



Greetings!!!

We are pleased to introduce a new STING customer support program. The Tip of the Month will be presented at the beginning of each month. We will be sending the information out via email, but we will also be highlighting the tip on the website (www.dakcs.com). Each month we are asking our support team to come up with some tips that will be helpful to you. This month we selected Reid's suggestion. We hope it's beneficial!!!

@Client Services options should no longer be accessed through The Sting AT ALL. All of the functionality of The Sting options for @Client Services has been integrated into the @ Client Services Utility. For some time we have mentioned that the REBUILD REMOTE CLIENT INDEX option could be run in The Sting for faster results. This is no longer the case. The REBUILD REMOTE CLIENT INDEX option in the @Client Services Utility will finish in the same amount of time as in The Sting. There has been some confusion for listing the clients that have been setup for remote access. Many agencies will print the list of employees in The Sting and think that the information displayed is accurate with the users that have been setup in the @ Client Services utility. It is not. To list the Clients that have been setup for @Client Services login to the utility and go to MAINTENANCE then MAINTAIN REMOTE CLIENTS. Leave the input field blank then hit search. This is a list of all the clients that have been setup with remote access as well as the associated CLIENT PASSWORD. To list the users for this client you will go to SETUP on the main menu in the utility. Then go to USER SETUP. Select the client from the drop down box at the top of the screen. To the left you will see REMOTE CLIENT USERS with a + next to it. Click on the + to display the users for this client. If you have any additional questions about this tip, please contact our support team.

If you have any ideas or tips that might be worth sharing, please contact me directly at 617 846 0454. I would love to hear from you!

Hope to see you at the Conference in Salt Lake City June 23rd-25th!

Deb Kilroy
Director of Sales & Marketing

Great Things are Happening!

