



Store Manual

PROPRIETARY RIGHTS NOTICE

This material contains the valuable properties and trade secrets of High Touch, Inc., embodying substantial creative efforts and confidential information, ideas, and expressions. No part of this material may be reproduced or transmitted in any form or by any means (electronic, mechanical, or otherwise, including photo copying and recording or in connection with any information storage or retrieval system) without permission in writing from High Touch, Inc.

This is an unpublished work by High Touch, Inc. All rights reserved.

Table of Contents

Chapter 1: Introduction	4
Launching via a Web Browser	4
System Security Overview	5
Change Security Password	6
Menu System	6

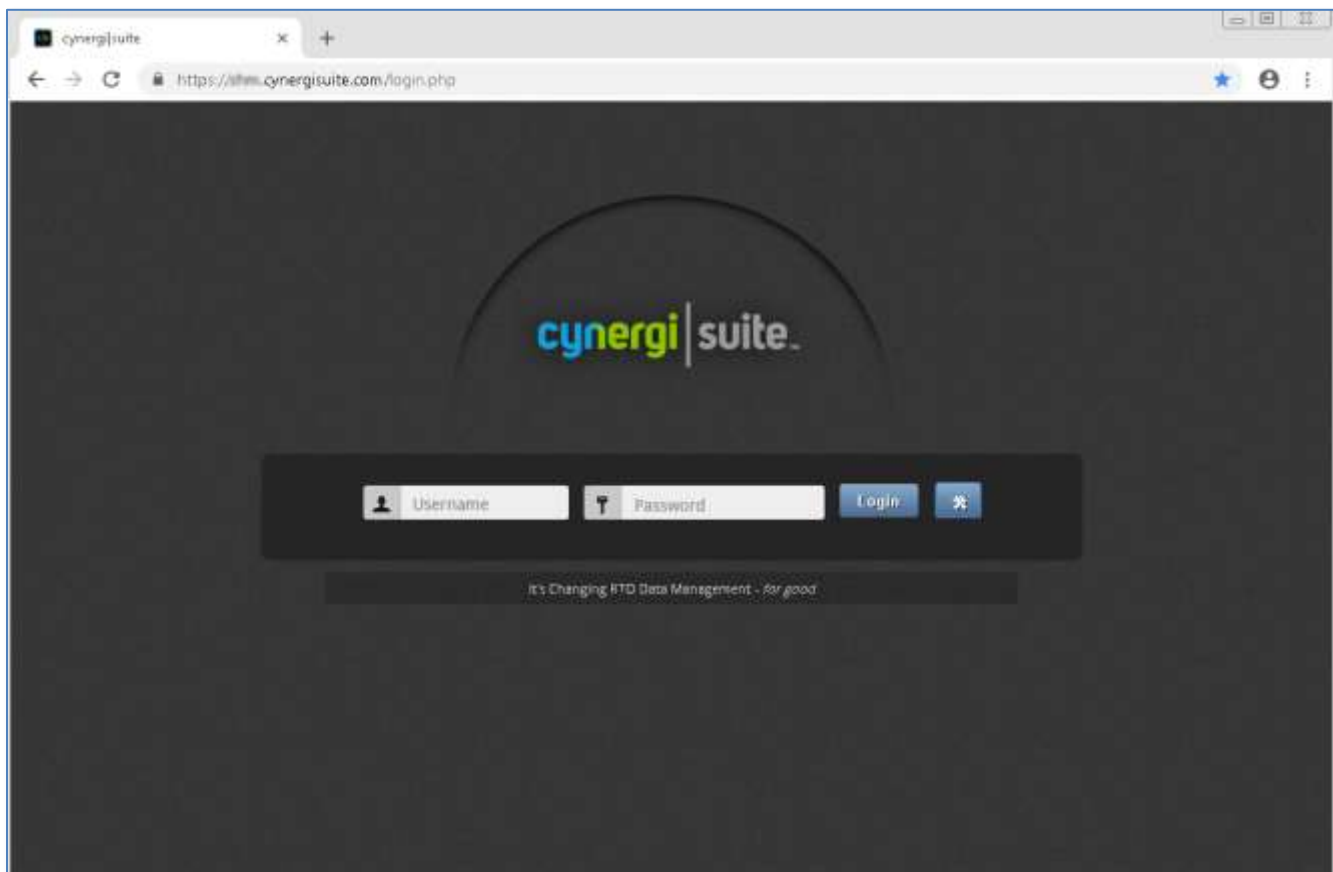
Chapter 1: Introduction

Launching via a Web Browser

Cynergi|suite™ is launched via the web instead of a software application that is loaded on your computer. The officially supported web browser for cynergi|suite is Google Chrome. This is the only browser where all cynergi|suite functionality is guaranteed.

Cynergi|suite can be setup to launch in Chrome's "App" mode. App mode will remove the additional browser options such as the URL address bar, menu options, and the back button. If those features are used while running cynergi|suite, problems can occur to the data, such as locked records or data, and the user will have to relaunch cynergi|suite. However, cynergi|suite will work as normal when running Chrome in non-App mode but the user will need to avoid using the back or home buttons.

Chrome Browser (non-App mode)



To launch cynergi|suite, click the **cynergi|suite** icon located on your terminal or PC desktop. If you do not have a cynergi|suite icon on your desktop, you may also access cynergi|suite by entering your company's cynergi|suite address into the Chrome URL bar. The cynergi|suite web address is <https://XYZ.cynergisuite.com> (XYZ = you will replace XYZ with your company's 3-letter code which will be assigned to you by High Touch).



System Security Overview

System security is of the utmost importance and is controlled at the network level through a secure private Internet address (<https://XYZ.cynergisuite/login.php>). It is then secured by credentials at the store or location level through a User Login. The only way to gain access to the cynergi|suite application is with a High Touch enabled VPN connection followed by a unique username that is assigned to each employee.

Employee's Username determines:

- The employee's security level
- The employee's menus that they will see displayed
- Which programs and functions they will be able to access
- The username also links the employee to every transaction they perform

Your manager or home office will provide you with a numeric Username and a Password for your initial login. Your Username will remain the same throughout your employment with your company, *but your Password should be changed frequently*. Your Password can be alphanumeric and is case sensitive.

Login Screen



Login Helper Options

There are three additional fields to populate when logging into cynergi|suite in addition to your Username and Password. These options are:

- **Data:** This will default to your primary company's data. If your company operates two or more entities there could be options for the secondary datasets here.
- **Store:** This will be your cynergi|suite store number that will be assigned to you.
- **Terminal:** This will be your terminal assignment. This option is what assigns your session to a particular printer or credit card terminal (if integrated within cynergi|suite). This terminal will be given to you by High Touch.

Once you have the Store and Terminal populated you can hit the **Save** button. Once saved, the browser will remember your Store and Terminal numbers so you do not have to reenter them on the next login.

Change Security Password

To change your Password, select the Timekeeping menu and then select Change Security. You can also type the command **SECCHG** into the **Jump-To** box located above the menu.

Enter your Employee number and then enter your current Password. Next, enter your new Password into the Enter New Password and Verify New Password fields. Click the **SAVE** button. Click the **MAIN MENU** button and you will be prompted to log in with your New Password.

It is important that you do not let another employee use your employee number and password to access the cynergi|suite application. Cynergi|suite is designed to track every transaction by Employee number with a date and time.

Security Password Change Screen

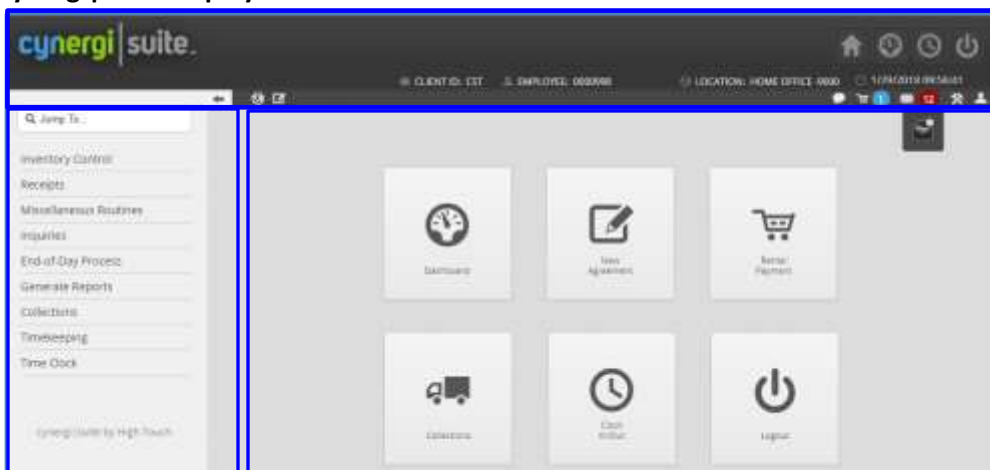
The screenshot shows the 'CHANGE SECURITY PASSWORD' screen. At the top, there is a header with the cynergi|suite logo and navigation icons. Below the header, there are fields for 'SECCHG', 'EMPLOYEE: 104', 'LOCATION: STORE 1', and a date/time stamp '9/15/2012 13:09:51'. The main form area contains four input fields: 'Employee:' with the value '104', 'Enter Old Password:' with masked characters '...', 'Enter New Password:' with the value '4', and 'Verify New Password:' which is empty. At the bottom left is a 'SAVE' button and at the bottom right is a 'MAIN MENU' button.

Menu System

The cynergi|suite system is designed around a menu system that can be customized to fit the various duties of each user on the system. A menu is assigned to each employee for easy access to the fully integrated cynergi|suite programs. The **Home Menu** for each employee is controlled in the Employee Maintenance (**EMPMNT**) program. Several menus have been setup for employees. The Store Menu will usually apply to 90% of employees. Custom menus can also be setup for employees who have tasks that differ from those listed on the Store Menu.

The Home Menu is set up with three main areas, as seen below. The top area is called the Header. The area on the left is called the Menu. The area in the center is called the Work Area.

Cynergi|suite Display Window






Header


The Header always displays the current server time that determines the business date and time. The business date determines when accounts are past due and late fees are accessed, as well as other date specific events. The Header also shows the employee who is logged in on this terminal. In addition, the Header will show your company's 3-letter Client ID. You may be asked for this 3-letter Client ID if you contact High Touch support.




The four Quick Action icons located in the upper right-hand corner of the Header are always available, but keep in mind, the action they perform is immediate and can cause the loss of data if used at inappropriate times.

 The most frequently used action icon is the **Home** icon, which instantly returns the application back to the main work area. Please use the  button when available to exit a particular cynergi|suite screen. Using the home button to exit from certain screens can cause issues such as record lockouts.

 The **Dashboard** icon will display up-to-the-hour store statistics.

 The **Timekeeping** icon provides a simple method for employees to clock in and out.

 The **Logout** icon will log you out of the cynergi|suite application.