



Frequently Asked Questions about ExactSpent

1. ExactSpent License Key

- **I have lost my license key. Can you, please, help me?**

There are two ways how to restore lost License Key for ExactSpent:

1. Visit <http://clients.aithelp.com> and log in using e-mail, which you have indicated for sending the license key, when ordering ExactSpent.

On this web site you can always find all your licenses and restore any lost license key.

2. Send us your Purchase ID or you registration name and e-mail, which you have indicated for sending the license key, when ordering ExactSpent at support@exactspent.com and we will send you your license key.

- **What happens if I have to reinstall your program say if my PC crashes? Do I have to request new license key?**

No, license key is not tied to any particular installation of ExactSpent on physical PC.

- **Can I install ExactSpent on my second computer using the same license?**

You can legally install ExactSpent on another PC (or laptop) using the same license key, provided that you will be the only user of the program.

Please note that ExactSpent licensed for one computer will not run on two or more machines in one network.

2. Job details

- **Can I see the details of the job process – pauses, stops etc. in ExactSpent?**

To see the details of job process click Edit button when the job (the details of which you want to see) is selected. When Edit Job window will open, click Log tab.

Log page displays the detailed time report of your work with the selected Job, from First Started time to Last Completed.

3. System requirements

ExactSpent System Requirements	
Operating System	Windows 98 SE or higher
CPU	300 MHz or higher
Memory	256 Mb or more
Hard Disc Space	at least 10 Mb



Quick troubleshooter

If you have some problems with ExactSpent, we recommend you to download and install the latest build of the program. Many problems disappear after installing of latest build.

You can download the latest build of ExactSpent at:
<http://exactspent.com/timetrackingsoftware.htm>