## MYOB EXO Employer Services Support Contact Details

Last Updated: 03 October 2014



## Introduction

Support provider contact details are displayed in the EXO Employer Services system:

- On the About window
- On the Registration window
- In support functions and error messages

These details can be customised to suit a support partner's contact details:

📕 About			×	
EXO EMPLOYER SERVICES WYOS ENTERPRISE SOLUTIONS	Application MYOB EXO Employer Services MYOB EXO Payroll (AU) MYOB EXO Employee Information MYOB EXO Time and Attendance Runtime Files		Version 2014.03 2014.03 2014.03 2014.03 09.00.0000.7423	
Support provider details				
	Company Name Support Phone Support Email Support Fax	lame CUSTOM COMPANY one 1800 CUSTOM nail <u>custom@customcompany.com</u>		
	Sales Phone Registration Fax Registration Email	1800 CUSTOMSALES 1800 REGFAX		
	Website	www.customcompany.com		
	This product is licensed   Licence Name Demonstration   Licence Number 1001   Customer Number 0   Country AUSTRALIA   Installed In C:\PAYROL~		Client ID	
	Use of this software is subject to the MYOB End User Licence Agreement, a copy of which can be found <u>here.</u>			
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System Info				

By default, contact details for MYOB are displayed as the support provider details. To customise these details, a file named **Contact.ini** can be created and stored in the main EXO Employer Services installation directory. If EXO Employer Services detects the presence of a **Contact.ini** file, it will use the contact details in the file instead of the default MYOB contact details.

MYOB EXO Employer Services business partners can customise this file with their own contact details, so that the EXO Employer Services interface directs clients to them in the first instance.

Keeping the contact details in an INI file has the following benefits:

- Partners only need to enter their details once per installation. If there are multiple companies, they will all pick up these details from the **Contact.ini** file, which avoids having to configure each company individually.
- Keeping the configuration of these details out of the EXO Employer Services interface reduces the chance of clients inadvertently changing the details.

## Contact.ini File Format

The **Contact.ini** file must be formatted as follows:

Contact.ini - Notepad	
File Edit Format View Help	
Company Name = EXO Partner Name here Support Phone = 1800 SUPPORT PHONE Support Email = support@partner.com Support Fax = 1800 SUPPORT FAX Sales Phone = 1800 SALES PHONE Registration Fax = 1800 REGISTRATION FAX Registration Email = registration@partner.com Website = www.exopartner.com	*

The Company Name field is mandatory; all other fields are optional. If **Contact.ini** does not contain a Company Name field, the default MYOB contact details will be displayed.

A sample INI file called **Contact\_samplefile.ini** is installed into the root payroll directory. This file can be used as a base for creating your own **Contact.ini** file.