Single Version ProContractor and Viewpoint Estimating Help - External FAQ

AUDIENCE: All ProContractor and Viewpoint Estimating Users

LAST UPDATE: 02/21/2024

Beginning early April 2024, all ProContractor and Viewpoint Estimating content will be available in a single version of Help on Viewpoint Help (https://help.viewpoint.com). This means that no matter what version you are on, when you access Help from either application you will get the latest version of content.

Q: Why is this change happening?

This change has a number of benefits, all centered around ensuring that you have access to the most up-to-date information on either ProContractor or Viewpoint Estimating.

Some benefits include:

- All users will see the most up-to-date Help content for both products and be aware of new features available in the latest versions of the software.
- It provides one location to find all information on year-end changes, cloud deployment options, integrations, etc.
- It provides a single, canonical source for content online, enabling search engines to display only the latest information.
- It eliminates the chances of finding outdated or irrelevant information.

Q: When will this change occur?

All versions of ProContractor or Viewpoint Estimating Help prior to version 4.3.0 will be redirected to Viewpoint Help in early April 2024. Versions prior to 4.3.0 are already directed to Viewpoint Help and no change will occur.

As we get closer, we will update this article with the exact date of all changes.

Q: Will context-sensitive help (selecting the question mark to get information on a specific form) continue to work?

For all users on versions 4.3.0 and forward, this option will continue to open the related Help article as it has in the past. For anyone using a version prior to 4.3.0, this option will open either the ProContractor or Viewpoint Estimating home page on Viewpoint Help.

Q: Will we lose access to historical information like release notes?

We will provide release notes from version 4.0.0 forward. There are also PDF copies of older release notes available on the Customer Support Portal.

If you are running a legacy version of ProContractor or Viewpoint Estimating, you may see a discrepancy between the software and the Help content. However, we'll ensure that when you open the Help, either by selecting the question mark icon or browsing on Viewpoint Help, you will continue to find relevant information when you need it.

For more information

If you have additional questions or concerns, please click here to submit them, and someone from the Information Experience team will get back to you.