

Self Service Library

Adobe Acrobat 5
Adobe Acrobat 6
Adobe Acrobat 7.0
Adobe FrameMaker 5.5
Adobe FrameMaker 7
Adobe Photoshop 4.0
Adobe Photoshop 7.0
Adobe Photoshop Creative Suite 2
Adobe Photoshop CS 8
Adobe Reader 7.0
AOL Instant Messenger
Apple iLife
Apple Boot Camp 1.1.2
AutoCAD
BackUpMyPC 6
BlackBerry
Copernic Search 1.6
Corel Presentations 9.0
Corel WordPerfect 7.0 for Windows 95
Corel WordPerfect 8 for Linux
Corel WordPerfect 8.0
Corel WordPerfect 9.0
Corel WordPerfect 9.0 for Linux
CorelDRAW 7.0
Entourage
FileMaker Pro 8
Gmail
GNOME 1.x
Google Desktop Search
Gtalk
HP iPAQ
Internet Connectivity 3.0
Internet Connectivity 4.0
Internet RSS News Readers
Intuit Quicken 98 for Windows
KDE
** iWork 06 for Macintosh*
Lavasoft AdAware PE 1.06
Lotus 1-2-3 97
Lotus 1-2-3 Millennium
Lotus 1-2-3 Release 5.0 for Windows
Lotus Domino Server R5
Lotus iNotes
Lotus Notes 4.x for Windows
Lotus Notes 5.x for Windows
Lotus Notes 6.x for Windows
Lotus Notes 7
Lotus Sametime
Lotus ScreenCam Millennium
Lotus SmartSuite 9.6
Lotus WordPro 97
Lotus WordPro Millennium
Mac OS X 10.4.3 Tiger
Mac OS X 10.3 Panther
Macromedia Dreamweaver MX 2004

Macromedia Dreamweaver 8 for Mac
Macromedia Studio 8
McAfee Total Protection for Small Business
McAfee VirusScan 9.0
McAfee VirusScan Enterprise
Microsoft Access 2000
Microsoft Access 2002
Microsoft Access 2003
✓ Microsoft Access 2007
Microsoft Access 95
Microsoft Access 97
Microsoft Excel 2000
Microsoft Excel 2002
Microsoft Excel 2003
✓ Microsoft Excel 2007
Microsoft Excel 95
Microsoft Excel 97
Microsoft Exchange Server 2000
Microsoft Exchange Server 2003
Microsoft FrontPage 97
Microsoft FrontPage 98
Microsoft FrontPage 2000
Microsoft FrontPage 2002
Microsoft FrontPage 2003
Microsoft InfoPath 2003
Microsoft Int. Explorer 4.0
Microsoft Int. Explorer 5.0
Microsoft Int. Explorer 5.5
Microsoft Int. Explorer 6.0
Microsoft Int. Explorer 7.0
Microsoft Live Meeting
Microsoft Office 2000
Microsoft Office 2003
Microsoft Office 95 Pro
Microsoft Office 97 Pro
Microsoft OneNote 2003
Microsoft Outlook 2000
Microsoft Outlook 2002
Microsoft Outlook 2003
✓ Microsoft Outlook 2007
Microsoft Outlook 97
Microsoft Outlook 98
Microsoft Outlook Express
Microsoft PowerPoint 2000
Microsoft PowerPoint 2002
Microsoft PowerPoint 2003
✓ Microsoft PowerPoint 2007
Microsoft PowerPoint 95
Microsoft PowerPoint 97
Microsoft Project 2000
Microsoft Project 2002
Microsoft Project 2003
Microsoft Project 98
Microsoft Publisher 97
Microsoft Publisher 98

Microsoft Publisher 2000
Microsoft Publisher 2003
Microsoft SharePoint Portal Server
Microsoft Visio 2000
Microsoft Visio 2002
Microsoft Visio 2003
Microsoft Windows Media Player
Microsoft Windows Millennium
Microsoft Windows Server 2003
Microsoft Windows XP Professional
Microsoft Word 2000
Microsoft Word 2002
Microsoft Word 2003
Microsoft Word 2007
Microsoft Word 95
Microsoft Word 97
Microsoft Word 98
Microsoft Works 2000
Microsoft Works 7.0
Mozilla FireFox 1.0
Mozilla FireFox 1.7
Mozilla Thunderbird
MSN Messenger
MS Windows Search
MyDVD
Nero 7
Netscape Communicator 4.01
Netscape Navigator 4.03
Netscape Navigator 4.75 for Linux
Netscape Navigator 6.2
Netscape Navigator 7
Netscape Navigator 7.1
NewsGator
Norton Internet Security 2006

Novell GroupWise 6
Novell GroupWise 6.5
Novell GroupWise 7
Palm Organizers
Palm OS 5.4
PC System Diagnostics for Windows 2000
PC Tools Spyware Doctor 3.2
Picasa and Hello
QuarkXPress 4.0
QuarkXPress 7.0 for Mac
Roxio-Easy Media Creator 8
Safari
Safer Networking
Spybot Search & Destroy
Seagate Crystal Reports 11
Seagate Crystal Reports 7
Seagate Crystal Reports 9
Spybot/PC Cillin- Trend Micro
StarOffice 5.1
StarOffice 5.2
StarOffice 5.2 for Windows
Symantec AntiVirus 9.0 CE
Symantec AntiVirus 10
Symantec AntiVirus 10.1
TechSmith SnagIt 7.0
Treo 650
Webroot Software SpySweeper 4.0
Windows Mobile 5.0
Windows: SharpReader
✓ *Windows Vista*
WinZip 9.0
WordPerfect 6.0 for Windows
WordPerfect 6.1 for Windows
Yahoo! Messenger

Support Analyst Library

Ad-Aware SE Professional
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Adobe FrameMaker 5.5
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Adobe Photoshop CS 2
Adobe Reader 7.0
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Blackberry
Caldera OpenLinux 2.x
Copernic Search 1.6
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Google Desktop Search
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Internet Connectivity 3.0
Internet Connectivity 4.0
Internet RSS NewsReaders
Intuit Quicken 98 for Windows
KDE
Lavasoft AdAware PE 1.06
Linux (General)
Linux Applications
✓ Longhorn Server
Lotus 1-2-3 97
Lotus 1-2-3 Millennium
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Lotus Domino Server 7
Lotus Domino Server R5
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Lotus Mail and Messaging
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Lotus Notes 5.x for Windows
Lotus Notes 6.x for Windows
Lotus Notes 7
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Lotus ScreenCam Millennium
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Lotus WordPro Millennium
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McAfee Total Protection for Small Business
McAfee VirusScan Enterprise
McAfee VirusScan 9.0
Microsoft Access 2000
Microsoft Access 2002
Microsoft Access 2003
*Microsoft Access 2007**
Microsoft Access 95
Microsoft Access 97
Microsoft Excel 2000
Microsoft Excel 2002
Microsoft Excel 2003
*Microsoft Excel 2007**
Microsoft Excel 95
Microsoft Excel 97
Microsoft Exchange 2000
Microsoft Exchange 4.0
Microsoft Exchange Client 5.x
Microsoft Exchange Server 5.0
Microsoft Exchange Server 5.5
Microsoft Exchange Server 2003
*Microsoft Exchange Server 2007**
Microsoft FrontPage 97
Microsoft FrontPage 98
Microsoft FrontPage 2000
Microsoft FrontPage 2002
Microsoft FrontPage 2003
Microsoft InfoPath 2003
Microsoft Int. Explorer 4.0
Microsoft Int. Explorer 5.0
Microsoft Int. Explorer 5.5
Microsoft Int. Explorer 6.0
Microsoft Int. Explorer 7.0
Microsoft Live Meeting
Microsoft Mail and Messaging
Microsoft NetMeeting 3.0
Microsoft Office 2003
Microsoft Office 2000
Microsoft Office 95 Pro
Microsoft Office 97 Pro
Microsoft OneNote 2003
Microsoft Outlook 2000
Microsoft Outlook 2002
Microsoft Outlook 2003
✓ Microsoft Outlook 2007
Microsoft Outlook 97
Microsoft Outlook 98
Microsoft Outlook Express
Microsoft PowerPoint 2000
Microsoft PowerPoint 2002

Microsoft PowerPoint 2003
*Microsoft PowerPoint 2007**
Microsoft PowerPoint 95
Microsoft PowerPoint 97
Microsoft Project 2000
Microsoft Project 2002
Microsoft Project 2003
Microsoft Project 98
Microsoft Publisher 97
Microsoft Publisher 98
Microsoft Publisher 2000
Microsoft Publisher 2003
Microsoft SharePoint Portal Server
Microsoft SQL Server 2000
Microsoft SQL Server 2005
Microsoft SQL Server 7.0
Microsoft Terminal Server
Microsoft Visio 2000
Microsoft Visio 2002
Microsoft Visio 2003
Microsoft Windows 2000 Professional
Microsoft Windows 2000 Server
Microsoft Windows 3.1
Microsoft Windows 95
Microsoft Windows 98
Microsoft Windows Me
Microsoft Windows Media Player
Microsoft Windows Millennium
Microsoft Windows NT Server 3.51
Microsoft Windows NT Server 4.0
Microsoft Windows NT Workstation 4.0
Microsoft Windows Server 2003
Microsoft Windows XP Professional
Microsoft Word 2000
Microsoft Word 2002
Microsoft Word 2003
Microsoft Word 95
Microsoft Word 97
Microsoft Word 98
Microsoft Works 2000
Microsoft Works 7.0
Mozilla FireFox 1.0
Mozilla FireFox 1.7
Mozilla Thunderbird
MSN Messenger
MS Internet Information Server 4.0
MS Internet Information Services 6.0
MS Windows Search
MS-DOS 6.2
MS-DOS 7.0
MyDVD
Nero 7
Netscape Communicator 4.01
Netscape Navigator 4.03
Netscape Navigator 4.75 for
Linux

Netscape Navigator 6.2
Netscape Navigator 7
Netscape Navigator 7.1
NewsGator
Norton Anti-Virus Utilities 7.1
Norton Internet Security 2006
Novell GroupWise 6
Novell GroupWise 6.5
Novell GroupWise 7
Novell GroupWise Client 5.2
Novell GroupWise Client 6
Novell Mail and Messaging
Novell NetWare 4.1
Novell NetWare 4.11
Novell NetWare 6.5
Palm Operating System 3.5
Palm Organizers
PC System Diagnostics for Windows 2000
PC System Diagnostics for Windows 95
PC System Diagnostics for Windows 98
PC System Diagnostics for Windows NT 4.0
PC System Diagnostics for Windows XP
PC Tools Spyware Doctor 3.2
PlaceWare Conference Center
Printer Diagnostics 1.0
QuarkXPress 4.0
QuarkXPress 7.0 for Mac
Red Hat Linux 6.x
Red Hat Linux 7.x
Roxio-Easy Media Creator 8
Safari
Safer Networking
Spybot Search & Destroy
Seagate Crystal Reports 11
Seagate Crystal Reports 7
Seagate Crystal Reports 9
Spybot/PC Cillin- Trend Micro
StarOffice 5.1
StarOffice 5.2
StarOffice 5.2 for Windows
Symantec Antivirus 8.x
Symantec Antivirus 9.0 CE
Symantec Antivirus 10
Symantec Antivirus 10.1
Symantec pcAnywhere 10.5
Symantec pcAnywhere 11.0
Symantec pcAnywhere 7.5
Treo 650
WebEx Meeting Center
Webroot Software SpySweeper 4.0
Windows: SharpReader
Windows Mobile 5.0
✓ Windows Vista
WordPerfect 6.0 for Windows
WordPerfect 6.1 for Windows
Yahoo! Messenger

Enterprise Library

Angel Learning Management System

Angel LMS 7

Blackboard

Blackboard 7

Instructor

Managing Content
Managing Students
Grading Courses

Student

Grade Book
Digital Drop Box
Assignments
Communication Tools

Citrix

Citrix Access Suite v4

Citrix MetaFrame Conferencing Manager

Creating a Conference
Managing a Conference
Setting Preferences

Citrix MetaFrame for UNIX

ICA Connection
Client Mapping
Working with ICA Client

Citrix MetaFrame for Windows XP

Program Neighborhood Agent
Program Neighborhood
Web Interface for MetaFrame XP

Citrix MetaFrame Secure Access Manager

Content Delivery Agent
Customizing Settings
Launch Application
Published Application
Working with Access Center

Cognos Corporate Performance Management

Business Intelligence
Cognos Planning and Consolidation
Scorecarding

MicroStrategy Desktop 8

Filters
Metrics
Reports
Schema Objects

Oracle

Oracle E-Business Suite Financials 11i

General Ledger
Payables
Receivables
Fixed Assets
Working with Oracle 11i

Oracle Manufacturing

PeopleSoft

Human Capital Management

NA Payroll
Time and Labor
Benefits
Recruiting

Customer Relationship Management

Customers CRM
Products CRM
Items CRM
Sales
Orders and Quote

✓ Financial Management

Planning and Budgeting
General Ledger
Payables
Receivables
Purchasing

Working with PeopleSoft

Productivity Tips

SAP

Cost Controlling

Activity Based Costing
Cost Element Accounting
Cost Center Accounting
Internal Order Accounting

Customer Relationship Management

Marketing
Customer Interaction Center
Mobile Client
Enterprise Sales

Financial Accounting

Accounts Payable
Accounts Receivable
Asset Management
Funds Management
General Ledger

Special Ledger

Human Resources

Employee Self Service
Career Management
Personnel Management
Recruitment
Training and Event Management
Time Management

Supply Chain Management

Materials Management
Production Planning and Control
Warehouse Management System

Working with SAP

Accessing SAP
Matchcodes
Printing in SAP
SAP Reports
SAP Screens
SAP User Settings
Session Management
Transaction Codes

Sales & Distribution

Session Management Billing
Foreign Trade and Customs
Reports
Sales
Shipping and Transportation
Working with Master Data

mySAP

Business Warehouse
CRM
Finance
Human Resources
Product Lifecycle Management
Strategic Enterprise Management
Workflow Utility

SCT Banner

Accounts Receivable
Advancement
Bookshelf
Financial Aid
General
Human Resource
Internet Explorer
JInitiator
Luminis Platform

Siebel

Working with Siebel

Navigation
User Preferences
Working with Projects

Customer and Partner Applications

eSales

Employee Relationship Management

Application Administration
Siebel Teams
eFinance

Customer Relationship Management

Service Requests
Invoices
Claims

Web CT 6.0

Web CT Campus Edition Course Management System

Web CT Vista

Jenzabar EX*