Web Based Proactive Maintenance Software

V.1 USER MANUAL
May 1, 2003

Web Based Proactive Maintenance Software

Call Michael Holloway at 214-450-7864 with questions

Table of Contents

Welcome to the Equipment Maintenance Management Application (EMMA).

The EMMA is perfect for organizing, monitoring, analyzing and scheduling maintenance.

The application allows you to:

- **Manage** Equipment Maintenance, Parts Replacement and Labor Costs.
- **Schedule** Work Orders Daily, Weekly, Monthly, Quarterly or Annually.
- **Track** Fuel Costs and Usage.
- **Determine the Actual Cost** to Operate Each Piece of Equipment.
- **Identify Problem Areas** to Establish a Proactive Maintenance Routine.
- **Web Based -** Accessible From Any Computer Anytime.
- **Multiple Users Accepted -** User ID and Password Protected.
- **Secure Website** Safely Stores Data and Information.

In order to access the site, your computer must be able to access the internet. Microsoft's Internet Explorer is the preferred system. EMMA will not work with Netscape Navigator.

Setup is fast and easy:

Step 1 - Web Access: Make sure your computer can access the internet.

Step 2 - Complete Enrollment Form : Your Sales Representative will have you fill out and enrollment form. You will need to provide your e-mail address and a user ID and password. Each can be up to 10 numbers or letters or a combination of the two. Symbols and punctuation marks will not work. Choose the day of the week and time slot for your training. The training will continue at the time and day you choose until you decide you no longer need it.

Step 3 - Fax Enrollment Form: Fax the completed form to the EMMA headquarters for processing. The fax number is 972-721-6111

Step 4 - Start-Up Kit : Your Sales Representative will provide you with a start-up kit complete with a user manual, a customer number and the website address. You will need your customer number in order to access the application. Your Rep will provide this.

Step 5 - System Setup: An administrator at headquarters will set you up and e-mail your confirmation. This process normally takes about a day. Start-up information will be e-mailed to you with the web link. Once this occurs, you will be able to begin using EMMA. Additional users will require new ID's and passwords.

The Logic of the EMMA

EMMA is a powerful yet simple computer application. It is not considered software because it is not actually loaded on to your computer so it doesn't take up any valued memory. The data is protected and accessible to you from any computer with web access. You are given access to the operating software and your maintenance and service data. The ease of use and flexibility are enormous!

Setting up the initial data will take some time. But once it has been set up, creating work orders, scheduling out future work and even running cost or failure reports will take seconds.

The set up logic is rather simple. You must start with the SETUP PAGES. Each option goes in order. From EQUIPMENT TYPE on down:

Equipment Type – generic names (Pick-Up, Bull Dozer, Air Compressor, Cooling Tower, etc…), do not use specifics like model numbers or names - that will be done later.

Component Type – of each Equipment Type (engine, hydraulics, motor, electrical system, etc…).

Service Type – service done on each Component Type (engine oil change, motor rebuild, elec. Inspect., etc…)

Parts Setup – all the parts used for a specific Service Type (specifics including part # and costs)

Location – names of the buildings or job sites where the different equipment are located.

My Equipment – the equipment details (make, model, year, VIN, etc…)

Getting Started

The Log In Screen

After you have entered the following site: www.emma.nch.com, type in the following information:

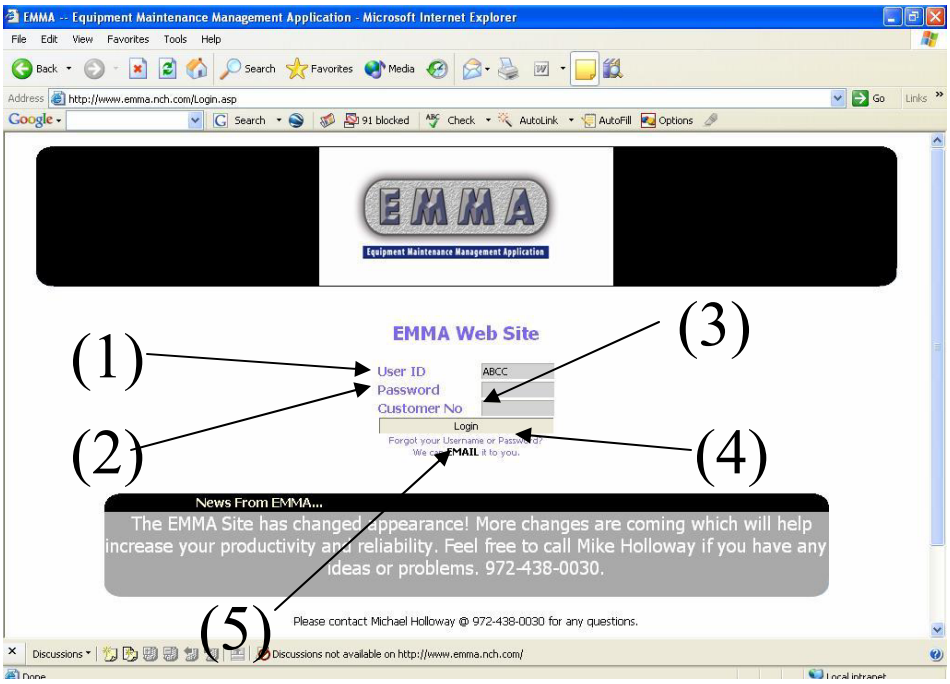
Practice Industrial Sites

(1) User ID: ABCI
(2) Password: abci
(3) Customer # : a2222222
(4) Click on the Log-in key.

Practice Construction Sites

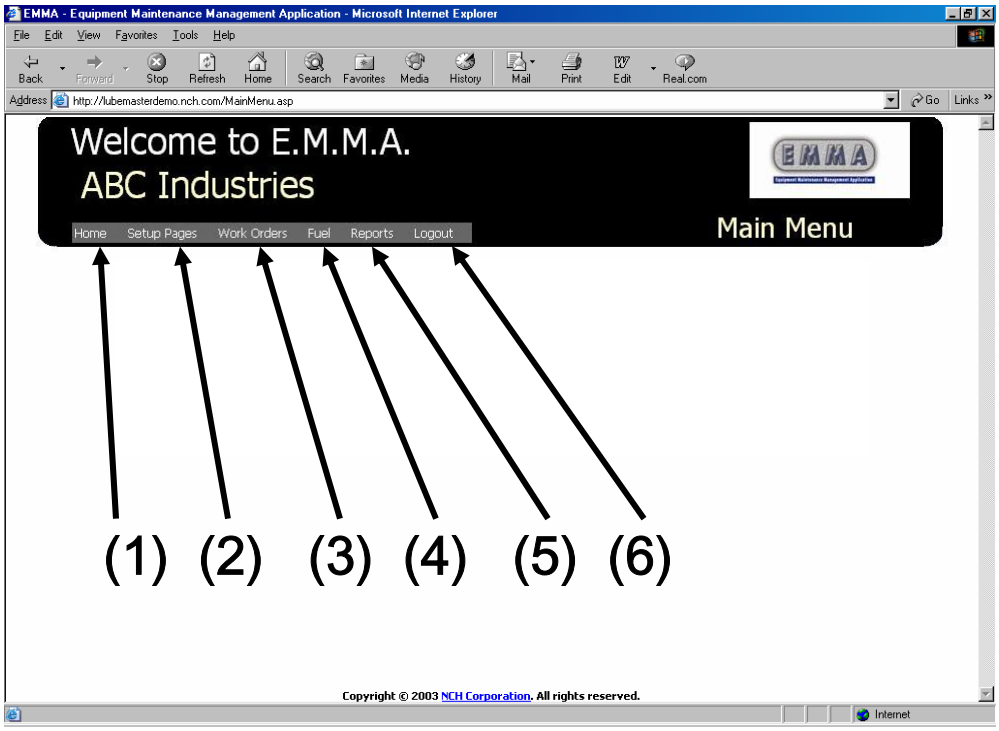
(1) User ID: ABCC
(2) Password: abcc
(3) Customer # : a1111111
(4) Click on the Log-in key.

A fictitious company has been set up for you to practice with. You will be given the appropriate information when you receive your start up kit. Choose one of the following practice sites:
If you ever forget your specific information, simply click on the (5) e-mail option. A space will pop up for you to enter your e-mail address. The administrator will send you the information you need to begin. This normally will take no more than 30 minutes.



Main Menu - Function Keys

Once you have entered the site, you will notice a tool-bar with several options for you to click-on:



(1) <u>HOME</u> – this allows you to go back to the Log-in screen.

(2) <u>SETUP PAGES</u> – information on equipment types, parts, services, locations, etc are typed in these various fields. This is the basis of all the information needed to generate and close work orders and also run cost reports.

(3) <u>WORK ORDERS</u> – here is where work orders are created, viewed, printed, and closed.

(4) <u>FUEL</u> – equipment filling and fuel delivery data is entered here.

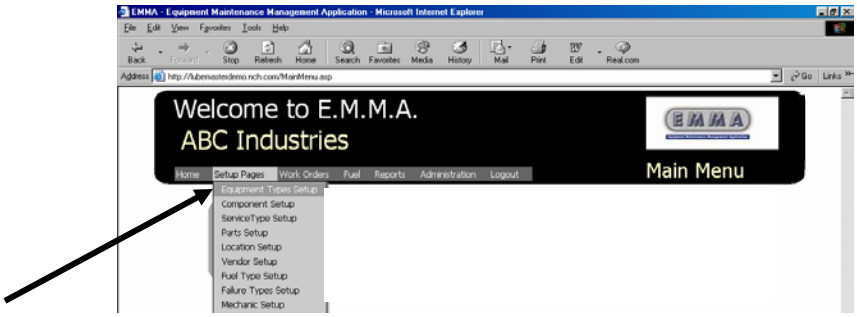
(5) <u>REPORTS</u> – cost to repair, part failure, fueling costs and equipment inventory reports.

(6) <u>LOGOUT</u> – this terminates the session. All your data is still saved.

1. EQUIPMENT SETUP

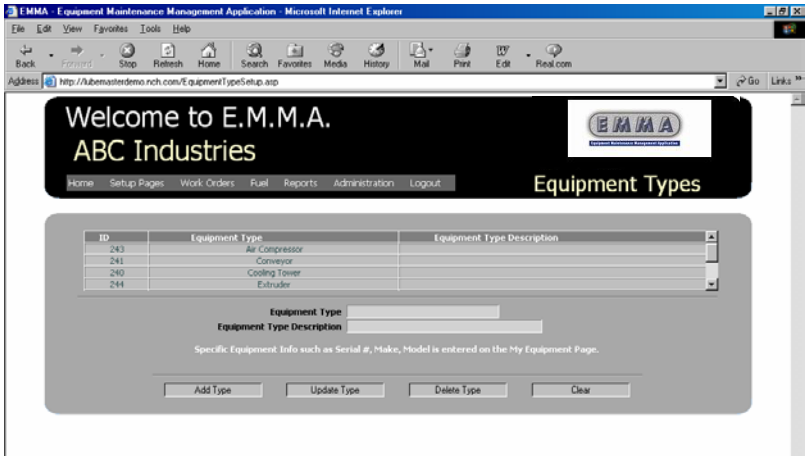
The first step in setting up your system is to enter information that will be used for generating work orders, fuel information and reports.

Move your cursor to the <u>SETUP PAGES</u> option. You will notice that there are several options that appear.



It is important that you begin with the first option – <u>EQUIPMENT TYPES SETUP</u>.

<u>STEP 1 – Accessing Equipment setup Function:</u> Click on <u>EQUIPMENT TYPES SETUP</u> option and a new screen will appear:

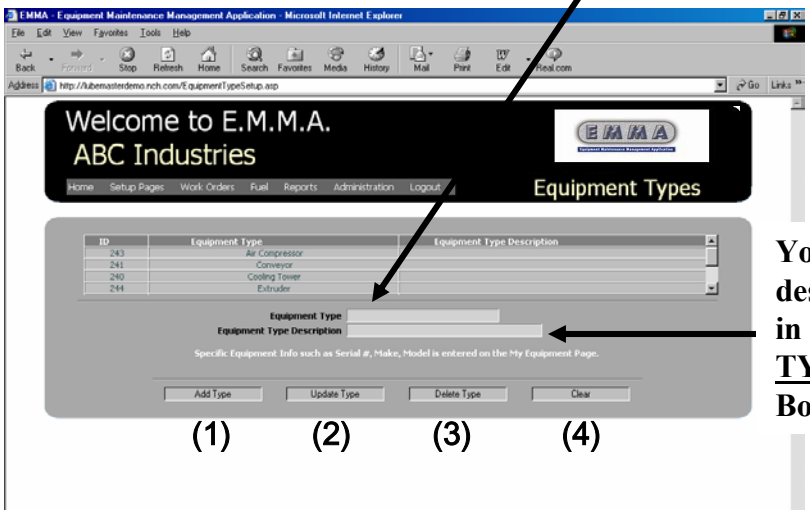


The <u>EQUIPMENT TYPES SETUP</u> is a function that allows you to enter various types of equipment. An example of an equipment type would be a bull dozer, a mixer or an air compressor. Keep the equipment types as basic and generic as possible.

Equipment Setup (continued)

Use generic terms when entering the equipment type. Specific information on each equipment type will be added into a different field later.

<u>STEP 2 – Entering EQUIPMENT TYPES:</u> The second step to developing the data base is to fill in the <u>EQUIPMENT TYPE</u> Box (also known as an entry field):



You can also add any descriptive information in the <u>EQUIPMENT TYPE DESCRIPTION</u> Box.

<u>Saving the Data:</u> Once you have typed in the information, click on: (1) <u>ADD TYPE</u>. This information only has to be entered once. It is now saved in the data base for the rest of the fields to work off of.

<u>EDITING OPTIONS:</u> By clicking on a specific Equipment Type in the table, the entry field is filled in. You can then do one of the following functions:

(2) <u>UPDATE TYPES</u>: use this function if you want to make a change to an existing equipment type. Simply change the information and click on <u>UPDATE TYPES</u>.

(3) <u>DELETE TYPES</u>: will completely erase the type you have clicked on from the table.

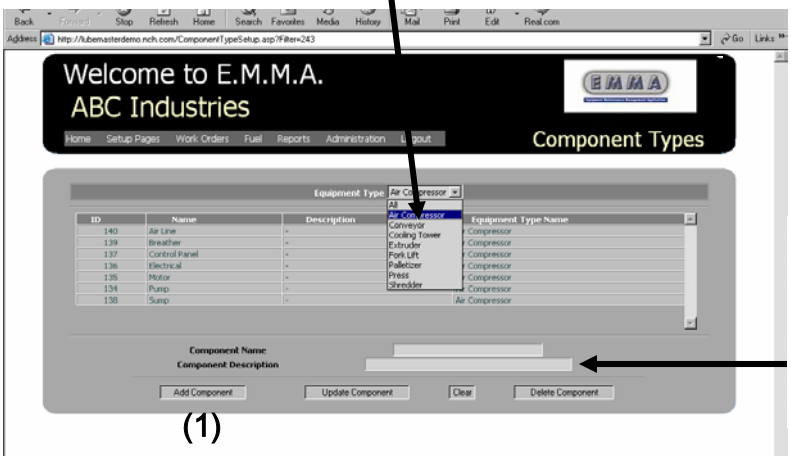
(4) <u>CLEAR</u>: this will erase an entry you may have made.

Equipment Component Setup

Each piece of equipment has components. For example, a truck has an engine, a transmission, a windshield and so forth. The components are the various items that different services are going to be done on. It is important that you do not confuse a component with a particular part. For example, an engine is a <u>component</u> of a truck, a piston is a <u>part</u> of the engine.

<u>STEP 3 – Accessing COMPONENT TYPES:</u> the next step to developing the data base is to fill in the <u>COMPONENT TYPE</u> entry field. Click on the <u>COMPONENT TYPE</u> option from the <u>SET UP PAGES</u> and a new screen will appear.

You must first select the <u>EQUIPMENT TYPE</u> that the particular component is part of from Step 2.



You can also add any descriptive information in the <u>COMPONENT TYPE DESCRIPTION</u> Box.

<u>Entering Component Types:</u> After the <u>EQUIPMENT TYPE</u> has been selected, enter the <u>COMPONENT TYPE</u> in the entry field.

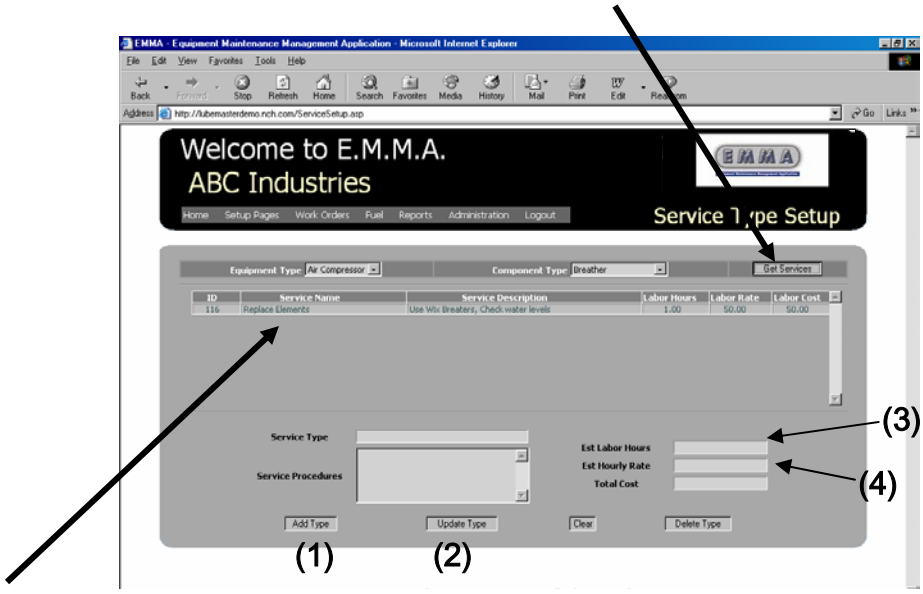
<u>Saving the Data:</u> Once the information has been entered, click on: (1) <u>ADD COMPONENT</u>. This information only has to be entered once. It is now saved in the data base for the rest of the fields to work off of.

Service Type Setup

Before a work order can be created, a SERVICE TYPE must be established for each component type of each equipment type. Service for each type of component will require different parts and possibly different service procedures. These specifics will be asked for in the next section.

The name in which you choose for the service should be specific only with regards to the component. For example, if you set up a hydraulic oil change, put in "Hydraulic Oil Change" instead of just "Oil Change". This will reduce future confusion.

STEP 4 – Accessing SERVICE TYPES: the next step to developing the data base is to fill in the SERVICE TYPE entry field from the set up pages. Click on the EQUIPMENT TYPE arrow and click on the EQUIPMENT TYPE you want to set up the service for, then the same for the COMPONENT TYPE arrow. Once you have selected these, click on the GET SERVICES Box:

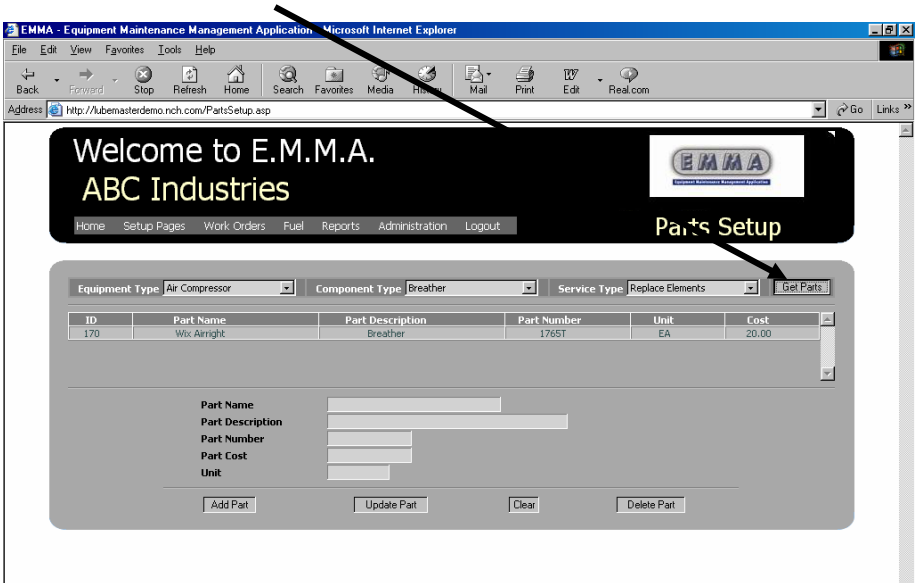


If there are any services set up in the system, they will appear in the table. If no services have been set up, the table will be empty. Fill in the appropriate entry fields and (1) ADD TYPE or (2) UPDATE TYPE as needed. You also must add the (3) ESTIMATED LABOR HOURS and (4) ESTIMATED LABOR RATE. This will come in handy later when you want to run cost reports. The values can be changed later when you close a work order. Approximations are fine.

Parts Setup

For every service type, the various PARTS must be entered into the system. This will allow you to specify which parts are required for a given service and also identify parts that wear or break prematurely when you run a failure report.

STEP 5 – Accessing PARTS TYPES: Select the EQUIPMENT TYPE, COMPONENT TYPE, and SERVICE TYPE from the options then click on the GET PARTS box



New entries will not have any parts show up in the table. The GET PARTS box still has to be clicked on in order to proceed.

The PART NAME can be generic. The PART DISCRIPTION should also include the vendor if possible. PART NUMBER should reflect what your company uses. PART COST should reflect the total amount used for that service and be in terms that are familiar to you and your Purchasing Department. The UNITS are typically how the part is received. A "Bearing" may be "Each" where as "Motor Oil" is "Gallons". You can also use abbreviations such as ea, dz, lb, gl, etc… .

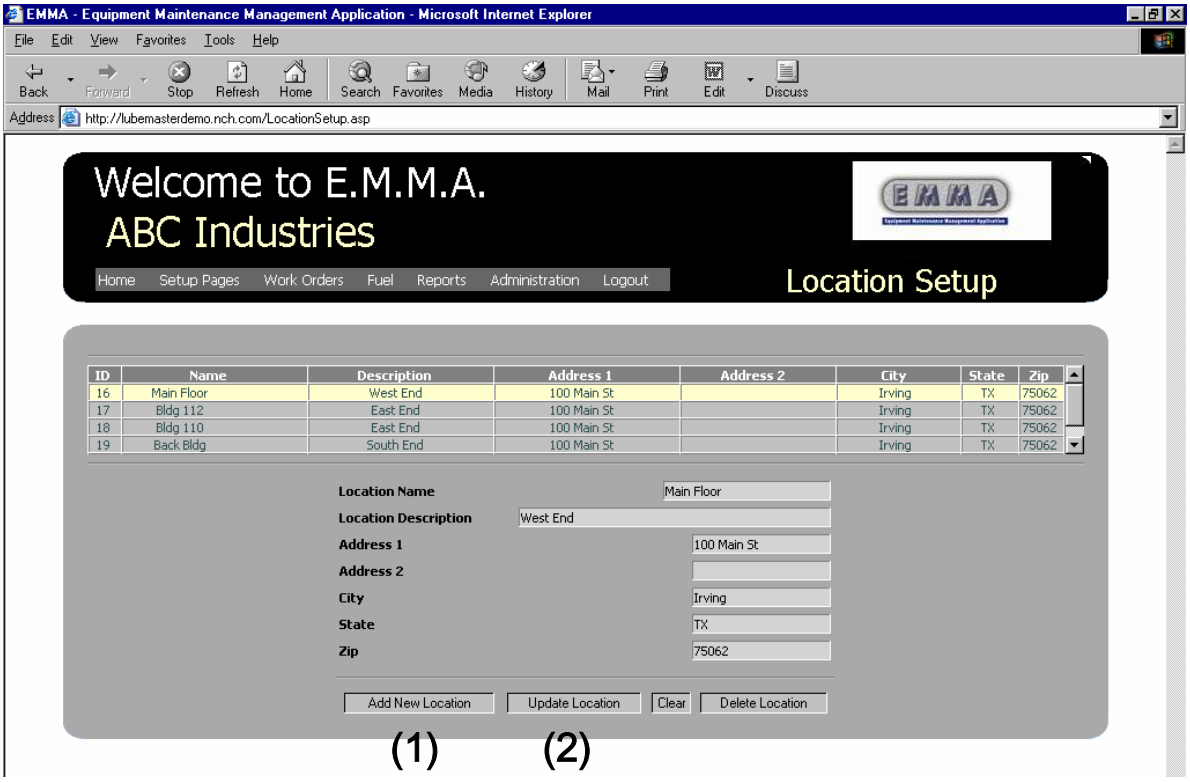
Add as much detailed information as possible in each of the fields. This information will be used later on when work orders are created and cost and failure reports are run.

Location Setup

Many companies have several buildings that have equipment. Still others have areas that are designated for various activities. Construction companies typically will have several active sites at any one time. It is important to identify where your different pieces of equipment may be found in order for the maintenance technicians to perform preventative or emergency maintenance.

<u>STEP 6 – Accessing LOCATION SETUP:</u> This information will be important for creating work orders and also for running equipment inventory reports

In the <u>SETUP PAGES</u>, select <u>LOCATION SETUP</u> and fill in the appropriate information. It is important to use building or site designations that are familiar with everyone in the company

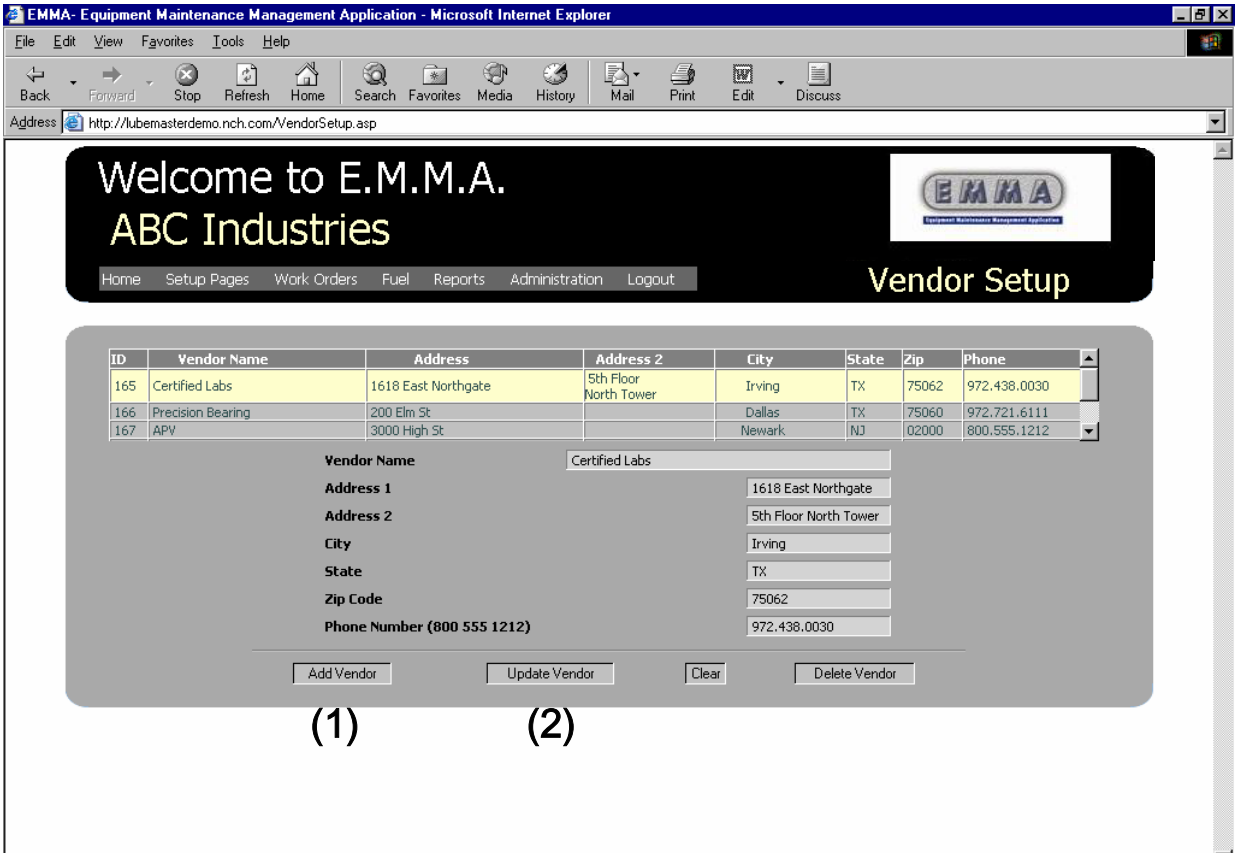


If there are any <u>LOCATIONS</u> set up in the system, they will appear in the table. If no <u>LOCATIONS</u> have been set up, the table will be empty. Fill in the appropriate entry fields and (1) <u>ADD NEW LOCATION</u> or (2) <u>UPDATE LOCATION</u> as needed.

Vendor Setup

The VENDOR SETUP option allows you to keep track of the various vendors that you do business with.

STEP 7 – Accessing VENDOR SETUP: In the SETUP PAGES, select VENDOR SETUP and fill in the appropriate information.



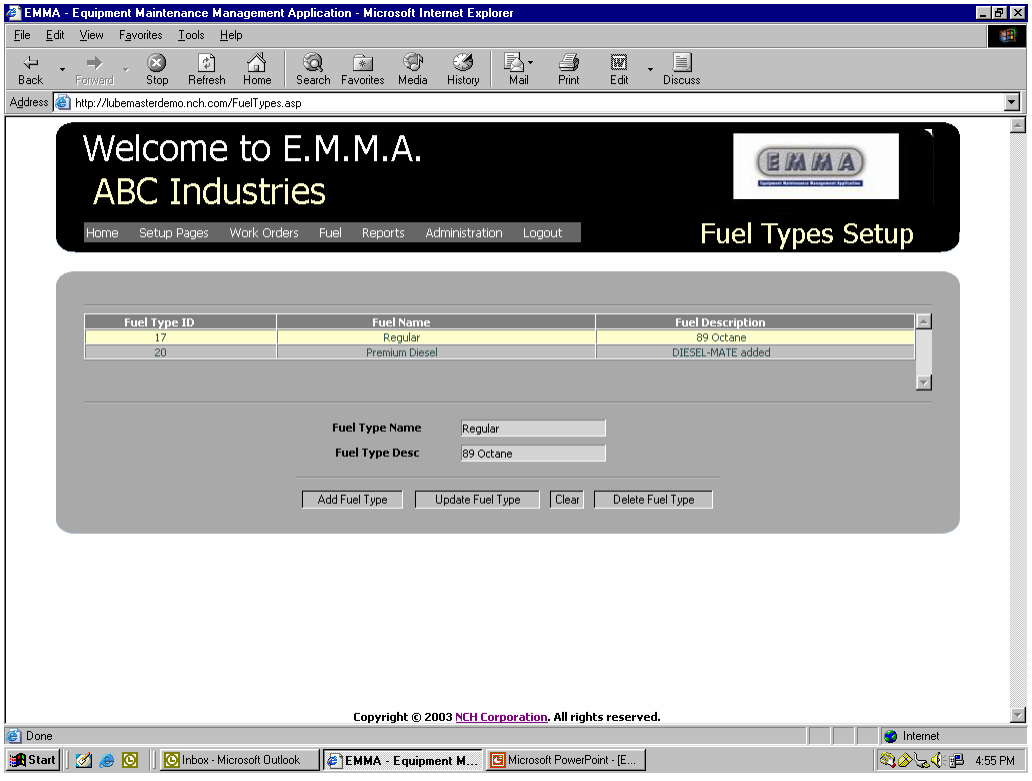
If there are VENDORS set up in the system, they will appear in the table. If no vendors have been set up, the table will be empty.

Fill in the appropriate entry fields and (1) ADD VENDOR or (2) UPDATE VENDOR as needed.

Fuel Types Setup

The FUEL TYPES SETUP option allows you to keep track of the various grades of fuel that you may use throughout the year. This information will be important when you run your fuel cost reports.

STEP 8 – Accessing FUEL TYPES SETUP: In the SETUP PAGES, select FUEL TYPES SETUP and fill in the appropriate information.



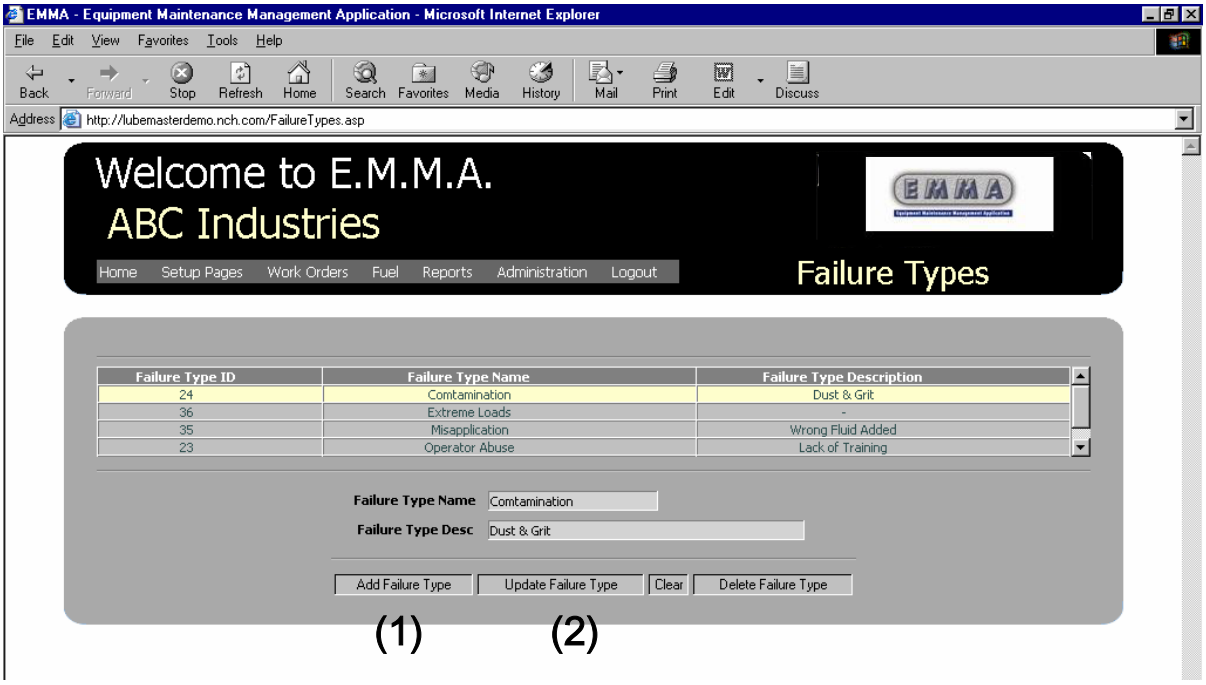
If there are FUEL TYPES set up in the system, they will appear in the table. If no fuel types have been set up, the table will be empty.

Fill in the appropriate entry fields and (1) ADD FUEL TYPE or (2) UPDATE FUEL TYPE as needed.

Failure Type Setup

The FAILURE TYPE option allows you to record and track why a particular part, component or piece of equipment has broken. This will be very valuable when you want to determine the longevity of a given part and also when setting up proactive maintenance procedures.

STEP 9 – Accessing FAILURE TYPES: In the SETUP PAGES, select FAILURE TYPES and fill in the appropriate information. A FAILURE TYPE can be operator abuse, excessive loads, electrical short, etc… . You will be able to choose the FAILURE TYPE when you close a work order. The information will be saved and later available for FAILURE REPORT generation.



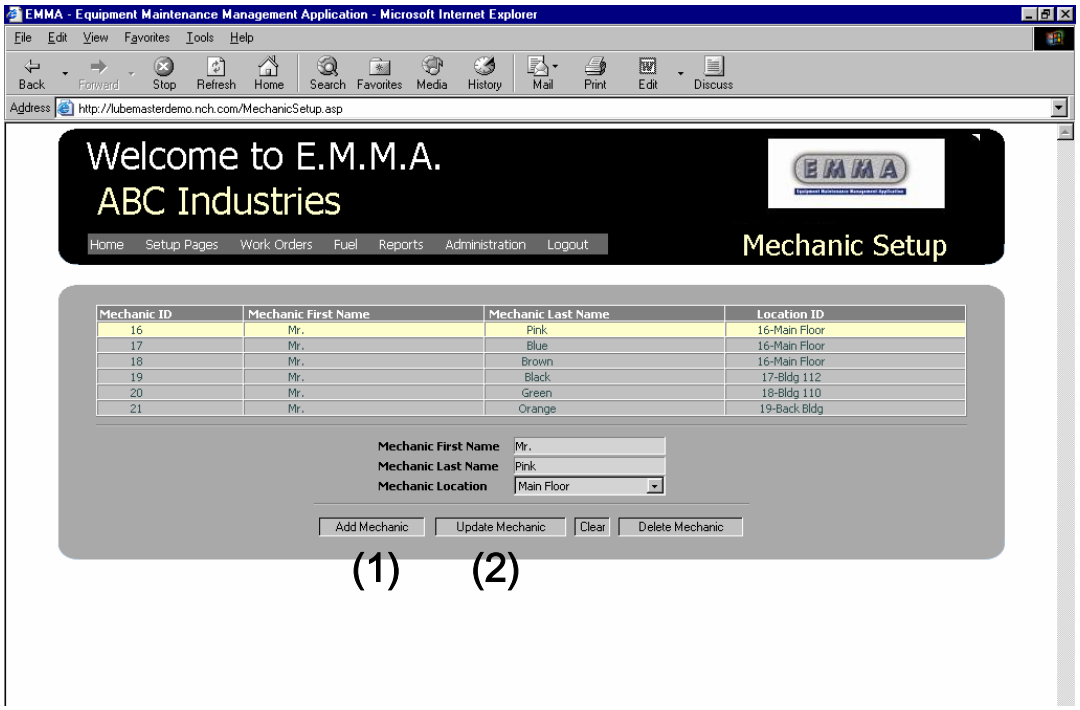
If there are FAILURE TYPES set up in the system, they will appear in the table. If none have been set up, the table will be empty.

Fill in the appropriate entry fields and (1) ADD FAILURE TYPE or (2) UPDATE FAILURE TYPE as needed.

Mechanic Setup

The MECHANIC SETUP option allows you to assign a mechanic to a particular building, area or site. This function is flexible and is easily updated. This information is essential when assigning work orders.

STEP 10 – Accessing Mechanic Setup: In the SETUP PAGES, select MECHANIC SETUP and fill in the appropriate information. This information will be used when assigning work orders to the various mechanics. You can also choose the location that a particular mechanic is assigned.



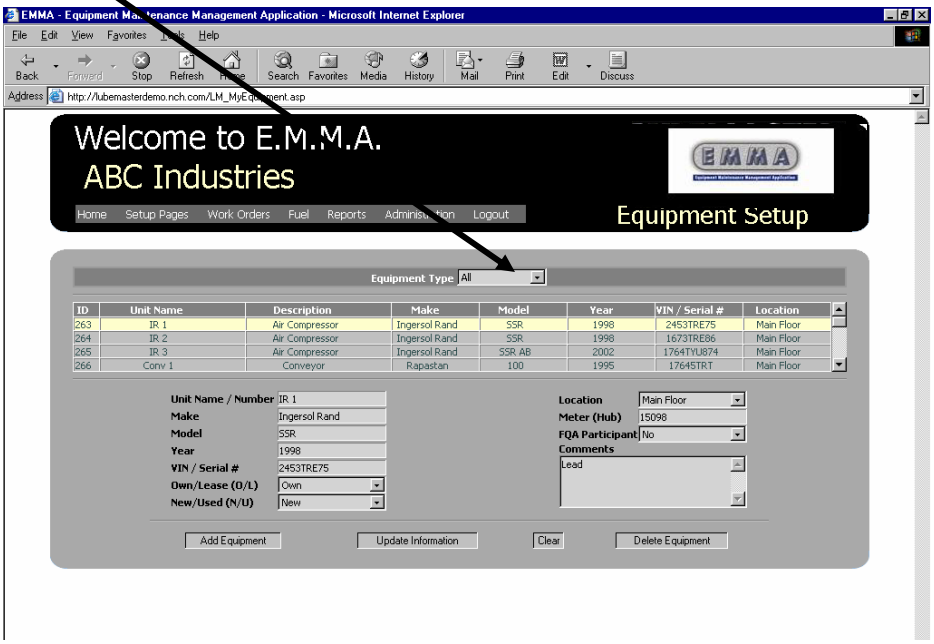
If there are MECHANICS set up in the system, they will appear in the table. If no mechanics have been set up, the table will be empty.

Fill in the appropriate entry fields and (1) ADD MECHANIC or (2) UPDATE MECHANIC as needed.

Equipment Setup – MY EQUIPMENT

The final step in setting up your data base is to input specific information on your equipment . This information is critical for creating work orders and running cost, failure, inventory, fuel usage and fuel fill reports.

STEP 11 – Accessing EQUIPMENT SETUP: Select the MY EQUIPMENT from the SETUP PAGES. Select the EQUIPMENT TYPE from the drop down option. Click on the EQUIPMENT TYPE arrow and click on the EQUIPMENT TYPE name in the drop down that you want to set up.



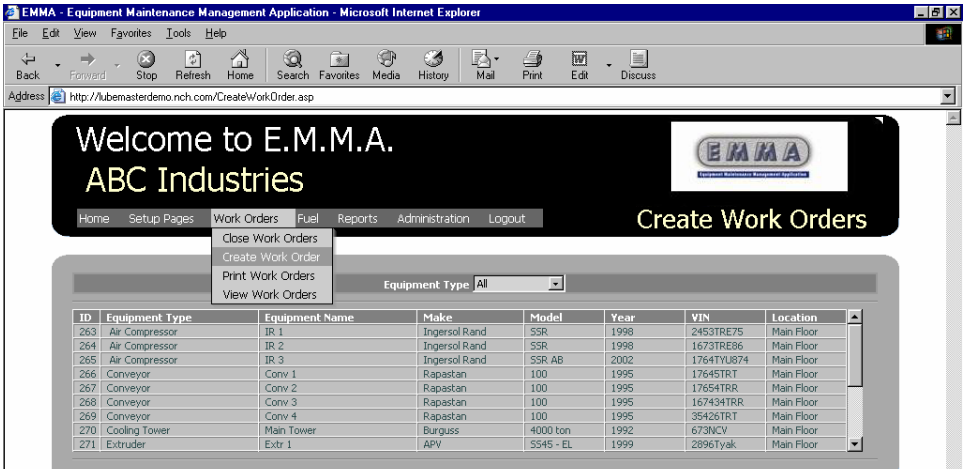
The UNIT NAME / NUMBER is a designation that you will assign. The MAKE, MODEL, YEAR and VIN / SERIAL # should be information form the equipment manufacturer. You also have a choice of inputting whether you OWN or LEASE and if you purchased it NEW or USED. This information can be very helpful for COST, FAILURE and INVENTORY REPORTS. The LOCATION field is essential for work orders and reports. The METER (HUB) field is the mileage or hours that the piece of equipment has on it. This number will be updated as work orders are closed. The FQA PARTICIPANT option pertains to Fuel Quality Assurance. Ask your Certified Rep for details.

2. WORK ORDERS

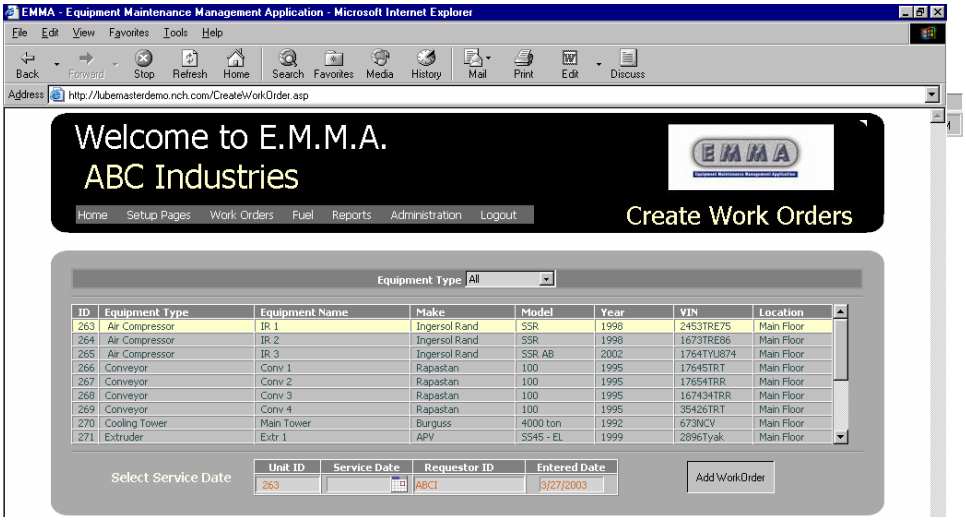
Creating Work Orders

The EMMA allows you to create and schedule work for your equipment. After your equipment information has been entered, you are now ready to create work orders.

<u>STEP 1 – Accessing Create Work Orders:</u> From the <u>WORK ORDERS</u> option, select <u>CREATE WORK ORDERS</u>.



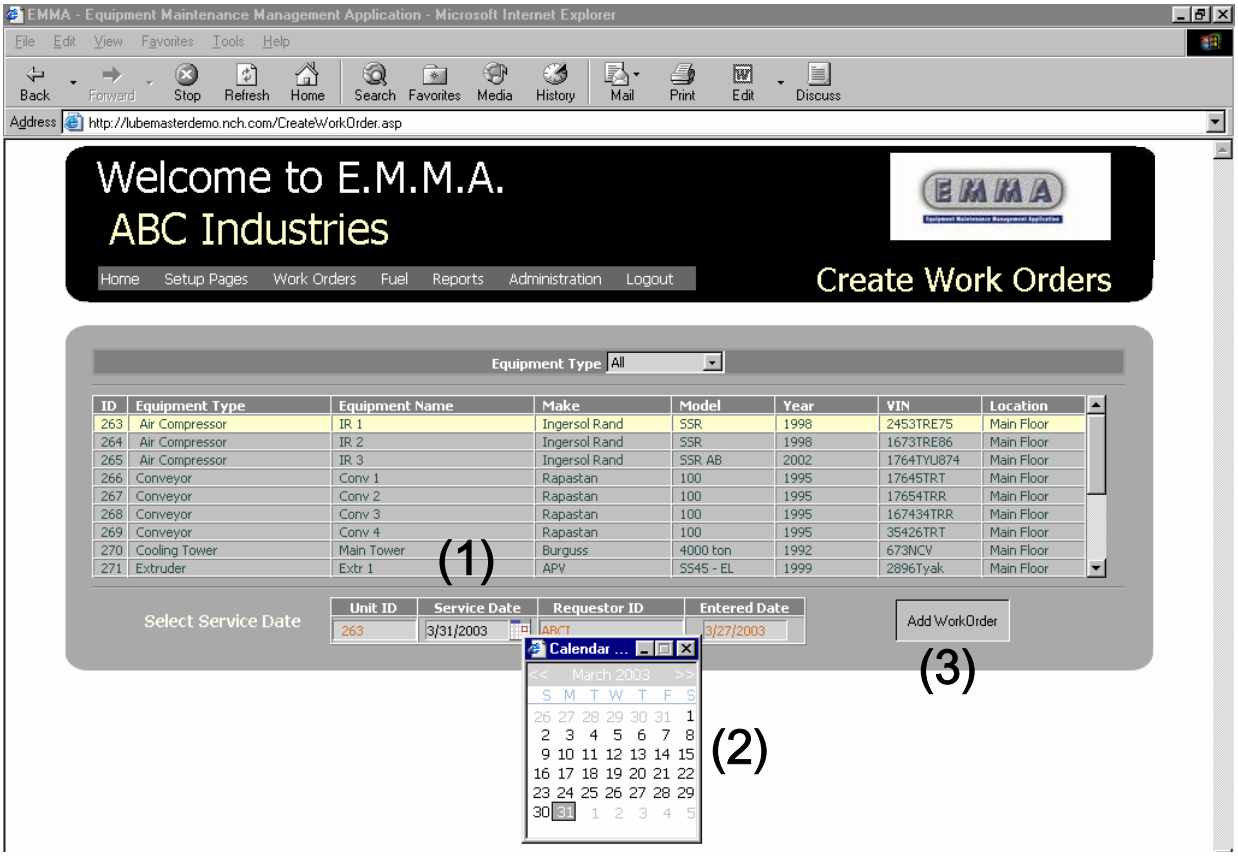
Once you click on <u>CREATE WORK ORDERS</u>, you will notice that a table appears with all the equipment you have entered previously.



You can click on a particular piece of equipment in the table or select from the <u>EQUIPMENT TYPE</u> drop down.

Creating Work Orders (continued)

Once you have selected the particular piece of equipment to service, you will notice that another field appears. This field is for selecting the SERVICE DATE. You must select a SERVICE DATE.



You can enter this date by (1) typing in the month/day/ 4digit year or you can click on the (2) calendar option and click on the day in which you would like to schedule work to be done.

Once you have selected the equipment and the service date, click on the (3) ADD WORK ORDER box. A new, work order detail screen will appear.

Creating Work Orders - Details

The WORK ORDER DETAIL screen allows you to select the COMPONENT TYPE, SERVICE TYPE, PARTS and the MECHANIC that will be assigned to the work order.

You must follow these steps, start by clicking on a specific component type:

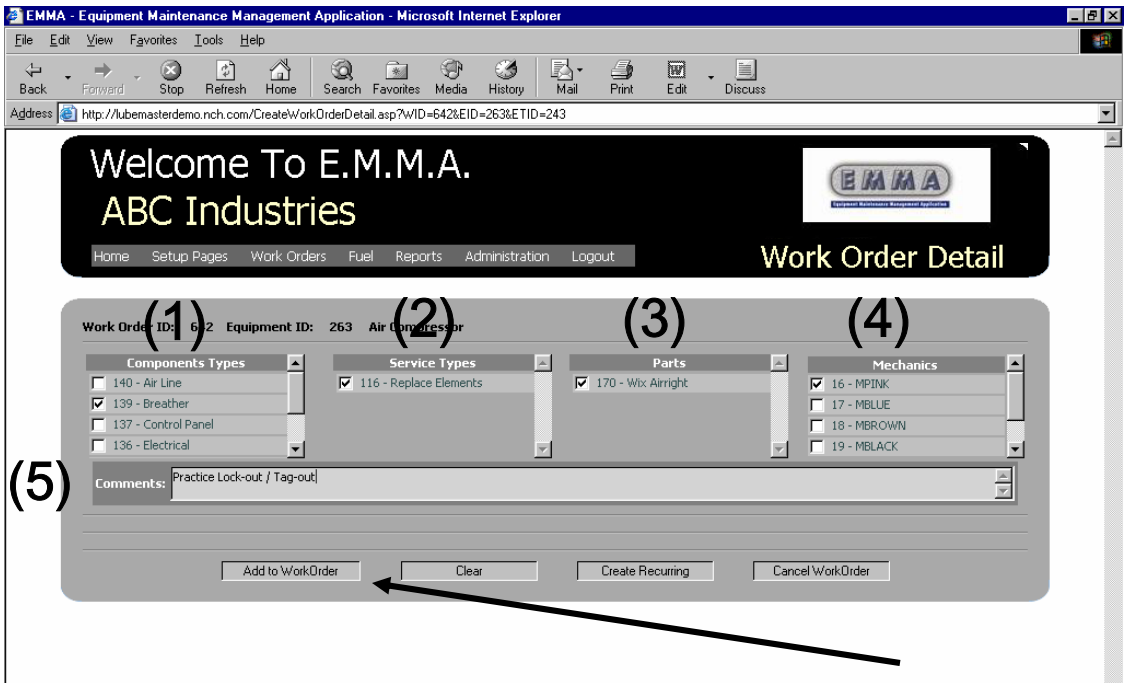
(1) COMPONENT TYPE box that the service will be performed on.

(2) SERVICE TYPES for that particular COMPONENT TYPE will appear.

(3) PARTS required for the SERVICE TYPE to be done.

(4) MECHANIC that will be doing the work. Finally, you can add instructions or comments.

(5) COMMENTS field. What you type in will appear on the WORK ORDER when you print it off.

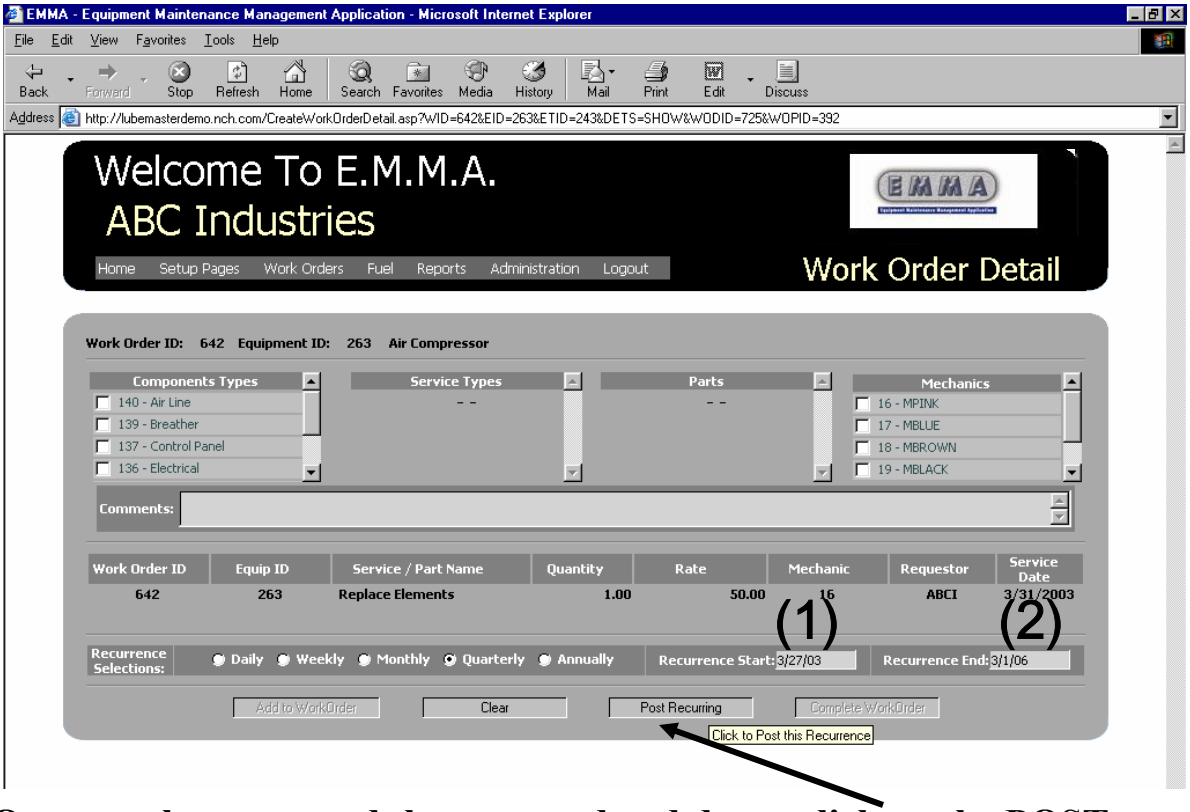


Once you have selected this information, you must click on the ADD TO WORK ORDER box. An option of POST REOCCURING or COMPLETE WORK ORDER will appear.

Creating Work Orders - Reoccurring

Once <u>WORK ORDER DETAIL</u> screen has been completed, you have the option of creating a reoccurring work order or posting as a one time maintenance work order.

You have several options to choose from for reoccurring work orders; <u>DAILY</u>, <u>WEEKLY</u>, <u>MONTHLY</u>, <u>QUARTELY</u>, or <u>ANNUALLY</u>. Click on the option which best suites your needs. Enter a (1) <u>REOCCURRENCE START</u> date and a (2) <u>REOCCURRENCE END</u> date. Please note, only 12 reoccurring dates will be saved in the system. If you require more than 12, you must enter in a new start and end date as needed.



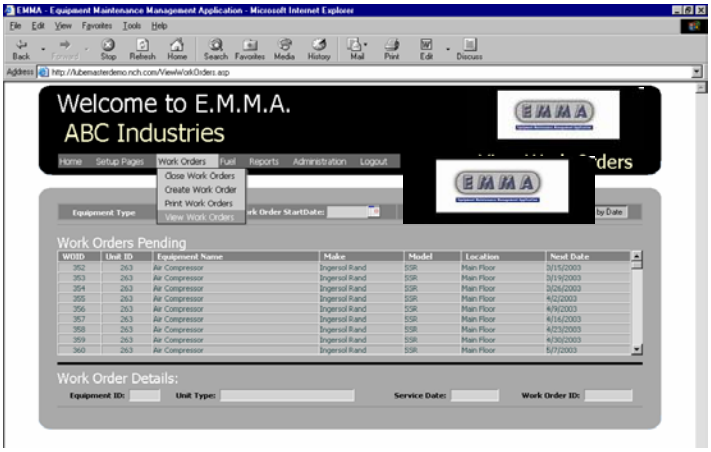
Once you have entered the start and end dates, click on the <u>POST REOCCURRING</u> box.

Once you have clicked on <u>POST REOCCURRING</u> box, you can add more to the work order or post it. To post it, click on the <u>COMPLETE WORK ORDER</u> box. This will save the work order in the system and allow you to view it, cancel it or print it off.

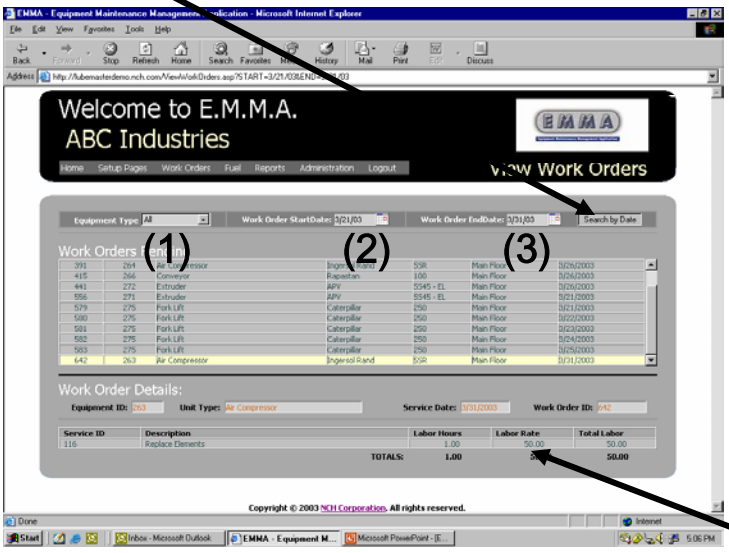
View Work Orders

Once <u>WORK ORDER</u> has been created, you have the option of viewing the details with out actually pulling it up.

<u>STEP 2 – Viewing Work Orders:</u> In the <u>WORK ORDER</u> option, click on the <u>VIEW WORK ORDERS</u> option.



A table will appear with all of the outstanding work orders.
You can refine your search by selecting the (1) <u>EQUIPMENT TYPE</u>, or (2) <u>START DATE</u> to (3) <u>END DATE</u>. Once the dates are entered, click on the <u>SEARCH BY DATE</u> box

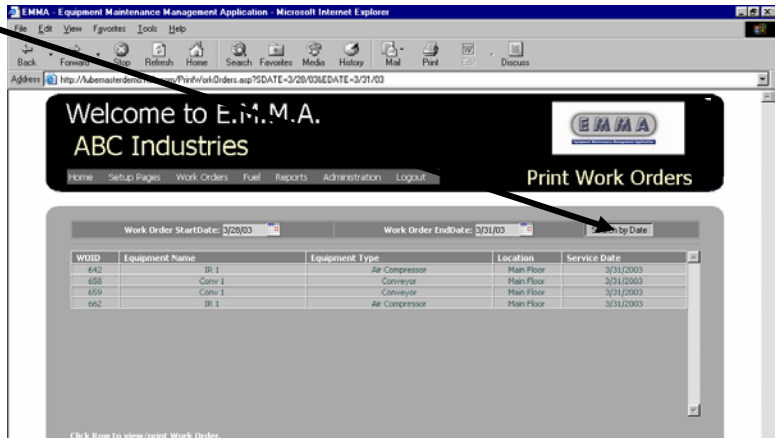


Once you see the work order in the table, click on it and the <u>WORK ORDER DETAILS</u> will appear.

Printing Work Orders

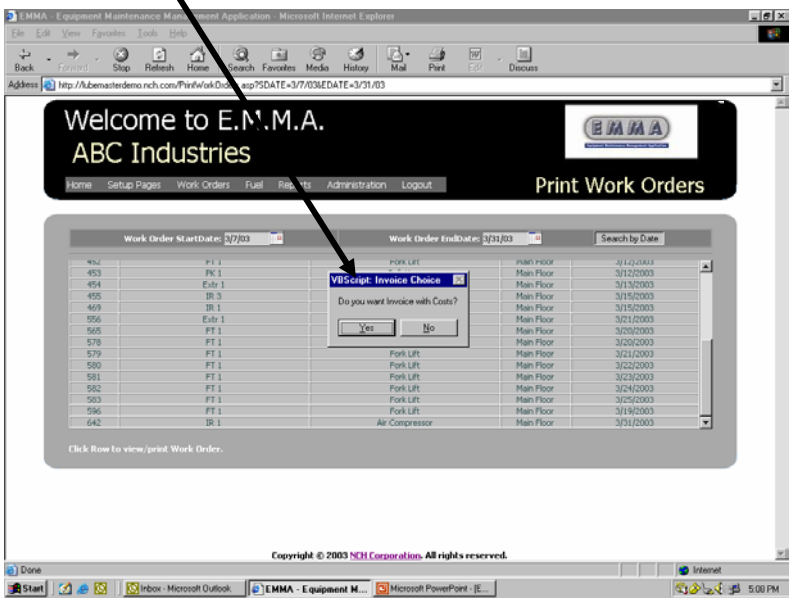
Once <u>WORK ORDER</u> has been created, you have the option of printing the work order

<u>STEP 3 – Printing Work Orders:</u> In the <u>WORK ORDER</u> option, click on the <u>PRINT WORK ORDERS</u> option. Once this screen appears, select the date range you would like to be able to select from. Enter the <u>WORK ORDER START DATE</u> and <u>WORK ORDER END DATE</u> range. Click on the <u>SEARCH BY DATE</u> box.



Once the table appears, select the <u>WORK ORDER</u> you want to print.

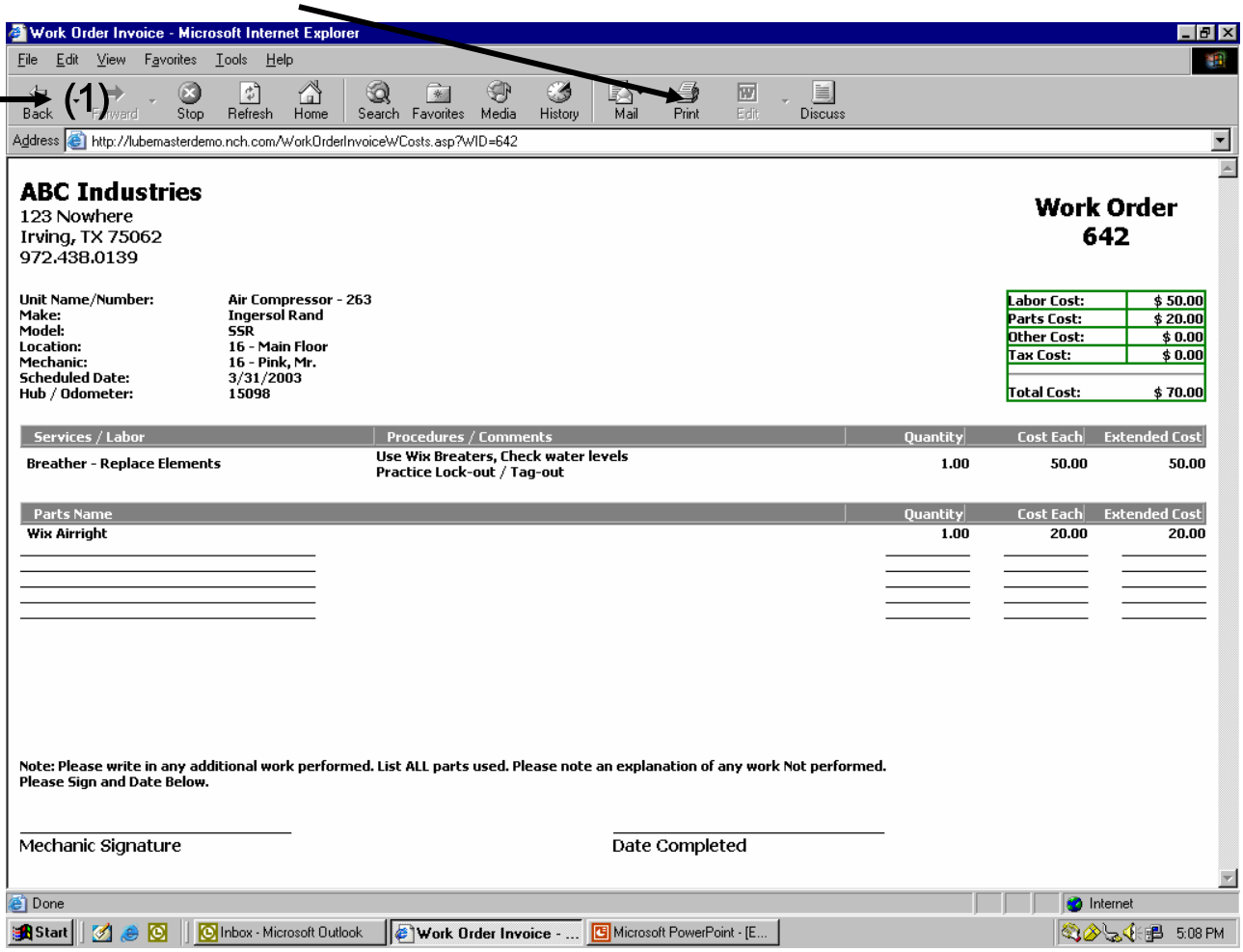
When you click on the work order, you will be given an option of having the work include the costs such as parts and labor.



Printing Work Orders - Example

Once you have selected the work order to print and have choosing your invoicing options, the <u>WORK ORDER</u> can be printed.

An example of a work order is below. To print it off, go to your tool bar and click on the <u>PRINT</u> button.



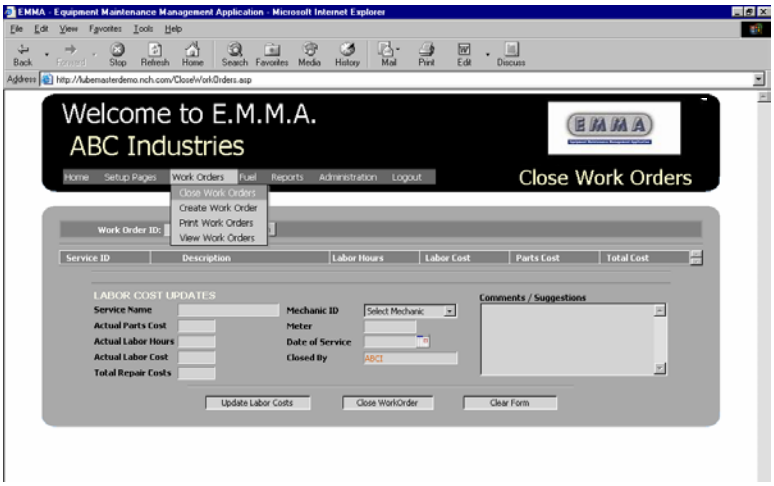
The work order will be printed of on printer you have selected as your default printer.

To go back EMMA, simply click on the (1) BACK button located on the tool bar.

Closing Work Orders

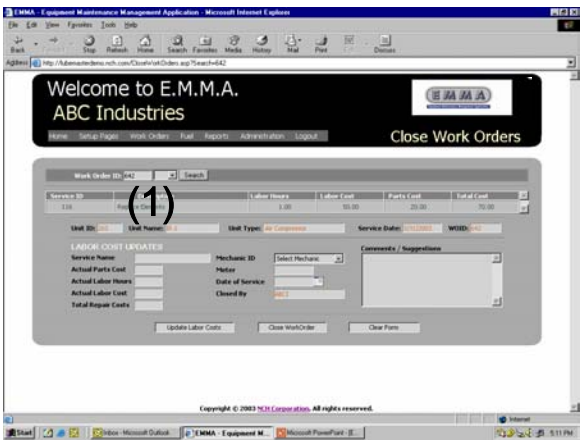
Once a work order has been created, printed off and the work has been completed, it is now ready to be closed out. This is an important function because all of the cost and failure reports will be developed from the information that you enter.

<u>STEP 4 – Closing Work Orders:</u> In the <u>WORK ORDER</u> option, click on the <u>CLOSE WORK ORDERS</u> option.

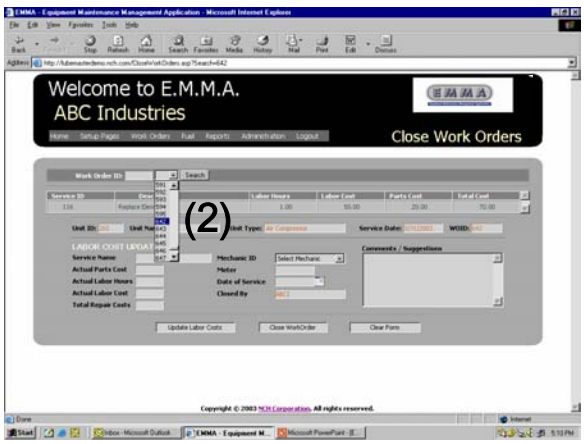


Once this screen appears, you have 2 options, either way will work.

typing in the (1) <u>WORK ORDER #</u>

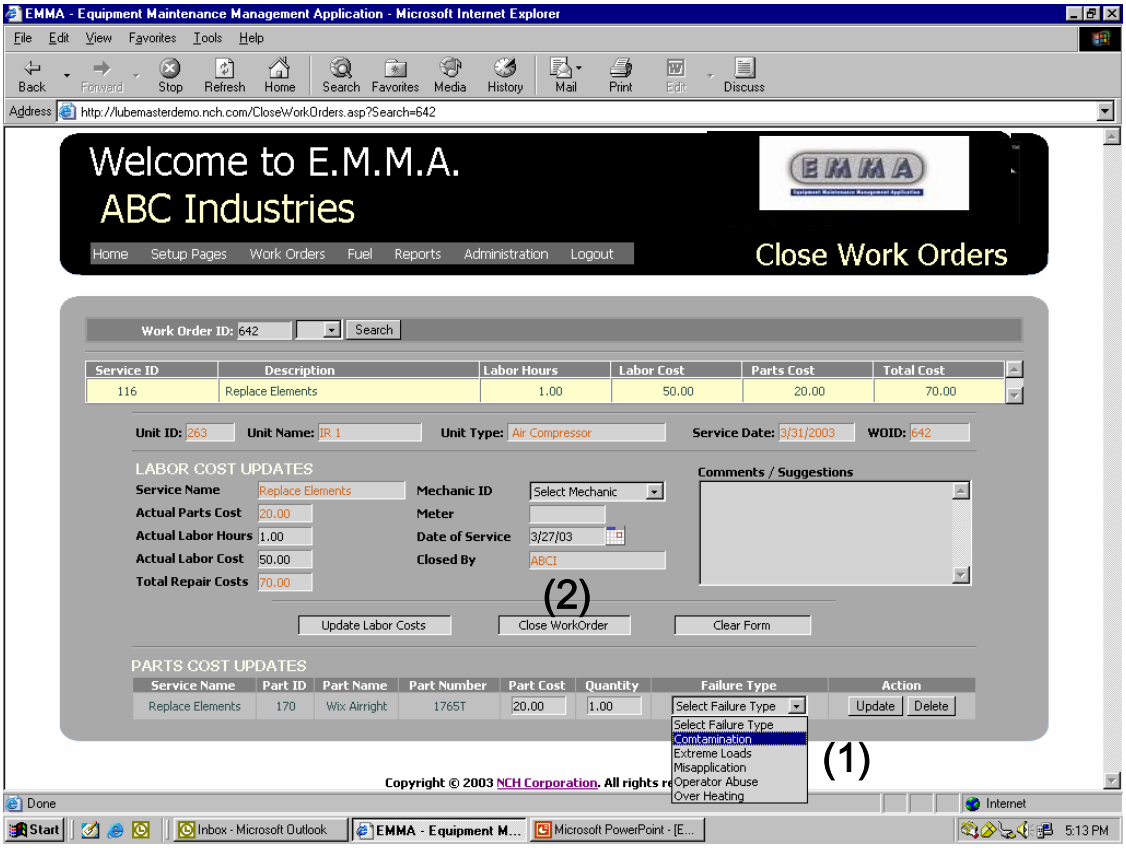


(2) <u>SEARCH</u> using the pull down



Closing Work Orders – (continued)

Once you have selected the work order you wish to close, a detail screen will appear. You now have the option of closing the work order or updating the information as it relates to ACTUAL PARTS COST, ACTUAL LABOR HOURS, FAILURE TYPES and the DATE OF SERVICE.



It is important that you update ACTUAL PARTS COST, ACTUAL LABOR HOURS, FAILURE TYPES. All the cost reports will use this information.

You will also notice that (1) FAILURE TYPE has a drop down. Click on the appropriate type and then click on the UPDATE button.

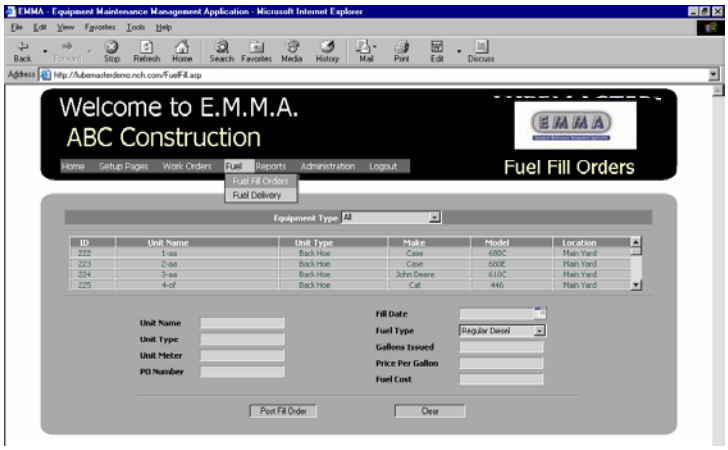
Once this has been done you may close the work order by clicking on the (2) CLOSE WORK ORDER button.

3. FUEL

Creating Fuel Fill Orders

The EMMA allows you to track fuel filling for your equipment. After your equipment information has been entered, you are now ready to enter fuel fill orders.

<u>STEP 1 – Accessing FUEL FILL ORDERS:</u> From the <u>FUEL</u> option, select <u>FUEL FILL ORDERS.</u>



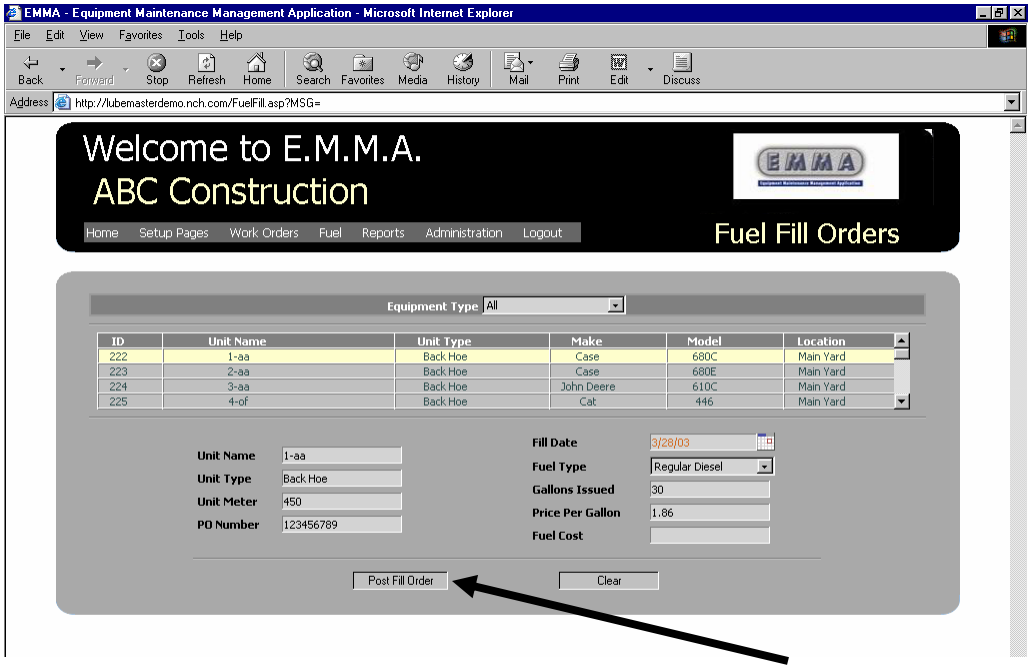
Once you click on <u>FUEL FILL ORDERS</u>, you will notice that a table appears with all the equipment you have entered previously.

<u>STEP 2 - Choosing the Equipment that has been filled:</u> You can click on a particular piece of equipment from the table by clicking on it or select from the <u>EQUIPMENT TYPE</u> drop down.

Creating Fuel Fill Orders – (continued)

Once you have selected the equipment that has been fueled, enter the information.

<u>STEP 3– Input and Save FUEL FILL ORDERS Information:</u> by entering the appropriate information, the cost and amount can can retrieved to build a fuel cost report for all equipment or individual pieces.

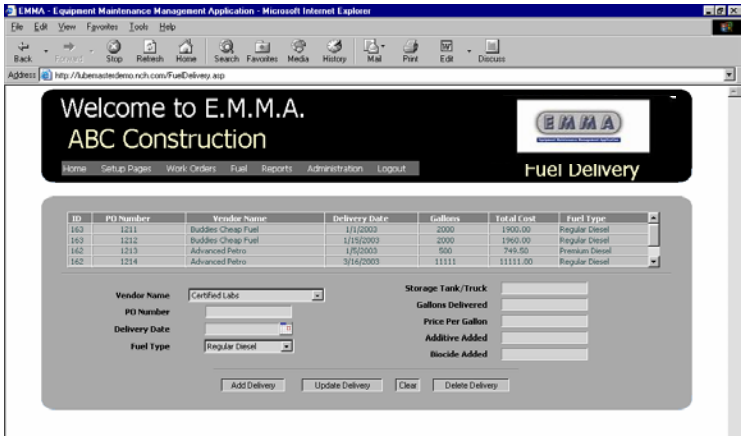


After the data has been entered, click on the <u>POST FILL ORDER</u>, the data is now stored.

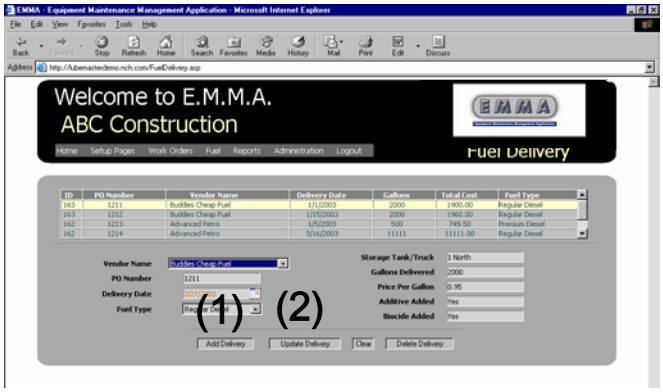
Creating Fuel Delivery

The EMMA allows you to track fuel deliveries. After your vender information has been entered, you are now ready to enter fuel delivery information.

<u>STEP 1 – Accessing FUEL DELIVERY:</u> From the <u>FUEL</u> option, select <u>FUEL DELIVERY.</u>



Once you click on <u>FUEL DELIVERY</u>, you will notice that a table appears with all the vender and fuel deliveries you have entered previously.



<u>STEP 2 - Entering and Saving Fuel delivery Data:</u> You can click on a particular delivery from the table by clicking on it or select from the <u>VENDER NAME</u> and <u>FUEL TYPE</u> drop downs.

To save new delivery information, click on (1) <u>ADD DELIVERY</u>. To change existing delivery information, make the appropriate changes and click on (2) <u>UPDATE DELIVERY</u>.

4. Reports

Repair, Failure, Inventory, Fuel Reports

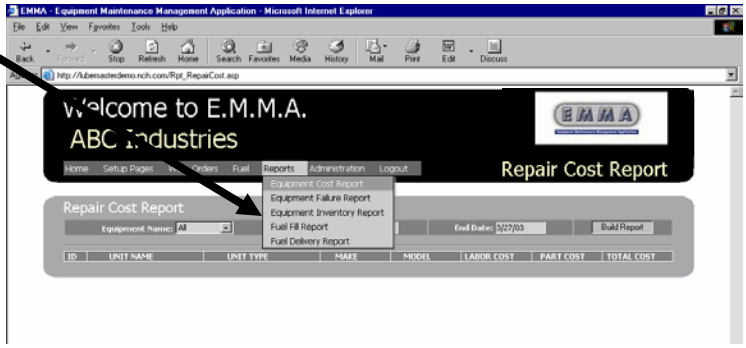
Once you have closed out your work orders, you now have the ability to run various reports - repair cost reports, failure reports, inventory reports and fuel delivery and usage reports. The steps to generate a report are:

1) Choose the Report

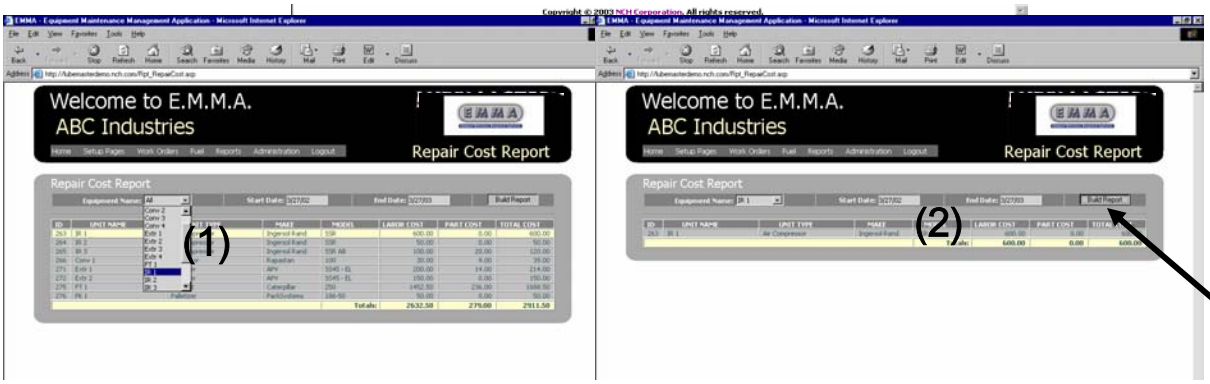
2) Select the Equipment Type and Date Range

3) Build Report and Print

<u>EXAMPLE: STEP 1 Accessing Repair Cost Reports</u>. In the <u>REPORTS</u> option, click on the <u>EQUIPMENT COST REPORT</u> dropdown.



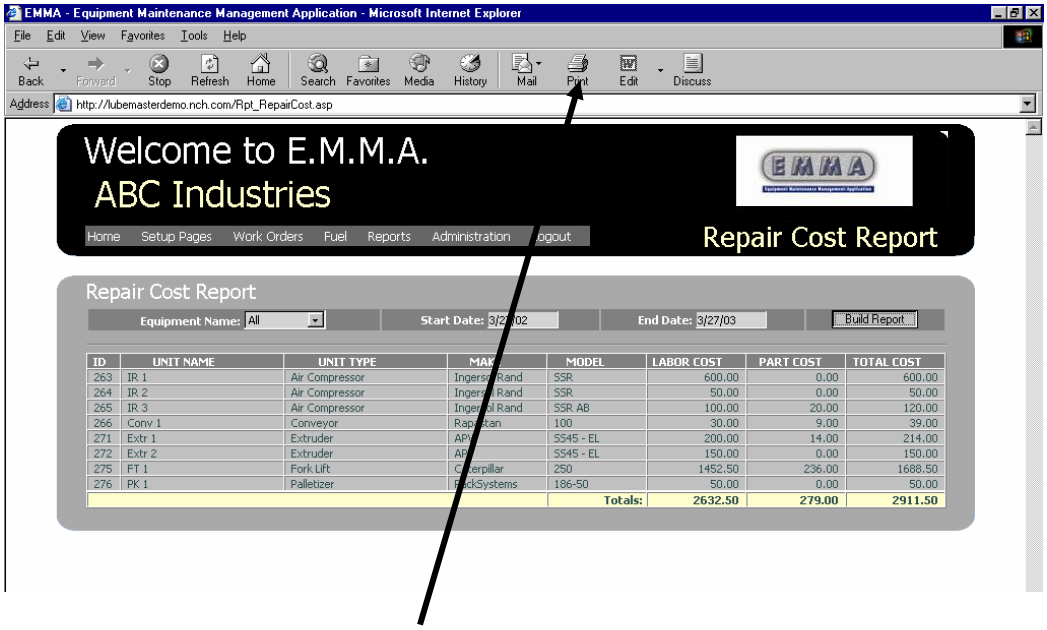
<u>STEP 2:Choose the Equipment Type and Date Range</u>. Once this screen appears, choose the (1) <u>EQUIPMENT</u> and (2) <u>DATE RANGE</u>:



<u>STEP 3: Build the Report and Print</u>. Once you have selected all of the equipment or a particular type of equipment and the appropriate date range, click on <u>BUILD REPORT</u> and click on <u>PRINT</u> located on the toolbar.

Printing Reports

<u>EXAMPLE: Printing Repair Cost Reports</u>. Once you have made your selection, and clicked on <u>BUILD REPORT</u> and the data is on the screen, you can print it off.



To print a report, simply click on the print option located on your toolbar.

The report option provides an accurate accounting of the work that has been performed and the cost associated to each piece of equipment. The reporting option is only as powerful as the accuracy of the information that is being entered. If a few extra minutes are applied during the data entry steps, the reports option can yield very valuable information.

5. Frequently Asked Questions

Question: Why do I have to be so generic when I input different equipment types? I have different pieces of equipment that require different parts and services.

Answer: The logic of the program is considered hierarchical, which means it goes from very general to very specific. The details for each piece of equipment such as name, make model should be added in the MY EQUIPMENT section. Specific components, services and parts can be added into their respective sections without having to worry about the actual piece of equipment it will be used for. Remember, when you create a work order, you choose the component, service and parts for a given piece of equipment.

Question: I sometimes get an error message when I try to input information, or work on work orders. Why does this happen?

Answer: There are 2 possible issues. 1) Make sure you are using the Internet Explorer version that is compatible with your version of Windows. You can update your Internet Explorer version by going to the EMMA Homepage and selecting the appropriate version. 2) Make sure that you have the all the levels of information in the system including location and mechanics. If you do not provided the basic information in the SET-UP option, the program will look for information that isn't there. An error message will occur.

Frequently Asked Questions

Question: I can only select one mechanic on the work order but sometimes it requires more than one - how can I add more?

Answer: We are looking to have many more functions implemented into the application. As it stands, only one mechanic is assigned but the hours and rate can be adjusted to suit the final cost to fix or maintain a piece of equipment.

Question: I will need to hire someone to work full time for a year to add all the components, services and parts to this data base. Isn't there a simpler way?

Answer: Some customers have entered a large amount of information all at once and then others only input the components, services and parts that are used for preventative and predictive maintenance work. The reactive work that occurs on a daily basis can be quickly added. Once it is added into the application, it is there for future use.

Question: Can the information I put in the procedures section of the services be used for my ISO9000 certification?

Answer: Yes - ISO9000 requires documentation of work procedures. This will satisfy that requirement.

Frequently Asked Questions

Question: Is my information saved every time I go into another field?

Answer: Yes. If you ever make a mistake in the set-up fields,you can always change it. If you accidentally close-out a work order, you can not go back and re-open it up and make corrections. The application was designed with that in mind.

Question: How often is the information backed up?

Answer: At least once a day. Back up tapes are made in the case of a system failure. Worse case a days worth of information is lost.

Question: What if I cannot get on the internet because of a down line or power outage?

Answer: We can help you. In the event of a down line or power outage, call us (most likely from your cell phone) and tell us what you need. We may be able to input information for you.

Question: How secure is the EMMA site?

Answer: It is secure as possible. In order for someone to hack into the site, they would have to have your User ID, Password, and your Customer Number. It would take work to delete any and all information. If it happened, we can erase the damage and download the previous day's work and information.

6. EMMA Minimum Computer Requirements

The EMMA application utilizes a browser-based thin client configuration running Internet Explorer, therefore most of the processing is performed on a remote Server, rather than end user clients. This configuration allows end users to free-up costly space on their PCs and keep the technical requirements at a minimal. However, a faster processor in your PC will improve performance. Memory often has a significant impact on PC desktop performance, especially if multiple applications are in use simultaneously. Specific sizing recommendations for EMMA are shown below:

Software & Recommended PC Requirements

Operating System: Windows 98, Windows NT, Windows 2000, or Windows XP
Internet Browser: Internet Explorer v 5.5 or Higher
CPU: Pentium 166 or Higher
RAM (Operating) Memory: 32 MB
Monitor (Inches) : 17 to 21
Colors: 256
Resolution: 800 X 600

You can update your version of Internet Explorer on-line at the EMMA Log-In site. Simply choose the version of Windows you are running and click on the link. The link will bring you to the Internet Explorer Website where you just follow the commands to update to the latest version of Internet Explorer.
The service is free.