

Chapter 1 – How to use this guide

What you will learn in this chapter:

- How to use this guide.
- How to contact Customer Support.
- Other useful resources.
- Some common terminology explained.

How to use this Guide

This User Guide explains how to install ShareScope, how to receive market data, and how to use the many features in the program.

Chapter 2 explains how to download the ShareScope software and install it on your computer. It also describes how to remove or reinstall the software in the future.

Chapter 3 explains the all-important operations of keeping the data in ShareScope up-to-date and, for ShareScope Plus and Pro users, how to receive intraday prices.

The rest of this guide explains individual topics in more detail.

Reading through this guide, and talking to our customer support team, you will encounter some common computing jargon (e.g. left-click, click and drag, etc.). If you are not too computer-literate, see the end of this chapter for an explanation of common terms.

Ionic Information has a policy of continuous improvement and whilst every effort is made to ensure the user guide is correct at the time of publishing, additional features may have been added after publication. When you install ShareScope, a **What's New** document will be displayed on the screen which will provide details of the latest new features. Subsequently, you can find this document by clicking on ShareScope's **Help** menu and then **What's New**.

How to contact Customer Support

Our friendly Customer Support team is available to help you with any queries whatsoever. We are happy to spend time helping you get the best out of the program. If you are new to investing or trading you may be unfamiliar with some of the terminology and concepts. Again, we are more than happy to explain.

Please do not hesitate to call as often as you like.

ShareScope Gold and Plus Tel. 0845 045 0111 (call charged at local rate) or
Tel. 0207 749 8504 (call charged at national rate)
Email: support@sharescope.co.uk
9am – 6pm, Mon-Fri

ShareScope Pro Tel. 0845 456 0545 (call charged at local rate) or
Tel. 0207 749 8503 (call charged at national rate)
Email: pro@sharescope.co.uk
8am – 6pm, Mon-Fri

Other useful resources

All ShareScope features and menu items are explained in ShareScope's on-screen **Help**. This can be accessed in a number of ways:

- Using the **Help – Contents and Search** facility on the **Help** menu you can search for specific words or phrases.
- Many dialog boxes include a **Help** button which will display the relevant Help page. Similarly, many dialog boxes include a **“?”** button in the top right-hand corner. Click on this button and then click on any item within the dialog box to display context-sensitive Help.

- Use the **F1** key to display context-sensitive Help. For example if you hover the mouse over an item on a menu and then press F1, the relevant Help will be displayed.
- Don't forget the **What's New** document on ShareScope's **Help** menu for details of the new features in the most recent release.

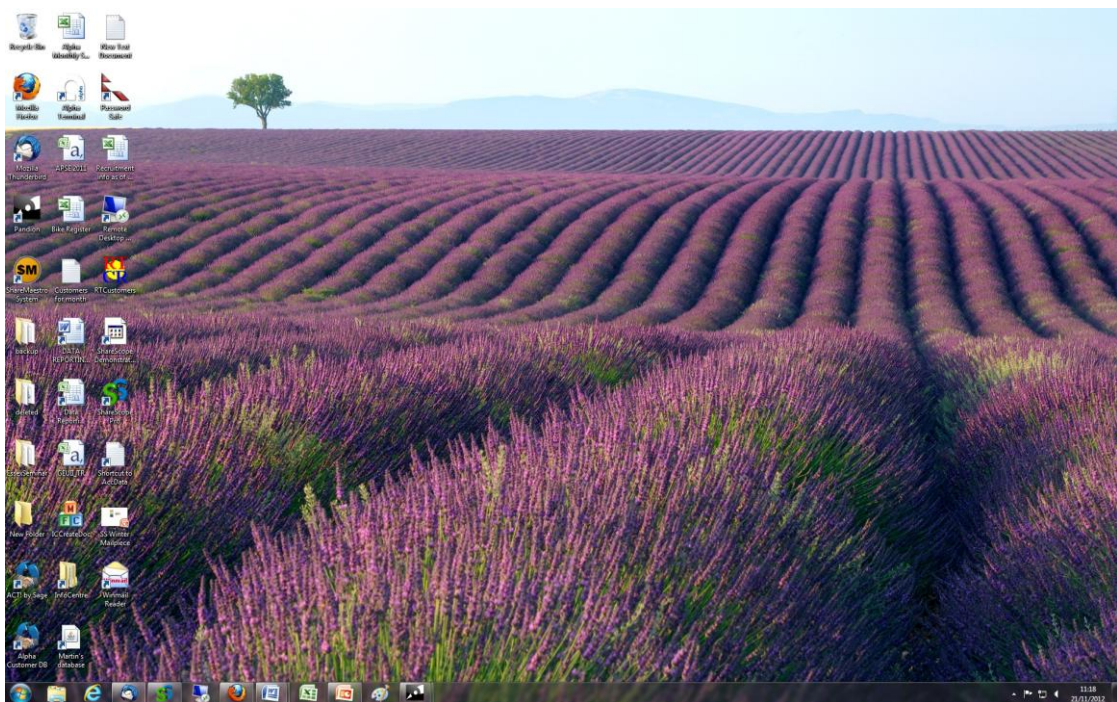
You can access a wide range of tutorials and videos at www.sharescope.co.uk/trainingzone.

You can also discuss ShareScope and investing techniques with other members on our discussion boards. You will find a link to these on ShareScope's **Help** menu.

Some computer jargon explained

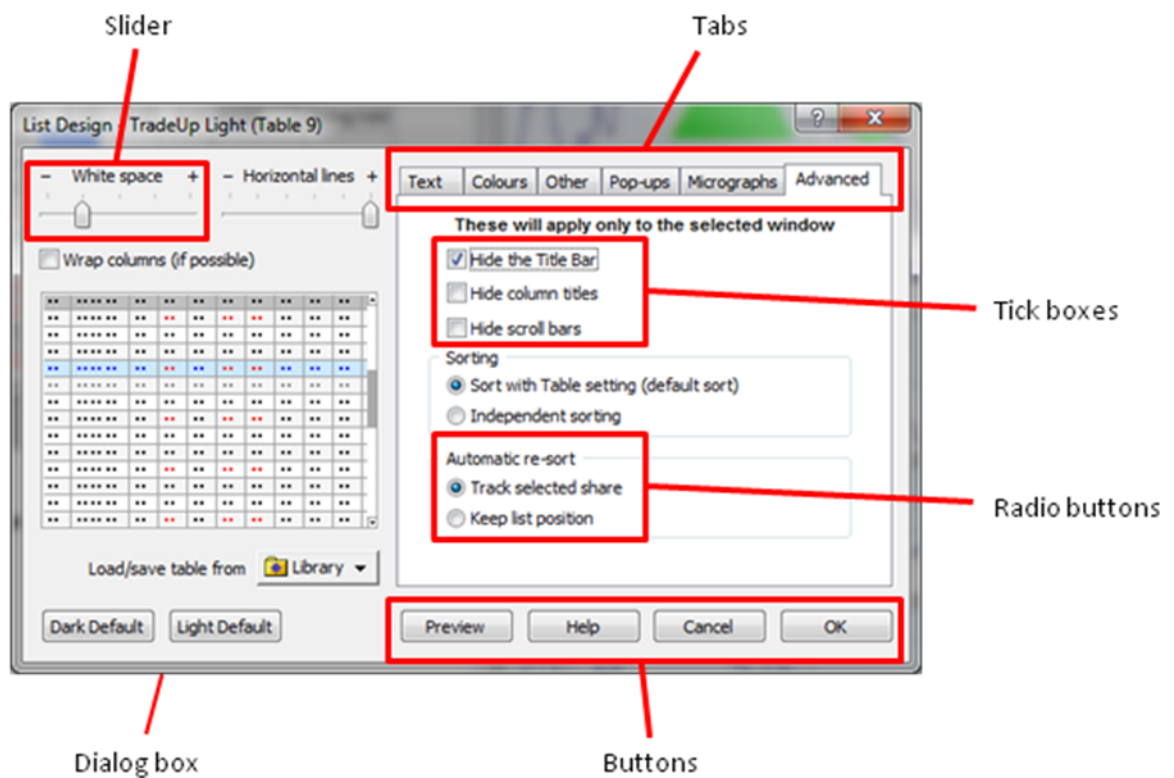
Below is a list of basic terminology you will encounter in this user guide or on the telephone to our customer support team.

- **Desktop**
When your computer has started up and before you have opened any programs, you are presented with an empty screen usually with a number of program icons displayed. You probably have a background image displayed as well. This screen is referred to as your "desktop". See the example below:



- **Window**
With Microsoft Windows, each program you open (e.g. ShareScope, Word, Excel) opens in a "window". You can re-size these windows, move them around the screen, etc. In ShareScope Plus and Pro, you can also open multiple windows inside the ShareScope window – for charts, portfolios etc. Each individual window can be configured differently, re-sized, moved etc.
- **Click**
Instructs you to click on the left mouse button once.

- **Double click**
Instructs you to click twice in quick succession on the left mouse button.
- **Right click**
Requires you to click on the right mouse button once. This always brings up a context menu on the object or window you are using.
- **Click and drag**
Click and hold down the left mouse button then move the mouse.
- **Dialog box / Dialog**
Sometimes when you select a feature in ShareScope, a box will be displayed with a number of settings for you to confirm or change. See the example below. This is called a “dialog box”. In some dialog boxes, options may be arranged on multiple tabs. Click on each tab to display the options.



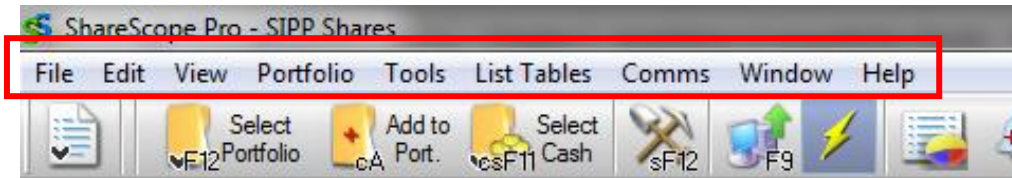
- **Tick box**
This refers to a square box next to an option in a dialog box (see image above). When the box contains a tick, the option is selected. Clicking on an empty tick box will add a tick; clicking on a ticked box will remove the tick. Tick boxes are used where more than one of the options may be selected.
- **Radio button**
This refers to a circle next to an option in a dialog box (see image above). When the box is filled with a dark centre, the option is selected. Clicking on an empty radio button will select the option; clicking on a filled radio button will de-select it. Radio buttons are used where only one of the options may be selected.

- **Slider**

This refers to a scale arranged on a horizontal line with a pointer indicating the current level selected (see image above). You can click and drag the pointer to move it to the required position on the scale.

- **Menu bar**

In ShareScope, the **menu bar** is displayed along the top of the ShareScope window:



Each category on this menu bar is a **menu**. Clicking on any of the menus will display a vertical menu of options. So, if we say “click on the Comms menu” we mean click on the word “Comms” on the menu bar. Note that the menu bar changes depending on what you are looking at.

- **Context menu**

In ShareScope, right-clicking the mouse will usually call up a menu of options relevant to what you are looking at. This is called a context menu. It enables you to access relevant features as quickly as possible.

- **Buttons**

A button is an object in a window or dialog which is associated with a particular action (see image above). Clicking a button will perform the action associated with it. The action is normally explained on the button face or beside it. Some of the common buttons and their purpose are explained here.

- **OK**
Click this button to save and apply changes you have made within a dialog and close the dialog.
- **Cancel**
Click this button to discard changes you have made and close the dialog.
- **Help**
Click this button to display the ShareScope Help for this feature.
- **Preview**
Click this button to temporarily apply the changes you have made without closing the dialog. You can then press **OK** to accept or **Cancel** to discard.
- **Default**
Click this button to revert to ShareScope’s default values for the feature.
- **Add Now**
This button is included where you might want to repeat the action (e.g. adding columns). Click on Add Now to add the feature without closing the dialog. Once you have finished adding features, click on OK to close the dialog; click on Cancel to remove the features and close the dialog.

- **Toolbar buttons**

Toolbar buttons are shortcuts to many of ShareScope's features. They are arranged on **toolbars** of which ShareScope has three by default. Click on a button to select that option. ShareScope's default toolbars are: the **Main toolbar** (see below) which runs along the top of the ShareScope window underneath the menu bar; the **Graph toolbar** which runs vertically down the right-hand side of the ShareScope window; and the **Settings toolbar** which runs along the bottom of the ShareScope window.



Example Main toolbar (yours may not look like this)

- **Select..**

- **...an option from a menu**

When **select** is used in conjunction with a menu or dialog box it is asking you to **click** on an option. It could be a button, tick box, radio button or a value from a dropdown menu.

- **Select or highlight...**

- **...a share in a list**

To select a share from a list, position the mouse cursor over any part of its row and click the left mouse button.

- **...more than one share**

To select shares which span a **continuous** range in a list, hold down the left mouse button and move the mouse cursor over those you wish to select. Once you have selected them all, release the mouse button.

To select shares from a **non-continuous** range hold the **CTRL** key and **click** on each share you wish to select.

To select shares which span a mixture of continuous and non-continuous ranges in a list, hold the **CTRL** key and using the steps above, select shares. Do not release **CTRL** key until you have finished selecting shares.