

**Installation Guide For:** 

# Quik! Forms Library Version 5.1

For further support, please visit us on the web at: <u>www.quikforms.com</u>

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**Installation Guide** 

Quik! has the following minimum system requirements:

150 MB

**BEFORE INSTALLING** 

Operating System:

**Processor Speed:** 

Hard Disk Space:

Other Software:

(www.acrobat.com).

**READ THIS!** 

RAM:

Browser:

Internet:

System Requirements

Quik! requires that Adobe Acrobat<sup>®</sup> Reader<sup>®</sup>, version 5.0 or higher is installed on each PC using Quik!. If you try to "Start" forms and the form will not launch in Adobe Acrobat, check your version of Acrobat and make sure that you **only** install version 5.0 or higher. Acrobat may not work properly if you have multiple versions installed.

In order to save forms completed using Quik!, you must own the full version of Adobe Acrobat or

Adobe Acrobat Approval. Both products are available for purchase on the Adobe website

Ability to connect to the internet to download form updates.

Adobe Acrobat Reader 5.0 or higher (Acrobat 4.0 is not supported)

Edition, XP (Mac OS is not supported)

128 MB (256 MB recommended)

Internet Explorer 5.0 or higher

Intel Pentium Processor

Microsoft Windows 98SE, 2000, NT 4.0 with Service Pack 5 or 6, Millenium

### **Downloading Quik Software**

As a Quik! subscriber, you can download the Quik! software any time you wish, and as many times as you want. The install file, guiksetup.exe, is a program that will install the Quik! software on your computer. We recommend downloading the setup file and saving it to a shared drive on your network or in a folder on your hard-drive where you normally save downloaded software.

To download the Quik! software, log in to www.quikforms.com and click the Download Software link on the

home page. Or, click on the My Account button MyAccount located in the left-hand column of the Quik! website. From the My Account page, click the link to the Download Center.

#### Download...

to download the software. You will be From the Download Center, click the Download buttonprompted to Open or Save the file. We recommend that you choose "Save" so you can install the software later on other PCs.

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# Installing On A Network – <u>CLICK HERE FOR AN ONLINE TUTORIAL</u>

The power of Quik! Forms Library is enhanced when you share the single program amongst all of your staff in your office. Install Quik! on your network server to share the same forms, groups and rep information, plus you'll only have to get updates for one set of forms. The program will only take a few moments to install.

When installing Quik! onto a server, **you must install the program on the actual server machine** – do not attempt to install to the server from a PC over the network. Alternatively, Quik! can be installed on one PC for a single user (see "Installing On A Stand-Alone PC).

#### To install Quik! on a network, do the following:

- 1. Go to the actual server machine ask your administrator to help you
- 2. Login to the server with ADMINISTRATOR rights
- 3. Locate the quiksetup.exe file you downloaded
- 4. Double-click the quiksetup.exe file to begin the installation program.

The Quik! installation program will prompt you to continue with the screen below.

🙀 Quik! Forms Library - InstallShield W	izard
	Welcome to the InstallShield Wizard for Quik! Forms Library
	The InstallShield(R) Wizard will install Quik! Forms Library on your computer. To continue, click Next.
	WARNING: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, including, but not limited to, related templates, forms and files, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
	< <u>Back</u> <u>Next</u> > Cancel

Click NEXT to continue through this screen. Continue clicking next until you get to the screen that asks for a Destination Folder (see image below).

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**VERY IMPORTANT!** During the installation process, you'll be prompted to verify the DESTINATION FOLDER. When installing on a server you must change the destination location on your server to a shared folder where all of your users can access the program. (For example –

D:\SHARED\APPS\QUIK FORMS LIBRARY\). If you accept the default location, you may not be able to access the software from other PCs on the network.

🙀 Quik! Forms	ns Library - InstallShield Wizard	X
	tion Folder ORK INSTALL: Change the location when installing on a server.	
	vise, accept the defaults and click Next to continue.	
	Install Quik! Forms Library to: S:\Shared\Apps\Quik\	ige
InstallShield -		
	< <u>B</u> ack <u>N</u> ext > Car	icel

**Click the Change button** to choose a location on your server's hard-drives where network users can access the program. Most system administrators setup the server with one or more shared folders for applications and/or data – after locating a shared folder, create a folder in there for Quik (perhaps called "QuikForms").

The next step will ask you to choose either a "Full Install" or a "Minimum" install. **Choose the Full Install** to install the program. Only choose the Minimum install when setting up individual PCs on a network that will access the program over the network. Click Next to continue.

Setup Type	
Choose the s	setup type that best suits your needs.
Please select	a setup type.
⊙ <u>F</u> ull Insta	
1	Use the Full Install when installing on a network server or a standalone PC (not connected to a network). All features installed.
○ <u>M</u> inimum	- For PC's on a Network ONLY
1	ONLY use the Minimum install to setup client PCs accessing Quik over a network. Only the minimum required features will be install
tallShield	

After you select the Setup Type (per the image above), continue following any additional prompts, clicking the Next button to continue until you reach the last screen that will prompt you to complete the Install – click the Install button.

Ready to Install the Program	
The wizard is ready to begin insta	allation.
	any of your installation settings, click Back. Click Cancel
to exit the wizard.	
Current Settings:	
Setup Type:	
Minimum - For PC's on	
Destination Folder:	
S:\Shared\Apps\Quik\	
User Information:	
Name:	
Company:	

Once installed, the program will create a shortcut on both your desktop and in your START > PROGRAMS > QUIK menu.

After installing, run the Quik! Forms Library application (double click the Quik! shortcut on your desktop) and follow the setup wizard process to connect Quik! to your database (see "Setting Up Quik! For The First Time").

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#### How To Setup Network PCs To Access Quik! On The Network

Please visit each PC you wish to run Quik! on and do the following:

- 1. Run the quiksetup.exe program you downloaded to the server.
- 2. During the installation wizard, accept all the default prompts until you reach the Setup Type screen (see below)
- 3. On the Setup Type screen, choose "Minimum".

🙀 Quik! Forms Librar	y - InstallShield Wizard		
Setup Type Choose the se	tup type that best suits your needs.		
Please select a	Please select a setup type.		
○ <u>F</u> ull Install	Use the Full Install when installing on a network server or a standalone PC (not connected to a network). All features installed.		
	For PC's on a Network ONLY		
1 <sup>1</sup>	ONLY use the Minimum install to setup client PCs accessing Quik over a network. Only the minimum required features will be install		
InstallShield			
	< <u>B</u> ack <u>N</u> ext > Cancel		

4. Continue until you get to the Install screen and click the Install button (see below).

<mark>છે</mark> હ	uik! Forms Library - InstallShield Wizard	
R	eady to Install the Program	
	The wizard is ready to begin installation.	
	If you want to review or change any of your installation settings, click Back. Click Cancel	
	to exit the wizard.	
	Current Settings:	
	Setup Type:	
	Minimum - For PC's on	
	Destination Folder:	
	S:\Shared\Apps\Quik\	
	User Information:	
	Name:	
	Company:	
nsta	allShield	
	< <u>B</u> ack Install Cancel	

5. Setup a shortcut icon to the Quik! Forms Library program that you installed on the server

A shortcut icon is a desktop icon that points to the Quik.exe (software) file on your network. If you installed Quik! on the server in a location that is shared with all users, you can set up the icon by doing the following:

- a. To setup a shortcut, right-click the mouse in an open area of the desktop. Choose "New" "Shortcut" and follow the prompts.
- b. Browse for the quik.exe file that was installed on your server.
- c. Once you find the file, click Next and follow the prompts to complete the shortcut.

**NOTE:** In order for Quik! to operate on the network, you must create a shortcut to the program on a **mapped network drive** – a mapped network drive has a letter (e.g. S:\ or H:\, etc.).

6. After completing the first PC install, run the Quik! Forms Library application on the PC you just installed it on. You will be prompted to follow the Quik! setup wizard once again to connect Quik! to your database – you will only have to do this the first time Quik! is run from a PC (see "Setting Up Quik! For The First Time").

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**NOTE: If Quik! says that the license has expired on the PC you just installed on, simply run the Update Service from that PC.** To run the Update Service, click the Get Updates button in the upper right corner, below the Quik! logo.

# **Installing On A Stand-Alone PC**

To install Quik!, double-click the installation file that you downloaded (quiksetup.exe). The program will only take a few moments to install.

🙀 Quik! Forms Library - InstallShield W	/izard
	Welcome to the InstallShield Wizard for Quik! Forms Library
	The InstallShield(R) Wizard will install Quik! Forms Library on your computer. To continue, click Next.
	WARNING: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, including, but not limited to, related templates, forms and files, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
	< <u>Back</u> <u>N</u> ext > Cancel

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Accept the default settings in the install wizard for the Destination Location

🙀 Quik! Form	🖟 Quik! Forms Library - InstallShield Wizard		
Destinati	Destination Folder		
	NETWORK INSTALL: Change the location when installing on a server. Otherwise, accept the defaults and click Next to continue.		
	Install Quik! Forms Library to: C:\Program Files\Quik Forms Library\ Change		
InstallShield -	< <u>B</u> ack <u>N</u> ext > Cancel		

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The next step will ask you to choose either a "Full Install" or a "Minimum" install. Choose the Full Install to install the program. Since you are not setting up Quik! to run over a network, you can ignore the Minimum install option.

🙀 Quik! Forms Library	r - InstallShield Wizard
Setup Type Choose the set	tup type that best suits your needs.
Please select a <ul> <li>Full Install</li> <li>Minimum -</li> </ul>	setup type. Use the Full Install when installing on a network server or a standalone PC (not connected to a network). All features installed. <b>For PC's on a Network ONLY</b> ONLY use the Minimum install to setup client PCs accessing Quik over a network. Only the minimum required features will be install
InstallShield ———	< <u>B</u> ack <u>N</u> ext > Cancel

Once installed, the program will create a shortcut on both your desktop and in your START > PROGRAMS > QUIKFORMS menu.

Now that the program is installed, run Quik! for the first time to complete the setup and to connect Quik! to your database. See the next section for more information.

# Setting Up Quik! For The First Time

After installing Quik!, run the Quik! Forms Library to complete the setup. The first time the application is run, you will be prompted to follow a setup wizard which will ask you for your web username and password, a database connection, your rep information and to confirm your internet settings.

#### **Quik! Installation Wizard**

Quik! Installation Wizard		
Welcome to the Quik! Forms Library! Follow the steps in this wizard to complete the installation of your Quik! Forms Library.		
Step 1 - Enter your username and password		
Step 2 - Connect Quik! to your database		
Step 3 - Enter your rep information		
Step 4 - Download your forms		
<u>Next</u>		

#### Quik! Installation Wizard: Step 1 of 4

Enter the same username and password you use to login on the Quik! Forms website. This information is used to obtain your form updates.

🚬 Quik! Installation W	izard - Step 1 of 4	×
Website Username and Password Please enter your QuikForms website username and password.		
Website <u>U</u> sername		
Website <u>P</u> assword		
Confirm Password		
	NOTE: Passwords are case-sensitive!	
Web <u>L</u> ogin	<u>B</u> ack Next <u>C</u> ance	!

#### Quik! Installation Wizard: Step 2 of 4

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To connect Quik! to your database, Step 2 asks you to choose the type of contact management system you use, as well as the location of your database file. *Alternatively, if you do not have a database, you can use the Quik! Database by selecting Quik! Forms Library Database as your database (skip Step 2 if you choose the Quik! Database).* 

#### 1. Select Your Database

Start by selecting the database in the list that best matches your contact management system. Quik! supports several database products, and often supports several versions of a given product. For database programs that have a version number similar to "Version 3.X", the "X" refers to any version number (e.g. 3.1, 3.2, 3.3, etc.). If you don't see the version number for your product and Quik! has a lower version number available, then choose the lower version number as Quik! will probably work fine with the higher version numbers.

#### 2. Browse For Your Database File

In order for Quik! to properly read your database, you need to tell Quik! where your database is installed. Click the Browse... button to locate your database. NOTE: When browsing for your database file, make sure you choose the correct network folder or local folder. By default, clicking the Browse button will open a folder where you are most likely to find your database, but your database may or may not be in that folder.

Also, when browsing for your database, be sure to check to see if the database file you select is the most upto-date file – if the last modified date of your database is not very recent, then you have probably selected the wrong database file.

🗑 Quik! Installation Wizard - Step 2 of 4		
Connect Quik! to Your Database		
1. Choose a contact management system from the list below.		
<none></none>		
2. Click the "Browse" button to find your database filename. When you find your database filename, select it and click Open. Your database filename will appear below.		
<u>B</u> rowse		
OPTIONAL - If your contact management system requires you to enter a username and password to access your client info, then enter that username and password below. Otherwise, leave these fields blank.		
UserName Password		
<u>B</u> ack <u>N</u> ext <u>Cancel</u>		

#### **OPTIONAL: UserName and Password**

In order for Quik! to access some databases, you may need to enter your database username and password. For example, ACT! databases require your exact username and/or password.

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#### Quik! Installation Wizard: Step 3 of 4

Step 3 will allow you to setup all of your rep information, except for your rep name, which is maintained on our website. The items in BOLD letters are the most commonly used items on forms, though all pieces of information can potentially be used. There are four major pieces of information for each rep – enter the pieces you wish to be pre-populated onto forms (see the screen image below):

- **Personal Office Information** enter the rep's phone number, address, personal info etc.
- **Rep Numbers** enter as many rep numbers or variations of rep numbers as you'd like.
- Branch Office Information This information relates to the registered branch office that you work through. If your personal and branch addresses are the same, click the Use Personal Address button to save time when entering data.
- Broker/Dealer Headquarters Information Broker / Dealer information is mostly used on forms for other companies (e.g. mutual funds) where your firm has a selling agreement. If your branch and broker/dealer addresses are the same, click the Use Branch Address button to save time entering data.

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Quik! Installation Wizard - Step 3	of 4			
Include Your Rep Information on Forms The info you enter below may display on certain forms and can be updated at any time. To ensure your privacy, rep names can only be changed on our website. Personal Office Information Rep Numbers				
Rep Name (will download later) Thomas Trustman, CFP	Phone Number Ext (626) 795-9990	Enter as many rep numbers as needed, but only one rep number at a time can display on a form.		
Address Line 1	Fax Number	Add Rep Number		
501 E. Colorado Blvd, Suite 250	(626) 795-9099	12345 98001 Delete Rep Number		
Address Line 2	Email Address	98001 / JK7		
	tom@trustman.com	JK7		
Address Line 3	Rep Soc Sec Number			
1				
City State Zip I				
Pasadena CA 911	01			
Branch Office Information –	Use Personal Address	Broker/Dealer Headquarters Information		
Branch Company Name	Supervisor Name (OSJ)	Broker/Dealer or Company Name Use Branch Address		
Trustman Investor & Services	Trustman	Trustman Investor & Services		
Address Line 1	Branch ID/Number	Address Line 1 Phone Number		
501 E. Colorado Blvd, Suite 250	91092	501 E. Colorado Blvd, Suite 250 (626) 795-9990		
Address Line 2	Phone Number	Address Line 2 Fax Number		
	(626) 795-9990	(626) 795-9099		
Address Line 3	Fax Number	Address Line 3		
	(626) 795-9099			
City State Zip	Code	City State Zip Code		
Pasadena CA 9110	)1	Pasadena CA 91101		
		Undo Back Next Cancel		

#### **Quik! Installation Wizard: Step 4 of 4**

Quik! relies on your internet connection in order to download form updates and the latest information about your subscription. The last screen in the Quik! Installation Wizard asks you to configure your Update Service and Internet Settings.

#### **Update Service Settings**

For most users, accepting the default settings will be optimal. By default, the Update Service will run on Automatic mode. Automatic mode means that when you run the Update Service it will automatically check for updates, and download and install any updates without you having to do anything. If you prefer to have more control over the process and to choose which forms download, then change the settings to Manual mode. **NOTE: Automatic is best, especially if you schedule your Update Service to run over night** (see the section on the "Scheduling The Update Service" for more details).

#### **Internet Settings**

To allow Quik! to access the Internet, you may need to configure your Internet Settings. If your company uses a proxy server to access the Internet, check the check box for the proxy server and enter your proxy server settings. To check your proxy settings, click the Configure button, which will show you your computer's Internet Settings – click the LAN button on that screen and see if you have a proxy server configured (the settings look similar to the Quik! screen below).

Quik! Installation Wizard - Step 4 of 4					
Settings					
Update Service Settings The Update Service checks for and installs form updates automatically.					
Automatic     Manual     NOTE: For best results, schedule the Update Service to run periodically     adding UpdateService.exe as a task in the Windows Task Scheduler and     selecting the Automatic mode above (see Help for more info).					
Remind me to run the Update Service every 30 days. (Enter 0 days if you do not want to be reminded.)					
Your Internet Connection Speed DSL/Cable					
Internet Settings The Update Service can only check for updates when you are connected to the Internet, and will rely on your default settings. If you use a proxy server, please enter those settings below.					
I use a proxy server to connect to the Internet					
Address: Port					
Administrator Settings Check the Disable PC Features checkbox to disable most of the Quik! Tools menu for users running Quik! on the network. (Do not disable during setup.)					
Disable PC Features Allow users to start 12 forms at once.					
Back Cancel					

To schedule the Update Service to run, you will need to schedule a task in your Windows Task Scheduler (see the section on the "Scheduling The Update Service" for more details).

#### **NEW FEATURE !!!** Administrator Settings

When you setup Quik! on a network, you can use the Administrator Settings in Quik! to restrict PC users from performing certain tasks in Quik!. By clicking the Disable PC Features checkbox, you will remove the following items from the Tools menu in Quik! when you use Quik! on a PC:

- Map Data Fields...
- Database Connection...
- Backup User Files...
- Restore User Files...
- Export All Records

# Additionally, you can control the number of forms a user can start at once. This reason to control the number of forms is to help PC users manage their PC's memory and to avoid crashing the computer by trying to open too

forms is to help PC users manage their PC's memory and to avoid crashing the computer by trying to open too many files at once. By default, a user can only launch 12 Adobe Acrobat files at the same time – you can change this by entering a different number. We recommend 12 as a safe operating limit and at least 6 to ensure that the Form Group feature allows users to create sufficiently large form groups.

# Installing Forms

Quik! does not come pre-loaded with any forms. To get forms, you must login to our website, search for forms and select the forms you want to add to your personal library (see "Finding Forms" for more details). Once you have selected the forms you want, run your Update Service to check for updates and to download and install those forms (see the next section "Running The Update Service").

# **Running The Update Service**

To launch the Update Service, open Quik! Forms Library and click the "Get Updates" button, located in the upper right corner, under the Quik! logo.

The service can be run in Automatic mode (recommended) or in Manual mode (you can change your mode by navigating to "Settings" and choosing "Update Service Settings..." in the menu bar).

# Modes

The Update Service can operate in two different modes: Automatic or Manual.

In **Automatic mode**, the Update Service will check for updates, download any available updates (including new forms that you recently found and subscribed to on the website), and then close itself after the updates are completed.





Update Service	Welcome to the Quik! Update Serv Last check for updates was on: 6/23/2004 at 7:11		ort <u>Settings <u>H</u>elp Version 1.2.10</u>
	The checkmarked files will be updated.		Show Software Updates
Take The Work Out of Paperwork	Dealer	Category	Form Name
	AIG SunAmerica Fund Services	Retirement Planning	AIG-SA Beneficiary Form
	AIG SunAmerica Fund Services	Retirement Planning	AIG-SA Individual 401k /
	AIG SunAmerica Fund Services	Retirement Planning	AIG-SA Transfer Form-IR
	AIG SunAmerica Fund Services	Retirement Planning	Application for IRAs
	AIG SunAmerica Fund Services	Annuities	Deferred Annuity Applica
	AIG SunAmerica Fund Services	Mutual Funds	Mutual Funds Account A
	AIG SunAmerica Fund Services	Insurance	NY Polaris II Telephone /
	AIG SunAmerica Fund Services	Admin	Polaris II 1035 Transfer F
	AIG SunAmerica Fund Services	Annuities	Polaris II NY Application
	AIG SunAmerica Fund Services	Admin	Polaris II NY Reg 60
	AIG SunAmerica Fund Services	Admin	Polaris Platinum II VA Tra
Number of Files To Update: 1	AIM Advisors	Admin	Aim Account Application 🚩
Number of Files 10 Opdate. 1 Download Size: 41 kb	<		>
Est Download Time: 1 seconds	Seject All Unselect All Updat	e file refreshed. 1 Upo	lates Available!
Add Forms Remove	Start Stop		E <u>x</u> it

**Manual mode** requires that you click the Start button in the Update Service to begin downloading any updates. Manual mode allows you to choose which forms you want to download, which is useful if you want to force a form to download even if it there are no updates available (for example, perhaps you accidentally saved the form with data in it and want a clean copy to use, you may want to force the form to download again).

#### **Software Updates**

The Update Service also handles automated software upgrades and updates. Periodically, Quik! software will need to be updated to roll out the latest version of the software. While this is handled automatically in Automatic Mode, if you wish to update your software manually, check the Show Software Updates box.

# Install Adobe Acrobat Reader

For Quik! to display and pre-populate forms, you need to have Adobe Acrobat Reader version 5.0 or higher. If you do not have Acrobat, you can download the free Acrobat Reader from <u>www.acrobat.com</u> or by visiting our alliances web page and clicking on the link to the Adobe Reader there

(<u>http://www.etiforms.com/alliances.aspx</u>). Be sure to uninstall any previous versions of Acrobat Reader before installing the new one, as previous versions may cause errors when using Quik!.

# Uninstalling Quik!

To uninstall Quik!, please use your Windows Uninstall program. The uninstall program is found by opening the Control Panel, found under the Windows "Start" button and navigating to your "Settings". Open the Control

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Panel and choose "Add/Remove Programs". Find the "Quik Forms Library" application and choose the "Add/Remove" button. Follow the prompts to uninstall Quik! – this process should only take a few moments.

When uninstalling Quik!, not every file will be removed automatically. This is to make sure that you don't lose sensitive data (e.g. the Quik! Database file – quik.eti) or your settings should you decide to reinstall Quik! again later. To fully remove the Quik! program after uninstalling, open your Windows Explorer (right click on the Start button and choose Explore) and navigate to the Quik! Forms Library folder (c:\program files\quik forms library\) and delete the folder and all of it's contents.

#### **Support Resources**

# Quik! Help

Quik! has made it easy for you to contact customer service. From within the Quik! Forms Library, you can contact us immediately by either sending us an email and/or sending us your error log.

We recommend that you send us your error log anytime you have an error, that way we will be better able to understand the problem you are having. Plus, we'll get your message right away and respond to you immediately.

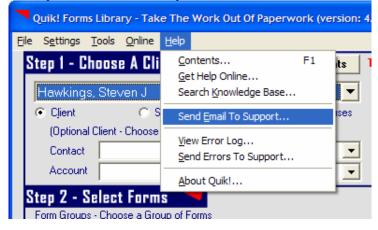
# **Send Errors To Support**

From the Help menu, choose Send Errors To Support. Quik! will then submit your error report to our support team without you doing anything else. You'll receive a confirmation email and a response from us as soon as possible.

Quik! Forms Library - Take	e The Work Out Of Paperwork (	version: 4
<u>F</u> ile S <u>e</u> ttings <u>T</u> ools <u>O</u> nline	Help	
Step 1 - Choose A Cli Hawkings, Steven J	Contents F1 Get Help Online Search Knowledge Base	its T
Client OS (Optional Client - Choose Contact Account	Send Email To Support View Error Log Send Errors To Support About Quik!	
Step 2 - Select Forms Form Groups - Choose a Grou		

# Send Us An Email

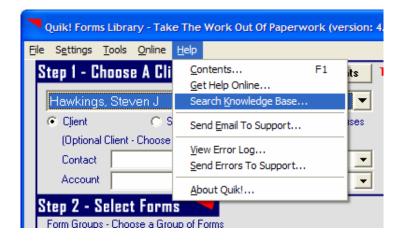
Quik! also offers you the ability to send us an email from our website. From the Help menu, choose Send Email To Support. Your browser will be launched and you will be logged in to our send email page. Type in a message, attach (upload) a file if you'd like and send your email to us.



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# **NEW FEATURE !!!** Search Knowledge Base

We offer an extensive Knowledge Base on our website. You can search our knowledge base for frequently asked questions, product support, installation issues, etc. Every time we learn something new based on a question from a customer, we enter it in our knowledge base so you can have immediate access to it. If you have a question, try our searching our knowledge base.



# **Other Help Features**

We also offer an extensive online support section. Visit our online support by clicking Get Help Online from our Help menu. Or, you can email your questions to <u>help@etiforms.com</u>.

# **Live Help**

We pride ourselves on our ability to service our customer's needs. If you need help and can't figure out the solution on your own, don't wait another second – give us a call.

We understand that your first job is to service your customers, not technology, so rely on us to be your technology expert when it comes to setting up and using Quik!. Feel free to contact us via email or phone, and we will do everything we can to solve your problem within 24 hours, if not within the same hour.

#### **Contact Information**

Phone: (310) 356-6147 Email: <u>support@etiforms.com</u>

Web: www.etiforms.com/support.aspx