

Register: 972.233.0021 x221

## Lotus Notes 6.5 Support

3 Days / \$1,500 (plus tax on printed courseware)

### Summary Description:

This course is designed for Help Desk professionals supporting Notes 6.5 users. This course assists in fulfilling most user requests and solving many workstation problems without having to escalate problems to the Domino administrator or application developer.

### Prerequisites

This course expands many of the more technical aspects of using Notes which are covered in the Lotus Notes 6.5 User Essentials. Participants in this course should also have a deep understanding of:

- the Windows operating system, including how to install and troubleshoot applications
- network protocols and how to configure network interface cards and modems.

### Audience

This course is designed to prepare Help Desk professionals to provide first-level user support for various clients, principally Notes 6.5.

### Topics Covered

- Verify and complete the configuration of a new Notes client user including Notes IDs
- Troubleshoot network connectivity, Domino Server access, and database access problem
- Determine user access to databases by reading ACLs and Group documents
- Help users configure mail and make it easier for them to correctly address messages
- Help users solve mail issues, including accidental deletion of their Mail databases, accidental deletion of important messages, and exceeding the file size quota
- Configure local and Server-based mail archiving
- Configure Rules and the Out of Office agent
- Assist users as they apply resources to meetings or directly reserve resources in the Resource Reservations database
- Configure Notes to use Lotus Instant Messaging
- Help users solve and prevent document-related problems, such as changing forms to read a document, save/replication conflicts, document reader lists, and removing documents from folders without deleting them
- Create full text indexes and conduct searches using the Search Builder dialog box as well as search using Boolean operators
- Create simple agents, private views, folders
- Export data from a view and create a mail-merge output file using any specified delimiter
- Working with Bookmarks, Folders, the Workspace, database libraries, unread marks, and database subscriptions
- Support mobile users who use Notes while disconnected from the network.

## About WorkFlow Studios

WorkFlow Studios is a Premier IBM Business Partner, reseller of IBM software, and Education Center for IBM Software (ECIS).

### Education Center for IBM Software (ECIS)

Our education business is driven by the recognition that the best training environment is one that creates hands-on learning opportunities that dive deep below the surface of the courseware. Our instructors are also consultants who share their expertise and experience in classroom demonstrations of real-world solutions.

Our commitment to you as a student of WorkFlow Studios is simple:

- You will learn from the best in a hands-on, first-class training environment
- We'll dive deep beyond the surface level of the courseware to share our insight and first-hand consulting experience with the topics you'll be learning
- We'll give you access to the latest and greatest technologies in our labs

WorkFlow Studios is authorized to teach the full-suite of IBM's Lotus and WebSphere brand curriculum.

### Software Reseller

We are committed to helping organizations like yours establish a successful strategy for licensing software at a good value. In today's tightened economy, managing software as an asset rather than as an expense has become critical. Failing to carefully manage software assets can cost businesses several times more than the cost of the software itself. It's that simple. We understand how to make sure you get the most value for your money whether it's a new software purchase or a renewal.

### Services

WorkFlow Studios delivers creative, innovative, and cost-effective IT services and solutions to support your business. Our approach to your business challenge is simple. We learn everything we can about your business, study the challenge from every angle, then propose an elegant solution designed to fit your budget, timeline, and the personality of your business. We'll follow that up with our proven experience to deliver on what we promise. Our services include:

- Application development
- System integration including Web services, EDI, host integration
- System administration and troubleshooting
- System architecture and design
- Staff mentoring
- Staff augmentation