

Help Resources

Eagle has several resources to help you learn how to use the application. You can quickly find them in the *Support bar* on the *Eagle Browser* as well as in several applications themselves.

Objectives

- Training on Demand and Chat
- Online Help
- Community and Support Session

Training on Demand and Chat

The *Support Bar* located in the upper left corner of the *Eagle Browser* offers five different kinds of help. The *Support Bar* can be found in all pages.

The first button links to *Training on Demand*. To view the list of courses, click the *Training On-Demand* button.

In the *Epicor Learning* log-on screen, enter your Username and *Password*, and then click the *Sign In* button.

Select *Eagle*.

After signing in, you can search for agendas and courses from the *Menu* bar or easily access your assignments.

Click the *Help* icon to find related articles and guided learning flows.

If you need to edit your contact information or reset your password, click the *Profile* icon. To edit your contact details, select the *Edit Contact Information* button. Make the necessary changes and choose *Submit*.

To reset your password, click *Change Password*. Enter your new password and choose *Submit*.

The *Chat* button offers an online chat session with *Eagle Customer Support*, allowing you to get real-time answers to your questions.

Click the *Chat* button to access the *Chat by Epicor* site. Enter your question in the *Your Question* field and click *Submit*.

Online Help

Now that you're familiar with the first two options on the Support bar, let's look at the *Online Help*. Whether you are looking for the exact sequence of steps to complete a procedure, terms definitions, or just general information on a topic, *Online Help* is accessible from any screen in Eagle.

Select the *Online Help* button or press the *F1* button on the keyboard. This is a universal shortcut—it works in every *Eagle* application and report.

Online Help is displayed, along with links to *What's New* in the most recent software release. These links provide a quick summary of the enhancements and new features available, as well as a shortcut to more detailed information.

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

The *Contents* tab displays a list of topics that are named after the applications in *Eagle*, and it serves as your table of contents. When you click the main topic, it expands to show the subtopics. For example, we will select *Accounts Receivable*.

Now, the subtopics are displayed with detailed information. When you choose a subtopic, you will find individual pages to open.

Choosing a page displays details about a particular option or action. Notice that the information here has several hyperlinks. These are provided in case you need more information.

The *Index* tab gives you the power to search for help on a specific task or topic. Just type a keyword or phrase in the search field, and related help pages 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 select it. The related information displays on the right.

The third tab in *Online Help* is the *Search* tab. You will find the search tab is most useful when you know what you are looking for, but don't quite know exactly how to phrase it.

Let's say that you are looking for information on creating a purchase order. In the search bar, type creating a purchase order within quotation marks. The results are displayed on the left side. Choose the topic you want to review.

On the *Contents* tab, you'll find an icon for *Job Aids*. *Job Aids* are short documents that use illustrations and examples to simplify performing specific procedures.

You can view a list of the *Job Aids* for each application by selecting one of the *Job Aid* topics. These can be printed if needed for future use when completing a task.

Community and Support Session

To join the *Eagle* online community, select *Community*.

Login to EpicCare. Select the *Communities* drop-down. Choose *Eagle*.

You can view other customers' discussions and questions. Post your questions in this page, and support staff or other customers will respond.

For additional information on the *EpicCare Community*, watch the video in the homepage.

Now, let's look at the last feature of the support bar. The *Support Session* opens an Internet browser to begin a session with *Eagle* support. Click *Support Session*.

If you received a *Session Key* from a customer service representative, enter it here and click *Submit*. The agent can then view your screen and assist you with any issue.

Recap

As you can see, there are a multitude of resources to help you use your Eagle software.

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