

April 2025

Under Construction

Quarterly Newsletter for STRUCTURE Users

In This Issue

[Letter from the President](#)

[Office News](#)

[Support Tips](#)

[Trade Show Highlights](#)



Printable version:

April 2025 Newsletter Webinar:  00:00 / 10:05



Letter from the President

From the President's Desk

Spring Update and Exciting Changes Ahead!

As spring approaches, many of us are eagerly anticipating the warmer weather, and with that comes new beginnings. Here at C/F Data, we're excited to bring you some fresh ways to communicate important information!

Webinars: A New Approach

In the past we've hosted live webinars but we noticed that attendance wasn't as high as we'd hoped. So we've decided to make webinars available periodically on the support website allowing you to access them at your convenience.

These webinars will cover two main formats:

- **Broad Overviews:**

These sessions will give a broad overview of the highlights and features of a specific application. We anticipate that this will spark more questions from you, and we look forward to engaging in meaningful conversations about how your software can best serve you. Our first releases will include a 40-minute broad overview of Quote Entry through booking a job.

- **Specific Topics:**

We will also dive into more focused discussions. These sessions I anticipate will be no longer than 30 minutes and could be as short as 10 minutes. A 10-minute session on exporting and importing the JMT material database will be the first specific topic.



Letter from the President



Support and Programming Updates

While our Support team works hard to make helpful resources easily available to you, the Programming team continues to make progress on cloud migration.

Some of the developers are focused on refining the user interface for the cloud, and we'll soon be releasing short videos about their work. These will be available on the website under the "What's New" section.

New Features on the Support Website

We're also excited to announce two new tabs on the Support website:

- **What's New:** This will include detailed "Release Notes," helping you better understand the changes included in each update.
- **Resources & Associations:** This page will provide information about the resources and associations we work with—much of which is already accessible to you.

Lastly, we're planning small user meetings to gauge interest in a larger event.

Look out for more details in the July newsletter and be sure to keep an eye on the Customer Website's User Group Tab for any updates.

Marilyn Kelland

Marilyn Kelland
President
C/F Data Systems



Promotion: Carley Rauls Joins Customer Support!



We're thrilled to announce that Carley Rauls has been promoted to Customer Support Representative after serving as our Dispatcher since early 2022!

Originally from Las Vegas, Carley made the move to Massachusetts and quickly became a valuable part of our team. Now, in her new role, she's dedicated to helping our customers navigate STRUCTURE, providing top-notch support as she continues to expand her knowledge of the program.

When she's not assisting customers, Carley enjoys hiking, beach days, and traveling. Please join us in congratulating her on this well-deserved promotion!

Office News



Spring Calendar

The C/F Data Systems offices will be closed on **Monday, May 26 for Memorial Day.**

Support will not be available.

MILESTONES

Celebrating Janice Sargent's Retirement

After 16 years of dedication and service, we bid a heartfelt farewell to Janice Sargent, Senior Support Consultant, as she retires from C/F Data Systems this month.

Janice's journey with C/F Data began in 2008, after a decade of experience as a STRUCTURE user and office manager. She quickly became an invaluable part of our Support Team, known for her expertise in guiding new customers through Opening Balances and her ability to solve even the trickiest of challenges. Her patience, knowledge, and unwavering commitment to our customers have made a lasting impact on our team and the many businesses she has helped over the years.

Beyond her professional contributions, Janice's warmth, bright smile, and magnetic personality have made her a cherished colleague and friend. Her passion for her church and community shines through in everything she does, and we have no doubt she will continue to bring that same energy and dedication to her next chapter.



In retirement, Janice looks forward to spending more time singing with her church choir and enjoying special moments with family and friends. While we will miss her dearly, we are excited for her as she embarks on this well-earned new adventure.

Please join us in celebrating Janice and wishing her all the best in her retirement!

Support Tips

Getting Started with Bank Reconciliation in STRUCTURE

Did you know that STRUCTURE saves all your bank transactions in GRC (Reconciliation Maintenance)? This includes deposits, bank transfers, journal entries to cash, checks, and direct withdrawals—all in one place for easy tracking.

If you haven't used the bank reconciliation process in STRUCTURE for a long time (or ever) and want to start now, there are a few steps to take to ensure everything is set up correctly.

Our Support Team is here to help! Contact us to schedule a session, and we'll walk you through the process so you can reconcile with confidence.

Additionally, if you're switching to a new bank account and need to close your old one, we can guide you through updating your banking information in STRUCTURE to ensure a smooth transition.

Reach out to Support today—we're happy to assist!

Signing Up for the C/F Data Systems Support Website? Use Your Own Email!

When signing up for the C/F Data Systems Support Website, users must register with a personal or company email address—not their STRUCTURECloud account email.

Each STRUCTURECloud user is assigned a STRUCTURECloud account email, but this account should not be used to access the Support Website. Instead, please use your regular business or personal email to ensure smooth communication and access to support resources.

Need help? Contact Support, and we'll be happy to assist!



The screenshot shows the login page for the C/F Data Systems Support Website. At the top, there is a logo for 'C/F DATA SYSTEMS Support'. Below the logo, the text reads 'Already a member?' followed by a blue button labeled 'Click here to login.'. Underneath, there is a link for 'New users please click here to create a new account' and a link for 'Forgot your password? Click here to reset your password'. The login form includes fields for 'Email Address' and 'Password', with a 'Forgot Password?' link next to the password field. A blue 'Login' button is at the bottom of the form.

Troubleshooting “Failed to Authenticate” Errors in STRUCTURE Mobile Apps

If you’re experiencing a “Failed to Authenticate” message while logging into TechLinc, TimeLinc, or ChangeLinc, don’t worry—here are some quick troubleshooting steps to help resolve the issue.

General Steps for All Mobile Apps:

Check Your Username: Ensure the username entered in the app matches the User ID in UMT – User ID Maintenance.

Verify Your Password: Try entering your password in CPW – Change Password to confirm it’s correct. If it is, you’ll see a message stating that you cannot use the same password.

Check Your Mobile Settings: In UMT, make sure the Mobile tab has the correct company selected and that the user’s Employee ID is entered.

Turn Off Wi-Fi in the Office: If you’re logging in from the office, turn off Wi-Fi on your device and try again.

Confirm Your Web Service Address: Ensure the web service address in the app’s settings screen is entered correctly. If you’re unsure, contact C/F Data Support for assistance.

Additional Steps for TimeLinc and ChangeLinc Users:

Check Your Device Name: The Device Name entered in the app must match the Mobile Device Name set up in FID – Mobile Device ID Maintenance.

If you’ve tried these steps and are still having trouble, don’t hesitate to reach out to C/F Data Support for further assistance. We’re happy to help!

Troubleshooting AP Check Printing Issues

Did your AP checks print on plain paper or on the wrong side of the check stock? No worries—here's how to quickly fix it!

Forgot to load checks into the printer?

You can easily retrieve the VCK list of checks from the Report Lists icon. Simply click Print on the View screen to reprint them on the correct check stock.

Need to reprint checks?

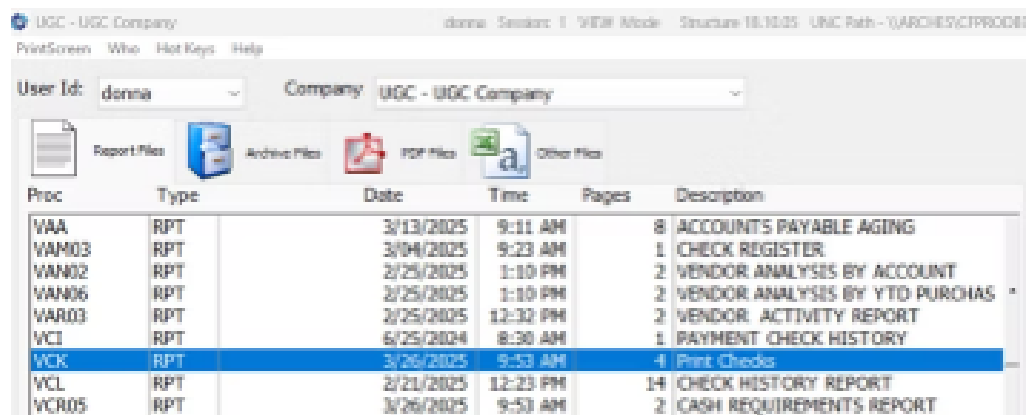
Go back to VCK, where you'll see "Rerun" in the upper left corner. You can change the Check Numbers back to the originals one time to print them again.

Checks printed incorrectly, got stuck, or numbers are out of order?

The VCK "Rerun" option allows you to restart the printing process using new Check Numbers—just be sure they are in a higher sequence than the original ones.

If you need further assistance, contact Support—we're here to help!

Report List:



Proc	Type	Date	Time	Pages	Description
VAA	RPT	3/13/2025	9:11 AM	8	ACCOUNTS PAYABLE AGING
VAM03	RPT	3/04/2025	9:23 AM	1	CHECK REGISTER
VAN02	RPT	2/25/2025	1:10 PM	2	VENDOR ANALYSIS BY ACCOUNT
VAN06	RPT	3/25/2025	1:10 PM	2	VENDOR ANALYSIS BY YTD PURCHAS
VAR03	RPT	3/25/2025	12:32 PM	2	VENDOR ACTIVITY REPORT
VCI	RPT	6/25/2024	8:30 AM	1	PAYMENT CHECK HISTORY
VCK	RPT	3/26/2025	9:53 AM	4	Print Checks
VCL	RPT	2/21/2025	12:23 PM	14	CHECK HISTORY REPORT
VCR05	RPT	3/26/2025	9:53 AM	2	CASH REQUIREMENTS REPORT

Support Contact Information

Phone: 800.370.4357 | 781.337.7200 | Email: support@cfdatasystems.com

The phone lines are open from 8:30am to 5:00pm Monday through Friday (ET). Email support is available Monday through Friday 8:30am to 7:00pm.

Support may be unavailable Monday (9:00am-9:30am) and Thursday (8:45am-9:45am) for staff meetings.

Trade Show News

Exploring Careers at C/F Data Systems Bridgewater State University MEGA Job & Internship Fair

We're excited to announce that we attended the MEGA Job & Internship Fair at Bridgewater State University on Thursday, April 3, 2025.

This career fair was a fantastic opportunity for students, alumni, and community members to connect with over 120 employers offering full-time positions and internships. For those looking to jumpstart their careers, we loved sharing more about the opportunities available at our company.



C/F Data Systems Heading to Starnet Spring Meeting & Tech Summit!

We're excited to announce that the C/F Data Systems team will be attending two major Starnet events this spring!

Starnet Spring Meeting
April 23-26, 2025 | Carlsbad, CA

Starnet Tech Summit
May 12-13, 2025 | Chicago, IL



These events provide a fantastic opportunity to connect with flooring industry professionals, share insights, and explore how STRUCTURE can help contractors streamline operations and drive business growth.

If you're attending, be sure to stop by and meet our team! We're looking forward to insightful discussions, networking, and showcasing the latest innovations in construction management technology.

See you there!

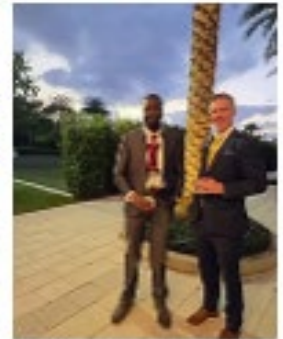
Great Connections at the 2025 Fuse Alliance Annual Conference!

Our team had a fantastic time at the 2025 Fuse Alliance Annual Conference, held March 1st–4th at the Hyatt Regency Grand Cypress in Orlando, FL!

This year's theme, "Innovate to Elevate," highlighted the importance of innovation in helping Fuse Alliance members grow their businesses. We were thrilled to showcase how STRUCTURE can help flooring contractors stay ahead of the competition with cutting-edge solutions.

Vic, Marilyn, Kenny, Erin, Jena, and Gary had a wonderful time connecting with customers and new prospects, discussing industry trends, and demonstrating our latest advancements. A big thank you to everyone who visited our booth—we enjoyed answering your questions and exploring ways we can support your success! We appreciate the opportunity to be part of such an inspiring event and look forward to seeing you at the next one!





Customer Support is available
Monday - Friday from 8:30AM to
5PM ET by phone or email, and
from 5PM - 7PM via email only.

📞 800.370.HELP
781.357.7200

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