

Home Publishing Support Options

The information in this article applies to:

- Microsoft Graphics Studio Home Publishing 99

SUMMARY

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This article summarizes some technical support options available for Home Publishing users. To review Microsoft's entire line of support options please visit the Microsoft web site at:

<http://support.microsoft.com/support/supportnet/default.asp>

The support options discussed in this article include:

- Information for our Frequently Asked Questions
- Information for our Popular Topics page
- Information on the Microsoft Knowledge Base
- Submitting questions via Microsoft Web Response
- Locating information for telephone support

MORE INFORMATION

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Frequently Asked Questions

The Home Publishing Frequently Asked Questions has answers to the most common technical questions customers have been asking about our product. The answer to your question may be listed at this site.

To locate the Home Publishing Frequently Asked Questions page on the World Wide Web, follow these steps:

1. Go to the following Web site:

<http://support.microsoft.com/support/default-faq.asp>

2. Select Graphics Studio Home Publishing from the drop-down menu.
3. Click "go."

Popular Topics for Home Publishing

The Popular Topics page for Home Publishing is a quick view at some of the most requested discussion topics.

To locate the Popular Topics page for Home Publishing on the World Wide Web, follow these steps:

1. Go to the following Web site:

<http://support.microsoft.com/support/poptopics/default.asp>

2. Select Graphics Studio Home Publishing from the drop-down menu.
3. Click "go."

Microsoft Knowledge Base

The Microsoft Knowledge Base is the same database that Microsoft Support Engineers use to provide you with answers over the phone or via Web Response. The database contains more than 50,000 detailed articles with technical information about Microsoft products.

The Microsoft Knowledge Base support page on the World Wide Web is located at:

<http://support.microsoft.com/support/>

Microsoft Web Response

If you purchased a Home Publishing CD, you can email a technical support engineer from the Microsoft Web Response team at no charge; or, if Home Publishing came installed on your computer, you can submit your question on a pay-per-incident (PPI) basis. Please allow time to establish an Online ID—a one-time task.

The Microsoft Web Response support page on the Internet is located at:

http://support.microsoft.com/support/webresponse_nc.asp

NOTE: The Microsoft Web Response team is committed to begin working with you on your Web Response issue within one business day. However, inherent delays with the World Wide Web beyond our control could prevent an immediate response, so mission critical issues should be submitted by phone.

Phone

Phone numbers to contact Technical Support via telephone will be listed in the following location.

Home Publishing Online Help

1. Start Home Publishing.
2. On the Help menu, click Microsoft Home Publishing.
3. Click the Search tab.
4. In the "Type in the keywords to find" box, type "support" (without the quotation marks) and click List Topics.
5. In the "Select Topic to display" box, select "Getting Help from Microsoft Technical Support."

6. Click Display.