

Q&A 11.3 Administrator - Training Agenda

Bitesize Training – Basic Administration

1 – About this guide

2 – Introduction:

- Components of Q&A
- Languages
- Licensing

3 – Q&A Web Interface for User Management

4 – Update DataLinks

Bitesize Training – Advanced Administration

1 – About this guide

2 – Q&A DataLink Server Setup Utility:

- Users
- Profiles & Security
- Client Setup
- Log Details

3 – New Client Installations

4 – Additional Setup Required for Q&A Data Send to Sun 6

5 – Steps after creating a new Sun Business Unit/amending existing Setup

6 – DataLink Server Management Utility

7 – DataLink Server Log Viewer Utility

QA 11.3 Administration: Additional Exercises

1 – Super Users:

- Overview
- **Exercise 1:** Creating additional Super User accounts.

2 – End User Administration:

- DataLink Server Setup Utility / Q&A Web User Mgt: Differences
- **Exercise 2:** Creating new users on Web User Management
 - Test able to log on as new user.
- **Exercise 3:** Unlocking User Account and Reset Password

3 – Security:

- **Exercise 4:** Restricting access via Access Tables
- **Exercise 5:** Managing Functions by Profile

4 – Trouble Shooting: Hints & Tips