Help Menu

We have placed three items on the Help tab that you will find at the top of the program.

We have installed a PDF version of this Tax Collection Program manual on your computer. If you click on the Taxcoll2k Manual, it will open the manual so you can use it as a reference. You must have Adobe Reader or other software installed on your computer that can display PDF files.

The Show My PC program only runs if you initiate it by clicking on this menu item. After several seconds, Windows will ask "Do you want to allow this app to make changes to your device?" Click the **Yes** button so Show My PC will start. Next, click on the button labeled **"Start a Meeting."** You then need to click **"Allow"** so that we may take over control of the mouse and keyboard. It will generate a 12 digit password that you have to provide to the remote user in order to allow the connection. The password changes each time you start the program and all communications between you and the remote computer are encrypted. You must have broadband internet connection (cable or DSL) in order to use Show My PC; a dialup connection is not fast enough.

The fourth item allows you to download updates to the program. If you want to force the program to check for an update, you may click the "Check for Updates" item. We may ask you to do this if we have an update that is fixing an issue for you alone and we don't want to install it for every tax collector.

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