



CASE STUDY

Mission Society of New York City | Restoring Connectivity with Expertise

When the Mission Society of New York City experienced a browser issue that disrupted access to important online tools, Professional Computer Associates stepped in. With extended support and expert guidance, functionality was restored, all favorites were saved, and staff were “back in the loop” seamlessly.

CLIENT: Mission Society of New York City



INDUSTRY: Nonprofit, Education & Youth Services

LOCATION: New York, NY

SERVICES: Academic Enrichment, College & Career Readiness

About Mission Society of New York City

Founded in 1812, the Mission Society of New York City works to break multigenerational poverty by supporting underserved families. They provide educational programs, academic enrichment, college access, and workforce development, reaching thousands of children and parents across Manhattan, Brooklyn, and the Bronx each year.

The Challenge

The Mission Society of New York City experienced a Chrome issue that blocked access to essential online tools, including surveys, and interrupted workflow. Professional Computer Associates restored full browser functionality, preserved all favorites, and ensured smooth, reliable connectivity, allowing staff to continue work efficiently and stay fully connected.

The Professional Computer Associates Solution

At Professional Computer Associates, we combine expertise with hands-on support. In this case, we:

- Dedicated extended time to thoroughly resolve the Chrome issue
- Ensured all favorites and personal settings were preserved
- Troubleshoot connectivity problems preventing access to online surveys
- Provided clear, step-by-step guidance to restore full functionality

By taking the time to understand the issue and provide personalized support, we got Shirley from the Mission Society of New York City back online efficiently and confidently.

THE RESULT

With Professional Computer Associates’ expert support, the Mission Society of New York City experienced seamless recovery and continued productivity:

- Browser functionality was fully restored, preserving all favorites
- Online tools and surveys became accessible again
- Workflow and connectivity were uninterrupted
- Staff gained confidence knowing support is available whenever technical issues arise

Thanks to this timely and personalized support, staff were able to resume work confidently and stay fully connected without further disruption.

What Mission Society of New York City Says About Professional Computer Associates

“I want to thank you for the extended time and expertise you took in resolving my Chrome issue. I am able to utilize it, and all of my favorites are saved.”

“For some reason I was not able to click onto the survey. Again, thanks for everything and reconnecting me to the cyber world, again! Teamwork makes the dream work! I’m in the loop, again!”

— Shirley Vaughn, Mission Society of New York City



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