

Chapter 1

Access Live Online Technical Support

FrontDesk v4.1.25

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Contact Technical Support

To contact technical support by phone. Call **800-233-8483** and ask for **ext. 325**
To contact technical support by Email. Send them to **techsupport@affiliated.org**

Access Live Online Technical Support

Online technical support can be accessed on weekdays between the hours of 8:00 am to 5:00 pm central/standard time. Web support may be accessed via the web or by choosing the option labeled "Request Support via Web Interactive" on any help menu in the AAC Front Desk Software. You must have internet access and Java installed on the machine to use this service.

Web Access

Open Internet Explorer and browse to **http://www.affiliated.org**. On the opening page, you should see a live help box located near the top Left corner, click on the word "**here**".

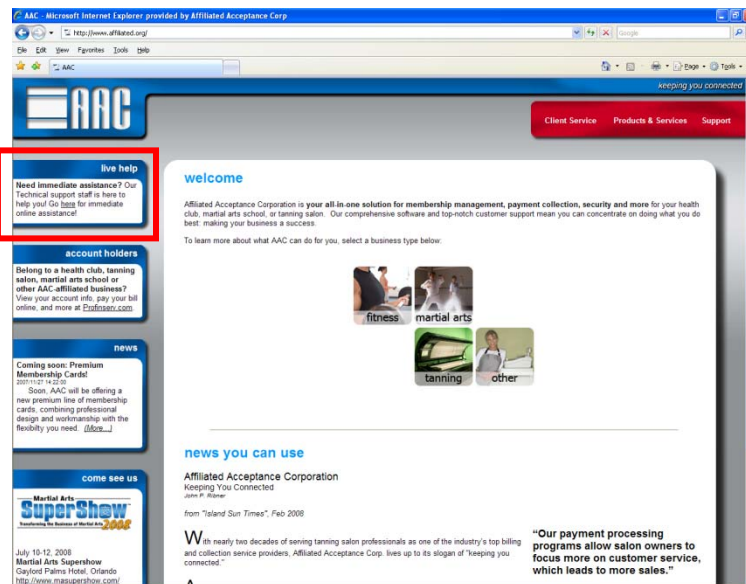


Figure 1-2.

A new web page will open, See Figure 1-3. Followed by a popup window, See figure 1-4. If the popup does not open automatically click the "**Join Meeting**" button.

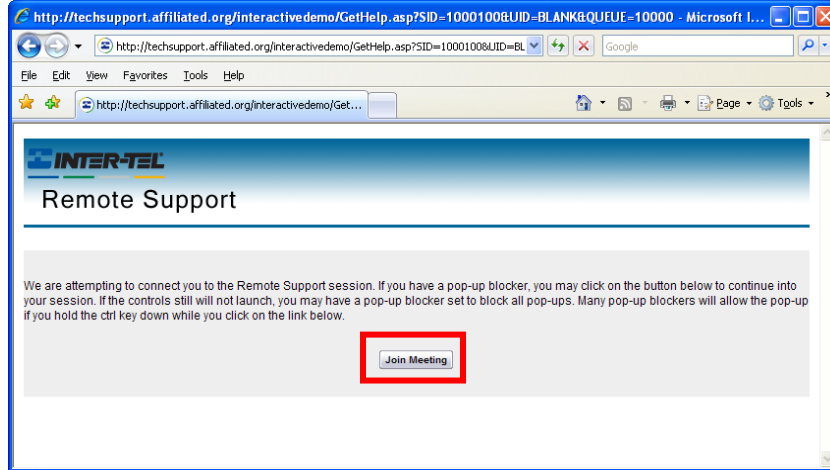


Figure 1-3.

Fill out the information form and then click the **“Continue”** button located at the bottom of the screen, as seen in figure 1-4.



Figure 1-4.



A new window will open showing the phrase “Locating a Representative” as shown in Figure 1-5. If this is the first connection attempt for assistance, a security warning will also appear, as shown in Figure 1-6. Click “Run” on this warning. If “Don’t Run” is selected you will not be able to connect with technical support for assistance.

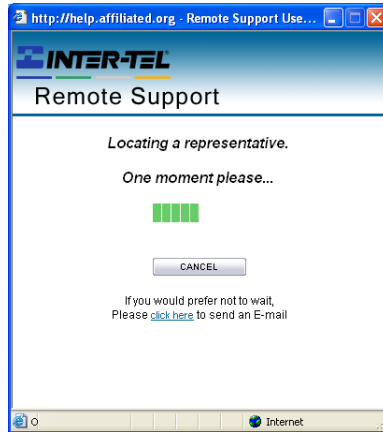


Figure 1-5.

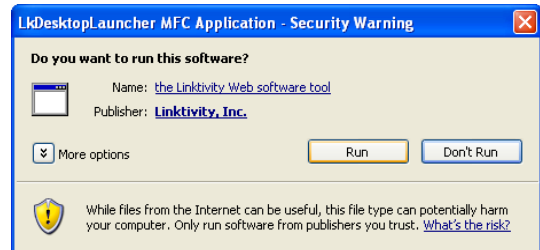


Figure 1-6.

When connected, a new window will open showing a chat window. You will be able to use live chat to communicate with a software support representative.