


# SUPPORT

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## **1. FREQUENTLY ASKED QUESTIONS:**

By far the most frequent of all question we get is from Members who are having trouble downloading or unzipping an electronic item they obtained from our ministry bookstore. These subjects are dealt with in detail in the sections below.

If you have further general questions about us, our religious ministry, about ordering, or donation issues, then please consult our Frequently Asked Questions (FAQs) at the link provided below.

1. [SEDM Frequently Asked Questions \(FAQs\)](#)
2. [Questions and Answers from Ministry Members to Ministry Staff- SEDM Forums](#)
3. [Guide to Asking Questions, Form #09.017](#)-mandatory protocols you must follow for getting questions answered

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### **1.1: Downloading and Reading Our eBooks**

This article describes in detail the advantages of eBooks, how to use them, and compatibility with various eBook reader hardware and software.

[Why Our Readers Prefer Electronic Books](#) (downloading)

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### **1.2: Unzipping Materials From Our Website**

This article describes how to download and unzip materials you obtain from our website.

[Using Decompression Utilities, Form #09.009](#) (unzipping)


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## **2. USING THE WEBSITE**

### **2.1: Video Tutorial: SEDM Website Video Orientation**

This 145 minute video provides a comprehensive introduction and orientation on how to use our website, along with all the major features.

 [SEDM Website Video Orientation](#) (145 Minutes, 356 Mbytes, Microsoft Windows Media Player required)

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### **2.2: Video Tutorial: Using SEDM Adobe Acrobat Documents**

The following link provides a video demonstration of the how to use, navigate, print, read, and fill-in SEDM forms and documents downloaded from this website.

 [Using SEDM Adobe Acrobat Documents](#) (44 Minutes, 90 Mbytes; Microsoft Media Player required)

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### **2.3: Video Tutorial: Equalizing Forum and Bookstore accounts to use the same username, email, and password**

This website implements two different types of accounts: [Forums](#) and [Bookstore](#). These accounts are typically created at different times, have different uses, and may end up with different information. This video shows you how to make the username, email, and password the same for both types of accounts in order to reduce and simplify the number of accounts you have to maintain information about. This will make your experience using our website more enjoyable and simpler.

 [Equalizing Forum and Bookstore account information](#) (16 Minutes, 24 Mbytes; Microsoft Media Player required)

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### **2.4: Video Tutorial: Submitting files to SEDM that are too large to email as attachments**

This video tutorial demonstrates how to submit or send files to SEDM that are too large to email as attachments. Typically, there is a size limit on email attachments of approximately 3MB, depending on your Internet Service Provider. Using this procedure allows you to submit or send files of ANY size to SEDM for our review or processing. The most frequent application of this procedure is in the case of those who have obtained our MF Decoder software and who want to send us their copy of the software for either debugging or in order to allow us to prepare a decode rebuttal letter. Implementing the process does not require any special software and can be done with features built into your version of Windows. There is a simpler way to do this with a Graphical Tool, but you have to pay extra money for it and we didn't want to force you to spend money in order to send us files.

 [Submitting Files to SEDM that are too large to email as attachments](#) (27 Minutes, 33.7 Mbytes; Microsoft Media Player required)

If you would rather use a simpler graphical software tool and spend the money to get it so you don't have to learn DOS or FTP, then the following tools are instead recommended:


1. [WS-FTP Professional](#) (OFFSITE LINK)-full featured, but expensive.
2. [Cute FTP](#) (OFFSITE LINK)- less expensive, and fewer features

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### **2.5: Video Tutorial: Using the Sovereignty Forms and Instructions Online, Form #10.004**

This video tutorial demonstrates how to use the [Sovereignty Forms and Instructions Online, Form #10.004](#). The Sovereignty Forms and Instructions Online is a superset of the [Sovereignty Forms and Instructions Manual, Form #10.005](#) which we provide through this website. The video is provided by a third party and we are not responsible for the content. Please DO NOT contact us with questions about the video or the web resource it describes. All such communications should be directed to the [Family Guardian Forums](#) (OFFSITE LINK) and NOT us. Enjoy!

 [Video Tutorial: Using the Sovereignty Forms and Instructions Online, Form #01.004](#) (OFFSITE LINK. 35 Minutes, 143 Mbytes; Microsoft Media Player required.)

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## **3. MEMBER FORUMS:**

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If your questions are not answered in either our [Frequently Asked Questions Page](#) in section 1 of this page or elsewhere on this page, then you can request individualized help by visiting our SEDM Support Forums at the link provided below. In order to join our forums, you must first [Register](#) by clicking on the [Register link](#) in the pink area at the top of the screen. The [Registration](#) process, in turn, requires you to consent unconditionally and comply fully with the terms of the [SEDM Member Agreement, Form #01.001](#).

[SEDM Forums](#)

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### **[3.1: Video Tutorial: Forum introduction, joining, signing in, and logging out](#)**

The following link provides a video containing a basic introduction to the SEDM Member forums, how to join, and how to sign in and sign out.


 [Forum introduction, joining, sign in, sign out](#) (10 Minutes, 21 Mbytes; Microsoft Media Player required)

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### **[3.2: Video Tutorial: Forum security, visibility, and privacy](#)**

The following link provides a video demonstration describing security, visibility, and privacy within the Member Forums.


 [Forum security, visibility, privacy](#) (12 Minutes, 44 Mbytes; Microsoft Media Player required)

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### **[3.3: Video Tutorial: Forum profile management and private messaging](#)**

The following link provides a video demonstration of how to use member profiles and private messaging.


 [Forum profile management and messaging](#) (13 Minutes, 25 Mbytes; Microsoft Media Player required)

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### **[3.4: Video Tutorial: Posting and editing content](#)**

The following link provides a video demonstration of how to post and edit Member Forum content.


 [Posting and editing content](#) (16 Minutes, 29 Mbytes; Microsoft Media Player required)

▲ [Go to beginning](#)

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### **[3.5: Video Tutorial: Searching and locating new posts](#)**

The following link provides a video demonstration of the how to search and locate posts and new content.

 [Searching and locating posts](#) (11 Minutes, 27 Mbytes; Microsoft Media Player required)

▲ [Go to beginning](#)

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### **[3.6: Video Tutorial: Using the calendar](#)**

The following link provides a video demonstration of the how to use the calendar function built into the Member Forums.



[Using the calendar](#) (8 Minutes, 13 Mbytes; Microsoft Media Player required)

▲ [Go to beginning](#)

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### 3.7: Video Tutorial: Using Member Subscriptions Area

The following link provides a video demonstration of the how to use the Member Subscriptions area of the website.



[Using Member Subscriptions](#) (36 Minutes, 70 Mbytes; Microsoft Media Player required)

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## 4. PROBLEMS ACCESSING, VIEWING, OR READING FILES ON THIS WEBSITE

This section addresses problems accessing, viewing, or reading files on our website. The various file types found on this website include the following:

Symbol	Format
	Adobe Acrobat format. Requires the free Adobe Reader available from: <a href="http://get.adobe.com/reader/">http://get.adobe.com/reader/</a>
	ZIP format. This is a compressed format which requires a <a href="#">decompression utility</a> . <a href="#">Click here for instructions</a> on where to find decompression utilities and how to use them.
	Microsoft Word format. These files are editable word processing files which require Microsoft Word 2000 or later to edit. Please watch <a href="#">Item 9.1 on our Support Page</a> in order to learn how to use this type of a document.
HTML	Browser format. Requires a web browser to view.
	Windows Media Audio/Video File. Requires Windows Media Player, which comes standard with Windows XP, Vista, and Windows 7. If you have a Mac, you can download a free WMV player from Microsoft by <a href="#">clicking here</a> .
	Adobe Flash Player. Download at: <a href="http://get.adobe.com/flashplayer/">http://get.adobe.com/flashplayer/</a>
	Audio file. Includes MP3, *.wav files.

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### 4.1: Can't Read Acrobat File from Within Browser

Most of the files on this website are posted in Adobe Acrobat format. You will know this because there will be an Acrobat symbol to the left of the file name as follows:



If you click on one of these links and the file does not display, it is because you do not have the free Adobe Acrobat Reader installed on your computer. Please click on the link below, download the latest Acrobat Reader, and install it as per the instructions and this should fix your problem.

<http://get.adobe.com/reader/>

**WARNING!:** There are several third party companies that make Adobe Acrobat file reader software that integrates with your browser. Below this paragraph is a list of vendors that we know about. Every such implementation that we have seen is flawed, incomplete, defective, or unreliable. In addition, such software may experience conflicts if you also install the free Adobe Reader on the same system. We therefore strongly advise disabling or uninstalling browser PDF viewing features of all these products:

- [Nuance PDF Converter Pro](#) (OFFSITE LINK)-Internet Explorer PD reader browser plug-in.
- [Fox-It PDF Reader](#) (OFFSITE LINK)-works in Firefox browser only. Not Internet Explorer

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### 4.2: Acrobat File is Displayed But Display is Corrupted

If you can display Acrobat files from our website but the presentation is corrupted, then one of the following problems are likely, in the order they occur:

1. **PROBLEM 1:** You have an older version of Adobe Acrobat reader installed that doesn't display newer file formats correctly or completely.

**RESOLUTION 1:** Download and install the latest version of the free Adobe Acrobat Reader software off the Adobe Website at <http://get.adobe.com/reader/>

2. **PROBLEM 2:** You are not using the free Adobe Reader and instead have a third party Acrobat viewing or editing installed on your system that does not completely implement all of the PDF specification capabilities or is buggy.

**RESOLUTION 2:** Download and install the latest version of the free Adobe Acrobat Reader software off the Adobe Website at <http://get.adobe.com/reader/>

**WARNING!:** There are several third party companies that make Adobe Acrobat file reader software that integrates with your browser. Below this paragraph is a list of vendors that we know about. Every such implementation that we have seen is flawed, incomplete, defective, or unreliable. In addition, such software may experience conflicts if you also install the free Adobe Reader on the same system. We therefore strongly advise disabling or uninstalling browser PDF viewing features of all these products:

- [Nuance PDF Converter Pro](#) (OFFSITE LINK)-Internet Explorer PD reader browser plug-in.
- [Fox-It PDF Reader](#) (OFFSITE LINK)-works in Firefox browser only. Not Internet Explorer

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### 4.3: Video Does Not Play

Our website uses two video formats:

1. Windows Media Viewer (WMV).
2. MPG.

We do not use Apple Quicktime (\*.MOV) format or flash viewer. The only thing that you need in order to display any of the videos on our website is the free Microsoft Windows Media Player, which you can download at the link below and which comes as a standard part of Microsoft Windows:

[Windows Media Player Downloads](#)

Apple Macintosh computers do NOT come by default with the ability to play Windows Media Viewer files. If you need that ability because you own a Mac, we highly recommend the following FREE program. This program is also very useful on a pc for playing other non-standard video formats:

[VLC Media Player](#)

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### 4.4: Text is too small within Acrobat application or Acrobat browser plug in

Adobe Acrobat has a very useful feature for putting a document in Full Screen mode to maximize the viewing area and make the document much more readable. To use this feature, simply click on the document viewing area from within the Acrobat application and hit the "Ctrl" and "L" keys simultaneously on your keyboard. Most people are surprised to learn about this very useful feature when they hear about it.

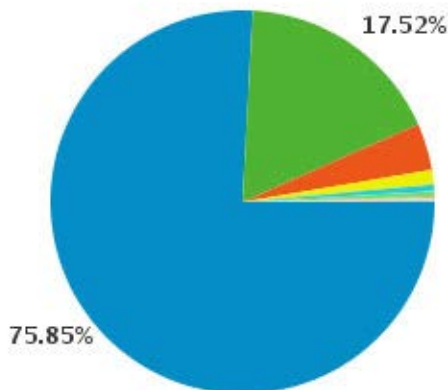
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### 4.5: Browser Display is corrupted or missing things

Below is a pie chart showing the frequency of the different types of browsers our visitors use:

	Browser	Frequency	Percent	Color



1.	<a href="#">Internet Explorer</a>	40,836	75.85%	
2.	<a href="#">Firefox</a>	9,433	17.52%	
3.	<a href="#">Safari</a>	2,128	3.95%	
4.	<a href="#">Chrome</a>	662	1.23%	
5.	<a href="#">Opera</a>	298	0.55%	
6.	<a href="#">Mozilla</a>	238	0.44%	
7.	<a href="#">Netscape</a>	76	0.14%	
8.	<a href="#">Opera Mini</a>	34	0.06%	
9.	<a href="#">SeaMonkey</a>	24	0.04%	
10.	<a href="#">Konqueror</a>	23	0.04%	

We test our website with the following browsers to ensure compatibility.

1. Microsoft Internet Explorer 7.0, 8.0, and 9.0.
2. Firefox 3.5, and 4.0.
3. Apple Safari 4.0, 5.0.
4. Google Chrome 10.0.

We don't test our website with earlier versions of the above programs. If you are using any of the above programs, we recommend upgrading to the latest version to minimize compatibility problems. All of them are a free download.

Of the above browsers, the ones that work best and exhibit the fewest display rendering problems are Microsoft Internet Explorer 8.0 and Firefox 3.5. If your computer will support either of these two browsers, we highly recommend installing one of them to minimize problems.

Following is a list of known compatibility issues with the above browsers. Browsers not listed have exhibited no known compatibility issues:

1. [Internet Explorer 8](#): Sometimes (infrequently), the spacing between lines is removed on long pages. This is an intermittent problem and it goes away if you refresh the screen by hitting the F5 key.
2. [Apple Safari \(all versions\)](#): Problems completing bookstore checkout. In particular, after you make a donation, sometimes the passback to our site does not work and the transaction doesn't complete properly. Please use Firefox or IE instead when accessing our Bookstore.

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## 5. PASSWORD AND LOGIN PROBLEMS

### 5.1: IMPORTANT: Background on Passwords for Various Ministry Services

This section describes the various kinds of accounts and corresponding usernames/passwords used by us in providing various online services to [Ministry Members](#). Each separate service uses its own unique and different username and password and it is important for Members to understand the differences so that they can minimize the number of usernames and passwords they have to write down or memorize in order to use our services. The table below provides a succinct summary:

#	Account type	Community	Description	Creator of account	Username requirements
1	<a href="#">SEDM Bookstore</a>	Members only	Used to order from our <a href="#">Bookstore</a> and join our <a href="#">Member Emailing List</a>	You	Your email address (ONLY)
2	<a href="#">SEDM Forums</a>	Members Member Subscribers	Used to access <a href="#">SEDM Forums</a> . Used to access: <ul style="list-style-type: none"> <li>• <a href="#">Member Subscription Library</a></li> <li>• Member Subscription content on <a href="#">Forms page</a> and <a href="#">Litigation Tools page</a></li> </ul>	You	Anything you want. Use an anonymous name.

We are well aware of the frequently expressed requirement by our esteemed Members to integrate our various services together so as to require **only one** username and password to access all online ministry services. We recognize the burden imposed on our Members of having to maintain multiple account names and passwords for various services. The reason we continue to have separate accounts and passwords for these various services is NOT because we want to, but because:

1. Members themselves do not use the same username and password when they sign up for the service. It is easy to do this by:
  - 1.1 If you haven't registered yet for either a forum or bookstore account or both: using the same username and password for all of the above accounts.  
OR . . .
  - 1.2 If you already registered both Bookstore and Forums accounts: Going back to either one and changing it to match the other one. Use the two links  
below to update your registrations to be uniform:  
[Bookstore Account Registration](#)  
[Forum Account Registration](#)
  - 1.3 Whenever you change the password for one service, go back and update the password for the other so that the username and password are synchronized across all the applications
2. The above services are signed up for separately by our Members at different times.
3. All of the above services are provided by software developed and maintained by a different and independent third party vendor.
4. Each software program is updated frequently and independently by the developer.
5. It would be extremely expensive and time consuming to try to integrate the databases of all of these programs and services and no readily available commercial tools are available to do this. Considerable time and expense would be involved and our revenue level does not permit such an expenditure.

Rather than complain to us about the inconvenience of having multiple usernames and passwords to access our online services, we therefore solicit your help as indicated in item 1 above in minimizing the number of usernames and passwords. [Section 9.3 of this support page](#) provides a video tutorial on how to change your Forum and Bookstore accounts to use the same username, email address, and password. [Click here to view this tutorial](#).

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## 5.2: I forgot my Member Forums Password

If you forgot your [Member Forums](#) password:

1. Go do the [Member Forums](#) screen.
2. Click "[Sign In](#)" at the upper right corner.
3. Click on "[I've forgotten my password!](#)" under the "Password" field.
4. Enter either your account username or email address.
5. The forum software will email your password to your last known email address.

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## 5.3: I forgot my Member Bookstore Password

If you forgot your [Member Bookstore](#) password:

1. Go to the opening screen of the website (<http://sedm.org>).
2. Click on "[Bookstore](#)" in the upper left corner in the menus.
3. In the upper right corner, click "[Login or Create an Account](#)". The Account Login page will appear.
4. At the bottom of the Account Login page, click on "[Click here to receive your password via email](#)". The Send Account Password screen will appear.
5. Enter your email address in the "Email Address\*" box and click "Submit".
6. The store software will email your password to the email address you provided, if that email address is already on file.

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## **5.4: I am a Member Subscriber but I can't access the Member Subscriber portion of the Forums. What am I doing wrong?**

You didn't follow the procedures prescribed step 5 of [Section 3 of the Member Subscriptions page](#). After you signed up for [Member Subscriptions](#) through our [Member Bookstore](#), you were supposed to submit your [Member Forum](#) username and order number to our [Contact Us page](#) so that we could upgrade your forum permissions. Please submit your forum username and your [Member Subscription](#) order number via our [Contact Us page](#) so we can upgrade your account and notify you via email that we have done it. You can find the order number in your order confirmation email that you received when you signed up for [Member Subscriptions](#). We aren't mind readers and your forum username is usually different from your bookstore username, so there is no way for us to determine in advance what your forum user account name is. Things will work fine when you read and follow directions for joining joining our [Member Subscriptions](#).

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## **6. TAX RESPONSE LETTER HELP:**

An index of all of our federal and state response letters and instructions for their proper use may be found at the two links below::

- [State Response Letter Index, Form #07.201](#)
- [Federal Response Letter Index, Form #07.301](#)

### **6.1: List of Common Response Letter Problems with their Recommended Resolution**

The following list provides a summary of the most common problems with response letters and details on how to fix them::

<b>#</b>	<b>Description</b>	<b>Resolution</b>
1	The Response Letter asks me for a password	Set Microsoft Word Macro Security to "Low" as indicated in <a href="#">section 3.3</a> or <a href="#">section 3.4</a> below. This requirement is also covered in the "Response Letter Instructions" on the first page of the response letter, in steps 1 or 2. Please read and follow the Response Letter Instructions.
2	The "Print" or "Preview" buttons do not work	Set Microsoft Word Macro Security to "Low" as indicated in <a href="#">section 3.3</a> or <a href="#">section 3.4</a> below. This requirement is also covered in the "Response Letter Instructions" on the first page of the response letter, in steps 1 or 2. Please read and follow the Response Letter Instructions.
3	I cannot select and copy text using the clipboard	The response letters are copy protected to prevent this. We cannot make exceptions to the copyright for any reason. This is covered in " <a href="#">Frequently Asked Questions About Our Response Letters, Question #17</a> "
4	The letter has errors and I cannot edit the letter	The response letters are copy protected to prevent this. We cannot make exceptions to the copyright for any reason. If you need to correct an error, please contact us via email and we will promptly fix the problem and email you a corrected letter. This is covered in " <a href="#">Frequently Asked Questions About Our Response Letters, Question #17</a> "
5	I get the following error when I press the print button: "RUNTIME ERROR 5941, THE REQUESTED MEMBER OF THE COLLECTION DOES NOT EXIST"	If you set Macro security to low as indicated on the letter and you get this error, most likely your anti-virus software is interfering with running macros. You need to disable your anti-virus software and try again. If that doesn't help, try it on a different computer.
6	The letter won't open in my word processor or the Print or Preview buttons don't show up on it.	You are probably using the WRONG word processor. The response letters ONLY work with Microsoft Word. They do NOT work with Microsoft "Works" or WordPerfect. Please obtain the correct word processor. If you are unsure which word processor you are using, open the word processor and look in the Help -> About menu to see. Chances are, it says "Microsoft Works". <a href="#">Click here for details</a> and read questions 32 and 34.

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## [6.2: Frequently Asked Questions About Our Response Letters](#)

For a list of frequently asked questions relating to tax response letters, click on the link below:

[Frequently Asked Questions About Our Response Letters](#)

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## [6.3 Video Tutorial: Setting Microsoft Word 2002 to 2003 Macro Security to Low](#)

The first thing you MUST do BEFORE you enter data into the response letter worksheet is to set Microsoft Word Macro Security Level to Low and exit the program. This is covered in the first step on the cover page of each response letter. If you don't do this, then you will get the following error: When you try to enter data or push any of the buttons on the letter, then you will be asked for a password to the letter. This problem only occurs on Microsoft Word 2002 and later. It does not occur with Microsoft Word 2000 because this version of Word does not implement macro security..

**IMPORTANT NOTE:** If you cannot find the "Macro Security" entry on the menus within your word processor and you think you are using Microsoft Word, then chances are that one of the following two conditions exist:

1. You are using Microsoft Word 2000, in which case you don't need this procedure. . . OR
2. You are using Microsoft Works to prepare the letter, in which case the response letter will not work on your system and you will need to upgrade from Microsoft Works to Microsoft Office. You can verify this by looking at the Help->About menu, which will say "Microsoft Works" instead of Microsoft Word.
3. You are using some other third party word processor, in which case you will need to obtain Microsoft Office. Our response letters ONLY work with Microsoft Word. The macros they contain do not function with any other word processor.

Below is a video demonstration of how this process works to make the process perfectly clear.

 [Video Tutorial: Setting Microsoft Word Macro Security to Low](#) (7 Minutes, 1.9 Mbytes; Microsoft Media Player required)

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## [6.4 Setting Microsoft Word 2007 and Later Macro Security to Enable Macros](#)

The user interface was completely updated beginning with Microsoft Word 2007. The menu bars were eliminated and replaced with the ribbon bar. The following instructions provide graphical instructions on how to set Microsoft Word 2007 and later Macro Security to enable macros. If you don't follow these instructions, the "Print" and "Preview" buttons on your tax response letter will not work properly.

[Click here to read the instructions](#)

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## [6.5 Video Tutorial: Completing, Previewing, and Printing a Response Letter](#)

After you have followed the tutorial in steps 3.3 or 3.4 above, next you must:


1. Populate the response letter worksheet
2. Hit the "Preview" button
3. Click the Print" button to print the letter.

If you don't follow the above steps, then the data from the worksheet will not populate the letter and the letter will print without any of your personal information on it. The video tutorial below shows exactly how this is done using the IRS Letter CP14 response.

 [Video Tutorial: Completing, Previewing, and Printing a Response Letter](#) (14 minutes, 5.6 Mbytes; Microsoft Media Player required)

▲ [Go to beginning](#)




## 7. MASTER FILE DECODER:


This section describes how to resolve problems encountered installing and using our [Master File \(MF\) Decoder](#) software. Most of the questions we get relate to how to install the program. Installation of the program is described in sections 2.2 through 2.2.9 of the free  [Master File \(MF\) Decoder User Manual, Form #09.018](#). If you are installing or using this software, regardless of what version of the program you are using, we recommend using the latest version of the MF Decoder Manual, which you can always obtain using the link below:

-  [Master File \(MF\) Decoder User Manual, Form #09.018](#)

### 7.1: List of Common MF Decoder Problems with their Recommended Resolution

The following list provides a summary of the most common problems with response letters and details on how to fix them::



#	Description	Resolution
1	MF Decoder produces an error when I try to print.	<ol style="list-style-type: none"> <li>1. <u>If you got the Professional version CD</u>: Your copy of the program CD is corrupted. You need a replacement disk. Contact us via email with your order number and personal information and we will send you a replacement copy.</li> <li>2. <u>If you downloaded the program</u>: The download had errors that corrupted the program. Please re-download on a different computer. For instance, use a public library computer or the computer of a friend or relative. Make sure you turn off your anti-virus software, firewall software, and download accelerator software. Do NOT use AOL browser or Netscape browser to download. Use MS Internet Explorer. This will fix your download problems in most cases.</li> </ol>
2	I cannot read the Acrobat books on the CD	You are using an older version of the free Adobe Acrobat reader. Please download and install the latest version at:  <a href="http://get.adobe.com/reader/">http://get.adobe.com/reader/</a>
3	The IMF Decode Rebuttal Letter does not fill in my information from the worksheet to the letter or the "Print" or "Preview" buttons do not work.	You need to set Microsoft Word Macro Security to "Low" as indicated in <a href="#">step 3.3 above</a> .
4	When I enter transactions on the IMF Decoding Screen, the database doesn't populate the Subfields automatically	You aren't starting the database from the Shortcut created in section 2.2.4 of the  <a href="#">MF Decoder User Manual, Form #09.018</a> . Please create the icon as directed there and ALWAYS start the program by clicking on the icon. Make sure you specify the ENTIRE contents provided for the target field of the shortcut and don't leave out the "/wrkgrp" and "/user" parameters at the end. Otherwise, the security features of the database will prevent it from operating properly.
5	The database won't properly import my old data using the Import Button	This is covered in section 2.2.7 of the  <a href="#">MF Decoder User Manual, Form #09.018</a> . You aren't starting the database from the Shortcut created in section 2.2.4 of the  <a href="#">MF Decoder User Manual, Form #09.018</a> . Please create the icon as directed there and ALWAYS start the program by clicking on the icon. Make sure you specify the ENTIRE contents provided for the target field of the shortcut and don't leave out the "/wrkgrp" and "/user" parameters at the end. Otherwise, the security features of the database will prevent it from operating properly.
6	The IMF Decoding Screen is displaying transaction data that I	You aren't entering data properly. Please view the video tutorial <a href="#">below in section 4.3</a> .

didn't enter.	
7 The address for my local <a href="#">IRS Disclosure Office</a> does not appear in the database	<p>The IRS disclosure office addresses change every few years and there is no way to directly update the database to correct this problem. However, two work-arounds are provided:</p> <ol style="list-style-type: none"> <li>1. In the FOIA Request Generator screen, simply select any Disclosure Office you like, fill in the rest of the information, and print the FOIA NOT on the printer, but to a Microsoft Word file. Then go in and edit the MS Word version of the FOIA request to replace the bad disclosure office address with your local one. This process is described in section 2.8.9 of the latest version of the  <a href="#">MF Decoder User Manual, Form #09.018</a>.</li> <li>2. Alternatively, you can order the <a href="#">latest STANDARD version</a> to update the program without reordering an entire new professional edition. This version is relatively low in cost so that our esteemed Members aren't overly burdened by this inconvenience. It's a good idea to do this periodically anyway to ensure that you benefit from the latest updates and knowledge about this subject, since IRS policy changes frequently and we must exercise due diligence to stay ahead of them.</li> </ol>
8 FOIA Request S11 doesn't have a place to fill in the IRS agent names before the report is printed.	<p>You need to add this to the FOIA yourself manually using Microsoft Word. When you go to print the FOIA request in the Print Report Dialog, select the "RTF File" option, then enter the filename you want to save the report as, including the full path to the report, such as "C:\Temp\FOIAS11.rtf". After the FOIA prints as an RTF at the path you specify, open it up with Microsoft Word and add the specific agent names. Alternatively, you can write them in after the FOIA request prints.</p>

▲ [Go to beginning](#)

## 7.2 Setting Up the MF Decoder Program

The following links provide tools to help you setup the MF Decoder software, both the Pro and the Standard editions, and how to access the CD or ZIP file that comes with either.

1.  [Setting Up the MF Decoder program \(33 minutes, 70MB:Microsoft Media Player required\)](#)- video demonstration of how to unzip the program, create the program directories, copy the files to the new directories, create the program shortcut, and register the program
2.  [MF Decoder Quick Start Guide](#)-Short printed quick start guide that helps you setup the MF Decoder software

▲ [Go to beginning](#)

## 7.3 MF Decoder Video Demonstration



The following link provides a video demonstration of the main features of the Master File (MF) Decoder Program. This is the same video file as the one that is shipped on the Master File Professional CD.

1.  [MF Decoder Video Demonstration \(82 Minutes, 30 Mbytes; Microsoft Media Player required\)](#)

▲ [Go to beginning](#)


## 7.4 Video Tutorial: Entering Data on the IMF Decoding Screen and Navigating Records

The most complicated aspect of how to use the MF Decoder is entering data on the IMF Decoding Screen. This short video tutorial shows you exactly how to enter data on the IMF Decoding Screen..

1.  [Companion Sample IMF \(please open before opening video\)](#)
2.  [Video Tutorial: Entering Data on the IMF Decoding Screen and Navigating Records](#) (81 minutes, 29.8 Mbytes; Microsoft Media Player required)

▲ [Go to beginning](#)

## 7.5 Setting up the Program Shortcut

The  [MF Decoder User Manual, Form #09.018](#), section 2.2.4, describes how to set up the [MF Decoder Program Shortcut](#) that you can click on to startup the program from your desktop or Windows Start Bar. Some people have trouble creating this shortcut using the instructions, causing the program to not run properly when you start up the program. This section will show you how to create this shortcut simply and easily in order to correct the problems you are having:

1. Using pre-made shortcut on the MF Decoder Pro CD: Starting with MF Decoder version 1.90 and later, the [MF Decoder Pro CD](#) comes with a shortcut on the CD that is ready to go. To use this pre-made shortcut:
  - 1.1 Put the MF Decoder Pro CD in your CD drive.
  - 1.2 Open your Windows Explorer by right clicking on the START button and selecting "Explore".
  - 1.3 Using the Windows Explorer, navigate to the following directory:

\MFDecoder\

- 1.4 In the above directory, find the following file:

"MFDecoder Shortcut"

- 1.5 Click on the shortcut file and then drag it to your desktop or your start bar.
  - 1.6 From either your desktop or your start bar, click on the shortcut you created above and the program will start properly.
2. Using the free shortcut available on this website: If you obtained the [MF Decoder Standard](#) so that you don't have the MF Decoder Pro CD, you can follow the procedures in step one above and instead use the following shortcut off our website. Simply right-click on the link, select "Save As", and then save it to your local hard drive.
    - 2.1 If you are using the **Standard version** of [MF Decoder](#), using the following shortcuts.

**Microsoft Access 2002:** <http://sedm.org/Support/MFDecoder/MFDecoderStdShortcut2002.Ink>

**Microsoft Access 2003:** <http://sedm.org/Support/MFDecoder/MFDecoderStdShortcut2003.Ink>

**Microsoft Access 2007:** <http://sedm.org/Support/MFDecoder/MFDecoderStdShortcut2007.Ink>

**Microsoft Access 2010:** <http://sedm.org/Support/MFDecoder/MFDecoderStdShortcut2010.Ink>

- 2.2 If you are using the **Professional version** of [MF Decoder](#), using the following shortcuts.

**Microsoft Access 2002:** <http://sedm.org/Support/MFDecoder/MFDecoderProShortcut2002.Ink>

**Microsoft Access 2003:** <http://sedm.org/Support/MFDecoder/MFDecoderProShortcut2003.Ink>

**Microsoft Access 2007:** <http://sedm.org/Support/MFDecoder/MFDecoderProShortcut2007.Ink>

**Microsoft Access 2010:** <http://sedm.org/Support/MFDecoder/MFDecoderProShortcut2010.Ink>

3. Building the shortcut yourself: If you want to make your own shortcut, you can follow section 2.2.4 of the [MF Decoder Manual](#) to create the shortcut, and simply paste the text below into the "Target" window of the Shortcut Properties window shown in the manual:
  - 3.1 If you are using the **Standard version** of [MF Decoder](#), select the following text with your mouse and right click on the selection and select "Copy" to put it into your clipboard. Then go to the Shortcut "Target window" and hit "Ctrl-V" to paste the text into the field.

**Microsoft Access 2002:**

"C:\Program Files\Microsoft Office\OFFICE10\MSACCESS.EXE"  
C:\Database\MFDecoder\MFDecoder-Std2003.mdb /wrkgrp  
C:\Database\MFDecoder\Secured.mdw /User decoder

**Microsoft Access 2003:**

"C:\Program Files\Microsoft Office\OFFICE11\MSACCESS.EXE"  
 C:\Database\MFDecoder\MFDecoder-Std2003.mdb /wrkgrp  
 C:\Database\MFDecoder\Secured.mdw /User decoder

**Microsoft Access 2007:**

"C:\Program Files\Microsoft Office\OFFICE12\MSACCESS.EXE"  
 C:\Database\MFDecoder\MFDecoder-Std2003.mdb /wrkgrp  
 C:\Database\MFDecoder\Secured.mdw /User decoder

**Microsoft Access 2010:**

"C:\Program Files\Microsoft Office\OFFICE14\MSACCESS.EXE"  
 C:\Database\MFDecoder\MFDecoder-Std2003.mdb /wrkgrp  
 C:\Database\MFDecoder\Secured.mdw /User decoder

- 3.2 If you are using the **Professional version** of [MF Decoder](#), select the following text with your mouse and right click on the selection and select "Copy" to put it into your clipboard. Then go to the Shortcut "Target window" and hit "Ctrl-V" to paste the text into the field.

**Microsoft Access 2002:**

"C:\Program Files\Microsoft Office\OFFICE10\MSACCESS.EXE"  
 C:\Database\MFDecoder\MFDecoder-Pro2003.mdb /wrkgrp  
 C:\Database\MFDecoder\Secured.mdw /User decoder

**Microsoft Access 2003:**

"C:\Program Files\Microsoft Office\OFFICE11\MSACCESS.EXE"  
 C:\Database\MFDecoder\MFDecoder-Pro2003.mdb /wrkgrp  
 C:\Database\MFDecoder\Secured.mdw /User decoder

**Microsoft Access 2007:**

"C:\Program Files\Microsoft Office\OFFICE12\MSACCESS.EXE"  
 C:\Database\MFDecoder\MFDecoder-Pro2003.mdb /wrkgrp  
 C:\Database\MFDecoder\Secured.mdw /User decoder


**Microsoft Access 2010:**

"C:\Program Files\Microsoft Office\OFFICE14\MSACCESS.EXE"  
 C:\Database\MFDecoder\MFDecoder-Pro2003.mdb /wrkgrp  
 C:\Database\MFDecoder\Secured.mdw /User decoder

▲ [Go to beginning](#)

## **7.6 Registering the program**

Starting with version 1.96, program registration was added as a copy protection vehicle to prevent illegal copying and pirating of the program. If you try to run the program on a machine without registering it, the program will not work. This section directs you to the instructions to register the program.

Registration is easy and you only have to register the program once for each physical computer you will run the program on. The  [MF Decoder User Manual, Form #09.018](#), sections 2.9 through 2.9.2 contain the instructions for registering the program. Follow the instructions for program registration in that section and send us the information requested through our [Contact Us page](#) and we will promptly email you the program registration code.

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## **7.7 Video Tutorial: Producing Client Deliverables Needed for an IMF Decode Rebuttal Letter**

This short video is for use by those who own the [Master File Decoder](#), who have requested and decoded their own IMF records, and who want to engage us to produce only the IMF Decode Rebuttal Letter based on the data

contained in their [Master File Decoder](#). The output of this process is the following PDF reports:

- [Illegals Summary Report](#): Single report covering ALL tax years and showing specific illegal transactions pertaining to the client.
- [IMF Decoding Report](#): One report for EACH tax year you intend to be covered by the rebuttal letter. There are usually multiple versions of this report.

Below is the video describing how to produce the deliverables:

 [Video Tutorial: Producing Client Deliverables Needed for an IMF Decode Rebuttal Letter](#) (15 minutes, 29.8 Mbytes; Microsoft Media Player required)

▲ [Go to beginning](#)

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## 7.8 Program produces compile error when starting up

When you set up the program in accordance with chapter 2 of the MF Decoder User Manual, some users have reported the following error:

*" Compile error in hidden module: form\_mfdecoder"*

This problem is caused by incompatibilities with the version of MS Office you have installed and it occurs when:

1. You have Office versions 2002, or 2010 installed.
2. You did not install Microsoft Outlook with your version of MS Office.

To fix this problem, right click on the following link and copy the downloaded file to the following directory on your local hard drive:

[MSOUTL.OLB](#)

Place the file in the following directory. If the directory doesn't exist, then create it:

**Microsoft Access 2002:**

C:\Program Files\Microsoft Office\OFFICE10\MSOUTL.OLB

**Microsoft Access 2003:**

C:\Program Files\Microsoft Office\OFFICE11\MSOUTL.OLB

**Microsoft Access 2007:**

C:\Program Files\Microsoft Office\OFFICE12\MSOUTL.OLB

**Microsoft Access 2010:**

C:\Program Files\Microsoft Office\OFFICE14\MSOUTL.OLB

▲ [Go to beginning](#)

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## 8. DATA DISKS (CDs and DVDs):

The following common problems relate to data disks available from this website, such as the Family Guardian Website DVD, the MF Decoder, the "What Happened to Justice" CD, the Tax Deposition CD, etc.


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### 8.1: Video Tutorial: Burning CDs and DVDs from ZIP files downloaded from our website

Those who obtains CDs and DVDs through our bookstore have an option to select electronic delivery and to then burn their own CD or DVD from the item downloaded. This video tutorial demonstrates how to complete the download of the item, how to unzip or decompress the data, and how to burn the data onto a CD or DVD. A important notes on successfully performing this process:

1. Performing this process requires more than just basic computer skill.
2. The process works best if you have a high speed internet connection so that your download won't take more than a few minutes. The procedure is much less convenient for those with slow dial-up lines.
3. You will need two specialized software applications installed on your computer to complete the process:
  - 3.1 Disk burning software. This demonstration uses Nero Burning ROM software, which is the most commonly used application of its time. [Click here](#) to visit the manufacturer website and learn about this product.
  - 3.2 ZIP decompression software. This demonstration uses PKWare PKZip.
    - 3.2.1 [Click here](#) to visit the manufacturer website and learn about this product.
    - 3.2.2 [Click here](#) for an article on using decompression utilities generally.
4. You will need a CD or DVD drive that has the capability to burn disks installed in your computer.

Click on the link below to view this informative video:

 [Video Tutorial: Burning CDs and DVDs from ZIP files downloaded from our website](#) (23 Minutes, 20.6 Mbytes, Microsoft Windows Media Player required)

▲ [Go to beginning](#)

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## **8.2: The Disk does not autostart and display in my browser when I pop it into my drive**

All of our data disks are designed so that they will autostart when you insert them into the drive, open up Internet Explorer, and display the opening page. If your disk does not do this or does nothing when you put it into the drive, it is probably because:

1. You are running a MAC. Autostart doesn't work on a MAC.
2. You have disabled the autostart feature of Microsoft Windows.
3. You are using an Operating System (OS) Firewall such as [Zone Alarm Pro](#), which intercepts the execution of programs on your disks and can disable them. Set the OS firewall so that it doesn't prevent running executables on the disks.
4. The disk is a DVD instead of a CD and your disk drive only reads CDs and not DVDs. In this case, please update your disk drive or try to read the disk with a different computer.
5. The disk is defective. Try it in another machine to see if it works there.

To work around all of the above problems, simply open Windows Explorer and double-click on the file named "index.htm". That will open your Internet Explorer web browser to the opening screen of the disk so that you can browse the remainder of the disk.

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## **8.3: I can't read the disk**

Very rarely do we see this problem. Usually, it is caused by any one of the following::

1. The disk is a DVD instead of a CD and your disk drive only reads CDs and not DVDs. In this case, please update your disk drive or try to read the disk with a different computer.
2. Your disk drive is an older drive and does not read the format we sent you, such as the latest DVD-R or CD-R format. In that case, upgrade the drive and try again or read it in another computer.
3. Your disk drive is dirty and needs to be cleaning because the dirt is causing read errors. In that case, clean the drive using a drive cleaning kit.
4. The disk is defective and needs to be replaced. In this case, contact us via our [Contact Us](#) page with all of the particulars of your order and your problem, and we may send you a replacement disk.

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## **9. LITIGATION AND LITIGATION TOOL SUPPORT**

This section provides demonstrations how to use pleadings and tools available through our Litigation Tools Page.


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### **9.1: Video Tutorial: Using Microsoft Word Pleading Templates: MS Word 2003**

All of the legal pleading templates available through our [Litigation Tools Page](#) are provided in Microsoft Word format. This section provides a video demonstration that shows you how to use these legal pleading templates with Microsoft Word 2003. We show you how to:

1. Initialize the template with your personal information.
2. Navigate the document using the Document Map view.
3. Apply styles to the document.
4. Add text to the document under a section heading.
5. Use the outlining mode to reorganize your document and navigate it.
6. Automate the generation of the table of contents and table of authorities at the beginning of the document.

This is a very important skill you can use in many contexts and will save you TONS of time preparing your own legal documents. Below is the video demonstration:

 [Video Tutorial: Using Microsoft Word Pleading Templates, MS Word 2003](#) (29 Minutes, 20.6 Mbytes, Microsoft Windows Media Player required)

▲ [Go to beginning](#)


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## **9.2: Video Tutorial: Using Microsoft Word Pleading Templates: MS Word 2007**

All of the legal pleading templates available through our [Litigation Tools Page](#) are provided in Microsoft Word format. This section provides a video demonstration that shows you how to use these legal pleading templates with Microsoft Word 2007. We show you how to:

1. Initialize the template with your personal information.
2. Navigate the document using the Document Map view.
3. Apply styles to the document.
4. Add text to the document under a section heading.
5. Use the outlining mode to reorganize your document and navigate it.
6. Automate the generation of the table of contents and table of authorities at the beginning of the document.

This is a very important skill you can use in many contexts and will save you TONS of time preparing your own legal documents. Below is the video demonstration:


 [Video Tutorial: Using Microsoft Word Pleading Templates, MS Word 2007](#) (29 Minutes, 20.6 Mbytes, Microsoft Windows Media Player required)

▲ [Go to beginning](#)

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## **9.3: Video Tutorial: Using the Sovereignty Forms and Instructions Online Area**

Our [Opening Page](#) and our [Litigation Tools Page](#) both have legal research links at the top, many of which come from the [Sovereignty Forms and Instructions Online, Form #10.004](#) (OFFSITE LINK) on our sister website. Knowing how to use this resource is very important in legal document preparation, and especially the [Cites by Topic](#) (OFFSITE LINK). Watch this tutorial off their website to become familiar with how to use that resource:

 [Video Tutorial: Using Sovereignty Forms and Instructions Online, Form #10.004](#) (OFFSITE LINK, 33 Minutes, 16 Mbytes, Microsoft Windows Media Player required)

▲ [Go to beginning](#)

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## **10. PREVENTING SPAM BLOCKING OF SEDM EMAILS**

Some Internet Service Providers have blocked delivery of our emails and do not even bother to notify the sender that the emails are blocked. This creates HUGE problems for people who are trying to receive order confirmation emails or who want answers to contact messages that they send us. If you ordered something from our store and did not receive the order confirmation email, chances are that this problem is the culprit. These vendors include the following::

1. Yahoo mail: <http://www.yahoo.com>

Generally, the best way to prevent invisible blocking of email we send you is to add the following email address to the contact list within the address book of your web mail interface. Note that the "@" symbol is replaced with "(AT)" so that web crawlers don't capture the address and make us into a target for uninvited spam:

sedmorders (AT) sedm.org

The following subsections allow you to find out if your vendor is blocking our emails and how to work around the problem.

## 10.1: Determining if our Emails Sent to You Are Being Blocked

We don't send out email spam to our members. Everything we send out is solicited by our Members. Even so, our website is sometimes subject to spam blocking of emails we send you. This may happen, for instance, when you place an order in our store and never receive the corresponding Order Confirmation Email following completion of your order. This problem is a result mainly of the fact that our email server is shared with other vendors who also use our email server to send out spam. When this happens, we are unfortunately affected as well.

If you would like to identify whether our emails are being blocked, click on the following links.

1. [SenderBase](#) (OFFSITE LINK)- The "SenderBase reputation score" should say either "Good" or "Neutral" if emails are NOT being blocked. It will say "Poor" in red if they are being blocked.
2. [Sender Score Certified](#) (OFFSITE LINK)- The row entitled "Blacklists" should say "None". If there is a nonzero number in the row, our emails are being blocked/filtered.
3. [SpamHaus](#) (OFFSITE LINK)
4. [SpamCop](#) (OFFSITE LINK)

If, upon visiting the above spam filter blacklists, you find that our emails are being blocked because they appear in a "blacklist", please submit feedback to our [Contact Us Page](#) so that it may promptly be corrected.

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## 10.2: Stopping Spam Blocking with Yahoo Mail: Classic Mode

Yahoo (<http://yahoo.com>) blocks our emails. Yahoo mail has two modes: Classic and Standard. The procedure in this section describes how to remove spam blocking for Classic Mode only. See the next section for Standard Mode. You will need to add a filter to unblock them as follows:

1. Log on to your Yahoo e-mail account and click to go to your "Options"
2. In the "Management" section, click on "Filters"
3. Click the "Add" button. That will take you to the "Add Message Filter" page as shown below.

The screenshot shows the 'Add Message Filter' interface in Yahoo Mail. At the top, there are navigation tabs for 'Mail', 'Addresses', 'Calendar', and 'Notepad'. A 'What's New - Mail Upgrades - Mail Options' link is visible in the top right. Below the tabs are 'Add Filter' and 'Cancel' buttons. The main content area is titled 'Add Message Filter' with a '[ Back to Mail Options ]' link. On the left, a sidebar shows 'Options' with 'Mail' selected. The main form has a 'Filter Name' field containing 'Daily Motivator'. Below this is a section 'If all of the following rules are true...' with four rows: 'From header: contains greatday.com', 'To/Cc header: contains', 'Subject: contains', and 'Body: contains'. Each row has a 'match case' checkbox. At the bottom, the 'Then...' section has 'Move the message to: Inbox'.

4. On the "Add Filter" page, enter "SEDM" (without the quotes) in the box where it says "Filter Name"
5. In the box next to where it says "From header: contains" enter "sedm.org" (without the quotes). DO NOT

check the "match case" box. Leave it unchecked.

6. In the next section, under the word "Then", where it says "Move message to:" select "Inbox"
7. Then click the "Add Filter" button
8. Then click "Mail" to take you back to your Mail page, and then log out.

**NOTE:** Even though you probably check your e-mail using an e-mail program, and not online, the filters that you set up online using the Yahoo website will apply to ALL the mail you receive at your "yahoo.com" address.

Please note that old messages that have already been deleted will not re-appear after you do this, but new messages sent the next day and thereafter will be directed to your Inbox instead of being treated as spam.

If you would like to complain to Yahoo about this problem, you may send a complaint email to: [mail-abuse-bulk@cc.yahoo-inc.com](mailto:mail-abuse-bulk@cc.yahoo-inc.com). Unfortunately, we have no direct control over how they implement spam filtering.

▲ [Go to beginning](#)

### **10.3: Stopping Spam Blocking with Yahoo Mail: Standard Mode**

Yahoo (<http://yahoo.com>) blocks our emails. Yahoo mail has two modes: Classic and Standard. The procedure in this section describes how to remove spam blocking for Standard Mode only. See the previous section for Classic Mode. If you started in the Classic Mode, you can enter the Standard Mode by selecting "All New Mail" in the upper right corner. You will need to add a filter to unblock them as follows:

1. Log on to your Yahoo e-mail account and click to go to your "Options". A menu will pop up.
2. In the popup menu, select "Mail Options". An options screen will show up.
3. On the left, select "Filters".
4. On the right hand side of the screen, click "Create or Edit Filters". The Filters screen pops up.
5. Click the Add button.
6. In the "From Header" row, select "Contains".
7. To the right of the contains list box, enter "sedm.org".
8. On the "Add Filter" page, enter "SEDM" (without the quotes) in the box where it says "Filter Name"
9. In the box next to where it says "From header: contains" enter "sedm.org" (without the quotes). DO NOT check the "match case" box. Leave it unchecked.
10. In the next section, under the word "Then", where it says "Move message to:" select "Inbox"
11. Then click the "Add Filter" button
12. Then click "Mail" to take you back to your Mail page, and then log out.


**NOTE:** Even though you probably check your e-mail using an e-mail program, and not online, the filters that you set up online using the Yahoo website will apply to ALL the mail you receive at your "yahoo.com" address.

Please note that old messages that have already been deleted will not re-appear after you do this, but new messages sent the next day and thereafter will be directed to your Inbox instead of being treated as spam.

If you would like to complain to Yahoo about this problem, you may send a complaint email to: [mail-abuse-bulk@cc.yahoo-inc.com](mailto:mail-abuse-bulk@cc.yahoo-inc.com). Unfortunately, we have no direct control over how they implement spam filtering.

▲ [Go to beginning](#)

## **11. FAMILY LEGAL ASSISTANT DATABASE CASE MANAGEMENT SYSTEM:**



This section describes how to resolve problems encountered installing and using our [Family Legal Assistant \(FLA\)](#) software. Most of the questions we get relate to how to install the program. Installation of the program is described in sections 2.2 through 2.2.9 of the free  [Family Legal Assistant \(FLA\) User Manual, Form #09.019](#). If you are installing or using this software, regardless of what version of the program you are using, we recommend using the latest version of the Family Legal Assistant (FLA) Manual, which you can always obtain using the link below:

-  [Family Legal Assistant \(FLA\) User Manual, Form #09.019](#)

### **11.1 Setting Up the FLA Program**


The following links provide tools to help you setup the Family Legal Assistant (FLA) program, and how to access the

ZIP file that comes with it.

1.  [Setting Up the Family Legal Assistant \(FLA\) program \(36 minutes, 56MB;Microsoft Media Player required\)](#)- video demonstration of how to unzip the program, create the program directories, copy the files to the new directories, create the program shortcut, and register the program
2.  [Family Legal Assistant \(FLA\) Quick Start Guide](#)-Short printed quick start guide that helps you setup the FLA software

▲ [Go to beginning](#)

## 11.2 Setting up the Program Shortcut

The  [Family Legal Assistant \(FLA\) User Manual, Form #09.019](#), section 2.2.4, describes how to set up the [FLA Program](#) Shortcut that you can click on to startup the program from your desktop or Windows Start Bar. Some people have trouble creating this shortcut using the instructions, causing the program to not run properly when you start up the program. This section will show you how to create this shortcut simply and easily in order to correct the problems you are having:

1. Using pre-made shortcut on the Family Legal Assistant (FLA) Zip: The Family Legal Assistant (FLA) ZIP file comes with a shortcut that is ready to go. To use this pre-made shortcut:
  - 1.1 Copy or download the FLA ZIP file to your local hard drive drive.
  - 1.2 Open your Windows Explorer by right clicking on the START button and selecting "Explore".
  - 1.3 Using the Windows Explorer, navigate to the ZIP file.
  - 1.4 In the above directory, find the following file, where XXXX is the version of access you are using:
 

"FLAShortcutXXXX"
  - 1.5 Click on the shortcut file and then drag it to your desktop or your start bar.
  - 1.6 From either your desktop or your start bar, click on the shortcut you created above and the program will start properly.
2. Using the free shortcut available on this website: You can follow the procedures in step one above and instead use the following shortcut off our website. Simply right-click on the link, select "Save As", and then save it to your local hard drive. Use the following shortcuts.

**Microsoft Access 2002:** <http://sedm.org/Support/FLA/FLAShortcut2002.Ink>

**Microsoft Access 2003:** <http://sedm.org/Support/FLA/FLAShortcut2003.Ink>

**Microsoft Access 2007:** <http://sedm.org/Support/FLA/FLAShortcut2007.Ink>

**Microsoft Access 2010:** <http://sedm.org/Support/FLA/FLAShortcut2010.Ink>

Building the shortcut yourself: If you want to make your own shortcut, you can follow section 2.2.4 of the [FLA User Manual](#) to create the shortcut, and simply paste the text below into the "Target" window of the [Shortcut Properties window shown in the manual](#): Select the following text with your mouse and right click on the selection and select "Copy" to put it into your clipboard. Then go to the Shortcut "Target window" and hit "Ctrl-V" to paste the text into the field.

**Microsoft Access 2002:**

"C:\Program Files\Microsoft Office\OFFICE10\MSACCESS.EXE" C:\Database\FLA\fla2k.mdb  
/wrkgrp C:\Database\FLA\Secured.mdw /User decoder

**Microsoft Access 2003:**

"C:\Program Files\Microsoft Office\OFFICE11\MSACCESS.EXE" C:\Database\FLA\fla2k.mdb  
/wrkgrp C:\Database\FLA\Secured.mdw /User decoder

**Microsoft Access 2007:**

"C:\Program Files\Microsoft Office\OFFICE12\MSACCESS.EXE" C:\Database\FLA\fla2k.mdb  
/wrkgrp C:\Database\FLA\Secured.mdw /User decoder

**Microsoft Access 2010:**


"C:\Program Files\Microsoft Office\OFFICE14\MSACCESS.EXE" C:\Database\FLA\fla2k.mdb  
/wrkgrp C:\Database\FLA\Secured.mdw /User decoder

▲ [Go to beginning](#)

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### **11.3 FLA Video Demonstration**

The following link provides a video demonstration of the main features of the Family Legal Assistant (FLA) Case Management System.

 [FLA Video Demonstration \(96 Minutes, 131 Mbytes; Microsoft Media Player required\)](#)

▲ [Go to beginning](#)

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### **11.4 Managing Cases and Clients with FLA**

The following link provides a demonstration of how to use the Family Legal Assistant (FLA) to manage cases and clients, and how to enter, delete, and copy data within client records.

 [Managing Cases and Clients with FLA \(60 Minutes, 60 Mbytes; Microsoft Media Player required\)](#)

▲ [Go to beginning](#)

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