

TEdec Topics

- a monthly news flash for July 2010

How to e-mail to TEdec Support -and- When to use "User Maintenance"

1. How to email to TEdec Support (including a Zipped TEdec data file)

A. E-mail to TEdec Support with Zipped Data File. If you have a question for TEdec Support or if it becomes necessary for TEdec Support to look at the data in a specific entity (Trust, Estate, Guardianship, etc.), then, when in the entity: Go to the TEdec Help Menu -> Email TEdec Support and complete the Email as follows: On the "From" Line click on the magnifying glass to the right and select your name from the staff file; include a copy (CC:) to anyone you would like; on the "Attach" line click on the box-prompt to the right with the letter "Z" (this will initiate the process to automatically attach a zipped file of your data); and then in the next large white space tell us about your problem. When completed, select to Send the email. When it arrives at TEdec Support we will call you to discuss the problem and give you a time line of when we will assist you to take care of it.

NOTE: Before you hear from TEdec Support, we recommend that you do NOT change any of your data, so that we at TEdec Support have exactly the same data that you have.

B. Unzip Entity Files from TEdec Support. Once TEdec Support looks at your data file, it may be helpful if TEdec Support makes some changes thereto, in which case it would be necessary to Zip the data file back to your office and for you to Unzip the file and update your data. To accomplish this TEdec will send you an email with the updated data file attached. You will have to simply right click on the attached Zipped file and save the file:

- (1) to a flash drive (e.g. "E:"), or
- (2) to a temp file on your hard drive (e.g. "C:\temp"), or
- (3) to your zipfiles sub-directory found in your TEdec directory (e.g. "C:\tedec\zipfiles").

If you use option #3, which is the preferable procedure, then go into the TEdec program and to this entity; then go to the Help Menu -> Zip TEdec Data and select the option to Unzip Entity Data. TEdec will automatically default to the path for the preferred procedure (to unzip from the zipfiles subdirectory). Simply proceed and your data will be updated as sent to you by TEdec Support. It's that easy.

If you use options #1 or 2, then go into the TEdec program and to this entity. Then go to the Help Menu -> Zip TEdec Data and select the option to Unzip Entity Data. TEdec will automatically default the path for the preferred procedure (option #3 - to unzip from the zipfiles subdirectory, as we have indicated) and you will have to change the path to identify where the zipped data file resides. Then proceed and your data will be updated as sent to you by TEdec Support.

2. How to Use "User Maintenance."

A. User Maintenance is used to change passwords and to restrict rights to the TEdec program. Go to Select Entity Menu —> User Menu —> User Maintenance. Here select the user (user #1 is always TEdec Supervisor) and select "Change"; now you may change the status (Active or Inactive), Program Rights (Full or Limited — not allowed to make data entry) and Supervisor Rights (Yes or No — allows users into User Maintenance).

B. If you have someone who will not be allowed to enter or change data, limit this user's rights => Program Rights should be limited. If you have a user who should not be allowed to assign or change passwords, limit this users supervisory rights => No.

TEdec University Password for July 2010. The TEdec Web page now includes under Support an option for TEdec University. This is where you will find (1) recordings of "How to" by topic and by reference to the TEdec Tutorial, and (2) recordings of the TEdec User Webinars (which started in June 2009). TEdec users (with a current SMA) will need to sign in. The User Name is always TEdec and the Password (which changes monthly) for this month is **Matt18**. Please take a look at TEdec University — you will be glad you did!

Free User Webinar → TEdec has scheduled a **Free User Webinar** for **Tuesday, July 27, 2010** at **9:00 a.m. and 4:00 p.m.** EST, each lasting approximately 30 minutes in length. We will highlight the subject of this month's *TEdec Topics*. Call TEdec support for your Webinar reservation. Space is limited, so call today! You'll be glad you did! We look forward to having you join our next user Webinar!

TEdec Systems, Inc.

207 Court Street, Little Valley, NY 14755 • Phone: 716-938-9137 Fax:716-938-6155
on the world wide web at www.tedec.com