

■ Tips & Tricks

Help yourself

With Pastel's New Knowledge Base

Here's even more bang for your Pastel Cover buck – a new and improved online self-help library of software tips, troubleshooting advice and current information updated daily by the Pastel support team. It's called Pastel Knowledge Base and it enables you to resolve technical queries about your Pastel software 24 hours a day, seven days a week. As a result, it helps you run your business better.

Where do you find it? From the Customer Zone at www.pastel.co.za. Just log in using your **Serial and Customer Numbers**.

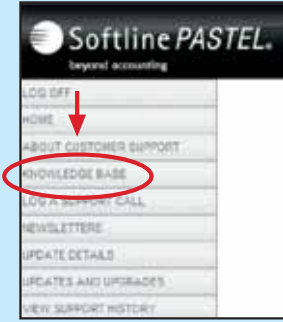
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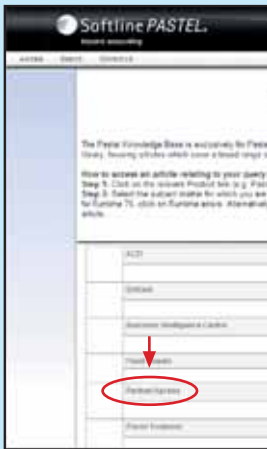
> Once you're in, click on the **Knowledge Base** option and then enter your **Serial** and **Customer Numbers** once more.

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> From this point, you'll start a process of narrowing your search criteria to ensure that you get the most relevant answer to your query in the shortest possible time.
 > Let's say your query is about an **Error Code 20** in Pastel Partner.
 > So, the first thing you need to do is select **Partner/Xpress** from the **Products** list.

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> This displays a sub-category menu that relates only to **Pastel Partner and Pastel Xpress** and therefore ensures that you get the most relevant answer as quickly as possible.
 > From this sub-category menu, you will then choose **Error Messages**.

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> This will display all the error messages relating to Pastel Partner.
 > If you'd rather not go through each error message to see which one matches your query, then simply use the **Search** option.

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> You'll find the **Search** tab between **Articles** and **Contact Us**.

> On the search screen, enter key words related to your problem in the **Search For** box and click on **Search**. In other words, for your Error Code 20 message, you'd simply type in **"Error Code 20"**. Be sure to include the **quotation marks around your key words**, otherwise the search process won't work.

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> A list of articles related to your key words ("Error Code 20") will be displayed. Select the article that relates best to your situation.

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> If you want to e-mail the article, simply click on the small envelope icon. If you want to print it, select the small printer icon.
 > As always when we introduce new features and functionality, we like to get feedback on how useful our customers find them. So, please feel free to use the rating facility we've included with each article and submit a comment to us.

Contact us for more info
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