

3 Free users for life

SPINSO



Lite edition

ComplaintTracker

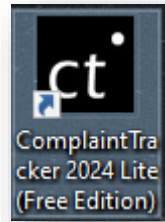
Manage customer complaints





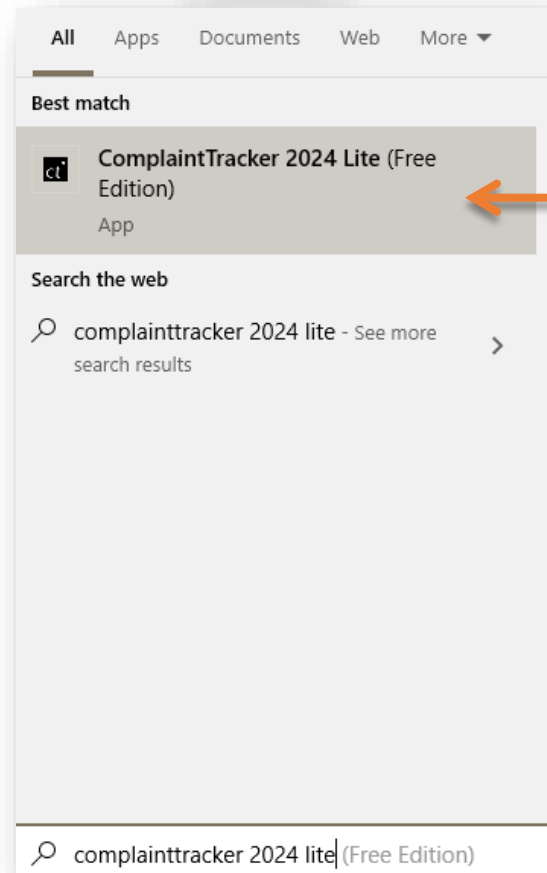
Getting Started

Quick start guide for ComplaintTracker Lite Edition



Open **ComplaintTracker** by double clicking on the icon in your desktop to launch the application.

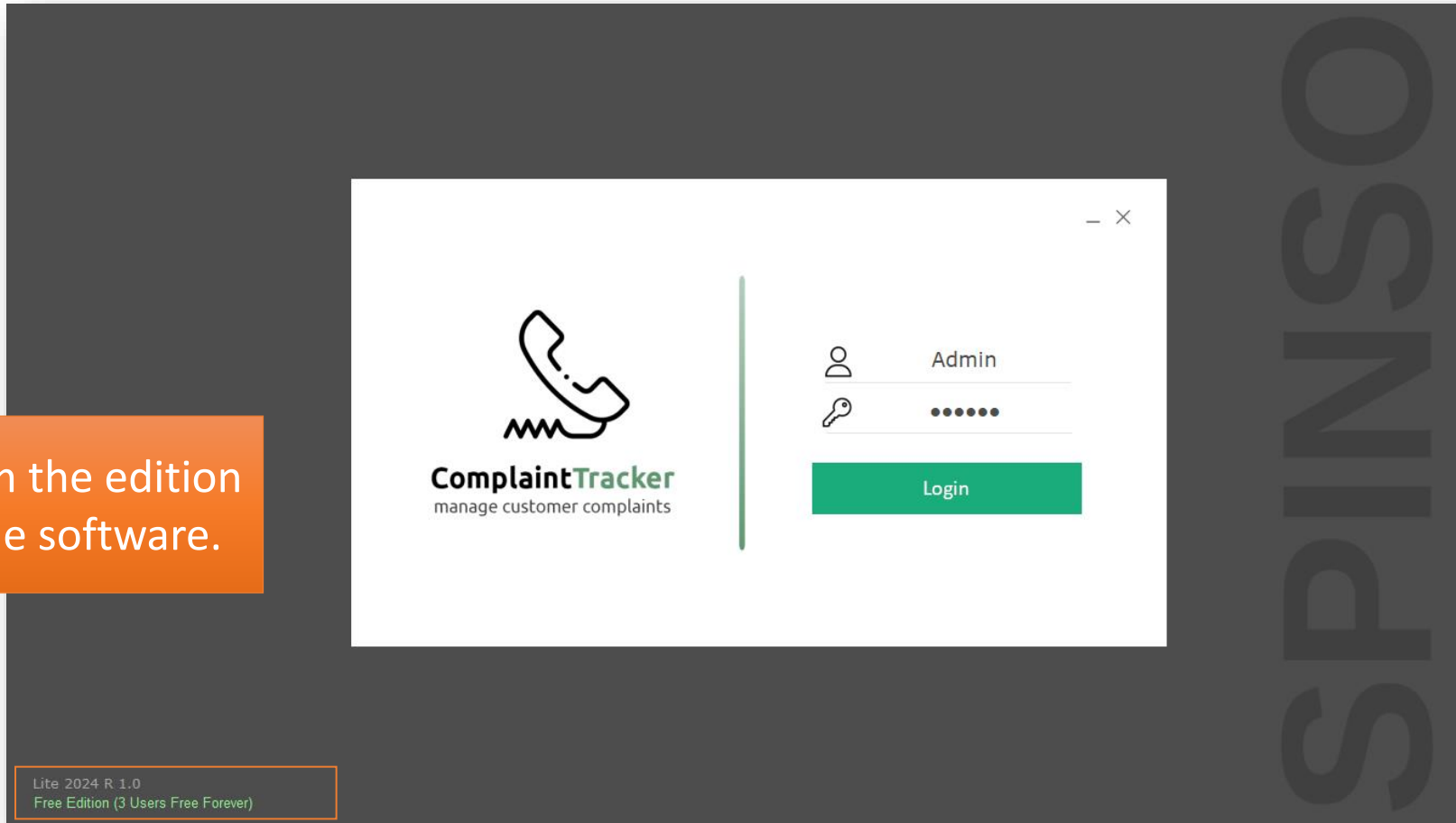
or



You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**

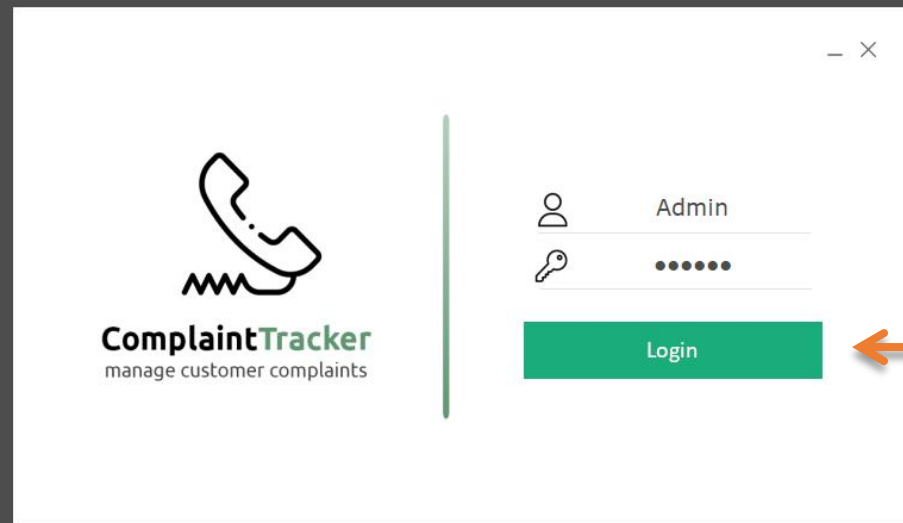
Login Screen

Check and confirm the edition and version of the software.



Default login details:

- User Name : **admin**
- Password : **spinso**



The screenshot shows the ComplaintTracker login page. On the left, there is a logo of a telephone handset with the text "ComplaintTracker" and "manage customer complaints" below it. On the right, there is a login form with a user icon and the text "Admin" in the username field, a key icon and a masked password field (represented by six dots) in the password field, and a green "Login" button below. A vertical line separates the logo from the form. In the top right corner of the form area, there are window control icons: a minus sign and an 'X'.

Click on Login

free edition



Thank You for choosing ComplaintTracker

ComplaintTracker Lite is free for Life, for 3 users

Lite has no cap on entries

For free support mail us at info@spinso.com

Click 'I Agree' if you agree to above terms & conditions

I Don't Agree

I Agree


ComplaintTracker

Click on "I Agree"

Introduction to Wizard

- The wizard screen lets you quickly enter basic details required to create master's data like Employee and Product, etc. so that you can immediately start adding Complaints.
- This screen will appear only once when you login to the system for first time.
- Data entered through wizard can be seen in Master screen. You can also further add or modify these details later in the respective master's screens.

ComplaintTracker



Welcome to startup wizard

This wizard will help you create basic master data for your organization
We strongly recommend you to follow each step carefully

[Skip](#) [Next](#)

1

Click on “Next”

Admin's login details

Notes.....

A default login and password for the user **admin** is already defined by the system. However you can change the credentials such as login name & password for the user **admin** here.

You can also later change these details or add more users from the following menu option
Master > Employee
To change the login details in Employee master go to **Login Tab**

Login Name

Password

ReEnter Password

[Skip](#) [Next](#)

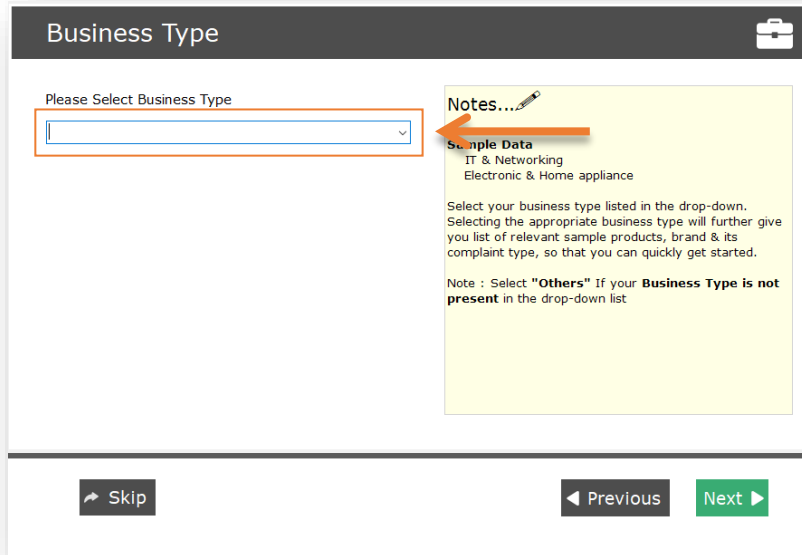
2

Here, change Admin's Name & Password if required.

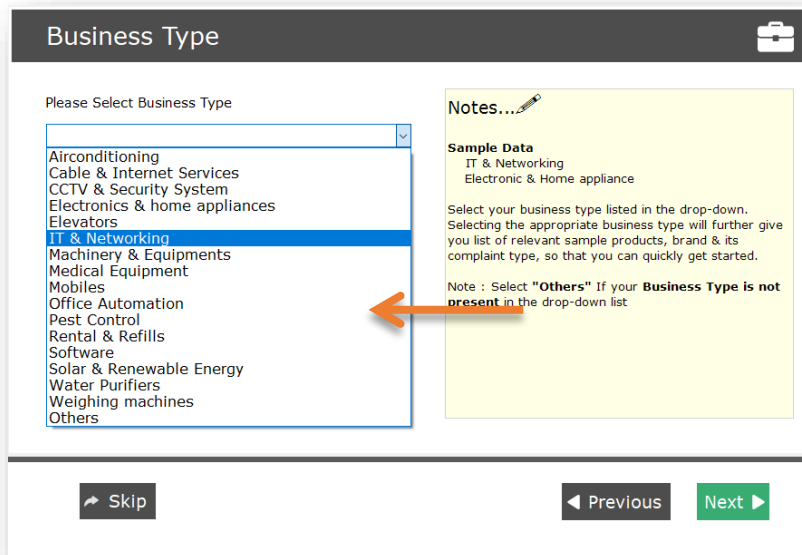
Then Click on **Next**

3

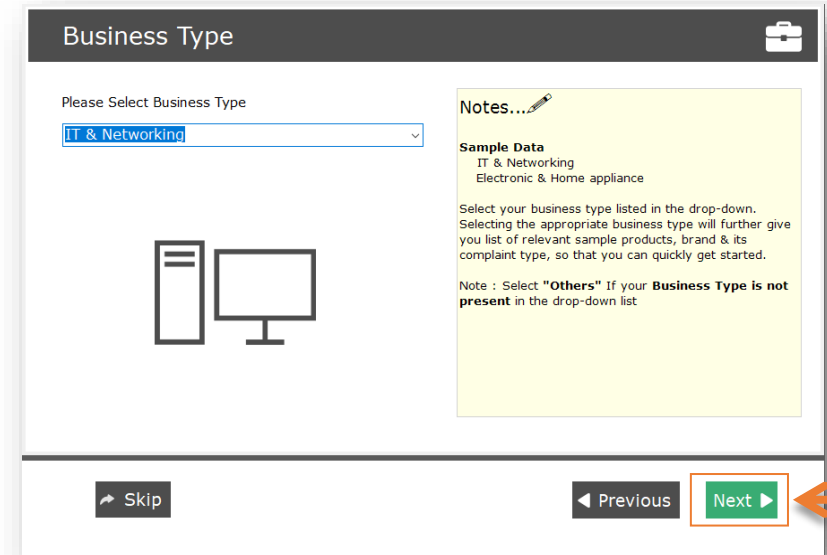
- Select your Business type from the list.
- Choose **others** if the Business types mentioned doesn't meet your business type.
- Click on **Next**.



The screenshot shows the 'Business Type' form. The 'Please Select Business Type' dropdown menu is empty. An orange arrow points to the dropdown menu. The 'Notes...' section contains 'Sample Data' (IT & Networking, Electronic & Home appliance) and instructions. The 'Next' button is highlighted in green.



The screenshot shows the 'Business Type' form with the dropdown menu open. 'IT & Networking' is selected and highlighted in blue. An orange arrow points to the selected item. The 'Notes...' section contains 'Sample Data' and instructions. The 'Next' button is highlighted in green.



The screenshot shows the 'Business Type' form with 'IT & Networking' selected in the dropdown menu. An orange arrow points to the 'Next' button, which is highlighted in green. The 'Notes...' section contains 'Sample Data' and instructions. There is an illustration of a server and a monitor.

Employee

Please Enter Employee Name

Alex Fernandes
Neil DSouza

Notes...
Sample Data
John Smith
Rita Singh

Each employee should be entered in a new line

In the above example by default **login name** and **password** assigned to both the employees, would be john & rita respectively.
However you have the option to change the login and password later from menu option
Master > Employee

Note : By default **first name** would be used for Login and Password

* Enter each employee in a new line

Skip Previous Next

4

- Enter each Employee names, in new line.
- In ComplaintTracker Lite you get 3 user free license, including Admin user, hence now you can add up to 2 more Users.
- Click on “**Next**”

Product Category

Please Enter Product Name

All-in-one Printers
CCTV
Desktop
Inkjet Printers
Laptops
Laser Printers
Projector
Server
Software
Tablets

Notes...
You can define the product here followed by the rate.

Each product should be added in a new line.

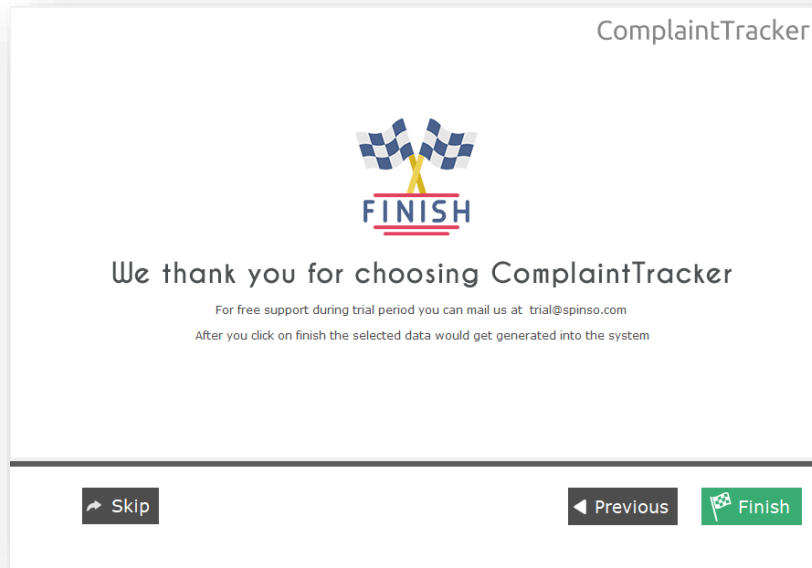
Later the product can be defined by the user having admin access through the following menu option
Master > Product

* Enter each Product in a new line

Skip Previous Next

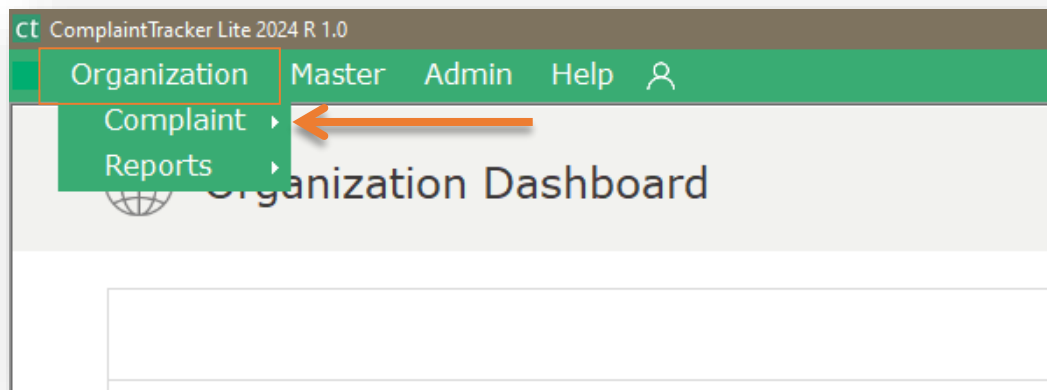
5

- Enter Products for which you are entering Complaint.
- Each product should be added in a new line
- Click on “**Next**”

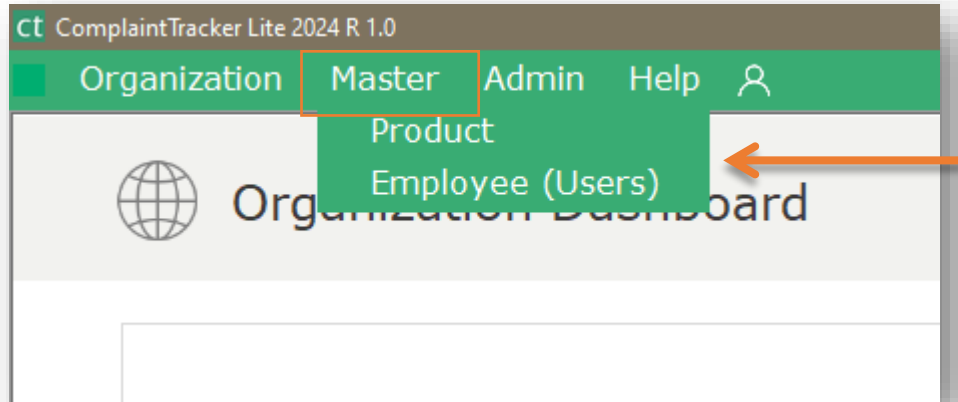


7

Click on **Finish**

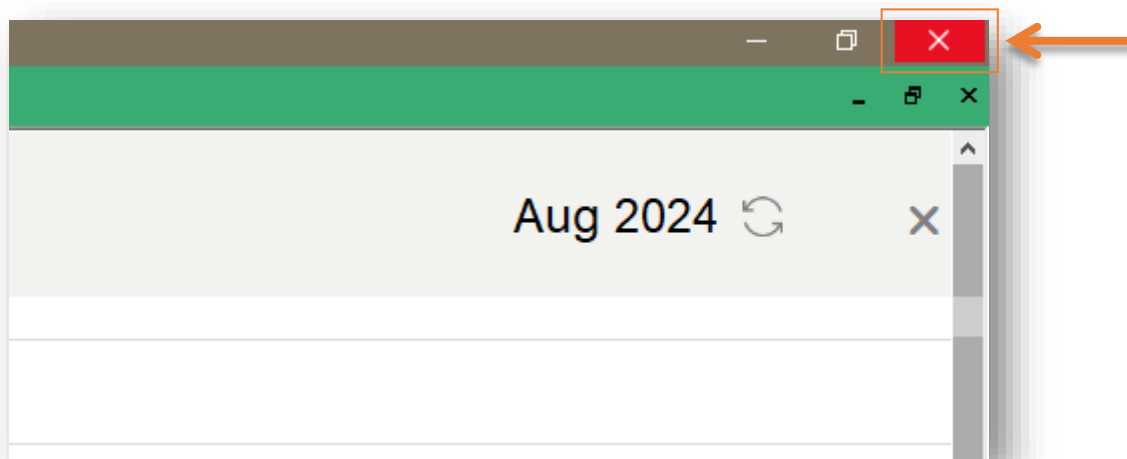


- Getting Started Process is Complete.
- You can immediately start adding Complaints from **Organization** → **Complaint**



Note:

- If you wish to change or update wizard.
- Click on **Master** → **Product**; to open Product Screen, where you can edit Product's name or price, etc.
- Click on **Master** → **Employee**; to open Employee Screen, where you can edit employee's name or password.



Click on this exit button to close the application.

Thank You

We hope this was helpful. Kindly contact SPINSO for any queries, we are happy to help.
We recommend you to see our **“Entering your first Complaint”** Help file for ComplaintTracker lite,
before you start using our software.