



Newsletter - September 2008

CONTENTS IN BRIEF

Send contactLINK reports by email

Up until now most of you have had to print out a report and post it.
But now you can send any contactLINK report by email as a PDF attachment.



[see page 2 for more details]

Special offer! – half a year's free support



We are offering **half a year of free support** if you either recommend contactLINK to another organisation or recommend an organisation to us, and they subsequently purchase a copy of contactLINK.

[see page 3 for more details]

Price increases

After three years of fairly fixed prices we are increasing the selling price of contactLINK and the annual support contract.

As an existing user of contactLINK it is, of course, only the latter that affects you.

We are aware that many of you work to tight budgets so if your renewal is due before 30th April 2009 we are offering an intermediate rate.



[see page 4 for more details]

What do you get for the Support Contract?

The intention of the Support Contract is to help you use contactLINK effectively within your organisation.

Make sure you're using it fully.



[see page 5 for more details]

What we are working on ...

We are currently working on the following areas: improving the speed; membership invoicing, general reporting, managing large organisations with many workers.

CONTENTS IN DETAIL

Send contactLINK reports by email

Up until now most of you have had to print out a report and post it. But now you can send any contactLINK report by email as an attachment.

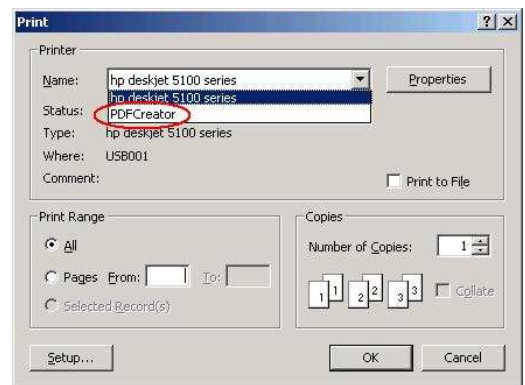


This is done via a program that saves documents as PDF files which can then be attached to emails. This works not just for contactLINK reports, but also Word and Excel documents.

Do you already have a PDF program?

If you already have a program that saves files as PDFs then you don't need to install anything! To find out:

- Simply open Word or Excel
- Click on **File** and **Print ...**
- Look in your list of printers. If there is one with the word PDF in it then you already have one



Download and install the relevant program:

The program you should use depends upon the version of Windows and the version of Access you are running.

	Access 2000, 2002, 2003	Access 2007
Windows 2000 or Windows XP	<p>Click this link: http://www.pdfforge.org/products/pdfcreator (its shareware - so its completely free for your organisation to use) You can either download this for each machine that needs to be able to save PDF files Or you could save the downloaded file on a shared drive, and then run (double-click) the file from each machine. If you need any assistance please contact us.</p>	<p>Click this link: http://www.microsoft.com/downloads/details.aspx?FamilyId=F1FC413C-6D89-4F15-991B-63B07BA5F2E5&displaylang=en And follow the instructions. You may need to go through a validation process first before you can then download and install.</p>
VISTA	Contact us	If you need any assistance please contact us.

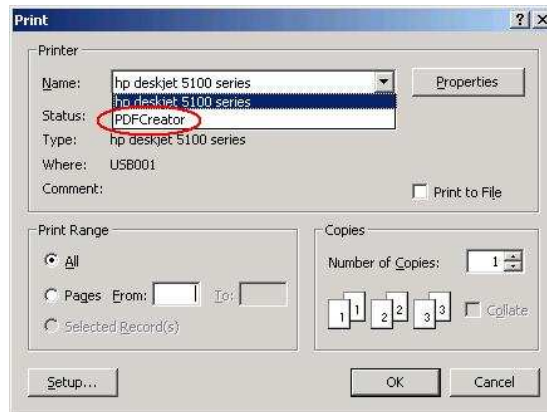
continued over ...

Save a report as a PDF file (which you can then email):

- Open the report in contactLINK
- Click on the 'Options ...' print button on the toolbar



- Choose PDFCreator from the list of available printers ...



- Click **OK**
- Either click on **Email**
you are asked to save the file and PDFCreator automatically attaches the file to a new email
- Or click on **Save**
in which case you will need to attach the PDF file to an email yourself later

Special offer! – half a year's free support

We are offering **half a year of free support** if you either recommend contactLINK to another organisation or recommend an organisation to us and they subsequently purchase a copy.



We do get sales from word of mouth, and lots of you tell us how easy and good contactLINK is.

But few people tend to chat about "the new database we've got" when they meet with colleagues in other voluntary organisations.

Which is why we are offering this incentive.

So if, and only if, you feel that contactLINK is a good product and benefits your organisation and might make a difference to another, **give them or us a call and you could cut your support costs in half.**

We provide step-through video demos on our web site, a live copy downloadable on request and face-to-face demos at organisations' offices.

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	Old rate	Intermediate rate (for renewals due before 30 th April 2009)	New rate (for renewals due after 30 th April 2009)
BASIC VERSION			
1-2 users	£100	£125	£150
3-5 users	£100	£125	£175
6+ users	£150	£200	£250
ADVANCED VERSION			
1-2 users	£150	£200	£250
3-5 users	£150	£200	£300
6+ users	£200	£300	£450

To find out what version you have

- Open contactLINK
- Click on **Admin** menu
- Click on System License

Why the price increase?

Three years ago we released contactLINK and since then the price for the product and support contract has remained relatively fixed.

Those prices were based on rough estimates of what it would cost to develop and maintain contactLINK and to support its users.

We have recently done a major review of these figures and decided to increase our prices. This will ensure that ITsorted and contactLINK remain sustainable and that we can continue to support all its users to the level that we believe is necessary.

What do you get for the Support Contract?

The intention of the Support Contract is to support Users in their use of contactLINK.

For full terms and conditions click here for a copy of our [Support Contract Agreement](#)

Why have a Support Contract?

Apart from the regular system updates you'll receive, we believe that ongoing support is crucial to maintaining effective, efficient use of contactLINK.

- Computer systems are often underused. A common saying in IT circles is that "on average people only use 20% of any computer system".
- People forget.
- Staff move on, new staff arrive and knowledge and experience gets lost.
- Needs of the users and the organisation change.

We want you to call us ...

- If anything goes wrong with contactLINK itself - we'll get you up and running as soon as possible.
- When you need something (e.g. a report) and you aren't sure of the best way to do it.
- When you can't remember how to do something.
- If you get frustrated while trying to do a particular task.
Even if you manage it in the end, its incredibly useful for us to know that it wasn't easy – rest assured there'll be others who have had or will have the same experience – and we may be able to make it easier for the future

In summary the Support Contract INCLUDES:

1. Free one-to-one phone, email or remote access support
2. 24/7 access to web-based support from our web site
3. Free upgrades as they are released
4. Free support for problems with contactLINK
5. Free one-off reports as they become available
6. Free advice on how to use contactLINK most effectively in your organisation
7. Regular newsletter with news of updates, tips on using it and general IT related information

For exceptions please see our [Support Contract Agreement](#)

What we are working on ...

We are currently working on the following areas:

- improving the speed
- membership invoicing
- general reporting
- managing large organisations with many workers

