

HOW TO CONTACT US - THREE WAYS TO REQUEST SUPPORT!



EMAIL

To avoid telephone tag, the easiest way to request support from Anchor is to send an email to helpdesk@anchornetworksolutions.com with a brief description of your issue in the subject line. When you submit a request via email, a ticket is created and a technician will be in touch ASAP to assist in resolving the issue. Please do not email a technician directly as it may delay the service request response time. All of our technicians monitor the support email box so the first available technician can respond to your needs.

CLIENT ACCESS PORTAL

Our Client Access Portal allows you to log directly into our system and create your own support ticket, update a ticket with additional notes, or view the status of existing tickets. To obtain a username and password to our site, please contact us directly and we'll get one created for you!

PHONE

We sometimes hear clients say, "I don't know who to ask for when I call with a support request." When calling feel free to ask for the first available technician. If one isn't available at that moment, you can leave us a voice mail in our support voice mailbox which is checked by all 3 technicians. The first available technician will call you back as soon as possible. As of August 2006, our phone number changed to 303-904-0494. If you are still using our old phone number of 303-913-7414, please update your records as this number will be disconnected on July 1st!

THREE WAYS TO SPEED UP YOUR COMPUTER!

When you have deadlines to meet at work, there is nothing more irritating than a slow computer. Simple tasks such as typing an email, navigating the web, or working within a

business application can be impeded by a workstation that fails to respond efficiently or continues to lock up. There are three simple steps that we use to speed up your computer. These steps are straightforward and can be completed by even the most novice of users.

Step One – Remove any toolbar additions from Internet Explorer

I'm sure you have all seen additional toolbars pop up such as My Web Search and Yahoo!. While these toolbars can be helpful to some, they often allow unwanted advertisements and searches to propagate onto your workstation. They can be a gateway for spyware which may be installed without your knowledge. Most toolbars can be uninstalled using "Add/Remove Programs" in the "Control Panel".

Step Two – Remove spyware

We use an application called Ad-Aware Personal Edition. This is a free download and many of you may already have it installed. The installation is simple and the interface is very intuitive. We recommend running this application once per week. Look for Ad-Aware at www.download.com


Step Three – Defrag your computer

When moving or deleting files on your workstation, fragmentation of the hard drive occurs. As time passes, this fragmentation can become so severe that simple file searches and

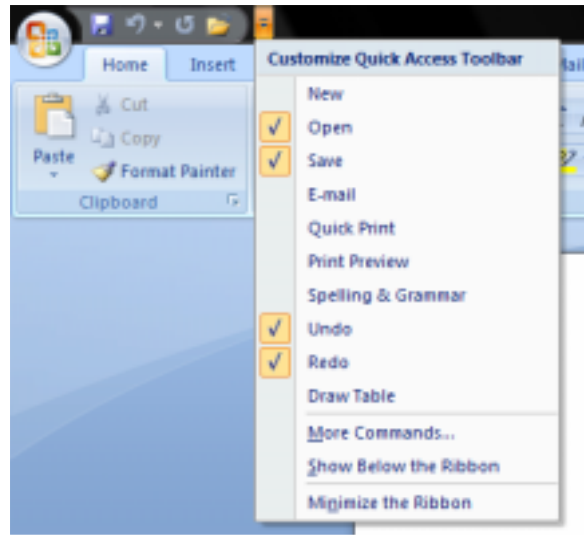
OFFICE 2007 TIPS AND TRICKS

If you have made the jump to Office 2007, you are sure to have encountered many changes in the look and feel of the application. We wanted to give you a couple tips on how to bring back some commonly used features.

■ One key difference is the use of a new file format. Until more people are using Office 2007, we recommend continuing to save files in 97-2003 format. If you want to make this your *default* setting follow the below steps:

1. Click on the  button at the top and go down to "<program> Options" toward the bottom.
2. Click on Save in the right hand column
3. The first option is "Save files in this format:"
4. Choose the 97-2003 option

■ Do you miss the quick print, save, spell check etc. buttons? Well you can bring them back! Look for the small set of arrows at the top of the program. This will produce a drop down menu that allows you to check off the features you want to see as shortcuts. The menu will look similar to the below picture.



Have a topic you would like to hear about? Let us know, and we'll try to address it in future issues.

Thanks for reading!



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Questions or Comments? Email us at newsletter@anchornetworksolutions.com