

# Weekly Tech Tips

helpdesk@robertstechs.com • 319-364-3004

## Did You Know?



You should NEVER call the number on the screen if a pop-up appears saying you need to call to fix an issue. Always call RTS immediately, at 319-364-3004. We will work to resolve the issue for you. Also, do not allow anyone other than an authorized RTS technician to remotely access your machine.

## Let Us Reward You!

Do you know of a business struggling with their IT needs? If so, we've got the solution! Go to [www.robertstechs.com](http://www.robertstechs.com) and refer them under our "About Us" section! They'll receive a free Network Assessment with no strings attached, and if they become a client, you'll be rewarded as well!

## How to Contact the Helpdesk

A request to our Helpdesk is the best and most efficient way for us to manage your needs and requests. There are two ways to do this: e-mail [helpdesk@robertstechs.com](mailto:helpdesk@robertstechs.com) or call 319-364-3004, and choose option 5. When sending an e-mail, you should include a BRIEF, general description as the Subject of the e-mail which becomes the title of the ticket. In the e-mail body, include as MUCH detail as possible, such as location, user name(s), error message, symptoms of problem, if anyone else is experiencing the problem, and the computer name/IP address for computer-related issues. You'll receive an automated e-mail as confirmation we received your request. We'll request more info if necessary.



If YOU need to send us more information on the same issue, wait for the e-mail response from RTS Helpdesk, which includes a ticket number in the subject line. Use "Reply" or "Forward" to automatically include this number in the subject line of your e-mail. Then, add the additional information in the body. This correspondence will add to the existing ticket, allowing us to quickly see all the related information in one location.

## Keyboard Shortcuts

### Microsoft PowerPoint Keyboard Shortcuts

- To insert a picture, press Alt + N, P
- To insert a shape, press Alt + H, S, and then H
- To select a theme, press Alt + G, H
- To select a slide layout, press Alt + H, L
- To start the slide-show, press Alt + S, B
- To end the slide-show, press Esc.

## RTS Contact Info

871 Shaver Rd NE  
Cedar Rapids, IA 52402

319-364-3004  
[helpdesk@robertstechs.com](mailto:helpdesk@robertstechs.com)

