



THE BEST HELP DESKS ON THE INTERNET

If you are having a technical issue with your computer, and you need assistance, your best bet is to call your manufacturers technical support line. In most cases, technical support is part of the package when you first purchased your computer. If, for some reason, you are unable to use your computer manufacturers help desk services, here are a few free help desk sites on the Internet.

Tech Support Guy claims to be the #1 tech support site on the web and can be found at <http://www.helponthe.net>. Tech Support Guy help desk site offers free assistance to users of Microsoft Windows 95, 98, NT, ME, 2000, XP and Linux.

This site is free because it is run completely by volunteers and is paid for by donations. Donations are requested but not required to use this site. The way this site works is that first you must search the topic of you problem. If you can't find it, then you can post your technical issue on one of Tech Support Guy's forum pages where other users of the site will try and assist you.

One positive aspect of this site is that it has an extensive forum of questions from previous users so you will most likely receive the answer to your technical issue pretty quickly. One negative aspect of this site is that it is up to you to find the answer to your technical issue. There isn't a customer service support representative to walk you through your technical issue at this help desk.

5 Star Support technical services can be found on the web at <http://www.5starsupport.com>. This help desk provides support to users of Windows, Linux, Internet Explorer, Outlook Express, Netscape, Windows Messenger, AOL, Networking troubleshooting, Microsoft Office Products.

Simply enter your technical issue in a web form that will be emailed to several volunteer technical support representatives and then wait to receive your reply back. You may receive several replies from several different representatives and each solution may be different. You may email the representative back if you are unable to satisfactorily fix your technical issue.

For people who want a solution faster, there is a method available where you can phone a computer support specialist and they can talk you through a solution to your technical issue. There is a small fee for this service however and can be purchased in annual, monthly or per incident increments.

Another service the 5 star offers is free PC help tutorials on topics such as Clean Installation of Windows XP, Install a Home Network, Configuring a Network Card and Partition a Hard Drive.

Suggest A Fix can be found at <http://www.suggestafix.com>. This site also is run by volunteers but is a free service. It is forum based as well and you need to take the time to scroll through the posting to find something that matches your particular issue. However, in the toolbar virus information and tutorials are also available as quick options.

The best thing about the forums is that you will usually receive good quality answers to your technical or general computing questions. There are a few dedicated people that seem to field a majority of the questions, so depending on the time and day; your answers may vary greatly.

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