

Your guide to install Mitchell 1 and ShopKey Version 7 Shop Management Software

*Installation and
Registration guide*

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Chapter 1: Setup/Configuration

System Requirements

Before you begin installation, please make sure that the computer(s) you will be installing your Shop Management system software on meet(s) the minimum requirements below.

Minimum System Requirements

- Windows® 7 SP1, Windows® 8, Windows® 10, Windows® Server 2012 – **(NO ACTIVE DIRECTORY)**
- Intel® Core i3s / i5/ i7 Processor
- 4 GB Random Access Memory (RAM) is required for the computer running the Host/Server software. NOTE: 4 GB RAM is required for any computer running only the Workstation software.
- 12 GB of available hard disk drive space
- 17" monitor 1024 x 768 resolution
- DVD-ROM Drive (Host)
- Keyboard & Mouse
- Audio capability (for training videos)
- Inkjet printer or Laser Printer (Due to the large variety of printers available we cannot guarantee that every printer will be compatible with our software.)
- Broadband Internet Connection
- Data Protection and Recovery (MSEC) to create daily database backups

Optimum System Requirements

- Windows® 7 SP1, Windows® 8, Windows® 10, Windows® Server 2012 – **(NO ACTIVE DIRECTORY)**
- Intel® Core i5 / i7 Processor
- 4 GB Random Access Memory (RAM) or more is highly recommended on the computer running the Host/Server software in a multicomputer environment. RAM may need to be increased on the Host/Server as the number of connected Workstations increases.
- 80 GB available hard disk drive space
- 19" color monitor 1280 x 1024 resolution (or higher)
- DVD-ROM Drive (Host)
- Keyboard and Mouse
- Audio capability (for training videos)
- Inkjet or Laser printer (Due to the large variety of printers available we cannot guarantee that every printer will be compatible with our software.)
- UPS (Uninterruptible Power Supply) is highly recommended.
- Broadband Internet Connection
- Data Protection & Recovery (MSEC) to create daily database backups

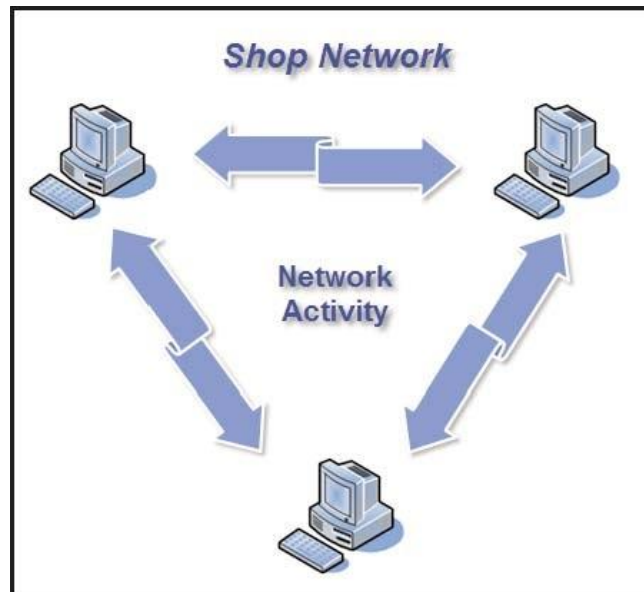
Networking Requirements

Network connectivity is required if you will be using your Shop Management system on multiple computers. For network setups with access to the internet, a commercial firewall and antivirus application is highly recommended. We also recommend the services of a professional network administrator to setup and configure your network environment.

- Windows® 7 SP1, Windows® 8, Windows® 10, Windows® Server 2012 – **(NO ACTIVE DIRECTORY)**
- Intel® Core i5 / i7
- Commercial Grade 100 MB/sec or faster Network Card
- TCP/IP network protocol
- Wireless connectivity is supported using 802.11g or faster
- 5 or more concurrent users should consider a dedicated computer to host the database. Network domains are not supported.



Disclaimer: The minimum requirements listed above apply to the current set of applications. These requirements may not be compatible with future software releases.



Chapter 2: Installing Your Shop Management System Software

You may follow the detailed instructions below to install your Shop Management system software on a single computer, or multiple computers, depending on your setup.

Host/Server and Workstation Installations

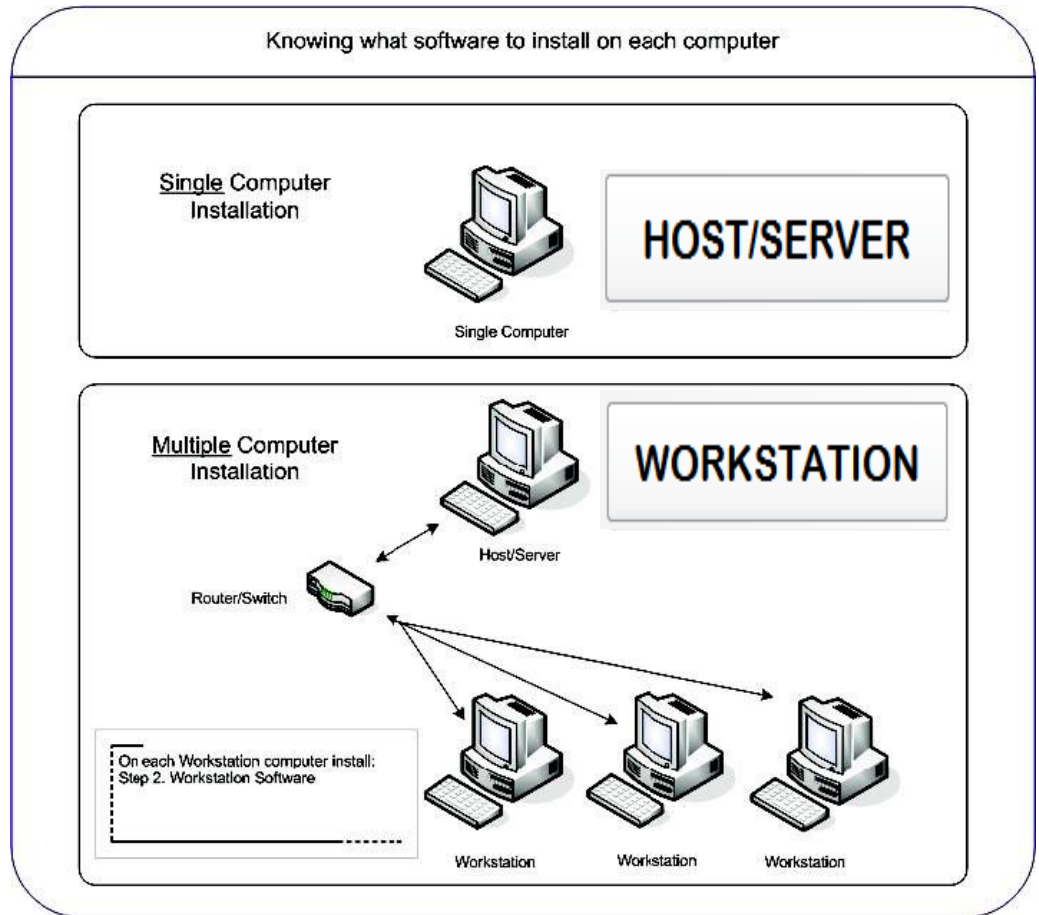
- **Host/Server:** The HOST/SERVER button installs both database engine and workstation. The database stores Customer Data, Vehicle, Repair Order History, etc. The workstation software allows you to interact with the database.
- **Workstation:** The WORKSTATION button only installs workstation software for other computers connected to your Server. The workstation software is your window into the database and what you see on your computer monitor.



Note: If you are already a Shop Management system user, it is important to back up your existing Shop Management System database before installing this software.

This is a critical step to avoid possible data loss in the event that the installation fails or is interrupted.

Your existing database will be migrated during the upgrade process and may take an extended period of time, depending on the size of your database and the speed of your computer.



Host/Server Installation

Single Computer Setup: If you have a single computer you only need to click on the HOST/SERVER button, that will install the database engine and workstation components.

Multiple Computer Setup: You will be installing the Host/Server (database) software on only one Host/Server computer as the first step. For best performance, the computer you choose to act as your Host/Server should be the highest performing computer in your shop. It is critical that the Host/Server software installation is completed before moving on to the installation of the workstation software on any of your computers.

Install the Host/Server Software

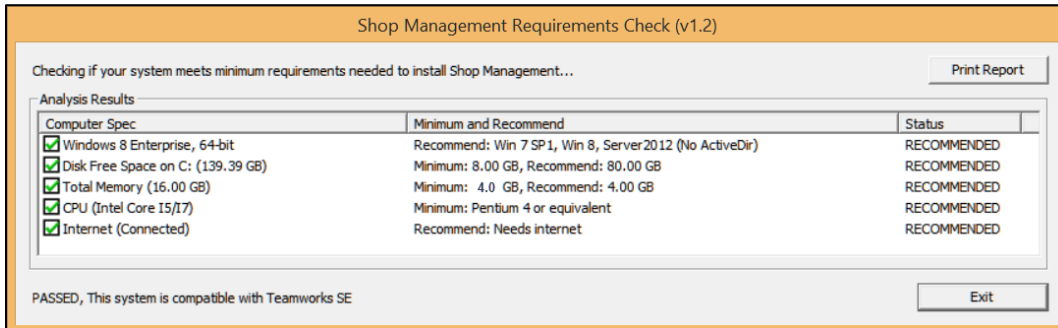
Insert the disk into the DVDROM drive of your Host computer. The Installation menu will display automatically. Click on the HOST/SERVER button to start the installation.



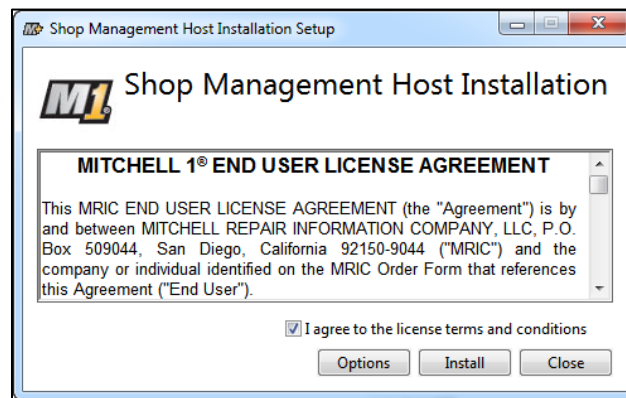
Note: If the installation screen fails to appear when the disc is inserted into your computer, you can open the installation menu by performing the following:

-
- Windows 7: Click the START menu (Windows Icon) > Click COMPUTER > Click your DVD drive > Click AUTORUN.EXE.
- Windows 8: From the START menu > Click DESKTOP > Click the FOLDER icon on your Taskbar > Click COMPUTER > Click your DVD drive > Click AUTORUN.EXE.

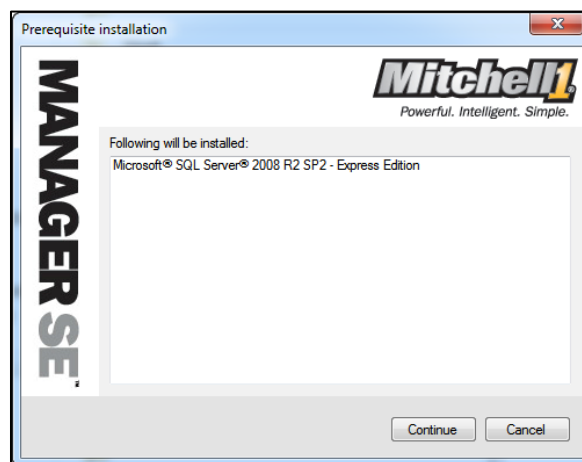
- The installation program will perform a quick check of your computer to check for minimum requirements. This screen will close in 30 seconds, you may pause it if necessary by clicking on the Pause button.



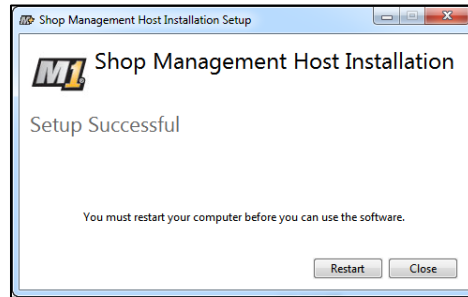
- Put a check in the box next to I agree to the license terms and condition, and click Install.



- Click Continue on the Prerequisite screen. Several screens will appear showing you the progress of the installation and database migration and updates.



- When the installation completes you will be prompted to restart your computer, this finalizes the installation. Click on Restart to automatically reboot your computer, or click on Close to manually reboot your computer later.



Note: When upgrading from Mitchell 1 / ShopKey Shop Management version 5.x, once the new software is installed, please contact Technical Support who will help you transfer all the data from 5.9 to the new version.

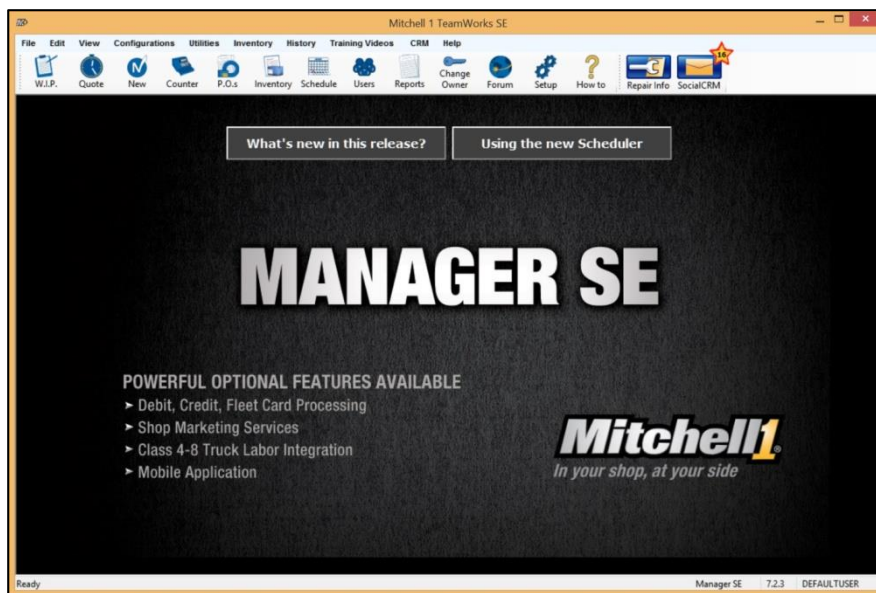
Chapter 3: Getting Started

Overview

Your software is a set of integrated programs, or components, which provide a comprehensive solution for automotive service shop management, estimating, and parts ordering. This chapter describes how to activate your Shop Management system and provides a brief introduction to each of the components. For more detailed information on a particular component, refer to the Help section for that component.

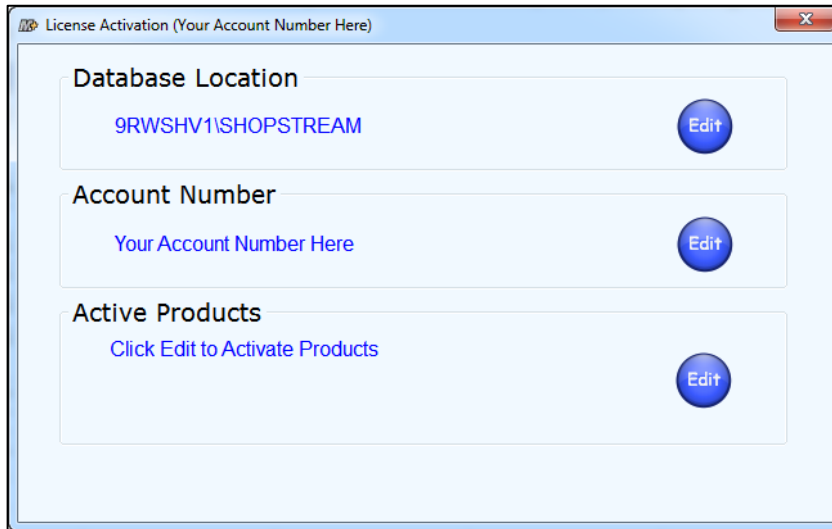
Starting your Shop Management System

Your Shop Management system software is started by double clicking the program icon on your desktop.



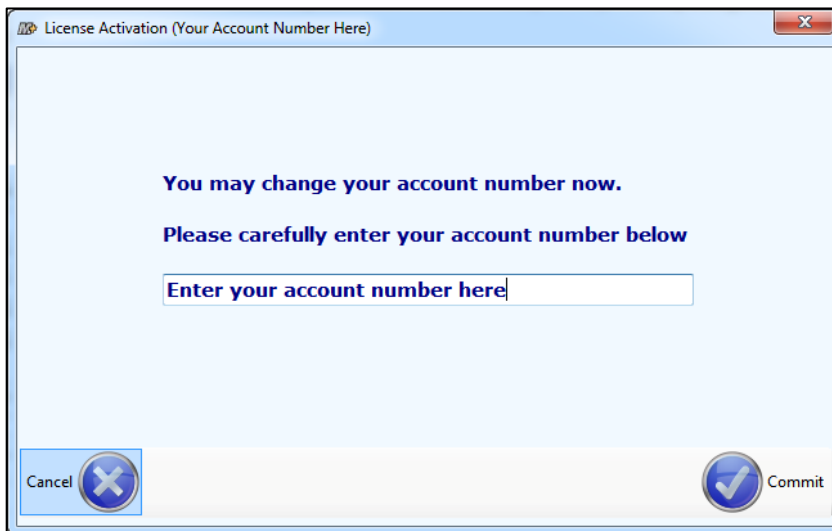
Registration

You will be prompted to enter your shop and account information the first time you open the system. Click on the Edit button in the Account Number Section



Activating Products

Enter your account number found on the Packing List included in the software package, above your name there is a 6, 7 or 8 digit number; that is your account number. After you have entered your account number, click on Commit. Then close the License Activation screen that will re-appear and click on Yes to shut down the software. Restart the application to begin using your new system.



Note: If you have installed the Workstation software on multiple computers, only the first workstation opened will display the activation screens. Subsequent workstations will not require the Account Number activation process.

Chapter 4: Component Overview

The Shop Management component provides the organization and structure for the suite of management tools. Additional components are available for accessing repair and estimating information. Depending on your subscription, a combination of some, or all of the following Components are available.

Shop Management

Shop Management is where you create orders, store your customer information, view your work in progress, and manage your business. Choose the W.I.P. icon to open the Work In Progress screen and view your active work orders.



Repair Information

Selecting this button opens ProDemand.com/ShopKeyPro.com Repair and Estimating information just as if you had entered into ProDemand.com or ShopKeyPro.com through a separate Internet window. The vehicle you have selected in the Shop Management system is transferred over and preselected in ProDemand.com/ShopKeyPro.com



Note: Selecting the Repair Information Component as explained above is one of the two ways that you can access ProDemand.com/ShopKeyPro.com repair and diagnostic information through the Shop Management software. You may also access Repair Information from your favorite browser.

The Estimator, Maint, Fluids, and TSBs buttons on order screens are direct links to the corresponding data from



ProDemand.com or ShopKeyPro.com. That data may be transferred into any work order.

Chapter 5: Getting Help

Shop Management Detailed Help

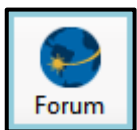


To access Help or User Documentation, you may click on the Help icon at any time. When Help opens you may choose "Help Files Index" and browse available subjects. Shop Management Software also features context sensitive help. Click [F1] on your keyboard while in any screen or dialog box to get specific help for the area you are working in. Click User Guide from the Help menu to open the User Guide.

Repair Information Detail Help

Once logged into the repair information system, click on Tools, Help and Training.

Shop Management User Forum



You will find a Forum button on the Shop Management screen. The Forum is provided for the use of Mitchell 1 and ShopKey users. Mitchell 1 works hard to ensure that our ProDemand, ManagerSE ShopKey Pro, and ShopKey Management Systems are the best available. A big part of this is paying close attention to feedback from our loyal users. The forum is provided so users may exchange ideas, help one another, and share feedback with our developers and product managers. For frequently asked questions, we also maintain an online FAQs site at <http://m1faqs.com>.

Notes: