

GroupPicture™

This manual describes how to use the GroupPicture™ software for Adobe® InDesign®. GroupPicture gives you the power to save complete “groups” of document elements (text frames, picture frames, lines, etc.) in special files which behave just like pictures. They can be archived, databased, and imported just like any other supported graphic format. The difference is that when you import a GroupPicture file, you get the original, native elements perfectly positioned on your page and ready to be edited and styled. Additionally, GroupPicture has been tightly integrated with **AccurioPro® VDP** (variable data software) and **AccurioPro® Catalog** (data publishing software) from Konica Minolta.

Topics Covered in this Manual:

- ✓ Overview and Installation
- ✓ Using GroupPicture
- ✓ Setting GroupPicture Preferences
- ✓ Using GroupPicture with AccurioPro VDP, AccurioPro Catalog, and Image Database applications
- ✓ Technical Support

Overview

About GroupPicture™

The GroupPicture software for InDesign is perhaps best described as an import filter for InDesign documents. It allows you to save and import a group of native InDesign objects into a document. Additionally, GroupPicture allows you to use a picture frame to indicate the location for the InDesign group that you are importing, and you can even import a group using the InDesign Place command, similar to placing a TIFF, EPS, or other image file type supported by InDesign. The difference is that you get a copy of the original group of InDesign objects pasted onto the page at the location of the picture frame, and the objects in the group are fully editable.

Virtually any program designed to track, manage, and catalog images can be used to do the same with GroupPicture files. These include programs like Adobe® Bridge®, Canto® Cumulus®, Extensis® Fetch™/Portfolio™, and other digital asset management software products. Some of these applications also provide the ability to drag GroupPicture files directly from image management software documents to InDesign pages.

GroupPicture files integrate nicely with a variety of publishing workflows. Any database program that supports pictures will support GroupPicture files. It works great within scripting applications, making it easy to manage automatic page assembly. Additionally, because the GroupPicture software is tightly integrated with the Konica Minolta **AccurioPro VDP** and **AccurioPro Catalog™** software, it is useful for creating fully variable layouts. The remainder of this manual describes GroupPicture features in detail and how to use GroupPicture in conjunction with AccurioPro VDP and AccurioPro Catalog, and also with image database applications.

Advantages

- InDesign documents are treated like picture files making management of documents much easier.
- Individual "product blocks" or "ad squares" can be archived in a "native" InDesign format.
- Easy database management. Virtually any database program which supports pictures can be used to track GroupPicture files.
- When objects are imported, you can apply automatic positioning. No need to drag objects into place.
- Picture frames that import a GroupPicture can be automatically deleted after import, sized to match the GroupPicture, or retained at original size.
- Works great with scripting programs. Makes it easy to manage automatic page assembly.

About this Manual

This manual presents detailed descriptions of the installation, features, and user interface of this software. At the end of this manual, you will find information about requesting Technical Support and ordering additional copies of this software.

This manual was written for all versions of the software. Since for the most part, the software operates the same regardless of the version, pictures from the Macintosh platform are used throughout the documentation. In the few cases where a particular window or functionality differs significantly from one version to another, pictures and settings are fully identified.

Installation

To install this software as a component of the Konica Minolta AccurioPro VDP software package or the Meadows AccurioPro Catalog™ software package, see the instructions provided with that software's installer.

System Requirements

Unless otherwise stated, all software is compatible with the hardware and operating systems currently supported by the Adobe InDesign applications where the software is installed.

Be sure to download the software that is appropriate for the version of Adobe InDesign that you are running. If you do not see a download that matches your version of Adobe InDesign, feel free to send an email to our sales department at sales@meadowsp.com and they can provide further information about when the release might be available.

You can also find information about System Requirements by using the following URL: <http://www.meadowsp.com/systemrequirements>

Activate the Software

Once you have installed the software, you are now ready to activate it. Follow the steps below to activate your software:

1) Run the InDesign application where you installed the software.

Start by running your InDesign application. The first time the software loads, you will be prompted to “activate” it. If you are not prompted to activate it, proceed to the “Verify the Installation” section of this manual.

2) Enter your Name, Company, and Activation Order Code (or click **Demo**).

Enter your **Name**, **Company**, and **Activation Order Code** for the module that is requesting activation. You will have received your Activation Order Codes via e-mail. When ready, click the **Activate** button.

Running in Demo Mode: If you do not have an activation code for a module that supports being run in Demo Mode and wish to try out the software, click the **Demo** button instead to activate the software in Demo Mode. When the software is running in Demo Mode, the software is fully functional, however there may be limitations. For more details about a module's Demo limitations, see the software's Downloads page on the Meadows web site: www.meadowsp.com/downloads.

3) Read and Accept the Software License Agreement.

If you entered a valid Order Code and Validation Key (if required), or if you clicked the **Demo** button, you will now be presented with the Software License Agreement.

You may choose to **Print** a copy of the software license agreement if you wish to retain a paper copy before continuing. Then, click the **Accept** button to accept the terms of the agreement, or click **Decline** if you do not agree with the terms. You must accept the terms of this agreement to use the software.

Note also that these terms apply to any other Meadows software modules that may be required by AccurioPro VDP or AccurioPro Catalog.

Verify the Installation

To confirm successful installation of the GroupPicture Module as an optional component of the AccurioPro VDP or AccurioPro Catalog software package for InDesign, open the **Options** menu inside the **AccurioPro** or **AccurioPro Catalog** menu. You should see a menu item named **GroupPicture**. Click on **GroupPicture** to open its menu and select **Preferences**. This should open the **GroupPicture Preferences** window and no warning message should be displayed. You can now close the **GroupPicture Preferences** window, which is described later in this manual.

Install or Move a Copy to Another Computer

If you are running this software as a component of the Konica Minolta AccurioPro VDP software package or the Meadows AccurioPro Catalog™ software package, see the instructions provided with that software's installer to install or move a copy to another computer.

Deactivate The Software

For instructions to deactivate your software, see the online article titled "How do I deactivate my Meadows software" on the Meadows Help Desk Knowledgebase. You can access this Knowledgebase by visiting the Meadows Support web page: www.meadowsp.com/support.

Using GroupPicture™

Create a GroupPicture™

To create a GroupPicture, start by selecting the objects you wish to save as a member of the group. To do this, click on the **Selection** tool in the **Tool** panel and then shift-click each of the desired objects. Group the selected objects by choosing **Group** from the InDesign **Object** menu. In the example shown below, the user has selected a product block consisting of lines, text and picture frames, and is about to group them:



After grouping the objects that you wish to save as a GroupPicture, select the group. Then, select **GroupPicture** ⇒ **Save** from the following menu, depending upon your installation:

- If you are using GroupPicture with AccurioPro VDP, open the **AccurioPro** menu and select **Options** ⇒ **GroupPicture** ⇒ **Save**.
- If you are using GroupPicture with AccurioPro Catalog, open the **AccurioPro Catalog** menu and select **Options** ⇒ **GroupPicture** ⇒ **Save**.

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Enter a name for the GroupPicture and navigate to the folder in which you wish to store it. In the example above, the user has entered a part number associated with the product block (**S-427**) as the name for this GroupPicture. This type of naming convention makes it easy to identify this GroupPicture later when ready to import it into an InDesign document. You may wish to choose a similar naming convention for your GroupPicture files; however, any valid file naming scheme is supported.

For the file name extension, you may use the default extension “.indd” (GroupPicture files are saved in an InDesign document format). For those using GroupPicture on Macintosh systems, you may choose instead to use the “.gp” file name extension, which will help you differentiate regular InDesign document files from GroupPicture files. Windows operating systems will automatically append a “.indd” file name extension to a GroupPicture file. When using the default “.indd” file name extension, you may wish to include information in the file name that indicates this is a GroupPicture file, for example, by changing “filename.indd” to “filename_GP.indd”.

After clicking the **Save** button, the GroupPicture file will be created. You can now import it onto a page, or you can catalog it in your favorite image database program.

Import a GroupPicture™

When importing a GroupPicture, GroupPicture can position the imported GroupPicture in the normal paste location of the current page. Additionally, GroupPicture can use a picture frame as the positional target for the imported GroupPicture.

For example, let's import a GroupPicture to a specific location on a page by creating a picture frame or by selecting an existing one where we would like to place the GroupPicture. Select the picture frame and then select **GroupPicture** ⇒ **Import** from one of the following menus:

- If you are using GroupPicture with AccurioPro Catalog, open the **AccurioPro Catalog** menu and select **Options** ⇒ **GroupPicture** ⇒ **Import**.
- If you are using GroupPicture with AccurioPro VDP, open the **AccurioPro** menu and select **Options** ⇒ **GroupPicture** ⇒ **Import**.

You will be prompted to open a file. Navigate to and select the GroupPicture file that you created earlier. Click **Open** when you are ready to continue.

After clicking **Open**, the GroupPicture will be imported. If you did not first select a picture frame, the GroupPicture will be placed on the current document page at the normal paste location for InDesign. If you did first select a picture frame, the imported GroupPicture will be imported by default on top of the selected picture frame. In this example where a picture frame was selected for the GroupPicture, the imported GroupPicture will look similar to the sample shown in the picture below:



Once imported, the objects in the GroupPicture can be edited normally. In this example, the imported group is actually smaller than the encompassing picture frame. For information about automatically adjusting how a GroupPicture is aligned with a selected picture frame (as well as whether you would additionally like the selected picture frame to be automatically resized or grouped with the imported GroupPicture), see the “GroupPicture™ Preferences” section later in this manual. There is also an option to delete the targeted picture frame once the import is complete.



You may also use **GroupPicture** ⇒ **Import** to import the objects that are on the first page of any regular InDesign document. If you choose a regular InDesign document file, all of the objects that are on its first page will be imported as though these objects compose a single GroupPicture.

Edit a GroupPicture™

If you wish to modify a GroupPicture file that you’ve imported, you can do so right in the document as the imported GroupPicture is fully editable. Any changes that you make to an imported GroupPicture will not affect the original GroupPicture file nor any documents where this GroupPicture was already imported.

Correspondingly, any changes to the original GroupPicture file will not affect any documents where this GroupPicture was previously imported. Additionally, since an imported GroupPicture is not linked to the original file, there will not be any notification in the document where you have imported a GroupPicture if the original GroupPicture file is modified after it was imported into this document.

Or, if you prefer, you can open and edit the actual GroupPicture file at any time just as you would any standard InDesign document, then save your changes and re-import the GroupPicture into your document or any other document.



The **Links** window in InDesign does not track imported GroupPicture files, because importing a GroupPicture is equivalent to having created a new copy of it in the “receiving” document.

“Place” a GroupPicture™

The InDesign Place command can also be used to import GroupPictures. However, note there is an option in GroupPicture Preferences that determines whether the Place command may be used to import GroupPictures. The **Place InDesign Files as GroupPictures** option determines whether the Place command places any InDesign document, including a GroupPicture file, as a graphic (which is the usual behavior of the InDesign Place command) or as a GroupPicture.

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When this option is Off (unchecked; its default setting), InDesign Place will operate as it normally does, placing any InDesign file, including a GroupPicture file, as a graphic.

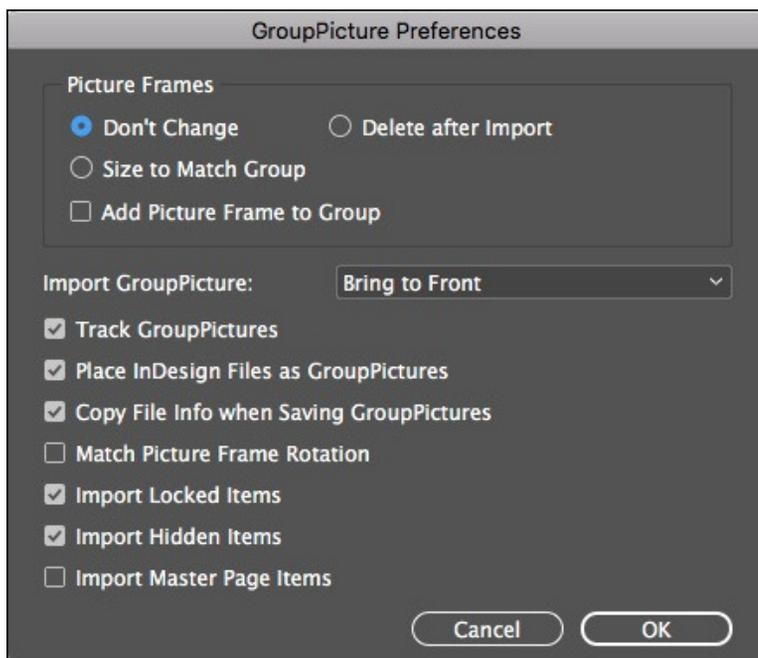
When this option is On (checked), InDesign Place will place any InDesign document, including a GroupPicture file, as a GroupPicture. This option is also explained later in the “GroupPicture™ Preferences” section of this manual.

To use the InDesign Place command to import a GroupPicture, first open the **GroupPicture Preferences** window by selecting **GroupPicture** ⇒ **Preferences** from the **AccurioPro** menu, or from the **AccurioPro Catalog** ⇒ **Options** or ⇒ **Options** menu, and turn on (check) the **Place InDesign Files as GroupPictures** option.

Next, create a picture frame or select an existing one, then select **Place** from the InDesign **File** menu. Navigate to and select the GroupPicture or InDesign document that you want to import and click **Open**. (If you choose a regular InDesign document, all of the objects from its first page will be imported as though these objects compose a single GroupPicture.) The GroupPicture will be placed on top of the targeted picture frame.

GroupPicture™ Preferences

There are a number of preference settings available for GroupPicture. To view or change them, choose **GroupPicture** ⇒ **Preferences** from the **MPS** menu. The **GroupPicture Preferences** window looks like this:



From top to bottom, each of the GroupPicture Preferences is described below:

Picture Frames

This preference tells GroupPicture what to do with the receiving picture frames after GroupPictures are imported. Each option for this preference is described below:

Don't Change

Leave the picture frame alone.

Size to Match Group

The picture frame will be resized to match the dimensions of the incoming GroupPicture.

Delete After Import

The picture frame will be deleted after the GroupPicture has been imported.

Add Picture Frame to Group

When this check box is checked, the picture frame will be grouped with the imported group.

Other Preferences

Import GroupPicture: Bring to Front or Send to Back

This preference determines whether GroupPictures are imported to the front (the default setting) or to the back of the stack of pre-existing objects on the page.

Track GroupPictures

When this option is On (checked; the default setting), incoming groups will be “attached to” the picture frames into which they were imported. If a different group is later imported into that same frame, the group that is currently attached to the frame is deleted before the new group is imported. This feature is handy for such things as product switch-outs in catalogs.

Place InDesign Files as GroupPictures

When this option is Off (unchecked; the default setting), the InDesign Place command will import InDesign document files as pictures (which is the usual behavior of the InDesign Place command). When this option is On (checked), the InDesign Place command will import InDesign document files as GroupPictures.

Copy File Info when Saving GroupPictures

If this option is On (checked; the default setting) when a group is saved as a GroupPicture, some of the file information from the source document will also be assigned to the new GroupPicture file. Examples of document file information that will be assigned include Document Title, Author, Description, and Keywords. If this option is Off (unchecked), this information from the source document will not be assigned to the new GroupPicture file.

Match Picture Frame Rotation

When this option is Off (unchecked; the default setting) and a picture frame has been selected to receive the GroupPicture, the imported GroupPicture will not be rotated even if the target picture frame has been rotated. When this option is On (checked) and a picture frame has been selected to receive the GroupPicture, the imported GroupPicture will be rotated to match the rotation of the target picture frame.

Import Locked Items

This option determines whether items that are locked in the GroupPicture file are imported along with its items that are not locked.

Import Hidden Items

This option determines whether items that are hidden in the GroupPicture file are imported along with its items that are not hidden.

Import Master Page Items

This option determines whether items that are on the Master Page that is applied to the document page in the GroupPicture file are imported.

Using GroupPicture™ with AccurioPro VDP

AccurioPro VDP is a suite of software for variable data printing and document creation applications. Everything from simple mail-merge projects to complex data publishing and document assembly workflows is fully supported by the AccurioPro VDP software. Just take an existing InDesign document and “Make it Variable”.

AccurioPro VDP also provides specialized modules that extend its variable data publishing features. For example, the CopyFit Module adds the ability to automate the fitting of copy in variable text frames. The Rules Module adds conditional logic functionality. Used by major publishing professionals worldwide, AccurioPro VDP is the proven tool-of-choice for a wide variety of variable data applications such as direct mail pieces, brochures, business cards, name badges, labels, coupon supplements, invitations, event programs, tickets, financial prospectuses and fund statements.

GroupPicture has been tightly integrated with AccurioPro VDP for the express purpose of adding the ability to incorporate variable groups in your variable data jobs. Your variable groups may be virtually any size, including complete pages, and may also contain AccurioPro VDP Variables. For example, below is a variable data job for a postcard that will display a different group of objects, depending upon the interest of the recipient.

An example of a variable data job that has a GroupPicture Link for a Coupon



An example of two variable copies created by the above variable data job



Nancy...

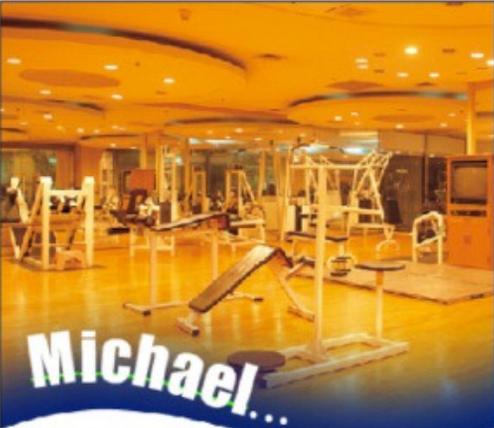
bring the family to experience the

50% OFF
Annual Indoor or Outdoor
POOL PASS
reserved for
Nancy Olmsted

 Amenities: Water Slides,
50-meter Olympic Pool,
Separate Diving Well,
Wading Pool, Locker
Rooms and Concessions.

- Certified Swim Lessons
- Kids Club Memberships
- Free Day Care Available

Lincoln View
MEMBER OF THE LINCOLN VIEW RESORT GROUP



Michael...

state of the art facilities available at


COMPLIMENTARY
10-Day Membership
reserved for
Michael Williams

- All of the Latest Equipment
- Sport Courts / Rock Climbing
- 24 Hour Access

Lincoln View
MEMBER OF THE LINCOLN VIEW RESORT GROUP

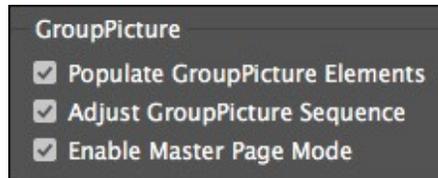
Because a GroupPicture can contain AccurioPro VDP Variables, content in the GroupPicture can be updated on-the-fly by an AccurioPro VDP session. Simply place AccurioPro VDP Variables within a GroupPicture before you save it. Then, when the GroupPicture is imported onto a new document page during a merge, it can be “personalized” with information from the data file. An example of this is provided with detailed instructions and tutorial files in the **AccurioPro VDP GroupPicture Tutorial** in the AccurioPro VDP Documentation.

Use GroupPicture™ While Merging

When using AccurioPro VDP to merge GroupPictures that do not have any Variable Links embedded, there are no special concerns outside of what has already been covered in this document. Just enter the name of a GroupPicture file in a data field (or set up a Link Rule to set data to the name of a GroupPicture file), specify the Type “GroupPicture” for the Variable Link to this Field, and assign that Link to a picture frame in your document. The GroupPicture will be merged onto the page at the picture frame’s location when you start a merge session.

However, if you do intend to embed Variable Links inside a GroupPicture file, there are two things you should know:

- 1) Always be sure that the Variable Links that are embedded inside your GroupPictures also exist in the DDF that you will be using during the AccurioPro VDP session. Otherwise, you will get a “Bad Tag” error.
- 2) Before starting a merge session, always examine three GroupPicture-related options on the **Preferences** window to make sure they’re set correctly for your purposes. These options govern what happens to any Variable Links contained within GroupPictures as they are imported during a merge. These three AccurioPro VDP options for GroupPicture, shown in the picture below, are described below:



Populate GroupPicture Elements

When this option is On (checked; the default setting), AccurioPro VDP will populate all Variables contained within the imported GroupPicture with data from the data file that is being merged into the document. If this option is Off (unchecked), the GroupPicture will still be placed onto the page, but any Variables contained within it will not be merged with any data.

Adjust Group Picture Sequence

When this option is On (checked; the default setting), AccurioPro VDP changes the Sequence Numbers assigned to the Variables in the imported GroupPicture to match the Sequence Number of the “receiving” Picture Link. If this option is Off (unchecked), the Variables in the imported GroupPicture will use the original Sequence Numbers that are assigned to them in the original GroupPicture file.

Enable Master Page Mode

When this option is On (checked; the default setting), AccurioPro VDP will search for a Master Page in the current document whose name matches the name of the GroupPicture that the GroupPicture Link importing. If AccurioPro VDP finds a match, the group that is on the this Master Page will be imported. If AccurioPro VDP does not find a match, then AccurioPro VDP will search within your current AccurioPro VDP Global Search Paths to find the GroupPicture file. If this option is Off (unchecked), AccurioPro VDP will not search the current document’s Master Pages to locate GroupPictures; AccurioPro VDP will only search within your current Global Search Paths.

As mentioned earlier, the **AccurioPro VDP GroupPicture Tutorial** in the AccurioPro VDP Documentation provides an excellent example of how to use GroupPicture in conjunction with AccurioPro VDP, including when and how to specify Sequence Numbers. You may wish to go through this tutorial and experiment with these two merge options.

If you are interested in automating AccurioPro VDP software's variable data printing and document creation, including importing GroupPictures, ask Meadows Publishing Solutions about the Scripting Module and about Meadows Script Development Services.

Using GroupPicture™ with AccurioPro Catalog

AccurioPro Catalog is another suite of software that connects documents to external data files. You can use AccurioPro Catalog to update your documents with the latest information from a data file at any time and also to repurpose documents for different markets or readers. Through a simple, easy-to-use interface, AccurioPro Catalog provides sophisticated linking of content in documents to an external data file, letting you update any price, text, or picture in a document that can be referenced by a “key value” such as item number or SKU. Used by major publishing professionals worldwide, AccurioPro Catalog is the proven tool-of-choice to automate updating information in documents such as catalogs, price lists, retail flyers and financial documents. Visit www.accurioprovd.com for more information about AccurioPro Catalog.

The GroupPicture module has been tightly integrated with AccurioPro Catalog for the express purpose of building pre-defined “Product Block Templates” that can contain AccurioPro Catalog Variable Links. Your variable groups may be virtually any size, including complete pages. This permits the user to assemble complete catalog pages using GroupPictures as building blocks.

For example, below are some samples of GroupPictures for a sales flyer:

<Description 1> <Description 2>

<Product>

0 \$0

UOM

WITH IN-STORE COUPON **Date**

Reg. Price \$0.00

<Description 1> <Description 2>

<Product>#

59¢#

UOM#

WITH IN-STORE COUPON **Date**

Reg. Price \$0.00

Simply use GroupPicture to save the various GroupPictures (templates) that you may use in a publication. When ready to build your publication, you can import any GroupPictures that you wish to use. Then, optionally, you may use the AccurioPro Catalog Change Keys feature or Search & Replace Placeholders utility to assign the appropriate Search Key to the AccurioPro Catalog Links in any imported GroupPicture. When you are ready, AccurioPro Catalog can now update all of the linked content in the imported GroupPictures.

Additionally, you may place GroupPicture Links in a document and then let AccurioPro Catalog automatically import the appropriate GroupPicture for any particular Search Key (product). When AccurioPro Catalog updates a GroupPicture Link (imports a GroupPicture), AccurioPro Catalog can also automatically update the AccurioPro Catalog Links inside the imported GroupPicture.

If you are interested in automating this entire process, ask Meadows Publishing Solutions about the Scripting Module and about Meadows Script Development Services.

Updating AccurioPro Catalog™ GroupPicture Links

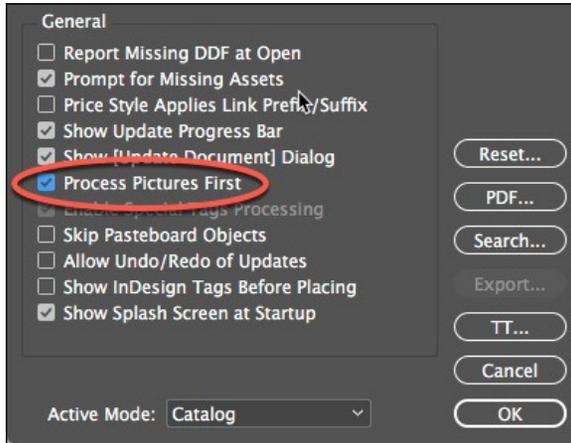
When using AccurioPro Catalog to import GroupPictures that do not have any Variable Links embedded, there are no special concerns outside of what has already been covered in this document. Just enter the name of a GroupPicture file in a data field (just as you would a TIFF or EPS file name), specify that field name as a Variable Picture Link, and assign that Link to a picture frame in your document. The GroupPicture will be imported onto the page at the picture frame location when you update the Link in the document.

However, if you do intend to embed Variable Links inside a GroupPicture, there are two things you should know:

- 1) Always be sure that the Variable Links, Search Criteria, and Price Styles that are used inside your GroupPictures also exist in the DDF that you will be using during the AccurioPro Catalog session. Otherwise, you will get a “Bad Tag” error.
- 2) Before starting an AccurioPro Catalog session, always examine the **Process Pictures First** preference to make sure it has been set correctly for your purposes. This option governs what happens to any Variable Links contained within GroupPictures as they are imported during an AccurioPro Catalog session. To access this preference, open the **Preferences** window for AccurioPro Catalog by selecting **Preferences** from the **AccurioPro Catalog** menu.

Set the “Process Pictures First” preference

The **Process Pictures First** option for this preference, shown circled in the picture below, is described below:



Process Pictures First

When checked, this option instructs AccurioPro Catalog to update Picture Links before updating Text Links. This allows AccurioPro Catalog to update the Links that are contained within the imported GroupPicture. If this option is unchecked, the GroupPicture will still be placed onto the page, but any Variable Links contained within it will not be updated.

Using GroupPicture™ with Adobe® Bridge® (and Other Asset Management Applications)

Once you have created GroupPicture files, you may wish to catalog them in an asset management application such as Adobe Bridge.

Why Use GroupPicture™ with Adobe® Bridge®?

Below are just a few of the advantages to using GroupPicture with Adobe Bridge:

- Add metadata and keywords to GroupPictures.
- See full color thumbnail and preview information for each GroupPicture.
- Organize GroupPictures for easy retrieval.
- Run automated tasks on a selection of GroupPictures.
- Reuse GroupPictures via drag and drop operation.

GroupPicture™ and Other Asset Management Applications

GroupPicture can be used with practically any asset management application. For example, this product has been used with the following systems:

- Canto Cumulus
- Filemaker Pro
- Extensis Portfolio

More Information

For more information about AccurioPro VDP and its modules, see the information that is included in PDF format in AccurioPro VDP Documentation. To download the latest version of AccurioPro VDP Documentation, go to www.accurioprovd.com/downloads.

For more information about AccurioPro Catalog and its modules, see the information that is included in PDF format in AccurioPro Catalog Documentation. To download the latest version of AccurioPro Catalog Documentation, go to www.accurioprovd.com/downloads.

Technical Support

For clients that are using this software along with a licensed copy of the AccurioPro VDP software or the AccurioPro Catalog software from Konica Minolta, go to www.accurioprovd.com/support for details about how to obtain support for your software. You can also go to this web page by opening the **AccurioPro** menu and selecting **Help** ⇒ **Online Support Center**.

For clients that are using this software along with a licensed copy of the DesignMerge Pro or DesignMerge Catalog software from Meadows Publishing Solutions, go to www.meadowsp.com/support for details about how to obtain support for your software. You can also go to this web page by opening the **DesignMerge** menu and selecting **Help** ⇒ **Online Support Center**.

For all other customers, for information about Meadows Support and to access both the Meadows Help Desk and the Meadows Knowledgebase, go to www.meadowsp.com/support.

From the Meadows Support website page, you may open a new support ticket, view the status of your open tickets, review any of your tickets that have been resolved, or view the Meadows Knowledgebase. The Knowledgebase is a categorized collection of answers to FAQs and serves as an excellent source for resolving your technical support questions.

Providing top-notch technical support has always been a priority for us, and we are confident that the Meadows Help Desk and Meadows Knowledgebase will allow us to provide the fastest, most efficient response to your technical support requests.

Contact Information

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Support: www.meadowsp.com/support

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