

When You Have a Question

If you have a question about Microsoft Money, first look in *Making the Most of Microsoft Money* or consult online Help. You can also find late-breaking updates and technical information in the README file that came with your Money disks. If you cannot find the answer, contact Microsoft Product Support.

Microsoft AnswerPoint

Microsoft AnswerPoint offers high-quality technical support options that allow you to get what you need: the right answers right now. For information about support services in the United States and Canada, see [Product Support Within the United States and Canada](#).

Services and prices may vary outside the United States and Canada. Microsoft AnswerPoint is subject to Microsoft's then-current prices, terms, and conditions, and is subject to change without notice.

Product Support Within the United States and Canada

In the United States and Canada, the following support services are available through Microsoft AnswerPoint:

[AnswerPoint Information Services](#)

[AnswerPoint Standard Support](#)

[AnswerPoint Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

AnswerPoint Information Services

No-cost and low-cost electronic information services are available 24 hours a day, 7 days a week, including holidays.

Internet

Microsoft's Internet services are enormously popular. More than 850,000 of our customers access the Microsoft Frequently Asked Questions, Microsoft Knowledge Base, or Microsoft Software Library each week by using Internet services. We also have additional Microsoft information such as resource kits, white papers, and the latest information about Microsoft products. It's easy to search through these technical sources to find what you need.

If you're an Internet user, you can access this information for no charge (connect charges may apply) at the following locations:

The Microsoft World Wide Web support site is located at <http://www.microsoft.com/support/>. This site contains the Microsoft Frequently Asked Questions, the Microsoft Knowledge Base, the Microsoft Software Library, peer-to-peer newsgroups, password-protected areas for support contract holders and support partners, various white papers, and other Microsoft product and service information.

The Microsoft FTP site, located at <ftp.microsoft.com>, is a repository for the Microsoft Software Library, the Microsoft Knowledge Base, resource kit utility files, and other Microsoft product information files. This site can be accessed via anonymous logon.

The Microsoft Network and Other Online Services

You can access the 70,000-plus Microsoft Knowledge Base articles and the Microsoft Software Library files through The Microsoft Network and other online services. Additional technical information and community services, such as the Microsoft Frequently Asked Questions, Member-to-Member Bulletin Board Services and World Wide Web links, are available on The Microsoft Network. To access Microsoft support services on The Microsoft Network, choose Go To Other Location from the Edit menu and type MSSUPPORT.

Microsoft FastTips

(800) 936-4100 on a touch-tone telephone. Receive automated answers to common technical problems, and access popular articles from the Microsoft Knowledge Base, all delivered by recording or fax. You can use the following keys on your touch-tone telephone after you reach FastTips:

| To | Press |
|-------------------------------------|-------|
| Advance to the next message | * |
| Repeat the current message | 7 |
| Return to the beginning of FastTips | # |

Microsoft Download Service

Access, via modem, sample programs, device drivers, patches, software updates and programming aides (1200, 2400, or 9600 baud; no parity; 8 data bits; 1 stop bit). In the United States, call (206) 936-6735. In Canada, call (905) 507-3022.

See also

[AnswerPoint Standard Support](#)

[AnswerPoint Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

AnswerPoint Standard Support

In the United States, no-charge support from Microsoft support engineers is available via a toll call between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.

- For technical support for Microsoft Money for Windows, call (206) 635-7131.

In Canada, support engineers are available via a toll call between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. Call (905) 568-3503.

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- The version number of the Microsoft product that you are using
- The type of hardware that you are using
- The exact wording of any messages that appeared on your screen
- A description of what happened and what you were doing when the problem occurred
- A description of how you tried to solve the problem

See also

[AnswerPoint Information Services](#)

[AnswerPoint Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

AnswerPoint Priority Support

Microsoft AnswerPoint offers priority telephone access to Microsoft support engineers 24 hours a day, 7 days a week, except holidays in the U.S. In Canada, the hours are from 6:00 A.M. to midnight Eastern time, 7 days a week, excluding holidays.

- In the United States, call Microsoft Priority Home Product Support at (800) 936-5600; \$15 (U.S.) per incident. In Canada, call Microsoft Priority Desktop Application Support at (800) 668-7975. These services are billed to your VISA card, MasterCard, or American Express card.

See also

[AnswerPoint Information Services](#)

[AnswerPoint Standard Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

Text Telephone

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, using a TT/TDD modem, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

See also

[AnswerPoint Information Services](#)

[AnswerPoint Standard Support](#)

[AnswerPoint Priority Support](#)

[Other Support Options](#)

[Other Microsoft Services](#)

Other Support Options

Microsoft AnswerPoint offers annual fee-based support plans. For information in the United States, contact the Microsoft AnswerPoint Sales Group at (800) 936-3500 between 6:00 a.m. and 6:00 p.m. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 668-7975 between 8:30 a.m. and 6:30 p.m. Eastern time, Monday through Friday, excluding holidays. Technical support is not available through these sales numbers. Please refer to the Standard Support phone number for technical support.

See also

[AnswerPoint Information Services](#)

[AnswerPoint Standard Support](#)

[AnswerPoint Priority Support](#)

[Text Telephone](#)

[Other Microsoft Services](#)

Other Microsoft Services

Microsoft Authorized Support Centers

Microsoft Authorized Support Centers (ASCs) are a select group of strategic support providers who offer high quality customized support services that span the complete systems life cycle of planning, implementation and maintenance of your multivendor environment. Services include: on-site support, integration and implementation services, help desk services, hardware support, development resources, and others. Choosing an ASC allows you to work with one vendor for all of your technical support and service needs. You can also combine ASC services with your in-house help desk or Microsoft support service option to best fit your information technology support needs.

For more information on the ASC program, in the U.S. call (800) 636-7544 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 563-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Microsoft Solution Providers Program

Microsoft Solution Providers are independent developers, consultants, and systems analysts that offer fee-based technical training and support, industry knowledge, objective advice, and a range of value-added services to companies of all sizes. Solution Providers work with organizations to help implement computing systems that take advantage of today's powerful new technologies.

For the name of a Microsoft Solution Provider near you, in the U.S. call (800) 765-7768 between 6:30 A.M. and 5:30 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 563-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Microsoft TechNet

Microsoft TechNet is the front-line resource for fast, complete answers to technical questions on Microsoft systems and desktop products. Information available on TechNet ranges from crucial data on client-server and workgroup computing, systems platforms, and database products, to the latest on support for Microsoft Windows and Macintosh-based applications. As a TechNet user you receive:

- Twelve monthly compact discs containing the Microsoft Knowledge Base, Microsoft operating systems product resource kits, customer solutions, key Microsoft conference session notes, and other valuable information.
- Twelve monthly supplemental (drivers and patches) compact discs containing the Microsoft Software Library.
- A 20% discount on Microsoft Press books

For more information about Microsoft TechNet, in the United States and Canada, call (800) 344-2121#3024 between 7:00 A.M. and 7:00 P.M. Central time, Monday through Friday. Outside of the U.S. and Canada, contact your Microsoft Subsidiary, or call (303) 684-0914.

See also

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