



## ScreenConnect Remote Assistance Product on Deck

Curious and wondrous developments are afoot within the Elsinore Technologies' Skunkworks. The company that brought you IssueNet and Visual Intercept is hard at work on a slick new product called ScreenConnect.

Dissatisfied with the current crop of remote assistance and screen sharing programs and the monthly usage "tax", Elsinore decided that the marketplace needed a little shaking up. The result: ScreenConnect, a slim and effective remote assistance product that is easily self-hosted and will be priced to disrupt the current marketplace. The product is targeted at both customer support operations, as well as internal employee desktop support.

While ScreenConnect is not tied to IssueNet, it will be quite complimentary to the Assist help desk solution. Along those lines, we will be sharing it with our existing and future IssueNet customers. The exact arrangements are still in the works, but suffice to say that we intend to get ScreenConnect into our existing customers' hands as soon as possible. A beta program and the initial release will occur Q4 2008.

The Elsinore team is excited to bring this new tool to our customers. Stay tuned to this space and [elsitech.com](http://elsitech.com) for details!

### ScreenConnect At A Glance

- 1. Remote Support Sessions**
- 2. No Client Install**
- 3. Simple Self-Hosting**
- 4. No Monthly Subscriptions**
- 5. Secure, Fast Connections**

## ISSUENET 5.1 AVAILABLE

The current IssueNet release features source control integration, support for .NET Framework 3.5 SP1, and HTML support for large text fields.

Organizations on active IssueNet support and maintenance receive the 5.1 release and subsequent 5.x upgrades free of charge. Upgrades are available for download from [support.elsitech.com](http://support.elsitech.com). For any questions regarding current support status or eligibility, please contact Elsinore Sales at (866) 866-0034 or via email.

## TECH TIP: TOP 10 FORMS EDITING TECHNIQUES

This month's Tech Tip provides a handy run down of various tips and tricks for effectively designing custom forms. IssueNet provides unparalleled customization options for the objects and forms which make up the issue management experience. This tech tip helps the designer navigate the wealth of options, and make efficient use of the forms designer to achieve the desired custom result.

From the article: "When creating a new form you don't need to create the entire form

layout from scratch. IssueNet offers number of form templates you can use as starting points for your own forms. To select a form template change the value of the Form Type field on the General tab of the new form." The full Tech Tip is available on [elsitech.com](http://elsitech.com)



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