



Using the goUPCS Support System

Overview

The goUPCS Support System provides you with:

- Access to software updates
- Answer to frequently asked questions (FAQs)
- Documentation on the UPCS inspection format - including terms and definitions
- Recommended practices and practical suggestions
- Technical Bulletins covering a variety of issues like:-
 - Connecting for the first time
 - Problems connecting
 - PHAS required documentation
- All available 24 hours a day - 7 days a week

The support system is a valuable tool that will save you time and assist you in making the most of your investment. Technical Bulletins that are highly recommended are highlighted in red.

Accessing the Support System

Access to the system requires a user name and password.

To access the system:

- 1 Go to <http://www.goupcs.com> (or click here)
- 2 In the bottom right hand corner - click on "Support". This will take you to the "Support Centre Gateway".
- 3 Click on Login to Support Center - and enter your user id and password.
- 4 Your there!

While you are there - check the date and version of the most

recent update. If necessary - click on the update and copy it to your desktop. After the download is complete - find the icon on your desktop - and click on it to load the update. Once the update is loaded - you can remove the update file.

Recommended Technical Bulletins:

- Technical Bulletin 01900 - Recommended Practices
- Technical Bulletin 02000 - PHAS Required Documentation
- Technical Bulletin 02200 - Why does “Pending” appear on certain reports.
- Technical Bulletin 01600 - How can I tell if everything has been inspected?

It is a good idea to print and review these technical bulletins. They will save you time getting up to speed - and help you understand the overall picture.