



Technologies of Ohio, Inc.

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Home of  
**filePro**  
Development Software

We are writing to you as this is the registered email for your account with us here at fP Technologies.

We wish to express our thanks for your continued business with us as filePro continues to grow and mature as a quality product in the ever growing database market.

We also wish to introduce you to or remind you of some features of our new website that we hope you will take full advantage of. It is to your benefit and ours for you to use these tools.

CUSTOMER LOGIN <http://www.fptech.com/fptech/login.php>

As the registered user for your account, you control who can log in to your account information and what they can do and see. This is done in several ways. Your account Login has full access to all information available to your account. It is the master Login. If you wish this to be changed, please write to us at [sales@fptech.com](mailto:sales@fptech.com) and request the change.

As the master user you can add other users and check the available features that you wish them to see. When you log in the Customer Login area, you will get a list of options available to you. One of these options is called Customer User Setup. This is the area where you can add users and check what options you wish them to have access to.

SUPPORT INCIDENT LOGIN [http://www.fptech.com/fptech/sup\\_login.php](http://www.fptech.com/fptech/sup_login.php)

The most important area of our website is customer support. As the master user you can add users to the Support User Setup section where these users can add and review notes for all support incidents that are entered into our support tracking and resolution system. All of the users would have their own passwords but would have the ability to see all support incidents or to add new ones related to your account. It is extremely important that you log in to the Log Support Incident area located under the Support tab. You can add new notes to existing open incidents and you can add new incidents. USING THIS SYSTEM will expedite your support issues much quicker than email or phone so we encourage you to use the Support Incident system when reporting issues or communicating with our support staff.

Be sure to check out our FAQ section prior to reporting new issues to support. You may quickly find a resolution to your problems or questions. [http://www.fptech.com/fptech/fp\\_faq.php](http://www.fptech.com/fptech/fp_faq.php)

Thank you again and please let us know if you have any questions.

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