



1-Minute Newsletter – August 2015

This is another installation of our 1-Minute Newsletter – we hope you find it helpful!

OOPS!

Have you ever printed payroll checks only to discover you forgot to include an employee in the payroll run? No problem! But instead of wasting all those printed checks, simply finish the payroll run that you currently have, and then start a NEW one, keying in the information for that one forgotten employee, process, print the check and finish like normal. Piece of cake!

How do I...

Many times users will call for information about how to do this or that because “I can’t remember how to...” Well, in most cases the steps are outlined for you in the operation manual. For instance, if you’re in General Ledger, click HELP along the menu bar at the top of the screen and you’ll get the G/L manual; if you’re in A/R, clicking HELP will display the complete A/R manual. These are the same ones we use in the office to answer a lot of your questions. We wrote the information down so we wouldn’t have to remember it, either! Quick navigation tip: the “table of contents” appears first; scroll down to a topic and click on it and the viewer will take you right to the page having that information.

What’s your policy?

Do you have a company policy manual for your employees? If not, you should. And it should include plenty of information about how company computers may/may not be used. Data security should certainly be included, too. Topics should include but are not limited to:

- Logging into a computer with another user’s ID/password.
- Keeping passwords private, never sharing them.
- Who is their direct report, their manager? What’s the chain of command for grievances?
- Any usage of credit cards or card information.
- “Surfing the web” – allowed or not? And if so, what sites are NOT allowed?
- Installing and updating software. Who does it? How often?
- Installing software you use at home – this is generally not a very good idea.
- Downloading “apps” on any company equipment. *“Danger Will Robinson!!!”*
- Making backups. Who does it? How often? Where are the backups to be stored?
- Who’s authorized to call for tech support, which sometimes comes at a fee?
- TimeClock policies – are employees allowed to punch in/out for each other?

- Do they have access to keys or combination locks? Be sure to cover usage of those topics.
- Are your employees required to read and sign-off on them? If not, they should be.
- Don’t forget to include appropriate penalties for breaching company policy in the manual, too. Without stated consequences, company policies are hollow and meaningless.

Web Site News...

If you haven’t noticed, we’ve removed the “purple” columns from the software update pages. The purple sides contained the updates for the old version of Club Office software, and as everyone has finally converted to the new database engine, we have no need to keep the old version active. Therefore, the old version is forever locked in time and will never be updated again. It might interest you to know that the current software is set to expire on January 15, 2016.

Calling for tech support

While we try our very best to address your issues, there are times when we’re absolutely powerless to help. For example, if the call starts out, “It’s not working” we have no clue where to go next. What is the “it” that’s not working? Is it the computer? Is it the monitor? Is it the printer? Is it the network or the Internet? What feature did you try that isn’t working right? Is it our software or something else? Most of the time the answer goes like this: “Gee, I can’t remember, I clicked on a thing and a message popped up on the screen, but I just clicked OK... I don’t remember what it said... can you tell me what happened?” The simple answer is “no, we can’t.” If you don’t know what you’re doing, then we don’t know what you’re doing, either. There are more than 16,000 system error codes built into Windows alone, not to mention all the error messages that can arise from the different pieces of software running on your PC. On top of that, there are an almost limitless number of combinations of user actions that can cause any of them to happen and mathematically, there are so many things that can go wrong that it’s amazing that computers work at all! Figuring out “what went wrong” is a collaborative process between the user and the software writer, so please, always be aware of what you’re doing when you’re using the computer so that if something does go wrong, you can aid in discovering the solution by providing exact, descriptive information. Thanks in advance for your help!