

# Ratsupport.com

This document is intended to give a general idea of how to use a computer and the use of a Ratsupport.com mySQL Database Application.

The first thing to talk about is the use of the mouse. It is important for the user to notice how the cursor of the mouse changes from normal pointer to a finger pointing which tells the user this is a clickable area on the screen.

It may surprise the user to find out that many of the area's of the Ratsupport.com Applications are clickable and it is strongly suggested that the user give this a try and find out what each button does. Be a bit careful as the Delete (in Red) button can remove already saved and needed data (information).

The next thing to talk about is the login. If a person is new to the application, then they should Sign Up (Green Button) and fill out the information and then click on the Sign Up (Blue Button). Notice that during data entry there may be an error made and the user should look for error messages and they are usually in Red and will try to help the user correct their error.

The next thing to notice about these applications is that they all have a similar look and feel. There is always a main page with the top Table Grouping that might be labeled Main Tables or some other name and this will be a Blue Button(Tab) at the top of the table listings. Next to the label will be a white pointer Pointing down to show the tables in that table grouping or the white pointer will point to the right telling the user the tables are hiding and the user will have to click on the Blue Table Grouping button.

Generally there are some Navigation buttons used to take the user to another website or to the Ratsupport.com Contacts Page depending on the implementation of the Database.

The user might see that there is a white area (circle) with some numbers in it. This tells the user how many records are in that table.

Some Tables are just for support and others are for data normalization to keep the database from having repeat entries. It is important for proper database design and operation and not have to type in the same data over and over as this increases the probability of errors and inconsistent data that would hurt the filtering process making finding a group of records not accurate.

In many of the database applications there are at least 4 Table Groups. 1. Main Tables (name may be different but at the top) 2. The Data Tables 3. Support Tables 4. Admin Tables(only users in the Admin Group can see this Table Group or Tables.

If a person has lost or does not know their password, it can be changed by a user with Admin Privileges. Usually there is one person at each facility using these Ratsupport.com applications and as a last resort someone can contact Ratsupport.com and we will give login information so the problem can be corrected.

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The user can also click on the (click here) next to the Forgot your password? Just under the Password field.

By using the (click here) you will get a message asking for your username or email address.

Once you put in a proper username or email address you will get a message telling you there has been instructions for password reset to the registered email address. If you don't receive the instructional email within 5 min then you might try resetting your password again or contact your administrator and have them fix or help with getting you Signed In.