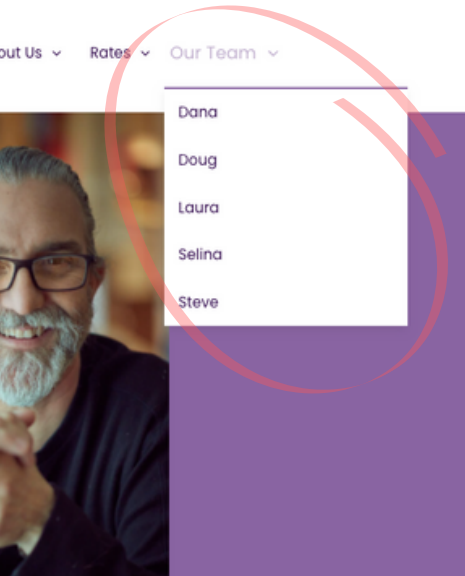


Tech Tutoring for Teams



DIGITAL HELPMATES ARE TECH TUTORS.

We provide software support on computers and mobile devices. We can even help with printers, bluetooth devices, and more!

Tech Tutors operate by appointment only, but they are available to email or text questions to anytime. This is meant to provide a personal relationship with someone who can help you solve most or all of your tech questions, so you can get back to doing what you do best!

See the reverse side of this flyer to see a more complete list of what we help with.

HOW DOES IT WORK?

When you have a need for help, the first thing you should do is reach out to a Tech Tutor and schedule an appointment.

The easiest way to do book your first appointment is:

1. Visit <https://digitalhelpmates.com>
2. Click on the drop-down menu in top navigation called "Our Team."
3. Choose a Team Member on the list to see their specialities. When you find the person you'd like to work with, **scroll to the very bottom** of their page, and you'll find all the ways you can contact them.

Tip: Once you establish a relationship with a tutor, we recommend saving their calendar link so you can easily book with them when you like.



<https://digitalhelpmates.com>



hello@digitalhelpmates.com



A Tech Tutor can help with:

- Email and basic wifi connectivity issues
- Cloud-based storage questions
- Mobile device settings
- Document storage & management
- Password management
- Word Processing questions
- Photo editing questions
- Google Suite
- Microsoft Office
- Apple native apps & optimization of devices
- Research and purchase equipment
- Computer and smartphone resets, updates, and virus scans
- Basic WiFi connectivity
- Set up printers and other peripherals
- Device resets and updates

FAQs

Q. IS TECH TUTORING LIKE HELPDESK?

A. Yes, and no.

Unlike traditional helpdesk, our Tutors operate on an appointment basis only, but you can almost always find availability with a tutor same-day, or within 1 business day.

Unlike helpdesk, having a Tech Tutor means you have a dedicated person who understands your devices and needs to help you quickly solve your tech dilemmas, fast. Plus, they are on your side (not some tech company's). They can even call helpdesk with you to get a faster solution when needed.

Q. CAN YOU SCREENSHARE WITH ME?

A. Yes — even on your mobile devices! — and can even take over the mouse on your computer, if need be.

We do ask that you are present and we have your undivided attention at every appointment, as we do not administer computers without you being present.

Our goal is to teach you how to use your technology better, so you need to rely on us less as time goes on!

Q. ARE YOU AVAILABLE AFTER HOURS?

A. Some of our tutors do work on weekends / after hours. Each Team Member sets their own schedule, so check their calendar to see current availability.

Q. CAN YOU REPAIR MY DEVICES?

A. No, however our Tech Tutors are highly skilled and will know when a device needs repair or advanced help from an IT professional.

We vet and work closely with local computer repair shops and service providers, and can help you find the specialized help you need so you can move on with your work.

Q. CAN YOU SEE ME IN PERSON?

A. If we currently have a tech tutor in your area, we can help you in person! If you'd like us to come to you, we deduct travel time from your allotted hours, one way.

Contact your employer if you need this option to see if it is available for your team.