

Appendix A

How to Get Help, Training, and Program Updates

Getting Help

Beyond this seminar handbook, there are several ways to get help with AGTEK software . . .

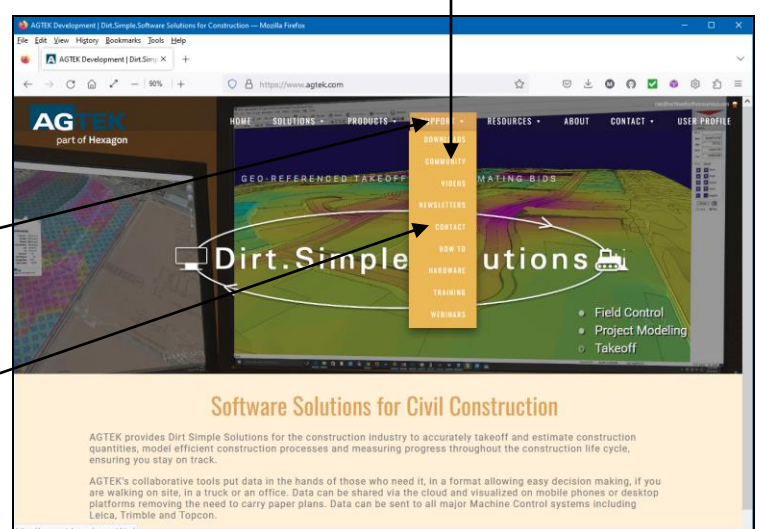
- ◆ Select **Help > [Program Name] Help** from the menu to access the program's hypertext help files (some AGTEK 4D help files include links to corresponding online training videos). Program help files are also directly available via the web at www.agtek.com/help/sw/earthwork4dhelp.htm (**Earthwork 4D**) and www.agtek.com/help/gw/gradework4dhelp.htm (**Gradework 4D**). Use the **Guide** dialogs to work through the basic steps of modeling and quantifying site earthwork (see page 47 in the *Day 1 Seminar Handbook*).
- ◆ Join the LinkedIn AGTEK Users Group at www.linkedin.com/groups/2015287/.
- ◆ AGTEK Customer Support subscribers have these additional support options available to them [*a reasonable annual subscription fee covers all AGTEK 4D users at a single location; email AGTEK at SubscriptionRenewal@agtek.com, or call (925) 606-8197, for pricing and details*]:
 - Unlimited calls to **AGTEK's toll-free technical support line at (800) 248-3527** (6:00 AM – 5:00 PM PST, including weekends). Support call messages are promptly returned in the order received.
 - Access to a library of online training videos at www.agtek.com/traininghome.html.
 - Download latest AGTEK software updates and PDF User Manuals (see pages 246-247). The user manuals are somewhat dated but they include sections with step-by-step exercises, menu-by-menu technical descriptions, and special applications.
 - Unlimited email (to support@agtek.com) and web support (including help with ESW, CAD/PDF and survey data files). With direct email to support, be sure to include your Customer information (name, company name, address and call-back number). Another option is to use AGTEK's *Contact Support* form to request support and submit questions via the steps listed below.

An overview landing page for AGTEK's various training and support options (with links) is located at www.agtek.com/howto.html, but AGTEK's webinar video at www.agtek.com/video.html?id=566 provides a comprehensive tour of all options, including those of the new **AGTEK Community site**.

Step 1: Go to AGTEK's web site at www.agtek.com (AGTEK's web site is also accessible from within the AGTEK program by selecting **Help > Visit AGTEK Online** on the program's main menu) then either ...

- Click **SUPPORT** on the menu bar to display the main support page with links to all support resources (www.agtek.com/support.html) and go to Step 2, or
- Click **Contact** on the **Support** drop-down menu to directly access the *Contacting Support Information* form (www.agtek.com/contactsupport.html) and go to Step 3.

Tip: Click **Community** on the **Support** drop-down menu to check out AGTEK's new customer resources site (AGTEK Support login required) [*or select **Help > AGTEK Community** from the menu in any AGTEK 4D program*].



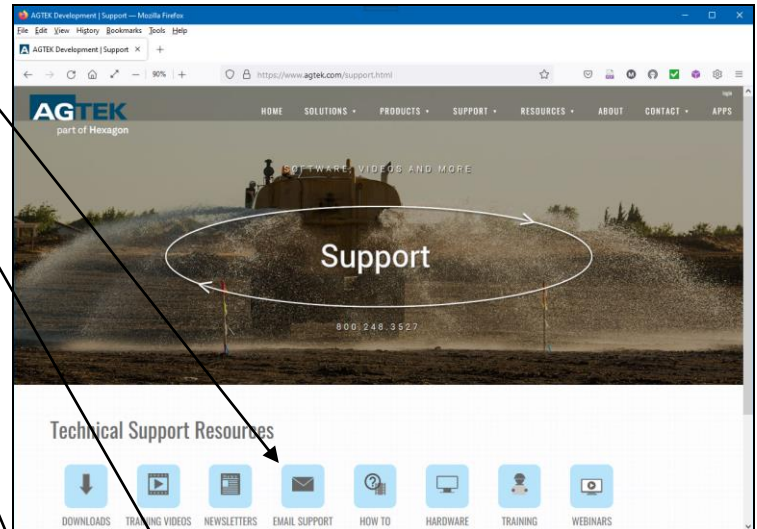
Appendix A How to Get Help, Training, and Program Updates Getting Help (Cont.)

Step 2: On the *Support* page, click the **EMAIL SUPPORT** icon to access the *Contacting Support Info* form.

Step 3: If a *Login* dialog displays, enter your Customer Support *Login ID* and *Password* then click **LOGIN**.

Step 4: When the *Contacting Support Info* form displays, use one of these options ...

- Submit your support question using the form (but the form does not include a function to attach and upload files with your question), or
- To send file attachment(s) with your support question, you can contact support via email (click the Support@agtek.com Email link at the bottom of the form). When your email app opens, attach the related files (see **Transferring Large Data Files** and **AGTEK Support Filedrop** below), describe the issue, **be sure to include the required Support information** (as listed on the form) then send your email message.



Welcome to AGTEK Support

Please login below

Hint: Use the same login and password as for your internet key

Login ID

Password

LOGIN

Not signed up for support? [Click here](#) to ask for more information

Contacting Support Information
* required field

* Name:

* Company:

* Phone:

* Email:

* Confirm Email:

Program: Please Choose

Question:

SUBMIT **RESET**

Phone: 800.248.3527 Email: Support@agtek.com

[in](#) [t](#) [f](#) [v](#)

Transferring Large Data Files

Large data files sent via email may not be delivered. Alternatives include:

Compress File Attachments

AGTEK 3D/4D includes a built-in “zip” compression option for ESW files. A currently open ESW file is compressed to a standard ZIP format with an ESZ name extension (select **File > Save As** from the menu and set **AGTEK SiteWork Zip Files (*.esz)** as the *Save as type*). The resulting ESZ file is readable by AGTEK 3D/4D. **AGTEK 4D** users have the option to include background images in the ESZ file (see AGTEK’s ESZ video at <https://bit.ly/3R8R0ly>).

AGTEK Support Filedrop

AGTEK’s Send IT app makes it easy to transfer up to 920 GB of data to AGTEK Support – give it a try at <https://sendit.hexagon.com/filedrop/> support@agtek.com (AGTEK Support login required).

Email File-Share Link

AGTEK 4D’s **AGTEK Access** file-sharing utility creates share links for any file type (similar to *Dropbox*). See AGTEK’s video at www.agtek.com/video.html?id=561 (@ 2:49 min mark).