

Elsinore IssueTimes

Hello and welcome to the May edition of the IssueTimes newsletter! As always, this newsletter is delivered by Elsinore Technologies, the makers of IssueNet and ScreenConnect.

IssueNet 6.1

Continuing down the path of making IssueNet easier to use we are rolling out our 6.1 release today. This IssueNet build corrects several issues from earlier releases while also introducing a useful new feature set.

If you would like a look a demonstration of the new software features of 6.0 or 6.1 please contact our [sales team](#) and for any technical questions the IssueNet [support team](#) is always available to help.

You can learn more about 6.1 in the Release Notes section of our website: <http://www.elsitech.com/Support/Release-History.aspx>.

IssueNet & Microsoft Outlook

Do you live in Microsoft Outlook like so many of our clients do? Well, did you know that you can access IssueNet without ever leaving Outlook?



With the IssueNet/Outlook plug-in, users can turn mail items into new issues and associate mail items to existing issues manually or automatically. You can have incoming mail items turned into issues and assigned to the right person or have email conversations associate to a ticket so you never lose a correspondence.

Best of all with the new Outlook integration, you don't have to touch the Exchange server to set things up.

You can view the training video at <http://www.elsitech.com/Support/How-To-Videos.aspx>

IssueNet 6.2 Ideas

We are actively working toward our 6.2 release we have a lot of ideas and enhancements in queue based primarily on the feedback from customers.

But we are always happy to hear new ideas and suggestions so if you have an idea that you think would make IssueNet better or make your life easier please don't hesitate to send those in to our [product manager](#) for his review.

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Technical Papers

Do you have a great idea for a technical paper about how you implemented IssueNet at your company? Let us help you develop and market that paper.

Contact us at bizdev@elsitech.com.

Elsinore IssueBlog

We're talking about finding the remote support solution that's best for you and your organization over at Elsinore IssueBlog. Join the conversation and visit the company blog at blogs.elsitech.com!

ScreenConnect 2.1

The latest release of our remote support product ScreenConnect launched this month. This release includes the ability to use your iPad or iPhone to host sessions and a few other enhancements to make life easier for the support technician.

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