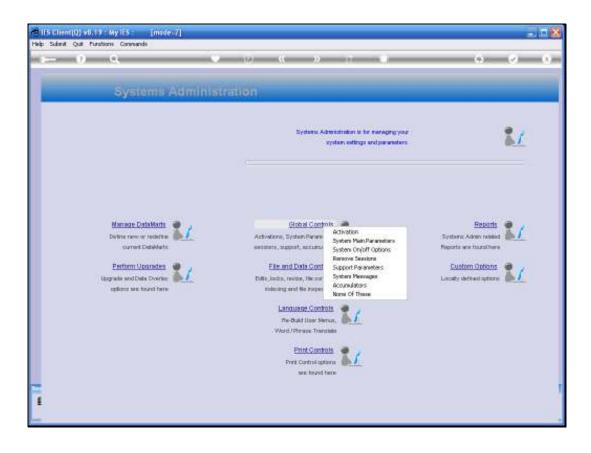


Slide notes: In this tutorial we look at the Support Parameters.

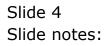


Slide notes: From Systems Administration, we choose Global Controls and then Support Parameters.



Slide 3 Slide notes:

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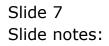
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Slide notes: At the top, we list the local Support details. In other words, the 1st line of contact for User Support, if any are available in-house.

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Slide notes: What is specified on this form is what will be shown to any User when, from any Screen, a User selects the 'Support and Assistance' option.

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Slide notes: This option is available throughout the system.

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Slide notes: And when a User selects the Support option, this information is shown, together with options to send off an e-mail Support request.

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Slide 10 Slide notes: