



Willow Valley Computer Club

How to Get Help

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Mission Statement

The Willow Valley Computer Club empowers those within the Willow Valley Communities to live life forward through confident, effective, and safe use of technology.

We fulfill this mission through:

Education – Presentations, training, hands-on classes, and online resources to build practical skills, including cybersecurity and privacy.

Support – Volunteers providing personalized assistance with devices, software, security concerns, and connectivity issues, either in the home or in our Technology Center.

Updated: January 21, 2026

Background

Volunteers in home since 2004

Computer Club Technology Center since ?? (2014?)

Website since 2023: WVComputerClub.org

Background

AI-assisted Help Desk System

Manual entry

AI-assisted automatic ticket creation and closure

Future: AI-assisted automatic volunteer assignment

Keeping records manually is an impossible task for us

Ways to Contact Us for Assistance

We provide multiple ways to reach us:

Help Request Email: GetHelp@WVComputerClub.org

Phone: 717-464-6330 (voice mail)

Website: WVComputerClub.org

Walk into our Technology Center

North J Building, 5th Floor, Thursdays from 10 am to 4 pm

Or ask any Computer Club volunteer directly

How We Can Assist You

We can help you with

Threats (Cybersecurity)

Hardware Devices

Operating Systems

Connectivity Issues

Software Applications

*Our 32 experienced volunteers provide help in over 50 topics
Contact us with security concerns, scams, or suspicious emails*

Residents: Tips for Getting Effective Help

Asking for help via email is the fastest way to get help

Send a brief email to GetHelp@wvcomputerclub.org:

I need help with (the topic). A description of the problem.

Example:

I need help with my printer. I can't print.

The Help Desk System will use your email address to identify you.

More Examples for Getting Help

I need help with my email. I can't connect to Gmail.

My personal computer isn't working. It won't turn on.

I think I've been scammed. I clicked on a link

I need help with my iPhone. The background has changed.

What to Expect After Submitting a Request

Our volunteers will typically contact you within two business days.

We typically resolve issues in your home within a day. Half of the requests for help are resolved within an hour.

A volunteer may help you in person, by phone, or via remote access.

During holidays, our response to requests will be slower.

Our Technology Center Provides

One-on-one assistance – just like our other volunteers

Services that cannot be done in your home

- Repairs

- Reinstallation of operating systems

- Adding memory

- Replacing drives

- Wiping drives (to protect personal information)

- and more

Our Technology Center

Location:

North, J Building
5th Floor

Hours:

10 am to 4 pm, Thursdays

Family Members and Team Members

Asking for help for a resident via email is the fastest way to get help

Send a brief email to wvcomputerclub@gmail.com:

Example:

(Resident's name) in (Building and Apartment) needs help with their printer. It won't print.

A Help Desk System Coordinator will process your email

Contacting a Volunteer Directly

You may contact a volunteer directly using our website or if you know them.

Our website:

wvcomputerclub.org

Find an appropriate volunteer via the Get Help tab.

WVComputerClub.org

Click on the Get Help tab

Find a volunteer who can help you by searching
for your topic

Need Help But Can't Email?

Find a phone and call us at 717-464-6330

Briefly describe your help request:

Provide your name, building, and apartment

Describe your request:

I need help with (the topic). Provide a description of the problem.

*A Help Desk System Coordinator will create an email for you
Voicemail is labor intensive for us*

Scope

We support these devices:

Android

iPad

iPhone

Linux

Mac

Windows

And other technology

Quick Stats

Our new Help Desk System tracks every request

Since June 2025, the System shows that we have

- Helped 225 residents

- Resolved 360 help requests

- Last 30 days

 - 48 requests for help resolved

 - Average resolution time of 10 hours

 - Half of the help requests were resolved within 30 mins

Help Your Neighbors with Technology

The Computer Club's leadership and volunteers like to help residents because

We use our skills

We learn and grow

We protect residents from cybersecurity incidents

Residents need help with technology

Help Your Neighbors with Technology

Your technical experience in one topic or many topics will help residents with technology problems

Your administrative experience will help us coordinate the Help Desk System

Your system administration experience will help us maintain the Help Desk System

You can make a difference in a resident's life.

Contact Al Williams, 717-464-7616, or atwilliams136@gmail.com

WVComputerClub.org

Click on the Resources tab

Find the
Help Desk System
User's Manual

Coming soon!

Questions?