

# That CAD Girl

## Frequently Asked Questions

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### [FAQ400] Find Answers on your new That CAD Girl Portal

### Find Answers on your new That CAD Girl Portal

If you (or your company) have ever requested a proposal or invoice from That CAD Girl – Congrats! You have a portal!

Every portal is specific for the email address we have on file for you, so – **Click here to access That CAD Girl's Customer Portal** then enter your email address.

The availability of tabs on your portal will depend on whether you have been granted Full Access by the primary contact in your company or if you have Restricted Access. Everyone will have Home, Free Webinars and My Training tabs while those with Full Access will have access to Recent Transactions, Serial Numbers and Maintenance Reports.

That CAD Girl Home Recent Transactions Serial Numbers Maintenance Reports Free Webinars My Training

**JD** Jennifer DiBona  
 Company Name: TCG Portal Demo  
 Customer since: Apr-09-2021  
 Contact Type: Main Point Of Contact

Email: jennifer@thatcadgirl.com  
 Phone:  
 Mobile:

If you have professional license numbers you would like to have displayed on any training certificates, please enter them here. They will be shown on the certificate EXACTLY as you enter them.  
 This Field Will Auto Save When You Click Away

**Company Information**  
 Company Name: TCG Portal Demo  
 Company Phone: 919-417-8351  
 Website: www.thatcadgirl.com  
 Carlson Cust ID

Webinar eligibility may not reflect recent purchases. If you believe it's incorrect, please send an email to [contactus@thatcadgirl.com](mailto:contactus@thatcadgirl.com)  
 Most Recent Purchase for Webinar Eligibility: Aug-08-2023  
 Eligible for Webinars through: Aug-28-2024

**Main Point of Contact**  
 Name: Jennifer DiBona  
 Phone:  
 Email: jennifer@thatcadgirl.com

**Billing**  
 TCG Portal Demo  
 Jennifer DiBona  
 bCity1, bState1 bZip1

**Shipping**  
 TCG Portal Demo  
 Jennifer DiBona  
 sCity1, sState1 sZip1

**Company Contacts**

Name / Title	Contact Type	Phone & Email	Restricted Access	Opted Out Of Marketing
Jennifer DiBona	Main Contact	jennifer@thatcadgirl.com	False	True
Claire DiBona	Additional Contact	claire@thatcadgirl.com	False	False
H Rowsey	Additional Contact	support@thatcadgirl.com	True	False

**CLICK FOR VIDEO**

JTNDYSUyMG5hbWUIM0QlMjJob21ldGFiJTIyJTIwaWQlM0QlMjJob21ldGFiJTIy  
 JTNFJTIwJTNDJTIwJGYSUzRQ==**Home** – On this tab you can review the contact information about your company and also request updates to contacts or other out-of-date information. This screen also shows whether staff from your Company is eligible to attend our Monthly Webinar Series for Free.



Jennifer DiBona

Company Name: TCG Portal Demo  
Customer since: Apr-09-2021  
Contact Type: Main Point Of Contact

Email: jennifer@thatcadgirl.com  
Phone:  
Mobile:

If you have professional license numbers you would like to have displayed on any training certificates, please enter them here. They will be shown on the certificate EXACTLY as you enter them.

NC 000000, KY 0000

Your info

### Company Information

Company Name  
TCG Portal Demo  
Company Phone  
919-417-8351  
Website  
www.thatcadgirl.com  
Carlson Cust ID

Webinar eligibility may not reflect recent purchases. If you believe it's incorrect, please send an email to [contactus@thatcadgirl.com](mailto:contactus@thatcadgirl.com)

Most Recent Purchase for Webinar Eligibility  
Aug-08-2023  
Eligible for Webinars through  
Aug-28-2024

Your eligibility for Free Webinars

### Main Point of Contact

Name: Jennifer DiBona  
Phone:  
Email: jennifer@thatcadgirl.com

If you can't access what you need on the portal, ask this person to notify us that you need unrestricted access

### Billing

TCG Portal Demo  
Jennifer DiBona  
bCity1, bState1 bZip1

### Shipping

TCG Portal Demo  
Jennifer DiBona  
sCity1, sState1 sZip1

### Company Contacts

Name / Title	Contact Type	Phone & Email	Restricted Access	Opted Out Of Marketing
Jennifer DiBona	Main Contact	jennifer@thatcadgirl.com	False	True
Claire DiBlasi	Additional Contact	claire@thatcadgirl.com	False	False
H Rowsey	Additional Contact	support@thatcadgirl.com	True	False
Jen Thompson	Additional Contact	contactus@thatcadgirl.com	False	False
T Maxwell	Additional Contact	training@thatcadgirl.com	True	False
TEST1	Additional Contact		True	False
TEST12	Additional Contact		True	False

Your company's active contacts in our system

Send us a message

Text input field with a Send button

### Submit Updates or Changes Here

If there are any changes, please describe the desired changes in the box below. Any requested changes will be confirmed with the Main Point of Contact for your company before applying the requested changes.

Please enter any information changes here...

If your information looks correct, please check "Everything is correct" below.

- Everything is Correct, No Changes
- Check Here to Opt Out Of Marketing Emails

Submit button

Validate your company information or request changes here

JTNDYSUyMG5hbWU1M0Q1MjJyZW50cmFuc2FjdGlvbnN0YWI1MjI1MjBpZCUzRCUyMnJlY2VudHRyYW5zYWN0aW9uc3RhYiUyMiUzRSUyMCUzQyUyRmElM0U=Rece

**nt Transactions** – On this tab, you can review proposals and securely pay your invoice using any major credit card or directly from your bank account. You can also review and download PDF copies of past proposals, invoices and payment transactions. This tab is only available to users with Administrative Access.

The screenshot displays the 'Recent Transactions' interface. At the top, there are navigation links: Home, Recent Transactions (active), Serial Numbers, Maintenance Reports, Free Webinars, and My Training. The current balance is shown as 0.00. Below the navigation is a search bar and a dropdown menu for 'All Transactions'. The main table lists transactions with the following data:

Date	Transaction	Ref #	Amount	Balance
Jul-15-2023	Invoice	11832M	49.00	0.00
Mar-31-2023	Estimate	P-9149M	1,542.90	0.00
Mar-31-2023	Estimate	P-9151M	10.00	0.00
Nov-10-2022	Estimate	P-8750M	1,981.24	0.00
Sep-13-2022	Estimate	P-8596M	1.07	0.00
Sep-13-2022	Estimate	P-8599M	1.07	0.00
Sep-13-2022	Estimate	P-8602M	2.15	0.00
Sep-06-2022	Estimate	P-8620M	4.00	0.00
Sep-05-2022	Estimate	P-8619M	3.00	0.00
Jul-21-2022	Estimate	P-8458M	200.00	0.00

Annotations on the screenshot include: 'Click to open an invoice' with an arrow pointing to the 'Invoice' row; 'Click to open an estimate' with an arrow pointing to the 'Estimate' row; 'If it hasn't expired, invoices can be printed or paid' pointing to the 'Estimate' rows; and 'If it hasn't expired, estimates can be converted to an invoice' pointing to the 'Estimate' rows. A 'Send us a message' form is located at the bottom of the page.

**Clicking on an Estimate** – When viewing an Estimate (Proposal) in Recent Transactions, you have different options depending on whether the Estimate has been previously converted to an invoice, is active (unexpired) or is past due (expired).

For active (unexpired) and unconverted Estimates, you can click “Accept & Pay” to convert the Estimate to an Invoice and proceed directly to our payments screen or click “Create Invoice” to convert the Estimate to an invoice and proceed to the Invoice screen.

For past due (expired) or previously converted Estimates, you only have the “Print” button that allows you to export to a PDF.

NOTE: Once an Estimate has been converted to an Invoice using either option, you must return to the Recent Transactions table and open the Invoice to pay.

That CAD Girl

Home Recent Transactions Serial Numbers Maintenance Reports Free Webinars My Training

Back Estimate: P-9149M TCG Portal Demo 1,542.90 Total Print

**Billing**  
TCG Portal Demo  
Jennifer DiBona  
bCity1, bState1 bZip1

**Shipping**  
TCG Portal Demo  
Jennifer DiBona  
sCity1, sState1 sZip1

**Date**  
Mar-31-2023  
**Due**  
Mar-31-2024

Item	Description	QTY	Amount	Tax
2014EOY_SurveyOEM:6020.100.795 Robot Surveyor Acc	Carlson Robot Accessory Kit Surveyor Cradle Includes: 1 GRZ4, 360 reflector 1 8 Ft Aluminum Telescopic Rod with Leica tip (SECO) 1 Pole Clamp for 6100.610 with Compass 1 Cradle Surveyor/Surveyor+/Allegro	1	1,542.90	Non
Discounts	Discount	1	0.00	Non

1 - 2 of 2 records.

**Customer Message**  
customer messgae

Subtotal 1,542.90  
Taxes 0.00  
**Total 1,542.90**

Create Invoice Accept & Pay Print

Unexpired Estimates can be turned into an invoice, can be "Accepted & Paid" or printed from here.

Note: Once you have clicked on "Create Invoice" or "Accept & Pay", this estimate will convert to an Invoice and these buttons will no long be available on this Estimate

Have a question? Contact Us!  
ContactUs@ThatCADGirl.com

**Clicking on an Invoice** – When viewing an Invoice in Recent Transactions, you have different options depending on whether the Invoice is active or past due.

For active (unexpired) Invoices, you can click “Pay Now” to proceed to our payment screen.

For past due (expired) Invoices, you only have the “Print”

button that allows you to export to a PDF.

**That CAD Girl** Home Recent Transactions Serial Numbers Maintenance Reports Free Webinars My Training

Invoice:11993M  
TCG Portal Demo

395.00  
Balance Due

Billing Address: TCG Portal Demo, Jennifer DiBona, bCity1, bState1 bZip1  
Shipping Address: TCG Portal Demo, Jennifer DiBona, sCity1, sState1 sZip1  
Date: Sep-27-2023  
Due: Sep-30-2023

Date	Item	Description	QTY	Rate	Amount	Tax
Sep-27-2023	Carlson (Current):Maintenance 2023:Civil Suite Maint	Civil Suite Maintenance Renewal	1.00	395.00	395.00	Non

1 - 1 of 1 records.

Subtotal: 395.00  
Taxes: 0.00  
Total: 395.00  
Payments / Credits: 0.00  
**Balance Due: 395.00**

For unpaid and active invoices, you can "Pay Now" or "Print" from this screen

Pay Now Print

Have a question? Contact Us!  
ContactUs@ThatCADGirl.com

JTNDYSUyMG5hbWU1M0Q1MjJzZXJpYWxudW1iZXJzdGFiJTJyJTJIwaWQ1M0Q1MjJzZXJpYWxudW1iZXJzdGFiJTJyJTJwJTNDJTJGYSUzRQ==**Serial Numbers** – On this tab, you can see a list of your company’s Active Carlson Software Serial Numbers. The table on this screen is searchable and can be filtered or downloaded in Excel format. This tab is only available to users with Administrative Access.

**DISCLAIMER:** That CAD Girl has made every attempt to ensure the accuracy and reliability of the information about your Carlson Software licensing that is provided on this website. Nevertheless, inadvertent errors may occur so all information shall be confirmed and validated directly by Carlson Software prior to use.

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### Active Serial Numbers

TCG Portal Demo

Click on any **ACTIVE** serial number to see details

Click the download button to send yourself a CSV file of this serial number table

Search for a serial number. Note: the 3rd set of digits for a Carlson serial number is unique and can be used for a quick search here

Search  Advanced

Serial Number (Active)	Product + Version	Config	Upgraded From (Inactive)	Maintenance Expires	Customer Notes
12058625-SurvNET-xxxxSN	SurvNet (R14)	test 12/22			test
12058625-58B1140-xxxxSN-6934	Survey (2022)		11403265-58B1140-xxxxUPG-1082466	Aug-29-2023	
XXXX-XXXX-SURVEY-XXXX	Survey (2021)			Jan-25-2021	THESE ARE CUSTOMER NOTES ABOUT XXXX-XXXX-SURVEY-XXXX
XXXX-XXXX-CIVIL SUITE-XXXX	Civil Suite (2022)	Survey, Civil, Hydrology, GIS	XXXX-XXXX-CIVIL SUITE-UPGRADE-XXXX	Sep-01-2022	THESE ARE CUSTOMER NOTES
000123456 SN	Networked Carlson Software (2022)	Surveyx2,Civilx3,Hydrox2,GISx2	98765432100 upg	Dec-31-2022	these are our customer notes
Testing123	Civil Suite Network (2020)			Feb-04-2022	
TEST4321	Civil Network (2021)				
TEST1234 SN	Survey OEM (2021)		TEST 1234 UPG		these are our customer notes about TEST 1234

Use customer to track anything that's important about this serial number!

For instance: Whose computer it's installed on

1 - 8 of 8 records.

Send us a message

Send

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Have a question? Contact Us!

ContactUs@ThatCADGirl.com

Also, clicking on any serial number in the list brings you to a details page where you can add any "Customer Notes" that are helpful to you such as the user name, location or even the Change Key associated to that installation. You can also find the link to download and link to installation instructions.

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**Serial Number\***  
XXXX-XXXX-CIVIL SUITE-XXXX

**Product Name\***  
Civil Suite

**Product Version\***  
2022

**Config**  
Survey, Civil, Hydrology, GIS

**Upgraded From**  
XXXX-XXXX-CIVIL SUITE-UPGRADE-XXXX

**Maintenance Expires**  
Sep-01-2022

**Customer Notes**  
THESE ARE CUSTOMER NOTES

**Download Link**  
[https://web.carlsonsw.com/files/updates/updates05.php?ss\\_email=&product=Carlson&ss\\_email=&version=2022](https://web.carlsonsw.com/files/updates/updates05.php?ss_email=&product=Carlson&ss_email=&version=2022)

**Link to Install Instructions**  
<https://thatcadgirl.com/faq/downloading-installing-registering-your-carlson-software/>

Have a question? Contact Us!  
[ContactUs@ThatCADGirl.com](mailto:ContactUs@ThatCADGirl.com)

JTNDYSUyMG5hbWU1M0Q1MjJtYWludGVuYW5jZXJlcG9ydHN0YWILMjIlMjBpZCUzRCUyMm1haW50ZW5hbmNlcmVwb3J0c3RhYiUyMiUzRSUyMCUzQyUyRmElM0U=**Main**  
**tenance Reports** – On this tab you can see the most recent copies of Carlson Maintenance Reports. You can download a PDF version of any report by clicking the “Open Attachment” button in the row. This tab is only available to users with Administrative Access.

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**Documents**  
TCG Portal Demo

**Report Date** ↓ **Next Maintenance Expiration Date** ↓

Search

Generated Date	Expiration Date	Document Type	
Jul-01-2022	Tue, Aug 29, 2023	Maintenance Report	<a href="#">Open Attachment</a>
Sep-20-2021	Tue, Aug 29, 2023	Maintenance Report	<a href="#">Open Attachment</a>
Jun-10-2021	Sun, Aug 29, 2021	Maintenance Report	<a href="#">Open Attachment</a>
Jul-31-2019	Sat, Aug 29, 2020	Maintenance Report	<a href="#">Open Attachment</a>
Aug-31-2018	Thu, Aug 29, 2019	Maintenance Report	<a href="#">Open Attachment</a>

5 records

Send us a message

[Send](#)

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Have a question? [Contact Us!](#)

[ContactUs@ThatCADGirl.com](mailto:ContactUs@ThatCADGirl.com)

JTNDYSUyMG5hbWUlm0QlMjJ3ZWJpbmFyc3RhYiUyMiUyMGlkJTNEJTIyd2ViaW5hcnN0YWIlMjIlM0UlmjAlM0MlMkZhJTNF**Free Webinars** – This tab is accessible to all users although the information will vary depending on your Company's webinar eligibility (see Home tab). The information on this screen is broken down into 3 tables:

- A list of Upcoming sessions in our Webinar Series with links to pre-register
- A list of webinars that you attended and a button to download a Certificate of Attendance. Note: You can add your professional license numbers on your Home tab and they will appear on your certificates.
- A list of recordings of webinars that you attended

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### Links to Upcoming Webinars

If you do not see any webinars, you may not be eligible. Please check your Portal Home Page to see Eligibility.

Webinar Date	Webinar Name / Link	
Oct-27-2023	<b>Working With Sheet Sets with Travis Maxwell</b> https://attendee.gotowebinar.com/register/2684298643763949147	<a href="#">Click to Register or Join in Progress</a>
Oct-25-2023	<b>Stormwater Channel Design in Carlson Software with Travis Maxwell</b> https://attendee.gotowebinar.com/register/1298711682626467161	<a href="#">Click to Register or Join in Progress</a>
Oct-18-2023	<b>Site Project Grading</b> https://attendee.gotowebinar.com/register/7477439265145641557	<a href="#">Click to Register or Join in Progress</a>
Oct-12-2023	<b>Tips &amp; Tricks in Carlson Software with Travis Maxwell</b> https://attendee.gotowebinar.com/register/454412096819171932	<a href="#">Click to Register or Join in Progress</a>
Oct-10-2023	<b>Introduction to Carlson Software: Settings, Setup, Configuration &amp; Points</b> https://attendee.gotowebinar.com/register/8048995094660379477	<a href="#">Click to Register or Join in Progress</a>

5 records

### Webinars Certificates

Certificates for Webinars you have attended.

Webinar Date	Webinar Name	Time In Session (HH:MM)	
Sep-08-2022	All About Coordinates in Carlson Software	01:01	<a href="#">Print Certificate</a>

1 record

### Recordings and Documents for Webinars you have Attended

Recordings of our Webinar Series sessions are available for review to anyone who attends a portion or all of the live presentation

Webinar Date	Webinar Name / Link	Available Until
No Results Found		

0 records

Send us a message

Send

Can't find the Webinar you need? Request webinar below.

Send Request

Have a question? Contact Us!

ContactUs@ThatCADGirl.com

JTNDYSUyMG5hbWU1M0Q1MjJwYW1kdHJhaW5pbmd0YWILMjILMjBpZCUzRCUyMnBh aWR0cmFpbmluZ3RhYiUyMiUzRSUyMCUzQyUyRmElM0U=**Your Training** – This tab is accessible to all users although the information will vary depending on whether you or your Company have paid for

specialized training. The information on this screen is broken down into 3 tables:

- A list of Upcoming Training sessions that have already been paid for with links to pre-register
- A list of Past Training sessions the user has paid for and attended with a link to download a Certificate of Attendance
- A list of Past Training sessions with links to the recording

**That CAD Girl** Home Recent Transactions Serial Numbers Maintenance Reports Free Webinars **My Training**

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**Links to Upcoming Training** Click to expand

Date of Session	Training / Session	Link
No Results Found		

0 records

**Your Training Certificates**

Training Date	Training Name	Time In Session (HH:MM)	Certificate
No Results Found			

0 records

**Recordings of Past Trainings** For custom or virtual classroom training that you have paid for, recordings will be available for review

Date of Session	Training / Session	Link
No Results Found		

0 records

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Send us a message

Can't find the Training you need? Request custom Training below.

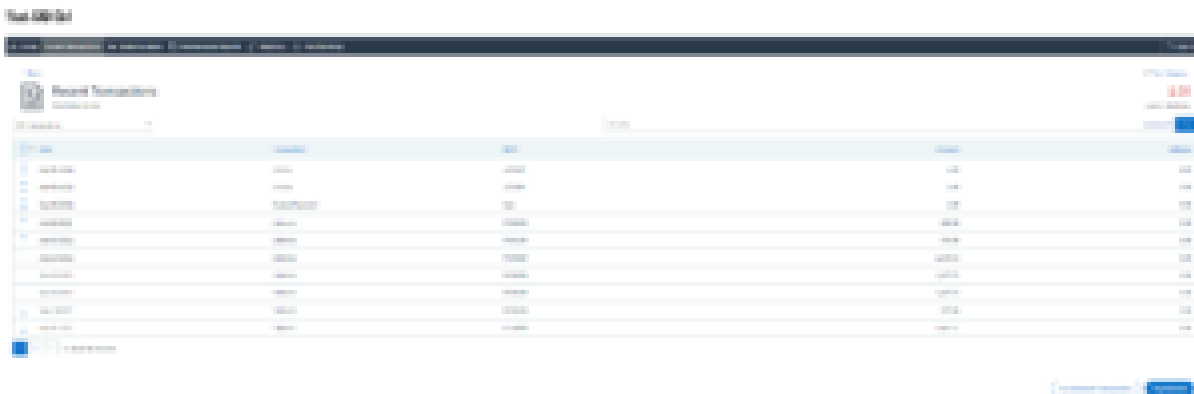
# Find Answers on your new That CAD Girl Portal

If you have ever requested a proposal or invoice from That CAD Girl – Congrats! You have a portal!

Every portal is specific for the email address we have on file for you and you can access yours by following this link and entering your email address.

The availability of tabs on your portal will depend on whether you have been granted Full Access by the primary contact in your company or if you have Restricted Access. Everyone will have Home, Webinars and Paid Training tabs while those with Full Access will have access to Transactions, Serial Numbers and License Reports.

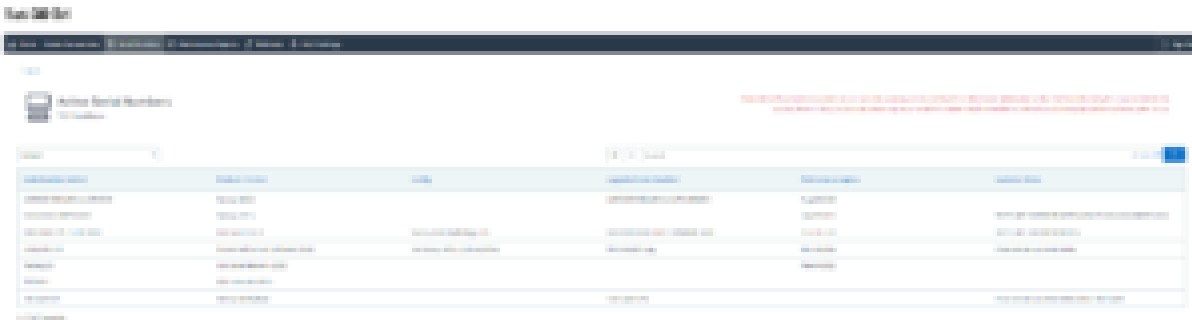
**Recent Transactions** – On this tab, you can review proposals and securely pay your invoice using any major credit card or directly from your bank account. You can also review and download PDF copies of past proposals, invoices and payment transactions. This tab is only available to users with Administrative Access.



Date	Amount	Status
12/15/2023	1,200.00	PAID
11/20/2023	800.00	PENDING
10/10/2023	500.00	PAID
09/05/2023	300.00	PAID
08/15/2023	1,500.00	PAID
07/20/2023	2,000.00	PAID
06/10/2023	1,000.00	PAID
05/05/2023	700.00	PAID
04/15/2023	900.00	PAID
03/20/2023	1,100.00	PAID
02/10/2023	600.00	PAID
01/05/2023	400.00	PAID

**Serial Numbers** – On this tab, you can see a list of Active Carlson Software Serial Numbers. The table on this screen is searchable and can be filtered or downloaded in Excel format. This tab is only available to users with Administrative Access.

**DISCLAIMER:** That CAD Girl has made every attempt to ensure the accuracy and reliability of the information about your Carlson Software licensing that is provided on this website. Nevertheless, inadvertent errors may occur so all information shall be confirmed and validated directly by Carlson Software prior to use.



The screenshot shows a web application interface for managing software licenses. At the top, there is a navigation bar with the title 'Active Serial Numbers'. Below the navigation bar, there is a search and filter area. The main content is a table with the following columns: 'Serial Number', 'Product Name', 'Status', 'License Key', 'Expiration Date', and 'Action'. The table contains several rows of data, each representing a different software installation. The 'Action' column contains links for 'View Details' and 'Download Instructions'.

Serial Number	Product Name	Status	License Key	Expiration Date	Action
12345678901234567890	AutoCAD LT 2014	Active	XXXXXXXXXXXXXXXXXXXX	12/31/2015	<a href="#">View Details</a> <a href="#">Download Instructions</a>
098765432109876543	AutoCAD LT 2014	Active	XXXXXXXXXXXXXXXXXXXX	12/31/2015	<a href="#">View Details</a> <a href="#">Download Instructions</a>
111111111111111111	AutoCAD LT 2014	Active	XXXXXXXXXXXXXXXXXXXX	12/31/2015	<a href="#">View Details</a> <a href="#">Download Instructions</a>
222222222222222222	AutoCAD LT 2014	Active	XXXXXXXXXXXXXXXXXXXX	12/31/2015	<a href="#">View Details</a> <a href="#">Download Instructions</a>
333333333333333333	AutoCAD LT 2014	Active	XXXXXXXXXXXXXXXXXXXX	12/31/2015	<a href="#">View Details</a> <a href="#">Download Instructions</a>

Also, clicking on any serial number in the list brings you to a details page where you can add any “User Notes” that are helpful to you such as the user name, location or even the Change Key associated to that installation. You can also find the link to download and link to installation instructions.

# That CAD Girl

Home Recent Transactions Serial Numbers Maintenance Reports Webinars Paid Trainings

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Serial Number\*

22009425-1001140-xxxx09-0004

Product Name\*

Survey

Product Version\*

2022

Config

Upgraded From

11401245-1001140-xxxx09-0004

Maintenance Expires

Aug 29 2023

Customer Notes

Download Link

[https://web.carlson.com/Files/updates/updater05.php?os\\_email=1&product=Carlson&\\_email=license-2022](https://web.carlson.com/Files/updates/updater05.php?os_email=1&product=Carlson&_email=license-2022)

Link to install instructions

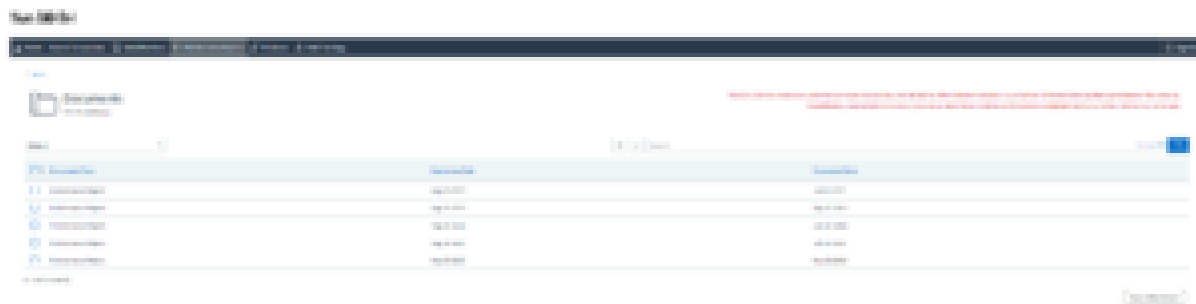
<https://thatcaddgirl.com/faq/downloading-installing-registering-your-carlson-software/>

Save

**Maintenance Reports** – On this tab you can see the most recent copies of Carlson Maintenance Reports. You can download a PDF version of any report by clicking the box next to the report and then clicking the “Open Attachment” button at the bottom. This tab is only available to users with Administrative Access.

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**Webinars** – This tab is accessible to all users although the information will vary depending on your Company’s webinar eligibility (see Home tab). The information on this screen is broken down into 3 tables:

- A list of Upcoming sessions in our Webinar Series with links to pre-register
- A list of Past sessions in our Webinar Series with links to the recording
- A list of sessions the user has attended with a link to download a Certificate of Attendance



**Paid Training** – This tab is accessible to all users although the information will vary depending on whether you or your Company have paid for specialized training. The information on this screen is broken down into 3 tables:

- A list of Paid Training sessions the user has attended with a link to download a Certificate of Attendance
- A list of Upcoming Paid Training sessions that have already been paid for with links to pre-register
- A list of Past Paid Training sessions with links to the recording



The image shows a screenshot of a website's navigation menu. It features a dark header bar with the text 'That CAD Girl' on the left and 'Home' on the right. Below the header, there are three main menu items, each with a sub-menu:

- Home Training Curricula**: This item has a sub-menu with four items: 'Introduction', 'Introduction to CAD', 'Introduction to SolidWorks', and 'Introduction to AutoCAD'.
- Supporting Post-Training Links**: This item has a sub-menu with three items: 'Introduction to CAD', 'Introduction to SolidWorks', and 'Introduction to AutoCAD'.
- Post-Post-Training Links**: This item has a sub-menu with three items: 'Introduction to CAD', 'Introduction to SolidWorks', and 'Introduction to AutoCAD'.

## That CAD Girl

If you find the material on this website helpful, please consider supporting That CAD Girl or one of our Trusted Partners, such as Carlson CAD Solutions, by purchasing or referring others to us for CAD and Carlson Software support and training.