

HGCollector

Getting Started Guide



Version 1.4

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Table of Contents

Welcome to TFGCollector!	4
System Requirements.....	4
TFGCollector Installation Procedures	5
Auto-Loading	5
Manual Loading Using Start/Run	5
Installing Multiple Groups	5
Firewall Considerations.....	5
Downloading Service Packs.....	6
Uninstalling TFGCollector.....	6
TFGCollector Software Series	7
Documentation	7
Registration.....	7
Suggestions	7
Advanced Installation	7
Starting TFGCollector.....	8
Initial System Setup	8
Built-in Help	9
Screen Level Help	9
Field Level Help	9
Column Level Help	9
Dropdown Update.....	9
Tip of the Day	10
Tool Tips	10
Using TFGCollector	11
Menus Explained	12
Buttons and Icons Explained	15
Toolbar Buttons.....	15
Screen Buttons	16
Table Buttons	17
Information Icons.....	18
Field Colors.....	19
Changing Screen Table Properties	19
Performing Searches	20
Search Screen (Fields)	20
Search Pop-Up Screen (Tables)	22
Working with Reports.....	24
Support	25
Initial Installation Support	25
Pay-as-you-go support	25

Welcome to TFGCollector!

TFGCollector was designed to help you manage your collections. The screens are simple with minimal entry required. You can enter as little or as much as you choose. Everything you enter can be searched using summary screens and you can print the results of your search as well as other standard reports we have provided.

You can print mailing labels from addresses you have entered as well. TFGCollector prints standard 1" x 4" labels (Avery 5161, 8161) and standard 1" x 2⁵/₈" labels (Avery 5160, 8160).

In addition you can print specimen labels and index cards using the samples provided and design your own.

There are three main components:

- **Collectors Administration**
- **Rock & Fossil Catalogs**
- **System Administration**

System Requirements

Microsoft® Windows® 98, Windows NT® 4.0, Windows® 2000, Windows® ME, or Windows XP®, with the latest Service Pack applied.

Pentium® class processor, 350mhz or greater.

90MB free disk space.

128MB of RAM (256MB recommended).

Network Interface Card configured to use TCP/IP if installing in multiple user mode (client / server

TFGCollector Installation Procedures

Administrative Privileges are needed for installation on both Windows NT and Windows 2000.

Auto-Loading

1. Place the TFGCollector CD in the CD ROM drive. If the installation wizard does not appear automatically, see the "Manual Loading Using Start/Run" section below.
2. Follow the directions as they are displayed on your screen.

Manual Loading Using Start/Run

1. Place the TFGCollector CD in the CD ROM drive.
2. Open the "Start" menu, and select the "Run" option.
3. Type the CD drive letter (i.e. D:\, E:\, etc) in the "Open" box and then click "OK". Use the Browse button to view the file names on the CD. Select the install program "Setup.exe".
4. Follow the directions as they are displayed on your screen.

Installing Multiple Groups

To install multiple groups, you must purchase the additional TFGCollector CDs with serial numbers. To install your additional group, follow these steps:

1. Insert the additional TFGCollector CD into the CD ROM drive.
2. A screen will come up indicating that you already have TFGCollector installed on your PC; it will provide you two options: "Remove TFGCollector V1.4" or "Add/Update TFGCollector V1.4".
3. Select "Add/Update TFGCollector V1.4" and click "Next".
4. A screen will come up indicating User Name, Company Name, and Serial Number. Enter the provided serial number for the additional application in the "Serial Number" field. Click "Next".

Firewall Considerations

If you are using a local firewall do not block access to "javaw".

Downloading Service Packs

You can download service packs from the TFGCollector website at www.tfgCollector.com.

Simply perform the following once you enter the website:

1. Click "Support" from the top navigation bar on the screen.
2. There will be a variety of service packs available for you to download to your computer. Visit the website periodically for new updates.

Note: TFGCollector automatically performs data migration if required.

Uninstalling TFGCollector

If you wish to remove TFGCollector from your system, perform the following steps:

1. Save any files that may be needed in the future before running the uninstall process (such as TFGCollector.mdb database file).
2. On the "Control Panel", select "Add/Remove Programs".
3. Highlight "TFGCollector" in the list, and then select "Add/Remove".
4. Follow the directions as they are displayed on your screen.

If TFGCollector is not available in the "Add/Remove" list, insert the original CD and follow the on-screen instructions for deleting.

The uninstall process removes all TFGCollector files.

TFGCollector Software Series

You can obtain the following TFGCollector groups by contacting The Fredrick group:

Rock & Fossil Catalog

For more information go to www.tfgcollector.com.

Documentation

TFGCollector documentation (in PDF format) is available online at www.tfgcollector.com, through the "Documentation" menu on each screen, or from the Windows "Start" menu. Simply click "Start", then "Programs" or "All Programs", then "TFGCollector V1.4, and then "Documentation".

Note: PDF files require Adobe® Acrobat® Reader®. The reader is available at www.adobe.com for no charge.

Registration

Quick & Easy Online: After installation, you can go to our web page at www.tfgcollector.com to register the product. Click on "Register" and follow the instructions.

Suggestions

We are eager to improve TFGCollector and we urge you to tell us what you think of the software and how it could be improved to better suit your needs. We have taken many suggestions from our customers and incorporated them into our products. If you have suggestions or comments, please send an e-mail to tfgcollector@fredrickgroup.com. We want to hear from you!

Advanced Installation

TFGCollector provides some advanced installation functionality such as: font sizes, system variables, server start up options, and BAT file options.

Please refer to the System Administration section in the Users Guide for more information.

Starting TFGCollector

Perform the following steps to start TFGCollector:

1. Open the "Start" menu, and then select the "Program" or "All Programs" option.
2. Select "TFGCollector V1.4" from the program list.
3. Select "TFGCollector" to start.
4. The TFGCollector "Welcome" screen is displayed with the "Tip of the Day". You can select "Close" to continue the start up process or select "Next Tip" to view more tips. You can also choose not to have the "Tip of the Day" appear by selecting the check box next to "Don't show Tip of the Day at Startup" located on the Welcome screen. Select the check box again at any time to reinstate the "Tip of the Day" feature.
5. Click the plus sign ("+") next to the catalog group you want to perform in the "NavTree".
6. Click on the screen you would like to use.

Initial System Setup

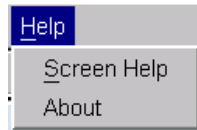
TFGCollector is installed with certain system wide features that can be changed. The features are controlled with system variables. For more information about changing the settings for system variables see the System Administration section of the Users Guide included on the TFGCollector CD, which is available from the Windows "Start" menu or from the "Documentation" menu within TFGCollector. The documentation is also available online at www.tfgcollector.com.

Built-in Help

Help is available at the screen, field, and column level, as well as built-in tool tips.

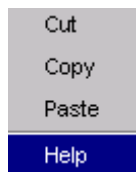
Screen Level Help

To select screen level help, click "Help" on the "Menu" bar, and then select "Screen Help". Help for the screen is then displayed.



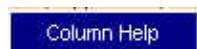
Field Level Help

To select field level help, right click on the field, and then click "Help" from the pop-up. Help for the selected field is then displayed. You may also press the F1 key to get field help.



Column Level Help

To select column level help, right click on the column heading, and then click "Help" from the pop-up. Help for the selected column is then displayed.



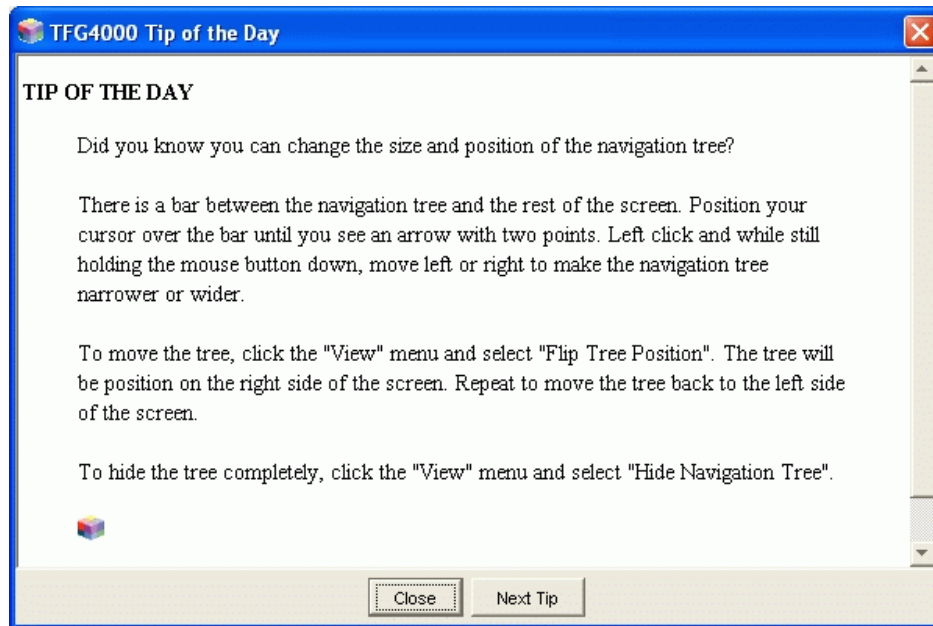
Dropdown Update

To add, delete, and update dropdown values, right click on the field that has the dropdown of interest, then click "Edit Dropdown Entries..." from the pop-up. The Dropdown Control Screen under System Administration is displayed and it is automatically positioned on the dropdown you need. Use the "Back" button in the upper left corner of the screen to return to the screen you were using before.

Tip of the Day

Each time you start TFGCollector, there is a "Tip of the Day" pop-up displayed that describes some of the functionality that is available within the application. To close the "Tip of the Day" pop-up, click the "Close" button. To view another tip, click the "Next Tip" button. This feature can be turned off by clicking the box next to "Don't Show Tip of the Day at Startup" on the Welcome screen. A check mark will appear in the box indicating the "Tip of the Day" should not be displayed during start up. To reinstate the "Tip of the Day" feature, click the box and the check mark will disappear indicating the "Tip of the Day" should be displayed during start up.

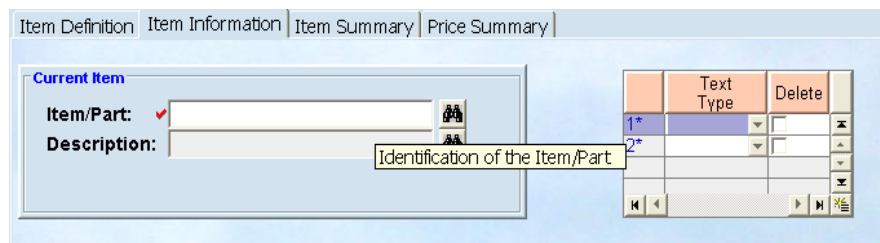
Example Only:



Tool Tips

Throughout TFGCollector, there are embedded tool tips that help describe certain areas on the screen. You simply roll your mouse (cursor) over the area in question, and a pop-up will describe that specific area. The tool tip pop-up will remain visible for a few seconds, and then it will disappear automatically.

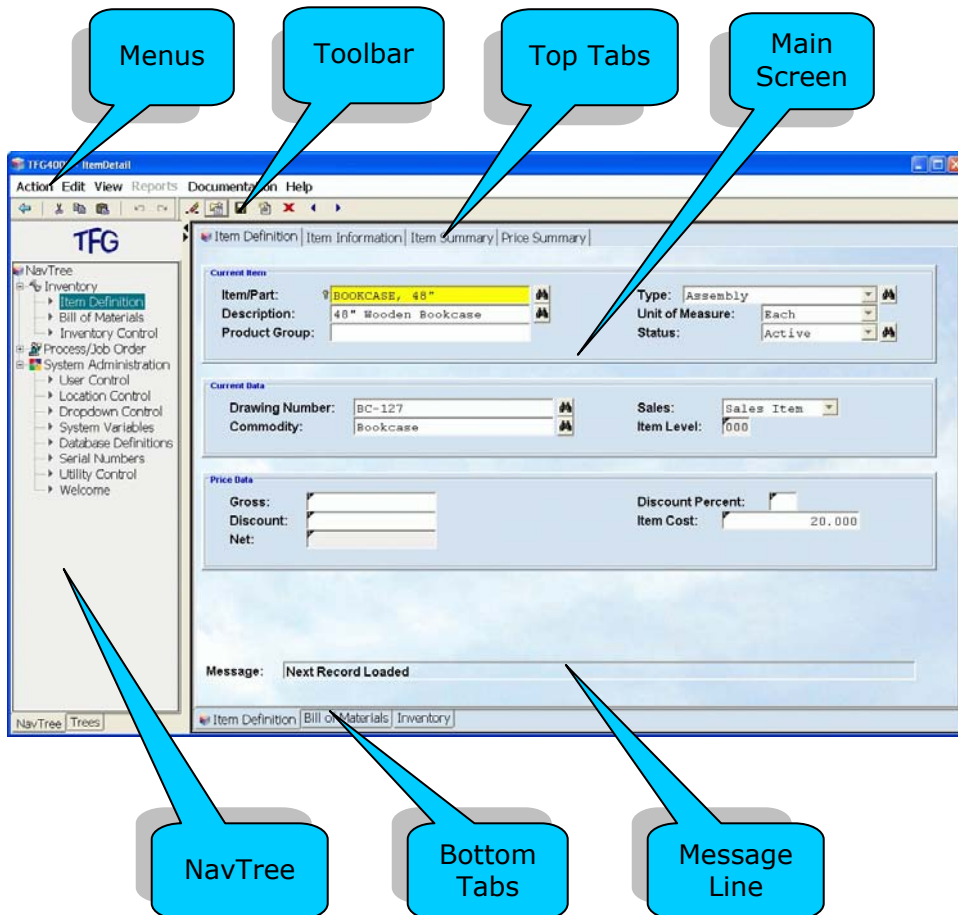
Example Only:



Using TFGCollector

You can navigate through the TFGCollector screens by using the "NavTree", the "Goto Screen" section of the "View Menu", and the tabs on the top and bottom of the screen. For easy use, the toolbar provides a variety of functions for you to choose from as you use the TFGCollector groups. There are buttons located on the toolbar that allow you to perform various functions from each screen, such as opening/displaying data, saving data, etc. The "Menu" provides useful functions as well, such as printing reports, documentation, help, etc.

Sample Screen



Menus Explained

Each screen in TFGCollector has various menus available for working with your data. The following describes the purpose of each menu and special features.

Action

This menu is for printing screens and for exiting TFGCollector. It contains the following menu items:

Print	Prints the entire screen in either portrait or landscape mode.
Print Text	Prints only the text currently displayed on the screen in either portrait or landscape mode.
Exit	Terminates the TFGCollector session.

Edit


This menu is for performing cut, copy, and paste operations on data. It contains the following menu items:

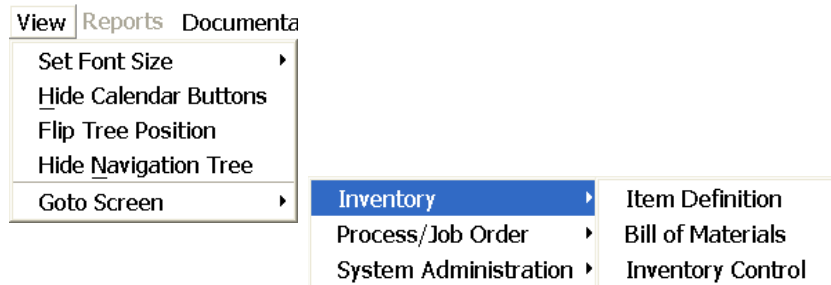
Cut	When you highlight data and use this function, the data is removed from the screen and is available in a clipboard for pasting. Holding the Ctrl key and pressing the X key will perform the same operation.
Copy	When you highlight data and use this function, the data is copied into a clipboard and is available for pasting. Holding the Ctrl key and pressing the C key will perform the same operation.
Paste	When you position your cursor in a field and use this function, data you have previously put into the clipboard using the Cut or Copy operation will be pasted after your cursor. Holding the Ctrl key and pressing the V key will perform the same operation.

Note: If you are in **insert** mode the data will not overlay data that follows, but if it is not in **insert** mode it will. Press the **Insert** key on your keyboard to change your insert mode to whichever way you prefer.

View

This menu allows you to change the way the TFGCollector screens are presented and how you navigate the screens. It contains the following menu items:

Set Font Size	You can choose a font size from 10 to 18. With larger font sizes you may have to scroll to see the entire screen.
Hide Calendar Buttons	Toggles whether or not a Calendar button  is displayed next to the date fields.
Flip Tree Position	Displays the navigation tree (NavTree) on the left or right side of the screen.
Hide Navigation Tree	Hides or displays the navigation tree. Note: The dark arrows in the bar between the navigation tree and the main screen perform the same function.
GoTo Screen	Displays the navigation tree in menu format. You can use this method to navigate the screens at any time but it is particularly useful if you hide the navigation tree.



Reports

This menu shows you the reports or forms available for the screen you are on. There will be various menu items depending on the screen. There is also an All Reports menu available from any screen.

Specific Reports

Displays reports associated with the screen you are on.

All Reports

Displays a menu of reports available for all the applications you have installed. This menu does not include Forms.



Documentation

This menu lets you select the TFGCollector manuals for viewing and printing.

Help

This menu provides help about the screen you are on and information about TFG4000 Professional Edition. It contains the following menu items:

Screen Help

Displays information about the screen you are on.

About

Displays information about TFGCollector.

Buttons and Icons Explained

Each screen in TFGCollector has various buttons available for working with your data. The following describes the purpose of each button and special features. It also explains other icons you may see on the screens.

Toolbar Buttons

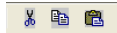


Use the following buttons to perform TFGCollector tasks. The buttons displayed change with the screen you are working with.

Previous screens

Use this button to return to your previous screen. You can go back up to ten screens.

Cutting, copying and pasting text







You can use **Cut** and **Paste** to move selected text. You can use **Copy** and **Paste** to copy selected text and paste the copy in another place. **Cut**, **Copy**, and **Paste** can also be selected from the **Edit** menu.

Working with data



You can open, save, delete, get previous or next, erase, and print, by using these buttons:

- | | |
|--|---|
|  Open (Display) | This button retrieves data that has been previously saved for viewing and/or modifying. The Enter key executes this button by default. This button is used for retrieving images on the catalog definition screens too. If an image is not available a default image is displayed. |
|  Save | This button stores new data and modified data. If you enter new data or change existing data and do not click this button, the system prompts you to do so. |
| Copy | This button also copies data from one place to another if copy fields are entered. On screens indicated as "definition" screens, it copies related data in addition to the data currently displayed. On all other screens only the data displayed is copied. |
|  Delete | This button deletes previously saved data. On screens indicated as "definition" screens, the delete button deletes related data in addition to the data currently displayed. On all other screens only the data displayed is deleted. |
|  Previous | This button retrieves data that alphabetically precedes the currently displayed data. If the screen is positioned at the beginning of the database, the previous button retrieves the last record in the database, i.e. "wrap around" to the end of the database. |

 Next

This button retrieves data that alphabetically follows the currently displayed data. If the screen is positioned at the end of the database, the next button retrieves the first record in the database, i.e. "wrap around" to the beginning of the database.

 Erase

This button clears data from the screen. It does not update any data; it merely clears the data away to make it easier for you to enter something else. It is particularly useful for resetting summary screens for a new search and it is required when adding new entries on many screens.

 Print

This button runs the print process then displays a preview of labels or index cards so you can review them before you actually print them.

 Format

This button displays a pop-up window so you can adjust more advanced label and index card print format properties.

Or, if it is in the lower left corner of a screen table, it displays the names of the columns displayed in the table. You can check or uncheck fields to display or not display them.

Screen Buttons

Throughout the screens are buttons that perform functions.

 Search

This button is for finding data you have already entered. When you click this button a search box pops up. Choose the search method you want to use by clicking the down arrow, and then move your mouse down to the search method you want and click to select. Enter your search criteria in the field provided to the right of the search method. Click the **Do Search** button or press Enter. If any data matches the selection criteria you used, it is displayed in an area that you can scroll through. Double click the one you want and it is loaded into the screen field. Click **Cancel** if you decide not to select anything. Click **Print** to print a report of the results.

Note: *The columns displayed in the search pop-up can be resized and rearranged.*














 Calendar	The calendar button provides a pop-up calendar for selecting dates. You can choose the month and the year, and then double click on the date you desire. Click Today to re-position the calendar on the current date. Click Cancel if you decide not to select a date. Dates can be entered without using the calendar button if desired. Manually entered dates are verified so a pop-up appears prompting you to correct a date if it is invalid.
 Dropdown	This button provides a “dropdown” list of pre-defined values from various fields that have this button next to it. If you click on one of the values from the dropdown list, that value will appear in the adjacent field.

Table Buttons




Throughout the tables are buttons that perform functions.

 GoTo/Selection	This button is for transferring to another screen. When you right click on this button it displays a list of related screens. Click on the screen you desire and that screen is displayed with the appropriate key information already filled in. Or, on label and index cards screens, it is used to search for label and index card forms.
 Properties	This button is located at the lower left corner of each table. It allows you to edit the layout of the table. You can use this button to hide or display columns in the table and to restore the original table layout.
 Add Rows	This button appears in the lower right corner of modifiable tables so that you can put more empty rows on the screen for adding data to the table. If you are trying to enter another row in a table and there aren't any blank rows to use, click the add rows button.
 Scroll to the Left	This button allows you to scroll to the left of the table.
 Scroll to the Right	This button allows you to scroll to the right of the table.
 Scroll Up	This button allows you to scroll up the table.
 Scroll Down	This button allows you to scroll down the table.
 Scroll Bottom	This button allows you to scroll to the very bottom of the table.
 Scroll Top	This button allows you to scroll to the very top of the table.

- | | |
|--|--|
|  Scroll Left | This button allows you to scroll to the very left of the table. |
|  Scroll Right | This button allows you to scroll to the very right of the table. |

Information Icons

Icons on the screen show properties about the field.

- | | |
|--|---|
|  Numeric | This icon in the upper left corner of a field indicates that the field is for a numeric value. You are able to enter only numbers, commas, and decimals in fields containing this icon. |
|  Key | This icon to the left of a field indicates that the field is a key field and is required for this screen. |
|  Required | If you try to display or save data without entering a required field, this checkmark icon is displayed next to the missing field. |

Field Colors

The fields on the screens and in screen tables have three different colors that have functional significance.

Gray	A gray field is display only, no entry allowed or necessary
White	A white field is open for entering data
Yellow	A yellow field indicates where the cursor is currently positioned


Changing Screen Table Properties

Tables that appear on screens can be modified. The columns can be re-sized, re-positioned, hidden, and un-hidden.

To re-size a column move your cursor over the column heading you want to re-size and move to the right until you see an arrow with two heads. Click, then still holding the mouse button down, move the cursor to the right until the column is as wide as you want or to the left until the column is as small as you want.

To re-position a column click on the column heading, then still holding the mouse down, move the column to the where you want it and release the mouse. Some columns are key columns and will not remain where you re-position them.

Note: Re-sizing and re-positioning remain in effect for the duration of the current session. The default sizing and positioning is restored when TFGCollector is restarted.

To hide or unhide a column click the Properties button  located in the lower left corner of the table. A red check mark next to the column name indicates the column will be displayed. If there is not red check mark next to the column name it will not be displayed in the table. There may be multiple tabs for the table, so you must click on the tab that contains the column(s) you want. To save the changes you have made, click the "OK" button. To discard the changes you have made, click the "Cancel" button. To reset the properties back to the default properties, click the "Restore Default Visibility" button. Another pop-up will appear asking the range you wish to restore. Use the dropdown provided to select either "All Tabs", which will restore the defaults for the entire table, or "Currently Displayed Tab Only", which will restore the default properties only for the portion of the table indicated by the tab you are viewing. Once you have made your selection click "OK" or "Cancel". That pop-up will disappear and the column visibility properties are reset as requested or the reset action is cancelled. Then you may click either "OK" or "Cancel" to save or discard the property changes.

Note: Property changes remain in effect even after TFGCollector is restarted.

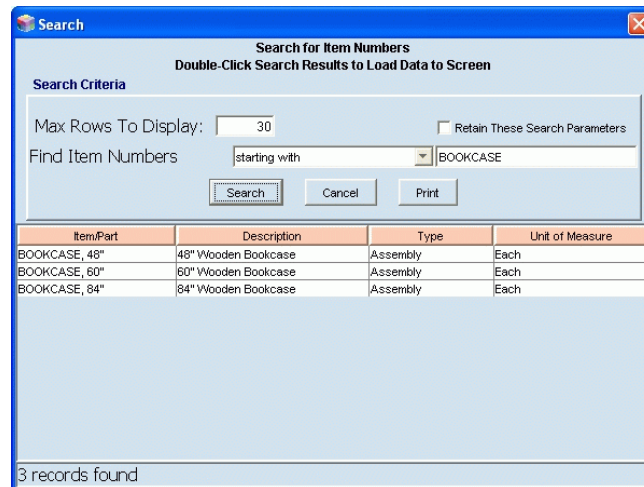
Performing Searches

There are two types of searches in TFGCollector that are similar in appearance, however they have different functionality. The first is a "Search" associated with a field on the screen. The second is a "Search Pop-up" which is found on tables. One of the differences between the two is that a "Search Pop-up" can load multiple table rows to the screen at one time but a "Search" will not. Another difference is that "Search" screen results can be printed but "Search Pop-up" results cannot.

Search Screen (Fields)

Below is an example of a search screen that may be used to locate information already entered into the system, and/or to automatically populate the fields on the screen that you are currently viewing or editing. When search results are displayed you can move the columns into different places on the search screen so that the values can be viewed in positions different from the default layout. Click the heading of the column you wish to move then drag and drop it into the desired position. Resize columns by moving the cursor over the heading until you see an arrow with two heads. Click, and with the mouse button still down, move the cursor right or left until the column is the desired width. The default layout is restored when the "Search" button is pressed and when you exit the search. In addition, you also have the option to retain search parameters by checking the box located next to "Retain Search Parameters". This option allows you to save the search parameters you used for future searches.

Example Only:



Search

Search for Item Numbers
Double-Click Search Results to Load Data to Screen

Search Criteria



Max Rows To Display: Retain These Search Parameters

Find Item Numbers

Item/Part	Description	Type	Unit of Measure
BOOKCASE, 48"	48" Wooden Bookcase	Assembly	Each
BOOKCASE, 60"	60" Wooden Bookcase	Assembly	Each
BOOKCASE, 84"	84" Wooden Bookcase	Assembly	Each

3 records found

Using the Search Screen

1. Click the Search button  located directly next to the field you want to search.
2. Enter the maximum number of rows of data you want to display in your results. The default is "30".
3. Select one of the search choices using the dropdown. The default is "starting with".
4. Enter all or part of the value you want to search with. You may leave the search field blank to return all applicable records in the database. If there is a value in the screen field you are searching on, it will be copied to the search field. You can change the search field value on the "Search" screen.
5. Click the Search button .
6. Double click on the row you desire to load the information to the main screen.


Modifying the View of the Search Results

To modify the view of the search results, do the following:

1. To re-size a column move your cursor over the column heading you want to re-size and move to the right until you see an arrow with two heads. Click, then still holding the mouse button down, move the cursor to the right until the column is as wide as you want or to the left until the column is as small as you want.
2. To re-position a column click on the column heading, then still holding the mouse button down, move the column to where you want it and release the mouse. Some columns are key columns and will not remain where you re-position them.
3. To re-size the window move your cursor over the edges of the window until you see an arrow with two heads. Click, and then still holding the mouse button down, move the cursor to increase or decrease the size of the window.

Printing the Search Results

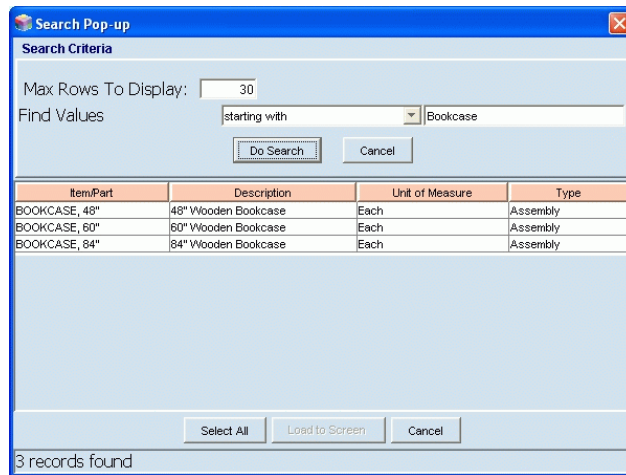
To print the search results, use these steps:

1. Click the Print button  on the "Search" screen.
2. Type or select the appropriate formatting options in the dialog box and then click "OK" to print the report.

Search Pop-Up Screen (Tables)

Below is an example of a search pop-up screen that may be used to populate columns in the table on the screen that you are currently viewing or editing. When search results are displayed you can move the columns into different places on the search pop-up screen so that the values can be viewed in positions different from the default layout. Click the heading of the column you wish to move then drag and drop it into the desired position. Resize columns by moving the cursor over the heading until you see an arrow with two heads. Click, and with the mouse button still down, move the cursor right or left until the column is the desired width. The default layout is restored when the "Do Search" button is pressed and when you exit the search pop-up.

Example Only:




The screenshot shows a 'Search Pop-up' dialog box with the following elements:

- Search Criteria:**
 - Max Rows To Display: 30
 - Find Values: starting with Bookcase
 - Buttons: Do Search, Cancel
- Results Table:**

Item/Part	Description	Unit of Measure	Type
BOOKCASE, 48"	48" Wooden Bookcase	Each	Assembly
BOOKCASE, 60"	60" Wooden Bookcase	Each	Assembly
BOOKCASE, 84"	84" Wooden Bookcase	Each	Assembly
- Footer:**
 - Buttons: Select All, Load to Screen, Cancel
 - Status: 3 records found

Using the Search Pop-Up Screen

1. Click the GoTo/Selection button  in the row you want to search.
2. Enter the maximum number of rows of data you want to display in your results. The default is "30".
3. Select one of the search choices using the dropdown. The default is "starting with".
4. Enter all or part of the value you want to search with. You may leave the search field blank to return all applicable records in the database.
5. Click the "Do Search" button.
6. To select just one entry, double-click on it to populate the fields on your screen.
7. To select more than one entry, hold down the "Control" key while you click on the other selections with your mouse, then click "Load to Screen" to populate the information.
8. To load all of the entries to the screen table, click the "Select All" button and then click the "Load to Screen" button.

Modifying the View of the Search Results

To modify the view of the search results, do the following:

1. To re-size a column move your cursor over the column heading you want to re-size and move to the right until you see an arrow with two heads. Click, then still holding the mouse button down, move the cursor to the right until the column is as wide as you want or to the left until the column is as small as you want.
2. To re-position a column click on the column heading, then still holding the mouse button down, move the column to where you want it and release the mouse. Some columns are key columns and will not remain where you re-position them.
3. To re-size the window move your cursor over the edges of the window until you see an arrow with two heads. Click, and then still holding the mouse button down, move the cursor to increase or decrease the size of the window.

Working with Reports

You can view, modify, and print reports by using the "Reports" menu located just above the toolbar. If "Reports" is faded gray, then there are no reports available for that screen.

To view a report, follow these steps:

1. Click on "Reports" above the toolbar. A menu will drop down indicating which reports can be generated from that screen. Click on the report name that you want.
2. A status window will appear showing that the system is generating the report.
3. You will then see your report displayed on the screen.

To modify and/or print a report, follow these steps:

1. Click on "Reports" above the toolbar. A menu will drop down indicating which reports can be generated from that screen. Click on the report name that you want.
2. A status window will appear showing that the system is generating the report.
3. You will then see your report displayed on the screen with this toolbar at the top:



Printing Options

Allows you to set the Page Number Prefix, number of pages wide, and the Repeat Section Header/Footer settings. Adjust the settings to your specifications and then click "OK".

Page Setup

Allows you to adjust page settings. Once finished adjusting the settings, click "OK".

Print

Allows you to select printer settings and print your report. Once finished with settings, click "OK" to print the report.

Preview

Allows you to preview your report layout before you actually print. Once finished previewing, click "Close".

Excel

Allows you to save your report as an Excel document. Once finished naming and specifying where to save your report, click "Save".

Revert

Allows you to discard all layout changes and revert to default settings. Simply click either "Yes", or "No".

Help

Shows the Report Layout Instruction screen.

In some reports the selection criteria can be changed in the report window. Adjust the selection criteria as desired, and then click the "Refresh" button to reload the data. When you exit the report you will be asked if you want to update the screen with the refreshed data from the report. Click "Yes" to update the screen or "No" to leave the screen as it was when you started the report.

Report layouts can be modified. The columns can be re-sized, hidden, and un-hidden.

To re-size a column move your cursor over the column heading you want to re-size and move to the right until you see an arrow with two heads. Click, then still holding the mouse button down, move the cursor to the right until the column is as wide as you want or to the left until the column is as small as you want.

To hide or unhide a column right click in the report area, then select the "Column Visibility" tab. A red check mark next to the column name indicates the column will be displayed. If there is not red check mark next to the column name it will not be displayed in the report. To save the changes you have made, click the "OK" button. To discard the changes you have made, click the "Cancel" button. To reset the properties back to the default properties, click the "Revert" button located on the report toolbar. A dialog box will appear asking if you want to discard changes and revert back to default settings. Click either "Yes" to restore the defaults or "No" to keep the changes.

Note: Report layout changes remain in effect even after TFGCollector is restarted.

Support

Note: You must be registered in order to receive support.

Initial Installation Support

The Fredrick Group, Inc. provides free initial installation support via e-mail. Installation support is available for 30 days and is activated when you send your first message. You may also receive installation support by calling, but you must pay the cost of the call. Technicians are available on a limited basis Monday through Friday from 8:30 am to 5:00 pm Eastern time. The TFGCollector technical support number is **678-455-1245**.

Pay-as-you-go support

Additional fee-based support is available. You pay the cost of the call plus an additional fee. Credit card information must be provided and confirmed before a call is accepted. Technicians are available on a limited basis Monday through Friday from 8:30 am to 5:00 pm Eastern time. The TFGCollector technical support number is **678-455-1245**.

Contact The Fredrick Group, Inc. at tfgcollector@fredrickgroup.com for more details.