

- **I've run out of licenses**  
If someone has left and their replacement needs to take over their licence you will need to contact us for the daily admin password and then follow instructions on how to re-set the licence key.  
If you have more people who need access to the programme than originally thought, please contact SDS for a quotation to increase your user numbers.
- **I forgot my password and now I'm locked out of Sequel**  
Contact your system administrator and ask them to unlock you as a user and then re-set your password.  
**System Administrators**  
Log in using your level 5 password and go to Global Properties. Click on Maintain Users, select the relevant user in the middle and then uncheck the "this user is locked" box at the bottom right. If you need to re-set the password do this in the main user's details (note that the number of asterisks will not relate to the length of the actual password when it has been set).
- **The buttons are greyed out on a particular project but all the other projects are ok**  
This project has been checked out by another user. Who this is will be on the list of projects when you click "File", then "Open Project". If that user is happy for you to check the project back in again so you can work on it then . If you do not have access to do this then contact your system administrator who will have the required access level.
- **How do I delete spurious cashflows**  
Go to the Cashflows section of Sequel. Click on the appropriate cashflow (check whether this cashflow has an attached appraisal and delete that first if necessary by going to the Appraisal section, highlighting the appraisal and then clicking on the Remove button) and then click on the Remove button on the left hand side of the screen.  
**\*\*There is no undo for this action - once a cashflow is deleted it is permanently gone\*\***  
If you do not have access to the Remove button please contact your system administrator.
- **How do I add users**  
Log in to Sequel and go to the Global Properties section. Select Maintain Users on the left hand side and then either a) select a current user and amend their details clicking on Save As New when you have finished; or b) click on Start New, complete the new users details (bold fields are essential) then click Save As New when you have finished.
- **How do I know if I am using the latest program version**  
Go to About in the top menu bar of SDS Sequel then contact us and ask Phil.
- **My Cashflow is outside User Defined limits - what does this mean**  
Your organisation has set a tolerance level for each of your account codes and your cashflow does not balance and is outside this tolerance. In other words, the Spent to date + Forecast <> Latest Estimate (<> does not equal) there remains a figure in the Balance to Forecast column.

- When importing my appraisal from ProVal I had an error message advising that on-cost timings have not been completed  
This means that we cannot import the detailed on cost timings from ProVal to create your initial cashflow forecast - you will need to do this yourself using the Spread Forecast tool or the Manage Profiles tool.
- How do I deal with retention  
In your cashflow, go to the Spread Forecast tool (picture of a calculator) and select the account code on the left (probably the Works code) and ensure that you select either Balance to Forecast or Latest Estimate depending on which of them has a figure showing to the right of them. You then select the middle tab on the right headed Retention and complete the required boxes. For example if you need to specify a 2.5% retention to be paid in June 2009 you would enter 2.5 and %, then select June and 2009. You will then see the correct calculations appearing at the bottom of this box in blue text. Click Save, then Exit.

