



SMARTPROS LTD.

**PROFESSIONAL EDUCATION CENTER
USER'S GUIDE
ETHICS AND COMPLIANCE EDITION**

Document version 1.0-ETH
Updated November 26, 2004

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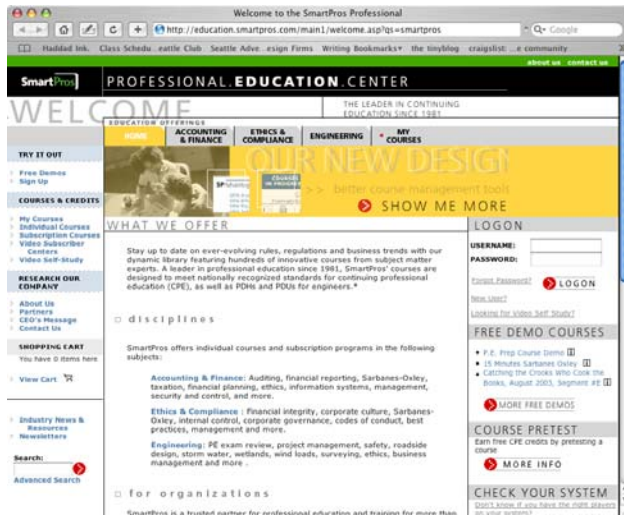
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Basic Navigation

The Home Page

The *Home* page is your portal to all SmartPros courses and features. From here you can access courses in the disciplines of Accounting & Finance, Engineering and Ethics & Compliance.

You can return to the home page at any time by clicking the **Home** tab located near the upper left of your browser window.



Browsing Courses by Discipline

Along the top of the *Home* page you'll find tabs for each discipline. Choose the tab for your area to get started.

- **Accounting and Finance** brings you to a listing of all available accounting and finance related courses. For details on the Accounting and Finance edition of the Professional Education Center, please see the PEC User's Guide, Accounting and Auditing edition.
- **Ethics & Compliance** brings you to a listing of all available Ethics & Compliance related courses.
- **Engineering** brings you to a listing of all available Engineering and Safety Management related courses. You are reading the Engineering edition of the PEC User's Guide.

Subscriptions

Clicking the **Subscriptions** tab brings you to a list of courses that can be purchased through our subscription model. If the *Subscriptions* tab is not visible, there are no subscriptions available. Subscriptions grant you access to a related group of courses for a period of one year. Subscriptions are not available for all products.

My Courses Tab

Clicking on the **My Courses** tab brings you to the *My Courses* area. From here you can manage your account as well as current and past SmartPros courses.

Getting Started

To get started with the *Ethics & Compliance* edition of the Professional Education Center ("PEC"), choose the **Ethics & Compliance** tab located at the top of the main screen. Clicking this tab puts the PEC into *Ethics & Compliance* mode.



Account Features

Creating an Account

To create an account:

- Click the **Register Now** link located below the login fields on the *My Courses* page.

Not Registered? [Register Now.](#)

- Fill in the requested information on the *Profile* page.
Note that you must fill in information marked by a red asterisk.

Logging In

You can log in:


- At the top right of the *Home* page or
- On the *My Courses* Page

LOGON

USERNAME:

PASSWORD:

Check here to save your username on this computer.

[Forgot your password?](#)  **LOGON**

Enter your username and password to log in to SmartPros. Once you've logged in, your name will appear near the top of the screen and you will have access to the *My Courses* page.

Updating Your Profile

To edit or update your profile:

- Click the **Update Profile** link located under your name at the top of the screen.

logged in as: Joe User
[LOG OUT](#) | [UPDATE PROFILE](#)

From the *Update Profile* page you can edit your:

- Name
- Street Address
- City
- State


- Zip Code
- Phone Number
- Fax Number
- Email Address
- Password

Note that fields marked with a red asterisk must be filled in. From here you can also subscribe or unsubscribe from SmartPros newsletters.

Forgotten Passwords

To retrieve a lost or forgotten password:

- Click on the **Forgot Password?** link on either the *My Courses* page or in the upper right corner of the *Home* page in the Logon box.
- Enter your email address. Make sure to enter the email address that you used when registering with SmartPros



Email Address:

- You'll be presented with the username associated with the entered email address. If the username is yours then click **This is Me**. Your password will immediately be emailed to you.



Lost password - Account identification
Please identify your account. If you do not see your account here please [Return](#).

User Name	Email	Send Password
Joeuser	user@smartpros.com	This is me

- If you do not see your username, click the **Return** link. This will bring you back to the enter email page.

The My Courses Area

Found at the top of the *My Courses* area, the *Course and Credit Summary* is intended to give you a quick summary of your progress in the SmartPros system.

COURSE AND CREDIT SUMMARY	
 HELP	
<p><input checked="" type="checkbox"/> MY COMPLETED CREDITS</p> <p>PEC Credits: 0 External Credits: 0 Current Credit Total: 0</p>	<p><input checked="" type="checkbox"/> MY AVAILABLE CREDITS</p> <p>Free Courses: 0 Free Pretest Courses: 10 Registered (Available) Course Credits 0</p>
<p><input type="checkbox"/> MY SUBSCRIPTIONS</p> <p>Financial Integrity Suite (with FMN) (Expires: 7/15/2005)</p>	<p><input checked="" type="checkbox"/> PROMOTIONAL CODE</p> <p><input type="text"/>  SUBMIT</p>

Completed Credits

- **PEC Credits:** indicates the number of courses you have earned through SmartPros Courses.
- **External Credit:** indicates the number of credits you have entered into the *External Course Journal*
- **Current Credit Total:** Indicates the total number of credits earned from both PEC and external sources.

Available Credits

- **Free Pretest Courses:** Indicates the number of Free and Pretest credits you have available. Pretest courses are considered candidates for earning free credits and must undergo testing before being made available for credit.

Available Subscriptions

Subscriptions assigned to your account are listed in this section. This summary section will not appear if there are no subscriptions available. The expiration date of your subscription is listed immediately after the title. Once this date has passed, your subscription is no longer valid and must be renewed in order to access any courses in your account. Note that courses in your course history or completed courses and all certificates will still be available after this date.





Promotional/Billing Codes


If you have been assigned a promotional/billing code, please enter it here. If you have not been assigned a code, you may ignore this section.


Newsletters

Any newsletters you have subscribed to on the *My Profile* page will be listed in this section. Newsletters can be added or deleted by clicking **View Options** in the newsletters section or by clicking **Update Profile** at the top of the screen under your name.

Removing Enrolled Courses

COURSES IN PROGRESS		COMPLETED COURSES	COURSE HISTORY	EXTERNAL COURSE JOURNAL	Expiration Date	Credits	Current Status	
Formats	Catalog Number	Course Title (Subs. Brand)						
<input checked="" type="checkbox"/>		991004	Travel, Entertainment, Gift, and Car Expenses (SPA) 			Jul 15, 2005	6.00	Paid
<input type="checkbox"/>		998646	CPAR GOV/NFP - Vol. 2003 - No. 4 - A - Improving Audit Quality - The First Steps (CPAR) 			Jul 15, 2005	2.00	Paid

(Click  to view detail)



To remove a course you've enrolled in from your account:

- Check the remove course checkbox.
- Click the **Remove Checked Courses** button.

*Note. Removing a course from your account is permanent. You may enroll in the course again, but you will be required to start again from the beginning. If you purchased an individual course by credit card (as opposed to purchasing a subscription), you will not be able to remove the course and get a credit, unless you are within the 30-day purchase period.


Course Functions

The tabs across the top middle of the *My Courses* section (see picture below) navigate the course functions tools. Clicking on the tabs where indicated will take you to each section.

COURSES IN PROGRESS	COMPLETED COURSES	COURSE HISTORY	EXTERNAL COURSE JOURNAL	STUDENT MATERIALS	SHOPPING CART
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Courses in Progress


The *Courses In Progress* tab gives you access to all courses for which you are currently enrolled. The list of courses will appear immediately below the navigation tabs.

Formats	Catalog Number	Course Title (Subs. Brand)	Expiration Date	Credits	Current Status
<input type="checkbox"/> 	(1) (2) 998034 (3)	Partnership Taxation I(ISDN or higher-video)(56k and lower-audio) (SPA)  (8) (4)	(5) 5.09.05	(6) 1.00	(7) Passed

The above columns are defined as:



1. Remove course checkbox: See above for how to remove courses.
2. Formats: Indicate the type of course in your order. Refer to the Format Key below for more information.

Format Key:  Video  Flash  Text  CD  Book







3. Catalog number: The catalog number of your course.
4. Course Title: The title of your course.
5. Expiration Date: The date at which the course will expire and can no longer be used. This date is the earlier of either the course's expiration date or your subscription's expiration date (if applicable.)
6. Credits: The number of credits that can be earned by completing this course.
7. Status: The current status of the course.
8. Course detail icon (): Click the Course Detail Icon to view details of the course, such as the author and full description.

Completed Courses

This section lists courses you have successfully completed, as well as the details of each course. If you wish to obtain one, course certificates are available in this section.

Formats	Catalog Number	Course Title (Subs. Brand)	Credits	Status	Completion	Score	
<input type="checkbox"/>		999052	Communications Technology Terms and Options (SPA)  ⁽⁹⁾ (view certificate) ⁽¹⁰⁾	1.00	Passed	Jan 1 2004 12:00AM	100%
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

Columns are defined as:

1. Move to history checkbox: Used to move a completed course to the *Course History* section.
2. Formats: Indicate the type of course in your order. Refer to the Format Key below for more information.
Format Key:  Video  Flash  Text  CD  Book
3. Catalog number: The catalog number of your course.
4. Course Title: The title of your course.
5. Credits: The number of credits that can be earned by completing this course.
6. Status: The current status of the course.
7. Completion: The date the course was completed.
8. Score: Your final score after completing the final exam for the course.
9. Course detail icon (): Click the Course Detail Icon to view details of the course, such as the author and full description.
10. View Certificate: If you have earned a certificate for your course, you can view it here.

Moving a Completed Course to the Course History Section

To move a course from *Completed Courses* to *Course History*, select the move to history checkbox and click the **Move Checked Courses to History** button.

Course History

The *Course History* tab is meant to archive courses you have already completed, but no longer wish to list in the *Completed Courses* section. For example, you may wish to store courses here for which you have already reported your CPE credit. Courses listed in the *Course History* are otherwise exactly the same as courses listed in the *Completed Courses* Section.

To move courses back to the *Completed Courses* section:

- Check the box to the left of the course title and then click the **Move Checked Courses to Completed** button.



External Course Journal

The *External Course Journal* is intended to keep record of any courses you have passed from sources *outside* the SmartPros system. You may wish to list credits earned from seminars or classroom courses. This section is intended for your reference and convenience only.

To add an entry:

- Click the **Add Course to Journal** button. You may modify or delete any entry by clicking the **modify** link immediately to the right of the title.

Student Materials

This section of the *My Courses* area lists materials, or physical goods you have purchased. This includes the product's ID number, title, and any shipping status that may be associated with the product.

Launching A Course

There are two ways to launch a course within the SmartPros system

1. From the *My Courses* page, click on the course title for the course you wish to launch under the *Courses In Progress* tab.

COURSES IN PROGRESS		COMPLETED COURSES	COURSE HISTORY	EXTERNAL COURSE JOURNAL
	Catalog	Course Title (Subs. Brand)		Expiration Date Credits
<input type="checkbox"/>	991004	Travel, Entertainment, Gift, and Car Expenses (SPA) i		Jul 15, 2005 6.00
<input type="checkbox"/>	998646	CPAR GOV/NFP - Vol. 2003 - No. 4 - A - Improving Audit Quality - The First Steps (CPAR) i		Jul 15, 2005 2.00

(Click [i](#) to view detail)

2. From any discipline page, select a course subject and click the **Launch** button in the Catalog list.

Catalog	Course Title (Subs. Brand)	Price/		
Formats Number		Credits Status	Action	
<input type="checkbox"/>	000000	1.00	\$0.00	LAUNCH
<input type="checkbox"/>	8004	4.00	\$79.96	ENROLL

Note that the *Launch* option is only available for courses you have already enrolled in.

Logging Out

To Log Out:

- Click the **Log Out** button located beneath your name at the top of the screen.

logged in as: Joe User
[LOG OUT](#) | [UPDATE PROFILE](#)





Purchasing and Enrolling

You can purchase courses either individually or through a subscription (if subscriptions are available). The subscription tab will be visible only when subscriptions are available. Individual courses cost a single fee for a single course. A subscription allows you to take a group of courses over a period of one year.

Buying an Individual Course

To purchase an individual course:

- Access the course catalog. This can be done either by clicking on a discipline tab – such as *ETHICS & COMPLIANCE* or, if available, by clicking **Individual Courses** at the left side of your browser.
- Select a course subject area from the list. This will bring you to the catalog for that subject area within your discipline.

Leadership			Price/	
Catalog	Course Title (Subs. Brand)	Credits	Status	Action
 995702	Integrity in Financial Control Environment (WORKINGVALUES) 	0.00	\$59.00	ENROLL
 995703	Best Practices for Financial Statement Certification (WORKINGVALUES) 	0.00	\$59.00	ENROLL

- Click the **Enroll** button for the course you wish to purchase. The title and price will then be listed individually for confirmation.
- To continue with your purchase click **Proceed**. This will bring you to your Shopping cart. From here you can either purchase your course or continue shopping.

Promotional Codes

Promotional codes may allow you to “purchase” courses for free. If you have a promotional code, enter it into the promotional code field on the *My Courses* page and click the **Submit** button. Doing so will provide you with free credits.

The Shopping Cart

Any items you’ve added to your purchase cart are listed here. This may include individual courses or subscriptions. This tab will not appear if your cart is empty.

Custom Billing Code

If you have a Custom Billing Code, enter it in the box to the left of the *Purchase* button. If you do not have a billing code, you may ignore this section.

Pay by Subscription or Credits

If you have courses in your shopping cart that are a part of a valid subscription, click the **Use Subscription** button to “purchase” them.

...you can apply these actions to the checked courses above: USE FREE COURSE USE SUBSCRIPTION USE CREDITS

Similarly, if you have available credits, you may apply your credits to the courses purchased here. These options will only be visible if available.

Completing Your Order

To complete your order, click the **Purchase Now** button.

PURCHASE NOW

Courses & Catalogs

Enrolling and Browsing Courses

You can view available courses by:

- Selecting a discipline tab located near the top of the page



Or

- Selecting **Individual Courses** from the navigation sidebar, if available, located on the left side of your browser window.



Performing either action will bring you to a catalog page. (Example below)

Ethics & Compliance:









Selecting a subject area from this catalog page will bring you to the actual course catalog for that subject area. (Example below)

All Employee

Formats	Catalog Number	Course Title (Subs. Brand)	Price/Credits	Status	Action
	995500	15-minute Sarbanes-Oxley (WORKINGVALUES) ⓘ	0.00 \$59.00		ENROLL
	995501	Integrity of Books and Records (WORKINGVALUES) ⓘ	0.00 \$59.00		ENROLL
	995503	Interactive Code of Conduct (WORKINGVALUES) ⓘ	0.00 \$59.00		ENROLL

Clicking the **Enroll** button will add the course to your *Shopping Cart* and allow you to Enroll in the course.






The Catalog View Page

All Employee					
Formats	Catalog Number	Course Title (Subs. Brand)	Credits	Price/Status	Action
	995500	15-minute Sarbanes-Oxley (WORKINGVALUES)  (7)	0.00	\$59.00	ENROLL
	995501	Integrity of Books and Records (WORKINGVALUES) 	0.00	\$59.00	ENROLL
	995503	Interactive Code of Conduct (WORKINGVALUES) 	0.00	\$59.00	ENROLL

(1) (2) (3) (4) (5) (6)

When you arrive at the Catalog view page, you'll be presented with a screen similar to the one above.

The columns in the catalog view are:

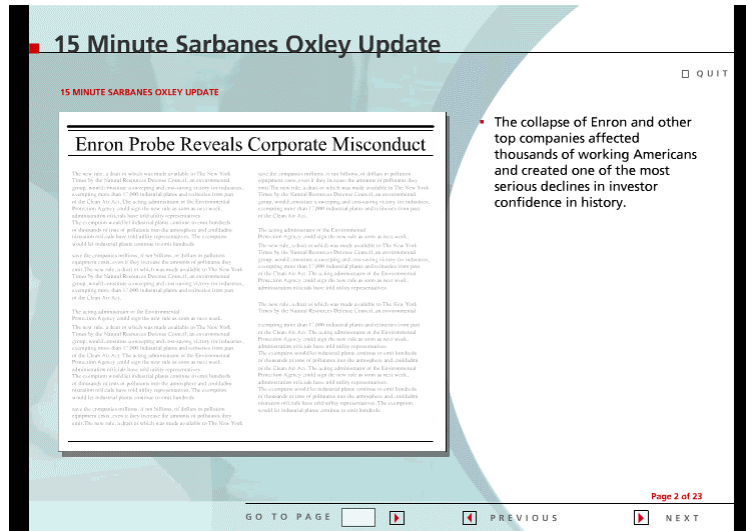
1. **Formats:** Indicates the type of goods and media included in the course. Refer to the Format Key below for more information.
 Format Key:  Video  Flash  Text  CD  Book
2. **Catalog Number:** The Catalog number of the course.
3. **Course Title:** Indicates the title of the course.
4. **Credits:** The number of credits that can be earned by completing this course.
5. **Price:** The price to enroll in the course (if applicable). This is the "standard" non-discounted price of the course.
6. **Action:** For courses you have not enrolled in, this will be *Enroll*. For courses you have already enrolled in, it will be a *Launch* button.
7. **"i":** Information and course details. Clicking this button will provide you with a detailed summary of the course, including its cost, author, level, prerequisites, type and expiration date.

Ethics & Compliance Courses

Most SmartPros *Ethics & Compliance* courses are Flash or Video based. Flash is a dynamic multimedia presentation format for delivering online information.

Taking a Flash Course

To launch a course, click its name on the *My Courses* page or click the **Launch** button in the catalog. Once you've launched a course, you'll be presented with a window similar to the one at the right.



To begin the course, follow the on-screen instructions as course navigation styles will vary.

Some courses will include an exam at the end. If your course has an exam follow the online instructions as test styles may vary.

Taking a Video Course

To launch a course, click its name on the *My Courses* page or click the **Launch** button in the catalog.

The first time you launch this type of class, you'll be presented with a window asking you to select what type of video format you would like to use for the course

Choose Video Delivery

Choose the type of Video content you wish to use for:
"Auditing Fraud: Solving Problems or Creating New Ones?"

Click this logo to view the video content using Real Player version 8. Click this logo to view the video content using Windows Media Player.

Selections Tips: If you are not using Internet Explorer for your internet browser, it is recommended that you select RealPlayer. The functionality within Windows Media is not fully supported by other browsers.

Or...download a compatible player:

Don't have Real Player 8?
Click the above logo, then follow the "RealPlayer 8 Basic" link to get it for free.

Don't have Widows Media Player 7?
Click the above logo to get it for free.

If you don't have Real Player or Windows Media player on your computer, click one of the bottom links to go to the Real or Microsoft site and download one.

Once you have selected or installed your media player, the course window will launch and you will be presented with a window containing a video screen and navigation key.

Related Materials

Along the top of the course window is a series of buttons that will provide you materials related to the course.



- *Transcript* – Brings you to a text version of the course videos.
- *Outline* – Provides an ordered overview of key course topics.
- *Segment Details* – Provides Objectives and an Overview for each course segment. This includes Subject Area, Field of Study, Expiration Date, Course Level, Course Prerequisites, Advanced Preparation, Recommended Accreditation and Acknowledgements.
- *Ask the Expert* – Allows you to ask questions via e-mail that will be answered by the author of the course
- *Help* – Provides technical help for Microsoft Windows Media Player and Real Networks RealPlayer.

Video or Slide Show

Multi-Media Courses can be shown as a video or as a slide show depending on your computer. The SmartPros system automatically selects the lower-bandwidth slide-show option.

To switch to video mode:

- Click **Play as Video** under the multi-media screen.
- Clicking **Play as Slide Show** will return you to slide show mode.



Progressing Through the Course

The list of links on the left side of the course window will allow you to work your way through the course. When a section has completed, you will automatically move to the next section of the course. If you need to stop the course at any time, simply remember which section you last completed, and click on the link to the next section when you return to the course. The video will start at the beginning of the selected section.

Mid-Review Questions

Mid-Reviews are intended to test your knowledge of the course thus far.

MID-REVIEW QUESTIONS

1. The speaker did NOT say that in the wake of Sarbanes-Oxley, corporations should focus on (_____).

- a. governance issues
- b. internal controls implementation
- c. stronger health benefits
- d. employees' behavior and conduct

Check Answer

A large empty rectangular text box with a vertical scrollbar on the right side, intended for the user to enter their answer to the question.

To answer *Mid-Review Questions*:

- Click the button next to the letter of your answer
- Click the **Check Answer** button.

An explanation of why your answer is correct or incorrect will appear in the area below the **Check Answer** button.

To move on to the next question in the review, click the **Next Question** button.

Final Review Questions

Final reviews are intended to test your knowledge of the latter portion of the course. Their format is the same as Mid-review questions.

Related Reading

Related Reading presents text relevant to Multi-Media courses.

To access *Related Reading*:

- Click **Related Reading** on the left side navigation.

Related Reading Questions

Related Reading Questions are meant to test your knowledge of the related reading sections. Note that these sections are required and **MUST** be completed, as several questions on the course final exam come from the related reading

RELATED READING QUESTIONS

1. As a recent editorial in Fortune magazine advised, corporations must "turn employees into (_____)" by engaging the entire workplace in the goal of an ethical corporate environment.

- a. CEOs
- b. corporate governors
- c. CFOs
- d. internal auditors

Check Answer

Discussion Section

The *Discussion Issues* section is used to provide feedback and discussion on the course.

Those taking the course are free to read comments by other classmates or contribute their own. The course instructor creates forum topics.

DISCUSSION ISSUES:

Click on any or each of the discussion links below to read comments made by others or to add your own comments.

1. [What does your organization do to build an ethical environment?](#)
2. [Do you think there is a Behavior-Standards Gap in your company? Explain.](#)

To take part in a discussion:

- Click the title of the Discussion issue you wish to participate in.
- Click the **Post new message in this thread** button.

 [Post new message in this thread](#)

- Enter your name, email address, subject (optional) and message into the required fields.
- Click the **Preview** button
- If you are satisfied with your message click the **Post** button. If you are not happy with your message, click the **Re-Edit** button to return to the previous screen.

Preview

Do you want to post message as it is displayed below?

Re-edit Post

Final Exams

The final exam is meant to test and grade what you've learned from an entire course. Final exams cannot be taken over to improve your result once you have passed the course and you will not be shown the correct answers during (or after) the exam. If you do not pass the course with a 70% or better after two attempts, you will be locked out of the course for 30 days. Final Exams for FMN, APP and CPAR courses are multiple-choice.

To take a final exam:

- Click the **Test** button at the bottom of the course navigation links:

[Related Reading Questions](#)

[Other Resources](#)

Discussion Issues

[Test](#)

- Answer final test questions by clicking the button next to the your answer for each question:

Final Quiz:

1. Since enactment of Sarbanes-Oxley, corporations have NOT focused on (_____).

- a. governance issues
 - b. increased executive benefits
 - c. internal controls implementation
 - d. employees' behavior and conduct
- When you've answered all questions, click the **Submit for Scoring** button to submit your answers.

Submit For Scoring

Optional Features

NOTE: These features are not available for all SmartPros Customers.

Free Demo Courses

If *Free Demo Courses* are available, you will see a box similar to the one at the right on your selected subject area page.

Free demo courses are intended to allow you to sample SmartPros course offerings at no cost.

To enroll in a *Free Demo Course*:

- Click the name of the free course you wish to enroll in or click **More Free Demos** to see a full list of available demo courses.
- Once you have selected a course to take, you'll be brought to the *My Courses* page.
- The free demo course will launch automatically in a new window. The course will immediately be added to the *My Courses* area.

FREE DEMO COURSES

- [Arthur Levitt: An Exclusive Interview, December 2003, Segment #1](#) ⓘ
- [Catching the Crooks Who Cook the Books, August 2003, Segment #E](#) ⓘ
- [GAO: Restoring Government Accountability, 2003/#2, Segment#A](#) ⓘ
- [Valuations of an Entity](#) ⓘ

 [MORE FREE DEMOS](#)

Featured Courses

If available, *Featured Courses* can be found at the top right of the selected discipline page.

A *Featured Course* is a new course that you might be interested in.

To purchase the *Featured Course*:

- Click the **Buy** button. This will bring you to the course in the catalog view page.
- Click the **Enroll** button to add the course to your shopping cart. You may then purchase the course as normal.

THIS MONTH'S FEATURED COURSE



Ethics – Your License Depends on It! (2 credits). A special course by the Virginia Society of CPAS.

 [BUY](#)

 [MORE INFO](#)

[View All New Course Offerings](#)

The **More Info** button will give you more information on the course.


The **View All New Courses** button will bring you to a Catalog view page for all recently added courses.

Pretest Courses

Pretest Courses can be found at the right of the *Home* page.

COURSE PRETEST

Earn free CPE credits by pretesting a course

 [MORE INFO](#)

Before courses have been rated for credit, they exist as "Pretest Courses." Users may enroll in a Pretest course for free in order to evaluate the course and to provide feedback on it. The feedback collected and time taken to complete the course for these test users determines the course's credit amount. "Free Courses" credits may be used to take Pretest courses.

Check Your System

Located below the *Course Pretest* box on the home page, *Check Your System* allows you to check your computer to see if you have the necessary media players.

CHECK YOUR SYSTEM

Don't know if you have the right
players on your system?

Clicking the **Don't know if you have the right players on your system?** button will bring you to the *System Requirements* section of the *Help* page.

Help/Faq

The *Help/FAQ* is intended to answer questions you might have while using the SmartPros system.

To access Help:

- Click the **Help** button located on the top right of any page.

Navigate *Help* by clicking the help topic categories at the left of the screen.

Shopping Cart

The shopping cart is intended to allow you to easily purchase courses.

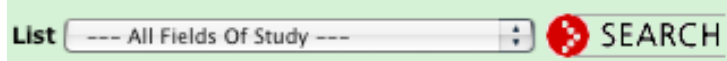
- To access the shopping cart: click **View Cart** on the home page.
- This will bring you to the shopping cart tab on the *My Courses* page.
- From here you can view courses you have selected but not yet purchased, delete courses from your cart or complete your order.

Search

If available, the drop down Search feature will be located at the top of a broad category page.

If you wish to narrow the list of courses:

- Select the desired narrower category from the drop down field at the top of a category page.
- Click the **Search** button.



About Us

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