



**BACK PADDOCK
COMPANY**

From “Local Only” to Mobile App

1. Adviser Program

The first step is to get the newly created file active on CornerPost for the first time.

1. Create client file on Adviser
2. Add any required Farms/Paddocks/Rotations
3. Close client file on Adviser
4. Click file name in CornerPost list (it will be Local Only so scroll down, if you can't see it the Refresh File List, if this is greyed out click OFF AutoSync temporarily and Refresh File List)
5. Click Tools
6. Click Reset Sync Clock
7. Click OK on prompt
8. Click Sync Selected Files from CornerPost
9. Click OK on Manual Sync Complete prompt
10. Wait 5 mins
11. Click Refresh File List, file should be CornerPost active (green icon) with Changes on Local Only. If not, wait an additional 5 mins and Refresh. Continue when Ready
12. Single click file to highlight
13. Click Sync Selected Files with CornerPost

It will now take a few minutes for the file to be processed on CornerPost and become available for download to the App. If you turned AutoSync off to complete this task you may now turn it back on. Otherwise, Refresh File List in around 5 minutes to see the file now available on CornerPost with Sync Status “synchronised”.

2. Mobile App

When your file is showing as Ready on the Adviser program it's time to pick up the Mobile App and sync your file.

1. Touch Back Paddock Mobile app
2. Touch CornerPost
3. Touch file to tick
4. Touch Done

Your file will now be sync'd to your Mobile App. AutoSync can be enabled if desired, or continue to use manual sync processes as required.

3. Help please!

We at Back Paddock understand that everyone is different and learns in different ways. To facilitate this and make our products more accessible for everyone, we have a plethora of different ways and means of obtaining assistance in any situation.

3.1 Talking to Real People

That's fine by us! We have a HelpDesk service that operates Monday to Friday 7:30am – 5pm on free call 1800 557 166 and we are always happy to take your call.

3.2 See things Visually

Private webinar sessions can be arranged if you say please very nicely, and send an email through to Support@backpaddock.com.au. Alternately, there are a few videos on various processes available online at <http://www.backpaddock.com.au/help-desk/>. This gets updated frequently, so if you have a question about something that's not up there, let us know and we may just create one inspired by your request!

3.3 Notes to look at it in my own time

Not a problem! As well as this user manual, we have a heap of Help Sheets available online to point you in the right direction, get you started, and save you from any sticky situations you might find yourself in. Visit: <http://www.backpaddock.com.au/help-desk/> for the full list organised by program.

3.4 Phones are down, need help!

Have you seen met our Online Consultant? She's friendly, patient, knowledgeable and about three clicks away! Reach her at <http://www.backpaddock.com.au/help-desk/> by clicking on the Site Consultant button.

3.5 Non-urgent brainwave in the middle of the night?

How about an email? We've usually responded by the end of the next business day, and this gives you a chance to send us your thoughts or questions at any hour of the day or night! Give us a yell at Support@backpaddock.com.au

Good luck, and have fun!

Back Paddock Team.

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