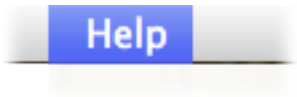
Support for Reunion Users

Help, I need somebody,
Help, not just anybody,,,,

Knowing the lyrics to the Beatles' songs probably won't help you with questions you may have about Reunion but knowing what resources are available to you can be invaluable in maximizing the features of Reunion.

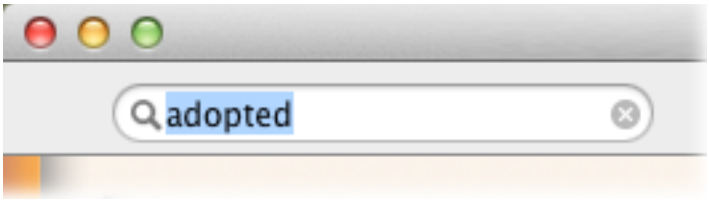
1. Manual

This manual may be opened in three different ways...

	Click the Help button (**?**) in the lower-left corner of any window. This opens the manual to a page relevant to what appears in the middle of the Reunion window.
	From the top of the screen, choose an item from the **Help** menu. The first two items in the drop-down menu will reflect what is appearing in Reunion. The menu also contains several key pages in the manual, a link to check for updates, and links to our web site.
	On the keyboard, press Command - ?. This opens the manual to a page relevant to what appears in the middle of the Reunion window.

To search the manual...

1. Open the manual (see the three ways to open the manual, listed above).
2. Type a word or two into the search box at the top of the manual page. The words should relate to the subject for which you need help.
3. Press the Return key or Enter key.



Reunion then finds all pages containing the search words, sorts them by relevance, and shows a **Results** page with a list of up to 25 "hits" in the form of abstracts with links. It behaves much like the Google search engine we all use, although faster and without advertisements.

Printing Portions of the Manual File > Print or Command Key + P.

2. **Tutorials**

Tutorials are available both in written form and as videos. To access both go to the menu bar at the top and choose Help > Tutorial. The written tutorial is part of the manual and is a beginner's tutorial for getting started with Reunion, including the basics of adding people and entering information. At the top of this written section on tutorials is a link to many video tutorials provided by LeisterPro. The videos include information about Reunion 9 and 10 as well as using Reunion on your iPad, iPhone and iPhoneTouch. Each video is about 5-10 minutes.

3. **Reunion talk** - www.reuniontalk.com

Reunion talk is a forum where you can post messages, respond to messages and/or search for topics that have already been discussed by users such as yourself. It is free and you only need to register if you are going to post/answer a question. You can search the website without registering if you prefer not to register.

a. Different Forums
b. Reunion Guidelines (* Number 8 under Removing/moderating messages)
c. Example: Locality versus Location for Sources
d. Reunion Talk Digest
Message #14 Go to this message on ReunionTalk.com
From: Bob White
Subject: Following Threads in This Forum

Click on User Settings above, then choose Edit Your Details on the left side. Scroll down until you find the section for Reunion Talk Digest. Pick your format and click Save Changes.
This will give you a daily email of postings for the past 24 hours (or the entire weekend on Monday's digest).

Bob White, Mac Nut
Jenanyan, Barnes, White, etc....
iMac, iPhone, "new iPad" Air, OS10.7, R10

4. **LeisterPro Technical Support**

Before e-mailing or calling LeisterPro it is recommended that you first go to the manual and under Appendices in the Contents section click on Technical Support and Help. (website: http://www.leisterpro.com/doc/lp/contactus.php)
a. e-mail: help@leisterpro.com
b. phone: 1-717-697-1378

5. **Ben Sayer - Genealogy Tools (** http://genealogytools.com/ **)**
GenealogyTools.com is a blog website for genealogists and family historians. He provides video tutorials, tips, news, and reviews that help you accomplish your research goals more quickly.

6. **Instructors:**

Debra Callan	debracallan@sbcglobal.net
Pat Solomon	w6njo@pacificbell.net
Pat Burrow	pdburrow@earthlink.net
Bill George	bdgeorge.com/svcgg (website with previous presentations to download)