

About iHelp

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We are the RACV of the Computer World

A unique free service to members that is one of the best reasons for anyone joining, even if you never use us “It’s there if you need it”. Access to iHelp is not just appreciated, but in many cases the sole reason for maintaining membership. The Kangaroo is not the only thing unique to Australia.

Some members ring us once a year, others once a week, there is no limit to how much support you can get. We are however not Gurus, but have lots of contacts and the full resources of the Club. Every member knows “something” about computers, therefore collectively we can solve any problem.

iHelp can be accessed by Phone, Email, Web form, or Live chat, most questions are resolved on the spot or within the day.

Our Website provides a comprehensive window into all MelbPC Services and includes many Q&A questions and answers, Website Search facilities, Club Contacts, and useful Web Links to recommended Products and Services.

We are available most days 10 am to 3 pm Weekdays, Holidays, Public Holidays, and often over the weekend. In fact, the only day when you probably won’t get a response is Christmas day. Try us next time you have a computer problem!

For those interested or involved in giving support to members, we also maintain a public Microsoft Teams site. This includes iHelp, Home Visit, Yammer, SIG Leaders, or Office Volunteers who have some technical ability to help others. Members can add features and make private or group Phone calls, or Chat.

<https://www.melbpc.org.au/ihelp>