

NCH Software

FlexiServer Productivity and Attendance Software

This user guide has been created for use with
FlexiServer Productivity and Attendance Software Version 7.xx

Technical Support

If you have difficulties using FlexiServer Productivity and Attendance Software please read the applicable topic before requesting support. If your problem is not covered in this user guide please view the up-to-date FlexiServer Productivity and Attendance Software Online Technical Support at www.nchsoftware.com/flexi/support.html.

If that does not solve your problem, you can contact us using the technical support contacts listed on that page.

Software Suggestions

If you have any suggestions for improvements to FlexiServer Productivity and Attendance Software, or suggestions for other related software that you might need, please post it on our Suggestions page at www.nch.com.au/suggestions/index.html.

Many of our software projects have been undertaken after suggestions from users like you. You get a free upgrade if we follow your suggestion.

FlexiServer Productivity and Attendance Software

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About FlexiServer

FlexiServer is software for automatic employee time attendance logging. It also features additional tools for quality assurance monitoring and reporting, and works perfectly with home- or remote-working staff.

FlexiServer is the modern replacement for a timesheet, hours book or time card. For staff who work at computers, it does all hours logging automatically. It records log on and shut down times as worked hours. It automatically detects lunch and other long breaks by monitoring the computer idle state. Hours can also be entered manually if the employee is not working at a computer.

The way it works is like this: The manager or bookkeeper runs FlexiServer on their PC. All staff then run FlexiStation on their computers. FlexiStation will run automatically in the background, logging hours worked. Whenever the manager or bookkeeper want to view reports they can log onto FlexiServer with their web browser and use the control panel. Employees can also log on to FlexiServer using a web browser to enter manual hours at any time.

Benefits:

- Saves employees the chore of needing to fill out hours in their hours books every day.
- No more chasing staff for them to submit their hours. Bookkeeping has 24/7 immediate access to casual staff hours.
- Improves the way your business works by knowing exactly what tasks take your staff the most time. Reports can be used for costing reasons to estimate how much time employees are working in different programs.
- Gives management the confidence to let employees work at home without the fear of not being able to see what they are working on. The QA Screen Monitor gives managers the chance to see what their team is working on at any time, just as if they were in the office.
- Lets you know exactly where your colleagues are at any time. This is perfect in roaming computer environments where it will show you which computer any member of your team is working at.
- Gives employees more flexibility. With the FlexiServer accurate hours tracking, management are much more likely to let employees work when they want.

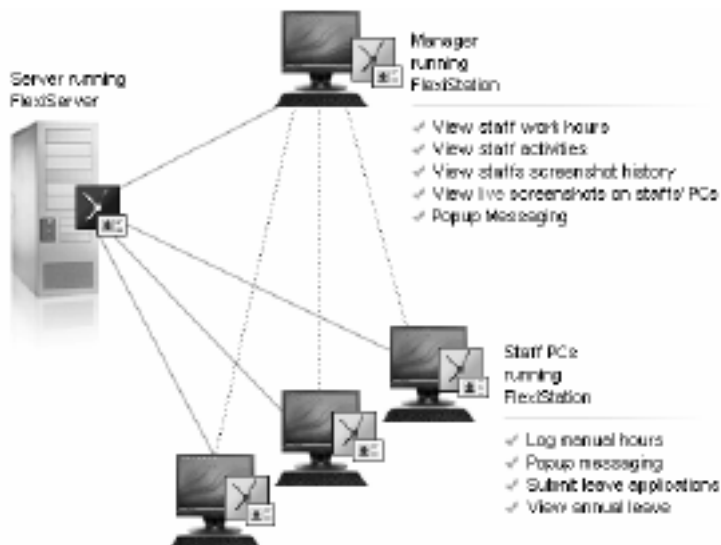
Features:

- Logs employees' time attendance automatically using computer logon times.
- Hours can automatically be entered on a web form either as an alternative to computer logging or to override computer detect times.
- Automatically detects breaks using a configurable idle time measure.
- Can be linked to payroll software. Files are stored in an open database friendly format.
- Shows the team if anyone is in the office (or working at home), which computer they are working at and (optionally) what document they are working on.
- Real time screen monitoring of home employees (optional).
- Can run on any Windows computer (XP or later). Does not need a dedicated server. It is typically run on the manager's or bookkeeper's computer.
- FlexiStation keeps logging hours even when it is not connected to the server. When connection is restored, all cached data is sent to FlexiServer.
- Works behind firewall routers and other difficult networks.
- Very easy to use. No special technical knowledge is needed.
- Literally, installation will only take 2 minutes. Just click "download" then enter your name and the list of employees.

System Requirements:

- Windows XP or later
- [Optional] Computer Network
- [Optional] Internet Connection

QuickStart Guide



allation

Inst

FlexiServer initial setup

When you first run FlexiServer, the setup wizard page will open using your default browser (or you can click on "Open" button on the toolbar to start it). View the manual topic [Initial Setup](#) for more details.

>

Login to server

Enter your email and password and click "Login."

View the manual topic [How to login](#) for more information.

Add Employees

View the manual topic [How to add employees?](#) for more information.

Install FlexiServer Client Software- FlexiStation

FlexiStation is the client-side software of FlexiServer system. Every user in the system, including administrator users, need to install a FlexiStation client to connect to the server. FlexiStation will log user's activity and screenshots and send them to FlexiServer. FlexiServer then can utilize this information to analyze a user's performance at work.

- FlexiStation can also enable users to send popup messages to other users in the same team, enter manual work hours, fill out leave application forms, and access their own personal profile.
- Users with manager access can see their staff's real-time screen by logging in to FlexiStation.
- FlexiStation can be installed by running the FlexiStation install file (fstasetup.exe) on each user's computer.

Start Using Employee Management Tools

View the following manual topics for more information on the employee management tools available with FlexiServer.

- [Activity Report](#)
- [Work Hours](#)
- [Screen Shots](#)
- [Application Usage](#)
- [Manual Hours](#)
- [Leave Report](#)

Installation

To install FlexiServer you need to do the following.

1. Run the FlexiServer install file (fsrvsetup.exe) on the computer that will act as the central server of your company.
2. After the installation process is complete, FlexiServer will automatically probe your network condition and configure your network settings.

If your router does not support UPnP protocol, it will pop up a window asking you to configure it manually. If your server has a public IP, please enter your public IP address or host name in the dialog.

If the FlexiServer system is installed for only local LAN users, you can select "I don't use access from Internet".

If you are not sure about this, you can select "Remind me later" then click "OK." You can view more information about router configuration at www.nch.com.au/kb/10046.html.

3. When first running FlexiServer, the Setup Wizard page will open in your default browser (or you can click on "Open" button on the toolbar to start the wizard). View the manual topic [Initial Setup](#) for more details.

Initial Setup

In order to use the FlexiServer system, you have to create a least one administrator account. The Setup Wizard will help you complete the system initial configuration in two simple steps (less than 3 mins).

Set up Administrator:

To use the FlexiServer system, you need to set up at least one administrator account. Enter a valid email address as your login ID, display name, password and click Next.

You will receive a welcome email from the system to test if your email server (smtp server) works ok.

Note: Email address is the unique ID for every user within the system.

Usage configuration:

Select FlexiServer features to use according to your office needs. These settings can be changed at any time from the configuration page on the FlexiServer web control panel.

Verify Email Settings:

Check to see if you received the welcome email from FlexiServer.

If you received this email, select "Yes, I received the welcome email" to confirm your email server works fine, then you will skip SMTP server settings page.

If you didn't get the email, you can select "No, I did not received a welcome email (Go to SMTP server setup)" and click Next. You will be directed to the SMTP server setup page to configure your SMTP server.

You also have the option to select "Skip email settings for now" to skip SMTP server setup step and save it for later.

Note: Email sending procedure is a critical process of FlexiServer system. Neglecting the SMTP server settings will disable all the reporting functions of FlexiServer. Please refer to your ISP to get the right SMTP server parameters.

SMTP Settings:

Please refer to the "Problems when sending email" page for more information:

www.nch.com.au/kb/10018.html

Add Employees:

Here you can add up to five employee accounts. FlexiServer will automatically send out confirmation emails to each user with their logon IDs and passwords and details about how to start using it.

Note: All the employees added here will be assigned to normal "Staff" level access and the "DefaultTeam" team, which you can modify later.

Finish:

Click the Finish button to complete the initial setup process.

Now the login page will be shown. View the manual topic [How to Log On](#) for more details about logging in.

How to Log On

Enter your email address and password and click on **Logon**.

If you have forgotten your password, click the **Forgot your password?** link below the password field. After filling out your registered email address, FlexiServer will issue a new password and send it to you by email.

Report Summary

This page summarizes the reports of all staff or selected staff.

The report can be filtered for specific time period by inputting 'Start Date' and 'End Date' on the search bar, and clicking 'Search button'. The date range can not be over one year.

The search bar also provides filtering tools based on employees' office location, their assigned team and role. If you want to search the record for employees at all office locations, then select 'All Offices...' option. The same applies for 'Team' and 'Role' fields.

This following items are shown in this report:

- User Name
- User Email
- Worked Hours

The total worked hours for the specified period of time. The data format is Hours:Minutes. The field also provides a link to the selected user's attendance summary page for the time period.

- Program Usage

The time spent by user on different applications for the specified period of time. This would include the internet browser applications. The data format is Hours:Minutes. The field also provides a link to the selected user's application usage report page for the time period. The value entered here does not take account of the applications with no key strokes or mouse clicks by the user.

- Internet Usage

The time spent by user on different browser applications for the specified period of time. The data format is HH:MM (Hours:Minutes). The field also provides a link to the selected user's internet usage report page for the time period. The value entered here does not take account of the webpages with no key strokes or mouse clicks by the user.

- Security Alerts

The field displays the number of security alerts logged for the user during the specified period of time. It also provides a link to the user's security event report page providing further information on the security logs.

Attendance Summary

This page summarizes the attendance records of all staff or selected staff.

The report can be filtered for specific time period by inputting 'Start Date' and 'End Date' on the search bar, and clicking 'Search button'. The date range can not be over one year.

The search bar also provides filtering tools based on employees' office location, their assigned team and role. If you want to search the record for employees at all office locations, then select 'All Offices...' option. The same applies for 'Team' and 'Role' fields.

This following items are shown in this report (The data format is Hours:Minutes.):

- User Name
- User Email
- Active Time
The time during which there are human activities on the computer. It is accumulated together as effective work hours.
- Break Time
The time during which there is no human actions on the computer (key strokes, mouse clicks or mouse wheel movement), and it is longer than tolerance time.
If the user takes lunch time during the day, the break time will be subtracted by his lunch duration. If the break time he took is less than lunch duration, the remaining part will be subtracted from Idle time.
- Idle Time
The time during which there is no human actions on the computer, but it is shorter than tolerance time.
- Manual Time
The work time that the user manually entered via manual work hour entry on FlexiStation or through the web page of FlexiServer.
- Total Worked Hours
The summary work hours of the user during the specified period of time.
When strict hours formula is used, it consists of Active Time, Idle Time and Manual Time.
When none strict hours formula is used, it consists of Active Time, Idle Time, Manual Time and Break Taken (except lunch break).
- Days Worked
The total days worked during the specified period.
- Private Time
The total private hours spent on the computer during the specified period of time.
- Leave Time
The total leave hours taken during the specified period of time.

Leave Summary

This report shows you how many holidays the user has taken for the specified time period. The report also calculates each type of leave taken during that period. This report is generated according to leave forms the user submitted.

Public holidays and weekends are automatically excluded from the calculation. (P.S. Public holidays can be set by admin users by going to "Set Public Holidays"). The report can be filtered for specific time period by inputting 'Start Date' and 'End Date' on the search bar, and clicking 'Search button'. The date range can not be over one year.

The search bar also provides filtering tools based on employees' office location, their assigned team and role. If you want to search the record for employees at all office locations, then select 'All Offices...' option. The same applies for 'Team' and 'Role' fields.

This following items are shown in this report:

- User Name
- User Email
- Total
Total days of leave taken during the specified time period by a user.
- Remaining columns list the total days of leave taken by their leave type during the specified time period by a user.

If you click on any of the hyper-linked entries for a user, you can see the detailed Leave Report of this user.

Program Usage Summary

Program usage summary report summarizes the six most used applications by the selected group of staff.

The report can be filtered for specific time period by inputting 'Start Date' and 'End Date' on the search bar, and clicking 'Search button'. The date range can not be over one year.

The search bar also provides filtering tools based on employees' office location, their assigned team and role. If you want to search the record for employees at all office locations, then select 'All Offices...' option. The same applies for 'Team' and 'Role' fields.

This following items are shown in this report:

- User Name
- User Email
- Top 6 applications used by the selected group of the user. Each field contains Hours:Minutes and percentage of time the user spent on this application.

If you click on any of the hyper-linked entries for a user, you can see the detailed User Application Usage Report of this user.

Click on [User Application Usage Report](#) for more information.

Internet Usage Summary

Internet usage summary report summarizes the six most visited internet domains by the selected group of staff.

The report can be filtered for specific time period by inputting 'Start Date' and 'End Date' on the search bar, and clicking 'Search button'. The date range can not be over one year.

The search bar also provides filtering tools based on employees' office location, their assigned team and role. If you want to search the record for employees at all office locations, then select 'All Offices...' option. The same applies for 'Team' and 'Role' fields.

This following items are shown in this report:

- User Name
- User Email
- Top 6 internet domains visited by the selected group of users. Each field contains Hours:Minutes and percentage of time the user spent on this application.

If you click on any of the hyper-linked entries for a user, you can see the detailed User Internet Usage Report of this user.

Click on [User Application Usage Report](#) for more information.

Categorized Usage Report

Categorized usage report presents categorized view of website and program usages reports of staffs in a selected team. This is most useful of the reports when utilized correctly in measuring productivity of a staff. It lets you choose the websites and programs into different categories and organize in teams.

The report can be filtered for specific time period by inputting 'Start Date' and 'End Date' on the search bar, and clicking 'Search button'. The date range can not be over one year. The search bar also provides filtering based on employees' assigned team.

Unlike other reports, this requires some initial setup, which can be accessed through 'Manage Categories' button on the page. Click on [Manage Categories help](#) to view information on how to set it up.

This following items are shown in this report:

- User Email
- Categories for the selected team. Each field contains Hours:Minutes and rounded down percentage of time the user spent on this application. The last 'Others' column lists the time spent on applications or websites that were not part of any listed categories.

Manage Categories

Manage Categories page allows an administrator to add/delete categories, and add/remove programs and websites to/from the categories respectively.

Begin by selecting a desired team from the search bar and click 'Search'. This will list all the categories listed under the selected team, and associated programs and websites in respective categories.

Click 'Add New Category' button to add new categories in the selected team. More help on this can be found [here](#).

A category and its associated programs and websites can be deleted by selecting desired categories (click on checkboxes) and clicking 'Delete Selected Category' button.

A program or website can be associated to a category by clicking on respective list of 'Applications' or 'Websites' column link for desired category.

Add New Category

This is the page where you enter new category for the selected team. Overlapping category names are not allowed.

Up to 10 categories are allowed per team. Each category name has 50 characters limit, and allowed characters are 'a-z', 'A-Z', '0-9', '-', '_' and the space character.

Enter a category name in the provided text box and click 'OK' to add a new category.

Manage Category Programs

This page allows an administrator to add and remove programs to and from the categories respectively.

The page lists all programs in different categories and some uncategorized programs used by users in the selected team in past 30 days. Select desired programs and click 'Add...' or 'Remove...' buttons for desired actions.

If your desired programs are unlisted, you can enter them in the text box at the bottom, and click 'Add to Category' button on its right. More than one programs can be entered separated by comma (,).

Finally, click 'Return' button to go back to the 'Manage Categories' Page.

Manage Category Websites

This page allows an administrator to add and remove website domains to and from the categories respectively.

The page lists all websites in different categories and some uncategorized websites used by users in the selected team in past 30 days. Select desired websites and click 'Add...' or 'Remove...' buttons for desired actions.

If your desired websites are unlisted, you can enter them in the text box at the bottom, and click 'Add to Category' button on its right. More than one websites can be entered separated by comma (,).

Finally, click 'Return' button to go back to the 'Manage Categories' Page.

Manage Break Reasons

Manage Break Reasons page allows an administrator to add/delete break reasons. Click 'Add New Break Reason' button to add a new break reason. More help on this can be found [here](#).

A break reason can be deleted by selecting desired break reason (click on checkboxes) and clicking 'Delete Reason' button.

Add New Break Reason

This is the page where you enter a new break reason. Overlapping break reason names are not allowed.

Each reason name has 50 characters limit, and allowed characters are 'a-z', 'A-Z', '0-9', '-', '_' and the space character.

Enter a break reason name in the provided text box and click 'OK' to add a new break reason. It also possible to add a description, mark it as a personal break or if a user should be asked additional information about the break.

User Details

Each FlexiServer user needs the following information.

Basic Info

- **User email address** User email addresses act as unique user IDs in FlexiServer. The address given has to be a valid email address. The user will need this email address to login, get server information and retrieve their password.
- **User display name.** The user's full name
- **Administrator Access** Does this user have Administrator access? See [User Access Level](#) for more details.
- **Accountant Access** Does this user have Accountant access? See [User Access Level](#) for more details.
- **Monitor** Is this user a monitor only user? See [User Access Level](#) for more details.
- **Team Affiliation** Which team does this user belong to? See [Team Management](#) for more details.
- **Managers** Who is this user's Manager? A user can be assigned to multiple managers. Use a comma-separated list to specify multiple managers.

Employment Info

There are three different types of employment in FlexiServer, which are **Permanent Full-time**, and **Casual workers**.

- **Permanent Employee** (including permanent full-time and permanent part-time)
 - **Expected hours per week** Here you can specify how many hours this employee is suppose to work every week. This number can help the system to determine if this employee worked enough hours during the week. If you select **Default Full-time**, then the default work hours per week in company settings will be applied to this employee.
 - **Work Days** **Expected work days** - select this to specify on which days in a week the employee is suppose to work
Works flexible days - select this if the employee works flexible days in a week.
- **Casual Employment** Casual employees work on flexible days and have no regular weekly work hours limit.

Work Hours

- **Strict Hours Formula** If this option is ticked, the system will use strict work hours calculation toward this employee. It means his/her work hours will be strictly accumulated from the time he/she actually worked in front of computer. Only the time there are human actions on the computer will be counted toward their work hours. No human action time will be added up as breaks.

If this option is unticked, then the system will use a more flexible calculation formula. The work hours will be:

Last active time - first logon time - lunch break (if you ticked "Takes lunch break")

- **Takes Lunch Break** If this box is ticked, the system will exclude lunch break time from users' work hours

Lunch time taken is dynamically speculated according to "Lunch Start Time" and "Lunch Duration" you specify here. The more close the "Lunch Start Time" and "Lunch Duration" are to the employee's break taken, the more likely the break is a lunch break.

If you leave these two input fields blank, then the company-width setting "Normal Break" will be applied here.

Prohibited

- **Allow Normally Prohibited Programs for this User** If this option is ticked, the system's Prohibited Programs configuration will not apply to this employee.

- Allowed Sites If any webpage is entered, then it would be allowed for the user even if the system's Prohibited Sites configuration says otherwise.

Telephone Charge per minute Input the telephone charge per minute. The result will automatically show in the telephone activity report. click [Telephone activity](#) for more information.

Time Zone

FlexiServer will automatically adjust this setting according to the time zone info collected from FlexiStation when you connect to FlexiServer.

New user registration email

Whenever a new user is added to FlexiServer, this user will get an email from FlexiServer describing the user ID, password and how to configure FlexiStation to connect to the server.

The email will have a format like this:

FlexiServer automatically tracks your work attendance and activity based on your computer usage. Please view the installation and logon instructions below. If you have any questions, please contact your FlexiServer Administrator.

To install FlexiStation click either

<http://192.168.1.136:89/fstasetup.exe> if you are working on the local network, or

<http://110.175.254.120:89/fstasetup.exe> if you are working remotely over the Internet

Please use the following details to login after FlexiStation is installed. Click the Options button on the toolbar and go to the Server tab to enter the information.

FlexiServer: 192.168.1.136:89 if you are working on the local network

FlexiServer: 110.175.254.120:89 if you are working remotely over the internet

Email: [email address]

Password: [issued password]

You will see the status change to Connected OK... if your details were entered correctly.

To login to your FlexiServer web control panel, use one of the following links.

<http://192.168.1.136:89/> (on the local network)

<http://110.175.254.120:89/> (over the Internet)

Or, click the Web button on the FlexiStation toolbar.

FlexiStation will automatically calculate your work hours each day using your computer usage. Manual entries can be made using the Add Hours button on the toolbar. To submit a vacation request or report sick leave, click the Add Leave button on the toolbar. Your manager will receive your leave request for approval.

Privacy Notice:

FlexiStation monitors computer usage, but does not record actual text typed, logons, passwords or other private information. If you need to take care of a personal item on your work computer, you can turn on Private mode using the Private button on your toolbar. Your manager will have access to computer usage data and reports.

Delete User

This page is for deleting a user from system.

Warning: user information can not be recovered after deleting. Recommend to do a user list backup before doing this.

User Access Level

Users in FlexiServer system can be categorized as either **Administrators**, **Accountants**, **Manager** or **Staff**.

Administrator

Administrator has the full access of FlexiServer, including adding, deleting users, changing user profile, and modifying server configurations.

Accountant

Accountant is able to control all the "Staff" and "Manager" and access to all the employee management tools, which help reviewing employees' performance and calculating pay related work hours.

Monitor

A monitor is a hidden user account in the system. A monitor cannot be seen by other users from the FlexiStation user list, and his/her activities and screenshots are not logged by the FlexiServer.

Manager

"Manager" is a dynamic concept. You don't have to actually set a user to be a "Manager." If anyone else's manager property is set to be your email, then you are a "Manager" of them, which enables you to use all the employee management tools on your staff.

Staff

"Staff" means general employee level access. If a user is not a "Manager" and his/her access property is not set to "Administrator" or "Accountant," then he/she is a "Staff."

Staff is able to access their individual entries, enter their work hours and communication with other staff in the same team using FlexiStation client.

User Management

On this page, you can select one or more than one users and see their reports.

There are a bunch of employee management tools in FlexiServer system. If you are a system administrator or an accountant, you can see all the tools in the system. If you are a manager, it will only show you the options that is available for you.

On the left column, there is a list of employees showing who is your staff. For admin users, all the employees in system will be shown to you. On the right column, you can see all the employee management tools which are available for you. Click on the icon to see reports for each user.

User Activity Report

Show you the detail activities the user did on the computer during a day. Click on

[User Activity Report](#) for more information.

View Screen Shots

Show you the screen shots of this user. It was automatically taken every 5 mins by FlexiStation. Click on the thumbnails you can see the full size screen image. Click on

[User's Screen Shots](#) for more information.

User Work Hours Report

View users' work hours during a certain period of time. This report is calculated according to users' activity report which is logged by FlexiStation client.

Click on [Work Hours Report](#) for more information.

Manual Work Hours

View manual work hours report which is manually inputted by the user.

Click on [Manual Time Sheet Report](#) for more information.

User Application Usage Report

See how much time the user spent on each program during a certain period. You can select multiple users to see their comparison report.

Click on [Application Usage Report](#) for more information.

Document Analysis Report

Show you what documents the user has been viewing for a certain application.

Click on [Document Analysis Report](#) for more information.

User Leave Report

View how many leaves the user has taken.

Click on [Leave Report](#) for more information.

View User Profile

View user's personal details and settings.

Click on [User Details](#) for more information.

Edit User Profile

Change this user's personal details and settings (for only Admin user).

Delete User

Delete this user (for only Admin user).

Add User

Add a new user (for only Admin user).

Team Management

Users in FlexiServer system are divided into several teams.

Each user's team property is set during user adding. It can be modified later, but only by admin user.

Users added during initial step wizard are set to be in "DefaultTeam", which can be modified afterwards.

Total team list is shown in "Edit team list" on the main page of FlexiServer, which can be used to add or delete a team in the system.

DefaultTeam is required by FlexiServer system and it is not allowed to be deleted.

The users in the same team can see each other's status and use popup message to communication with each other.

User Roles Management

Users in FlexiServer system can be assigned to different roles. Eg: Manager, Developer, Clerk, etc.

Each user's role property is set during user adding. It can be modified later, but only by admin user.

Users added during initial step wizard are to "Unspecified" role, but can be modified afterwards.

Total role list is shown in "Edit role list" on the main page of FlexiServer, which can be used to add or delete a role in the system.

Unspecified role is required by FlexiServer system and it is not allowed to be deleted.

Office Locations Management

Users in FlexiServer system can be assigned to different office locations. Eg: Downtown, New York, etc.

Each user's office property is set during user adding. It can be modified later, but only by admin user.

Users added during initial step wizard are to "Unspecified" office, but can be modified afterwards.

Total office list is shown in "Manage office locations" on the main page of FlexiServer, which can be used to add or delete a role in the system.

Unspecified office location is required by FlexiServer system and it is not allowed to be deleted.

User Activity Report

You can check user activity report to find out what the user was doing during working.

The following information is shown in this report:

- Date
- Time
- Duration
- Application Name
- Window Caption Text
- Key Strokes Count
- Mouse Clicks Count

Telephone Activity Report

You can check user telephone activity report to find out the telephone call activity during working.

The following information is shown in this report:

- Time
- Duration
- Call number
- Charge(If set in the [User Details](#) page)

Security Log

You can check user's Security log activity during working.

An event will be logged when the user

- Forcefully closed FlexiStation
- Plug in/out a USB device at the user's computer
- Used an prohibited program/site and have been forcibly closed

The following information is shown in this report:

- Time
- Event

User PC Configurations

You can view and manage user's PC configurations detected by FlexiServer on this page. 'Computer Security Logging' mode needs to be active in order to track user's PC configurations.

The following information is shown in this report:

- Staff - Staff full name
- Computer Name - Name of the PC tracked by FlexiServer
- MAC Address - MAC address of first active Network Interface Card (NIC) detected on staff's PC.
- HDD Volume Info - Hard disk drive Volume information on staff's PC.
- IP Address - IP address of client's FlexiStation.
- Last Activity - The last active date when FlexiStation from this PC configuration successfully connected to the FlexiServer.
- Status - Approved, Pending or Unapproved.

You can approve, disapprove or delete any selected PC configuration from the list by clicking on the respective buttons from the bottom of the page. Also, you could turn on/off tracking of IP address of selected user(s). This is particularly useful when a staff has dynamic IP address settings. So, if the 'Tracking IP address' feature is off for a user, only Computer Name, MAC Address, and HDD Volume Info are used to determine the unique PC configuration for the user.

Email Monitor

By setting up the email monitor options in the system configuration and by configuring the employee's email client for FlexiServer, you can monitor a user's email history.

How to set up Email monitoring

1. The administrator should begin by opening up the System Configuration page. Log in to the web interface and click the 'Change system configuration' link in the 'Administrator Settings' section. Click the 'Monitoring' tab on the 'System configuration' screen..
2. Enter the Outgoing Mail Server (SMTP), e.g., mail.mycompany.com, and the Incoming Mail Server (POP3), e.g., mail.mycompany.com, and the ports they use. Note that FlexiServer supports only one POP3 and one SMTP server, so the email monitoring feature works best with a corporate email system where all employees share one email server.
3. If you entered different ports for SMTP and POP3, make sure the corresponding ports are specified in "The Email clients will connect to Flexi using these ports" section.
4. Ensure the Enable Email Monitor box is checked.
5. In the employee's email client, the Outgoing Mail Server and Incoming Mail Servers need to specify FlexiServer. Enter the local address for FlexiServer that was sent in an email to you during the initial program setup, e.g., 100.0.0.9
6. With both the email monitor options and the employee's email client configured, FlexiServer will store the employee's emails for viewing by the assigned managers and/or administrators.

View email reports

From the web interface, click the Email Monitor link under the View activity reports section under the My Staff heading. This opens the Email Monitor page. Select a user from the User drop-menu, specify a date for the report, and click Search to display emails. Select an email to view the following information:

- Date
- User/IP
- Sender
- Receiver
- Subject
- Attachments

Work Hours Report

This report tells you how many hours a user worked during a certain period of time. The work hours report is calculated according to the user's activity log, which requires the user to keep FlexiStation running while working on their computer.

If you search for an individual user's work hours, it will show you the work hours on each individual day during this period with summaries on the bottom.

If you search for several users, it will only show you the summary results for each user.

This following items are shown in this report:

- **User Name**
- **Date**
Will either summarize the total days shown, or so the date for that entry.
- **Time Start**
The first logon time of a day.
- **Time End**
The last active time FlexiServer has records of the user's activity in a day.
- **Break Time**
The time during which there is no activity on the computer (key strokes, mouse clicks or mouse wheel movement), and it is longer than tolerance time.
If the user takes a lunch time during the day, the break time will be subtracted by his lunch duration. If the break time he took is less than the lunch duration, the remaining part will be subtracted from Idle time.
- **Active Time**
The time during which there is activity on the computer, accumulated together as the effective work hours.
- **Idle Time**
The times, shorter than the tolerance time, during which there is no activity on the computer.
- **Manual Time**
The work time that the user manually entered work hours via manual work hour entry on FlexiStation or through the webpage of FlexiServer.
- **Private Time**
The total private hours spent during the specified period of time.
- **Total Work Hours**
The summary of the user's work hours during a certain period of time.
When the strict hours formula is used, this consists of Active Time, Idle Time and Manual Time.
When the strict hours formula is not used, this consists of Active Time, Idle Time, Manual Time and Break Taken (except lunch break).

View Time Sheet

This page shows you which part of your work hours during the day is counted as Active, Idle, Breaks or estimated Lunch Time.

- Section start time.
- Section end time.
- Duration of this section.
- What type the system counted it as.

Click on [User Work Hours Report](#) for more information.

User's Screen Shots

This report shows you the screen shots automatically taken by FlexiStation every 5 mins. It enables managers to know what exactly the staffs were doing during a working day. Click on thumbnails you can see full screen size pictures.

Application Usage Report

Application usage report tells you how much time a user spent on each application.

You can search for a certain period of time to generate this report.

The following items are shown in this report:

- Application name
- Time spent on
- Percentage of time that the user spent on this application
- Total key stroke count
- Total mouse click count

If you click on one of the application names, you can see the Document Analysis Report of this application.

Click on [Document Analysis Report](#) for more information.

Internet Usage Report

Internet usage report tells you how much time a user spent on each website.

You can search for a certain period of time to generate this report.

The following items are shown in this report:

- Website name
- Time spent on the website
- Percentage of time that the user spent on this website
- Total key stroke count
- Total mouse click count

If you click on one of the website names, you can see the Webpage Analysis Report of this website.

Click on [Webpage Analysis Report](#) for more information.

Document Analysis Report

This report tells you what documents the user has been viewing for a certain application, and is accessed by clicking an application link from the [User Application Usage Report](#) list.

The following items are shown in this report:

- Document name
- Time spent on
- Percentage of time that the user spent on this document
- Total key stroke count
- Total mouse click count

Webpage Analysis Report

This report tells you the caption of the sub-pages the user has been viewing for a certain websites.

This following items are shown in this report:

- Captions of the sub-page
- Time spent on the page
- Percentage of time that the user spent on this page
- Total key stroke count
- Total mouse click count

Enter Work Hours

Normally, FlexiStation will keep logging your activities on the computer and calculate your worked hours according to the log. But, sometime, when you were doing field work without logging into the system or you were in a meeting while the system set your status to Idle, you need to manually enter a work hour entry to complete the time sheet, which will make sure your work hours are calculated right.

You can access to this function from FlexiStation or by logging in to FlexiServer web page. On the manual time sheet entry dialog/page, there are following field need to be filled:

Date

The date you were working (Format: YYYY-MM-DD). Since work hours are calculated daily, if you were working overnight, please enter two separate time sheet entries.

Time Start and End

Enter the start time and end time for this entry.

Work Type

Select either "Working" or "Private" to indicate if you were working on job related things or personal stuff.

Comment

Any explanations related to this entry.

Manual Time Sheet Report

Here you can see all the time sheet entries that the user manually entered.

The user himself can enter the edit mode of this report, which enables him/her to modified the time sheet entries that he/she entered before.

The following items are shown in this report:

- Date
- Time Start
- Time End
- Work Type
- Comments

In edit mode, you can see these extra buttons:

- Add New Item - for adding a new time sheet entry.
- Delete Selected Items - if you want to delete an entry, just tick the box on the left of that item and click this button.
- Submit Changes - in edit mode, work type and comments are changeable on this page. Just make your changes in these input boxes and click "Submit Changes", it will take effect immediately.
- Discard Changes - ignore all the changes you made on this page and return to main page.

Enter Leave Request Form

You can submit your leave applications by using FlexiServer.

Just select your leave type, start date and end date along with comments (reasons), click Ok, then it is done.

Tick Use Hours to specify a part day and enter the number of hours for the leave.

There are 5 types of leave:

- Holiday Leave
- Sick Leave
- Unpaid Leave
- Maternity/Paternity Leave
- Other Leave

Once a leave form is submitted, only the admin user can modify it afterwards.

P.S. Public holidays and weekends within the period you entered will be automatically excluded from holiday report calculation.

Leave Report

This report shows you how many holidays the user has taken. This report is generated according to leave forms the user submitted.

Public holidays and weekends are automatically excluded from the calculation. (P.S. Public holidays can be set by admin users by going to "Set Public Holidays").

The manager of this staff can approve or disapprove his/her submitted leave applications. If "Leave form approval required" option in system settings is set, then only approved leave applications will be counted into total leave taken summary.

If you are an administrator user, you can enter edit mode of this report by clicking on "Edit Mode" to modify submitted items. Only leave type and reason fields are changeable. If leave start date or end date has to be changed, then you need to delete the old leave form and add a new one to replace it.

Unexplained Absence Report

This report is for showing all the unexplained absence occurred to your staff.

When an employee did not show up on a working day, if all the following conditions are true:

- The employee works fixed days
- The day is one of his/her regular working days
- It is not a public holiday
- The employee did not submit a leave application for it

then it is an unexplained absence.

Pending Leave Requests

This report shows you all the pending leave requests from your staff. You can approve or disapprove them here.

Public Holidays

All the items in this list are pre-defined public holidays. Admin users can edit them by using "Add Holiday", "Edit Holiday" and "Delete Holiday".

If you checked "Auto detect public holidays" option in system settings page, whenever there are more than half of the total employees didn't show up on one day, this day will be automatically added as a public holiday (minimum 4 employees are required for this option).

Routing Environment Wizard

This dialog request you to choose if you allow users to access FlexiServer from outside of company LAN.

- **Only in this office (on your local computer network)** Your employees will work only in this office and you can skip the automatic network environment probe procedure.
- **Some staff will work outside the network**
Some of your staff will access FlexiServer from outside. Later on, an automatic network probing procedure will be executed to detect your network routing configuration.

This selection can be changed later on system configuration page.

Routing Options Page

Please refer to the following page for more information:

[Routing Options Page](#)

Password Management

How to change your password

1. First, login to your account and click "change password" link on the main page.
2. Enter your current password.
3. Enter the new password you wish to use.
4. Re-enter the new password to confirm it.
5. Click OK to finish.

Retrieve Your Password

Just click on "Forgot your password?" link on the login page, enter your email address and click Ok. An email containing your reissued password will be sent to your email box. For security reason, password will be reset every time you request a password retrieve.

Change Email Address

In FlexiServer, Email account is the user identification key.

You can change to another email address after your FlexiServer account is created.

Just by simply click on "Change Email Address" on the control panel of FlexiServer web page and enter your new email address twice to confirm, then it is done.

You will be forced to relogin after email address changed.

Search Time Period

This is the general datetime period entering box for inputting search condition.

Date Field:

The start date and end date for the report. (Format: YYYY-MM-DD)

Time Field:

The start time and end time for searching the records. (Format: HH:MM:SS)

Search Date List

This is a general page for selecting a single date to create reports.

Just simply click on one of date links on the list to show the report you want to see for the day.

You can click on **Last Month** or **Next Month** to show the days in other months.

You can also click **Search** button on the top-right corner to enter search time period page, which enables you to use advanced search conditions.

Holiday Settings

This is the page where you enter public holiday dates for this year. Overlapping dates are not allowed when entering a new public holiday.

This list will affect vacation taken report. All the public holidays you added into the list, will be automatically excluded from user holiday taken calculation.

If you specify an office for a holiday, only the employees from the selected office location would be affected for 'user holiday calculation'. If a holiday has no specified office, all employees regardless of office location would be accounted for the holiday.

System Configuration: General Settings

Work Time Options

- **Default full-time hours per week** This is the default weekly work hours for all the full-time permanent employees in your company. According to this number, system will judge if this employee worked enough hours in last week. If the user didn't work enough hours in last week, FlexiServer will send a work hours notice email to this user and his/her manager (Option "Send warning email if staff do not work their expected hours" has to be set for this function).
- **Tolerance (idle mins allowed)**
Whenever there is a time gap (no human actions on pc) in users' work hours log and the gap is shorter than this Tolerance time, FlexiServer adds a time item to fill out the gap. Later on, these extra time items will be added up together as Idle time. When there is a time gap longer than Tolerance time, it will be counted as a break. Exceptions: if you chose a non-strict work hours calculation for a user. All the time gaps will be filled out with Idle time except lunch time.
- **Normal Break (e.g., Lunch)**
FlexiServer can "guess" users' lunch break taken during a day according to the users' activity log. The probability for a time gap to be a lunch break is related to break start time and the duration. You can set these parameters respectively for each user in their details ("Lunch Start Time" and "Lunch Duration Minutes" option). For those who didn't set these parameters, system will use company-wide parameters for them, which can be specified here.
"Normal break time" - you can specify a different lunch break start and end time. e.g., 12:30 to 13:30. "No breaks will be taken" - default no lunch breaks for all users.
- **Leave form approval required**
Check this option, then only approved leave applications will be counted as leave taken.
- **Auto detect public holidays**
When more than 50% of staff are absent, a public holiday is added. Minimum of 4 staff is required for this option.

FlexiServer Running Mode

This is where you specify how you will use FlexiServer.

- **Hours and Attendance Tracking and Reporting** Tick this option if you will use FlexiServer to keep track of casual employees hours for payment and to verify if permanent staff are not working their expected hours.
- **Vacation, Holiday, Leave and Absence Tracking**
Tick this option if you will use FlexiServer to identify days not work, record all leave applications, notify management and HR of leave and calculate leave totals.
- **Analyze Computer Application, Internet or Telephone Usage**
Tick this option if you intend to use FlexiServer for any of the following: Screen view or monitoring, application usage reports, document activity reports, keyboard and mouse logs or basic verification of hours.
- **Computer Security Logging Including Optional Screen Capture**
Tick this option if you intend to use FlexiServer to capture screenshots from employees, or to be notified of security events such as the installation of a remote drive.

Connect Remote

Where will staff work?

- **Only in this office (on your local computer network)** Your employees will work only in this office and you can skip the automatic network environment probe procedure.

- **Some staff will work outside the network**

Some of your staff will access FlexiServer from outside. Later on, an automatic network probing procedure will be executed to detect your network routing configuration.

System Configuration: Monitoring Options

- **Email Monitor Options** By setting up the email monitor options in the system configuration and by configuring the employee's email client for FlexiServer, you can monitor a user's email history. More information about setting up the email monitor options can be found on [Email Monitor](#) help page.

Send email to remind user when private-like programs have been used under working mode

When staff is using a private-like programs (e.g. icq.exe) under working mode, send him an email notice in weekly report.

- **Send the user's manager a copy** Send the manager of this user a copy of the warning email.
- **Private-like Programs**
Private-like programs list, comma-separated list. e.g. icq.exe,trillian.exe

Synchronize the following Business-like programs list with user's FlexiStation on install

If this option is checked, when a new user installed FlexiStation and first time connect to the server, FlexiServer will send the following Business-like programs list to FlexiStation.

- **Business-like Programs** Business-like programs list, comma-separated list. e.g. icq.exe,trillian.exe

Prohibited and Private programs/urls.

- **Prohibited programs/urls.** Prohibited programs list, comma-separated list. e.g. icq.exe,trillian.exe
Prohibited url list, comma-separated list. e.g. www.google.com.au,192.168.0.1
When the user use the prohibited programs/urls, flexistation will forcibly close them and log the event.
This configuration apply to all employee by default and can be changed at [User Details](#)
- **Private programs/urls.**
Private programs list, comma-separated list. e.g. icq.exe,trillian.exe
Private url list, comma-separated list. e.g. www.google.com.au,192.168.0.1
When the user use the Private programs/urls, flexistation will change it's status to private automatically.
This configuration apply to all employee by default and can be changed at [User Details](#)

Screenshots

- **Auto-delete screen shots (after days)** Set this number, FlexiServer will automatically delete the screen shot images received more than n days ago.
This option is useful for disk space control. If you set the number to 0, then this function will be disabled. Notice: this process runs between 2:00am to 3:00am everyday. It is a part of daily server maintenance procedure.
- **Log screen shots if suspicious activity is detected in private mode**
Normally, screenshots are not recorded in private mode. However, if you check this option, screenshots will be logged if any suspicious activity is detected in private mode, such as, system clock changes and external hard drive connection. Note that, 'Computer Security Logging Including Optional Screen Capture' mode in 'General Settings' needs to be active in order for this option to function.

Captions

- **Display user window caption** Determines if you want to enable user's current window caption to be seen by all other team members from FlexiStation. If you selected "Show window caption on a user-by-user basis", a new option - "Show the window caption of this user on FlexiStation" on each user's detail page will appear. By ticking off this option (default on), you can exclude a user's caption from being seen by other users.

System Configuration: Reporting Options

Reporting Options

Send weekly reports to manager(weekly report will be sent between 02:00am -03:00am Tuesday)

- **Include hours worked** Email content includes work hours of all the users who is under this manager's charge
- **Include top 5 applications usage percentage**
Show 5 most commonly used programs.
- **Note any days not worked (permanent staff)**
Show any permanent staff who was absent on a working day which he/she suppose to work on (without leave application).
- **Note any permanent staff who did not work enough hours**
Show any permanent staff who didn't work enough hours in last week. Tolerance is the percentage amount of time that a worker can work under their scheduled hours without warning.
For example, if this number is set to 5, which means 5% tolerance, when an employee worked 36 hours or less out of his scheduled 40 hours per week, his name and hours will be shown in the email.

Send warning email to manager if staff logs on from new or not-previously authorized computer

On selection of this option, the server sends warning emails to the managers and accountants, if the employees' FlexiStation connects to the server from new or not-previously authorized computer.

Send warning email to manager if staff changes the system clock

On selection of this option, the server sends warning emails to the managers, if the employees' system clock does not match the FlexiServer system clock. If a time difference of over 10 minutes is detected, the manager gets one warning email every hour for each detected employee.

Send security log email weekly to manager

On selection of this option, the server sends 'Security Log' email to the managers once a week. The email is only get sent, when there is any content in security log. Note that, there won't be any content to send, if 'Computer Security Logging' module is turned off.

Send warning email if staff do not work their expected hours

On selection of this option, the server sends warning emails to employees, their managers and accountants, depending on the check boxes selected, if the employees fail to meet their expected hours of work.

Tolerance is the percentage amount of time that a worker can work under their scheduled hours without warning.

For example, if this number is set to 5, which means 5% tolerance, when an employee worked 36 hours or less out of his scheduled 40 hours per week, he will get a warning email from FlexiServer.

Send accountant (HR) casual employee hours reports

- **At the end of each calendar month** Send out emails on 2th of each month, reporting the results for last month.
- **On these days of the month [e.g., 14, 28]**

Send out emails on these specified days of each month. Statistic period will be two days before last period till two days before this period. For example, if you specified 14, 28, the first email of each month will be sending out on 14th, reporting period is 27th of last month till 12th this month. The second email will be sending out on 28th, reporting period is 13th of this month till 16th of this month. Warning: the day of month should be between 1 and 28. (Comma-separated list, without space)

- **At the end of each fortnight**

Send out emails fortnightly. The first email sending date will be Start Date and reporting period is 15 days before till 2 days before start date.

- **Send these reports to manager at the same time**

Send a copy to the manager of this staff.

FlexiServer Logs

You can download and view all the FlexiServer system and user activity logs from this page.

The data are presented in raw csv or text format as it is stored by the FlexiServer.

The following information is shown in this report:

- **System Log** Displays all the system activities logged by FlexiServer along with the time-stamps in the text format. The log files are organized in chronological order.
- **Activity Log**
Displays all the user activity archives logged by FlexiServer along with the time-stamps in the csv format. Click on the user's link, and then the file, (listed in chronological order) to download the selected user's activity log. The fields in the csv file are in the order: time (HH:MM:SS), duration (in seconds), activity type (0 - working), keys pressed, mouse-clicks, application's executable file name, and any captured captions.

NCH Software Suite

This is a useful way to browse all the software available from NCH Software

You can see a set of products by type like Audio, Video and so on and view the product. From there you can try out the product and it will download and install it for you to trial. If you already have the product installed then you can click "Run It Now" and the program will be launched for you.

There is also a list of features for products in the category. Click on a feature, such as "Edit a Video File", to install a product with that ability.

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This EULA limits our liability and is governed by an arbitration agreement and venue agreement. Please read below as these terms affect your rights.

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3. This software, and all accompanying files, data and materials, are distributed "as is" and with no warranties of any kind, whether express or implied except as required by law. If you intend to rely on this software for critical purposes you must test it fully prior to using it, install redundant systems and assume any risk.
4. We will not be liable for any loss arising out of the use of this software including, but not limited to, any special, incidental or consequential loss. Your entire remedy against us for all claims is limited to receiving a full refund for the amount you paid for the software.
5. You may not use this software in any circumstances where there is any risk that failure of this software might result in a physical injury or loss of life. You may not use this software if you do not regularly backup your computer, or do not have antivirus and firewall software installed on the computer, or keep sensitive data unencrypted on your computer. You agree to indemnify us from any claims relating to such use.
6. You may copy or distribute the installation file of this software in its complete unaltered form but you may not, under any circumstances, distribute any software registration code for any of our programs without written permission. In the event that you do distribute a software registration code, you will be liable to pay the full purchase price for each location where the unauthorized use occurs.
7. Use of data collected by the software is subject to the NCH Software Privacy Statement which allows automatic anonymized collection of usage statistics in limited circumstances.
8. Choice of Law. If you reside in the United States, your relationship is with NCH Software, Inc, a United States company, and this agreement is governed by the laws and courts of Colorado. If you reside anywhere in the world outside of the United States, your relationship is with NCH Software Pty Ltd, an Australian company, and this agreement is governed by the laws and courts of the Australian Capital Territory. Such courts have continuing and exclusive jurisdiction over any dispute between you and us, regardless of the nature of the dispute.
9. U.S. Customers Only: Arbitration Agreement and Class Action Waiver: PLEASE READ THIS CAREFULLY. IT MAY AFFECT YOUR RIGHTS.

If you reside in the United States, NCH Software and you agree to arbitrate all disputes and claims between us. This agreement to arbitrate is intended to be broadly interpreted. References to "NCH" "you," and "us" include our respective subsidiaries, affiliates, agents, employees, predecessors in interest, successors, and assigns. This arbitration agreement does not preclude you from bringing issues to the attention of U.S. federal, state, or local agencies. Such agencies can, if the law allows, seek relief against us on your behalf. This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this Agreement.

A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to NCH should be addressed to:

Legal Department
NCH Software, Inc.
6120 Greenwood Plaza Blvd, Ste 120
Greenwood Village CO, 80111
USA

("Notice Address"). The Notice must (a) describe the nature and basis of the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If NCH and you do not reach an agreement to resolve the claim within 30 days after the Notice is received, you or NCH may commence an arbitration proceeding. The amount of any settlement offer made by NCH or you shall not be disclosed to the arbitrator.

A. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this Agreement. All issues are for the arbitrator to decide, including issues relating to the scope and enforceability of the arbitration provision. Unless NCH and you agree otherwise, any arbitration hearings will take place in Greenwood Village Colorado. If your claim is for \$10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision. NCH will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of your claim or the relief sought in the Demand is frivolous or brought for an improper purpose then the payment of all such fees will be governed by the AAA Rules. In such case, you agree to reimburse NCH for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. In addition, if you initiate an arbitration in which you seek more than \$75,000 in damages, the payment of these fees will be governed by the AAA rules.

B. The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND NCH AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both you and NCH agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific provision is found to be unenforceable, then the entirety of this arbitration provision shall be null and void.

C. Notwithstanding any provision in this Agreement to the contrary, we agree that if NCH makes any future change to this arbitration provision (other than a change to the Notice Address) you may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.

D. To opt out of this Arbitration Agreement and class action waiver send an Opt Out notice to the Notice Address stating "I am electing to opt out of the Arbitration Agreement and class action waiver contained in the Legal Terms applicable to my purchase of an NCH product." Your Opt Out Notice must include the date and proof of purchase. The Opt Out Notice must be postmarked no later than thirty (30) days after the date of purchase. A separate Opt Out Notice must be sent for each product purchased.

Screen References - SSL / TLS Certificate Install Wizard

The SSL/TLS Certificate Install Wizard is used to generate and/or install an SSL (Secure Sockets Layer) or TLS (Transport Layer Security) certificate that enables clients to make secure, encrypted connections to your server program.

The wizard can be used in one of two ways:

Generate and install a new self-signed certificate:

See [Self-Signed SSL Certificates](#) for important information about self-signed certificates.

- Select "Generate and install a new self-signed certificate" and click Next.
- Enter the certificate details and click Next.
- Enter a passphrase and re-type the passphrase exactly the same. Write down the passphrase and keep it in a safe place for future reference. Click Next.
- The self-signed certificate will be generated and installed.
- Click Finish to close the wizard.

Install an existing certificate:

The alternative to creating a self-signed certificate is to obtain a certificate signed by a certificate authority, using a certificate signing request. Ensure the certificate is in PKCS#12 format, which usually has a file extension of .p12 or .pfx. Once you have the certificate file:

- Select "Install an existing certificate" and click Next.
- Type in, or browse to, the file path of the certificate file (eg. C:\Users\User\Desktop\certificate.p12). Click Next.
- Enter the passphrase used when generating the certificate and click Next.
- The certificate will be installed.
- Click Finish to close the wizard.
- Attempt to access your server using a secure connection to verify that the certificate is valid.

Screen References - Options ~ Web Access

Browser Access

For more information on setting up Browser Access, see this Knowledge Base article:
www.nch.com.au/kb/10233.html.

Screen References - Options ~ Server

Email Notifications

Send email notifications to:

Enter the email address (or addresses separate with comma) where to send the email notifications.

Email rate interval (Minutes):

Enter the number of minutes to wait before sending a following email alert.

Disk Free Space

Minimum disk free space (MBytes):

Enter the minimum disk free space for server. A clean up will be performed and a notification sent when the available disk space is under the threshold value.

Disk Clean Up

Keep the last SQL backups:

Enter the number of SQL backups you want to keep, so the clean up will not delete them.

Screen References - Options ~ General

System Data

This path specifies where activity and screen logs of all users get put.

Server Settings

Service Settings...

Please refer to [Knowledge Base Articles - Service Settings](#) for more information.

Email Settings...

Please refer to [Knowledge Base Articles - Problems when sending email using our software](#) for more information.

Create Backup File

Create

Create a .fsb backup file of the FlexiServer system

Restore From Backup File

Restore

Restore FlexiServer system from a .fsb, .reg, or .csv backup file