

The TECHBASE Help Desk has been established to ensure that your questions are answered as efficiently and completely as possible. Our goal is to provide a timely response and the best possible service for all our customers.

The Help Desk has priority access to all the resources of MINEsoft, including our senior technical staff and developers. Our first priority is to expedite an effective response. Our second is to log every suggestion, question, or problem so that the software and documentation can be improved to make it even more productive for our users.

TECHBASE support services

The TECHBASE Help Desk can be contacted through the following channels:

Our toll-free support line: **800-476-TECH**. We encourage all licensed users under current TECHBASE Support to take advantage of this toll-free call (from the US and Canada only). The line is manned from 8:00 a.m. to 5:00 p.m. Mountain Time, Monday through Friday. Denver-area callers can reach us through our local number **303-980-5300**.

Our e-mail account: **support@techbase.com**. This is a very good way of sending questions, data, or a detailed description of the problem you are encountering. You can send us e-mail 24 hours a day, 7 days a week. We will respond to you as soon as possible. To ensure that your mail is assigned the highest possible priority, please send it to the above address rather than to a specific individual.

Our facsimile line: **303-969-0022**. The fax is on-line 24 hours a day, 7 days a week.

How does the Help Desk work?

Support problems are not normally answered by the Help Desk staff during your initial call. All calls are entered into a tracking system to ensure that all issues are appropriately handled. The representative who answers your call will be responsible for making sure that the problem is resolved and that all promised items are sent in a timely manner. The same staff member is responsible for follow-up to ensure that TECHBASE is operational and that you are satisfied with our service. Please note the following details:

4. The support staff will need time to log your question. This log ensures that your call will not be lost.
1. Though the Help Desk may not be able to answer your question immediately, it will be able to direct your question to a senior technical person who can. With extra time taken to consider the details of a problem or question, we can assure you a more accurate and complete response.
1. Your problem will only have to be solved once. We can avoid duplicate inquiries and can refer to the log of your problem for any follow-up questions you might have.
1. By logging the answer to your call, we can use the information to help resolve similar inquiries. Over time, this will dramatically cut the Help Desk response time, and your service will be greatly improved.

Technote: TECHBASE Help Desk

What information does the Help Desk need from you?

You should have the following information in hand before you call the Help Desk:

- a. What is the serial number of the TECHBASE license you are using?
- b. What version of the TECHBASE software is currently installed?
- c. What computer model and operating system are you running?
- d. If you have a plotter, printer, or digitizer, what brand or series do you have?
- e. What is the nature of the problem you are trying to solve?
- f. How did you try to solve the problem?
- g. What were the results?
- h. If you received an error message, what was the message (word-for-word from the screen)?
- i. Can you reproduce the problem?
- j. The runlog that will reproduce the problem.
- k. Have there been any changes to your system (hardware or software) lately?
- l. Have you checked the appropriate chapter in your TECHBASE Reference Manual for more information?

In order for this process to work we need the cooperation and participation of all TECHBASE users. Your opinions and ideas are very important. Please feel free to ask questions or suggest improvements that will help us to serve you better.

What are the benefits of TECHBASE support?

Updates and enhancements will be sent for each licensed copy of TECHBASE under current support. As they are officially released, these new versions are automatically sent. In-between official releases, bug fixes may be sent to supported users to resolve specific problems.

Monthly TECHBASE Technotes are also sent to all users under support. Please let us know if you have a suggestion for a Technote topic.

When TECHBASE support is renewed or reinstated, it is for a one-year duration. For a review of your support status and annual fee, please contact the Help Desk.