

acres

Bill To: Bedford County Cor Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	mmissioners rreet			Date 07/31/20 1054 Account Bedford Count		
Terms	Due Date	PO Number	Reference			
Net 30 days	08/30/2020	- 200 rustas un pr	do zi nansa i i i			
Services	Work Type		Staff	The second s		
Billable Services				Hours	Bille	Amoun
System Engineer	Communication			0.20		
System Engineer	Remote Service	9		0.20	0.00	0.00
System Engineer	Remote Service			0.25	100.00	25.00
System Engineer	Remote Service			1.45	100.00 100.00	30.00
				1.45	100.00	145.00
Agreement Billable I	Time: ITCare Gold Agre	ement				
System Engineer	Communication			0.30	0.00	0.00
System Engineer	Remote Service		t in the	1.10	100.00	110.00
System Engineer	Remote Service			0.25	100.00	25.00
System Engineer System Engineer	Remote Service			2.80	100.00	280.00
system Engineer	Remote Service	•		1.50	100.00	150.00
				Total	Services:	765.00
Adjustments				Quantit	/	Amount
overed by Agreeme	nt: ITCare Gold Agreer	ment		Quantere	2	Amount
Services				(5.65)	(565.00)
				Total Adjustm		(565.00)
				Invoice Subtotal		200.00
				Sales Tax		0.00
Mak	ke checks payable to P	C Wo		Invoice Texa		200.00
		and the second second		Payments:		0.00
				Credits		0.00
				Balance Due:		200.00

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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Invoice Number: Company:



pport c	onnected to	CAD server. Agreement	harge To: Bedford County Commissi Notes	Hours	Rate	Ext Amt
Date	Staff	Aqreement		0.25	100.00	25.00
/25/202			Service Ticket			
			Contact:Waybright , Karen			A Laction S
			- 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	1.20	100.00	120.00
6/25/202	0		Service Ticket	1.20	100.00	
			Contact:Waybright, Karen			
			CAD support and			
			note Desktop			
			pst cadprod from			
			-S			
			troubleshooting the issue - This seems to be a problem			
			with ECM2 smtp server handling			
			red that at 12:54			Constant States
			innection to the	trong to the	and Second Second	
			completed without ey believe that all		Trail	
			ins from the BC911		and the search	THE STREET
			cad system may now be being blocked and the CAD system			
			needs whitelisted			4. State
			- 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	0.10	0.00	0.0
06/29/20	20E		Service Ticket			
			Contact: Waybright , Karen - Called and left a message for			
			Karen, waiting to hear back	1000 000 000 000 000 000 000 000 000 00		0.0
06/30/20	120		Service Ticket	0.10	0.00	U.
00150120			Contact:Waybright, Karen			
			- Spoke with Karen and ECM2 is			
			working with involved companies to get the paging			
			alerts with the smtp server rully			
			functional again			
			check the status later this week			

	Agreement	harge To: Bedford County Commiss Notes	Hours	Rate	Ext Am
Date Staff			0.25	100.00	25.
/28/2020	ITCare Gold	Service Tick	0.25	100.00	
	Agreement	Contact:Waybright , Karen			
		- Karen contacted PCW - Verified issue with SEC website - Verified issue is with the website itself - Moving ticket to team			280
7/28/2020	ITCare Gold	Service Ticket	2.80	100.00	280

		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 but on v 2004 Some avanate 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 			
07/28/2020Tr		further review			
1128/2020 11	ITCare Gold Agreement	Service Ticke Contact:Waybright , Karen	0.80	100.00	80.0
		- Assisted Josh with blocked site issue			
07/28/2020	ITCare Gold Agreement	Service Ticket:5	1.10	100.00	110.0
7/28/20201	ITCare Gold	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 trainning side but not the production side			
	Agreement	Service Ticke	0.70	100.00	70.00
	_	Contact: Waybright , Karen - Content filtering was blocking rapidsosportal. Worked with Billy to remedy			
7/29/2020	ITCare Gold	Service Ticke	0.30	0.00	0.00
	Agreement	Contact:Waybright, Karen			U.UL

Date	Staff	Agreement	Notes	Hours	Rate	Ext Am
)5/28/202	q		Service Ticket:	0.25	100.00	25.0
			Contact:Waybright , Karen			25.0
			-Created a new user account for Cassie -Setup Cassie's email account in exchange			

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

Location: Bedford Coun	ty 911 Center Ch	arge To: Bedford County Commiss	ioners /	New hires	
Date Staff	Agreement	Notes	Hours	Rate	Ext Am
07/15/2020		Service Tice Contact:Waybright , Karen Karen,	0.30	100.00	30.0
	ň	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			
		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.			
		建 市建立		(<u>1936)</u>	



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Bill To:				Date	Invoice	
Bedford County Cor	nmissioners	H AGE		07/31/2020	ATLANCE	
Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	reet	and the set of the		Account		
Bedford, PA 15522				Bedford Count	y Commissione	ers
Terms	Due Date	PO Number	Reference			
Net 30 days	08/30/2020		ike erenee		ALC CO	
Services	Work Type	Contraction (1998)	itaff	b.p.		SAM SARAWER DISTANCE
Billable Services		R	Kati.	Hours	Rate	Amoun
System Engineer	Remote Service	-		0.30	100.00	
System Engineer	Remote Service				100.00	30.00
				0.50	100.00	50.00
Agreement Billable T	ime: ITCare Gold Agree	ement				
System Engineer	Communication			0.10	0.00	0.00
System Engineer	Remote Service		5	0.50	100.00	50.00
				Total	Services:	130.00
Adjustments			Rest Colored Accurate Colored Accurate		Sei vices.	130.00
	nt: ITCare Gold Agreem	ant		Quantit	1	Amount
Services	na ricare dola Agreen	lent				
				(.5)	(50.00)
				Total Adjustments	:	(50.00)
				Invoice Subtotal	:	80.00
		And the second s		Sales Tax		0.00
Mak	ke checks payable to PC	Works Plus		Invoice T		80.00
				Paymenta		0.00
				Credits:		0.00
				Balance Due:		80.00



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Invoice Number: Company:

Bedford County Commissioners

or Y drive			Youth Charge To: Bedford County C	Hours	Rate	Ext Amt
Date	Staff	Agreement ITCare Gold Agreement	Service Ticket Contact:Mock, Mary Ann - Contacted customer and left a	0.10	0.00	0.00
	shan immonanadi la, kash Manifestation na haifa la imm		VM regarding the issue. - WOC.	0.50	100.00	50.0
07/17/202		ITCare Gold Agreement	Service Ticket Contact:Mock, Mary Ann - Contacted Mary Ann and verified the issue. - When using her PC she cannot a maximum frame, the Y drive, - Uncome the network and we found Mary Ann is connected to the guest WiFi. - Worke with Mary Ann and we check and the Mary Ann and we check and the Mary Ann and we check 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.			

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

 Date
 Staff
 Agreement
 Notes
 Hours
 Rate
 Ext Amt

 07/27/2020
 Service Ticket
 0.50
 100.00
 50.00

tion is Charles	-Created new user and email account for Dana Stough -Set temporary password -Left message for Bonnie to hand over user credentials	

Location: Bedford County Children and Youth Charge To: Bedford County Commissioners / Request from Bedford County CYS - New Employee Hours Rate Ext Amt

Date Staff	Agreement	Notes	Hours	Nate	20.0
Date Staff 06/09/202		Service Ticket Contact:Montgomery, Alan	0.30	100.00	30.0
		 Created user account for Dakota and Office user Called and left a message for Alan about this, waiting to hear back 			



Bill To:		P-1-1	All control to a state of the		
Bedford County Cor	mmissioners	Date	Invoice	2	
Attn: Tracev Snyder		07/31/2020			
200 South Juliana St Bedford, PA 15522	reet	Account			
		Bedford County	Commission	ers	
Terms	Due Date PO Number Ref	erence			
Net 30 days	08/30/2020	erence			
Services	Work Type Staff				
Billable Services	JCGIN	Hours	Rate	Amour	
System Engineer	Remote Service	1.50	100.00	150.00	
Agreement Billable 1	Time: ITCare Gold Agreement				
System Engineer	Remote Service	0.50	100.00		
System Engineer	Remote Service	0.50	100.00	50.00	
System Engineer	Remote Service	0.25	100.00 100.00	25.00 60.00	
Agreement Non-Billa	ble Time: ITCare Gold Agreement			00.00	
System Engineer	Remote Service	0.30	100.00	0.00	
		Total S	ervices:	285.00	
Adjustments	$\sum_{i=1}^{n} \frac{1}{2} \sum_{i=1}^{n} \frac{1}{2} \sum_{i$	Quantity			
overed by Agreeme	nt: ITCare Gold Agreement	Qualitity		Amount	
Services		(1.35)		(135.00)	
		Total Adjustments:		(135.00)	
		Invoice Subtotal:	Article	150.00	
		Sales Tax:		0.00	
Mak	e checks payable to PC Works Plus	Invoice Total:		150.00	
		Payments:		0.00	
		Credits:		0.00	
		Balance Due:		150.00	

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Invoice Number: Company:

Bedford County Commissioners

	Bedford County	Agreement	ey Charge To: Bedford County Co Notes	Hours	Rate	Ext Am
Date	Staff			0.25	100.00	25.0
7/23/2020	Flaugh, Jeremy	ITCare Gold	Service Ticket	0.25	100.00	
		Agreement	Contact:Beck, Jim			
		Got Jim connected to the DA server with TV.		100.00	25.0	
07/23/2020	ITCare Gold	Service Ticket	0.25	100.00		
	Agreement	Contact:Beck, Jim				
			Thanks for the update Jim. I'll log the server out.			

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	and the second se	Inty District Attorn Agreement	ey Charge To: Bedford County Co	Hours	Rate	EXT AIII
Date 07/24/202	Staff	ITCare Gold Agreement	Service Ticke Contact May, Chatty the office and	0.30	100.00	30.0
		mi Se∙	 Vennec and it will need connections of the network and the network and the network and 			System Englisest System Englisest System and Jone
			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.			

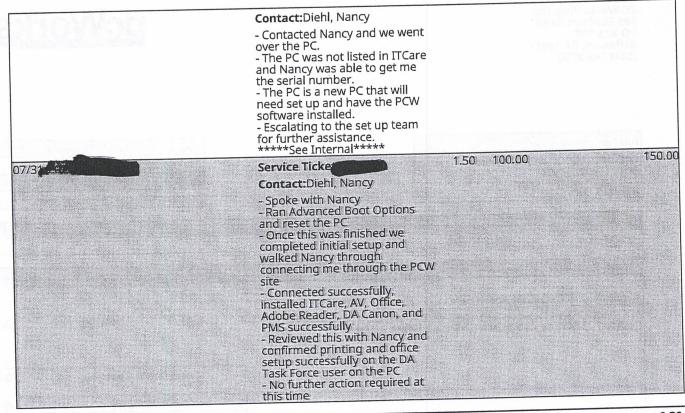
Date	Staff	Agreement	ey Charge To: Bedford County Co Notes	Hours	Rate	
)7/23/2024	10.01	ITCare Gold Agreement	Service Ticket Contact:May, Chatty - Contacted Chatty - Verified issue with credentials - Reset Chatty's user password - Verified login	0.25	100.00	25.

compute	r not in use.	unty District Attorn	Notes	Hours	Rate	Ext Am
Date	Staff	Agreement	Notes	0.30	100.00	30.0
7/30/202	ITCare Gold	Service Tick	0.50	100.00		
///////////////////////////////////////	01202	Agreement	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. 			

Constanting and Constanting		District Attorn	ey Charge To: Bedford Co	unty Commissio	ners / New PC Se	
Location:		unty District Auton	Notes	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes	0.30	100.00	0.00
07/30/201		ITCare Gold Agreement	Service Ticket	0.50	100.00	



Bill To:				Date	Tours		
Bedford County C Attn: Tracey Snyde 200 South Juliana	Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522				Date Invoice 07/31/2020		
Bedford, PA 15522	2			Bedford Co	ounty Commission	ners	
Terms	Due Date	PO Number	Reference				
Net 30 days	08/30/2020						
Other Charges				Quantity	Price	Amount	
Agreement: ITCare	Gold Agreement						
APC Back-UPS VA [Desktop - 3 Minute	Desktop UPS - 650 VA/	390 W - 120 V AC - 3	Minuto	1.00			
	4 X NEWA 5-15R, 4)	KNEMA 5-15R		1.00	106.39	106.39	
		KNEMA 5-15R			106.39 er Charges:	106.39 106.39	
		KNEMA 5-15R			er Charges:	106.39	
		KNEMA 5-15R		Total Oth Invoice Sub	er Charges:		
Λ				Total Oth Invoice Sub	er Charges: total: s Tax:	106.39 106.39	
Ν	Make checks payable t			Total Oth Invoice Sub Sale:	er Charges: total: s Tax: Total:	106.39 106.39 0.00	
Ν				Total Oth Invoice Sub Sales Invoice T Paym	er Charges: total: s Tax: Fotal: ents: edits:	106.39 106.39 0.00 106.39	



Gratis/Non-Bill Hours: 0.30



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Bill To: Bedford County Cor Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	mmissioners treet			Date 07/31/2020 Account Bedford County	Commissione	
Terms	Due Date	PGLATE	Reference		X S R	
Net 30 days	08/30/2020	Contraction of the Contraction o	Reference			
Services	Work Type	C4	aff		· · · · ·	
Billable Services		30	d11	Hours	Rate	Amoun
System Engineer	Remote Service	1		0.25	100.00	25.00
Non-Billable Service	s					
System Engineer	- Remote Service	(0.25	100.00	0.00
Agreement Billable 1	Time: ITCare Gold Agre	ement	Tarrest	The A		
System Engineer	Communication			0.10		
System Engineer	Remote Service	7		0.10	0.00	0.00
System Engineer	Remote Service		5	0.30 0.30	100.00	30.00 30.00
				Total	Services:	85.00
Adjustments		-26		0		
Covered by Agreeme	nt: ITCare Gold Agreen	nent	real and the second	Quantity		Amount
Services				(.6)		(60.00)
1.				Total Adjustments:		(60.00)
				Invoice Subtotal:		25.00
				Sales Tax:	D.C.	0.00
Mal	ke checks payable to Po	C Works Plus	Service L	Invoice	STATE -	25.00
				Payments:		0.00
			-	Credits:		0.00
				Balance Due:		25.00

Invoice Number: Company:

Bedford County Commissioners

Date	Staff	Agreement	b: Bedford County Commissioners Notes	Hours	Rate	
)7/27/202		ITCare Gold Agreement	Service Ticket Contact:Chancellor, Jannette - Contacted customer and left a VM regarding the issue.	0.10	0.00	0.0
07/27/202		ITCare Gold Agreement	- WOC. Service Ticket Contact:Chancellor, Jannette - Contacted Tony and Lisa and verified the issue. - Reset the passwords for both users successfully. issues at this time.	0.30	100.00	30.0

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

Date Staff Agr	eement	Hours Rate	EXLAIIIC
Date Staff Adr 7/08/2020	Service Ticke	0.25 100.00	0.00
110012020	Contact:Kentner, Lucille		
	- Set e for remote - Enteine vith directio - Ser contraction	ns	25.00
7/08/2020	Service Tick	0.25 100.00	
	Contact:Kentner, Lucille		
	- Talked to Lucille - Walked her through ren access to her PC at work - Tested ok - Created Shortcut on de - No issues at this time		

Location: Bedford County Jail Charge To: Bedford County Commissioners / Trouble getting the scanner to generate

a multiple	e page docu	ment.	Nictor	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes			30.0
)7/28/202	AND DESCRIPTION OF THE OWNER	ITCare Gold Agreement	Service Ticket Contact:Kentner, Lucille - Spoke with Lucile and connected to her computer - Lucile is having trouble getting	0.30	100.00	30.0
			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			

Gratis/Non-Bill Hours:

ALL STREET

155.1.



Transford

				Date	Invoice		
Bill To:	missioners			07/31/2020			
Bedford County Com	1111551011615			Account			
Attn: Tracey Snyder 200 South Juliana Str Bedford, PA 15522	reet			Bedford County Commissioners			
Bedlord, FA 19922		→ 					
Terms	Due Date	PO Number	Reference				
Net 30 days	08/30/2020						
			Staff	Hours	Rate	Amount	
Services	Work Type						
Billable Services			AND	1.10	100.00	110.00	
System Engineer	Remote Service						
				Total Se	ervices:	110.00	
	5.			Invoice Subtotal:		110.00	
			-	Sales Tax:		0.00	
				Invoice Total:		110.00	
M	ake checks payable to	o PC Works Plus		Payments:		0.00	
				Credits:		0.00	
				Balance Due:		110.00	



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Bill To: Bedford County Con Attn: Tracey Snyder 200 South Juliana Sti Bedford, PA 15522	nmissioners reet			Date 07/31/20 Account Bedford County		
Terms	Due Date	PO Number	Reference			
Net 30 days	08/30/2020					
Services Billable Services	Work Type	E	Staff	Hours	Rate	Amount
System Engineer	Travel From	ļ		0.90	0.00	0.00
System Engineer System Engineer	On-Site Service Travel To			0.70 0.80	100.00 100.00	70.00
5				0.80	100.00	80.00
				Total	Services:	150.00
				Invoice Subtotal:		150.00
				Sales Tax:		0.00
Ма	ke checks payable to	PC Works Plus		Invoice Total:		150.00
	1 5			Payments:		0.00
				Credits:		0.00
				Balance Due:		150.00

Invoice Number: Company:

Bedford County Commissioners

Date	Staff	Agreement	nt Office Charge To: Bedford Cou Notes	Hours	Rate	Ext Am
7/29/2020 F	01		Service Ticket	1.10	100.00	110.0
			Setup scan to email. Wrote instructions on how to access the copier to add users. Fixed her shortcuts that broke last month.			

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Bill To:			Date	Invoice			
Bedford County Cor	nmissioners		07/31/2020				
Attn: Tracey Snyder 200 South Juliana St	reet	the strategy of the states of the states of the	Account				
Bedford, PA 15522			Bedford County	Bedford County Commissioners			
Terms Net 30 days	Due Date	PO Reference	9				
Net 50 days	08/30/2020	-ll					
Service Request Nu	umber 499722						
Summary	High-end \	Vorkstation and Laptop Quote	(per request); order equip	ment, install			
Billing Method	Actual Rate	25					
Company Name	Bedford Co	ounty Commissioners					
Contact Name	Josh Lang						
Services	Work Type	Staff	Hours	Rate	Amount		
Billable Services							
System Engineer	Communication		0.6	.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		
			Total S	ervices:	880.00		
			Invoice Subtotal:		880.00		
			Sales Tax:		0.00		
Ма	ke checks payable to	PC Works Plus	Invoice Total:		880.00		
			Payments:		0.00		
			Credits:		0.00		
			Balance Due:		880.00		

Invoice Number: Company:

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Bedford County Commissioners

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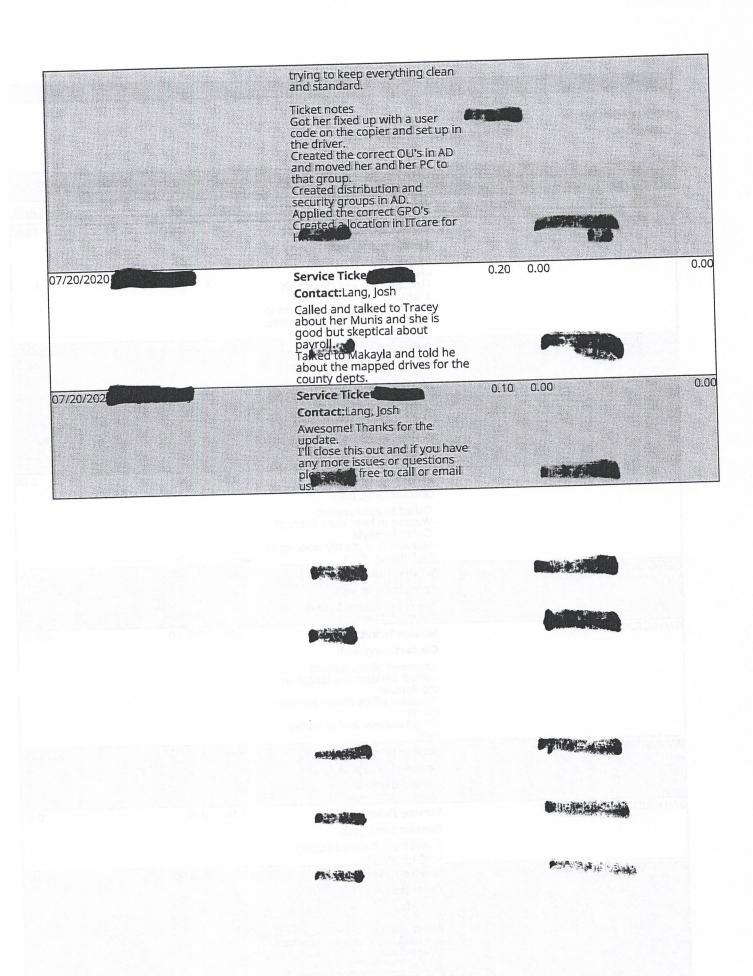
	Staff	Agreement	arge To: Bedford County Commission Notes	Hours	Rate	Ext Amt
Date 07/20/20			Service Ticket	0.80	100.00	80.0
01120			Contact:Cottle, Melissa			
			Travel to Bedford County Commissioners			
07/20/20	1201	The second se	Service Ticket	0.70	100.00	70.0
			Contact:Cottle, Melissa -pulled old verifone license			
			-pulled old veriforie icelise printer out. -setup new data e-max Mark 3			
			printer			and a second
			-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.			0.0
07/20/2	0201		Pitet	0.90	0.00	0.0
		0.20	tle, Melissa			
		04.4	edford County ers	70010	101	nigas menor (
	00.001		ALL MARKED AND AND AND AND AND AND AND AND AND AN			
			part of the second s			
			And the second			

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Invoice Number: Company:

Bedford County Commissioners

Date	Staff	Agreement	Notes	Hours	Rate	Ext Am
07/13/202			Service Ticket	0.75	100.00	75.0
			Contact:Lang, Josh			, 5.0
			- Setup OSs			
			- National Installed AV and Open DNS		Contraction of the	
			agents			
			- Installed SSD into the Desktop - Started for Windows, Msstore,			
7/14/2026			and Drivers			
1114/202		-	Service Ticket	0.50	100.00	50.00
			Contact:Lang, Josh			
			- Completed updates for Windows Misstore, and Drivers			
			- Uninstalled trial of 2016		Alter Busines	
			- Uninstalled bloatware - Installed Adobe Reader and			
			Google Chrome			
			- Installed Itcare Agent - Ready for onsite			
7/16/2020		Service Ticket	0.60	0.00		
			Contact:Lang, Josh	0.00	0.00	0.00
			-Called Munis support			
			-Waiting to hear from Support			
		-Called Makayla -Makayla is currently working in				
7/16/2020		Chicago and a support of the support	the Finance office			
10120201			Service Tick	0.75	100.00	75.00
			Contact:Lang, Josh			
			Travel to Bedford County Commissioners			
/16/2020			Service Ticket:	4.50	100.00	450.00
			Contact:Lang, Josh		100.00	450.00
			-Unboxed all equipment			
			-Joined desktop and laptop to the domain			
			-Installed office adobe acrobat			
			munis -Seupt outlook and onedrive			
14 6 120207			sync			
/16/20207		-	Service Tick	0.80	100.00	80.00
			Contact:Lang, Josh			
			- assisted billy with one drive			
/16/2020		•	Service Ticket	1.10	0.00	0.00
			Contact:Lang, Josh			0.00
			Travel from Bedford County			
17/202			Commissioners	10 2010 COVER 1 10 10 10 10 10 10 10 10		
		J	Service Ticket	1.50	100.00	150.00
			Contact: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. Laiso made a HR			
		C.	distribution group for email. I know HR is one person I'm just			





Bill To: Bedford County Comr Attn: Tracey Snyder 200 South Juliana Stre Bedford, PA 15522	d County Commissioners racey Snyder uth Iuliana Street		ord County Commissioners Tracey Snyder outh Juliana Street ord, PA 15522		Date Voice 07/31/2020 Account Bedford County Commissioners			
Terms	Due Date	PO Number	Reference					
Net 30 days	08/30/2020							
Service Request Num	1ber 501556							
Summary		ook; order, install	and the second					
Billing Method	Actual Rate					and the second		
Company Name		ounty	are		9.3	dian-ue l		
Contact Name	Anita Good		:15					
Services	Work Type	Statistical Automation and a statistic statistic statistics and a statistical statistics and a statistic and a statistical statistics and a statistic and a statistical statistics and a statistics and a statistical statistics and a statistical statistics and a statistical statistics and a statistics an	aff	PT PT	-			
Billable Services	7.	Joc	2 11	Π	ours	Rate	Amoun	
System Engineer	Communication				0.10	0.00		
System Engineer	Travel From				0.10	0.00	0.00	
System Engineer	Remote Service				1.00	0.00	0.00	
System Engineer	Travel To				0.30	100.00	30.00	
System Engineer	On-Site Service	1			0.80	100.00	80.00	
					2.50	100.00	250.00	
Non-Billable Services								
System Engineer	Remote Service				0.50	100.00		
		U. The			the state of the s	100.00	0.00	
		Contraction of the second s				Services:	360.00	
Other Charges				Quantity				
Billable Other Charges				Quantity		Price	Amount	
8 in stock as of today) H ntel Core i7 (10th Gen) RAM - 256 GB SSD - Ash Graphics with 2 GB, Inte	Silver - Windows 10	re (4 Core) 1.80 GH		1.00	1,	220.38	1,220.38	
		CHARLES .		Total O	ther Ch	sides.	1,220.38	
			15112	Invoice S	ubtotal		1,580.38	
					les Tax:		0.00	
Make	checks payable to P	CWarks			e Total:		1,580.38	
					ments:		0.00	
					Credits:		0.00	
				Balan	ce Due:		1,580.38	

Invoice Number: Company:

111

Bedford County Commissioners

cation:		Unty DISCIEL ALLOH	ney Charge To: Bedford County Con	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes	0.50	100.00	0.00
/24/2020			Service Ticke	0.50	100.00	
		Contact:Goodwin, Anita				
		- Setup OS				
			- Uninstalled trial of 2016 - Uninstalled bloatware			
			- Installed Adobe Reader and			
			Google Chrome - Named computer			
			- Completed updates for Windows, Msstore, and Drivers			
			Windows, Msstore, and Drivers - Installed Itcare, AV and Open			
			DNS agents			
			- Ready for Onsite	0.10	0.00	0.0
7/24/202			Service Ticke	0.10	0.00	
			Contact:Goodwin, Anita			
			Anita,			
			Just looking for some more			
			detailers the new notebook.			
			aptop for?			
		ams need setup on	ir al tagi			
		The man good at a second second second second				
		Billy				
			-Called Anita			
				0.30	100.00	30.0
7/27/202	a		Service ficke	0.50	100.00	
	in strast la		Contact: Goodwin, Anita			
			-Called Anita			
			-Office -Firefox			
			-IE			
			-Adobe reader -Premo pdf			
			-Jury system			
			-Link aopc -Gimp 2			
			-3 printers			
			-Rémote access	0.80	100.00	80
07/28/20	20		Service Tick	0.00		
	-	California de la calegra de	Contact:Goodwin, Anita			
			Travel to Bedford County Commissioners			
			Service Tick	2.50	100.00	250
07/28/20	520		Contact:Goodwin, Anita			
			-Connected to the network			
			-loined to domain			
			-Installed office jury system			
			viewpoint -Transferred files			
		1007 State	-Added printers -Had Anita test out the laptop		de la companya de la	
_				1.0	0.00	(
07/28/2	020		Service Ticket	A.		
			Contact:Goodwin, Anita			
e and the second			Travel from Bedford County Commissioners			



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

Date	Invoice
07/16/2020	L B
Account	
Bedford County Com	missioners

Terms	Due Date	PO Number	Reference		terrent formation designed	
Net 30 days	08/15/2020					
Services	Monte Trans					
Billable Services	Work Type		Staff	Hours	Rate	Amount
System Engineer	Communication		China and China			
System Engineer	Remote Service			0.30	0.00	0.00
				0.80	100.00	80.00
Agreement Billable T	ime: ITCare Gold Agree	ement				
System Engineer	Communication			0.10	0.00	0.00
System Engineer	Communication			0.70	0.00	0.00
System Engineer	Communication	2	alizante	0.10		0.00
System Engineer	Remote Service	7		0.25	0.00	0.00
System Engineer	Remote Service			0.25	100.00	25.00
System Engineer	Remote Service			0.90	100.00	50.00
System Engineer	Remote Service	7			100.00	90.00
System Engineer	Remote Service	<u></u>		0.25	100.00	25.00
				1.60	100.00	160.00
				Total	Services:	430.00
Adjustments				Quantity		and the state the second second
Covered by Agreeme	nt: ITCare Gold Agreem	ent		Qualitity	1	Amount
Services				(3.5))	(750.00)
)	(350.00)
				Total Adjustments:		(350.00)
				Invoice Subtotal:		80.00
				Sales Tax:		0.00
Mak	e checks payable to PC	Works Plus		Invoice Total:		80.00
			Ļ	Payments:		0.00
			L	Credits:		0.00
				Balance Due:		80.00

Gratis/Non-Bill Hours:





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Invoice Number: Company:



Bedford County Commissioners

Location: Main Cha Date Staff	Agreement	Notes	Hours	s Rate	Ext Ami
07/01/2020	ITCare Gold	Service Ticke	0.10	0.00	0.0
	Agreement	Contact:Snyder, Tracey			0.00
		-Munis server is online. Can access it through Automate. -Called left VM for Tracey.			
07/02/201	ITCare Gold	Service Ticke	0.80	100.00	80.00
	Agreement	 Contact:Snyder , Tracey Contacted Tracey and verified the issue. When Tracey attempts to access Munis it fails with the following prort 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.			
07/02/2020	ITCare Gold Agreement	Service Ticket:	0.10	0.00	0.00
	Agreement	Contact: Snyder , Tracey Hi Tracey, I called and left a message. Give me a call back so we can get your Munis fixed up.			
7/02/2020	ITCare Gold Agreement	Service Ticket: Contact:Snyder, Tracey Hi Tracey, I called but your on the phone. Give me a call.	0.25	100.00	25.00
7/02/2020	ITCare Gold Agreement	Service Ticket	0.25	100.00	25.00
		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.			
7/06/2020	ITCare Gold Agreement	Service Ticket Contact:Snyder, Tracey Played some phone tag, then chatted with Tracey with ITcare chat and thunis fixed the issue. Closing ticket	0.60	0.00	00.00
ocation: Main Char	ge To: Bedford Coun	ty Commissioners / Needs passwor	rd reset		
Date Staff	Agreement	Notes	Hours	Rate	Ext Amt
7/13/2020	, ITCare Gold Agreement	Service Ticket	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	Invoice Number Company

Date	Staff	Agreement	nty Commissioners / Needs passwo Notes	Hours	Rate	Ext Amt
07/15/202	(.	n ITCare Gold Agreement	Service, Jicke Contact:Snyder , Tracey	0.25	100.00	25.0
			-Tracey contacted PCW. Her user account was locked out. -Unlocked user account. She was able to log in with no issues. -Noterther actions required at this time.			

Location: Main Char	qe To: Bedford Cou Agreement	-Notertheractions required at this time. hty Commissioners / Needs pw rese Notes	et Hours	Rate	Ext Amt
07/02/2020	ITCare Gold	Service Ticket	0.30	100.00	30.00
)//02/2020	Agreement	Contact: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 			
07/02/2020	ITCare Gold	Service Ticket	0.40	100.00	40.00
	Agreement	Contact:Styer, Rusty			
		- Contacted Rusty and verified			
		 the issue. Receive 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 backing with his status. 			
	ITCare Gold	-WOC.	0.40	100.00	40.0
07/02/202	Agreement	Service Ticket: Contact:Styer, Rusty			
		 Contacted Rusty and followed up of file 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 Outcockapp as well. Rusty will try to get his email to work over the weekend and ill follow up with him on Monday. 			
07/06/202	ITCare Gold	Service Ticket	0.10	0.00	0.0
	Agreement	Contact:Styer, Rusty - Contacted Rusty and followed up on the issue. - Rusty informed me that the email on his phone is now workings ccessfully. - If Rusty has anymore problems he will call back in.	5		

Date	Staff	Agreement	Inty Commissioners / Password Notes			and the second
07/15/202	0	ITCare Gold Agreement	Service Ticket	Hours 0.25	Rate 100.00	Ext Amt 25.00
			- Located current guest wireless password - Called and left voicemail for Tracey with the guest password			
Location:	Main Chard	le Tot Bedford Cou	nty Commissioners / Two printers			
Date	Staff	Agreement	Notes			
07/10/2020				Hours	Rate	Ext Amt
	Citer and an and a second		Service Ticke	0.20	0.00	0.00
			Contact:Gates, Dale			
17/10/2020	-		- Called and left a message for Dale about this, waiting to hear back			
07/10/2020			Service Ticket	0.10	0.00	0.00
7/10/2020	P		- Called and left a message for Tanner			
,,,,,0,2020			Service Ticket:	0.80	100.00	80.00
			Contact: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 additional to the USB/wired connection but we were not			

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OF REAL PROPERTY.

Children Contract

		Date Invoice	Superscription of the
till To:	missioners	07/16/2020	a statistic statistic statistics
Bedford County Com	missioners	Account	1000 A
Attn: Tracey Snyder 200 South Juliana Str	eet	Bedford County Commissione	ers
Bedford, PA 15522			
Terms	Due Date PO Namber	Reference	
Net 30 days	08/15/2020	176140	
ver so days		ff Hours Rate	Amount
Services	Work Type Sta		
Billable Services		0.25 100.00	25.00
System Engineer	Remote Service		
	Time: ITCare Gold Agreement	1.50	150.0
System Engineer	Remote Service		175.0
		Total Services:	175.0
		Quantity	Amour
Adjustments		Quantity	
Covered by Agreem	ent: ITCare Gold Agreement	(1.5)	(150.00
Services	s strengt i mer - i co	1997 ST 04	
		Total Adjustments:	(150.00
	an record () sugar that		25.0
	ste par mina kierza	Invoice Subtotal:	0.0
suble them." Will state by		Sales Tax:	25.0
	Line DC Morte Dur	Invoice Total:	0.0
Make checks payable to PC Works Plus		Payments: Credits:	0.0
N N			
		Balance Due:	25.0

Invoice Number: 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.

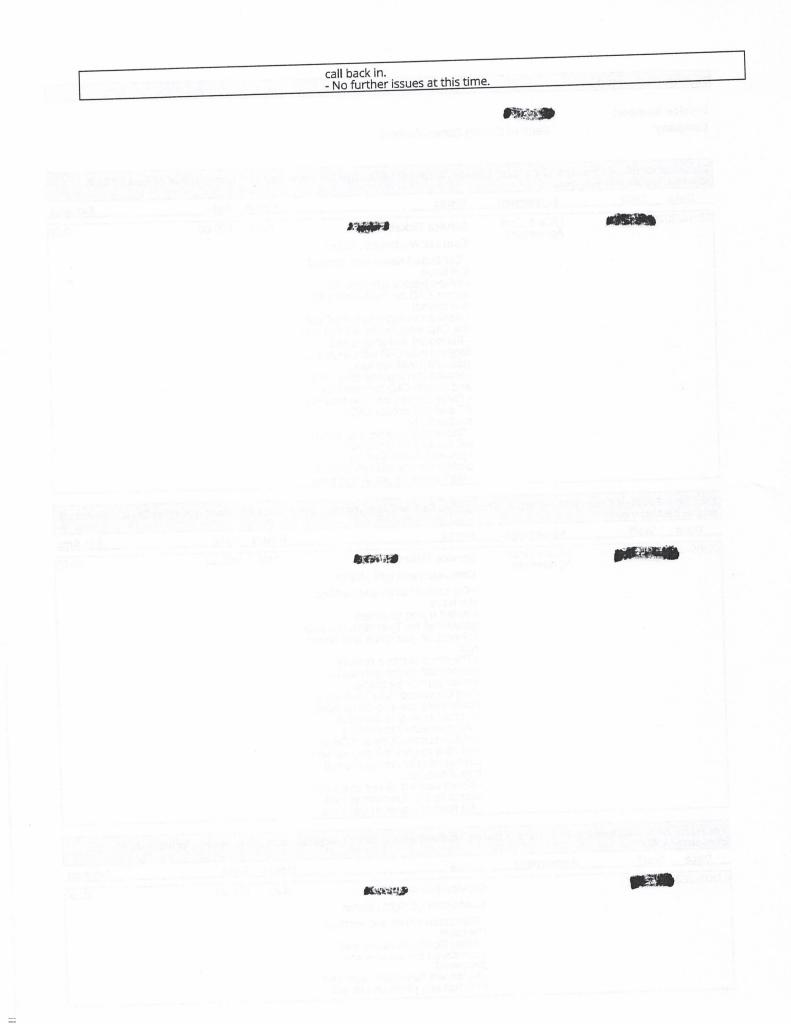
Date Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/14/202	ITCare Gold	Service Ticket	0.60	100.00	60.00
	Agreement	Contact:Waybright , Karen			00.00
		 Contacted Karen and verified the issue. When Jessica attempts to access CAD on the training PC she cannot. Jessica can login to the PC but the CAD integration 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. 			

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
07/09/2		ITCare Gold Agreement	Service Ticket	0.90	100.00	90.00
			 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. 			

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

Date	Staff	Agreement	Notes			State of State of State
07/02/202				Hours	Rate	Ext Amt
			Service Ticket Contact:Waybright , Karen	0.25	100.00	25.00
		 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 				





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Bill To:					Long the second s	and the participant of the state of the
Bedford County Com Attn: Tracey Snyder 200 South Juliana Str Bedford, PA 15522	nmissioners reet	F - 1220		Date 07/16/2020 Account Bedford County C	ommissione	
Terms	Due Date	PO Number	Reference			
Net 30 days	08/15/2020					
Services Billable Services	Work Type	S	taff	Hours	Rate	Amoun
System Engineer System Engineer	Communication			0.10	0.00	0.00
system Engineer	Remote Service			1.95	199.00	195.00
				Total Se	ervices:	195.00
				Invoice Subtotal:		195.00
				Sales Tax:		0.00
Mak	ke checks payable to	PC Works Plus		Invoice Total:		195.00
				Payments:		0.00
				Credit		0.00
				Balance Due:		195.00

Invoice Number: Company:

Bedford County Commissioners

	Beatora Col	Inty Fromototaly	Charge To: Bedford County Comm Notes	Hours	Rate	Ext Am
Date	Staff	Agreement		0.90	100.00	90.0
/06/207			Service Ticket	0.50	100.00	
A DE			Contact: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 tional needed.		100	y in manager (st
				0.80	100.00	80
/13/202	20		Service no.			
			Contact:Lowery, Sheri			
			-Contacted Sheri. -Remoted into Deb's PC.			
			-Removed OB's 2016. Removed			
			Access solutions also. -Installed Citrix from AOPC			
			wahcito			
			-Deb left before she could log in.	0.10	0.00	(
7/14/20	20 Harris		Service Ticks	0.10		
		a section of the section of the	Contact:Lowery, Sheri			
			-Contacted Deb. -She successfully logged into			
			AOPC			
			-No further actions required at		3	
			this time. Service Ticket	0.25	100.00	2
7/14/20	02	n in	Contact:Lowery, Sheri			
		-Contacted Deb.			Alexandra and a second s	
			Cotup PV/I scanning.			
			-sheritested scanning. Showed			
		and the second se	up in RVI correctly. -No further actions required at			
			this time.			

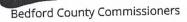
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Bill To:						
Bedford County Commissioners		the base				
Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522				07/16/2020		7
Bedford, PA 15522	reet			Account		
an entransmission of the second s	admittane Bergerungen anderen a			Bedford County	/ Commission	ers
Terms	Due Date	PO Niamis	Reference			
Net 30 days	08/15/2020					
Services	Work Type		Staff	Hours	Rate	
Agreement Billable 1	Time: ITCare Gold Agre	ement		nours	Rate	Amount
System Engineer	Communication		Manager	0.10	0.00	0.00
System Engineer	Communication			0.20	0.00	0.00
System Engineer	On-Site Service	6		0.25	100.00	25.00
System Engineer	Remote Service	1		1.05	100.00	105.00
System Engineer	Travel To			1.20	100.00	120.00
*						
				Total	Services:	250.00
Adjustments	nt: ITCare Gold Agreer			Quantity	1	Amount
Services	nt. I Care Gold Agreer	nent				
				(1.0		(105.00)
				Total Adjustments	:	(105.00)
				Invoice Subtotal	:	145.00
				Sales Tax:		0.00
Mal	ke checks payable to P	C Works Plus	the state of the second	Invoice Total:		145.00
			-	Payments:		0.00
			-	Credits:		0.00
				Balance Due:		145.00

Invoice Number: Company:

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	taff	Agreement	ecorder Charge To: Bedford County Notes	Hours	Rate	Ext Amt
Date S		ITCare Gold Agreement	Service Ticke Contact:Miller, Carol - Contacted customer and left a VM regarding the issue. - WOC.	0.20	0.00	0.00
/06/202		FTCare Gold	Service Ticke Contact: Miller, Carol - Contacted Carol and verified the issue. - Went over Carol's email with her and showed her where the contact of is. - Went over her inbox, and I would her where her name was located as well - Loo 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	0.40	100.00	
7/07/202		ITCare Gold Agreement	then. Service Tick Contact:Miller, Carol 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	25.0
07/13/2020		ITCare Gold Agreement	Service Ticke Contact:Miller, Carol - 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 stil 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	0.40	100.00	40
07/13/202		ITCare Gold	******See Internal***** Service Ticket	0.1	0 0.00	

		Contact:Miller, Carol		2011 - 10 - 10 - 10 - 10 - 10 - 10 - 10	Chester and
		-Onsite visit recommended. -Called left VM for Carol to make sure it was okay to come on-site.			
07/14/2020	Agreement	Service Ticket	1.20	100.00	120.00
	Agreement	Contact:Miller, Carol			120.00
		Travel to Bedford County Commissioners			
07/14/2020	ITCare Gold	Service Ticket	0.25	100.00	25.00
	Agreement	Contact:Miller, Carol			25.00
		Reseated then USB connector for the keyboard and the PC booted to windows instead of going to bios.			



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		A-SHUD		Date	Invoice	
Bill To:		1015.2 (24.5		07/16/2020	a fille	
Bedford County Com	missioners			Account		
Attn: Tracey Snyder 200 South Juliana Stre Bedford, PA 15522	eet	eladores traucado es		Bedford County Co	ommissioner	5
Terms	Due Date	PO Number	Reference			
Net 30 days	08/15/2020					
Service Request Nu	mber 489612					
Summary Billing Method Company Name Contact Name Services Billable Services System Engineer System Engineer	Actual Rat	ounty Commission ybright	ers taff	Hours 0.10 0.70	Rate 0.00 100.00	Amoun 0.00 70.00
				Total S	ervices:	70.0
			-	Invoice Subtotal:		70.0
			F	Sales Tax:		0.0
				Invoice Total:		70.0
м	ake checks payable	to PC Works Plus	F	Payments:		0.0
			F	Credits:		0.0
						70.0

P-3131000

Invoice Number: Company:



Juic Stan	Agreement	harge To: Bedford County Commis Notes	Hours	Rate	
4/14/2020		Service Ticket Contact:Waybright , Karen Sid,	0.70	100.00	Ext Ami 70.00
		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?			
4/15/2020F		the 2019.2 upgrade ticket? Service Tick	0.10	0.00	0.00
	-	Contact Waybright, Karen Sontact Waybright, Karen Sone out. The contacts on that ticket are Karen, Melony, Tim and you Sid. You will receive an email from			0.00

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Bill To:				Date	voice	
Redford County Com	missioners			07/16/2620		
Attn: Tracey Snyder 200 South Juliana Stro Bedford, PA 15522	eet			Account Bedford County Co	mmissioner	rs
Bedford, PA 15522]	in an	Dealord county		
Terms	Due Date	PO Number	Reference			
Net 30 days	08/15/2020					
	mber 496231	an a				
iervice Request Nu	Contact lir	n SBM about movi	ng call recordin	g system to 911 network.		
Summary	Actual Rat					
Billing Method		ounty Commission	ers			
Company Name	Karen Wa				and the second	
Contact Name	Work Type	S	taff	Hours	Rate	Amour
Services	pront type	Manue	a the second second	C. C. LETTE		0.0
Billable Services	Communication			1.10	0.00	0.0
System Engineer	Remote Service	1	E CAR	1.70	100.00	170.0
System Engineer	On-Site Service		1 5	2.70	100.00	270.0
System Engineer System Engineer	Remote Service			6.00	100.00	600.0
System Engineer	nemote out and			Total S	ervices:	1,040.0
			March 19	Invoice Subtotal:		1,040.0
				Sales Tax:		0.0
				Invoice Total:		1,040.0
N	lake checks payable t	o PC Works Plus		Payments:		0.0
IV	lance chicking pages			Credits		0.0
a second s				Balance Due:		1.040.0

Invoice Number: Company:



Date Staff	Agreement	Notes	Hours	Rate	Ext Ami
6/08/2020		Service Ticke	0.30	0.00	0.0
		Contact:Waybright, Karen			
		Karen,			
		I made contact with Jim and			
		were are good with Wednesday to the second		Alter and the second second second	and the second second
		Can you send him my cell #? He		Constanting of the second s	
		wants to call me when he is			
6/10/2020		leaving Altoona.	2.70	100.00	270.0
		Contact:Waybright, Karen	ALC O	,	270.0
		Worked with SBM electronics to			
		get the call recorder on the CAD network.			
6/12/202		Service Ticke	0.10	0.00	0.0
		Contact:Maybright , Karen			
		Karen,			
		Can you forward this to Jim at			
		SBM I don't have his email			
		I need the document that shows			
		what ports the call recorder client uses. So we can poke it			
		thru the firewall.			
6/16/2020		Service Teket	1.70	Contraction of the second	170.0
		Contact:Waybright, Karen			
		- worked with Jeremy on this - created IP reservations for 2			
		PCs on prod network			
		- created a firewall rule to allow these 2 IPs on prod network			
		access to 911 recorder server			
		- JF disabled the network card to prod network on the recorder			
		server			
		- confirmed it was still accessible from the 2 PCs on the prod			
		network			
		- now we need to address logmein on the recorder as it no			
		longer connects due to the denv			
		internet policy - cloned the deny internet policy			
		on the firewall and created a			
		new one specifically for Bedford- REC, but removed Computer &			
		Internet Info category			
		-wated a few minutes for it to take effect		AT	
		- Confirmed the LogMeIn client			
		shows connected and ready again.			
5/16/2005		Service Ticke	2.10	100.00	210.00
		Contact:Waybright , Karen			
		Jim and Karen,			
		I worked with our firewall guy			A BAR A
		and allowed the ports needed from the BC network to the 911			

	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.	
06/17/20	Service Ticket 0.20 0.00	0.
	Contact:Waybright, Karen Called and discussed with Jim. Hawas 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 Hotel.	0.
06/24/20205	Service Ticket 0.20 0.00 Contact:Waybright , Karen Called 412-445-4598 and left a	0.
06/25/2020	message for Glen. Service Ticket: Contact:Waybright, Karen Called Glenn 412-445-4598 and left a message.	0
06/29/201	Servicket 0.50 Contact:Waybright , Karen Glenn,	50
	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.	
06/29/2	Service Ticket: 2.30 100.00 Contact:Waybright , Karen Glenn,	230
	I to Katok 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	





Date	Invoice
07/02/2020	
Account	
Bedford County Cor	nmissioners

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

erms	Due Date	PO Number F	Reference	and the American		
let 30 days	08/01/2020		10-015/2			
	Provide and a second	and the second		and the second second		
ervice Request N	umber 499722	Vorkstation and Lapte	an Outeta (por	request): order	equipment, install	
ummary	-		op Quote (per	request, order	cquipment	
Billing Method	Actual Rate					
Company Name	Bedford Co	ounty Commissioners				
Contact Name	Josh Lang			Quantity	Price	Amount
Other Charges				Quantucy	L HISC	
Billable Other Cha	rges		1.00	1.00	5.927.88	5,927.88
Tower - Black - Win	ion - Xeon Silver 4216 - dows 10 Pro for Works aphics - DVD-Writer - Se iglish Keyboard - Gigab	erial ATA/600 Control	Juduio	1.00	5,527.00	
HP 1 TB Hard Drive Warranty	e - Internal - SATA (SATA	v/600) - 7200rpm - 1 ነ	/ear	1.00	137.75	137.75
HP E324q 31.5" QF 2560 x 1440 - 350 DisplayPort - USB	HD LED LCD Monitor - 1 Nit - 7 ms GTG - 60 Hz R Type-C	6:9 - Vertical Alignme efresh Rate - HDMI -	nt (VA) -	1.00	472.78	472.78
Logitach G610 Ori	on Red Backlit Mechani 2.0 Interface - Mechan	cal Gaming Keyboard ical Keyswitch	d - Cable	1.00	159.56	159.56
Logitech M325 Las Frequency - 2.40 G	ser Wireless Mouse - Op Hz - Black - 1 Pack - US	otical - Wireless - Rad B - Scroll Wheel	io	1.00	30.38	30.38
3840 x 2160 - Inte	(360 G5 15.6" Touchscr l Core i7 (9th Gen) i7-97 GB SSD - Windows 10 F raphics 630 - In-plane S	Pro - NVIDIA Quadro	E12.00 0112	1.00	2,688.12	2,688.12
				Total O	ther Charges:	9,416.4
				Invoice S	ubtotal:	9,416.4
			and a second		les Tax:	0.0
					e Total:	9,416.4
	Make checks payable t	o PC Works Plus		Pa	vments:	(9,416.47
		-SHERE	1 Southernet		Gradella Provide	0.0
		and the second			ice Due:	0.0

Contact:Waybright , Karen Glenn,

Service Ticket

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 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.

0.20

0.00

Contact:Waybright, Karen

Service Ticket

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

07/06/2020/

07/01/2020

110.00

0.00

16, 2015 1935 - Electronic Alexandria 2015 - Electronic Alexandria 2016 - Electronic Alexandria 2016 - Electronic Alexandria





Candida Strange

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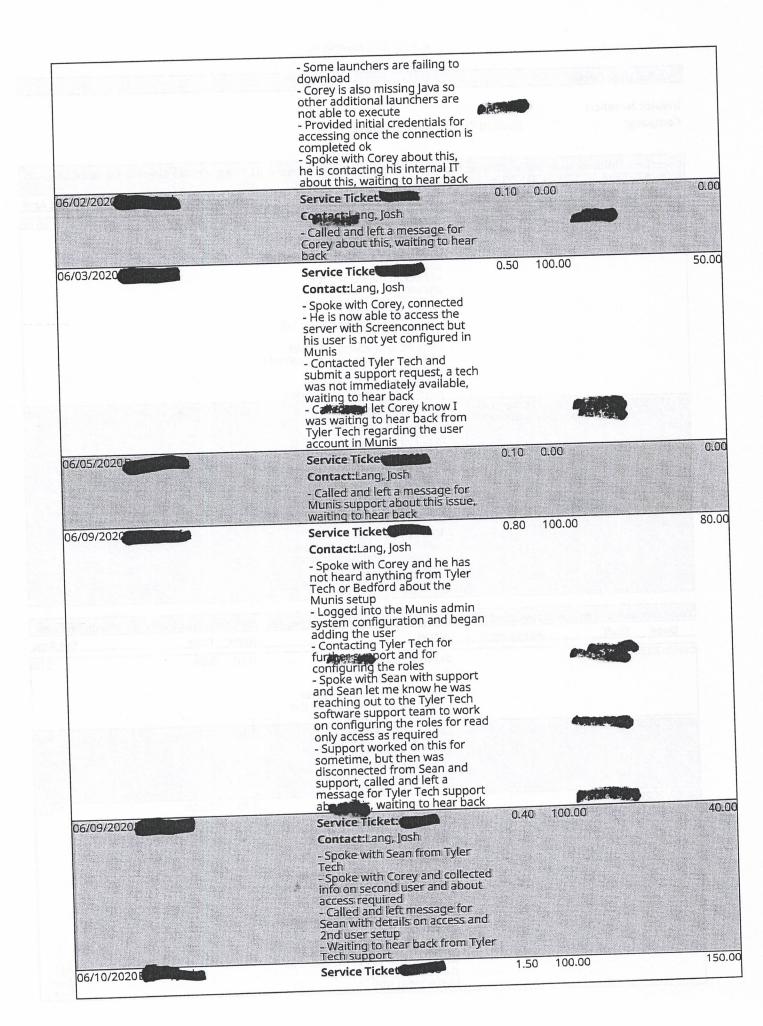
			Date	Invoice	
l To:			06/30/2020	Carlos a	
dford County Comm	issioners		Account		dia kana kang sang
tn: Tracey Snyder 0 South Juliana Stree dford, PA 15522	it		Bedford County C	Commissioner	S
erms	Due Date PO Number	Reference			
et 30 days	07/30/2020				
	Work Tune Sta		Hours	Rate	Amount
ervices	Work Type Sta				
Ilable Services			0.10	0.00	0.00
ystem Engineer	Communication		0.40	0.00	0.00
ystem Engineer	Communication		0.50	0.00	0.00
elecom Technician	Communication		4.15	100.00	415.00
ystem Engineer	Remote Service				
greement Billable Ti	me: ITCare Gold Agreement		0.10	100.00	10.00
ystem Engineer	>Change This<		0.40	0.00	0.00
ystem Engineer	Communication		0.20	0.00	0.00
System Engineer	Communication	ALL AND A	0.25	100.00	25.00
System Engineer	Remote Service		3.80	100.00	380.00
System Engineer	Remote Service		0.40	100.00	40.00
System Engineer	Remote Service		0.40	100.00	50.00
System Engineer	Remote Service		0.70	100.00	70.00
System Engineer	Remote Service		1.20	100.00	120.00
System Engineer	Remote Service		1.00	0.00	0.00
System Engineer	Travel From		1.00	0.00	
Agreement Non-Billa	ble Time: ITCare Gold Agreement		0.40	100.00	0.0
System Engineer	On-Site Service				
	그는 이 것을 가 물었다.		Tota	Services:	1,110.0
			Quant	ty	Amour
Adjustments	ent: ITCare Gold Agreement		16.0	5	(695.00
Services			(6.9	(כו	
			Total Adjustmen	ts:	(695.0
			Invoice Subtot	al:	415.0
			Sales Ta		0.0
		-	Invoice Tot	al:	415.
N	lake checks payable to PC Works Plus	F	Paymen		0.
IV.			Cred		0.
		F	Balance D	ue:	415.

Invoice Number: Company:



Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/17/2020		ITCare Gold	Service Ticket	0.30	100.00	30.00
		Agreement	Contact:Clapper, Mike			50.00
			 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 12/19/19. The PC last checked in via WR on 6/17/2020 The PC is checking in via WR and will need the agent repaired or reinstalled. Escalating for further assistance with PC verification. 			
6/18/2020		ITCare Gold Agreement	Service Ticket	0.50	100.00	50.00
		- greennene	Contact:Clapper, Mike			
			-Reviewed agent issues -PC was currently online and acessing -Transferred agent files -Uninstaller would not run -Checked services and found that all ITCare related services were disabled -Re enabled services -Verified that agent and remote control checked back into the system -No further service needed at			

		Agreement	nty Commissioners / Access reque Notes	Hours	Rate	Ext Am
06/01/202	the second		Service Ticke	0.10	0.00	0.00
			Contact:Lang, Josh			0.0
		- Called and left message for Commissioner Lang about this, waiting to hear back				
5/02/2020			Service Ticket:495605	0.10	0.00	0.00
		Contact:Lang, Josh			0.00	
		- Called and left a voicemail for Corey about this, waiting to hear back				
5/02/2020			Service Ticket:	0.70	100.00	70.00
			Contract ang, Josh			70.00
			 Spoke with Corey, he is still having trouble getting connected Corey is setup with access to the munis server and a login but cannot reach munis via the hostedrmm site Tried in Edge and IE but issues continued Corey connected me to his computer successfully but we were not able to get the diant to be to get the diant to be to get the diant to be to be to be to get the diant to be to be to be to be to be to get the diant to be tobleto. 			
			were not able to get the client to start successfully from the hostedrmm site		Sardi Street	



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Date St	aff	Agreement	unty Commissioners / Alarm in MD Notes	Hours	Rate	
01/09/2020		ITCare Gold Agreement	Service Tick Contact eates, Dale	0.90	100.00	Ext Am 90.0
			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]			
* (22/2022)	and the second second second second		[image]			
1/22/2020	ITCare Gold Agreement		Service Ticke	2.50	100.00	250.00
		Contact:Gates, Dale		100.00	250.00	
			Discussed with Dale and he			
			inside the room was hot			
			I reviewed the alerts rules and			
	ALC: NOT AND A		room alert now only allows 1			wards a warmen of the
			ale realed a distribution group			
			drid contacts to send the alerte			
		and the second second	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.				
/31/2020		ITCare Gold	Service Ticket	0.30 (0.00	
		Agreement	Contact:Gates, Dale	0.50 (5.00	0.00
			Dale,		2000 March 1990	153. S. W.
			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			
06/202	j'	ITCare Gold	have the alert set to 72F.			
	1.40	Agreement	Contact:Gates, Dale	0.40 1	00.00	40.00
			Dale I saw a peak but it was not			

		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	ITCare Gold	Service Ticket	1.00	0.00	0.00
02,10,101	Agreement	Contact:Gates, Dale			
		Travel from Bedford County Commissioners	- 10	100.00	0.00
02/10/2020Hess, Dustin	ITCare Gold	Service Ticket:475373	0.40	100.00	
	Agreement	Contact:Gates, Dale -helped jeremy with setting off alarm.			

		A and a month	nty Commissioners / Camera's at th	Hours	Rate	Ext Am
Date	Staff	Agreement		0.10	0.00	0.0
5/02/202			Service Ticke			
			Contact: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,			5.954
			Gary Frisco	0.10	0.00	0.
6/11/20	20		Service Ticke			
			Contact:Lang, Josh - Left VM			0
			Service Ticket	0.10	0.00	0
6/22/2020		Contact: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 wanted to follow up with you. Please let us know. Thank Gary Frisco	1 <u>2 1985</u> 100 810 100 810		
06/22/2	0201		Service Ticket	0.20	0.00	
00/22/2	.0/201		Contact: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 too the ad whom we should confact. Thank you,			

Date S	taff	Agrooment	nty Commissioners / Fob/Door pc has it plug			
		Agreement	Notes	Hours	Rate	Ext Am
06/02/2020		ITCare Gold Agreement	Service Ticket Contact: Sates, Dale -Called Dale	0.25	100.00	25.0
6/03/2020			-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 torication morning			
0/05/2020			Service Ticke	0.10	0.00	0.0
			Contact:Gates, Dale			0.0
			-Verified that the door access pc was now online			

Date	Staff	Agreement	ounty Commissioners / Needs help	uploadin	g payroll files to the	he bank.
04/08/2020	and the second se		Notes	Hour	s Rate	Ext A
04/00/2020		ITCare Gold Agreement	Service Ticket	0.50	100.00	50
		the Research of State	Contact:Snyder, Tracey			
			- Spoke with Tracey - She is interested in generating a NACHA file for the bank so that payroll does not have to be manual entered - Looked into NACHA file creation method - Lots of pages online		at the state	
		suggesting working closely with the bank when creating this file due to technical specifications involved - The file can be generated usually from accounting sof				
4/13/202			software provided by the bank (sometimes called ACH Premier) - Called and left a message for Tracey about this, waiting to hear back			
J4/13/202	ITCare Gold Agreement	Service Ticke	0.10	0.00	0.0	
			Contact:Snyder, Tracey - Called and left a message for			U.
4/14/2020			Tracey about this, waiting to		-	
4/14/2020		ITCare Gold Agreement	Service Ticket:	0.10	0.00	0.0
		5	Contact:Snyder, Tracey			0.0
			 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 			
09/2020		Frank and the	- 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			
		ITCare Gold Agreement	Service Ticket	0.10 1	00.00	10.00
			Contact:Snyder , Tracey - Spoke with Tracey and she will			10:00

		let us know when they are ready to work on this			
			In Maka	via Bollman	
ocation: Main Cha	rge To: Bedford Count	y Commissioners / New User Set I	Hours	Rate	Ext Amt
Date Staff	Agreement	Notes	0.25	100.00	25.00
6/18/2020		Service Ticke	0.25	100.00	
		Contact:Lang, Josh			
		- Spoke with Josh about this, setup user account and mailbox - Provided initial credentials OK			
	100 100	ty Commissioners / Re: Backup SI	P Trunks	for Bedford Co	
ocation: Main Cha	Agreement	Notes	Hours	Rate	Ext Amt
Date Staff		VICE A PROPERTY OF A	0.10	0.00	0.00
6/04/2020	ITCare Gold Agreement	Service Ticket			
		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			AND ROYAN
		Is going to land on the wave on the save o	0.0 906.1		
		Is going to land on the wave on the save o	No Cher	kin for More Than (50 Days:87 -
Location: Sheriff	harge To: Bedford Co	Is going to land on the wave on the save o	No Cheo	kin for More Than (50 Days:87 -
SHERIFFUT 600 12/1	0/2010 0.0/10	Is going to land on the wave on	No Chee	kin for More Than (Rate	EAUTHIN
Date Staff	Agreement	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes	No Cheo Hours 0.40	kin for More Than 6 Rate	50 Days:87 - <u>Ext Amt</u> 40.00
SHERIFFUT 600 12/1	0/2010 0.0/10	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket	Hours	Rate	EAUTHIN
Date Staff	Agreement ITCare Gold	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact: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	Hours	Rate	40.00
Date Staff	Agreement ITCare Gold Agreement	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact:Clapper, Mike SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 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	Hours	100.00	EAUTHIN
Date Staff	Agreement ITCare Gold Agreement	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact:Clapper, Mike SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:13:14 PM WR - Dec 9th 2019, 15:36 - Disabled and moved to disabled OU - Moving for agent removal Service Ticket	<u>Hours</u> 0.40	100.00	40.00
Date Staff	Agreement ITCare Gold Agreement	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact:Clapper, Mike SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:13:14 PM WR - Dec 9th 2019, 15:36 - Disabled and moved to disabled OU - Moving for agent removal Service Ticket Contact:Clapper, Mike	<u>Hours</u> 0.40	100.00	40.00
Date Staff	Agreement ITCare Gold Agreement	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact:Clapper, Mike SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:13:14 PM WR - Dec 9th 2019, 15:36 - Disabled and moved to disabled OU - Moving for agent removal Service Ticket	<u>Hours</u> 0.40	100.00	40.00
06/16/2020	Agreement ITCare Gold Agreement ITCare Gold Agreement	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact: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 Service Ticket Contact:Clapper, Mike -Removed agent and services from noted PC	<u>Hours</u> 0.40 0.40	100.00	40.00
Date Staff 06/11/2020	Agreement ITCare Gold Agreement ITCare Gold Agreement	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact:Clapper, Mike SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:13:14 PM WR - Dec 9th 2019, 15:36 - Disabled and moved to disabled OU - Moving for agent removal Service Ticket Contact:Clapper, Mike -Removed agent and services from noted PC	<u>Hours</u> 0.40 0.40	100.00 100.00	40.00 40.00
Date Staff 06/11/2020	Agreement ITCare Gold Agreement ITCare Gold Agreement essment Charge To: SPPW1 589 12/16/201	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact:Clapper, Mike SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:13:14 PM WR - Dec 9th 2019, 15:36 - Disabled and moved to disabled OU - Moving for agent removal Service Ticket Contact:Clapper, Mike -Removed agent and services from noted PC	<u>Hours</u> 0.40 0.40	100.00 100.00 100.00 nts No Cartos rs Rate	40.00 40.0 Nore Than 60 Ext Arr
Date Staff 06/11/2020 06/16/2020 Location: Tax Ass Days:87 - DELL-20 Date Staff	Agreement ITCare Gold Agreement ITCare Gold Agreement Agreement essment Charge To: SPPW1 589 12/16/201 Agreement	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact:Clapper, Mike SHERIFF01 LT - 12/10/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM AD - 12/3/2019 9:37:36 AM WR - Dec 9th 2019, 15:36 - Disabled and moved to disabled OU - Moving for agent removal Service Ticket Contact:Clapper, Mike -Removed agent and services from noted PC Bedford Colley Commissioners / 9 11:43:51 AM	0.40 0.40	100.00 100.00 nts No C	40.00 40.00
Date Staff 06/11/2020	Agreement ITCare Gold Agreement ITCare Gold Agreement essment Charge To: SPPW1 589 12/16/201	Is going to land on the wave on the 214 subnet? unty Commissioners / LT - Agents Notes Service Ticket Contact: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 Service Ticket Contact:Clapper, Mike -Removed agent and services from noted PC Bedfort Collary Commissioners / 9 11:43:51 AM	<u>Hours</u> 0.40 0.40 LT - Ager <u>Hou</u>	100.00 100.00 nts No C	40.00 40.0 Nore Than 60 Ext Arr

6/16/2020	ITCare Gold Agreement	to the disabled PC group - Escalating for further assistance with PC verification. Service Ticket Contact:Clapper, Mike -Removed agent and services	0,30	100.00	30.00
		from noted PC	and the second		0.40



Bill To:			Date	Invoice	and the second second		
Bedford County Cor	mmissioners (1997)		06/30/2				
Attn: Tracey Snyder 200 South Juliana St	reet		Account				
Bedford, PA 15522			Bedford County	Commission	NCC .		
		A AN BAR	Bearona county	Commissione	15		
Terms		Reference					
Net 30 days	07/30/2020		CARE AL				
Services	Work Type Staf	F	Hours	Rate	A		
Billable Services			Fieddash	Rate	Amount		
System Engineer	Communication		C120.51	00	0.00		
System Engineer	Remote Service		0.40	100.00	0.00		
System Engineer	Remote Service		1.10	100.00	40.00		
System Engineer	Remote Service		2.20	100.00	110.00 220.00		
Agreement Billable T	Time: ITCare Gold Agreement			100.00	220.00		
System Engineer	Remote Service	Statisticana a	0.40				
System Engineer	Remote Service		0.40	100.00	40.00		
and a set of a set of the set of the set		-	0.50	100.00	50.00		
			To	s:	460.00		
Adjustments			Quantity		Amount		
Covered by Agreeme	nt: ITCare Gold Agreement				Zanochic		
Services					(90.00)		
			Total Adjustments:		(90.00)		
			Invoice Subtotal:		370.00		
			Sales Tax:		0.00		
Mai	ke checks payable to PC Works Plus		Invoice Total:	the second se	370.00		
			Payments:		0.00		
			Credits:		0.00		
			Balance Due:		370.00		

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Invoice Number: Company:

Bedford County Commissioners

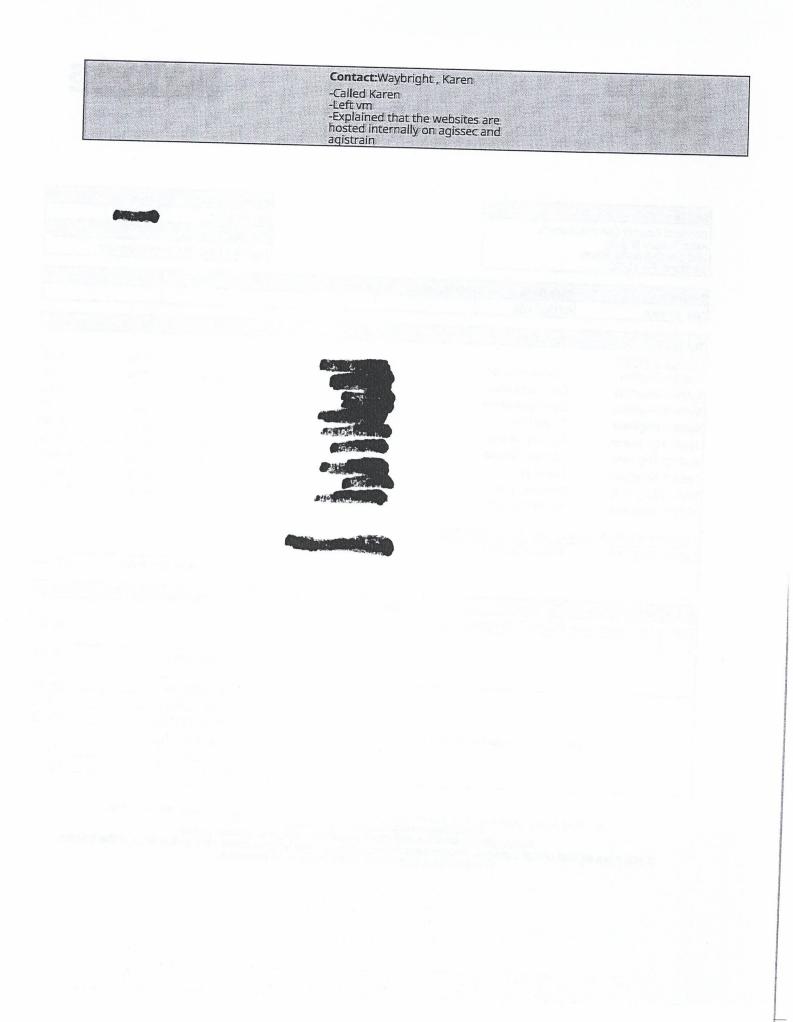
compute Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/1 (1)	Stan		Service Ticket State	0.50	100.00	50.00
		 assisted Jeremy troubleshoot and fix issues with allowing the RapidSOS app thru the firewall 				
06/10/20201		Service Ticket Contact:Waybright , Karen	2.20	100.00	220.0	
		Worked with Troy and opened up rapidSOS on the CAD terminals.			60.0	
06/10/202	20		t: Cart	0.60	100.00	0.0
	Contrasticity of the	105 m	right , Karen			
20.00 t-) 00.00			related to Google maps)	ાર અન્ય કરીક દેશનાની કરીક	त्याच्य है। स्वार्थ है	nonigns nearlys

PO Bok 198 Belanosa, PA 10417 (81 g 742-9150

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	unt and no e		Notes	Hours	Rate	vio Englinaer	Ext Amt
Date	Staff	Agreement		0.20	0.00		0.00
06/03/202	c ch	T	Service Ticke	0.20	0.00		
	- Contraction of the local distribution of t		Contact:Waybright, Karen				
			- Called and left a message for Karen about this, waiting to hear back			16122.10.20	
001021202	107		Service Ticket	0.40	100.00		40.00
6/03/2020	<u>ور</u>	and the second second second	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 				

	Staff	Agreement	narge To: Bedford County Commiss Notes	Hours	Rate	
Date	Stati			0.50	100.00	50.0
6/26/202	0	ITCare Gold Agreement	Service Ticket			
		Agreement	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. 			
06/26/20	20	ПCare Gold Agreement	Service Ticket	0.40	100.00	40.





			Date	Invoice	
ill To:			06/30/2020		an a
edford County Comn	hissioners		Account		
ttn: Tracey Snyder 00 South Juliana Stre	et	· · ·	Bedford County C	ommissioner	S
edford, PA 15522					
	Due Date PO Numb	r Reference			
erms	07/30/2020				
let 30 days	07/30/2020			Rate	Amount
ervices	Work Type	Staff	Hours	Rate	7 10.10 000
illable Services	Contract Francisco		0.10	0.00	0.00
System Engineer	Communication		0.10	0.00	0.00
System Engineer	Communication		0.10	0.00	0.00
	Communication		•	0.00	0.00
System Engineer	Travel From		1.10	100.00	25.00
System Engineer	Remote Service		0.25	100.00	30.00
System Engineer	Remote Service		0.30		100.00
System Engineer	Travel To		1.00	100.00	185.00
System Engineer	Remote Service		1.85	100.00	310.00
System Engineer	On-Site Service		3.10	100.00	510.00
System Engineer	On-site service				
Agreement Billable	Time: ITCare Gold Agreement		0.65	100.00	65.0
System Engineer	Remote Service		0.05		
System Engineer			Total	Services:	715.0
			Quantit	y	Amour
Adjustments					
Covered by Agreem	ent: ITCare Gold Agreement		(.6	5)	(65.0
Services			Total Adjustment	s:	(65.0
					650.
			Invoice Subtota		0.0
			Sales Ta		650.
			Invoice Tota		0.0
N	lake checks payable to PC Work	Plus	Payment		0.
			Credi		650
			Balance Du	le:	050.

Invoice Number: Company:

Bedford County Commissioners

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Locked out of						
Date	Staff	Aqreement	Notes	Hours	Rate	Ext Am
06/24/2020		ITCare Gold Agreement	Service Ticke Contact: Thith, Christy - Christy contacted PCW - Verified issue with credentials - Unlocked Christy - Verified login	0.25		25.0

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

Date Staff	Agreement	Notes	Hours		Ext Am
05/04/202		Service Ticket	0.40	100.00	40.0
		Contact:Goodwin, Anita			
		- Connected to the PC and begreaking ing the windows updates. - Contacted Anita and informed her as well. - Will monitor the updates and will conting once they			
05/05/2020		complete.			
55/ 65/ 2020		Service Ticket	0.20	0.00	0.0
		Contact:Goodwin, Anita			U.U.
		- An entropy of the PCs but they are showing as offline.			
		- Called Anita and left a VM regarding the PC as well. - WQC			
5/05/2020		Service Ticket	0.50		
		Contact:Goodwin, Anita	0.50	100.00	50.00
5/05/202		 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. 		a setting a	
	and An ann an Ann	Sentrester	0.25	100 000 000000	25.00
		Contact: Goodwin, Anita - The updates and scan completed successfully for MDJ- 01 and MDJ-03. - Contacted the customers and information with MDJ-02 - Will continue with MDJ-02 tomorrow as scheduled.			
/06/20	. Vila	Service Ticket	0.40 1	00.00	10.00
		Contact:Goodwin, Anita		00.00	40.00
06/202		 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. 			
00/202		Service Ticket	0.30 1	00.00	30.00
					00.00

Contact:Goodwin, Anita - The updates completed	
 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. 	
urt Administrator Office Charge To: Bedford County Commissioner	rs / remote

connectio		Agreement	Nome	Hours	R	 EXLAIIIC
Date 06/19/202	Staff	ITCare Gold Agreement	Service Ticket Contact: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

ptops fo	r Mary Will	and deee and se	trator Office Charge To: Bedford Co od. Notes	Hours	Rate	Ext Amt
Date	Staff	Agreement		0.10	0.00	0.00
5/15/202			Service Ticket			
			Contact:Goodwin, Anita			
			-Called Anita -Left vm		100 million (100 m	25.00
			Service Ticke	0.25	100.00	25.00
6/15/202			Contact Goodwin, Anita		CARGE A	
			-Talked to Anita			
			-cpcms office jury wave		100.00	100.0
6/18/202	0		Service Ticket:	1.00	100.00	
6/16/202			Contact:Goodwin, Anita			
			Travel to Bedford County			1949
			Commissioners	3.10	100.00	310.0
6/18/202	201		Service Ticke	5		
			Concace: Goodwin, Anita			
		-Connected to the network -Joined to the domain				
		Installed office 2000				
		-Setup default programs	1.10	0.00	0.0	
06/18/20	20		Service Ticket	1.10		
			Contact:Goodwin, Anita			
			Travel from Bedford County Commissioners		94.4	0.
			Service Ticket	0.10	0.00	U.
06/19/20	120		Contact:Goodwin, Anita			
			called and loft a message for			
			Anita about this, waiting to hear			
			back	0.30	100.00	30
06/19/2	120	a h	Service Ticket:	0.50	100.01	
00/15/2			Contact:Goodwin, Anita		1	
			- Spoke with Anita and the jury			Pronion -
			sortware has been updated already			
1			- Removed Mary from the admir	1		
			group and queued			
			BC\tlivengood to be removed from the local admin on the			
			other laptop - No further action required at			
			this time			

Invoice Number: Company:

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Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Cannot remote in.						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/19	ITCare Gold	Service Ticket	0.10	0.00	0.00	
		Agreement	Contact:Stacey, Terry			0.00
		SP MARKENS CONTRACTOR	- Spoke with Terry and he is now able to access his computer remotely		36 (m) 	2 264 (1997) 1997 - 1997 - 1997 1997 - 1997 - 1997 - 1997

Date	Staff	Agreement	Notes	Hours	Rate	Ext Am
06/22/202	.0	ITCare Gold Agreement	Service Ticket	0.20	0.00	0.00
			- Contacted customer and left a VM regarding the issue.			
6/22/2020		ITCare Gold Agreement	Service of the servic	0.50	100.00	50.00
			Service Ticket	1.00	100.00	100.00
			Contact: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.			



C. C.

iill To:			Date	Invoice	
Bedford County Com	missioners	Advects Recal			
Attn: Tracey Snyder	eet		Account Bedford County	Commissione	rs
Bedford, PA 15522	is computed	atus (~ 50005) ~ 2005			
[erms	Due Date PO Numbe	r Reference			
Net 30 days	07/30/2020				
		ci ff	Hours	Rate	Amount
Services	Work Type	Staff	houst		
Billable Services	AU.RE.		1.00	00	100.00
System Engineer	Remote Service		1.00		
Agreement Billable]	ime: ITCare Gold Agreement			0.00	0.00
System Engineer	Communication		0.10		0.00
System Engineer	Communication		0.20	100.00	50.00
System Engineer	Remote Service		0.50	100.00	50.00
			Total	Services:	150.00
			Quanti	JY	Amoun
Adjustments					
And and the second s	ent: ITCare Gold Agreement		(.	5)	(50.00
Services					(50.00
			Total Adjustment	S:	(50.00
		(I)	Invoice Subtota		100.0
	not s	Contraction went	Sales Ta		0.0
			Invoice Tota		100.0
	lake checks payable to PC Works P	Plus	Payment		0.0
	lake theths payable to remain	a stasto real of h	Credi		0.0
			Balance Du		100.0



Bill To:		Date					
Bedford County Cor	nmissioners		Invoice				
Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	reet	20 March 2 Section 4 August 10	06/30/202				
Bedford, PA 15522		Account					
T-Alimenter and a second		Bedford Count	y Commissione	ers			
Terms	Due Date PO Number Ref	erence					
Net 30 days	07/30/2020						
Services	Work Type Staff						
Billable Services	Work Type Staff	Hours	Rate	Amour			
System Engineer	Communication						
System Engineer	Remote Service	0.10	0.0	0.0			
		0.80	100.00	80.0			
greement Billable T	ime: ITCare Gold Agreement						
system Engineer	Remote Service						
		0.60	100.00	60.00			
dr.		Total	Services:	140.00			
djustments overed by Agreemer	nt: ITCare Gold Agreement	CON		America			
ervices	tt. IT care Gold Agreement			Amoun			
		(.6)		(60.00)			
				(00.00)			
	- 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 1974 - 197	Total Adjustments:		(60.00)			
		Invoice Subtotal:		80.00			
		Sales Tax:		0.00			
Mak	e checks payable to PC Works Plus	Invoice Total:					
		Payments:		80.00 0.00			
		Credits:					
		Balance Due:		0.00 80.00			

Invoice Number: Company:

Bedford County Commissioners

ocation: opier.	Bedfora Col		rge To: Bedford County Commissio	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes	0.80	100.00	80.0
5/26		2	Service Ticket:	0.80	100.00	
0120	A REAL PROPERTY AND A REAL	State of the	Contact:Diehl, Kevin			
osy Camin e le cara		-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				
			Kevin's pc -Kevin is going to have other users log off and back in to verify printer show up			
			verify printer show up	0.10	0.00	0.
5/27/20			Al, Kevin			
			-Checked in with Staff -Verified no issues			
		ounty Probation	harge To: Bedford County Commiss	sioners /	Ty Dively is not	getting email
Locatio from @	n: Bedford C pacounties.c	IL.G.		Hours	Rate	Ext A
Date		Agreement	Notes	0.60	100.00	60
06/29/2	1207	ITCare Gold	Service Ticket	0.00	100.00	
1012912	520	Agreement	Contact:Diehl, Kevin			
			- Whitelisted pacounties.org domain on exchange defender - Please allow at least 30 minutes for changes to take			



in the

Bill To:			and the second second		
Bedford County Cor Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	nmissioners reet	Date 06/30/2020 Account Bedford County	06/30/2020		
Terms	Due Date PO Number Ref		ennere Environmenter		
Net 30 days	07/30/2020	erence			
Services	Work Type Staff				
Billable Services		Hours	Rate	Amoun	
System Engineer	Travel To	0.60			
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	
A		1.10	100.00	110.00	
Agreement Billable T	ime: ITCare Gold Agreement				
System Engineer	Communication	0.10	0.00		
	(MEN)		0.00	0.00	
		Total S	ervices:	320.00	
		Invoice Subtotal:		320.00	
		Sales Tax:		0.00	
Mai	ke checks payable to PC Works Plus	Invoice Total:		320.00	
		Payments:		0.00	
		Credits:		0.00	
		Balance Due:	Status M	320.00	

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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Invoice Number: Company:

Bedford County Commissioners

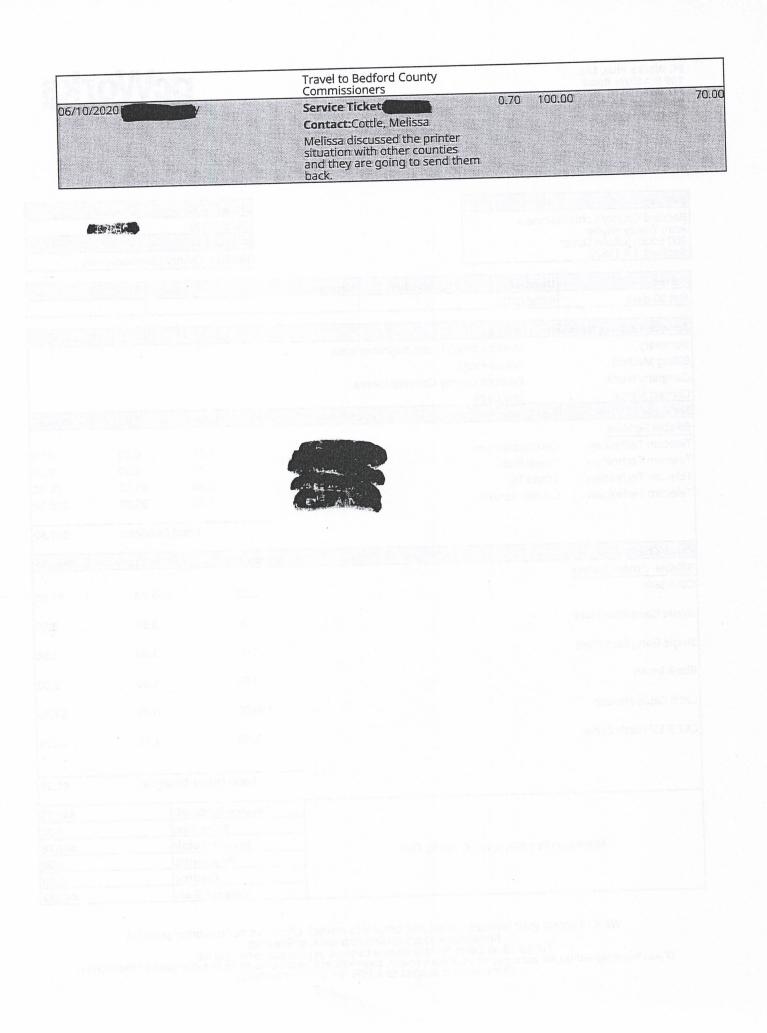
ocation:		unty freasurer ch	arge To: Bedford County Commissio	Hours	Rate	Ext Am
Date	Staff	Agreement	Notes	1.10	100.00	110.0
4/08/20		and a second	Service Ticket:	(P+1 62	100:00	
167	C.a.D		Contact:Deremer, Shirley			
			- Contacted Shirley and verified			
			the issue. - New PC straight out the box			
			has not been undated or			
			attached to the BC network at all.			
			- When attempting to remote			
			into her PC the app will not			
			download. - Shirley cannot down load			
			change wither due to the PC			
			de. o switch the PC out			
			of Singer of th Shirley but it			
		asks for a sword. - Calmotins all the SC app to				
			remote into the PC.			
			- Escalating for further			skon on the passing of
		Ø.t	assistance with new PC set up.			80
04/09/20	E CONTRACTOR		Service Ticket	0.80	100.00	
04/09/20			Contact:Deremer, Shirley			
			Spoke with Shirley and walked	- 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 199 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999		
			her through disabling S mode - Disabled S mode successfully			
			Empiled Shirley a link to			
			remote access and we well able			
			to open the site on her laptop successfully			
			chirley added the site to ner			
			browser favorites and is now able to access and login OK			
		- Tested remote access to the				
140 200			desktop successfully - Shirley tried accessing from the	2		
			healinning and we were able to			
		And Andrewson	connect OK - No further action required at			
			- No further action required at			

Location:	Bedford Cou	unty Treasurer Cha	rge To: Bedford County Commiss	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes			0.00
06/29/202		ITCare Gold Agreement	Service Ticket	0.10	0.00	
		Agreement	Contact:Deremer, Shirley			
			- Contacted Shirley - Verified issue with account being locked - Shirley stated this was about 20 min ago - Verified login - Reviewed with Shirleyabout 15min auto-unlock policy			
			arge To: Bedford County Commis	sioners /	Questions about	connecting
Location	: Bedford Co	unty Treasurer Ch	arge 10: Bediord County Comme			E-st Amo
printers		and the second se		Hours	Rate	
Date	Staff	Agreement	Notes	0.60	100.00	60.0
06/10/20	205		Service Ticket	0.00	100.00	
00/10/20	201		Contact:Cottle, Melissa			

Batel



Bill To: Bedford County Comn Attn: Tracey Snyder 200 South Juliana Stre Bedford, PA 15522	nissioners et			Date 06/30/ Accou Bedfor	nt	Commission	
Terms	Due Date	PO Number	Reference	8			
Net 30 days	07/30/2020						
Service Request Num	ber 497880						
Summary		ops in the playroom	n area.			and the second	
Billing Method	Actual Rate						
Company Name	Bedford Co	unty Commissione	rs				
Contact Name	Lisa Cairo						
Services	Work Type	Sta	ff	H	ours	Rate	Amoun
Billable Services Telecom Technician	C						
Telecom Technician	Communication	6		K.	0.10	0.00	0.0
Telecom Technician	Travel From				1.10	0.00	0.0
Telecom Technician	Travel To				0.80	95.00	76.00
relecom recimician	On-Site Service				2.90	95.00	275.5
					Total	Services:	
Other Charges					TOLAT	services:	351.5
Billable Other Charges	A second and the second			Quantity		Price	Amoun
Cat 5 Jack							
				2.00		5.50	11.00
Single Gang Face Plate				1.00			
				1.00		3.50	3.50
ingle Gang Face Plate				1.00		3.50	2.50
Blank Insert						5.50	3.50
				2.00		1.00	2.00
at 6 Cable Plenum							
				150.00		0.38	57.00
AT 6 15' Patch Cable				3.00		4.76	14.20
				5.00		4.70	14.28
			-	Total O	ther Cha	raos	04.00
						iyes.	91.28
			-	Invoice Su			442.78
			H		les Tax:		0.00
Make c	hecks payable to PC	Works Plus	F		e Total:		442.78
			F		ments:		0.00
			-		redits:		0.00
				Balan	ce Due:		442.78





Bill To: Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522		0+1120009		Date 06/30/2020 Account Bedford County Co	about a first state of the
Terms Net 30 days	Due Date 07/30/2020	PO lumber	Reference		
Service Request Nu					ME.
Summary Billing Method Company Name Contact Name Other Charges	Actual Ra	County Commission			
illable Other Charg	es			Quantity	Amour
Year Domain Name bedofordcoutypa.net	Popowola bada	ountypa.org		1.00	4.00 44.00
				Total Other Charg	ges: 44.00
				Invoice Subtotal:	44.00
N.4-1				Sales Tax:	
Mak	ke checks payable to	PC Works Plus		Invoice Total:	44.00
				Payments:	0.00
			-	Credits:	0.00
				Balance Due:	44.00

Invoice Number: Company:

Bedford County Commissioners

ayroom	area.	Cardination of the second s	Youth Charge To: Bedford County C	Hours	Rate	Ext Am
Date	Staff	Agreement	Notes	0.80	95.00	76.0
1221202	and the second		Service Ticket	0.00	55.00	
221202			Contact:Cairo, Lisa			
mande	Strime 11		Travel to Bedford County			
			Commissioners	2.90	95.00	275.
5/22/2020		Service Ticket				
		and the second second second second	Contact:Cairo, Lisa			
			-Ran a dual drop into the office the paralegals will eventual			
				the contract for		State of the state
			-Two dual drops already existed. -Left a note in the network rack			
		1. Alternation	for which ports need connected.			0
		•	Service Ticket	1.10	0.00	
5/22/202	20		Contact:Cairo, Lisa			
			Travel from Bedford County			
		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	Commissioners	0,10	0.00	C
6/22/20	26		Service Ticket	0.10		
0122123			Contact:Cairo, Lisa			
			Added parts			

pcWorks

Passo

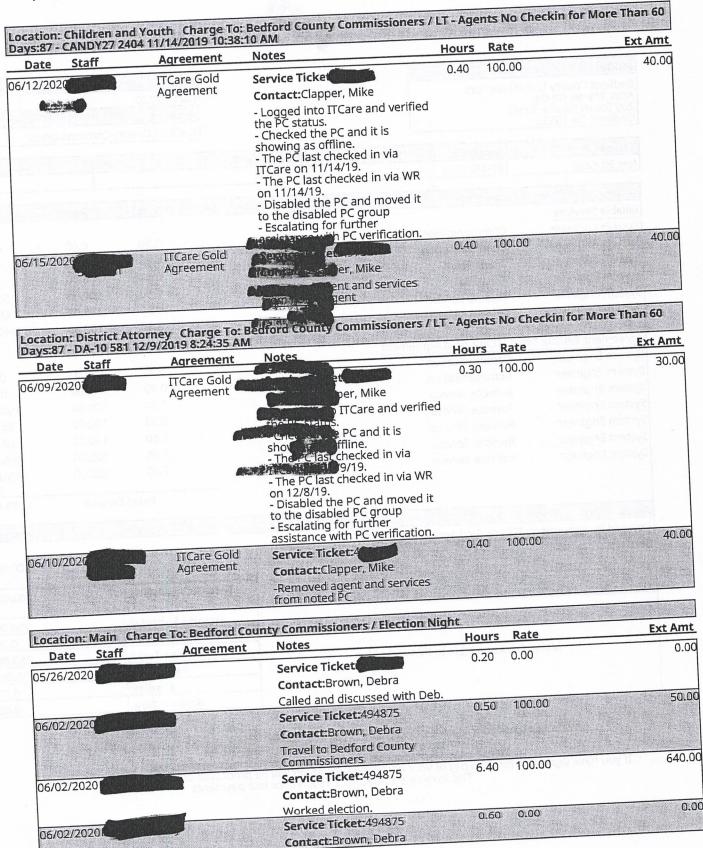


Attn: Tracey Snyder 200 South Juliana Si Bedford, PA 15522		Account Bedford Coun	ty Commissio	oners
Terms Net 30 days	Due Date PO Number	Reference		
INEL SU UAYS	07/18/2020			
Services	Work Type			
Billable Services	Staff	Hours	Rate	Amou
System Engineer	Communication	his and the second s		
System Engineer	Communication	0.20	0.00	0.0
System Engineer	Travel From	0.60	0	0.0
System Engineer	Travel To	0.60	0.00	0.0
System Engineer	Remote Service	0.50	100.00	50.0
System Engineer	On-Site Service	0.60	100.00	60.0
		6.40	100.00	640.0
Agreement Billable T	ime: ITCare Gold Agreement			040.0
ystem Engineer	Communication			
ystem Engineer	Communication	0.20	0.00	0.00
ystem Engineer	Remote Service	0.70	.00	0.00
ystem Engineer	Remote Service	1.00	100.00	100.00
ystem Engineer	Remote Service	0.55	100.00	55.00
ystem Engineer	Remote Service	0.60	100.00	60.00
/stem Engineer	Remote Service	3.05	100.00	305.00
		2.80	100.00	280.00
ljustments		Total	Services:	1,550.00
	t: ITCare Gold Agreement	Quantity		America
rvices				Amount
		(2)		(800.00)
		Total Adjustments:		(800.00)
		Invoice Subtotal:		750.00
Mala		Sales Tax:	26-24,000	0.00
Маке	checks payable to PC Works Plus	Invoice Total:		750.00
		Pa		(750.00)
		Credits:		0.00
		Balance Due:		0.00
Want to	access your invoices, tickets and other info https://pcworksplus.connectb	- Secondary		0.00

With an and a state of the

Invoice Number: Company:

Bedford County Commissioners



			Travel from Bedford County Commissioners			
Locatio	n: Main C	harge To: Bedford Co	unty Commissioners / Issue with e	Contractor of Manager		
Date	Staff	Agreement	Notes	Hours		Ext Arr
06/05/20	020	ITCare Gold	Service Ticket:	1.00	100.00	
		Agreement	Contact:Clapper, Mike	1.00	100.00	100.0
			-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 loe			
			remoted into the server			
Location	n Main Ch	arge To: Bedford Cou	nty Commissioners / remote acce			
Date	Staff	Agreement	Notes	S. 100		-
06/05/20	20	TTCare Gold		Hours	Rate	Ext Am
		Agreement	Service Ticket:4	0.20	0.00	0.00
			Contact:Baughman, Deb - Left a voicemail for Deb			
06/09/20	09/2020, ITCare Gold Agreement	Service Ticket:496322	0.10	0.00	0.00	
		Agreement	Contact:Baughman, Deb			0.00
06/10/20	20		- Left a voicemail for Deb			
06/10/20		ITCare Gold Agreement	Service Ticket:4	0.20	0.00	0.00
	ACCOUNTS OF		Contact-Baughman, Deb			
			- Contacted Deb - Deb will try to call end of day tomorrow or Friday around 9			
06/11/20		t, ITCare Gold Agreement	Service Ticket	0.20	0.00	0.00
		- greeniene	Contact:Baughman, Deb			
			 office is currently closed moving ticket to tomorrow at 9 			
06/12/202	20	ITCare Gold Agreement	Service Ticket: Contact:Baughman, Deb	0.30	100.00	30.00
			 Deb contacted PCW Verified issue with remote website Reviewed with Deb on clearing browsing in Chrome Verified access 			
ocation: Date	Main Cha Staff		ty Commissioners / Setup VPN for	access.		
5/29/202	AND DESCRIPTION OF THE OWNER.	Agreement	Notes	Hours	Rate	Ext Amt
5/29/202	u j		Service Ticket	0.60	0.00	0.00
			Contact:Lang, Josh - Setup remote access for Corey - Called left VM for him			

AL-MANAZOROT	- Called left VM for him - Waiting on call back			5
05/29/2020F	Service Ticket	0.60	100.00	60.00
	Contact:Lang, Josh			
	- Talked to Corey - Setup remote access - Sent remote access directions - Sent Email reset link - No variable issues at this time			
		The second s		

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
6/11/202	20	t, ITCare Gold Agreement	Service Ticket: Contact:Clapper, Mike SEN-1995869	0.30	100.00	30.00
			LT - 12/10/2019 9:22:28 AM AD 12:11 /2019 8:54:18 AM WR - Dec 10th 2019, 14:24 - Disabled and moved to disabled OU - Moving for agent removal	nin nin Ngrangan		05.0274.030
6/16/20	201	ITCare Gold Agreement	Service Ticket Contact:Clapper, Mike - Removed Dead agent from all portals	0.25	100.00	25.00
ocation	1: Public Defer	nder Charge To: Be 7 623 10/15/2019 10:	dford County Commissioners / LT	- Agents	No Checkin for	More Than 60
Days:87	Staff	Agreement	Notes	Hours	Rate	Ext Am
06/12/20		ITCare Gold Agreement	Service Ticket Contact:Clapper, Mike - Logged into ITCare and verified	0.40	100.00	40.0
			 Logget and 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. 			
6/15/2	020	ITCare Gold Agreement	Service Ticket: Contact:Clapper, Mike - Removed Dead computer from all portals	0.30	100.00	30.
Locatio	n: Sheriff Ch	arge To: Bedford Co 524 12/9/2019 2:11:4	ounty Commissioners / LT - Agents	No Chec	kin for More Th	nan 60 Days:87 -
Date		Agreement	Notes	Hours	Rate	Ext An
Date		ITCare Gold	Service Ticke	0.25	100.00	25.
06/09/2		Agreement	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	3		
06/09/2		5.5 5.6 5.6 5.6 5.6 5.6 5.6 5.6 5.6 5.6	 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 E to the disabled PC group E to the disabled PC verification. 	Nyalia a nean	100.00	40
06/09/2		Agreement ITCare Gold Agreement	 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 Effective for further 	0.40	100.00	
Locati	201 Don: Sheriff (ITCare Gold Agreement	 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 Etitical for further assistance with PC verification. Service Ticket Contact:Clapper, Mike -Removed agent and services from using windows 7 PC	0.40	and a Hells	
06/11//	207 ion: Sheriff C FF02 564 12/9	ITCare Gold Agreement	 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 Elistic for further assistance with PC verification. Service Ticket Contact:Clapper, Mike Removed agent and Services 	0.40	eckin for More T	

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		- 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 V			
		011/2/9/19			
		- Disabled the PC and moved to the disabled PC group	d it		
		- EScalating for further			
06/08/202	ITCare Gold	assistance with PC verification	on.		
	Agreement	Service Ticket	a second in the second s	.20 0.00	
		Contact:Clapper, Mike		A	
		- Removed dead agent from a portals	all		
1 Ocation: Showiff		portais			
SHERIFF08 629 12/9	/2019 12:40:36 PM	d County Commissioners / LT - Age	nts No C	heckin for More T	ban 60 Daveraz
	Agreemen	t Notes			
06/08/2020	ITCare Gold	Serlie			Ext A
	Agreement	Contact:Clapper, Mike	0	30 100.00	3
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		- Logged into ITCare and verified the PC status.	ied		
		- Checked the PC and it is			
		showing as offline. - The PC last checked in via			
		- The PC last checked in via WR on 12/9/19.	R		
		- Disabled the PC and may ad it			
		to the disabled PC around			
6/09/2020	AT 1990 DB BC Max man part	- Escalating for further assistance with PC verification.			
0/03/202	ITCare Gold	Service ricke	#14/80000*e0x-04016		
	Agreement	Contact:Clapper, Mike	0,4(100.0	40.
		-Removed agent and see t			
		monninoled PC			
ocation: Tax Assessn	nent Charge To: F	Bedford County Committee			Bartel de parte de la composition de la
	Agreement	Bedford County Commissioners / L 2019 2:44:07 PM Notes			More Than 60
100 12020			Hour	s Rate	F
109/2020	ITCare Gold	Service Tieles			EXT Am
/09/2020	ITCare Gold Agreement	Service Ticke	0.30	100.00	Ext Am
/09/2020	ITCare Gold Agreement	Contact:Clapper, Mike			30.0
109/2020	ITCare Gold Agreement	Contact: Clapper, Mike - Logged into ITCare and verified the PC status			
/09/2020	ITCare Gold Agreement	Contact:Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is			
/09/2020	ITCare Gold Agreement	Contact:Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is Showing as offlice			
/09/2020	ITCare Gold Agreement	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 12/10/10			
/09/2020	ITCare Gold Agreement	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 Min.			
VU9/2020	ITCare Gold Agreement	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 manual in			
/09/2020	ITCare Gold Agreement	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 aroun			
	ITCare Gold Agreement	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			
	Agreement ITCare Gold	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		100.00	
09/2020	Agreement	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. Service Ticket			30.0
	Agreement ITCare Gold	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. Service Ticket Contact:Clapper, Mike		100.00	
0/2020	Agreement	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. Service Ticke Contact:Clapper, Mike -Removed agent and services from noted PC	0.40	100.00	40.00
0/2020	Agreement	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. Service Ticke Contact:Clapper, Mike -Removed agent and services from noted PC	0.40	100.00	40.00
0/2020	Agreement ITCare Gold Agreement nt Charge To: Bed 12/10/2019 12:52:4	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. Service Ticket Contact:Clapper, Mike -Removed agent and services from noted PC	0.40	100.00	40.00
0/2020	Agreement ITCare Gold Agreement Agreement 12/10/2019 12:52:4 Agreement ITCare Gold	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. Service Ticke Contact:Clapper, Mike -Removed agent and services from: noted PC ford County Commissioners / LT- * Notes	0.40 Agents Hours	100.00	30.0 40.00 re Than 60
0/2020 tion: Tax Assessment 1:87 - RANDR05 2903 ate Staff	Agreement ITCare Gold Agreement 12/10/2019 12:52: Agreement ITCare Gold Agreement	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. Service Ticke Contact:Clapper, Mike -Removed agent and services from noted PC Hord County Commissioners / LT - 43 PM	0.40 Agents Hours	100.00 100.00 No Checkin for Mo	30.0 40.00 re Than 60 <u>Ext Amt</u>
0/2020	Agreement ITCare Gold Agreement 12/10/2019 12:52: Agreement ITCare Gold Agreement	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. Service Ticke Contact:Clapper, Mike -Removed agent and services from: noted PC Hord County Commissioners / LT- 43 PM Notes Service Ticke Contact:Clapper, Mike	0.40 Agents Hours	100.00 100.00 No Checkin for Mo Rate	30.0 40.00 re Than 60
0/2020	Agreement ITCare Gold Agreement Agreement IZ/10/2019 12:52:4 Agreement ITCare Gold Agreement	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. Service Ticke Contact:Clapper, Mike -Removed agent and services from noted PC Iford County Commissioners / LT - * Notes Service Ticke Contact:Clapper, Mike -Logged into ITCare and verified the PC status	0.40 Agents Hours	100.00 100.00 No Checkin for Mo Rate	30.0 40.00 re Than 60 <u>Ext Amt</u>
0/2020	Agreement ITCare Gold Agreement It Charge To: Bed 12/10/2019 12:52: Agreement ITCare Gold Agreement	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. Service Ticke Contact:Clapper, Mike -Removed agent and services from: noted PC Hord County Commissioners / LT- 43 PM Notes Service Ticke Contact:Clapper, Mike	0.40 Agents Hours	100.00 100.00 No Checkin for Mo Rate	30.0 40.00 re Than 60 <u>Ext Amt</u>

		 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	ITCare Gold Agreement	Service Teket Cond Contact:Clapper, Mike -Removed agent and services from noted windows 7 PC	0.40 10 40. T - Agents No Checkin for More Than 60.

ocation:	TAXASSESSI	nent Charge To: Bo MENT5 1283 12/10/2	019 1:53:31 PM	Hours	Rate	Ext Amt
Date	Staff	Agreement	Itotes	0.40	100.00	40.0
6/09/2020	ITCare Gold Agreement	Service Ticket 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.			40	
06/11/2	020	ITCare Gold Agreement	Service Tiske 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		





notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

ExchangeDefender Message Security: Check Authenticity

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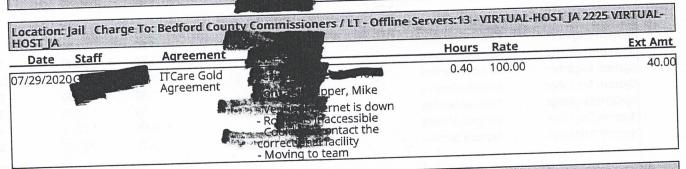
PLACE AND

Bill To:				Date	Invoic	A
Bedford County Cor	mmissioners			07/31/2020		
Attn: Tracey Snyder 200 South Juliana St	reet	10155 , s.g. e		Account	Constraint of the second second	
Bedford, PA 15522		e na statuente est		Bedford Count	y Commissior	ners
Terms	Due Date	PO Number	Reference			
Net 30 days	08/30/2020					
Services	Work Type	S	taff	Hours		
Billable Services	·				Rate	Amour
System Engineer	Communication			0.10		
System Engineer	Communication			0.10	0.00	0.0
System Engineer	Remote Service	bre star	1	1.90 2.35	0.00 100.00	0.0
Non-Billable Services	-			2.55	100.00	235.00
System Engineer	Remote Service					
				0.25	100.00	0.00
Agreement Billable T	ime: ITCare Gold Agree	ement				
System Engineer	Communication			0.20	0.00	
System Engineer	Remote Service	1		0.20	100.00	0.00
System Engineer	Remote Service	Maria and a second	li i i i i i i i i i i i i i i i i i i	3		70.00
System Engineer	Remote Service			0.50	100	300.00
System Engineer	Remote Service			1.55	100.00	50.00
System Engineer	Remote Service			0.95		155.00
System Engineer	Remote Service				100.00	95.00
				0.30	100.00	30.00
				Total	Services:	935.00
djustments				Quantity		Amount
ervices	nt: ITCare Gold Agreem	ient in the second second				
			The Daily	(7)		(700.00)
				Total Adjustments:		(700.00)
				Invoice Subtotal:		235.00
				Sales Tax:		0.00
Mak	e checks payable to PC	Works Plus		Invoice Total:		235.00
				Payments:	2000	0.00
		C LURART		Credits:		0.00
				Balance Due:	19:00B	235.00

Invoice Number: Company:

Bedford County Commissioners

	Staff	Agreement	Notes	Hours	Rate	Ext Amt
Date	AND DESCRIPTION OF	ITCare Gold Agreement	Service Ticket: 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 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	0.25	100.00	25.00
07/17/202	20Pyzowski, joe	: ITCare Gold Agreement	Contact:Clapper, Mike - Removed Dead agent from all	0.50	100.00	50.0



Date	Staff	Agreement	nty Commissioners / Backup Failur Notes	Hours	Rate	Ext Am 30.0
7/30/202		ITCare Gold Agreement	Service Ticker Ticker Contact: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	50.0

Date	Staff	Agreement	nty Commissioners / Issue with We Notes	Hours	Rate	0.0
)GonzalezCroft,	ITCare Gold Agreement	Service Ticket: Contact:Bollman , Makayla - Left a voicemail for Makayla	0.10	0.00	25.
17/29/202	0GonzalezCroft,	ITCare Gold Agreement	Service Ticket:502231 Contact:Bollman, Makayla - Contacted Makayla - Verified issue with word view - Reviewed how to changed views in word	0.25	100.00	

a constant in the second		T- Dedford Cour	ty Commissione	rs / Issues with Munis.	00000000000000000	
Location:	Main Char	ge lo: Bediord Cour		ers / Issues with Munis. Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes	Tiours		

	ITCare Gold Agreement	Service Ticket	0.60	100.00	60.0
		Contact: Snyder , Tracey Assisted "Jason" with the removal and installation with a different version Munis. I elevated for him.			
ocation: Main Ch	arge To: Bedford Co	unty Commissioners / Issues with r	ooutlant		
Date Stall	Agreement	Notes	Hours		
7/24/2020		Service Tick	0.10	0.00	Ext Am
		Contact: Bollman , Makayla -Called Makayla -Left vm	0.10		0.0
//24/2020F	ITCare Gold Agreement	Service Ticke Contact:Bollman , Makayla -Talked to Makayla -Varific Linue with microphone -Found a driver update from	0.70	100.00	70.0
		-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			
cation: Main Cha	rite To: Badfard Com				
Date Staff	Agreement	nty Commissioners / Microsoft wor Notes			
/17/2020	ITCare Gold	Service Ticket	Hours	Rate	Ext Amt
	Agreement	Contact:Bollman , Makayla - Tried calling((814) 623-2693) multiple times but call does not	0.10	0.00	0.00
17/20207-		complete			
17/2020	ITCare Gold Agreement	Service Ticket Contact:Bollman , Makayla - Contacted Makayla	0.90	100.00	90.00
		 Verified issue with "Network Connectivity Status Indicator" on desktop Fixed registry via CMD 			
		command - Restarted - Verified activation can now be			
		O O INC			A second s
		one - Verified Makayla's primary email address is set to "@bedfordcountypao365.onmicr osoft.com"			
		one - Verified Makayla's primary email address is set to "@bedfordcountynap365 opmics"			

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

Date Staff 06/08/2020	Agreement	Notes	Hours Rate	Ext Amt
06/08/2020	Y	Service Tickerstand Contractionang, Josh Tim,	0.70 0.00	0.00
		A couple of years age we were		Sec 11

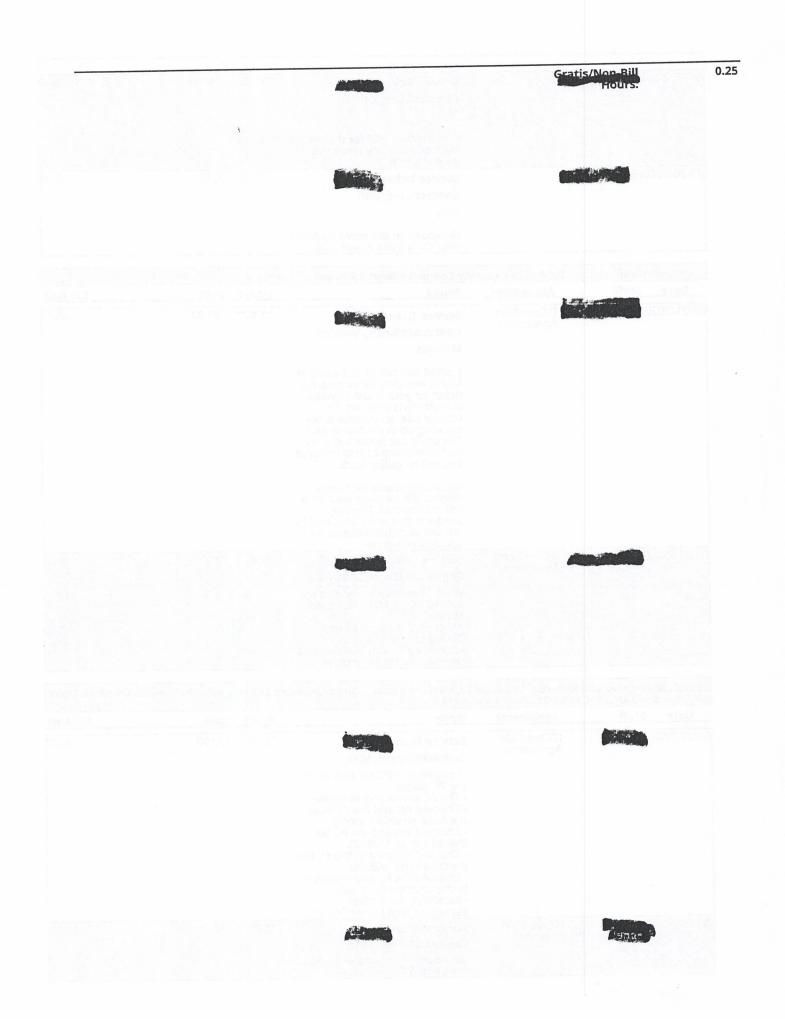
	ale ted both firewall at Bedford county of abnormal traffic, we traced it down to the linux server for the VPN. We shut it down and virtually pulled the plug we told Josh and possibly sent an Email to UDNI. It's been off for a long time and no one has said anything.		
	How do you know want to proceed? We are really not comfortable with just turning the VM back on.		0.00
6/16/2020F	Service Ticket Contact:Lang, Josh Josh, Market Do you require anymore assistance with this ticket?	0.10	
)7/01/2020Fl	Service Ticket Contact:Lang, Josh Josh and Tim,	0.60	0.00 0.00
	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.		100.00 160.0
07/09/202	Service Ticke 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 comilected 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.	1.60	
07/10/2020	When does the test need to be shut off? Service Ticke Contact:Lang, Josh Tim, The PC is using the same route as the Wave, I'll check on this Wed morning.	0.25	0.
07/15/2020	Service Ticke Contact:Lang, Josh Tim, I shut the test down.	0.40	0.00 C
07/15/202	Can you see the logs in the cloud or to you need need me to put the logs from the machine? Contact:Lang, Josh Shutdown the test and set the NIC on the test PC back to the	ه 0.5	0 100.00 5

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

Date	Staff	Agreement	nty Commissioners / Setup user fo Notes	Hours	Rate	Ext Amt
07/21/202	OF	ITCare Gold Agreement	Service Ticke Contact:Bollman , Makayla Makayla,	1.60	100.00	160.00
			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.			
07/21/2020	DF	Agreement	Service Ticket	0.80	100.00	80.00
		rigi cemene	Contact: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.			

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	T	ITCare Gold Agreement	Service Ticke Contact:Clapper, Mike	0.40	100.00	40.00
			 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. 			
07/28/2020		ITCare Gold Agreement	Service Ticket	0,30	100.00	30.00
			-Removed agent and services from noted PC			



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pcWorks

ill To;			Date.	Invoice			
edford County Com	missioners	2	03/31/2020				
ttn: Tracey Snyder 00 South Juliana Stre edford, PA 15522	eet		Account Bedford County C	Commissione	rs		
	Due Date PO Numbe	er Refere	nce				
erms	04/30/2020	CARLES AND AND AND AND AND					
let 30 days	04/30/2020			Deta	Amount		
Gervices	Work Type	Staff	Hours	Rate	Annodine		
Billable Services			0.10	0.00	0.00		
System Engineer	Communication		0.10	0.00	0.00		
System Engineer	Communication		0.30	100.00	30.00		
System Engineer	Remote Service		0.30	100.00	100.00		
System Engineer	Remote Service		1.00	100.00	115.00		
System Engineer	Remote Service		1.15	100.00	110.00		
Agreement Billable 1	ime: ITCare Gold Agreement		0.50	100.00	50.00		
System Engineer	Remote Service		0.50				
System Light				Services:	295.00		
	一 些市场		Ouantit	V	Amount		
Adjustments							
Covered by Agreem	ent: ITCare Gold Agreement		(.!	5)	(50.00)		
Services							
			Total Adjustment	S:	(50.00)		
			Invoice Subtota	1:	245.00		
			Sales Ta		0.00		
			Invoice Tota		245.0		
	lake checks payable to PC Works	Plus	Payment		0.0		
N.	lake checks payable to the theme		Credit		0.0		
			Balance Du		245.0		

Want to access your invoices, tickets and other info online? Check out our customer portal at https://pwwartics.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 Number: Company:



Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
3/20/202			Service Ticke	0.40	100.00	40.00
			Contact:Sigel, Kayla			
			 Spoke with Kayla, she is working from her home PC 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 Found that Kayla is using Wheteview Mode as this was hased computer Discusses in dwalked Kayla through the bling the S mode disabled we testance PC We are now able to access Windows compatible applications - Kayla is able to open remote access to her PC successfully No further action required at this time 			
23/2026			this time			
			Service Ticket	0.30	100.00	30.00
			Contact:Sigel, Kayla			
			 Spoke with Kayla Her office computer is showing it is offline Sent Wake on LAN packet and the computer came back online Adjusted power management settings for the PC and the LAN adapter to prevent sleep or disabled state Asked Kayla let me know if she has any additional issues or needs anything further 			

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

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/20/202	07		Service Ticke	1.20	100.00	120.00
Chi Antoneo			Contact:LaSalle, Kendra			120100
	^		 This Laptop was in windows 10 S mode This mode only allows apps to be installed from the Microsoft store removed S Mode via https://support.microsoft.com/e n-us/help/4456067/windows-10- switch-out-of-s-mode after that, all software could be installed successfully Instructed Kendra how to connect to her PC at work via screen connect 			

pcWorks

Ex.

Bill To: Bedford County Com Attn: Tracey Snyder 200 South Juliana Str Bedford, PA 15522	missioners eet			Date 03/31/202 Account Bedford County Commissioners		
Terms	Due Date 04/30/2020	PO Number	Reference			
Net 30 days		S	taff	Hours	Rate	Amount
Services Billable Services System Engineer	Work Type Remote Service Remote Service	10 300		0.70	100.00	70.00 120.00
System Engineer				Total Services:		190.00
				Invoice Subtotal:		190.00
				Sales Tax:		0.00
				Invoice Total:		190.00
N	lake checks payable to	PC Works Plus		Payments:		0.00
IV IV	lake checks payable a			Credits:	1	0.00
				Balance Due:		190.0

Invoice Number: Company:

6.0

Bedford County Commissioners

Date	Staff	Agreement	Charge To: Bedford County Comm Notes	Hours	Rate	Ext Amt
3/18/202	병 시간 만큼 가지도 하지 않는 것이 같은 것이 없다.		Service Ticket	0.40	100.00	40.00
			Contact:Lowery, Sheri			0.00
3/20/2020			 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 additional additional additionadditional additional additionad additional additi			
5#2072020			Contact:Lowery, Sheri	0.25	100.00	25.00
			 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 			



Bill To:				Date: 03/31/2020	Invoice	an a
Bedford County Cou Attn: Tracey Snyder 200 South Juliana S Bedford, PA 15522	mmissioners treet			Account Bedford County Commiss		
Terms	Due Date	PO Number	Reference			
Net 30 days	04/30/2020 Work Type	St	aff	Hours	Rate	Amour
Services Billable Services System Engineer	Remote Service			0.65	100.00	65.0
System Engineer				Total Se	ervices:	65.
				Invoice Subtotal:		65.
			F	Sales Tax:		0.
				Invoice Total:		65.
	Make checks payable to	o PC Works Plus		Payments:		0.
				Credits:		65.
				Balance Due:		0.5.

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 0.90 Hours: ALC: NOT Managar

.

Invoice Time Detail

Invoice Number: Company:

Bedford County Commissioners

Ext Am	Rate	Hours	Notes	Agreement	safe Website Staff	Date
110.0	100.00	1.10	Service Ticket	0		3/25
			Contact:Schwartz, Don			
			-Called Don -Found issues with dns not working -Changed dns to 8.8.8.8 -Installed and verified skype is working			PTROPARTS
/ Cannot use	Commissioners /	County	mission Office Charge To: Bedford	nty Planning Com	Bedford Cou	ocation:
Ext Am	Rate	Hours	Contractor 2 Alt	Agreement	staff	emote a
0.0	100.00	0.90	Service Tick	Aqreement	A State of the second	Date
			Contact:Schwartz, Don		3/20/202	
160.	100.00	6.60	 Don was given a laptop with no instructions Don setup his laptop with his worker as uddress Laptop is in Windows 10 S mode Laptop will not run screenconnect because of S mode Moving to team 	Aja		
	IUCIUS	1.00	Service Ticket		20	03/20/202
			Contact: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			
70	100.00	0.70	Service Ticket:		20	03/23/20
			Contact:Schwartz, Don		Manual Andrews	202020
			-Called Don -Verified that the remote access was working -Assisted with Theme and display settings for better view			

Location: Bedford County Planning Commission Office Charge To: Bedford County Commissioners / Issues with laptop. Ext Amt Hours Rate Notes Agreement Staff Date 30.00 100.00 0.30 ITCare Gold Service Ticke 03/19/2020 Agreement Contact:Stacey, Terry - Contacted Terry - Verified Terry has never logged into the computer while at Bedford county



Printe. Cats

Bill To:				Date	Invoice		
Bedford County Con	nmissioners	A REAL PROPERTY AND A REAL		03/31/2020			
Attn: Tracey Snyder 200 South Juliana St	reet	nod strage		Account			
Bedford, PA 15522				Bedford County Commissioners			
Terms	Due Date	PO Number	Reference				
Net 30 days	04/30/2020	n ver nen skyle	nererence				
Services	Work Type		Staff	Hours	Rate	Amount	
Billable Services				riceits)	Nate	AIIIOUIII	
System Engineer	Remote Service			1.60	100.00	160.00	
System Engineer	Remote Service			1.80	00.00	180.00	
Non-Billable Services	5			- the second	The second	100.00	
System Engineer	Remote Service	1		0.90	100.00	0.00	
Agreement Billable T	ime: ITCare Gold Ag	reement	2300 301 1027 10 5886 1027				
System Engineer	Remote Service			0.30	100.00	30.00	
				Total	Services:	370.00	
Adjustments				Quantity	A starting of the starting of	Amount	
Covered by Agreeme Services	nt: ITCare Gold Agre	ement		- IRCELPTAL INFO			
Services				(3)		(30.00)	
				Total Adjustments:		(30.00)	
		NAMES AND STREET		Invoice Subtotal:		340.00	
				Sales Tax:		0.00	
Mal	ke checks payable to	PC Works Plus		Invoice Total:		340.00	
				Payments:		0.00	
			-	Credits:		0.00	
			2535 2600 L	Balance Due:		340.00	

Want to access your invoices, tickets and other info online? Check out our customerants at https://power.spius.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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Invoice Number: Company:

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Bedford County Commissioners

Ext Amt	Rate	s	Hours	Bedford County Commissioners / Notes	Agreement		
60.00	100.00		0.60	Service Ticket	Agreement	Staff	Date
				Contact:Dixon, Tony			3/18/2020
				-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 vian 216 for			
				video conferencing -Called Jony			
Second Second				n to reboot the			
0.0	0.00	0	0.10	Milancopull a new ip address			
				Service Ticket		3/19/2020	03/19/202
en andresse and				Contact:Dixon, Tony			
0.0				-Tony is still running cables			
0.0	0.00	0	0.20	Service Ticket			
				Contact:Dixon, Tony			03/20/202
				Called Tony			
				-Everything is working -Updated switch config			
<u>S.</u>	ony 100 RJ45 ends.	d To	/ Send	o: Bedford County Commissioners	- Inil Charge T		
	Rate	urs	Hour	Notes	Agreement	Bedford Cour	
0.0	95.00	25	0.25	Service Ticke	Agreement	Staff	Date
				Contact:Dixon, Tony		2	03/25/202
				-Packaged for shipment and		3	
				waiting UPS pickup.			
0.3	Gratis/Non-Bill						

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Se Distant

Bill To:				Data			anico company a
Bedford County Com	nissioners			Date 03/31	/2020	voice	
Attn: Tracey Snyder 200 South Juliana Stre Bedford, PA 15522	ot	(1-01 (3)		Accou	and the second second second		
Bedford, PA 15522		College and the				y Commissione	ers
Terms	Due Date	PO Number	Reference				
Net 30 days	04/30/2020		Kerenence				
Services	Work Type		Staff				
Billable Services			Stati		Hours	Rate	Amount
System Engineer	Communication				0.30	0.00	
System Engineer	Remote Service					0.00	0.00
		And the second second			0.60	100.00	60.00
Non-Billable Services						AND A CONTRACTOR	
Telecom Technician	Remote Service				0.25	95.00	0.00
						s:	60.00
Other Charges				Quantity		Price	A
Billable Other Charges		Distances of		Quantita		FILCE	Amount
Shipping				1.00		10.72	10.72
Package of 100 RG45 m	nodule crips			1.00		80.60	80.60
							00.00
			Nil adensi	Total	Other Ch		91.32
		an merendida is	The grow of the	Invoice	Subtotal		151.32
					ales Tax		0.00
Make	checks payable to P	C Works Plus			ice Total		151.32
	, , ,				yments		0.00
					Credits	the second s	0.00
				Bala	nce Due:		151.32

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

135

Action of the set of the

https://support.microsoft.com/e n-us/help/4456067/windows-10swithattpof-s-mode - BANDAD

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Children in

Invoice Number: Company:

Bedford County Commissioners

Date	Staff	Agreement	Notes	Hours	Rate	Ext Am
03/24/202	9		Service Ticket:4	0.75	100.00	75.0
			Contact: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			
Location: Christoph	Bedford Cou er Collins &	unty District Attorn Julia Bernazzoli.	ey Charge To: Bedford County Co	mmissio	ners / Needs two	users setup
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
3/17/2020			Service Ticket	0.10	0.00	0.00
			Contact:Amick , Toni			0.00
		1	-Called Toni left VM.			
3/17/202			Service Ticket: 486341	0.10	0.00	0.00
			Contact:Amick , Toni		1.0	0.00
			-Contacted Toni.			
4			-She is going to email			
3/17/202			information for users into ticket. Service Ticket	0.25	100.00	25.00
			Contact:Amick , Toni	0.20	100.00	25.00
3/18/2020			-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.			
5/10/2020			Service Ticket:	0.00	0.00	0.00
			Contact:Amick , Toni			
			Your welcome Toni. If you need any help call us anytime.			
3/19/2020			Service Ticket	0.10	0.00	0.00
			Contact: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.			

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	04	ITCare Gold Agreement	Service Ticket: Contact:May, Chatty - Talked to Chatty	0.40	100.00	40.00			

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Bill To:				Date	Invoice	
Bedford County Com	missioners			03/31/2020	CARDIN	
Attn: Tracey Snyder 200 South Juliana Str				Account		
200 South Juliana Str Bedford, PA 15522	eet			Bedford County	Commissione	rs
Terms	Due Date	PO Number	Reference			
Net 30 days	04/30/2020		1			
Services	Work Type	Si	taff	Hours	Rate	Amount
Billable Services	(monarype		W solar a	Company and		
System Engineer	Communication		CARRENT CO	0.30	0.00	0.00
System Engineer	Remote Service	0.00000000000000		0.25	100.00	25.00
System Engineer	Remote Service			0.75	10000	75.00
	Time IT Care Cold Agro	ament				
	Time: ITCare Gold Agree Remote Service			0.40	100.00	40.00
System Engineer	Remote Scivice			Tota	Services:	140.00
						Amoun
Adjustments				Quanti	tyj	AITIOUII
Covered by Agreem	ent: ITCare Gold Agree	ment		1	4)	(40.00
Services				(.		
			100000000	Total Adjustment	:s:	(40.00
				Invoice Subtota	al:	100.0
a contraction of the second se		•		Sales Ta		0.0
			Latin be du	Invoice Tot		100.0
M	lake checks payable to	PC Works Plus	Shareer and it."	Payment	ts:	0.0
			10000	Credi	ts:	0.0
			1	Balance Du	ie:	100.0

Date	Staff	Agreement	Notes	Hours	Rate	1969	E	xt Amt
03/20/202	01	ITCare Gold	Service Ticket	0.30	100.00	OUNK.	(514) /4	30.00
	Agreement	Contact:Brown, Tina						
A et er	M)		 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. 					

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

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/17/202	20		Service Ticket	0.50	100.00	50.00
			Contraction win, Tina		515.55	
	3 m2 7		from a due or remote access			and any of the state of the
03/18/202	107		Service Ticket:486470	0.25	100.00	25.00
			Contact:Brown, Tina			
			Anternet speed at her Home 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.			

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

Date	Staff	Aqreement	Notes	Hours	Rate	Ext Amt
03/31/202	07		Service Ticket	0.10	0.00	0.00
			Contact: Goodwin, Anita Anita,			
		22.10.07	I will need contact information for the 4 users that need remote access.			
03/31/202			Service Ticket:	0.70	100.00	70.00
			Contact:Goodwin, Anita			
			- setup Barb, Mary and Anita For remote access			

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

. a ...

Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Install new Ext Amt copier driver Rate Hours Agreement Notes 0.00 Staff Date 0.10 0.00 Service Ticket 03/20/2020 Contact:Goodwin, Anita 1. 5. 198. J -Chied Arma. Left VM. 0.00 0.00 0.10 Service Ticket 03/20/2020 Contact:Goodwin, Anita -Called Anita. Left VM. 70.00 100.00 0.70 Service Ticket 03/20/20 Contact: Goodwin, Anita -Anita contacted PCW. ARCINGER. -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. antite town -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.

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

and the second s		A grooment	Notes	Hours	Rate	EXT AML
Date	Staff	Agreement	Service Ticke	2.00	100.00	200.00
3/17/202	Q.		Contact:Goodwin, Anita			
			Discussed with Anita. Judge With ggood 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.			
02/19/20	3/18/202		Service Ticket	3.80	100.00	380.00
03/18/20	4		Contact:Goodwin, Anita			
			Setup new slow laptop. Cleaned off junk software. Anytime upgraded to 10Pro Joined to the domain. Installed polycom software. Tested.	0.60	100.90	60.0
03/19/20	03/19/202		Semice Ticket	0.60		54050, S
			Worked with Anita and everything is working. Verified the laptop is on the correct wireless. In the broot AV.			

Invoice Number: Company:



Location: Bedford County Court Administrator Office Charge To: Bedford County Commissioners / Assist with new copier/printer installation. Date Notes Staff Agreement Rate Hours Ext Amt 03/13/2026 Service Ticke 0.25 100.00 25.00 Contact: Goodwin, Anita - Downloaded the driver for the Ricoh MP 5055 SP printer - Spoke with Mary, she is going to been delivered 35 03/17/2020 Service Ticker 0.30 100.00 30.00 Contact: 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 calls back to continue setup for the new printer 03/17/202 Service Ticke 0.70 100.00 70.00 Contact: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 03/18/2020 Service Ticket 0.25 100.00 25.00 Contact: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 to the folder failed - 5 朝廷は日本に「王公司書」 - 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 03/18/20 Service Ticket O. ... 0.20 0.00 Contact:Goodwin, Anita - Called and left a message for Mary about this, waiting to hear back 03/23/202 Service Ticket 0.10 0.00 0.00 Contact:Goodwin, Anita

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Sedford County Com Settn: Tracey Snyder 200 South Juliana Str Sedford, PA 15522	missioners eet	17 Halla	Date 03/31/2020 Account Bedford County Con	nmissioners
ferms	Due Date	PO Number Refere	nce	
Net 30 days	04/30/2020	Principal	TR. Star	
Services	Work Type	Staff	Hours	Rate Amount
Billable Services System Engineer System Engineer System Engineer System Engineer System Engineer System Engineer System Engineer	Communication Communication Communication Remote Service Remote Service Remote Service Remote Service On-Site Service Time: ITCare Gold Agree Remote Service	ement	1.45 1.50 2.80	0.00 0.00 0.00 0.00 0.00 0.00 100.00 70.00 100.00 145.00 100.00 150.00 100.00 380.00 100.00 30.00
			Total Se	rvices: 1,035.0
			Quantity	Amour
Adjustments Covered by Agreem Services	nent: ITCare Gold Agree	ment	(.3)	(30.00
			Total Adjustments:	(30.00
			Invoice Subtotal:	1,005.0
			Sales Tax:	0.0
	to be also not to blatto	PC Works Plus	Invoice Total:	1,005. 0.0
N	lake checks payable to	EC WOLKS FIUS	Payments: Credits:	0.0
			Balance Due:	1,005.0

32101/01		Rebooted. Wiped out the offline files. Renabled offline files. Rebooted.		C Modes Plus, Inc. 19 Stadion: Rand C Box 199 effenou: PA (Bet)	
		Recommended Screen Connect and showed her how it works.			
03/30/2020		Showed her around teams. She was curious about teams.			
05750/2021	Agreement	Service Ticket	0.10 0.0	00	0.00
e38380	ngreament	Contact:Howsare, Bobbi Added config.			0.00

Location access C	: Bedford Co /S file.	unty Children and	Youth Charge To: Bee	dford County Commiss	sioners / User c	andyinter cannot
Date	Staff	Agreement	Notes	Hours	Pate	Fred Aread
03/19/202		TTC CILL		Hodis	Rate	Ext Amt

03/19/202			mours nace	EXT AMT
05/19/202	ITCare Gold Agreement	Service Ticket	0.30 100.00	30.00
	rigi cemene	Contact:Montgomery, Alan		
		-Contacted Alan.		
22.3		-Add CYS permissions to user		and states
-765, Q		USe currently there.		Contract instance
0.55		Alan is a to have user		Section and section of the
03.64		ogour a og back in. Then see cess CYS file.		South and a start of the second
- Baraq		-He will my sage back into ticket		n i fyrian i chinac
		to update, she good to go or		source a manager in a
03/20/202	ITCare Gold	(InService) e	0.10 0.00	0.00
	Agreement	Stonmen Antgomery, Alan		0.00
		-Contacted Alan.		
		-He said everything is good with		
		-No further actions required at		
		this time.		

Invoice Number: Company:

Bedford County Commissioners

stalling	a security s		Youth Charge To: Bedford County talk to Jeremy. Notes	Hours	Rate	A STATE OF A
Date	Staff	Agreement	Notes	1.40	100.00	140.0
/31			Service Ticker	1.40		
- Minimum	and a second		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.			
			Ticket notes			
			Discussed with Bobble and ADI			
			is installing a camera system and it will need internet access.			
			Discussed with lim at ADI and			
			HCP connection			
			and no port forwarding. Built out the IOT VLAN to the			
			candy It building. umentation.			
	and the second		and the factor	0.50	100.00	50
3/31/20	20		Stania - Bobbi			
			Verified the che DVR pulled a DHCP address.			
			DHCP address.			

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

Computer	Staff	Agreement	Notes	Hours	Rate	25.00
Date 03/31/202	- ALE COLUMN DE LE COLUMN	ITCare Gold Agreement	Service Ticket Contact:Mitchell, Linda - Contacted Linda and verified the issue. - Unlocked Linda's account and she logged in. - When logging in Linda got the prompt to reset her password. - Assisted Linda with resetting her password successfully and she logged into her PC. - No further issues at this time.	0.25	100.00	25.00

Date	Staff	Agreement	Youth Charge To: Bedford County	Hours	Rate	Ext Am 25.0
03/18/2020	ITCare Gold Agreement	Service Ticket: Contact:Bisbing, Bonnie - Contacted Bonnie and verified the issue. - Unlocked Christina's account	0.25	100.00	23.0	
			and she logged into her PC successfully. - Assisted Christina with logging into her phone email as well. - No further issues at this time.			

	Agreement	outh Charge To: Bedford Cour Notes	Hours	Rate	
Date Staff	Aqreement		1.40	100.00	140.0
3/25/2020	ITCare Gold	Service Ticket	1.40	100.00	
	Agreement	Contact:Howsare, Bobbi			
		Disabled sync.			



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Bill To: Bedford County Co		*		Date	Invoic	
Bedford County Co Attn: Tracey Snyder	mmissioners			03/31/2020	111	2
Attn: Tracey Snyder 200 South Juliana S Bedford, PA 15522	treet	userie, Schöller		Account		and the part of the second
		Subt 192 ploteta		Bedford County	Commission	Ars
Terms	Due Date	PO Number			001111133101	
Net 30 days	04/30/2020	1. O Mainper	Reference		and Alexandra	
Services	Work Type	C+	aff			
Billable Services		j3(dil.	Hours	Rate	Amoun
System Engineer	Remote Service	0		1.90	100.00	190.00
Agreement Billable	Time: ITCare Gold Agre	ement	ing on here			10.00
system Engineer	Communication					
System Engineer	Communication	And the second s		0.10	0.00	0.0
System Engineer	Remote Service				00100	0.00
System Engineer	Remote Service			0.30	100.00	30.00
System Engineer	Remote Service			1.40	100.00	140.00
				0.50	100.00	50.00
djustments		and the state of	With States	Total	Services:	410.00
	nt: ITCare Gold Agreer	nont		Quantity		Amount
ervices		asima .				9
		stat. Corbos	tooshoo			(220.00)
		en de sa été: «et du tu	thates 2 -	Total Adjustments:		(220.00)
		é kitole z arcenatul Par	aogo da ser	Invoice Subtotal:		190.00
			of family	Sales Tax:		0.00
Mak	ke checks payable to P	C Works Plus		Invoice Total:		190.00
			and parts	Payments:		0.00
				Credits:		0.00
States and states and states and				Balance Due:		190.00

ALC: NOT STOLEN

			- tested screen connect. Supplied Instruction Document	2.191.491.494		
			tationers / Remote acces	setup		
cation:	Main Char	ge To: Bedford Cou	nty Commissioners / Remote acces	Hours	Rate	Ext Am
Date	Staff	Agreement	Notes	1.00	100.00	100.0
/19/202	04	COMPANY.	Service Ticke	1.00		
/19/202	.07		Contact:Lang, Josh			
			Went thru list of users that			
			nood remote access		ANTIMAN	
			- Determined which ones already have it			
			Determined last longed ull			
			users of PCs to tell which PC each user would need access to			
			Wast thru each P(and			
			aband power setting to flight			
			performance to prevent it norm			-40
			sleeping	0,40	100.00	40
3/20/20	20		Service Ticke			
			Common Ang, Josh			
	1.1		- cont working on remote access			110
			Service Ticke	1.10	100.00	1.1.4
03/20/20	020A		Contact: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			
1			- Don Schwartz			
			- Emailed instructions to all			10000
			- Emailed initial password to all			
			LICORE			
			- If any users have issues they can open a ticket with us			
			If any users had lantons and			
			took them home this will not work the PC they normally us	e		
			in the office must remain in the			
			office as that is what they are			
			remotely accessing			

ALL PROPERTY.

Invoice Time Deta	uil		10 NORTH THE REAL PROPERTY OF		
Invoice Number: Company:	Bedford C	County Commissioners			
	CONTRACT SECTION	www.ssioners			152
Location: Magister	ial Bakor Cham				
Date Staff	Agreement	To: Bedford County Commissioner	s / Interr	net down.	
03/23/2020	Adi cement	Notes	Hou		Ext A
		Service Ticket:	0.9	0 100.00	
3/24/2020		Contact: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			90
		Service Ticket	0.50	and the second party of the second seco	50.
		Contact: Goodwin, Anita - Contacted office. Their phone was able to fact of the morning - was able to have the staff rese 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	t		
cation: Main Char	rge To: Bedford Cou	inty Commissioners / Getting ema Notes			
	11110	Notes	Hours	ig that an attach Rate	ment has a virus.
/24/202	ITCare Gold Agreement	Service Ticket	Hours 0.40	Rate	ment has a virus. Ext Am 40.00
/24/202	ITCare Gold		0.40	Rate	Ext Am
/24/202	ITCare Gold Agreement	Service Ticket Contact: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 mo 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	Rate	Ext Am
ation: Main Charg	ITCare Gold Agreement	Service Ticket Contact: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	0.40	100.00	<u>Ext Am</u> 40.00
ation: Main Charg	ITCare Gold Agreement	Service Ticket Contact: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 ation Hours	100.00 Rate	Ext Amt 40.00
ation: Main Charg	ITCare Gold Agreement	Service Ticket Contact: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. ty Commissioners / Munis notifice: Notes Service Ticket Contact:Clapper, Mike - The Certificate was already renewed via ticket #485950	0.40	100.00	<u>Ext Am</u> 40.00
ation: Main Charg	ITCare Gold Agreement	Service Ticket Contact: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. ty Commissioners / Munis notifice Notes Service Ticket Contact:Clapper, Mike - The Certificate was already renewed via ticket #485950. New Cert Expires on 3/13/2021	0.40 0.40 ation Hours 0.25	Rate 100.00 Rate 100.00	Ext Amt 40.00
ation: Main Charg	ITCare Gold Agreement	Service Ticket Contact:Brown, Debra -Debra contacted PCW. -Remoted into PC. -She got an email response from exchange defender that a .dat file and .xixs 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. ty Commissioners / Munis notifice Contact:Clapper, Mike - The Certificate was already renewed via ticket #485950. New Cert Expires on 3/13/2021	0.40 0.40 ation Hours 0.25	Rate 100.00 Rate 100.00	Ext Amt 40.00
ation: Main Charge Date Staff 0/2020	ITCare Gold Agreement	Service Ticket Contact: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. ty Commissioners / Munis notifice Notes Service Ticket Contact:Clapper, Mike - The Certificate was already renewed via ticket #485950. New Cert Expires on 3/13/2021	0.40 0.40 ation Hours 0.25	Rate 100.00 Rate 100.00	Ext Amt 40.00



			Date	Invoice	
ill To: edford County Com ttn: Tracey Snyder 00 South Juliana Stre edford, PA 15522	nissioners		03/31/2020 Account Bedford County	Commissioner	·S
erms		0 Number Refere	nce		
let 30 days		Staff	Hours	Rate	Amount
ervices Sillable Services System Engineer System Engineer System Engineer	Work Type Remote Service Remote Service Remote Service	Stati	0.90 1.35 2.50	100.00 100.00 100.00	90.00 135.00 250.00
Agreement Billable System Engineer	Time: ITCare Gold Agreen Remote Service	ment	0.40	100.00	40.0 515.0
					Amour
	ent: ITCare Gold Agreen	nent	Quanti (.4)	(40.00
Services			Total Adjustmen	ts:	(40.0
			Invoice Subtot	al:	475.0
			Sales Ta	and the second se	0.0
			Invoice Tot		475.
N	lake checks payable to F	PC Works Plus	Paymen		0.
			Cred		475.
			Balance D	ue:	-/J.

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	Laura		And the second
04/14/2020	ITCare Gold		Hours	Rate	Ext Ami
	Agreement	Service Ticke	0.80	100.00	80.00
		Contact:Clark, Amy			200 56.201 0.0910
		 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			
9 U.S.60, 9		password and verified we can			
9 - 50.0 P - 1		rk regarding the 2 hewi-construction will need set up.			
6 F90.F91		news estate will need set up.			
		installed, Google earth installed,			
		and printers.			
05.021		- Escalating for further			All the anter reserved.
O MIA AMONG A		assistance with the PC set up.			18 JELON CONTRACTOR
04/14/2020		Service Ticket	2.30	100.00	
and the second s		Contact:Clark, Amy	2.00	100.00	230.00
		Worked with Amy and installed			
		2 new workstations.			
		sen-1995902			
And the second		sen-1995841 Joined to the domain.			
		Installed Garmin			
		Worked with Billy to allow the			
		garmin down-loader thru the firewall.			
		III S. WGHL			

Invoice Number: Company:

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Bedford County Commissioners

Sec. Sec.

50, 803 190 8459600, PA 16007 180 6 740, 9269

						ork.
100.00	1	0.50				Date
				Agreement	Trice, RJ	/09/2020
			issue			
			desktop shortcuts they say the			
			file/folder is no longer available.			
			over where the folder should be			
			located.			
			it failed to find it.			
			- Checked the server's files and			
			VSSCRIPT			
			- Restrict e missing files and Amanda can both			
			open their shortcuts and access			
	12	12. 11	files. - No further issues at this time.			
			J. B. LAND		100	
ord County - Ons	edto	rs/Bed	ge To: Bedford County Commissione setup	inty Sheriff Charg	Bedford Cou	ocation
Rate	s	Hours	Notes	Agreement	Staff	Date
0.00)	0.10	Service Ticket:		20	4/08/2020
			Contact:Miller, Mark			
			- Left a message for Kevin Diehl			
0.00)	0.20	the second se			4/08/20
			a second property of the second se			<i>4,00,20</i> .
			- Tried to reach Kevin but no way			
			to direct dial an extension			
			but I received voicemail			
			meback			
			- Angle is going to have Kevin			
100.00	0	0.50	A-1		-	4/00/20
				a		4/08/20
			this			
			readers. Kevin just needs to			
			patch the ports to proper switch			
			- We will need leremy to get			
			attempted contacting Jeremy			
			regarding this but he was not			
100.00	0	0.50	Service Ticket		2	4/08/20
			Contact:Miller, Mark			
	uande).		Discussed with Kevin Diehl and		Although the state	
				Strept with the second s		
			He thought the drops in the			
			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			
	Rate ord County - Ons Rate 0.00 0.00 100.00	Rate 100.00 dford County - One Rate 0.00 0.00 0.00 100.00	Hours Rate 0.50 100.00 0.50 100.00 rs / Bedford County - Ons Hours Rate 0.10 0.00 0.20 0.00	Notes Hours Rate Service Ticket 0.50 100.00 Contact:Clark, Amy - Contacted Amy and verified the issue. - Contacted Amy and verified the issue. - When attempting to open her desktop shortcuts they say the file/folder is no longer available. - Checked the Y drive and went over where the folder should be located. - Ran a search for the folder and it failed to find it. - Checked the server's files and low manda can both open their shortcuts and access files. - No further ssues at this time. - No further issues at this time. - Notes Hours Rate Octotact://willer, Mark - Left a message for Kevin Diehl about this, waiting to hear back - One Contact:Miller, Mark - Left message for Kevin to call me back - Angie is going to have Kevin contact us - Angie is going to have Kevin contact us - Angie is going to have Kevin contact us - Angie is going to have Kevin contact us - Service Ticket 0.50 100.00 Contact:Miller, Mark - Left message for Kevin to call me back - Angie is going to have Kevin contact us - Angie is going to have Kevin contact us - Ports are available for the card readers, Kevin just needs to pack this, attempted contacting Jeremy to get back to Kevin regarding this, attempted contacting Jeremy regarding this, attempted contacting Jeremy regarding this, attempted contacting Jeremy regarding this, attempted co	Agreement Notes Hours Rate ITCare Gold Agreement Service Ticket 0.50 100.00 Contact:Clark, Amy - Contacted Amy and verified the Issue. - - - When attempting to open her desktop shortcuts they say the file/folder is no longer available. - - - Checked the Y drive and went over where the folder should be located. - - - Ran a search for the folder and it failed to find it. - - - Checked the Sing files and It failed to find it. - - - Romet the should be located. - - - - No further sissing files and It failed to find it. - - - - Romet the should be located. - - - - - No further sissues at this time. - - - - - No further sissues at this time. - - - - - Agreement Notes Hours Rate - - - - Left a message for Kevin Diehl about this, waiting to hear back - 0.00 - -	Staff Arerement Notes Diffice, R ITCare Gold Service Ticket 0.50 100.00 Contact:Clark, Any - Contacted Amy and verified the Issue - Contacted Amy and verified the Issue - Contacted Amy and verified the Issue - When attempting to open her desktop shortcuts they say the file/folder is no longer available. - Checked the Ydrive and went over where the folder should be located. - Ran a search for the folder and it failed to find it. - Checked the server's files and longer their shortcuts and access files. - No further issuing files in the - Rate - No further issues at this time. - No further issues at this time. - Bedford County Sheriff Charge To: Bedford County Commissioners / Bedford County - One retic card system replacement setup Staff Agreement Notes - Left a message for Kevin Diehl about this, waiting to hear back - Contact:Miller, Mark - Left a message for Kevin Diehl about this, waiting to near back - Angle ta dia an extension - Angle ta going to have Kevin contact: Miller, Mark - Tried to reach Kevin to call - The back - Service Ticket: 0.50 100.00 Contact:Miller, Mark - Spoke with Kevin Diehl about this - Porce are available for the card rest here ports for proper switch - We will need Jeremy to get back to Kevin regarding this, attempted contacting Jeremy regarding this but he was not available 2 Service Ticket: 0.50 100.00 Contact:Miller, Mark - Spoke with Kevin Diehl about this

pcWorks



CT 2

Bill To:		(363)		Date		
Bedford County Commissioners		WHA SHOT		04/15/2020	Invoice	
Attn: Tracey Snyder 200 South Juliana St	reat			Account		Contraction of the second
Bedford, PA 15522				Bedford County	Commission	ore
Terms	Due Date Pr				Commission	
Net 30 days	05/15/2020) Number	Reference			
Het So days	05/15/2020	the second second second				
Services	Work Type	Staf	Ŧ	Hours	Data	
Billable Services					Rate	Amoun
System Engineer	Communication			0.30	0.00	0.00
System Engineer	Remote Service			0.50	100.00	0.00
System Engineer	Remote Service			2.80	100.00	50.00
	.460.045	אר אלי לא לא לכשלבי אוויוס	001000	2.50	100.00	280.00
Agreement Billable T	Time: ITCare Gold Agreeme	ent	1911			
System Engineer	Remote Service			1.30	100.00	130.00
				Total	Services:	460.00
Adjustments				Quantit		Amount
Covered by Agreeme	ent: ITCare Gold Agreemen	t			in the second	AINOUIIL
Services	a, Çêrî e	SAUNC MARK		(1.3)		(130.00)
			1 1.0.15 9.1 (****)	Total Adjustment		(130.00)
		Service Constants	San Correction	Invoice Subtotal:		330.00
				Sales Tax:		0.00
Ма	ke checks payable to PC W	lorks Plus		Invoice Total:		330.00
			2.122.2	Payments:		(330.00)
				Credits:		0.00
		and a state	11 A. 4 & 1	Balance Due:		0.00



remotely	, Rick can't s	see the top of his IE	or Chrome screens.	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes	Hours		25.00
04/06/20		ITCare Gold Agreement	Service Tick Contact:Suder, Rick	0.25	100.00	
			-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			25.0
04/06/20:	20	ITCare Gold Agreement	Service Ticke Contact: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		100.00	

IC. OIL

S. S. S. S. LEW

Invoice N Company			ce Number: Bedford County Commissioners				
		unty Planning Com g connection.	mission Office Charge To: Ber	ford County	Commissioners	/ Cannot connect	
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt	
4/13/202		ITCare Gold Agreement	Service Ticket	0.50	100.00	50.00	
			 Contacted Terry and verified the issue. Terry lost remote connection his PC and it now is showing a offline. My connection to the PC will not work either. 	n to as			
			 Sent the wake on lan packet and the PC failed to wake up. Terry was able to call the offi and have Angie reboot his PC. After the reboot Terry and I a now successfully able to conne to the PC remotely. 	ce			

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
04/08/202	04/08/2020	ITCare Gold Agreement	Service Ticket Contact:Schwartz, Don - Contacted Don and verified the	0.25	100.00	Ext Amt 25.00
			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.			

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		Service Ticket	0.80	100.00	80.00
		Contact:Schwartz, Don			
		 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 			

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



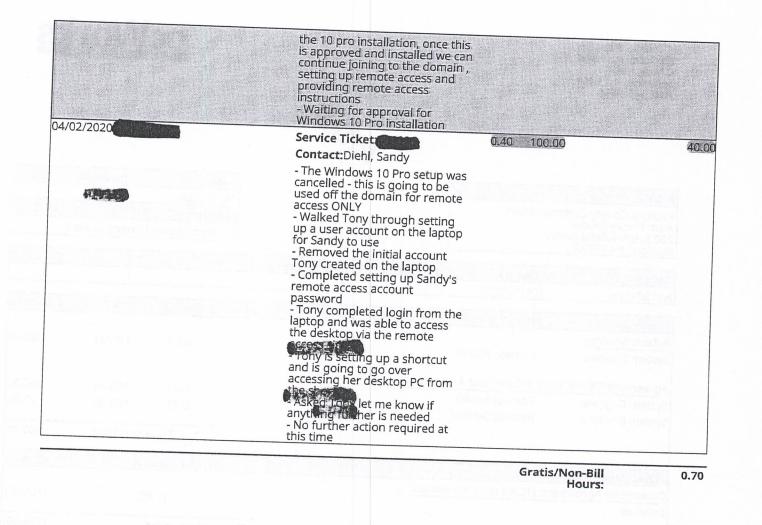




Date	Invoice
04/15/2020	
Account	and the second
Bedford County (Commissioners

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

Terms	Due Date	PO Number	Reference			
Net 30 days	05/15/2020	and the second			and a second standard Real Sec. Article	
			Staff	Hours	Rate	Amount
Services	Work Type		Stall			
Billable Services				0.80	100.00	80.00
System Engineer	Remote Service	1.000				
Agreement Billable	Time: ITCare Gold Ag	reement		0.50	100.00	50.00
System Engineer	Remote Service			0.75	100.00	75.00
System Engineer	Remote Service			0.75		
5,512.11				Total	Services:	205.0
				Quantii	ty	Amoun
the second s	nent: ITCare Gold Agr	reement	Pholonomina in pholonomic view of the second sec	(1.2	5)	(125.00
Services				Total Adjustment	s:	(125.00
				Invoice Subtota	al:	80.0
				Sales Ta		0.0
				Invoice Tota		80.0
N N	vlake checks payable	to PC Works Plus	,	Payment	the second s	(80.00
	faite another pay and			Credi		0.0
1				Balance Du		0.0



Invoice Number: Company:

Bedford County Commissioners

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Ext Amt	Rate	ours	Bedford County Commissioners / E	ity Jail Charge To	Bedford Cour	cation:
50.00	100.00	.50	Notes	Agreement	Staff	Date
	100.00		Service Ticke	ITCare Gold		02/202
			Contact:Dixon, Tony	Agreement		
			-I spoke with Tony and the		a de la companya de l	B INC
			Bosch video export player has not worked on any of the			
			machines since the division use			
			county replaced the machines with Windows 10.			
			-There is also a new version of			
70.0	100.00	0.70	the client available.			
			Contact:Dixon, Tony	ITCare Gold Agreement	201	/02/202
			-Called Tony			
			-Harding to export the			
			footage -Found that the file path was to			
			the notweeth			
			folder			
			-Verified successful export -Verified export to flash drive			
Ext An	laptop for remote	etup	ty Commissioners	unty Jail Charge	at Redford Co	
60.	s Rate		Notes	Agreement	Staff	Date
	100.00	0.60	Service Ticket		No. of Concession, Name	4/02/20
			Contact:Diehl, Sandy		12	4/02/20
			- Spoke with Sandy and Tony			
			- We began setup of the laptop but it is taking some time to			
			complete			
			- Initially had some issues with Microsoft account being			
			required on the new laptop			
			- Created remote access account for Sandy while waiting on the			
			laptop and assigned her			
			- The laptop is being setup and			
			taking sometime, doing to call			
			back once the laptop is ready - Opened page for Sandy to set			
			password for her account			
			password for the account			
			sandy is going to call once the			
			- Sandy is going to call once the laptop setup is completed and we will test remote access using			
	0 100.00	0.7	 Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop 			
	0 100.00	0.7	- Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Ticket		2020	04/02//
	0 100.00	0.7	- Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Ticket Contact:Diehl, Sandy Spoke with Tony, the laptop is		2020	04/02/.
	0 100.00	0.7	Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Ticket: Contact:Diehl, Sandy Spoke with Tony, the laptop is now running/able to complete		2020	04/02/.
	0 100.00	0.7	- Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Tickets Contact:Diehl, Sandy - Spoke with Tony, the laptop is now running/able to complete login Created screenconnect session		2020	04/02/
	0 100.00	027	 Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Ticket Contact:Diehl, Sandy Spoke with Tony, the laptop is now running/able to complete login Created screenconnect session and Tony attempted to join the 		2020	04/02/
	<u>9 100.00 </u>	0.2	Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Ticket: Contact:Diehl, Sandy Spoke with Tony, the laptop is now running/able to complete login Created screenconnect sessior and Tony attempted to join the laptop Needed to disable S mode.		2020	04/02/
	0 100.00		 Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Ticket Contact:Diehl, Sandy Spoke with Tony, the laptop is now running/able to complete login Created screenconnect session and Tony attempted to join the laptop Needed to disable S mode, created microsoft account and 		20201	04/02/
	0 100.00		 Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Tickets Contact:Diehl, Sandy Spoke with Tony, the laptop is now running/able to complete login Created screenconnect session and Tony attempted to join the laptop Needed to disable S mode, created microsoft account and logged into the store Disabled S mode 		2020	04/02/
	0 100.00	0.7	 Sandy is going to call once the laptop setup is completed and we will test remote access using the laptop Service Ticket Contact:Diehl, Sandy Spoke with Tony, the laptop is now running/able to complete login Created screenconnect session and Tony attempted to join the laptop Needed to disable S mode, created microsoft account and logged into the store 		2020	04/02/

Bill To:



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Date

04/15/2020

Balance Due:



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

200 South Indiana Ch						
200 South Juliana Str Bedford, PA 15522	eet			Account		
				Bedford Count	Commissior	ers
Terms	Due Date	PO Number	Petr			
Net 30 days	05/15/2020	in o humber	Reference			
Services	Work Type			Aiu: a		
Billable Services	provincing pe		Staff	Hours	Rate	Amour
System Engineer	Remote Service			1.00	100.00	
Non-Billable Services					100.00	100.0
System Engineer	Remote Service	0		0.70	100.00	0.00
Agreement Billable Ti	me: ITCare Gold Agr	amont				0.00
System Engineer	Remote Service		STATISTICS IN CONTRACTOR			
Telecom Technician	Remote Service	9		0.70	100.00	70.00
				0.50	100.00	50.00
-Ileentra solooga destructioner en e	a statistics	Gran 1368		Total	Services:	220.00
Adjustments			1	and the second		
Covered by Agreemen	t: ITCare Gold Agree	ment		Quantity		Amount
Services		stand and the later		(7)		
			257 (1997)	(.7)		(70.00)
		ed storie is stat ski abstriction is.		Total Adjustments:		(70.00)
				Invoice Subtotal:		150.00
			(bruck set)	Sales Tax:		0.00
Make	e checks payable to P	C Works Plus	1945 (1220) al 11	Invoice Total:		150.00
			mest self and	Payments:		(150.00)
				Credits:		0.00
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	and the second sec	contraction of the second states of
and a state of the	e Detail	
Time Time	o Dotall	
	EDELGIN	K089-598.000 (1996)
	ALCONTRACTOR AND A STREET AND A S	

Invoice Number: Company:

Bedford County Commissioners

rovided lap	top for G	retchen.	irs Office Charge To: Bedford Cou	Hours	Rate	Ext An
Date St	aff	Agreement		0.60	100.00	60
4/14/2020		1	Service Ticke			
			Contact: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 			

P\$7 8 32 183 86 8368402 (P.1.164 (2.14) 7.32, 0730





Bill To:				And the set of the second		
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522				Date Solution Provide 04/30/2020 Account Bedford County Commissioners		
Terms Net 30 days	Due Date 05/30/2020	PO Number	Reference			ers
ervices Billable Services	Work Type		Staff	Hours	Rate	Amoun
ystem Engineer	Remote Service	6		0.60	100.00	60.0
				Total S	ervices:	60.0
				Invoice Subtotal:		60.00
				Sales Tax:		0.00
Ma	ke checks payable to I	PC Works Plus		Invoice Total:		60.00
				Payments:		(60.00)
				Credits:		0.00
				Balance Due:		0.00

Invoice Number: Company:

Bedford County Commissioners

cation:	Bedford Cou note comput	ter.	nission Office Charge To: Bedford	Hours	Rate	
Date	Staff	Agreement	Notes	0.30	100.00	30.00
		ITCare Gold	Service Ticket	0.50	100.00	
/29/202		Agreement	Contact:Schwartz, Don			
		-Don contacted PCW. -Don issue was PC was offline. He was unable to remote into it.				
		Automate. Theo 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 offline. Don said they've had power issues in the office in the			
		past. To the one to send Rick Suder to the one to make sure all laptops are powered on. -Don said he will update ticket when Rick is done.			0	
		TTC-up Cold	Service Ticket	0.10	0.00	U
)4/30/20	020	ITCare Gold Agreement	Contact:Schwartz, Don			
		, g	-No further actions required at this time.			

provided	laptop for T	-ity-	mission Office Charge To: Notes	Hours	Rate	LACTURE
Date	Staff	Agreement	Notes	0.50	100.00	50.0
4/14/202	e la		Service Ticker		100.00	
4/14/202			Contact:Stacey, Terry			
			- Spoke with Terry - Completed the laptop ir setup - Setup shortcut for PCW			
			Remote Access to Terry's	office		
			- Setup Chrome and Goo	gle		
			Earth - Tested Remote Access Terry's office PC success	to fully		<u> </u>



ALL CALLER



Dilla				· · · · · · · · · · · · · · · · · · ·	
Bill To:	and the second	(And and		Support and an and a support and a support	
Bedford County Cou Attn: Tracey Spyder	mmissioners	Care and Charles Don	Date Date	void	e
Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	treet		04/30/2020		
Bedford, PA 15522			Account		
Terms		and the local still and a service of a	Bedford County	Commission	hers
Net 30 days	Due Date P	O Number Reference		and the second	
Net SU days	05/30/2020				
Services	Work Trees				
Billable Services	Work Type	Staff	Hours	Rate	
System Engineer	Pomoto Con i	ALCI POST IN CONTRACTOR OF A	, duro	Rate	Amoun
	Remote Service		0.50	100.00	
Agreement Billable T	ime: ITCare Gold Agreem		0.50	100.00	50.00
System Engineer	Communication				
System Engineer	Remote Service		0.10	0.00	0.00
	Statione Service		0.30	100.00	30.00
					20,00
diuctor		Annual of	Total	ervices:	80.00
djustments	and the second second second				
overed by Agreemer	nt: ITCare Gold Agreemer	nt	Quantity		Amount
ervices					
			(.3)		(30.00)
		N. 2000 State States of St	Total Adjustments:	d'Iteration - Alta	(30.00)
	22512			an an Andrea	(30.50)
		Consummittee	Invoice Subtotal:		50.00
Male	a ala a l	- en al antiger	Sale	+690	0.00
Mak	e checks payable to PC W	/orks Plus	Invoice Total:		50.00
		· Statistics with the second of the second o	Payments:		(50.00)
			Credits:		0.00
			Balance Due:		0.00

Invoice Number: Company:

Bedford County Commissioners

compute	6.		ey Charge To: Bedford County Con	Hours	Rate	Ext Am
Date)4/15/202	Staff	Agreement	Service Ticket: Contact: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	0.40	100.00	40.0
04/15/20			issues. Service Ticke Contact:Amick , Toni -Toni contacted PCW. Waiked To 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

PO Bas (193 Berley and 2011 (814) 2012 0720



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Bill To: Bedford County Cor Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	nmissioners reet		signada Tis Gastactist Gastactist Gastactist Gastas of	Date 04/30/2020 Account Bedford County	Commissione	
Terms	Due Date	PO Number	Reference			
Net 30 days	05/30/2020	व अभवतः हृष्ट्रा । यः कृत्व	La Box Doctor			
Services Billable Services	Work Type	States and a second sec	itaff	Hours	Rate	Amount
System Engineer	Remote Service	•		0.65	100.00	65.00
				Total S	ervices:	65.00
		- Section in the		Invoice Subtotal:		65.00
				Sales Tax:		0.00
Make checks payable to		PC Works Plus		Invoice Total:		65.00
				Payments:		(65.00)
				Credits:		0.00
				Balance Due:		0.00

Invoice	Time Detail	
THARICE		

Invoice Number: Company:

Bedford County Commissioners

eplacing	cameras.	Auroamant	Notes	Hours	Rate	Ext Am
Date	Staff	Agreement	Notes	0.00	100.00	60.0
5/12/302		Service Ticket	0.60	100.00		
. Benten		and the second	Contact:Kaszubski, Brian			
			Discussed with Ron and answered questions about the MDF and IDF. Followed up with Brian.		538. Raj 9 (1995)	





Bill To:				Date	Invoice	
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522				05/15/2 2020		
				Account		
Beatora, PA 15522				Bedford County C	Commissione	ers
Terms	Due Date	PO Number	Reference			
Net 30 days	06/14/2020					
Service Request Nu	Imber 493451					
Summary Billing Method Company Name Contact Name	Actual Rates Bedford Co	s unty Commissior	out replacing cam	ieras.		
Services	Brian Kaszu Work Type					
Billable Services	Ιμισιαγγρε	[3	itaff	Hours	Rate	Amount
System Engineer	Remote Service	4		0.60	100.00	60.00
				Total Se	ervices:	60.00
				Invoice Subtotal:		60.00
				Sales Tax:		0.00
Ma	ke checks payable to P	C Works Plus		Invoice Total:		60.00
				Payments:		0.00
				Credits:		0.00
				Balance Due:		60.00



13.3

ill To:		Date 05/15/202	16)	
Bedford County Com Attn: Tracey Snyder 200 South Juliana Str Bedford, PA 15522	reet	Account Bedford Count	y Commissione	rs
Sectional, 174 (Based)	Due Date PO Number Refe	erence		
Ferms Net 30 days	06/14/2020			
Service Request No Summary Billing Method	Umber 492114 Lenovo ThinkServer RD450 Server Actual Rates Bedford County Commissioners	Warranty Renewal - 1 year		
Company Name Contact Name	Josh Lang	Quantity	Price	Amount
Other Charges	rges support + Post Warranty - 1 Year Extended Serv	<i>i</i> ce 1.00	449.00	449.00
		Total Other	Charges:	449.00
		Invoice Subto	tal:	449.00
		Sales		0.00
		Invoice To	otal:	449.00
	Make checks payable to PC Works Plus	Payme		0.00
	Marce checks pay and	Cre	dits:	0.00
		Balance	Due:	449.00

Invoice Number: Company:



Bedford County Commissioners

Date	Staff	Agreement	arge To: Bedford County Commiss Notes	ioners / M	leeds new lapto	o setup.
4/14/2020				Hours	Rate	Ext Am
			Service Ticke	0.75	100.00	
			Contact:Cottle, Melissa	***************************************		75.0
			-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			
		ling i standardi y	-Verified Melissa could access the office pc			

- Works Plus, Inc.)9 Stadium Road O Box 190 ellwood, PA 16617 i14) 742-9750				pc	Norl	KS.
ill To: ledford County Com lttn: Tracey Snyder 00 South Juliana Str Bedford, PA 15522	imissioners reet	AR	en generalen og en som en som en som en som en som	Date 05/15/2020 Account Bedford County Co	mmissioners	5
	Due Date	PO Mandala	Reference	174.		
Ferms Net 30 days	06/14/2020		100			
Summary Billing Method Company Name Contact Name	Actual Rate Bedford Co Melissa Co	unty Commission tle	ers taff	Hours	Rate	Amount
Services Billable Services System Engineer	Work Type Remote Service			0.75	100.00	75.00
System Engineer					es:	75.00
		Contraction of the second		Invoice Subtotal:		75.00
		2. NO 11		Invoice Subtotal.		
				Sales Tax:		
						75.00
Λ	/Jake checks payable to	PC Works Plus		Sales Tax: Invoice Total: Payments:		75.00
Ň	/lake checks payable to	PC Works Plus		Sales Tax: Invoice Total:		0.00 75.00 0.00 75.00

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 supply to a 18% fee for late payments

and have been

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	made changes to CADPROD.		unt, an	(ML8)46W 04
04/01/2020	Karen let me know when you get the new HDD.			
	Service Ticket Contact:Waybright, Karen Discussed with Karen. Showed her how to unlock users and copy users.	1.00	100.00	100.C
04/14/2020	Service Ticket	0.40	0.00	0.0
04/21/2020	Contact: Waybright , Karen Called and discussed with Karen the HDD is still on order. Also discussed the workstation and software upgrade.		inte Contrasional Singer Singer Singer	0.0
	Service Ticket	1.20	100.00	120.0
5/04/20201	Contact:Waybright , Karen 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. Discussed her call recording software.			
	Service Ticket Contact:Waybright , Karen	1.60	100.00	160.00
/04/2020	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 https://www.newegg.com/seaga te-st1800mm0128-1- 8tb/p/N82E16822178679		Sans straa	
	Contact:Waybright , Karen Discussed with Karen	0.30	0.00	0.00
/07/2020	Service Ticket:	0.40	100.00	40.00
	Contact: Waybright , Karen - spoke with Karen - replacement drive they purchased is bad - she had a spare. Replaced the drive again. Raid is in the process of rebuilding			
12/2020	Service Ticket	1.00	0.00	0.00
	Contact:Waybright , Karen 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.			

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Invoice Number: Company:

Bedford County Commissioners

auon.	Bedrord Col		narge To: Bedford County Commissi	Hours	Rate	Ext Amt
Date	Staff	Aqreement	Notes	1.70	100.00	170.0
28/2020			Service Ticker	1.7 0	wheels and the second	
and the			Contact: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 report order.			
			CADPROD would not start!			
			I failed it over and it started on HV2 "the replicator box"			
			Reported the workstations and			
			CAD is now working.	2.00	100.00	200.
/28/202	Contraction of the		Service Ticke	2.00		
			Contact:Waybright , Karen			
			Karen this is the HDD you will need to get it will come bare and			
			the maintenance			
			to swap the tray. I thru it or I can			-
			https://www.newegg.com/hgst- huc101818cs4200-1-8tb/p/1Z4-			
in Some			0011-			
			no2B02Description=HUC101818		in and the second second second second	
			CS4200&cm_re=HUC101818CS4 2001Z4-001J-002B0Product			
			Ticket notes. Worked with Karen and she			
		A REAL PROPERTY.	showed me the error and its and	l in the second		
			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.			
			Twalked Karen thru pulling the			
			drive to keep it from making "noise".			
			NWS finally called back and afte	r.		
			unsuccessfully flopping some services we rebooted aegissec			
			and her calls started to			
			complete like they should.			
CI 1 CI CI	0201		Service Ticket	3.2	0 100.00	32
3/31/2	020		Contact:Waybright , Karen			
			Tested reversing replication in a	3		
			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			

pcWorks

.00

Bill To:							
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522				Date 05/15/2020	Vole	e	
Bedford, PA 15522	reet	((,))(3)(20,20)(()) (())(3)(20,20)(())()()()()()()()()()()()()()()()()(Account			
		a bod wa terratively i		Bedford County	Commission	ners	
Terms	Due Date	PO Number R	leference				
Net 30 days	06/14/2020	whether NWS events	Reboal				
Service Request Nu	Imber 487872						
Summary	911 system	slow and freezing.	na constante and				
Billing Method	Actual Rate						
Company Name	Bedford Co	unty Commissioners					
Contact Name	Karen Wayl	pright					
Services	Work Type	Staff		Hours	Data		
Billable Services				- Inddi S	Rate	Amoun	
System Engineer	Communication			1.70	0.00	0.00	
System Engineer	Remote Service	440		0.40	100.00	40.00	
System Engineer	Remote Service		5	10.70	100.00	1,070.00	
					100.00	1,070.00	
				Total S	ervices:	1,110.00	
				Invoice Subtotal:		1,110.00	
				Sales Tax:		0.00	
Ma	ke checks payable to P	C Works Plus		Invoice Total:		1,110.00	
		and the object of the second	1996 Ball	Payments:		0.00	
				Credits:		0.00	
		- Aller and the second s		Balance Due:		1,110.00	



Invoice Number: Company:

Bedford County Commissioners

eeded ir	holding		e To: Bedford County Commission Notes	Hours	Rate	
Date	Staff	Agreement	AND DESCRIPTION OF A DE	2.20	100.00	220.0
4/16			Service Ticke	2.20	100.00	
+/10	A CONTRACTOR OF A CONTRACT		Contact: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	n ikosi		



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Bill To:	the state of the state of the state			Maximum	the bar be to	
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522		611100			Invoice	
Terms	Dava Davis			Bedford County	Commission	ers
Net 30 days	Due Date 06/14/2020	PO Number	Reference	2		
Service Request Nu	mber 487526					
Summary Billing Method Company Name Contact Name	Actual Ra	County Commission		eded in holding		
Services	Work Type	S	taff	Hours	Rate	
Billable Services System Engineer	Remote Service			2.20	100.00	<u>Amoun</u> 220.00
				Total S	ervices:	220.00
				Invoice Subtotal:		220.00
				Sales Tax:		0.00
Mak	ke checks payable to	PC Works Plus		Invoice Total:		220.00
				Payments:		0.00
				Credits:		0.00
				Balance Due:		220.00

	on being on-site on the 2nd around 4 to get setup.	a sa 100 ma 80.00
05/27/2020	Service Ticket	0.80 100.00 80.00
	Contact:Brown, Debra	
	Travel to Bedford County Commissioners	3 50.00
05/27/2020	Service Ticket	3.50 100.00 350.00
	Contact:Brown, Debra	
	Worked with Frank on setting up the tally and adjudication terminals.	0.00
05/27/2020	Service Ticket	0.80 0.00
	Contact:Brown, Debra Travel from Bedford County Commissioners	

6 Ball and Adamson

April 19

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



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

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	Service Ticket	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	Service Ticket	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			

and the second second

CFP 4

Invoice Number: Company:

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Bedford County Commissioners

	Main Chan	Agreement	nty Commissioners / Training Electi Notes	Hours	Rate	Ext Amt
Date	Staff	Aqreement	Service Ticket:	0.80	100.00	80.00
/06/2020			Contact:Brown, Debra			
			Travel to Bedford County			
			Commissioners			380.00
/06/2020]		Service Ticket:	3.80	100.00	
			Contact:Brown, Debra			
			Worked with Frank and Laurie to go over the new voting system.			
10.6 10.00			Service Ticket	1.00	0.00	0.0
/06/202	U		Contact:Brown, Debra			
		Travel from Bedford County				
			Commissioners	0.90	0.00	0.0
5/11/202	Ø		Service Ticket	0.50	0.00	
			Contact:Brown, Debra			
			Deb,			
			When I meat with Frank and			
			out the following.			
			on the night of the			
			moving the PC for reading cards			
			Robbie will not need to backup			
			the IBC'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\.			
			21. 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	little increase of		
			lantons that were lised for WORK			
			at home\. We could load the videos on them and send out to			
			each nonling 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\.			Direct Providence
			electoritight for down.			
		Charles Charles	Let me know your thoughts and			
			how far you want me to run with	ſ		
			this.			
	and the second			0.4	0 0.00	(
05/12/2	02		Service Ticke	0.4	0.00	
			Contact:Brown, Debra			

PC Works Plus, In 109 Stadium Road PO Box 190 Bellwood, PA 1661 (814) 742-9750					cWo	rks
Bill To: Bedford County Co Attn: Tracey Snyder 200 South Juliana Si Bedford, PA 15522	mmissioners treet			Date 05/28/2020 Account Bedfor	Invoice	
Terms	Due Date	PO Number	Reference			
Net 30 days	06/27/2020		Reference			
Service Request Nu						
Summary Billing Method	Training El		anni ievent			
Company Name	Actual Rate	unty Commission				
Contact Name	Debra Bro		lers		date-	
Services	Work Type		Staff		a successive and a successive statement of the	
Billable Services				Hours	Rate	Amoun
System Engineer	Communication			1.80	0.00	0.00
System Engineer	Travel From		5	1.80	0.00	0.00
System Engineer	Travel To			1.60	100.00	160.00
System Engineer	On-Site Service	1		7.30	100.00	730.00
				Total S	ervices:	890.00
				Invoice Subtotal:		890.00
				Sales Tax:		0.00
Ma	ke checks payable to F	C Works Plus		Invoice Total:		890.00
				Payments:		(890.00)
				Credits:		0.00
				Balance Due:		0.00

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

AND SHIELD

		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.		ander:	
	ty Sheriff Charg	le To: Bedford County Commission Notes	ers / Trou Hours	historia and a second s	Ext An
Date Staff	ITCare Gold Agreement	Service Contact: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	
				Gratis/Non-Bil	1

Gratis/Non-Bill Hours: 



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Androaden of the United and Million State of the United and Million State of the State of United Address State of the States (1) your water to address state of Date of States water and the States of the United States water and the States of the States of

Invoice Number: Company:



Date	Staff	Adros	ge To: Bedford County Commissi	oners /	Nee	ds printer con	nect to network
05/18/2020	Marile States	Agreement	Notes	Но		Rate	
	And in case of the local division of		Service Ticket:	0.6		100.00	Ext A
			Contact:Miller, Mark				(
			 Spoke with Mark, cannot find connection to the back office printe, The port may need opened/patching required Spoke with Jeremy and he said Maintenance can help with patching 	the mer to cold theme		Page	
/19/2020 -			 Checked FPS but cannot locate printer IP in dhcp list, no existing installs/setup of this printer found Let Mark know that Maintenance may be able to assist if the printer still needs patched in Scheduling Jeremy to check over and confirm IP on the new printer/initial setup on FPS 				
			Service Ticket	1.70	1(00.00	
			Contact:Miller, Mark			00.00	170.0
		Troubleshot 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 pand the printer 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.					
0/2020		C M A h I tc	ervice Ticket ontact:Miller, Mark Mark, s discussed on the phone I ave the scanner setup. put a shortcut to the desktop the Y drive scans on all 3 PC's you want to edit the address	1.80	100.	00	180.00





1. Par

ill To: Bedford County Comr Attn: Tracey Snyder 200 South Juliana Stre Bedford, PA 15522	missioners eet		Date 05/31/2020 Account Bedford County Co	ommissioner	r5
	Due Date F	O Number Reference	ce.		
Terms Net 30 days	06/30/2020		Hours	Rate	Amount
Services Billable Services System Engineer	Work Type Remote Service	Staff	3.50	100.00	350.00
Non-Billable Service System Engineer	s Remote Service		0.60	100.00	0.00
Agreement Billable	Time: ITCare Gold Agree Communication	Construction of the second s	0.10	0.00	0.00
System Engineer			Total	Services:	350.00
			Invoice Subtotal		350.00
			Sales Tax		0.0
			Invoice Total	:	350.0
A	lake checks payable to	PC Works Plus	Payments	:	(350.00
I IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	viane criecks pagasie is		Credits		0.0
			Balance Due		0.0

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Invoice Number: Company:



Bedford County Commissioners

2012 and 100 100 10617 (844) 242-6 '50

Date Staff	Agreement	harge To: Bedford County Comm Notes	Issioners	/ CAD DOWN	
05/16/2020			Hours	Rate	Ext An
		Service Ticket	1.30	100.00	
		Contact:Waybright , Karen			130.
		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 https://forums.lenovo.com/t5/T hinkServer/ThinkServer-TD350- can-t-launch-remote-console/m- D/3725500 connected into the the server and found that it was stuck at the Lenovo BIOS correct			
05/18/2020		it was up to date. I failed-over the second dit it started. Rebooted the rest of the servers in the right order and then the disparates full access CAD.	kasi mar		
		Service Ticket: Contact:Waybright , Karen	3.40	100.00	340.00
		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 than 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.			
18/20201	S	ervice Ticket:	2.20 10	00.00	
		ontact:Waybright , Karen			220.00
	- b - n	Worked with Jeremy to get HV2 ack online Drive 3 in HV2 was causing a o boot condition (noise) on the aid channels			

C Works Plus, Inc. 09 Stadium Road 0 Box 190 ellwood, PA 16617 814) 742-9750					Research & Solution	plus
			. Hat	Date	Invoice	
Bill To:				05/31/2020		The second second second second
Bedford County Comr	nissioners			Account		and the second second
Bedford County Comr Attn: Tracey Snyder 200 South Juliana Stre	eet			Bedford County Co	ommissioner	5
Bedford, PA 15522		and Balla Ball A and Pa				
Terms	Due Date	PO Number	Reference			
Net 30 days	06/30/2020	and a second	100 279 20			
Net 30 days			Staff	Hours	Rate	Amount
Services	Work Type			andawa Reconstruction		
Billable Services			A DECEMBER OF	2.20	100.00	220.00
System Engineer	Remote Service	ADD YOR YOR YOR		4.70	100.00	470.00
System Engineer	Remote Service	(Leso)		Total S	ervices:	690.00
				Invoice Subtotal:		690.00
			-	Sales Tax:		0.00
			-	Invoice Total:		690.00
M	ake checks payable to	PC Works Plus	-	Payments	a service service and service services	0.00
101				Credits		0.00
			-	Balance Due:		690.00

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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06/04/2020R	connection.			All subscriptions
	Service Ticket Contact:Waybright , Karen	1.30	100.00	130.
06/08/2020	-Assisted with the firewall fiber connection -Tested and verified pings			
	Service Ticket	0.30	100.00	30.0
	Contact: Waybright , Karen Pat,			50.1
	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.			
	He is an example of the command that needs to be ran for the static route on a windows server. route -p ADD 192.168.35.0 MASK 255.255.255.0 192.168.0.2 https://www.howtogeek.com/ho			
5/11/2	windows-routing-			
	Service Ticket	3.60	100.00	360.00
	Contact: Waybright , Karen Worked with NWS and MCP to move the connection from microwave to fiber. Updated documentation.			

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Water as unders your fire ones indertained other and infined of their latence distance purch to an average and the set of the set of the transmission of the set of the set of the set of the The set of the set of the fire of the transmission with a set of the se

Invoice Number: Company:

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Bedford County Commissioners

ation: Bedford Cou nection to other co	nty 911 Center Cr	narge To: Bedford County Commissio	Hours	Rate	Ext Amt
ate Staff	Agreement	Notes	0.50	0.00	0.00
29/2020		Service Ticket	0.00	0.00	
2972020		Contact:Waybright , Karen			
and showing a		Pat and Allan,			
		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?			
		See attached firewall screenshots that told you I would send.			
		Service Ticke	0.10	0.00	0.(
5/29/2020		Contact:Waybright, Karen		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	
		Jeremy Wittpe onsite the une 4th. Any ease let us know.			
		A COLORADO	0.90	0.00	0
06/02/2020		Pat,	0.90		
		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?		20 100.00	12(
06/02/2020		Service Ticket Contact:Waybright, Karen -Discussed details and planned for network upgrades	1.4	20 100.00	
06/02/202		Service Ticket: Contact:Waybright , Karen Pat,	0.1	10 0.00	
ener statemeter Statel observ		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.	1		
		Thanks,			
		Billy Service Ticket	0	.90 100.00	
06/04/2020		Contact:Waybright, Karen Travel to Bedford County			
		Commissioners	1	1.40 100.00	
06/04/2020		Service Ticket: Contact:Waybright , Karen Ran cable for the Cad interfac Worked with MCP tested the			

pcWorks

SET



Bedford County Co	ommissioners	ALE DIRE		Date Dates	A IDS WO	lice
200 South Iuliana	r Stroct			06/18/2020		
Bedford, PA 15522				Account		
Terms		A SECOND AND A SEC		Bedford Count	y Commissi	oners
Net 30 days	Due Date	PO Number	Reference		NEW PROPERTY AND INCOME.	
Net 50 uays	07/18/2020	Verb State And		And the second		
iervice Request N	umber 494973					
Summary						
illing Method	Actual Rate	unty 911 center c	onnection to oth	er counties	Construction of the second sec	
Company Name		unty Commission				
Contact Name	Karen Wayb	uncy commission	ers			
iervices	Work Type	And a second sec			water Statistican	
Billable Services	, , , , , , , , , , , , , , , , , , ,		aff	Hou	te te	Amour
Office	Communication	and a subday				AITIOUI
ystem Engineer	Communication	<u>í</u>		0.10	0.00	0.0
/stem Engineer	Communication			1.00	0.00	0.0
ystem Engineer	Travel To			0.50	0.00	0.0
/stem Engineer	Remote Service	9		0.90	100.00	90.00
stem Engineer	Remote Service			2.50	100.00	250.00
stem Engineer	On-Site Service			3	00	390.00
	off site service			4.40	100.00	440.00
		ert de suis et unt se		Total	Services:	1,170.00
		5년 7537년 1월 26년 19년 19년 19년 19년 19년 19년 19년 19년 19년 19년 19년 19년 19년		Invoice Subtotal:		1,170.00
			ulucitada e	Sales Tax:		0.00
Mal	ke checks payable to PC	Works Plus		Invoice Total:		1,170.00
		and the second s		Payments:		(1,170.00)
				Credits:		0.00
				Balance Due:		0.00
Manth				(REALIDE	15.4. S	
want t	o access your invoices, https://	tickets and other	info online? Che	ck out our customer	nortal at	
ii you nave signe	ed up for auto pay of yo This invoi	ur agreement, na	Wment will be pr	lustomer portal.		

THERE

TENESSER. Jah

	Installed the agent on the new PC and move it to the correct			20.00
28/2020	location. Service Ticket Contact:Waybright , Karen Set Adobe as the default for PDF	0.30	100.00	30.00
	files.	0.75	100.00	75.00
/19/2020	Service Ticket: Contact:Waybright , Karen Travel to Bedford County	0.75		
	Commissioners	0.50	100.00	50.00
/19/2020	Service Ticket Contact:Waybright , Karen			
	Travel to Bedford County			
	Commissioners	~ ~ ~ ~	100105AMARU	900.00
	Service Ticket	9.00	10U.UG	
5/19/2020	Contact:Waybright, Karen			
	-Replaced Karen's cad PC -Installed medical and nws cad -Called Tyrler tech for cad and Conner for medical issues			
	-Had Karen verity everytning is			
	-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	6.20	100.00	620.0
05/19/2020	Service ncke			
	Contact:Waybright, Karen			
	Prepped the PC to be setup. Removed unwanted software. Installed updates. Gorthe Water tructions to configure IE for CLEAN.	e		
	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. Wordy called back and turned		1550 MA 50	
	out the wrong ORI. Clean new works.			C
05/19/2020	Service Ticket Contact:Waybright, Karen	0.5	0 0.00	
	Tratebrom Bedford County Commissioners		1. 641 J	(
	Service Ticket:	1.0	00.00	
05/19/202	Contact:Waybright , Karen		and the second second	
	Travel from Bedford County		4544	
	Commissioners	0.	75 100.00	7
05/22/2020	Service Ticket	<u>.</u>	Alaberta de la contra da	india.
	Contact:Waybright , Karen			
	Travel to Bedford County Commissioners			64
05 (22 /2020)	Service Tiket	6.	40 1	64
05/22/2020	Contact:Waybright , Karen			
	-Replaced 3 cad PC's -Had Karen test out each PC -Setup the last PC for 911 rout	tes		
	and training -Cleaned up all old equipmen	t	~~~~	
05/22/2020	Service Ticket:4 Contact: Waybright, Karen	1	.00 0.00	
	Travel from Bedford County Commissioners			A CONTRACTOR OF THE OWNER OF THE

	After discussing with Jeremy about the upgrades, the plan is for a day next week to replace of threat function cad pcs and the clean pc. Then once everything is confirmed working, the rest of the pcs could be scheduled to be represent was wondering if yo might be able to provide 3 different days that we could try	2 u		
	to line up with support as well. Both Jeremy and myself will be on site that day to make try to minimized own time.			
	Thanks, Billy			
03/10/2020	Service Ticke Contact:Waybright, Karen Called Support and they gave me a guide on installing new PC's Tracked the cables down an the	1.40	10000	140
03/11/2020	are on-site at the 911 center. Service Ticke			
03/11/2020 F	Contact:Waybright , Karen Travel to Bedford County Commissioners	0.75	100.00	75
03/11/2020	Service Tiket Contact:Waybright, Karen Installed 2 new PC's Worked with support to install CAD and Pro QA.	7.60	1.00.00	760.
03/11/2020	Service Ticket Contact:Waybright , Karen -Replaced the training PC -Installed pre-requisites -Copied cad config file -Ran the cad updater to install cad	3.10	100.00	310.0
	Service Ticke Contact Waybright, Karen Travel to Bedford County Commissioners	0.20	100.00	20.0
03/11/2020	Service Ticket Contact (aybright , Karen Travel from Bedford County	0.70	0.00	0.0
03/13/20201	Commissioners Service Ticke Contact:Waybright , Karen Worked with NWS support and they removed the old PC from NCIC access and applied it to the new PC	1,10	100.00	110.00
4/22/202	Se Contact: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.	0.30	10	30.00
4/27/2020	Service Ticket Contact:Waybright, Karen Installed a new PC for Karen. Retired the old. Disabled and moved to the old PC folder.	2.40	100.00	240.00

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Invoice Number: Company:

Bedford County Commissioners

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grade F	Project - Ass	non-fine of the bolt of the second	narge To: Bedford County Commissio	Hours	Rate	
Date	Staff	Agreement	Notes	0.40	100.00	40.00
04/202			Service Ticke			in mailesti
			Contact:Waybright , Karen			
		Karen Wabright 911 Arc gis tlashinsky			a 61630-99	
		Prohation 2 pcs live scall		Contraction of the second second second		
		Clean pc in 911	0.10	0.00	0.00	
2/06/202		Service Ticket				
		Contact:Waybright, Karen				
			-Discussed with Jeremy about the 911 center and office pcs			
		-Discussed about the law peak				
			the jail -Jeremy is going to review with			
			Karen about the 911 pcs	1.00	100.00	100.00
2/06/20	205		Service Ticket	1.00	100.00	
2/00/20	20		Contact:Waybright , Karen			
			Meet with Allan and Karen we			
			discussed monitors and cables, we will need to order DP to DVI			
			he wants to replace			
		A CHARTER AND	0.60	100.00	60.0	
2/12/20	0201		weybright, Karen			
			wed the computer			
			and our mack in 2015 and our			
		district the exact same				
		Talso found the				
		tengthond a cable we need.	and the second second second			
			monitors and 6 15' UVI to DF	and the	and the second	
			cables. I also left you a voicemail with			
			the same info.		2.22	0.
	101		Service Ticket:	0.1	0 0.00	Sec. Standard
03/05/2	202		Contact:Waybright , Karen			
08.84		Karen,				
		I wanted to reach out and				
			roviow each nc and the softwar	e		
		need to replace the pcs. If you				
		tomorrow to call our office.				
		Thanks,				
		Billy				
		-Called Karen				
	sitta and a second	-Left vm	0	20 0.00		
03/05/	120		Service Ticket	U.	20 0.00	
		Contact:Waybright , Karen				
		-5 active consoles 4 com cente 1 in karen's office	l.	dolo a secondo de la composición de la Composición de la composición de la comp		
		-1 training			2.	
		-1 clean pc	0	.10 0.00		
03/06	/201		Service Ticket	U		
		Contact:Waybright , Karen				





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Bill To: Bedford County Co Attn: Tracey Snyde 200 South Juliana S Bedford, PA 15522	er Street		06 Ac	dford Court	nty Commissio		
Terms	Due Date	PO Namber Re					
Net 30 days	07/18/2020	Re	ference		Mansie,)		
Service Request N	umber 479581						
Summary Billing Method Company Name Contact Name	Bedford Co Actual Rate Bedford Co	unty Computer Upgrad s unty Commissioners right	de Project - Assistand	ce Needed			
Services	Work Type	the second s	2677110 2677110	GEE			
Billable Services		Staff		Hours	Rate	Amour	
System Engineer System Engineer System Engineer	Communication Travel From Travel From			0.50 2.70	0.00	0.0	
ystem Engineer	Remote Service	MINUTERS STATE		0.50	0.00	0.0	
ystem Engineer	Travel To			0.40	100.00	40.0	
ystem Engineer	Travel To	2		0.70	100.00	70.00	
ystem Engineer	Remote Service		and a second	2.25	100.00	225.00	
ystem Engineer	On-Site Service			7.10	100.00	710.00	
ystem Engineer	On-Site Service			13.80 18.50	100.00 100.00	1,380.00 1,850.00	
				Total	Services:	4,275.00	
ther Charges Ilable Other Charge	oc.		Quantity	Harris and South	Price	Amount	
able Leader Gold Pla	es ated Premium DisplayPo		A. 197	A	Minata D	THIOUTE	
et)	deed fremidin DisplayPo	ort to DVI Cable 28AWC	5 (15 1.00		19.59	19.59	
	230.002 Sec.12		Tota	l Other Ch	arges:	19.59	
		and a second	Invoic	e Subtotal		4 204 50	
				Sales Tax		4,294.59	
Make checks payable to PC Works Plus			Inv	Invoice Total:		4,294.59	
				Payments		(4,294.59)	
		NU STATE	12.3-	Credits:		0.00	
			Ba	and		0.00	

Invoice Number: Company:

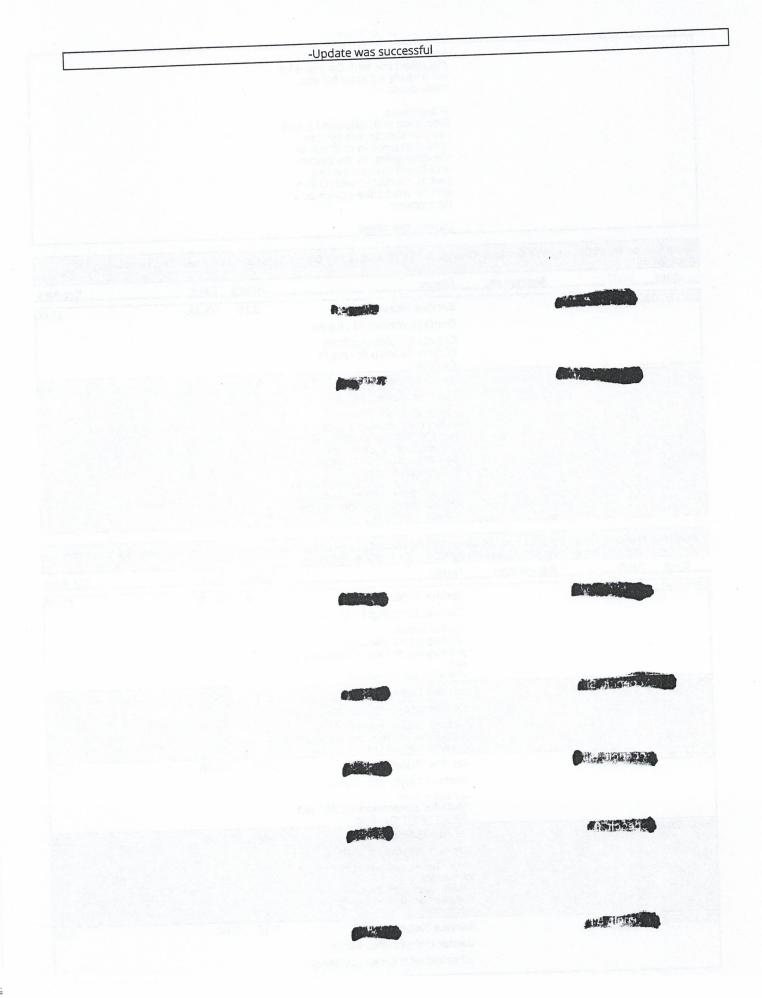
Bedford County Commissioners

emotely. Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
6/02/2020		ITCare Gold Agreement	Service Ticket	0.25	100.00	25.00
			 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. 			
		Planation Com	a	d County	Commissioners	/ Needs laptop
setup.		unty Planning Com	mis. collection Charge To: Bedford	d County Hours	Commissioners Rate	/ Needs laptop Ext Arr
setup. Date	: Bedford Co Staff	unty Planning Com Agreement	Misoco Charge To: Bedford			Ext An
setup. Date			Notes Service Ticke	Hours	Rate	
setup. Date			Motes Service Ticke Contact: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	Hours	Rate	<u>Ext An</u> 75.
setup.	Staff		Notes Service Tick- Contact: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. Showill hogin to site when she	Hours	Rate	Ext An





Bill To:			Date	long toice	and the second second
Bedford County Commissioners		Contenestates Inter	06/18/2020	A COLORED	1000 (M)
Attn: Tracey Snyder	root	Concord Tensi and working	Account		
Attn: Tracey Snyder 200 South Juliana Sti Bedford, PA 15522	reet	Che Chuch	Bedford County	Commissione	rc
				commissione	13
Terms	Due Date	PO Number Reference	And a second		
Net 30 days	07/18/2020	a provid to stat from the providence			
Services	Work Type	Staff	Hours	Rate	Amount
Billable Services			i iours	natel	Amount
System Engineer	Communication		0.10	0.00	0.00
System Engineer	Remote Service		0.75	100.00	75.00
Agreement Billable T	ime: ITCare Gold Agre	ement			
System Engineer	Remote Service		0.2	-	25.00
			Total	Services:	100.00
Adjustments			Quantity	0	Amount
	nt: ITCare Gold Agree	ment			, modite
Services		na ome ven anteller Forr nedd Salicina for a	(.25)		(25.00)
		senchere PCM remote port. Drivia demail.	Total Adjustments:		(25.00)
		country and shares and a solution	Invoice Subtotal:		75.00
			Sales_Tax:		0.00
Mal	ke checks payable to F	PC Works Plus	Invoice Total:		75.00
	1-5-5-6-6-1		Payments:		(75.00)
			Credits:		0.00
			Balance Due:		0.00



on a separate secure VLAN. I discussed this with Gary and he will include a 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.

Date	Bedford Co Staff	Agreement	Notes			
06/12/202	0			Hours	Rate	Ext Am
	all Stores in succession of the stores		Service Ticke	0.25	100.00	25.0
			Contact:Waybright, Karen			
6/12/2020		Winnersondownerson	Copied the shortcut from Karen's desktop to Emily's desktop.			
1212021			Service Tick	0.30	100.00	30.00
			Contact:Waybright, Karen			20.50
			 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. 			

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

Date Stat	ff Agreement	Notes	Hours	Rate	Ext Amt
05/15/202		Service Ticket	0.60	100.00	60.00
05/45/	WEDGERED AND INCOMPANY OF A DESCRIPTION OF A DESCRIPTION OF A DESCRIPTIONO	-Called Karen -Added url for allowing prioritydispatchnet.sharepoint.c om -Verified file download			
		Service Ticket	0.70	100.00	70.00
		Contact:Waybright, Karen -Talked to Karen and Connor -Downloaded both aqua 7 and paramount to the training pc			
05/15/202		Service Ticket	0.50	100.00	50.00
		Contact:Waybright , Karen			50.00
1-1/1-1/20-201	*****	-Called Karen -Installed paramount on 911-pc1 -Karen had a meeting			
5/15/2020		Service Ticket	0.60	100.00	60.00
		Contact:Waybright , Karen			00,00
		-Installed Paramount on the rest of the pcs -Asked Karen to check with Connor to handle the Aqua 7 upgrade			
5/20/2020		Service Ticke	0.10	0.00	0.00
		Contact:Waybright , Karen			0.00
		-Checked with Karen yesterday			

Invoice Number: Company:

Bedford County Commissioners

Date	Staff	Agreement	narge To: Bedford County Commiss Notes	Hours	Rate	Ext Amt
/29/202	All and the second		Service Tick	0.50	100.00	50.0
			Contact:Waybright , Karen			
			-Called Karen -Installed AQUA 7 -Found server info on training pc -Karen is calling new world to fix incorrect password	230 		susting of a

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

Agreement	Notes	Hours	Rate	EXt Amt
ITCare Gold Agreement	Service Tick. ybright , Kare	0.20 n	0.00	0.00
, ITCare Gold. Agreement	- Confracted Karen - Confracted Karen - Confracted Karen - Website - Verified issue with URL - Fixed the URL to point to website direction website direction - The man redirect website	0.60 en o SEC ectly close	100.00	60.00
	Agreement	ITCare Gold Agreement ITCare Gold Agreement ITCare Gold Agreement Contact-o-karen e with Aegis website - Verified issue with URL - Fixed the URL to point to website direction ith Karen to the msn resurect website	Agreement Notes I. ITCare Gold Agreement Service Tick 0.20 I. ITCare Gold Agreement Voright, Karen 0.60 I. ITCare Gold Agreement Office Control of Cont	Agreement Notes I. ITCare Gold Agreement Service Tick 0.20 0.00 I. ITCare Gold Agreement Voright , Karen 0.60 100.00 I. ITCare Gold Agreement etcare 0.60 100.00 I. ITCare Gold Agreement etcare 0.60 100.00 I. ITCare Gold Agreement etcare etcare 0.60 100.00 I. ITCare Gold Agreement etcare etcare 0.60 100.00 I. ITCare Gold Agreement etcare bright , Karen 0.60 100.00 I. ITCare Gold Agreement etcare etcare etcare 100.00 I. ITCare Gold Agreement etcare bright , Karen etcare etcare I. ITCare Gold Agreement etcare etcare etcare etcare I. ITCare Gold Agreement etcare bright , Karen etcare etcare I. ITCare Gold Agreement etcare etcare etcare etcare I. Itcare Gold Agreement etcare etcare etcare etcare I. Itcare Gold Agreement etcare etcare etcare <t< td=""></t<>

laptop. Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
03/11/202	0.		Service Ticket	0.80	100.00	80.00
	Companyation	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	Contact:Cubbison, David			
			Reinstalled Exacq vision. Figured out the local camera IP and port forwarding.			
3/20/202	0	And the second second	Service Ticke	2.70	100.00	270.00
			Contact:Cubbison, David			
in a subsection in a subsection in a subsection of the subsection in a subsection of the subsection of the subsection of the subsection of the subsection of the subsection of the subsection of the subsection of			Worked with Billy to agree on a VLAN # and subnet. Built out VLAN <u>23 IOT 10</u> :1.223.0			
6/04/202	20F		Service Ticke	0.20	0.00	0.00
			Contact: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			

-

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

Bill To:



Invoice

A STREET

Date

06/18/2020

Account

115. 5

Bedford County Commissioners



ACTION IN

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

Terms	Due Date	PO Number	Reference			halafarra termina anti-
Net 30 days	07/18/2020					
Services	Work Type		taff	ours	Rate	A
Billable Services	0.20 6.09	014400	in the second			Amour
System Engineer	Communication			0.10	H1: 1010	0.0
System Engineer	Communication			0.20	0.00	
System Engineer	Remote Service	ALE	No. of Concession, Name of			0.00
System Engineer	On-Site Service	and all only a state of the		0.80	51. 31 00	30.00
System Engineer	Remote Service			2.90	100.00	80.00 290.00
System Engineer	Remote Service		THE CONTRACTOR OF STREET	2.90	100.00	290.00
				2.95	100.00	295.00
Agreement Billable T	ime: ITCare Gold Agre	ement				
System Engineer	Communication	Street Street		0.20	0.00	0.00
System Engineer	Remote Service	1		0.60	100.00	60.00
				Total	Services:	755.00
Adjustments		and the second second		Quantit	V	Amount
Covered by Agreeme	nt: ITCare Gold Agree	ment			9 71	THROUM
Services	2021			(.6	5)	(60.00)
			Service 1	alle to		(00.00)
		19703 (section)	Total Adjus	tment	5:	(60.00)
		Profession and the	Invoice S	ubtota	1:	695.00
		and a Directory and Council of	Sa	les Tax	c	0.00
Ма	ke checks payable to I	PC Works Plus	Invoi	erota	a.f.	695.00
		C 1101131103	Pa	yments	5:	(695.00)
				Credits	5:	0.00
			Balan	ice Due	e:	0.00

					and the second se	and the second
			- 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.			
6/11/2020		ITCare Gold Agreement	Service Tacket Sound Contact:Clapper, Mike -Removed agent and services from noted windows 7 PC	0.40	1099	40.00
		Charge Tot B	edford County Commissioners / LT 2019 1:53:31 PM Notes	- Agents	No Checkin for Mor	e Than 60
Location: Days:87 -	Tax Assessin TAXASSESSIN	MENT5 1283 12/10/2	2019 1:53:31 PM	Hours	Rate	Ext Am
Date	Staff	Agreement		0.40	100.00	40.0
06/09/202		ITCare Gold Agreement	Service Ticket Contact:Clapper, Mike - Logged into ITCare and verified the PC status. - Checked the PC and it is	Decident		

06/11/2020	TTCare Gold Agreement	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. Sentre: Liske 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
06/11/2020	TCare Gold Agreement	Contact:Clapper, Mike -User has been moved from the noted windows 7 PC to a new viedows 10 one	

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Ministring and a second



ANTER C

06/08/202	ПСаге Gold Agreement	 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. Service Tickes Contact:Clapper, Mike	0.20 0.00 0.00
		- 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

DateStaff	Agreement	Notes			and the second second
06/08/20207	ITCare Gold		Hours	Rate	Ext Amt
Construction of the local division of the lo	Agreement	Serlicencke	0.30	100.00	30.00
		Contact:Clapper, Mike			50.00
06/09/202	ITCare Gold	 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 			
	Agreement	Contact:Clapper, Mike	0.40	100.00	40.00
		-Removed agent and services from noted PC			

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

	Staff	Agreement	Notes	Hours	Rate	
06/09/2020		ITCare Gold Agreement	Service Ticke	0.30	100.00	Ext Am
		.g. centent	Contact:Clapper, Mike			30.0
6/10/2020			 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. 			
of NONZOZU	J	ITCare Gold Agreement	Service Ticket	0.40	100.00	40.00
		Constant and the second	Contact:Clapper, Mike -Removed agent and services			
			from noted PC			

and the second se	and the second	Agreement	edford County Commissioners / LT 2:43 PM " Notes	Hours		
06/08/202		ITCare Gold	-	nours	Rate	Ext Amt
		Agreement	Service Ticke	0.30	100.00	20.0
			Contact:Clapper, Mike			30.00
			 Logged into ITCare and verified the PC status. Checked the PC and it is showing as offline. 			

	Agroomont	Notes	Hours	Rate		Ext Amt
Date Staff	Agreement		0.30	100.00		30.00
/11/2020	t, ITCare Gold Agreement	Service Ticket:				
	Agreement	Contact:Clapper, Mike				
		SEN-1995869 LT - 12/10/2019 9:22:28 AM		dim catalog	Information .	
		AD 12/10/2019 8:54:18 AM		and the second second		
		WR - Dec 10th 2019, 14:24 - Disabled and moved to				경의 집안
		disabled OU				
		 Moving for agent removal 	0.25	100.00		25.00
6/16/20201	ITCare Gold	Service Ticket	0.23	100.00		
10/20201	Agreement	Contact:Clapper, Mike				
		- Removed Dead agent from all				
		portals				and the second
		I County Commissioners / LT	Agents	No Check	in for More Th	an 60
ocation: Public Defer ays:87 - BCPD-22328	nder Charge To: Be	edford County Commissioners / LT :38:06 AM			and the second	Ext Amt
ays:8/-BCPD-22520	Agreement	Notes	Hours	Rate		
Date Staff			0.40	100.00		40.00
6/12/202	ITCare Gold Agreement	Service Ticket				shall De 199
	Agreement	Contact:Clapper, Mike				
		- Logged into ITCare and verified the PC status.		And the second		-
		- Charles the PC and It IS			200	
		showing as offline. - The PC last checked in via				
		TTCare on 10/15/19.				100
		- The PC last checked in via WR			En al	
		on 10/15/19. - Disabled the PC and moved it				
		to the disabled PC group				and any
		- Escalating for further assistance with PC verification.				22.00
	TCare Gold	Service Ticket:	0.30	100.00		30.00
06/15/2020	Agreement	Contact:Clapper, Mike				
		- Removed Dead computer from				
		all portals			177 1 A	
			NI- Ch	eckin for M	ore than 60 D	avs:87 -
Location: Sheriff Ch	harge To: Bedford C	ounty Commissioners / LT - Agents 40 PM				
LENOVO-MJ02XGPQ	024 12/ 5/2015 2111		Hou			Ext Amt
Date Staff	Agreement	Notes	0.25	5 100.00		25.00
06/09/202	ITCare Gold	Service Ticke	0.2.	, 100.00		
and a start of the						
	Agreement	Contact:Clapper, Mike				
	Agreement	- Logged into ITCare and verified	đ			
	Agreement	- Logged into ITCare and verified	4			
	Agreement	- Logged into ITCare and verified the PC status. - Checked the PC and it is chowing as offline	d			
	Agreement	- 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	đ			
	Agreement	- 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	d			
	Agreement	- 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	đ			
	Agreement	 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 	4			
	Agreement	 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 	đ		asterio Co	
		 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 Exacting for further assistance with PC verification. 	d 0.4	0 100.00		40.0
06/11/207	TTCare Gold	 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 Existing for further assistance with PC verification. 	23.25k	0 100.00	astanter ,	40.0
06/11/202		 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 E status for further assistance with PC verification. Service Ticket Contact:Clapper, Mike	23.25k			40.0
06/11/20	TTCare Gold	 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 Existing for further assistance with PC verification. Service Ticket Contact:Clapper, Mike Pamoved agent and services	23.25k			40.0
	IICare Gold Agreement	 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 Exclusion for further assistance with PC verification. Service Ticket Contact:Clapper, Mike Removed agent and services from metric windows 7 PC 	0.4			
Leastiant Chariff	ПСаге Gold Agreement	 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 Existing for further assistance with PC verification. Service Ticket Contact:Clapper, Mike Pamoved agent and services	0.4 ts No Cl	eckin for l		Days:87 -
	ПСаге Gold Agreement	 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 Existence with PC verification. Service Ticket Contact:Clapper, Mike Removed agent and services from action windows 7 PC County Commissioners / LT - Agen 	0,4 ts No Cl Hot	heckin for l	More Than 60	Days:87 - Ext Am
Location: Sheriff (SHERIFF02 564 12/5 Date Staff	TICare Gold Agreement Charge To: Bedford 5/2019 1:33:11 PM	 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 Existence with PC verification. Service Ticket Contact:Clapper, Mike Removed agent and services from action windows 7 PC County Commissioners / LT - Agen 	0.4 ts No Cl	heckin for l	More Than 60	Days:87 -
Location: Sheriff (SHERIFF02 564 12/5	TTCare Gold Agreement Charge To: Bedford 0/2019 1:33:11 PM Agreement	 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 Elistic for further assistance with PC verification. Service Ticket Removed agent and services from service i windows 7 PC County Commissioners / LT - Agen Notes Service Ticket Contact:Clapper, Mike 	0.4 ts No Cl <u>Ho</u> u 0.4	heckin for l	More Than 60	Days:87 - Ext Am
Location: Sheriff (SHERIFF02 564 12/5 Date Staff	TTCare Gold Agreement Charge To: Bedford 0/2019 1:33:11 PM Agreement TTCare Gold	 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 Existing for further assistance with PC verification. Service Ticket Contact:Clapper, Mike Removed agent and services from services Windows 7 PC County Commissioners / LT - Agen 	0.4 ts No Cl <u>Ho</u> u 0.4	heckin for l	More Than 60	Days:87 - Ext Am

			Travel from Bedford County Commissioners			
Locatio	n: Main Ch					
Date	Staff	Agreement	unty Commissioners / Issue with	energy ac	cess controls.	
06/05/20		and the second second	Notes	Hours		Ext Am
00/03/20	520	ITCare Gold Agreement	Service Ticket:	1.00	100.00	100.0
		-g. content	Contact:Clapper, Mike			100.0
			-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			
			-Talked to Joe -Used teamviewer to get loe			
		and the second s	remoted into the server			UNTER .
Location	: Main Char	The To: Bedford Cou	A CANED	Decesion of the second		105/1.2/A
Date	Staff	Agreement	nty Commissioners / remote acce	ess not wo	rking.	
06/05/202	20(Notes	Hours	Rate	Ext Amt
		, ITCare Gold Agreement	Service Ticket:4	0.20	0.00	0.00
		5	Contact:Baughman, Deb			0.00
6/09/202	r	, ITCare Gold	- Left a voicemail for Deb			
	2	Agreement	Service Ticket:496322	0.10	0.00	0.00
			Contact:Baughman, Deb			
6/10/202	C	ITCare Gold	- Left a voicemail for Deb			
	1	Agreement	Service Ticket:4	0.20	0.00	0.00
			Contact:Baughman, Deb		Constant Constants	STREET.
6/44/20C		10000000000000000000000000000000000000	- Contacted Deb - Deb will try to call end of day tomorrow or Friday around 9			
5/11/20		t, ITCare Gold Agreement	Service Ticket	0.20	0.00	0.00
		- Alecthenic	Contact:Baughman, Deb			0.00
5/12/2020			 office is currently closed moving ticket to tomorrow at 9 			
12/2020		Agreement	Service Ticket: Contact:Baughman, Deb	0.30	100.00	30.00
			- Deb contacted PCW - Verified issue with remote website - Reviewed with Deb on clearing browsing in Chrome - Verified access			
ocation: I Date	Main Charge Staff	e To: Bedford Count	ty Commissioners / Setup VPN for	access.		
		Agreement				

	Tiodis	Nate	EXT AMT
Service Ticket	0.60	0.00	0.00
Contact:Lang, Josh - Setup remote access for Corey - Called left VM for him - Waiting on call back			
Service Ticket	0.60	100.00	60.00
Contact:Lang, Josh			
- Talked to Corey - Setup remote access - Sent remote access directions - Sent Email reset link - North and issues at this time			
	Contact:Lang, Josh - Setup remote access for Corey - Called left VM for him - Waiting on call back Service Ticket Contact:Lang, Josh - Talked to Corey - Setup remote access - Sent remote access directions - Sent Email reset link	Service Ticket 0.60 Contact:Lang, Josh - SetUp remote access for Corey - Called left VM for him - Waiting on call back 0.60 Service Ticket 0.60 Contact:Lang, Josh - Talked to Corey - Setup remote access - Sent remote access directions - Sent Email reset link	Service Ticket 0.60 0.00 Contact:Lang, Josh - Setup remote access for Corey - Called left VM for him - Waiting on call back 0.60 100.00 Service Ticket 0.60 100.00 Contact:Lang, Josh - Talked to Corey - Setup remote access - Setup remote access - Sent remote access directions - Sent remote access

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 Number: Company:

Bedford County Commissioners

ocation: avs:87 -	CANDY27 24	04 11/14/2019 10:38:	Bedford County Commissioners / 10 AM	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes		100.00	40.00
/12/202	0	ITCare Gold	Service Ticket	0.40	100.00	
12/202		Agreement	Contact:Clapper, Mike			AND ADDA
			- Logged into ITCare and verified			
			the PC status. - Checked the PC and it is			
			chowing as offline.			
			- The PC last checked in via ITCare on 11/14/19.			as benefit as
			- The PC last checked in via WR			
			on 11/14/19. - Disabled the PC and moved it			
			to the disabled PC droup			ST R GROUP
			- Escalating for further			40,00
		ITCare Gold	NAME I CAL	0.40	100.00	
6/15/20	20	Agreement	er, Mike			
			ent and services			
	and the second se		ient ient			
			sedford county Commissioners / L	T - Agen	ts No Checkin for	More Than 60
Locatio	n: District At	torney Charge To: I 12/9/2019 8:24:35 AM	Seaford County Commissioners			Ext Amt
Days:8/	- DA-10 501	Agreement	Notes	Hours		LAC AITE
Date	diversite Street	ITCare Gold	et o	0.30	100.00	30.00
06/09/20	020	Agreement	per, Mike			S CONTRACTOR
) ITCare and verified	ł		
		0.0	The state and the second			
			show ffline.			
-			- The relast checked in via			
			- The PC last checked in via WR			
			on 12/8/19			
1			- Disabled the PC and moved it to the disabled PC group			
			Eccalating for further			
	and the lot of the second		assistance with PC verification.	0.40	100.00	40.0
06/10/2	2020	ITCare Gold Agreement	Service Ticket:4			
		Agreement	Contact:Clapper, Mike -Removed agent and services			
		and the second	from noted PC			
				E.A.		
Locati	on: Main Ch	narge To: Bedford Co	unty Commissioners / Election Ni	gnu Hou	rs Rate	Ext Am
Dat		Agreement	Notes			0.0
05/26/			Service Ticket	0.20	0.00	
1001201	Construction of the local division of the	A Share and a share a	Contact:Brown, Debra			
			Contraction			
			Called and discussed with Deb.	0 E	100.00	50.0
06/02/	2020		Called and discussed with Deb. Service Ticket:494875	0.5	0 100.00	50.0

Contact:Brown, Debra			
Travel to Bedford County Commissioners		100.00	640.00
Service Ticket:494875	6.40	100.00	040.00
	0.60	0.00	0.00
Service Ticket:494875 Contact:Brown, Debra	0.00		
CANADA AND CONCEPTION OF A CANADA AND CONCEPTION	Commissioners Service Ticket:494875 Contact:Brown, Debra Worked election. Service Ticket:494875	Travel to Bedford County Commissioners Service Ticket:494875 Contact:Brown, Debra Worked election. Service Ticket:494875 0.60	Travel to Bedford County Commissioners Service Ticket:494875 6.40 Contact:Brown, Debra Worked election. Service Ticket:494875 0.60 0.00

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Bill To: Bedford County Co				Date	and the second	2220
Bedford County Col Attn: Tracey Snyder 200 South Juliana Si Bedford, PA 15522	•	der, Müss LTCam and VAL		06/18/2020 Account Bedford Count		
Terms	Due Date	PG N	June Constant Acception		y Commissio	ners
Net 30 days	07/18/2020	PO Number	Reference			
Services	Work Type					
Billable Services			Staff	Hours	Rate	Amou
System Engineer	Communication	1970 N. A.	Esculation -			
System Engineer	Communication			0.20	0.00	0.0
System Engineer	Travel From	And the second se		0.60 🕍	0	0.0
System Engineer	Travel To			0.60	0.00	0.0
System Engineer	Remote Service			0.50	100.00	50.0
System Engineer	On-Site Service			0.60	100.00	60.0
				6.40	100.00	640.0
Agreement Billable T	ime: ITCare Gold Agree	ement				040.0
System Engineer	Communication	incinc				
System Engineer	Communication			0.20	0.00	0.00
System Engineer	Remote Service	and the second		0.70	.00	0.00
System Engineer	Remote Service	W beteren the	the second se	1.00	100.00	100.00
ystem Engineer	Remote Service			0.55	100.00	55.00
ystem Engineer	Remote Service	A PC and R P		0.60	100.00	60.00
ystem Engineer	Remote Service	sivial backad		3.05	100.00	305.00
	Remote Service	Rended in Via		2.80	100.00	280.00
		the PC and PC and		Total S	ervices:	1,550.00
djustments overed by Agreemen	it: ITCare Gold Agreem			Quantity		Amount
ervices	te in care dold Agreem	ent		1.00		
						(800.00)
				Total Adjustments:		(800.00)
				Invoice Subtotal:		750.00
				Sales Tax:	ALCON SAL	0.00
Make	e checks payable to PC	Works Plus		Invoice Total:	152	750.00
		2 Ball	Service	Pa		(750.00)
			Contacto	Credits:		0.00
	and the second second	adject seed what	ms he faith	Balance Due:		0.00

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

of the invoice.

Invoice Number: Company:

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Bedford County Commissioners

ayroom	larea.		Youth Charge To: Bedford County (Hours	Rate	LAC AIRS
Date	Staff	Agreement		0.80	95.00	76.0
1221202			Service Ticket	0.00	Service States	
			Contact:Cairo, Lisa			
			Travel to Bedford County			
			Commissioners	2.90	95.00	275.5
122/202	20		Service Ticket			
	2		Contact: Cairo, Lisa			
			-Ran a dual drop into the office the paralegals will eventual			and the second second second
			mouointo	for the state		and the second second second
			-Two dual drops already existed. -Left a note in the network rack			
		•	for which ports need connected.			0.
	20		Service Ticket	1.10	0.00	0.
5/22/20	24		Contact:Cairo, Lisa		and the second second	
			Travel from Bedford County			
			Commissioners	0.10	0.00	0.
6/22/20	20		Service Ticket	0.10	0.00	
			Contact:Cairo, Lisa			
			Added parts			



Patricking .

Bill To:	100 C			East and the second	Line net line
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522		0-1-20003	0x320009		Invoice
Terms	Due Date	PONumber	Reference		
Net 30 days	07/30/2020	and a second second second second second	Reference		
Service Request N	umber 498194		interpret and the second		
Summary Billing Method Company Name Contact Name	Actual Rat	ounty Commission			
Other Charges				Quantity	
Billable Other Char 1 Year Domain Nam Dedofordcoutypa.ne	e Renewals hadfards	ountypa.org		1.00	Amoun 44.00 44.00
				Total Other Char	rges: 44.00
				Invoice Subtotal:	44.00
				Sales Tax:	0.00
Ma	ike checks payable to	PC Works Plus		Invoice Total:	44.00
				Payments:	0.00
				Credits:	0.00
				Balance Due:	

STONE ST	Travel to Bedford County Commissioners 0.70 100.00	70.00
06/10/2020 Y	Service Ticket	
	Contact:Cottle, Melissa	
	Melissa discussed the printer situation with other counties and they are going to send them back.	



to be take something of our many offer sentence when survey by the loss that survey in these stations over plan

에 2017 전 1998년 1월 2017년 1월 20 1997년 1월 2017년 1월 201

A Partie



Bill To:						
Bedford County Comn Attn: Tracey Snyder 200 South Juliana Stree Bedford, PA 15522	nissioners et			Date 06/30/20 Account Bedford (20 County Commission	
Terms	Due Date	PO Number			county commission	ers
Net 30 days	07/30/2020	PONUMBEr	Reference			
Service Request Num	ber 497880					
Summary Billing Method Company Name Contact Name	Install 3 dro Actual Rate	ops in the playroon s unty Commissione				
Services	Work Type	Sta				In the second
Billable Services			H F	Hou	rs Rate	Amour
Telecom Technician Telecom Technician Telecom Technician	Communication Travel From	5		0.1 1.1	0.00	0.0
Telecom Technician	Travel To On-Site Service	2	3	0.8 2.9	0 95.00	76.00 275.50
					Total Services:	351.50
Other Charges				Quantity		
Billable Other Charges			and the second	Quartucy	Price	Amoun
Cat 5 Jack Single Gang Face Plate				2.00	5.50	11.00
				1.00	3.50	3.50
Single Gang Face Plate				1.00	3.50	3.50
Blank Insert				2.00	1.00	2.00
at 6 Cable Plenum				150.00	0.38	57.00
AT 6 15' Patch Cable				3.00	4.76	14.28
				Total Othe	er Charges:	91.28
				Invoice Subt	otal:	442.78
				Sales	the second se	0.00
Make c	hecks payable to PC	Works Plus		Invoice T		442.78
				Payme		0.00
					dits:	0.00
				Balance	Due:	442.78

Invoice Number: Company:

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Bedford County Commissioners

ocation:	Bedford Cou	inty Treasurer Ch	arge To: Bedford County Commissi	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes			110.00
			Service Ticket:	1,10	100.00	
/08/20			Contact:Deremer, Shirley			
Million -			- Contacted Shirley and verified			
			theissue			
			- New PC straight out the box			
			has not been updated or attached to the BC network at			
			attached to the BC network at			
			When attempting to remote			
			into her PC the app will not			
			download.			
			- Shirley cannot down load			
			de			
			o switch the PC out	Second Contraction		
			asks tor a sword.			
			- Carriet is all the SC app to			
			remote into the PC.			
			Eccalating for further			
			assistance with new PC set up.		7/50	
		7. 3		0.80	100.00	80.
04/09/20	12		Service Ticket:			
			Contact:Deremer, Shirley		And a second	
	Subscription and sum-	service of the servic	- Spoke with Shirley and walked her through disabling S mode			
			- Disabled S mode successfully			
	in the second		Emailed Shirley a link to			
			romote access and we were du	e		
	-		to open the site on her laptop			
			successfully - Shirley added the site to her			
			hrowser favorites and is now		and the second second	
			able to access and login UK			
			- Tested remote access to the		and the second second second	
			desktop successfully - Shirley tried accessing from the	he		
			beginning and we were able to)		
			connectOK	Contraction of the	A CARL AND AND A CARL AND AND A CARL	
			- No further action required at			
			this time			

Contra de la contr	Staff	Agreement	arge To: Bedford County Commiss Notes	Hours	Rate	
Date Staff	ITCare Gold Agreement	Service Ticke	0.10	0.00	0.0	
			- Contacted Shirley - Verified issue with account being locked - Shirley stated this was about 20 min ago - Verified login - Reviewed with Shirleyabout 15min auto-unlock policy			

printers.		Agreement	Notes	Hours	Rate	Ext Amt
Date Sta 06/10/2020F	m Maria	Aqreement	Service Ticket	0.60	100.00	60.00



Bill To:						
Bedford County Co Attn: Tracey Snyder 200 South Juliana S Bedford, PA 15522	mmissioners treet			Date 06/30/2020 Account		
Terms	Charles and Charle		17.39	Bedford County	Commission	ers
Net 30 days	Due Date 07/30/2020	PO Number	Reference			
Services	Work Type		Staff			
Billable Services				Hours	Rate	Amoun
System Engineer	Travel To	21 data to the F				
System Engineer	On-Site Service	and the second second	-	0.60	100.00	60.0
System Engineer	Remote Service	Shiney Duria		0.70	100.00	70.00
System Engineer	Remote Service	Strategy and the second		0.80	100.00	80.00
Agrooment Dillate -				1.10	100.00	110.00
System Engineer	ime: ITCare Gold Agre	ement				
system Engineer	Communication	a service results		0.10	0.00	0.00
		AND THE REAL OF				0.00
				Total S	ervices:	320.00
				Invoice Subtotal:		320.00
				Sales Tax:		0.00
Ma	ke checks payable to F	PC Works Plus	and the second second	Invoice Total:		320.00
			C. NOOR OF L	Payments:		0.00
			-	Credits:		0.00
				Balance Due:		320.00

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Invoice Number:

Bedford County Commissioners

Company: Location: Bedford County Probation Charge To: Bedford County Commissioners / Need admins rights to install new Ext Amt Rate Hours copier. 80.00 Notes Agreement 100.00 Staff 0.80 Date Service Ticket: 05/26 Contact: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 0.00 0.00 0.10 et 05/27/202 hl, Kevin -Checked in with Staff -Verified no issues Location: Bedford County Probation Charge To: Bedford County Commissioners / Ty Dively is not getting email from @pacounties.org. Ext Amt Notes Agreement 60.00 Staff 100.00 Date 0.60 Service Ticket ITCare Gold 06/29/2020 Agreement Contact:Diehl, Kevin - Whitelisted pacounties.org domain on exchange defender - Please allow at least 30 minutes for changes to take

effect



i a depart

Bill To:	and the second second second					
Bedford County Co Attn: Tracey Snyder 200 South Juliana S Bedford, PA 15522	mmissioners treet	ners		Date 06/30/202 Account		
Terms	Dung D		en of tradition	Bedford County	Commission	ners
Net 30 days	Due Date 07/30/2020	PO Number	Reference			te alle o fair
Services	Work Type					
Billable Services	p and appe	[S	taff	Hours	Rate	A
System Engineer	Communication				INGEC	Amour
System Engineer	Remote Service			0.10	Listen D	0.0
				0.80	100.00	80.0
Agreement Billable T	ime: ITCare Gold Agre	ement				80.0
ystem Engineer	Remote Service			0.60	100.00	
			and the second		100.00	60.00
djustments				Total S	ervices:	140.00
overed by Agreemer ervices	nt: ITCare Gold Agreer	nent	Constanting of the			Amount
				(.6)		(60.00)
		No. et 250/16/10/10	A Latury (m. 1997) A Latury (m. 1997)	Total Adjustments:		(60.00)
				Invoice Subtotal:		80.00
				Sales Tax:		0.00
Mak	e checks payable to Po	Works Plus	-	Invoice Total:		80.00
				Payments:		0.00
				Credits:		0.00
				Balance Due:		80.00

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Official Contraction

Sedford County Com Attn: Tracey Snyder 200 South Juliana Stu Bedford, PA 15522	nmissioners reet		Date 06/30/2020 Account Bedford County Cou	
Terms	Due Date	PO Number Refere	nce	
let 30 days	07/30/2020			
	Work Type	Staff	Hours	Rate Amount
Services Billable Services System Engineer	Remote Service	Children,	1.00	100.00
System Engineer	Time: ITCare Gold Agre Communication Communication	ement	0.10 0.20	0.00 0.00
System Engineer System Engineer	ystern Engineer		0.50	100.00 50.00
			Total Se	rvices: 150.00
- 14			Quantity	Amount
Adjustments Covered by Agreen Services	nent: ITCare Gold Agree	ement	(.5)	(50.00
561 11665			Total Adjustments:	(50.00
		A LAND AND A LAND A LAN	Invoice Subtotal:	100.00
			Sales Tax:	0.00
			Invoice Total:	100.0
r	Make checks payable to	PC Works Plus	Payments:	0.0
			Credits:	0.0
			Balance Due:	100.0

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Invoice Number: Company:

Bedford County Commissioners

Date	Staff	Agreement	Notes	Hours	Dete	
06/19		ITCare Gold Agreement	Service Ticket	0.10	Rate 0.00	Ext Am 0.00
	innai vii Zaistat	ugo <u>protoso</u> Francisco esta con	- Spoke with Terry and he is now able to access his computer remotely		uliuna Street 1991	
Location: download	Bedford Co ding Skype.	unty Planning Com	mission Office Charge To: Bedford	l County	Commissioners /	Trouble
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/22/202		ITCare Gold Agreement	Service Ticket	0.20	0.00	0.00
0	0.0	815.	- Contacted customer and left a VM regarding the issue.			AamaangA
06/22/2020		ITCare Gold Agreement	Service and the service of the servi	0.50	100.00	50.00
6/23/2020		ela ela * les es much D constali	Service Ticket Contact: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	Agreement	Nomental	Hours	R	EXTAIL
Date Staff	ITCare Gold Agreement	Service Ticket Contact: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

aptops fo	I INIGE Y EALLS	the established and a continent of the second second	trator Office Charge To: Bedford Co od.	Hours	Rate	Ext Amt
Date	Staff	Agreement		0.10	0.00	0.00
5/15/202	2		Service Ticket	0.10		
		in the second	Contact:Goodwin, Anita			
			-Called Anita -Left vm			25.00
			Service Ticke	0.25	100.00	25.00
/15/20/		Contact-Goodwin, Anita		CARS OF		
			-Talked to Anita			
		-cpcms office jury wave	1.00	100.00	100.00	
6/18/2020		Service Ticket:	1.00	100.00		
		Contact:Goodwin, Anita				
			Travel to Bedford County			
			Commissioners	3,10	100.00	310.00
06/18/2020		Service Ticke Contact: Goodwin, Anita				
		-Connected to the network -Joined to the domain -Installed office aopc				
	and the second	al and a second second	-Setup default programs	1.10	0.00	0.0
06/18/20	20		Service Ticket			
			Contact:Goodwin, Anita			
			Travel from Bedford County Commissioners			
	and the second		Sevicelinke	0.10	0.00	0.0
06/19/20	20		Contact:Goodwin, Anita			
			Called and left a message for			
		at see the second	Anita about this, waiting to hear			
			back	0.30	100.00	30.0
06/19/20	020	D h	Service Ticket:	0.50		
			Contact:Goodwin, Anita		and the start	
			 Spoke with Anita and the jury software has been updated already Removed Mary from the admin group and queued BC\tlivengood to be removed from the local admin on the other laptop No further action required at this time 			

F Jasta

Invoice Number: Company:

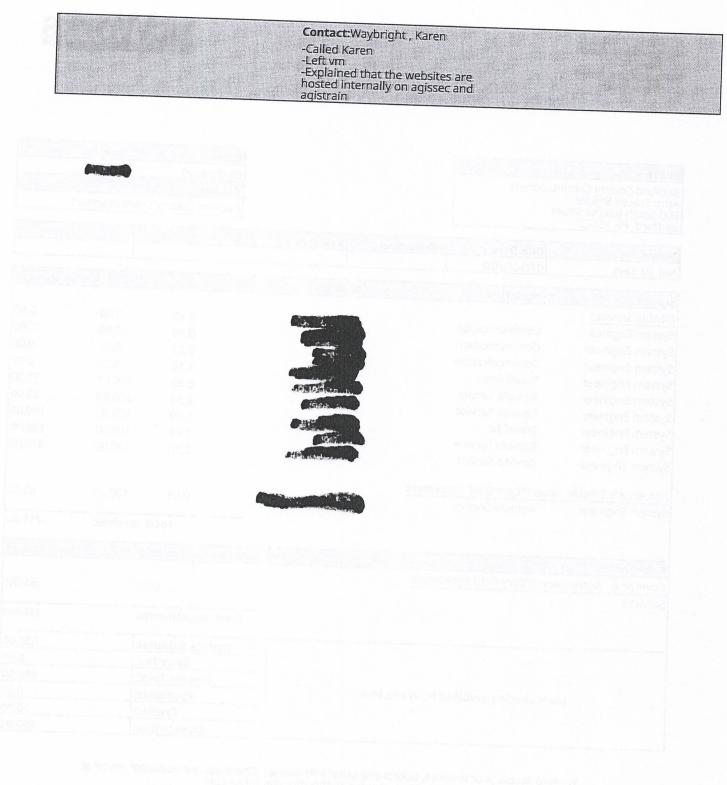
Bedford County Commissioners

Date	Staff	Agreement	strator Office Charge To: Bedford	Hours	Rate	
06/24/202	0	ITCare Gold	Service Ticket	0.25	100.00	Ext Am
		Agreement	Contact Smith, Christy - Christy contacted PCW - Verified issue with credentials - Unlocked Christy - Verified login	0.23		25.0
Location:	Bedford Cou	inty Court Adminis	strator Office Charge To: Bedford			
Date	Staff	Agreement	Notes	Hours	ommissioners / MD Rate	
05/04/2020			Service Ticket	0.40		Ext Amt
			Contact:Goodwin, Anita	0.40	100.00	40.00
E/05/2020			 Connected to the PC and begrowning the windows updates. Contacted Anita and informed her as well. Will monitor the updates and will contacte once they complete. 			
5/05/2020			Service Ticket	0.20	0.00	0.00
			 Argumeted to connect to the PCs but they are showing as offline. Called Anita and left a VM regarding the PC as well. WOG 			
5/05/2020			Service Ticket	0.50	100.00	50.00
/05/202			Contact: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.		an alloway	5 65
103/202			Septime Tcke Contact: Goodwin, Anita - The updates and scan completed successfully for MDJ- 01 and MDJ-03. - Contacted the customers and infering chem as well. - Will continue with MDJ-02	0.25 1		25.00
/06/20			tomorrow as scheduled.	0.40 1	00.00	
06/202			Contact: 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.	0.70 1		40.00

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		Date	ce
11 To:		06/30/2020	
edford County Comm	hissioners	Account	
th: Tracey Snyder	et	Bedford County Commissi	oners
edford, PA 15522			
	Due Date PO Number R	eference	
erms	07/30/2020		
let 30 days		Hours	Amount
ervices	Work Type Staff		
Sillable Services		0.10 0.00	
System Engineer	Communication	0.10 0.00	
System Engineer	Communication	0.20 0.00	0.00
System Engineer	Communication	1.10 0.00) 0.00
System Engineer	Travel From	0.25 100.00) 25.00
System Engineer	Remote Service	0.30 100.00	30.00
System Engineer	Remote Service	1.00 100.00	100.00
System Engineer	Travel To	1.85 100.00	0 185.00
System Engineer	Remote Service	3.10 100.0	
System Engineer	On-Site Service	3.10 10012	
Agreement Billable	Time: ITCare Gold Agreement	0.65 100.0	0 65.0
System Engineer	Remote Service		
,		Total Service	s: 715.0
		Quantity	Amour
Adjustments	The could Agroomont		
	ent: ITCare Gold Agreement	(.65)	(65.0
Services			(65.0
		Total Adjustments:	(05.0
		Invoice Subtotal:	650.0
		Sales Tax:	0.0
		Invoice Total:	650.
N.	/lake checks payable to PC Works Plus	Payments:	0.
	Nake checks pay-	Credits:	0.
		Balance Due:	650.



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Invoice Number: Company:

Bedford County Commissioners

ompute	rs.		arge To: Bedford County Commissi Notes	Hours	Rate	Ext Amt
Date	Staff	Agreement		0.50	100.00	50.00
5/1000			Service Ticke	0.50	- Shurter	mint mint
			Contact:Waybright , Karen			Charles and the second
			- assisted Jeremy troubleshoot and fix issues with allowing the RapidSOS app thru the firewall			220.00
6/10/202	101		Service Ticket	2.20	100.00	220.00
6/10/202	401		Contact:Waybright, Karen			
		Worked with Troy and opened up rapidSOS on the CAD	Anna Carlos Carl			
			terminals.	0.60	100.00	60.00
6/10/20	20		right , Karen			
			rougestedt a few additional			
			related to Google maps)			
		related to Google maps)				
Location user acc	n: Bedford C count and no		harge To: Bedford County Commis		Setup user Jessie Rate	a Diehl with a Ext Am
Location user acc	n: Bedford C count and no		harge To: Bedford County Commis		Setup user Jessie Rate	ta Diehl with a Ext Am
Date	Staff	ounty 911 Center C o email. Agreement	harge To: Badford County Commiss	sioners / Hours 0.20	Setup user Jessie Rate 0.00	EXLAIII
Date	Staff		Notes Clicke	Hours	Rate	EXLAM
Date	Staff		Notes Service Ticke Contact:Waybright , Karen Called and left a message for	<u>Hours</u> 0.20	Rate	EXLAIII
Date	Staff		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear	<u>Hours</u> 0.20	Rate	EXLAIII
Date 06/03/20	Staff 20		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back	<u>Hours</u> 0.20	Rate	0.0
Date 06/03/20	Staff 20		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket	<u>Hours</u> 0.20	Rate 0.00	0.0
Date 06/03/20	Staff 20		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket Contact:Waybright , Karen	<u>Hours</u> 0.20	Rate 0.00	0.0
Date 06/03/20	Staff 20		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket Contact:Waybright , Karen - Spoke with Karen, connected to her PC and 9111ps	<u>Hours</u> 0.20	Rate 0.00	0.0
Date 06/03/20	Staff 20		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket Contact:Waybright , Karen - Spoke with Karen, connected to her PC and 911fps - Setup CAD user acct for Jessica	<u>Hours</u> 0.20	Rate 0.00	0.0
Date 06/03/20	Staff 20		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket Contact:Waybright , Karen - Spoke with Karen, connected to her PC and 911fps - Setup CAD user acct for Jessica surcessfully	<u>Hours</u> 0.20	Rate 0.00	0.0
Date 06/03/20	Staff 20		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket 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	<u>Hours</u> 0.20	Rate 0.00	0.0
Date 06/03/20	Staff 20		harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket 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 leremy and	<u>Hours</u> 0.20	Rate 0.00	0.0
06/03/20	Staff 120 020	Agreement	harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket 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	0.20 0.40	Rate 0.00 100.00	<u>ext Ann</u> 0.0 40.0
06/03/20	Staff 120 020	Agreement	harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket 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	0.20 0.40 ssioners	Rate 0.00 100.00 100extrained / Several computition	0.0 40.0
Date 06/03/20 06/03/20	Staff 20 020 020 020 020 020 020 02	Agreement	harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket 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 leremy and	0.20 0.40	Rate 0.00 100.00 Several comput	0.0 40.0 ter issues. <u>Ext An</u>
06/03/20 06/03/20	Staff Staff D20 D20 D20 Staff Staff	Agreement	harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket 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 Charge To: Bedford County Commiss Notes	0.20 0.40 ssioners	Rate 0.00 100.00 100extrained / Several computition	<u>ext Ann</u> 0.0 40.0
06/03/20 06/03/20	Staff Staff D20 D20 D20 Staff Staff	Agreement	harge To: Bedford County Commiss Notes Service Ticke Contact:Waybright , Karen - Called and left a message for Karen about this, waiting to hear back Service Ticket 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 Charge To: Bedford County Commis	Hours 0.20 0.40 ssioners Hours	Rate 0.00 100.00 Several comput	0.0 40.0 ter issues. <u>Ext An</u>

	Agreement	 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.
06/26/2020	ITCare Gold Agreement	Service Ticket 0.40 100.00 40.00



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Bill To:				Date	Invoice	and the second second
Bedford County Con	mmissioners	40000		06/30/2	and the second second second second	
Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	treet	When the Martin State		Account		
Bedford, PA 15522		ponaskualent genen		Bedford County	Commission	ers
Terms	Due Date	PO Number		y		
Net 30 days	07/30/2020	P.O. MILLING	Reference			
Services	Work Type	St	aff			
Billable Services				Hours	Rate	Amoun
System Engineer	Communication			0.00		
System Engineer	Remote Service				00	0.00
System Engineer	Remote Service			0.40	100.00	40.00
System Engineer	Remote Service	tu tanunihina b		1.10 2.20	100.00	110.00
Agreement Billable T	Time: ITCare Gold Agre	amont	Pod Daviden	2.20	100.00	220.00
System Engineer	Remote Service			Summer States		
System Engineer	Remote Service		and the second second	0.40	100.00	40.00
				0.50	100.00	50.00
				Togal	s:	460.00
Adjustments				Quantity		Amount
Services	nt: ITCare Gold Agree	ment				
Sel VICES						(90.00)
				Total Adjustments:		(90.00)
				Invoice Subtotal:		370.00
				Sales Tax:	N	0.00
Mai	ke checks payable to P	C Works Plus		Invoice Total:		370.00
				Payments:		0.00
				Credits:		0.00
			3	Balance Due:		370.00

A Min.

			let us know when they are ready			
			to work on this	. B.Folion	da Bollman	
cation.	Main Char	ge To: Bedford Count	y Commissioners / New User Set U	PMaka	Rate	Ext Amt
Date 5/18/2020	Staff	Agreement	Notes Service Ticke Contact:Lang, Josh - Spoke with Josh about this, setup user account and mailbox - Provided initial credentials OK		100.00	25.00
			to to pour / Pet Backun SIP	Trunks	for Bedford Co	
ocation:	Main Cha	rge To: Bedford Cour	ty Commissioners / Re: Backup SIP	Hours	Rate	Ext Amt
Date 6/04/202	Staff	Agreement ITCare Gold Agreement	Notes Service Ticket Contact Eang, Josh Tim,	0.10	0.00	0.00
			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?			5
Location	n: Sheriff	harge To: Bedford Co	ounty Commissioners / LT - Agents	No Cheo	kin for More Than 60	Ext Am
SHERIFF Date	01 600 12/1 Staff	0/2019 9:37:36 AM Agreement	Notes	Hours	Rate	40.0
06/11/20	120	ITCare Gold Agreement	Service Ticket Contact: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			
06/16/2	020	ITCare Gold Agreement	- Moving for agent removal Service Ticket Contact:Clapper, Mike -Removed agent and services from noted PC	0.40	100.00	40.0
	and the second second					re Than 60
Locatio	on: Tax Asse	essment Charge To:	Bedford Coursey Commissioners / L	I - Agen		
Days:8	7 - DELL-2Q	SPPW1 589 12/16/201 Agreement	Notes	Hou		Ext An
06/15/2		ITCare Gold Agreement	Service Ticke Connect: Japper, 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 d		40.
06/16/	2020	ITCare Gold Agreement	Service Ticket Contact:Clapper, Mike -Removed agent and services from noted PC	C,U		
	m and a state of the			STATISTICS IN CONTRACTOR	Gratis/Non-Bill	

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Location: Main Charge To: Bedford County Commissioners / Fob/Door pc was moved to his office and needs se (Comm Lang had it moved here and he has it plug	Accession destroyed access		a share the second second				
(Comm Lang had it moved here and he has it also	Location	n. Main Char	To D In	and the second	A RANGE AND A REAL OF		
Comm Lang had it moved here and he had it always oners / rob/Door pc was moved to his office and needs and	(Comm	Lange Lind	ge to: Bedford Count	ty Commissioners	Fab/Da	Contraction and the second second	
	Comm	Lang nad it m	loved here and he ha	sit plug	rourboor pc was	i moved to his of	fice and needs setu

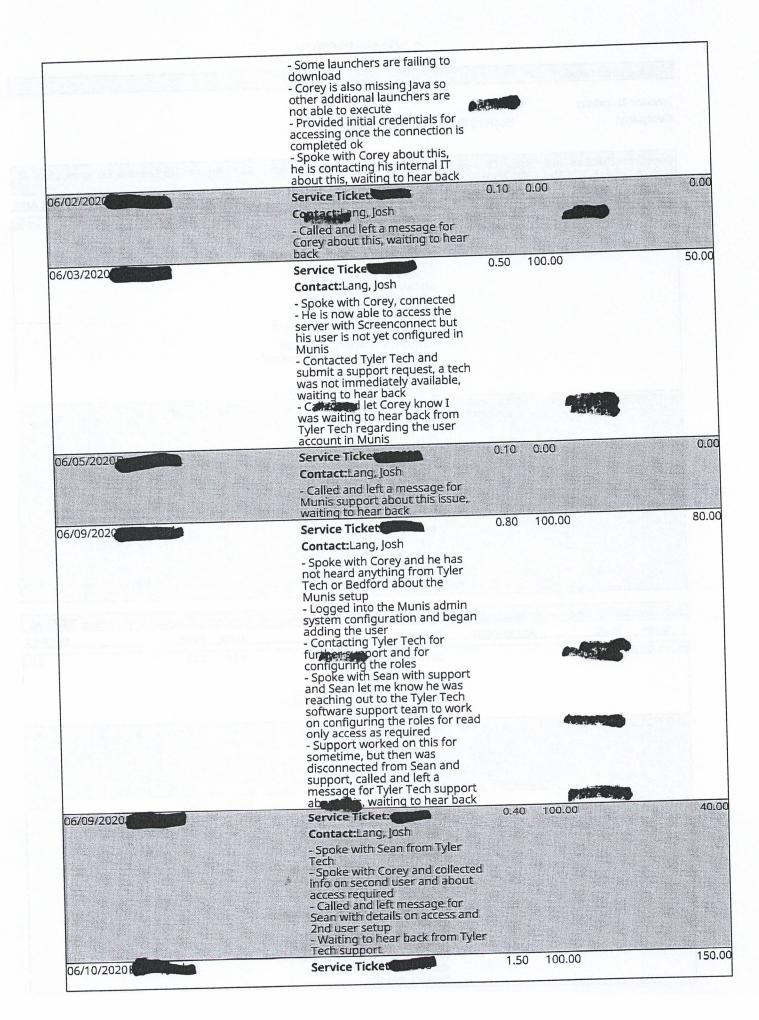
	Agreement	unty Commissioners / Fob/Door pc has it plug Notes	Hours	Data	
06/02/2020	ITCare Gold	Samia Til A		Rate	Ext Am
00.	Agreement	Service Ticket	0.25	100.00	25.0
		Contactores, Dale			06/18/20204
		-Called Dale			
		-Narrowed down the computer name			
		-Determined that pc should be			
		connected to the 10.1.215.0 vlan -PC is currently offline			
	and the second second	-Dale is going to check with			
		Jeremy tonight			
In Allow Norman and the	6 6 9 8 9	-Will check with Jeremy tor morning			
6/03/2020		Service Ticke	0.40		0.02010.00
		Contact:Gates, Dale	0.10	0.00	0.00
			and the second se		
		-Verified that the door access pc was now online			

	Agreement	unty Commissioners / Needs help Notes	Hours	g payroli files to th	
04/08/2020	ITCare Gold	Service Ticket	Hours		Ext Am
	Agreement	Contact:Snyder, Tracey	0.50	100.00	50.0
		 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		(internet	
		usually from accounting soft for sometimes through software provided by the bank (sometimes called ACH Premier) - Called and left a message for Tracey about this, waiting to hear back			
4/13/202	Agreement	Service Ticket	0.10	0.00	0.00
	- greenene	Contact:Snyder, Tracey			0.00
		- Called and left a message for Tracey about this, waiting to here			
4/14/2020	ITCare Gold Agreement	Service Ticket:	0.10	0.00	0.00
	Agreement	Contact:Snyder, Tracey			0.00
		- 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		ASTA.	
5/09/2020	ITCare Gold Agreement	Service Ticket	0.10	00.00	10.00
	and the second second second	Contact:Snyder, Tracey		and the second	

			N. OFFICE A		
	6	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.	1.00	0.00	0.00
/10/2020	ITCare Gold Agreement	Service Ticket: Contact:Gates, Dale Travel from Bedford County Commissioners			0.00
/10/2020Hess, Dustin	ITCare Gold Agreement	Service Ticket:475373 Contact:Gates, Dale -helped jeremy with setting off alarm.	0.40	100.00	U.U.
ocation: Main Charg	e To: Bedford Cou	inty Commissioners / Camera's at th	he coun	ty building.	Ext Am
Date Staff	Agreement	Notes			0.0
6/02/202		Service Ticke Contact:Lang, Josh - Left Mike a VM	0.10	0.00	
		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			
06/11/2020		Service Ticke Contact:Lang, Josh	0.10	0.00	
26/22/2020		- Left VM Service Ticket	0.10	0.00	0
06/22/2020		Contact: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 wanted to follow up with you. Please let us know.	I		
06/22/2020		Gary Frisco Service Ticket Contact: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	L	0.0.00	

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 inicial 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	

		Agreement	unty Commissioners / Alarm in MD Notes	Hours		
01/09/2020		ITCare Gold Agreement	Service Tick Contact Gates, Dale	0.90	100.00	<u>Ext Amt</u> 90.00
			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]			
100000000	8		[image]			
11/22/2020		ITCare Gold	Service Ticke	2.50	100.00	250.00
	rigicement	Agreement	Contact:Gates, Dale			250.00
			Discussed with Dale and he instant the room was hot last week.			
		I reviewed the alerts rules and room alert now only allows 1 alega 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.			
1/31/2020		ITCare Gold	Service Ticket	0.30	0.00	0.00
	Agree	Agreement	Contact: Gates, Dale Dale,	0.50		0.00
		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.				
/06/202		/ ITCare Gold Agreement	Service Ticke	0.40 1	00.00	40.00
		Alleement	Contact:Gates, Dale			
			Dale I saw a peak but it was not			



Invoice Number: Company:



Date	Staff	Agreement	Notes	Hours	Rate	Ev+ A
06/17/202		ITCare Gold	Service Ticket	0.30	100.00	Ext Ami 30.00
		Agreement	Contact:Clapper, Mike		100.00	30.00
6/18/2020		 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 12/19/19. The PC last checked in via WR on 6/17/2020 The PC is checking in via WR and will need the agent repaired or reinstalled. Escalating for further assistance with PC verification. 			NE5-30	
0/18/2020		ITCare Gold Agreement	Service Ticket	0.50	100.00	50.00
		- greennene	Contact:Clapper, Mike			
			-Reviewed agent issues -PC was currently online and acessione -Transferred agent files -Uninstaller would not run -Checked services and found that all ITCare related services were disabled -Re enabled services -Verified that agent and remote control checked back into the system -No further service needed at this time			

		Agreement	nty Commissioners / Access reque Notes	Hours	Rate	Ext Amt
06/01/202	lug -		Service Ticke	0.10	0.00	0.00
			Contact:Lang, Josh			0.00
	unger -		- Called and left message for Commissioner Lang about this, waiting to hear back			
6/02/202			Service Ticket:495605	0.10	0.00	0.00
			Contact:Lang, Josh			
			- Called and left a voicemail for Corey about this, waiting to hear back			
06/02/2020		2.15	Service Ticket:	0.70	100.00	70.00
			Contract ang, Josh			/0.00
			 Spoke with Corey, he is still having trouble getting connected Corey is setup with access to the munis server and a login but cannot reach munis via the hostedrmm site Tried in Edge and IE but issues continued Corey connected me to his computer successfully but we were not able to get the client to start successfully from the hostedrmm site 			



			Date	Invoice	
To:			06/30/2020		THE REPORT OF THE PARTY OF THE
Hard County Commi	issioners	Account			
n: Tracey Snyder) South Juliana Stree		Bedford County Co			
) South Juliana Stree dford, PA 15522	t		Bediord county -		
	Puo Date PO Number	Reference			
rms	Due Date				
et 30 days	07/30/2020		11 million inter	Rate	Amount
•	Work Type	taff	Hours	INGES	Concernance of
rvices llable Services			0.10	0.00	0.00
	Communication		0.40	0.00	0.00
stem Engineer	Communication		0.40	0.00	0.00
stem Engineer	Communication			100.00	415.00
elecom Technician	Remote Service		4.15	100.00	
stem Engineer					
greement Billable Ti	me: ITCare Gold Agreement		0.10	100.00	10.00
ystem Engineer	>Change This<		0.40	0.00	0.00
ystem Engineer	Communication		0.20	0.00	0.00
ystem Engineer	Communication		0.25	100.00	25.00
ystem Engineer	Remote Service		3.80	100.00	380.00
ystem Engineer	Remote Service			100.00	40.00
System Engineer	Remote Service		0.40	100.00	50.00
System Engineer	Remote Service		0.50	100.00	70.00
System Engineer	Remote Service		0.70		120.00
System Engineer	Remote Service		1.20	100.00	0.0
System Engineer			1.00	0.00	0.0
System Engineer	Travel From				
Agreement Non-Bill	able Time: ITCare Gold Agreement		0.40	100.00	0.0
System Engineer	On-Site Service				
5,500.00			Total Service		1,110.0
			Quanti	ty	Amour
Adjustments					
	ent: ITCare Gold Agreement	(6.95)		(695.0	
Services	Total Adjustments:		(695.0		
					415.
			Invoice Subtot	al:	<u>415.</u> 0.
			Sales Ta		415.
			Invoice Tot		
N	Make checks payable to PC Works Plus		Paymen	and the second se	0
			Credi		415
			Balance D	ue:	413

PC Monto: Plans Jan 1999 Stadium Road PO Box 199 Ballavood, PJ 10017 1915 A 2429780







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

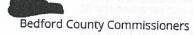
Invoice Date 07/02/2020 Account Bedford County Commissioners

Terms	Due Date	PO Number	Reference			
Net 30 days	08/01/2020	工作工作的合理	The Same			
		The second second second	and an end of the second s			
Service Request Numb	per 499722	Workstation and L	anton Quote (ner	request): order	equipment, install	
Summary			ahroh Groce (her	request, or act	-1	
Billing Method	Actual Ra					
Company Name		County Commissio	ners			
Contact Name	Josh Lan	g		Quantity	Price	Amount
Other Charges				Quanucy	Prise p	
Billable Other Charges				1.00	5,927.88	5,927.88
HP Z8 G4 Workstation - Tower - Black - Window RTX 5000 16 GB Graphi 10 RAID Levels - English	ics - DVD-Writer -	Serial ATA/600 Cor	DIA Oudulo	1.00	5,527.00	
HP 1 TB Hard Drive - In Warranty	iternal - SATA (SA	TA/600) - 7200rpm	- 1 Year	1.00	137.75	137.75
HP E324q 31.5" QHD Ll 2560 x 1440 - 350 Nit - DisplayPort - USB Type	7 ms GIG - 60 Hz	16:9 - Vertical Aligi z Refresh Rate - HD	nment (VA) - MI -	1.00	472.78	472.78
Logitech G610 Orion R Connectivity - USB 2.0	ed Backlit Mecha Interface - Mecha	nical Gaming Keyb anical Keyswitch	oard - Cable	1.00	159.56	159.56
Logitech M325 Laser V Frequency - 2.40 GHz -	Vireless Mouse - Black - 1 Pack - N	Optical - Wireless - JSB - Scroll Wheel	Radio	1.00	30.38	30.38
HP ZBook Studio x360 3840 x 2160 - Intel Cor - 16 GB RAM - 512 GB 4 GB, Intel UHD Graph	re i7 (9th Gen) 1/- SSD - Windows 1	0 Pro - NVIDIA Qua	1 UIEI 2.00 UII2	1.00	2,688.12	2,688.12
				Total O	ther Charges:	9,416.47
				Invoice S	ubtotal:	9,416.4
					les Tax:	0.0
					e Total:	9,416.4
Mak	ke checks payable	e to PC Works Plus		Pa	vments:	(9,416.47
			and the second of		Green and Aller	0.0
		- A CALLER COMPANY		Balar	nce Due:	0.0

07/0	01/2020	Service Ticket Contact:Waybright , Karen Glenn,	1.10 100.00 110.00
		I got the REC upload working or pinging.	(814) 742-6100
		C:\Users\Administrator>route -p add 10.125.13.0 MASK 255.255.255.0 10.125.9.1 OK!	
	4	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	
Transport of the last		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	Bidung Statingd Company Name Contract Viend Billable Ocnor Shift
		C:\Users\Administrator>tracert 10.125.13.2	A Traditional - An Nerscherke, 43, 83, 94, 2010 - An State Marker, 2010 - An Anna - An An 2014 - Greek - Rossen Barris, 2010 - An An
41.TT		Tracing route to 10.125.13.2 over a maximum of 30 hops	The Carlos Conference and the second s
		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	Warrang Ne Estar 31.5° G4.04.50 LCD Arent 2560 x 1140 - 330 Alt - 7 Ac 0. 6 DisplayProt Dc 61 yue-
32.92		Trace complete.	Multi- agree 1 5610 Chon Port Ba - 10 Mr
SE,OS		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	Logics in 1.125 Less Wiekers 6(0.0
		and it's not needed with the static route.	Participation 2. A state of the state of
	ierei Coher Chargen: progine Rahitetei: Salor Te C Strokes Betei	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 Ticker 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.	0.20 0.00 0.00

	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.		and Hard	
	I also created a config in our documentation on the SMB system and software.		Academic	•
	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.			
6/17/20	Service Ticket Contact:Waybright, Karen Called and discussed with Jim. Howas able to remote into the	0.20	0.00	1.0
	recorder with LMI so it's working thru the 911 CAD network. Jim is happy with the network changes.			
	Closing taket.		ante	
06/24/202	Service Ticket Contact:Waybright , Karen Called 412-445-4598 and left a	0.20	0.00	0.
06/25/2020	message for Glen. Service Ticket: Contact:Waybright , Karen Called Glenn 412-445-4598 and	0.10	0.00	0
06/29/201	Ser i socitket Contact:Waybright , Karen Glenn,	0.50	1. the real and	50
	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.			
06/29/2	Service Ticket: Contact:Waybright, Karen Glenn,	2.30	100.00	230
	The Provide State State State		CLE S	
	I to a state k 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.			

Invoice Number: Company:



Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/202			Service Ticke Contact:Waybright , Karen Karen,	0.30	0.00	0.00
			I made contact with Jim and were are good with Wednesday tothere changes. Can you send him my cell #? He wants to call me when he is leaving Altoona.			•
06/10/2020	L.		Service Ticket	2.70	100.00	270.00
			Contact: Waybright , Karen Worked with SBM electronics to get the call recorder on the CAD network.			
6/12/202			Service Ticket Contact	0.10	0.00	0.00
			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.			
6/16/2020		-	Service Ticket	1.70	C	170.00
			Contact:Waybright , Karen - worked with Jeremy on this - created IP reservations for 2 PCs on prod network - created a firewall rule to allow these 2 IPs on prod network access to 911 recorder server - JF disabled the network card to prod network on the recorder server			
			 confirmed it was still accessible from the 2 PCs on the prod network now we need to address logmein on the recorder as it no longer connects due to the deny internet policy cloned the deny internet policy on the firewall and created a 			
			new one specifically for Bedford- REC, but removed Computer & Internet Info category - Wated afew minutes for it to take effect - Confirmed the LogMeIn client shows connected and ready again.			
/16/			Service Ticket Contact:Waybright , Karen Jim and Karen,	2.10	100.00	210.00
			I worked with our firewall guy and allowed the ports needed from the BC network to the 911			



- C. . . .

Bill To:				Date 07/16/2020	voice	
Bedford County Com	Bedford County Commissioners			Account		
Attn: Tracey Snyder 200 South Juliana Str Bedford, PA 15522	reet			Bedford County Co	ommissione	rs
Terms	Due Date	PO Number	Reference			
Net 30 days	08/15/2020					
Service Request Nu	mber: 496231					
Summary	Contact Jim		call recording s	system to 911 network	•	
Billing Method	Actual Rate					
Company Name	Bedford Co	ounty Commissioners	a periods			
Contact Name	Karen Way	bright		k to the second s		
Services	Work Type	Staf	F	Hours	Rate	Amount
Billable Services		MELEN		CATE IN		
System Engineer	Communication	1		1.10	0.00	0.00
System Engineer	Remote Service	L.	5	1.70	100.00	170.00
System Engineer	On-Site Service			2.70	100.00	270.00
System Engineer	Remote Service	0		6.00	100.00	600.00
				Total S	ervices:	1,040.00
				Invoice Subtotal:		1,040.00
				Sales Tax:		0.00
				Invoice Total:		1,040.00
M	ake checks payable to	PC Works Plus		Payments:		0.00
				Credits:		0.00
				Balance Due:		1,040.00

Invoice Number: Company:

Bedford County Commissioners

	aff	Agreement	harge To: Bedford County Commiss Notes	Hours	Rate	Ext Am
04/14/2020			Service Ticket Contact:Waybright , Karen Sid,	0.70	100.00	70.0
			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?			
04/15/2020F			Service Tick	0.10	0.00	0.0
			contacts on the other ticket s 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.			
	Subscraft Missolation Missolation	Stevel .				

Ward to access your low-real colocis and other units entited". Freek out out outsomer portel of the action with space connect buck into a transmission of the free of the standard of the sta

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ill To:		R.F.HUS	Date 07/16/2020	Invoice	
edford County Comn ttn: Tracey Snyder 00 South Juliana Stre edford, PA 15522	nissioners		Account Bedford County Co	ommissioners	5
edford, PA 15522		2019 AV 62-4			
A STATE OF A	Due Date	PO Number Reference	2		
erms Net 30 days	08/15/2020				
ervice Request Nur	mber 489612				Aller and the second
Summary Billing Method Company Name Contact Name Services Billable Services System Engineer	Actual Rat Bedford C <u>Karen Wav</u> Work Type Communication Remote Service	ounty Commissioners /bright Staff	0.10 0.70	Rate 0.00 100.00	Amour 0.0 70.0
System Engineer			Total	Services:	70.0
			Invoice Subtotal	:	70.0
			Sales Tax		0.0
Make checks payable to PC Works Plus			Invoice Tota	:	70.
		o PC Works Plus	Payments		0.
			Credits	s:	0.
			Balance Due		70.

0-301000

07/14/2020		Contact: Miller, Carol -Onsite visit recommended. -Called left VM for Carol to make sure it was okay to come on-site.		. Stal Jeu Diseis i Vice i A	PE More P Turbus Statut Dit xoe be Liboordes
	JITCare Gold Agreement	Service Ticket Contact:Miller, Carol Travel to Bedford County	1.20	100.00	120.00
7/14/2020	ITCare Gold Agreement	Service Ticket	0.25	100.00	25.00
	on an 1920 Sin ann an 1920 Bertrard Contri	Contact: Miller, Carol Reseated then USB connector for the keyboard and the PC booted to windows instead of going to bios.			Butters 10 Bedford Co Aun: Tra O 200 young



Ware to Stored your Incore ex, ticked, and other for a militude when any has sub-

manna a sector and and a 2019 a set as 100 have a set as a sector and a

Invoice Number: Company:

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Bedford County Commissioners

cation: Bedford Cou	nty Register and R	ecorder Charge To: Bedford County	Hours	Rate	Ext Amt
Date Staff	Agreement	Notes	0.20	0.00	0.00
/02/202	ITCare Gold	Service Ticke	0.20	nounmented goots	
	Agreement	Contact:Miller, Carol			
		- Contacted customer and left a VM regarding the issue.			
		- WOC.	Contraction of the last		40.00
/06/202	ITCare Gold	Service Ticke	0.40	100.00	
/00/202	Agreement	Contact:Miller, Carol			
A CONTRACTOR OF A CONTRACTOR		- Contacted Carol and verified			
and the second second second		- Went over Carol's email with			
		her and showed her where the			
		contract sis.			
		and The herwhere her			
		as we			
		MV BC en all			
		the same as Carol's.			
		Carol's co-workers will be IT			
		tomorrow and I scheduled with Carol to call back then to go			
		over their emails as well.			
	en ser and an and	- Rescheduling the ticket for then.			25.0
7/07/202	ITCare Gold	Service Ticke	0.25	100.00	25.0
7/07/202	Agreement	Contact:Miller, Carol			
		000AM-977AM			
		- 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.			
 Interface 		- If Carol needs anymore assistance she will call back in.			
		- No further issues at this time.			40
07/13/2020	ITCare Gold	Service Ticke	0.4	0 100.00	40
	Agreement	Contact:Miller, Carol			
		- Contacted Carol and verified			
		- Carol informed me that there	line -		
		was a power outage. - When Carol's PC boots up and			
		it now loads the Bios setup			
		page.			
		down and still no luck the PC sti	11		
		loads to the Bios page. - We attempted to exit the Bios	i de secto		
		nade with and without saving			
		hut the PC restarts and loads			al transformer and a particular
		the Bios setup page again. - Escalating for further			
		assistance with the PC. ******See internal*****			
a state of the second state of			0.	10 0.00	



Bill To:	and the second	· · · · · · · · · · · · · · · · · · ·	Rolling and the second second	11012 A	
Bedford County Commissioners			Date	Invoice	3
Attn: Tracey Snyder			07/16/2020		-
Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	reet		Account		
			Bedford County	Commission	ers
Terms	Due Date I	PO Numia Refer	ence	TER T	
Net 30 days	08/15/2020			A CARLEY OF	
Services	Work Type	Staff			
Agreement Billable	Time: ITCare Gold Agreer	ment	Hours	Rate	Amount
System Engineer	Communication				
System Engineer	Communication	°₁	0.10	0.00	0.00
System Engineer	On-Site Service		0.20	0.00	0.00
System Engineer	Remote Service		0.25	100.00	25.00
System Engineer	Travel To		1.05	100.00	105.00
			1.20	100.00	120.00
A 14			Total S	Services:	250.00
Adjustments	pt: ITCara Calla		Quantity		Amount
Services	nt: ITCare Gold Agreeme	ent		L	2 Millourie
			(1.0.		(105.00)
		14:11:12:14:16:1 - 201 12 24:14:17:22:14:1	Total Adjustments:		(105.00)
		her TC	Invoice Subtotal:		145.00
			Sales Tax:		0.00
Mak	ke checks payable to PC V	Norks Plus	Invoice Total:		145.00
	19 A. C.	Hany sets Outbolk and	Payments:		0.00
			Credits:		0.00
		CALL 2002 DI UNON SALAN	Balance Due:		145.00



Invoice Number: Company:

Bedford County Commissioners

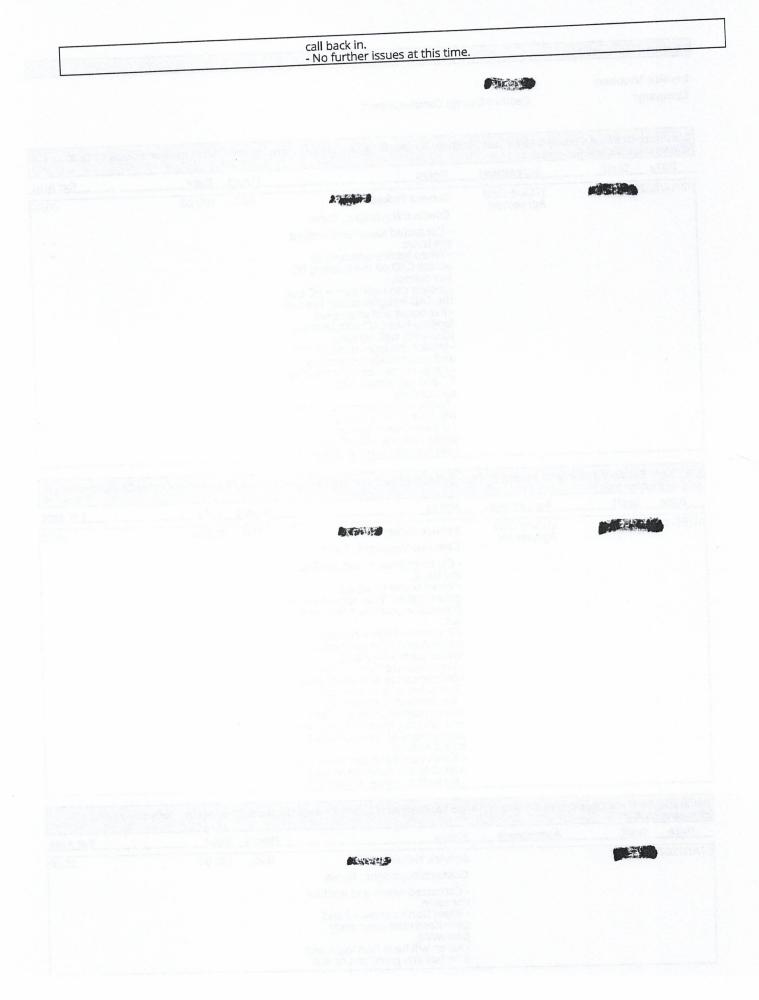
cation:	Bedford Co	Inty Prothonotary	Charge To: Bedford County Comm Notes	Hours	Rate	Ext Amt
Date	Staff	Agreement		0.90	100.00	90.00
/06/20		Service Ticket	0.50	100.00		
A DA			Contact:Lowery, Sheri			
			-Created user account and e-			
		mail. -Called to give user credentials. Assisted user with logging 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			grift-matrix
-			tional needed.	0.80	100.00	80.
7/13/202	20		Service Richard			
			Contact: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.				
= /1 / /20	2011		Service Ticke	0.10	0.00	0
7/14/20	201-201-201-201-201-201-201-201-201-201-		Contact:Lowery, Sheri			
			-Contacted Deb. -She successfully logged into			
an ann an gallanaiste Tha ann an tha ann an tha ann an tha		AOPC. -No further actions required at this time.			25	
07/14/202	in and the second	Service Ticket	0.25	100.00	25	
		Contact:Lowery, Sheri				
		-Contacted Deb. -Setup RVI scanning. -Sheri tested scanning. Showed up in RVI correctly. -No further actions required at this time.				

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AREA REALING

Bill To: Bedford County Cor Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	nmissioners reet	F = 123		Date 07/16/2020 Account Bedford County C	ommissione	
Terms	Due Date	PO Number	Reference			20.000
Net 30 days	08/15/2020	Consideration in the second				
Services	Work Type	5	taff	b p		
Billable Services			Con	Hours	Rate	Amount
System Engineer	Communication	0		0.10	0.00	0.00
System Engineer	Remote Service			1.95	120.00	195.00
				Total Se	rvices:	195.00
				Invoice Subtotal:		195.00
				Sales Tax:		0.00
Ма	ke checks payable to I	PC Works Plus		Invoice Total:		195.00
		A A TRACK MALINA		Payments:		0.00
			AF-mallengel	Creation		0.00
		TSHE MAYA	Contractor	Balance Due:	- Childrenty	195.00



Invoice Number: 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	
07/14/202	ITCare Gold Agreement	Service Ticket Contact: 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	<u>Ext Amt</u> 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	Pata	and the second second second second
07/09/2		ITCare Gold Agreement	Service Ticket	Hours 0.90	Rate 100.00	<u>Ext Amt</u> 90.00
			 Contact. 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. 			

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

07/02/202	Agreement	Notes	Hours	Rate	Ext Amt
0//02/202		Service Ticket Contact:Waybright , Karen	0.25	100.00	25.00
		- 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			

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CENTRE OF

Children (

till To:			Date Invoice	
Bedford County Con	missioners		07/16/2020	
Attn: Tracey Snyder 200 South Juliana Sti Bedford, PA 15522	reet		Account Bedford County Commission	iers
Bedford, PA 15522	nie i menie			
Terms	Due Date PC	Reference		
Net 30 days	08/15/2020			
•	Work Type	Staff	Hours Rate	Amount
Services Billable Services System Engineer	Remote Service		0.25 100.00	25.00
Agreement Billable System Engineer	Time: ITCare Gold Agreem Remote Service	nent	1.50	150.00
System Engineer			Total Services:	175.00
			Quantity	Amoun
Adjustments Covered by Agreen	nent: ITCare Gold Agreeme	ent	(1.5)	(150.00
Services			Total Adjustments:	(150.00
			Invoice Subtotal:	25.00
				0.00
			Sales Tax:	
	Make checks payable to PC	Works Plus	Sales Tax:	25.0
ľ	Make checks payable to PC	Works Plus	Sales Tax: Invoice Total:	0.00 25.00 0.00

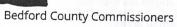
		and the second second second second				
Location	: Main Chai	ge To: Bedford Cou	inty Commissioners / Password			
Date	Staff	Agreement	Notes	Hours	Rate	Ext Am
07/15/202	20	ITCare Gold Agreement	Service Ticket Contact:Snyder , Tracey	0.25	100.00	25.0
		44.13	 Located current guest wireless password Called and left voicemail for Tracey with the guest password 			
Location:	Main Char	ge To: Bedford Cou	nty Commissioners / Two printers			
Date	Staff	Agreement	Notes	Hours	Rate	East Acres
07/10/202	0		Service Ticke	0.20	0.00	Ext Amt
			Contact:Gates, Dale	0.20	0.00	0.00
			- Called and left a message for			
			Dale about this, waiting to hear			
07/10/2020			back Service Ticket Topper	0.10	0.00	
			Concourses, Dale	0.10	0.00	0.00
			-Called and left a message for			
07/10/2020			lanner			
//10/2020			Service maket:	0.80	100.00	80.00
			Contact:Gates, Dale			
			- Spoke with Tanner - Setup Canon Pixma 4522 via			
			usp to Dale's computer - setup			
			for personal use - Setup the HP Envy 450 via usb			Covered B
			to Tanner's computer - for			zeologa
			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			
			additional to the USB/wired			
	10000		connection but we were not successful			

	- 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	(Involues (Involution)) Involus Kumber: Company
--	---	---

Date	Staff	Agreement	nty Commissioners / Needs passwo Notes	Hours	Rate	Ext Amt	
07/15/202		n ITCare Gold Agreement	Service Ticke Contact:Snyder , Tracey	0.25	100.00	25.00	
		-Tracey contacted PCW. H account was locked out. -Unlocked user account. S able to log in with no issu -Notenthe actions requir this time.					
				et			
Location Date	: Main Char Staff	<u>ge To: Beatora Cou</u> Agreement	nty Commissioners / Needs pw res Notes	Hours	Rate	Ext Am	
07/02/202		ITCare Gold	Service Ticket	0.30	100.00	30.0	
0//02/2020		Agreement	Contact:Styer, Rusty				
			 Rusty contacted PCW Verified issue with credentials Reset Rusty's password Tried to get rusty to set his 				

ocation:			nty Commissioners / Needs pw rese	Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes			30.00
7/02/2020		ITCare Gold	Service Ticket	0.30	100.00	30.00
		Agreement	Contact: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			
7/02/202	and the second	ITCare Gold	Service Ticket	0.40	100.00	40.0
///02/202		Agreement	Contact:Styer, Rusty			
			- Contacted Rusty and verified		And the second	
			the issue.		Antonio	
			- Received his IPhone.			
			- Gave Rusty a few minutes for			
			his phone to boot up and called him back.			
			- Left a VM asking Rusty to call			
			backin with his status. - WOC.			
07/02/202	(California Da)	ITCare Gold	Service Ticket	0.40	100.00	40.0
57702,202	. Constitution	Agreement	Contact: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 Outook app as well. Rusty will try to get his email to work over the weekend and ill follow up with him on Monday. 			
07/06/202	2	ITCare Gold	Service Ticket	0.10	0.00	0.0
		Agreement	Contact: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. 			

Invoice Number: Company:



Date Staff	Agreement	inty Commissioners / Error messag Notes	Hours	Rate	Ext Am
07/01/2020	ITCare Gold	Service Ticket	0.10	0.00	0.0
	Agreement	Contact:Snyder , Tracey		0.00	0.0
	N	-Munis server is online. Can access it through Automate. -Called left VM for Tracey.			
07/02/202	ITCare Gold Agreement	Service Ticke	0.80	100.00	80.0
	Agreement	Contact:Snyder, Tracey			
		 Contacted Tracey and verified the issue. When Tracey attempts to access Munis it fails with the 			
		 following proc. 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 enor. Tracey can access Munis test and Munis training. Escalating for further assistance with the Munis error. 			
7/02/2020	ITCare Gold Agreement	Service Ticket:	0.10	0.00	0.00
		Contact: Snyder , Tracey Hi Tracey, I called and left a message. Give me a call back so we can get your Munis fixed up.			
7/02/2020	TCare Gold	Service Ticket	0.25	100.00	25.00
	Agreement	Contact:Snyder , Tracey Hi Tracey, I called but your on the phone. Give me a call.			
7/02/2020	ITCare Gold	Service Ticka	0.25	100.00	25.00
	Agreement	Contact:Snyder, Tracey			
	6463 100 100 100 100 100	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.			
//06/2020	ITCare Gold Agreement	Service Ticket	0.60	0.00	0.00
	- G. Comerie	Contact:Snyder , Tracey			
		Played some phone tag, then chatted with Tracey with ITcare chat and hunis fixed the issue. Closing ticket			

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/13/202			Service Ticke	0.60	100.00	60.00
		Agreement	Contact:Dallara, Barry			

2212	and:	1		Gratis/	Non-Bill Hours:
Å					
			A Star Mary		
			AN MARY AND AND A		
					a analisi sanatang
			HANNEL		
			CHORE		
			ANALISIS NO. 15		
			ATTACK SAME AND		
			and the state		
			H. C. Bar		

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3.5	Profess	ional Sol	Utions	DIUS

Bill To:

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

Date	Invoice
07/16/2020	
Account	
Bedford County Com	missioners

Terms	Due Date	PO Number	Reference			and the second second
Net 30 days	08/15/2020					
Services	Work Type		fr			
Billable Services	INVOLK TYPE		Staff	Hours	Rate	Amount
System Engineer	Communication					
System Engineer	Remote Service			0.30	0.00	0.00
System Engineer	Remote Service			0.80	100.00	80.00
Agreement Billable T	ime: ITCare Gold Agre	ement				
System Engineer	Communication		Constantine.	0.10	0.00	0.00
System Engineer	Communication		THE REPORT OF	0.70	0.00	0.00
System Engineer	Communication			0.10	0.00	0.00
System Engineer	Remote Service		and the second	0.10	100.00	0.00
System Engineer	Remote Service			0.50	100.00	25.00
System Engineer	Remote Service	2		0.90		50.00
System Engineer	Remote Service	9	STR.		100.00	90.00
System Engineer	Remote Service			0.25	100.00	25.00
				1.60	100.00	160.00
				Total S	Services:	430.00
Adjustments				Quantity		Amount
Covered by Agreeme	nt: ITCare Gold Agreer	nent				1.111001.10
Services				(3.5)		(350.00)
				()		(000100)
				Total Adjustments:		(350.00)
				Invoice Subtotal:		80.00
				Sales Tax:		0.00
Mal	ke checks payable to P	C Works Dive		Invoice Total:		80.00
ivid.	inc checks payable to P	C WOLKS PIUS		Payments:		0.00
				Credits:		0.00
				Balance Due:		80.00

Invoice Number: Company:

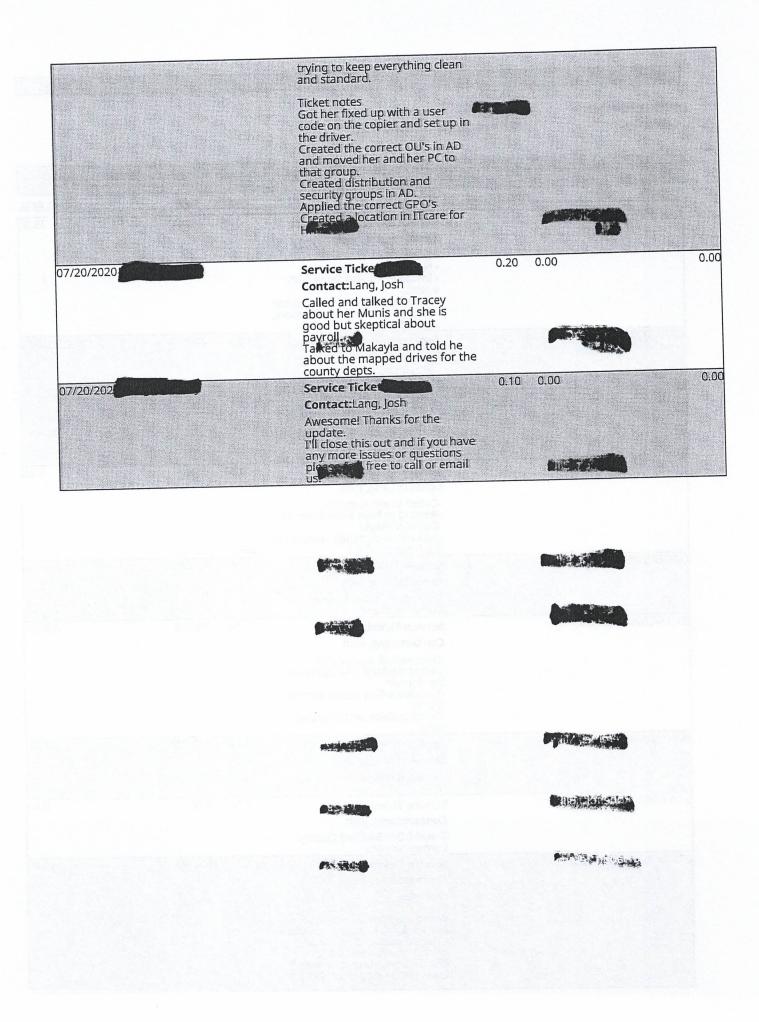
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Bedford County Commissioners

Ext Amt	Rate		Hours	ey Charge To: Bedford County Con Notes	h	Dealore	ocation.
0.00	100.00	1	0.50		Agreement	Staff	Date
			0.50	Service Ticke			/24/202
				Contact:Goodwin, Anita			
				- Setup OS - Uninstalled trial of 2016			
				- Uninstalled bloatware			
				- Installed Adobe Reader and			
				Google Chrome - Named computer			
				Completed undates for			
				Windows, Msstore, and Drivers - Installed Itcare, AV and Open			
				DNS agents			
0.0	0.00		0.10	- Ready for Onsite			
	0.00		0.10	Service Ticke		2	7/24/202
And the second sec				Contact: Goodwin, Anita			
				Anita,			
				Just looking for some more			
				details new notebook.			
				aptop for?			
				ams need setup on			
		4		The way of the second s			
				Billy			
				-Called Anita			
30.	100.00	1	0.20	CARLES CONTRACTOR			
	100.00	J	0.30	Service ricks		2	7/27/20
				Contact:Goodwin, Anita		(Stand to	
				-Called Anita			
				-Office -Firefox			
				-IE			
				-Adobe reader -Premo pdf			
				-Jury system			
				-Link aopc			
				-Gimp 2 -3 printers			
80	200 00			-Remote access			
00	100.00	0	0.80	Service Tick		020	07/28/20
				Contact:Goodwin, Anita	El El El Contra de		
				Travel to Bedford County			1981.4
250	100.00	Ω	2.50	Commissioners			
	100.00	0	2.50	Service Tick		020	07/28/20
				Contact:Goodwin, Anita			
				-Connected to the network -Joined to domain			
				-Installed office jury system		free and a second second second	
				viewpoint			
				-Transferred files -Added printers			
(0.00	10	4 0	-Had Anita test out the laptop			
	0.00	1Ú	1.00	Service Ticket		020	07/28/2
				Contact:Goodwin, Anita			
				Travel from Bedford County	State of the second		

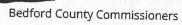


Bill To:				Date	(<u>1</u>	The second second	e
Bedford County Com Attn: Tracey Snyder		- wink , hivbor		07/31/2	Contraction of the second second		
200 South Juliana Stre Bedford, PA 15522	eet	a practice and		Bedfor	10 1111 10 00 MD 100000	ty Commissior	ors
Terms	Due Date	PO Number		L	- courr		
Net 30 days	08/30/2020	Bondinider	Reference				
Service Request Num	nber 501556						
Summary		ok; order, install					
Billing Method	Actual Rate						
Company Name					4	in the second	
Contact Name	Anita Good		rs		- Colo	(Charl Shill and Long and Shill Shill)	
Services	Work Type	Contraction of the second s	aff				
Billable Services			201	H	ours	Rate	Amoun
System Engineer	Communication	2			- 10		
System Engineer	Travel From				0.10	0.00	0.00
System Engineer	Remote Service				1.00	0.00	0.00
System Engineer	Travel To				0.30	100.00	30.00
System Engineer	On-Site Service			그 아님이 아내는 것이 같아. 것이	0.80	100.00	80.00
				4	2.50	100.00	250.00
Non-Billable Services							
System Engineer	Remote Service			(.50	100.00	0.00
		Strates -		and a second day of	discussion of heart lites.	And A	0.00
					Tota	Services:	360.00
Other Charges				Quantity		Price	Amount
Billable Other Charges			xolena-			I EICC	AIIIOUIIL
(8 in stock as of today) Intel Core i7 (10th Gen) RAM - 256 GB SSD - Ash Graphics with 2 GB, Int			x 1080 - z - 8 GB 530	1.00	1	,220.38	1,220.38
		ana da	5, 116 510 <u>79</u> 93- 1661 (1995)	Total O		parges:	1,220.38
		Constant States	a child a	Invoice Su	btotal		1,580.38
			4.5. 10		les Tax		0.00
Make	checks payable to P	CWarks		Invoic			1,580.38
			3250.02		menus	A CONTRACT OF A CONTRACT OF	0.00
			1202403		redits		0.00
		and a second second		Balan	ce Due	:	1,580.38



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Invoice Number: Company:



Date Staff	Agreement	Notes	Hours	Rate	Ext Am
7/13/202		Service Ticket	0.75	100.00	75.00
		Contact:Lang, Josh			, 5.0
		- Setup OSs			
		- National Providence - Installed AV and Open DNS		C. St. Mar St.	
		agents			
		- Installed SSD into the Desktop - Started for Windows, Msstore,			
The second s	Notational and an annual of the second	and Drivers			
/14/202		Service Ticket	0.50	100.00	50.00
		Contact:Lang, Josh			
		- Completed updates for			
		Windows Msstore, and Drivers - Uninstalled trial of 2016		and States and some of	
		- Uninstalled bloatware			
		- Installed Adobe Reader and Google Chrome			
		- Installed Itcare Agent			
/16/2020		- Ready for onsite	0.60	0.00	0.00
		Contact:Lang, Josh	0.00	0.00	0.00
		-Called Munis support			
		-Waiting to hear from Support			
		-Called Makayla -Makayla is currently working in			
7/16/2020		the Finance office			
(16/2020)		Service Tick	0.75	100.00	75.00
		Contact:Lang, Josh			
		Travel to Bedford County Commissioners			
16/2020	-	Service Ticket	4.50	100.00	450.00
		Contact:Lang, Josh			
		-Unboxed all equipment			
		-Joined desktop and laptop to the domain			
		-Installed office adobe acrobat			
		munis -Seupt outlook and onedrive			
		sync			
16/2020		Service Tick	0.80	100.00	80.00
		Contact:Lang, Josh			
		- assisted billy with one drive issue			
16/2020	3	Service Ticket	1.10	0.00	0.00
		Contact:Lang, Josh			0.00
		Travel from Bedford County			
17/202		Commissioners			
17/202		Service Ticket	1.50	100.00	150.00
		Contact: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. Lalso made a HR			
	THE REAL PROPERTY OF THE PROPE	distribution group for email. I			

Invoice Number: Company:

Bedford County Commissioners

	Staff	Agreement	arge To: Bedford County Commissi Notes	Hours	Rate		
Date 07/20/202		Agreement	Service Ticket	0.80	100.00	a decision de la construction de	80.00
)7/20/202			Commissioners Service Ticket 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	0.70	100.00		70.0
07/20/20	201		this time. tle, Melissa edford County ers	0.90	0.00	ingeneration of the second sec	0.0
	anar Na Ar A Na Air Na Air						

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DEVVOrk	1.5
Professional Solutions	plus

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Bill To:				Date	Thereis	and the second second
Bedford County Cor	nmissioners	47000			Invoice	
Attn: Tracey Snyder 200 South Juliana St	root	te, Melhsni -		07/31/2020		Sector Col Manufacture
Bedford, PA 15522	reet	- Stinuad brief		Bedford County	Commission	
				Dediord County	Commissione	ers
Terms	Due Date	POL	Reference			
Net 30 days	08/30/2020					
Service Request Nu	imber 499722				A college control	
Summary	High-end V	Vorkstation and I	anton Quote (ne	r request); order equip	mont install	
Billing Method	Actual Rate	S		request, order equipi	nent, install	
Company Name		unty Commission	ners			
Contact Name	Josh Lang					
Services	Work Type		Staff	Hours	Rate	Amoun
Billable Services					Rate	Amoun
System Engineer	Communication	ATTRACT		0.6	.00	0.00
System Engineer	Communication	le, Melsoa		0.30	0.00	0.00
System Engineer	Travel From	and A guide		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	7		1.25	100.00	125.00
System Engineer	Remote Service			1.50	100.00	125.00
System Engineer	On-Site Service			4.50	100.00	450.00
				Total S	ervices:	880.00
				Invoice Subtotal:		880.00
				Sales Tax:		0.00
Ма	ke checks payable to F	C Works Plus		Invoice Total:		880.00
				Payments:		0.00
				Credits:		0.00

Invoice Number: Company:

Bedford County Commissioners

Date	Staff	Agreement	nt Office Charge To: Bedford Cou Notes	Hours	Rate	Ext Amt
7/29/202	Sector Contractor	Y	Service Ticket	1.10	100.00	110.0
C. This			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.			



, Mart 2000, Barrier Brander Brend 200 Mart 110, 200 Print College (1990). Mart 110, 2000, State Mart 110, 2000, State Stat



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Bill To:				Date	Yoursteel	
Bedford County Cor	nmissioners			07/31/20	Invoice	ophical second second second
200 South Juliana St	reet	equits [option]		Account		
Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522		a etralit.		Bedford County	/ Commissione	rs
Terms	Due Date	PO Number	Reference			
Net 30 days	08/30/2020					
Services	Work Type	(Staff	Hours	Dete	
Billable Services		1	Seath	nours	Rate	Amount
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
				Total	Services:	150.00
				Invoice Subtota	1:	150.00
				Sales Tax	c	0.00
Ma	ke checks payable to	PC Works Plus		Invoice Tota	:	150.00
				Payments	:	0.00
				Credits	:	0.00
				Balance Due	:	150.00

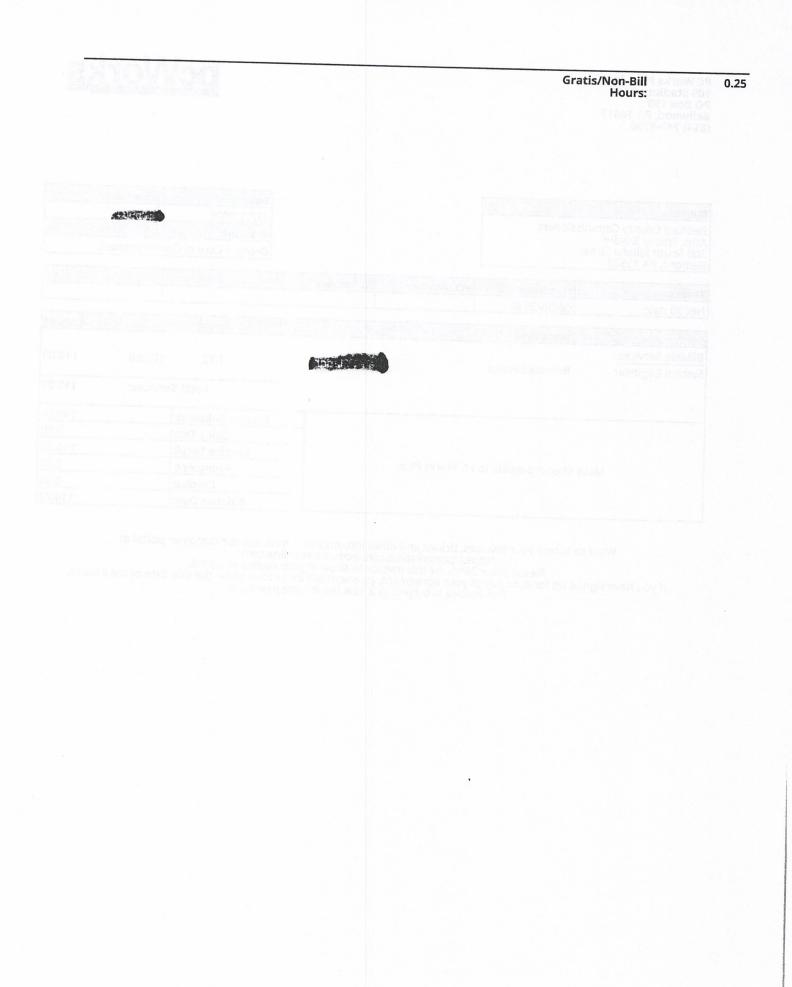


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PC Works Plus, Inc. 109 Stadium Road PO Box 190 Bellwood, PA 16617 (814) 742-9750

:

		1		Date	Invoice	Later Philippin
Bill To:				07/31/2020		
Bedford County Com Attn: Tracey Snyder 200 South Juliana Str Bedford, PA 15522	missioners eet			Account Bedford County Co	ommissione	rs
Terms	Due Date 08/30/2020	PO Number	Reference			
Net 30 days			itaff	Hours	Rate	Amount
Services	Work Type	-				
Billable Services System Engineer	Remote Service	1		1.10	100.00	110.00
System Engineer				Total S	ervices:	110.00
				Invoice Subtotal:		110.00
				Sales Tax:		0.00
				Invoice Total:		110.00
M	ake checks payable t	o PC Works Plus	-	Payments:		0.00
			-	Credits:		0.00
			-	Balance Due:		110.00



Invoice Number: Company:

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Bedford County Commissioners

	Staff	Agreement	b: Bedford County Commissioners / Notes	Hours	Rate	Ext Amt
Date Staff	ITCare Gold Agreement	Service Ticket Contact:Chancellor, Jannette - Contacted customer and left a VM regarding the issue.	0.10	0.00	0.0	
07/27/202		∏Care Gold Agreement	- WOC. Service Ticket Contact: Chancellor, Jannette - Contacted Tony and Lisa and verified the issue. - Reset the passwords for both users successfully. issues at this time.	0.30	100.00	30.0

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

Date	Staff	Agreement		Hours	Rate	Ext Amt
07/08/202			Service Ticke	0.25	100.00	0.00
	Contraction of the local division of the loc		Contact:Kentner, Lucille			A second second second
			- Set e for remote access - Centreline vith directions - Ser control with directions			
07/08/202	20		Service Tick	0.25	100.00	25.00
			Contact: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 			

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
07/28/202		ITCare Gold Agreement	Service Ticker Contact:Kentner, Lucille	0.30	100.00	30.00
			 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 		antas 012084 A gu tempir tempirany ti	



Bill To:			Date	voice	
Bedford County Cor Attn: Tracey Spyder	mmissioners		07/31/2020		
Attn: Tracey Snyder 200 South Juliana St	reet		Account		
Bedford, PA 15522			Bedford Count	y Commission	ers
Terms	Due Date PO	Reference		A SP T	
Net 30 days	08/30/2020				
Services	Work Type	Staff	Hours	Rate	Amoun
Billable Services				Note	AIIIUUIII
System Engineer	Remote Service		0.25	100.00	25.00
Non-Billable Service	S				
System Engineer	- Remote Service		0.25	100.00	0.00
Agreement Billable 1	Time: ITCare Gold Agreemen		(E)	A STREET BOOM	0.00
System Engineer	Communication	and the second second	0.10	0.00	
System Engineer	Remote Service		0.30	0.00 100.00	0.00
System Engineer	Remote Service		0.30	100.00	30.00 30.00
					50.00
			Total	Services:	85.00
Adjustments			Quantit	V	Amount
	ent: ITCare Gold Agreement				
Services			(.6)	(60.00)
			Total Adjustments	:	(60.00)
			Invoice Subtotal	:	25.00
		100 March 100 Ma	Sales Tax	:	0.00
Ма	ke checks payable to PC Wor	S Plus	Invoice City	26	25.00
	ille	Contractick anthell Luc	Payments		0.00
			Credits		0.00
		THE CHARGE MALE THE CONTROL OF	Balance Due	:	25.00

2102/31	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*****		150.0
	Service Ticke 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	1.50 100.00	

Gratis/Non-Bill Hours: 0.30



Bill To:				Date	Tovo	tee	
Bedford County C Attn: Tracey Snyd 200 South Juliana Bedford, PA 1552	Commissioners er Street 2			07/31/202 Account	07/31/2020		
Terms	Due Date	PO Number	Reference				
Net 30 days	08/30/2020						
Other Charges				Quantity	Price	Amoun	
	e (1010 Aareement						
	e Gold Agreement Desktop UPS - 650 VA/ e - 4 x NEMA 5-15R, 4 >	/390 W - 120 V AC - 3 x NEMA 5-15R	Minute -	1.00	106.39	106.39	
		/390 W - 120 V AC - 3 x NEMA 5-15R	Minute - —		106.39 ner Charges:		
		/390 W - 120 V AC - 3 x NEMA 5-15R	Minute - –		ner Charges:	106.39	
		/390 W - 120 V AC - 3 x NEMA 5-15R	Minute -	Total Oth Invoice Sub	ner Charges:	106.3 9	
APC Back-UPS VA Desktop - 3 Minut	Desktop UPS - 650 VA/ e - 4 x NEMA 5-15R, 4 >		Minute -	Total Oth Invoice Sub	er Charges: btotal: s Tax:	106.39 106.39 106.39 0.00 106.39	
APC Back-UPS VA Desktop - 3 Minut			Minute -	Total Oth Invoice Sub Sale Invoice	er Charges: btotal: s Tax:	106.39 106.39 0.00	
APC Back-UPS VA Desktop - 3 Minut	Desktop UPS - 650 VA/ e - 4 x NEMA 5-15R, 4 >		Minute -	Total Oth Invoice Sub Sale Invoice Payn	ner Charges: btotal: es Tax: Total:	106.3 9 106.39 0.00 106.3 9	

Invoice Number: Company:

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Bedford County Commissioners

Date	Bedford County Staff	Agreement	Notes	Hours	Rate	Ext Amt
and the second se	OFlaugh, Jeremy	ITCare Gold	Service Ticke	0.25	100.00	25.00
		Contact:Beck, Jim				
			Got Jim connected to the DA server with TV.			25.0
7/23/202	0	ITCare Gold	Service Ticket	0.25	100.00	20.0
		Agreement	Contact:Beck, Jim			
			Thanks for the update Jim. I'll log the server out.			

Constant of the

. .

Date	Staff	nty District Attorn Agreement		Hours	Rate	Ext Amt
7/24/202		ITCare Gold	Service Ticke	0.30	100.00	30.0
		Agreement	Contract: May, Chatty			
		in the second	the office and			
			- Charles - Char			
			task force. - Cherked PC and it will need			
			connection the network and			Service Extension
			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.			

Date	Staff	Agreement	ney Charge To: Bedford County Co Notes	Hours	Rate	Ext Am
Date 7/23/2020		ITCare Gold Agreement	Service Ticket	0.25	100.00	25.0
			- Contacted Chatty - Verified issue with credentials - Reset Chatty's user password - Verified login	agental de	an sant	

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
07/30/202		ITCare Gold Agreement	Service Tick 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		
07/30/201		ITCare Gold Agreement	Service Ticket	0.30	100.00	0.00		



Bill To:				Date	Invoice	-
Bedford County Cor	nmissioners	St. Marthus		07/31/2020	AIIVOICE	
Attn: Tracey Snyder 200 South Juliana St	root			Account		Contra and an order of
Bedford, PA 15522	reet			Bedford County	Commission	ore
		- CE			Commission	
Terms		PO Number	Reference			
Net 30 days	08/30/2020	and a feel get ter				
Services	Work Type		Staff	Hours	Rate	A
Billable Services	Constant and the second second	100 B 10 B 10 B 10 B		riodi3	Kale	Amount
System Engineer	Remote Service			1.50	100.00	150.00
Agreement Billable 1	Time: ITCare Gold Agreer	ment	bit set as2	n Itan Gel		
System Engineer	Remote Service			0.50	100.00	50.00
System Engineer	Remote Service	0.06 500 0.51		0.25	100.00	25.00
System Engineer	Remote Service	phone a grant		0.60	100.00	60.00
Agreement Non-Billa	able Time: ITCare Gold Ag	areement 🕳	196938 1489			
System Engineer	Remote Service	ne neovoit		0.30	100.00	0.00
				Total S	ervices:	285.00
Adjustments	$\frac{1}{2} \sum_{i=1}^{n} \frac{1}{2} \sum_{i=1}^{n} \frac{1}$			Quantity		Amount
	nt: ITCare Gold Agreeme	ent			 A second sec second second sec	Zinoune.
Services				(1.35)		(135.00)
	00.001 20.0		Service The	Total Adjustments:		(135.00)
		av Chattey	Meronanao	Invoice Subtotal:	Margaret	150.00
			- Contactor	Sales Tax:		0.00
Ма	ke checks payable to PC	Works Plus		Invoice Total:		150.00
			- Verified in	Payments:		0.00
				Credits:		0.00
1.222.3 1.122.12			Charles States	Balance Due:		150.00

Want to access your invoices, tickets and other info online? Check out our customer portate https://porteck.py...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: Company:

-

Bedford County Commissioners

or Y drive	Bedford Co Staff	Agreement	Notes	Hours	Rate	Ext Amt
Date	Stan	ITCare Gold Agreement	Service Ticket Contact:Mock, Mary Ann - Contacted customer and left a VM regarding the issue. - WOC.	0.10	0.00	0.00
07/17/202		ITCare Gold Agreement	Service Ticket Contact:Mock, Mary Ann - Contacted Mary Ann and verified the issue. - When using her PC she cannot a more the intranet, the Y drive, - Under the intranet, the Y drive, - Sector of the network and we found Mary Ann is connected to the guest WiFi. - Worked with Mary Ann and we check of the Mary Ann and the Mary Ann of the Mary Ann needs anymore assistance she will call back in. - No further issues at this time.	0.50		50.0

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

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/27/202			Service Ticket Contact: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 Ext Amt

Date	Staff	Agreement	Notes	Hours	Rate	LACAINC
06/09/202	States and states		Service Ticket	0.30	100.00	30.00
			Contact:Montgomery, Alan			
			- Created user account for Dakota and Office user - Called and left a message for Alan about this, waiting to hear back			

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and the second

Mast

Bill To:				Date	Invoice	L.
Bedford County Cor	nmissioners	176 B		07/31/2020	and the second	
Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	reet	Stand Washington		Account		
Bedford, PA 15522	6.3			Bedford Count	y Commission	ers
Terms	Due Date	PO Number	Reference			
Net 30 days	08/30/2020		Reference			
Services	Work Type		Staff	Hours	Rate	Amount
Billable Services				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Nate	AITIOUTIL
System Engineer	Remote Service	CALES COLORING		0.30	100.00	30.00
System Engineer	Remote Service			0.50	100.00	50.00
Agreement Billable T	Time: ITCare Gold Agree	ment				
System Engineer	Communication			0.10	0.00	
System Engineer	Remote Service	7	R. R.	0.10	0.00 100.00	0.00 50.00
					100.00	00.00
				Total	Services:	130.00
Adjustments				Quantit	y	Amount
Covered by Agreeme	nt: ITCare Gold Agreem	ent				
Services				(.5	5)	(50.00)
				Total Adjustments		(50.00)
				Invoice Subtotal	1:	80.00
				Sales Tax		0.00
Ма	ke checks payable to PC	Works Plus	 Seering Dr. 	Invoice T		80.00
		and and Burnes	Marsected 2	Payments	and the second statement of the se	0.00
				Credits		0.00
				Balance Due	:	80.00

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3 - H- H

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

		A concerned to	narge To: Bedford County Commiss	Hours	Rate	Ext A
Date	Staff	Agreement	Notes	0.30	100.00	30
7/15/2020			Service Tic	0.50	100.00	
			Contact:Waybright , Karen			
			Karen,			
			I created the new users			
			Gracie Lynch login name and pass GLynch NewHire547			
			lacoh Diehl			
			login name and pass JacobDiehl NewHire342 There was already			
			a Jdiehl			
		4	I don't know how to add the			
			users in CAD Harry always did that. I can call them and find out			
			that. I can call them and find out how if you want me to.			
			now if you want me to.			
					MARKE TE A	
					CATTER D	
					112 16 1	
					19 miles	
			an de la santa e		NG SSI D	
			建市场 (6112)		And according to a summing the	

		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 up etage, on on v 2004 Some avanate 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 			
07/28/2020Tr	ITCare Gold Agreement	Service Ticke Contact:Waybright , Karen - Assisted Josh with blocked site	0.80	100.00	80.0
07/28/2020	ITCare Gold	issue Service Ticket:5	1.10	***	
	Agreement	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	Prior	100.00	110.0
07/28/2020T	ITCare Gold Agreement	Service Ticke Contact:Waybright , Karen - Content filtering was blocking rapidsosportal. Worked with Billy to remedy	0.70	100.00	70.00
07/29/2020	ΠCare Gold Agreement	Service Ticke Contact:Waybright, Karen -Called Karen -Verified rapidsos and gis are now working	0.30	0.00	0.00

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
05/28/202	q		Service Ticket:	0.25	100.00	25.00
			Contact:Waybright , Karen			
			-Created a new user account for Cassie -Setup Cassie's email account in exchange			

Invoice Time Detail

Invoice Number: Company:

Bedford County Commissioners

and the second se	Staff	CAD server. Agreement	Notes	Hours	Rate	Ext Amt
Date	Stall	Adicement	Service Ticket	0.25	100.00	25.00
6/25/202			Contact:Waybright , Karen			
	en Contrate Marine Marine		 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 			
6/25/202	0]		Service Ticket	1.20	100.00	120.00
			Contact:Waybright, Karen			
			- CAD support and			
			note Desktop pst cadprod from			
			- Second end began troubleshooting the issue - This seems to be a problem with ECM2 smtp server handling			
			ed that at 12:54 nnection to the completed without ey believe that all ns from the BC911 cad system may now be being		and States	
			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			
06/29/202	20E		Service Ticket	0.10	0.00	0.0
			Contact:Waybright , Karen			
			- Called and left a message for Karen, waiting to hear back			
06/30/20	20'		Service Ticket	0.10	0.00	0.0
			Contact: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			

PCI Talk 197 Reliwood, Portekt7 (814)742-9750

Date Staff	Agreement	harge To: Bedford County Commiss Notes	Hours	Rate	Ext Am
7/28/2020	ITCare Gold Agreement	Service Tick	0.25	100.00	25.0
		- Karen contacted PCW - Verified issue with SEC website - Verified issue is with the website itself - Moving ticket to team		100.00	280.0

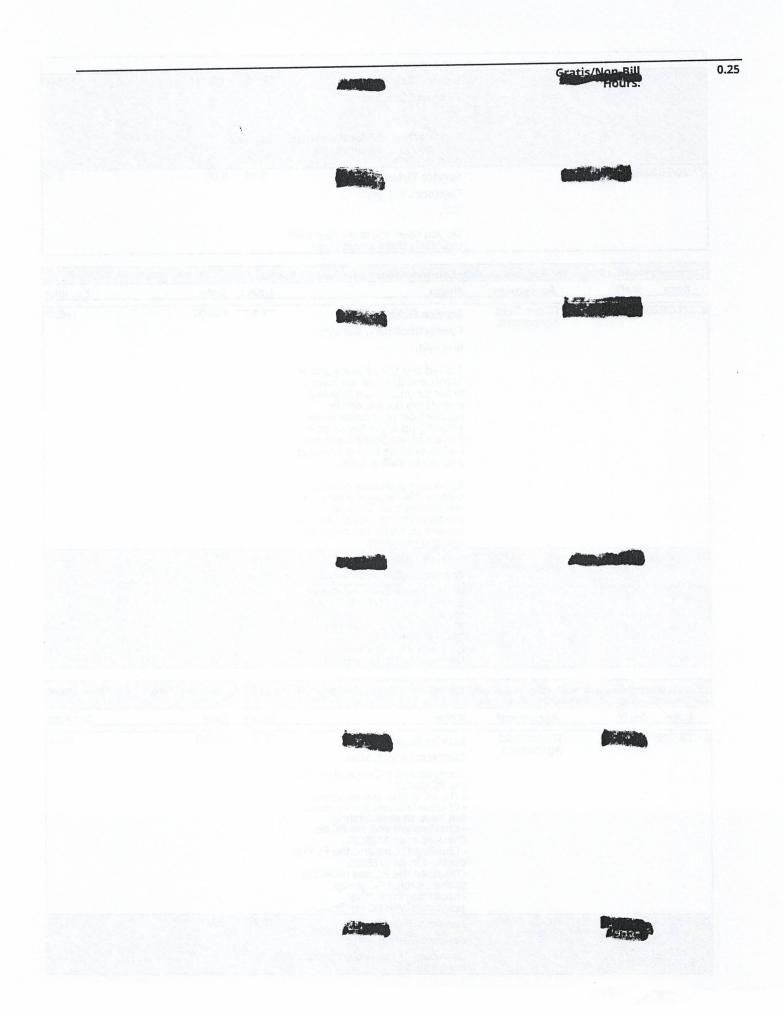
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Bill To:	And Andrew Kill]		Date			
Bedford County Cor Attn: Tracey Snyder 200 South Juliana St Bedford, PA 15522	nmissioners reet			07/31/201			
Terms	Due Date	PO Number	Reference				
Net 30 days	08/30/2020	יזכ נכן ממאי כממי					
Services	Work Type	Although	Staff	Hours			
Billable Services			Stori	nours		Amoun	
System Engineer	Communication			0.20	0.00	0.0	
System Engineer	Remote Service	9		0.20	100.00	0.0	
System Engineer	Remote Service			0.30	100.00	25.00 30.00	
System Engineer	Remote Service	i		1.45	100.00	30.00 145.00	
Agreement Billable T	ime: ITCare Gold Agre	ement					
System Engineer	Communication			0.30	0.00	0.00	
System Engineer	Remote Service			1.10	100.00	0.00 110.00	
System Engineer	Remote Service	Contraction and the		0.25	100.00	25.00	
System Engineer	Remote Service			2.80	100.00	280.00	
System Engineer	Remote Service	4		1.50	100.00	150.00	
				Total	Services:	765.00	
Adjustments				Quantity	1	Amount	
	nt: ITCare Gold Agreer	nent			 According to the second se second second sec	ranodan	
Services				(5.65)	1	(565.00)	
	00.0 0.00		Service Tick	Total Adjustm		(565.00)	
		yanışır, karen	- VEL2 - SECTOR	Invoice Subtotal:		200.00	
			CINE DEMILO - CINE DEMILO -	Sales Tax:		0.00	
Mal	ke checks payable to P	CWO	States and the	Invoice T ata	eizt	200.00	
				Payments:		0.00	
			Part and a start of the	Credits:		0.00	
		Long Start Land	Ch See Britants	Balance Due:		200.00	

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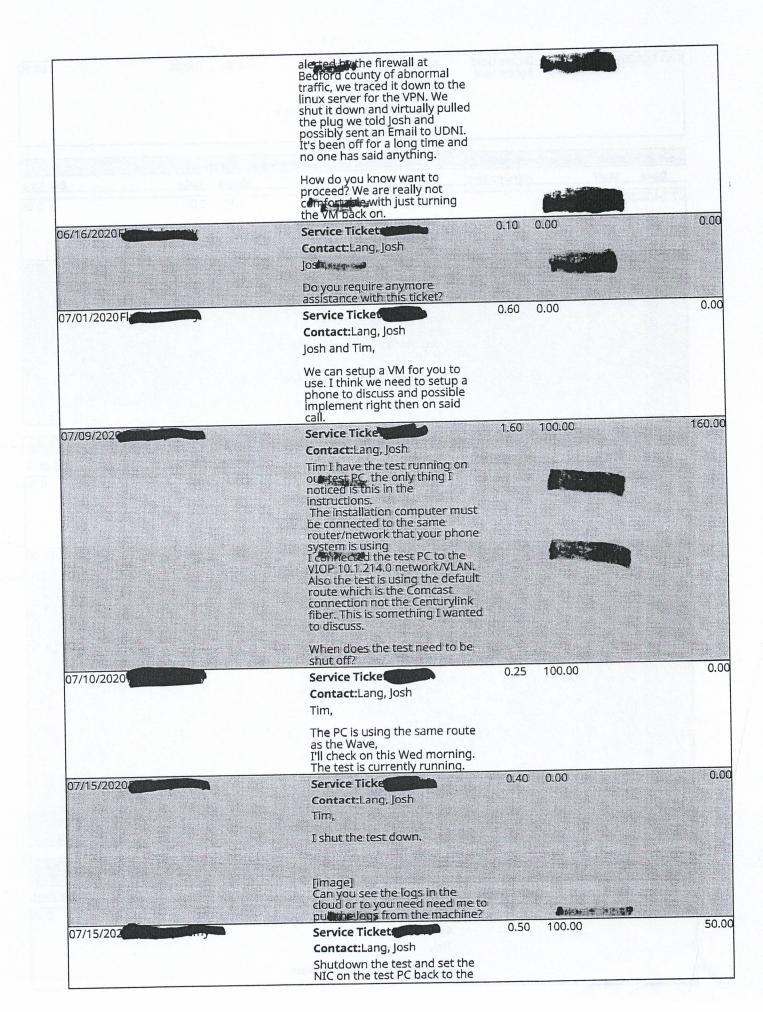


	prod network.			
07/15/2020	Service Ticke	0.25	100.00	25.00
	Contact:Lang, Josh			
	Tim,			
	See attached PDF for the results. Will you need any more help with this ticket?			
07/20/2020Fla	Service Ticket	0.10	0.00	0.00
	Contact:Lang, Josh			
	Tim,			
	Do you need any more help with this? Or is there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

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/21/2020	J.F.	ITCare Gold Agreement	Service Ticke Contact:Bollman , Makayla Makayla,	1.60	100.00	160.00
			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.			
07/21/2020)F	TTCare Gold Agreement	Service Ticket	0.80	100.00	80.00
			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.			

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
07/28/202	0	ITCare Gold Agreement	Service Ticke Contact:Clapper, Mike	0.40	100.00	40.00
			 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. 			
07/28/202	0	ITCare Gold Agreement	Service Ticket	0.30	100.00	30.00
			Contact:Clapper, Mike			
			-Removed agent and services from noted PC			



-

07/17/2020	ITCare Gold	Service Ticket	0.60	100.00	60.00
	Agreement	Contact:Snyder, Tracey			
	LS I	Assisted "Jason" with the removal and installation with a different version Munis. I elevated for him.			

Date	Staff	Agreement	nty Commissioners / Issues with n Notes	Hours	Rate	F+ A
07/24/202	20					Ext Am
			Service Tick	0.10	0.00	0.0
			Contact:Bollman , Makayla -Called Makayla			
			-Left vm			
07/24/202	20 F	ITCare Gold	Service Ticke	0.70	100.00	70.0
		Agreement	Contact:Bollman , Makayla			
			-Talked to Makayla			
			-Var first us with microphone -Found a uriver update from		ATTELET MAN	
			intel			
			-Rebooted the laptop tested ok after	S.A. Market State		
			-Rebooted again			
			-Was not able to get static noise from the microphone			
			-Makayla is going to test on			
			Monday			
Location:	Main Char	ae To: Bedford Cour	nty Commissioners / Microsoft wo		CALL STREET, ST	N. NAMES OF COMPANY
Date	Staff	Agreement	Notes	Hours	Rate	Ext Am
7/17/2020	0	ITCare Gold	Service Ticket	0.10	0.00	0.0
	1	Agreement	Contact:Bollman , Makayla	0.10	0.00	0.00
			- Tried calling((814) 623-2693)			
			multiple times but call does not complete			
7/17/202	01	ITCare Gold	Service Ticket	0.90	100.00	90.00
		Agreement	Contact:Bollman , Makayla			50.50
			- Contacted Makavla			
			- Verified issue with "Network			
			Connectivity Status Indicator" on desktop		1.	
			- Fixed registry via CMD			
			- Restarted			
			- Verified activation can now be			
			- Verified Makayla's primary			
			email address is set to			
			"@bedfordcountypao365.onmicr osoft.com"			and the second
			- Activated office on laptop and			
			Desktop - Verified access	•		
			- Contacted Team about the			
	a secondaria da la		- Verified issue with logon			
			domain not set	antine and see		
			- Synced to 365 - Verified email address is now			
			"@bedfordcountypa.org"			

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

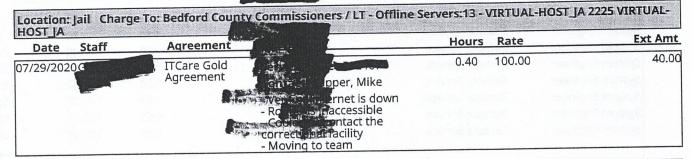
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
06/08/2020		Service Ticke	0.70	0.00	0.00	
			Contacting ang, Josh		Constant 1 and 1 and 1	1.077157
			Tim, dad presidente			
			A couple of years age we were			

Invoice Time Detail

Invoice Number: Company:



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 Ext Amt Hours Rate Agreement Notes Staff Date 25.00 100.00 0.25 ITCare Gold Service Ticket 07/06/2020 Agreement 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 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 th PC verification 50.00 100.00 0.50 07/17/2020Pyzowski, joe ITCare Gold SERT: C Agreement Contact:Clapper, Mike - Removed Dead agent from all



Date	Staff	Agreement	nty Commissioners / Backup Failur Notes	Hours	Rate	Ext Am
07/30/2020	01	ITCare Gold	Service Ticke	0.30	100.00	30.0
		Agreement	Contact:Clapper, Mike			
			- Logged into ΠCare and verified the back up status. - Back ups completed			
			- Back ups completed successfully last night. - No further issues at this time.			

Date	Staff	Agreement	nty Commissioners / Issue with W Notes	Hours	Rate	Ext Amt
07/28/2020Go	0GonzalezCroft,	ITCare Gold	Service Ticket:	0.10	0.00	0.00
		Agreement	Contact:Bollman , Makayla			
			- Left a voicemail for Makayla			
7/29/202	0GonzalezCroft,	ITCare Gold	Service Ticket:502231	0.25	100.00	25.0
		Agreement	Contact:Bollman , Makayla			
			 Contacted Makayla Verified issue with word view Reviewed how to changed views in word 			

Location	Main Char	ge To: Bedford Cou	nty Commission	ers / Issues with Munis.	
	Staff	Agreement	Notes	Hours	Ext Amt

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pcWorks

A.Beach

Bill To: Bedford County Commissioners Attn: Tracey Snyder 200 South Juliana Street Bedford, PA 15522		9 78: 21-23	Date 07/31/2020 Account Bedford County	07/31/2020		
Terms	Due Date	PO Number Refe	rence			
Net 30 days	08/30/2020	sivil baltarinta Pick				
Services	Work Type	Staff	Hours	Rate	Amoun	
Billable Services		asised the PC and moved		nacc	Antioda	
System Engineer	Communication		0.10	0.00	0.00	
System Engineer	Communication	and the state of the	1.90	0.00	0.00	
System Engineer	Remote Service	the same of	2.35	100.00	235.00	
Non-Billable Services	5					
System Engineer	Remote Service	1	0.25	100.00	0.00	
Agreement Billable T	ime: ITCare Gold Agre	ement				
System Engineer	Communication		0.20	0.00	0.00	
System Engineer	Remote Service		0.70	100.00	70.00	
System Engineer	Remote Service	Marine and a start of	3	1.00	300.00	
System Engineer	Remote Service		0.50		50.00	
System Engineer	Remote Service	neos sines (1994)	1.55	100.00	155.00	
System Engineer	Remote Service		0.95	100.00	95.00	
System Engineer	Remote Service		0.30	100.00	30.00	
			Total S	ervices:	935.00	
Adjustments			Quantity		Amount	
Covered by Agreeme Services	nt: ITCare Gold Agreer	nent manager at	(7)		(700.00)	
			Total Adjustments:		(700.00)	
		and the rate of the	Invoice Subtotal:		235.00	
			Sales Tax:		0.00	
Mal	ke checks payable to P	C Works Plus	Invoice Total:	ad Statem	235.00	
IVIdi	Re checks payable to P	C WOLKS PIUS	Payments:	The second second	0.00	
			Credits:	1040	0.00	
	and a second	• wast	Balance Due:	anth a	235.00	

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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