SAI GLOBAL

SOLAR
SAI Global 2014-2015

SAI Global On-Line Audit Reporting (SOLAR)

SOLAR User Manual – Installation and System Requirements

Revision History

Date	Description	Who
11/25/2013	Version 1.0 Released	Ciaron Lewis
10/21/2019	• Updated IT ticket email address. • System Requirements updated by making more current references. • Installation wizard screen shots updated.	Sandy Hennigar, Annies Banu

SAI GLOBAL

Table of Contents
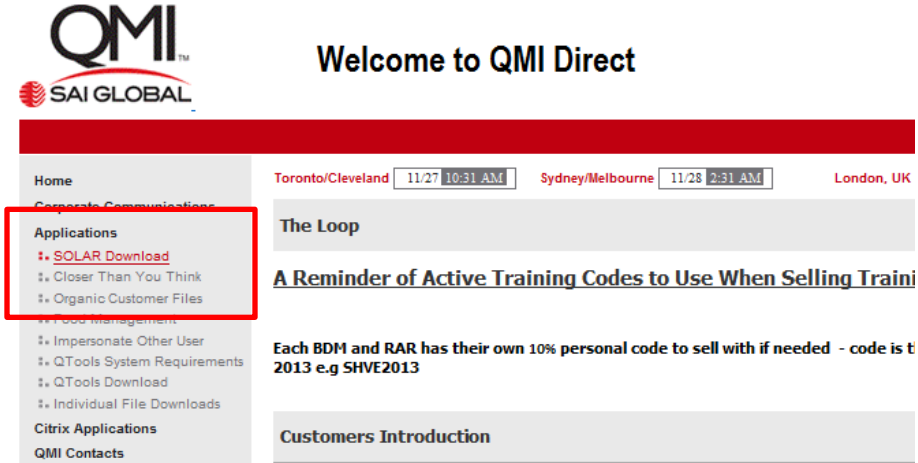
Ver.1.1

System Requirements

Computer & Operating System	1.2 GHz or higher processor recommended. 4 GB of system memory or higher recommended. - A minimum of 500MB of free space on the hard drive. (does not include free space required to manage audit documents) - Windows 8 - 32 bit / 64 bit versions - Windows 8.1 – 32 bit / 64 bit versions - Windows 10 - Dot Net 4.0 or higher - Internet Explorer 11 or higher Operating Systems language other than English (e.g. French / Spanish) has proven to work with SAI Global provided software tool(s). However, support is limited. SAI Global does not support Apple (Mac) products and/or operating systems or equipment running Android operating systems. Where a user decides to use an unsupported O/S, the user is responsible for equipment configuration that enables the Auditor System Interface installation and functioning.
Software	- Microsoft Office 2010/2013/2016 (standard or professional) are required to generate and print Forms and Reports. Note: Some sector specific forms require 2010 version as a minimum. (e.g. AGRI-Food) - Virus & Malware Protection (e.g. Bitdefender, McAfee or Norton software) - Email (SPAM & Attachment scanning protection) - Adobe Reader - PDF Creator (e.g. PrimoPDF)
Technical Support	- IT Technical Support Service Provider - SAI Global is not responsible for configuration and/or maintenance or installation and use of non SAI Global issued equipment and/or software. - The SAI Global Support Team is authorized to only support Window based operating systems.
Connectivity	- High-Speed Internet communication line - Wireless configured and the knowledge required to connect to Guest Wireless Networks
Peripheral Equipment	- Printer - Scanning & Fax capability - Voicemail

Ver.1.1

Download and Running SOLAR Installer

Go to https://www.qmidirect.com and when prompted login using your User Name and Password.

From the left hand menu, select Applications, then from the submenu, select SOLAR Download.
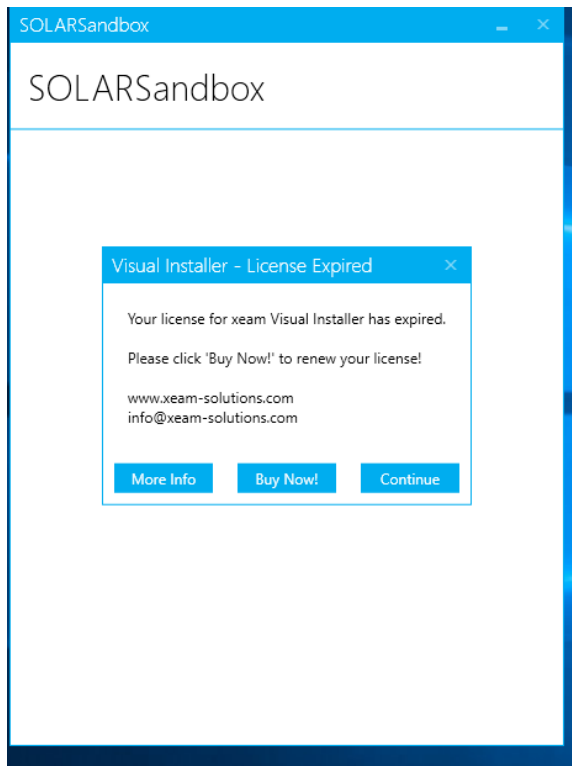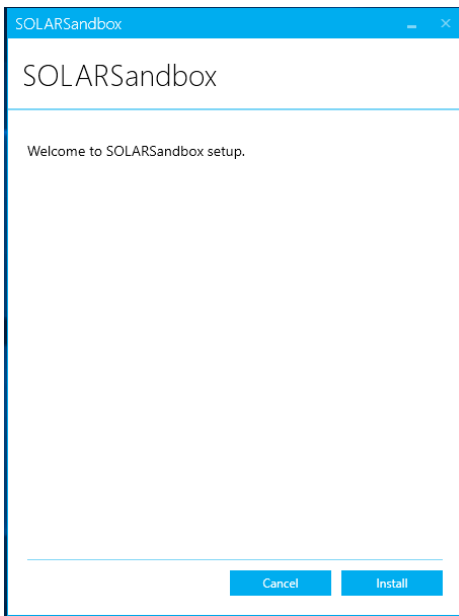**IMPORTANT -** **Windows 8 users see Appendix**

On the SOLAR Download page, select the SOLAR Download Installer link.
The Download wizard will display.
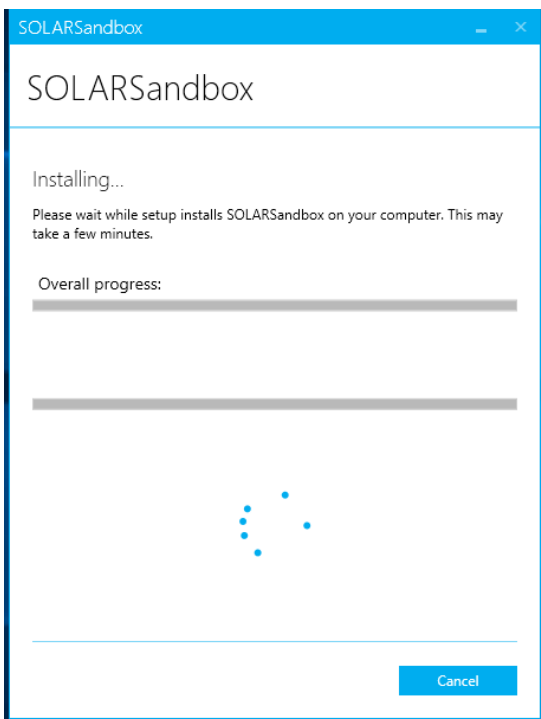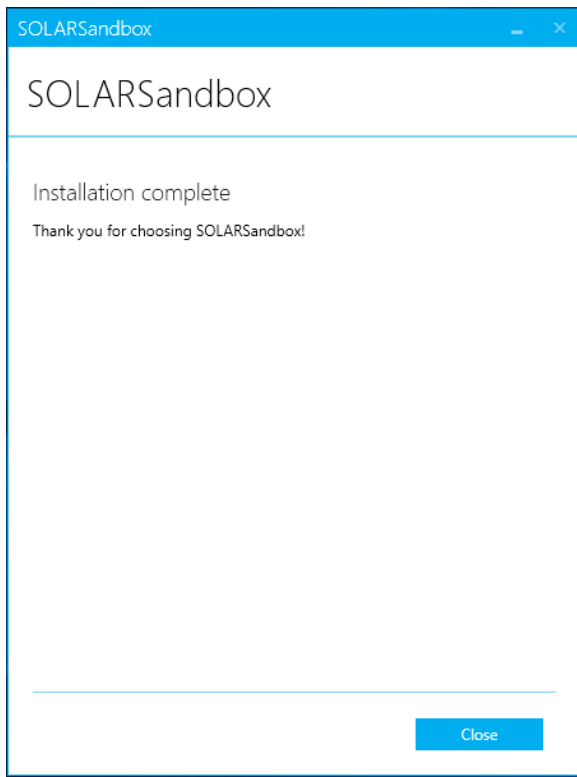Select **Continue** to begin download of the installer.

If using Internet Explorer, a security warning will be displayed. Select **Continue**.

Ver.1.1

Once downloaded the Installer wizard will launch. Select **Install** when prompted.

Note: System may prompt to enter admin credentials to continue

Ver.1.1

Select **Close** on the screen.

SOLAR is now installed on your computer. Navigate to your desktop and click the SOLAR icon to begin using the application. The initial login to SOLAR will look for updates and complete the installation of any update as required.

Technical Support

Full-time SAI Global employees can submit an IT Ticket via MyHome by selecting the IT&T menu item and Service Now from the submenu. Full time employees (auditors & non-auditors are encouraged to submit tickets via the ServiceNow portal)

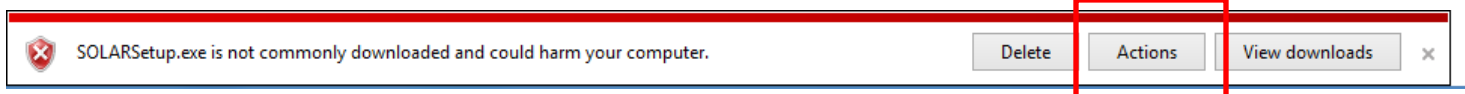Contract Auditors can submit an IT ticket by emailing *AssuranceTechSupport@saiglobal.com*

Please be sure to include adequate information in the email regarding your issue
such as error message codes, the task you were performing plus attach any screenshots you may have.

Ver.1.1

If the requirement is urgent, please call the help desk directly at (877) 950-5151 (US & Canada), (866) 613-5891 (Mexico) or the regional toll free number (609) 955-5151
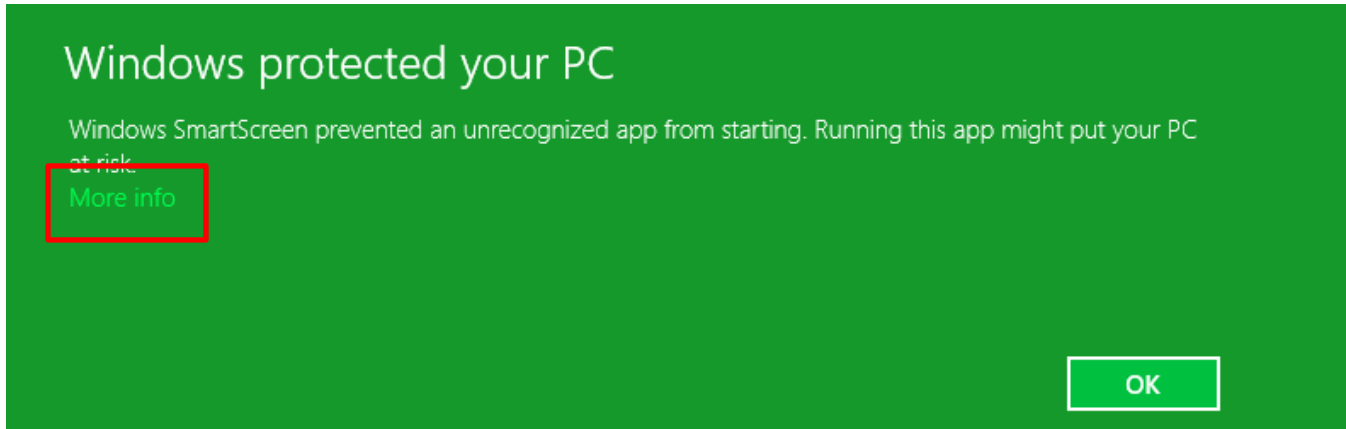
Please do not email or phone IT staff directly as all requests or issues must come in via a ticket.

Ver.1.1

Appendix – Window 8 users

Be aware of the following security messages when downloading and installing SOLAR on a Windows 8 machine.

If this security window displays select Actions and then the option Run Anyway.

If you get this security message select More Info and then Run Anyway from the next screen.

Ver.1.1