JOIN OUR HELP DESK DISCUSSION

(Even if you do not have a question!)

Sometimes you just need a quick word of help or options to consider using your tech devices or apps. Our “Help Desk” meets every month the second Wednesday after our regular monthly meeting from 4 to around 5 p.m. Like all our meetings and classes, it is held on-line using Zoom and lasts about an hour or a little longer if we have more questions. Please let me tell you more about it, how it can help you, and how it is changing.

Our Help Desk meeting is open to all STUG members and there is no pre-meeting registration required. Information is available on the STUG website and in our regular communications with our members such as the “Trending This Week” email notices. What’s changing is that we are getting more people to join who are not in the Sarasota Florida area, not even in the U.S.A! (Ok, I just mean Canada so far). And our Help Desk is open to members of other technology groups as well. So we are not only getting some diverse questions, but we are also enjoying the benefit of great discussions with members of other groups and how they serve their members!

On the Monday before the meeting we are sending a monthly reminder email to all members with the link to join. (You may decline to receive these email notices if you wish.) There is no need to notify anyone before joining the meeting, just click on the link provided. During the meeting we try to let everyone, in turn, ask one question. Our experts of all areas of technology (and there are several who are available to help) will devote a few minutes to answer your question. Almost always you will receive more than one answer from different experts! Ask a question about computer security for example, and you will get answers with different viewpoints depending upon how secure you want to be, what apps may be best for you, etc. So this becomes a brief discussion which helps everyone who attends. In other words, be prepared to learn some very helpful things even if you did not ask the question! Actually our Help Desk reminds me of those college course “discussion groups” where you could ask questions but will learn things you need to know from other answers as well.

If time allows, we will offer the time for second questions or more from those attending. Have something with which to take notes when you attend and jot down what is of interest to you. Actually, some people attend just to listen and learn, and you are welcome to do that if you wish.

So jump in on the Help Desk every month and enjoy an “unscripted” learning experience.

If you have questions about the Help Desk or you are not receiving our Help Desk email notices on the Monday before, please contact me, Jim Cerny, at email: jimcerny123@gmail.com.





