PALADIN DATA CORPORATION™

# BizCoach Webinars

## FREE ADVANCED TRAINING

## The new Help Portal:
## One search, many happy returns

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TECHNICAL LEVEL:

EASY | INTERMEDIATE | ADVANCED

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# The new Help Portal:
# One search, many happy returns

- About the Help Portal
- Two monitors are better than one
- Four help libraries and icons
- Ways to search
- Giving feedback
- Going from Paladin Point of Sale to the Help Portal
- My Cases
- Request a new feature
- Remote Access
- Connecting to other websites
- Demo

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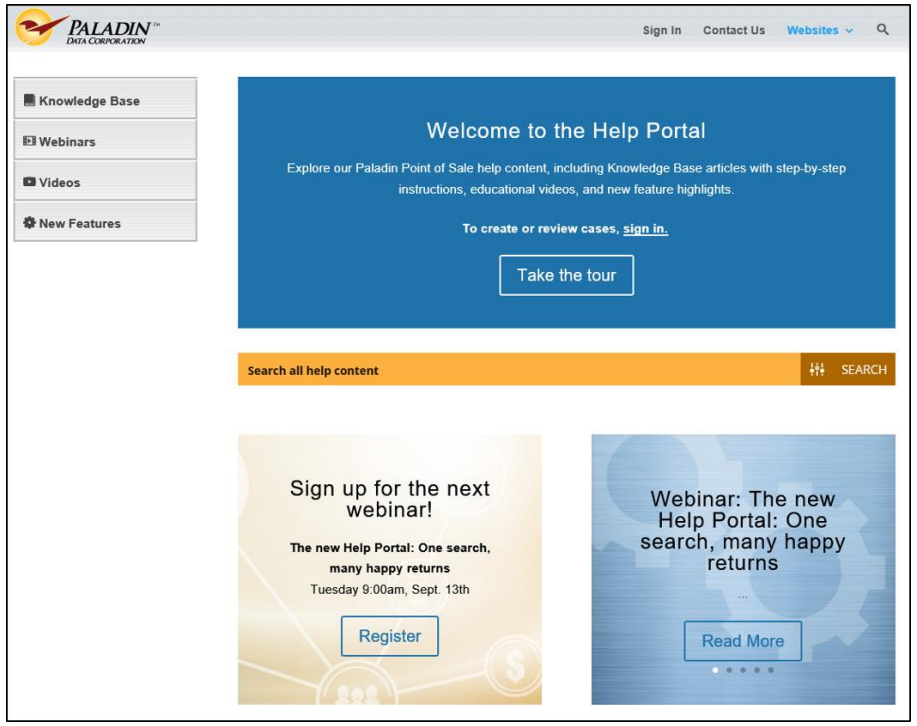
# The new Help Portal:
# One search, many happy returns

## About the Help Portal




- The Help Portal (http://portal.paladinpos.com) is a web site with four help libraries:
  - **Knowledge Base**
  - **Videos**
  - **Webinars**
  - **New Features**
- Access all help libraries without signing in.
- The Help Portal replaces the Client Portal.

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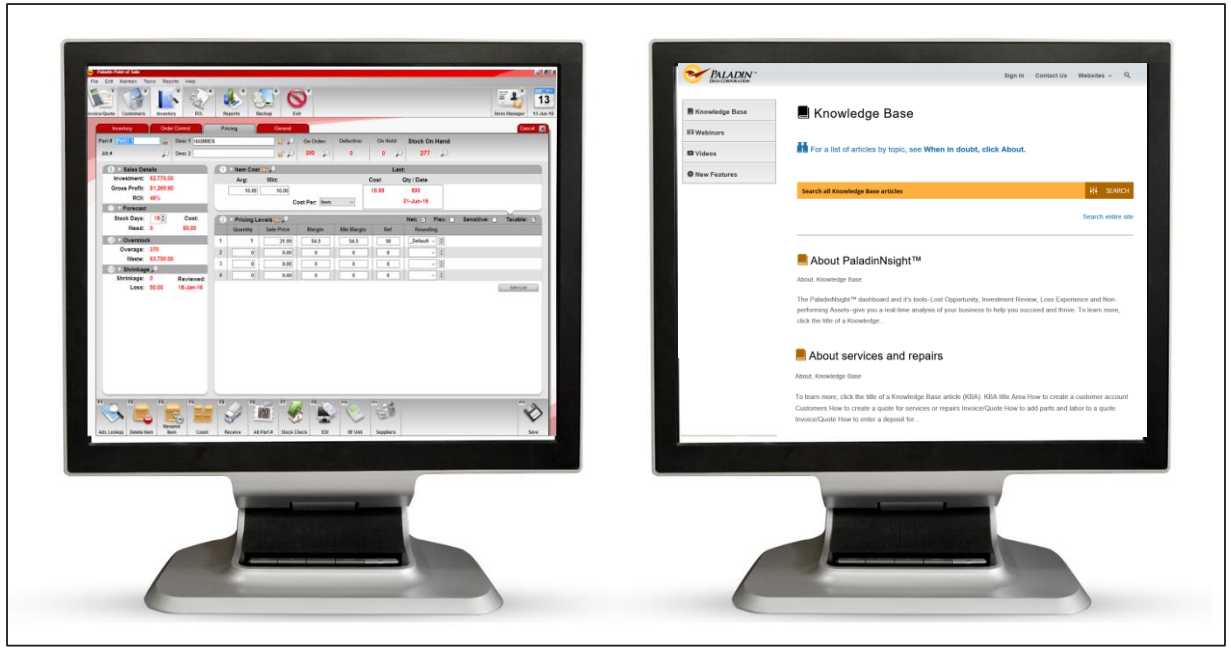
# The new Help Portal:
# One search, many happy returns

## Two monitors are better than one




- Follow the steps in the Help Portal while you perform the steps in Paladin Point of Sale.
  - Paladin Point of Sale on one monitor
  - Help Portal resources on a second monitor

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## The new Help Portal:
## One search, many happy returns

## Four help libraries and icons

### Knowledge Base

Get step-by-step instructions for how to use Paladin Point of Sale.

### Videos

View training videos.

### Webinars

View recordings of our weekly webinar series.

### New Features

Read about new features.

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## The new Help Portal:
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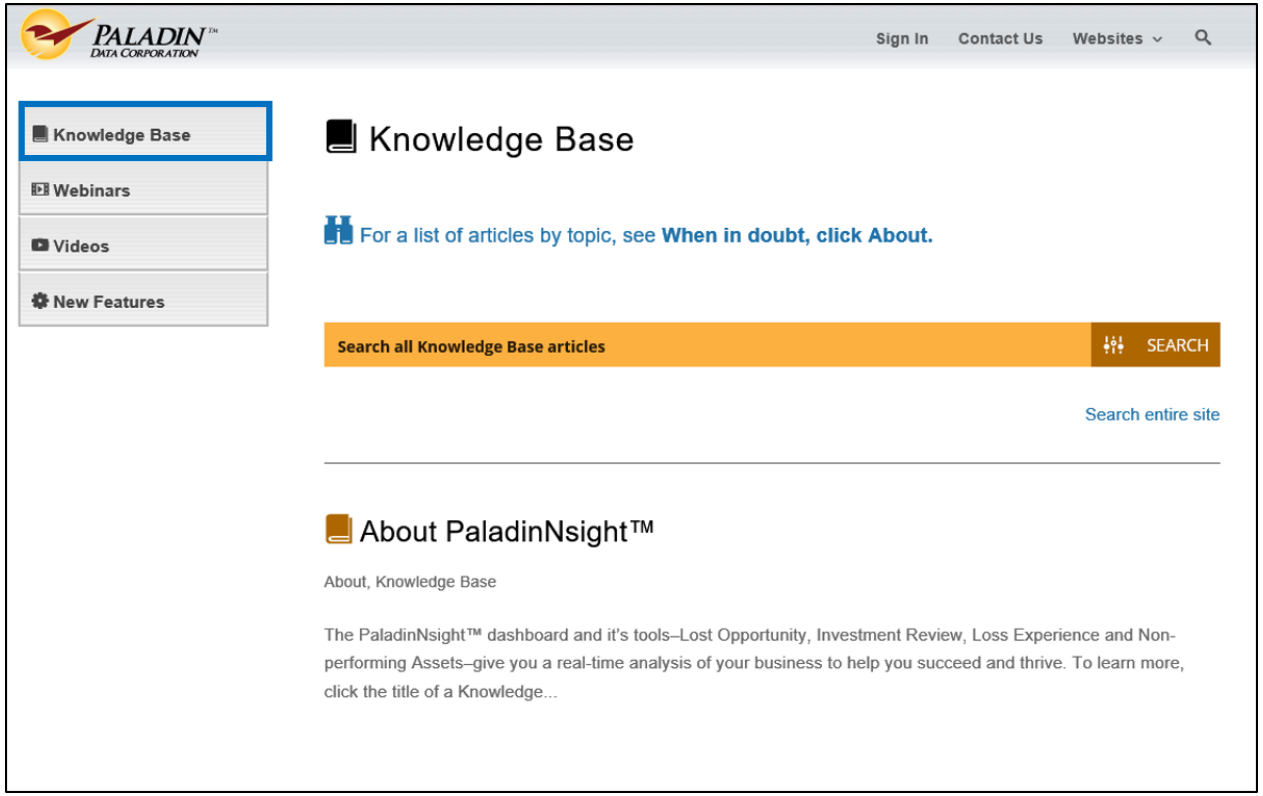
## Knowledge Base articles (KBAs)




The **Knowledge Base** is a library of ‘How to’ articles that show you how to perform tasks in Paladin Point of Sale.

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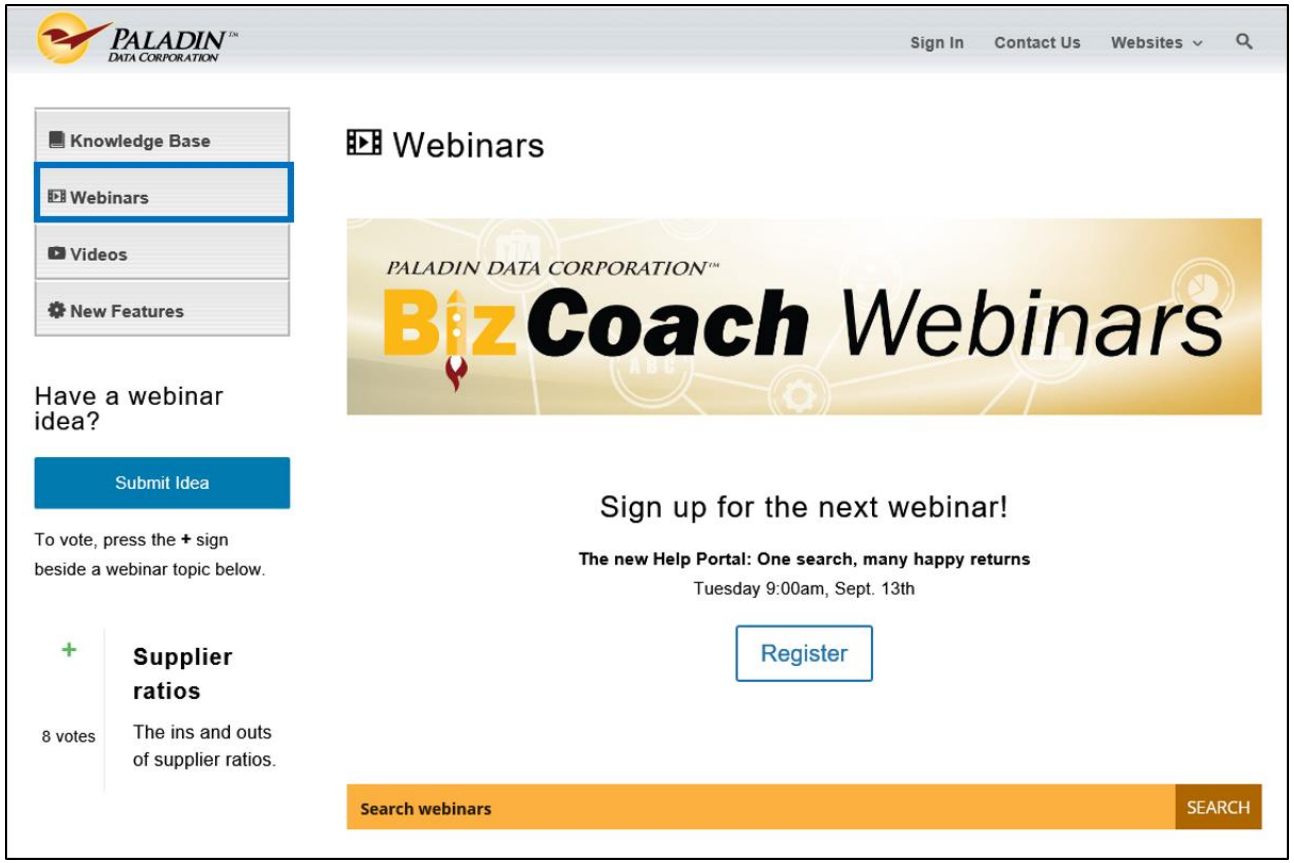
# BizCoach Webinars

## The new Help Portal: One search, many happy returns

## Webinars




Webinars occur every Tuesday morning.

The online presentations are about a variety of subjects. Recordings are always available in the **Webinars** library.

On the **Webinars** library page, you can:

- Register for the next webinar.
- Search for a webinar recording.
- Submit a new webinar idea or vote for an existing one.

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## The new Help Portal:
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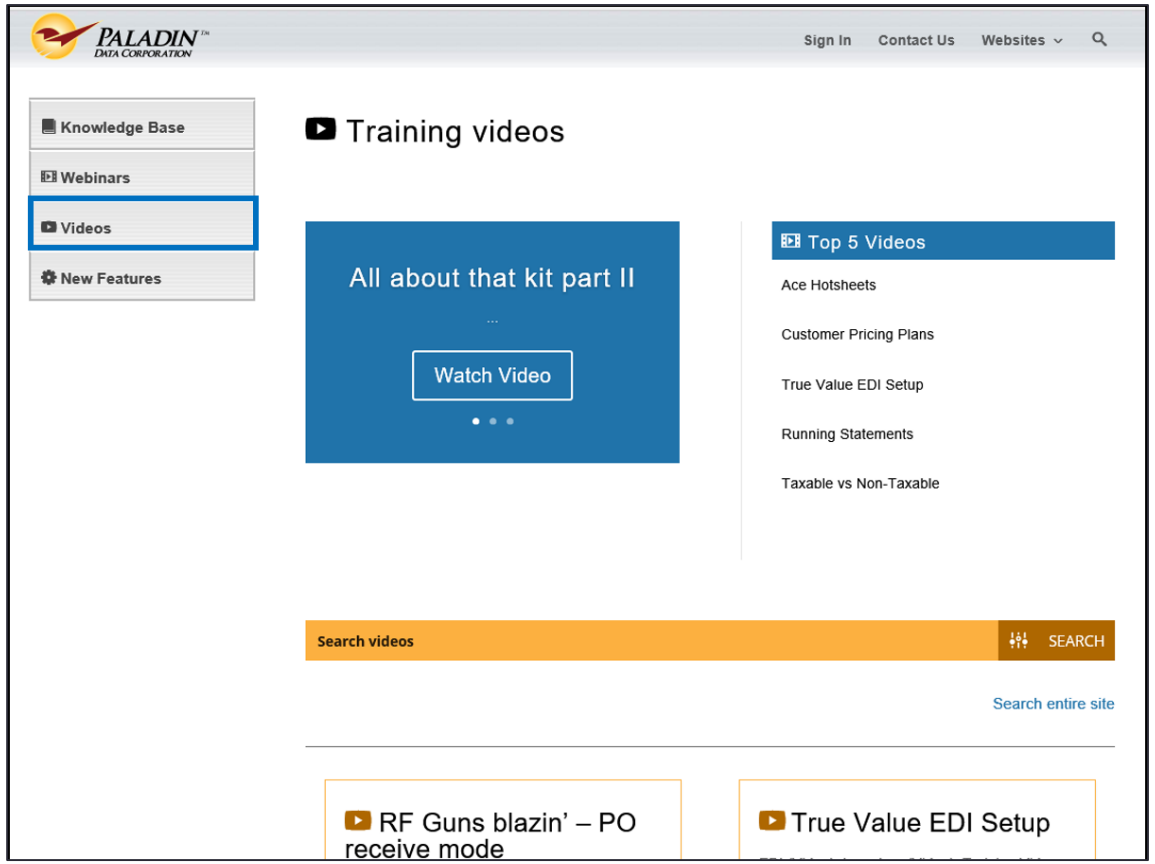
### Videos




Videos provide training for many types of tasks.

On the **Videos** library page, you can search for many topics.

Webinars are also considered videos, and may appear in your search results. You can tell webinars apart from other videos by the icons.

Webinar

Video

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## The new Help Portal:
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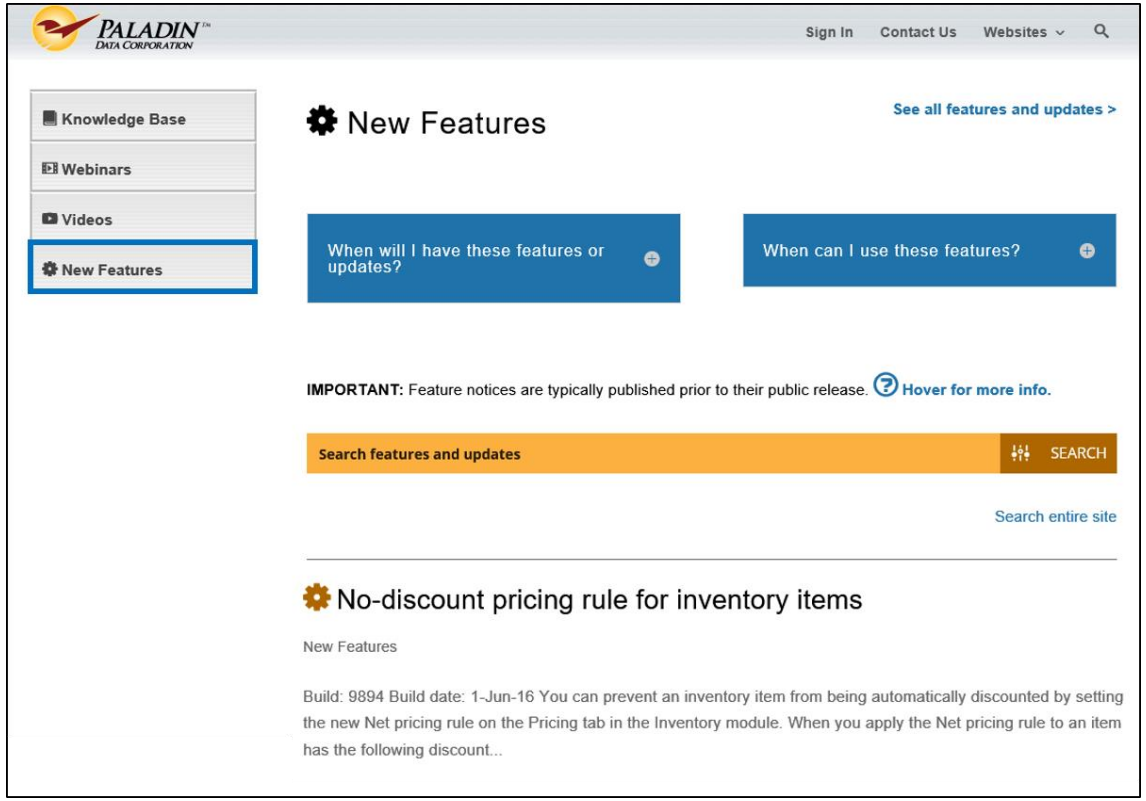
## New Features




The **New Features** library tells you about Paladin Point of Sale features and updates that you will have in the upcoming general release.

On the **New Features** library page, you can view recent features and search the history of features and updates.

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## The new Help Portal:
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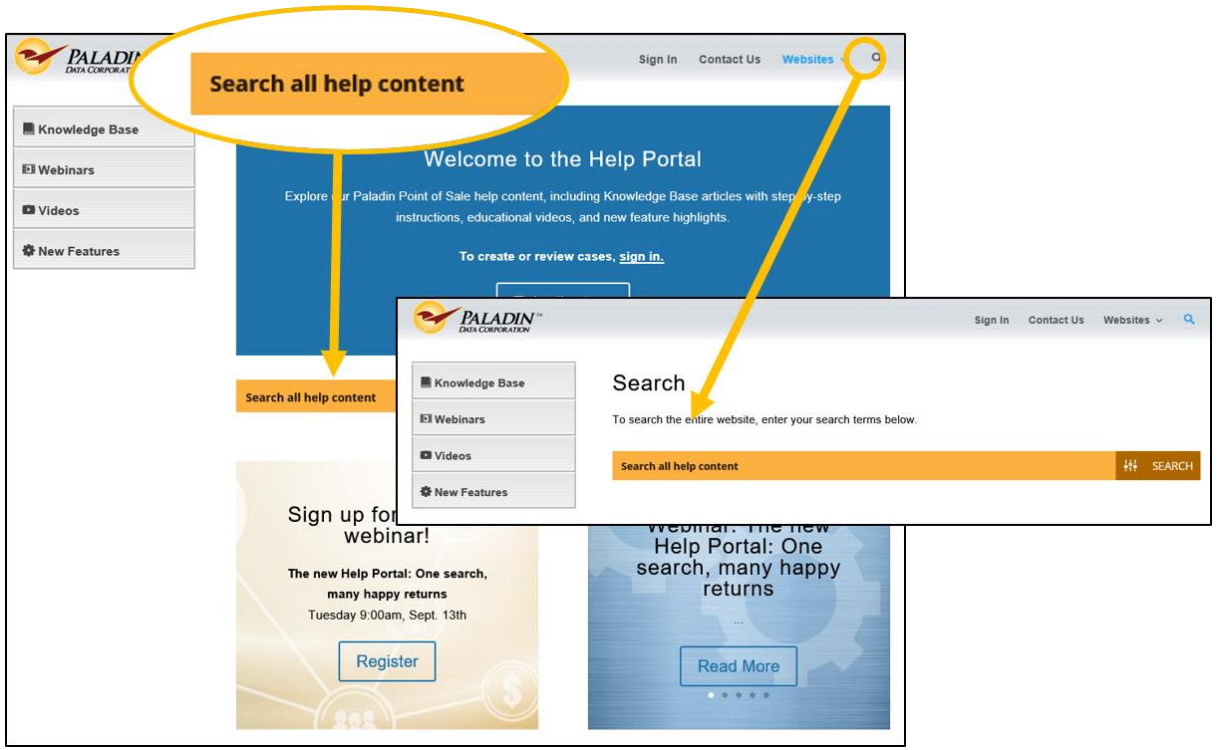
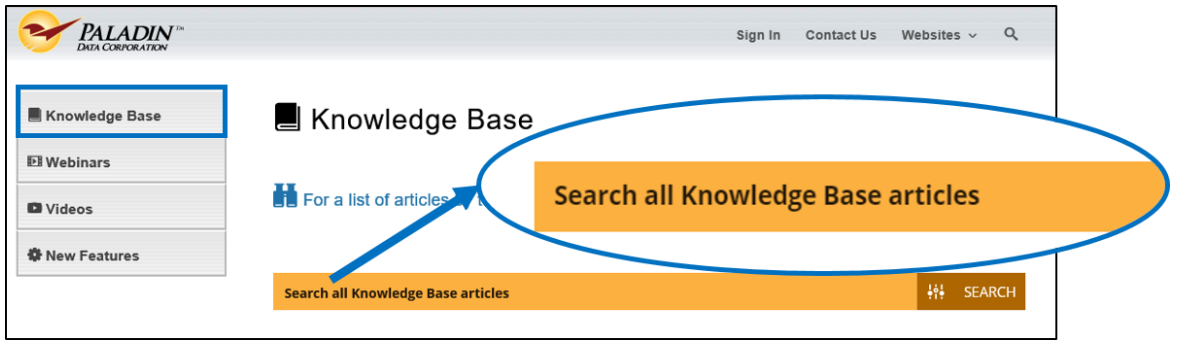
## Ways to search

### Search all libraries




### Search one library




Enter terms in the search bar:

- Keywords
- Title
- ID number
- About [topic]

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## The new Help Portal:
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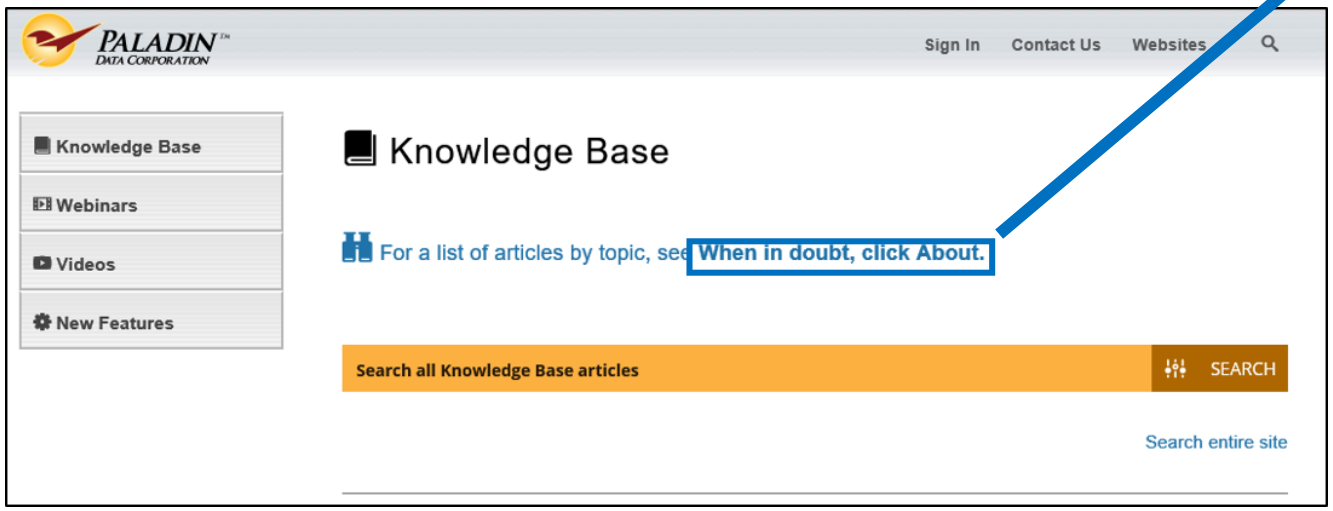
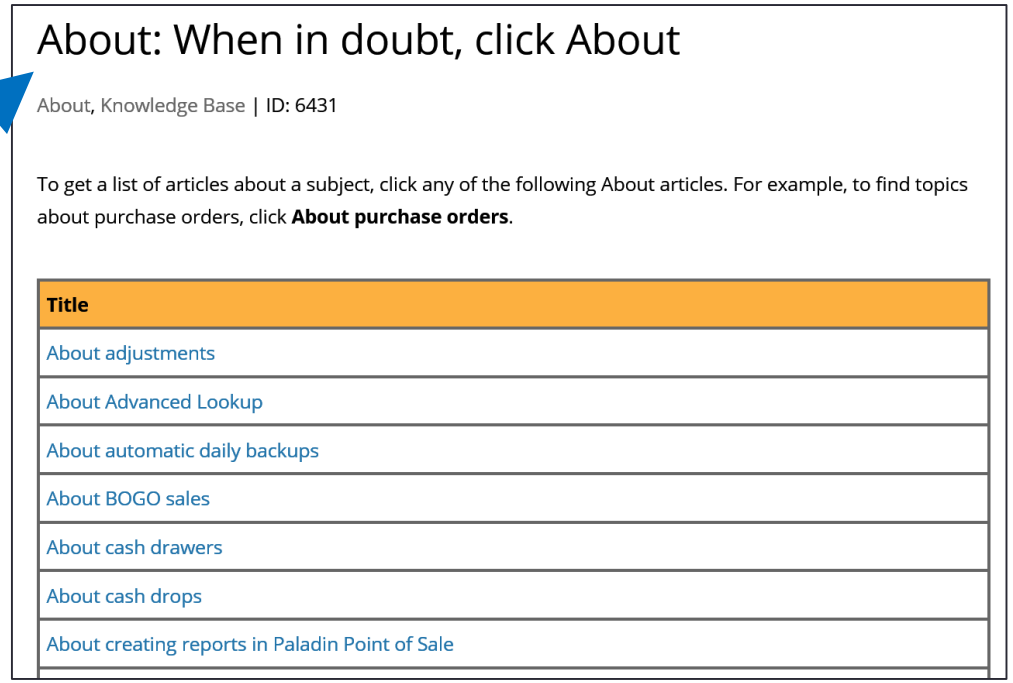
## Another way to search for KBAs: When in doubt, click About

- See list of titles by topic.
- Click an About title for a KBA about that topic.
- Link from title to article.



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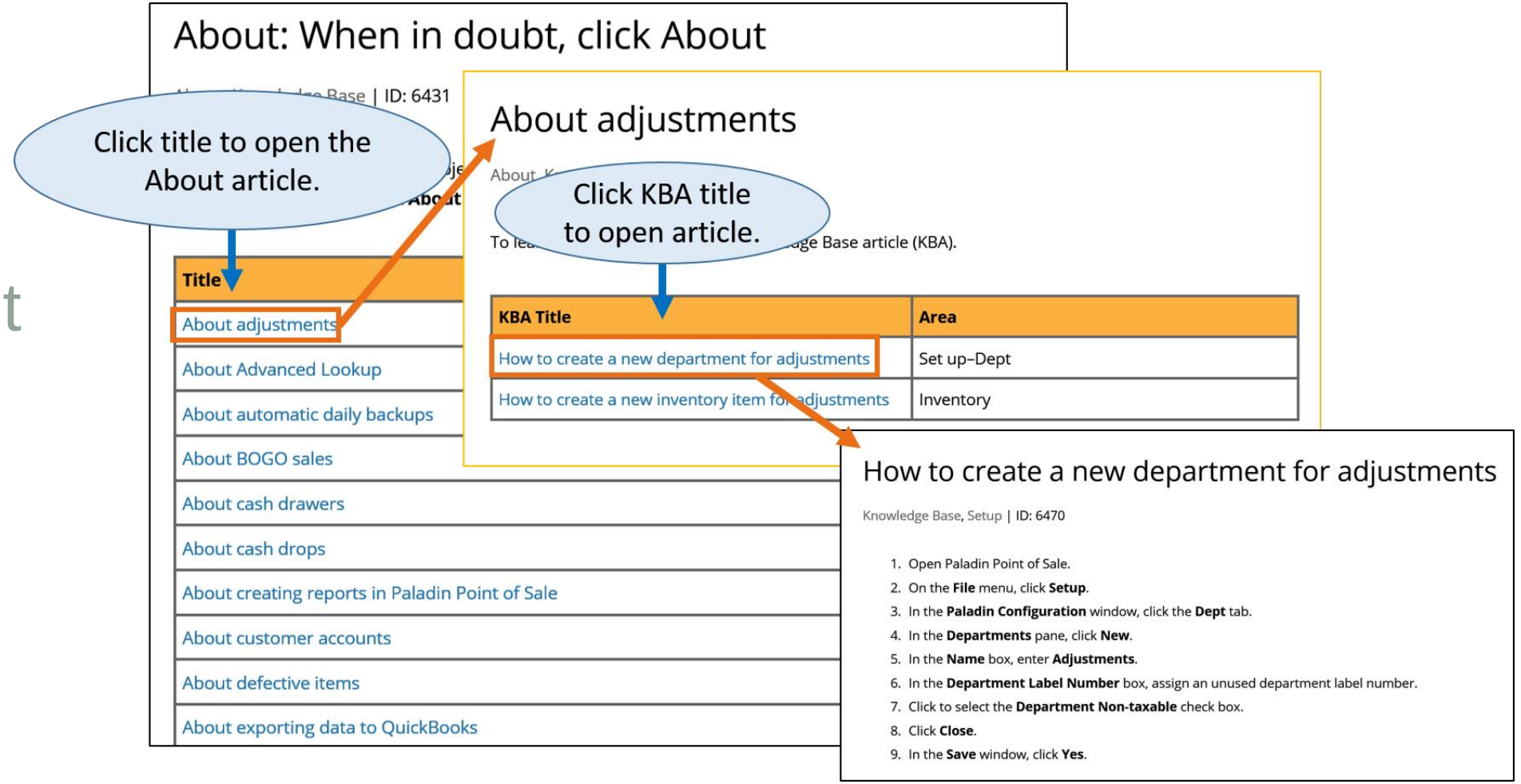
## The new Help Portal: One search, many happy returns

The About system



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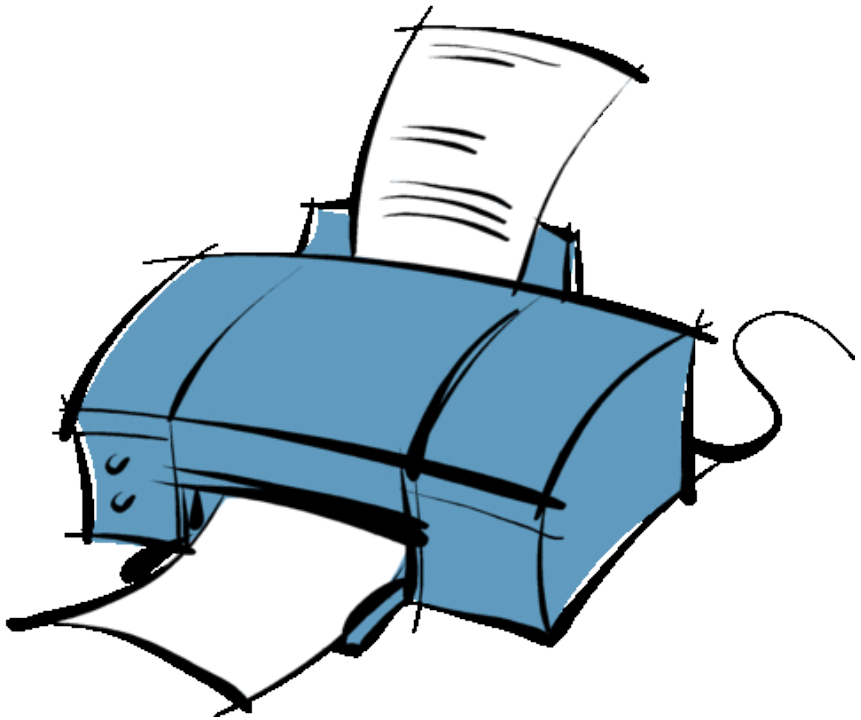
## Printing a KBA



1. Right-click in the body of the article, and then select **Print**.
2. In the left navigation pane, click **Print**.

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## Giving library article feedback

At the end of any library topic (KBA, webinar, video, feature or update), you can:

- Click **Helpful** or **Unhelpful**.
- Use the form to tell us how we can improve our content.

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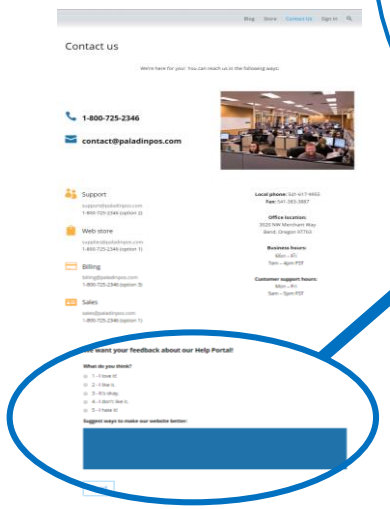
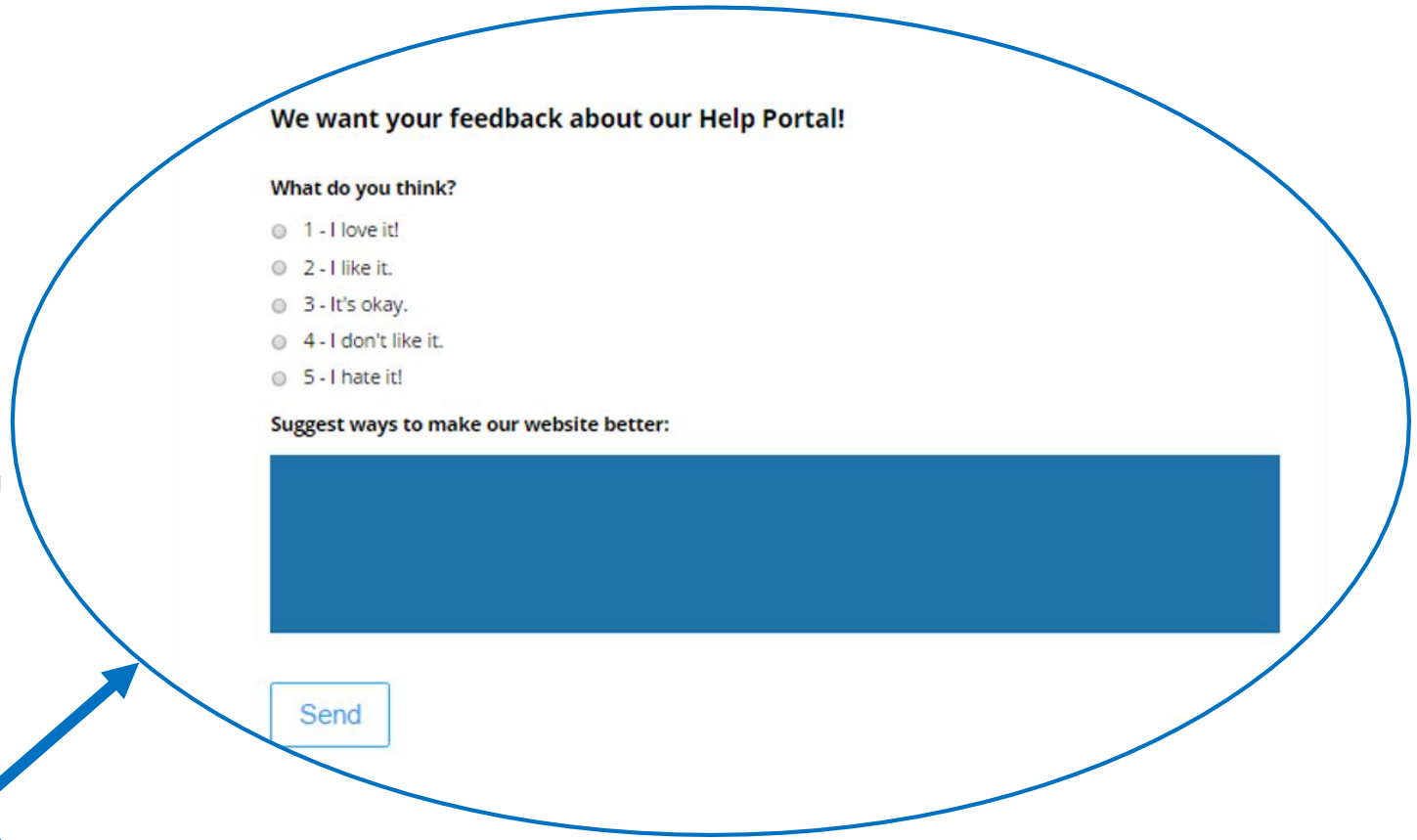
# The new Help Portal:
# One search, many happy returns

## Giving website feedback

Use the form at the end of the **Contact us** page to tell us ways to improve our website.



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## The new Help Portal:
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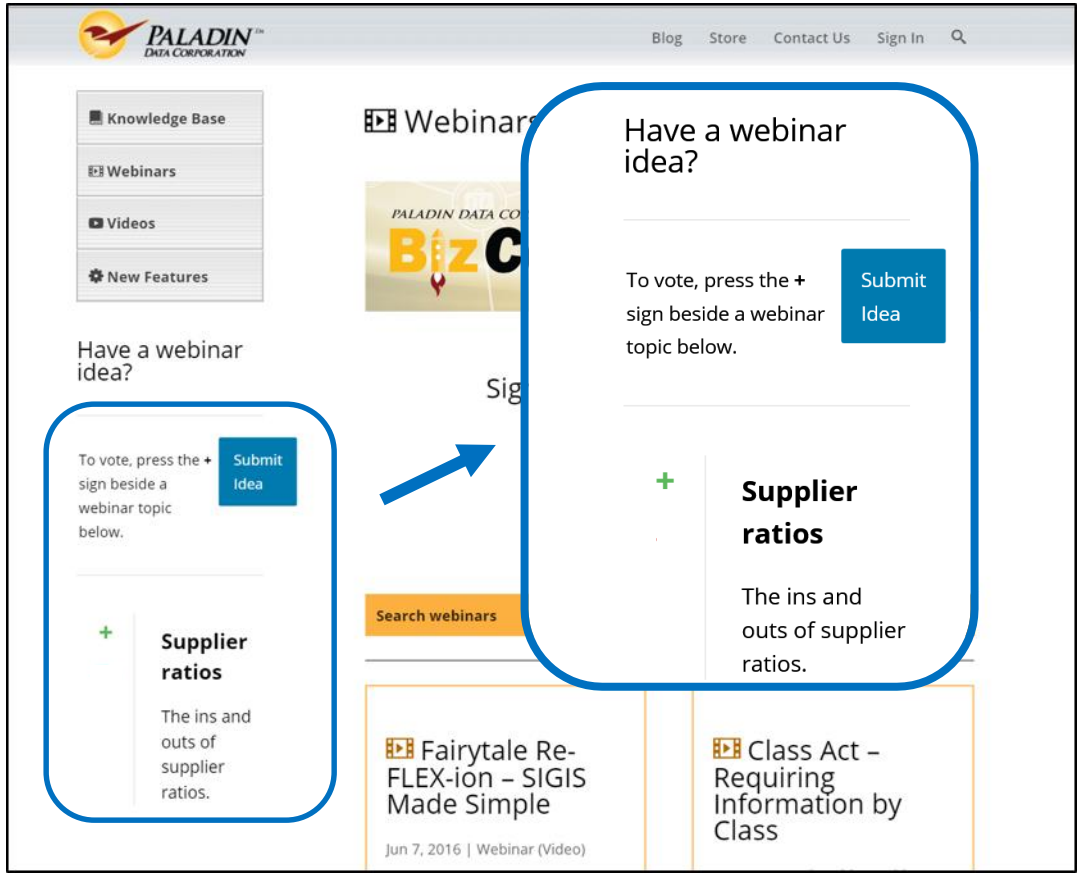
## Giving webinar feedback




- Submit and vote on webinar ideas:
  - Click **Submit Idea** on the **Webinars** library page.
  - Click the plus sign (+) to vote on ideas that you like.

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## The new Help Portal:
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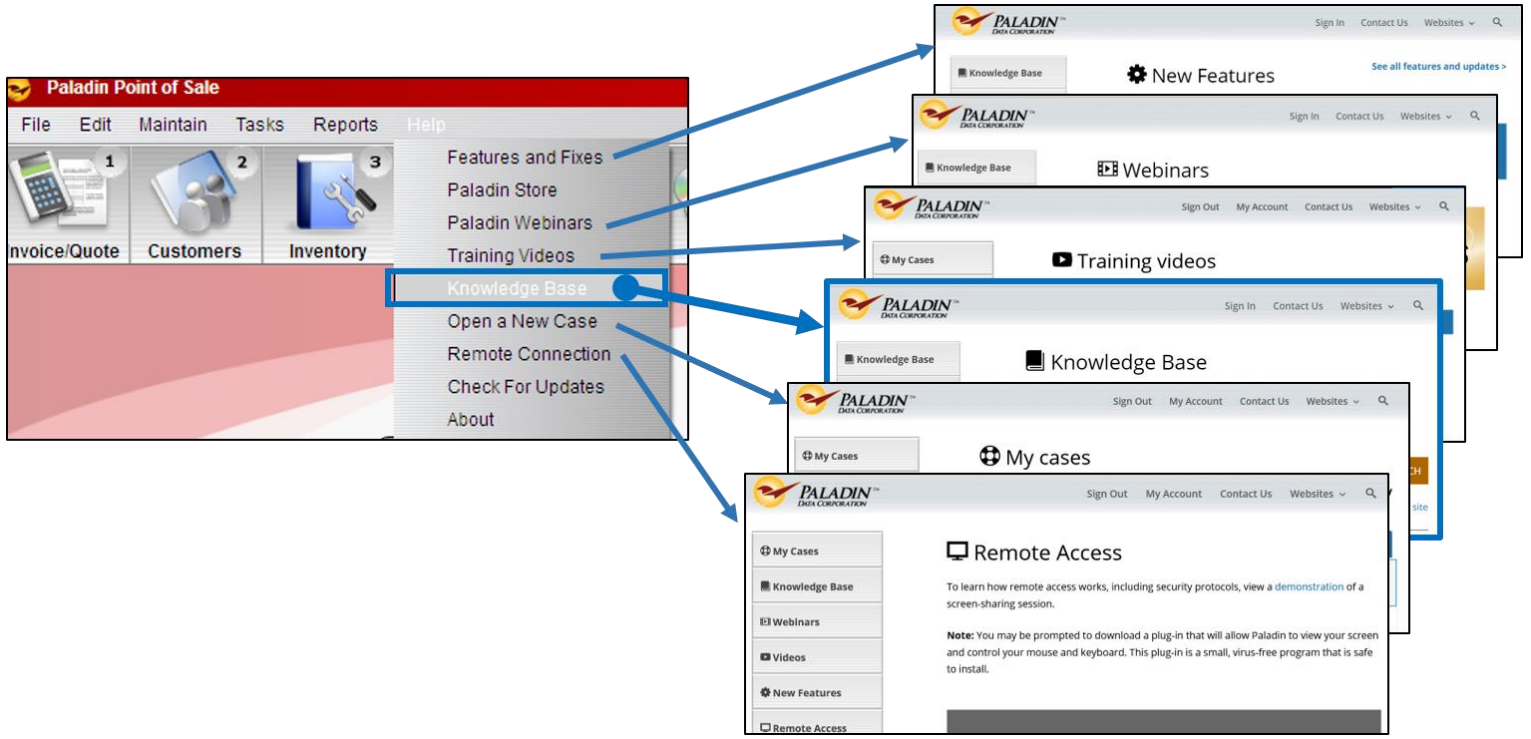
## Going from Paladin Point of Sale to the Help Portal




With Paladin Point of Sale build 9976, the Help menu will open the Help Portal in a separate browser window.

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## The new Help Portal:
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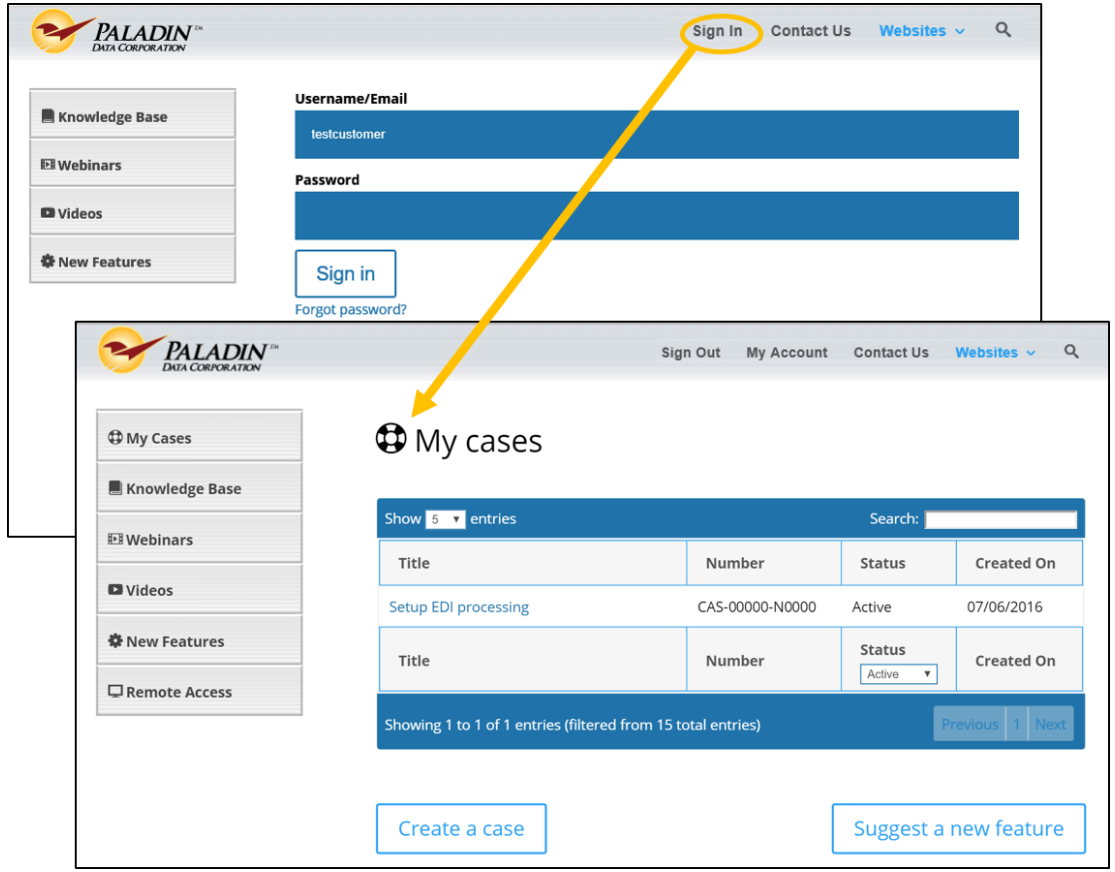
## My Cases




With Paladin Point of Sale build 9976, you will use the Help Portal to create a case.

You must sign in and use the username and password that you use to access the Paladin Store.

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## The new Help Portal:
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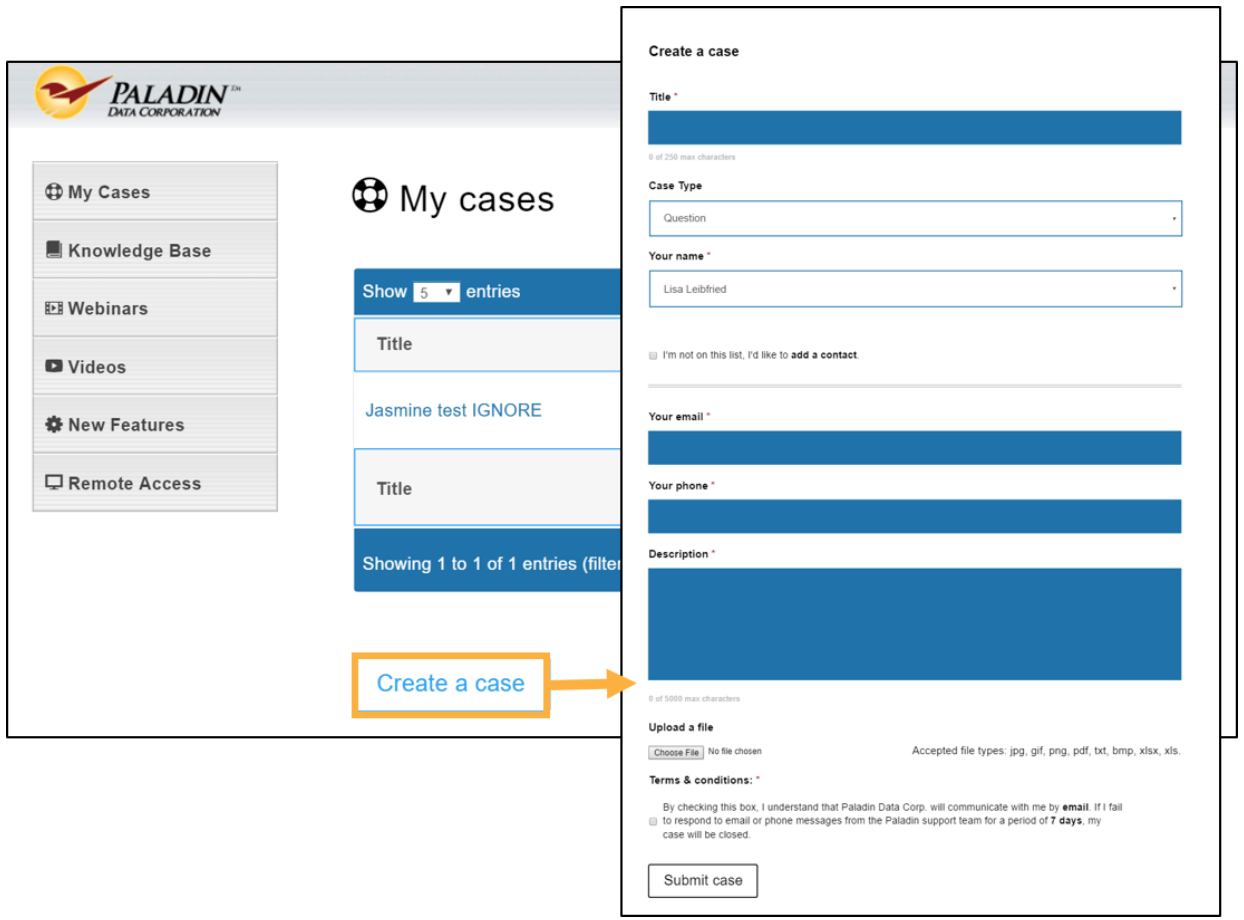
## Create a case




- On the **My Cases** page, click **Create a case,** and then complete the form.
- You will receive an email confirmation.
- Look for follow-up emails and voice mails .
- Your case will be closed seven (7) days after we contact you, if we don’t hear back from you .

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# The new Help Portal:
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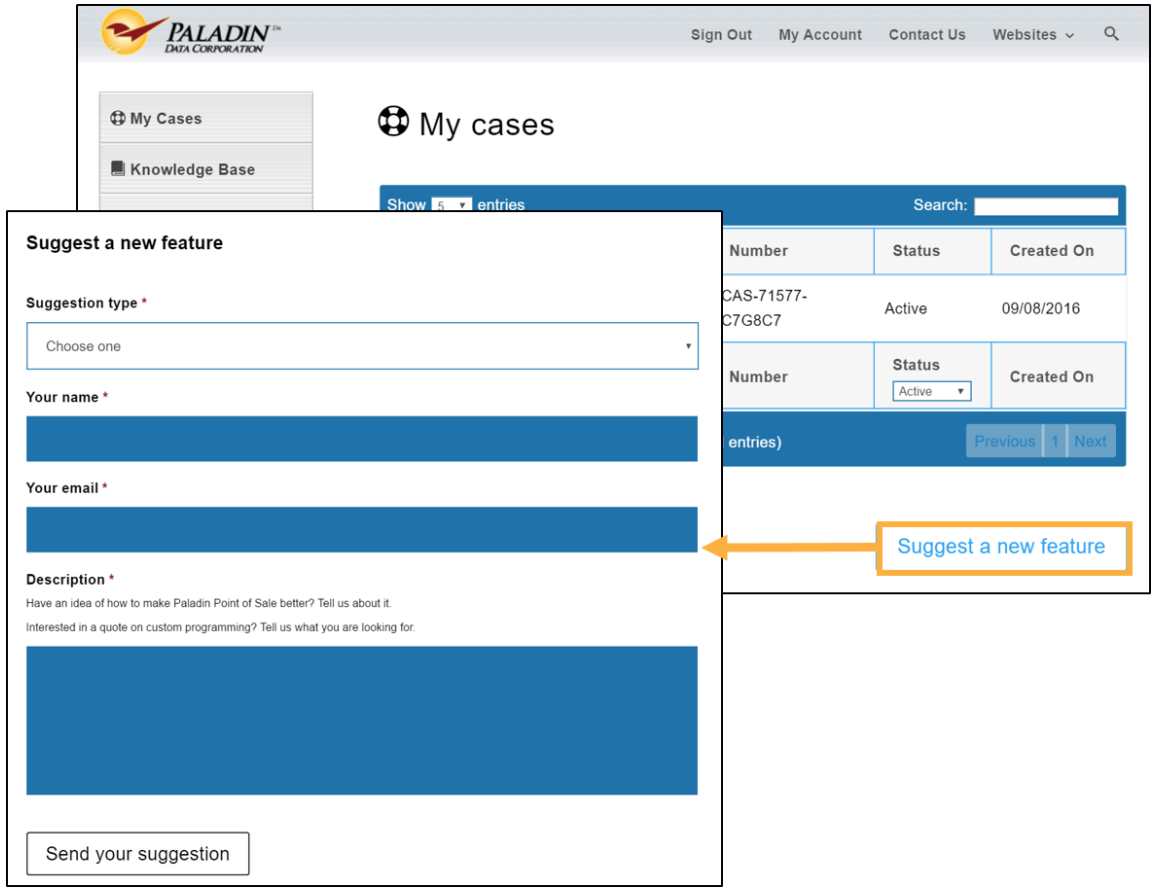
## Suggest a new feature




With Paladin Point of Sale build 9976, click **Suggest a new feature** to give us an idea for improving Paladin Point of Sale or to request a custom programming quote.

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## The new Help Portal:
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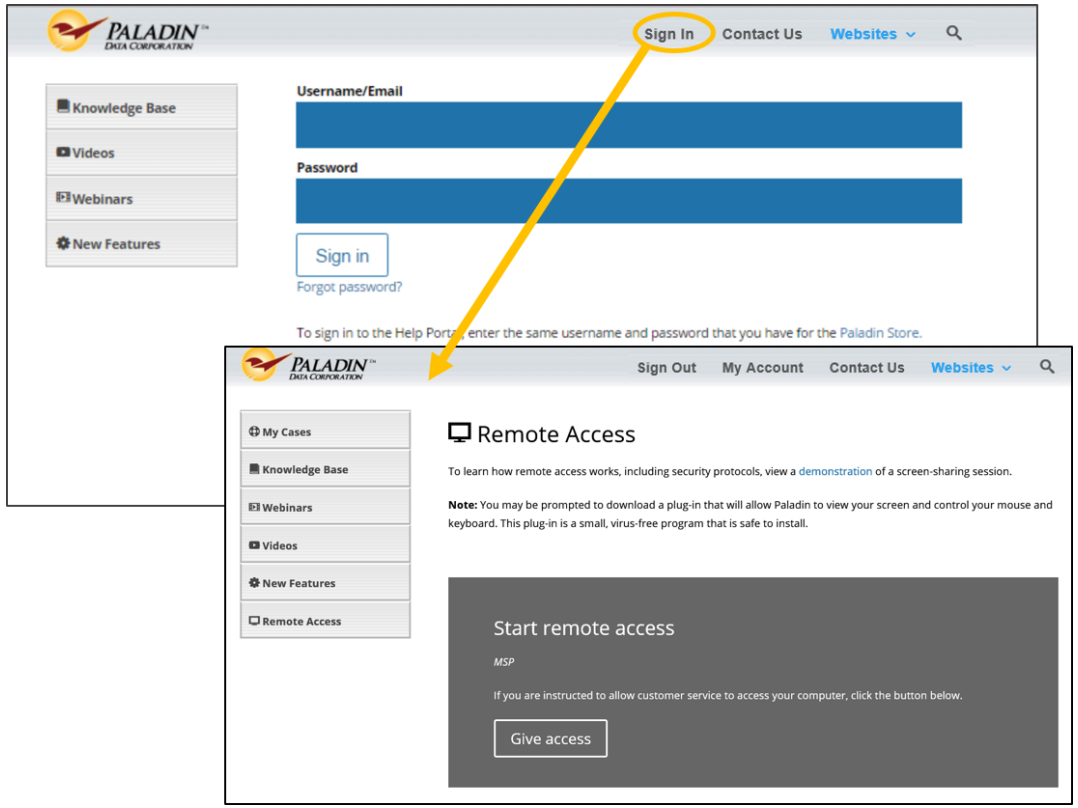
## Remote Access




With Paladin Point of Sale build 9976, you will use the Help Portal to give a Paladin representative access to your computer.

You must sign in to grant access.

# The new Help Portal:
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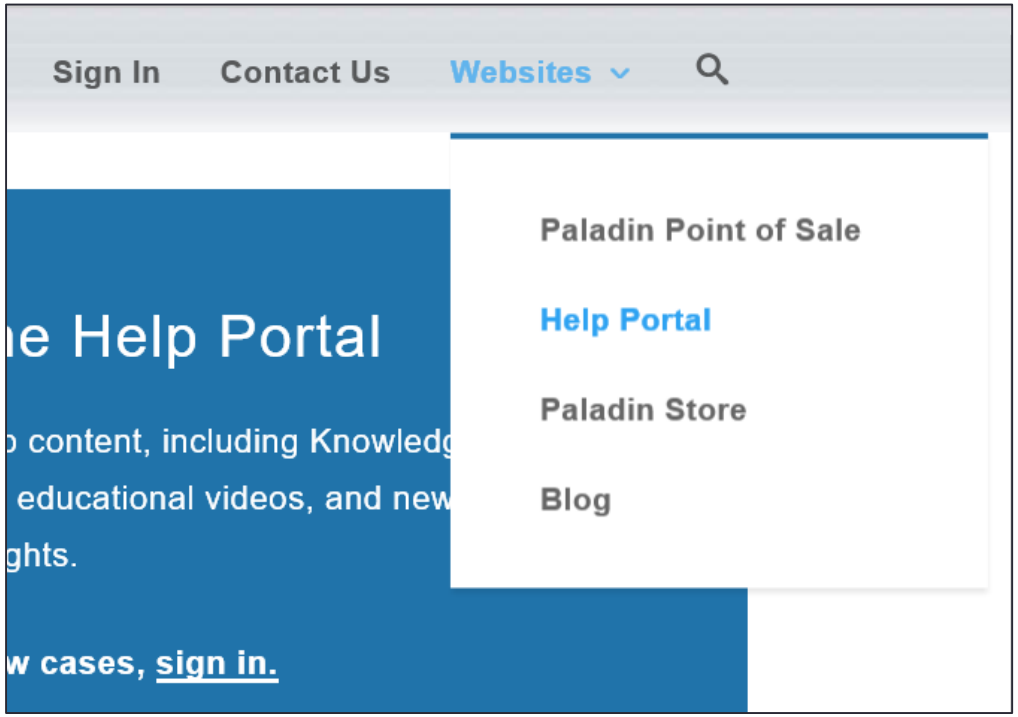
## Connecting to other websites




- From any page, you can easily switch among these websites:
  - Paladin Point of Sale
  - Help Portal
  - Paladin Store
  - Blog

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## DEMO

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# The new Help Portal:
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## Learn more

To learn more, see the following resources:

- Tour the Help Portal
- Knowledge Base
  - When in doubt, click About
- Webinars
- Videos
- New Features

A recording of this webinar will be available at portal.paladinpos.com/webinars.

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