

Daily Schedule:

Start: 9:00AM End: 4:00PM Breaks: 15mins @ 10:30AM and 2:30PM, 1 Hour at 12:00PM

Run the **GWA-OW Calculator** software by double-clicking on the icon found on your desktop. Type in **ADMIN** in the username field and **ADMIN** in the password field and then click the OK button.

Topics To Be Covered In This Module: System Functions, Directives, etc. **System Functions**

- System, Software & Cheque Setup
- Recalculating Entitlements
- Housekeeping
- Archiving / Unarchiving – when to use
- Outstanding Documentation Notices Editor
- Edit First Nation Information
- Rename An ID – correcting benefit unit member IDs
- Delete An ID – permanently removing an individual from the system
- Form Letter Editor – creating your own customizable letter templates
- Updating the software
 - Manually checking for updates
 - Why you would want to “Force” the updates again
- Backing up your data
 - To our server (subscription required)
 - To another drive (e.g. USB flash or external hard drive)
 - Differences, tips, recommendations, live demonstrations
- User Account Maintenance
 - Changing your information and password
 - Changing user privileges
- Data Entry Template Manager
- Transfer Online Inquiry Files
- Update Authorization Files
- Database Manager
- Mass Replacement Tool
- Caseload Statistics

 Help Features

- History Of Changes – why you SHOULD be looking at this after updating your software!
- User Guide
- Rate Tables
- Directives: Searching, printing, copying and pasting text into other applications.
- Other various guides
- Websites & Resources: Extranet, Ministry of Health, Service Canada etc.
- Regional:
 - Ministry Reporting Requirements For Your Region
 - Ministry Contact Information
- TeamViewer Support Tools
- Send Message Or Problem Ticket Via E-Mail
- Send Log Files
- Client Directory Update Form
- Request A Call Back
- Contacting Us