

Technical Support

There are several ways to receive Coach's Office technical support.

Online Video Tutorials

See *Online Video Tutorials* above.

Website: www.CoachsOffice.com

There is abundant information about the program on our website.

E-mail & Phone

E-mail your questions to keycode@coachsoffice.com or call our tech support line at 352.897.4271 (EST).

Online Training

For more information and rates, call tech support at 352.897.4271.

Get the Most Out of Coach's Office

Utilize your Coach's Office software to its fullest potential:

- draw plays
- create a playbook, complete with plays, word processing, tables, spell checking
- script weekly practices
- print play cards, wristbands, call sheets, assignment sheets, playbook, practice scripts
- print the playbook to a PDF file and e-mail to your coaches and players
- attach edited video to the playbook with the video player
- give overhead presentations of the playbook, using the slideshow
- merge multiple chalkboard and playbook databases to create master files for your coaches
- use the Import/Export Utility to keep an external backup of the databases in the event of computer failure.

The logo for Coach's Office features the text "Coach's Office" in a serif font, with a registered trademark symbol. The text is positioned above a green, swoosh-like graphic that curves from the left towards the right, ending in a pointed tip.

Installation Guide

Topics

- I. Installation
- II. **Online Video Tutorials**
- III. Transfer Files & Backups
- III. Network Installation & Merging Databases
- IV. Activation Key
- V. Technical Support
- VI. How to Get the Most Out of Coach's Office

Default Installation

Before installing Coach's Office, review the *Minimum System Requirements* on our website. Close all applications. Set the PC's display to at least 1024 by 768 with 16-bit color and normal fonts. (Windows XP has two locations for setting fonts. For help, see our website *Support* page.) Temporarily disable any anti-virus program.

Auto Run Installation

1. Insert the Coach's Office CD into the CD drive.
2. A window displays that reads: This will install Coach's Office. Do you wish to continue? Click *Yes*.
3. Follow the installation prompts. Simply click *Next* to allow the program to install in the default location (Drive C).
4. When the installation is complete, click *Finish*.
5. The program is ready to run. Double click the Coach's Office icon on the Windows desktop to open the program.

To get started, it is important to view the video tutorials for the modules you purchased or are evaluating. See *Online Video Tutorials* below.

Online Video Tutorials

The best way to learn Coach's Office is to view the online video tutorials on our website. (High-speed Internet required.)

On our website pages, in the left menu, roll over the Tech Support button and click the first option, Online Video Tutorials - Learn Coach's Office. There are currently over a dozen tutorials, and we are planning to add more specialized ones.

Transfer & Backup Files

Our number one asked question is how to transfer the Coach's Office database files from one computer to another. Copying the files to an external source allows you to move your files between the office and home computers and also serves as a backup.

For detailed instructions, see our website section *Transfer Files* under *Support* or use the Coach's Office *Import/Export Utility*.

Network Installation & Merging DBs

The Coach's Office program runs from the Local C Drive, but it can access its database files on a network drive. Having the database files on a network also allows multiple coaches to share the chalkboard and script databases at the same time.

Coach's Office includes an advanced utility for coaches who need to merge two or more Coach's Office chalkboard and/or playbook databases into one master file for each.

For detailed instructions on network installation and merging databases, see our website. Roll over the *Support* button on the left and click *Networks & Databases*. From that page, print and review the PDF document in its entirety before starting the installation process and merging files.

Activation Key

Your serial number is valid for seven (7) days once it is entered into the program. The next time you run Coach's Office, you will be asked to enter an **activation key**. E-mail us the **verification code** that displays after clicking "OK" to the prompt that you only have seven days left. We will calculate the activation key using the unique verification code and your serial number and e-mail it to you. When you receive your activation key, restart the Coach's Office program, and enter the key in the blank field.

Coach's Office is copy protected, and the activation key permanently unlocks the Coach's Office program only on the computer that generates the unique verification code.

E-mail Address Has No "e" in Coachs...

Please note that our e-mail address does not have an "e" in the word "coachs." E-mail the verification code to keycode@coachsoffice.com.

Multiple Install Licenses

If you purchased more than one computer install, use the same serial number. The verification code is unique to each computer - don't change the code (Coach's Office will not run). Email us the verification code from each computer, and we'll calculate the activation keys and email back to you.