The Support section of Occasional Menu

If you go into Management.

image-1613651051209.jpg

Then Occasional Menu.

audit 2.jpg

It shows different sections and there is one called Support that has a few choices.

Support 1.jpg

The Upload Data button uploads the data to our server. If you have the option checked to automatically upload at the end of the night it will have the last 7 days information. If you press this button it will have a month.

The Update Program button updates to the latest version of the program, If you are already on the lates version it says you don't need to update. This button will only work Monday to Thursday during office hours in case an update causes an issue out of office hours or over the weekend.

The Online support button is there in case we need to log in to the machine and Logmein or Teamveiwer aren't already installed on the PC. It asks for a password and then goes through some steps to install the software to allow us to remotely connect to the PC.

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