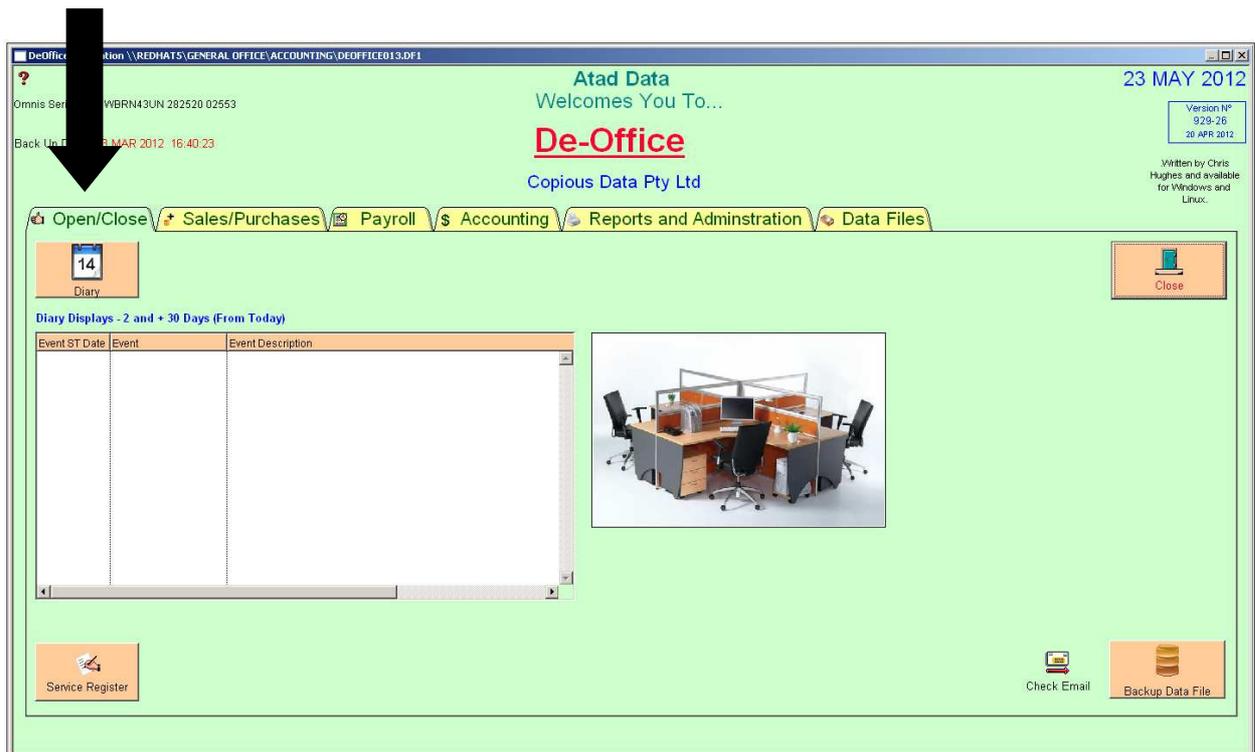


se

## Navigation Window

The first tab in the navigation screen displays the buttons for the company diary, service register and back up data file.

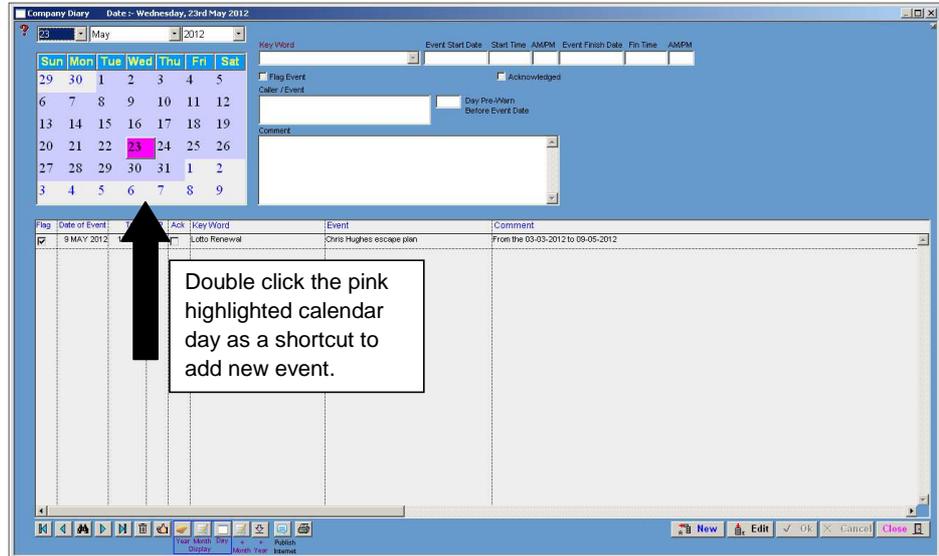


### Diary Module



The diary allows the user to record and keep track of events occurring in the workplace. The records can be viewed by anyone in the office and can also be published to the website allowing a view from anywhere in the world.

When the “diary” icon above is selected the following screen will appear.



### How to Use

Click the new button or double click the pink highlighted calendar day. Tab between the fields entering the relevant data. To have the entry shown immediately after opening De Office click the flag event box. You can also choose how many days before the event, the reminder appears in the diary. Tick the acknowledged box to cancel the pre-warn notification.

Note: Time is in 24 hour time. E.g. 2:30pm would be 14:30.



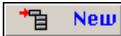
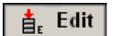
Finds the first entry in the diary



Steps the record back to previous entry



Allows you to search for a specific entry

-  Steps the record forward to the next entry
  -  Finds the last entry in the diary
  -  Deletes a selected entry
  -  Sets the current selected item to Acknowledged
  -  Allows you to view a list of all the entries by year
  -  Allows you to view a list of entries by month
  -  Allows you to view a list of entries by day
  -  Will automatically duplicate an entry on the same day for the following month
  -  Will automatically duplicate an entry on the same day for the following year
  -  This button will send the current date plus one years of information from the company diary to the website
  -  Print
- 
-  Enter new event
  -  Allows modification to existing records in the list
  -  Records new entries and modifications
  -  Cancels the recording of new entries and modifications
  -  Exit the diary

## Service Register



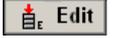
The purpose of this window is to display records of service calls regarding equipment/software issues. It records who rang, who answered, when it happened, what the problem was and if it was solved.

The screenshot shows the 'Service Calls' window with the following fields and controls:

- Year: 2012, Month: May, Date Modified: , Date: , Call Number: , Time of Call: , AM/PM:
- Phone Number: , Caller Name: (Click to Name), Company Name: , Equipment - Software: , Call Taken by:
- Problem: (Text area)
- Comments: (Text area)
- Details: (Text area)
- Action Required: (Text area)
- Checkboxes:
  - Problem solved
  - Problem on going
  - User Error
  - Software Error
  - Library file Error
  - Responded back to customer
- Table with columns: Date, Caller Name, Company Name, Phone No, Problem, Details
- Buttons: New, Edit, OK, Cancel, Close

### How to Use

To enter a new service call click the new button and enter the relevant information in the fields. Hit ok and the new entry is recorded. If all information is entered into the fields then the record will show who called, who took the call, what the problem was and how it was fixed etc. That way if the problem arises again the person taking the call can simply look up the record of the previous call and see the information about the issue. To edit an entry hit the edit button and change the relevant information then click ok.

-  Finds the first entry in the diary
-  Steps the record back to previous entry
-  Allows you to search for a specific entry
-  Steps the record forward to the next entry
-  Finds the last entry in the diary
-  Deletes a selected entry
-  Print
  
-  Enter new event
-  Allows modification to existing records in the list
-  Records new entries and modifications
-  Cancels the recording of new entries and modifications
-  Exit the diary

Note: The Service Register button can also be found in the Data Files tab of the Navigation Window.

## Back Up Data Files



There has to be only one user when a backup is done. You will be advised if there is more than one user. The process copies the entire active data file to a predetermined location (See Window "Company Details" tab 3 "File locations and Path Names").