

WHAT IS PC HELPS?

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PC Helps is a US-based company that provides software support on hundreds of commercial software products.

How does it work?

Access PC Helps by calling the LSAIT Help Desk (936-3279) and choosing Option 2. PC Helps will pick up these calls and provide you with accurate, step-by-step instructions for your software questions.

Who can use it?

Any faculty or staff member within LSA can take part in this service. You can use PCHelps from 7 a.m. to 8:30 p.m., 7 days a week.

What happens when I call?

When you call LSA's Help Desk (936-3279) you will be given a choice of dialing 2 to reach PC Helps, or staying on the line for LSA support. If you have a "How do I...?" question related to software, dial 2 and you'll be directly connected to PC Helps. PC Helps will request your username and then you can begin to explore answers to your questions – direct with PC Helps.

Is this only for PC's?

No! This service is available for PC's or Macs. PC Helps also supports a variety of operating systems (Windows NT, 2000, Mac OS 9, OS X, etc.)

Software supported by PC Helps

The titles in the table below are supported by PC Helps and many others in addition.

Access	Freelance	Microsoft VBA	PKZip
Acrobat (full version)	GroupWise Handspring	Microsoft Visual Basic	Pocket PC
Acrobat (reader)	Visor	Microsoft Works	PowerPoint
Adobe Illustrator	Harvard Graphics	NetWare	Puma Intellisync
Adobe Photoshop	HTML	Netscape	Quattro Pro
Compaq iPAQ	IE (Internet Explorer)	Norton Utilities	Quicken
CorelDraw	Lotus products	Norton Antivirus	Seagate Crystal Reports
Corel Presentations	Microsoft FrontPage	OS/2	Sony Clie
Corel Envoy	Microsoft IIS	PageMaker	Visio
DOS	Microsoft Office	Paintshop Pro	Windows (95, NT, 98, 2000, XP)
Dreamweaver	Microsoft Outlook	Palm OS	WinFax
Excel	Microsoft Outlook Web	Palm Pilot	WinZip
Exchange	Access	Paradox	WordPro
FileMaker Pro	Microsoft Project	PictureIt	WordPerfect
FoxPro	Microsoft Publisher	PFS File	

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