

The Metro South Geek Squad!



Tech Helpline Number: 1.888.804.8224

Monday - Friday 9:00 A.M. - 5:00 P.m.

Did you know that as a member of Metro South you have access to your very own "Geek Squad"?

The Metro South Association of REALTORS® continues to provide the Tech Helpline to current members. This member benefit offers support for hardware, software, networking and digital devices. Members can contact the attentive and experienced examiners by phone, fax, email or online chat. These representatives will advise you as a REALTOR® on hardware and software purchasing while fulfilling your real estate needs, all in the comfort of your home or while at the office.

Services Include:

Instruction for installing and configuring new hardware and software.

Diagnosis and repair of computer hardware, software issues.

Advice for purchasing hardware, software and services.

Basic instruction with major software applications.

Recommendations for upgrades and updates.

Advice for performance optimization.

Troubleshooting network issues.

No limits on the number of calls or on the length of time per call.

Experienced, reliable, professional and courteous assistance.

Assistance in English or Spanish.

U.S. Based analysts located in Orlando, Florida.

Analysts available via live technical support or online chat.

REALTOR® Testimony:

"I have a desktop computer and began receiving pop ups about the speed of my pc and potential viruses that could be causing the problem. I had noticed it had been running slower over the last several months. I finally decided to click on the pop up and was directed to pay \$29.95 to correct the problem. I spoke with a technician who then said my computer had so many viruses that it would take a "Certified Windows Expert" to correct the problems completely at a cost of \$279.00. Red flags starting flashing in my head, so I respectfully declined the offer and immediately called the Tech Line. The technician prompted me to sign on to a site to allow him to look at my computer. He proceeded to tell me about the scam I had just encountered. He also suggested never clicking on sites I wasn't familiar with. Within minutes, he had removed the infected files and applications from my computer. He also took me to Amazon.com and showed me products to back up and protect my computer from future viruses. He saved me hundreds of dollars that day! I've used the tech help line numerous times since then and recommend all REALTORS use this "FREE" benefit if provided by their local association. I'm proud to say Metro South Association of REALTORS provides this benefit to our members. My first call with any and all technological problems is to the Tech Help Line!" **Michelle Griffin, 2015 President MSAR**