

iHelp



Meeting Details: Melb PC Headquarters, Level 1, 479 Warrigal Rd, Moorabbin, or by Video Conference.
Conveners: Dave Simpson (Unique Images: Kangaroos, Electric Tram, Melbourne City, CSIRAC 1st Gen Computer).

iHelp (Internet Help)

This Special Interest Group (SIG) is for technical, computer, password and internet problems.

Other queries: click [Contact Office](#) for admin, membership, new email accounts, sales, meetings, website, etc.



MelbPC and iHelp continue the tradition of Melbourne as a unique place. Our group function is “Members helping Members”, whose role is to sort out Internet or General PC problems. This unique service would have to be one of the best reasons for maintaining your Melbourne PC membership.

Assistance from the SIG can be obtained in various ways. Basic issues may be quickly resolved using **First Aid**, more complex issues should be logged using **iHelp Email**, or an **iHelp Support Request**.

First Aid - Ph 03 9276 4088

This is telephone support for simple and urgent problems. Support is manned when iHelpers are available between 10:00am-3:00pm Weekdays & may include office or public holidays. If the problem cannot be resolved within 15 minutes, it is generally logged to our Support Database where an appropriate iHelper will later follow up the inquiry. The phone number for these inquiries is Ph 03 9276 4088. Outside these hours you may leave a message with your membership details, and this will be logged for later follow up.

iHelp Email - ihelp@melbpc.org.au

For those who cannot access our Web pages but can send an email from some device, a request for help with membership details can be sent to ihelp@melbpc.org.au. It is then logged to our Support Database where an appropriate iHelper will later follow up the inquiry. This method may take longer than an Internet Support Request (below), if any critical details are missing.

iHelp Support Request - [Open Support Request](#)

The main Support Database for Melbourne PC can be accessed from the Menu Item “iHelp Support Request”. After entering your Member Details, you are able to “Submit” a support request, with details of your problem. When an appropriate iHelper is available, they will contact you at your registered phone number or email address, which should therefore be kept up to date at the office. If your only phone number for support is a mobile, you may be contacted and asked to call back at your expense. All effort will be made to ensure someone replying to your request is familiar with the issue, however if the problem involves advanced issues or software packages, you should refer to Dial Help, Q&A and other resources.

Home Visit Assist - office@melbpc.org.au

This service is only for members who are restricted in their activities or mobility. This generally means those with a Commonwealth Age, War Veteran, Disability Pension, or Health Card, who *cannot* be helped by other means. The contact for Home Visit Assist is the Office Ph 03 9276 4000 or email office@melbpc.org.au. If you can help with this program, please contact the office.

In a workshop the cost is usually minimised, because the technician manages several jobs at once and has full facilities at hand. With a home visit the technician has to wait around while each process completes and may have to make further visits, therefore the charges including travel can be far greater. Home visits are never a good solution unless the provider is known. We therefore encourage most members to use iHelp, SIG workshops or a local Computer shop.

The iHelp SIG meets regularly online or at Moorabbin, and is open to volunteers with patience and experience in Computer configuration. The Convener is a rotating position, however the current leader can be determined from [iHelpers](#), or the office. All correspondence including comments on this iHelp website should be addressed to ihelp@melbpc.org.au.

[Melbourne PC Home Page](#)

(Revised MJA Dec 2021)