The Path of Self-Empowerment

Solve issues at any step along the way

HELP

A problem arises!

Before a problem arises:
Review the Manual (either hard copy or on your system), familiarize yourself with the Technical Support FAQ page and User Guide

1 Take and SAVE a screen snip of the issue for future use

1. Open Snipping Tool by pressing ➜
2. Select "New"
3. Click and drag to cover area to be snipped
4. Select "File" > "Save As"> Assign name and SAVE

2 Restart **NeurOptimal®**

3 Reboot computer, Restart **NeurOptimal®**

4 Visit the Technical Support FAQ page at: www.neuroptimal.com/technical-support-faqs

5 Refer to the **NeurOptimal®** User Guide document on the Start Panel of your system. You can access the Start Panel by pressing the Windows Key

6 Refer to the **NeurOptimal®** "how-to" videos (Located in Tools in **NeurOptimal®**)

7 YouTube — Search **NeurOptimal®** Technical Support YouTube Channel

8 PASS — Search **NeurOptimal®** PASS Support Facebook Page OR Search **NeurOptimal®** Community Facebook Page

9 PASS — Ask your question on the **NeurOptimal®** PASS Support Facebook Page. Don't forget to post your snip/screenshot!

10 PASS — Initiate a **ZenConnect** Session by visiting the Technical Support Page at www.neuroptimal.com (Free for PASS Members) OR Initiate a **ZenConnect** Session by visiting the Technical Support Page at www.neuroptimal.com (There is a charge for non PASS Members)