Quixer

Installation Guide

Contents

System Requirements

Outlook Compatibility

- Outlook 2010, Outlook 2013, Outlook 2016, Outlook 2019, Office 365

Windows Compatibility

- Windows 7 with Service Pack 1 or above
- Microsoft .NET Framework 4.5 or above

*For some Users running Windows 7 with Outlook 2010, it may be necessary to install "Visual Studio 2010 Tools for Office Runtime"

Recommended Browser

- Google Chrome is the recommended browser to download the QuiKer.msi Setup file

QuiKer License Keys

A License Key is needed to activate QuiKer. Users will need to enter either the 30-Day Free Trial License Key or their Agency License Key, which is assigned to an Agency upon purchasing QuiKer.

*<mark>NOTE</mark>: All Users in an Agency will use the SAME License Key to activate QuiKer. License Keys are issued based on computer count. For example: ABC Agency's license key is 1234567 and is valid for 8 computer activations. All 8 computers will enter 1234567 to activate QuiKer.

If a User switches computers, the Administrator or User must notify QuiKer Support at helpdesk@simplyquiker.com. Because QuiKer is installed locally on a User's computer, the License Key assigned to the old computer must be released, allowing the User to install and activate QuiKer on their new computer.

Creating QuiKer Credentials for Users

QuiKer connects to your Agency's AMS360 database through a specific portal in AMS. Each User needs an API Username and API Password to connect to AMS360 via this portal. *__NOTE__: These are __separate__ credentials from the traditional AMS360 username and password that Users currently have. The person with access to the Administration Tab that has Web Service API under the General Menu will need to create these credentials for Users.

QuiKer Users will be prompted to enter in the following when installing QuiKer:

    1) Agency Number (your Agency's AMS 7-digit database number with a -1 on the end, i.e.- 1234567-1)
    2) API Username
    3) API Password

Within AMS 360:

1. Click into the __Administration__ Tab
2. From the left-side General menu, click __Web Service API__
3. Click __New__ to open this dialog box
4. Create a Login ID (This is the __API Username__) and Password (This is the __API Password__) Password must be 6 characters with 1 NUMBER, 1 UPPERCASE, NO special characters
5. Select the Employee from the __Specific Employee__ drop-down menu
6. Click the __Check All__ button
7. Click __Save & Close__
8. Repeat for all QuiKer Users

If you don't know your Agency Number for AMS360:

1. Click into the Administration Tab
2. Click __Agency Overview__
3. Click __Edit Agency__
4. The __Agency #__ is listed at the top of the Agency Setup popup box

Installing on a User's computer

Follow these steps to install on each User's computer:

1. Close Outlook.
2. In **Google Chrome**, go to https://simplyquiker.com/installation and download the latest version of QuiKer.
3. Double-click the QuiKerSetup.msi download and walk through the installation until you receive the **Installation Complete** message.
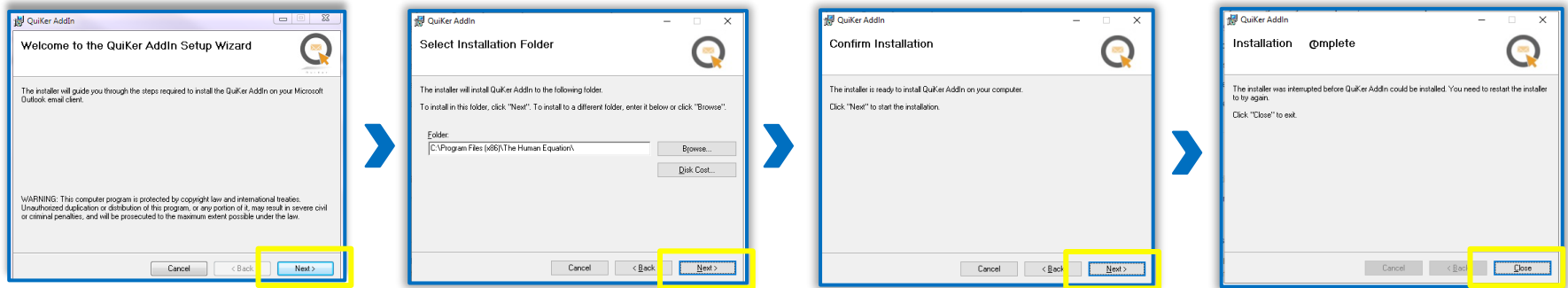
4. Open Outlook.
5. You will see a **QuiKer** Tab appear in the top bar of Outlook next to Home | Send/Receive | View, click into the **QuiKer** Tab.
6. Click the Activate QuiKer button and copy/paste either the 30-day free trial Key or your Agency's permanent License Key and click **Activate**.

   * You should receive a green checkmark and a message that reads your license is activated, the close the window.
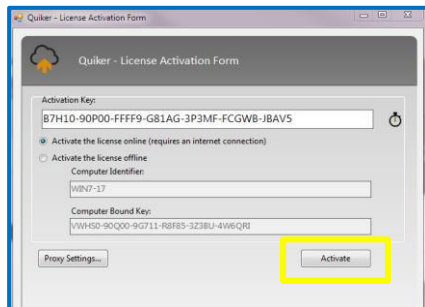
7. The QuiKer Initial Setup box will appear--next, enter in the Agency Number, API Username and API Password. In the second window enter in the Employee First Name and Employee Last Name **exactly as it appears** in AMS360. *Titles, capitalization and punctuation matter.
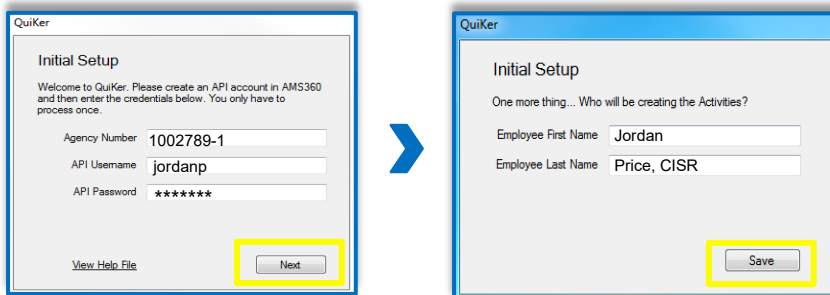
Helpdesk Contact Information & Knowledgebase

Our Helpdesk is here to assist you. Our office hours are Monday-Friday 10:00 a.m.-3:00 p.m. EST.

- Email: helpdesk@simplyquiker.com
- QuiKer Knowledge Base: https://simplyquiker.com/knowledgebase has short video tutorials that guide you through the Installation process and how-to videos that walk through QuiKer's features.