



Great new FREE member benefit!

## Introducing the MAR Tech Helpline – technical support with options!

Phone Support • E-mail Support • Live Chat Support • Remote Access Support

The Mississippi Association of REALTORS® is proud to offer FREE technical support to its members in an effort to arm REALTORS® with cutting edge tools and timely solutions to technical questions.

### WHAT KIND OF TECHNICAL SUPPORT IS AVAILABLE?

- Assistance in accessing and using the tools and features found on [msrealtors.org](http://msrealtors.org)
- Recommendations for hardware and software purchases
- Installation guidance for hardware and software
- Consultation regarding equipment performance
- Troubleshooting hardware and software malfunctions, network connectivity, online tools, etc.
- Smart device assistance (i.e. Bluetooth, Blackberry, iPhone, etc.)

➤ **LIVE CHAT SUPPORT DURING OFFICE HOURS.** When visiting <http://msrealtors.org>, the Live Support icon is on the top left of most pages. Once it is clicked, select which kind of support is needed (Technical Support, Customer Support, or Education). Submit a question, and then begin an instant dialogue with our staff to get the answers you need.



➤ **E-MAIL SUPPORT.** If immediate assistance is not required, send a technical question in an e-mail to [techsupport@msrealtors.org](mailto:techsupport@msrealtors.org). E-mails are usually answered within the same business day.

➤ **PHONE SUPPORT DURING BUSINESS HOURS.** If immediate assistance is required but electronic chat is not convenient, please call **601.932.5241, ext. 27**. If an MAR technician does not answer, please leave a voicemail and someone will return your call as soon as possible.

➤ **NEW REMOTE ACCESS SUPPORT.** By using the remote-access feature, you can “share” your computer with IT personnel. This screen-sharing feature allows an MAR technician to work remotely on your computer while you watch and/or interact. Contact a technician via the live chat support or phone for instructions on how to participate. (Note: this feature requires a high speed internet connection.)

➤ **TECH ARTICLES.** Stay tuned for upcoming articles to help you become a more tech-savvy REALTOR®! If you would like to submit ideas or questions for upcoming articles, please email them to [techsupport@msrealtors.org](mailto:techsupport@msrealtors.org).

### WHAT KIND OF INFORMATION SHOULD YOU BRING TO A SESSION?

- Name, phone number, and email address
- The hyperlink of the website you are using (if applicable)
- The name of the software/hardware in question (if applicable)
- Detailed information about the product or service with which you need assistance (if applicable)