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Are you struggling with Windows 11 and need some help? Don't worry, Microsoft has made it relatively easy to get the assistance you need. Whether you're dealing with a technical issue or just need guidance on how to use a feature, help is just a few clicks away. Let's dive into the details and get you the help you need! Step by Step Tutorial: Getting Help in Windows 11 Before we jump into the steps, let's understand what we're about to achieve. Following these steps will guide you on how to access the various help resources provided by Microsoft for Windows 11 users. These resources include the built-in 'Get Help' app, tips, and online support. Step 1: Open the 'Get Help' application Open the 'Get Help' app by clicking on the Start Menu and typing 'Get Help.' The 'Get Help' app is a built-in application in Windows 11 that connects you directly to Microsoft support. It provides a chat-like interface where you can type your issue and get automated suggestions or chat with a live representative. Step 2: Use the Search function Use the search function within the 'Get Help' app to find articles or guides related to your issue. If you prefer to solve the issue on your own, the 'Get Help' app has a vast database of articles and guides that can help you troubleshoot or learn about features. It's a great starting point to understand your problem better. Step 3: Contact Microsoft Support If you can't resolve the issue yourself, use the 'Contact Support' feature in the 'Get Help' app to connect with a Microsoft support agent. For more complex issues, you may need direct assistance from Microsoft's support team. The 'Contact Support' feature within the app will connect you to a live agent who can either guide you through the solution or, in some cases, remotely assist you. Step 4: Visit the Microsoft Support website If you're not on your Windows 11 device, you can visit the Microsoft Support website for help. The Microsoft Support website (support.microsoft.com) offers the same resources as the 'Get Help' app and more. You can browse through FAQs, community forums, and even contact support from there. Step 5: Check out Windows 11 Tips Explore the 'Tips' app on Windows 11 for helpful advice and tutorials on using the new operating system. The 'Tips' app is another excellent resource for self-help. It contains a collection of short, easy-to-understand guides and tips to help you get the most out of Windows 11. After completing these steps, you should have found the help you needed regarding your issue with Windows 11. Whether it was through self-help resources or with the assistance of a Microsoft support agent, your problem is hopefully resolved, and you can get back to using your computer with ease. Tips: Efficiently Using Help Resources in Windows 11 Explore the 'Get Help' app before contacting support; it often contains the answer to your problem. Use specific keywords related to your issue when searching in the 'Get Help' app to get more relevant results. Take advantage of the 'Tips' app, which is updated regularly with new content for Windows 11 users. Bookmark the Microsoft Support website on your browser for quick access. Join the Windows 11 community forums to learn from other users' experiences and solutions. Frequently Asked Questions is the 'Get Help' app free to use? Yes, the 'Get Help' app is a free resource included with Windows 11, offering assistance without any additional charges. Can I get help if my issue is with a third-party application? The 'Get Help' app primarily provides support for Windows 11 and Microsoft products. For third-party applications, you should contact the software's customer support. What should I do if the 'Get Help' app doesn't solve my issue? If the 'Get Help' app doesn't resolve your problem, try contacting Microsoft Support directly through the app or visit the Microsoft Support website. Do I need an internet connection to use the 'Get Help' app? Yes, an internet connection is required to access the full range of features in the 'Get Help' app. Can I get help in Windows 11 for hardware issues? The 'Get Help' app can guide you through some basic hardware troubleshooting, but for serious hardware issues, it's best to contact the manufacturer or a professional technician. Summary: Open the 'Get Help' app. Use the search function within the app. Contact Microsoft support through the app. Visit the Microsoft Support website. Check out Windows 11 Tips. Conclusion Windows 11 is packed with features and can sometimes be overwhelming, especially when you encounter problems. But there's no need to fret – help is readily available, and Microsoft has done an excellent job of providing resources to assist you. From the handy 'Get Help' app to an extensive online support system, you have a wealth of information at your fingertips. Remember, the key to resolving your issues quickly is knowing where to look and how to describe your problem effectively. So next time you're stuck, follow the steps we've outlined, and you'll be back on track in no time. And if you ever feel lost, just remember, the Windows community is vast and always ready to help. Whether it's a minor hiccup or a significant roadblock, getting help in Windows 11 is just a few clicks away. So go ahead, make the most of these resources, and enjoy the smooth sailing with your Windows 11 experience! Matt Jacobs has been working as an IT consultant for small businesses since receiving his Master's degree in 2003. While he still does some consulting work, his primary focus now is on creating technology support content for SupportYourTech.com. His work can be found on many websites and focuses on topics such as Microsoft Office, Apple devices, Android devices, Photoshop, and more. Looking for different ways to get help in Windows 11? If yes, then you're on the right page. While using the Windows 11 operating system, you may encounter errors or technical issues due to some reasons. If you're a non-technical person, you might need troubleshooting guides and solutions to solve these errors or issues. Well, the simple way is to search on the web for errors or problems, and you'll get the solutions. However, the latest version of Microsoft Windows OS (Windows 11) offers a built-in 'Get Help' app that provides support for users. Users can simply search for their problems regarding the operating system and it shows the solutions (including articles, tutorials, and troubleshooting guides) to resolve issues with their Windows 11 operating system. Moreover, users can submit feedback or report a problem directly to Microsoft Support. But sometimes the app isn't enough to solve the problems. There are high chances that you might fail to find the solution to your problem. So, in this article, I'll show you the 10 different methods to get help in Windows 11. 1. Search for Help from the Web (Taskbar or Browser) One of the best methods is to get help in Windows 11 to find the solution or problem on the web. Web search offers to get help or solutions from different platforms or websites such as Microsoft support, technology websites, forums, or YouTube videos. Popular blogs and websites are continuously updated with new information and solutions. So, you can access the latest troubleshooting guides, tips, and solutions for Windows 11 issues. Well, you can directly search the web using the taskbar search bar. However, you can open the web browser and search for the error or problem. From the search results, open the websites and find the solutions. If you directly search from the taskbar, you'll get the result from the Microsoft Bing search engine on the Edge browser. However, you can also use Google to find the best result. How to get help in Windows 11 using Web Search: Open a web browser on your PC and open any preferred search engine using the address bar. After opening the search engine, type the query in the required field and click on the search button. Alternatively, you can directly type the query in the taskbar or start the menu search box and press the enter button. Now look for results that seem to address your issue and open the website. Follow the given instructions to solve the problem. Note that, you can open multiple sources or websites to find the best solutions. Also Read: How to Disable Startup Programs in Windows 11 2. Use Get Help App The built-in 'Get Help' app in Windows 11 also gives the best solutions. If the problem or issue is common, you'll see the solution within the app, otherwise, you'll see the results of Microsoft support forums. Also, it gives a 'Contact Support' option to start a chat with a support agent in your web browser. The app also provides an option to submit feedback to Microsoft. How to use the Get Help app in Windows 11: Click on the Start icon and go to All Apps. Find and open the Get Help app from the list. Alternatively, you can also use the search to open the app. Type your issue or problem in the required field and press the Enter button. Keep in mind that, you have to describe your issue within 80 characters. Now the app shows you the results with steps. Otherwise, you'll see the results from the Microsoft Community. Just open the results to find your solution. How to Contact Microsoft Support using the Get Help app: Open Get Help app. Open Contact Support button on the bottom left of the app. Now click on the drop-down menu from under the Products and Services option and select the Windows option. After selecting the product or service, you'll see the Category option. Select the required category according to your issue. For errors and issues, you can choose the Technical Support option. Click on the Confirm to proceed. From the next window, select the 'Chat with a support agent in your web browser' option and click on the Confirm button. Now the live chat support will open in the web browser. 3. Run Troubleshooter Windows 11 provides various built-in troubleshooters that automatically solve specific problems or issues with a few clicks. Well, troubleshooters are built-in tools or programs that can identify and resolve common issues related to the Windows operating system. You can run the specific troubleshooter from the Settings app. Just select the Run button next to the troubleshooter and follow the steps as shown on the screen. List of available troubleshooters in Windows 11: Audio Network and Internet Printer Windows Update Background Intelligent Transfer Service Bluetooth Camera Program Compatibility Troubleshooter Video Playback Windows Media Player How to run troubleshooter in Windows 11: Open the Settings app on a Windows computer by pressing the Windows key + I keyboard shortcut. Alternatively, go to Start Menu > All Apps > Settings. From the left navigation pane, select the System option. After that, open the Troubleshooter option from the list of options on the right side. Now open the Other Troubleshooters option and you'll see the list of all available troubleshooters. Select the Run button next to the troubleshooter. Scroll down to the end of the troubleshooter page and click on the Uninstall button under the Related Settings. Click on the Uninstall button next to the update. That's all. How to roll back the feature update of Windows 11: Note: This option is not available on all PCs. Open the Settings app by pressing the Windows key + I from the keyboard or from the Start Menu > All Apps > Settings. Click on the System option from the left navigation pane and open the Recovery option from the right side. Now click on the Roll Back button from under the Recovery options. If the option is greyed out or not clickable, it means this option is not available on your computer. From the popup, select the reason and click on the Next button. You can select the 'Earlier builds seemed more reliable' reason. On the next window, you'll be asked to check for updates to solve your problem. Just select the No thanks button to proceed. After that, click on the Next button and then 'Go back to earlier build' button. That's it. 10. Reinstall Windows 11 without Losing Files Sometimes Windows 11 system files become corrupted due to malware infections or software conflicts. If you often get errors or issues while using your computer and you're unable to get help, you can reset or reinstall Windows 11 without losing your files to solve your most problems. How to reinstall Windows 11 without losing files: Open the Settings app by pressing the Windows key + I from the keyboard. Click on the System option from the left pane and select the Recovery option from the right side of the page. Select the Reset PC option from under the Recovery options. From the popup window choose the 'Keep My Files' option. From the next window, select the 'Local Reinstall' option and then click on the Next button. Now click on the Reset button. Keep in mind that your PC will restart and it will take time to reinstall the OS again. 11. Use the Get Started App If you're new to Windows OS, you can use Get Started app to discover what's new in Windows 11 and learn about new features and apps. Well, the app is only for beginners who are not familiar with Windows OS. 12. Run System File Checker Windows 11 has a built-in utility that can check the problems with operating system files. The utility is designed to scan and repair corrupted or missing system files. How to run System File Checker in Windows 11: Click on the search box from the taskbar and type 'cmd' to open the Command Prompt. Right-click on the Command Prompt from the result and select the 'Run as Administrator' option from the context menu. From the User Account Control popup, select the Yes button. Now copy and paste the following command line and press the Enter button. DISM.exe /Online /Cleanup-image /Restorehealth This will take a few minutes to complete the process. After completing the process, you'll see the "The operation completed successfully" message. Now copy and paste the following command and press the Enter button. sfc /scannow After completing the process, you'll see the "Verification 100% complete" message. Close the Command prompt. Why do You Encounter Errors or Issues on Windows 11? Various reasons lead to errors in Windows 11. The most common 5 reasons are given below. Let's get started. 1. Configuration Changes: Sometimes users make the changes in operating system files, system settings, or Windows registry files. So, users may encounter errors or issues because of these changes. 2. User Configuration: Improper changes in settings or configurations in the system by the user can cause some technical issues. However, the user can revert the changes. 3. Windows Updates: Sometimes new updates (system or driver updates) introduce new bugs or compatibility issues that may cause errors. So, you might need to uninstall the recent updates. Also, a failed or not properly installed update causes the issues. 4. Software or Hardware Compatibility: Some software, hardware, or drivers may not be fully compatible with Windows 11, and you'll get errors. 5. Malware or Viruses: Malware or Viruses can corrupt the system files or modify them and you'll get issues on your computer. Conclusion I hope this article helped you know how to get help in Windows 11. I've discussed 12 methods that can help you to solve your problems. However, you can find every solution on the web by searching. But for a non-technical person, it might be hard to find the solution. So, you can try any method according to your requirements. Write in the comment section, if you've any problem regarding Windows 11 operating system. Running into problems on Windows 11 wouldn't be a rare occurrence. It is the latest offering from Microsoft, which has several back-end changes along with some modifications in how things work on the operating system. You can get help in Windows 11 using the in-built mechanism and other avenues in place to get support and/or troubleshoot problems with the PC. There are plenty of reasons why you can face any problem on Windows 11 the most common being a faulty Windows update as Microsoft keeps adding new features and bug fixes which can cause conflict with hardware and software on your device. The issues can be anything related to a blue screen of death, hardware, or software issues related to audio, Wi-Fi, or Windows getting slow or cluttery. You can begin by using the in-built tools for troubleshooting before moving to customer support. How To Get Help in Windows 11 Learn to troubleshoot your Windows problems with onboard support using the following ways that we have gathered from the Microsoft support team, different help forums, communities chat, and on-call support. 1. Hit the F1 for Online Help The easier way to seek help in Windows 11 is by pressing a key. Click anywhere on the desktop and press the F1 key on your keyboard. It will launch the default browser with online results for getting help on Windows 11. Naturally, the first result will be suggesting to open the Get Help. The following solutions will be about the Microsoft support section on their website. This works for most apps and tools which are available with Windows 11. Some third-party apps also support the functionality. Also Read- How to Move the Task in Windows 11 2. Try the Windows Troubleshooter The in-built troubleshooter has improved over the different Windows versions. It has become more user-friendly and convenient to use. The same has been offered on Windows 11. 1. Head to Start Menu and search Troubleshooting. Select the first settings option that appears. You can also click on the result tile on the right. 2. In the Troubleshoot wizard, head to the Other Troubleshooters from the Options section. 3. Here, you will find a list of over a dozen troubleshooters for different problems to get help on Windows 11. Choose the one which is related to your problem. 3. Get Help App in Windows 11 Microsoft has brought this feature from Windows 10 onward. We talked about it in our other article How to get help in windows 10 too. 1. Head to the start menu and search for Get Help. Click on the app that says Get Help which will launch the wizard. 2. Type in your problems in the search bar, and it will suggest articles from its knowledge to assist you in the auto-complete bar. You can select them or continue to the standard search for exploring support articles in the result. That's all. How to roll back the feature update of Windows 11: Note: This option is not available on all PCs. Open the Settings app by pressing the Windows key + I from the keyboard or from the Start Menu > All Apps > Settings. Click on the System option from the left navigation pane and open the Recovery option from the right side. Now click on the Roll Back button from under the Recovery options. If the option is greyed out or not clickable, it means this option is not available on your computer. From the popup, select the reason and click on the Next button. You can select the 'Earlier builds seemed more reliable' reason. On the next window, you'll be asked to check for updates to solve your problem. Just select the No thanks button to proceed. After that, click on the Next button and then 'Go back to earlier build' button. That's it. 10. Reinstall Windows 11 without Losing Files Sometimes Windows 11 system files become corrupted due to malware infections or software conflicts. If you often get errors or issues while using your computer and you're unable to get help, you can reset or reinstall Windows 11 without losing your files to solve your most problems. How to reinstall Windows 11 without losing files: Open the Settings app by pressing the Windows key + I from the keyboard. Click on the System option from the left pane and select the Recovery option from the right side of the page. Select the Reset PC option from under the Recovery options. From the popup window choose the 'Keep My Files' option. From the next window, select the 'Local Reinstall' option and then click on the Next button. Now click on the Reset button. Keep in mind that your PC will restart and it will take time to reinstall the OS again. 11. Use the Get Started App If you're new to Windows OS, you can use Get Started app to discover what's new in Windows 11 and learn about new features and apps. Well, the app is only for beginners who are not familiar with Windows OS. 12. Run System File Checker Windows 11 has a built-in utility that can check the problems with operating system files. The utility is designed to scan and repair corrupted or missing system files. 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I've discussed 12 methods that can help you to solve your problems. However, you can find every solution on the web by searching. But for a non-technical person, it might be hard to find the solution. So, you can try any method according to your requirements. Write in the comment section, if you've any problem regarding Windows 11 operating system. Running into problems on Windows 11 wouldn't be a rare occurrence. It is the latest offering from Microsoft, which has several back-end changes along with some modifications in how things work on the operating system. You can get help in Windows 11 using the in-built mechanism and other avenues in place to get support and/or troubleshoot problems with the PC. There are plenty of reasons why you can face any problem on Windows 11 the most common being a faulty Windows update as Microsoft keeps adding new features and bug fixes which can cause conflict with hardware and software on your device. The issues can be anything related to a blue screen of death, hardware, or software issues related to audio, Wi-Fi, or Windows getting slow or cluttery. You can begin by using the in-built tools for troubleshooting before moving to customer support. How To Get Help in Windows 11 Learn to troubleshoot your Windows problems with onboard support using the following ways that we have gathered from the Microsoft support team, different help forums, communities chat, and on-call support. 1. Hit the F1 for Online Help The easier way to seek help in Windows 11 is by pressing a key. Click anywhere on the desktop and press the F1 key on your keyboard. It will launch the default browser with online results for getting help on Windows 11. Naturally, the first result will be suggesting to open the Get Help. The following solutions will be about the Microsoft support section on their website. This works for most apps and tools which are available with Windows 11. Some third-party apps also support the functionality. Also Read- How to Move the Task in Windows 11 2. Try the Windows Troubleshooter The in-built troubleshooter has improved over the different Windows versions. It has become more user-friendly and convenient to use. The same has been offered on Windows 11. 1. Head to Start Menu and search Troubleshooting. Select the first settings option that appears. You can also click on the result tile on the right. 2. In the Troubleshoot wizard, head to the Other Troubleshooters from the Options section. 3. Here, you will find a list of over a dozen troubleshooters for different problems to get help on Windows 11. Choose the one which is related to your problem. 3. Get Help App in Windows 11 Microsoft has brought this feature from Windows 10 onward. We talked about it in our other article How to get help in windows 10 too. 1. Head to the start menu and search for Get Help. Click on the app that says Get Help which will launch the wizard. 2. 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The issues can be anything related to a blue screen of death, hardware, or software issues related to audio, Wi-Fi, or Windows getting slow or cluttery. You can begin by using the in-built tools for troubleshooting before moving to customer support. How To Get Help in Windows 11 Learn to troubleshoot your Windows problems with onboard support using the following ways that we have gathered from the Microsoft support team, different help forums, communities chat, and on-call support. 1. Hit the F1 for Online Help The easier way to seek help in Windows 11 is by pressing a key. Click anywhere on the desktop and press the F1 key on your keyboard. It will launch the default browser with online results for getting help on Windows 11. Naturally, the first result will be suggesting to open the Get Help. The following solutions will be about the Microsoft support section on their website. This works for most apps and tools which are available with Windows 11. Some third-party apps also support the functionality. Also Read- How to Move the Task in Windows 11 2. Try the Windows Troubleshooter The in-built troubleshooter has improved over the different Windows versions. It has become more user-friendly and convenient to use. The same has been offered on Windows 11. 1. Head to Start Menu and search Troubleshooting. Select the first settings option that appears. You can also click on the result tile on the right. 2. In the Troubleshoot wizard, head to the Other Troubleshooters from the Options section. 3. Here, you will find a list of over a dozen troubleshooters for different problems to get help on Windows 11. Choose the one which is related to your problem. 3. Get Help App in Windows 11 Microsoft has brought this feature from Windows 10 onward. We talked about it in our other article How to get help in windows 10 too. 1. Head to the start menu and search for Get Help. Click on the app that says Get Help which will launch the wizard. 2. 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Use the Get Started App If you're new to Windows OS, you can use Get Started app to discover what's new in Windows 11 and learn about new features and apps. Well, the app is only for beginners who are not familiar with Windows OS. 12. Run System File Checker Windows 11 has a built-in utility that can check the problems with operating system files. The utility is designed to scan and repair corrupted or missing system files. How to run System File Checker in Windows 11: Click on the search box from the taskbar and type 'cmd' to open the Command Prompt. Right-click on the Command Prompt from the result and select the 'Run as Administrator' option from the context menu. From the User Account Control popup, select the Yes button. Now copy and paste the following command line and press the Enter button. DISM.exe /Online /Cleanup-image /Restorehealth This will take a few minutes to complete the process. 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