FLORIANI HANDOUT

USING THE FLORIANI SUPPORT FORUM

This handout explains how to register and post questions to the Floriani Support Forum.

REGISTERING FOR THE FLORIANI SUPPORT FORUM

You must register before you can use the Floriani Support Forum.

1. Start the Floriani Embroidery Suite Pro or Floriani Total Control – Professional software. Double click the Floriani icon on your desktop. This opens the **My Floriani Today** dialog box.

2. Take a look at the **My Floriani Today** dialog. It tells you the version number of the Floriani software that is currently available and allows you to download the free Floriani design suites. Most importantly, you can get to the Floriani Support Forum from this dialog. The Floriani Support Forum is an excellent place to ask questions about using the Floriani software.

3. Click **Floriani Support Forum**. This opens a window in your Internet Explorer browser to Floriani Embroidery Central. If you want to register for the support forum, scroll to the bottom of the page, and click the link for **Support Forum Login** on the bottom right sidebar.

4. This opens a new browser window to the support forum. Click the **Register** link in the upper right corner of the page to register to use the support forum.

    a. The Registration Terms & Rules page opens in the browser. Read the terms and rules and click the **I have read, understood and agreed to these conditions** checkbox.

    b. Click **Continue Registration**.

5. This opens the Ready to register? page in the browser.

    a. Type a username in the **Choose a username textbox**. A username is the name you'll use to log into the forum.

    b. Type a display name in the **Choose a display name textbox**. A display name is the name by which you will be identified in messages on the forum.

    c. Next type your email address in the **Enter your e-mail address textbox**.

   d.   Re-enter the same email address in the **Re-enter your e-mail address textbox**.

   e.   Type a password in the **Choose your password** textbox. This is the password that you will use to log into the forum.

   f.   Type the same password into the **Re-enter your password** textbox. This is to make sure that you didn't mistype the first password.

   g.   Choose the board options that you want by clicking the checkbox for receiving emails and specifying your time zone.

   h.   The last two sections verify that you are not an automated system.

       i.   Type the answer to your **Challenge Question** in the associated textbox.

      ii.   Type the characters as shown under the **Verify you are a human** section.

   i.   Click **Register**. If any errors are found in your entries, the **Ready to register** page will remain in the browser with the errors highlighted in red. Fix the errors, enter the human text, and click **Register** again.

   j.   If all of your information was valid, the Registration Process page displays in the browser. It tells you that the board administrator will send an email to your specified email address and that you will need to check your email for instructions on validating it.

6. Check your email program for an email from **Floriani Support Forum** with a subject of **Registration at Floriani Support Forum**.

   a.   When it arrives, open the email.

   b.   Click the first link to activate your account.

   c.   A **Registration Process** page opens in your browser.

7. You can now sign into the forum. If you're signing into the forum from this page, start with step 4 of **Signing into the Floriani Support Forum**.

SIGNING INTO THE FLORIANI SUPPORT FORUM

You can sign into the support forum and look for questions similar to ones you have or just post your own questions.

1. Start the Floriani Embroidery Suite Pro or Floriani Total Control – Professional software. Double click the Floriani icon on your desktop. This opens the **My Floriani Today** dialog box.

2. Click **Floriani Support Forum**. This opens a window in your Internet Explorer browser to Floriani Embroidery Central.

3. Scroll to the bottom of the **Floriani Embroidery Central** page, and click the link for **Support Forum Login** on the bottom right sidebar.

4. Click the **Sign In** link in the upper right-hand corner of the new page.

   a. Type the username that you chose in step 5a of **Registering for the Floriani Support Forum**.

   b. Type the password that you chose in step 5e of **Registering for the Floriani Support Forum**.

   c. If you don't want to have to remember your username and password in the future and you're using a private computer to which the public doesn't have access , you can click the **Remember me** checkbox so that you will automatically be logged into the forum when you use this computer to access it.

   d. Click **Sign In**.

5. Your successful login takes you to the **Floriani Support Forums** page.

   a. If you've got a question or want to look at information about Floriani Embroidery Suite Pro, click **Floriani Support Forum**.

   b. If you've got a question or want to look at information about Floriani Total Control – Professional, click **Floriani Total Control**.

6. Click on any topic to see the information/question/responses beneath that topic. If you want to post your own question, click **Start a New Topic** at the upper right of the forum window.

POSTING A QUESTION TO THE FLORIANI SUPPORT FORUM

If you want to post a question to the forum, please log in first.

1. Before you post a question, you may want to look at some of the questions that others have posted so you have an idea of what information people provide when they're asking a question.

2. Once you have logged into the forum and entered the forum for which you have a question, click **Start a New Topic** at the upper right of the forum window.

3. Give your question a title in the Topic Title textbox.

4. If you want to your question a description, type that in the **Topic Description** textbox. Topic descriptions are optional, however; you don't need one to post a question.

5. In the textbox under **Topic**, type the gist of your question.

6. Once you've typed your question, scroll down and click **Post New Topic**. A forum administrator will review your question before it's posted to the forum so you won't see it immediately, but if you log back in later in the day, you should find your question in the topic list. Click it and see if you have responses.