



Help Desk System

Getting Help Is About to Get Even Easier

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What We Do

- Your Computer Club Tech Support Team
 - 29 volunteers helping 2,600 residents
 - Resolution of problems in 2.6 days on average, 0.5 days by median
 - From simple questions to serious security problems
 - We've helped with well over 60 problems since June 15 of this year.
 - All our services are completely free

How to Get Help Right Now

- Email: GetHelp@wvcomputerclub.org
- Call: 717-464-6330
- Ask: any volunteer you know – they can report the help they gave you

All three ways will create a ticket so we can track and improve our service

What Problems We Solve

- We Handle All Kinds of Computer and Technology Issues
 - Basic Help: Email, Internet, printing, connecting devices
 - Security Protection: Virus removal, stopping scams, privacy protection
 - Device Setup: Phones, tablets, computers, printers, smart TVs, routers
 - Software Help: Apps, programs, online accounts, passwords
 - Emergency Response: When scammers infect your computer

Special Protection for You

- We Know Scammers Target Seniors
 - Immediate Response – for security emergencies
 - Privacy Protection – your information stays secure
 - Scam Prevention – education and real-time help
 - No Judgment Zone – everyone needs help sometimes
 - Follow-Up Care – to make sure problems stay fixed

What's Happening Behind the Scenes

- Smart Technology Helping Us Help You Better
 - Automatic Scheduling – of volunteer availability
 - Smart Problem Tracking – so we know what help is needed most
 - Performance Monitoring – so we can improve our response times
 - Multiple Backups – so your help request never gets lost
 - 24/7 Availability – our system works even during power outages

What's Coming Next

- Making It Even Easier to Get Help
 - Instant Email Processing – help requests handled immediately
 - Automatic Volunteer Matching – right expert for your problem
 - Faster Response Times – especially for urgent security issues
 - Better Communication – automatic updates on your help request

Your Privacy Comes First

- We Protect Your Information
 - Local Processing – your data never goes to big tech companies
 - Encrypted Storage – your information is locked up
 - No Data Selling – we never share your information

How Get Started

- Ready to Get Help?
 - Email: GetHelp@wvcomputerclub.org
 - Phone: 717-464-6330
 - In Person: Ask any computer club volunteer
 - Website: Check wvcomputerclub.org for volunteers and their expertise
 - Monthly Programs: Learn about cybersecurity and computer tips

Remember: There's no problem too small, and
asking for help keeps you safer online