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***“Opportunity is missed by most people because it is dressed in overalls and looks like work.”***  
**- Thomas Edison**

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### ***New Online Help Article***

Have you ever wondered how the ACEIT Admin can benefit your model building process within the ACEIT Suite? Or have you wondered how to access templates for the ACE plug-ins?

Our new Online Help article, “[How Can ACEIT Admin Help You?](#)”, discusses the many features and settings accessible through this administrative module, while also highlighting important tools for the troubleshooting process.



To read more, log into [ACEIT.com](#) and visit [user-resources>online-help](#). You need to have active ACEIT DMS to access this section. You're also welcome to email [ACEIT\\_Support@Tecolote.com](mailto:ACEIT_Support@Tecolote.com) with any comments, feedback, or ideas you have for future articles!

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### ***Website Security***

In a continued effort to improve the security on the ACEIT website, we will be implementing a new password requirement the first week in January 2021. Once they are implemented, you will be prompted to reset your password.

The new password requirements will be:

- \* At least 8 characters
- \* Includes both upper and lower case letter
- \* At least 1 number
- \* At least 1 special character (\$ @ ! % \* ? &)



If you run into any problems when resetting your password, please contact [ACEIT Support](#) (805) 964-6963 x2599.

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### ***Meet the ACEIT Team***

#### ***Sylvia Lowden - Release Manager***

Hi all you ACEIT folks! I'm Sylvia, one of the newest people on the ACEIT team. Soon after joining Tecolote two years ago, I transitioned to the ACEIT team as Release Manager and User Experience guru. Joining Tecolote brings my career full circle as my first job after graduating with an engineering degree was with Magnavox's defense contracting division. Dragging my family from the Midwest to Silicon Valley during the dot

com boom, I enjoyed the thrill of victory and agony of defeat at several startups. Along the way, the importance of user experience in technological development became a huge fascination and focus for me. The techniques and scientific methods for studying users and applying user data to software design has consumed my waking hours for many years.



Now, it is a great pleasure to apply these skills to the products within ACEIT. Observing how analysts do their job and figuring out what we, as software engineers, can do to make their efforts easier provides daily challenges. I can't think of a better thing to be doing! Creating analyst-centered software doesn't happen without your input. We are always looking for testers and analysts willing to get involved in the design process. Feel free to contact me anytime at [slowden@tecolote.com](mailto:slowden@tecolote.com).

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### Support Alerts

**[ACE 8.0 Service Pack 2 - Warning: Do not copy/paste rows with overrides \(8 Dec 2020\)](#)**



**Date:** 12/08/2020  
**Application:** ACE  
**Version:** 8.0 Service Pack 2

**Problem:** Copying and pasting a row that has case overrides applied causes the application to crash.

**Workaround:** Remove all overrides before copying/pasting that particular row.

Note: you can export all cases with overrides to an xml file if you would like to save them for a later import.

**Solution:** A fix will be added to the ACE-to-ACE plugin release set for early January, 2021. When that release is available, download and install.

You need to have active ACEIT DMS to access this section. Please contact [ACEIT\\_Support@tecolote.com](mailto:ACEIT_Support@tecolote.com) if you have any questions.

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### ACEIT Training Schedule

Class Name	Date	Location
ACEIT Advanced Model Builders (v 8.0)	02/02/2021	Washington, DC
ACEIT for Model Builders (v 8.0)	02/23/2021	Washington, DC
ACEIT for Reviewers (v8.0)	03/16/2021	Washington, DC
ACEIT for Model Builders (v 8.0)	04/20/2021	Washington, DC

Reserve your seat today. [Register Now!](#)

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