Your guide to install Version 6.5 of Mitchell 1 or ShopKey Shop Management Software.
# Table of Contents

Chapter 1: Setup/Configuration ...................................................................................................................... 3
  System Requirements .................................................................................................................................. 3
  Minimum System Requirements ............................................................................................................. 3
  Optimum System Requirements .............................................................................................................. 3
  Networking Requirements ....................................................................................................................... 4

Chapter 2: Installing Your Shop Management System Software..................................................................... 5
  Host/Server and Workstation Installations ............................................................................................. 5
  Host/Server Installation ........................................................................................................................... 6
  Install the Host/Server Software ............................................................................................................. 6

Chapter 3: Getting Started ............................................................................................................................. 11
  Overview .................................................................................................................................................... 11
  Starting your Shop Management System .............................................................................................. 11
  Registration ................................................................................................................................................ 12
  Activating Products ................................................................................................................................ 12

Chapter 4: Component Overview .................................................................................................................. 13
  Shop Management .................................................................................................................................... 13
  Repair Information..................................................................................................................................... 13

Chapter 5: Getting Help ................................................................................................................................. 13
  Shop Management Detailed Help .............................................................................................................. 13
  Repair Information Detail Help .................................................................................................................. 13
  Shop Management User Forum ................................................................................................................. 13

Notes: ............................................................................................................................................................. 14
DISCLAIMER OF WARRANTIES: Although the information contained within this volume has been obtained from sources generally believed to be reliable, no warranty (expressed or implied) can be made as to its accuracy or completeness, nor is any responsibility assumed by Mitchell Repair Information Company or anyone connected with it for loss or damages suffered through reliance on any information contained in this volume. SPECIFICALLY, NO WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER WARRANTY IS MADE OR TO BE IMPLIED WITH RESPECT TO THIS VOLUME AND ITS CONTENTS. In no event will Mitchell Repair Information Company be liable for any damages direct or indirect, consequential or compensatory, including, without limitation, lost profits, for any representations, breaches, or defaults arising out of the use of this volume. Customer agrees to indemnify Mitchell Repair Information Company and hold it harmless against all claims and damages, including without limitation, reasonable attorney's fees arising out of the use of this volume, unless such claims or damages result from the infringement of any copyright or other proprietary right of any third party. This document contains confidential and trade secret information of Mitchell Repair Information Company. Any unauthorized reproduction, photocopy, or use of the information herein, in whole or in part, without the prior written approval of Mitchell Repair Information Company is prohibited.

Mitchell 1, Mitchell 1 Teamworks SE, ShopKey Professional SE, OnDemand5, Shopkey5, OnDemand5.com, ShopKey5.com, ProDemand.com, and ShopKeyPro.com trademarks or registered trademarks of Mitchell Repair Information Company, LLC and Snap-on Incorporated.

Microsoft Word, Access, and MSDOS are registered trademarks of Microsoft Corporation. Windows is a trademark of Microsoft Corporation.
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
- Microsoft® Windows® XP SP3 and Windows Vista™ SP2 32 or 64 bit editions. Windows® 7 or Windows® 8
- Intel® Pentium® 4 CPU or equivalent
- Four Gigabytes (GB) Random Access Memory (RAM) is required for the computer running the Host/Server software. Two Gigabyte RAM is required for any computer running only the Workstation software.
- 8 Gigabytes of available hard disk drive space
- 17” color monitor 1024 x 768 resolution
- Dual Layer DVD-ROM Drive
- Keyboard
- Mouse
- 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.)
- Internet Connectivity
- Internet Explorer® 8.0 or higher (Note: IE 8.0 is automatically installed if a supported browser is not present.)
- Data Protection and Recovery (DPR) to create daily database backups

Optimum System Requirements
- Microsoft® Windows® XP SP3 and Windows Vista™ SP2 32 or 64 bit editions. Windows® 7 or Windows® 8
- Intel® Pentium® 4 CPU or equivalent
- Four Gigabytes (GB) Random Access Memory (RAM) or more is highly recommended on the computer running the Host/Server software in a multi-computer environment. RAM may need to be increased on the Host/Server as the number of connected Workstations increases. Performance may be gained on individual Workstations as the RAM is increased above one gigabyte.
- 80 Gigabytes available hard disk drive space
- 19” color monitor 1280 x 1024 resolution
- Dual Layer DVD-ROM Drive
- Keyboard and Mouse
- Sound Card and speakers (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.)
- A UPS (Uninterruptible Power Supply) is highly recommended.
- Broadband Internet Connection
- Internet Explorer® 9.0
- DPR 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 in configuring your network environment.

- Microsoft® Windows® XP SP3 and Windows Vista ™ SP2 32 or 64 bit editions. Windows® 7 or Windows® 8
- 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 backup 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.

You 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

1. 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:

- **Window XP:** Click the START menu > Click MY COMPUTER > Click your DVD drive > Click AUTORUN.EXE.
- **Windows 7/Vista:** 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.
2. 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.

3. Next, the installation will prompt you to register your system to make available the automatic credit card processing module provided by Accelerated and Mitchell 1.
4. Put a check in the box next to I agree to the license terms and condition, and click Install.

5. 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, the install will display a database migration screen. By default, the installation will migrate (copy) your database to the new version. This process will leave your existing version 5 database intact.

It is important to note that the migration utility transfers a copy of your existing version 5 database into the new program. **Any data entered into the new version before migration will be lost as it is overwritten.**

Several configuration settings are transferred during migration. However, after the migration is complete you will need to review the Setup areas within the updated version ensuring the product is configured as expected.

**There are a number of settings not transferred during the database migration. You must configure these settings in your updated version:**

- The User and Program Security lists are merged into a single common list in this new version. You will need create users and setup security appropriately
- A printer will need to be selected for each workstation: Select Configuration – Reports/Printers
- Reports will need to be selected for End-of-Day batch printing: Select Configurations – End of Day Reports
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 or 7 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 shutdown 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.