Click to verify

If you're using Windows 11 and find yourself stuck with a technical issue, system error, or just need to learn how to use a feature, you're not alone. Microsoft has built a variety of tools and resources right into Windows 11 to help users find solutions quickly and effectively. In this article, we'll explore how to get help in Windows 11 using different methods—ranging from built-in support apps to online resources and communities. Whether you're a beginner or an experienced user, this comprehensive guide will walk you through every available option. Windows 11 is a sleek and modern operating system with plenty of new features and design updates compared to its predecessor, Windows 10. However, with these changes comes a learning curve. You might need help with: System updates or crashes Hardware compatibility issues App installation errors Printer or Wi-Fi problems Keyboard shortcuts or settings Accessibility features File recovery and backup Instead of trying to figure it all out on your own, let's look at all the ways you can find help on your Windows 11 PC. One of the simplest ways to get help in Windows 11 is through Microsoft's built-in Get Help app. Click on the Start menu or press the Windows key. Type Get Help in the search bar. Select the app from the results. This app allows you to describe your problem using plain language. You'll get articles, suggestions, and even options to contact Microsoft Support. Chat with a virtual agent or support representative. Step-by-step troubleshooting guides. Direct access to Microsoft support resources. It's ideal for both general help and specific technical problems. Traditionally, pressing the F1 key on your keyboard opens the help documentation. In Windows 11, pressing F1 in most system apps or from the desktop will open a browser window and search for help online via Bing. A new tab opens in Microsoft Edge. Bing displays relevant help results, based on your current activity. You'll often see links to Microsoft Support pages, FAQs, and tutorials. This is a quick way to look up solutions if you're unsure where to begin. The Settings app in Windows 11 is more powerful and user-friendly than ever. Press Windows + I to open Settings. Look at the top-right corner and click on the Help icon (question mark). You can also use the search bar inside the Settings app. Typing a keyword like "printer" or "Bluetooth" will bring up relevant help articles or settings pages. This is especially helpful for changing system preferences or fixing issues related to display, sound, network, or accessibility. If you prefer a more comprehensive and official source, head to the Microsoft Support website. Here, you can: Search by topic (e.g., Windows, Office, Surface). Browse popular help articles. Find step-by-step guides with screenshots. Contact Microsoft's customer service. This website is optimized for all devices and includes links to forums, communities, and live support. The Tips app is often overlooked but incredibly useful, especially for new Windows 11 users. Go to the Start menu. Type Tips in the search bar. Open the app and explore different categories. Productivity shortcuts Using the new taskbar and Start menu File management tricks Windows 11 customization tips It's a great way to learn new things without needing outside help. Microsoft includes built-in troubleshooters that can detect and fix problems automatically. Go to Settings > System > Troubleshoot > Other troubleshooters. Choose a category like: Internet Connections Playing Audio Printer Windows Update Click Run next to the issue you're facing. Windows will scan for issues and apply automatic fixes where possible. This tool is especially handy when you're dealing with driver conflicts or device errors. Since Bing is integrated into Windows 11 and Microsoft Edge is the default browser, it's optimized for searching Windows help content. Open Microsoft Edge. Type your question directly into the address bar (e.g., "how to fix Bluetooth in Windows 11"). Press Enter. Bing prioritizes results from Microsoft's own support pages, community forums, and trusted sources like TechNet. This is an excellent way to find targeted help fast, especially if you're troubleshooting an uncommon issue. If you can't resolve your issue using built-in tools, you may want to speak with a Microsoft agent. Support is usually available 24/7, especially for critical system problems. The Microsoft Community is a large forum of users, experts, and moderators who answer questions daily. Here, you can: Search for existing threads related to your issue. Post a new question. Get help from real users and Microsoft MVPs. This is one of the best places to get help for niche or complex problems. If you encounter a bug or have a suggestion, the Feedback Hub lets you communicate directly with Microsoft developers. Press Windows + S, type Feedback Hub, and open it. Choose Report a problem or Suggest a feature. Add a description, attach screenshots, and submit. This isn't direct tech support, but it helps Microsoft identify and fix widespread issues. In some versions of Windows 11, Cortana is still available as a virtual assistant, though its role is more limited than in Windows 10. Press Windows + C to activate Cortana. Ask questions like "How do I connect to Wi-Fi?" or "Open Settings." Note: Microsoft is phasing out Cortana in favor of more integrated AI features, so availability may vary. With the rise of AI, tools like Microsoft Copilot (integrated into Edge and Microsoft 365) and ChatGPT can help answer Windows-related questions. Open Edge and click the Copilot icon. Ask questions in natural language. This is great for quick answers, comparisons, and detailed walkthroughs. Getting help in Windows 11 can be easy and effective if you know where to look and how to describe your problem. Before reaching out to support or diving deep into forums, try following these essential tips to streamline the troubleshooting process and find solutions faster. Many issues arise simply because the system isn't up to date. Microsoft regularly releases patches that fix bugs, improve compatibility, and enhance system performance. To check for updates: Go to Settings > Windows Update and click Check for updates. This simple step can resolve unexpected problems without needing further assistance. Whether you're using the Get Help app, Bing, or Microsoft forums, be as detailed as possible in your search terms. Instead of searching "Wi-Fi not working," try "Windows 11 Wi-Fi disconnects after sleep mode." The more precise your query, the more accurate and helpful your results will be. Before browsing forums or calling support, take advantage of built-in help tools like: Troubleshooters (automatically fix common problems) Tips app (learn about Windows features) Get Help app (chat with virtual support) Settings Help icon (search help directly from system settings) These tools are designed to quickly address most issues without requiring advanced knowledge. If you're going to apply fixes, especially registry edits or advanced system changes, make sure to back up your files first. You can use File History, OneDrive, or third-party backup tools. This ensures that you won't lose important data if something goes wrong. Don't underestimate the value of community forums like Microsoft Answers or Reddit's /r/Windows11. Users often share fixes for rare issues or bugs that Microsoft hasn't officially documented yet. Engaging with the community can provide both answers and peace of mind. Some problems can take time to diagnose—especially intermittent ones. Keep a record of what you were doing when the issue occurred, any error messages, and what solutions you've tried. This information is incredibly useful when contacting support or posting in forums. Whether you're dealing with a pesky printer problem or want to master the new Windows 11 layout, there's a wealth of help at your fingertips. From built-in tools like the Get Help app and Troubleshooters to online resources like Microsoft Support and Bing-powered searches, getting help in Windows 11 has never been easier. Make the most of these options and explore all the ways to become more confident with your device. If one method doesn't work, don't give up—try another until you find a solution that works for you. How to Get Help in Windows 11 If you're new to Windows 11 or just need some guidance, getting help is easy! You can use built-in tools to troubleshoot issues, find tutorials, and even connect with support. This guide will walk you through the steps to find help and make the most out of your Windows 11 experience. How to Get Help in Windows 11 In this section, we'll cover the steps to access help in Windows 11. By following these, you'll learn how to find assistance through various built-in features and support options. Step 1: Use the "Get Help" app Open the "Get Help" app by typing "Get Help" in the Start menu search bar. The "Get Help" app is designed to provide support for a wide range of issues. It's a great first stop when you're facing any problem with Windows 11. It offers chat-based support and links to relevant articles. Step 2: Utilize the "Tips" app Search for the "Tips" app in the Start menu and open it. The "Tips" app is packed full of tutorials and tips that can help you understand and use Windows 11 more effectively. It covers everything from basic tasks to advanced features, making it a valuable resource for every user. Step 3: Access the Settings menu Click on the Start menu, then select "Settings." Within the Settings menu, there's a dedicated "Help" section. This can guide you through troubleshooting common problems and adjusting system settings to enhance your experience. Step 4: Use the F1 key for immediate help Press the F1 key on your keyboard while using Windows 11. Pressing the F1 key will usually open the default web browser and direct you to the Microsoft support page related to the application you are currently using. It's a quick way to get context-specific help. Step 5: Visit the Microsoft Support website Go to the Microsoft Support website via your web browser. The Microsoft Support website is an extensive resource for all things Windows. It includes FAQs, community forums, and direct links to contact support. It's a comprehensive hub for resolving issues and learning more about the OS. Once you've completed these steps, you should have a better understanding of how to find help in Windows 11. You can now troubleshoot issues more effectively, learn new features, and enhance your overall user experience. Tips for Getting Help in Windows 11 Always start with the "Get Help" app: It's tailored to provide quick solutions and guidance. Check out the "Tips" app regularly: It gets updated with new tips and tricks. Customize your search terms: Be specific when searching for help to get more relevant results. Join community forums: Engage with other users and experts who might have faced similar issues. Keep your system updated: Sometimes, issues are resolved with the latest updates from Microsoft. Frequently Asked Questions How can I access the "Get Help" app if I can't find it in the Start menu? You can download it from the Microsoft Store if it's not already installed on your system. What should I do if the "Tips" app doesn't cover my issue? Try searching for your specific issue on the Microsoft Support website or ask in community forums. Is there a way to get live support from a person in Windows 11? Yes, through the "Get Help" app you can chat with a support agent for more personalized assistance. Can I use the F1 key in all applications? Most Microsoft applications support the F1 key for help, but third-party applications might not. It's best to check the specific application's help section. How often should I check for Windows updates? It's a good practice to check for updates weekly to ensure you have the latest features and security patches. Summary Open the "Get Help" app. Utilize the "Tips" app. Access the Settings menu. Use the F1 key for immediate help. Visit the Microsoft Support website. Conclusion Getting help in Windows 11 is straightforward once you know where to look. Whether you're a novice user or a seasoned pro, these built-in tools and resources make troubleshooting and learning easier. Remember to utilize the "Get Help" app and "Tips" app first; they're designed to provide quick, efficient support. And don't forget to tap into the wealth of information available on the Microsoft Support website and community forums. Keeping your system updated and engaging with other users can also pave the way for a smoother, more enjoyable Windows 11 experience. For further reading, consider exploring more advanced topics on the Microsoft Support website or even joining a Windows 11 user group. Now that you know how to get help, you're well-equipped to tackle any challenges and make the most out of this powerful operating system. Happy computing! Windows 11 is Microsoft's latest operating system, designed to offer a sleek, intuitive, and productivity-enhancing experience for users of all levels. With its modern interface, AI-powered Copilot assistant, and a host of new features, Windows 11 makes computing smoother and more efficient than ever before. However, like any complex software, users may occasionally encounter questions or issues that require guidance. Knowing how to get help in Windows 11 is essential to quickly resolve problems, learn new features, and make the most of your device. You can read this article to learn how to disable the "how to get help on Windows 11" pop up. Windows 11's Search feature is one of the fastest and most versatile ways to get help and find what you need on your PC. Whether you're looking for apps, files, settings, or even online information, the Search tool is your go-to starting point. 1. Click the Search icon on the taskbar or press Windows key + S on your keyboard to open the Search menu instantly. 2. Alternatively, open the Start menu and start typing your query directly—Windows 11 will automatically switch to search mode. Apps and programs: Quickly launch any installed application. Settings: Find specific system settings without navigating menus. Files and documents: Locate files stored locally or in linked cloud services like OneDrive. Help topics: Search for troubleshooting guides and support articles. Web results: Get quick answers, definitions, and trending info powered by Bing, directly integrated into the search experience. Windows 11 includes the Get Help app, a centralized support hub designed to streamline how users find solutions and receive assistance. You can use this app if you're facing technical issues, have questions about Windows features, or need guidance on performing specific tasks. The Get Help app connects you to a wide range of resources, from AI-driven answers to direct contact with Microsoft support personnel. 1. Click the Start button and type Get Help in the search box. 2. Select the Get Help app from the search results. 3. You can also access it via Settings > System > Troubleshoot > Other troubleshooters, where a link to Get Help is provided. AI-Powered Assistance: Simply type a question or describe your problem, and the app uses AI to suggest relevant solutions, tutorials, and FAQs instantly. Live Support: If AI suggestions don't resolve your issue, you can escalate to live chat with Microsoft support agents or request a callback for personalized help. Community Forums: The app provides access to Microsoft's community forums where you can browse or post questions, benefiting from peer-to-peer support. Troubleshooter Integration: Get Help works alongside Windows troubleshooters, helping you run automated fixes directly from the app. Windows 11 is evolving its support experience with AI-powered features like Copilot, which can understand natural language queries such as "how to control my PC by voice" or "my mouse pointer is too small" and recommend precise steps or even perform changes on your behalf with your permission. This makes the Get Help app increasingly proactive and interactive, reducing the time and effort needed to solve problems. To use Microsoft Copilot, simply click the Search icon on the taskbar and type Copilot, then select the Copilot app from the search results. When you need detailed guidance, official troubleshooting steps, or the latest updates related to Windows 11, the Microsoft Support website is an indispensable resource. It offers a vast library of how-to articles, step-by-step tutorials, videos, and tools designed to help users of all skill levels. 1. Start by visiting the Windows 11 support hub on Microsoft's site, which consolidates all Windows 11-related resources in one place. 2. Use the search bar to enter keywords related to your issue or question. 3. Follow step-by-step tutorials and official troubleshooting workflows to resolve common problems. 4. Download official tools like the PC Health Check app to verify compatibility before upgrading. 5. Bookmark important pages or guides for quick future reference. Getting help in Windows 11 has never been easier or more accessible, thanks to a rich ecosystem of tools designed to meet every user's needs. From the quick and powerful Search feature to the AI-enhanced Get Help app, and the comprehensive Microsoft Support website, Windows 11 offers multiple pathways to resolve issues efficiently and confidently. By familiarizing yourself with these resources—whether you prefer automated troubleshooters, live chat with experts, or community-driven forums—you can save time, reduce frustration, and keep your PC running smoothly. Remember, the key to effective troubleshooting is knowing where to look first and how to escalate when necessary. 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 chance 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 problem within 80 characters. Now the app shows you the solution 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 from Start » All Apps. Type the problem query in the required field and press the Enter button. Click on the Contact Support button from 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 Troubleshoot 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 and follow the on-screen commands or steps to solve the issues. 4. Use support.microsoft.com to Find Solutions is the official Microsoft Support website where you can get guides (how-to and troubleshooting guides) on Windows operating systems and other Microsoft products. For Windows 11, you can easily get help and guides on installation & updates, drivers & devices, network & internet, file & storage, security & privacy, troubleshoot & repair, and accessibility. How to get help from support.microsoft.com: Open a web browser and open the windows URL. Write your query in the "How can we help you?" field and press the Enter button. You'll see the results on screen. Open the result that seems to solve your problem. Alternatively, you can use the directly available option from the webpage after opening the URL. 5. Contact to Microsoft Support via Chat However, you can contact Microsoft support via the Get Help app on Windows 11, but you can also do this task directly via a web browser. So, you can chat with a Microsoft support agent in your web browser to get help in Windows 11. How to start a chat with a Microsoft support agent to receive real-time assistance: Open a web browser on your PC and open the URL. Make sure you're logged in to your Microsoft account. Select the Windows option from the given Microsoft products. After that, you'll see the popup to select the options from Home or Business. If you're not using Windows for business, choose the Get Home Support button. On the next page, type your problem in the given field and press the enter button. You'll see the results with the Contact Support button. Click on the Contact Support button. Now from the Products and Services option, select the Windows option. After that, select the Category according to your problem. You can choose Technical support. Click on the Confirm button to proceed. On the next page select the "Chat with a support agent in your web browser" option and confirm your email. After that, a live chat support will open. You can get help from a Microsoft support agent. 6. Get help by contacting Microsoft via Phone Microsoft's offices are available around the world, and you can directly contact the Microsoft office in your country to get help for their products. The official Microsoft website provides worldwide office locations with physical addresses, phone numbers, and email addresses. Just open the URL and select your country to find the phone number. In some countries, toll-free numbers are also available. 7. Ask Questions in Microsoft Community Microsoft also provides a support community website where you can get answers from their community of experts. You can simply search for the answer by typing your problem or issue. If you're not able to find your answer, you can ask a question on the website. To join the community, just open the URL from a web browser and log in to your Microsoft account. What you can do on answers.microsoft.com: Ask Questions: You can ask questions about issues you're getting with Microsoft products such as Windows or Microsoft Office etc. Provide Answers: Community members including you and Microsoft support staff can respond to questions posted by other users and provide solutions. Browse Topics: You can search or explore existing discussions to find answers to common questions. Vote: You and other users can upvote helpful answers or comments that help to highlight the most useful solutions. 8. Update the Windows 11 Updating Windows 11 to the latest version can also solve most issues or problems. The new updates fix the bugs, issues, and errors within the OS. These fixes can solve various problems such as software glitches, crashes, freezes, and other issues How to update Windows 11: Open the Settings app by pressing the Windows key + I keyboard shortcut. From the left navigation pane, select the Windows Update option. Now check for the available updates and install the updates. That's all. 9. Roll back the Windows Update If you have problems after updating the Windows 11 update, you can roll back to the previous version of the OS to solve your problems. Sometimes users encounter compatibility issues (issues with certain hardware devices, software applications, or drivers) or performance problems (problems such as slowdowns, crashes, or instability) after installing the new version of the OS. So, rolling back the update can help you to revert to a more stable OS version according to your hardware configuration and improve system performance. You can uninstall or roll back both quality updates and feature updates. The step-by-step guide is given below. How to Uninstall Quality Updates on Windows 11: Open the Settings app and click on the Windows Update option from the left navigation pane. Select the Update History option from the right side. Scroll down to the end on the update history page and choose the Uninstall Updates option from 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 PC's. 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 Go 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 or start menu and search for 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 or third-party programs 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. Howdy computer geekers, in this article we are going to share with you How to Get Help in Windows 11. Before you look for Help on Windows 10 or 11, you should know: Windows 10 has a built-in help app called Get help. You can connect to Microsoft Support Staff and talk to them directly. All programs in Windows 10 or 11, by default, have a Help Link to Troubleshooting instructions. On the Microsoft website itself there is already How to Get Help on Windows 10 or 11: Find help – Enter a question or keyword in the search box on the taskbar by clicking Start / Windows to find applications, files, and Settings, and get help from the web. support.microsoft.com – Visit the support.microsoft.com/windows website to find answers to more complex issues, browse support content in different categories, and contact support. Get help – Click the 'Get help' link when you are in settings to learn more about the settings you are using and find answers to your questions. Windows 10 and 11 have a built-in Get help app that will offer solutions to problems and even put you in touch with the Support Team. It's just one of the convenient Windows 10 built-in support options. Use the "Get help" App Windows 10 includes a Get help app that can provide solutions to many problems. You'll find it in the Start menu. Click Start button Type " Get help " And click the "Get help" shortcut that appears or press Enter. You can also browse the list of applications on the left side of the Start menu and click the " Get help " shortcut. Type the problems that exist on your Windows 10 in the search box. Read the top article for recommended solutions. Or you can talk to the virtual agent directly by selecting the Contact us button. Start a chat with the virtual agent. Choose your product (For example, Windows) and publish it to start the conversation. If you still can't find a solution, type " talk to humans " and ask to connect with the support staff at the Microsoft help desk. By default, it connects you to a " virtual agent ". Type in the support you want, and it will try to find some information for you. You can also skip this section and type something like " talk to humans " to connect with Microsoft support staff. Press F1 for Help in Multiple Applications The F1 key is the traditional way to get help. If you have focus on the Windows desktop and press the " F1 " key, Windows will do a search in Microsoft Edge for "how to get help in windows 10 or 11". That's not very useful, but the F1 key can still be helpful in many other applications. For example, pressing F1 in Google Chrome will open the Google Chrome Support site. Pressing F1 in Microsoft Office will open the Microsoft Office support site. Try it on whatever app you use. Find Settings With Start Menu We recommend using the Start menu's search feature if you're looking for a specific setting or app. Say you need to connect to a VPN, you can simply press the Windows key on your keyboard or click the Start button and type "VPN". You will see various VPN options in Windows. Try the Windows 10/11 Built-in Troubleshoot If you're having trouble, Windows 10's built-in Troubleshoot might be able to help. To find it, right-click Start > settings > Update & security > Troubleshoot. Or, search for " Troubleshoot " in the Start menu and select " Troubleshoot Settings ." Alternatively, search for Troubleshoot with the Windows Search Box and select Troubleshoot Settings. Scroll through the list and select Troubleshoot for your problem. Windows may suggest that you run a specific troubleshooter here, depending on your system. However, you can also browse through the list and click on the relevant Troubleshoot. For example, if you are having printer problems, scroll down and click the "Printer" troubleshooter. Windows 10 will try to find issues that could be causing printer problems automatically and resolve them for you. Use the Search box on the Taskbar The Search box on the taskbar is a handy shortcut for Windows settings and Windows 10 assistance as it can also send web results via Microsoft Edge. Type in keywords or key phrases that describe the problem you are facing in Windows 10. The search results show Best Match which can be Windows' default troubleshooter for features or Settings. It can also display online search results utilizing solutions on websites. If neither of these fails to resolve the issue, use Bing search results to open a browser and study the issue on the website. Search the Microsoft support website Open a search engine like Google or Bing in your browser and search your problem to find more information. Specifically, if you see a particular message or error code, search for it. Take advantage of the Microsoft Support Website Microsoft's support website can also be useful. You can search the Microsoft support Web site for solutions to many problems. Other solutions can be found on the Microsoft Community discussion forum . You can browse the community to find questions and answers that others have posted. You can also click " Ask questions " at the top of the page if you're logged in to ask a question and expect helpful answers from community members. However, this is only one option—many solutions to Windows problems, especially problems with Third Party Software, are found on other Web sites. A broader Web search is often the smartest idea. Find Some Helpful Tips If you're just looking for helpful tips for using Windows 10 and information about new features in recent updates, try the included Tips app. Click the Start menu, search for " Tips ", and click the "Tips" shortcut to open it. You can also browse the list on the left side of the Start menu and click on "Tips" to launch it. If you don't like the F1 key seeking help in Bing, you can disable it by remapping the F1 key to work as another key. This is the only way we found to disable this. This isn't the best solution, but it will stop the F1 key from functioning as the F1 key in every app on your system. Readers help support MSpoweruser. We may get a commission if you buy through our links. Read our disclosure page to find out how can you help MSPoweruser sustain the editorial team Read more Need help with Windows 11? Whether it's a system error, missing feature, or setup issue, this guide shows you exactly where to find answers, tools, and live support – fast. Follow these steps to solve any Windows 11 problem with built-in help options and expert tips. Table of contents Why it helps: Instantly finds settings, apps, and support articles. How to use: Click the ? Search icon on the taskbar or press Win?+?S. Type your question or issue (e.g., "Sound not working"). Review results: Windows will show Settings links and web-based solutions. What it is: A built?in chat interface to reach Microsoft support. How to access: Press Win, type get help, and press Enter. How it works: Enter your issue in the search box under "We're here to help." Browse FAQs or click Contact Support to: Chat live with an agent in your browser. Request a call-back from support staff. When to use: For complex problems or when you need real-time tech support. Purpose: Designed for onboarding new users and highlighting key features. How to use: Press Win, type Get Started, press Enter. Click Get Started and enable "Get tips and suggestions when I use Windows." Go to Settings???System???Notifications???Additional settings and enable those prompts. Benefits: Offers guided tips and quick links to tutorials. When it helps: When a friend or technician needs to access your PC remotely. How to launch: Press Win, type Quick Assist, press Enter. How it works: Generate a code and share it with your helper. They join your session to view/control your screen. When to use: For hardware issues (audio, network, printer), reboot, and system diagnostics. How to access: Go to Settings???System???Troubleshoot???Other troubleshooters. Run the relevant troubleshooter. Bonus tools: Run DISM + SFC to repair system files via Command Prompt. Use Advanced Startup Options for reset, system restore, and safe mode access. Visit the Microsoft Support website for how-to articles across installation, updates, security, and hardware. Explore categorized guides and FAQs for official help. Communities like Microsoft Answers, Tech Community, and Reddit offer user-driven insights. Example tip from Reddit: "The how to get help page opens if you hit F1 on the keyboard…issue with your keyboard." Pro tip: If hearing a help popup unexpectedly, test your F1 key or disable it using tools like SharpKeys. Reset this PC: Use Settings???System???Recovery or Advanced Startup to refresh or reset your system (with option to keep files). In-place upgrade: Download Windows?11 ISO, mount it, and run setup.exe to repair components without data loss. How do I open Get Help if it's not loading?Reinstall the app via Microsoft Store, or perform an in?place upgrade using a Windows?11 ISO. Why does "How to get help" pop up unexpectedly?Often due to a stuck F1 key. Try a different keyboard or disable the key using SharpKeys. When should I use Quick Assist vs Get Help? Get Help for chatting directly with Microsoft support. Quick Assist for remote screen/control access with another person. MethodBest ForKey StepsSearch BoxFast, built-in lookupWin?+?S ? Type issueGet HelpComplex issues, live supportWin ? get help ? chat or callGet StartedNew users, feature guidanceWin ? Get Started ? enable tipsQuick AssistRemote troubleshootingWin ? Quick Assist ? share codeTroubleshootersHardware & system diagnosticsSettings ? System ? TroubleshootOnline SupportTutorials, downloads, category?specific helpMicrosoft Support siteCommunitiesPeer advice & keyboard shortcutsMicrosoft Answers, Reddit, etc.Repair/Reset ToolsMajor system issues, refresh or restore systemWindows recovery tools & ISO in-place upgrade Using these structured tools—Search, Get Help, Quick Assist, troubleshooters, and official support—you can efficiently find solutions for nearly any Windows?11 issue. 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. By Kartik Mehta / November 30, 2024 While Windows 11 has generally been well-received by the users, some of the underlying Windows issues do appear from time to time. And to solve those problems, the first instinct of many users is to turn to Microsoft to get help. In our endeavor to help you solve such problems, we have written several tutorials on common Windows problems and their solutions, including issues like high disk usage in Windows 11 or Bluetooth not working in Windows 11. Nevertheless, if you wish to get help in Windows 11 using chat, call, or email from Microsoft Support, follow our article below. You can contact the Windows 11 support team and chat with a Microsoft agent to resolve the issue instantly. In this guide, we have added six different ways to get help with your Windows 11 PC. You can chat with the Windows 11 support team, get a call from them, or make an in-person appointment to fix and repair your PC. That said, let's look at the methods to get help if you are facing bugs or issues. The fastest way to get help in Windows 11 is through the dedicated "Get Help" app that ships with the OS. In fact, if you press the "F1" key, which we earlier used for finding help topics, it will now open the Microsoft Edge browser, and ask you to use the Get Help app instead. So to get support in Windows 11, follow the steps below. 1. Press the Windows key and type "help" in the search bar. From the search results, click on "Get Help" in the left pane to open the app. 2. In the Get Help window, you can search for your issue or explore the topics below. Searching for issues offers answers from Microsoft Community, which you can follow to solve the problem. 3. In case you want to contact Windows 11 support over chat, email, or call, click on "Contact Support" at the bottom in the "Get Help" app. 4. After that, choose "Windows" from the "Products and services" drop-down menu, select the category based on your problem, and click on "Confirm". 5. On the next page, you will be offered the option to chat with the support team for Windows 11. In case you are subscribed to Microsoft 365 and signed in with the same Microsoft account on your Windows 11 PC, you can speak to the support agent over call. If you recently upgraded to Windows 11 from Windows 10 and are having a tough time navigating the new UI, especially the centered Start menu and Taskbar, well, worry not. Microsoft has bundled a "Get Started" app in Windows 11, which shows everything new in Windows 11 and takes you through those elements and how to inter