Individual software familiarization for end users

Description

Software familiarization (p/n S024) is a customizable online introduction to Clarity software designed to help end users master basic principles and workflows. This personalized training is delivered directly to the user's PC via TeamViewer, with voice communication typically handled via MS Teams. It is meant for a single user of Clarity, more attendees can be added for extra charge but this may hinder the interactivity of the training. The user is encouraged to practice topics on their own stations under the guidance of DataApex support.

Beyond the basics, the workflow explanation can be tailored to the user's specific application, ranging from method creation and optimization to data processing and reporting.

Duration & Follow-up

The main training session lasts up to two hours. Additionally, the service includes a complimentary follow-up (*email discussion or a 15-30 minute meeting*) to address questions that arise once the user begins working independently. This follow-up must be utilized within two weeks of the main training.

Training Objectives

Users will gain an understanding of the software's structure and essential functions, practice workflows, and be fully prepared for daily laboratory routines using Clarity Chromatography software.

Together, we will go step-by-step over:

- User Account creation (optional)
- System Configuration (device configuration excluded)
- Main Clarity window overview and Project creation
- Method Setup
- Instrument window overview
- Single Analysis and Sequence setup
- Calibration setup
- Chromatogram evaluation
- Reports/Exports
- How to ask for support
- Q&A

Prerequisites

- Stable internet connection
- Headset (microphone and speakers)

- Installed and up-to-date version of Clarity on the user's PC

- Instruments must be connected and configured in Clarity prior to training (wiring and hardware configuration are not covered).

Note: Installation and configuration can be performed prior to training via *Remote Support (p/n S021)*. Combined, these tasks usually take one hour.

Connectivity Options

If the PC with Clarity cannot be connected to the internet, the user has two options:

1. **Use a PC with Clarity but without instruments:** This remains an interactive session where the user can practice on their own station.

2. **Use a PC without Clarity:** The session will be passive (webinar style); the user watches the lessons without hands-on practice.

Note: For both options, it is still necessary that the user connects to the online session (TeamViewer / Teams) so they can interact with our support staff and become familiar with Clarity workflows.

Ordering information

p/n S024 – Software familiarization: Send purchase orders to sales@dataapex.com. Please include the attendee's name, email address, and software S/N.

Cancellation Policy:

Sessions may be rescheduled or canceled free of charge up to 24 hours before the event. Cancellations made less than 24 hours in advance will be charged at 50% of the price.

Related Products:

p/n S021 – Remote support: Covers general support such as installation, device configuration, or troubleshooting. Please also include the attendee's name, email address, and software S/N.