interMediate Software
Installation Guide
for up to 10 users
Mac OS X 10.4 and 10.5

inter **Mediate**

This guide is written for moderately experienced computer users who should find it quick and easy. If you don't understand the terms used here, or if you are not confident, please ask for help.

Before Starting . . .
The following are necessary:

> the host, network and any client computers should conform to the interMediate System Requirements and be configured in accordance with the interMediate Checklist (PDF file);
> broadband internet access with a good quality connection;
> any previously installed version of FileMaker Pro should be removed;
> a FileMaker Pro installer disc, usually provided by Resolute Systems, or a downloaded trial version;
> a FileMaker install code, usually provided by Resolute Systems;
> an interMediate installer downloaded from SendThisFile.com.

interMediate protects its data by locking itself to its host hardware. If the database is moved from the computer on which it's first installed it won't open. Resolute Systems can provide a code to release the lock.

FileMaker Pro
Either: Insert the FileMaker CD-ROM and open it,
> Drag the FileMaker virtual CD to the desktop background to copy it,
> Eject the CD from the disc drive and open the copied virtual CD;

Or: from the FileMaker website, download and open a FileMaker Pro trial installer.

Select the installer language and click OK.

Click Next to start the installer, then accept the installer default settings, but refuse the option to place aliases to FileMaker Pro on the desktop and in the Dock. These aren't necessary for running interMediate.

Enter the install code when the installer asks for it, in capitals. (For FileMaker trial installer there is no code.)

After the installer finishes, answer the questions to register the software with FileMaker.

From the Applications Folder, start FileMaker Pro.

From the Starter Solutions, select Home - General / To Do List, saving it to the desktop. Open this file.

In the grey header area of the To Do List, right click and select Customize...

With the Customize window open, drag all the icons in the window header off the grey header area. The leftmost group of icons can't be deleted. In the Customize window click Close.

In the bottom left border of the To Do List file window, change the Browse pop-up menu to Preview.

Repeat the process to select Customize in the header area and delete all the icons except the leftmost.

In the Customize window click Close.

Quit FileMaker Pro and delete the To Do List file from the desktop.

Delete the installer virtual CD from the desktop and store the FileMaker Pro CD safely.

interMediate Host Database
interMediate is supplied as a download from a file transfer service, using a link provided by Resolute Systems. Download the file, move it from the Safari download folder to the desktop, then double click the downloaded file. A folder *<your name> interMediate Installer* appears on the desktop. It contains guides and interMediate Folder, with six items: interMediate.fp7, interMediateHelp.fp7, interMediateMenus.fp7, iMAssessmentOpener.fp7, interMediateNetClient.fp7, and interMediate Back Up folder.

Move this folder and its contents to the root level of your system disk. To do this, open the system disk from its desktop icon. Arrange the windows so the interMediate Folder is visible on the desktop while the disk window is open. Use the mouse to drag the interMediate Folder into the disk window.

Open the interMediate Folder and right click interMediate.fp7. Select Make Alias. Move the new alias from the interMediate Folder to the desktop. Close the window.

Place an alias to interMediate.fp7 on the desktops of all the users of this computer who will use interMediate. It's also a good idea to place an alias in the Shared Folder, so users can easily replace their desktop copy if it's accidentally deleted. Installation of the database host is complete.

The first time interMediate is started, it will warn that FileMaker networking is switched Off. This can be ignored as interMediate will switch it On.

Network clients don't use aliases - follow the instructions below.

interMediate Network Clients

Make sure TCP/IP networking is working on all the client computers. If you can see the correct date at www.bbc.co.uk and play some video on all the computers, then all is well.

Install FileMaker Pro on each client computer as above.

Create a Folder called interMediate Folder on the system disk of each client computer.

Place a copy of interMediateNetClient.fp7 in the interMediate Folder on each client computer.

Create an alias to interMediateNetClient.fp7 on each client computer and place it on the desktop of each user who needs it, and in the Shared Folder as above.

While the host is running, double click the interMediateNetClient alias to open it. If the host asks for a user name and password the client set up is complete, whether user accounts have been entered on the host or not.

Entering User Accounts

There are five types of user in interMediate. PASSWORDS MUST CONTAIN AT LEAST 8 CHARACTERS.

administrators   The default logon information for Administrators is:

    user name: Administrator   password: administration (case sensitive)

Administrators enter the system set up information and set the access rights for other users. For setting up the system, see the separate document interMediate Admin Guide. After setting up, log on using the default administration account and change the administrator password to a private password. Keep a record of the password in a secure place.

To log on as the Administrator, use the host computer and the administration account. To run the system for normal use, it is important to log off as the Administrator and log on as a User, Manager or Host.

managers   Managers have full access to all of the system except the Administration functions.

users   User account access rights can be limited by the Administrator. There are pop-up menus on the Preferences page that allow the Administrator to deny Users access to: delete parties, see reports, edit letter templates and see mediator training and supervision records.

mediators   Mediators have the same access rights as Users, but limited to only those cases where the mediator is allocated in the case record. This limitation applies throughout interMediate, including the reports, which adds an additional dimension of reporting cases by mediator.

host   The Host account is for running interMediate unattended or in a data centre where the staff should not have access to the records. To enable the Host account, select its checkbox on the Users screen.

    user name: Host   password: hostonly (case sensitive)

Logging on as Host goes only as far as the Start screen.

Security Code

In the bottom left hand corner of the *Preferences* screen the network address of the host computer appears. Please copy this and email it to *support@resolutesystems.co.uk*. This is for a security system that generates a code allowing your software to be opened if the administration password is lost or if the database is moved to a different computer.