SECTION 12 - OTHER SOFTWARE

This sections provides basic referral information as the use of these applications is covered by other literature.

⇒ **VOYAGER**

There should be a Voyager manual for each module. There may also be a specially written Staff copy e.g. Service Desk Voyager Manual. Any problems with Voyager should be reported to Helpdesk. A weekly list of outstanding Voyager calls appears on Sysweb at **http://libcd2.lib.ed.ac.uk/Sysweb/voyager/.** There is also some implementation documentation on this page

⇒ **ILLOS**

Please see section 11 on Win QVTnet for logging on and logging off. Any problems with ILLOS should be reported to Jill Evans in the first instance. Jill will escalate these problems to Helpdesk as necessary. If you cannot gain access because of hanging sessions please seek advice from Helpdesk directly.

⇒ **OCLC PASSPORT**

OCLC passport is an application which allows you to search and download bibliographic files from remote databases. You should contact the Library Database Manager for more information about using OCLC.

Any problems with using OCLC should be reported to Helpdesk

⇒ **HTML**

EUCS produce a comprehensive guide to HTML there are also very good on-line tutorials, you can find these through links on Sysweb and also on the library web pages.

⇒ **FTP**

Using WsFTP requires a password. Anyone who needs to FTP large files should contact the Web Editorial Group at weg@lists. A manual is also available on request.

⇒ **MICROSOFT OFFICE**

Microsoft Office packages are supported by the General Office. Any problems with functionality of the software should be reported to Helpdesk

⇒ **TURBOCAD**

Systems hold a manual for Turbocad. Should you have any problems with the functionality of the software please contact Helpdesk.