

# TRAINING MANUAL

Advanced Training: Level 3



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## FIXED ASSETS

Palladium Accounting Enterprise comes standard with a Fixed Assets register. Fixed Assets are assets you use in the course of operating your business entity. Examples of fixed assets are furniture, computers, and delivery vehicles. In running your Business, you have to keep track of the companies fixed assets. The value of the asset/s will change over time, either by going up (appreciating) or by going down (depreciating).



### Setting up the fixed asset – Asset Types



Before running a depreciation, you would need to first create an asset type. When you click on the asset type icon, the below window will appear where you would need to set up the type and the GL accounts the depreciation will write too.

**Asset Type**

Code: MOTR VEHICLES  
Description: Motor Vehicles

**Depreciation Ledger Accounts**

Accumulated Depreciation:	1736-0000	Accum. Deprec - Comm. Veh & Equip	...
Depreciation Expense:	5460-0000	Depreciation - Comm. Vehicles & Equip	...

**Other Ledger Accounts**

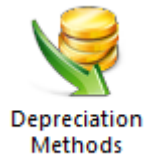
Asset Cost (Purchase):	1736-0000	Accum. Deprec - Comm. Veh & Equip	...
Repairs & Maintenance:	5762-0000	Repairs & Maintenance (Deductible)	...

**Depreciation Methods**

Book Value:	Straight Line	...	<input checked="" type="checkbox"/> Update GL
Tax Value:	- None -	...	<input type="checkbox"/> Update GL
Depreciation Method 3:	- None -	...	<input type="checkbox"/> Update GL
Depreciation Method 4:	- None -	...	<input type="checkbox"/> Update GL
Depreciation Method 5:	- None -	...	<input type="checkbox"/> Update GL

Inactive

## Depreciation Methods



Depreciation methods also need to be set up either Straight Line, Equal Allowance, Reducing balance, immediate write-variable or 0% depreciation.

The screenshot shows a dialog box titled "Depreciation Method". It contains the following fields and options:

- Code:** STR LINE
- Description:** Straight Line
- Calculation Methods:**
  - Straight Line
  - Equal Allowance
  - Reducing Balance
  - Immediate Write-Off
  - Variable
  - 0% Depreciation
- Values:**
  - Percentage:** 0.00
  - Number of Years:** 4 (with a "Year %" label)
  - Initial Percentage:** 0.00
- Inactive
- OK and Cancel buttons

## Disposable Reasons



Disposal Reasons

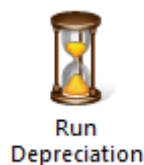
Here you would set up the various disposable reason you would want to attach to the asset when it is due for disposing.

### Assets – Creating the asset



After this is set up, you would need to create the asset/s that you would like to depreciate bearing in mind that you would have to enter as much information as possible as so to allow you a more accurate depreciation.

### Running the depreciation



In this option you would run the actual depreciation and view the depreciation amount for that particular date.

## POINT OF SALE



Palladium Accounting Enterprise Edition comes standard with a point of sale system. A point of sale system is used for a till point in your business where customers come to ring up their purchases and pay for them.

### Point of Sale Explained

Each POS cashier in Palladium must be assigned a drawer before they can begin to ring up sales. Because of this, you must have users in your Palladium company to run the POS module. There are many different options to running the POS module, and all of them are explained under the company options topic in this manual. Please read though the company options topic before you continue with this section. The most important option is if you will be running in cash mode (no customer is required for each sale) or customer mode (the cashier selects a customer for each sale).

### Point of Sale Hardware

Palladium Accounting can use any standard barcode scanner that conforms to the keyboard wedge standard; this includes USB scanners as well. You can also print from any slip printer (80mm form templates are provided but you can use others including a full A4 sheet printer and form template). The cash drawer must connect to the printer and must be controlled by the printer (serial attached cash drawers are not supported).

### POS Managers

Many functions inside the POS system require a manager authorization to perform them (returns are an example). If the cashier does not have permission to assign drawers (POS Manager), and wants to perform a protected function, they must have a manager or system administrator approve the transactions. A window will appear for the POS manager or administrator to select their user account and enter their password to approve the transaction.

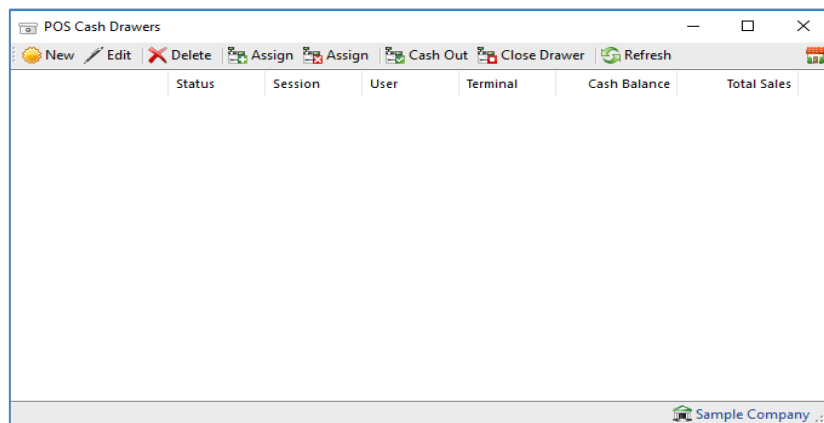
## Cash Drawers



Cash Drawers

In Palladium Accounting all sales and float cash are tracked through the use of a cash drawer. At the beginning of each shift, the POS manager or administrator assigns a cash drawer to a particular user for use through their shift. Note: it is possible for more than one till point to share the same cash drawer by sharing the same user account, however, this is not recommended.

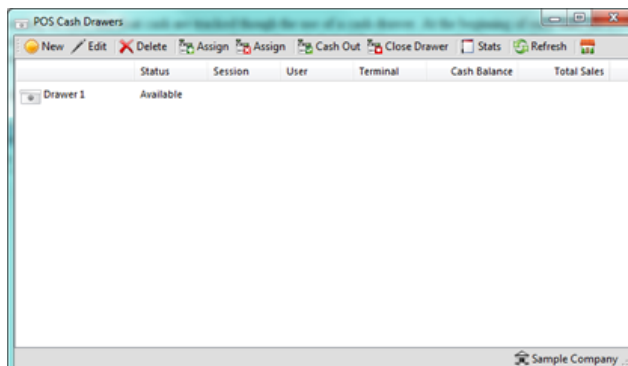
You access cash drawers by clicking on the cash drawer's icon in the home window. The following window will appear:





### Creating a new Cash Drawer

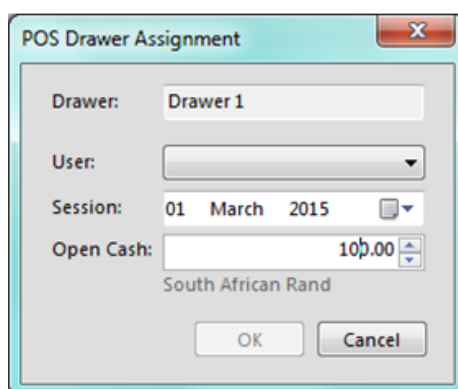
To create a new cash drawer, press the new button. The following window will appear:



Here we select the ledger accounts to hold cash, credit cards, and coupons / gift certificates. These accounts will be used as sales are made to record the funds. Later you can use the deposit slip function or the journal entry function to move the money into common cash accounts once the drawer has been closed and cashed up. The expense account for any variance is also selected. This account will be debited for any shortages of cash reported during the cash up process. The final account is the petty cash account. This account will be credited when the drawer is assigned and has an opening balance (float amount). The float is returned to this petty cash account when the drawer is closed and cashed up.

### Assigning Drawer to User – Start of Shift

To assign a drawer to a user, select an available drawer (available status) in the drawer’s window and press the green assign button. The following window will appear:



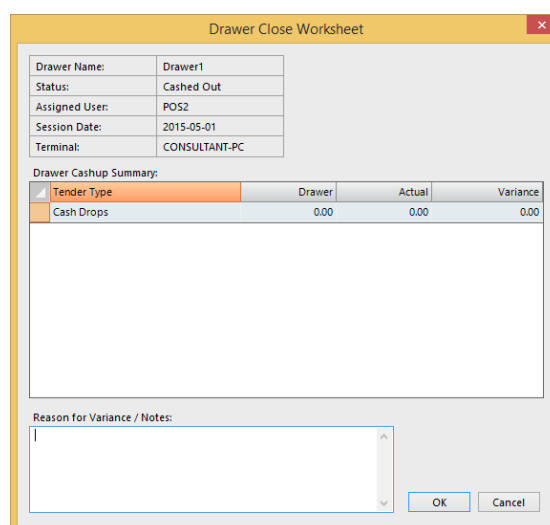
Here we select the user we wish to assign the drawer to, the sales date (session date), and the opening cash (float) value. Note: if a drawer has an assigned status, you can return the drawer to available (cancel the assignment) by selecting the drawer and pressing the red assignment button.

## Forcing a Cash Drawer to Cashed out Status

The normal procedure is for the cashier to press the cash up / close day button in the sales screen. You can force a cash drawer closed by selecting the drawer and pressing the cash out button. A warning will appear that the session will be closed. If a cashier is using the drawer, they will automatically be taken out of the POS system the next time they try to process a sale.

## Close Drawer

You can only close a drawer that has a cashed-out status (either by the cashier cashing out or you forcing a cash out). To close the drawer, select the drawer in the drawer's window and press close drawer. The following window will appear:



Drawer Close Worksheet			
Drawer Name:	Drawer1		
Status:	Cashed Out		
Assigned User:	POS2		
Session Date:	2015-05-01		
Terminal:	CONSULTANT-PC		
Drawer Cashup Summary:			
Tender Type	Drawer	Actual	Variance
Cash Drops	0.00	0.00	0.00
Reason for Variance / Notes:			
<input type="text"/>			
			OK Cancel

Here you enter the actual count values for all the categories of accepted payments as appropriate. A variance will be calculated and entered into the drawers over / short expense account (if any variance exists). When finished press OK. The drawer will return to an available status and can now be assigned to a new cashier for the next shift.

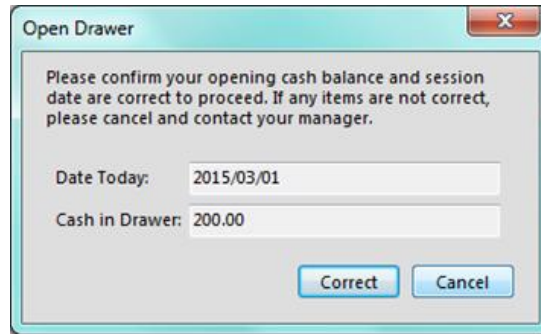
## POS Sales

Sales though the POS are very similar to entering sales in the normal sales window under receivables. There are some differences and they are explained in detail here.

You access sales function by clicking on the sales icon in the home window.

### Opening Drawer

If the drawer the user is assigned to, has an assigned status (has not been used), when that user goes into Sales they will be asked to confirm the date and opening cash (float). The following window will appear:



If the date or cash amounts are incorrect, the user should immediately cancel and contact their POS manager. If the cashier accepts the values listed here the drawer will be opened and a status of "in use" will be shown in the POS drawers manager.



### The Customer Selection (Optional)

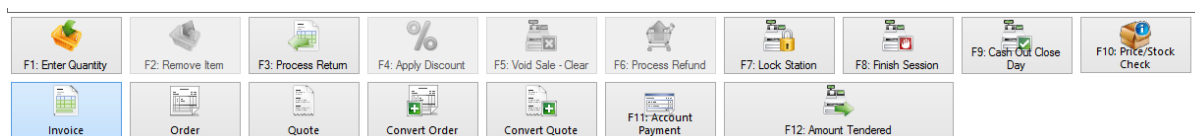
If you are running your POS in customer mode (not cash mode) as set under company options, the cashier must press F11 or click the button to select a customer for each sale.

### Entering a Sale

Number	Description

Unlike the normal invoicing interface in Palladium, the POS cashier only has access to the number column in the POS. They can type an inventory or service code, press the lookup button in the column itself, or just use a barcode scanner to enter the sale for that item.

## The Control Panel



- F1 - Item Quantity - To ring up more than one item for each scan / entry, press F1 before you scan that item. Enter the quantity and then scan the item. The item being scanned next will be multiplied by the quantity entered. To cancel the quantity press F1 again and enter 1 as quantity.
- F2 - - Remove Item - This is a protected function - You can select items to remove from the order as appropriate.
- F3 – Process Return - This is a protected function – You can select this function when processing customer item return.
- F4 - Apply Discount - This is a protected function - you also must have a discount item setup that is linked to the sales discounts linked account to use this function. A window will appear where you can discount the entire sale. If you only wish to discount some of the items, ring those items up first, perform the discount, and then ring up the remaining items you do not wish to discount.
- F5 - Void Sale - This is a protected function - Clears the current sale completely and begins a new sale.
- F6 - Process Refund - This is a protected function - You press the process refund button before you do a refund sale. All items entered on the sale will be processed as negative and a credit note will be generated.
- F7 - Lock Station - This button locks the till point so that only the current cashier or a manager can unlock it. Useful if a cashier goes on break or needs to leave the till point for any reason.
- F8 - Finish Session - Close the current session and go back to the main Palladium home window. The cash drawer is not affected.
- F9 - Cash Out / Close Day - This function tells Palladium that the cashier is finished for the day and to cash out the drawer in Palladium. Cash out report is printed, and the drawer can no longer be used for sales.
- F10 – Price/Stock check – This function allows you the ability to check availability as well as the price of the stock item at sales level.
- F12 - Amount Tendered - This button concludes each sale and allows the cashier to enter the amount given by the customer. It will also calculate change as appropriate.

## Cash Drops

For security reasons it is a very good idea not to keep too much cash in any given POS drawer. In the event of robbery, etc., you want to have a minimal amount of cash stored in any drawer at any given time. The best procedure here is to setup a company policy as to when a cash drop needs to be performed, and by who. You can have Palladium remind and / or force a cash drop when the cash amount in the drawer exceeds a certain value (this feature is setup under company options on the control panel).

### Monitoring Cash in Drawers

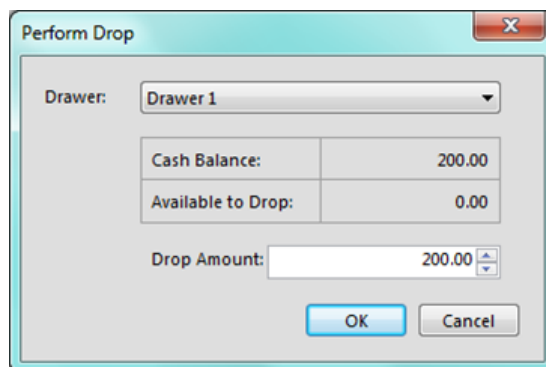
At any time, the POS manager can see how much cash is in any drawer by going to the drawers' window under the POS tab. The cash balance column shows the current amount of cash being held in any given drawer.

### Performing a Cash Drop

Any user in the system with the cash drop permission may perform this function; however, it is recommended that only your POS manager performs cash drops.

The POS manager determines how much cash they wish to remove from the cashier's drawer as a drop. They should then write up a drop slip and sign it and put this slip into the drawer itself as proof that the cash was removed by a particular POS manager.

The POS manager goes back to the office where he is logged into Palladium under his own user account (the user account is stored in Palladium to tell who did the drop). That person would then press the cash drop icon in the POS tab, the following window will appear:



Select the drawer and the drop amount and press OK. Note you cannot remove any portion of the float cash.

Palladium will record that the cash amount has been dropped (taken out) and show those amounts during the cash up and drawer closing procedures.

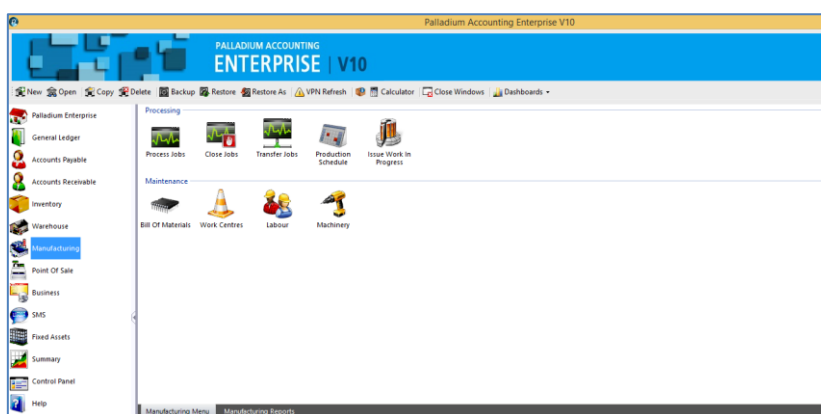
### Session Date

In Palladium Accounting you have the option to change your session date at any time should the need arise, to change the date, from the home window, click the dropdown to select a date and then click the change button.



The session date is the date that is used by all entry windows as default. If you are entering documents for a particular date (like yesterday) it would be more efficient to change your session date to match yesterday's date. That way you don't forget to change the date with each new transaction. If you don't do this, each time you record a transaction the date will be moved back to the current session date. This helps to increase accuracy and also saves you time during the entry process.

## MANUFACTURING

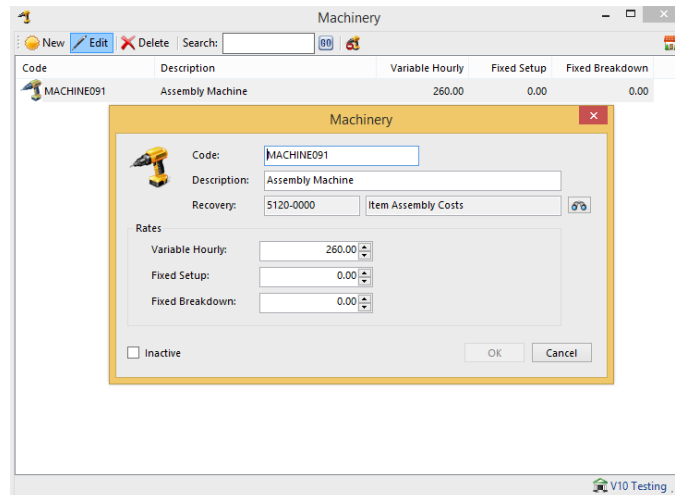


The Process Manufacturing feature is a new module that works independently from the current Assembly Function found under the Inventory section in the Palladium Business and Enterprise editions.

This feature allows you to create Jobs, setup work Centres and post Work in Progress in the form of Inventory, Service, Labour, Machinery and Overhead costs that will remove the Items from stock and post to WIP (Work in Progress) Account. On closing a Job, the total costs get removed from WIP and the Finished Goods get updated with the respective costs.

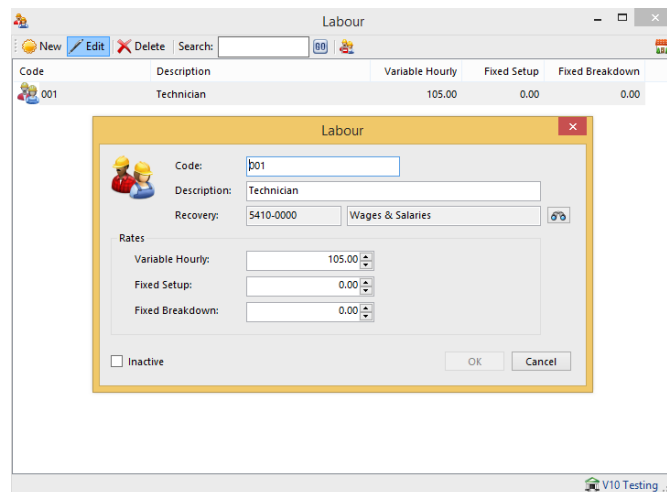
## Machinery

When creating the machinery, you need to specify the Recovery Costs General Ledger Account. The machinery setup also provides for setup and breakdown costs as well as hourly rates.



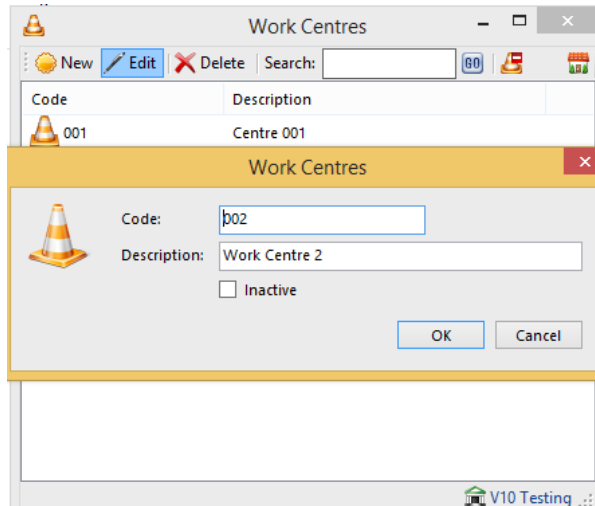
## Labour

As with Machinery the recovery account and costs will be set-up



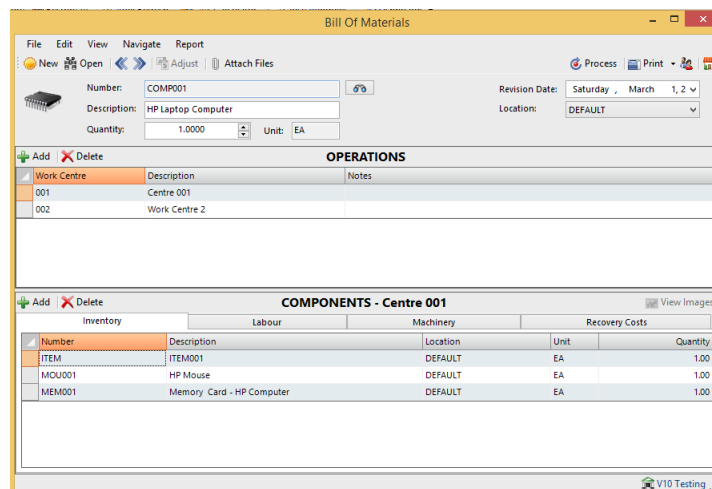
### Work Centres

You can create multiple work centres and transfer Jobs from one work centre to the next.



### Bill of Materials

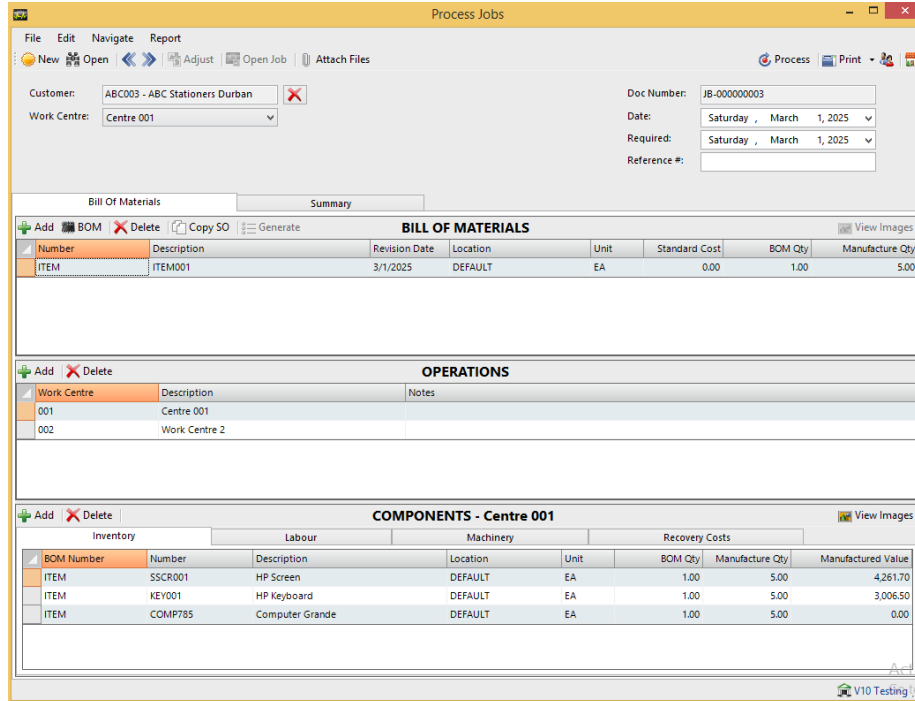
If you refer to the Bill of Material screen you can set a number of Work Centres, in the form of steps, with the ability to Assign, or Issue the Inventory, Labour and Machine Costs and Overhead Costs per Work Centre with the Variances being reported on a per Work Centre basis for optimal Cost Analysis and Variance control.





### Process Jobs

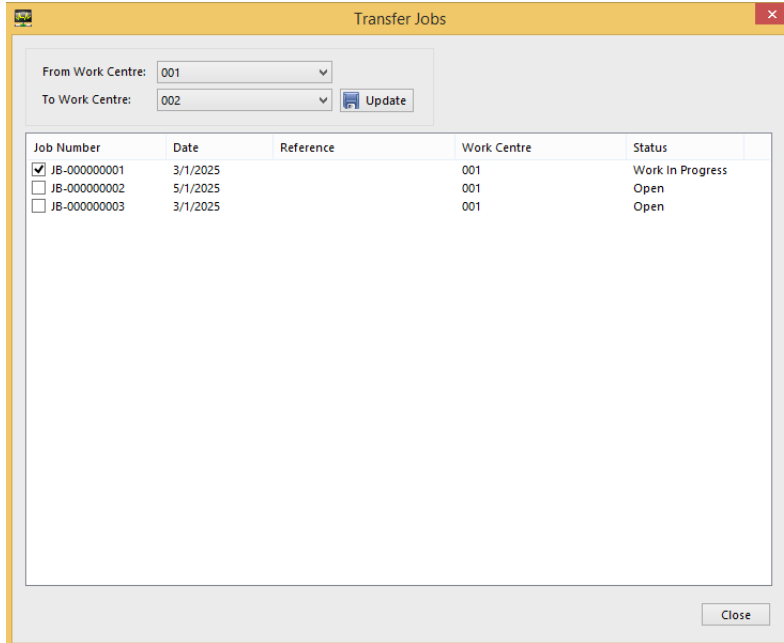
Once you have generated your Bill of Materials you can now process jobs.



You will click on the BOM and then Generate. When processing the job, it will prompt you for the work centre. You can then move this Job to another work centre.

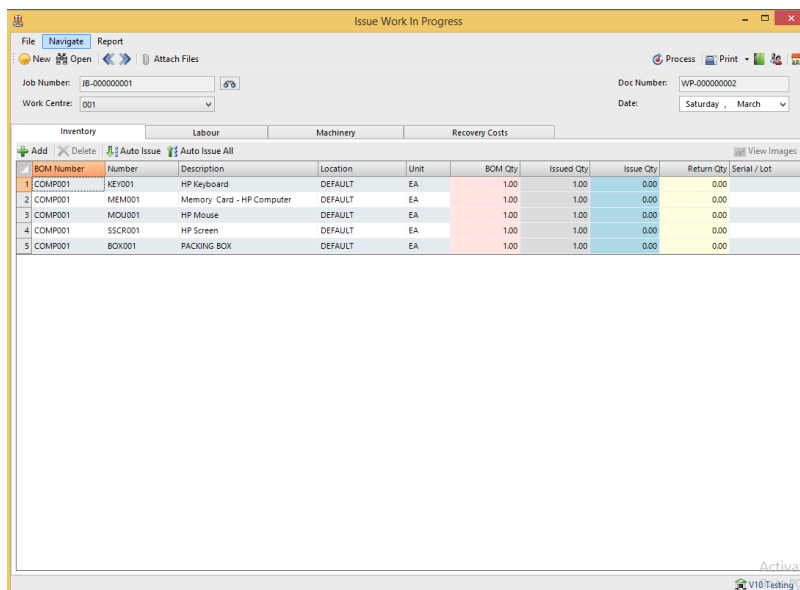
### Transfer Job

You can then move this Job to another work centre.



### Issue Work in Progress

Once an open Job is processed you can issue the Work in Progress as below.

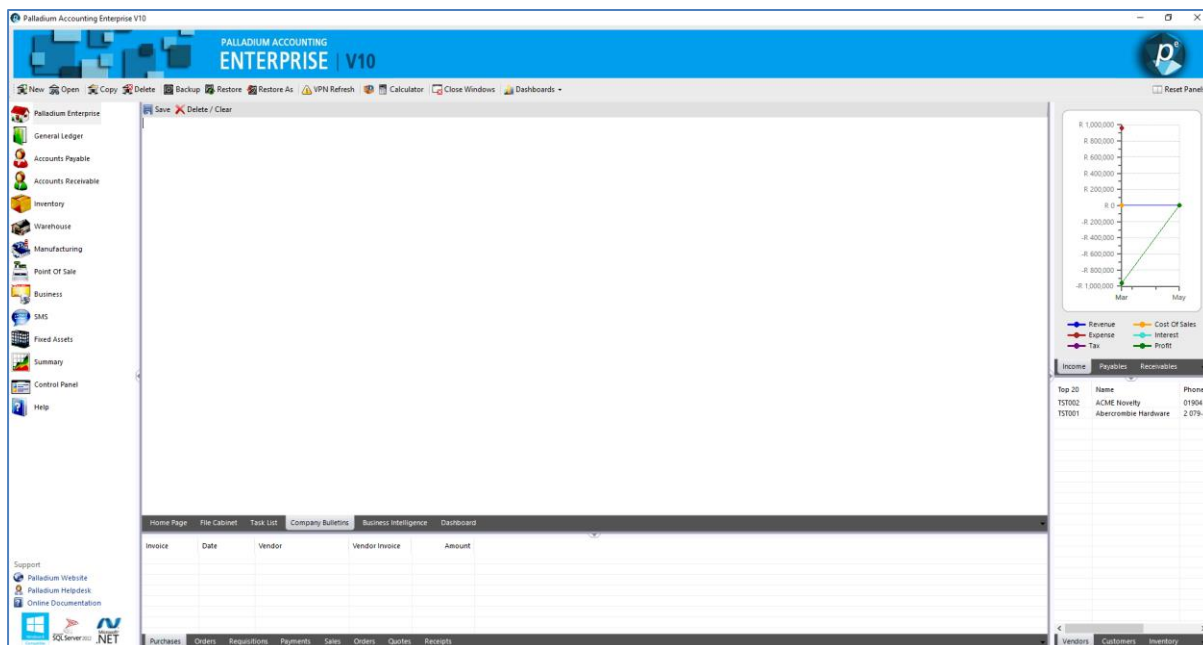


Once all the steps are completed you can close the Job



## COMPANY BULLETINS

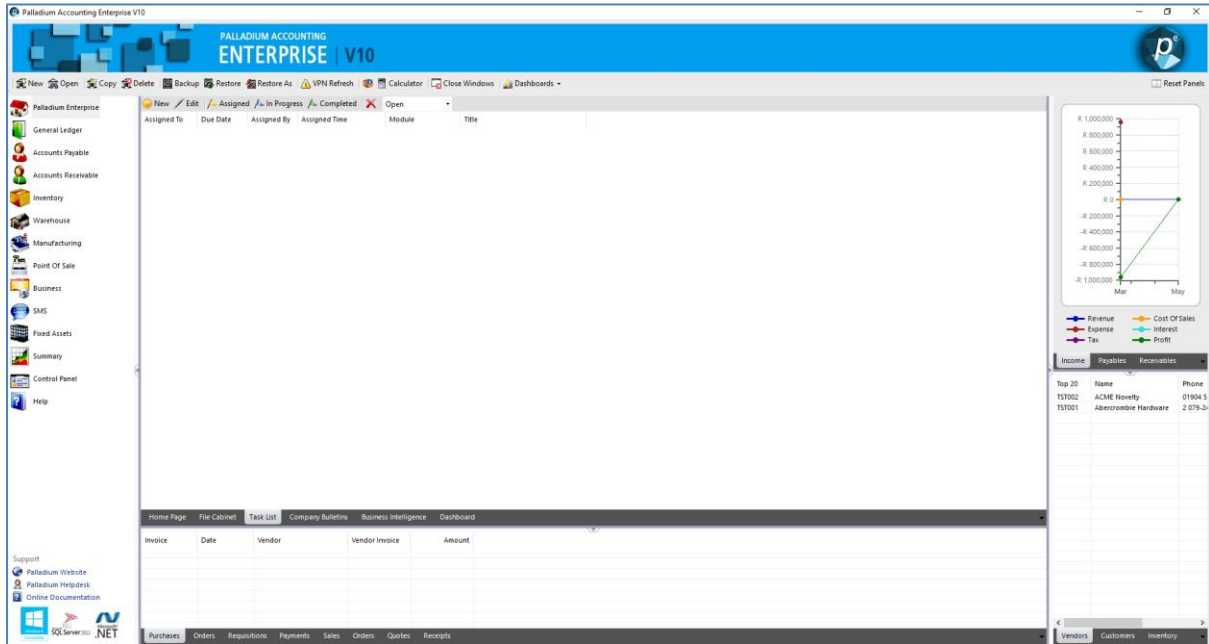
In Palladium Accounting you can enter messages that will automatically appear when your users log into Palladium. You access bulletins by pressing the bulletins button on the home window. The following window appears:



If any text is entered here, it will appear each time someone logs into Palladium. To turn off this feature, simply clear the message and save as blank.

## USER TASKS

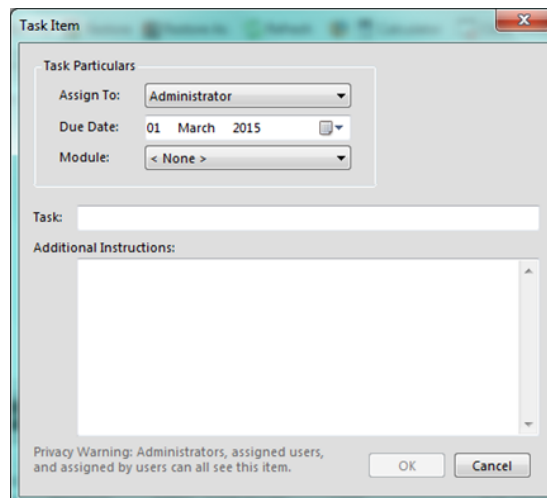
In Palladium Accounting you can assign tasks to other users on the system. The Tasks section appears at the bottom of the main screen on the home window. Tasks that appear here are centrally located so that the user will see them each time they log into the system. Here is an example of the tasks system:



Users without administrative rights can only see their own tasks and also other user’s tasks if they assigned them. Administrative users can see everyone's tasks.

## Assigning a New Task

To assign a new task, press the new button. The following window will appear:

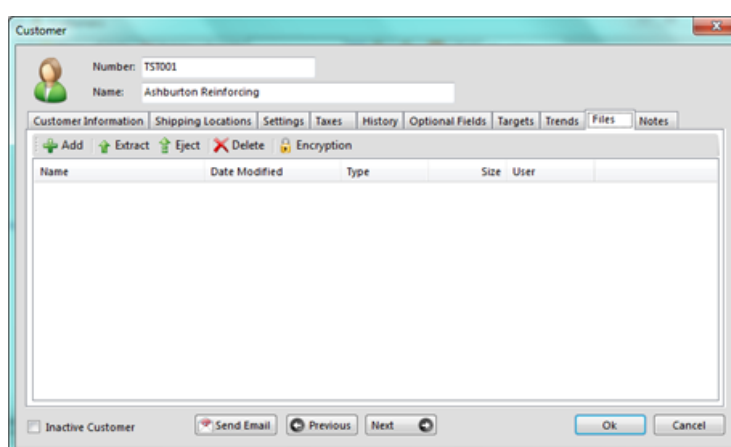


Enter the user you wish to assign the task to, the due date, and the module it is associated with. Then enter the full instructions for the task.

## File Storage

From time to time, it may be necessary to store files along with your accounts, customers, vendors, sales persons, etc. You can do this easily in Palladium Accounting by going to any particular record and selecting the files tab.

Files can be stored under all the major items as described above, but we will use the customers window as an example:



## Adding Files

To add a file, either drag and drop the file into the list or press the add button and browse through your computer to the location of the file.

## Extract/ Eject

Extract will make a copy of the file and place it in your computer where you specify. Eject will move the file to your computer and delete it from Palladium.

## Deleting

The Delete button will delete the file from Palladium.

## Encryption

If you wish to encrypt files, you press the encryption button and enter a password. All files that are added will be encrypted. Encrypted files show a special encryption icon next to them. To extract them you must press the encryption button again and enter the correct password.

## File Storage

All files stored in Palladium are stored in the actual SQL database that is used by your company. If you are using the free Express Edition of SQL Server, you may end up going over the 10GB database limit if you store too many files. If you have the full edition of SQL, this warning does not apply to you.

## Cipher Labs 8001 Series Instructions

The recommended unit for use with Palladium is Cipher Labs 8001 series. Other units may work but are not supported.

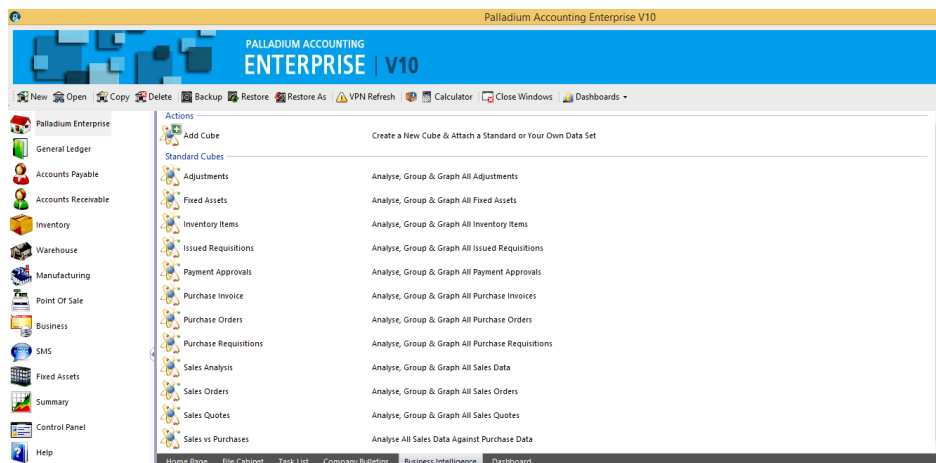
Before you can begin using the unit the Palladium application must be loaded onto it. Note, you only do this step one time. Once the application is loaded on the unit it will remain there until you clear it.

For more information regarding the operation and use of the unit, please see the instruction manual that accompanies it.

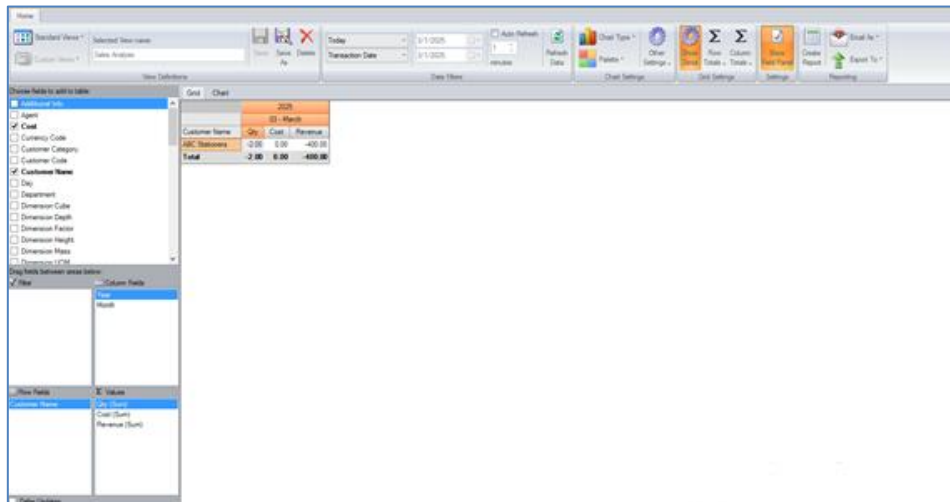
## BUSINESS INTELLIGENCE REPORTING AND DASHBOARDS

Palladium Accounting ships with Business Intelligence Reporting as well as Dashboards that is controlled by User Access Rights.

### Business Intelligence



Within the Business Intelligence Palladium has Standard Cubes which contains pre-defined links to the SQL tables.



When you have chosen the relevant data for your report you can save this report to save time when running the report in future. The report can be viewed with charts as well as be exported.

If a report does not appear in the Standard Cubes contact your Palladium Business Partner or our support team to quote you on a customised report.

## Dashboards

Within Palladium we have added Dashboards to make information available at a glance via graphs this is controlled by User Access Rights. You can add and delete Widgets as needed. All these can be exported.



## Main Section

Refresh All Dashboards

**Add Main Section Widgets**  
 (Select All)  
 Business Performance  
 Payables Balances  
 Receivables Balances  
 Top Vendors  
 Top Customers  
 Top Inventory  
 Bank Balances  
 A User Performance  
Ok Cancel

**Business Performance**

**Payables Balances**

**Receivables Balances**

**Top Inventory**

**Bank Balances**  

Account Name	Balance
Payroll Bank Account depart	R 0.00
Swiss Barclays Account depart	R 6,932.75
USD Bank depart	R -1,605.00
Visa depart	R 50,704.47
MasterCard depart	R 72,699.40
American Express depart	R 0.00
Other Credit Cards depart	R -89,630.00
<b>Total</b>	<b>R 2,014,040.13</b>

**A User Performance**  

User Name	Sales Quotes	Debit Notes	Purchase Invoices	Purchase Orders	Purchase Quotes	Credit Notes	Sales Invoices	Credit Requests	Sales Orders
Abdul	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00
Abel	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00
Admin	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00
AK	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00
Brett	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00	(0.00) R 0.00
CandiceMaian	(3.00) R 8,932.53	(0.00) R 0.00	(23.00) R 11,169.80	(62.00) R 44,502.30	(9.00) R 11,150.88	(0.00) R 0.00	(14.00) R 3,133.48	(-1.00) R -263.16	(109.00) R 23,307.31
CandiceMaian	(1.00) R 1,315.79	(0.00) R 0.00	(23.00) R 11,169.80	(62.00) R 44,502.30	(9.00) R 11,150.88	(0.00) R 0.00	(14.00) R 3,133.48	(-1.00) R -263.16	(109.00) R 23,307.31
<b>Total</b>	<b>(4.00) R 10,248.32</b>	<b>(0.00) R 0.00</b>	<b>(46.00) R 22,339.60</b>	<b>(124.00) R 89,004.60</b>	<b>(18.00) R 22,301.76</b>	<b>(0.00) R 0.00</b>	<b>(28.00) R 6,266.96</b>	<b>(-2.00) R -526.32</b>	<b>(218.00) R 46,614.62</b>

## Accounts Payable / Receivable

**Open Orders**  

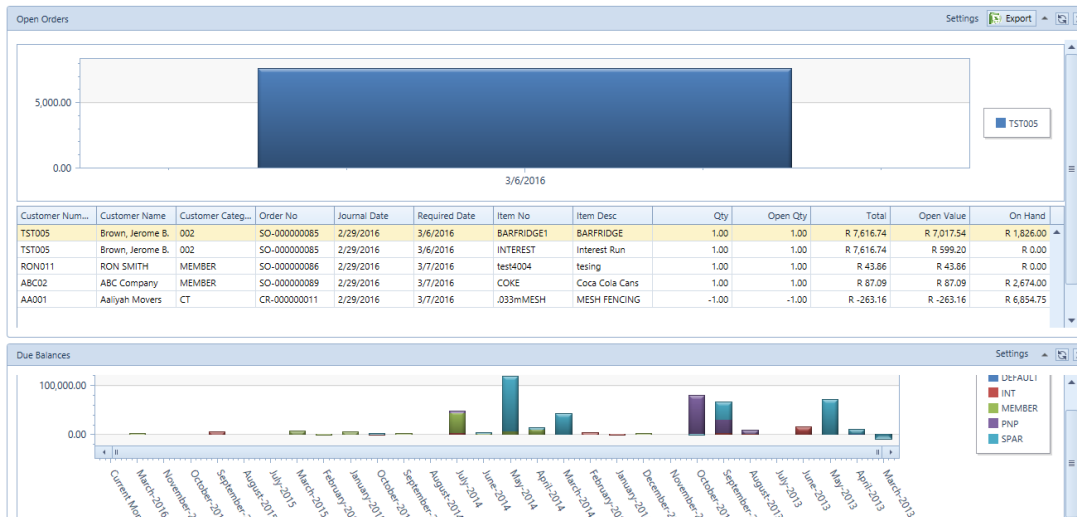
Vendor Number	Vendor Name	Vendor Category	Order No	Journal Date	Required Date	Item No	Item Description	Buy Unit	Buy Qty	Buy Value	Remain Qty	Remain Value	Line Value (Ref...)
MAKRO	Makro	DEFAULT	PO-00000108	2/29/2016	3/7/2016	BDP/D200	Golf Brake Pads	EA	1.00	R 20.00	1.00	R 20.00	R 20.00
MAKRO	Makro	DEFAULT	PO-00000110	2/29/2016	3/7/2016	Mico	Micro calibrat...	BULK	3.00	R 1,422.20	2.00	R 2,844.40	R 4,266.60
MAKRO	Makro	DEFAULT	PO-00000111	2/29/2016	3/7/2016	Geyser12	Geyser	EA	1.00	R 100.00	1.00	R 95.00	R 95.00
MAKRO	Makro	DEFAULT	PO-00000112	2/29/2016	3/7/2016	APPLES	APPLES	EA	1.00	R 5.00	1.00	R 4.90	R 4.90
MAKRO	Makro	DEFAULT	PO-00000113	2/29/2016	3/7/2016	APPLES	APPLES	EA	10.00	R 5.00	5.00	R 24.50	R 49.00
DISC001	Dischem	DEFAULT	PO-00000115	2/29/2016	3/7/2016	ADMIX	AD MIX	LT	5.00	R 20.00	2.00	R 40.00	R 100.00
DISC001	Dischem	DEFAULT	PO-00000115	2/29/2016	3/7/2016	APPLES	APPLES	EA	2.00	R 4.90	0.00	R 0.00	R 9.80
									<b>23.00</b>	<b>R 1,577.10</b>	<b>12.00</b>	<b>R 3,028.80</b>	<b>R 4,545.30</b>

**New vs Old Vendor Purchases Comparison**  

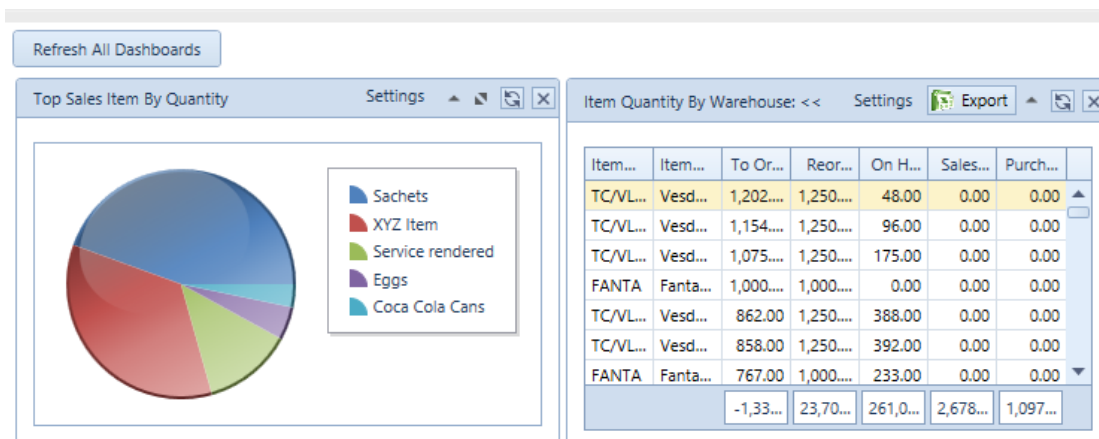
Item Category	Old Vendor(Net Purchases Value)	New Vendor(Net Purchases Value)
CERAMICS	R 0.00	R 0.00
CRYSTAL	R 0.00	R 0.00
CURT	R 0.00	R 0.00
DECORATION	R 0.00	R 0.00
DEFAULT	R 0.00	R 0.00
DIAMESH	R 0.00	R 0.00
DIAP	R 0.00	R 0.00
<b>Total</b>	<b>R 0.00</b>	<b>R 0.00</b>

[www.palladium.co.za](http://www.palladium.co.za)

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## Inventory



## POWER BI

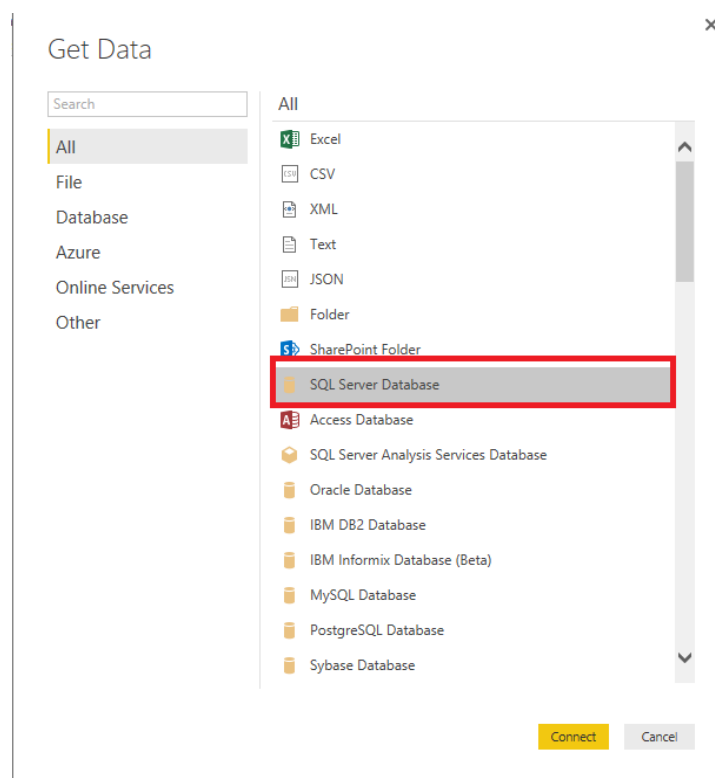
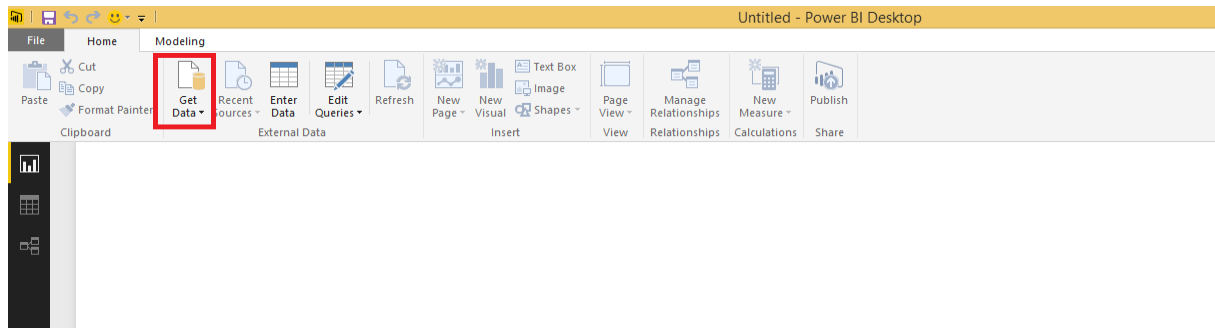
Palladium Accounting has partnered with Microsoft Power BI, to supply our clients with state-of-the-art Business Intelligence to their browsers, tablets or smartphones FREE OF CHARGE.

Power BI is an online service and empowers you to:

- Create personalised dashboards
- View and share reports
- Access data which is important to you

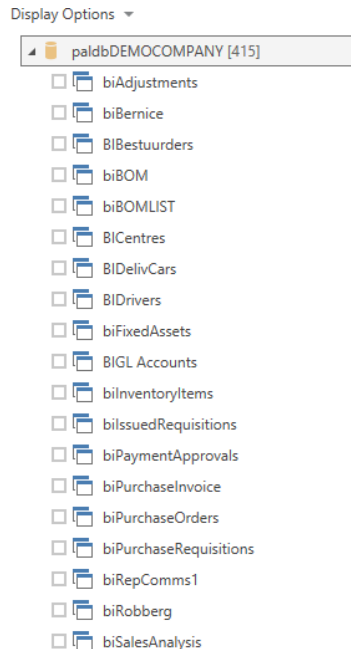
In order to install Power BI you need to click on a link and download and then you need to create the link to your Palladium Database as follows:

<https://powerbi.microsoft.com/en-us/downloads/>

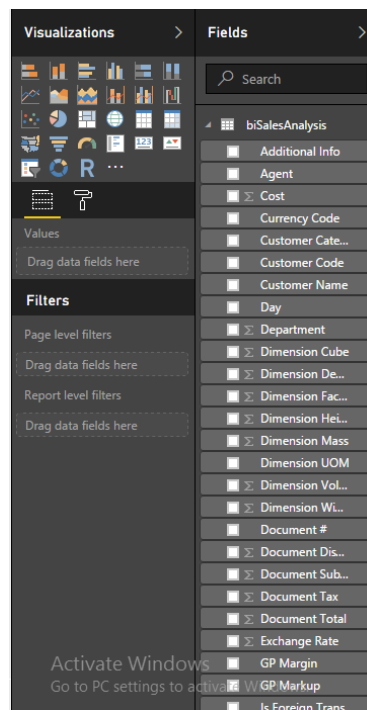


When connecting to the Palladium Database you would need the correct Database name and this is usually a very secured environment so at this step your Palladium Consultant or Business Partner can assist providing they have access to the SQL instance where your data is kept.

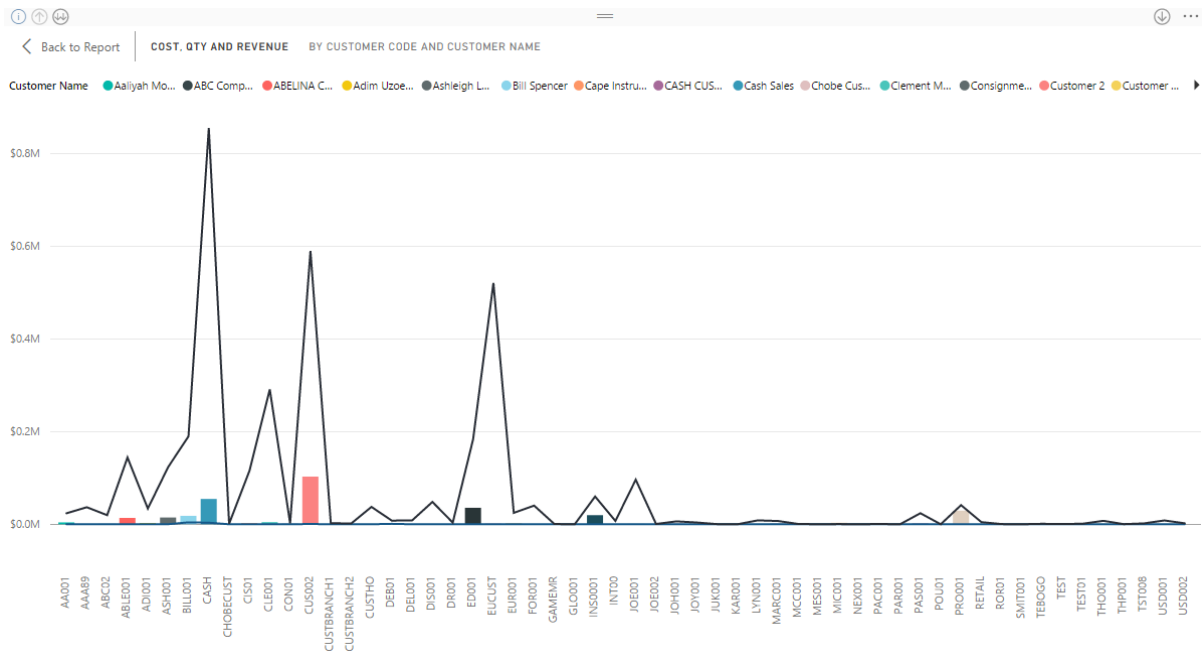
When you connect to the correct database all the current available Business Intelligence Cubes as well as all the SQL tables will be available.



Once the BI cube is selected all the available tables will appear that exists within that cube



You will now choose the data you want as well as the graph.



These reports can be saved and viewed from a mobile device if needed

## VPN SETUP

Palladium Accounting can run remotely and connect to the server either via VPN (virtual private networking) or directly to a SQL Server over the internet using port forwarding in your router. There are several different options you have available to setup VPN connections but this section will cover a basic connection method.

Note: If you are using port forwarding in your router, make sure your SQL Server is listening on a different port than the default 1433. This port being open will easily be detected by outside hackers and should be avoided at all costs when opening your SQL Server installation to the outside world. Select a port that is above 50,000 for best results.

If you are running your SQL Server on a public server (with a legal IP address) you can skip this step. All you need to do is setup Palladium's server connection and instead of entering a server name, enter the legal IP address.

## How to setup a VPN

Having a permanent IP address is very costly. There are other ways of obtaining an address. You may want to make use of websites like [www.no-ip.com](http://www.no-ip.com) or [www.dyndns.com](http://www.dyndns.com). Here we will use no-ip as an example. Please take note that you cannot use windows home edition to do this.

1. Firstly, you need to setup the computer you need to connect to. Right click on MY COMPUTER and make sure that Remote connections are enabled.
2. Go to the site [www.no-ip.com](http://www.no-ip.com)
3. Setup a username and password for yourself. (You can do this prior to going to the client)
4. Once at the client login to [no-ip.com](http://www.no-ip.com)
5. Go to HOSTS and click ADD (located on the left of the screen)
6. Type your client's company name in the block "Hostname"
7. Choose "no-ip.info" from the drop down
8. Choose host type "DNS Host A" first in list
9. DO NOT CHANGE THE IP ADDRESS
10. Click CREATE Host at the bottom of the page.
11. You can now logout of no-ip.

You will however meet different types of ROUTERS from site to site and the setup will slightly differ. You may want to look at the following site to assist you with PORT FORWARDING [http://portforward.com/english/applications/port\\_forwarding/Remote\\_Desktop/Remote\\_Desktopindex.htm](http://portforward.com/english/applications/port_forwarding/Remote_Desktop/Remote_Desktopindex.htm)

If your ADSL ROUTER does not support VPN then you might want to purchase one of the following routers:

- NETGEAR router
- DLINK router

If you do not have one of the above routers, you can create a VPN connection with the help of a VPN CONCENTRATOR. VPN Concentrators are a type of router device, built specifically for creating and managing VPN communication infrastructures.

If you have a router that does not offer VPN such as a TELKOM MEGA-105WR and you don't want to use a VPN you can open port 1433, this will allow you to see your data. This is a secure connection, no one else should be able to go in via this port. After 3 to 4 unsuccessful logins Palladium will disable the user, locking them out.

You can only ENABLE the user again by going into the SQL database. You will need to download Microsoft SQL Server Management Studio from the Microsoft website in order for you to be able to change the login credentials for SQL.

<http://www.microsoft.com/downloads/details.aspx?FamilyID=C243A5AE-4BD1-4E3D-94B8-5A0F62BF7796&displaylang=en> assuming you are going to use the MEG 105GW, then follow the procedure below:

You should see a box prompting you for your username and password. Enter your username and password. By default both the username and password are admin. Click the Ok button to log into your router.

Click the Advanced button near the top of the page.

The menu on the left should change. In this new menu, click Port Forwarding.

Put a dot into the User radio button.

Click the New button near the bottom of the page.

Rule Name:

Protocol:

Port Start:

Port End:

Port Map:

We will list a series of lines here that will show you exactly how to forward the ports you need to forward. Remote Desktop requires you to forward the 3389 ports. Go ahead and enter the settings shown above into the Rule Management menu and then click Apply.

Rule Name:

Protocol:

Port Start:

Port End:

Port Map:

You should see another page of settings that need to be entered into one of the blank lines on your routers Rule Management page. Go ahead and enter those settings and then click Apply. Also FORWARD port 1433 then same as above. You may omit port 3389 if you want as it will only allow you to access the computer with REMOTE DESKTOP.

Select the applications you just created in the Available Rules list, then click the Add > button to move them to the Applied Rules box.

When you're finished, click Apply near the bottom of the screen to save your changes.

And that's it! You're done!

1. You now need to give the system about 5 minutes to detect the IP address and no-ip name.
2. You should also be able to ping....newclient.no-ip.info. IF you can then all is well.
3. On the REMOTE PC click the palladium icon. \*\*\*\*\* (Follow from here if you created the VPN – Ignore this comment if you are not creating a VPN as on the next page.)
4. On the first Palladium screen click SERVERS
5. Click NEW
6. Give the connection a name, any name will do
7. Click and put a dot next to REMOTE (network/VPN)

8. For server name enter the name created on no-ipe.g mycompany.no-ip.info
9. For server login just choose "Palladium installed SQL Server"
10. Click ok.

If you have a NETGEAR or DLINK router you can follow these steps:

1. Create a VPN Connection on the Remote PC. Choose MY network places...network connections....Create a new connection.
2. Choose NEXT and then the 2nd option "Connect to the network at my workplace "
3. Then NEXT again
4. Now click the block VIRTUAL PRIVATE NETWORK CONNECTION and NEXT AGAIN
5. Now type in any company name and NEXT again.
6. Choose "do not dial the initial connection" and NEXT Again.
7. Now you can enter your NO-IP name or IP address from NO-IP.
8. Then next again.
9. Now tick the block "ADD a shortcut to this connection on my desktop"
10. On the SERVER PC or PC being logged into. Go to NETWORK Connections
11. Create a new connection
12. Next
13. Setup an advanced Connection
14. Accept Incoming connections
15. Next
16. Next again
17. Allow virtual private connections
18. Next
19. Then choose a user setup previously or click the ADD button and setup one.
20. Next
21. Next again
22. And FINISH

.....Now follow step 14 to 21.



**NOTES**

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### TRAINING EVALUATION FORM

<b>Training Course:</b>			<b>Trainer:</b>			
<b>Company Name:</b>			<b>Date:</b>			
<p><b>Instructions:</b> Upon completion of the course, training participants are strongly encouraged to complete this evaluation form. Completing this form will assist Palladium Software in assessing whether or not this learning activity is the best approach for the training need. Please circle the response below which best describes your assessment of the training.</p>						
<b>SECTION I: COURSE EVALUATION</b>						
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Can Not Decide</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Comments</b>
1. The course content matched the learning objectives.	1	2	3	4	5	
2. The course length was sufficient to deliver the content.	1	2	3	4	5	
3. The course design (i.e., materials and learning activities) encouraged my participation in the class.	1	2	3	4	5	
4. The course provided opportunities to practice and reinforce what was taught.	1	2	3	4	5	
5. The course information was at an appropriate level to understand the learning objectives.	1	2	3	4	5	
<b>SECTION II: TRAINING TOOLS</b>						
6. The interactive questions helped me to learn the course information.	1	2	3	4	5	
7. The manuals assisted my learning.	1	2	3	4	5	
<b>SECTION III: INSTRUCTOR EVALUATION</b>						
8. The instructor was prepared for class.	1	2	3	4	5	
9. The instructor was knowledgeable about the course content.	1	2	3	4	5	
10. The instructor was responsive to questions and other needs	1	2	3	4	5	
11. Other Comments						
12. Request a Feature						