

Administrator ACT! Training

Location

Training Courses can either take place in our offices, or at a location of your choice.

Format

Administrator training courses typically last a full day, with a “learning by doing” approach.

The trainer starts with a demonstration of the software features that are going to be learnt so that trainees gain an understanding of the end result they are aiming for and the steps necessary to get there. After the demonstration, the training is “hands-on” to provide trainees with progressive practice in using functions of the software.

Content

System Administration

- Create/Delete Users, Set up Access Rights, User Permissions and Passwords
- Create Databases

Email Administration

- Set up ACT! email

Importing and Exporting Data

- Import data from another ACT! Database; from Excel; from Outlook
- Export data from ACT!
- Check for Duplicates and Move or Merge data

Customising Fields

- Modify existing Fields; Create new Fields
- Modify existing Drop-Down Lists; Create new Drop-Down Lists
- Set Field Level Security

Customising Layouts

- Amend an existing Layout, Add new Fields to a Layout, Set the Field Entry Order
- Create a new Tab
- Create a new Dashboard

Database Maintenance

- Backup Data
- Check and Repair Data; Remove Old Data
- Customize Columns, Menus and Toolbars

Synchronisation

- Set up Synchronisation
- Restore Remote Databases

Prices

Training

- £750 per course* (plus expenses if training is not conducted in our offices)

Expenses

Travel expenses dependant upon location: petrol @ 40p/mile OR train and taxi fare
Accommodation expenses for multi-day or distance training

Expenses will be agreed in advance of the course and be submitted with copies of receipts.

*Special rates can be agreed for multi-day training.

Booking

To book an Administrator ACT! training course, please contact:

Vivienne Watts at Hilltops IT on +44 (0)844 357 7360 or email sales@hilltopsit.co.uk to confirm dates and receive your booking reference. Please then complete, sign and return the Training Booking Form at the end of this document.

Notes

- In order to reduce “background noise” and promote learning, it is strongly recommended that a separate room is used for the training course(s).
- We recommend that a maximum of four people attend each training course to maximise the benefit each individual will get from the session.
- If requested early enough in advance, the trainer may be able to bring some laptops if sufficient PCs can not be made available in the training room.
- The duration of company-specific administrator training, to include the installation, configuration and implementation of ACT!, will depend on the extent and complexity of the topics to be covered. An estimation of timescales and costs can be provided upon request once an understanding of the scope of the training is understood.

Terms and Conditions

- The training course price and expense charges included in this document are valid until 31st July 2009 and are subject to VAT at current rates.
- One full day is the minimum training course booking
- A cancellation fee of 50% of the value of the course(s) booked will be charged if a cancellation is made within 2 weeks of the course dates.

Training Booking Form

Your Company Name	
Booking Reference	
Your Company Address	
Contact Name	
Contact Phone Number	
Contact Fax Number	
Contact Email Address	
Training Location (if different to above)	
ACT! Version	e.g. Sage ACT! 2009 v11 Premium
Course Name(s)	
Course Date(s)	
Course Fee(s)	£750 per day plus VAT and any travel or accommodation expenses incurred

Please list the attendees and tick which training course(s) they will be attending.

Trainee Name(s)	Department	Introductory	Advanced	Administrator

I hereby agree to the course Terms and Conditions:

Name	Position	Signature	Date

Return to: Vivienne Watts, Hilltops IT, Lymedale Business Centre, Lymedale Business Park, Newcastle-under-Lyme, Staffs, ST5 9QF