Administrator ACT! Training

Location

Courses can take place in a **location of your choice** and are conducted by a **qualified ACT! trainer**.

Format

Administrator training courses are delivered in **2 x 3-3.5 hour** sessions (one morning, one afternoon) 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
  - How to Create/Delete Users; Set up Access Rights, User Permissions & Passwords; Create Databases
- Email Administration
  - How to Set up ACT! email (MS Outlook now available in ACT! 2007 v9)
- Importing and Exporting Data
  - How to Import from another ACT! Database, from Excel, from Outlook;
  - How to Export from ACT!
  - How to Check for Duplicates
- Customising Fields
  - How to Modify an Existing Field; Create a Drop-Down List; Create a New Field.
  - How to set Field Level Security
- Customising Layouts
  - How to Amend an Existing Layout; Create a New Tab; Add New Fields to a Layout, Set the Field Entry Order
- Database Maintenance
  - How to take Data Backups; Check & Repair Data; Remove Old Data
  - How to Customize Columns, Menus & Toolbars
- Synchronisation
  - How to Set up Synchronisation
  - How to Restore Remote Databases

HILLTOPS *it*

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Prices

Training

- **£650 per course*** plus expenses.

Expenses

- **Travel expenses** dependant upon location: petrol @ 40p/mile OR train and taxi fare.
- **Accommodation expenses** for multi-day, 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 support@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 two to three 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 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 30th June 2008 and are subject to VAT at current rates.
- **One full day is the minimum training course booking**, i.e. a minimum of 2 x 3-3.5 hour session Administrator Courses, or 1 x Introductory and 1 x Advanced course.
- 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. ACT! 2007 v9 for Workgroups
Course Name(s):	
Course Date(s)	
Course Fee(s)	

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, Hilltops House, 7 Minnie Close, Halmer End, Stoke-on-Trent, ST7 8BY.

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