

## Mac HelpMate Support Options

Step #1: Visit the FAQ and Knowledgebase areas of this site to find answers to your technical support questions. If you're a subscriber to Mac HelpMate Professional, you'll be able to login to the Mac HelpMate Subscriber Portal for direct access to the Developers and also get help from many other users.

Step #2: Have a look at our tutorial videos - the answer may be there. Step #3: Email the Developers of Mac HelpMate using the "Contact Us" link on the home page.

Step #4: Contact Mac HelpMate technical support by phone during our normal business hours of 8:30 am to 6:30 pm CST, only after emailing your issue to us first. Please give us an hour or two to get back to you if you are a subscriber. If you're a subscriber to Mac HelpMate Professional, we'll call you back as soon as we can. If you're not a subscriber, we prefer contact by email or through our forums and will likely not offer phone support to you. If you're interested in reading about the development progress of Mac HelpMate, please consult the ChangeLog .