

August 2017



Labor Day is almost here so that means Print 17 is not far behind. We are looking forward to being back in Chicago this year and hope that you will be able to stop by and see us. We'll be at Booth #349 September 10-14. We have some exciting new features that we can show you. And, as always, we like to get your feedback on how things are going.

We are gearing up for a great Fall and Winter. We have plenty of enhancement ideas to work on and are continually expanding our Customer Support Online Knowledge Base. We are going to have an informative Customer Spotlight next month with Dan Morton from CoxHealth in Springfield, Missouri.

I know it's still 2017 but now is the time to start thinking about joining us for the 2018 Print Shop Pro® User Group Meeting, March 18-21 here in San Diego. We have already secured our space at the Island Palms Resort and will be establishing our Steering Committee in November. We hope you can join us.

Have a fun and safe Labor Day!

by: Tonia Strand

Have you ever received a message saying that an Account Number is not available, even though it is in the system? Chances are there may be a space at the beginning or end of the Account Number. Here is how you can troubleshoot this:



1. Go to **Website > Account Numbers**.
2. Locate the Account Number using the fields for **Account Number Starts With:** or **Account Number Contains:** to filter your search.
3. Select the **Account Number**.
4. In the **Account Number Detail**, click into the field at the end of the Account Number. If the cursor does not go to the end of the visible account number, then there is a space (or multiple spaces). A space is a character.
5. Backspace to remove the space character.
6. Select **Update**.

The Account Number should now work properly and be available for selection.

by: Chuck Bailey

Want to share your favorite tip with other PSP Users? Submit your tip by emailing info@edubusinesssolutions.com.



QUESTION:

How can I view and manage the list of Account Numbers a user can access in Print Shop Pro®?

ANSWER:

You can view a complete list of users and manage their authorized Account Numbers in Print Shop Pro®. Here's how:

1. Go to **Website > Account Numbers**.
2. Locate and select the Account Number to view authorized Users.
3. The Users will be displayed under the **Approve Users** listing.
4. Select **Edit** next to the User name to modify the permissions.
5. Make selections and click **Update** when finished.

To add a new User, select the **Administration Management** link at the bottom of the page.

1. Search for the User to add.
2. Select edit from the **Account Numbers** column.
3. Check the appropriate boxes (e.g. Allow Ordering, Automatically Approved, etc.)
4. Click **Update Selected** when finished.

Using this process will allow you to view which Users are configured to access a certain Account Number, and the option to add or modify User Account Number permissions.

by: Jeff Abrogena

CURRENT RELEASE VERSION - V14.0.5

Make sure you have the latest Print Shop Pro® Version. The release date is August 8, 2017.

To obtain this update and release notes go to <http://printshopprosupport.com/kb/RequestSupport.aspx> and simply enter



"Send me the latest update."

Upcoming Events:

Print 17

September 10-14, 2017
Chicago, IL

SUPDMC

October 15-19, 2017
Murfreesboro, TN

TACUP

October 16-19, 2017
San Marcos, TX

2018 Print Shop Pro[®] User Group Meeting

March 18-21, 2018
San Diego, CA

NCMPR

March 18-20, 2018
Las Vegas, NV