

Appendix D: Getting Help with Quicken

In This Appendix

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- ✓ Using Quicken technical support

No matter how hard those guys at Intuit try to come up with a foolproof program that does exactly what everyone wants it to and is completely, dare I say it, *intuitive*, somebody out there is always asking questions. “How fast does she go on the open road?” “Can I take a look under the hood?” “Does the short wheel base handle well on hills?” Oh wait. I’m in the wrong help room. Anyway, here are some methods for getting under the hood of the Quicken issues that drive you crazy . . .

Use the Resource Right in Your Hand

(That would be this book.) Try the Table of Contents, or look in the Index. This book is filled with plenty of answers to questions you might have about how Quicken works. Don’t worry if you’re not even sure of the question. Head for the book and chapter that covers your topic. You might find that after you read a little and look at the examples, this book has all the answers you need.

Check Out Quicken’s Onscreen Help

You need only click the Help menu in Quicken to access to a thorough and searchable manual with lots of technical information and step-by-step instructions for getting things done in Quicken.

Choose Help⇨Quicken Help from the menu and the Help window appears (Figure D-1).

BC26 Check Out Quicken's Onscreen Help

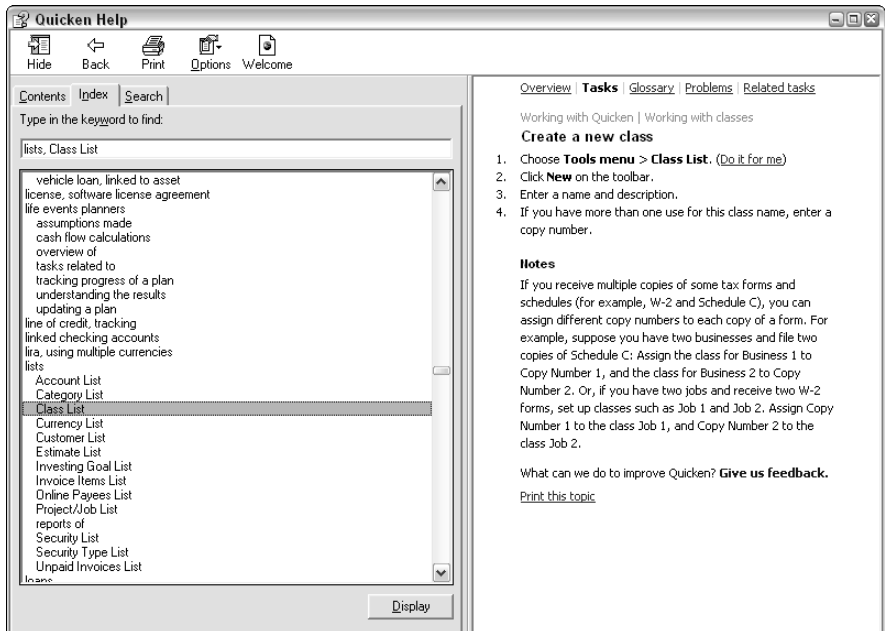


Figure D-1:
Help is on
the way!

- ◆ Click the Contents tab to show a general list of help topics — like a table of contents for the Help manual. Double-click on headings to see sub-headings. Continue double-clicking until you see the topic you want, and then double-click on that topic to see the description that appears on the right side of the window.
- ◆ Click Index to see a detailed list of all of the help topics — just like looking at the index in the back of a book, except there aren't any page numbers. Double-click on a topic to see the description on the right side of the window.
- ◆ Click the Search option to get to a keyword search feature. Enter a word or phrase, and then click List Topics to see all the topics that contain the word(s) you entered.



You can't use quote marks in the Search area of Help to search for a multi-word phrase. You're stuck with entering all the words and sometimes getting a rather large list of results.

When you zero in on a help topic that you want to read about, Quicken displays detailed information on the right side of the Help window. The Help information comes in a variety of formats:

- ◆ Numbered lists show you step by step how to perform an action.
- ◆ Descriptive text tells you what the particular feature is supposed to do.
- ◆ Hyperlinks take you to related areas of Quicken Help.
- ◆ Links allow you to expand the text to provide additional detailed information.
- ◆ Radio buttons (either-or options) let you pick a topic about which you want to read more information.

At the bottom of the detailed Help information (as well as at the top of the Help window) is an option to print the Help screen so you can have a desktop reference as a guide. This is especially useful when trying to follow numbered steps.

Don't Be Afraid to Cry "Help!"

You're not the first person to have questions about Quicken. And if you know anyone who uses the program, there's a good chance that person has run into problems similar to the ones you are facing. Ask around to see if any of your friends or relatives use Quicken and are available to help you through some stumbling blocks. Sometimes all you need is a familiar voice telling you everything is going to work out just the way you want it to.

Ask Quicken

If Help isn't helping and no one else seems to know the answer, try contacting the people who ought to know — the Quicken support people at Intuit. There are a number of ways in which you can get help from the mothership; some of these methods are free and others cost money. Go to www.quicken.com and click the Help & Support option at the top of the screen. Here's a sample of your options:

- ◆ Click on the program that you use (see Figure D-2). That gets you to support for the right program.
- ◆ Start with the popular issues. On the left side of the support screen (Figure D-3), you see Useful Links and Hot Topics providing links to a variety of issues that a lot of people ask about. See? You're not alone — these are common topics and questions that others have asked long before you came along.
- ◆ See the Announcements section at the bottom of the screen? Here you can click the link to view tutorials that address common issues and walk you through the steps of how to accomplish a variety of tasks.

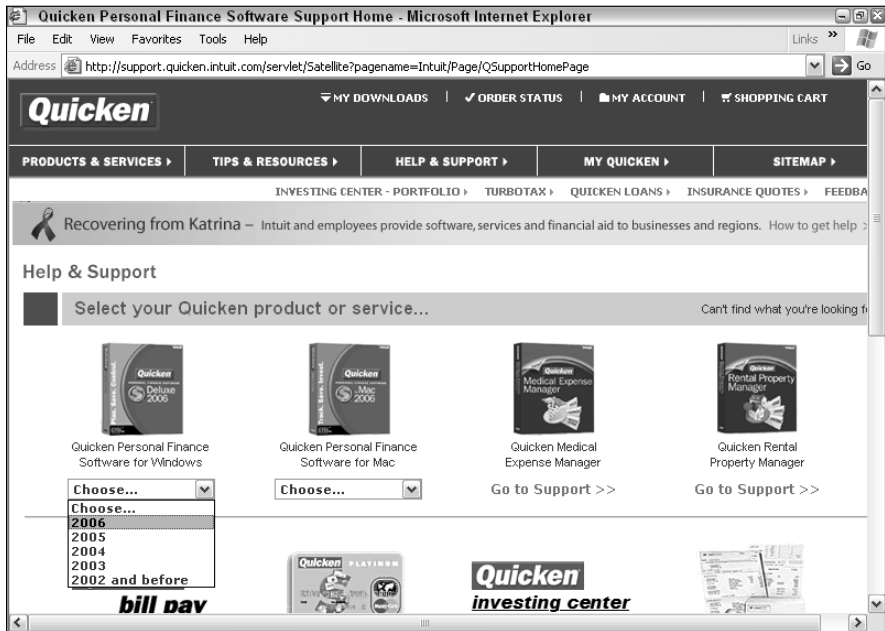


Figure D-2: Choose the program for which you want help.

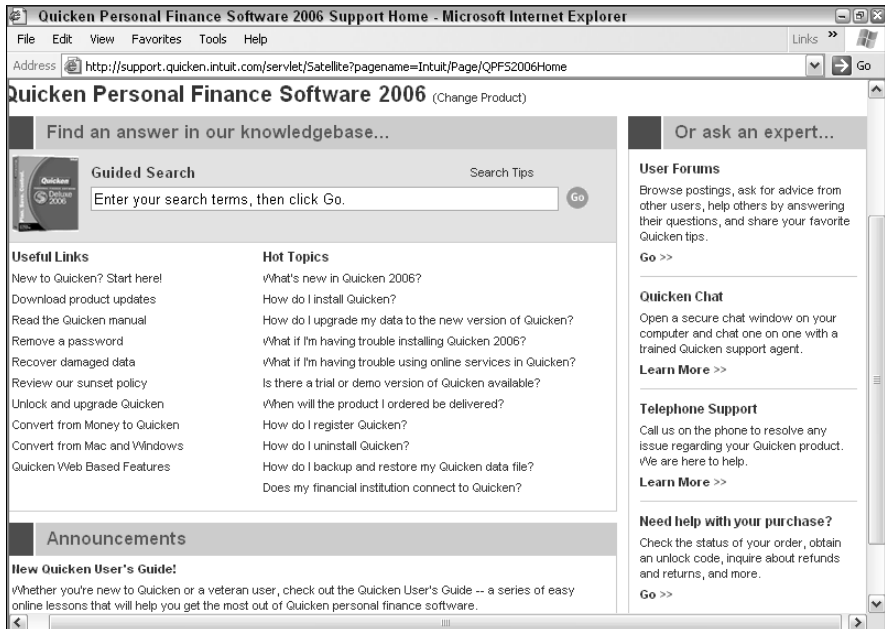


Figure D-3: Answers to common questions are just a click away.

- ◆ Browse the user forums. On the right side of the support screen is a link to User Forums, where you can poke around, see what other people have been asking, read the answers to the questions, help others if you see a question to which you know the answer, and even leave messages containing your own tips and insights into Quicken.
- ◆ Click Quicken Chat to open a dialog with a Quicken support agent. You can chat back and forth on the computer in an attempt to resolve problems. Quicken Chat only functions during certain hours of the day.
- ◆ Click Telephone Support to get the phone number to call and talk with a Quicken representative *mano a mano*.
- ◆ Some things in life are free, and that goes for telephone technical support too. Although the tough questions require a fee, some basic Quicken questions can be answered by a telephone representative at no charge. These free topics include problems with installation, refunds, unlocking, upgrading, signing on for Quicken credit cards and bill paying services, rebates, registration, and checking the status of your order.

Still having trouble? Search the Internet for Quicken questions or Quicken support and you'll find plenty of other sites offering to help. One way or another, you're going to get your questions answered.

