



# EMPLOYEE TRAINING MANAGER FAQs

July 2017

## Description

This document contains some standard  
Frequently Asked Questions (FAQ) we  
receive about Employee Training Manager

Smart Company Software  
[support@smartcompanysoftware.com](mailto:support@smartcompanysoftware.com)

# Employee Training Manager

## Frequently Asked Questions

Updated July 2017

### What is the difference between the Professional Edition and the Enterprise Edition?

The Professional Edition is intended for a company where one person is responsible for maintaining your information and nobody else within the organization needs access to the database. The Enterprise Edition is intended for companies who require different people within the organization to access a centralized database.

### Which version of Microsoft Windows does Employee Training Manager run on?

Employee Training Manager is compatible with the following versions of Windows:

- Windows 10 (32 bit or 64 bit)
- Windows 8 (32 bit or 64 bit)
- Windows 7 (32 bit or 64 bit)

### Windows Vista SP1 or later (32 bit or 64 bit)

- Windows XP SP3

The Enterprise Edition database can be installed on the following versions of Windows Server:

- Windows Server 2016 (32 bit or 64 bit)
- Windows Server 2012 R2 (32 bit or 64 bit)
- Windows Server 2008 R2 (32 bit or 64 bit)
- Windows Server 2003 R2 (32 bit or 64 bit)

### How do you support your software?

We provide unlimited application support via email for our customers. We endeavour to respond to every email within just a few hours of receiving it. Your emails always get answered by one of our friendly in-house support staff. If you need technical support after the first year, or wish to receive free program updates, you may purchase an optional yearly support contract. Please contact us for details.

### What types of payment do you accept?

We accept Visa, MasterCard, Discover, American Express and PayPal. We do accept checks in the United States. Please contact us for other forms of payment.



### Is your payment processing secure?

Yes definitely, our payment process is highly secure. We accept payments through our secure payment-processing partner FastSpring. See <http://www.fastspring.com/purchasing-through-fastspring.php> for more information.

### What happens once I've paid?

Once your payment is confirmed you will receive an email sent to the email address you used during the checkout process. You usually receive this email within a few minutes of your purchase. Your license key is in this email. If you haven't received your license key after an hour please check your junk email folder. If you can't locate your confirmation email, don't worry; send an email to [support@smartcompanysoftware.com](mailto:support@smartcompanysoftware.com) stating the problem and we'll get right back to you.

### Can I upgrade the Professional Edition to the Enterprise Edition?

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Absolutely, if you purchase the Professional Edition and later decide to purchase the Enterprise Edition, you only need to pay the difference. Your database and data is compatible with both Editions.

### **How often is the software updated?**

We regularly update our software with new features. We encourage our customers to feedback feature requests so we can improve our software.

### **How many training records can I store in the database?**

The database can store in excess of 2 million records.

### **How many employees can I track?**

There is no restriction on the number of employees you can track.

### **Can I install the software on a network drive?**

If you have purchased the Enterprise Edition you can configure the software so you can access a centralized database stored on a network that can be accessed by multiple-users.

### **Will I be able to move the software if I need to switch to a different computer?**

Yes, if you have the Professional Edition then you can back up your data, install the software on your new machine and then restore your data. If you have the Enterprise Edition then you simply install the software on a new machine and configure it to point to the database on your network.

### **Why do I have to have the Microsoft .NET Framework installed?**

All our software is programmed using Microsoft technologies and we use the Microsoft .NET software development framework.

### **What if I don't have the Microsoft .NET Framework installed?**

Don't worry, the application Installer will detect if you don't have the Microsoft .NET Framework installed and will download it automatically from the Microsoft website and install it for you.

### **Does Employee Training Manager work with Terminal Server or Citrix?**

Yes, you can run Employee Training Manager through a Terminal Server or Citrix environment.

### **How long is the Employee Training Manager license valid for?**

Your license for Employee Training Manager never expires. The license covers the version you have purchased and any minor upgrades to the software.

### **Are there any monthly fees?**

No monthly fees are required.

### **How do we get our employee or course data into the Employee Training Manager?**

Employee Training Manager has an easy to use Import feature included that will allow importing data via Excel.

### **Can Employee Training Manager be customized?**

Whilst we have designed the software to cover most areas of functionality, we do understand that on occasion you may have a specific requirement implementing. All we need are the details on what change you require and we will send through a proposal detailing the options.

### **What if I have any other questions?**

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This is a list of common questions we get from our customers' but we understand that you might have a question that is not covered here. Send an email to [support@smartcompanysoftware.com](mailto:support@smartcompanysoftware.com) and we'll get right back to you with an answer.