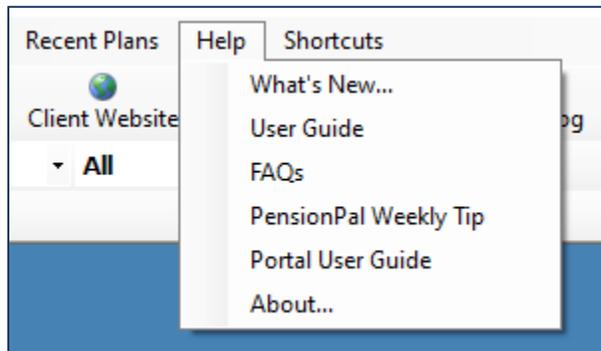


WEEKLY TIP: Help Menu Enhancements

We made some additional enhancements to the Help menu. A “What’s New...” (Recent Updates) feature and the PensionPal Web Portal User Guide are now available. Recent Updates is updated monthly and contains information on new and enhanced features, bug fixes, and integration. August’s version will include information on the PensionPal Web Portal.



Menu Item	Description
What’s New...	Opens PDF. Is available in PensionPal and can be downloaded from the CSC. Updated monthly.
User Guide	Opens PDF. Is available in PensionPal and can be downloaded from the CSC. Currently updated monthly.
FAQs	Opens link to view the FAQs online.
PensionPal Weekly Tip	Opens link to download.
Portal User Guide	Opens PDF. Is available in PensionPal and can be downloaded from the CSC. Updated periodically.
About...	Displays version and other information.

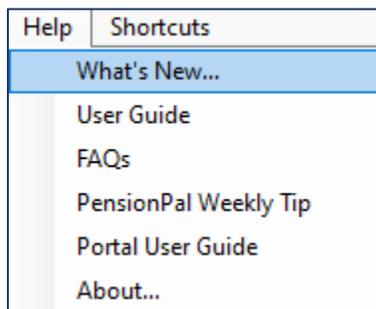
1. Please run an update to PensionPal **twice**.

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 No for the add-ins
5. Press No for the setup files
6. Repeat steps 3-5
7. Restart PensionPal (F12)
8. Redo steps 1-7

2. The Help menu is located on the top of PensionPal, the second to the last item on the right.



3. Go to Help > What's New... to learn about the recent changes and updates that have been made to the program.



PensionPal[®]

An ASC Company

The screenshot shows the Adobe Acrobat Pro DC interface. The title bar reads "PensionPal_ReadMe.pdf - Adobe Acrobat Pro DC". The menu bar includes "File", "Edit", "View", "Window", and "Help". The toolbar shows various navigation and editing tools. The main content area displays the PensionPal logo and the following text:

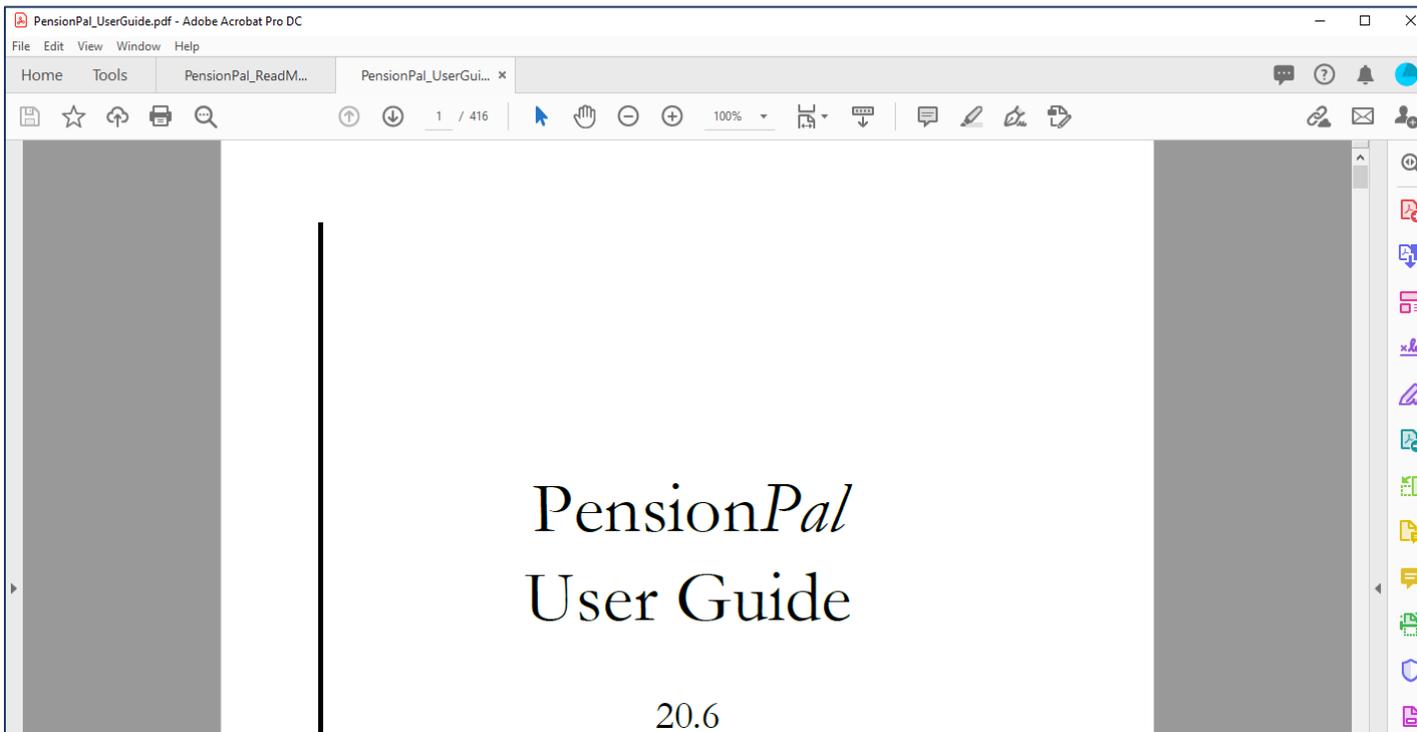
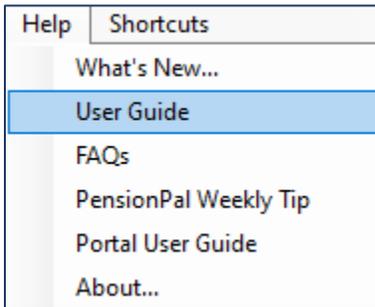
Version 7.15.20.1 – Recent Updates

[Update Instructions](#)
[New Features](#)
[Enhanced Features](#)
[Bug Fixes](#)
[Intearation](#)

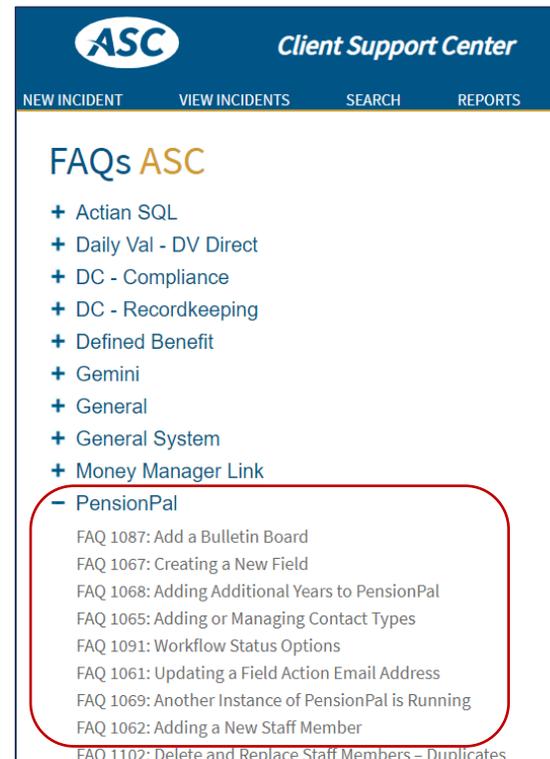
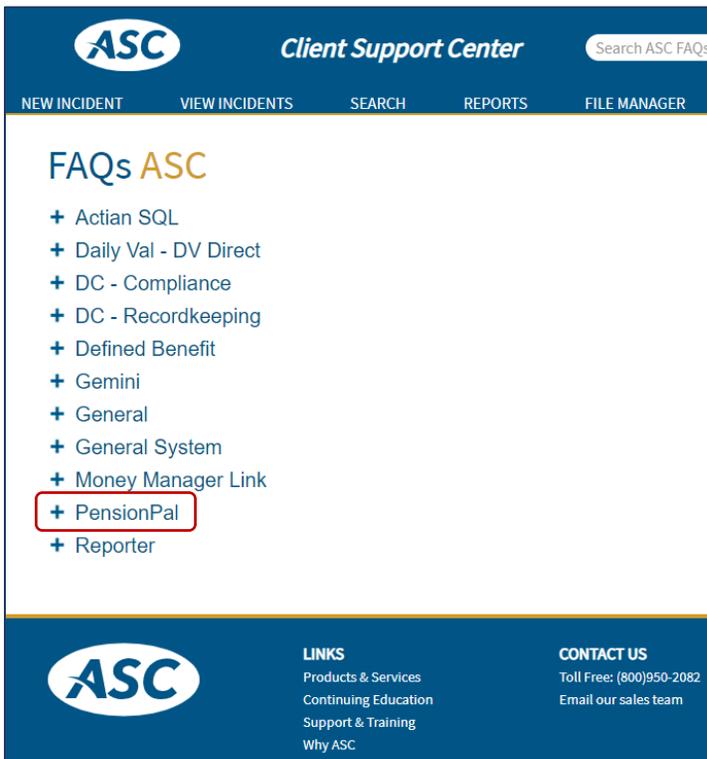
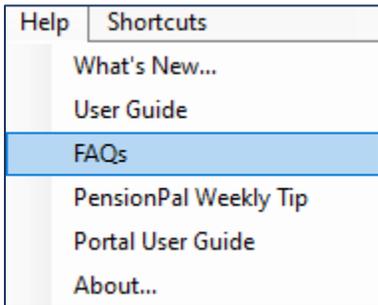
Update Instructions
Run an update to PensionPal every 2 weeks. Once the PensionPal update is completed, PensionPal will be updated on every workstation when PensionPal is restarted or opened.

1. Go to Tools > System > Update PensionPal
2. Press Enter/OK for the FTP Address
3. Press Enter/OK to download the files

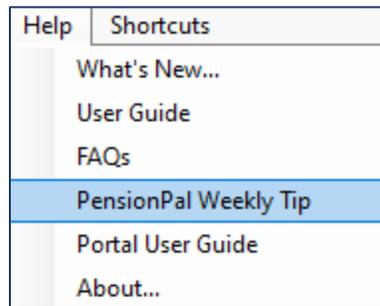
4. Go to Help > User Guide to open the PensionPal User Guide.



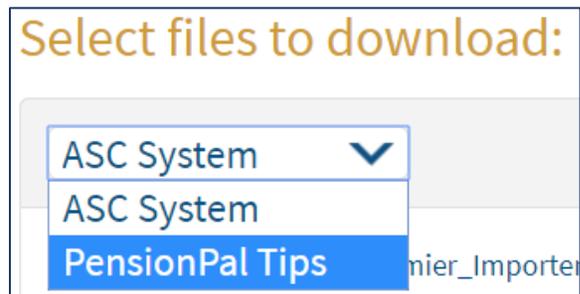
5. Go to Help > FAQs to open the FAQs section on ASC's website. Expand PensionPal to see the list of FAQs.



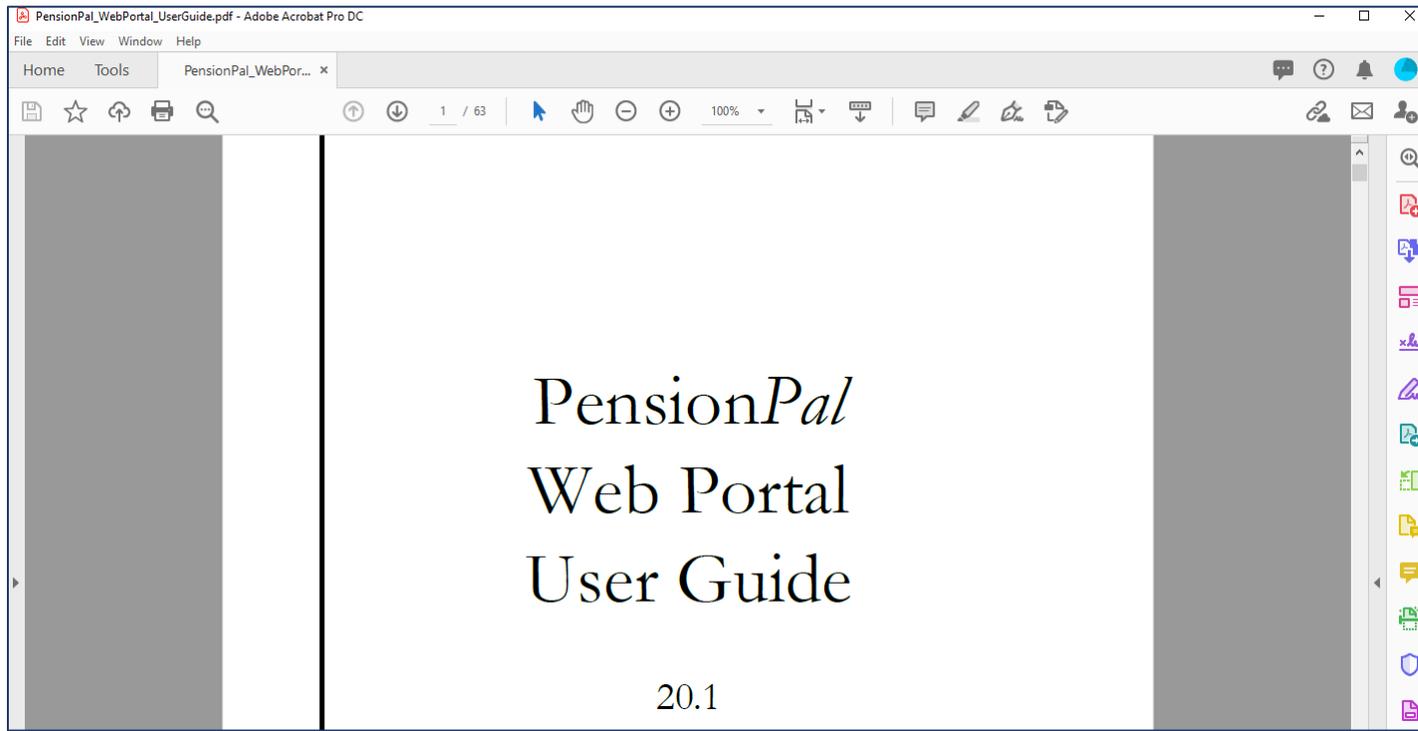
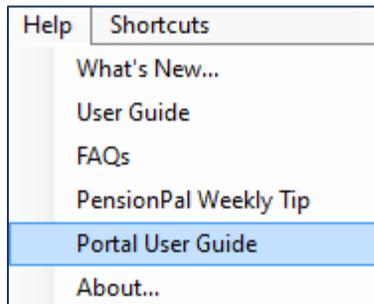
6. Go to Help > PensionPal Weekly Tip to be taken to the ASC Documentation download page.



Click on the drop-down to switch to the PensionPal Tips.



7. Go to Help > Portal User Guide to open the PensionPal Web Portal User Guide.





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.