



Use the DE Computer Girl Support Icon

Quick links for support, helpful information, and your customer portal

The small DE Computer Girl icon in your Windows system tray gives you one-click access to support. Use it whenever you need help, want to look up an answer, or need to open your customer portal.

1 Look near the clock in the lower-right corner.

If the icon is hidden, click the ^ arrow first.

2 Click the DE Computer Girl icon.

Your support menu will appear.

3 Choose the quick link you need.

You can close the menu without sending anything.

● Request IT Support

● Knowledge Base

● Remote Support

● Customer Portal

● Email Support

● About DE Computer Girl

Click the DE Computer Girl icon

Windows desktop



^ Wi-Fi Sound 10:30 AM

Tip: If you do not see the icon, select the ^ arrow by the clock to show hidden icons. The icon may take a moment to appear after the computer starts.



Choose the right quick link

Quick link	What it does
Request IT Support	Opens a short help form. Enter your contact information, a clear subject, and what is happening. The request includes the computer name and device details so DE Computer Girl can identify the right computer.
Knowledge Base	Opens the DE Computer Girl Knowledge Base for helpful instructions, security tips, and answers to common computer questions.
Remote Support	Opens the DE Computer Girl remote-support webpage. Use this when Jessica asks you to begin a remote-support session or when you need instructions for connecting.
Customer Portal	Opens your DE Computer Girl customer portal. Sign in if you have an account to view or manage support information available to you.
Email Support	Opens a new message in your default email program. The subject identifies your computer, and the message includes the computer name and signed-in username. Add a description of the problem before sending.
About DE Computer Girl	Shows DE Computer Girl contact information, including the phone number, support email address, and website.

Before you send a support request

- Describe what you were doing, what you expected, and what happened instead.
- Include the exact error message and when the problem started, if you know.
- Do not include passwords, multi-factor authentication codes, recovery keys, or payment information.
- For urgent problems, or if you cannot use the menu, call DE Computer Girl at 302-604-9771.

DE Computer Girl | 302-604-9771 | help@decomputergirl.com | www.decomputergirl.com