



# *Datatel Users Coffee Klatch*

## **Datatels Web Resources**

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### **“For our Clients”:**

Datatel has a special portion of their web site dedicated to supporting their current software customers. This section, called “for our Clients”, gives Datatel users special access to information about products, upgrades and enhancements, User Groups and documentation. You can access this site at the following URL:

<http://www.datatel.com/login.cfm>

simply fill in the requested information and within 24 hours they will verify that you are a Datatel customer and provide you with an individualized login (usually your complete e-mail address) and password.

They will request your first name, last name and customer ID

Whitman’s customer ID is: **w18**

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### **Listservs:**

These lists are discussions by Datatel users such as yourself from institutions around the country and are a good source of information on any number of topics. You may subscribe to as many as you like and you can receive them as individual messages or as a digest. A digest is messages for a certain time period grouped together in one message. You may also read the info-datatel list as an archive at Datatel’s web site. The address is: <http://discuss.datatel.com>. Some of the lists that may be of interest are as follows:

cftalk	fatalk
frtalk	hrtalk
stalk	info-datatel

### **To subscribe to a list:**

1. <http://discuss.datatel.com>
2. Follow the “Subscribe/Unsubscribe” link
3. Click the buttons of the list you want –
4. Click on the “Submit my request” button

### **Sending a message to a list**

To send a message to a list do the following:

1. Address your message to: [listname@datatel.com](mailto:listname@datatel.com) where listname is the name of the Datatel list to post to.
2. Enter a subject that is descriptive
3. Type the message you wish to send  
Note: When replying to a message, always include the text of the original message.
1. Send the message

### **Webinars and Training options:**

<http://www.datatel.com/education/calendar.cfm>

## **Client Newsletter:**

<http://www.datatel.com/communications/clientnews.cfm>

## **Tech docs Online:**

This URL takes you to the page for the product and release that we use at Whitman - Colleague version 17.

<http://www.datatel.com/support/documentation/techdoc/collr17.0/>

The options available include:

- **Subroutines and Inserts**
- **Files and Fields**
- **Processes and Screens** – This area is the largest of the available sections and contains information on :
  - *Batch Processes*
  - *Report Processes*
  - *Screen Processes*
  - *The Menu Mnemonics*
  - And more-
- **Validation code tables**

## **Using the “Full Text Search”:**

Because of the sheer amount of information in the tech docs it can be difficult to find a field or screen that you are searching for if you do not know the exact Datatel Mnemonic (abbreviation). To help you there is a full text search feature available in the tech docs:

<http://www.datatel.com/support/documentation/techdoc/collr17.0/search/Searchform.cfm>

## **Answer Net:**

<http://www.datatel.com/support/support.cfm>



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