

Scott Data Systems, Inc.

Software for Today's Business Environment

SDS HelpDesk V4

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This document contains important information that you should read prior to installation of the program. It consists of the following sections.

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Copyright

**SDS HelpDesk V4 Copyright. 1998 Scott Data Systems, Inc.
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Registration

30 Day Evaluation Period

The unregistered evaluation version of this software can be used for 30 days after it is installed. An unregistered version of this program will not function after that time until it becomes registered.

Any data that you entered will still be available to you in the helpdesk.mdb database after the deadline. You can access that data using database programs provided by other vendors.

Price of Registration

Registration is only \$ **99.95** per user. Each user of the program will need a registered copy. You may upgrade from version 3 to version 4 at no charge.

How to Register and Pay

You may register and pay for your copy at www.ScottDataSystems.com

Difference Between Evaluation Version and Registered Version

The evaluation version is fully functional for 30 days. The evaluation version provides a

reminder that your copy is unregistered and when it will expire each time it is launched. Please register well before the expiration date.

Support

The following resources have been provided to help you install and use this program.

folder	Readme Tutorial	This document Located in the program installation folder
	User Manual	Located in the program installation folder
	On-Line Help File	Help Menu\Contents
	Setup Wizard	Help Menu\Setup Wizard
	Work Flow Wizard	Help Menu\Work Flow Wizard
	Email Support	support@ScottDataSystems.com

The Tutorial and User Manual are in Microsoft Word 8.0 format. If you do not have this version of Microsoft Word, then you may download a viewer for the Tutorial and User Manual by visiting the download site at www.ScottDataSystems.com.

Hard copy manuals can be purchased separately by contacting

sales@ScottDataSystems.com.

License Agreement

Use of this software indicates your acceptance of the following agreement.

1. Proprietary Rights

This software and any accompanying documentation are proprietary products of Scott Data Systems, Inc. ("SDS"), and are protected under US copyright laws and international treaty provisions. Ownership of this software and all copies, modifications, and merged portions thereof shall, at all times, remain with Scott Data Systems, Inc.

2. Grant of License

This software and accompanying documentation are being licensed to you (the "User"), which means you have the right to use the software only in accordance with this License Agreement.

3. Permitted Uses

You may use for evaluation purposes multiple copies, on multiple machines, of the unregistered program for a period of 30 days without charge. After this period, a registration fee is required to be paid for each user of the program. Usage of an unregistered program after the 30 day evaluation period is in violation of U.S. and international copyright laws.

Please visit the website at www.ScottDataSystems.com for registration instructions.

You may distribute exact copies of the shareware version of this software freely. You are specifically prohibited from charging, or requesting donations, for any copies of this program.

4. Disclaimer of Warranty

This software and the accompanying files are distributed and sold "as is" and without warranties as to performance or merchantability or any other warranties expressed or implied. The user assumes the entire risk of using the program.

5. Governing Law

This agreement shall be governed by the laws of the State of Colorado.

Installation Instructions

The software you have just downloaded has been compressed into a self-extracting executable file called **Sdshlp40.exe**. Move this file to its own directory or to a zip disk for safekeeping.

1. Double-click on the **Sdshlp40.exe** file. A dialog box will open. If you want to unzip the installation files to a different directory, change the path in the Unzip to Folder edit box. Click the **Unzip** button. The file will decompress itself into over a hundred separate files.
2. Before proceeding with the installation, close all applications that are currently running.
3. Double-click on the file called **setup.exe**. The installation program will now start. Follow any instructions provided by the installation program. A shortcut to the HelpDesk program will be created in your Start Menu.
4. SDS HelpDesk starts the same way as other Windows programs. Click the **Start** button. Select the **Programs** option. Click the **HelpDesk** shortcut.

5. You will be greeted by several initial screens. The first screen will be a welcome screen that is shown only once. The next screen requests the "ADMIN" password. Type in the default password "admin". You may change this password at a later time when you have entered more users.

The next two screens you will see are the Setup Wizard and the Work Flow Wizard. These screens will help you set up your own help desk database.

6. You are now connected to the default HelpDesk database. The only user currently is "ADMIN."

You are now ready to begin using SDS HelpDesk

7. The default HelpDesk database has a minimal amount of information preloaded into it. This is the database you use to enter your own information. A demo database is also included. We recommend that you use this database initially to evaluate SDS HelpDesk. To switch to the demo database, click the **File** menu. Select the **Connect** option to open the Database Connect dialog box. The path to the HelpDesk database is shown in the box.

8. Click the **Change** button. The Open dialog box appears.

9. Double-click on the Database folder. Three database files will be present. Select the **Demo** database, and then click the **Open** button.

10. The Database Connect dialog box will indicate the connection to the Demo database. Click the **Exit** button.

Note: Since you are switching databases, the program will ask for a License Code. Enter the one that you used above, and then click the **Done** button. Close the Message dialog box.

11. Select **ADMIN** from the Users drop down list. Enter the password "admin" and then click the **Done** button.

Note: The password is "hi" for all other Users in the Demo database.

Congratulations! You now have access to all HelpDesk functions and the Demo database.

Please feel free to experiment and modify the data in the Demo database.

Your working database will be the HelpDesk database which you can switch back to when you are done with your evaluation.

The Online Help, Tutorial, and User Manual will provide you with additional information.

The Setup Wizard should be used to set up your helpdesk database after the evaluation period.

Program Removal Instructions

You may uninstall this evaluation program at any time by using the Windows-95 Control Panel applet Add/Remove Programs. Click on the SDS HelpDesk V4 entry. Then click the Add/Remove button. The program will then be removed from your system.

For More Information Visit Our Website At

www.ScottDataSystems.com