Help Ribbon

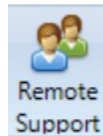Click the Help tab to view help resources for Ensign.

Staff

Click the Staff button to open the on-line Software Support chat window. You can ask questions to the Ensign Software support staff by typing in the chat window.

Remote Support

Ensign's support staff can connect directly to your computer and help diagnose and correct software issues. They can also demonstrate how to use the software. Click the Remote Support button to start a remote help session. Inform the staff representative of your unique code number that will appear. Ensign's staff will then be able to connect to your computer and help.

Home

Click the Home button to open the home web page for Ensign Software. You will then have access to all of the Ensign Software web pages.

Docs

Click the Docs button to open and read the Ensign 10 documentation.

Q&A

Click the Q&A button to open a Bulletin Board where Ensign 10 documentation and answers to email

can be searched.

Contact Us

Software Support hours are 7 AM to 4 PM (Central time zone), Monday-Friday. Receive Support or sales information by phone, email, or the on-line Support chat room in Ensign Windows.

Contact Ensign Billing with questions regarding Order status, trial and expired status, Ensign ID changes, billing information, and subscription start/stop.

Use these email addresses to submit questions on any of the following topics.

Datafeed Support:
service@ensignsupport.com

DYO programming:
dyo@ensignsoftware.net

ESPL programming:
espl@ensignsoftware.net

Software Support

service@ensignsupport.com
Phone: 801-328-1382

Ensign Billing

billing@ensignsoftware.net
Phone: 208-552-2230
Skype: ensign.billing

Ensign Software, Inc.

ensign@ensignsoftware.net
Ensign Software Inc.
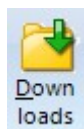2036 W. 450 S. Circle
Saint George, UT 84770

Videos

Click the Videos button to access and watch short training videos. The videos are a great way to learn quickly how to use the program.

What's New

Click the What's New button to view the What's New page on the Ensign Software web site. This page informs you of program fixes, updates, and changes to the documentation.
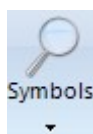
Downloads

Click the Downloads button to open the <u>Downloads</u> page on the Ensign Software web site. All file downloads that are available can be accessed from this page. The program, database files, and manuals can be downloaded.

Upgrade Ensign

Click the Upgrade button to download and install the current version of the program. Ensign Software makes frequent improvements and enhancements to the software. You are encouraged to upgrade the program a regular basis. To view the current program version date, click the Window | About Ensign button.
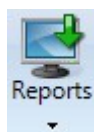
Symbols

Click the Symbols button to view symbol guides for different vendor feeds and exchanges. A symbol guide for different market symbols can be accessed on the web. Sometimes the data vendors use a slightly different symbol to access the same market.

- Barchart
- IQFeed
- InterActive Brokers
- Esignal
- Trader Bytes
- FXCM

Reports

Click the Reports button to display information about the computer and the amount of memory that each open window is using. This information can be used to identify charts that may be using a huge amount of memory. A summary is displayed at the bottom of the list.

Memory Report for Ensign 10 version 04-02-19

User	Howard	Ensign ID: FW969628
Run	4-2-2019 10:43:47	CID: PX969628
Memory	4 Gig	Status Subscriber
Monitors	1	Screen 1920 x 1200
Path	C:\Ensign10\	
CPU	Intel(R) Core(TM)2 Duo CPU T5850 @ 2.16GHz	

```
QNG#.D           8 Objects 20000 Bars    8.0 Meg Layer 1
Accounts                                  0.3 Meg Layer 1
News                                      8.0 Meg Layer 1
Viewer                                    0.0 Meg Layer 1
Quotes                                    0.1 Meg Layer 1
QCL#.5           2 Objects  2000 Bars    0.2 Meg Layer 1
Memory Report for Ensign 10 version      0.0 Meg Layer 1
  7 Forms     10 Objects   use          16.5 Meg
```

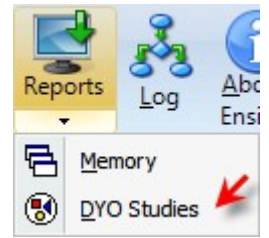| User | - The user name entered in the computer |
Run	- The date and time when the software was last run
Memory	- Amount of memory in the computer
Monitors	- Number of monitors attached to the computer
Screen	- Screen pixel resolution settings
Path	- The file path on the hard disk where the software was run from

Click on an entry in the Memory Report to bring that form to the surface.

To increase or recover memory resources, try the following:

- Close some of the open windows (particularly excess chart windows)
- Reduce the number of bars that particular charts are storing
- Reduce the number of studies, draw tools, and objects that are applied to the charts
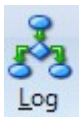
DYO Studies

Use the Reports sub-menu to display the DYO Studies Report. The DYO report shows each chart and lists the DYO's that the charts own.
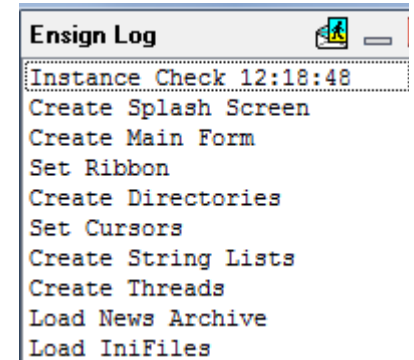
Click on an entry on the DYO Studies Report to bring the chart to the surface or to open the DYO Property form.

```
DYO Studies Report                                                    🖪 ? _ ☒
Chart: ES #F.5                   Layer: 1    Template: Trend Runner System
   Study Settings            Location: Chart    Scale: Chart Scale
   Trades                    Location: Chart    Scale: Chart Scale
   Profit Curve              Location: Sub 5    Scale: Data Set +5%
   At Risk                   Location: Chart    Scale: Chart Scale
   Calculate Stats           Location: Chart    Scale: Chart Scale
   Show Stats                Location: Chart    Scale: Chart Scale
   Fill Markers              Location: Chart    Scale: Chart Scale
   Trade Markers             Location: Chart    Scale: Chart Scale
   Email Move SELL Stop      Location: Chart    Text:  Move SELL Stop to [51] – CT [18] – HP
   Email Move BUY Stop       Location: Chart    Text:  Move BUY Stop to [51] – CT [18] – HP [
   Email Profit Target       Location: Chart    Text:  Profit Target Hit [201] – Last [$C] –
   Email BUY/SELL Entry      Location: Chart    Scale: Chart Scale
Chart: ES #F.60                  Layer: 1    Template: Trend Runner System
   Study Settings            Location: Chart    Scale: Chart Scale
   Trades                    Location: Chart    Scale: Chart Scale
   Profit Curve              Location: Sub 5    Scale: Data Set +5%
```
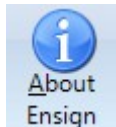
Log

Click the Log button to display the Ensign Log window. The log window is used by Ensign staff to view the sequence of internal program events and to figure out software issues.

```
Ensign Log                        🖪 _
Instance Check 12:18:48
Create Splash Screen
Create Main Form
Set Ribbon
Create Directories
Set Cursors
Create String Lists
Create Threads
Load News Archive
Load IniFiles
```

About Ensign

Displays the Ensign Software company address, the software Version Date, and copyright notice.