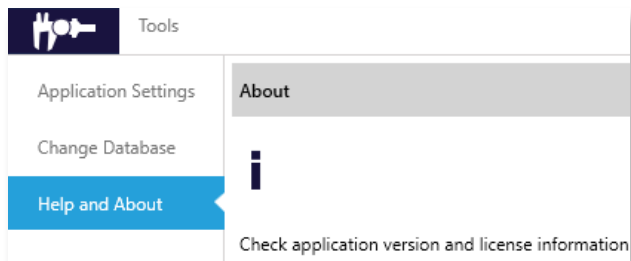


LOCATING PRODUCT INFO FOR TECH SUPPORT

Before calling technical support, please be prepared with the name, version number and license code (or serial number) of your software.

GAGETRAK SOFTWARE

In GAGetrak Pro, Lite or 7, click the application icon in the upper left corner of the window, click the **Help and About** (or Help) option and then click the **About** icon.

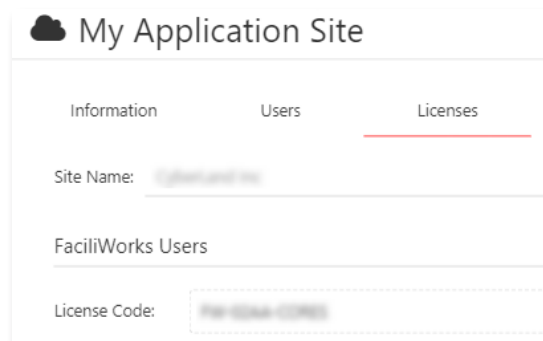


In GAGetrak 6.9, from the **File** menu, select **Help -> Contents**.

In GAGetrak 6.8, from the **Help** menu, select **Contents**.

FACILIWORKS SOFTWARE

In FaciliWorks Essentials, the software version number is shown on the welcome page after you log in. For the license code, go to your **Admin Portal -> My Application Sites**, select the appropriate **Application Site Name** and go to **Licenses**.



In FaciliWorks 8i, click the **About** link in the upper right corner of the FaciliWorks window.

THE ABOUT WINDOW

In the **About** window, the product name and version number are displayed. In the example here, the product name is GAGetrak Pro and the version number is 8.5.1.1693.

If you've purchased and registered your software, the license code or serial number will be shown here as well, or can be found within the product packaging (if applicable). If you are using the software as a free trial, you will not have this information.

