



*Know how, right now!*

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## Frequently-Asked Questions about the Intranet Customization Process

- 1. Can I add information to the intranet while it's being customized by Intranet Concepts?**  
While we are doing the initial customization of your intranet, it will be loaded in a special folder on our web site. Due to security reasons, we cannot allow you to edit the intranet while it is stored on this site. If there is a specific page that you wish to work on, let us know and we will email that page to you. You can then complete it (using Microsoft FrontPage) and email it back for integration in your intranet.
- 2. Can I carry over the free customization time?**  
The five hours of time included in the purchase price of your intranet is only good until you take delivery of the intranet, usually in the form of a CD package that is shipped upon your request. If you do not use this time, it is not carried over. Once you install the intranet in your agency, the 30 days of free support time begins, and can be used to answer questions and help you become comfortable with the tasks involved in maintaining the intranet.
- 3. Will Intranet Concepts train me on how to use Microsoft FrontPage?**  
We will gladly answer any questions that you might have, but we are not really equipped to provide formal training on FrontPage or HTML topics. In most cases, anyone who is comfortable using Microsoft Word has little or no trouble using FrontPage. If this is a concern, you may want to consider having the individual(s) who will be responsible for maintaining this intranet attend formal training classes. Many of our customers have had very good experiences with New Horizons Computer Learning Centers (on the Internet at [www.newhorizons.com](http://www.newhorizons.com)) or by attending Microsoft FrontPage classes at a local university. In some cases, we are available to come on-site to your agency for training — please call our sales office at 978-499-1897 to discuss this option.
- 4. Can we add search capabilities to our intranet?**  
Your staff can use the *Find* function on the Start menu of your Windows computer to search the INTRANET folder by document name or keywords contained within the document. Additionally, Internet Explorer provides the ability to press CTRL+F to locate keywords on any page that you are viewing. If you wish to add more sophisticated search capabilities, you will need to publish your intranet on a web server that contains FrontPage extensions.
- 5. What if we want to change the intranet tabs later?**  
We have recently added about 25 new tabs to the Images folder that is included in your intranet structure. These tabs contain the text that many other agencies have used in the past few years. By viewing the othertabs.htm page in your INTRANET folder, you can see which tabs are available. Additionally, the installation CD that you will receive when the customization process is completed will also contain many images that you can add to your intranet. Beyond that, we offer support services that can provide this graphics design work on an as-needed or monthly basis.
- 6. How will I add other content later?**  
The *Help Desk* tab on your intranet contains our complete user manual, including step-by-step instructions on performing many of the most common functions. We are also available to answer your questions via telephone or email. We strongly recommend that all agencies using our intranet products install Microsoft FrontPage software. We used this program to develop our products and have found it to be the most user-friendly program on the market for maintaining the intranet. The current version is Microsoft FrontPage XP/2002, which is available at most retail computer and office supply stores for about \$169.

If you have any other questions, we are available during normal business hours at 978-499-1897 or via email at [support@intranetconcepts.com](mailto:support@intranetconcepts.com) and are happy to help in any way that we can.