



Quick guide to Estimation's

EXCLUSIVE CUSTOMER WEBSITE
(www.myestimation.co.uk)

**Provided as part of your
Surest Support Agreement**

As a customer with an up-to-date Surest Support Agreement you have access to the Exclusive Customer Website - a site that has been developed just for our supported customers.

This short guide will introduce you to the key features and functions of the site, which has been designed to be very intuitive to use and based on extensive feedback from customers. Within the site, you will find a wealth of knowledge and information to enhance your use of our software.

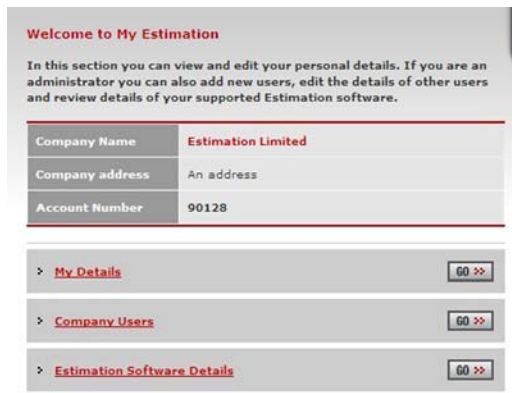
First steps

Please refer to the accompanying letter for your login details, which provide you with Administrator level access to the site and a range of utilities not available to standard users. You will see that we have provided you with a temporary password so, as a first step, please visit the *My Estimation* area of the site to set up your own password.

You can download extra copies of this guide from the customer website

Getting Started

Our customer website provides a selection of tools, ranging from features for managing your company users and software to an ever-growing repository of knowledge in the form of FAQs and downloadable guides.



We've included a number of features to help users navigate around the site as easily as possible, so in some parts of the site you'll find duplicate links to key sections. To quickly log a support call you can also use the quick-link on the left of every page.

To help you find your way around the site on your first visit, this guide lists below the highlights of the key sections and sub-sections with a brief description of what each one does.

My Estimation

My Details (manage your details)

Company Users (manage details of other users in your company)

Estimation Software Details (review software information, Administrators only)

www.estation.co.uk/customer

Support

[Log Support Call](#) (quick access to support)

[View Support Calls](#) (see a log of all calls)

[View Latest Software Versions](#) (check you have the latest versions)

[Software Patches](#) (download any relevant patches)

[Software Release Notes](#) (review the latest versions)

Knowledge Base

[Search Knowledge Base](#) (search by topic or key words)

[Software Release Notes](#) (review the latest versions)

[Product Literature](#) (download our product information)

Downloads

[Latest Software](#) (check you have the latest versions)

[Software Patches](#) (download any relevant patches)

[Software Release Notes](#) (review the latest versions)

[Data Bulletins](#) (catch up with the latest bulletins)

[Product Literature](#) (download our product information)