With the proper software, a computer is a valuable tool. Learning how to effectively use software involves both time and practice. To assist in the learning process, many programs provide tools such as online Help and Internet-based Help.

Most online Help also links to Internet sites that offer Internet-based Help, which provides updates and more comprehensive resources to respond to technical issues about the software. Some Internet sites contain chat rooms, in which a user can talk directly with a technical support person or join a conversation with other users who may be able to answer questions or solve problems.

Online Help is the electronic equivalent of a user manual. It usually is incorporated in a program. In most programs, a function key or a button on the screen starts the Help feature. When using a program, users can interact with the Help feature to ask a question or access the Help topics in subject or alphabetical order.