# How to Get Help

Perhaps the most important question many of you may have at this point is, "So how do I get HELP?" You actually have several options. For one - you are reading it right now! This handbook is meant to be a guide both as you are first learning Jewel, as well as later on if you need to reference back or get further information from the Appendix. Other helps include the helps built into the program, tips, and your auditor/tech support.

Jewel Helps

You will find the most useful helps to be those built in to the Jewel program. You can access it a couple of different ways. The easiest way is to press F1 on your keyboard (located at the very top of the keyboard, these keys are referred to as Function keys). F1 will take you to the helps applicable to whichever screen you happen to be on. For example, if you need further information about writing a check, simply go to Write Checks and hit F1. A new window will open, giving you detailed help about writing checks. The second way to access Help is by clicking the Help menu item on the Jewel Main Screen. Choosing either the Contents or the Index options will open up the help window where you can use the Table of Contents, Index, or Search to find the topic you need help with.
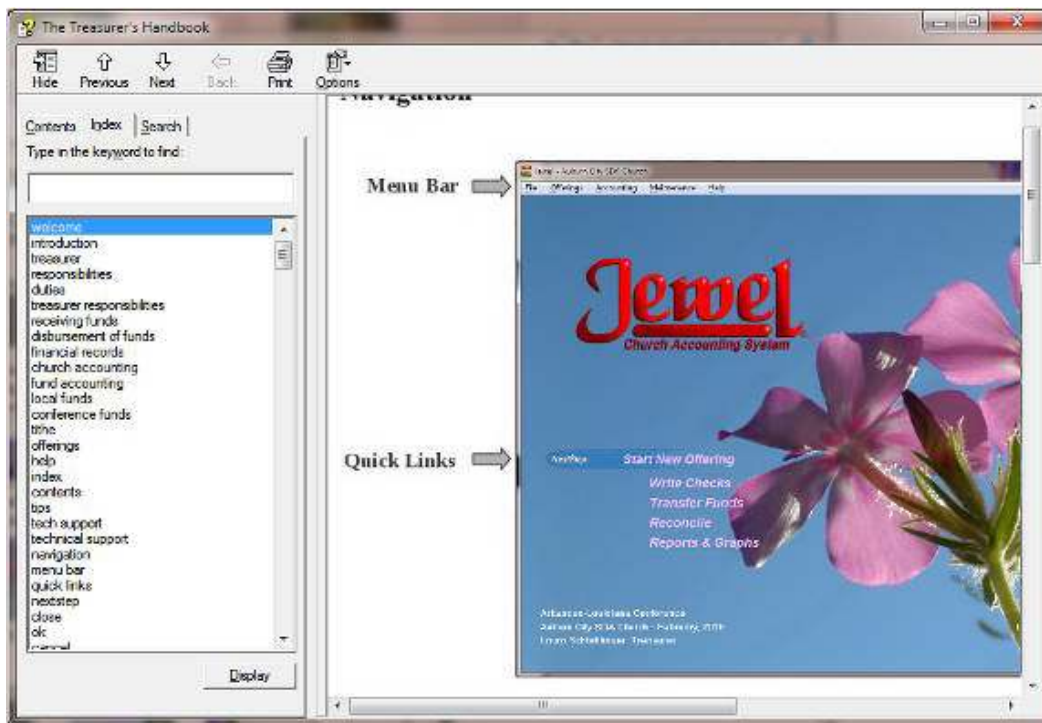
Tips

As you begin using Jewel, you will notice small dialog boxes called "Tip" popping up at various times. Pay special attention to these - at least the first time you see it! These dialog boxes are yet another method Jewel uses to offer you help. They will give you tips regarding the step you are on in the process. Once you have read a Tip and know you will not need it again, click the box next to "Don't show this Tip again." located towards the bottom of the Tip dialog box. Again, don't ignore these tips - they will save you a lot of time in the long run!

Auditor/Tech Support

Another way for you to get help is through your conference auditor. If your conference does not support Jewel, you can get tech support directly from us. Please be sure to check this handbook for answers to your question BEFORE calling your auditor/tech support. This will save time both for you and your

support. You can contact your auditor/tech support via phone or email. Email is the best way to contact them, however. Using email will save time for you and tech support as well as provide written documentation of the help you received.

Screen Sharing

ScreenShare allows the auditor to see or share the treasurer's computer screen. To share your screen, go to Help and click on Request ScreenShare. The Conference auditor/tech support person using the Jewel Auditor Program can then accept your request. The auditor will then "see" and and be able to "run" your computer. No other computer or software can see your screen in this process. To close the ScreenShare session, just click on Quit Sharing.

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