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Task Impact Windows-based software has an intuitive, user-friendly format that allows you to get organized quickly. With this unique software program it's fast and easy to maintain a complete list of each task to be performed, including date due, priority level, date completed, notes, cost of materials, and more!

Most importantly, Task Impact is so easy to use, you'll wonder how you ever managed your to-do list without it.

Enter unlimited details about your home, including pictures, floor plans, paint colors, inventory, dimensions, and more!

Add task lists to organize your to-do list. Great for simple family chores or for the most in-depth home remodeling projects. Use the program to keep track of annual and seasonal home maintenance.

Enter detailed information for personal contacts and contractors. Assign tasks to contractors directly through the program. E-mail or print tasks for the contractor's use.

Keep history of all home tasks for future reference.

Dashboard allows user to see all incomplete tasks in one quick view. Click on the task to view and edit task details.

Task Impact

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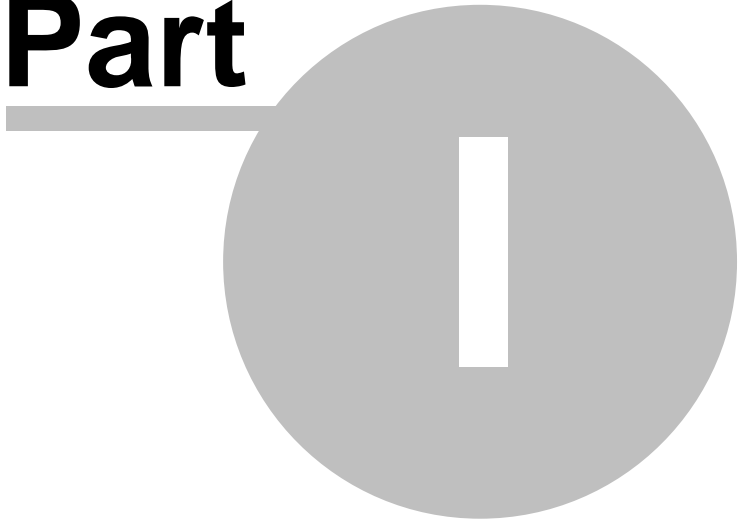
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Your New Software

Part



1 Your New Software

1.1 Quick Setup Getting Started

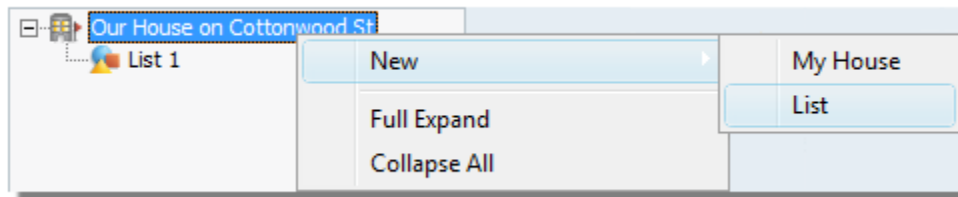
This quick start guide to Task Impact will get you up and running in just a few minutes if you are in a hurry. If you want more detailed directions, read and follow the following chapters about how to set up your software.

Follow this quick tutorial to set up a sample House. Once the House is entered, we will guide you through adding a Task List. You will be shown how to add a task, and how to view the task on the Dashboard. You can return later to specific sections in the manual to learn detailed directions for completing tasks, setting up additional properties or lists, and for additional features.

1. Set up your House:

Open Task Impact. Click the My House icon on the tool bar. On the left you will see a column and at the top of that column it will say "My House". On the right side of the screen is a large form ready for details about your house. The house you enter to get started can be any type of home that you own or live in. On the right side of the screen, type over "My House" with a description of your house. This can be the property address or a nickname, such as Primary Residence, House on Denver St, Home, etc. See [Setting Up Your Properties](#) for more details.

2. Add a List: Click on your House from the list on the left to highlight it. Now **Right** click with your mouse. A drop down list will appear. Choose New > List.




You have now added a List. You can now fill in the name of the list on the form to the right.

3. Create a Task:



Click on the Tasks icon on the toolbar.

Now click the New button  in the top left corner. A new task will be created for you.

- Choose your House or List from the first drop down box in the form to the right.
- Next, choose a task type from the Type drop-down list. Additional types can be added later.
- Now, enter a priority level for this task by selecting from the Priority drop-down list.
Note: (All fields in a task are optional).
- Enter the task description in the Task folder.
- Now, click on the Assigned folder. Choose a Date Assigned and a Date Due. If you wish, you may select a person to assign this task to.
- In the Notes field, you may also add a note about the task, such as: "Do this first thing Friday morning", or "Ask Rhonda about the fertilizer she used", etc.
- You may now close the Task Form by clicking on the small red X near the left corner of the program (next to "Open Windows").

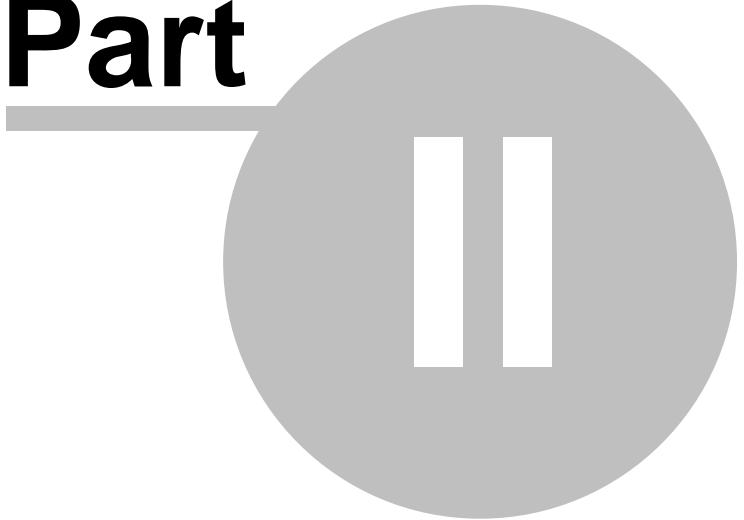


4. View the Dashboard: Click on the Dashboard icon on the toolbar. You will now see the task that you just created. If you move your cursor to rest over the task, it will turn blue. Double click on it to bring up the task for editing, viewing, or printing.

Now you can return to areas that you have questions about by reading the more detailed chapters about each form and folder.

Installing and Updating Task Impact

Part



2 Installing and Updating Task Impact

2.1 System Requirements

Processor:

600-megahertz (MHz) Pentium III-compatible or faster processor, 1-gigahertz (GHz) or faster processor recommended

Operating System:

Windows XP with Service Pack 2 or later

Microsoft Windows 2000 Professional with SP4

Microsoft Windows 2000 Server with Service Pack 4 or later

Windows Server 2003 Standard, Enterprise, or Datacenter editions with Service Pack 1 or later

Windows Server 2003 Web Edition SP1

Windows Small Business Server 2003 with Service Pack 1 or later

Vista Home Basic and above (SQL Express SP1 and SQL Express Advanced SP2)

Memory:

512 megabytes (MB) or more recommended

Hard Disk:

Approximately 350 MB of available hard-disk space for the recommended installation

Display:

Super VGA (1,024x768) or higher resolution video adapter and monitor

Other Devices:

Microsoft Mouse or compatible pointing device

Highly Recommended:

High speed internet connection

2.2 Installing And Networking Task Impact

You can install Task Impact on one computer or in a network of computers all in the same home or office (LAN Connection).

With Task Impact, there is no limit to the number of people who can be networked and working in the software at the same time. (For simultaneous use by more than one user, you must purchase additional network seats for each computer after the main one).

When you install the purchased software, it will be installed as a free copy of the software with limited task entry. You must then contact us for an activation code so that the license can be set for your computer. See [Activating Your Purchased Software](#)

To download and install the program from website:

<http://www.taskimpact.com>

1. Click on the link above and choose to Run or Open the file.
2. Once the download has completed, your computer will ask you if you want to Run/Open or Save the file. Choose Run or Open and the installation wizard will appear.

3. Follow the prompts to finish installation. This could take up to 30 minutes. If prompted, you may need to restart your computer before running the program for the first time.

To install the program from a CD:

Insert CD into your computer's CD drive. The CD will automatically be read by your computer and a pop-up menu will appear. Follow the prompts to complete the installation process. (If the CD is not automatically read by your computer, right-click on the Start button at the lower left of your desktop. Choose Explore. Find the CD drive of your computer and double click it. Double click the file called Autorun.exe.)

To network your computers so that you share a database:

1. Install Task Impact on the main computer in a work group or on the server.
2. Install Task Impact on each of the additional computers (client computers).

From the client computers

1. Open Task Impact.
2. Go to File: Logout on the menu bar.
3. Drop down the list and find the server listed and click on it.

You will now be connected to the main copy of the data. You can check this by looking at the bottom left corner of your Task Impact screen. You will see the location of where you are pointing displayed here.

2.3 Activating Your Purchased Software

After you purchase Task Impact, you can activate your new software by going to Help>Activate on the menu bar. From this screen you can type in a code that will activate the version that you have purchased.

If you have the demo installed and you have purchased:

Just go to Help>Activate on the menu bar. From this screen call Task Impact at 1-800-559-7040 to activate. You will read the computer ID number on your screen and you will be given an activation code to type in. Once you type in this number, your software will be activated and all of the data that you have entered into the demo software will still be there.

You may also e-mail your computer ID to sales@taskimpact.com to receive an activation code via e-mail. Be sure to include your name, phone number, and zip code when sending us your computer ID so that we can locate your information in our computer system.

If you have purchased but did not have the demo installed:

First, install Task Impact from the website: <http://www.taskimpact.com>. Then go to Help>Activate on the menu bar. When the activation screen opens up, call 1-800-559-7040 and we will give you an activation code to activate your purchased copy.

You may also e-mail your computer ID to sales@taskimpact.com to receive an activation code via e-mail. Be sure to include your name, phone number, and zip code when sending us your computer ID so that we can locate your information in our computer system.

2.4 Updating Task Impact

Updates are "patches" that include corrections and/or additional new features that have been added to the software. Updates are posted on our web site and can be downloaded free of charge. If you can

not download, we can send you an update on a CD for a small fee.

When you download and install the update, you will install it on top of your current installation of Task Impact. This "patch" goes inside of your current software and gives you the very latest version that we offer. Each update includes the changes from all updates before it. For example, even if we have posted multiple updates since your last download, it is not a problem. You only need to download and install the current update that is available on our web site.

When you download an update, you can choose one of two ways to do it. You can "Save" the file you have downloaded on your computer so that you can install it later. This is useful if you need to download it on a computer that has internet access in order to move it to another computer that does not have internet access. The downside is that you can forget where you put the downloaded file. The other option is to "Run" or "Open" the downloaded file. This is the easiest option and will bring up the installation screens as soon as the download is complete. The downside to this method is you will need to frequently clear your cache.

We recommend that you download and install updates every few weeks. If you are experiencing problems with the software, it is important to download an update. It is possible that you are experiencing a problem in the software that has already been corrected in an update. After you download and install an update, go to Help>Update Task Impact on the menu bar to make sure that the version number of your software has changed and matches the version number listed on the web site. If so, you have the very latest version of Task Impact!

To download and "Run" an update: Go to Help>Update Task Impact on the menu bar in Task Impact. Click on the link to begin the download. OR, Go to our web site www.taskimpact.com. Click on the Support link. Then choose the Updates link. Click on "TaskInstall.exe". When the download begins, choose "Run" or "Open". Note: Make sure you see the papers flying across the screen or the download progress bar (depending on what browser you are using). (If you do not see the papers or progress bar, your browser may have saved a copy of the last time you downloaded an update. You will need to read the directions below about clearing your browser cache). After the download is complete, the install wizard will come up. If you are not sure where the original Task Impact was installed, then just click "Next" through the install screens. The update will find the original installation and will be installed in the correct location. Then click "Finish". Open Task Impact and go to Help>Update Task Impact on the menu bar to see your version number and make sure the program was updated.

To download and "Save" an update on your computer: Go to Help>Update Task Impact on the menu bar in Task Impact. Click on the link to begin the download. OR, Go to our web site <http://www.taskimpact.com>. Click on the Support link. Then choose the Updates link. Click on "TaskInstall.exe". When the download begins, choose "Save" and then choose the location where you want the update file to go. (Your desktop is an easy place to find it again). After the download is complete, find the file where it has been saved. Double click on the file to begin the installation. Click the "Next" buttons all the way through the install wizard. Then click "Finish". Open Task Impact and go to Help/About on the menu bar to see your version number and make sure the program was updated.

To clear your cache, if you have installed the update and your version number in Help>About does not change:

Your internet browser saves copies of all files you download. This is a feature that browsers have that is meant to save you time. The browser checks to see if this is a file that has been downloaded in the past. If it is, it will not download it again. Instead it will just bring up the previously downloaded file. If you have downloaded a Task Impact update in the past your Internet browser may have saved this copy. You will not be allowed to download the update again. The problem with this is you may have downloaded the update before, but this new update is a little different and you really do want to download it. To be able to do this, you will have to clear your "cache" or history of saved files on your browser, so that the browser knows it is clear to download the file again. The directions for clearing the cache are different for different types of browsers:

Microsoft® Internet Explorer: Go to 'Tools' then 'Internet Options' and in the 'Temporary Internet files' section, click the 'Delete Files' button. Click 'OK' and 'OK' again on the Internet Options box.

Netscape® Navigator: Go to 'Edit' and select 'Preferences...' from the menu items. Click the "+" sign next to 'Advanced' and click 'Cache'. Click the 'Clear Memory Cache' and 'Clear Disk Cache' buttons.

Mozilla Firefox: Go to Tools > Options > Privacy > Clear Now... Check "Download History". Then Click "Clear Private Data Now".

AOL: Go to Start button on the bottom of your computer. Then go to Find/Files or Folders. Type in TaskInstall.exe. When you find the file(s), right-click on each of them and choose Delete.

Backing Up and Restoring Your Data

Part



3 Backing Up and Restoring Your Data

Data loss is the most devastating occurrence when using software. We know that everyone has good intentions to backup, but often we get too busy or forget. Task Impact has an automatic reminder that comes up each time you exit the software. This reminder will fill in a backup name for you which includes the file name. You can add a memo to remind you of what is on the backup, such as "January Projects".

In addition to the backup reminders, Task Impact has automatic backups that will backup once each day that you use the software. These backups provide extra insurance in case you forget to backup or your backups become damaged or unreadable. Please do not depend entirely on these automatic backups. Create your own backups as well.

The Task Impact backup system will help to ensure that you have backups on your hard drive. It will not help if you have a fire, hurricane or the computer is stolen. It is advisable to store some backups away from your home or office. You can email your database if it is not too large. Or you can backup to a CD and take it to another location occasionally to make sure you have some backups off site.

To backup your Task Impact data:

1. When you close Task Impact, the backup screen comes up. Or you can access it by going to the menu bar and choosing File>Backup Database.
2. The name of the backup file will be filled in for you and includes the current date and time.
3. You can fill in a memo if you like, then press "Backup" button to complete the backup.

To see your backup files:

1. Go to File>Restore Database on the menu bar.
2. You will see folders with all of your Self Made backup files and your Automatic backup files.

To restore from one of your backups or an automatic Task Impact backup:

1. Go to File>Restore Database on the menu bar.
2. Choose from the folders: Automatic, Self-Made, Find.
3. Click on the backup file you want to restore from.
4. Click the Restore button.
5. Your data will be restored.
6. Task Impact will close automatically and you will need to open it again to verify that the data restore worked.

Setting Up Your Properties

Part



4 Setting Up Your Properties

4.1 Setting Up "My House"

From this form you can enter the basic information about your House and other properties. In the folders below you can enter information specific to each property, including [insurance policies](#), [tasks](#), and any notes. The name and address information you enter here will be used for printed tasks.

To set up your House:

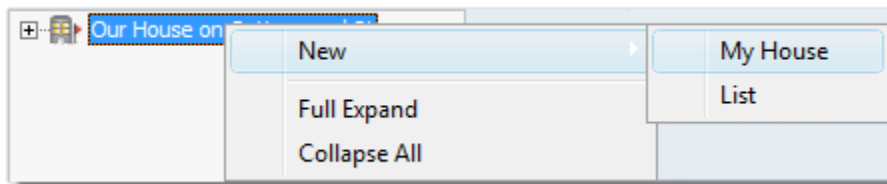
1. Open Task Impact.



2. Click the My House icon on the tool bar.
3. On the left you will see a column and at the top of that column it will say "My House". On the right side of the screen is a large form ready for details about your House.
4. If desired, type over "My House" with a description of your house, such as your address or another name for your house, such as Vacation Home, Primary Residence, etc.
5. Fill in the details and contact information in the form to the right.

To add a second House:

1. Click on the first House you have created on the list on the left to highlight it.
2. Now click with the **right** side of your mouse and choose New > My House.



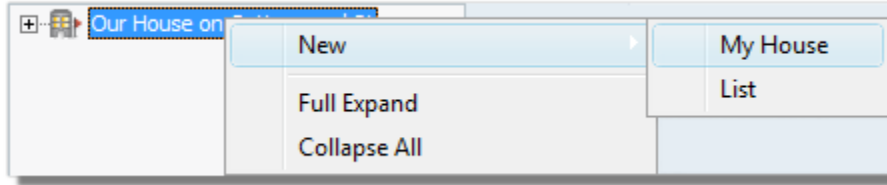
3. Type in the description of the second House and the details in the form that opens to the right.

4.2 Adding Houses and Lists

With Task Impact, you can quickly add a new My House or List to any existing House or List.

To add a new My House:

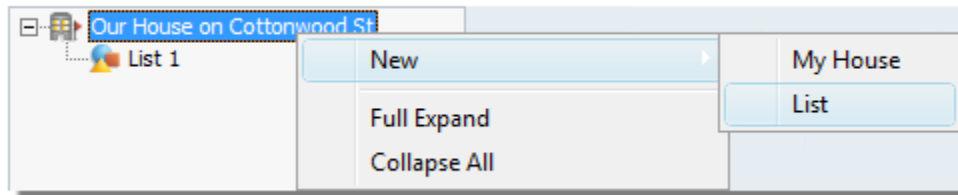
1. Click on your existing My House from the list on the left to highlight it.
2. Now **Right** click with your mouse. A drop down list will appear.
3. Choose New > My House.



4. A new My House will be created where you can fill in a description and address.

To add a new List:

5. Click on an existing My House or a List from the left to highlight it.
6. Now **Right** click with your mouse. A drop down list will appear.
7. Choose New > List.

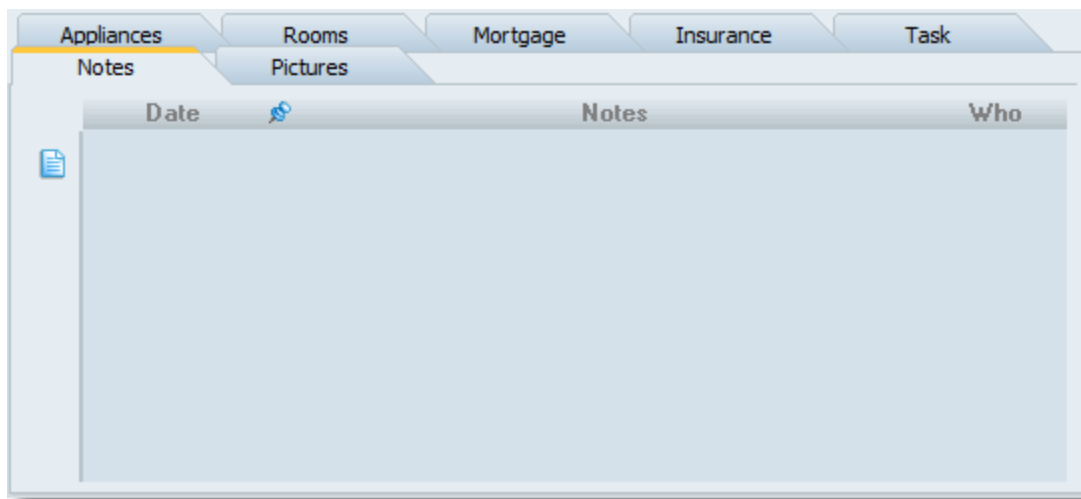


8. A new List will be created where you can fill in a list description.
9. Anytime you close Task Impact, the lists will collapse. When you reopen the program, the lists can be opened again by either:
 - a. Clicking the New button and choosing Full Expand
 - b. Clicking on the plus sign to the left of each House or List.

4.3 Recording Details About Your Properties

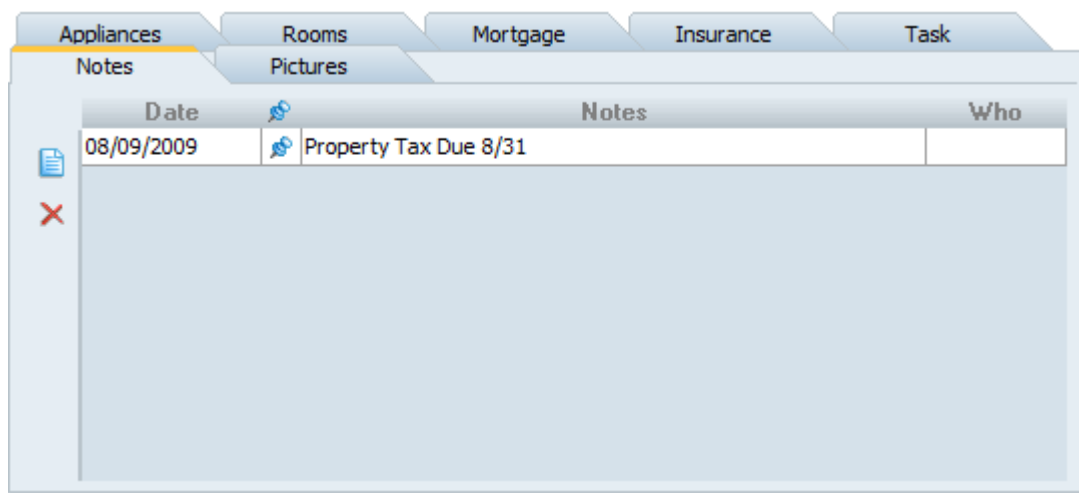
After you have created your properties, you will notice there are folders in each My House form to record information about that property.

Available folders are: Tasks, Insurance, Mortgages, Pictures, Notes, Rooms, and Appliances.

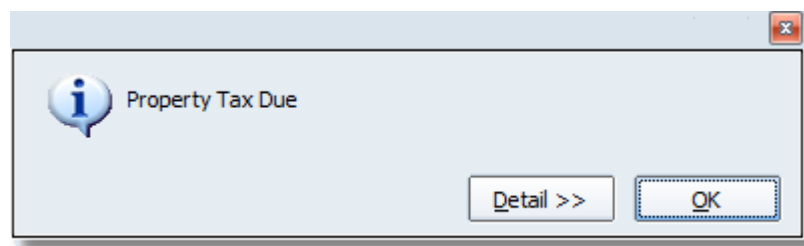


4.3.1 Property Notes



Use this folder to record any notes about this property that are not recorded elsewhere.




You can set a note to pop up every time you bring up this particular property.



To add notes:

1. Push the New button  beside the notes section.
2. The current date will be filled in for you. The date can be changed if you wish by typing over the date or clicking on the calendar icon  to choose the date from a [calendar](#).
3. Type your notes in the Notes field.

To set a note to pop up each time this property is brought up:

1. Create a note.
2. Now, click in the field below the thumbtack icon.  This will place a thumbtack in the line of the note that you want to be reminded of.

To set a note to no longer pop up when a property is brought up:

1. Click on the thumbtack that is displayed in the line of notes.
2. The thumbtack icon will be removed and you will no longer be reminded of this note.

OR

When the note pops up, check the box beside the line "Do not show this pop up note again." This will remove the thumbtack icon from the note and it will no longer pop up.

4.3.2 Task Folder


The Task Folder will display tasks that you have created and assigned to a particular property or list. You can view or edit the individual tasks from this screen to enter a date due or date completed, or to edit the task description.

To view a list of tasks assigned to a particular property or list:

1. Click on the My House icon.
2. Now from the list displayed on the screen to the left, find the house or list that you want by clicking on it. The details about this property or list will be displayed on the right side of the screen.
3. Click on the Task folder. You will see a list of all tasks - complete and incomplete- listed in this folder.

To mark a task as completed so it will no longer show on the Dashboard: Any task can be marked as completed from the Task folder as well as from the Task itself (by using the Tasks Form).

1. Open the Task folder.
2. Find the task that you want to mark as completed.
3. Fill in the Date Completed.
4. Click in the field for the Lightbulb icon to remove it.


| Task # | Date Created | Date Completed |  Task |
|--------|--------------|----------------|--|
| 5 | 07/01/2009 | 07/03/2009 | Plant Geraniums |

5. This task will no longer show on the Dashboard.

To quickly edit the task description:

1. Open the Task folder.
2. Double click on the description of the task you want to open.
3. This will bring up the detailed task description in the Text Editor so you can view it or make changes.
4. When you are finished making changes, close the Text Editor. Any changes you have made here will also be reflected in the Tasks Form.

To bring up the full task for deleting, editing or adding details:

1. Click on the task you want to open.
2. Then click the Edit icon  on the Task folder.
3. This will bring up the detailed task on the Tasks Form so you can view it or make changes.

4.3.3 Insurance

Use the Insurance folder to record each type of insurance you have for your property or belongings. Examples may be title insurance, property insurance, liability insurance, auto insurance, or insurance on valuables in your home. There is also a place to record policy number, agent's name, phone number and address.

From this form you can choose from and create a list of insurance agents. In the "Notes" section, you can list any details about the policy including deductibles, coverage and limits, claim history, incident reports, liability loss reports, and property loss reports.

To add a new insurance policy:

Push the New button 

Enter a name for this insurance in the "Type" field. This name will be displayed on the list of insurance to the left.


Fill in the fields that you want about this policy.

To change the order of the policies:

Click on the policy name in the list on the left that you want to re order.

Use the Up and Down icons   to move this item in the list.



To delete everything about a policy:

1. Choose the policy from the list on the left by clicking on its name.
2. Click on the Delete button  located above the list.

To view details about one of the policies:

1. Click on the insurance policy in the list on the left to view the details about it.

To add notes about a policy:

1. Click on the New button  beside the notes section.
2. The current date will be filled in for you. The date can be changed if you wish by typing over the date or clicking on the calendar icon  to choose the date from a [calendar](#)
3. Type your notes in the Notes field.


To select an insurance agent from the list:

1. Click on the black drop down arrow in the agent field.
2. Choose from the drop down list by clicking on the one you want.
3. That agents details will show on the Insurance folder.

To add a new agent or edit the list:

1. Click on the black drop down arrow in the agent field.
2. Select
3. The list of insurance agents will come up.
4. Click the New button to add a new agent.
5. Click the Delete button to delete one from the list.

To add a new agent:


1. Push the New button 
2. Enter a name for this agent. This name will be displayed on the list to the left.
3. Fill in the fields that you want about this agent.

To change the order of the agents in this list:

Click on the agent name in the list on the left that you want to re order.

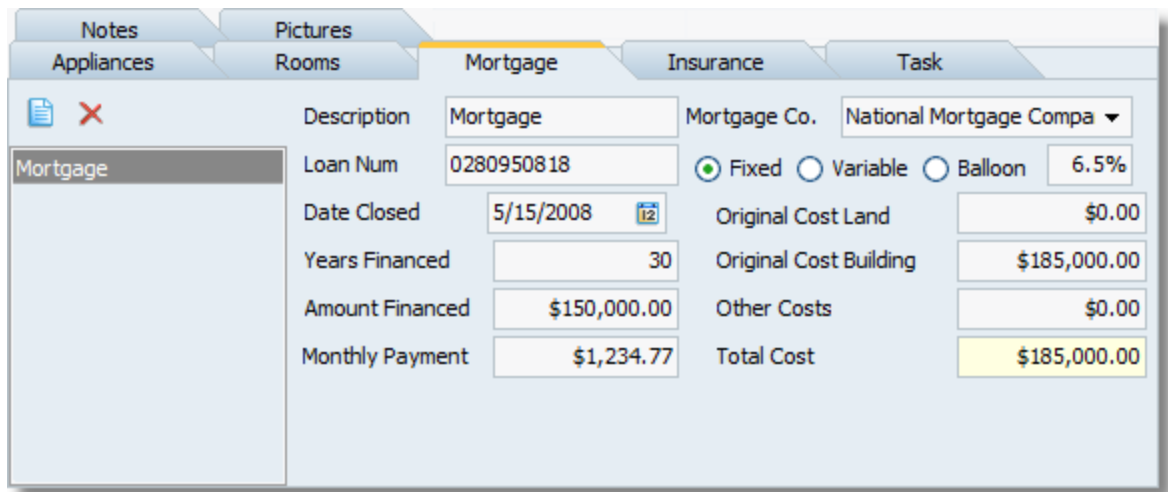
Use the Up and Down icons   to move this item in the list.

To delete everything about a agent:

3. Choose the agent from the list on the left by clicking on the name.
4. Click on the Delete button  located above the list.

4.3.4 Mortgage Details

Use the Mortgages folder to record information about each of the mortgages for a property. You can record many different mortgages. For example, you may want to record information about your original mortgage, and later mortgages if you refinance. You may have a first and second mortgage. Here you can also record mortgage payment information (payment address, amount of payment, phone numbers to make inquiries about your balance).




| | | | |
|-----------------|--------------|---|-------------------------|
| Description | Mortgage | Mortgage Co. | National Mortgage Compa |
| Loan Num | 0280950818 | <input checked="" type="radio"/> Fixed <input type="radio"/> Variable <input type="radio"/> Balloon | 6.5% |
| Date Closed | 5/15/2008 | Original Cost Land | \$0.00 |
| Years Financed | 30 | Original Cost Building | \$185,000.00 |
| Amount Financed | \$150,000.00 | Other Costs | \$0.00 |
| Monthly Payment | \$1,234.77 | Total Cost | \$185,000.00 |


Note: This folder stores information about your mortgages. Tracking of mortgage payments and amortization is not done in Task Impact.

In the spaces provided you can enter the name of the mortgage company, total amount paid for the property, and amount financed. You can also record the type of loan (fixed, variable or balloon interest), and the current percentage rate, as well as the origination date of the loan, number of years financed, date the loan is due, and payment amount.

To add information about a mortgage:

1. Click on the New button 
2. Type in a name for the mortgage. The new name will now be displayed on the list to the left.
3. Complete the fields that pertain to your mortgage.



To delete everything about a mortgage:

1. Choose the mortgage from the list on the left by clicking on the name.
2. Click the Delete button  located above the list.

To view details about one of the mortgages:

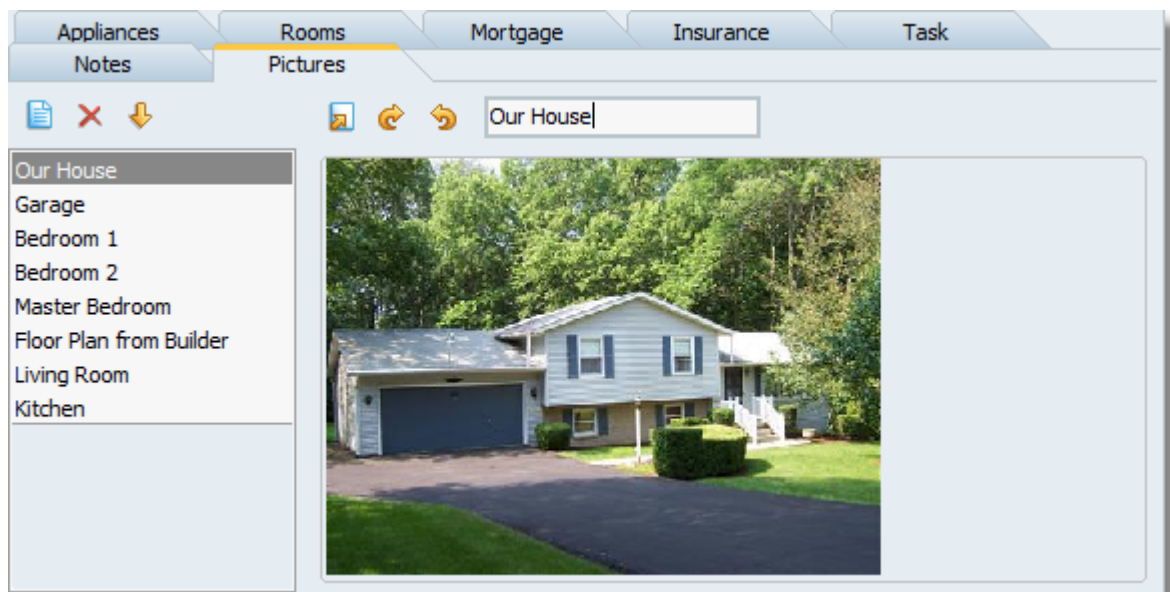
1. Click on the mortgage listed in the list on the left.
2. You will be able to view the details about this mortgage in the fields to the right.


To change the order of the mortgages in this list:

1. Click on the mortgage name in the list on the left that you want to re order.
2. Then use the Up and Down icons   to move this item in the list.

4.3.5 Saving Pictures/Floorplans

Use the Pictures folder to store any pictures concerning a property. You can keep floor plans or unlimited pictures of the property. Pictures will be stored internally in your Task Impact database. They will be converted to jpeg files to save room on your computer. When you insert your picture into Task Impact, Task Impact will make a copy of your original picture file. It will not change your original picture file.


**To add a photo:**

1. Open the My House Form and select a property from the list.
2. Click on the Pictures folder.
3. Click on the New button. 
4. A box will come up for you to browse to find the photos saved on your computer.
5. Drop down the arrow beside the box that says "Look In" to find where you have stored the photos.
4. Click on the photo you want to place in the Pictures Folder and click the Open button at the bottom of the browser box.
5. This will place the picture in the Pictures Folder.
6. Now you can type a title for this photo in the box provided. For example "Floor plan".


To rotate a photo:

Click on the arrows   displayed on the screen by the photo.

To show a photo full size:

1. Click the Full Size icon. 



To delete a photo:

1. Choose the photo from the list on the left by clicking on the name.
2. Push the Delete button  located above the list.

To view one of the photos:

1. Click on the title of the picture listed in the list on the left.
2. You will be able to view the photo in the box on the right.

To change the order of the pictures in this list:

1. Click on the picture name in the list on the left that you want to re order.
2. Then use the Up and Down icons   to move this item up or down in the list of pictures.

4.4 Making Lists Inactive

Each list can be made inactive if you wish. This is a useful feature if you complete an entire list and you no longer want to see the list in your My House view, but you still want to retain the information for future reference. The Status field is used to change a list to inactive. You can set your view of My House to show Active Only or View Active and Inactive Lists. If you have the view set to view inactive, the inactive lists will show in the view as grayed out so you can distinguish them from the active lists.

To change the status of a list:

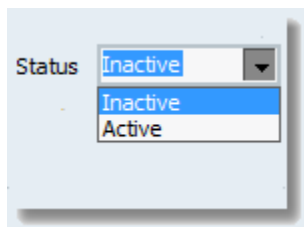
Go to the My House Form.


Click on the List that needs to be changed.

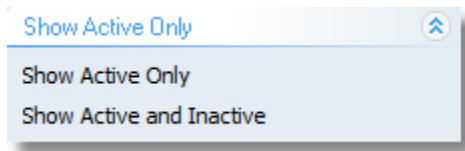
Click on the black drop down arrow in the Status field in the upper right side of the form.

Select "Inactive".

This list will now be grayed out on your My House list OR it will not be visible if you have set your view to view Active Only.

**To change your view:**

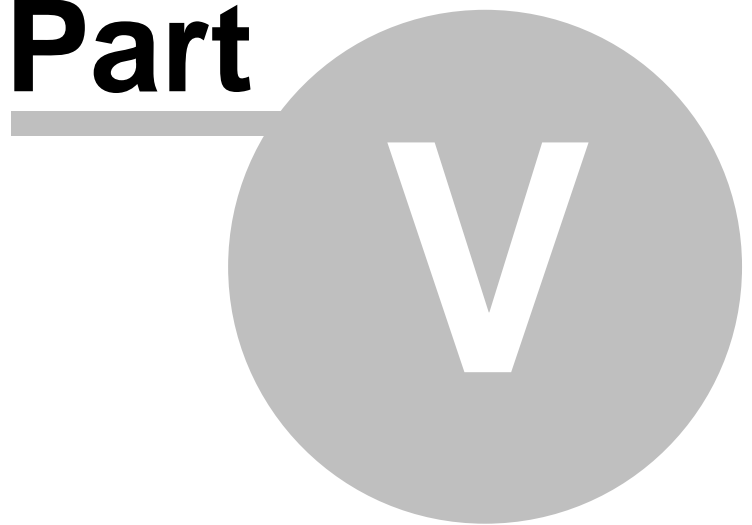
1. Open the My House Form
2. Go to the bottom right corner of your screen below the My House view.
3. Click the blue arrow icon  to open the view.
4. Select Show Active Only, or Show Active and Inactive by clicking on your selection.



5. Close the View with the blue arrow icon  and your view will be changed.

Tasks and Workers

Part



5 Tasks and Workers

5.1 Tasks Overview

We feel strongly that keeping household tasks, projects, and repairs in order is a vital tool to keeping your property in excellent condition. Making full use of this program will help keep your to-do list under control while maintaining your property's overall condition. Also, keeping accurate records of your home's repairs and maintenance schedule can be a very valuable tool if you later decide to sell your house. It will help to show your desire to keep a well maintained property. This easy to use and powerful task system helps you to do that.

Creating tasks is simple, just fill out a description of the problem. You can set the priority level of a task to Low, Normal or High and assign the job to a contractor or other person, such as a friend or family member. Print the task to give it to the contractor. When completed, mark the job as complete and record charges for labor and materials.

Task Reminders

Task Impact will automatically remind you of all incomplete tasks on the [Task Impact Dashboard System](#). When you mark the task as complete, it will no longer show on the Dashboard.

Memorizing Tasks

You can schedule [recurring maintenance](#) so you never forget the tasks that need to be done on a regular basis. They will automatically be entered for you on the schedule you set up and will also show on the Task Impact Dashboard.

Custom Task Types

You can create your own custom "task types" and assign tasks to these categories. With this helpful tool, you can set up types in any way that is useful for your home. Task types can be used for reporting. Some types could be: electrical, plumbing, exterior work, interior work, monthly or yearly maintenance, etc.

Priority Level of Tasks

Tasks will be displayed in the Task list in **red** if they are High priority, **black** if they are Normal priority and **grey** if they are Low priority.

Finding Tasks

With Task Impact you have the ability to search for tasks. You can search and find one particular task. Or you could search for a group of tasks by the contractor who was assigned the job, and/or the priority level of the task.

You can also search for particular text in a task. Let's say you remember that the task had something to do about rosebushes. Just type in the word "rosebush" and all tasks that have this anywhere in their text will come up for you to review.

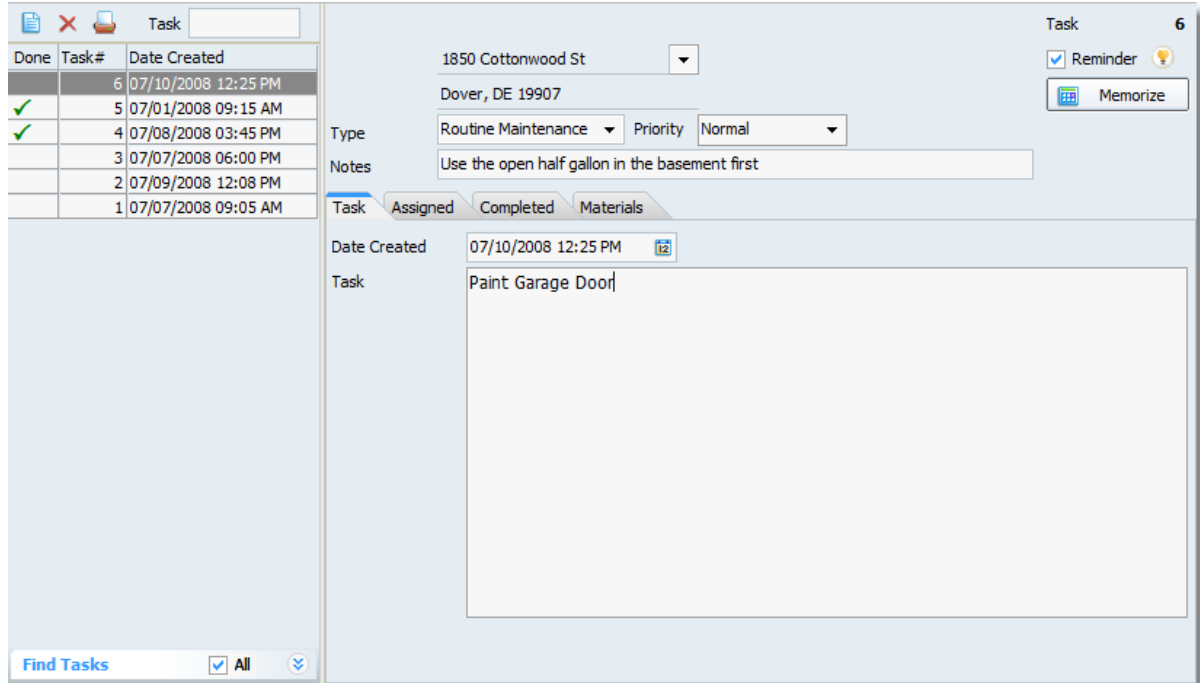
You can also search for a combination of search criteria. For example, you can search for all of the tasks of high priority, assigned to a particular contractor that also contained the word "bathroom".

"Simple" Display of Tasks in My House and Lists


If you click on a house in the My House list, you will see a folder called Task. This folder will display all of the tasks that have been requested and assigned to this particular house or list.

5.2 Creating Tasks

Once you create tasks they will show on the list of tasks on the left.

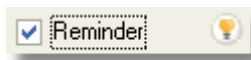


To create a task for a particular House or List:

1. Click on the New button  on the upper left part of the screen.
2. Choose the name of the House or List which is associated with this task by clicking on the down arrow next to that field. Click once on the House or List name.

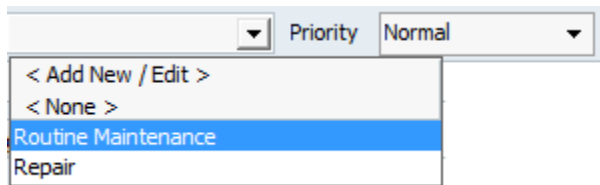
Note: The Task number will be assigned for you and cannot be changed.

To set the reminder for a task: When a task is created, the box beside the "Reminder" field will be checked. The task will automatically show on the Dashboard until you fill in a completed date on the Completed folder.




To set up your Task Types:

1. Drop down the list in the task's "Type" field.



2. Click on <AddNew/Edit>. A Task Types box will appear.
3. To add a new task type, click on the New button  and enter in the name of the new type.

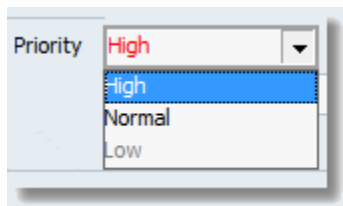
To delete an existing Task Type:

1. Drop down the list in the task "Type" field.
2. Click on Add New/Edit. A Task Types box will appear.
3. Select the one you want to delete by clicking on it in the selection list.
4. Click the delete button  above the list.

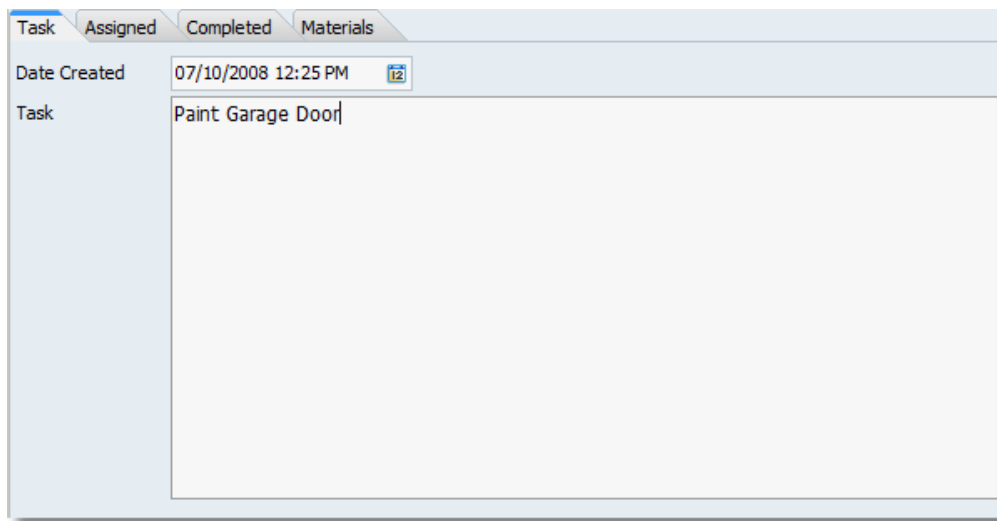
Note: You can mark it as inactive instead, so it no longer shows in your list of task types.

To choose a Priority type:

1. Click the black drop down arrow beside the "Priority" box.
2. Select the priority type you want : High, Normal or Low.

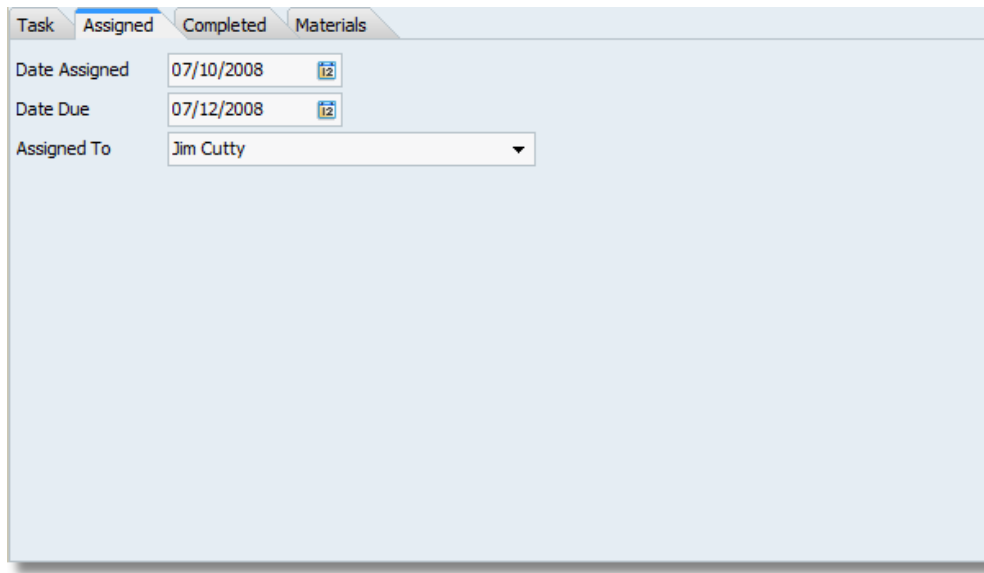
**To fill in the Task Folder:**

1. The "Date Reported" field will default to the current day and time. You can make changes as needed.
2. Type a description of the task in the "Task" area under the date.

**To fill in the Assigned Folder:**


1. Fill in the "Date Assigned" and "Date Due" fields as they pertain to your task.
2. Choose the contractor to assign this task to by clicking on the drop down arrow beside the "Assigned To" field. The list will display the contractors previously filled in on the [Contractor Form](#).

Note: To add a new contractor, choose Add New/Edit to open the Contractor Form and create a new record.




The screenshot shows a task management interface with three tabs: 'Task', 'Assigned', and 'Completed'. The 'Assigned' tab is active. Below the tabs, there are three input fields: 'Date Assigned' with the value '07/10/2008', 'Date Due' with the value '07/12/2008', and 'Assigned To' with the value 'Jim Cutty'. Each date field has a calendar icon to its right. The 'Assigned To' field is a dropdown menu.


To add a new task:

Press the New button  on top of the Task Form below the My House icon. This will save your task and clear the form to add the next one.

To delete a task:

1. Select the task from the Task List on the left.
2. Press the Delete button  on the top of the Task List. A prompt will appear and ask you if you are sure you want to delete the task. Click yes or no.

To print a task:

1. Select your task from the Task List on the left side of the screen.
2. Click the Print button. 

5.3 Completing Tasks

Completed Folder

To fill in the Completed Folder:

1. When the task is complete, fill in the "Date Completed" field. When you fill in the completed date, the ""Reminder" check box on the top of the task will be unchecked.

Reminder

The task will no longer appear on the Dashboard. The Task will be checked as "Done" on the Task List to the left.

| Done | WO # | Date Reported |
|------|------|---------------|
| | 40 | 12/30/2009 |
| ✓ | 39 | 12/26/2009 |
| ✓ | 38 | 12/23/2009 |


2. Comments can be written in the "Comments" field below the completed date.

Materials Folder

In the Materials Folder, each line can show either Labor or Materials. You can not display both Labor and Materials on the same line. In the example below, the Materials were filled in on the first line and the Labor was filled in on the second line. You can use as many lines as needed if multiple materials were used.

| Task Assigned Completed Materials | | | | | | |
|--|---------------------|--------|----------|-----|---------|--|
| Date | Description | Labor | Material | Qty | Total | |
| 07/12/2008 | Paint Roller & Tray | \$0.00 | \$4.58 | 1 | \$4.58 | |
| 07/12/2008 | Paintbrush | \$0.00 | \$5.56 | 1 | \$5.56 | |
| 07/12/2008 | Drop Cloth | \$0.00 | \$2.50 | 1 | \$2.50 | |
| Total | | \$0.00 | \$12.64 | | \$12.64 | |

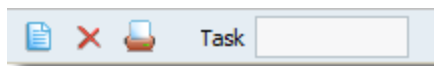
To fill in the Materials Folder:

1. Fill in the Date and Description fields.
2. On the first line, fill in the quantity in the Qty field, along with the cost of materials. For example: If the lock company installed one new lock then you would put 1 under Qty and \$25.00 in the Material field.
3. Now you can either click on the New icon  or tab over to the end of the line item and a new line will appear.
4. On the second line, fill in the description field, the Qty field and then the charge for the materials. For example: If the lock company charges \$40.00 an hour, and they worked two hours, type 2 under the Qty field and \$40.00 in the labor field. The total of \$80.00 will be calculated for you at the end of this line.
5. The total amount for the task will be calculated at the bottom of the Materials folder.

5.4 Finding Tasks


To find a task by a task number:

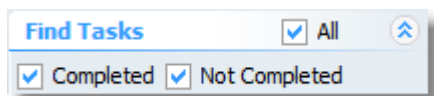
Type in the task number in the Task # box on the top of the Task List.





That particular task will be displayed on the right.

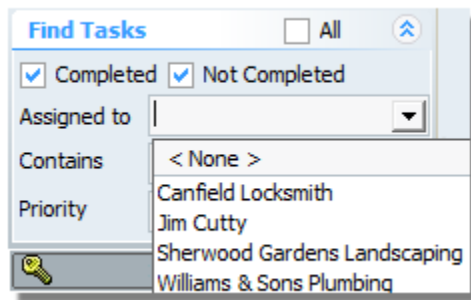
To find all incomplete or all complete tasks:

1. Click the Blue Arrow icon  in the Find . All of the tasks with this status will be displayed in the task list above the Find Tasks section.



To find all tasks assigned to a particular contractor:

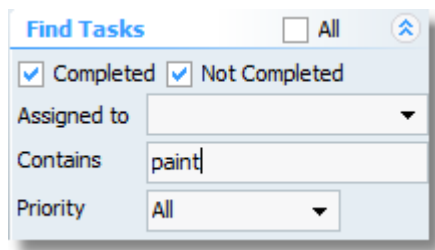
1. Click the Blue Arrow icon  in the Find Tasks section at the bottom of the Task list.  This will open the find function.
2. Drop down the list of contractors by clicking on the down arrow beside the Assigned to field.
3. Click once on the contractor you want to select.




4. The list of tasks displayed in the Task list above the Find Tasks section will narrow to only include those assigned to this contractor.
5. Click on each one individually in the list to bring up that particular task.

To find tasks containing particular text:

Type in the text you are searching for in the Contains field. For example, if you are looking for a task concerning paint, type in the word "paint" to bring up all tasks that have the word "paint" typed into them.




To find tasks with a particular priority level:

1. Click the Blue Arrow icon  in the Find Tasks section at the bottom of the Task list. This will open the find function.
2. Drop down the list of priority types by clicking on the down arrow beside the Priority field.
3. Click once on the priority level you want to select.
4. All of the tasks assigned to this priority level will be displayed in the Task list above the Find Tasks section.

To search for tasks with more than one criteria type:

You can select as many different search criteria as you want. For example, in the search below, you can search for tasks Not Completed, Assigned to Jim Cutty, with a Priority status of High. As you add more search criteria, the list of possible tasks will be narrowed in the list above. When you have located the one you want, click on it in the list to see the details to the right.



To clear your search so you can begin a new search:

1. Select "All" to close the search.
2. Click the Blue Arrow icon  to reopen the search feature and begin your new search.

5.5 Scheduling Recurring Tasks

You can memorize tasks so that you will be reminded of routine maintenance or other tasks that are completed on a regular basis. For example, you may memorize tasks for quarterly completion, such as cleaning the gutters every 3 months. The tasks will appear in the Tasks Form on the dates you specify, and they will show on the dashboard as incomplete tasks.

If you have already completed a task and filled in a completed date, you can still memorize it. The new tasks that will be created for you will have blank completed dates.

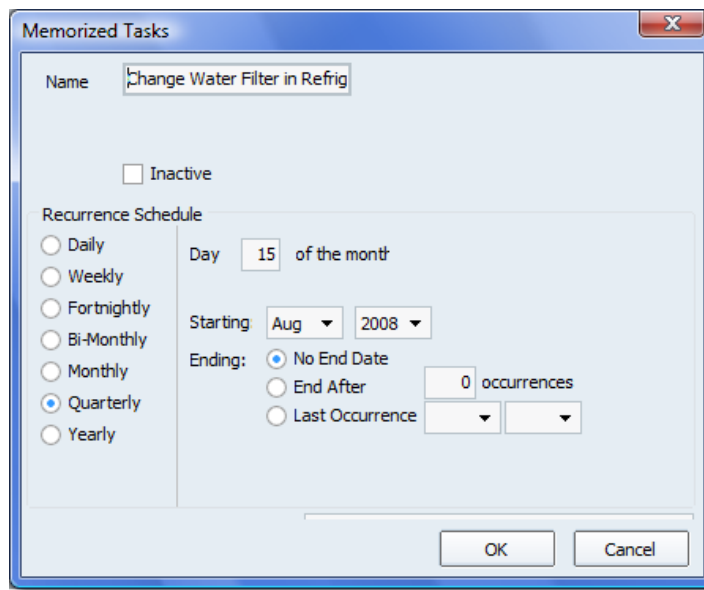
| Memorized Tasks | | |
|---|-----------------------|------------|
|  Edit Schedule  Delete Schedule | | |
| Name | Frequency | Next Date |
| Change Water Filter in Refrigerator | Quarterly on the 15th | 08/15/2008 |

To memorize a task:

1. First create the task and fill in the details that you want to memorize.
2. Click the Memorize button:



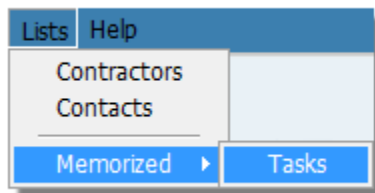
3. A memorize task box will come up:



4. The task name will default to the address of the original task. You can change the name of the task so it is easy to identify. Set how often you want the task to recur, the starting date, and the ending date. You can set the ending date to be either 1- no end date, 2- after a certain number of occurrences or 3- after a particular end date.
5. Click "OK" button to complete the memorized task.

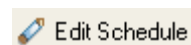
To change the schedule of a memorized task:

1. Go to Lists>Memorized on the Menu Bar of Task Impact. Choose Memorized>Tasks.



2. You will see a list of all of your memorized tasks.

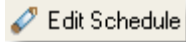
| Memorized Tasks | | |
|-------------------------------------|-----------------------|------------|
| Edit Schedule Delete Schedule | | |
| Name | Frequency | Next Date |
| Change Water Filter in Refrigerator | Quarterly on the 15th | 08/15/2008 |

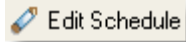


3. Click on the task you would like to edit. Then click the
4. You can change how often the task will be scheduled or the number of future occurrences.

To change the next date of a memorized task:

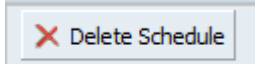
1. Go to Lists>Memorized on the Menu Bar of Task Impact. Choose Memorized>Tasks. You will see a list of all of your memorized tasks.
2. Click on the task you would like to edit.



3. Click . You can re-set the Starting Date to when you want the next scheduled task to recur.
4. Close the form to save your changes.

To delete a memorized task:

1. Go to Lists>Memorized on the Menu Bar of Task Impact. Choose Memorized>Tasks. Click on the task you would like to delete from your memorized tasks list.




2. Click

Note: Any tasks from this schedule that have already been entered will not be affected.

To change details about the memorized task:

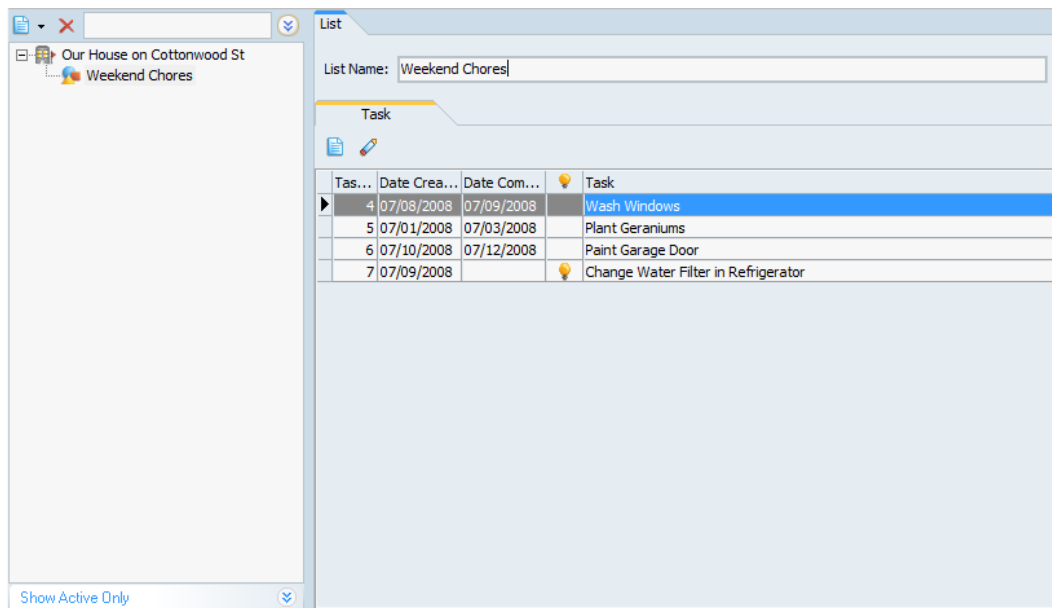
1. Go to Lists>Memorized on the Menu Bar of Task Impact. Choose Memorized>Tasks.
2. Click on the task you would like to change from your memorized tasks list.




3. Now click . This will bring up the task so you can change details about the task itself, for example you could change the contractor who is assigned to the task, or the description of the task.

5.6 "Simple" Tasks


Tasks that you have created and assigned to a particular house or list will be displayed in the "Task" Folder under the My House Form.




From this screen, you can change a task's created date, mark it with a completed date, or edit the task description by double clicking on the description. To view, edit, or print the **complete** task, click once on the task, then click the Edit button  to bring it up in the Tasks Form.

You can create "simple" tasks from this folder by just listing the basic details. The dashboard will remind you of these tasks as well as those tasks entered in the Tasks Form.

To create "simple" tasks:

1. Bring up the Task folder on the appropriate property or list.
2. Click the New button  in the Task folder.
3. Today's date will automatically be entered into the Date Created field in the new task. To change the date, click in the date field and type in the new date. Or, click in the date field and select the drop down list to view the calendar. Click on a date to fill in the date field.
4. Now double click on the task description column to enter a description of the problem. A text editor will appear where you can type in a short or detailed description about the task. To close the Text Editor, click on the small x in the left corner *below* "Open Windows".
5. When the task has been completed, you can type in the completion date.

Note: Any task created using the "Simple" Task process can also be viewed or edited as a complete task in the Tasks Form. To print the task, add materials, or add more detail to a "simple" task, click on the task and choose the Edit icon , which will open the complete task in the Tasks Form.

See [Recording Details About Your Properties>Task Folder](#) for further details.

5.7 Listing Workers

Use this form to keep a record of workers and contractors used or recommended, including notes about their work or other comments. Any worker or contractor entered will be added to the "assigned to" list for easy selection on tasks and appliance records.

You can select the types of work a contractor performs so that later, for example, you can run reports to find all the plumbers you have listed.

Contractors

Canfield Locksmith
Harlow Remodeling
 Jim Cutty
 Sherwood Gardens Landscaping
 Super Steamer Carpet Cleaning
 Superior Electrical Service
 Williams & Sons Plumbing

Company: Harlow Remodeling Tax ID #:
 First Name/Last: Steve Harlow
 Address: 140 W Maple St
 City: Dover State: DE Postal Code: 19907
 Work: (302) 555-8098 X E-mail:
 Web:
 Inactive


| Date | Notes | Who |
|------------|--|-----|
| 04/09/2007 | Steve gave a quote of \$2500 to drywall, paint, and trim out the basement. | |

Select this Contractor's service(s):

Plumbing
 Electrical
 Paint/Paper/Plaster
 Appliances/Heat and Air
 Lawn and Tree Care
 Floors
 Cleaning
 Roofing and Siding
 Concrete and Paving
 Windows and Doors
 Locks
 Brick Stucco and Chimney
 Pest Control
 Hauling and Moving
 General Contractor
 Other

[Add/Edit contractor types in list](#)

To add a new contractor or worker:

1. Click on the Workers icon on the tool bar.
2. Click the New button  in the upper left corner of the form. This will clear the form for you to fill in information about the worker. When you create a new worker, the worker will then appear on the list panel to the left of the Contractors Form.




To select this contractor's service types:

Click in each box beside the service types that pertain to this contractor. For example; if Jim Spitz installs windows and doors and does general contractor work, then you would check the boxes that pertain to the work types that this contractor can perform.

Select this Contractor's service(s):

- Plumbing
- Electrical
- Paint/Paper/Plaster
- Appliances/Heat and Air
- Lawn and Tree Care
- Floors
- Cleaning
- Roofing and Siding
- Concrete and Paving
- Windows and Doors
- Locks
- Brick Stucco and Chimney
- Pest Control
- Hauling and Moving
- General Contractor
- Other

To add notes about this contractor:

1. Click on the New button  beside the notes section.
2. The current date will be filled in for you. The date can be changed if you wish by typing over the date or clicking on the Calendar icon  to choose the date from a [calendar](#).
3. Type your notes in the Description field.
4. A note can be deleted by clicking on the note and clicking on the Delete button  in the left margin of the notes section.

To make a contractor inactive:

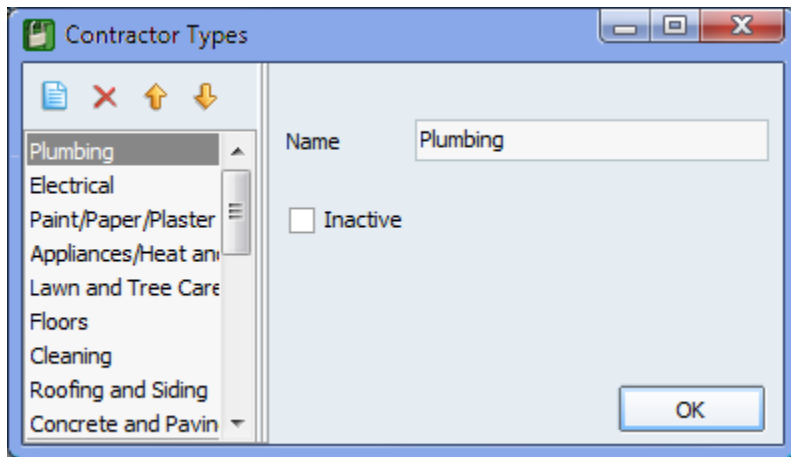
1. Find the contractor from the list panel on the left side of your screen, and click on that contractor's name to open that record.
 2. Click on the check box beside Inactive
- Note:* The contractor's name will now be displayed in gray on your Contractor List. The contractor will no longer show on drop down lists of contractors throughout Task Impact.





To add or edit the contractor service types:

1. Click on the Workers icon on the tool bar to open the Contractor Form.
2. At the bottom of the contractor service types panel, click on:

[Add/Edit contractor types in list](#)

3. This will open the Contractor Types screen.



- You can add new types by clicking the New icon  and typing in the name.
- Move contractor types up and down in the list by clicking on the Up or Down icons.  
- To delete a contractor type, click on the contractor type and then click on the Delete icon. 

Other Task Impact Fields

Part



6 Other Task Impact Fields

6.1 Filling in Date Fields

Date fields work the same in all forms and folders within Task Impact. In most of the date fields, the current date will automatically be displayed for you.


To type over the date displayed in the text box:

1. Double click on the date to highlight it.
2. Type over the current date to change it.

To change a date by one day, one month or one year:

1. Click on the portion of the date that you want to change. For example, for the date 01-01-2009, click on 2009 to highlight the year.
2. Then type over that section, or press the + or - key on your keyboard until the date you need appears.

To bring up a calendar:

1. Click on the calendar icon displayed in any date field. 
2. If there is a valid date already entered in the date field, the calendar will highlight it. If there is no date in the field, the calendar will highlight today's date.



Clicking on a date will close the calendar and insert the date chosen into the field.

Clicking on the red circle at the bottom of the screen will insert today's date.

To move through the calendar by one month:

1. Use the arrow icons in the upper right and left hand corners of the calendar.

To change the year of the calendar:

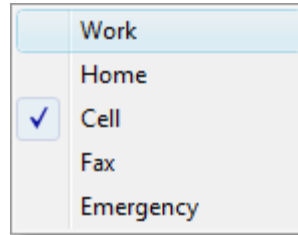
1. Click on the year displayed at the top of the calendar.
2. A drop down list will be displayed so the year can be selected.

To change the month of the calendar:

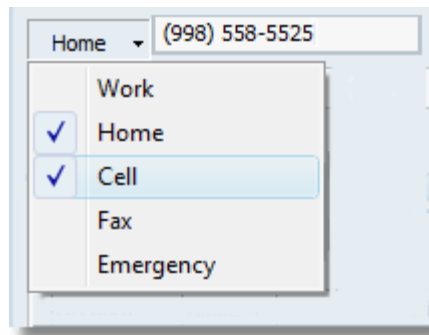
1. Click on the month displayed at the top of the calendar.
2. A drop down list will be displayed so the month can be selected.

6.2 Using Phone Fields

With Task Impact, you will be provided with some basic phone types such as "Work, Home, Cell, Fax, and Emergency"



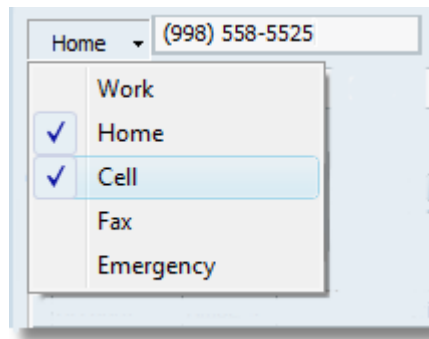
You can record multiple phone numbers for each contractor or other contact. For each phone number recorded, there will be a check mark beside that option. For example if you have recorded a "Home" and a "Work" number for a contact, when you drop down the list of phone choices there will be a check mark beside the "Work" and "Phone" options. Just click on one to re-display that phone number for the contact.



Because of the flexibility of this feature, when you run reports you can select which phone number types will be displayed on each report. For example, if you want a report of contractors with their cell phone numbers, you can do this.

To enter phone numbers for a contact:

1. In any phone field displayed in Task Impact, click on the black drop down arrow beside the name of the phone type. You will see a list of all of the possible phone types displayed.
2. Click on the type you would like to add. For example if you are inputting the contact's Cell number, click on "Cell". Now the word "Cell" will be displayed on your Task Impact screen and a blank field will be provided where you can type in the cell number.
3. After typing in the cell number, to add another number, drop down the list again and select the next type you would like to add. For example "Emergency". Fill in this number.
4. Drop down the list again and you will notice that some of the phone types have check marks beside them. Types with check marks beside them show that there is a number of this type stored for this contact.

**To review phone numbers already entered for a contact:**

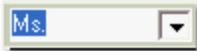
1. From the phone field displayed on the screen, click on the black drop down arrow beside the name of the phone type. There will be a check mark displayed beside all of the phone numbers you have recorded for this contact.
2. Select the one you want. For example, "Work" . After you click on your selection, that phone number will be displayed on your Task Impact screen.

6.3 Contact Titles

Title fields are displayed beside first and last name fields for Workers and Contacts in Task Impact. Examples are "Mr., Ms., Dr." etc. Titles are optional and do not need to be used. You can also add your own titles.

To select a title already added:

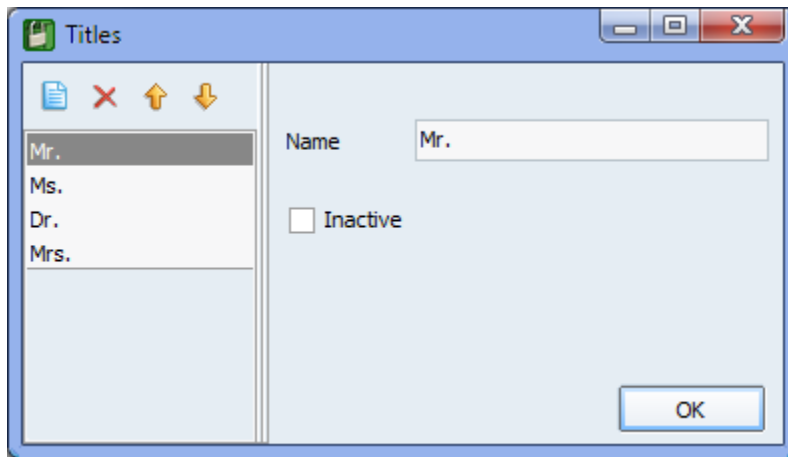
1. Tab to, or use your mouse to click on the Title field.
2. Now, click the drop down arrow and click on the selection "Mr., Ms. etc." that you want to attach to that person's name.
3. Tab or click out of the field.


**To quickly select a title:**

1. Tab or use your mouse to click in the title field.
2. Begin typing the title you want. For example, for Ms., type the letters "Ms". The drop down list of title choices will drop down and will move to the one you have typed in.
3. When the one you want is highlighted, just tab out of the field., and your selection will be inserted into the field.

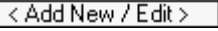

To add a new title:

1. From the title field on any form, click on the black drop down arrow.
2. Choose Add New/Edit. This will open the Titles screen.

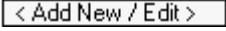


3. Click on the New button.  This will create a new Title.
4. Type the title in the Name field. Click OK to close the form and add your new title to the list of title choices.

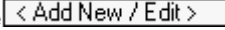
To delete a title:

1. From the title field on any form, click on the black drop down arrow. Choose  This will open the Titles screen.
 2. Click on the title you want to delete.
 3. Then click the Delete button  above the list of titles.
- Note:* If this title is being used anywhere in Task Impact (you have selected it before), it can not be deleted. In this case, if you no longer want to see this title in the drop down list, click the box beside Inactive to make this title inactive.



To edit a title:

1. From the title field on any form, click on the black drop down arrow.
2. Choose  This will open the Titles screen.
3. Click on the title you want to edit. Make changes by typing them in the Name field in the box on the right.

If you no longer want a title to show in the drop down list:

1. From the title field on any form where it is displayed, click on the black drop down arrow.
2. Choose  This will open the Titles screen.
3. Select the title you want by clicking on it in the list on the left.
4. If you no longer want to see this title in the drop down list, click the box beside "Inactive" to make this title inactive.

To change the order of the titles in the drop down list on all screens in Task Impact:

1. Click on the title name in the list on the left that you want to re order.
2. Use the Up and Down icons   to move this item in the list.

6.4 International Settings

If you set your Windows Regional Settings to your country, the correct currency and date format will automatically be displayed for you throughout Task Impact.

For Windows XP**To change the currency or date display in Task Impact:**

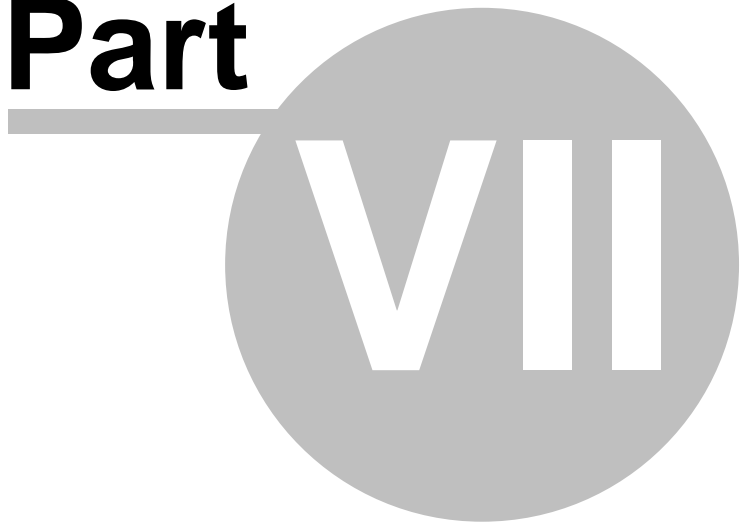
1. Go to the Start button on the bottom of your computer and choose Settings>Regional Settings.
2. Set this to your country and the currency and dates will now be displayed correctly everywhere in Task Impact.

**For Windows Vista****To change the currency or date display in Task Impact:**

1. Go to the Start button on the bottom of your computer and choose Control Panel.
2. Select Regional and Language.
3. Set this to your country and the currency and dates will now be displayed correctly everywhere in Task Impact.

Other Features

Part



7 Other Features


7.1 List of Contacts

The Contacts Form is a convenient place to keep a record of all phone numbers and addresses for personal and/or business contacts relating to your home(s), such as friends, family, insurance agents, realtors, interior designers, etc.


The screenshot shows the 'Contacts' application window. On the left is a list of contacts, with 'Arista Realty' selected. The main area displays the details for Angela Frye, including her company, address (8098 Farmersville Rd., Shiloh, DE 19908), and work phone number (302) 555-1616 X. Below the form is a 'Notes' section with a table:

| Date | Notes | Who |
|------------|--|-----|
| 10/10/2005 | Friend of Kim Turner. She sold their house for full asking price in Sept 2005. | |
| 01/05/2006 | Angela said to call her anytime to see about 4 bdrm houses for sale in the area. | |

To add a new contact:

1. Click on the Contacts icon on the toolbar.
2. Click on the New button. 
3. Complete the fields that pertain to your contact.


To delete a contact:

1. Choose the contact from the list on the left by clicking on the name.
2. Click the Delete button  located above the list.

To view details about one of the contacts:

1. Click on the contact listed on the left. (You will be able to view the details about this contact in the fields to the right.)

To add notes about this contact:

1. Click the New button  beside the notes section. The current date will be filled in for you. The date can be changed if you wish by typing over the date or clicking on the calendar icon to choose the date from a [calendar](#).
2. Type your notes in the Notes field.

Reporting

Part



8 Reporting

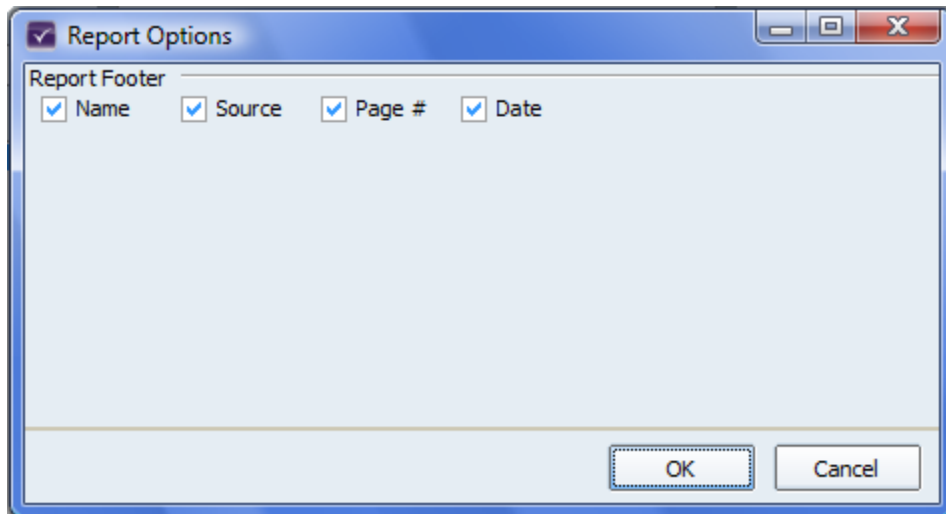
Reports can be viewed and printed from the Reports Form. You can print information that you entered throughout Task Impact.

To create reports:

1. Click on the Reports icon on the toolbar.
2. On the left column you will see a list of reports. Click on the name of the report you want.
3. In the column in the middle of your screen, you will now see all of the report criteria for the report you selected.
4. Make your selections.
5. From the column on the right, select from the list displayed.
6. Click Done at the bottom of the center column.
7. A report preview form will appear so that you can see what you will be printing. Use the scroll bar to scroll through the report. To enlarge the view of the report, press the down arrow in the "Zoom" box to select the size. To view each report page individually, use the Navigation icons.
8. Click Print to print the report.

To change the footer of a report:

1. Click the Options Button on the bottom of the screen.
2. Make your changes from the following screen.



3. Click OK to close the form and save your changes.

8.1 Contractor/Task Reports

Tasks by Priority

Listing of all tasks grouped by their priority level.

Tasks by Contractor

Listing of all tasks sorted by the contractor they were assigned to.

Contractor List

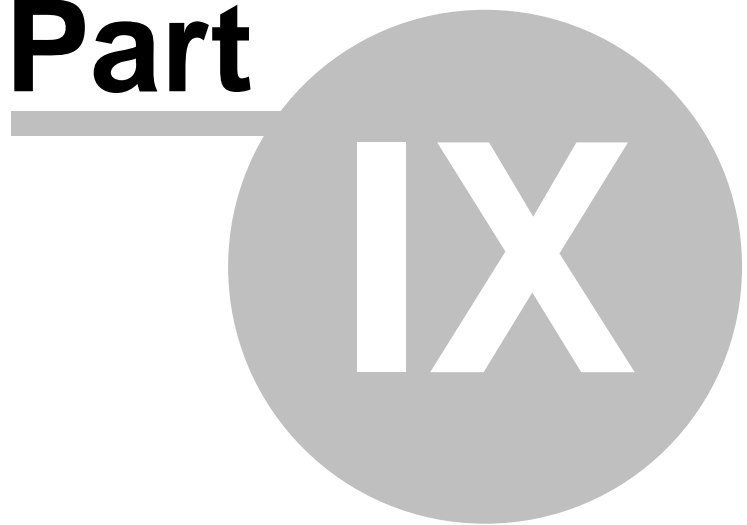
Lists name, phone number and type of contractor.

Contractor List Detailed

Detailed listing of contractors. This includes name, address, phone number, email, website address, as well as tax Id number and type of contractor..

Using the Dashboard

Part



9 Using the Dashboard

The Task Impact Dashboard is a great way to get an overview of your tasks all on one screen. Just click the Dashboard Icon on the Icon Bar to bring up the screen.



Tasks will be displayed to let you know which tasks are not yet completed. You can drill down on any item displayed in the Dashboard to quickly go to that task in Task Impact.

Dashboard fields include:

- Task Number
- Due Date
- Task List
- Priority
- Type
- Assigned To
- Task Description
- Task Notes

Sorting Columns:

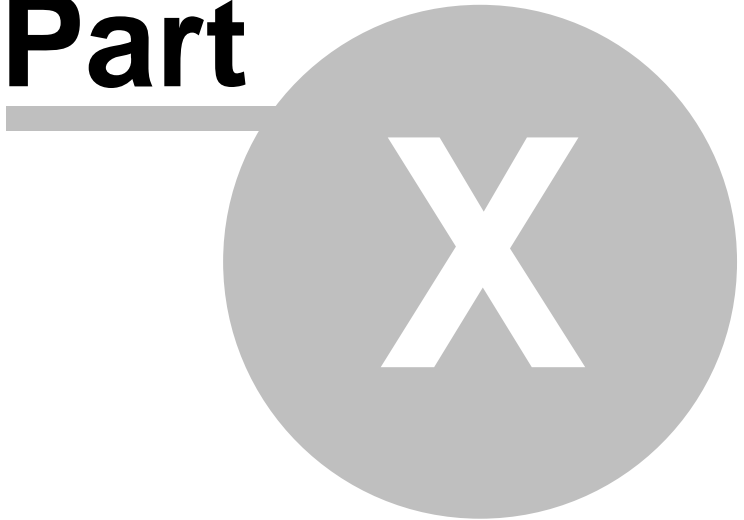
By default, the Dashboard will sort tasks by task number. To sort your tasks in the dashboard according to date due, priority, assigned to, list, type, etc., rest your cursor over the heading until the cursor becomes an up and down white arrow. Click on the heading that you would like to sort by. The tasks will then sort and group accordingly. If your tasks are now sorted in descending order, you can click the heading again to re-sort in ascending order. To go back to the original view, click on the Task # heading.

Changing Column Width:

To make a column width smaller or larger, rest your cursor between two column headings. When the cursor switches to a double black arrow, hold down the left-click button on your mouse and drag the cursor to resize the column to be the appropriate width.

How To Get Help

Part



10 How To Get Help

10.1 Free Support

Try these free steps in the following order if you are having a problem.

1. Download the most recent update from our web site. Updates fix all known problems. New updates are on the Internet often, so if you are having a problem, we may already have the solution for you here. This will also assure that you have the latest version. When you email us for help we will be looking at the same version that you are, and can more easily diagnose the problem.

To download and install the latest update of Task Impact free of charge: Go to Help on the menu bar and choose "Update Task Impact". From this screen you can see displayed your current version number as well as the latest version available on the internet. Click on the link "Download the Current Update". Then, choose Run from the box that appears. Follow the directions to install. After installation, check to make sure you have the newest version by going to Menu Bar: Help and selecting About.

If you download and install the update and you find that you still have your old version, you may need to clear your browser cache. This means that your browser will not let you download because it has saved a copy from the last time you downloaded the update.

To clear your cache:

Microsoft® Internet Explorer: Go to 'Tools' then 'Internet Options' and in the 'Temporary Internet files' section, click the 'Delete Files' button. Click 'OK' and 'OK' again on the Internet Options box.

Netscape® Navigator: Go to 'Edit' and select 'Preferences...' from the menu items. Click the "+" sign next to 'Advanced' and click 'Cache'. Click the 'Clear Memory Cache' and 'Clear Disk Cache' buttons.

Mozilla Firefox: Go to Tools > Options > Privacy > Clear Now... Check "Download History". Then Click "Clear Private Data Now".

AOL: Go to Start button on the bottom of your computer. Then go to Find/Files or Folders. Type in TaskInstall.exe. When you find the file(s), right-click on each of them and choose Delete.

2. Read the Frequently Asked Questions. Go to Help>FAQ on the menu bar in Task Impact to read and search through the Frequently Asked Questions. Internet access is required for this feature to work. You can type in search terms to find questions and answers on a topic. You can also view the FAQs from our website: www.taskimpact.com/faq.html.

3. View the free Video Demos. If you are having a question about how to use the program, the video demos will walk you through every procedure step by step. They can be found on our website at www.taskimpact.com/videoDemos.html.

4. Email. After you have downloaded the latest update, read the FAQ and viewed the video demos, if you still are having problems, e-mail support@taskimpact.com for assistance. Please include your name, zip code, and phone number in your e-mail.

10.2 Technical Support

How it Works:

With your purchase of Task Impact you will receive unlimited email support, FAQ and video demos at no additional charge. If you have a problem, first attempt to resolve it by following the free steps. If you still cannot solve the problem, you can call the sales line at 1-800-559-7040 and ask that a support technician return your call. There will be a charge for this service.

Support Requests are returned promptly. To get into the support queue more quickly, directly email support@taskimpact.com and include your name and phone number and request that a technician call you for paid technical support.

Phone Technical Support: Purchase technical support via telephone at the rate of \$25.00 per incident.

Ohio Orders add 6% Sales Tax

Prices of products and upgrades subject to change at any time.

Order Task Impact Technical Support by calling 1-800-559-7040 to order.

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