

## **1. How do I print from my tablet?**

To print a file from your Tablet Please be sure that your Printer is turned on:

- Press the power button and watch the display to see if the ready message.
- Check the power cable to ensure it is plugged in properly.

Make sure the printer is on and connected to the Tablet:

- Check the USB Cable to ensure it is plugged into the Tablet or the Docking station.
- Check the USB Cable to ensure it is plugged into the Printer.

Once all of the connections have been checked:

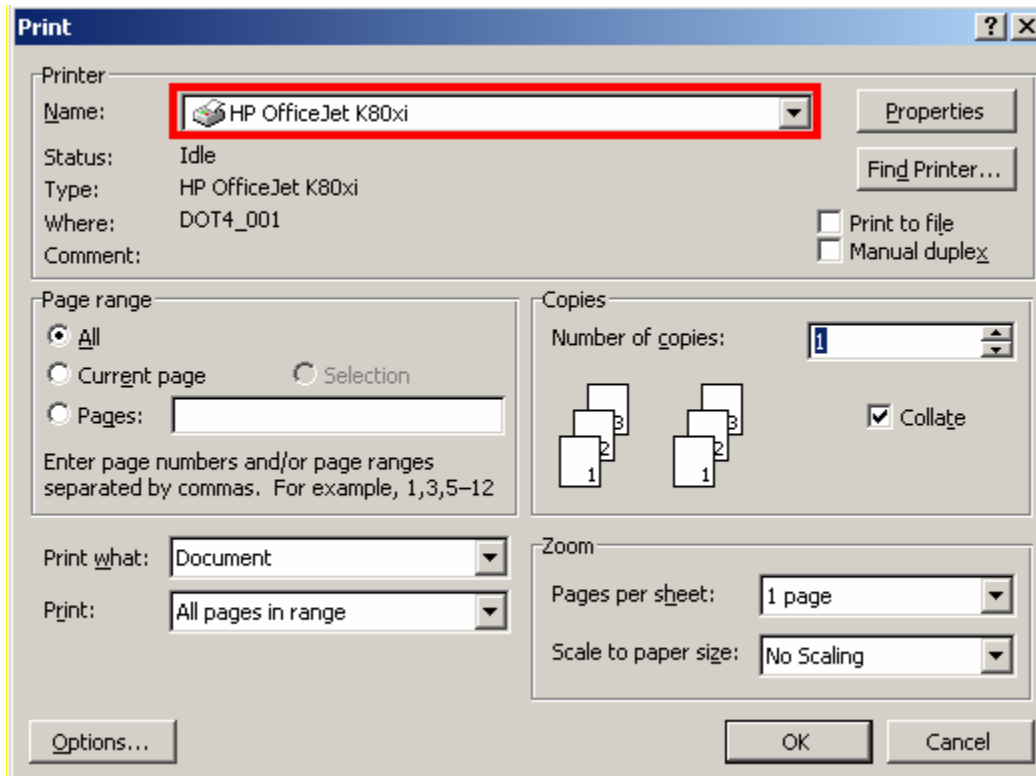
- Open the file that you wish to print.
- From there, you should be able to locate the File Menu in the upper left had portion of the program window.
- One of the options located in this menu is “Print...”.

If this is not located in the menu:

- Check the bottom of the menu for an arrow pointing down, which indicates that the menu has been collapsed.
- If the down arrow is located at the bottom of the menu, left click on it and it will expand the menu.
- Once the menu has been expanded you should then be able to find the option for “Print...”.

Once the print window has opened:

- Check the Printer Name drop down box to make sure the correct Printer is selected. Depending on the model of printer you have it should be one of the following:
  - HP OfficeJet KSeries
  - HP OfficeJet 7130
  - HP OfficeJet 7210



- If this is not listed there you can click on the down arrow on the right hand side of the box containing the Printer Name and select the appropriate printer.
- When the correct printer has been selected you can click on the “OK” button found in the lower left of the Print window.

If you are not able to find a listing for the Printer, or are still unable to print properly, please contact the Helpline.

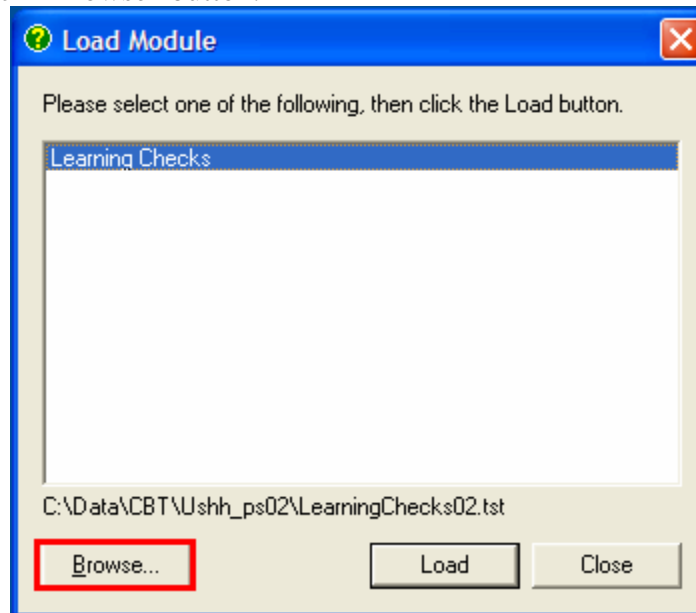
## 2. How do I get the CBT I am missing?

Open the Computer Based Testing application:

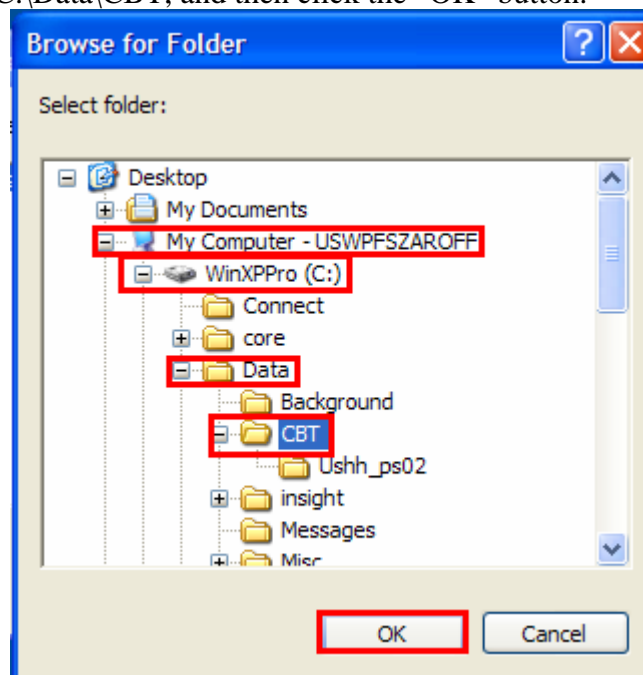
- Left Click on the Start Button.
- Highlight “All Program Files”.
- Then Highlight the “Computer Based Testing” folder
- Left click on the Computer Based Testing icon.

Locate the desired exam:

- If desired exam is in list, select it to open the exam.
- If not, click “Browse” button.



- Browse to C:\Data\CBT, and then click the “OK” button.



- If exam is not preset in C:\Data\CBT, do a Merck Connect for Data Only to see if the exam is waiting to be downloaded.

If exam still is not present in list, please contact the Helpline for additional assistance, as it will need to be made available for download.

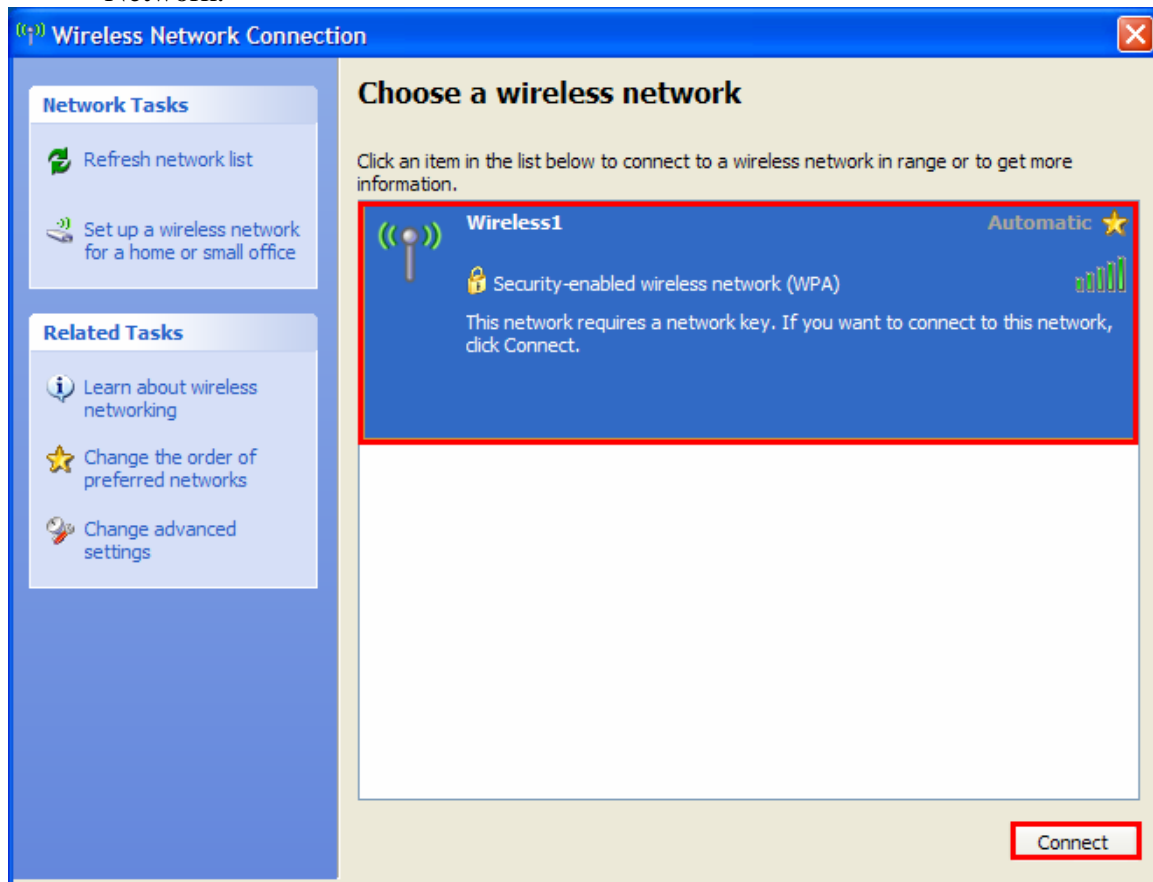
### 3. How do I connect to my broadband using wireless?

Make sure that your router and modem are on:

- Check to be sure that the lights on the front of both the modem and router are lit. If the lights are not lit, check the power cables.
- If all lights are lit except for the Internet lights, check the Ethernet Cables (also called Network Cables) to ensure they are inserted correctly.

Check the computer for Available Wireless Networks:

- Locate the Wireless Network Icon by the Clock in the System Tray.
- Right Click the icon and Left Click on “View Available Wireless Networks”.
- Select the wireless network for your router by Left Clicking to Highlight it.
  - If the router was provided by Merck it will most likely be LinksysXX.
- Click on the “Connect” button at the bottom right to connect to the Wireless Network.



If you do not have a listing of Available Wireless Networks:

- Make sure that the wireless adapter is active by using the Fn (Function) and F5 keys to turn the signal on.
- Also check to see if the wireless adapter is enabled:
  - Left Click on the Start Button.
  - Left Click on “Network Connections”.

- Under Lan or High Speed Internet Right Click on Wireless Network Connection.
- If “Enable” is listed Left Click on it. Otherwise, Left Click in the Network Connections Window.
- Close out of the Network Connections Window
- Locate the Wireless Network Icon by the Clock in the System Tray.
- Right Click the icon and Left Click on “View Available Wireless Networks”.
- Select the wireless network for your router by Left Clicking to Highlight it.
  - If the router was provided by Merck it will most likely be LinksysXX.
- Click on the “Connect” button at the bottom right to connect to the Wireless Network.

If you are still unable to make a Wireless Network Connection, please contact the Helpline.

#### 4. How do I create an out of office reply in Outlook?

To create an Out of Office Auto-response Message in Outlook:

- Open Outlook
- Left Click on Tools
- Left Click on “Out of Office Assistant”
- Select the option “I am currently Out of the Office”

**Out of Office Assistant**

I am currently In the Office

I am currently Out of the Office

AutoReply only once to each sender with the following text:

These rules will be applied to incoming messages while you are out of the office:

Status	Conditions	Actions
--------	------------	---------

Buttons: Add Rule..., Edit Rule..., Delete Rule, Show rules for all profiles (checked), Move Up, Move Down, OK, Cancel, Help

- Enter the text of the Out of Office Message into the first text box.

**Out of Office Assistant**

I am currently In the Office

I am currently Out of the Office

AutoReply only once to each sender with the following text:

These rules will be applied to incoming messages while you are out of the office:

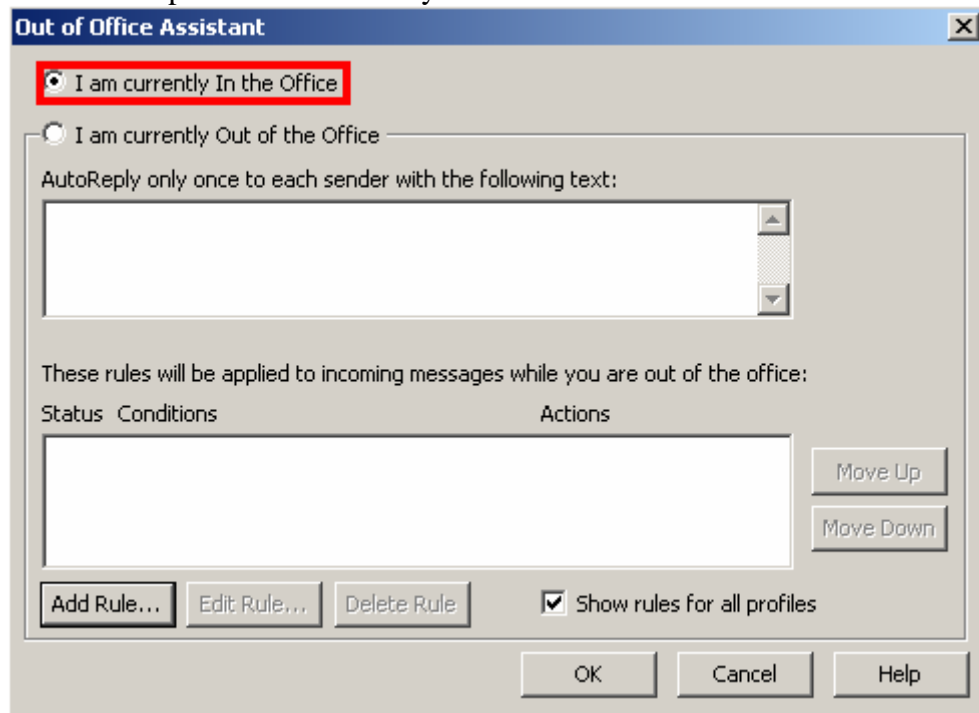
Status	Conditions	Actions
--------	------------	---------

Buttons: Add Rule..., Edit Rule..., Delete Rule, Show rules for all profiles (checked), Move Up, Move Down, OK, Cancel, Help

- Click on “OK” button.

To turn it off:

- Open Outlook
- Click on Tools
- Select “Out of Office Assistant”
- Select the option “I am currently In the Office”





## 5. How do I report an RFM in Insight?

### Planning an RFM:

- Open Insight.
- Left Click on the “Go” menu.
- Left Click on RFM Planning.
- Left Click on the Customer(s) who will be the Attendees.
  - By holding the Control Key you can select Multiple Customers at one time.
  - If you are missing a customer from your list, please check the drop down box at the top of the window to be sure that “All Customers” is selected.
- Left Click on the “Add” button to add the selected customers as Attendees. They will appear in the “Selected Attendees section below the “Add” button.

All Customers

Available Customers:

- ABDELMACKSOUD, KATHRYN
- ABRAMSON, GEORGE P.
- ABREU, CHARLES
- ACEVEDO, JOSE R.
- ACKERT, BHARAT
- ACOSTA, NWOGO
- ACQUISTA, CARL R.
- ADAMS, JOHN E.
- ADDAMO II, DAVID L.
- ADDRIZZO-HARRIS, SARAH
- ADELGLASS, DAVID N.

Add >> Remove <<

- Enter in the Scheduling Information
  - Enter the Planned Date, Starting Time and Ending Time

Scheduling Information

Date: Monday, January 30, 2006 Start Time: 12:00 PM End Time: 01:00 PM

- Enter the Location Information
  - Enter the Type of RFM and a Venue if it is an Out of Office event.
  - Select the State
- Enter the RFM Type.

Location Information

Type: Office Venue: State: PA

RFM Type

Standard RFM

- Left Click on the “Attendees & Expenses” tab.
  - Under the Other Attendees section, enter the number of Attendees in the “Count” Column.
  - Under the Expenses section, enter the “Estimated” dollar amounts. Please note that the actual dollar amount is entered later.
  - If a Miscellaneous Expense is entered, a Note is required in the text box located in the Expenses section.

Attendees & Expenses | Merck Attendees

Other Attendees

Attendee Type	Count
Merck Employee - including self	1
Schering-Plough	
Speaker/Consultant	
Guest - Spouse, Signif other, etc.	
Public Health Sector	
Managed Care Executives	
Pharmacists	
Pharm Ds	
Pharmacy Directors	
Fellows	

Expenses

Types	Estimated	Actual
Meal and Hospitality	\$ 0.00	\$ 0.00
Equipment Rental	\$ 0.00	\$ 0.00
Misc	\$ 0.00	\$ 0.00
Total	\$ 0.00	\$ 0.00
Cost per Attendee*	\$ 0.00	\$ 0.00

\* Cost per attendee can not be used in Gift Law States.

Miscellaneous Expense Explanation:

- Left Click on the “Merck Attendees” tab.

Attendees & Expenses | Merck Attendees

Other Attendees

- Use the “Add” button to access the list of Merck Attendees.

Attendees & Expenses | Merck Attendees

Name	Territory

Add

Remove

- Then, find the attending Merck Employees and click on “Add” to add them to the list. Also notice this will automatically update the “Count” for “Merck Employees – including self”.

The screenshot shows a dialog box titled "Find Merck Attendee" with a close button (X) in the top right corner. Below the title bar is a section labeled "Enter search criteria" containing a "Search by:" dropdown menu with "CLUSTER" selected, a "Value of:" text input field, and a "Find" button highlighted with a red box. Below this is a "Results" section with a table header containing "Name" and "Territory Number", but the table body is empty. At the bottom of the dialog, there are two buttons: "Add" (highlighted with a red box) and "Cancel".

- Click on OK once you have completed all of the information.

Reporting a Planned RFM:

- A Planned RFM will appear in the “Insight Welcome Page” under the RFM section.
- Left Click on the time which should be in blue to open the RFM for Reporting.
- Make the necessary modifications to the RFM information including the number of Attendees and the Actual Costs.

Attendees & Expenses | Merck Attendees

Other Attendees

Attendee Type	Count
Merck Employee - including self	1
Schering-Plough	
Speaker/Consultant	
Guest - Spouse, Signif other, etc.	
Public Heath Sector	
Managed Care Executives	
Pharmacists	
Pharm Ds	
Pharmacy Directors	
Fellows	

Expenses

Types	Estimated	Actual
Meal and Hospitality	\$ 0.00	\$ 0.00
Equipment Rental	\$ 0.00	\$ 0.00
Misc	\$ 0.00	\$ 0.00
Total	\$ 0.00	\$ 0.00
Cost per Attendee*	\$ 0.00	\$ 0.00

\* Cost per attendee can not be used in Gift Law States.

Miscellaneous Expense Explanation:

Save RFM & Report / View Call(s)      OK      Cancel

- Click on OK to save the reported RFM.

### Reporting an Unplanned RFM:

- Open Insight.
- Left Click on the “Go” menu.
- Left Click on RFM Reporting.
- Left Click on the Customer(s) who will be the Attendees.
  - By holding the Control Key you can select Multiple Customers at one time.
- Left Click on the “Add” button to add the selected customers as Attendees.

All Customers

Available Customers:

- ABDELMACKSOUD, KATHRYN
- ABRAMSON, GEORGE P.
- ABREU, CHARLES
- ACEVEDO, JOSE R.
- ACKERT, BHARAT
- ACOSTA, NWOGO
- ACQUISTA, CARL R.
- ADAMS, JOHN E.
- ADDAMO II, DAVID L.
- ADDRIZZO-HARRIS, SARAH
- ADELGLASS, DAVID N.

Add >> Remove <<

- Enter in the Scheduling Information
  - Enter the Planned Date, Starting Time and Ending Time

Scheduling Information

Date: Monday, January 30, 2006 Start Time: 12:00 PM End Time: 01:00 PM

- Enter the Location Information
  - Enter the Type of RFM and a Venue if it is an Out of Office event.
  - Select the State
- Enter the RFM Type.

Location Information

Type: Office Venue: State: PA

RFM Type

Standard RFM

- Left Click on the “Attendees & Expenses” tab.
  - Under the Other Attendees section, enter the number of Attendees in the “Count” Column.
  - Under the Expenses section, enter the “Actual” dollar amounts.
  - If a Miscellaneous Expense is entered, a Note is required in the text box located in the Expenses section.

Attendees & Expenses | Merck Attendees

Other Attendees

Attendee Type	Count
Merck Employee - including self	1
Schering-Plough	
Speaker/Consultant	
Guest - Spouse, Signif other, etc.	
Public Heath Sector	
Managed Care Executives	
Pharmacists	
Pharm Ds	
Pharmacy Directors	
Fellows	

Expenses

Types	Estimated	Actual
Meal and Hospitality	\$ 0.00	\$ 0.00
Equipment Rental	\$ 0.00	\$ 0.00
Misc	\$ 0.00	\$ 0.00
Total	\$ 0.00	\$ 0.00
Cost per Attendee*	\$ 0.00	\$ 0.00

\* Cost per attendee can not be used in Gift Law States.

Miscellaneous Expense Explanation:

Save RFM & Report / View Call(s)      OK      Cancel

- Left Click on the “Merck Attendees” tab.

Attendees & Expenses | Merck Attendees

Other Attendees

- Use the “Add” button to access the list of Merck Attendees.

Attendees & Expenses | Merck Attendees

Name	Territory

Add      Remove

- Then, find the attending Merck Employees and click on “Add” to add them to the list. Also notice this will automatically update the “Count” for “Merck Employees – including self”.

The screenshot shows a dialog box titled "Find Merck Attendee". It has a blue title bar with a close button (X) in the top right corner. Below the title bar is a section labeled "Enter search criteria". This section contains a "Search by:" dropdown menu with "CLUSTER" selected, a "Value of:" text input field, and a "Find" button. The "Find" button is highlighted with a red rectangular box. Below the search criteria section is a "Results" section containing a table with two columns: "Name" and "Territory Number". The table is currently empty. At the bottom of the dialog box, there are two buttons: "Add" and "Cancel". The "Add" button is highlighted with a red rectangular box.

- Click on OK once you have completed all of the information.

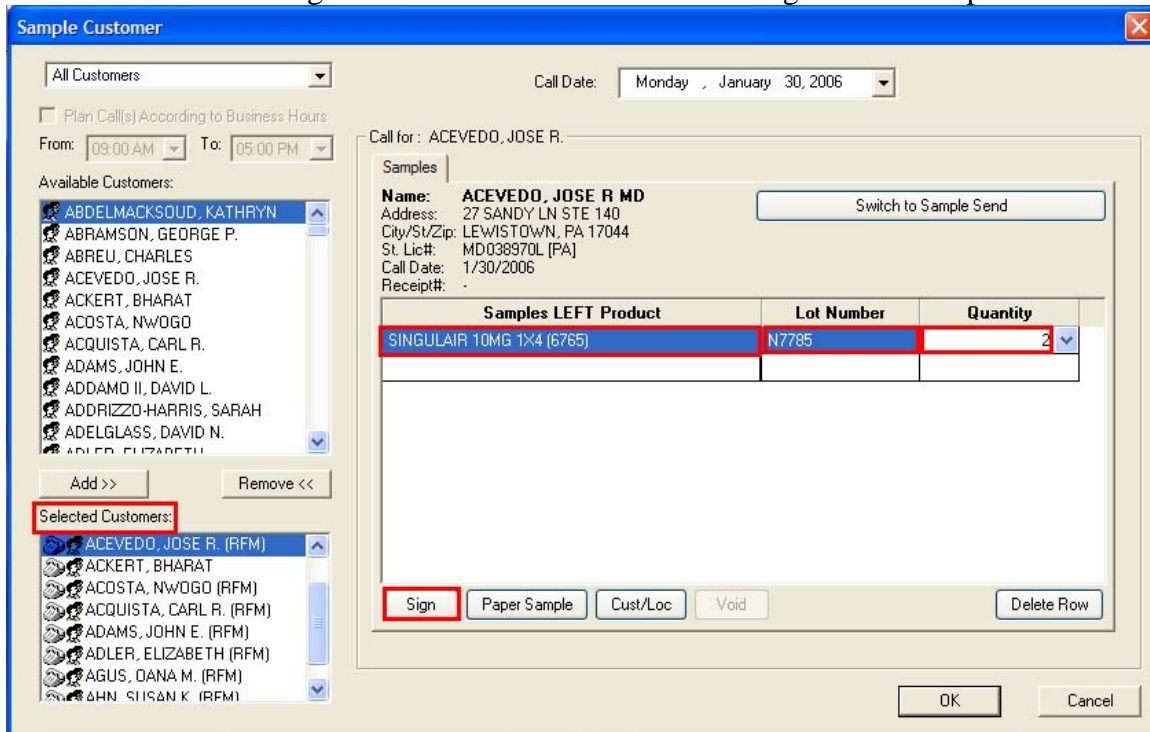
If you have any additional questions about planning or reporting and RFM please contact the Helpline.

## 6. How do I enter a Sample in Insight?

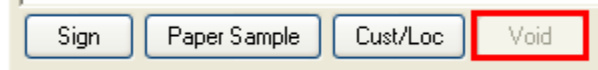
- Do not go into a Planned Call.
- Use the Sample button located at the top of the screen.



- Left Click on the doctor you are sampling in the “Selected Customers” section.
- Select the Sample Type and Lot Number from the drop down boxes.
- Enter the number of samples.
- Click on the “Sign” button and allow the Doctor to sign for the sample.



- You will need to swipe your finger to accept the signature.
- Check to make sure all of the information is correct.
- If not, use the Void button found at the bottom of the Sample Window.



- Otherwise, use the OK button and the Planned Call Window will open automatically.
- If you obtain a signature and, after saving it, realize it is listed under the wrong Doctor, you will need to contact your Sample Accountability Analyst with the information regarding the samples.

If you require any additional information about entering a sample into Insight, please contact the Helpline.



## **7. How do I enter a Territory containing a letter into Insight?**

After having a sample signed for:

- You will need to swipe your finger to accept the signature.
- If the finger print is not accepted, you will then need to enter your Territory Number as the code to accept the sample signature.
- If your Territory contains Letters and Numbers, you can use the “A-Z” on the number pad to enter letters.

If you require any additional information about entering your Territory information into Insight, please contact the Helpline.

## 8. How do I create a corrective EZ Expense report?

After opening EZ Expense:

- Double Click on a Blank Expense Document.
- Enter “Correction to EPxxxxxxx” (where xxxxxxx is the number of the original report with the error) as the Expense Report Title.

The screenshot shows a web-based application window titled "EU200095666 - Expense Report for USHH J USHHFIELD1 - Create". The window has a menu bar with "Import", "Print", "Notes", "Attach", and "Web Links". Below the menu bar are tabs for "General", "Items", "Disbursement", "Summary", and "Exceptions". The "General" tab is active, showing a form with a red-bordered text box labeled "Expense Report Title" and a "Charge To" section with a "Project" dropdown menu. At the bottom of the window, there is a status bar showing "Total: \$0.00 Amount Due Employee: \$0.00" and buttons for "Done", "Cancel", and "Help".

- For “Cost Center” items, verify the Project Code is correct.

- Left Click on the “Items” tab and enter the incorrect line item as it appeared in the original report, with a Negative Dollar Amount.

The screenshot shows the 'EU200095666 - Expense Report for USHH J USHHFIELD1 - Create' window. The 'Items' tab is active. The form includes the following fields and controls:

- Date of Expense:** A date input field with a calendar icon.
- Amount:** A text input field.
- Expense Type:** A dropdown menu.
- Currency:** A dropdown menu currently set to 'US Dollar'.
- FX Rate:** A text input field set to '1.00'.
- Project:** A dropdown menu.
- Receipt Included:** An unchecked checkbox.
- Personal (non-reimbursable):** An unchecked checkbox.
- Buttons:** 'Enter', 'Copy', 'Restore', 'Delete', 'Itemize...', and 'Notes...' are located on the right side of the form.
- Table:** A table with columns: Expense Type, Date, Amount, Approved A..., Payment Type, Merchant, City, and Description. The table is currently empty.
- Status Bar:** Shows 'Total: \$0.00' and 'Amount Due Employee: \$0.00'. Buttons for 'Done', 'Cancel', and 'Help' are at the bottom right.

- Use the date the expense was incurred, select same expense type that was used when expense was originally entered, and enter the “Amount” with a “-” followed by the amount of the expense. The amount will be displayed in parenthesis “( )”. This is standard accounting format for a negative dollar amount.
- If returning reimbursement for Mileage, use “Mileage Return / Credit” expense type.
- For “Payment Type”, select “Employee-Paid”.
- Click to check the box next to “Receipt Included” if you have included a Receipt.
- Complete any additional details in the required fields located on the right.
- Click “Enter” to finish the line item.
- Enter a “Cash Return” line item to bring the balance due to \$0.00.
  - Enter new line item with expense type “Cash Return” with a positive “Amount” matching the Negative Dollar Amount.
  - Enter information into the remainder of red or required fields.
  - Left Click on the “Enter” button to log in the cash return line item.
- After all line items are entered, Left Click on the “Done” button on the bottom right of the screen.
  - To save, select either "Save and continue editing" or "Keep it - I'll work on it later"

- To submit, select "Submit"
- Be sure to save the expense report prior to submitting. Tape all required documents to an 8 1/2 X 11 sheet of paper and submit to the PARM Center. Include a copy of the expense report.
- Make check payable to Merck & Co., Inc. and put EP tracking number of this corrective report in the Memo line of the check.

If you require any additional information about creating a Corrective Report, please contact the Helpline.

## 9. How do I find my off-line reports in EZ Expense?

Check to see if the Blank Documents are being filtered out:

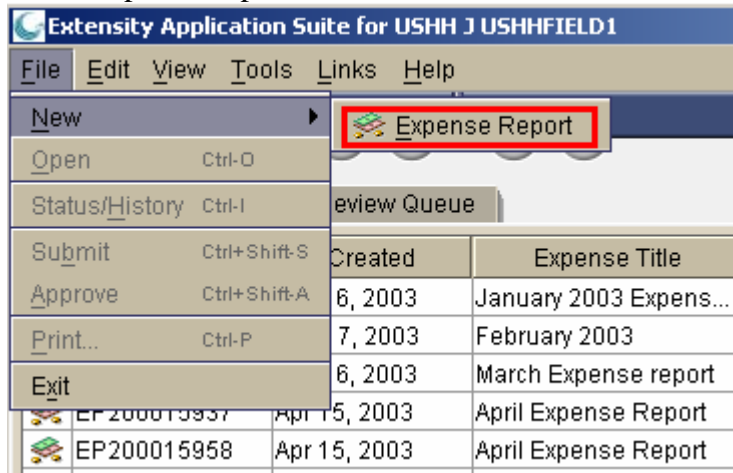
- Left Click on the “Filter” button.



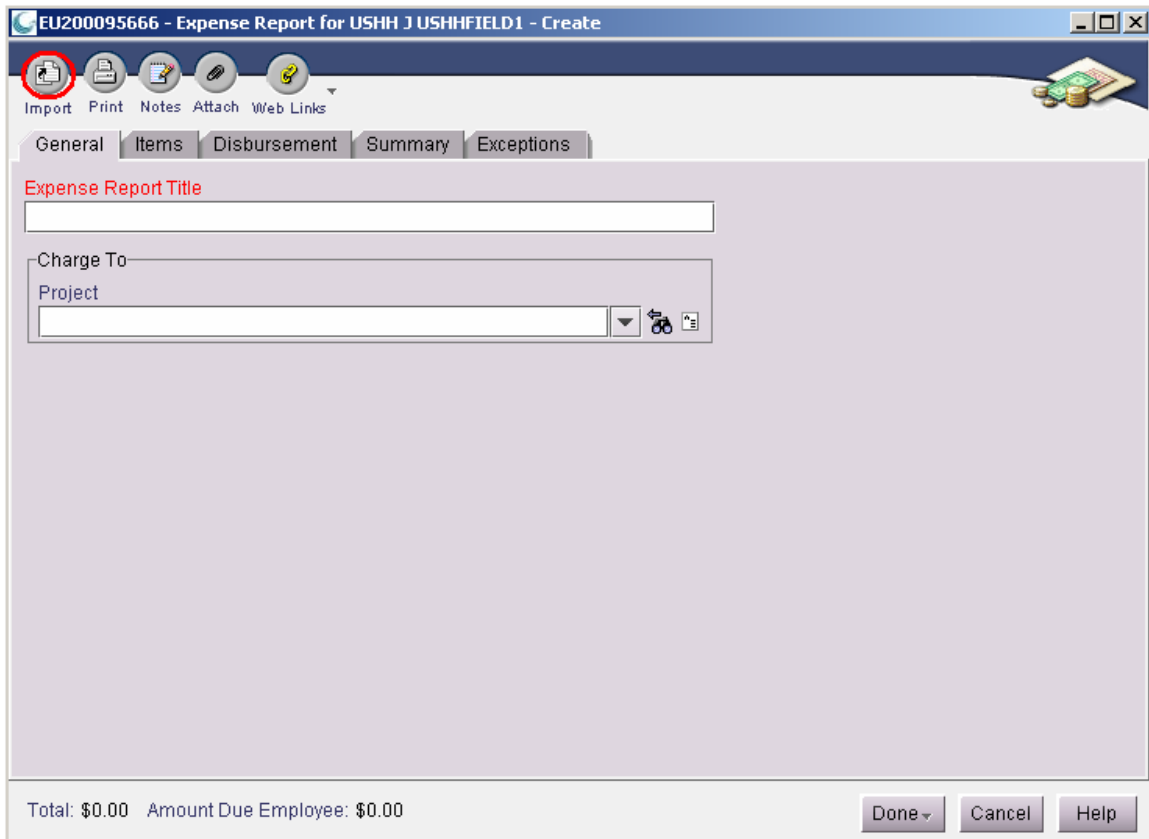
- Uncheck all criteria fields.
- Left Click on the “OK” button.

## 10. How do I find missing Amex transactions in EZ Expense?

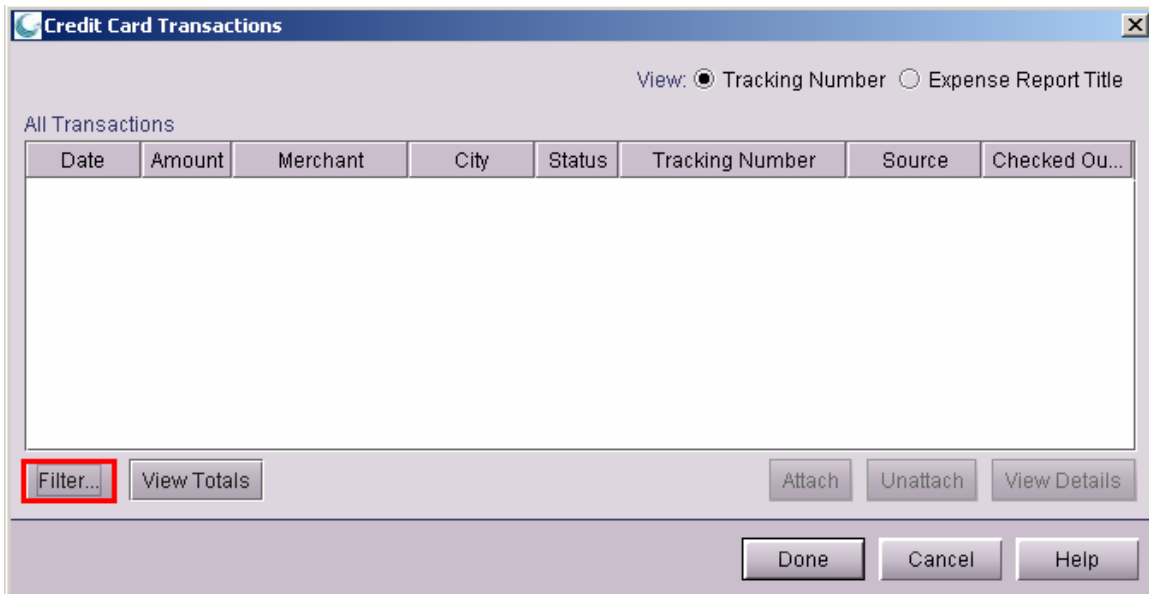
- First close out of the Offline EZ Expense Client.
- Connect to the FSNet.
- Left Click on eZ Expense Online Quick Launch Icon. If it is not available, enter “<http://ezexpense.merck.com>” into the Internet Explorer Address Bar and click on the “Go” button.
- If prompted for a location, select USHH/MVD/MSP and Left Click on the “Submit” button.
- Left Click on the link “Launch Application” and you will be prompted for your ISID and Password to continue. Please note that the Online EZ Expense Client may take some time to open.
- When the “Choose Documents to Upload” window appears, Left Click on the “Cancel” button.
- Left Click on the “File” menu.
- Left Click on the “New” selection.
- Left Click on “Expense Report”.



- Left Click on the “Import” button.

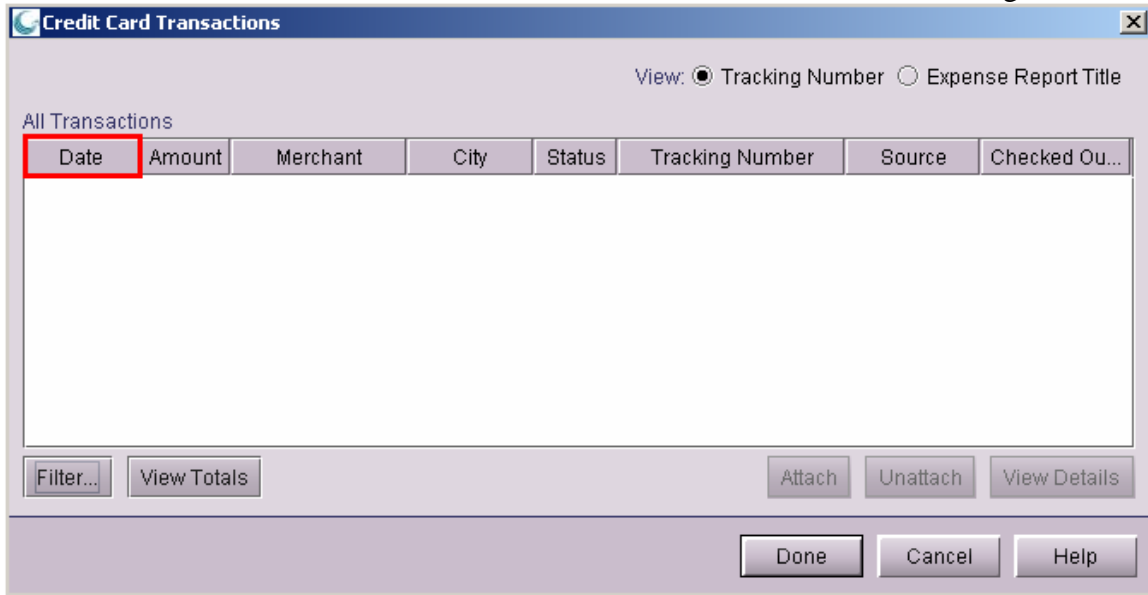


- Clear all of the Import filters:
  - Left Click on the “Filter” button.

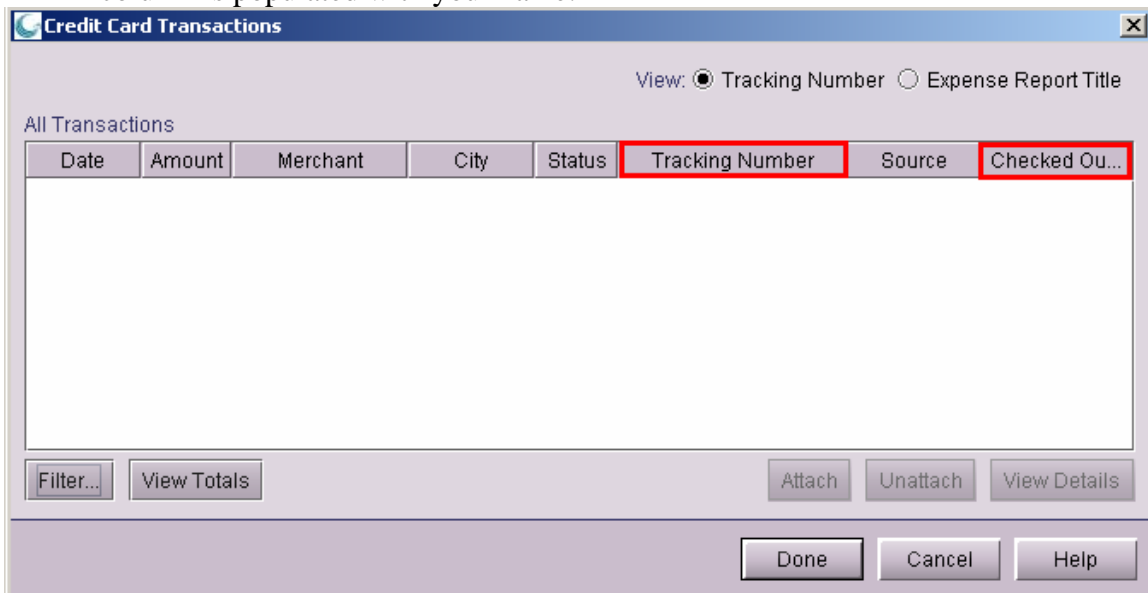


- Left Click on the “Reset Default Values” button at the bottom. This sets the filter to search all unattached transactions.
- Under the “Status” section, uncheck the options for “Attached” and “Removed”, but leave the “Unattached” option checked.
- Left Click on the “OK” button.

- Left Click on the “Date” column header to sort transaction in chronological order.



- Look for the missing transactions in the list. Missing transactions will not have a Tracking Number listed in the Tracking Number column. If there is a Tracking Number listed, then the transaction is attached to another report and cannot be reused.
- If the transaction is not attached to another report, see if the “Checked Out” column is populated with your name.



- If the transaction is present and the “Checked Out” column is not populated, then do an eZ Expense sync to download the transaction.
- If the transaction(s) are present and “Checked Out” column is populated, recheck offline client for the missing transaction. If it is still not in the offline, contact the Helpline and let them know that your Offline Database is out of sync.



If the transaction(s) is missing from the online client, please report the following information to the Helpline:

- The Date, Amount, and Vendor for the transaction.
- The Helpline will also need a contact phone number where you can be reached.