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*premier*

# Document Management

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*system*

## Training at Your Finger Tips

STG is proud to offer Laserfiche Training Video's for Laserfiche Version 8 and 7. We welcome all to preview one of the training videos on our website.

The entire index is on the left hand side and the first six videos are available for review so you can get a feel for the flow and quality of the sessions. As you see there are also quizzes incorporated into the sessions. There is no tracking of the quiz. It is there for personal assessment only. The training sells for \$500 for a site license on one server and anyone in your organization can view the video whether they are using LF or not. There are no limits to the number of persons or times

it can be viewed. The video is not intended to replace or be a substitute for on-site or web based training, but is a tool that can be used for refresher sub-

jects, getting new people acquainted with LF and can be seen at the individual's convenience. To view either versions please visit our site at [www.stgp.com](http://www.stgp.com)

The screenshot shows the Laserfiche software interface. On the left is a sidebar menu with categories like 'Production Information', 'Laserfiche 8', and 'The Laserfiche Client'. The main window displays a list of documents under the heading '6 Electronic Documents - Laserfiche'. The list includes columns for Name, Pages, Indexed, and Creation Date.

Name	Pages	Indexed	Creation Date
Agenda Manager	1	Yes	3/21/2006 10:04:14 AM
DocumentManagementOverview	46	Yes	3/21/2006 9:48:19 AM
Keyboard in CAD	Yes	Yes	3/21/2006 10:46:06 AM
Laserfiche and GIS	Yes	Yes	3/21/2006 10:18:35 AM
Laserfiche Technical Track	21	Yes	3/21/2006 9:57:33 AM
PerformanceReview	2	Yes	3/21/2006 9:46:49 AM
VAR Conference Description	11	Yes	3/21/2006 9:53:53 AM
VAR training feedback form	1	Yes	3/21/2006 9:45:31 AM

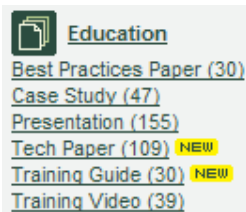
## Support Site Basics . . .

What would you think if you could ...

- Access step-by-step technical papers that explain how to use Laserfiche software?
- Figure out what the error on your screen means?
- Get information straight from developers about why products are the way they are and how they're supposed to function?
- Take your suggestions for our products directly to our programmers?

You might not know it already, but you can find all of this and more on the Laserfiche Support Site!

On all pages of the Support Site, you'll find a toolbar across the top for navigation and a search bar on the left, which gives you different options for searching and filtering, depending on which page you're on. On the home page, you also have a box of quick links or shortcuts to useful sub-pages—such as the Presentation link, where you'll find PowerPoint files from the 2009 Laserfiche Institute Conference sessions posted.



The links on the toolbar take you to major sections of the site, each of which gives you specific information. Some of the information that is available to you is:

### Knowledge Base (KB) page

The Knowledge Base is a collection of targeted information on a specific topic. Primarily, KB articles come in five flavors: hotfixes, where we release code that you run to fix an issue; errors, where we tell you how to resolve them; info, such as supported scanners; issues, such as known problems with third-party plugins, scanners, etc; and how-tos, which give you additional information about how to do something. KB information is entirely based on Support cases—it's where we can share with you what other users of the software have encountered.

- Mostly, you're going to search for KB entries, and we recommend entering error messages in full into the search field.

### Forums page

The forums offer you an opportunity to talk with and ask questions of the Laserfiche community. Not only can you get advice and discuss your Laserfiche system with your peers, but you can also talk directly with Laserfiche developers, quality assurance team, user education, support, and sales and marketing.

- The most important section is the **product focus center**—this is where you ask questions and suggest new features—and if you're suggesting a new feature, be sure to tell us what it would be used for, how to use it, and why it's a valuable feature.

## Registering to the Laserfiche's Support Site

Here are step-by-step instructions to register your self to the Laserfiche support Site.

1. Go to <https://support.laserfiche.com>
2. Click on Register under to log in.
3. Complete the information requested by Laserfiche. (Note: The serial number of your Laserfiche is required. There are directions to locate that number.)
4. Once you click submit it may take a few moments but you will then be redirected to the Laserfiche Support Site.