

Help Resources

There are several resources available to help you learn the Eagle N-Series applications, and you can quickly find them in the Support bar on the Eagle Browser as well as in several applications themselves.

In this class, we're going to take a quick tour of the Support bar, followed by an in-depth discussion about how to get the most out of Online Help. So, let's open the Eagle Browser and get started!

Topics

- Support Bar
- Online Help
- Advice Line

Support Bar

The Support Bar is located in the upper left corner of the Eagle Browser.

You will also find it in several of the N Series applications, including Point of Sale, Inventory Maintenance, Customer Maintenance, and Vendor Maintenance.

There are four types of help available from the Support Bar. The first button links to Training on Demand. Clicking here provides you with a list of the Training on Demand courses that are most pertinent to the screen you are working on.

If you have not linked your Eagle user ID with your Training on Demand login, you will be shown a log on screen. Once you have signed in, you will be able to select lessons from the Course Catalog or complete assignments.

If the module that you want to review is not displayed, or you need additional information, you can click the "Training on Demand Learning Center Home" link, select Catalog, Search the Catalog and review the complete list of Training Demand course.

If you need to reset your Training on Demand Password, simply click the TOD icon in the support bar and select Configure, select Set Up Training on Demand, and then enter your TOD username and password.

If you need help with your user name and password, please contact your company's TOD Administrator.

Next up is the Chat icon. Clicking this button opens an online chat session with Eagle Customer Support, allowing you to get real-time answers to your questions.

The question mark represents Online Help. We will talk more about using Online Help shortly; just keep in mind that it provides detailed help for whatever application you happen to be using.

The last button on the Support Bar is Community. Joining this online community puts you in touch with other Eagle users and facilitates the sharing of helpful tips.

Online Help

Now that you are familiar with the resources available on the Support bar, let's take a closer look at Online Help.

Whether you are looking for the exact sequence of steps to complete a procedure, the definition of terms, or just general information on a topic, the Online Help is immediately accessible from any screen in Eagle.

In most applications, including the Eagle Browser and Inventory Maintenance, the Online Help button is found in the Support bar at the top left of the screen. In others, such as Viewer and Reports, you can find the Help button on the menu or toolbar.

To open Online Help, just click the button or press the F1 button on the keyboard. This is a universal shortcut—it works in every Eagle application and report.

Online Help opens with links to What's New for the latest and greatest software release. If you're already familiar with Eagle, these links provide a quick overview of the enhancements and new features that are available and a shortcut to more detailed information. You won't waste time looking through topics you already know about; it's all right here at your fingertips.

Online Help has 3 tabs to assist you in your search for information: the Contents tab, the Index tab, and the Search tab.

The **Contents** tab displays a list of book icons that are named after the applications in Eagle, and it serves as your table of contents.

When you double-click a main topic book on the contents tab, for instance Accounts Receivable, it opens to show the subtopics.

Double-click any of these main topics to locate more detailed information.

You may find individual pages—marked with a question mark—or more books to open. Clicking a page displays the details about a particular option or action.

Notice that the information here, has several hyperlinks. These are provided in case you need more information.

If a link takes you to another page, you can always use the Back arrow to return.

The Index tab gives you the power to search for help on a specific task or topic. Just type a keyword or phrase here, and related help pages will display below.

Let's say you are looking for information on the Daily Journal Report. Notice how the options change as you type each letter.

Because the keywords in the Index are arranged alphabetically, this is a great way to find help on common topics that typically begin with the same word or letter.

To view a topic in the list, just click it, and it displays on the right.

As with the Contents tab, you can click Back to return to the previous help page.

The third tab in Online Help is the Search tab.

I think you will find the search tab is most useful when you kind of know what you are looking for, but don't quite know exactly how to phrase it.

It's similar to looking up a word in the dictionary when you don't know how to spell it.

Let's say that you are looking for information on creating a purchase order.

On the search tab, type create purchase order then click on the "List Topics" button or just press <ENTER>.

You see there are over 200 topics that appear. This is because the search located any document that contained even one of the three words in it. That's not very helpful.

But, by using a little trick, you can make the search more productive.

Adding quotation marks to your phrase limits the search to topics that match the exact string of words "create purchase order".

Now instead of getting over 200 documents, you have a manageable list of pages to look at. And you know they each contain the phrase "create purchase order!"

You can limit the search even further by checking the box at the bottom titled "Search Titles Only".

Now when you do the search, you get only the topics whose title contains the phrase "create Purchase order".

Notice that "Match Similar Words," is checked as well; that's why the search results include "Creating Purchase orders."

These are very powerful options that help you search efficiently on topics that may be new and unfamiliar to you.

One last note about Online Help before we move on. On the Contents tab, you'll find an icon for Job Aids.

Job Aids are very short documents with a simple step-by-step format, that make use of illustrations and examples that simplify learning processes and procedures on the system, without requiring you to commit information and details to memory.

Just print out a Job Aid, and then use it every time you need to execute a particular procedure. You'll get your work done quicker and easier when you have a Job Aid to guide you through it.

In the Job Aids book in the left pane, you'll find an extensive number of Job Aids, conveniently organized by application area.

Just click one of the Job Aid topics and you will see a list of the job aids for each application. These can be printed if desired for future reference when performing a specific task.

Advice Line

Keep in mind that while the Support Bar offers many resources to help you learn and master the Eagle N Series applications, sometimes you need to talk through an issue with a person who knows the system inside and out. You can always contact the Eagle Advice Line in situations like that. Just have your Epicor Customer number available when you call.

As you can see, there are a multitude of resources that provide assistance to you in your journey for knowledge. Using Online Help, Chat, Community and of course, Training on Demand, will put you well on your way to mastering the Eagle N Series.

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