

# WinSearch Training & Support Resources

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To access WinSearch training resources, you must first visit <http://www.winsearch.com>. On the site, in the upper right of the screen, there is a Customer Resources button.

Once you are in the Customer Resources section of our site, you will see several pages of trainings and documentation, below is a description of each of the resources available.

## *Recorded Training*

The recorded training section provides access to recorded trainings on many topics. You can also print out a handout that goes along with each video.

We recommend that all users watch the following trainings, live or recorded:

### **WinSearch 101**

WinSearch 101 is our basic introduction to WinSearch class. It is ideal for new users who need to learn how to navigate the system. This class covers general navigation, outlook resume processing features, adding logos to resumes, and creating & linking records.

### **Contact Management**

This advanced training covers important contact management features like Activities, Calendars & the Daily Planner. This class is meant to expand knowledge of the database and is a supplement to WinSearch 101.

### **Searches & Queries**

This advanced training teaches users how to effectively Search and Query the database to find Candidates, Companies & Job Orders. It also covers how to create and use Saved Lists. This class is meant to expand knowledge of the database and is a supplement to WinSearch 101.

## *Documentation*

On this page you will find both the current WinSearch manual and ABCs of WinSearch in PDF format. The manual is designed as a reference guide; the ABCs of WinSearch contain 2 pages on all the major topics in WinSearch and is a great tool for new users.

## *Technical Support Information*

WinSearch technical support is available from 8:30 AM EST-5:00 PM EST Monday thru Friday, with exceptions for holidays.

You can reach our support group at 440-937-0872 or [help@winsearch.com](mailto:help@winsearch.com).

All requests for support are logged and receive a case number and are handled under a 'call back' model. Calls are handled on a First -In, First-Out basis. There are priorities within the call back queue. If you are unable to log in, your case will be the next call back. There is a guaranteed 24 hour call back on all non- priority cases.

If you have an emergency during off hours, please send an email to [help@winsearch.com](mailto:help@winsearch.com) and leave a message at 440-937-0872. Our systems are monitored 24/7 for equipment malfunctions and service interruptions. Email is also monitored and in the event of an emergency, we will respond accordingly.