. - 2 911 PCs will now need internet access due to some applications of CAD being moved to web based programs. - Escalating to the network team to contact Karen and get network access set up.	0.50	100.00	50.00
06/26/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED]	0.40	100.00	40.00

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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
06/30/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	07/30/2020	[REDACTED]	[REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	[REDACTED]	[REDACTED]	0.00
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
System Engineer	Remote Service	[REDACTED]	1.10	100.00	110.00
System Engineer	Remote Service	[REDACTED]	2.20	100.00	220.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<b>Total Services:</b>					<b>460.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>		
Services	(9)	(90.00)
<b>Total Adjustments:</b>		<b>(90.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	370.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>370.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>370.00</b>

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let us know when they are ready to work on this

**Location: Main Charge To: Bedford County Commissioners / New User Set Up Makayla Bollman**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/18/2020	[REDACTED]		<b>Service Ticket</b> <b>Contact:</b> Lang, Josh - Spoke with Josh about this, setup user account and mailbox - Provided initial credentials OK	0.25	100.00	25.00

**Location: Main Charge To: Bedford County Commissioners / Re: Backup SIP Trunks for Bedford Co**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/04/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> <b>Contact:</b> Lang, Josh Tim, Can we setup a time to discuss this? We have a test workstation VM we could use and we should discuss traffic prioritization on the Meraki for this VOIP traffic? Is going to land on the wave on the 214 subnet?	0.10	0.00	0.00

**Location: Sheriff Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - SHERIFF01 600 12/10/2019 9:37:36 AM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/11/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> <b>Contact:</b> Clapper, Mike SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 8:13:14 PM WR - Dec 9th 2019, 15:36 - Disabled and moved to disabled OU - Moving for agent removal	0.40	100.00	40.00
06/16/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> <b>Contact:</b> Clapper, Mike -Removed agent and services from noted PC	0.40	100.00	40.00

**Location: Tax Assessment Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - DELL-2QSPW1 589 12/16/2019 11:43:51 AM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 12/16/19. - The PC last checked in via WR on 12/16/19. - Disabled the PC and moved it to the disabled PC group - Escalating for further assistance with PC verification.	0.40	100.00	40.00
06/16/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> <b>Contact:</b> Clapper, Mike -Removed agent and services from noted PC	0.30	100.00	30.00

Gratis/Non-Bill Hours: 0.40

Location: Main Charge To: Bedford County Commissioners / Fob/Door pc was moved to his office and needs setup.  
 (Comm Lang had it moved here and he has it plug)

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale -Called Dale -Narrowed down the computer name -Determined that pc should be connected to the 10.1.215.0 vlan -PC is currently offline -Dale is going to check with Jeremy tonight -Will check with Jeremy tomorrow morning	0.25	100.00	25.00
06/03/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale -Verified that the door access pc was now online	0.10	0.00	0.00

Location: Main Charge To: Bedford County Commissioners / Needs help uploading payroll files to the bank.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/08/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder, Tracey - Spoke with Tracey - She is interested in generating a NACHA file for the bank so that payroll does not have to be manually entered - Looked into NACHA file creation method - Lots of pages online suggesting working closely with the bank when creating this file due to technical specifications involved - The file can be generated usually from accounting software or sometimes through software provided by the bank (sometimes called ACH Premier) - Called and left a message for Tracey about this, waiting to hear back	0.50	100.00	50.00
04/13/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder, Tracey - Called and left a message for Tracey about this, waiting to hear back	0.10	0.00	0.00
04/14/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder, Tracey - Spoke with Tracey - She said when she last spoke with FNB that someone was to call her back but they are working on a skeleton crew during covid19 - Sent Tracey a user guide for working with ACH and first national bank that may help us with setting up the file as she needed - Tracey is going to look over this guide and will try to contact FNB again later today if she does not hear back from them	0.10	0.00	0.00
06/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder, Tracey - Spoke with Tracey and she will	0.10	100.00	10.00

enough to trigger an alarm.  
See pic.

[image]  
[image]

I also jumped onto your PC and opened up the interfaces for the temp alert if your curious. The next time I'm down pull the sensor down and put it in front of the output of a server fan to heat it up.

02/10/2020	[redacted]	ITCare Gold Agreement	<b>Service Ticket:</b> [redacted] <b>Contact:</b> Gates, Dale Travel from Bedford County Commissioners	1.00	0.00	0.00
02/10/2020	Hess, Dustin	ITCare Gold Agreement	<b>Service Ticket:</b> 475373 <b>Contact:</b> Gates, Dale -helped jeremy with setting off alarm.	0.40	100.00	0.00

**Location: Main Charge To: Bedford County Commissioners / Camera's at the county building.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/02/2020	[redacted]		<b>Service Ticket:</b> [redacted] <b>Contact:</b> Lang, Josh - Left Mike a VM  Mike, Gary from PC Works Plus, Jeremy wanted me to touch base with you regarding cameras there at the county building. Feel free to give me a shout at your earliest convenience. 814-742-9750. Thank you, Gary Frisco	0.10	0.00	0.00
06/11/2020	[redacted]		<b>Service Ticket:</b> [redacted] <b>Contact:</b> Lang, Josh - Left VM	0.10	0.00	0.00
06/22/2020	[redacted]		<b>Service Ticket:</b> [redacted] <b>Contact:</b> Lang, Josh Josh, Mark had originally asked Jeremy about us looking into quoting the fix of some existing camera's and also proposing a quote for a new system. Is this something that you all are still pursuing? Mark said that it was out of his hands at this point so I wanted to follow up with you. Please let us know. Thank you, Gary Frisco	0.10	0.00	0.00
06/22/2020	[redacted]		<b>Service Ticket:</b> [redacted] <b>Contact:</b> Lang, Josh Josh, Thank you for the response. Do you want us to get you any pricing on the repairs that need made and or the quote for new equipment? Please let us know if not we can close this out or if you'd like us to get pricing together and whom we should contact. Thank you, Gary	0.20	0.00	0.00

**Contact:**Lang, Josh

- Contacted Donald with Munis support via remote support tool
- Was in queue for Donald to look into this and received a call from Shannon with Tyler Tech
- Looked into setting up the users and roles required with Shannon
- Reviewed applicable security areas and permissions settings
- Setup the user role and user accounts for Corey and Ed
- Spoke with Corey and provided initial credentials for domain logins
- Sent email to Ed to set password for access to hostedrmm site
- Asked Corey let me know if any further action was required or he has any trouble accessing Munis

**Location: Main Charge To: Bedford County Commissioners / Alarm in MDF room is not working.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
01/09/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Gates, Dale Dale take a look at the attached screenshots of the alerts and status. We have the alerts set to 78F currently its about 62F [image] [image] [image]	0.90	100.00	90.00
01/22/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Gates, Dale Discussed with Dale and he instructed that the room was hot last week. I reviewed the alerts rules and room alert now only allows 1 alert with one contact. I created a distribution group and contacts to send the alerts to Dale's outlook cell and My PCW email, my cell and help@pcworksplus.com.  Dale you should have received a couple of test messages at 10:20 and 11:02. And if you need to reply just reply to the email don't use the reply link in the email.	2.50	100.00	250.00
01/31/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Gates, Dale Dale,  I'll be in the building Thursday 2/6 morning. Can I throw that switch up in the ceiling for the heat pump to make the tempature go up in the server to test alarm? And make sure we all get the alerts. I currently have the alert set to 72F.	0.30	0.00	0.00
02/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Gates, Dale Dale I saw a peak but it was not	0.40	100.00	40.00



	<ul style="list-style-type: none"> <li>- Some launchers are failing to download</li> <li>- Corey is also missing Java so other additional launchers are not able to execute</li> <li>- Provided initial credentials for accessing once the connection is completed ok</li> <li>- Spoke with Corey about this, he is contacting his internal IT about this, waiting to hear back</li> </ul>			
06/02/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Called and left a message for Corey about this, waiting to hear back</li> </ul>	0.10	0.00	0.00
06/03/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Spoke with Corey, connected</li> <li>- He is now able to access the server with Screenconnect but his user is not yet configured in Munis</li> <li>- Contacted Tyler Tech and submit a support request, a tech was not immediately available, waiting to hear back</li> <li>- Let Corey know I was waiting to hear back from Tyler Tech regarding the user account in Munis</li> </ul>	0.50	100.00	50.00
06/05/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Called and left a message for Munis support about this issue, waiting to hear back</li> </ul>	0.10	0.00	0.00
06/09/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Spoke with Corey and he has not heard anything from Tyler Tech or Bedford about the Munis setup</li> <li>- Logged into the Munis admin system configuration and began adding the user</li> <li>- Contacting Tyler Tech for further support and for configuring the roles</li> <li>- Spoke with Sean with support and Sean let me know he was reaching out to the Tyler Tech software support team to work on configuring the roles for read only access as required</li> <li>- Support worked on this for sometime, but then was disconnected from Sean and support, called and left a message for Tyler Tech support about this, waiting to hear back</li> </ul>	0.80	100.00	80.00
06/09/2020	<p><b>Service Ticket:</b></p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Spoke with Sean from Tyler Tech</li> <li>- Spoke with Corey and collected info on second user and about access required</li> <li>- Called and left message for Sean with details on access and 2nd user setup</li> <li>- Waiting to hear back from Tyler Tech support</li> </ul>	0.40	100.00	40.00
06/10/2020	<p><b>Service Ticket:</b></p>	1.50	100.00	150.00

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Children and Youth Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60  
 Days: 87 - DELL-3F1T7M2 638 12/19/2019 12:21:23 PM

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/17/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket:</b> [REDACTED]</p> <p><b>Contact:</b> Clapper, Mike</p> <ul style="list-style-type: none"> <li>- Logged into ITCare and verified the PC status.</li> <li>- Checked the PC and it is showing as offline.</li> <li>- The PC last checked in via ITCare on 12/19/19.</li> <li>- The PC last checked in via WR on 6/17/2020..</li> <li>- The PC is checking in via WR and will need the agent repaired or reinstalled.</li> <li>- Escalating for further assistance with PC verification.</li> </ul>	0.30	100.00	30.00
06/18/2020	[REDACTED]	ITCare Gold Agreement	<p><b>Service Ticket:</b> [REDACTED]</p> <p><b>Contact:</b> Clapper, Mike</p> <ul style="list-style-type: none"> <li>- Reviewed agent issues</li> <li>- PC was currently online and accessible</li> <li>- Transferred agent files</li> <li>- Uninstaller would not run</li> <li>- Checked services and found that all ITCare related services were disabled</li> <li>- Re-enabled services</li> <li>- Verified that agent and remote control checked back into the system</li> <li>- No further service needed at this time</li> </ul>	0.50	100.00	50.00

Location: Main Charge To: Bedford County Commissioners / Access request for Corey Troutman for Munis System.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/01/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED]</p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Called and left message for Commissioner Lang about this, waiting to hear back</li> </ul>	0.10	0.00	0.00
06/02/2020	[REDACTED]		<p><b>Service Ticket:</b> 495605</p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Called and left a voicemail for Corey about this, waiting to hear back</li> </ul>	0.10	0.00	0.00
06/02/2020	[REDACTED]		<p><b>Service Ticket:</b> [REDACTED]</p> <p><b>Contact:</b> Lang, Josh</p> <ul style="list-style-type: none"> <li>- Spoke with Corey, he is still having trouble getting connected</li> <li>- Corey is setup with access to the munis server and a login but cannot reach munis via the hostedrmm site</li> <li>- Tried in Edge and IE but issues continued</li> <li>- Corey connected me to his computer successfully but we were not able to get the client to start successfully from the hostedrmm site</li> </ul>	0.70	100.00	70.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
06/30/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	07/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.40	0.00	0.00
Telecom Technician	Communication	[REDACTED]	0.50	0.00	0.00
System Engineer	Remote Service	[REDACTED]	4.15	100.00	415.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	>Change This<	[REDACTED]	0.10	100.00	10.00
System Engineer	Communication	[REDACTED]	0.40	0.00	0.00
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Communication	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	3.80	100.00	380.00
System Engineer	Remote Service	[REDACTED]	0.40	100.00	40.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	0.70	100.00	70.00
System Engineer	Remote Service	[REDACTED]	1.20	100.00	120.00
System Engineer	Remote Service	[REDACTED]	1.00	0.00	0.00
System Engineer	Travel From	[REDACTED]			
<b>Agreement Non-Billable Time: ITCare Gold Agreement</b>					
System Engineer	On-Site Service	[REDACTED]	0.40	100.00	0.00
<b>Total Services:</b>					<b>1,110.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(6.95)	(695.00)
<b>Total Adjustments:</b>		<b>(695.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	415.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>415.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>415.00</b>

Want to access your invoices, tickets and other info online? Check out our customer portal at <https://pcworksplus.connectboosteronline.com>  
 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments



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 109 Stadium Road  
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 Bellwood, PA 16617  
 (814) 742-9750



**PAID**

**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	07/02/2020
<b>Invoice</b>	[REDACTED]
<b>Account</b>	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/01/2020		

Service Request Number	499722		
Summary	High-end Workstation and Laptop Quote (per request); order equipment, install		
Billing Method	Actual Rates		
Company Name	Bedford County Commissioners		
Contact Name	Josh Lang		
Other Charges	Quantity	Price	Amount
<b>Billable Other Charges</b>			
HP Z8 G4 Workstation - Xeon Silver 4216 - 16 GB RAM - 512 GB SSD - Tower - Black - Windows 10 Pro for Workstations 64-bit NVIDIA Quadro RTX 5000 16 GB Graphics - DVD-Writer - Serial ATA/600 Controller - 0, 1, 5, 10 RAID Levels - English Keyboard - Gigabit	1.00	5,927.88	5,927.88
HP 1 TB Hard Drive - Internal - SATA (SATA/600) - 7200rpm - 1 Year Warranty	1.00	137.75	137.75
HP E324q 31.5" QHD LED LCD Monitor - 16:9 - Vertical Alignment (VA) - 2560 x 1440 - 350 Nit - 7 ms GTG - 60 Hz Refresh Rate - HDMI - DisplayPort - USB Type-C	1.00	472.78	472.78
Logitech G610 Orion Red Backlit Mechanical Gaming Keyboard - Cable Connectivity - USB 2.0 Interface - Mechanical Keyswitch	1.00	159.56	159.56
Logitech M325 Laser Wireless Mouse - Optical - Wireless - Radio Frequency - 2.40 GHz - Black - 1 Pack - USB - Scroll Wheel	1.00	30.38	30.38
HP ZBook Studio x360 G5 15.6" Touchscreen 2 in 1 Mobile Workstation - 3840 x 2160 - Intel Core i7 (9th Gen) i7-9750H Hexa-core (6 Core) 2.60 GHz - 16 GB RAM - 512 GB SSD - Windows 10 Pro - NVIDIA Quadro P1000 with 4 GB, Intel UHD Graphics 630 - In-plane S	1.00	2,688.12	2,688.12
<b>Total Other Charges:</b>			<b>9,416.47</b>
Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>		9,416.47
	<b>Sales Tax:</b>		0.00
	<b>Invoice Total:</b>		<b>9,416.47</b>
	<b>Payments:</b>		(9,416.47)
	<b>Credits:</b>		0.00
	<b>Balance Due:</b>		<b>0.00</b>

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 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments

07/01/2020 [REDACTED]

**Service Ticket** [REDACTED]

1.10 100.00

110.00

**Contact:**Waybright , Karen  
Glenn,

I got the REC upload working or pinging.

```
C:\Users\Administrator>route -p
add 10.125.13.0 MASK
255.255.255.0 10.125.9.1
OK!
```

```
C:\Users\Administrator>ping
10.125.13.2
```

```
Pinging 10.125.13.2 with 32
bytes of data:
Reply from 10.125.13.2:
bytes=32 time=18ms TTL=126
Reply from 10.125.13.2:
bytes=32 time=3ms TTL=126
Reply from 10.125.13.2:
bytes=32 time=3ms TTL=126
Reply from 10.125.13.2:
bytes=32 time=3ms TTL=126
Reply from 10.125.13.2:
bytes=32 time=3ms TTL=126
```

```
Ping statistics for 10.125.13.2:
Packets: Sent = 4, Received =
4, Lost = 0 (0% loss),
Approximate round trip times in
milli-seconds:
Minimum = 3ms, Maximum =
18ms, Average = 6ms
```

```
C:\Users\Administrator>tracert
10.125.13.2
```

Tracing route to 10.125.13.2  
over a maximum of 30 hops

```
1 5 ms 10 ms 18 ms
10.125.9.1
2 15 ms 10 ms 11 ms
10.125.13.1
3 3 ms 3 ms 3 ms
10.125.13.2
```

Trace complete.

This was the ticket command  
here is route -p add  
10.125.13.0 MASK 255.255.255.0  
10.125.9.1 I also removed  
the DG 10.125.9.1 since two  
DG's on a PC can cause issues  
and it's not needed with the  
static route.

But I know this is a small closed  
network I can say the local  
windows firewall should be  
turned on and the 10.125.9.2 IP  
should be on the hardware  
firewall sonicwall and we route  
the traffic thru the firewall and  
lock it down to the ports  
needed.

07/06/2020 [REDACTED]

**Service Ticket** [REDACTED]

0.20 0.00

0.00

**Contact:**Waybright , Karen

Thanks for the update Glenn.  
I'll close this ticket out, if you  
need any more help just reply  
and this will reopen.

network for the call recorder.  
And we only allowed the the  
PC's needed to access the  
recorder on the BC network.  
I disabled and renamed the BC  
LAN port on the call recorder  
and tested, we also made sure  
LMI stayed connected we had to  
allow LMI in the firewall content  
filter.

I also created a config in our  
documentation on the SMB  
system and software.

Karen, let me know if everything  
is working in particular your PC  
and the camera PC out on the  
floor. I did jump on the camera  
PC and I was able to log in.

06/17/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Called and discussed with Jim. He was able to remote into the recorder with LMI so it's working thru the 911 CAD network.  Jim is happy with the network changes.  Closing ticket.	0.20	0.00	0.00
06/24/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Called 412-445-4598 and left a message for Glen.	0.20	0.00	0.00
06/25/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Called Glenn 412-445-4598 and left a message.	0.10	0.00	0.00
06/29/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Glenn,  Let me know what the IP of the Blair recorder is and what ports need to be opened. I'll pop on it added the static route and test.  And just an FYI you can just reply to the email you don't need to go thru the link at the bottom of the email.  Ticket notes Contacted Glenn They can get to the Blair call recorder at Huntington if they disable the internet connection. But at Bedford he cannot get out at all. I'll need to add a static route and allow the ports thru the firewall.	0.50	100.00	50.00
06/29/2020	<b>Service Ticket</b> <b>Contact:</b> Waybright , Karen Glenn,  I to look at this but I cant get it to ping 192.168.1.10 or 11. I my need to get Pat and Allan from MCP on the phone to discuss the routing.  Let me know if 192.168.1.10 and .11 are the right IP's.	2.30	100.00	230.00

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Contact Jim SBM about moving call recording system to 911 network.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen Karen,</p> <p>I made contact with Jim and were are good with Wednesday to make the changes. Can you send him my cell #? He wants to call me when he is leaving Altoona.</p>	0.30	0.00	0.00
06/10/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen Worked with SBM electronics to get the call recorder on the CAD network.</p>	2.70	100.00	270.00
06/12/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen Karen,</p> <p>Can you forward this to Jim at SBM I don't have his email address. I need the document that shows what ports the call recorder client uses. So we can poke it thru the firewall.</p>	0.10	0.00	0.00
06/16/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen</p> <ul style="list-style-type: none"> <li>- worked with Jeremy on this</li> <li>- created IP reservations for 2 PCs on prod network</li> <li>- created a firewall rule to allow these 2 IPs on prod network access to 911 recorder server</li> <li>- JF disabled the network card to prod network on the recorder server</li> <li>- confirmed it was still accessible from the 2 PCs on the prod network</li> <li>- now we need to address logmein on the recorder as it no longer connects due to the deny internet policy</li> <li>- cloned the deny internet policy on the firewall and created a new one specifically for Bedford-REC, but removed Computer &amp; Internet Info category</li> <li>- waited a few minutes for it to take effect</li> <li>- Confirmed the LogMeIn client shows connected and ready again.</li> </ul>	1.70	[REDACTED]	170.00
06/16/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED]</p> <p><b>Contact:</b>Waybright , Karen Jim and Karen,</p> <p>I worked with our firewall guy and allowed the ports needed from the BC network to the 911</p>	2.10	100.00	210.00



PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date** [REDACTED] **Invoice**  
 07/16/2020  
**Account**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/15/2020		

**Service Request Number** 496231  
**Summary** Contact Jim SBM about moving call recording system to 911 network.  
**Billing Method** Actual Rates  
**Company Name** Bedford County Commissioners  
**Contact Name** Karen Waybright

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	1.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	1.70	100.00	170.00
System Engineer	On-Site Service	[REDACTED]	2.70	100.00	270.00
System Engineer	Remote Service	[REDACTED]	6.00	100.00	600.00
<b>Total Services:</b>					<b>1,040.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	1,040.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>1,040.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>1,040.00</b>

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 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
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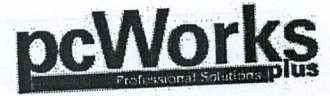
**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Bedford CAD Server update**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
04/14/2020	[REDACTED]		<p><b>Service Ticket</b> [REDACTED] <b>Contact:</b>Waybright , Karen Sid,</p> <p>I've been working with Melony Kearns on the upgrade. She is out on maternity leave so Tim Hale filled in. She had me spin up a new server for GIS its sitting and waiting for the 2019.2 upgrade. Because of covid 19 the upgrade is currently on hold.</p> <p>Do you want me to add you to the 2019.2 upgrade ticket?</p>	0.70	100.00	70.00
04/15/2020	[REDACTED]		<p><b>Service Tick</b> [REDACTED] <b>Contact:</b>Waybright , Karen [REDACTED] [REDACTED] add you to the other ticket [REDACTED] is one out. The contacts on that ticket are Karen, Melony, Tim and you Sid. You will receive an email from that ticket right after this email.</p>	0.10	0.00	0.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 07/16/2020  
**Invoice:** [REDACTED]  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/15/2020		

**Service Request Number:** 489612  
**Summary:** Bedford CAD Server update  
**Billing Method:** Actual Rates  
**Company Name:** Bedford County Commissioners  
**Contact Name:** Karen Waybright

Services	Work Type	Staff	Hours	Rate	Amount
Billable Services			0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.70	100.00	70.00
System Engineer	Remote Service				
<b>Total Services:</b>					<b>70.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	70.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>70.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>70.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]

Company:

Bedford County Commissioners

Location: Bedford County Register and Recorder Charge To: Bedford County Commissioners / Issues with email.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Miller, Carol</b> - Contacted customer and left a VM regarding the issue. - WOC.	0.20	0.00	0.00
07/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Miller, Carol</b> - Contacted Carol and verified the issue. - Went over Carol's email with her and showed her where the contact info was. - We went over her inbox, and I showed her where her [REDACTED] name was located as well. - Looked at my BC email [REDACTED] verified it looked the same as Carol's. - Carol's co-workers will be in tomorrow and I scheduled with Carol to call back then to go over their emails as well. - Rescheduling the ticket for then.	0.40	100.00	40.00
07/07/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Miller, Carol</b> 909AM-922AM - Contacted Carol and connected to her PC. - Mary was in the office and we went over how she accessed her email as well. - Mary uses Outlook and I opened Outlook on Carol's PC. - We verified that everything looked good to Carol and I added a shortcut to her desktop. - We closed and reopened Outlook successfully. - If Carol needs anymore assistance she will call back in. - No further issues at this time.	0.25	100.00	25.00
07/13/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Miller, Carol</b> - Contacted Carol and verified the issue. - Carol informed me that there was a power outage. - When Carol's PC boots up and it now loads the Bios setup page. - We attempted a hard power down and still no luck the PC still loads to the Bios page. - We attempted to exit the Bios page with and without saving but the PC restarts and loads the Bios setup page again. - Escalating for further assistance with the PC. *****See internal*****	0.40	100.00	40.00
07/13/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b>	0.10	0.00	0.00

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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	07/16/2020
<b>Account</b>	Bedford County Commissioners

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
Agreement Billable Time: ITCare Gold Agreement					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	On-Site Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	1.05	100.00	105.00
System Engineer	Travel To	[REDACTED]	1.20	100.00	120.00
<b>Total Services:</b>					<b>250.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement		
Services	(1.05)	(105.00)
<b>Total Adjustments:</b>		<b>(105.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	145.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>145.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>145.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Prothonotary Charge To: Bedford County Commissioners / New user Deborah Pilukaitis

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/06/2020	[REDACTED]	[REDACTED]	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Lowery, Sheri -Created user account and e-mail. -Called to give user credentials. Assisted user with logging in. Had to run updates and restart PC. Wasn't used since March. PC ran really slow. Uninstalled McAfee anti-virus software. -Walked user through setting up outlook. -Sheri will contact us if there is additional needed.	0.90	100.00	90.00
07/13/2020	[REDACTED]	[REDACTED]	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Lowery, Sheri -Contacted Sheri. -Remoted into Deb's PC. -Removed QB's 2016. Removed Access solutions also. -Installed Citrix from AOPC website. -Deb left before she could log in.	0.80	100.00	80.00
07/14/2020	[REDACTED]	[REDACTED]	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Lowery, Sheri -Contacted Deb. -She successfully logged into AOPC. -No further actions required at this time.	0.10	0.00	0.00
07/14/2020	[REDACTED]	[REDACTED]	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Lowery, Sheri -Contacted Deb. -Setup RVI scanning. -Sheri tested scanning. Showed up in RVI correctly. -No further actions required at this time.	0.25	100.00	25.00

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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	07/16/2020	<b>Invoice</b>	[REDACTED]
<b>Account</b>		Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	08/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount	
<b>Billable Services</b>						
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00	
System Engineer	Remote Service	[REDACTED]	1.95	100.00	195.00	
<b>Total Services:</b>					<b>195.00</b>	
Make checks payable to PC Works Plus [REDACTED]					<b>Invoice Subtotal:</b>	195.00
					<b>Sales Tax:</b>	0.00
					<b>Invoice Total:</b>	<b>195.00</b>
					<b>Payments:</b>	0.00
					<b>Balance Due:</b>	<b>195.00</b>

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call back in.  
- No further issues at this time.

[REDACTED]

Service Order  
Number

Case No.	Case Title	Case Description	Case Status	Case Date
1000	[REDACTED]	Customer reported that the system was not working properly. The technician checked the system and found that the software was outdated. The technician updated the software and the system is now working properly.	Closed	10/10/2020
1001	[REDACTED]	Customer reported that the system was not working properly. The technician checked the system and found that the hardware was faulty. The technician replaced the hardware and the system is now working properly.	Closed	10/11/2020
1002	[REDACTED]	Customer reported that the system was not working properly. The technician checked the system and found that the network was down. The technician checked the network and found that the network was down. The technician restarted the network and the system is now working properly.	Closed	10/12/2020

**Invoice Time Detail**

Invoice Number: [REDACTED]

Company: Bedford County Commissioners

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / User cannot access CAD. It shows that it's not integrated.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/14/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Contacted Karen and verified the issue. - When Jessica attempts to access CAD on the training PC she cannot. - Jessica can login to the PC but the CAD integration will not run. - Rebooted and attempted logging into CAD with Jessica's password with no luck. - Jessica can login to other PCs and access CAD successfully. - Karen logged into the training PC and can access CAD successfully. - Spoke to the team and Karen will contact CAD support. - If Karen needs further assistance she will call back in. - No further issues at this time.	0.60	100.00	60.00

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Cannot get Tyler Tech connected to the dispatch pc.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/09/20	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Contacted Karen and verified the issue. - When trying to access gotoassist for Tyler tech the web connection just spins and errors out. - The error states a remote connection to the gotoassist server cannot be made. - We contacted Tyler Tech via a conference call and Omar gave us another way to connect. - We connected to remote session successfully and Omar was able to give the dispatchers permissions to remove to call logs if needed. - Karen verified all her users had access to this function as well. - No further issues at this time.	0.90	100.00	90.00

**Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Dispatcher locked out of computer/CAD**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/02/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Contacted Karen and verified the issue. - Reset Don's password and gave Karen the temporary password. - Karen will have Don login and if he has any problems he will	0.25	100.00	25.00

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 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

Date	Invoice
07/16/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/15/2020	[REDACTED]	[REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
Billable Services					
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
Agreement Billable Time: ITCare Gold Agreement					
System Engineer	Remote Service	[REDACTED]	1.50	100.00	150.00
<b>Total Services:</b>					<b>175.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(1.5)	(150.00)
<b>Total Adjustments:</b>		<b>(150.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	25.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>25.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>25.00</b>

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- No further issues at this time.

**Location: Main Charge To: Bedford County Commissioners / Password**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey - Located current guest wireless password - Called and left voicemail for Tracey with the guest password	0.25	100.00	25.00

**Location: Main Charge To: Bedford County Commissioners / Two printers need connect..**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/10/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale - Called and left a message for Dale about this, waiting to hear back	0.20	0.00	0.00
07/10/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale -Called and left a message for Tanner	0.10	0.00	0.00
07/10/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Gates, Dale - Spoke with Tanner - Setup Canon Pixma 4522 via usb to Dale's computer - setup for personal use - Setup the HP Envy 450 via usb to Tanner's computer - for personal use - Worked with Tanner and Anita and attempted to see if we could get some communication/printing via wireless and Tanner's phone and one of the printers via the Professional Guest network in addition to the USB/wired connection but we were not successful	0.80	100.00	80.00

- Barry contacted PCW
- Verified issue with credentials
- Reviewed with Barry about the mail website
- Barry changed his expired password on the mail website
- Verified email access

**Location: Main Charge To: Bedford County Commissioners / Needs password reset.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/15/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Snyder, Tracey</b> - Tracey contacted PCW. Her user account was locked out. - Unlocked user account. She was able to log in with no issues. - No further actions required at this time.	0.25	100.00	25.00

**Location: Main Charge To: Bedford County Commissioners / Needs pw reset**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Styer, Rusty</b> - Rusty contacted PCW - Verified issue with credentials - Reset Rusty's password - Tried to get rusty to set his password - Rusty keeps getting the new and confirm passwords do not match - Rusty hung up	0.30	100.00	30.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Styer, Rusty</b> - Contacted Rusty and verified the issue. - Reset Rusty's password and he rebooted his iPhone. - Gave Rusty a few minutes for his phone to boot up and called him back. - Left a VM asking Rusty to call back in with his status. - WOC.	0.40	100.00	40.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Styer, Rusty</b> - Contacted Rusty and followed up on his status. - Rusty still cannot access email on his iPhone as it keeps asking for his password. - Tested Rusty's access to Office 365 and mail.bedfordcountypa.org successfully. - Rusty can access his email via the internet successfully. - Informed Rusty about the MS Outlook app as well. - Rusty will try to get his email to work over the weekend and ill follow up with him on Monday.	0.40	100.00	40.00
07/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Styer, Rusty</b> - Contacted Rusty and followed up on the issue. - Rusty informed me that the email on his phone is now working successfully. - If Rusty has anymore problems he will call back in.	0.10	0.00	0.00

**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location: Main Charge To: Bedford County Commissioners / Error message when using Munis.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/01/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey -Munis server is online. Can access it through Automate. -Called left VM for Tracey.	0.10	0.00	0.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey - Contacted Tracey and verified the issue. - When Tracey attempts to access Munis it fails with the following error: Error Get: Unknown network error. - Checked the server and it is up and running. - Ran the Munis refresh command and it completed successfully. - Tracey tried her Munis access again and she still gets the same error. - Tracey informed me that Munis production is the app that gives her the error. - Tracey can access Munis test and Munis training. - Escalating for further assistance with the Munis error.	0.80	100.00	80.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Hi Tracey, I called and left a message. Give me a call back so we can get your Munis fixed up.	0.10	0.00	0.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Hi Tracey, I called but your on the phone. Give me a call.	0.25	100.00	25.00
07/02/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Discussed with Tracey. She did call Munis, they told her to talk to her IT dept. I looked at the issue she can get to test and train but not prod. It's a munis error. We decided to call Monday at 8:30.	0.25	100.00	25.00
07/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Played some phone tag, then chatted with Tracey with ITcare chat and munis fixed the issue. Closing ticket	0.60	0.00	0.00

**Location: Main Charge To: Bedford County Commissioners / Needs password reset.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/13/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Dallara, Barry	0.60	100.00	60.00

DATE	DESCRIPTION	AMOUNT	STATUS
10/01	[REDACTED]	100.00	PAID
10/02	[REDACTED]	200.00	PAID
10/03	[REDACTED]	300.00	PAID
10/04	[REDACTED]	400.00	PAID
10/05	[REDACTED]	500.00	PAID
10/06	[REDACTED]	600.00	PAID
10/07	[REDACTED]	700.00	PAID
10/08	[REDACTED]	800.00	PAID
10/09	[REDACTED]	900.00	PAID
10/10	[REDACTED]	1000.00	PAID
10/11	[REDACTED]	1100.00	PAID
10/12	[REDACTED]	1200.00	PAID
10/13	[REDACTED]	1300.00	PAID
10/14	[REDACTED]	1400.00	PAID
10/15	[REDACTED]	1500.00	PAID
10/16	[REDACTED]	1600.00	PAID
10/17	[REDACTED]	1700.00	PAID
10/18	[REDACTED]	1800.00	PAID
10/19	[REDACTED]	1900.00	PAID
10/20	[REDACTED]	2000.00	PAID
10/21	[REDACTED]	2100.00	PAID
10/22	[REDACTED]	2200.00	PAID
10/23	[REDACTED]	2300.00	PAID
10/24	[REDACTED]	2400.00	PAID
10/25	[REDACTED]	2500.00	PAID
10/26	[REDACTED]	2600.00	PAID
10/27	[REDACTED]	2700.00	PAID
10/28	[REDACTED]	2800.00	PAID
10/29	[REDACTED]	2900.00	PAID
10/30	[REDACTED]	3000.00	PAID
10/31	[REDACTED]	3100.00	PAID

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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/16/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/15/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.80	100.00	80.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	0.70	0.00	0.00
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	0.90	100.00	90.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	1.60	100.00	160.00
<b>Total Services:</b>					<b>430.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement Services</u>	(3.5)	(350.00)
<b>Total Adjustments:</b>		<b>(350.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	80.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>80.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>80.00</b>

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**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County District Attorney Charge To: Bedford County Commissioners / HP Notebook; order, install

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/24/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita - Setup OS - Uninstalled trial of 2016 - Uninstalled bloatware - Installed Adobe Reader and Google Chrome - Named computer [REDACTED] - Completed updates for Windows, Msstore, and Drivers - Installed Itcare, AV and Open DNS agents - Ready for Onsite	0.50	100.00	0.00
07/24/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Anita, Just looking for some more details on the new notebook. [REDACTED] laptop for? [REDACTED]ams need setup on [REDACTED] Billy -Called Anita	0.10	0.00	0.00
07/27/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita -Called Anita -Office -Firefox -IE -Adobe reader -Premo pdf -Jury system -Link aopc -Gimp 2 -3 printers -Remote access	0.30	100.00	30.00
07/28/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Travel to Bedford County Commissioners	0.80	100.00	80.00
07/28/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita -Connected to the network -Joined to domain -Installed office jury system viewpoint -Transferred files -Added printers -Had Anita test out the laptop	2.50	100.00	250.00
07/28/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Goodwin, Anita Travel from Bedford County Commissioners	1.00	0.00	0.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

**Date:** 07/31/2020  
**Invoice:** [REDACTED]  
**Account:**  
 Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/30/2020	[REDACTED]	

**Service Request Number:** 501556  
**Summary:** HP Notebook; order, install  
**Billing Method:** Actual Rates  
**Company Name:** Bedford County Commissioners  
**Contact Name:** Anita Goodwin

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Travel From	[REDACTED]	1.00	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Travel To	[REDACTED]	0.80	100.00	80.00
System Engineer	On-Site Service	[REDACTED]	2.50	100.00	250.00
<b>Non-Billable Services</b>					
System Engineer	Remote Service	[REDACTED]	0.50	100.00	0.00
<b>Total Services:</b>					<b>360.00</b>

Other Charges	Quantity	Price	Amount
<b>Billable Other Charges</b>			
(8 in stock as of today) HP 470 G-series 17.3" Notebook - 1920 x 1080 - Intel Core i7 (10th Gen) i7-10510U Quad-core (4 Core) 1.80 GHz - 8 GB RAM - 256 GB SSD - Ash Silver - Windows 10 Pro - AMD Radeon 530 Graphics with 2 GB, Intel UHD Graphics 620 - In-p	1.00	1,220.38	1,220.38
<b>Total Other Charges:</b>			<b>1,220.38</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	1,580.38
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>1,580.38</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>1,580.38</b>

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 This invoice is subject to a 18% fee for late payments

trying to keep everything clean and standard.

Ticket notes  
Got her fixed up with a user code on the copier and set up in the driver.  
Created the correct OU's in AD and moved her and her PC to that group.  
Created distribution and security groups in AD.  
Applied the correct GPO's  
Created a location in ITcare for H [REDACTED]

07/20/2020 [REDACTED] **Service Ticket** [REDACTED] 0.20 0.00 0.00

**Contact:**Lang, Josh  
Called and talked to Tracey about her Munis and she is good but skeptical about payroll.  
Talked to Makayla and told he about the mapped drives for the county depts.

07/20/2020 [REDACTED] **Service Ticket** [REDACTED] 0.10 0.00 0.00

**Contact:**Lang, Josh  
Awesome! Thanks for the update.  
I'll close this out and if you have any more issues or questions please feel free to call or email us.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Invoice Time Detail**

Invoice Number: [REDACTED]  
 Company: Bedford County Commissioners

Location: Bedford County Prothonotary Charge To: Bedford County Commissioners / High-end Workstation and Laptop Quote (per request); order equipment, install

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/13/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> - Setup OSs - New [REDACTED] computers - Installed AV and Open DNS agents - Installed SSD into the Desktop - Started for Windows, Msstore, and Drivers	0.75	100.00	75.00
07/14/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> - Completed updates for Windows, Msstore, and Drivers - Uninstalled trial of 2016 - Uninstalled bloatware - Installed Adobe Reader and Google Chrome - Installed Itcare Agent - Ready for onsite	0.50	100.00	50.00
07/16/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> - Called Munis support - Waiting to hear from Support - Called Makayla - Makayla is currently working in the Finance office	0.60	0.00	0.00
07/16/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> Travel to Bedford County Commissioners	0.75	100.00	75.00
07/16/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> - Unboxed all equipment - Joined desktop and laptop to the domain - Installed office adobe acrobat munis - Seupt outlook and onedrive sync	4.50	100.00	450.00
07/16/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> - assisted billy with one drive issue	0.80	100.00	80.00
07/16/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> Travel from Bedford County Commissioners	1.10	0.00	0.00
07/17/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Lang, Josh</b> Makayla,  When you have a minute log off and back on. I set you up with a Y dept data and Z personal drive. I also made a HR distribution group for email. I know HR is one person I'm just	1.50	100.00	150.00

**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location:** Bedford County Treasurer **Charge To:** Bedford County Commissioners / Install new printer for licenses.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/20/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Cottle, Melissa Travel to Bedford County Commissioners	0.80	100.00	80.00
07/20/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Cottle, Melissa -pulled old verifone license printer out. -setup new data e-max Mark 3 printer. -worked with technical support. Setup drivers. Setup dimensions width 3.5, length 4.25 in. -shirley printed out test license twice. -no further actions required at this time.	0.70	100.00	70.00
07/20/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] [REDACTED] Cottle, Melissa [REDACTED] Bedford County [REDACTED] ers	0.90	0.00	0.00

[REDACTED]

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

<b>Service Request Number</b>	<b>499722</b>
Summary	High-end Workstation and Laptop Quote (per request); order equipment, install
Billing Method	Actual Rates
Company Name	Bedford County Commissioners
Contact Name	Josh Lang

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Communication	[REDACTED]	0.60	0.00	0.00
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Travel From	[REDACTED]	1.10	0.00	0.00
System Engineer	Travel To	[REDACTED]	0.75	100.00	75.00
System Engineer	Remote Service	[REDACTED]	0.80	100.00	80.00
System Engineer	Remote Service	[REDACTED]	1.25	100.00	125.00
System Engineer	Remote Service	[REDACTED]	1.50	100.00	150.00
System Engineer	On-Site Service	[REDACTED]	4.50	100.00	450.00

**Total Services: 880.00**

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	880.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>880.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>880.00</b>

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**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location: Bedford County Tax Assessment Office Charge To: Bedford County Commissioners / Setup scan to email**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/29/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Hillegass, Joyce Setup scan to email. Wrote instructions on how to access the copier to add users. Fixed her shortcuts that broke last month.	1.10	100.00	110.00

[REDACTED]

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Travel From	[REDACTED]	0.90	0.00	0.00
System Engineer	On-Site Service	[REDACTED]	0.70	100.00	70.00
System Engineer	Travel To	[REDACTED]	0.80	100.00	80.00
<b>Total Services:</b>					<b>150.00</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	150.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>150.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>150.00</b>

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**Bill To:**  
 Bedford County Commissioners  
 Attn: Tracey Snyder  
 200 South Juliana Street  
 Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

Terms	Due Date	PO Number	Reference
Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount	
Billable Services						
System Engineer	Remote Service	[REDACTED]	1.10	100.00	110.00	
<b>Total Services:</b>					<b>110.00</b>	
Make checks payable to PC Works Plus					<b>Invoice Subtotal:</b>	110.00
					<b>Sales Tax:</b>	0.00
					<b>Invoice Total:</b>	<b>110.00</b>
					<b>Payments:</b>	0.00
					<b>Credits:</b>	0.00
					<b>Balance Due:</b>	<b>110.00</b>

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Gratis/Non-Bill  
Hours:

0.25

FC Works  
100 Stadium  
PO Box 150  
Bedford, PA 15222  
(412) 740-7100

Bedford County Commission  
100 North Union Street  
Bedford, PA 15222

Bedford County Commission  
100 North Union Street  
Bedford, PA 15222

Item No.	Description	Quantity	Unit Price	Total Price
1	System Engineer	1	110.00	110.00
2	Blissie Server	1	110.00	110.00
3	Remote Service	1	110.00	110.00
4	System Engineer	1	110.00	110.00
5	Blissie Server	1	110.00	110.00
6	Remote Service	1	110.00	110.00
7	System Engineer	1	110.00	110.00
8	Blissie Server	1	110.00	110.00
9	Remote Service	1	110.00	110.00
10	System Engineer	1	110.00	110.00
11	Blissie Server	1	110.00	110.00
12	Remote Service	1	110.00	110.00
13	System Engineer	1	110.00	110.00
14	Blissie Server	1	110.00	110.00
15	Remote Service	1	110.00	110.00
16	System Engineer	1	110.00	110.00
17	Blissie Server	1	110.00	110.00
18	Remote Service	1	110.00	110.00
19	System Engineer	1	110.00	110.00
20	Blissie Server	1	110.00	110.00
21	Remote Service	1	110.00	110.00
22	System Engineer	1	110.00	110.00
23	Blissie Server	1	110.00	110.00
24	Remote Service	1	110.00	110.00
25	System Engineer	1	110.00	110.00
26	Blissie Server	1	110.00	110.00
27	Remote Service	1	110.00	110.00
28	System Engineer	1	110.00	110.00
29	Blissie Server	1	110.00	110.00
30	Remote Service	1	110.00	110.00
31	System Engineer	1	110.00	110.00
32	Blissie Server	1	110.00	110.00
33	Remote Service	1	110.00	110.00
34	System Engineer	1	110.00	110.00
35	Blissie Server	1	110.00	110.00
36	Remote Service	1	110.00	110.00
37	System Engineer	1	110.00	110.00
38	Blissie Server	1	110.00	110.00
39	Remote Service	1	110.00	110.00
40	System Engineer	1	110.00	110.00
41	Blissie Server	1	110.00	110.00
42	Remote Service	1	110.00	110.00
43	System Engineer	1	110.00	110.00
44	Blissie Server	1	110.00	110.00
45	Remote Service	1	110.00	110.00
46	System Engineer	1	110.00	110.00
47	Blissie Server	1	110.00	110.00
48	Remote Service	1	110.00	110.00
49	System Engineer	1	110.00	110.00
50	Blissie Server	1	110.00	110.00
51	Remote Service	1	110.00	110.00
52	System Engineer	1	110.00	110.00
53	Blissie Server	1	110.00	110.00
54	Remote Service	1	110.00	110.00
55	System Engineer	1	110.00	110.00
56	Blissie Server	1	110.00	110.00
57	Remote Service	1	110.00	110.00
58	System Engineer	1	110.00	110.00
59	Blissie Server	1	110.00	110.00
60	Remote Service	1	110.00	110.00
61	System Engineer	1	110.00	110.00
62	Blissie Server	1	110.00	110.00
63	Remote Service	1	110.00	110.00
64	System Engineer	1	110.00	110.00
65	Blissie Server	1	110.00	110.00
66	Remote Service	1	110.00	110.00
67	System Engineer	1	110.00	110.00
68	Blissie Server	1	110.00	110.00
69	Remote Service	1	110.00	110.00
70	System Engineer	1	110.00	110.00
71	Blissie Server	1	110.00	110.00
72	Remote Service	1	110.00	110.00
73	System Engineer	1	110.00	110.00
74	Blissie Server	1	110.00	110.00
75	Remote Service	1	110.00	110.00
76	System Engineer	1	110.00	110.00
77	Blissie Server	1	110.00	110.00
78	Remote Service	1	110.00	110.00
79	System Engineer	1	110.00	110.00
80	Blissie Server	1	110.00	110.00
81	Remote Service	1	110.00	110.00
82	System Engineer	1	110.00	110.00
83	Blissie Server	1	110.00	110.00
84	Remote Service	1	110.00	110.00
85	System Engineer	1	110.00	110.00
86	Blissie Server	1	110.00	110.00
87	Remote Service	1	110.00	110.00
88	System Engineer	1	110.00	110.00
89	Blissie Server	1	110.00	110.00
90	Remote Service	1	110.00	110.00
91	System Engineer	1	110.00	110.00
92	Blissie Server	1	110.00	110.00
93	Remote Service	1	110.00	110.00
94	System Engineer	1	110.00	110.00
95	Blissie Server	1	110.00	110.00
96	Remote Service	1	110.00	110.00
97	System Engineer	1	110.00	110.00
98	Blissie Server	1	110.00	110.00
99	Remote Service	1	110.00	110.00
100	System Engineer	1	110.00	110.00

If you have signed up for this service, your agreement to pay for this service will be in effect on the date of the invoice. Payment will be expected on the date of the invoice. Please call FC Works for this invoice to find out your credit or debit. If you have signed up for this service, please call FC Works and other into effect. Just out our customer portal at (412) 740-7100.

**Invoice Time Detail**

Invoice Number: [REDACTED]

Company:

Bedford County Commissioners

**Location: Bedford County Jail Charge To: Bedford County Commissioners / Lisa and Tony cannot login.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/27/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Chancellor, Jannette - Contacted customer and left a VM regarding the issue. - WOC.	0.10	0.00	0.00
07/27/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Chancellor, Jannette - Contacted Tony and Lisa and verified the issue. - Reset the passwords for both users successfully. - [REDACTED] issues at this time.	0.30	100.00	30.00

**Location: Bedford County Jail Charge To: Bedford County Commissioners / Setup remote access for Lucille Kentner.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/08/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Kentner, Lucille - Set [REDACTED] for remote access - Sent email with directions - Sent [REDACTED] invitation	0.25	100.00	0.00
07/08/2020	[REDACTED]	[REDACTED]	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Kentner, Lucille - Talked to Lucille - Walked her through remote access to her PC at work - Tested ok - Created Shortcut on desktop - No issues at this time	0.25	100.00	25.00

**Location: Bedford County Jail Charge To: Bedford County Commissioners / Trouble getting the scanner to generate a multiple page document.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Kentner, Lucille - Spoke with Lucille and connected to her computer - Lucille is having trouble getting the scanner to generate a multiple page document to attach to email - Went through process for document scanning using the provided software - Found we could scan a document with the feeder under advanced scanning > document scanning - Before starting the scan we want to select Letter 8.5x11 and ADF feeder for the document source - During saving selecting PDF(Image) and clicking save generated a multiple page PDF document successfully - No further action required at this time	0.30	100.00	30.00

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 Bellwood, PA 16617  
 (814) 742-9750



<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	[REDACTED]
<b>Invoice</b>	[REDACTED]
<b>Account</b>	Bedford County Commissioners

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020	[REDACTED]	[REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
<u>Non-Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.25	100.00	0.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
<b>Total Services:</b>					<b>85.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement Services</u>	(.6)	(60.00)
<b>Total Adjustments:</b>		<b>(60.00)</b>

Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>	25.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>25.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>25.00</b>

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**Contact:**Diehl, Nancy

- Contacted Nancy and we went over the PC.
  - The PC was not listed in ITCare and Nancy was able to get me the serial number.
  - The PC is a new PC that will need set up and have the PCW software installed.
  - Escalating to the set up team for further assistance.
- \*\*\*\*\*See Internal\*\*\*\*\*

07/31

**Service Ticket**

1.50 100.00

150.00

**Contact:**Diehl, Nancy

- Spoke with Nancy
- Ran Advanced Boot Options and reset the PC
- Once this was finished we completed initial setup and walked Nancy through connecting me through the PCW site
- Connected successfully, installed ITCare, AV, Office, Adobe Reader, DA Canon, and PMS successfully
- Reviewed this with Nancy and confirmed printing and office setup successfully on the DA Task Force user on the PC
- No further action required at this time

**Gratis/Non-Bill Hours:**

**0.30**

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 109 Stadium Road  
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 Bellwood, PA 16617  
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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

Other Charges	Quantity	Price	Amount
<u>Agreement: ITCare Gold Agreement</u>			
APC Back-UPS VA Desktop UPS - 650 VA/390 W - 120 V AC - 3 Minute - Desktop - 3 Minute - 4 x NEMA 5-15R, 4 x NEMA 5-15R	1.00	106.39	106.39
<b>Total Other Charges:</b>			<b>106.39</b>
<b>Invoice Subtotal:</b>			106.39
<b>Sales Tax:</b>			0.00
<b>Invoice Total:</b>			<b>106.39</b>
<b>Payments:</b>			0.00
<b>Credits:</b>			0.00
<b>Balance Due:</b>			<b>106.39</b>

Make checks payable to PC Works Plus

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**Invoice Time Detail**

Invoice Number: [REDACTED]

Company: Bedford County Commissioners

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Bedford DA Server Access**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/23/2020	[REDACTED] Flaugh, Jeremy	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Beck, Jim Got Jim connected to the DA server with TV.	0.25	100.00	25.00
07/23/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Beck, Jim Thanks for the update Jim. I'll log the server out.	0.25	100.00	25.00

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Cannot login to computer.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/24/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> May, Chatty - Called the office and verified issue. - Chatty would like a generic user account set up for the AG task force. - Checked the PC and it will need connection to the network and setup. - Chatty will have the PC setup and call back in for the user account creation. - We can close the ticket for the time being.	0.30	100.00	30.00

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Locked out of PC.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/23/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> May, Chatty - Contacted Chatty - Verified issue with credentials - Reset Chatty's user password - Verified login	0.25	100.00	25.00

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / Needs to login to computer not in use.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/30/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Amick , Toni - Contacted Toni and verified the issue. - Toni needs a user account created to access a PC. - Created a generic account named DAuser and Toni was able to login successfully. - If Toni needs further assistance she will call back in. - No further issues at this time.	0.30	100.00	30.00

**Location: Bedford County District Attorney Charge To: Bedford County Commissioners / New PC Setup**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/30/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED]	0.30	100.00	0.00

PC Works Plus, Inc.  
 109 Stadium Road  
 PO Box 190  
 Bellwood, PA 16617  
 (814) 742-9750



<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<b>Billable Services</b>					
System Engineer	Remote Service		1.50	100.00	150.00
<b>Agreement Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service		0.50	100.00	50.00
System Engineer	Remote Service		0.25	100.00	25.00
System Engineer	Remote Service		0.60	100.00	60.00
<b>Agreement Non-Billable Time: ITCare Gold Agreement</b>					
System Engineer	Remote Service		0.30	100.00	0.00
<b>Total Services:</b>					<b>285.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(1.35)	(135.00)
<b>Total Adjustments:</b>		<b>(135.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	150.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>150.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>150.00</b>

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 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments



**Invoice Time Detail**

Invoice Number: [REDACTED]

Company:

Bedford County Commissioners

Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / Cannot access internet or Y drive.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/16/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Mock, Mary Ann</b> - Contacted customer and left a VM regarding the issue. - WOC.	0.10	0.00	0.00
07/17/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact: Mock, Mary Ann</b> - Contacted Mary Ann and verified the issue. - When using her PC she cannot access the intranet, the Y drive, or the network and we found Mary Ann is connected to the guest WiFi. - Worked with Mary Ann and we checked the network cable and found the cable was unplugged. - Mary Ann plugged the Ethernet cable and the PC is now connected to the network. - We can now access the intranet, Y drive, and print successfully. - If Mary Ann needs anymore assistance she will call back in. - No further issues at this time.	0.50	100.00	50.00

Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / New user setup Dana Stough.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/27/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Bisbing, Bonnie</b> - Created new user and email account for Dana Stough - Set temporary password - Left message for Bonnie to hand over user credentials	0.50	100.00	50.00

Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / Request from Bedford County CYS - New Employee

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/09/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact: Montgomery, Alan</b> - Created user account for Dakota and Office user - Called and left a message for Alan about this, waiting to hear back	0.30	100.00	30.00

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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020	[REDACTED]	[REDACTED]

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
<b>Total Services:</b>					<b>130.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(.5)	(50.00)
<b>Total Adjustments:</b>		<b>(50.00)</b>

Make checks payable to PC Works Plus [REDACTED]	<b>Invoice Subtotal:</b>	80.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>80.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>80.00</b>

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-Checked with Centralized services on exchange defender  
-Called Karen  
-Verified access to Cassie's email via web

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / New hires

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/15/2020	[REDACTED]		<p>Service Ticket [REDACTED] Contact: Waybright, Karen Karen,</p> <p>I created the new users Gracie Lynch login name and pass GLynch NewHire547 Jacob Diehl login name and pass JacobDiehl NewHire342 There was already a Jdiehl</p> <p>I don't know how to add the users in CAD Harry always did that. I can call them and find out how if you want me to.</p>	0.30	100.00	30.00

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Contact:**Waybright , Karen  
 - Unable to run updates via Windows Update, stuck on "pending download"  
 - Ran Realtek gigabit ethernet driver update and installed successfully  
 - Ran Windows 10 update assistant tool and installed updates on v.2004  
 - Some available Windows Updates but the progress is stuck at 0%  
 - When browsing https://rapidsosportal.com/login on the network, a blank page/nothing loads  
 - Tested external to the network without issue  
 - Worked with the team and we located an issue with the Meraki and rebooted the Meraki  
 - Tested RapidSOS site on multiple PCs successfully  
 - Downloaded and installed Google Chrome successfully  
 - Shortly after the problem occurred with the Meraki and sites began blocking again including RapidSOS site  
 - Escalating to Firewall team for further review

07/28/2020 Tr [REDACTED] ITCare Gold Agreement **Service Ticket** [REDACTED] 0.80 100.00 80.00

**Contact:**Waybright , Karen  
 - Assisted Josh with blocked site issue

07/28/2020 [REDACTED] ITCare Gold Agreement **Service Ticket:**5 [REDACTED] 1.10 100.00 110.00

**Contact:**Waybright , Karen  
 -Added a list of sites from the event viewer to the 911 pcs cfs for rapidsos site  
 -Verified access to the site  
 -Explained to Karen that the gis site is hosted from an internal server there  
 -Karen is going to call Tyler tech again tomorrow to farther troubleshoot after logging into the site  
 -Karen is able to access the training side but not the production side

07/28/2020 T [REDACTED] ITCare Gold Agreement **Service Ticket** [REDACTED] 0.70 100.00 70.00

**Contact:**Waybright , Karen  
 - Content filtering was blocking rapidsosportal. Worked with Billy to remedy

07/29/2020 [REDACTED] ITCare Gold Agreement **Service Ticket** [REDACTED] 0.30 0.00 0.00

**Contact:**Waybright , Karen  
 -Called Karen  
 -Verified rapidsos and gis are now working

**Location:** Bedford County 911 Center **Charge To:** Bedford County Commissioners / Create email account for Cassie Waybright.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/28/2020	[REDACTED]		<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Waybright , Karen -Created a new user account for Cassie -Setup Cassie's email account in exchange	0.25	100.00	25.00

**Invoice Time Detail**

Invoice Number: [REDACTED]

Company: Bedford County Commissioners

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Assist Karen with getting support connected to CAD server.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/25/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Spoke with Karen - Connected to her computer and then opened connection to the 911 FPS server successfully - Karen is going to now continue working with support	0.25	100.00	25.00
06/25/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Spoke with CAD support and [REDACTED] - Opened remote Desktop [REDACTED] - Deleted cadprod from [REDACTED] - [REDACTED] connected and began troubleshooting the issue - This seems to be a problem with ECM2 smtp server handling [REDACTED] - [REDACTED] noted that at 12:54 [REDACTED] connection to the [REDACTED] completed without [REDACTED] - [REDACTED] they believe that all [REDACTED] from the BC911 cad system may now be being blocked and the CAD system needs whitelisted - The SMTP connection completes but the messages are not being paged or sent out once reaching ECM2 servers - Contacted ECM2 with Karen and a support representative is going to call Karen back	1.20	100.00	120.00
06/29/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Called and left a message for Karen, waiting to hear back	0.10	0.00	0.00
06/30/2020	[REDACTED]		<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Spoke with Karen and ECM2 is working with involved companies to get the paging alerts with the smtp server fully functional again - Scheduling to follow up and check the status later this week	0.10	0.00	0.00

Location: Bedford County 911 Center Charge To: Bedford County Commissioners / Cannot access GIS website.

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b> <b>Contact:</b> Waybright , Karen - Karen contacted PCW - Verified issue with SEC website - Verified issue is with the website itself - Moving ticket to team	0.25	100.00	25.00
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket [REDACTED]</b>	2.80	100.00	280.00

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<b>Bill To:</b>
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

<b>Date</b>	<b>Invoice</b>
07/31/2020	[REDACTED]
<b>Account</b>	
Bedford County Commissioners	

<b>Terms</b>	<b>Due Date</b>	<b>PO Number</b>	<b>Reference</b>
Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
System Engineer	Remote Service	[REDACTED]	1.45	100.00	145.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.30	0.00	0.00
System Engineer	Remote Service	[REDACTED]	1.10	100.00	110.00
System Engineer	Remote Service	[REDACTED]	0.25	100.00	25.00
System Engineer	Remote Service	[REDACTED]	2.80	100.00	280.00
System Engineer	Remote Service	[REDACTED]	1.50	100.00	150.00
<b>Total Services:</b>					<b>765.00</b>

Adjustments	Quantity	Amount
<u>Covered by Agreement: ITCare Gold Agreement</u>		
Services	(5.65)	(565.00)
<b>Total Adjustments:</b>		<b>(565.00)</b>

Make checks payable to PC Works Plus, Inc.	<b>Invoice Subtotal:</b>	200.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>200.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
	<b>Balance Due:</b>	<b>200.00</b>

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Gratis/Non-Bill  
Hours:

0.25

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

07/15/2020	[REDACTED]		prod network. <b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh Tim,  See attached PDF for the results. Will you need any more help with this ticket?	0.25	100.00	25.00
07/20/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Lang, Josh Tim,  Do you need any more help with this? Or is there a next step?	0.10	0.00	0.00

**Location: Main Charge To: Bedford County Commissioners / Setup user for Munis.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/21/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla Makayla,  I called and talked to a Kayla at Munis and they did not have a ticket for your issue! Anyways everything is good on the county side, your name is not showing up in the Munis side. She could not figure it out and had to escalate to another dept and will be calling back.  Regarding teams we need to discuss this because your on a self started trial. The only products that are subscribed to are pro plus that includes web app and one-drive.	1.60	100.00	160.00
07/21/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla Worked with Kayla and she was able to fix the LDAP issue with Munis. We copied the rights from Tracey to Makayla. Connected in with Makayla and she was able to log into Munis.	0.80	100.00	80.00

**Location: Register and Recorder Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - RANDR04 644 1/28/2020 4:49:34 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status. - The PC is showing as offline. - Checked AD and the PC does not have an object listing. - Checked WR and the PC last checked in on 1/28/20. - Checked ITCare and the PC last checked in on 1/28/20. - Disabled the PC and moved it to the disabled PC group. - Escalating for further assistance with PC verification.	0.40	100.00	40.00
07/28/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Clapper, Mike -Removed agent and services from noted PC	0.30	100.00	30.00



	<p> alerted by the firewall at Bedford county of abnormal traffic, we traced it down to the linux server for the VPN. We shut it down and virtually pulled the plug we told Josh and possibly sent an Email to UDNI. It's been off for a long time and no one has said anything.</p> <p>How do you know want to proceed? We are really not comfortable with just turning the VM back on.</p>			
06/16/2020	<p><b>Service Ticket</b></p> <p><b>Contact:</b> Lang, Josh</p> <p>Do you require anymore assistance with this ticket?</p>	0.10	0.00	0.00
07/01/2020	<p><b>Service Ticket</b></p> <p><b>Contact:</b> Lang, Josh</p> <p>Josh and Tim,</p> <p>We can setup a VM for you to use. I think we need to setup a phone to discuss and possible implement right then on said call.</p>	0.60	0.00	0.00
07/09/2020	<p><b>Service Ticket</b></p> <p><b>Contact:</b> Lang, Josh</p> <p>Tim I have the test running on our test PC, the only thing I noticed is this in the instructions. The installation computer must be connected to the same router/network that your phone system is using I connected the test PC to the VIOP 10.1.214.0 network/VLAN. Also the test is using the default route which is the Comcast connection not the Centurylink fiber. This is something I wanted to discuss.</p> <p>When does the test need to be shut off?</p>	1.60	100.00	160.00
07/10/2020	<p><b>Service Ticket</b></p> <p><b>Contact:</b> Lang, Josh</p> <p>Tim,</p> <p>The PC is using the same route as the Wave, I'll check on this Wed morning. The test is currently running.</p>	0.25	100.00	0.00
07/15/2020	<p><b>Service Ticket</b></p> <p><b>Contact:</b> Lang, Josh</p> <p>Tim,</p> <p>I shut the test down.</p> <p>[image]</p> <p>Can you see the logs in the cloud or to you need need me to pull the logs from the machine?</p>	0.40	0.00	0.00
07/15/2020	<p><b>Service Ticket</b></p> <p><b>Contact:</b> Lang, Josh</p> <p>Shutdown the test and set the NIC on the test PC back to the</p>	0.50	100.00	50.00

07/17/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Snyder , Tracey Assisted "Jason" with the removal and installation with a different version Munis. I elevated for him.	0.60	100.00	60.00
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**Location: Main Charge To: Bedford County Commissioners / Issues with new laptop.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/24/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla -Called Makayla -Left vm	0.10	0.00	0.00
07/24/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla -Talked to Makayla -Verified issue with microphone -Found a driver update from intel -Rebooted the laptop tested ok after -Rebooted again -Was not able to get static noise from the microphone -Makayla is going to test on Monday	0.70	100.00	70.00

**Location: Main Charge To: Bedford County Commissioners / Microsoft word issue**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/17/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla - Tried calling((814) 623-2693) multiple times but call does not complete	0.10	0.00	0.00
07/17/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Bollman , Makayla - Contacted Makayla - Verified issue with "Network Connectivity Status Indicator" on desktop - Fixed registry via CMD command - Restarted - Verified activation can now be done - Verified Makayla's primary email address is set to "@bedfordcountypao365.onmicrosoft.com" - Activated office on laptop and Desktop - Verified access - Contacted Team about the email access - Verified issue with logon domain not set - Synced to 365 - Verified email address is now "@bedfordcountypa.org"	0.90	100.00	90.00

**Location: Main Charge To: Bedford County Commissioners / RE: New Intermedia SIP Trunking Phone Numbers for Bedford County PA - Bedford, PA**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020	[REDACTED]		<b>Service Ticket</b> [REDACTED] <b>Contact:</b> Wang, Josh Tim, A couple of years ago we were	0.70	0.00	0.00

**Invoice Time Detail**

**Invoice Number:** [REDACTED]  
**Company:** Bedford County Commissioners

**Location: Court Administrator Charge To: Bedford County Commissioners / LT - Agents No Checkin for More Than 60 Days:87 - COURTS12 639 1/7/2020 12:27:13 PM**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/06/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is showing as offline. - The PC last checked in via ITCare on 1/7/20. - The PC last checked in via WR on 1/7/20. - Disabled the PC and moved it to the disabled PC group - [REDACTED] for further assistance with PC verification	0.25	100.00	25.00
07/17/2020	Pyzowski, Joe	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Removed Dead agent from all [REDACTED]	0.50	100.00	50.00

**Location: Jail Charge To: Bedford County Commissioners / LT - Offline Servers:13 - VIRTUAL-HOST JA 2225 VIRTUAL-HOST JA**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/29/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Verified internet is down - Router is inaccessible - Contacted the correctional facility - Moving to team	0.40	100.00	40.00

**Location: Main Charge To: Bedford County Commissioners / Backup Failure - Bedford County - Host**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/30/2020	[REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Clapper, Mike - Logged into ITCare and verified the back up status. - Back ups completed successfully last night. - No further issues at this time.	0.30	100.00	30.00

**Location: Main Charge To: Bedford County Commissioners / Issue with Word**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/28/2020	GonzalezCroft, [REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> [REDACTED] <b>Contact:</b> Bollman, Makayla - Left a voicemail for Makayla	0.10	0.00	0.00
07/29/2020	GonzalezCroft, [REDACTED]	ITCare Gold Agreement	<b>Service Ticket:</b> 502231 <b>Contact:</b> Bollman, Makayla - Contacted Makayla - Verified issue with word view - Reviewed how to changed views in word	0.25	100.00	25.00

**Location: Main Charge To: Bedford County Commissioners / Issues with Munis.**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
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 109 Stadium Road  
 PO Box 190  
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Bill To:
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522

Date	Invoice
07/31/2020	[REDACTED]
Account	Bedford County Commissioners

Terms	Due Date	PO Number	Reference
Net 30 days	08/30/2020		

Services	Work Type	Staff	Hours	Rate	Amount
<u>Billable Services</u>					
System Engineer	Communication	[REDACTED]	0.10	0.00	0.00
System Engineer	Communication	[REDACTED]	1.90	0.00	0.00
System Engineer	Remote Service	[REDACTED]	2.35	100.00	235.00
<u>Non-Billable Services</u>					
System Engineer	Remote Service	[REDACTED]	0.25	100.00	0.00
<u>Agreement Billable Time: ITCare Gold Agreement</u>					
System Engineer	Communication	[REDACTED]	0.20	0.00	0.00
System Engineer	Remote Service	[REDACTED]	0.70	100.00	70.00
System Engineer	Remote Service	[REDACTED]	3.00	100.00	300.00
System Engineer	Remote Service	[REDACTED]	0.50	100.00	50.00
System Engineer	Remote Service	[REDACTED]	1.55	100.00	155.00
System Engineer	Remote Service	[REDACTED]	0.95	100.00	95.00
System Engineer	Remote Service	[REDACTED]	0.30	100.00	30.00
<b>Total Services:</b>					<b>935.00</b>

Adjustments	Quantity	Amount
Covered by Agreement: ITCare Gold Agreement Services	(7)	(700.00)
<b>Total Adjustments:</b>		<b>(700.00)</b>

Make checks payable to PC Works Plus	<b>Invoice Subtotal:</b>	235.00
	<b>Sales Tax:</b>	0.00
	<b>Invoice Total:</b>	<b>235.00</b>
	<b>Payments:</b>	0.00
	<b>Credits:</b>	0.00
<b>Balance Due:</b>		<b>235.00</b>

Want to access your invoices, tickets and other info online? Check out our customer portal at <https://pcworksplus.connectboosteronline.com>  
 Please allow 24hrs for this invoice to show in your customer portal.  
 If you have signed up for auto pay of your agreement, payment will be processed on the due date of the invoice.  
 This invoice is subject to a 18% fee for late payments



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