

Dear Valued Client,

This new software is for our new support by text message system. This system is built right in to Five Star and will not cost you any money. This system will replace the pager system we have used for so long.

We have become very concerned that our pager system from Rogers will not be around for very much longer. The attached text message system will replace our pager system we have used for 26 years. The pager will continue to work for an indefinite amount of time, but we would encourage you to use this new system. Please let all your staff that can place a support call know about this system, and how to use it.

Its installation is very easy. You do not need to get users out of Five Star or shut anything down. Just copy the attached file called Support.sup and copy it to your main computer's (server's) GJCWIN folder. Don't put it on a workstation just on your main computer. When you have the file in your GJCWIN folder on your main computer, rename it from Support.sup to Support.exe. Do this by clicking on the file then right clicking on it, then left click the Rename menu selection. Once you have renamed it, double click it to run it. It will take a second or two, and you are done.

How to Use it

If you use the new look:

Click the Support button on the right side of your screen and then click the Make A Support Call Now link on the bottom. Fill in the fields with YOUR info and click Send. We will receive your message within a second!

Five Star Hotel Systems Support Policy(GIZSUPWT)

Your property is on PAY-AS-YOU-GO SUPPORT. That means each time you call there is a charge, payable by Visa, Mastercard or American Express at the time the service is rendered.

Rooms Booked (F6)

Send Support Department a Message(GIZSUPWT)

Name of Property: The North American Inn Send

Call Back Number: 9052694360 Exit

Extension: 223

Contact Name: peter

Short Message: please help 4

Tools

Mail

Learn Five Star

My Style

Support

Task Manager

Today's Room Inventory

Attach pdf, Word, etc document

TeamViewer www.FiveStarHotelSystems.com Make a Support Call Now Exit

If you use the Classic Look:

Click the new Support button on the left end of the top toolbar, and then click the Make a Support Call Now button and fill in the blanks and click Send. Even with the Classic look we will get your text within a second!

Five Star Hotel Systems

Support

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