



101 Tosca Drive
Stoughton, MA 02072 USA

(Phone) 781.297-2034
(FAX) 781.297-2039
(Web) www.csmisolutions.com

SYMPTOMS

SportsWare does not print the letter to the parents.

CAUSE

CSMI has not been able to re-create this problem.

RESOLUTION

Check that the following:

1. Start **Microsoft Word**.
2. From the **File** menu, select **Open**.
3. Open the file: **C:\Program Files\SportsWare2004\Form Letters\Injury.Doc**.
4. From the **File** menu, select **Exit**.
5. Start **SportsWare2004**.
6. Move to the **Injury Database**.
7. **Single-click** an injury to select it.
8. From the **Report** menu, select **Injury, Parent's Letter**.
9. Click the **Select** button for the desired address.
10. Microsoft Word should display the **Parent's Letter**.

Note: *Depeding on your system speed, it may take 30 seconds or longer for the letter to be displayed.*

STATUS

The above procedure should display the Parent's Letter. If the letter is not displayed, contact CSMI with any Error messages.