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Date: Mar 25 2000 09:41:41 EST
From: "Hewie's Favorites" <hewie@hewie.net>
Subject: Hewie News & Views - Article on Technical Support Online

Here is an interesting article with some great online help sites. I will be adding them to Hewie's Favorites soon. PC Show and Tell requires a plugin to be downloaded and installed, which will allow you to see a Lotus ScreenCam tutorial. It works, but I found some of the sound muffled. Please remember that I did not write the article below, I am only passing it on to you.

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Subject: [netsites] Newspaper article on Technical Support Online (3/24/00)

Technical Support for Computer Problems Online!

By Robin Nobles

How many times has one of your most used software programs started malfunctioning, and you have no idea where to go for help? The "handy dandy" owner's manual doesn't tell you a thing (that you can truly understand), and the software company's website isn't much better. Or, maybe you want to understand how to do a particular task with your software, but you've had no luck learning it yourself.

The Internet offers some wonderful resources for tackling computer- and software-related problems. And, if you can't find the exact answer to your particular problem, you can post a message on a message board and let the techies there tell you what to do.

PC Show and Tell, an Online Software Help resource, is an excellent place to begin this tour, with its "show library" of over 17,000 free one minute "How To" videos. You simply choose the software program, then choose the action you're having problems with, and you'll be presented with a listing of possibilities. Choose one of them, and you'll download it to your computer. What software programs are supported? McAfee VirusScan, Publisher 2000, FrontPage 2000, Excel 97, and many more.
<http://www.pcshowandtell.com/>

Another superb technical support website is NoWonder - Your Personal Tech Support Resource. At this comprehensive website, you type in a question, and you're asked to describe your question and your particular setup. You can choose to get interactive help from an online representative, or you can choose "email" help, which is answered within 24 hours. Before you know it, your software program is back up and running-thanks to this free technical support resource center!
<http://www.nowonder.com>

If you haven't found the answer to your question yet, you may want to post a message on one of HelpTalk's 30 message boards. Forums include digital cameras, graphics design, CGI/Perl, PageMill, and QuickBooks. HelpTalk

offers free assistance for most Windows software and hardware.
<http://www.helptalk.com/>

ZDNet offers an impressive help area called Help & How-To: HealthyPC. You'll find step-by-step tutorials, software shortcuts, expert advice in repairs, and "help" guides in a variety of topics, such as Windows 98, office software, and Macintosh hardware. Need advice on how to set up a webcam? Want to learn how to recover your data after a system crash? You'll find these topics and more at this comprehensive site.
<http://www.zdnet.com/zdhelp/>

As with the entire CNET site, CNET's Help.com is an excellent source of "how to" and help information in categories too numerous to mention here, including HTML, web design, operating systems, and motherboards.
<http://www.help.com/>

Robin Nobles is a freelance writer who can be reached at robin@robinsnest.com. View past articles at <http://www.robinsnest.com>.

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