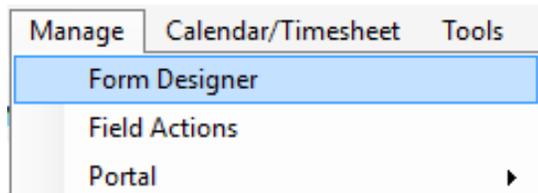


WEEKLY TIP: F1 Help Feature

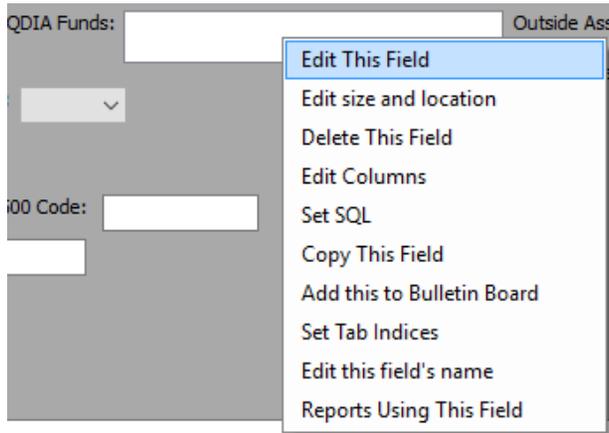
Did you know that there is a feature in PensionPal that allows specific instructions or help messages to be created for each field? The F1 Help feature can be used to answer questions like “What am I supposed to put in this field?” or “Where can I find this information?”. Hopefully many of you will find this feature very helpful and useful going forward!

Follow these steps to try this feature out.

1. Go to Manage > Form Designer.



2. Right-click on the field that you want to add help or instructions to and select Edit this Field.

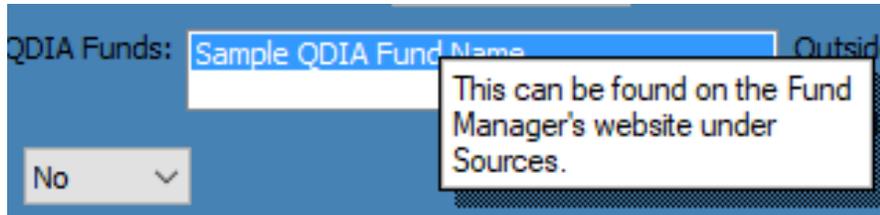


3. In the Help box, type the text to display, then Save and Close.

A screenshot of the PensionPal Form Designer interface. The interface is light blue and contains various configuration options for a field. At the top, there are checkboxes for "Read Only", "Under Line", and "Always Roll Forward Value", along with an "Is Required:" field. Below these are "Fore Color:" and "Back Color:" dropdown menus, and a "Hide If:" field. There is a "Sample Text" label, an "Error:" dropdown, and a "Tab Index:" spinner set to 254. A "Help:" label is highlighted in yellow, and a small help box is open next to it, containing the text: "This can be found on the Fund Manager's website under Spources." Below the help box are fields for "List of columns:" and "ASC field name:".

Close the Form Designer and restart PensionPal.

4. To view the help, click on your field and press F1.





ASC Online Support

ASC's online Client Support Center is the fastest way to obtain Support. Log into our Client Support Center from www.asc-net.com. Your ASC Client Support Center login credentials were provided in the initial Welcome Letter. Click on the "Open Support Request" button at the bottom to submit your question(s).

Other methods of contacting Support are available, though they may take a little bit longer:

- Email directly to the Support team at support@asc-net.com
- Toll-free phone: 800-950-2082 then press "2"

How to update PensionPal

The main PensionPal contact should run an update to PensionPal every 2 weeks. The update only needs to be done by 1 person in your office. Once the PensionPal update is completed, PensionPal will be updated on every other workstation when PensionPal is restarted or opened. Please follow the steps below to update your PensionPal to the latest version.

1. Go to Tools > System > Update PensionPal
2. Press Enter/OK for the Ftp Address
3. Press Enter/OK to download the files
4. Press Enter/Yes to download the add-ins
5. Press Enter/No to download the setup files. You can say Yes to this maybe once a quarter just to update the setup file sitting on your system.
6. Repeat steps 3-5
7. Restart your PensionPal and tell everyone else in your office to restart their PensionPal as well.