

NESDA TechMate II Help

1. It is easier to search in this version! Selections of Manufacturer, Model and Chassis are easier in this version, and there's no confusing "Go" function.
2. **Log off rather than closing your browser** ... this will keep you from having to call the NESDA office to help you get back in. There is a limit to the number of concurrent log-ins for each username and password. This helps prevent overloading the site and keeps non-members from being able to use NESDA member benefits.
3. **Remember when searching for a tip that "less is more."** You may want to search with only one parameter first.
4. **Please contribute tips even if you have not done so before.** When you find a fix for something, if it's not already in the tips database, please take the time to contribute it. A tip can be added by clicking on the "Add Tip" link at the upper left of your screen. It looks like this:

To add a tip, look in the dropdown lists to see if the relevant brand, source, circuit, etc. is already listed. If not, use the input box to the right to enter whatever data you have. Then enter the symptom and solution in the inputs at the bottom.

Brand	Thomson	
Source	ERNIE-CURTIS	
Circuit		
Model		
Chassis		
Part Num		
Service Symptom		
Service Solution		

Submit Tip

Click 'Submit' only once, and wait for processing to finish.
Submitted Tips will appear after administrator approval.

The National Electronics Service Dealers Association

When adding a tip, first check to see if you can select the brand, source, circuit, model, or chassis from the dropdown. If not, type it into the blank field at right to add it. For example, you have a tip for a Denon. Denon is not currently shown in the brand dropdown, so you may add a tip for Denon by typing it into the blank field to the right of the Brand dropdown by typing it in. You will also need to use the blank fields to add the circuit, model, and chassis for the same Denon item. If you have added tips

before, your name should already be in the Source dropdown so you can select it. This will be sure you get credit for the tip.

5. A new feature of this version is the ability to receive credit for the tips you have added. Incentives for adding tips to TechMate will be added in the near future so those that put in the most tips will receive something other than “thanks.”
6. If you forget your access info, click the link marked “Forgot your password” and put your e-mail address in. Your password will be sent to that e-mail address, assuming it is the same one we have in our member database. If you don’t for whatever reason have access to this e-mail address, you won’t be able to retrieve your password and you may need to call or e-mail the NESDA office to get it.