



# ***Quick Start***

Work through this document  
page by page, step by step  
when you first use TC Command

This guide includes basic tasks to run your first class with TC Command:

- Define training site
- Enter instructors
- Create class
- Register students
- Print class roster
- Print cards
- Remove course from dropdown list
- Back up data

Useful tips are included here as you work through basic tasks.

## QUICK START

### Start TC Command

Use TC Command to maintain data for your training center, instructors, classes, employees, and students.



Figure 1. TC Command icon

1. Double click TC Command desktop icon (Figure 1).
2. The *TC Command Main Menu* is displayed (Figure 2).



Figure 2. TC Command Main Menu

### **TIP: Using buttons in TC Command**

TC Command provides buttons on the menus and screens, plus icons and buttons in the FileMaker Pro status toolbar above the screen. Always use these buttons and icons because they run TC Command scripts in FileMaker Pro to perform additional tasks behind the scenes.

- Avoid menu bar commands – they don't run TC Command scripts.
- Avoid keystrokes for menu bar commands – they don't run TC Command scripts.
- Avoid the X in the red box (Windows) and the X in the red circle (Macintosh) at the top of the window – they don't run TC Command scripts.

### **Exit TC Command**

Click [Main Menu] to return to the *TC Command Main Menu*, then click [QUIT] to exit from TC Command.

- DO NOT use the menu bar to exit, because that will not close the database files properly.
- DO NOT use the X in the red box (Windows) and the X in the red circle (Macintosh) at the top of the window, because that will not close the database files properly.

## QUICK START

### Define Training Site

Use this screen to set up your training site before doing any other work in TC Command.

**Training Center Setup Information**    MENU    PRINT...

General    Letter Headers, etc.    QA Questions    Employee Support    Lists...

**Edit the information below to meet your needs (YELLOW Fields are REQUIRED):**

AHA Region

Training Center     TC Identification Number

Department     Show Department on cards?  Yes  No

Address     Auto-Format Phone #'s & address to Country?  Yes  No

City /State/Zip

Country

TC Coordinator     Auto-Sign Faculty Letters?  Yes  No

TC Coord. Title

TC Phone

TC Fax

TC E-Mail

WebSite URL

TC EIN or SSN

Make Checks/Money Orders payable to:

Card Message:

Warning Period until Flag Raised in Faculty Status Report

If you installed TC Command or the Network Client to another local drive rather than the DEFAULT Local Drive (C) Please identify below:

   <<Accept

BLS-FA	ACLS	PALS
Manager <input type="text"/>		
Phone <input type="text"/>		
E-Mail <input type="text"/>		
Auto-Sign Letters? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Course Director <input type="text"/>		

OnlineAHA URL:

100% Browse

Figure 3. Training Center Setup Information screen

## ***Define Training Site***

To define your training site, follow these steps:

1. From the *TC Command Main Menu*, choose [Setup Data].
2. Then choose [General Setup Information] to display the *Training Center SetUp Information* screen (Figure 3).
3. On the *General* tab, complete the appropriate information.

Fields needed for course roster and cards:

- Training Center ID
  - Training Center name
  - Training Center address
  - Training Center phone
  - Card Message (optional)
4. After entering the initial information for the training site, click [MENU], then [Main Menu] to return to the *TC Command Main Menu*.

### **TIP: Auto Save**

As you enter data, it is saved automatically.

When you leave a field, the data you entered in that field is saved.

No extra steps such as clicking a “save” button are needed.

## QUICK START

### Enter Instructors

Use this screen to add instructors before creating a class.

1. From the *TC Command Main Menu*, choose [Instructors] to display the *Instructor Data Entry* screen (Figure 4).
2. Click [ADD Instructor] in the status toolbar. See tip on page 8.  
Note: Field borders change to dots when you are adding a new record.
3. Complete the contact and descriptive information for the instructor as appropriate.

Required field:

- TCC Instructor ID # (unique for each instructor in TC Command, following your training center guidelines)

Fields needed for course roster and student cards:

- ECC National Instructor ID
  - Last Name
  - First Name
  - Current Instructor Data
    - student module certification
    - certification expiration date
4. Use the *Instructor-ECC* tab to identify the courses the instructor can teach and the expiration date for each teaching certification.
  5. Enter expiration dates in the **MM/DD/YYYY** format.
  6. After adding one instructor, you can:
    - a. click [ADD Instructor] again to add another instructor,
    - b. or click [Main Menu] to return to the *TC Command Main Menu*.

### DATA ENTRY SCREEN

**TCC Instructor ID #**

(Please enter Extensions such as Jr., Sr., or III, etc.)

Title/Last Name/EXT

First Name and MI

Address

City

State(Prov.)  Zip  +4

Country  USA

Phone (W-Day)  (H-Evening)

Mobile/Cell  Pager

Occupation

Affiliation

Attached to this TC:  Yes  Training Site

ECC National Instructor ID:

Current/Active for Lists?  Yes  No

**Instructor-ECC**

Current Instructor Data

BUS  Yes  No

HeartSave  Yes  No

Skill Evaluator  Yes  No

ACLS  Yes  No

ACLS-EP  Yes  No

PALS  Yes  No

PEARS  Yes  No

Always  Yes  No

EKG/Pharm  Yes  No

MOU Signed  Yes  No

CORE Course  Yes  No

**Instructor-MISC**

Date expired

**Course History**

Contributing Agency

**Provider Data/Notes**

Date Monitored

Monitored by

**Certification**

**Letters:**

Instructor Request

Teaching Hours

Deficient Notification

Memo Tools

Instructor ID Notification

Blank to Instructor

Renewal Status Letter

**Mailing Labels:**

Letter-size (5160)

Packet mailing (5164)

Name Tag (5395)

**Correspondence**

Welcome / Registration Letter

Print/Email Letter with class built from Course #

Print/Email Letter with group # defined by FND or current student

**2: Instructor Listing**

**4: Email Management**

**3: Expiration Status Report**

**5: Loan-Out Equipment**

**Registration...**

Figure 4. Instructor Data Entry screen

## **QUICK START**

### **Database Records**

#### **TIP: Status toolbar**

The status toolbar is displayed above the screen when appropriate, with buttons and icons for manipulating records. If the status toolbar is not displayed, click rectangular icon below the screen.

#### **TIP: Adding a record**

You can add new records to the database. In each data entry screen, use the {ADD} button in the status toolbar and complete the appropriate fields in the data entry screen. The new record is now in the database. You do not need to “save” the new record because each field is saved as soon as you enter data and leave that field.

For example, click {ADD Instructor} to start a new record for an instructor. The new record is created immediately and accepts the data as you enter it in the fields.

#### **TIP: Required fields**

Fields with a pale yellow background are required for basic functionality. When adding a new record, you must enter these fields.

For example, in the *Instructor Data Entry* screen (page 7), the required field you must enter is TCC Instructor ID #.

Note: After you click the {ADD} button, you must enter the required fields before leaving the screen. If you decide you don't want to continue creating this new record, delete it. See tip on page 9.



### TIP: Correcting a record

If you add a record incorrectly, you can change it or delete it.

### Changing a record

With the record displayed, click in the field that needs to be changed. Type the correct data. Changes are saved as you enter them, field by field.

### Deleting a record

With the record displayed, click {Delete} on the status toolbar, then [Delete] in the message to confirm. The record is removed from the database and can no longer be accessed.

For example, to remove the displayed instructor record from the database, click {Delete Instructor}, then [Delete].

### TIP: Dropdown and popup lists

Where appropriate, TC Command fields have dropdown or popup lists. Click in a field to display its list, then select the record you need from the list.

For example, in the *Class Registration Data Entry* screen (page 11), the dropdown list for the instructor ID fields provides a list of the instructors you entered in the *Instructor Data Entry* screen (page 7).

Note: When a dropdown or popup list is available, always use it to select the correct information.

- DO NOT type information in a field that has a dropdown or popup list.

## **QUICK START**

### **Create Class**

Use this screen to create a class, after the training center is defined and the instructors are entered. You can create the class in TC Command before it is run, or when information is received from the instructor.

1. From the *TC Command Main Menu*, choose [Class Registration] to display the *Class Registration Data Entry* screen (Figure 5).
2. Click {ADD Class}. Field borders change to dots.
3. Complete the required fields and other information as appropriate.

Required fields:

- Class No.
- Course Type
- Class Location
- Country
- Class Dates: Start/End
- Card Dates: Issued/Expiration
- Class Times: Start/End
- Attendance: Estimated

Fields needed for the course roster and cards:

- Initial Training / Renewal Course / Online
- HeartSaver Options (if applicable)
- Send Cards To
- Student-to-Manikin Ratio
- Class Hours
- Lead Instructor
- Assisting Instructors (if applicable)
- Manikins Decontaminated By
- Current ECC PALS/ACLS Physician Instructor (if applicable)

### CLASS REGISTRATION DATA ENTRY

Class No.  Course Type  Initial Training  Renewal Course  OnLine

If HeartSaver, Options =  Ref. Group:

Class Location  Class Address  Assigned State

Class City / State  Zip  Country

Contact Phone Number

**Yellow Fields are the minimum needed.**

**COPY this Class...**

Marketing Flyer  
Calendar View  
Import/Export Controls...

**Reports and Summaries**

Current ACTIVE Listing  
ALL Classes Listing

ACTIVE Class Assignments  
Class Summary by Type List

Report Period Start  End

**ABOVE FIELDS ARE REQUIRED for these reports!**

100  Browse

**Main Menu**

**Class Data** **ADD Instructors** **Extra Details** **Financials**

Class Dates: Start/End   ADD to Calendar

Card Dates: Issue/Exp   ADD to Calendar

Class Times: Start / End   (Use Military/24 hour Clock)

Automatic  Attendance: Estimated / Actual / Completed / Remediated

Student-to-Manikin Ratio  Class Hours:  CME Hours:

Outside Students?  Yes  No **Send Cards to:**  Students  Label

In-House Staff?  Yes  No

Notes:

Lead Instructor ID & Name  Exp. Date

Manikins Decontaminated by

Current ECC PALS/ACLS Physician Instructor Available

**( This choice defaults to NO and should only be switched to YES when ALL card printing, etc. is DONE as it will remove the class from the drop-down lists in each of the student modules.) Paperwork Completed?**  Yes  No

Figure 5. Class Registration Data Entry screen

## **QUICK START**

4. Assign a unique class number, following guidelines for your training center, using both letters and numbers as needed. DO NOT use spaces. Maximum 20 characters.
5. If Course Type is a HeartSaver class, then use the dropdown list for If HeartSaver, Options to select the HeartSaver sub-options taught in this class.
6. Use the *Class Data* tab to add the following:

Class Dates: Enter or select the class Start and End dates. See tip on page 14.

Card Dates: Enter or select the card Issue and Expiration dates. See tip on page 14.

Class Times: Use a 24 hour clock for the Start and End times. For example, enter **1400** for 2 PM.

Estimated Attendance: Enter total seats available in the class.

Send Cards to: Choose the mailing destination.

Student-to-Manikin Ratio: Use the format **X:1**, where X is the number of students per manikin.

Class Hours: Enter the length of the class in hours.

Lead Instructor: Select from the dropdown list of instructors that you entered in *Instructor Data Entry* (page 7).

Manikins Decontaminated by: Type another name if this task is not performed by the lead instructor.

## Create Class

Current ECC PALS ACLS Physician Instructor Available:

Check to select and type a name (for PALS and ACLS classes only).

Paperwork Completed?: Leave this set to **No** so the course is available for selection from the dropdown list in the student data entry screen (page 17).

7. Choose the *ADD Instructors* tab (Figure 6) to add the following in this screen:

Lead Instructor: Select from the dropdown list, if not selected on the *Class Data* tab.

Assisting Instructors: Select additional instructor IDs from the dropdown list, if appropriate.

Lead Instructor ID & Name		Exp. Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
# Assisting	0	
ID of Asst. Instructor(s) & Names	Exp. Date	Modules
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Figure 6. *ADD Instructors* tab

8. The basic information for the class is now complete and you can:
  - a. click {ADD Class} to create another class,
  - b. or click [Data Entry for Students] to start registering students in the class immediately,
  - c. or click [Main Menu] to return to the *TC Command Main Menu*.

## **QUICK START**

### **TIP: Entering dates**

Use the **MM/DD/YYYY** format to enter dates in TC Command. For example, enter June 12, 2011 as **6/12/2011**. Additional capabilities are available in the *Class Registration Data Entry* screen to enter class and card dates with calendar and auto fill.

### **Class dates**

- a. Click the calendar icon in the class start date field to display a calendar.
- b. Click the start date of the class.
- c. The same date is automatically added to the end date field.
- d. If the class is more than one day, click the end date field and use the calendar to select the end date.

### **Card dates**

- e. After the end date is correct for the class, you can click [Card Dates] to use the class end date for the card issue date, or click the calendar icon for the card issued field to select a different date from the calendar.
- f. The card expiration date is automatically calculated from the card issue date.

### **TIP: Moving around TC Command**

In TC Command, you can move easily to the next field or the next screen.

#### **From field to field**

Click in a field or use [Tab] and [Shift] [Tab] on the keyboard to move from field to field in a screen.

#### **From screen to screen**

Screens are available by selection from the main menu. In addition, where appropriate, a screen can be reached directly from another screen.

For example, after creating a class in the *Class Registration Data Entry* screen, click [Data Entry for Students] to move directly to the student data entry screen for the appropriate student module without going back to the *TC Command Main Menu*.

## **QUICK START**

### **Register Students**

Use this screen to register students in a class, after the class is created.

1. If you did not navigate directly from the *Class Registration Data Entry* screen (see tip on page 15), then use the *TC Command Main Menu* to choose a student module to display the student data entry screen (Figure 7). Be sure to choose the correct student module for the class - [BLS], [ACLS], [PALS], [First Aid], or [Misc.].
2. Click {ADD Student}. Field borders change.
3. Complete the contact and descriptive information for the student.

Required fields:

- Last (name)
- First (name)
- Course Number

Fields needed for the class roster and student cards:

- Extension (MD, RN, etc), if applicable
- Address, City, State, Zip
- Phone (evening)

4. On the *Course Data* tab, click in the Pick Course Number field to select the class number from the dropdown list of classes entered in the *Class Registration Data Entry* screen (page 11).



**BLS DATA ENTRY SCREEN**

**Course # -**  
 Initial Training  Renewal Course  OnLine  
**Pick Course Number >>**  
 Type:  **ADD to Other Classes...**

Start Date  End Date   
 Course Location   
 Instr. ID #   
 Registration Status   
 Status Other Note:   
 Key Type/#.  **Assign**

**Course Data** **Student Results** **Financial Activity**

**Correspondance**  
**Completion Letter**  
 Print/Email Letter with class built from Course #  
 Print/Email Letter with group as defined by FIND or current student  
**Letter Library...**

**Wallet Cards and Certificates**  
**AHA 2 per Page Format - Single Card Center Feed**  
 Print cards with class built from Course #  
 Print cards with group as defined by FIND or current student

First/MI   
 Last/Extension   
 Address   
 City   
 State (Prov.)  Zip   
 Country  Plus 4   
 Phone-day/eve.  mobile   
 Occupation   
 Organization   
 E-Mail   
 Identification #  **Fetch**

Health Care Provider  General Public  Employee

**Class Roster...** **COPY Student Data...**  
**Class Sign-In Sheet...** **Class Registration >>>**  
**Class Status Report...** **Import/Export...**

**Simple Group Emails...**  
**Mailing Labels / Name Tags / Reminder Cards**  
**Letter Size (5150)** **Packet Mailing (5164)**  
**Name Tags (5395)** **Reminder Cards (3263)**

100  Browse

Figure 7. BLS student data entry screen, with Course Data tab

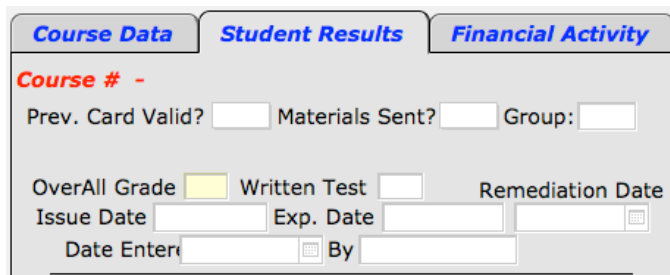
## QUICK START

5. Choose the *Student Results* tab (Figure 8) in the student data entry screen to add the following:

Prev. Card Valid: This field is provided to document proof of existing certification.

OverAll Grade: Use default of **C** for **Complete** if the student completed the class.

Written Test: Enter test score if required by course.



The screenshot shows a software interface with three tabs: **Course Data**, **Student Results** (which is selected), and **Financial Activity**. Below the tabs, the text **Course # -** is displayed. The form contains several input fields: **Prev. Card Valid?** (checkbox), **Materials Sent?** (checkbox), **Group:** (text box), **OverAll Grade** (dropdown menu showing 'C'), **Written Test** (checkbox), **Remediation Date** (text box), **Issue Date** (text box), **Exp. Date** (text box), **Date Entered** (text box), and **By** (text box).

Figure 8. *Student Results* tab

6. The basic information for the student is now complete and you can:
  - a. click {Add Student} to register another student,
  - b. or if all students are now registered, choose the card format and type to print student cards immediately,
  - c. or click [Main Menu] to return to the *TC Command Main Menu*.

### TIP: Reviewing records

The current record is displayed. To review another record, click the left or right arrow on the flip book icon in the status toolbar (see tip on page 8).

### TIP: Finding records

After creating records, you can find a specific record or group of records.

1. Navigate to the screen for the right type of record.
2. Click {Find} in the status toolbar (see tip on page 8). The field borders change to indicate Find Mode.
3. Enter or select data for one or more fields to specify a record or group of records.
4. Click {Perform Find} on the status toolbar.
5. Review the displayed record or scroll through the selected group of records.
6. Click {Show All} on the status toolbar.

### Classes

For example, use the *Class Registration Data Entry* screen (page 11) to find classes. In find mode, specify a course type, class start date, lead instructor, complete or partial class number, or other identifying information.

### Students

To find a student or group of students, use the appropriate student data entry screen (page 17) and specify student information in find mode. To find all the students in a class, select the class number from the dropdown list on the *Class Data* tab in the student data entry screen.

## **QUICK START**

### **Print Class Roster**

Print the class roster when the students have completed the class.

#### **Front of class roster**

The data on the front of the class roster was entered on the *Class Registration Data Entry* screen.

To print out the front of the roster, follow these steps:

1. From the *TC Command Main Menu*, choose [Class Registration] to display the *Class Registration Data Entry* screen (page 11).
2. Find the class. See tip on page 19.
3. Choose [Course Roster - Front] to display the information to print on the front of the roster.
4. Click [PRINT this page].
5. In the *Print* dialog box, make sure Print is set to **Current record** and click [OK] or [Print].
6. After the front of the roster is printed, you can:
  - a. click [Data Entry for Students] to go directly to the student data entry screen and print the back of the roster,
  - b. or click [Main Menu] to return to the *TC Command Main Menu*.

## **Back of class roster**

The data for the back of the class roster was entered in the student data entry screen.

To print the back of the roster, follow these steps:

1. From the *TC Command Main Menu*, choose the appropriate student data entry screen (page 17).
2. Find a student in the class. See tip on page 19.
3. Use the flip book in the status toolbar above the student data entry screen to review the students and ensure the correct group is selected.
4. Choose [Class Roster] to display the list of students for the back of the roster.
5. Review the class information in the heading and the list of students in the class.
6. Click [PRINT this list].
7. In the *Print* dialog box, make sure Print is set to **Records being browsed** and click [OK] or [Print].
8. After the back of the roster is printed, click {Back to Data Entry}, then [Main Menu] to return to the *TC Command Main Menu*.

## QUICK START

### Print Student Cards

When the students complete the class, print the cards for the students in the class.

1. Use the appropriate student data entry screen (page 17) to find a student in the class. See tip on page 19.
2. Use the dropdown list for Wallet Cards and Certificates to choose the format (number of cards per page) for the wallet cards.
3. Click [Print cards with class built from Course #].
4. When the first student is displayed in the wallet card screen, ensure the card issue and expiration dates on the first card are correct.

Note: Use the *Class Registration Data Entry* screen (page 11) to correct the card dates for the class if necessary.

5. Working with plain paper, click [PRINT to this Found Set as individual Cards] in the print smart panel (Figure 9) to check the lineup and the records being printed.

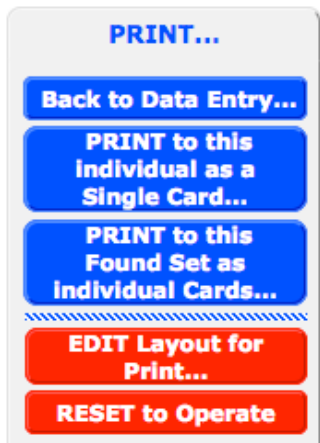


Figure 9. Print Smart Panel

## ***Print Student Cards***

6. In the *Print* dialog box, make sure Print is set to **Records being browsed**.
7. For the test, set Print range to **Pages from 1 to 1** and click [OK] or [Print].
8. Fix the card lineup if necessary. See tip on page 24.
9. When the cards are ready to print, use card stock, click [PRINT to this Found Set as individual Cards], select **Records being browsed** and set Print range to **All** to print all the cards for the class, then click [OK] or [Print].
10. After the cards are printed, click [Back to Data Entry], then [Main Menu] to return to the *TC Command Main Menu*.

### **TIP: Printing a test sheet**

Always print a test on plain paper before printing on card stock. Hold the printed test sheet against the card stock to check the lineup. Depending on your printer, you may need to fix the lineup.

Note: After the card line-up is fixed for each student module, it remains stable unless the printer is changed.

## QUICK START

### TIP: Fixing card lineup

If the printing on the test sheet doesn't line up properly with the card stock, edit the card layout to move fields.

1. In the wallet card screen, click the red [EDIT Layout for Print] button.
2. When the *Open* dialog box is displayed, make sure the Account Name is **EDIT**.
3. For Password, type **911EDIT**, all one word, all letters in uppercase, then click [OK].
4. Use the [Browse] button at the bottom of the screen to change from Browse to Layout mode. A grid is displayed over the fields on the card.
5. Select fields and move them as needed. See tip on page 25.
6. To print a test sheet in Layout mode, hold down [Ctrl] and press [P], then click [Save] to save the changes before printing.
7. For the test sheet, in the *Print* dialog box, make sure Print is set to **Records being browsed** and Print range is set to **Pages from 1 to 1**, then click [OK].
8. Continue moving selected fields as needed and printing test sheets until the layout is correct.
9. When the layout is correct, use the [Layout] button at the bottom of the screen to change from Layout to Browse mode.
10. If prompted, click [Save] to save the changes.
11. The grid is removed. Click the red [RESET to Operate] button, and continue with the steps to print student cards now that the card lineup is fixed.



## **TIP: Moving fields**

### **How to move a field**

- Do not use the mouse to drag a field.
- Click on a field to select it, then use the cursor control keys (arrow keys for up, down, left, right) on your keyboard to move the selected field.

### **If only one field is in the wrong place**

Select that field and move it with the arrow keys.

### **If several fields are off the same amount**

Click one of the fields. Hold down the [Shift] key while clicking the other fields individually, so they are selected also. Then move the selected fields as one, using the arrow keys.

### **If all the fields need to be moved**

Select all the fields by choosing Edit from the menu bar, then Select All. When the right fields are selected, use the arrow keys to move them all the same amount.

### **If the first card is right, and the next one isn't**

Use the mouse to drag the Body tab. Move it up to bring the cards closer together, or move it down to make the cards farther apart.

## **QUICK START**

### ***Clean Up Dropdown List***

When the class is done and the roster and cards have been printed, the class number is no longer needed on the dropdown list in the student data entry screen. At this point you can set Paperwork completed? to **Yes**.

When you do this, the class number is removed from the class dropdown list. The class remains in the TC Command database, but is no longer displayed on the dropdown list. It's important to remove the class number when it is no longer needed, to keep the dropdown list from getting too long.

To remove the completed class from the dropdown list, follow these steps:

1. From the *TC Command Main Menu*, select [Class Registration].
2. In the *Class Registration Data Entry* screen (page 11), use the *Class Data* tab.
3. Set the Paperwork Completed? radio button to **Yes**.
4. The course remains in the database, but is no longer displayed on the dropdown list for Pick Course Number on the *Course Data* tab in the student data entry screen (page 17).

Note: If you need to access this class number via dropdown list again, set its Paperwork completed? to **No** again temporarily.

## **Backup**

Back up all files in the TC Command V3 folder daily, or every day you enter data.

If TC Command is running locally on your individual or primary user workstation, you are responsible for making sure your data files are backed up. In a server environment, automatic backups can be scheduled.

To back up your TC Command data, follow these steps:

1. Return to the *TC Command Main Menu* and click [QUIT] to exit.
2. Locate the TC Command V3 folder:
  - a. Windows: At the root on the local hard drive, C:\TC Command V3
  - b. Macintosh: Under Applications
3. Copy the entire folder to external media.  
Note: If backing up to an attached volume, use a compressed copy of the TC Command V3 folder to prevent FileMaker Pro from finding and using the backup files.
4. Observe standard backup protocol for your organization regarding storage and rotation of backups.



### **TC Command User Guide**

Refer to the user guide for more information as you continue to use TC Command capabilities. The user guide is available for download from [www.tccommand.com](http://www.tccommand.com).

### **TC Command Technical Support**

Contact TC Command Technical Support via [www.tccommand.com](http://www.tccommand.com) for announcements, system requirements, FAQs, demo, program updates, technical support upgrade, and additional documentation.

You may send inquiries to [tcc@emssolutions.org](mailto:tcc@emssolutions.org)

TC Command  
Training Center Management Software  
Technical Support  
[www.tccommand.com](http://www.tccommand.com)