



# Your Member Benefit

General tech support at no additional cost to you.

(866) 619-7557

<http://chat.TechHelpline.com>

[support@TechHelpline.com](mailto:support@TechHelpline.com)

Friendly Tech Helpline analysts can help you resolve problems with your computers, tablets, printers, scanners, smartphones, and more.

The best part is that Tech Helpline is your member benefit included in your association dues.

Monday-Friday: 7AM to 6PM  
Saturday: 7AM to 3PM MT

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**ASSOCIATION**



# Basic Coverage

- Instruction for installing and configuring new hardware and software
- Diagnosis and repair of computer hardware and software issues
- Advice for purchasing hardware, software and services
- Basic instruction for major software applications
- Recommendations for upgrades and updates
- Advice for performance optimization
- Troubleshooting network issues

## Support

### Operating Systems:

- Microsoft Windows 10®
- Microsoft Windows 7®
- Microsoft Windows 8®
- Mac OS X ® (10.3 and higher)

### Hardware:

- Smartphones: iPhones, Android, Windows
- Tablets: iOS, Android, Windows
- Digital Cameras
- CD/DVD Drives & Blu-ray
- Laptops
- Monitors
- Network Adaptors
- PC add-on cards
- PDAs
- Printers: USB, Wi-Fi
- Scanners
- Sound Cards
- Storage Media
- USB Devices
- Video Cards

### Browsers/Net:

- Wi-Fi Set Up
- Internet Service Providers
- Microsoft IE/Edge
- Mozilla Firefox
- Google Chrome
- Opera
- Safari
- Networking
- Work Groups
- Share Files
- Share Printer

### Software Applications:

#### Email

- MS Outlook
- Webmail
- Windows Mail

#### Real Estate Specific

- Form Simplicity
- The Living Network

#### Office/Financial

- Adaptec Toast
- Adaptec EZCD Creator
- Adobe Acrobat
- Corel Office Products: WordPerfect, Quattro Pro Presentations, Visual Intelligence
- Corel Draw
- Intuit Quicken
- Intuit Quickbooks
- iTunes
- Microsoft® Media Player
- Microsoft® Office Products: Word, Excel, PowerPoint, Access
- Microsoft® Outlook (Versions 5.0 and higher)
- Microsoft® Publisher (Versions 2000 and higher)
- Microsoft® Visio (Versions 2000 and higher)
- Microsoft® Works
- Nero Burning ROM
- Roxio CD-Burning Products
- Winzip Applications

### All PC compatible, Mac and clones such as:

- Acer
  - Apple
  - AST
  - ASUS
  - Clones / Whitebox
  - Dell
  - Epson
  - Fujitsu
  - Gateway
  - Hewlett Packard
  - IBM
  - Lenovo
  - Sony
  - Toshiba
  - Winbook and others
- #### Firewall/Intrusion Applications:
- Virus Removal
  - AVG AntiVirus
  - Lavasoft Ad-Aware
  - McAfee AntiVirus
  - Norton AntiVirus
  - Spyware/Adware Intrusion Products
  - Symantec pcAnywhere
  - Tend Micro
  - ZoneAlarm and others