

## -mail them instead!

**E** At the bottom of this page you have always been able to find the tech support phone number. At the other end of this helpline were a bunch of the hardest working people in computerland. But lately some of you fine folks have been telling me that they have been very hard to get a hold at the beginning of this year. That's true. Every year when YearTech is first getting installed the phones just ring off the hook at our hotline center. And that means you get asked to wait on hold or leave a message on a pretty regular basis. Well we want to solve that problem.

Just stop calling tech support. There, that did it. But seriously, please encourage your students—and we encourage you—to start e-mailing tech support instead of calling them. Here's why:

**1) They hate playing telephone tag.** When you call and leave a message it is sometimes very difficult to get back to you. By the time our tech folks have gotten to your message you are probably teaching another class or have gone home for the day. And if a student has called it is next to impossible to get them back on the phone as most school offices will not pull a student out of class to take a phone call. If you e-mail us, we can then completely answer your e-mail and send it back to you for you to read the next time you are free or for your student to read the next time they are in yearbook class.

**2) Sometimes the problems solve themselves.** It is our experience that about half the time, when a student takes the time to write an e-mail detailing a computer problem, by the time they finish typing it out to send it to us, they have figured out the answer to the problem. Many times staffers will just run into a problem with the computer that they could solve themselves if they just took a

minute to think about it. Writing out an e-mail gives them a chance to do just that.

**3) Many of you have the same problems.** By that we mean that 90% of the problems that the tech support line gets calls about are about the same issues—fonts, networks, pages that won't open, etc. And in most cases, we have already answered that question numerous times that day before you called us. If you send us an e-mail we can avoid wasting valuable time by just sending you the same answer we e-mailed to another school about an hour before. If the solution doesn't work, you can always e-mail us back letting us know what happened when you tried our solution and we can go further. But in most cases, the answer we gave another school will solve your problem.

**4) We might have gone home.** Our tech support line is located in Topeka, KS, at our largest plant. Their hours are from 7:30 in the morning to 6:00 in the evening CST. If you are working late on a deadline you may not be able to reach us by phone. But if you send us an e-mail detailing the problem, chances are good that when you check your computer in the morning, your answer will be waiting for you.

Now don't think that just because we wrote this article that you shouldn't call Jostens Technical Support. That is what they are there for. But we just think that e-mailing them is a vastly superior form of communication when it comes to providing tech support to schools. But if you need some help, by all means, get on the phone. The techies in Topeka are there for you.

### NEED HELP?

If you are having problems with PageMaker or YearTech, never hesitate to call Jostens Technical Support line at (800) 328-2435. Or better yet, e-mail them at [ytsupport@jostens.com](mailto:ytsupport@jostens.com) or go to YearTrack and click My Contacts and then the e-mail link for YearTech help.

### Jostens Technical Support—One of the Best Deals Around

Have you tried calling Adobe for tech support on PageMaker lately? How about for Photoshop? Were you shocked when you found out that you had to pay for tech support? And pay a lot! Adobe charges \$25 per incident for all calls on PageMaker, or you can purchase an annual subscription to their tech support for \$249. And paying all that money doesn't even give you a toll free number to call. You have to call Adobe on your own dime. (Either in Seattle or the Bay area.) This sure makes Jostens FREE technical support quite a bargain, doesn't it? And this doesn't even bring into consideration that our Topeka techies can help you with YearTech, Photoshop, Illustrator, Mac and Windows systems in all versions, and a whole lot more.

Just another value-added feature we are happy to give to you, our customers.