

Internet Help and Telephone Support

To get the most out of Financial Navigator, you need to know about the features and capabilities of the program, and how you can use them most effectively. Whether you are a beginning or experienced user, you may ask "How do I do it?" or "What do I do now?" This section describes the best resources for FN solutions: what they offer and how they can best help you with your accounting needs.

This document consists of 2 parts:

- Printed Manuals and the Help System
- Internet help and Telephone Support (this document)

Internet Help

The Internet has become one of the most efficient media for transferring information. As soon as it is created, new information can be made available to a wide audience. Because of this, the Internet is yet another resource for solutions to your FN needs. As it is updated regularly, the FN Help Desk on the FNI Web site is your best resource for troubleshooting solutions and FN program updates.

Additionally, the Internet is an almost unlimited source for financial information not directly related to the Financial Navigator Int'l family of products.

FN Help Desk

To access the FN Help Desk:

1. Open your Internet connection.
2. Select **Help | FNI on the Web.**

- Or -

Select **Help | About Financial Navigator**, and then select the **FNI on the Web** command button.

FN asks if you want to connect. Select **Yes** to continue. FN opens your Web browser (Internet Explorer, Netscape Navigator, or other browser) and connects to the FN Help Desk on the FNI Web site. The following Web page appears:



Note: *On the Internet, information can change much more rapidly than in a printed (or even online) document. This is the Help Desk page as of this Advanced Users Guide's printing. Although appearance and organization may change, the Help Desk will be a continual source for Help information such as troubleshooting, program updates, training classes, and other information.*

The current FN Help Desk offers:

- **Troubleshooting** — Identical to Troubleshooting in online Help, except the Web site contains the most recent information
- **Program and Help file updates** — Download the program files to fix bugs and other conflicts; the latest Help files contain new topics and Troubleshooting information

- **Technical support information** — FNI Technical Support policies and prices, and tips on how to use Technical Support so we can best serve you
- **Product information and demos** — Review information about FNI's latest products and download demo versions
- **Training class information** — Information and schedules for FNI Training Classes and the Advanced Users Conference

Internet Technical Support

You can also use the Internet to receive technical support at no charge. You can e-mail any technical support questions to FNI. The goal of FNI Technical Support is to respond to all messages within 2 business days. In most cases, they can respond within 24 hours.

To send e-mail to FNI Technical Support:

3. Open your Internet connection.
4. Select **Help | Send E-mail to FNI**. FN asks if you want to connect. Select **Yes** to continue. FN opens your e-mail program and opens a new message to:

`fn80support@finnav.com`
5. Describe the nature of the problem or the procedure you would like to perform in the body of the message.
6. So that FNI Technical Support can best assist you, review the Problem Report Form in online Help or on the FN Help Desk. Answer the questions in the body of the e-mail message. Also review the Help Checklist at the end of this chapter.

Technical Support by Telephone

Every FN customer uses the program on different computers, with different printers, with different Windows settings, and for different purposes. Because of this, FN Help changes as much as the program itself to accommodate user needs. However, you may find that you need to enter a transaction or produce a report that has not been described in any FNI document. You may also discover a problem with the program that is not explained in any troubleshooting topic.

FNI Technical Support is the source for information that has not been documented yet, and also for help with existing features and capabilities. When all else fails, call FNI Technical Support. Technical support for FN and its companion products is available during normal business hours, and unlike other technical support departments, FN Technical Support is generally available immediately.

Problem Report Form

To best serve you, determine the exact nature the problem or procedure you want to perform. Before you call, review the Help Checklist immediately following this section. Review the Problem Report Form in online Help. The answers to these questions can help the technician quickly lead you to a solution.

In the form, the most important questions to answer are what version of Windows and Financial Navigator you are using. Also, the more detail about the problem you give FNI Technical Support, the better they will be able to help you, especially if you have found a previously undiscovered bug.

The Problem Report Form currently appears on the next page:

Help Checklist

The best route to a solution begins with identifying the problem. Do you want to enter complex investment transactions? Do certain accounts not appear on your reports? Does FN close when you try to open Transaction Activity? Consult the following checklists to determine the nature of the problem and find the solution.

To find a procedural solution:

1. Identify the activity you want to perform. Determine which accounts (or types of accounts), payees, or other elements are involved. Identify which FN features are involved (Transaction Activity, Report Selection, Beginning a New Year, et al.).
2. Consult your available reference guides, including training and advanced guides.
3. Consult online Help:
 - Search the index.
 - Go to the Contents page and select **Procedures**. Search the appropriate categories for the solution.
4. FN Help Desk on the FNI Web site. Download the latest Help file and review it for new material.
5. Review the Problem Report Form in online Help or on the FN Help Desk.
6. Contact Technical Support.
 - If you e-mail Technical Support, your message will be responded to within 24 hours in most cases.
 - If you call and are a Premium Support subscriber, please have ready the name of the person to whom the software or the Premium Support is registered. FN Technical Support requires confirmation of **all** support subscribers.
 - If you call and are not a Premium Support subscriber, please have credit card information ready. There is a charge for Incidental Support. The charge covers a solution to the problem, not just one support call.

To find a troubleshooting solution:

1. Identify the nature of the problem. Make a note of what selections you made, the results you expected, and the results you received. Write down any messages that appear on the screen.
2. Consult online Help:
 - Go to the Contents page and select **Troubleshooting**. Search the appropriate categories for the solution. Review the **Troubleshooting Checklist**.
 - Search the index.
3. Go to the FN Help Desk on the FNI Web site. Select **Troubleshooting** and review the appropriate categories for new topics.

4. Download the latest update to fix any known problems. Check the remarks on the update to see if it has been identified and fixed your problem.
 5. Review the Problem Report Form in online Help.
 6. Contact Technical Support.
 - If you e-mail Technical Support, your message will be responded to within 24 hours in most cases.
 - If you call and are a Premium Support subscriber, please have ready the name of the person to whom the software or the Premium Support is registered. FN Technical Support requires confirmation of **all** support subscribers.
 - If you call and are not a Premium Support subscriber, please have credit card information ready. There is a charge for Incidental Support. The charge covers a solution to the problem, not just one support call.
- If the support technician determines your problem to be an existing or new bug, and you are running the most recent version of FN, you will not be charged for the support call.

How to Reach Us

Information and Sales: 800 468-FNFN (3636)
Fax: 650 962-0730
Web site: www.finnav.com
E-mail: customerservice@finnav.com
Technical Support: 650 962-8510
Hours: Monday - Friday 7:30 a.m. - 4:30 p.m. PT
Business Address: 254 Polaris Ave
..... Mountain View, CA 94043
Telephone: 650 962-0300

Trademark Acknowledgments

Financial Navigator, Navigator, Advanced Reports, CheckForm Navigator, Navigator Access, Navigator DataBridge, Navigator Impressions, and Navigator StockWeb are trademarks or registered trademarks of Financial Navigator Int'l.

Windows is a registered trademark of Microsoft Corporation. Other product names mentioned in this reference material may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.