Request an Older Version of Helper

Helper clients using an older, non-supported, version of Helper software may need to reinstall the program in the event of a computer upgrade or technical issues. To provide you with the correct link to reinstall your version of Helper, please email myaccount@helper.com with the following information:
- Account Number:
- Name:
- Phone Number:
- Helper Version:

To determine your Helper version:
In the Helper program, the version is displayed in the top left. Or select Help, System Information.

If you do not know your Helper version:
We will contact you to arrange uploading of your Helper database backup to determine the version. We will then provide you a link to that version to install. The fee for this service is $100 and is due at the time the database upload is performed. It may take up to 3 business days to determine your version and send the link to you.

Note: Emails are typically replied to within the same business day. If you would like to upgrade to the latest version of Helper, please call us at 800-343-5737 option 2.