

GET HELP WITH WINDOWS 10 ISSUES

With these Windows tips, you are never far away from the guidance and information that you need.

Press F1

Traditionally, F1 has been the Windows shortcut key for help documentation, and that remains the case in Windows 10. If the program that you're using has its own help services, they'll be opened when you press the key — otherwise, your default browser will simply open a Bing search that outlines a few ways to get help.

Ask Cortana

Cortana, your personal assistant, is a great resource for finding help for basic issues. Many frequently asked questions have had responses built into the software's knowledge base, so you'll likely get your answer immediately, especially if the issue pertains to the Windows environment or Microsoft software.

Get Help from Microsoft or the Community

There was a time when online support was regarded as a frustrating experience, but thankfully today's services are far better than they were in the past. In fact, Microsoft is so confident in the current state of its chat-based support system that it's been integrated into Windows 10 itself.

From the search bar, type **Get Help**, then click on its icon at the top of the column. As an alternative, you can find Get Help listed alphabetically in the apps menu. If it's not there you can find it in the Windows Store. (You will need to be signed in to your Microsoft Account to access Get Help.)

Once you have the Get Help app open, navigate to the bottom of the Virtual Agent page and type your question.

If the Virtual Agent or another user does not have an answer that works for you, you will eventually come to a **talk to a person** tab. The first step is to select your product from the many listed and click Next.

Talk to a person



Call me back

Estimated wait time: 6 minutes



Schedule a call



Chat

People waiting: 7



Ask the community

Get troubleshooting feedback from our worldwide community.

Arrange a Call-back

There are plenty of users who would prefer to speak to someone rather than use a text-based chat client — but no one wants to find themselves trapped in an automated phone system. Thankfully, Microsoft offers an option to schedule a call for the future, to prevent the need for having to wait on hold for any extended period of time.