

# MicroBiz Newsletter

June 2009



## MicroBiz WebBoard

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The MicroBiz WebBoard is one of many resources that are available to you if you have a support contract with MicroBiz. The WebBoard is updated by MicroBiz technicians with important and useful information that could prevent you from having to call support during any busy portions of your day. Our MicroBiz support is always available **Mon-Fri 7AM-4PM PST**, but the WebBoard is another immediate resource for any questions or issues that you may be having. Because it is an open forum, the MicroBiz WebBoard will keep you connected with other MicroBiz users who may have the same inquiries as you.

Remember that the MicroBiz WebBoard is only as effective as the amount of MicroBiz customers who use it. For this reason, it is greatly encouraged for all customers to contribute if possible. If utilized correctly, the WebBoard could be a great resource for MicroBiz support as well as customers to help answer any questions or comments that you may have about the software.

### Accessing the MicroBiz WebBoard

The MicroBiz WebBoard can be accessed from the MicroBiz website: [www.microbiz.com](http://www.microbiz.com). On the left side, you will need to use the link for “**MicroBiz WebBoard.**” Once clicked, you will then need to input your username and password to access the WebBoard.

Enter your Username and Password to Log In to WebBoard

Username	<input type="text" value="GouldIN"/>
Password	<input type="password"/>
Remember my password	<input type="checkbox"/> Check this box to be automatically logged in on next visit
Forgot your password?	<a href="#">Click here to have your password emailed to you</a>
<input type="button" value="Log In"/>	

If you are a first time MicroBiz WebBoard user or you do not know your username and password, contact MicroBiz Technical Support @ **800-929-8324** OR send an e-mail to our e-mail address: [microbizsupport@camcommerce.com](mailto:microbizsupport@camcommerce.com). Please be sure to include your serial number and company name in the e-mail address. It may be a good idea to check the option to “Remember your password” so that you can access it quickly for reference if needed during busy hours. When you have all information entered correctly, click on the “Log In” button to open the MicroBiz WebBoard page.

### Using the MicroBiz WebBoard

The MicroBiz WebBoard will be separated by several categories. To submit or read posts, you will need to click on the link for the topic that most accurately describes your issue. Also, a very helpful field on this screen is the field for “Last Post.” Given the time of the last post, you can tell how recently the topics have been updated with new posts by any user.

Conference	Status	Topics	Messages	Last Post
... GENERAL DISCUSSION ...	Read Only: Yes Moderated: No Verification: No	0	0	01/20/07 11:53am
General	Read Only: No Moderated: No Verification: No	13	33	11/26/08 03:05pm
Microbiz Wishlist	Read Only: No Moderated: No Verification: No	11	22	05/08/08 12:44pm
Tips And Tricks	Read Only: No Moderated: No Verification: No	22	23	12/01/08 01:12pm
... MICROBIZ ERRORS ...	Read Only: Yes Moderated: No Verification: No	0	0	01/17/07 02:17pm
Errors At Startup	Read Only: No Moderated: No Verification: No	12	12	12/01/08 01:06pm
Lockups	Read Only: No Moderated: No Verification: No	1	1	03/20/08 07:09pm
Program Crash	Read Only: No Moderated: No Verification: No	1	1	05/20/08 10:27am
Other	Read Only: No Moderated: No Verification: No	15	30	08/20/08 11:40am
... HARDWARE PROBLEMS ...	Read Only: Yes Moderated: No Verification: No	0	0	01/17/07 02:17pm

### Posting and Replying to a Topic

After clicking on the appropriate topic, you have the option to view all of the messages that have been posted. If you would like to start a new topic, you will need to click on the “New Topic” button located on the top right of the screen. From here you will see a “Subject” field and a “Message” field. The “Subject” field will require a brief description of your topic. This way it can be easily identified by you and other users before clicking on it to view the entire message. When you are done typing your question/comments in the “Message” field, click on the “Post” button which is located on the bottom right to complete your message.

If you have a related question regarding a current message in any topic, you will need to use the “Reply” button located on the bottom right. The “Subject” field will already be filled with the current topic and you may type in your reply and click the “Post” button to complete your message.

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