

# Administration Training Course

What you learn

## About the Course

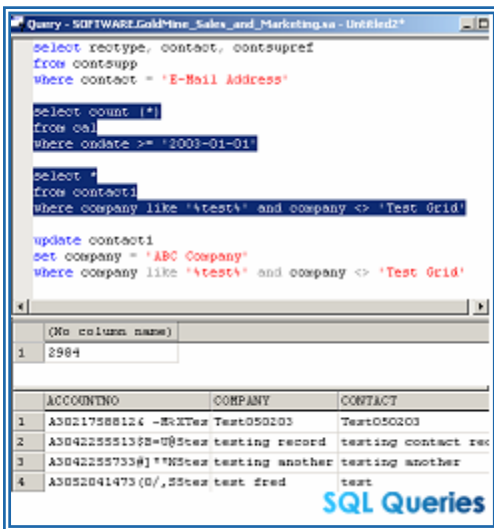
Your GoldMine Administrator's Training Course runs for a full day, commencing at 9.30am and finishing at 4.30pm.

You receive a free user-friendly training manual that provides you with a step-by-step guide of the more advanced and difficult aspects of GoldMine.

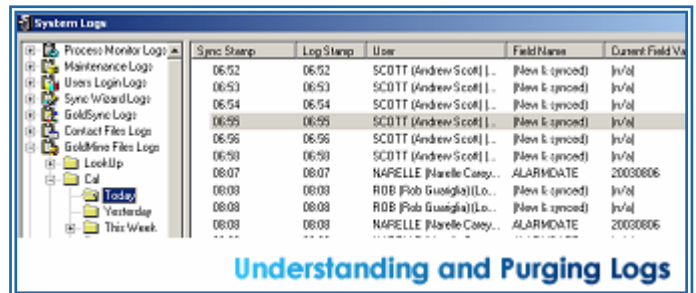
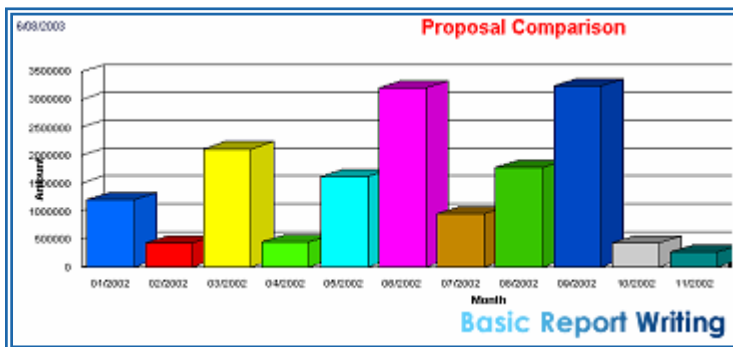
We provide training several different versions of GoldMine from version 5.7 and all above.

Lunch and refreshments are provided over the course of the day.

For booking enquiries please call the FTCS office on 03 9439 7707. Narelle Carey or Esmond Leung will be able to answer any questions that you may have.



- Adding, deleting & editing a User in GoldMine
- Changing the properties of an existing user
- User Preferences
- Procedure for setting up a network user
- Installing the link to Word
- Adding GoldMine to the user's start up
- Licensing and Security
- Database Structure and Maintenance
- Where the information is stored in GoldMine
- Creating Custom Templates
- Merging with Templates
- Mass Merging
- Email Merging
- Importing and Exporting Data
- Exporting Records
- The Global Replace Wizard
- Territory Re-alignment
- Creating User-Defined Fields
- Understanding and purging logs
- Basic Report Writing
- Allowing fields to have multiple entries
- Basic SQL Queries
- Troubleshooting
- GoldMine Utilities and 3rd party products



We have the experience and training to ensure that your experience with GoldMine is a business growing one. CRM is not only about great software, it is about stable and proven business processes.

We assist you with creating and implementing these processes. GoldMine is the tool that brings these processes together.

Your FTCS GoldMine Technicians  
Esmond Leung & Narelle Carey