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Requesting support via email What do we need from you?

- **Information**

As much as we don't like to admit it, we don't know everything!

If you are sending us a support request via email, then the more details we receive from you the better.

So it's helpful to include invoice numbers, job numbers, dates, debtor or creditor details and any other relevant information

What were the steps taken to encounter the problem? Can the issue be recreated on another PC? If it is a general windows error, have you tried restarting your PC?

- **Examples**

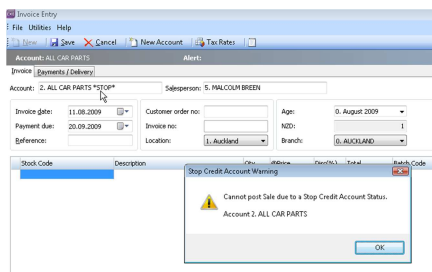
As above if you are having problems that relate to a particular job, give us an example;

"When I print invoice 2468 from job 12345 for Bob Jones the invoice lines are appearing twice, I have checked this in our Job Costing module and it appears correct but it's still printing out wrong on the invoice....."

- **Screenshots**

If you are receiving a particular message that disallows you from completing a task or is a cause for concern, then taking a 'screenshot' of the screen, pasting it into an email and sending it to us can be useful.

"I am trying to charge an invoice to All Car Parts and keep getting the below error message"



Tools

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Windows has a basic screenshot tool which will capture the 'current window' by pressing the Printscreen button on your keyboard (generally located at the top right of your keyboard)

Gadwin Printscreen is a free utility and allows you to capture a particular area of your screen using click-and-drag,

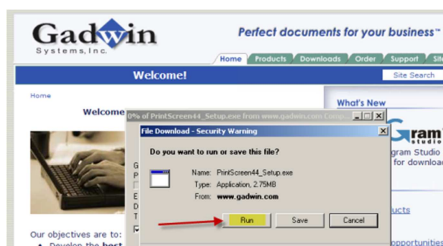
It can be downloaded from

http://www.gadwin.com/download/ps_setup.exe

To download Gadwin, open the above link

Select 'Download now'

Select 'Run'



Select 'Run'



Select 'Next'



Click next or install to any further questions

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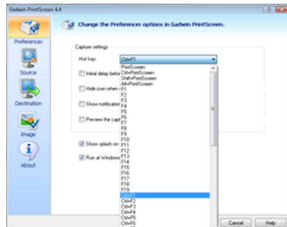
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Select 'Finish'

We recommend making the following changes in Preferences in Gadwin to optimise your settings,

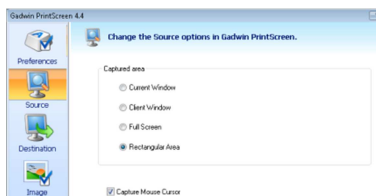
Open Gadwin Printscreen



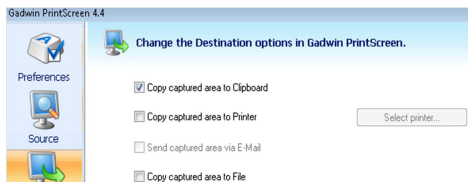
Change the 'Hot Key' to Ctrl+F1

Ensure 'Show splash on start up' is unticked

Ensure 'Run at Windows startup' is ticked (By ticking this the programme will always be running)

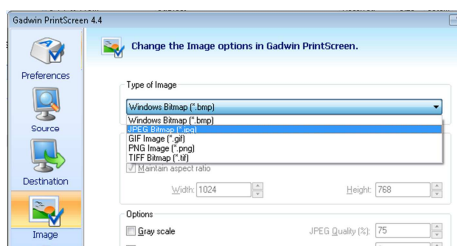


In the 'Source' tab select 'Rectangular Area'



In the Destination 'tab' tick the 'Copy captured area to Clipboard'

Ensure that the 'Copy captured area to file' option remains unticked



In the 'Image' tab change the 'Type of Image' to 'JPEG Bitmap'

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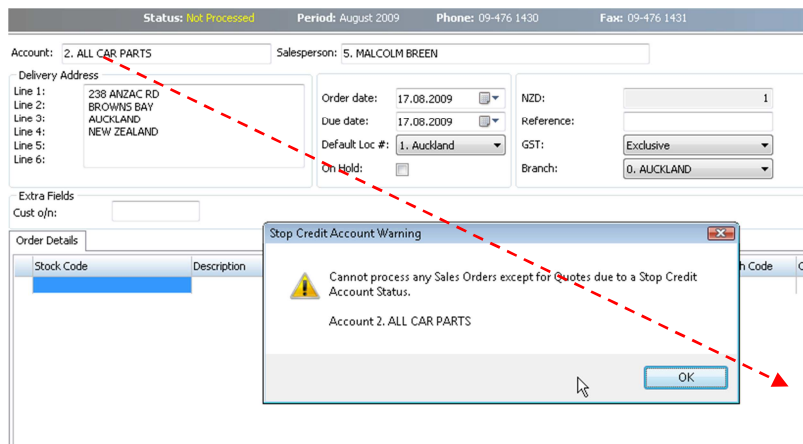
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You will now be ready to use Gadwin Printscreen

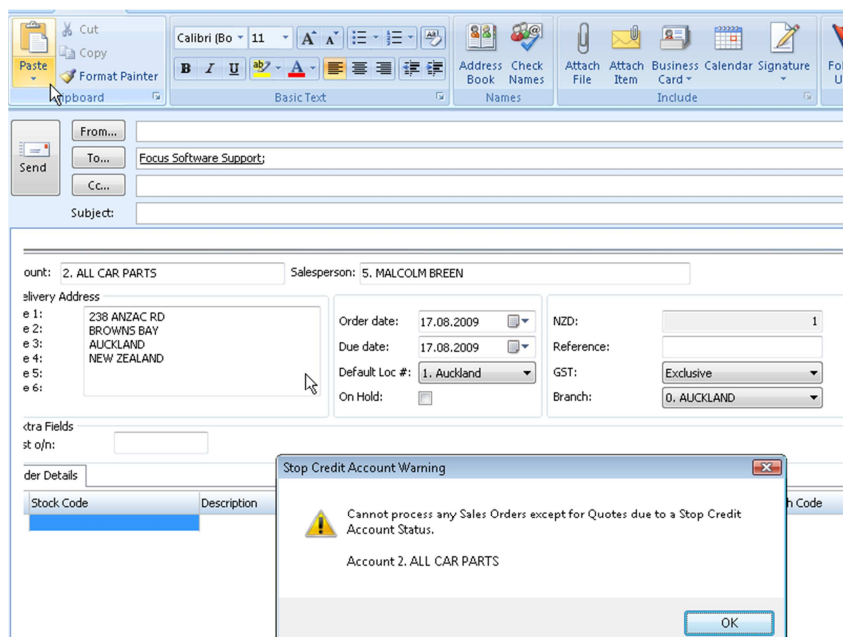
To use Gadwin Printscreen select 'Hot key' 'Ctrl+F1', select where you would like to start image and drag to the end of the image



Select 'Enter' when your image has been captured

This will capture the image to the clipboard.

Open a new email message and in the body of the email select the 'Paste' key or shortcut key 'Ctrl V'



To use this programme in the future just hold down the 'Ctrl+F1' Hot key and use as above. This is also a handy tool for documenting any computer and training manuals etc

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