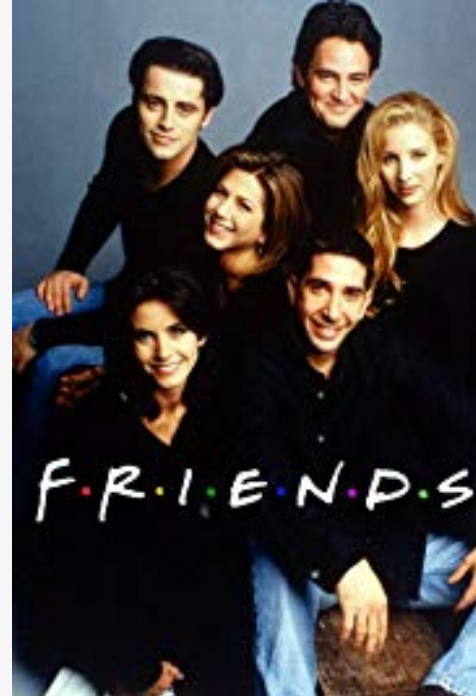# news & updates

December 2019

Upcoming Events
See what's happening

March 5-6, 2020 - NAFED Conference
Las Vegas, NV

April 2-3, 2020 - NAFED Conference
Atlantic City, NJ

Bring your Friends!

You know how easy FlashPoints is to use. Why not let your friends know, too? We have assigned a referral code to each FlashPoints customer. Simply share your code with your friends and tell them to get FlashPoints. Each new person you refer will receive 2 extra credits when they buy FlashPoints AND you will receive 2 extra credits, too! There is no limit to the number of extra credits you can earn from referrals.

All referral codes were sent out last month in an email. If you are unable to find the email, your referral code can be found on your Flash-Soft customer page. You will find instructions for accessing your customer page in the next article.

Visit Flash-Soft.com

Flash-Soft Customer Pages

Finding your special page

Each Flash-Soft customer automatically gets a private customer page on the Flash-Soft website. Instructions for accessing this page are included with the Flash-Soft Welcome letter that was sent when you became a customer.

To visit your customer page, point your web browser to **www.flash-soft.com** and click the LOGIN button in the upper right corner of our home page.

To access your customer page you will need to know your user id and password (usually your Flash-Soft Customer number and your zip code, respectively).

Your customer page shows the name and address information that Flash-Soft has on file. (This is also the name and address that is printed on your FlashPoints reports.) You will also find your FlashPoints activation code, your FlashPoints referral code, links to download FlashPoints and the FlashPoints manual, and a button that will take you to the FlashPoints store.
At the very bottom of the customer page is your credit use log. Every transaction that is made to your credit bank (credits used and additions to your bank) are logged here for your convenience.

Visit your Flash-Soft Customer Page today.

Training Your Way

Remote Video Training

From the beginning, we have offered each Flash-Soft customer approximately one hour of training. The training has typically consisted of a phone call with the customer and the trainer each running FlashPoints. The trainer would tell the customer what to do and would take the same actions on their side to follow along.

Enter Video Training

Our FlashPoints customer base has grown significantly in the past few years. This is required us to find creative ways to train new customers as efficiently has possible. Recently we have begun using a service called AnyMeeting to hold video conferences that allow us to share our screen with the customer and show them exactly how to get the most out of FlashPoints. So far this approach has been very successful. All a customer needs is a computer with a web browser, microphone, and speakers to join the video conference. (a web camera is optional).

If you have not received FlashPoints training, we encourage you to call or email us to reserve your place in a training session. Going forward we will be running training sessions a couple of times a week, as needed.

Remember to Shutdown

Why it's important to EXIT?

Most computer programs have a method to EXIT the program. By default, Windows provides an X in the upper right corner of the program's main window or their is usually an EXIT or CLOSE feature under the FILE menu.

The ability to close a program is not there by accident. It is important to remember to close each program you use when you are finished using it. Closing a program frees up memory so other programs can be run efficiently. Also, closing a program also closes any databases and files the program uses. Failure to close a program could lead to unintended data loss.

In addition, many programs, like FlashPoints, have startup procedures that run when a program starts up. Such as looking for updates and downloading new information. Leaving a program running all the time prevents these startup routines from running.

So, the next time you use FlashPoints, or any other program, remember to shut it down when you finish your work.

That's CAD, Your Way!