

# QSS Customer Education



## **Welcome to the QSS Customer Support Forums Webinar**

You're invited to attend this **complimentary** webinar, offered by **QSS**.

The **QSS Customer Support Forums** webinar introduces participants to tips and tricks using the forums to communicate with **QSS** staff on support issues and with other **QSS** customers.

### ***When is it?***

**Wednesday, March 28, 2012**, from **10:00 am** to **12 noon** (PDT).

### ***Who might be interested?***

Technical support staff who normally communicate with **QSS** staff on support-related issues.

### ***Why attend?***

This webinar covers the purposes and basics of how to make the most of the support forums:

- Registering and logging on
- Maintaining your Forum profile
- Automatic email notifications of Forum posts
- Creating a list of "watched" Forums
- Public and private areas of the Forums
- Creating a Forum post
- Attaching screen shots, reports, \$Stdlists, etc.
- Special text effects
- Replying to existing Forum topics
- Performing searches

### ***What does it cost to attend?***

This webinar is **complimentary**, no purchase order or check is required.

Please **complete and return the registration form** to **QSS** no later than **Wednesday, March 21, 2012**.

### ***How to attend online?***

Please refer to the registration form included with this flyer.

**Registration Form**  
**QSS Customer Support Forums Webinar**  
**Wednesday, March 28, 2012 from 10:00 am to 12:00 noon**

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Please **complete the registration form for each participant who will be logging in** to the **complimentary** webinar. You do not need to register if you are simply viewing the webinar with the person logging in.

Register the following participant who will be logging in to the **QSS Customer Support Forums** webinar to be held on:

**Wednesday, March 28, 2012 from 10:00 am to 12:00 noon (PDT).**

Organization Name \_\_\_\_\_

Participant's Name \_\_\_\_\_ Title \_\_\_\_\_

Participant's Email Address \_\_\_\_\_

Completing this registration is required to confirm your participation. **QSS** will send email confirmation once we receive this form. If you haven't received confirmation from **QSS** after three (3) business days, please check with **Yolanda** at **650.598.9500, ext. 600**.

If **QSS** has questions, who does **QSS** contact if it's someone other than the above participant?

Contact Name \_\_\_\_\_

Contact Phone \_\_\_\_\_

Contact Email Address \_\_\_\_\_

1. Multiple staff from one customer organization may view the webinar, however you **must complete a separate registration for each participant logging in** to the webinar.
2. You'll need both a high-speed Internet connection to watch the webinar and ask written questions, and a phone line to listen to the presentation.
3. **If this webinar is cancelled** due to low registration, **QSS** will notify participants on **Wednesday, March 21, 2012**.

Any questions, contact **Yolanda De La Paz** at **650.598.9500, ext. 600**.

**FAX:** Please **fax** your **completed registration form** to **QSS** at **888.601.3786**.

Also, feel free to check the status of any webinar or seminar at any time at:  
[http://www.qss.com/index.php?option=com\\_content&view=article&id=69&Itemid=1](http://www.qss.com/index.php?option=com_content&view=article&id=69&Itemid=1).

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**NOTE:** If you have particular topics or questions you'd like the **QSS** presenter to address during this webinar, please email them in advance to [gary@qss.com](mailto:gary@qss.com).