

# Appendix A

## How to Get Help, Training, and Program Updates

### Getting Help

An overview page for AGTEK’s help and support options is located at [agtek.com/services-support/](https://www.agtek.com/services-support/) and AGTEK’s webinar video at [www.agtek.com/video.html?id=566](https://www.agtek.com/video.html?id=566) includes a segment covering features of the *AGTEK Community* support site. Options for getting help when using AGTEK software include . . .

**Program Help Files and Guides:** Select **Help > [AGTEK Program Name] Help** from the main menu to access AGTEK’s help files. Help files are also accessible on the web at [www.agtek.com/help/sw/earthwork4dhelp.htm](https://www.agtek.com/help/sw/earthwork4dhelp.htm) for *Earthwork 4D* and [www.agtek.com/help/gw/gradework4dhelp.htm](https://www.agtek.com/help/gw/gradework4dhelp.htm) for *Gradework 4D*. Select **Guide** from the main menu to access various *Guide* dialogs with interactive checklist steps for basic modeling and takeoff applications (see pages 46-48).

**YouTube and LinkedIn:** Visit **AGTEK’s YouTube Channel** at [www.youtube.com/c/AGTEKDirtySimpleSolutions/videos](https://www.youtube.com/c/AGTEKDirtySimpleSolutions/videos) for free access to numerous *Tech Tip* videos. Join the **AGTEK Users Group** at [www.linkedin.com/groups/2015287/](https://www.linkedin.com/groups/2015287/) to ask questions and exchange ideas with other AGTEK users (don’t rely on this option for quick replies).

#### **AGTEK Customer Support for Licensed Users:**

**A. Technical Videos Library** Login with Support *Username* and *Password* at [agtek.my.site.com/community/s/training-self-paced](https://agtek.my.site.com/community/s/training-self-paced) for full access to AGTEK’s library of technical videos (see page 249).

**B. Call AGTEK’s toll-free technical support line at (800) 248-3527 (5:00 AM - 5:00 PM PST) [during support hours, user’s support call messages are promptly returned in the order received].**

**C. Use the AGTEK Community site’s **Contact Support form** to submit questions and upload corresponding data files via the steps listed here ...**

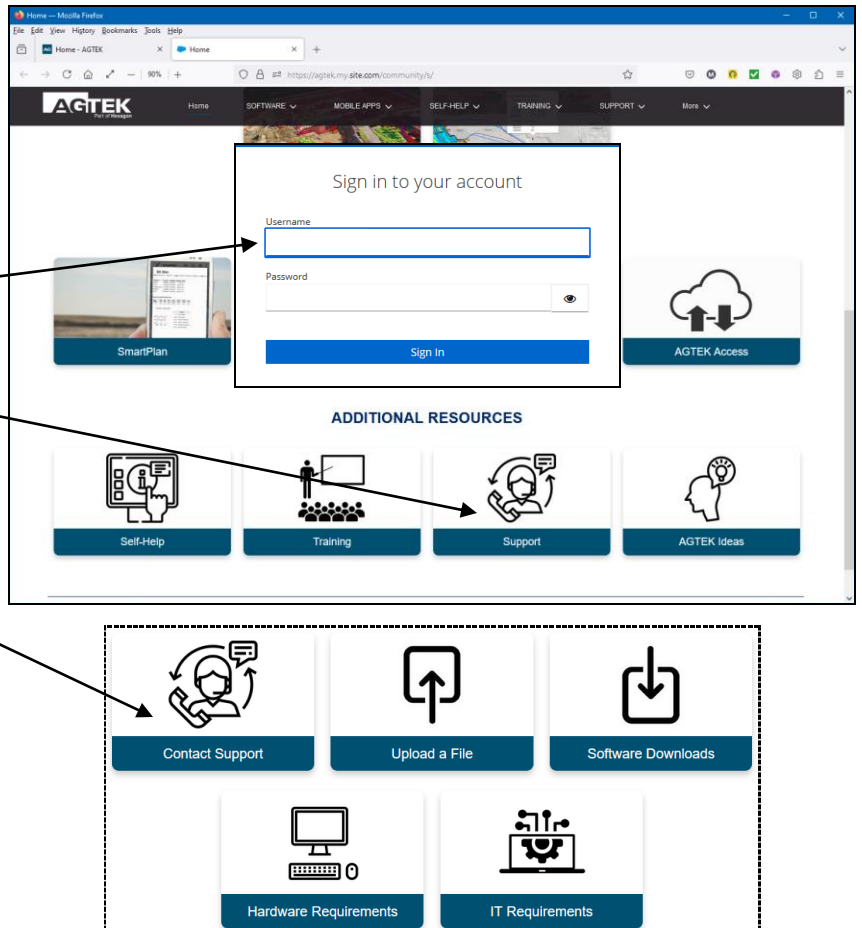
Step 1: Go to the *AGTEK Community* site at [agtek.my.site.com/community/s/](https://agtek.my.site.com/community/s/) (users can access the site by selecting **Help > AGTEK Community** from the main menu in *AGTEK 4D*).

Step 2: If the *Sign In* dialog displays, enter Support *Username* and *Password* then click **Sign In**.

Step 3: Scroll down the page to **Additional Resources** then click the **Support** option.

Step 4: On the *Support Home* page, click **Contact Support** [*Support Home page link is [agtek.my.site.com/community/s/homepage-support](https://agtek.my.site.com/community/s/homepage-support)*]

Steps continue on next page ...



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### Getting Help (Cont.)

Step 5: On the *Contact Support* page, use one of these two options ...

- If data files will not be included, complete the *Contact* form, adding descriptive details for the question/problem, then click **Submit**.
- If data files will be included with the question/problem, click **Send IT** below the *Contact* form to access the **Send IT Filedrop** app [*Send IT* can also be accessed by clicking **Upload a File** in Step 4]. Complete the *Filedrop* information (**From**, **Subject** and **Message**), add the data files (529 GB max) then click **Send**.

**Note:** Support questions can also be emailed to AGTEK Support at [support@agtek.com](mailto:support@agtek.com) (but large file attachments should be sent via **Filedrop** rather than by email—see **Transferring Large Data Files** below).

#### Transferring Large Data Files

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

##### Compress File Attachments

AGTEK includes a built-in “zip” compression option for ESW job 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 also readable by AGTEK. **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 529 GB of data to *AGTEK Support* – try it 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](http://www.agtek.com/video.html?id=561) (@ 2:49 min mark).