



Using the Abila Knowledgebase

Web: www.TeamNFP.com

Toll-Free: 866-748-2933



Welcome to
“Using the Abila Knowledgebase”
January 20, 2015
Presenter: “Q” Johnson, TeamNFP
Managing Member

Sponsored by TeamNFP & Your MIP Business Partner





Housekeeping Items

- Please mute yourself
- Use the “Chat” window if you have a question or technical issue
- CPE’s & Certificates — please provide your info
- Recording & Slides will be available — send request
- Short demos after the session
- Feedback survey emailed after the session



Agenda

- ⚙️ Abila Website
- ⚙️ User Resources
- ⚙️ Knowledgebase
 - ▶️ Signing up for access
 - ▶️ Browsing
 - ▶️ Searching
 - ▶️ Review of article types
- ⚙️ Other Resources (not at the website)
- ⚙️ Q & A



Abila Website

⚙ Resources

- ▶ Webinars, Videos, and White Papers

⚙ Support

- ▶ Support Center
- ▶ Forum
- ▶ Support Coverage
- ▶ Disaster Recovery Hosting
- ▶ Support Programs
- ▶ Knowledgebase

- ⚙ Articles are available for nine products plus N/A
- ⚙ Mastering Browsing
 - ▶ Just use the Module, Version, and Format filters
 - ▶ When you find the article, note the date and article number
- ⚙ Direct Searches
 - ▶ When there are still too many
 - ▶ When you already know very narrowly what you want

⚙ Article Titles

- ▶ "DF"
- ▶ Issue IDs
 - Legacy: S-3296 very few; most have had numbers removed
 - Presently: FA926 or FA15779 or HR/EWS
- ▶ Description
- ▶ Missing - Version number in which defect was discovered
- ▶ Missing - Article Number

⚙ Searches work best with Article Number, then description, and last by Defect Number



Key Defect Articles

⚙️ Known Issues

- ▶ Have Defect Number and Article Number (and Description)
- ▶ Version 2015 – Article 12371
- ▶ Version 2014 – Article 9866

⚙️ Resolved Issues

- ▶ Defect Number and Description (no Article Number)
- ▶ Version 2015 – Article 12111
- ▶ Version 2014 – Article 7391

⚙️ Scheduled Fixes List – 4676

- ▶ Defect #, Article #, Description, Target Release, Status



Wrapping Up

- ⚙️ Other resources
 - ▶ Help system
 - ▶ Documentation (PDFs)
 - ▶ Your Business Partner
 - ▶ And Us
- ⚙️ Q & A

www.TeamNFP.com

QJohnson@TeamNFP.com

(512) 255-7566 or toll-free (866) 748-2933





Thanks & Next TeamNFP/Partner Webinar

- ⚙️ Thanks to our TeamNFP Business Partners who helped get the word out. They sell and work hard to help you make the most of Abila's MIP and TeamNFP software.
- ⚙️ 2nd Qtr Topic: Payroll Expert Panel – MIP vs. Outsourcing
 - ▶️ Business Partner
 - ▶️ User of MIP Payroll
 - ▶️ User of Outsourcing Service
 - ▶️ Date/Time: May 5, 2015 3:00 p.m. Central Daylight Time
- ⚙️ Product or demo questions?



Adding Security & Value to Your Abila MIP Financial Software Investment

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Thank you for joining us!