



**CUSTOMER USER MANUAL FOR
PULL OUT TESTING (POT) BOOKING**

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1. Introduction

1.1 Background

The POT booking system is a web portal that allows Customers to make their POT Bookings.

Using this portal, Customers can make POT bookings specific to their needs and manage the bookings made with options to reschedule, reconfirm, rebook or cancel.

Customers can make their bookings easily by entering their project details, SIC access requirement for the project, anchor details to be tested and then selecting their preferred date and timeslot for bookings.

Customers will be notified of the current status of their booking right from booking confirmation to completion.

1.2 Purpose

The objective of this document is to explain the various functionalities of the POT booking system with step by step guidelines illustrated with screenshots.

All the functionalities of the POT booking system are explained in the below sections. Users may go through this User Manual in any order according to the specific functionality required.

1.3 Definitions, Acronyms and Abbreviations

This manual uses the following conventions:

- [Button Name] to indicate that it is either a button, link or menu.

This manual uses the following Acronyms and Abbreviations:

- POT – Pull Out Testing

1.4 Setup

The POT booking system can be accessed from PC and is also mobile friendly. It can be accessed using any mobile device. Internet connectivity should be ensured before accessing the system. Users are advised to use Google Chrome browser for a better user experience.

2. Functionalities

To access HILTI's POT booking system, enter the URL: hiltipullouttest.hashmicro.com

2.1 Sign In

Upon entering the above URL, the POT Sign In page will be displayed as shown in Figure 1.

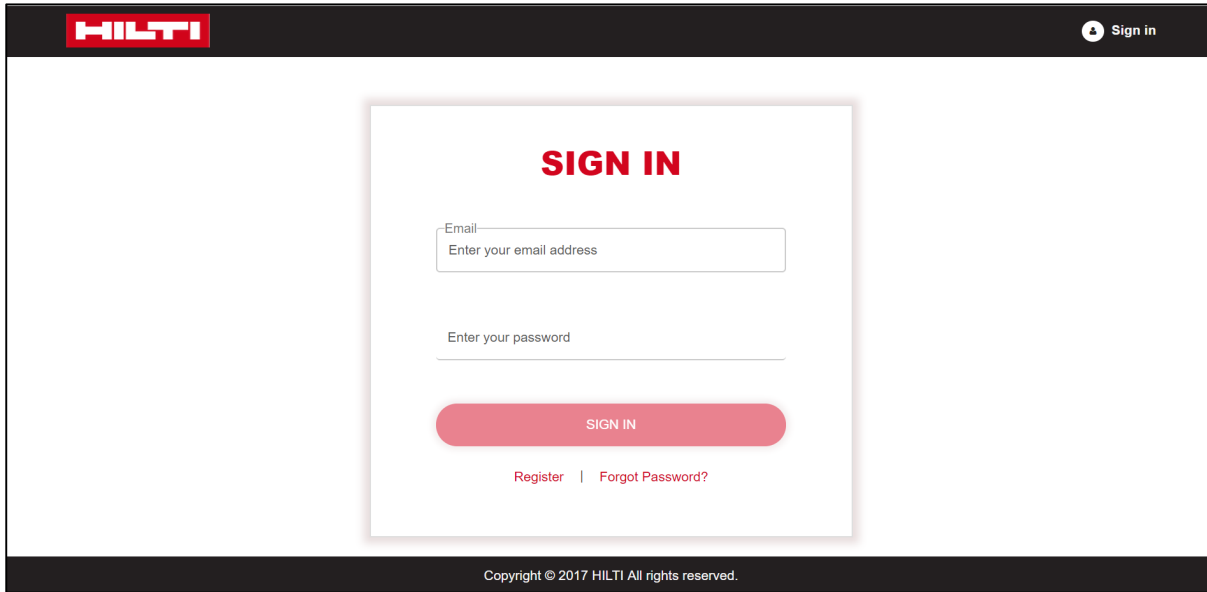


Figure 1: POT Sign In Page

Enter the Email ID and Password and click on the [Sign In] button as shown in Figure 2.

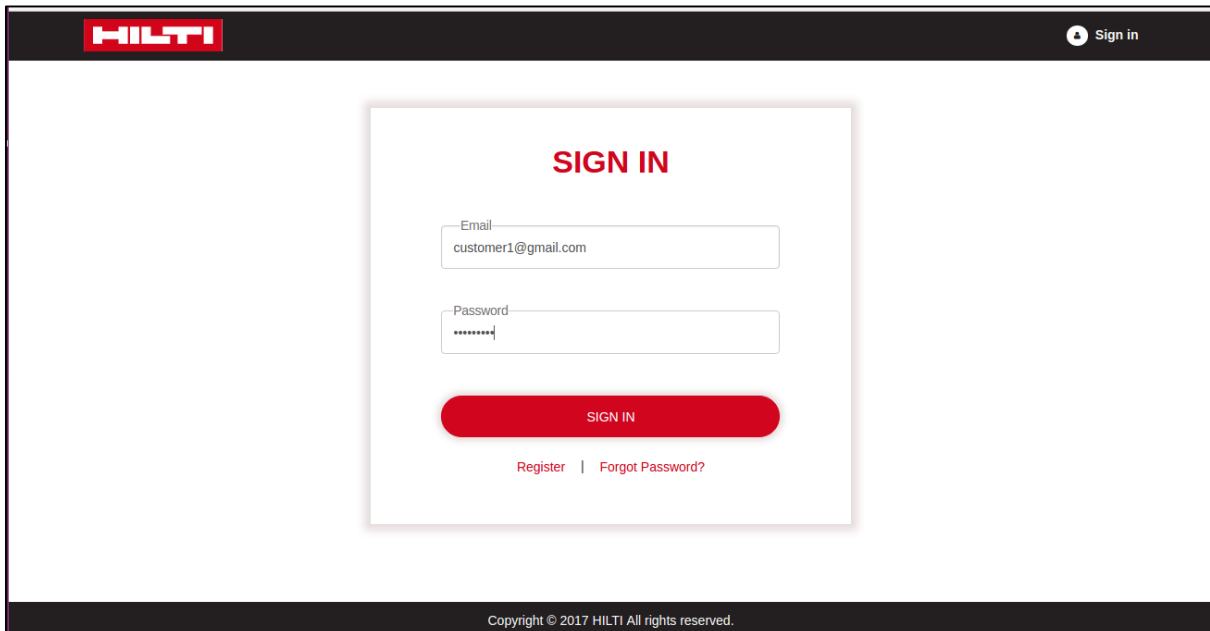


Figure 2: Sign In Details Filled Page

On Successful login, the Customer Portal page will be displayed as shown in Figure.3, where all the functions related to Bookings can be accessed. The logged in Customer's name is shown in the right corner.

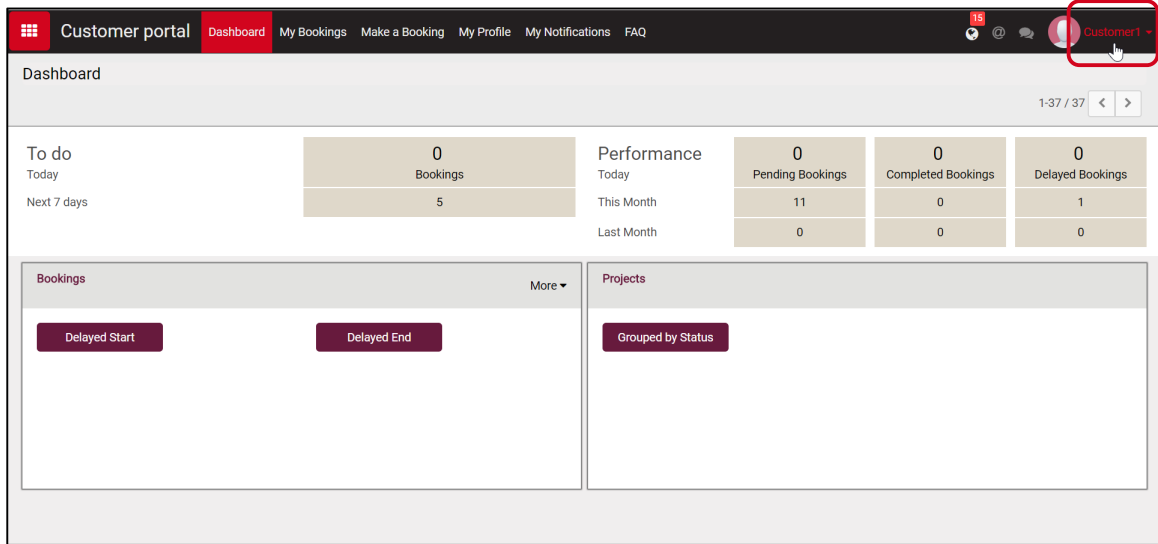


Figure 3: Customer Portal Page

2.2 Register

New users can click on the [\[Register\]](#) link in the Sign In Page for registration. The Registration page will be displayed as shown in Figure.4, where user can enter all the required information and click on the [\[Register\]](#) button.

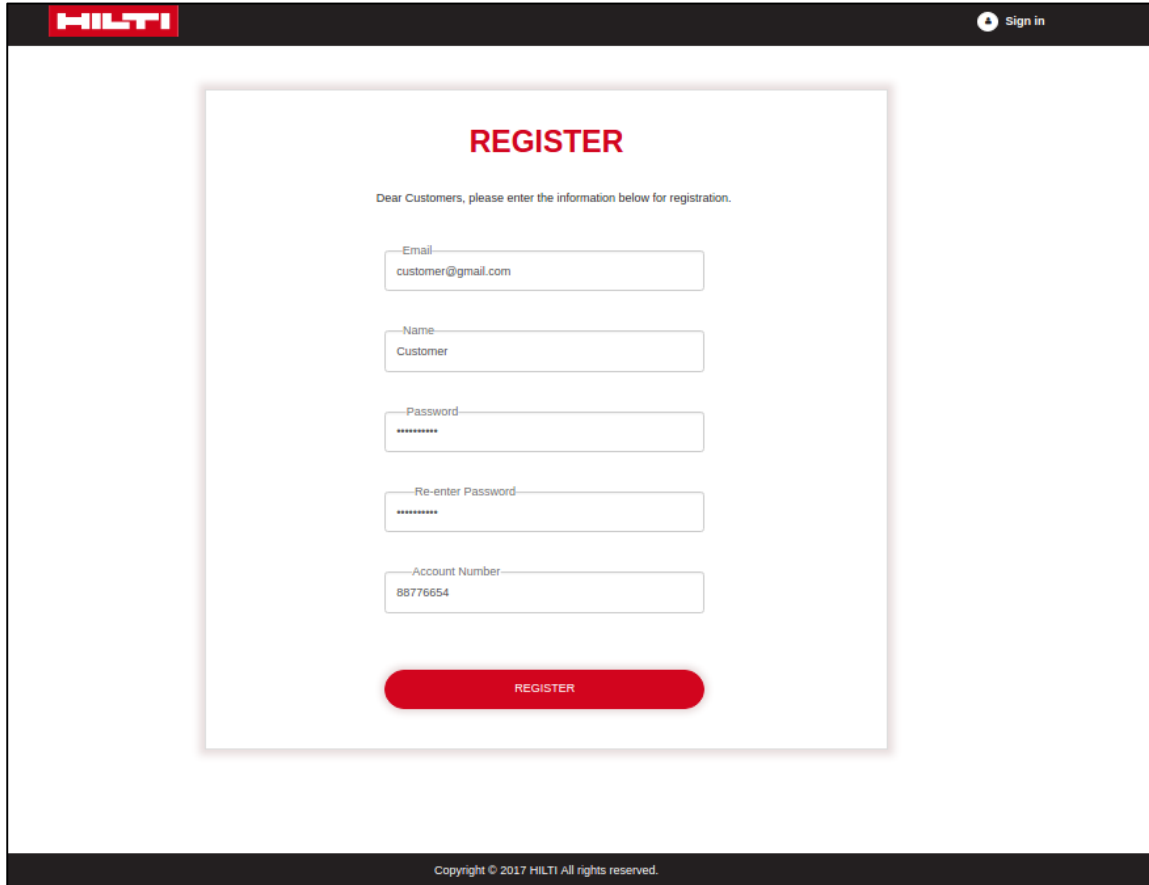


Figure 4: Register Page

On successful registration, the below page is displayed as shown in Figure 5. Once the registration is done, HILTI admin verifies the registration and customers are notified. Then, Customers can Sign In to the Customer Portal using the Email ID, Password used during registration.

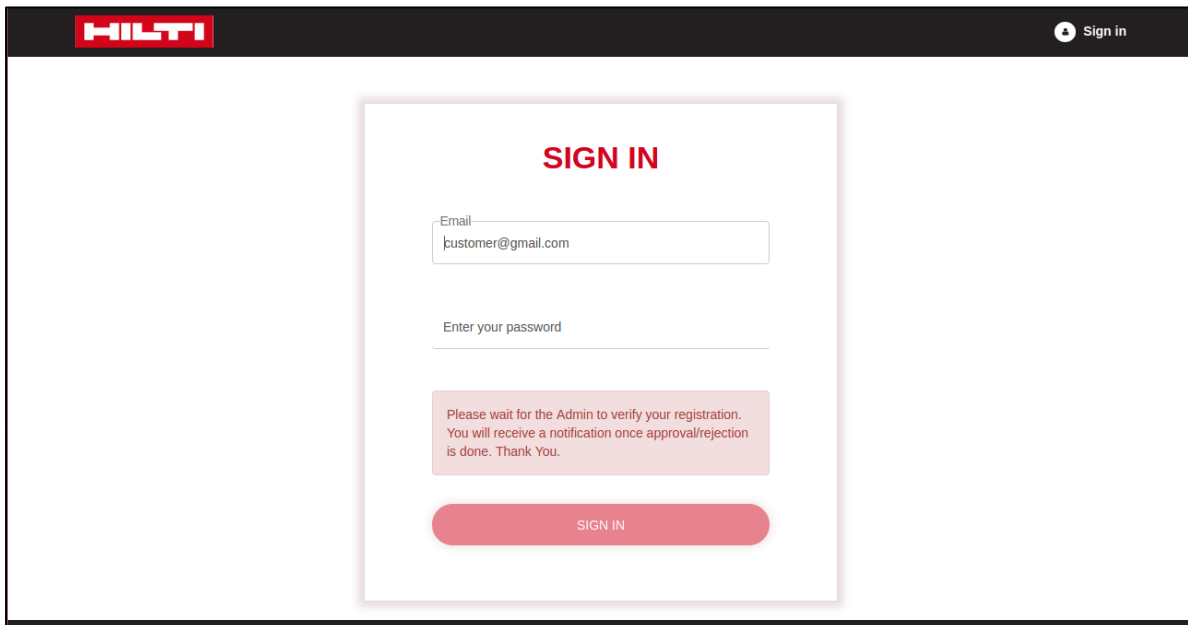


Figure 5: Registration Alert Page

2.3 Forgot Password

Click on the [\[Forgot Password\]](#) link in the Sign In page if you don't remember the password or wish to reset it. Upon clicking the link, the Forgot Password page is displayed as shown in Figure 6.

Enter your Email ID to receive the reset password instructions and click on the [\[Send\]](#) button.

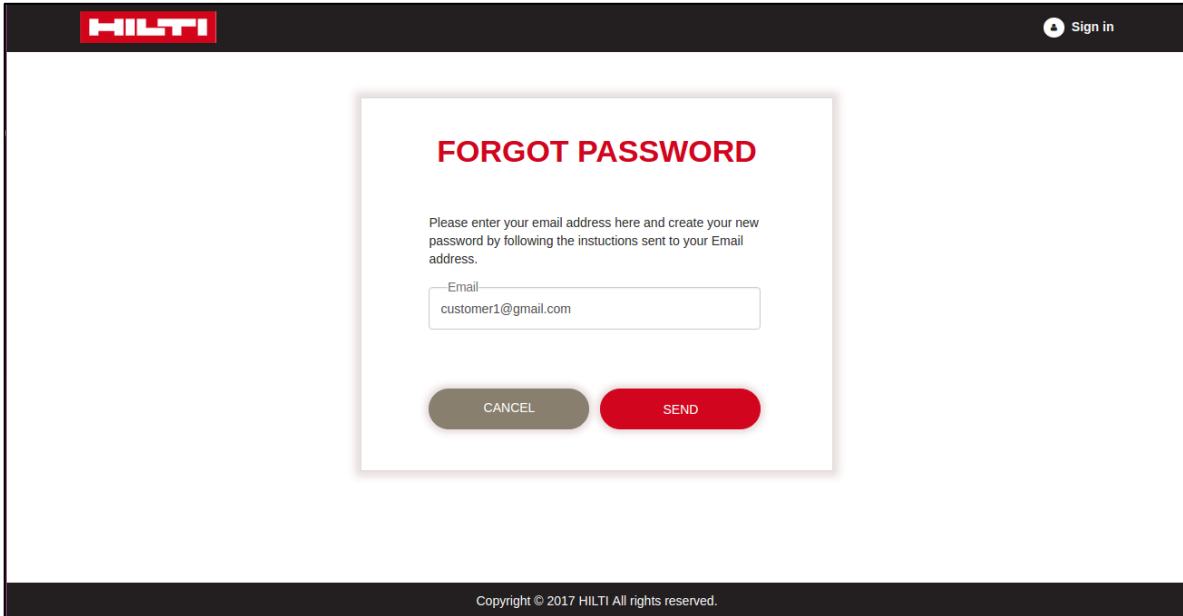


Figure 6: Forgot Password Page

When the instructions have been sent to the Email ID entered, an alert will be shown as in the below Figure 7.

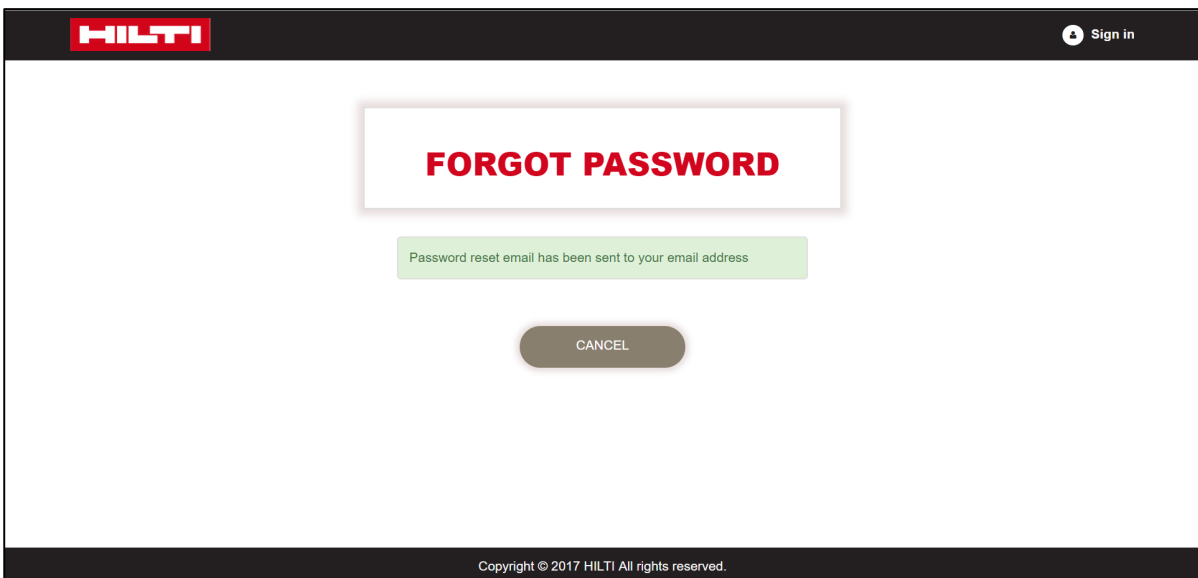


Figure 7:Forgot Password Alert Page

Check your Emails for the Password reset instructions from HILTI. An Email will be sent as in the below Figure 8.

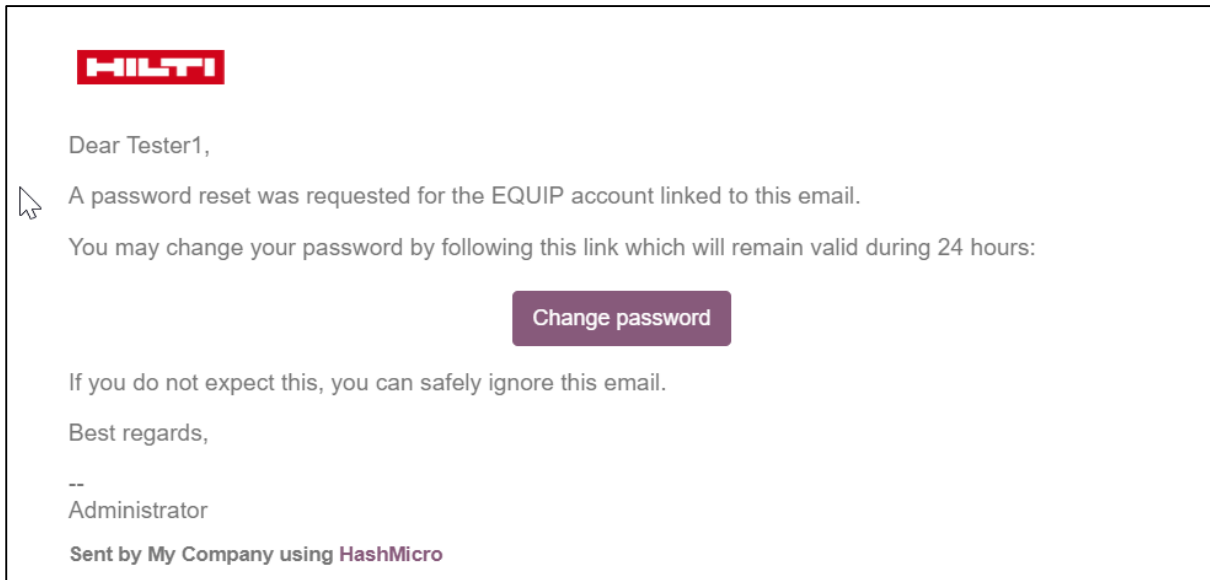


Figure 8: Reset Password Instructions Email

Clicking the [[Change Password](#)] button will direct to the Reset Password page shown below in Figure.9, where the new password can be entered. You can then use this password to Sign In to the Customer Portal.

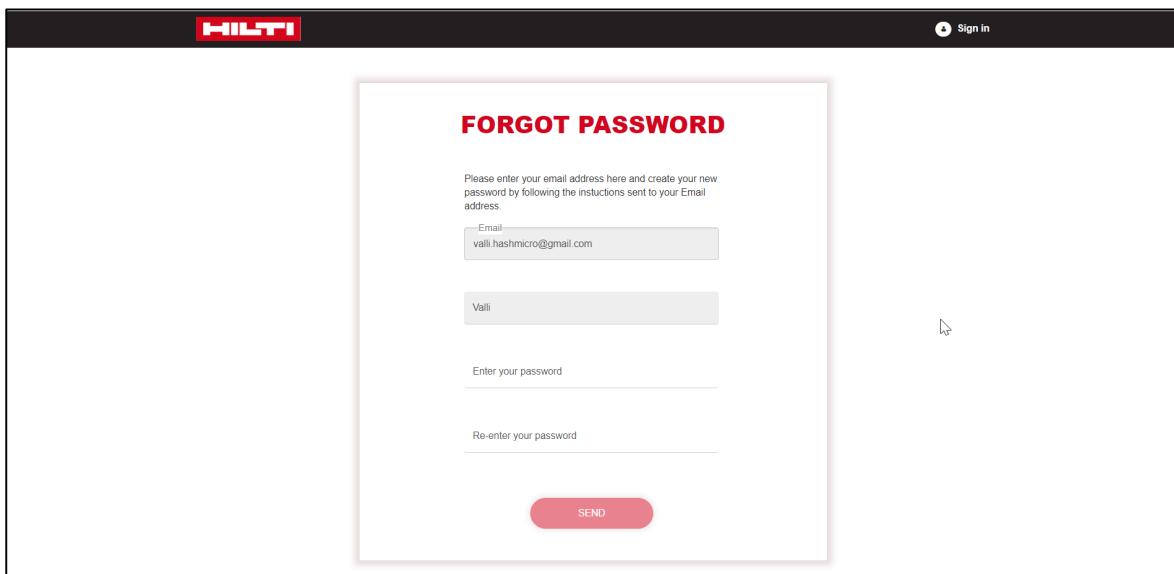


Figure 9: Reset Password Page

2.4 Customer Portal

Once Signed In successfully, the Customer Portal webpage is displayed as shown below in Figure 10.

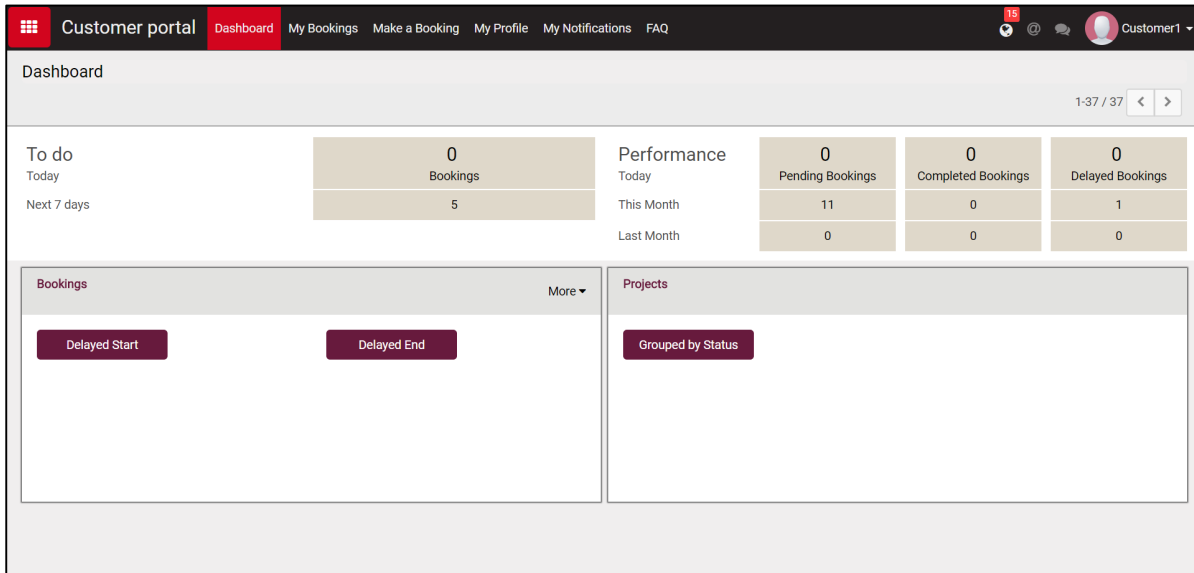


Figure 10: Customer Portal Page

The Customer Portal has the following menus:

- Dashboard
- Make a Booking
- My Bookings
- My Profile
- My Notifications
- FAQ

2.4.1 Dashboard

Click on the **[Dashboard]** menu to access your Dashboard.

The Dashboard as shown above in the Figure.10 is displayed.

The Dashboard gives a glance of the current status of the bookings on:

- The bookings that needs to be done today
- The bookings that needs to be done in the next 7 days
- The pending, completed and delayed bookings for today, this month and last month

Buttons Delayed Start, Delayed End under Bookings and Grouped by Status under Projects can be used to get a glance on the bookings which were delayed by start/end and bookings grouped by status for each of the projects as shown in the Figures 11, 12 below.

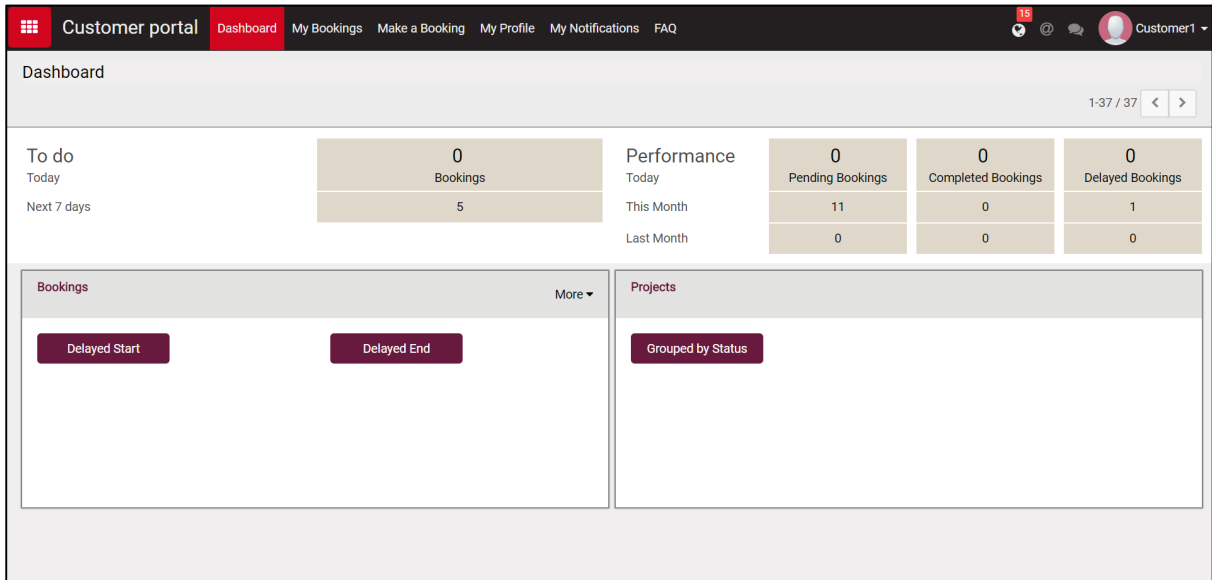


Figure 11: Dashboard Page

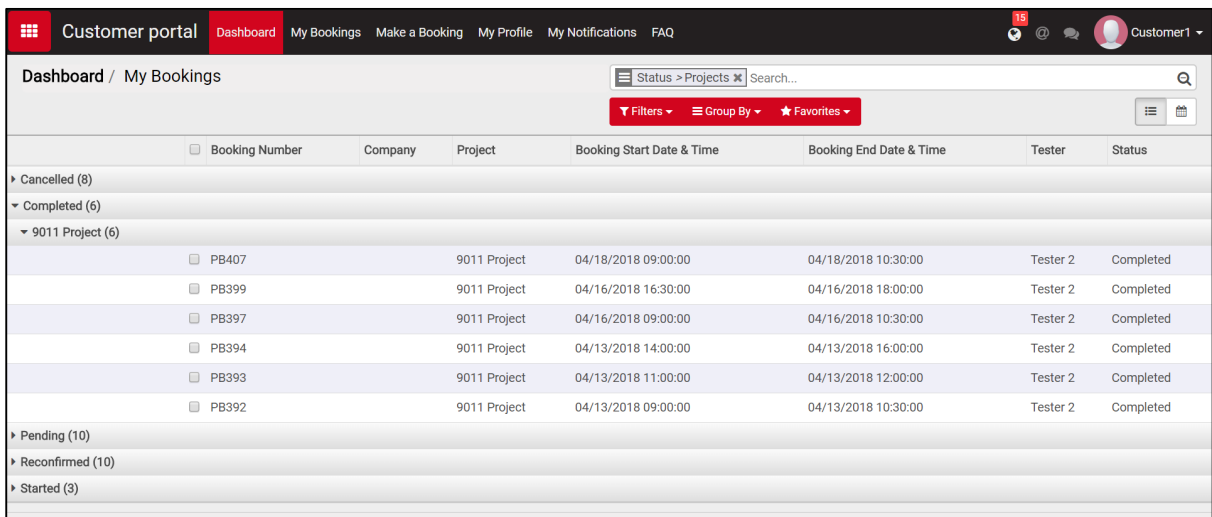


Figure 12: Dashboard - Grouped by Status Page

There is a More dropdown under bookings which can give a quick glance on the bookings for SIC booking, Normal booking, Dedicated Support Booking as shown in Figure.13 below.

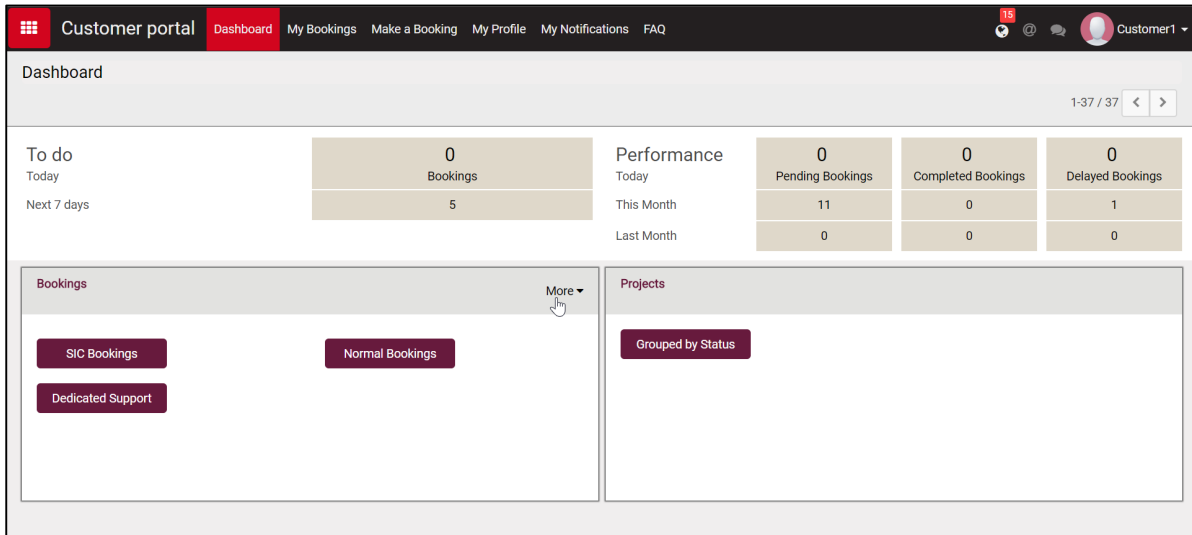


Figure 13: Dashboard - More Options Page

2.4.2 Make a Booking

Click on the [Make a Booking] menu to make a booking.

Descriptions of the booking flow, types, and sections are explained below which are essential to be known before making a booking.

a. Booking Flow

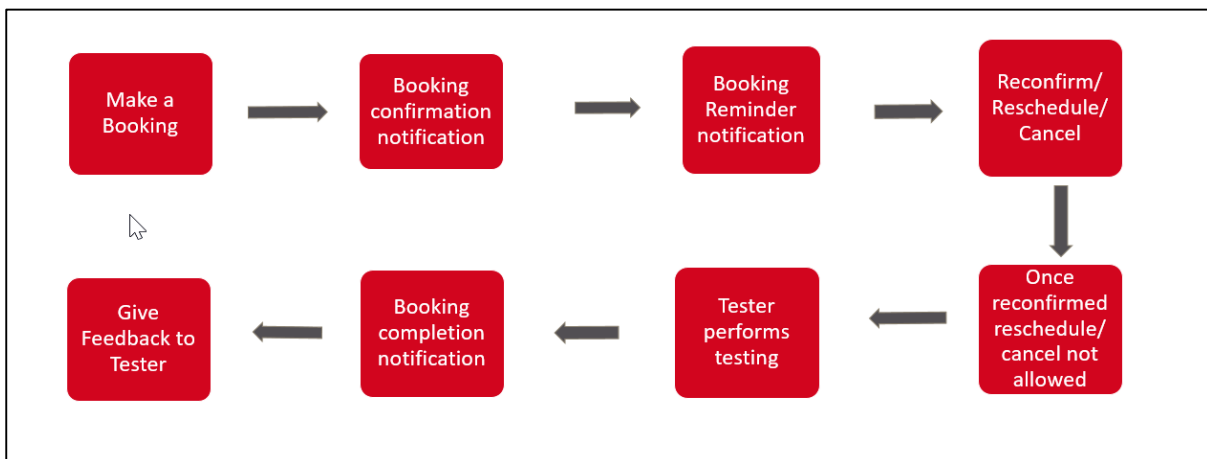


Figure 14: Booking Flow

b. Booking Types

- There are three types of Booking:
 - Normal Booking – Bookings within office working hours
 - Dedicated Support Booking – Booking outside office hours, half day or full day, weekends and public holidays.
 - SIC Booking – New Project requiring SIC Access

c. Booking Sections

- To make a normal booking, three sections need to be completed. They are:
 - Project Selection
 - Anchor Selection
 - Date and Timeslot Selection
- To make a SIC booking, two sections need to be completed. They are:
 - Project Selection
 - Date and Timeslot Selection
- The Progress bar indicates the status of the section during booking.

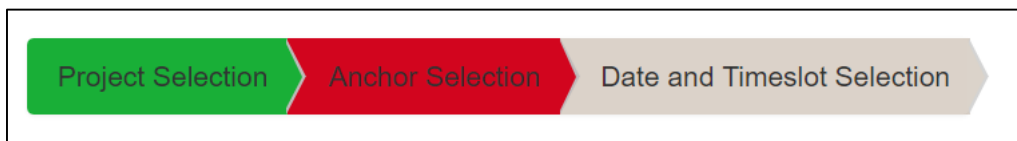


Figure 15: Progress Bar

- Red- Current section
- Green – Completed section
- Grey section – Pending section

d. Project Selection

- Project Selection section is shown in the Figure.16 below. In this section, details such as the Project Name, SIC requirement for the booking, Contact name, Contact number and Address needs to be entered.
- Bookings can be made for existing as well as new projects. Existing Projects can directly be scrolled down or searched with the project name. New projects can be created using the [\[Create new project\]](#) option.
- For existing projects, addresses will automatically appear in the address and postal code fields.
- For new projects, address needs to be entered. Postal code will be filled in automatically based on the address entered.
- For sites which do not have an address/postal code, the details of the nearest landmark can be entered.
- SIC requirement is to specify whether the booking for the project requires the Tester to have SIC/not. Yes/No option to be selected accordingly.
- If it is a new project and requires SIC, the booking type is referred to as SIC Booking and through this booking, tester will be booked to do the SIC for the new project and not the actual testing for the project.

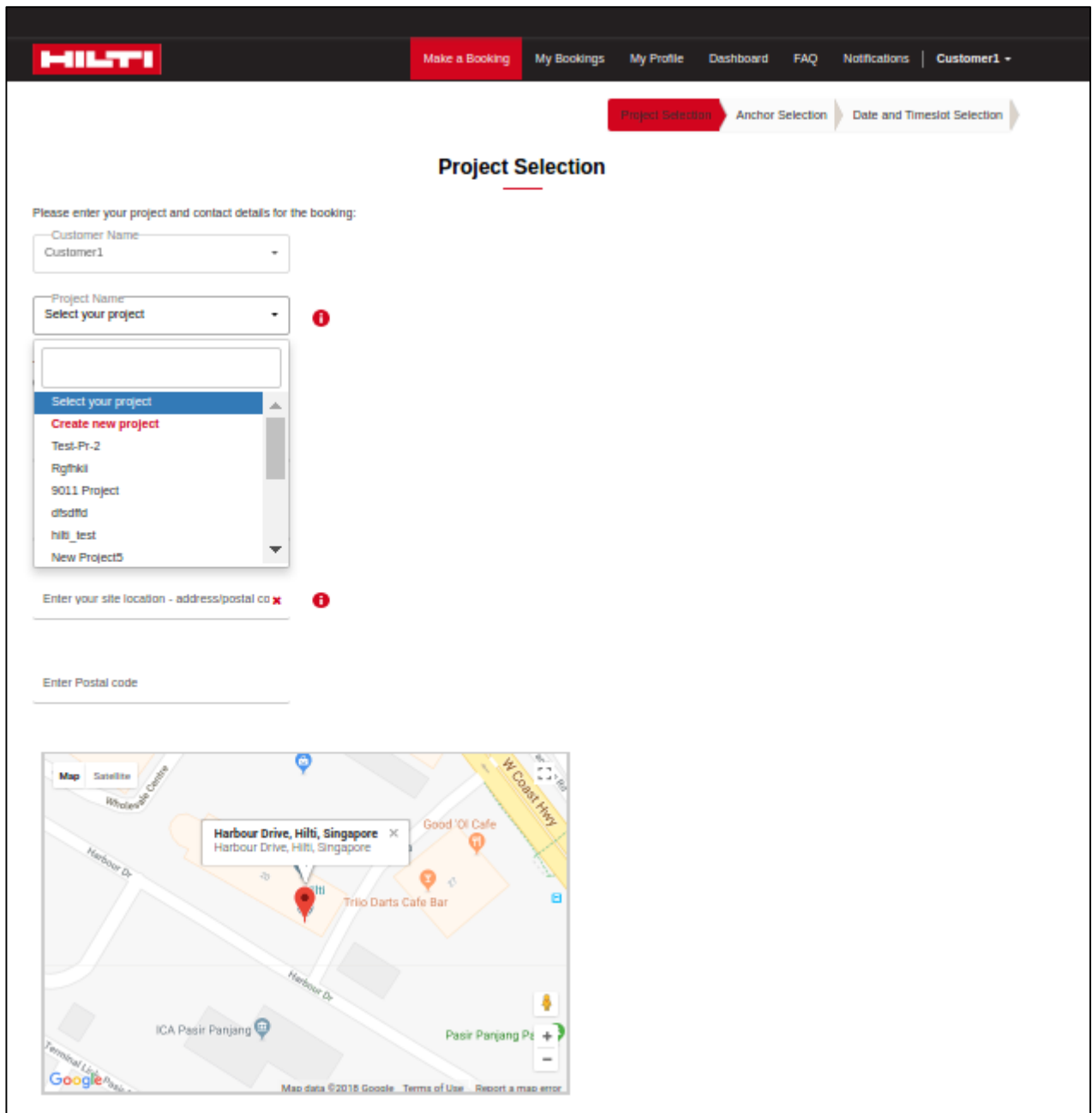


Figure 16: Project Selection Page

e. Anchor Selection

Anchor Selection section is shown in Figure.17 a and b below.

For each anchor testing, the details of anchor type, anchor size , anchor quantity that needs to be tested and the Site Conditions needs to be selected.

Select the Anchor type, size and qty to test as shown in Figure 17.a.

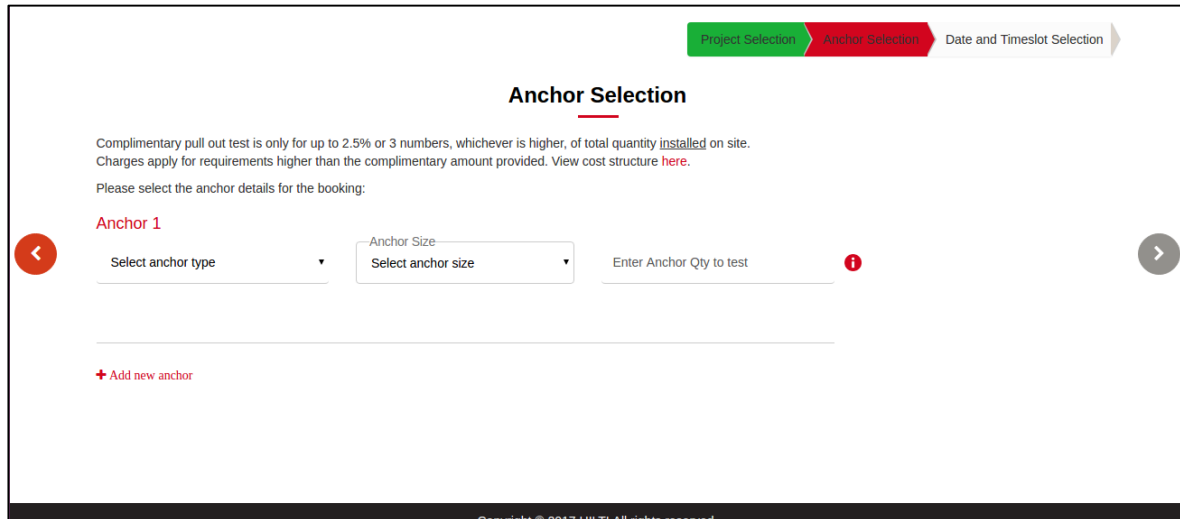


Figure 17.a: Anchor Selection Page – Anchor Type, Anchor Size, Qty

Once the Anchor size is selected, three pictures for selecting the “Site Conditions” would be displayed as shown in the Figure 17.b. Depending on which site condition the anchors needs to be tested, select one picture appropriately.

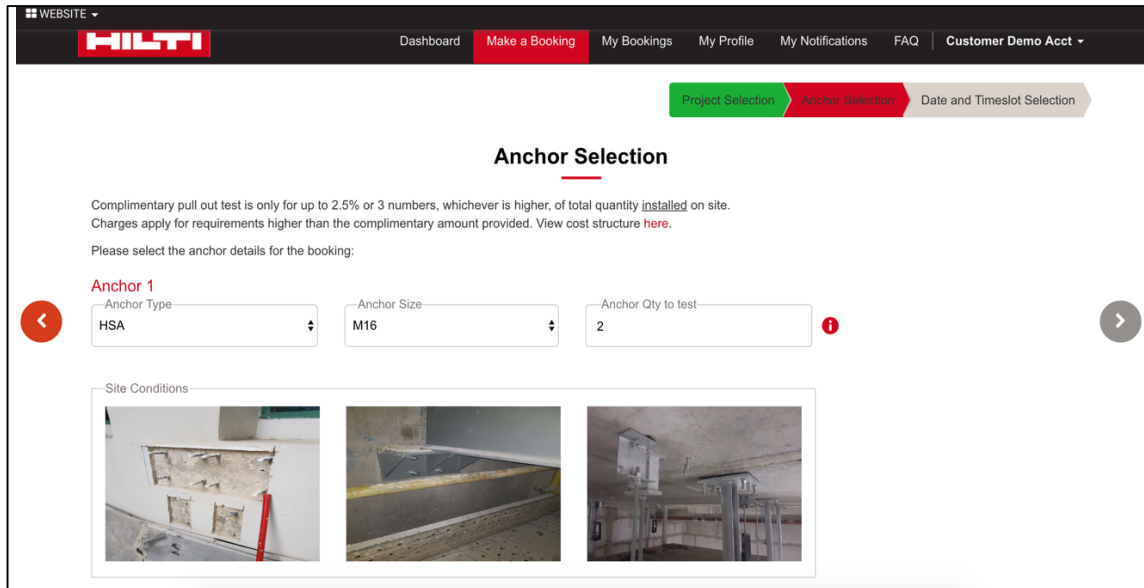


Figure 17 b: Anchor Selection Page – Site Conditions

For additional anchors, click on the [Add new anchor] and select the required details as shown in Figure.18 below. If the section needs to be removed, click on the [Remove] at the right side of the section.

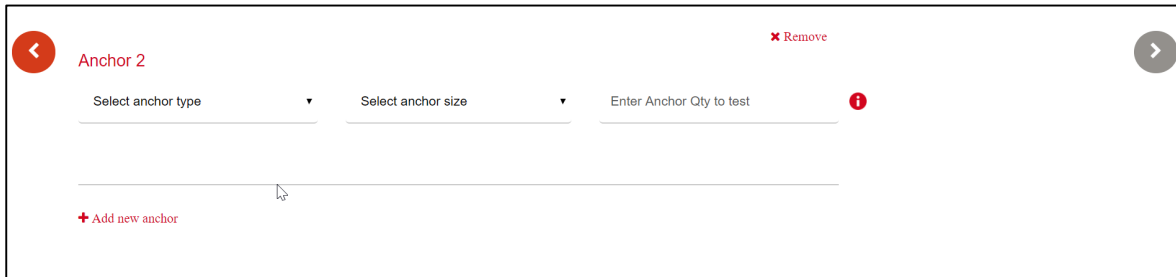


Figure 18: More Anchors Page

Once the Anchor Selection section is completed, the red arrow will be enabled and can click on it to move to the next section of the booking, Date and Timeslot Selection.

f. Date and Timeslot Selection

The Calendar used to select the Date is shown in Figure.19 below.

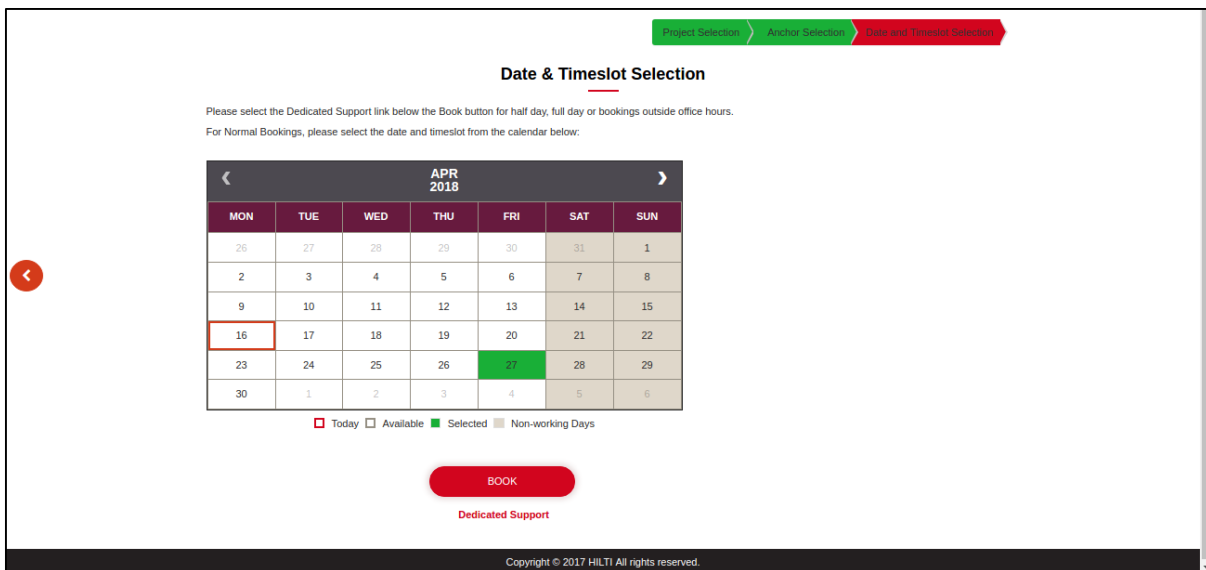


Figure 19: Calendar Page

- Note: Booking can be done for three months in the future excluding the current month (Eg: Current Month is April, bookings can be done till July).
- Legend is indicated at the bottom of the calendar.
- The Past days of the month, public holidays/weekends indicated in grey are not clickable.

- Once the date is selected, the wizard for timeslot selection appears. User can choose the preferred timeslot as per convenience as shown in Figure.20 below.

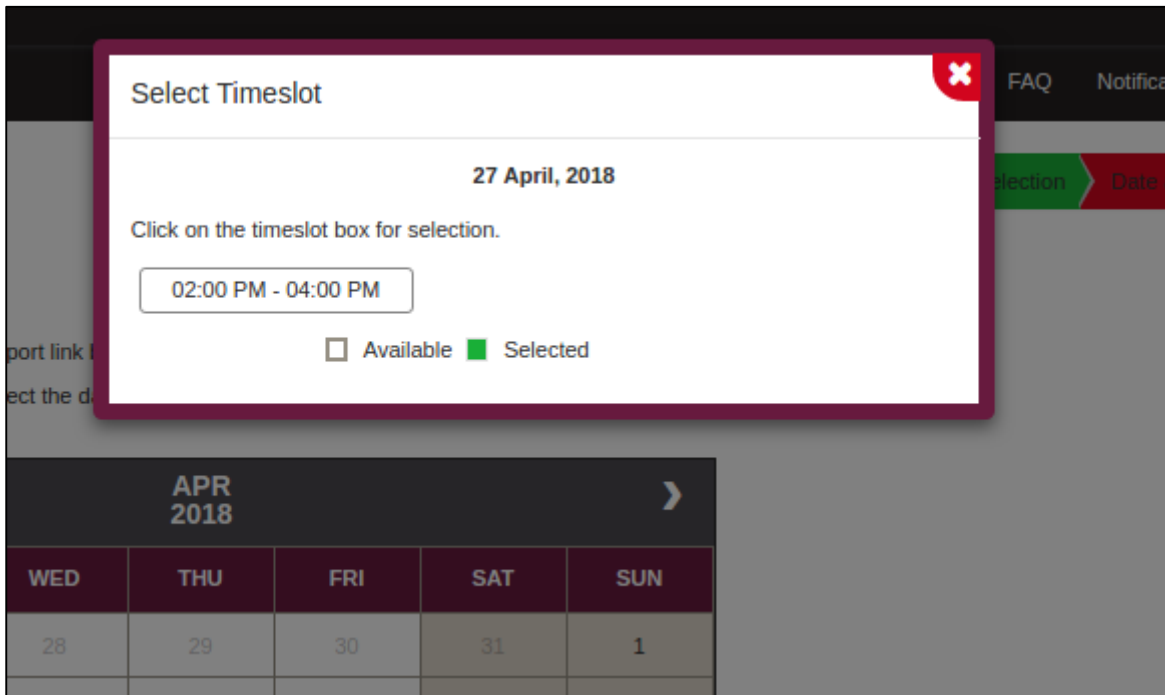
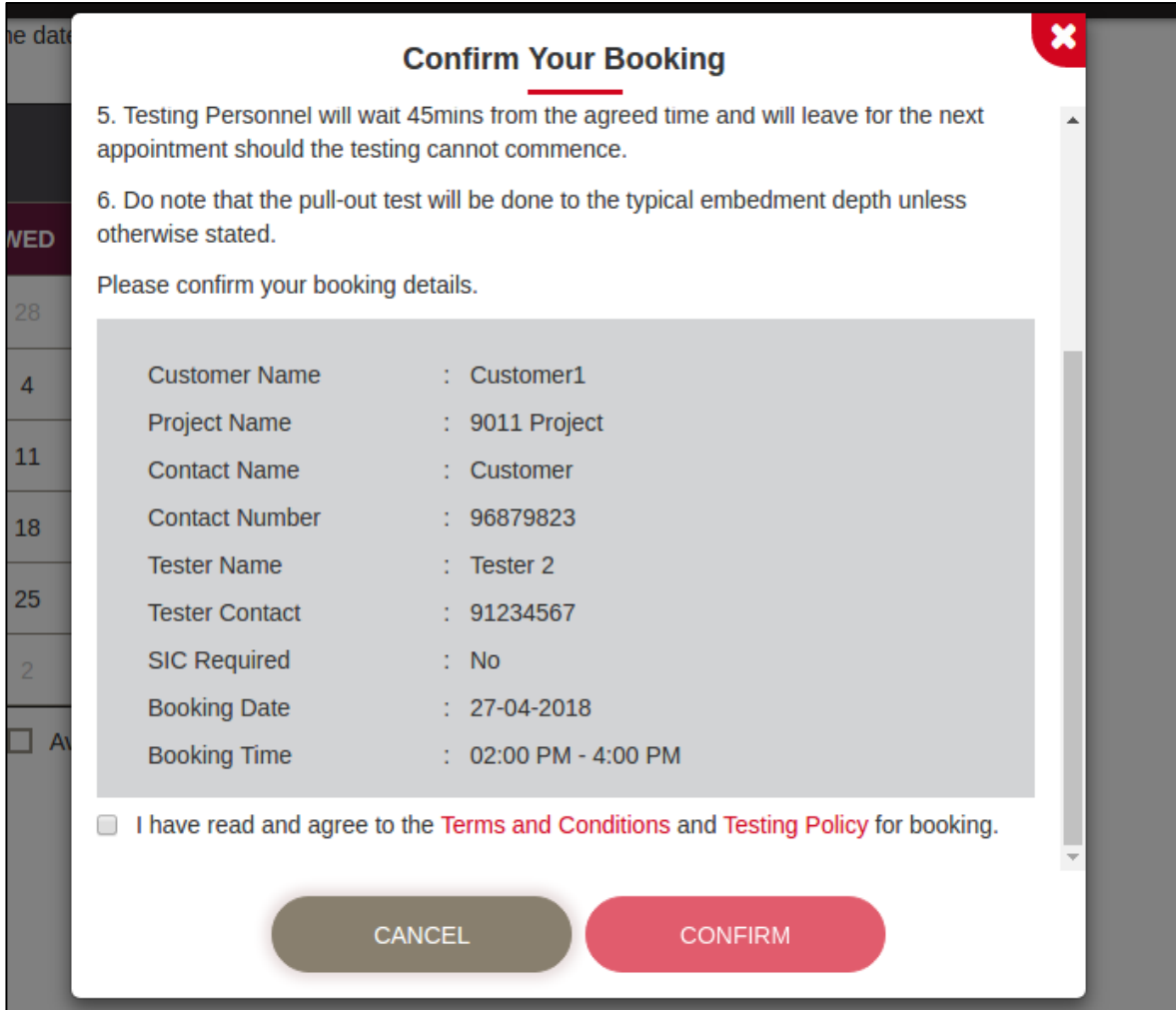


Figure 20: Timeslot Page

- Once selected, click on the **[BOOK]** button to make the booking.

- The “Confirm Your Booking” Screen appears to confirm the booking details as shown in Figure.21 below.



Confirm Your Booking

5. Testing Personnel will wait 45mins from the agreed time and will leave for the next appointment should the testing cannot commence.

6. Do note that the pull-out test will be done to the typical embedment depth unless otherwise stated.

Please confirm your booking details.

Customer Name	: Customer1
Project Name	: 9011 Project
Contact Name	: Customer
Contact Number	: 96879823
Tester Name	: Tester 2
Tester Contact	: 91234567
SIC Required	: No
Booking Date	: 27-04-2018
Booking Time	: 02:00 PM - 4:00 PM

I have read and agree to the [Terms and Conditions](#) and [Testing Policy](#) for booking.

CANCEL **CONFIRM**

Figure 21: Confirm Booking Page

- Once the details are confirmed, tick the check box to accept the terms & conditions and testing policy and click the **[CONFIRM]** button.
- The Booking Confirmation Screen as shown in Figure.22 below is displayed.

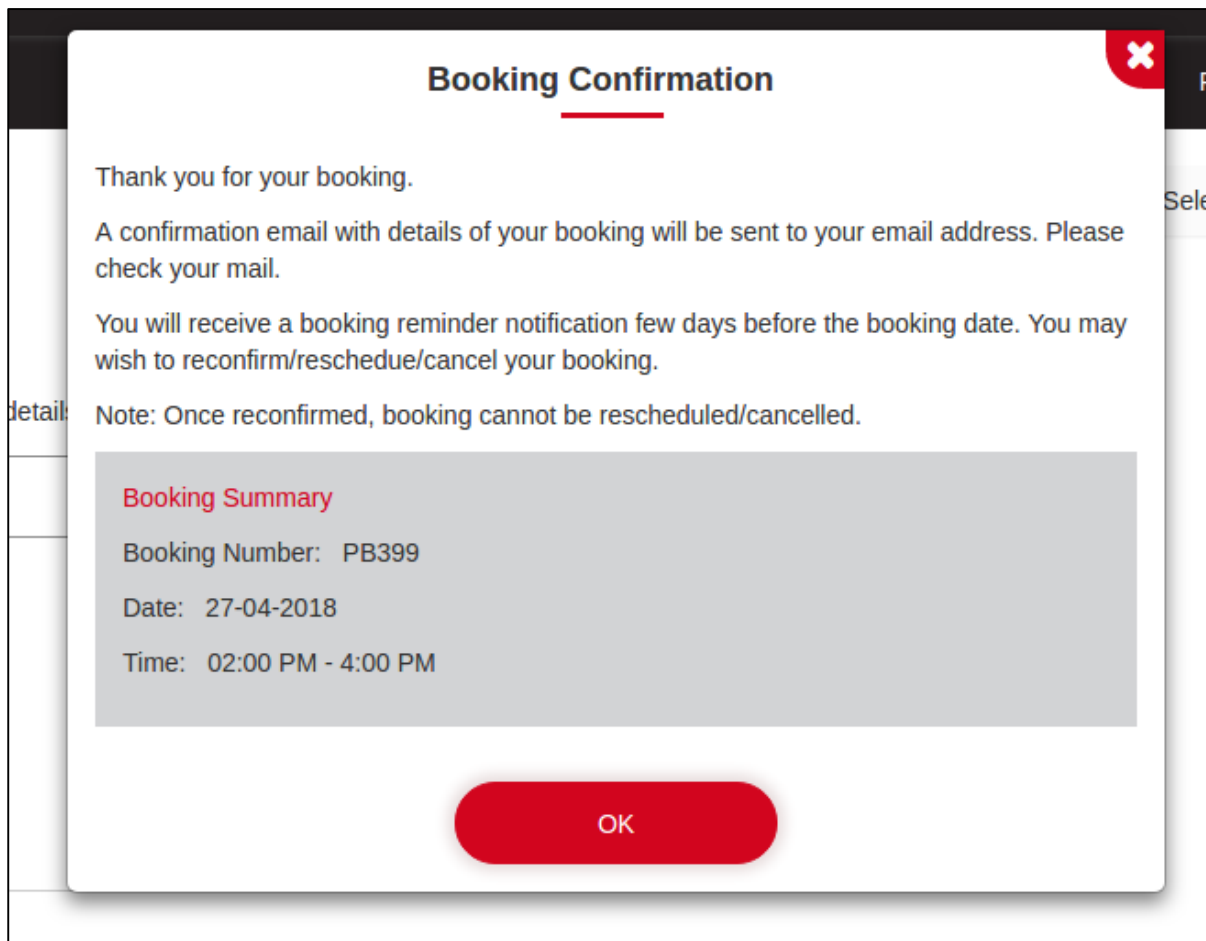


Figure 22: Booking Confirmation Page

g. Booking Criteria

- Booking reminder notification is sent 48 hours (as set in configuration by admin) before the actual booking.
- Action on the booking reminder notification (reconfirm, reschedule / cancel) is mandatory and must be done 24 hours before the actual booking.
- If no action is performed, then the booking will be automatically cancelled as there was no reconfirmation for the booking from customer.
- When a booking is made immediately for the same day or next day, the booking will automatically be reconfirmed, in which case the reminder notification will not be sent.
- In case of delays in testing, if the tester is free to take up testing further, he would continue with testing else testing would be continued later for the next nearest available date & tester and customer will be notified.

h. SIC Booking

- When [Create new project] option from the Project list is selected, the wizard as shown in Figure.23 below is displayed.

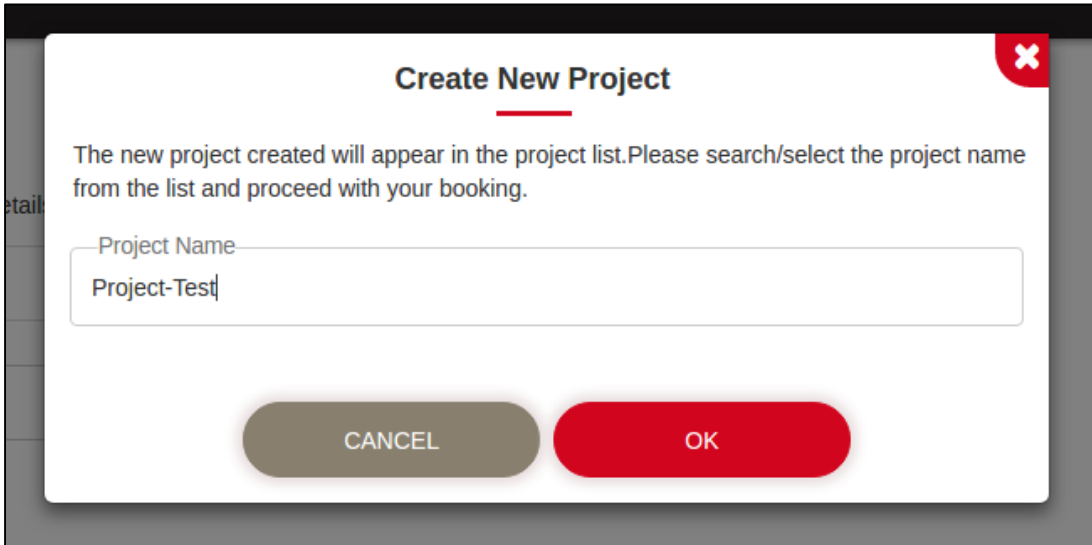


Figure 23: New Project Creation Page

- Once the new project is created, it appears in the Project drop down for selection, as shown in Figure.24 below.

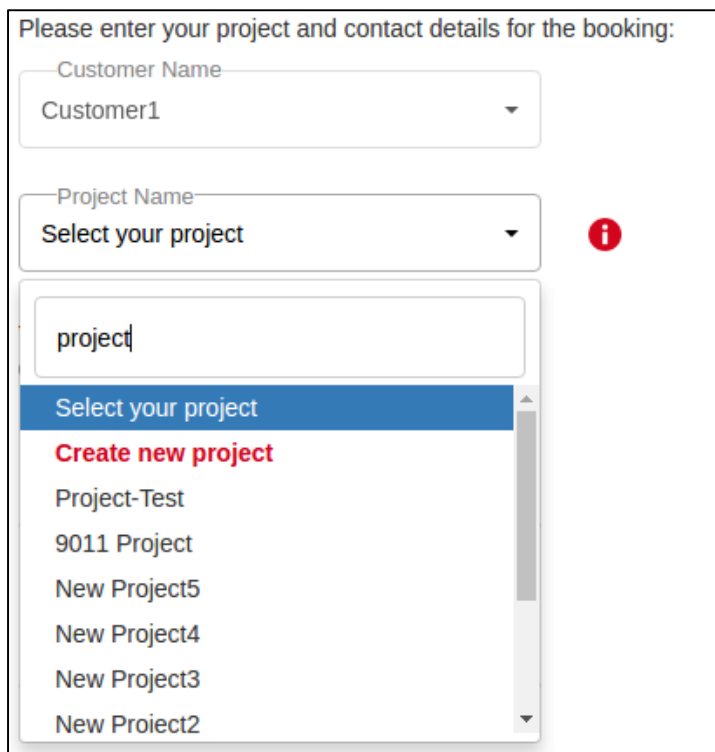


Figure 24: Project Selection

- When a new project which requires SIC is selected, a warning as shown in the below Figure.25 is displayed as there would be no testers with SIC access for a new project. In this case tester needs to be booked for doing SIC first. Just proceed with the booking and system will automatically make the booking for tester to do SIC.

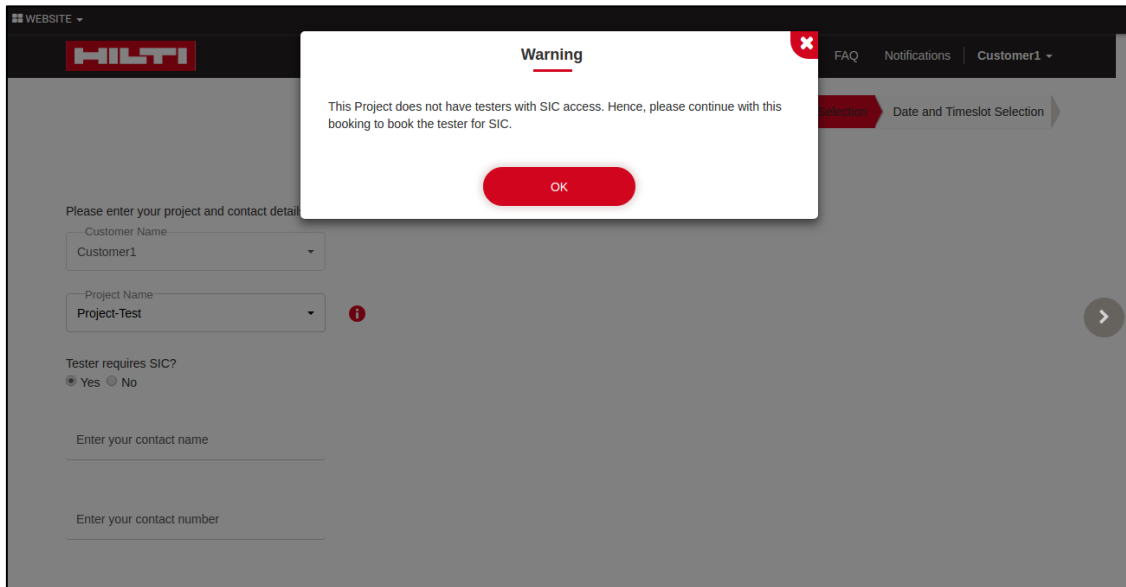


Figure 25: New Project SIC Alert Page

- The address can be entered as shown in the Figure.26 below.

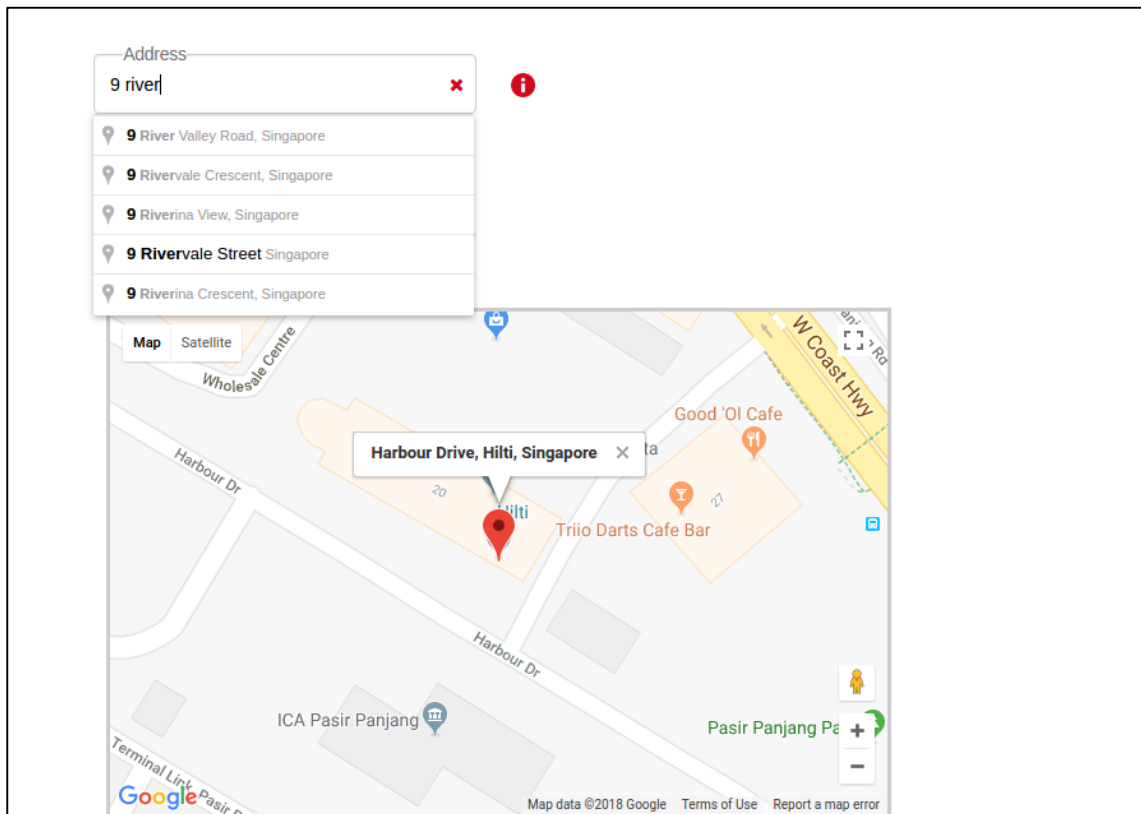


Figure 25: Address Selection

- Once the correct address is chosen for the search list, the details are populated automatically as shown in the Figure.27 below.

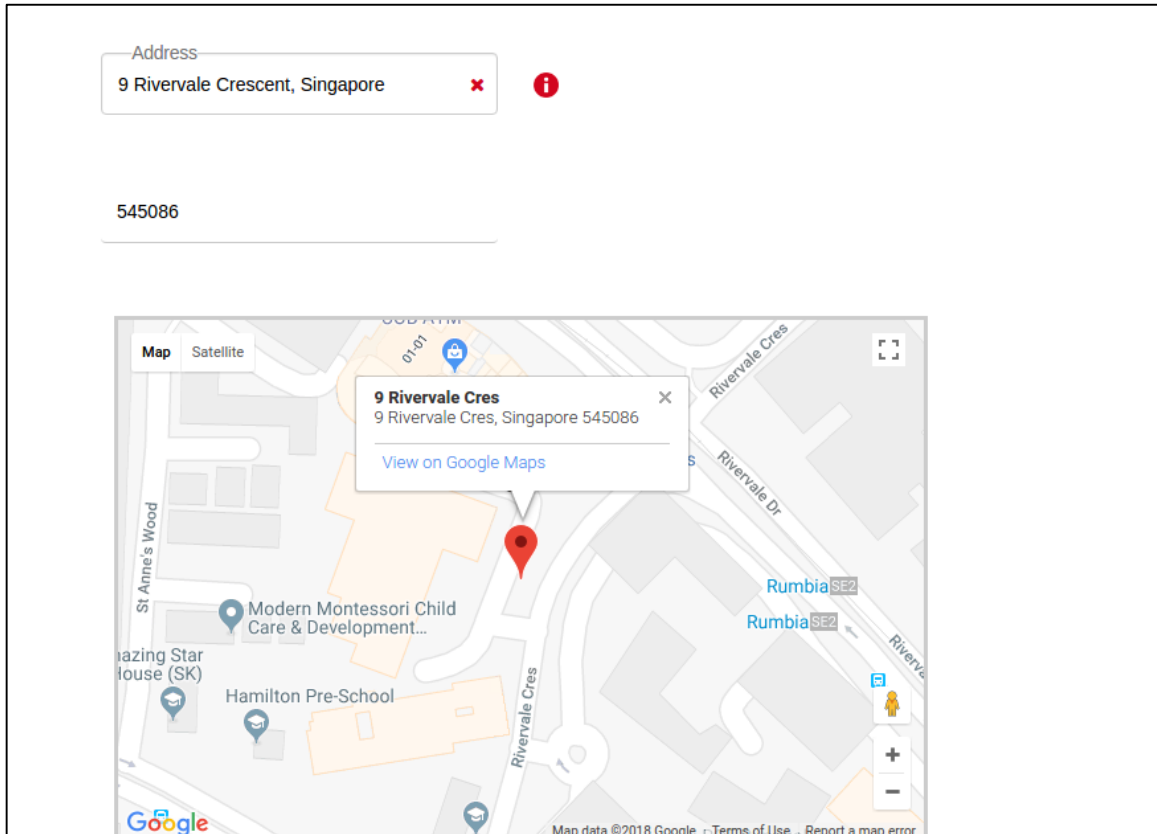



Figure 27: Address and Map Info

- Once all the details are entered as shown in Figure.28 below, click on the red arrow  to move to the next section of booking.

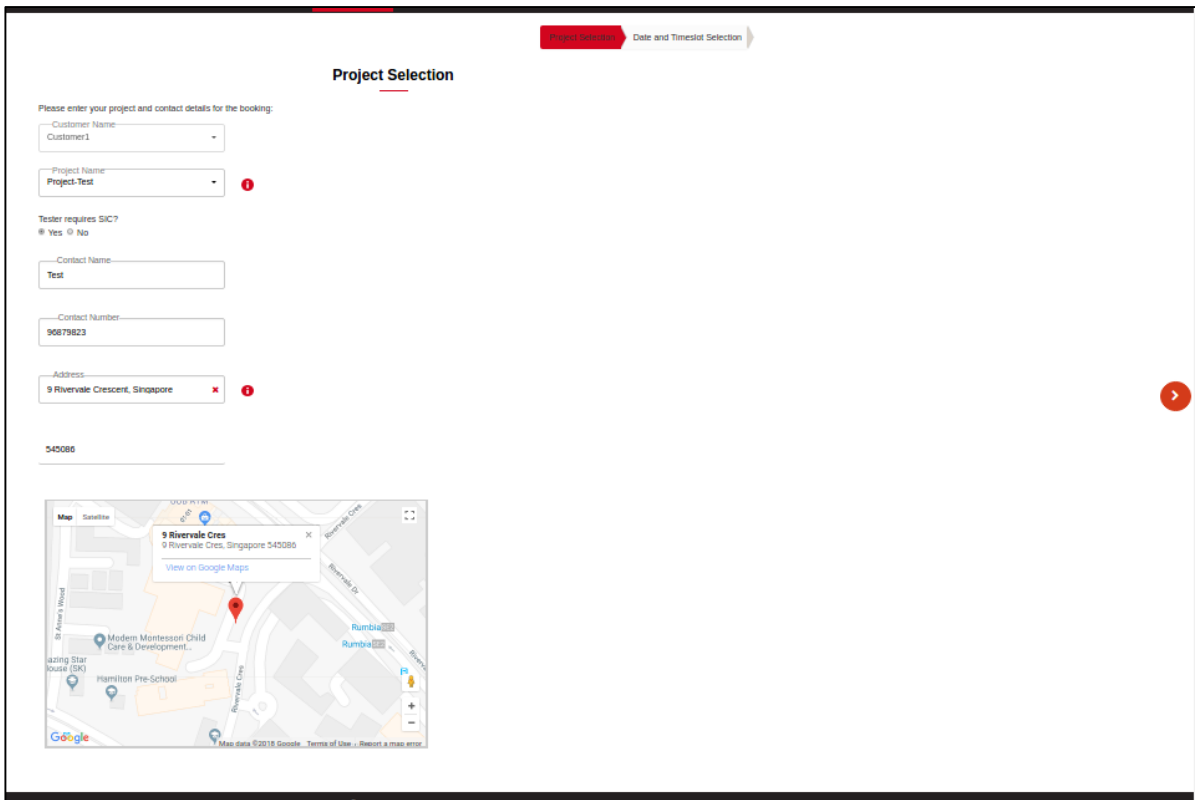


Figure 28: Project Details Filled Page

- Next section in SIC booking is the Date and Timeslot Selection section shown in Figure.29 below where the time required for the Tester to do SIC for the project needs to be entered and the date has to be selected from the calendar.

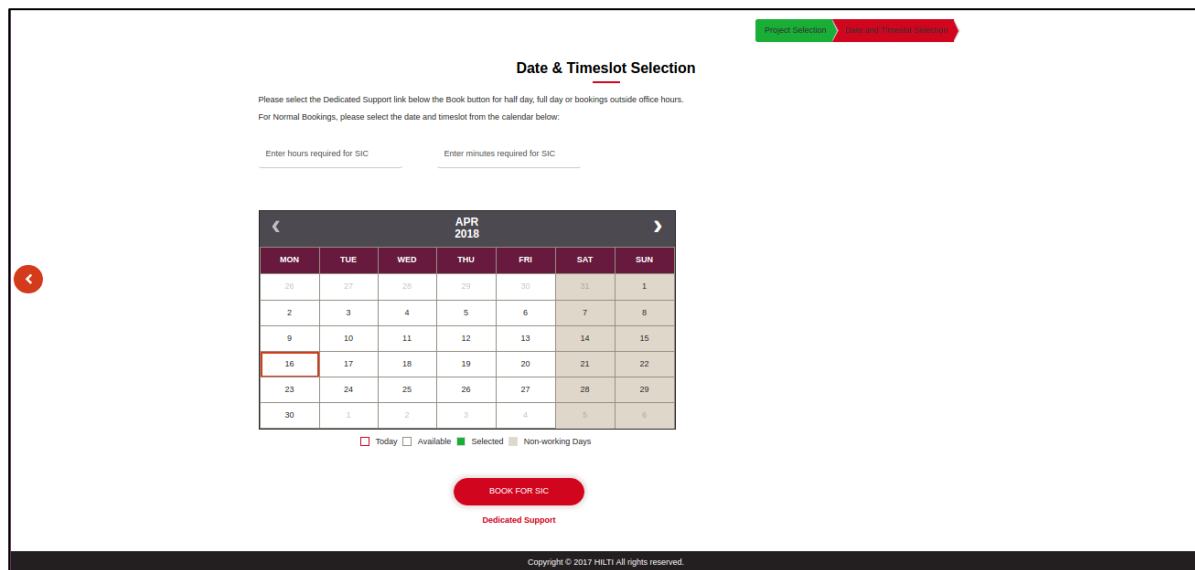


Figure 29: SIC Booking –Date and Timeslot Page

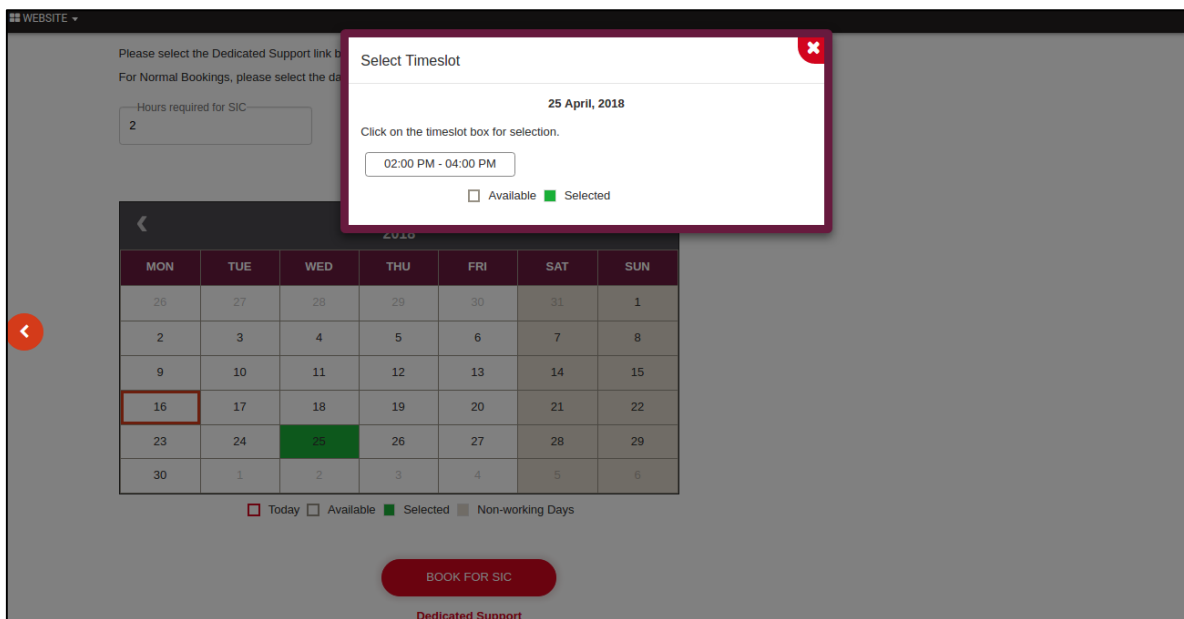
- Enter the time required for SIC as shown in the Figure.30 below:

Please select the Dedicated Support link below the Book button for half day, full day or bookings outside office hours.
For Normal Bookings, please select the date and timeslot from the calendar below:

Hours required for SIC: Minutes required for SIC:

Figure 30: Entering Hours and Minutes

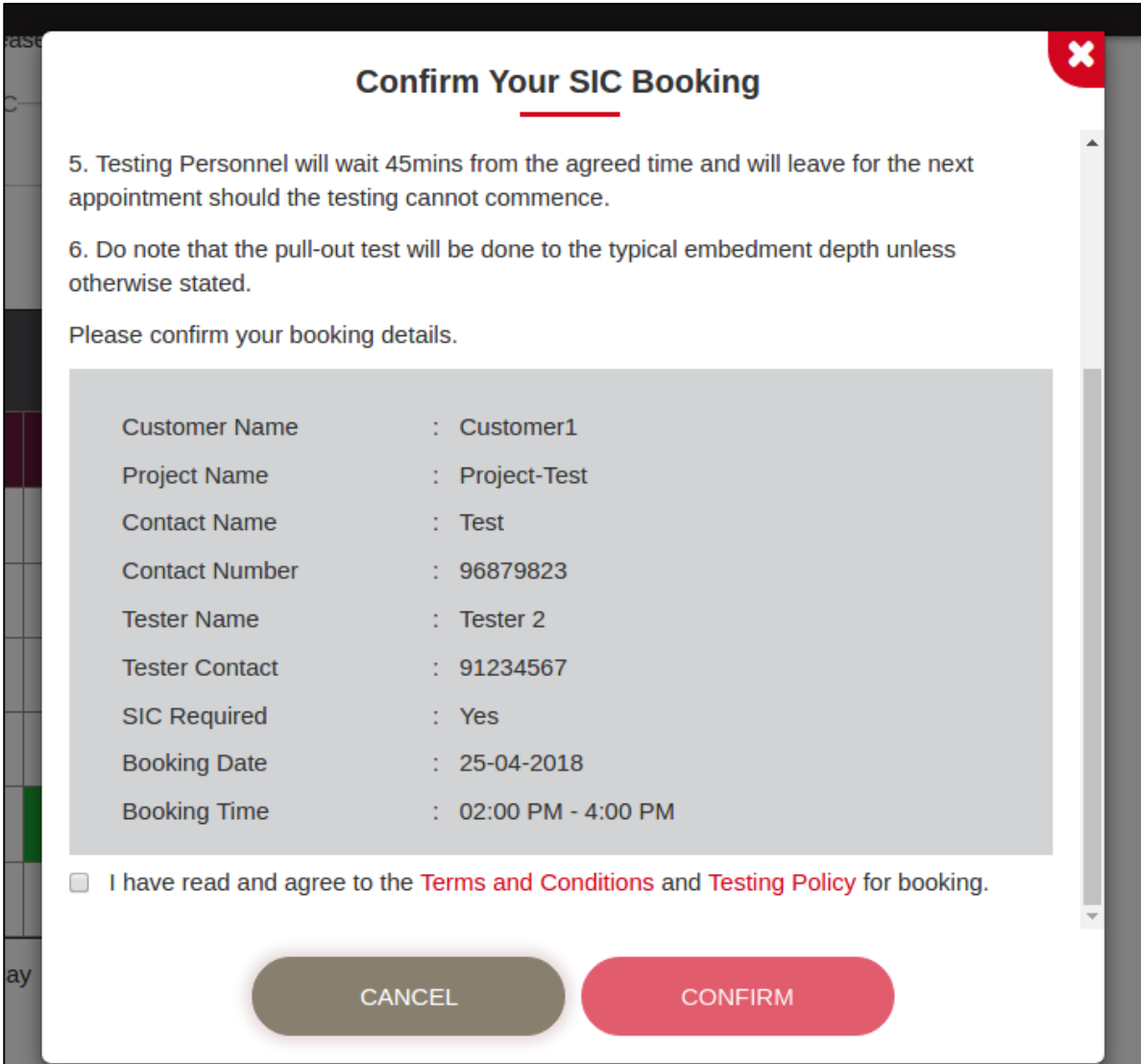
- Select the Date from the Calendar and preferred timeslot from the wizard that appears when the date is selected as shown in Figure.31 below.



The screenshot shows a 'Select Timeslot' modal window. The date '25 April, 2018' is displayed. Below the date, it says 'Click on the timeslot box for selection.' A box contains the selected timeslot '02:00 PM - 04:00 PM'. There are checkboxes for 'Available' (unchecked) and 'Selected' (checked). Below the modal is a calendar grid for April 2018. The date 25 is highlighted in green. A legend at the bottom indicates: Today (red), Available (white), Selected (green), Non-working Days (grey). A red 'BOOK FOR SIC' button is at the bottom center.

Figure 31: SIC Booking -Timeslot Page

- Once the timeslot is selected, [BOOK FOR SIC] button should be clicked to make the booking.
- A screen to confirm the booking details appears as shown in Figure.32 below.



Confirm Your SIC Booking

5. Testing Personnel will wait 45mins from the agreed time and will leave for the next appointment should the testing cannot commence.

6. Do note that the pull-out test will be done to the typical embedment depth unless otherwise stated.

Please confirm your booking details.

Customer Name	: Customer1
Project Name	: Project-Test
Contact Name	: Test
Contact Number	: 96879823
Tester Name	: Tester 2
Tester Contact	: 91234567
SIC Required	: Yes
Booking Date	: 25-04-2018
Booking Time	: 02:00 PM - 4:00 PM

I have read and agree to the [Terms and Conditions](#) and [Testing Policy](#) for booking.

CANCEL CONFIRM

Figure 32: SIC Booking –Confirm Booking Page

- Once the details are verified once, accept the terms & conditions and testing policy by clicking on the check box and then click on the **[CONFIRM]** button.
- Booking Confirmation screen as shown in the Figure.33 below is displayed.

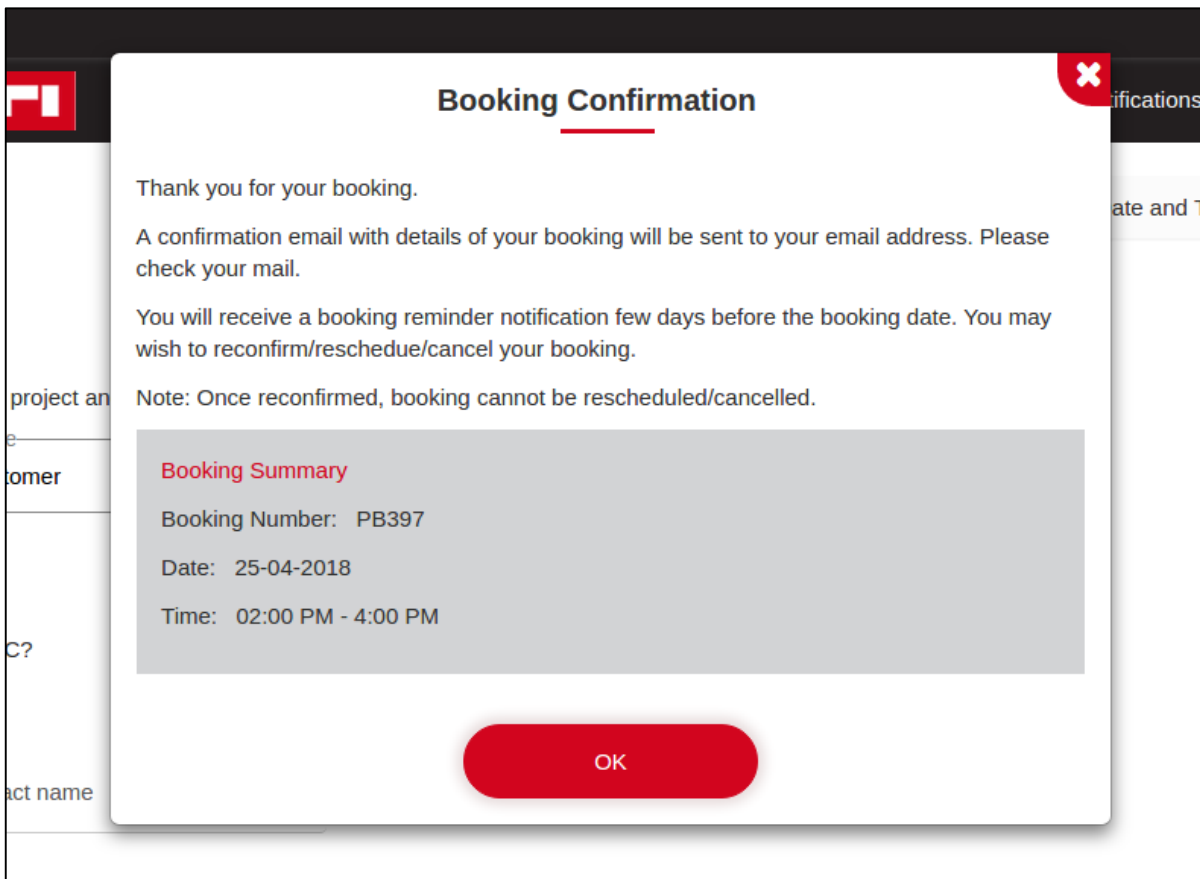


Figure 33: SIC Booking –Confirmation Page

i. Dedicated Support Booking

- When the booking requires more time, then use the **[Dedicated Support]** option below the BOOK button as shown below in Figure 34.

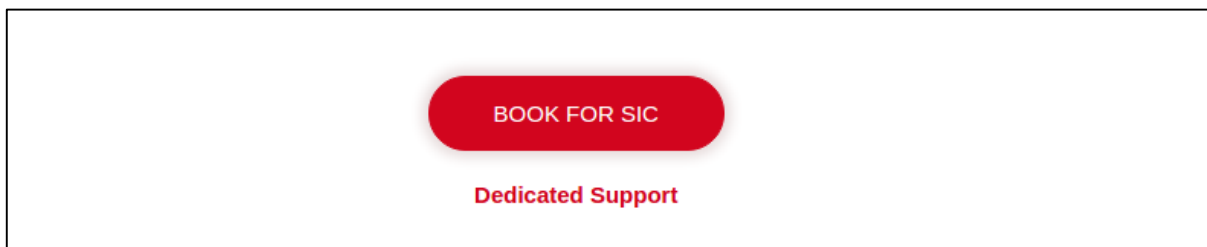
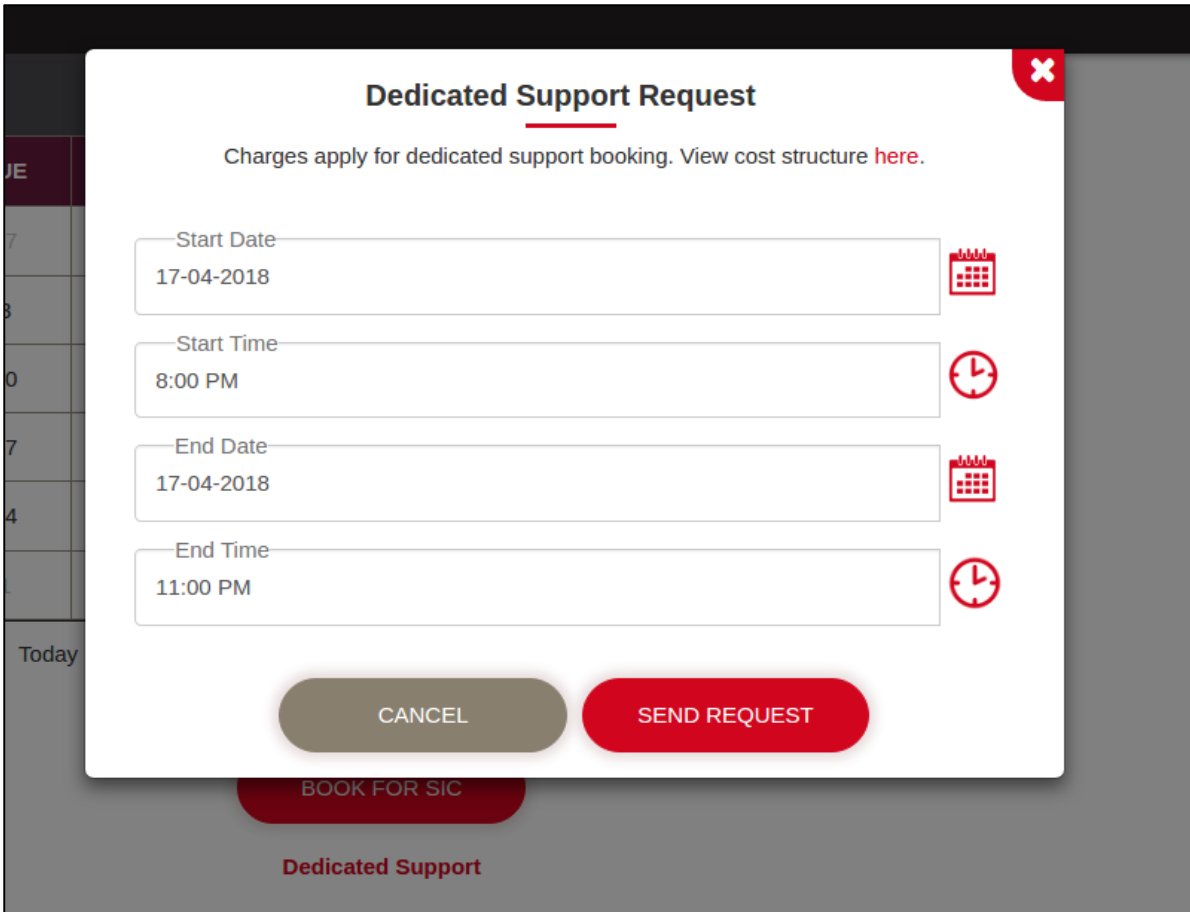


Figure 34: Dedicated Support

- Select any date and time for the booking as shown in the dedicated support request wizard below in Figure 35.



Dedicated Support Request

Charges apply for dedicated support booking. View cost structure [here](#).

Start Date
17-04-2018

Start Time
8:00 PM

End Date
17-04-2018

End Time
11:00 PM

CANCEL SEND REQUEST

BOOK FOR SIC

Dedicated Support

Figure 36: Dedicated Support Request Page

- Click on the **[SEND REQUEST]** button to send the request for booking. If the testers are available to take up the booking, a booking confirmation similar to the ones above will be displayed.
- If the Testers are not available, requests will be sent to the Testers and once they **ACCEPT** the request, customers will be notified about boking confirmation. A wizard as shown in Figure.37 below is displayed to the user.

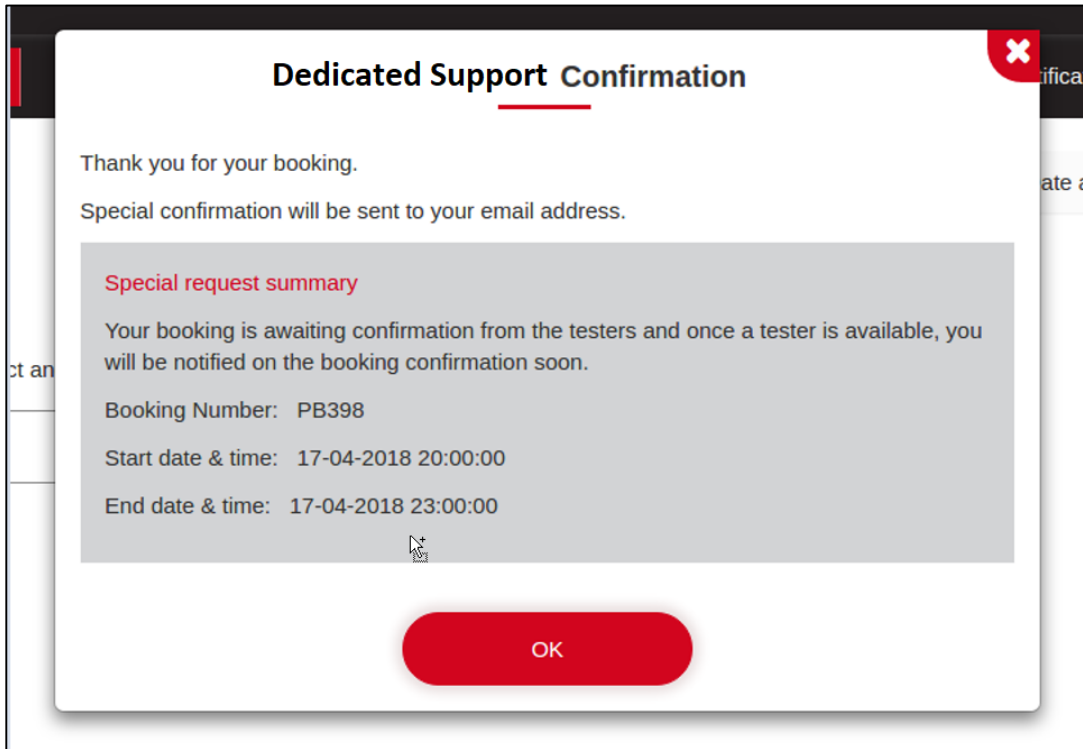
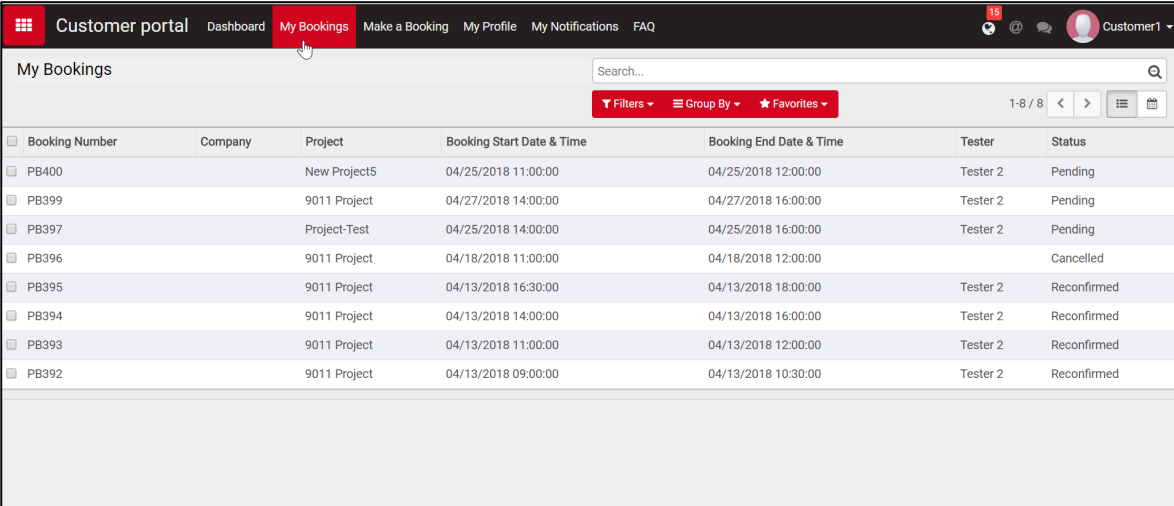


Figure 37: Dedicated Support Confirmation Page

2.4.3 My Bookings

Click on the [\[My bookings\]](#) menu to access your bookings.

All the bookings made by the logged in Customer are shown in list view as displayed in Figure.38 below:



Booking Number	Company	Project	Booking Start Date & Time	Booking End Date & Time	Tester	Status
PB400		New Project5	04/25/2018 11:00:00	04/25/2018 12:00:00	Tester 2	Pending
PB399		9011 Project	04/27/2018 14:00:00	04/27/2018 16:00:00	Tester 2	Pending
PB397		Project-Test	04/25/2018 14:00:00	04/25/2018 16:00:00	Tester 2	Pending
PB396		9011 Project	04/18/2018 11:00:00	04/18/2018 12:00:00		Cancelled
PB395		9011 Project	04/13/2018 16:30:00	04/13/2018 18:00:00	Tester 2	Reconfirmed
PB394		9011 Project	04/13/2018 14:00:00	04/13/2018 16:00:00	Tester 2	Reconfirmed
PB393		9011 Project	04/13/2018 11:00:00	04/13/2018 12:00:00	Tester 2	Reconfirmed
PB392		9011 Project	04/13/2018 09:00:00	04/13/2018 10:30:00	Tester 2	Reconfirmed

Figure 38: My Bookings Page



Clicking on the calendar icon in the right corner of the screen, displays all the booking records in calendar view as shown in Figure.39 below.

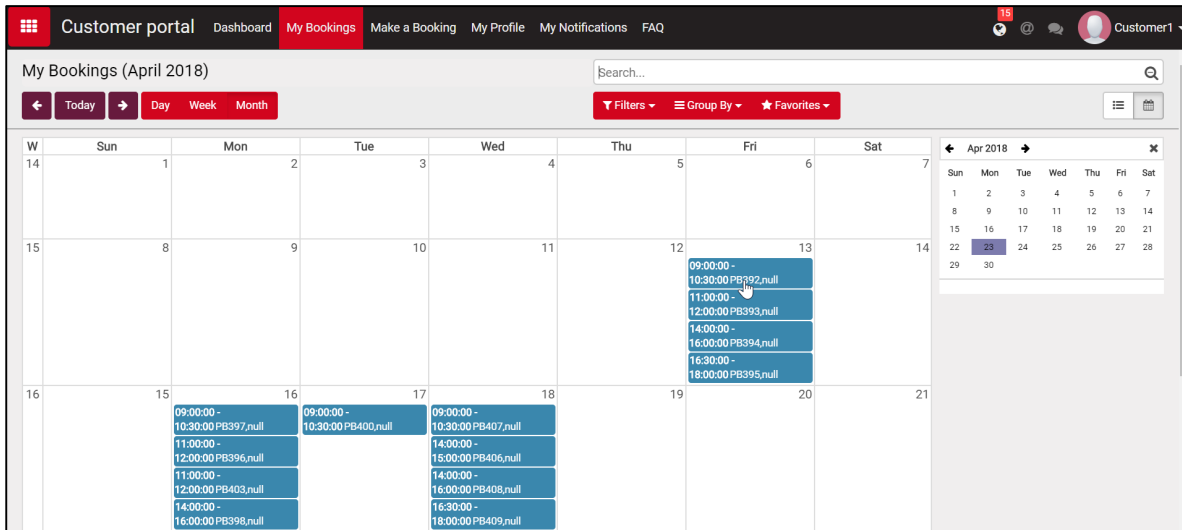


Figure 39: My Bookings – Calendar View Page

a. Booking Status

Below are the different status of a booking:

- Pending: When booking is made/rescheduled
- Reconfirmed: when booking is reconfirmed
- Cancelled: When booking is cancelled
- Started: When testing has been started by the Tester
- Completed: When booking is completed

Note: When the booking is made for the current day/tomorrow (immediate booking), the booking goes to reconfirmed automatically instead of pending status.

b. Booking Functionalities

Four functionalities can be performed in a Booking. They are:

- Reconfirm – Reconfirming the current booking
- Reschedule – Rescheduling the current booking
- Rebook – Making a new booking with current booking details on another date and time
- Cancel – Cancelling the current booking

Once the booking is in Pending status as shown in Figure.40 below, the booking can be rescheduled, rebooked, reconfirmed or cancelled using the buttons in the left side of the screen.

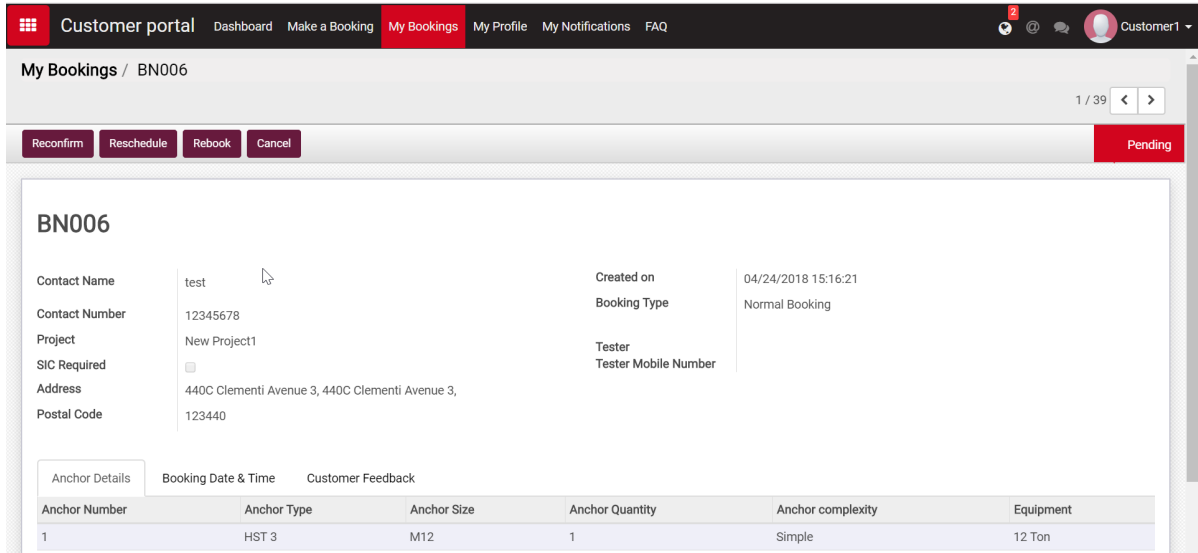


Figure 40: My Bookings – Buttons Page

Reconfirm:

When the [Reconfirm] button is clicked, the wizard for Reconfirm appearing in the below screen is displayed.

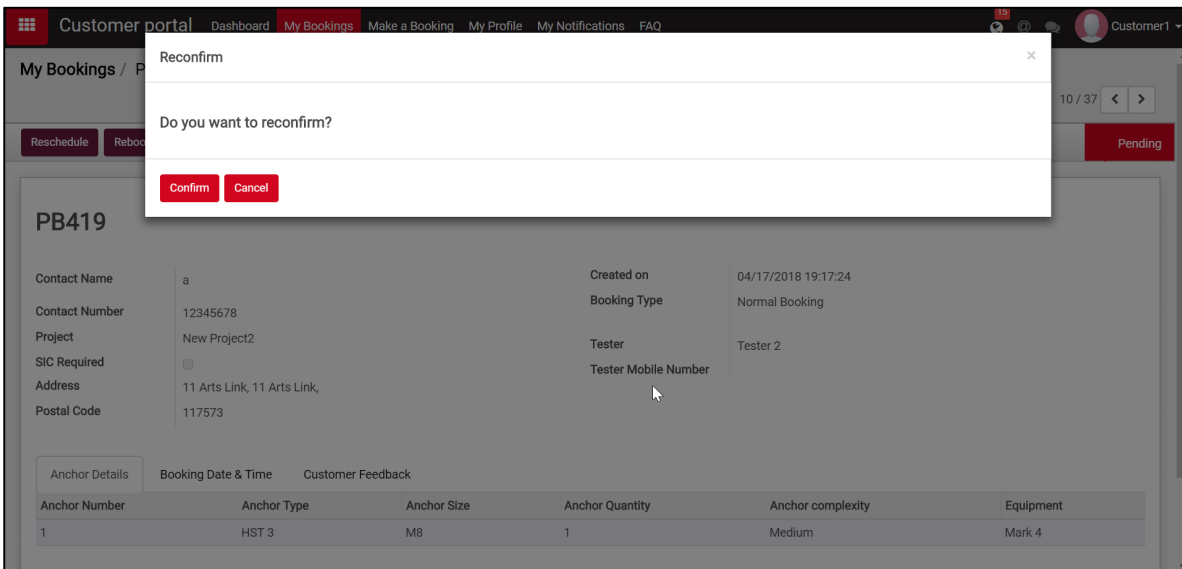
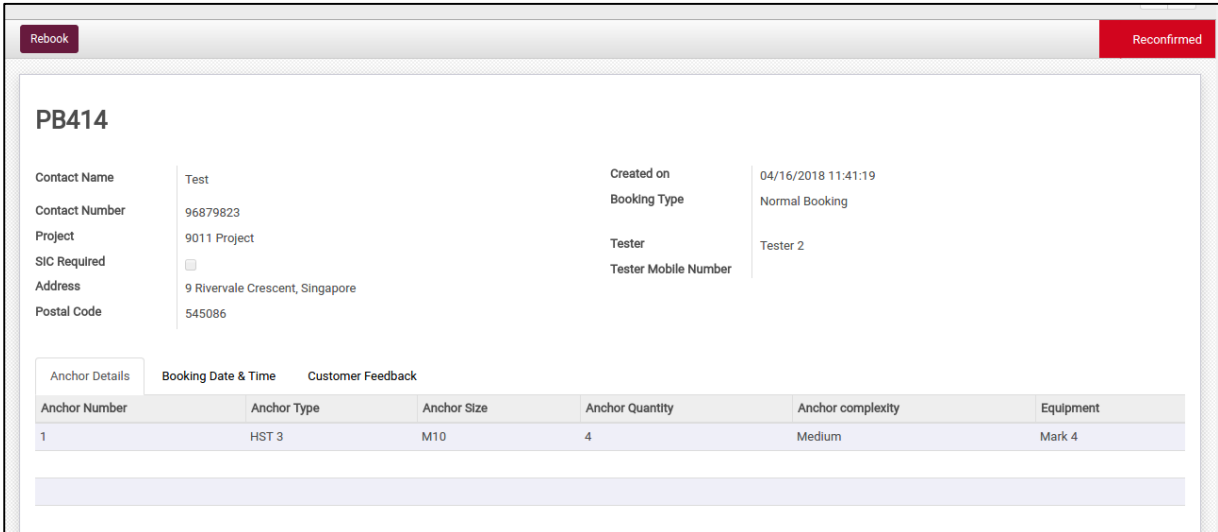


Figure 41: Booking Reconfirmation Alert Page

On clicking [**Confirm**] button, the status goes to Reconfirmed.



Rebook **Reconfirmed**

PB414

Contact Name	Test	Created on	04/16/2018 11:41:19
Contact Number	96879823	Booking Type	Normal Booking
Project	9011 Project	Tester	Tester 2
SIC Required	<input type="checkbox"/>	Tester Mobile Number	
Address	9 Rivervale Crescent, Singapore		
Postal Code	545086		

Anchor Details Booking Date & Time Customer Feedback

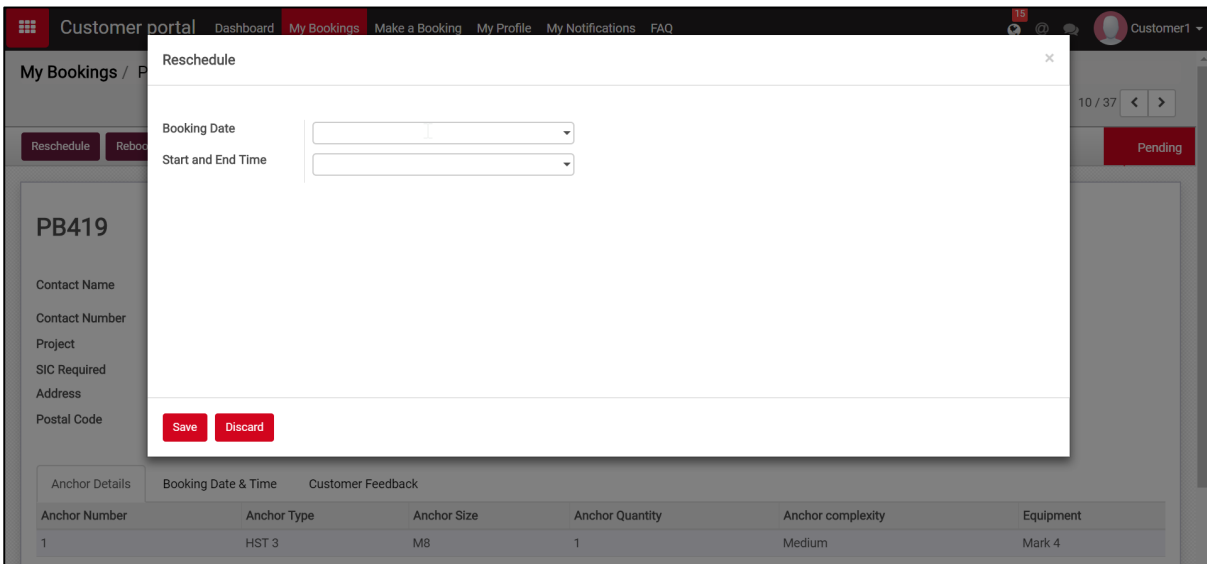
Anchor Number	Anchor Type	Anchor Size	Anchor Quantity	Anchor complexity	Equipment
1	HST 3	M10	4	Medium	Mark 4

Figure 42: Booking Reconfirmation Page

Note: Once reconfirmed, the booking cannot be rescheduled/cancelled.

Reschedule:

When the [**Reschedule**] button is clicked, the wizard as shown in Figure.43 below is displayed.



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My Bookings / Pending

Reschedule Rebook

PB419

Contact Name
Contact Number
Project
SIC Required
Address
Postal Code

Anchor Details Booking Date & Time Customer Feedback

Anchor Number	Anchor Type	Anchor Size	Anchor Quantity	Anchor complexity	Equipment
1	HST 3	M8	1	Medium	Mark 4

Reschedule

Booking Date:

Start and End Time:

Save **Discard**

Figure 43: Booking Reschedule Page

Select the Booking Date and the preferred timeslot from the drop-down fields and click on [**Save**] button to reschedule, as shown in Figure.44 below.

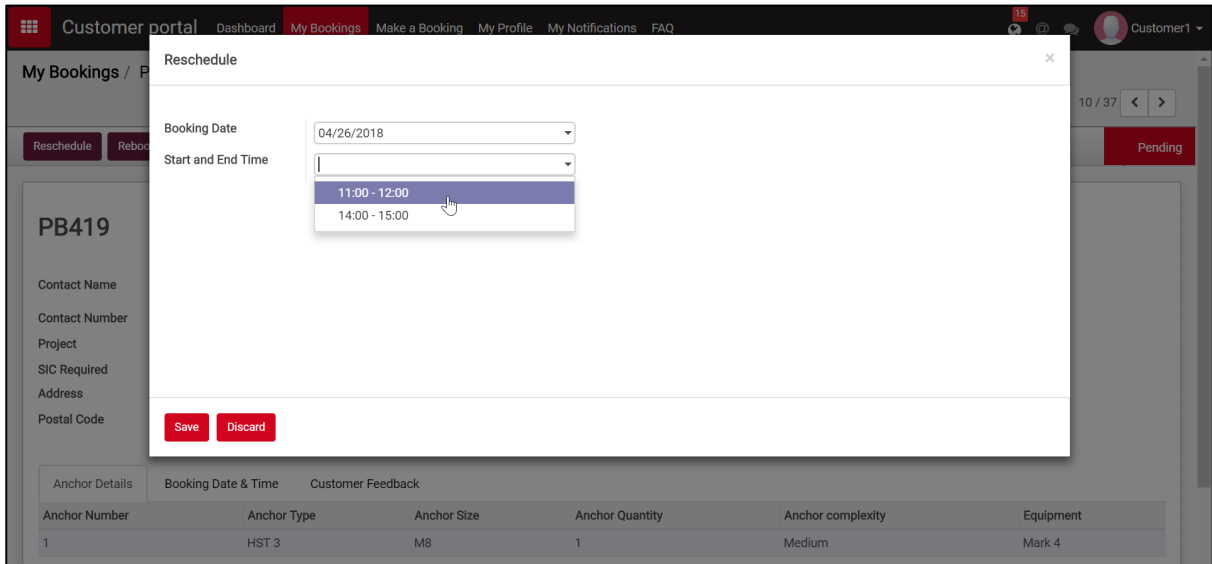


Figure 44: Reschedule Date and Timeslot Page

The booking will be rescheduled to the chosen date in the Pending status.

Rebook:

Rebook functionality is used to make a new booking with the details of the previous booking filled in automatically except for booking date and time.

This is to reduce the overhead of entering the same booking details once again, making it easy for the user when a similar booking needs to be repeated for the same project on a different date and time.

When the [Rebook] button is clicked, the booking opens in the wizard as shown in Figure.45 below in editable mode.

The booking date and time needs to be selected and other details of the project and anchors can be edited in case of any changes in the new booking.

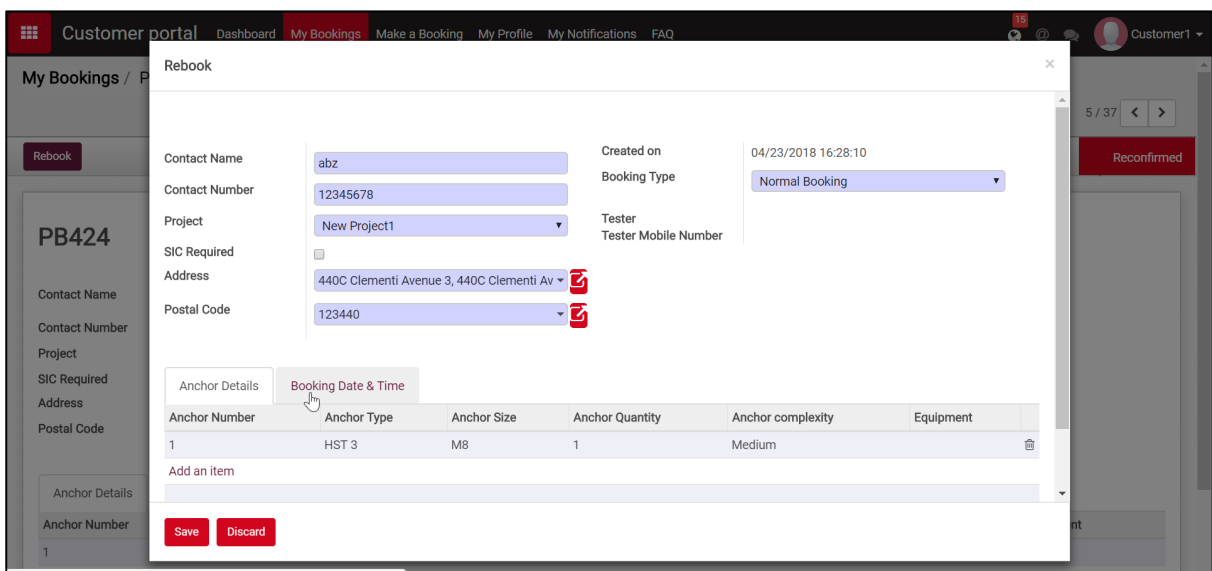


Figure 45: Booking Rebook Page

Click on the Booking Date & Time tab and the below screen appears as shown in Figure 46.

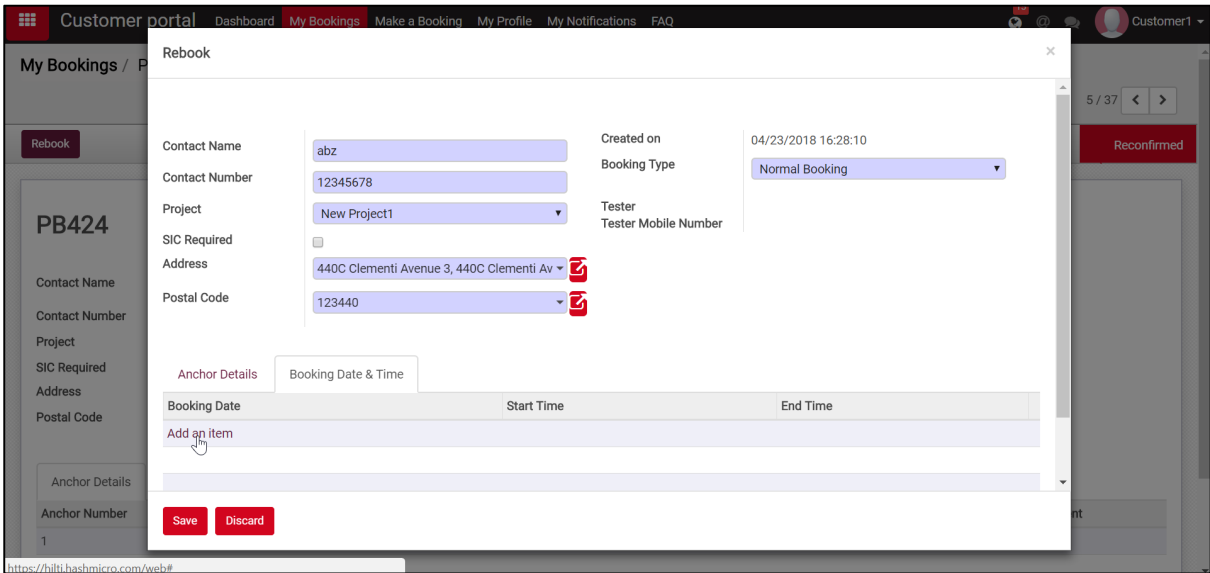


Figure 46: Rebook- Date and Time Tab

Click on the **[Add an Item]** link. The below wizard is displayed where the booking date, preferred timeslot (Start and End Time) needs to be selected and click on the **[Save & Close]** button.

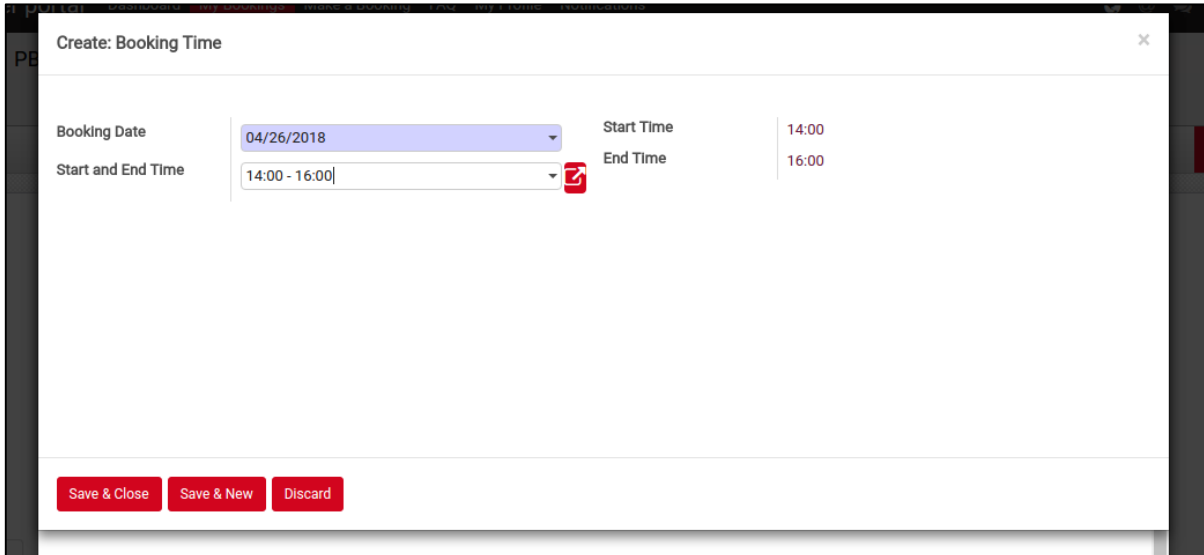
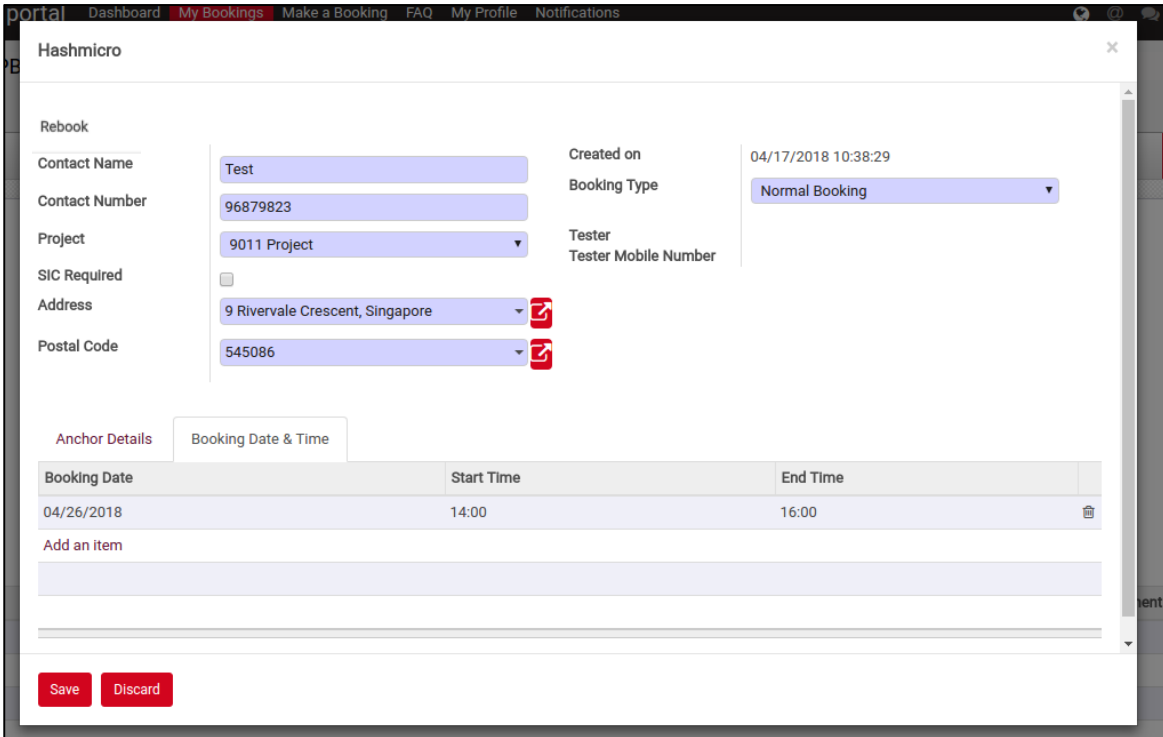


Figure 47: Rebook- Date and Time Selection

The below wizard appears once the date and time is selected. Click on the [Save] button to make the booking.



Hashmicro

Rebook

Contact Name: Test

Contact Number: 96879823

Project: 9011 Project

SIC Required:

Address: 9 Rivervale Crescent, Singapore

Postal Code: 545086

Created on: 04/17/2018 10:38:29

Booking Type: Normal Booking

Tester: Tester Mobile Number

Anchor Details | Booking Date & Time

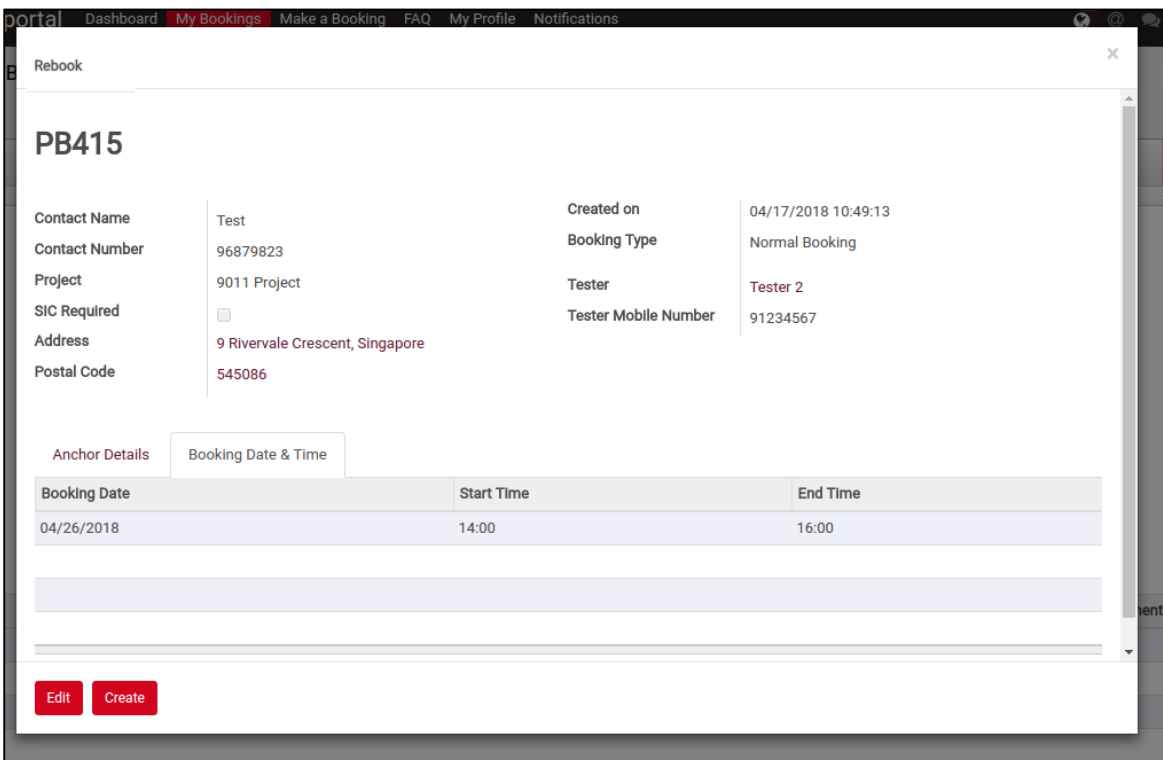
Booking Date	Start Time	End Time
04/26/2018	14:00	16:00

Add an item

Save Discard

Figure 48: Rebook Save Page

Once Saved, a new booking is created with a booking number as shown in the below screen.



Rebook

PB415

Contact Name: Test

Contact Number: 96879823

Project: 9011 Project

SIC Required:

Address: 9 Rivervale Crescent, Singapore

Postal Code: 545086

Created on: 04/17/2018 10:49:13

Booking Type: Normal Booking

Tester: Tester 2

Tester Mobile Number: 91234567

Anchor Details | Booking Date & Time

Booking Date	Start Time	End Time
04/26/2018	14:00	16:00

Edit Create

Figure 49: Rebook - New booking number Page

Cancel:

When the [Cancel] button is clicked, the booking gets cancelled as shown in Figure.50 below.

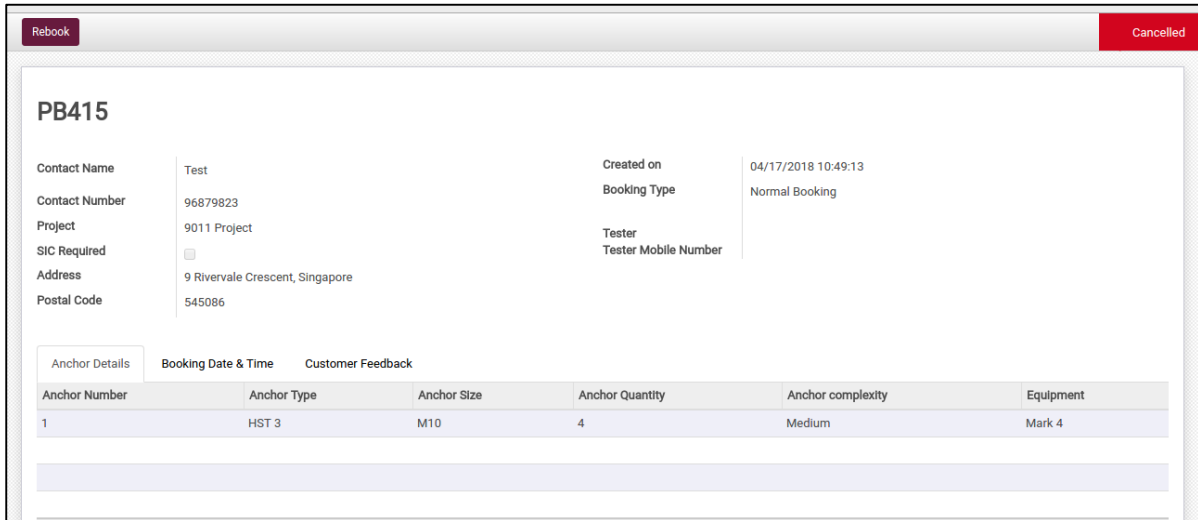


Figure 50: Booking Cancellation Page

Started:

When the Tester has started to test, the status is updated to Started as shown in Figure.51 below.

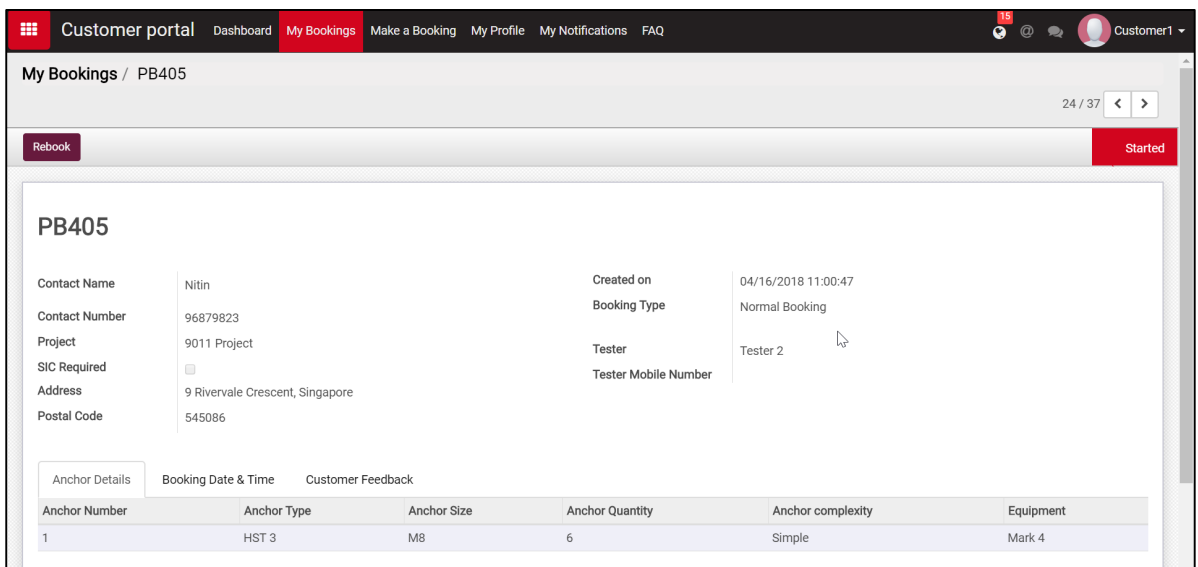
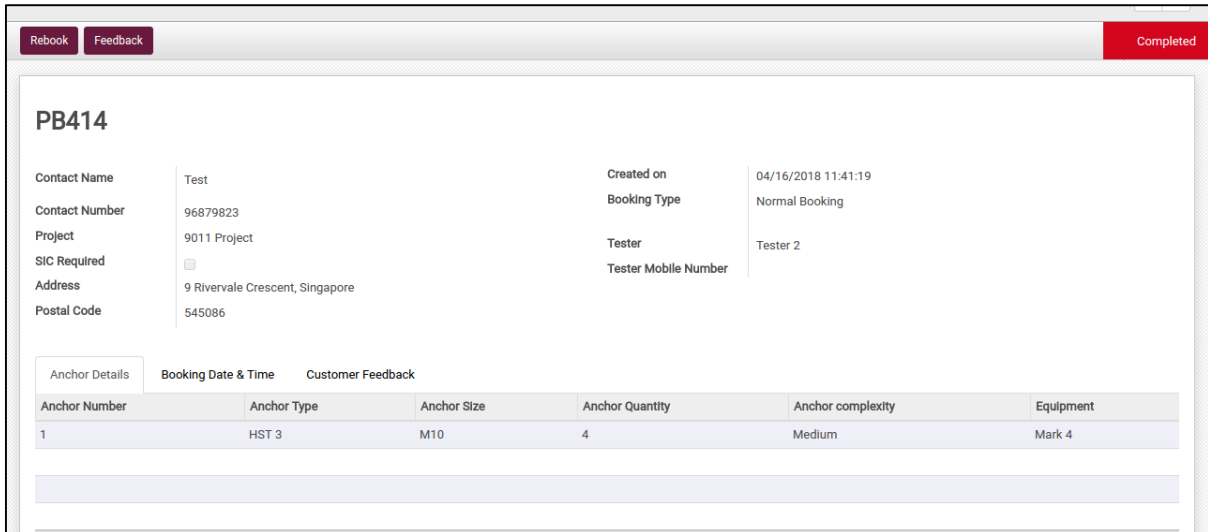


Figure 51: Testing Started Page

Completed:

When the Tester has completed the testing, the status is updated to Completed as shown in Figure.52 below.



PB414

Contact Name: Test
 Contact Number: 96879823
 Project: 9011 Project
 SIC Required:
 Address: 9 Rivervale Crescent, Singapore
 Postal Code: 545086

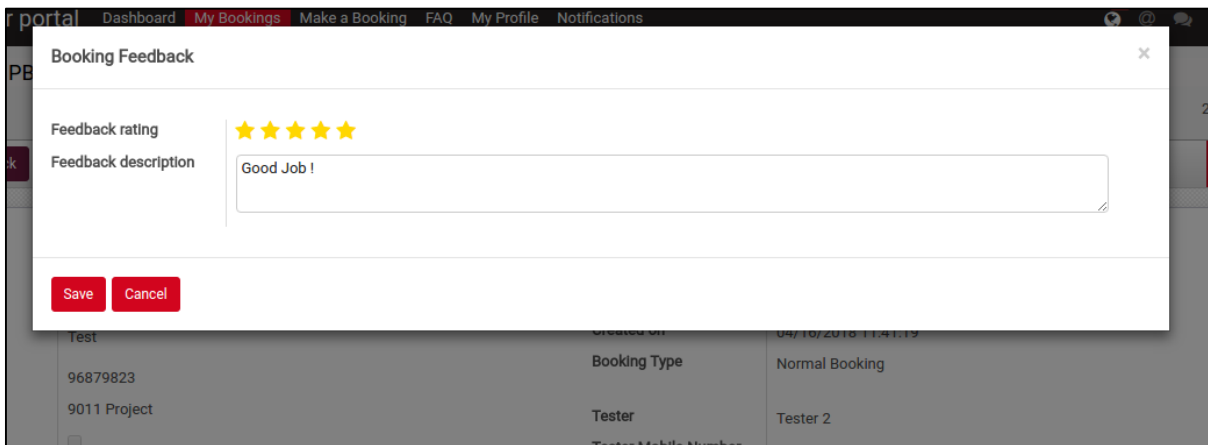
Created on: 04/16/2018 11:41:19
 Booking Type: Normal Booking
 Tester: Tester 2
 Tester Mobile Number:

Anchor Number	Anchor Type	Anchor Size	Anchor Quantity	Anchor complexity	Equipment
1	HST 3	M10	4	Medium	Mark 4

Figure 52: Booking Completion Page

Feedback:

Once the booking is completed, Customer can give feedback on the Tester by clicking on the Feedback button as shown in Figure.53 below.



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Booking Feedback [Close]

Feedback rating: ★★★★★

Feedback description: Good Job!

Figure 53: Booking Feedback Page

Click on the **[Save]** button to save the feedback and send it to the Tester. The saved feedback can be viewed from the Customer Feedback tab as shown in Figure.54 below.

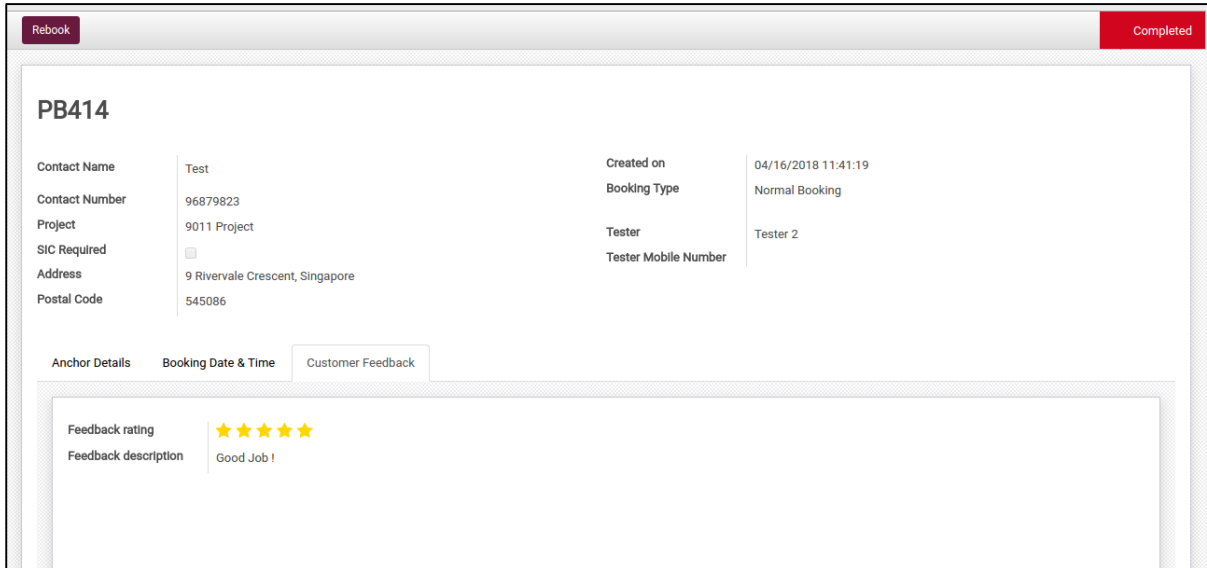


Figure 54: Booking Saved Feedback Page

2.4.4 My Profile

Click on the [\[My Profile\]](#) menu to access your Profile.

The Profile as shown in Figure.55 below is displayed where the Name, Address, Email, Phone No. can be edited and saved.

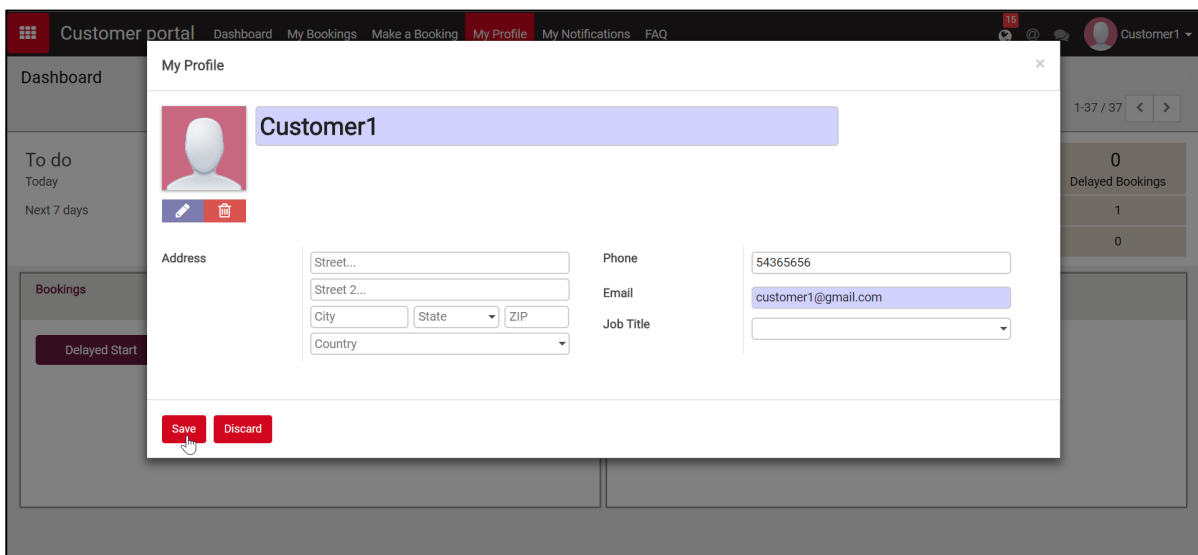


Figure 55: My Profile Page

Once saved, click on the close icon at the right corner of the screen as show in Figure.56 below.

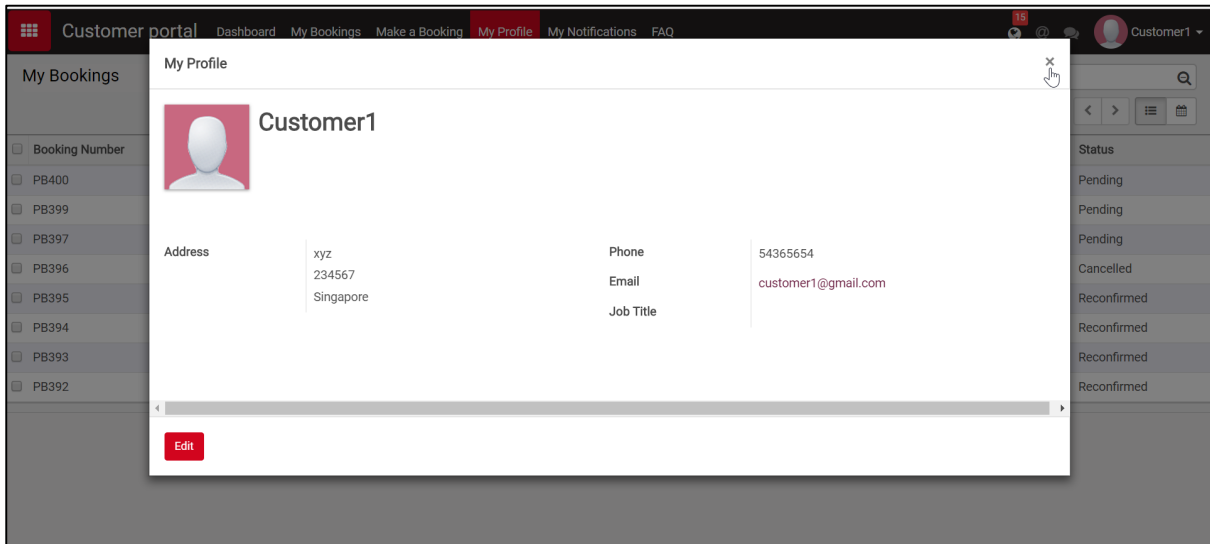


Figure 56: Profile Close Page

2.4.5 My Notifications

Click on the [My Notifications] menu to access your notifications. Notifications as shown in Figure.57 below is displayed.

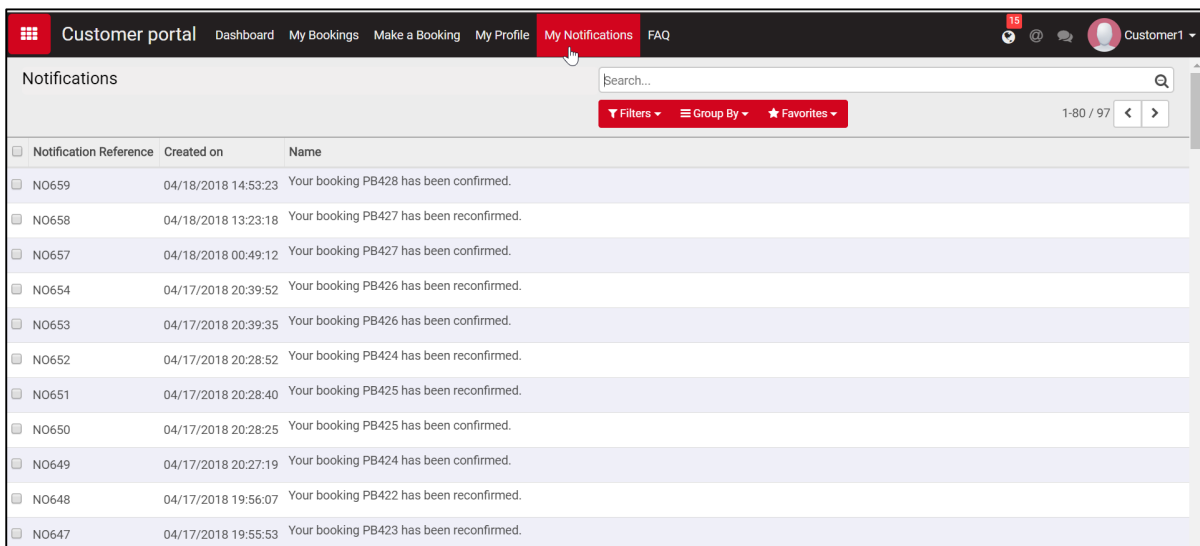


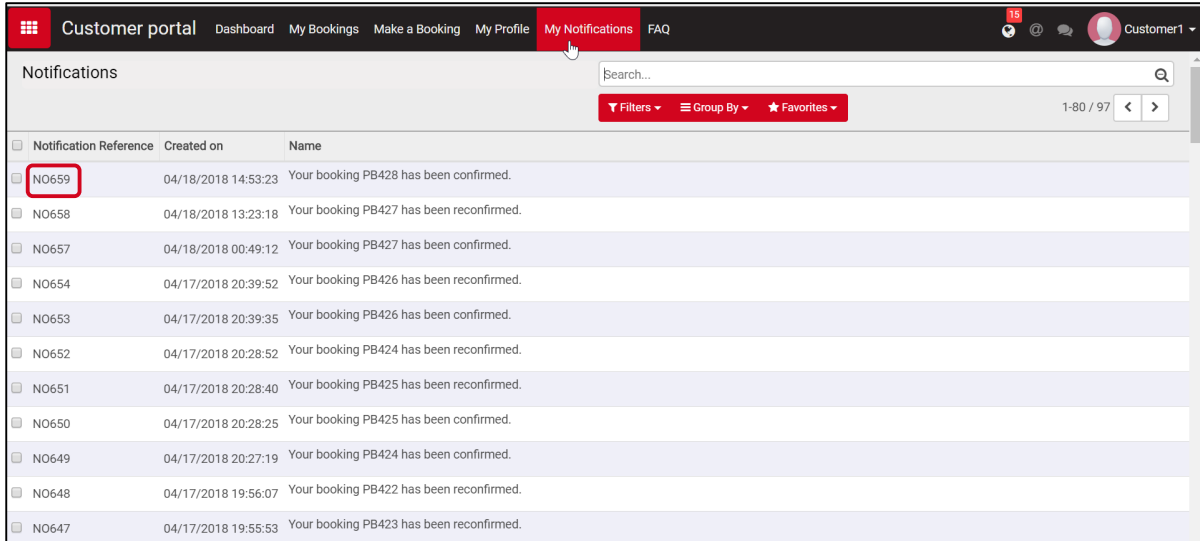
Figure 57: My Notifications Page

Notifications are received in each stage of the booking to notify the user of the current status of the booking. The Notifications received are:

- Booking Confirmation Notification
- Booking Reminder Notification
- Booking Reconfirmation Notification
- Booking Reschedule Notification
- Booking Cancellation Notification

- Tester Onsite Arrival Notification
- Testing Delay Notification
- Booking Completion Notification

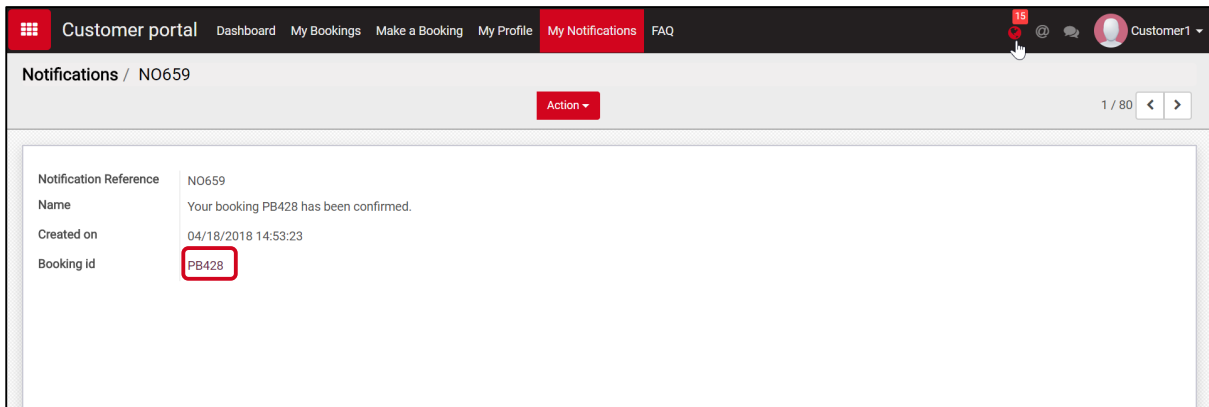
Clicking on the Notification record shows a detailed description of the notification as shown in Figure.58 below.



Notification Reference	Created on	Name
NO659	04/18/2018 14:53:23	Your booking PB428 has been confirmed.
NO658	04/18/2018 13:23:18	Your booking PB427 has been reconfirmed.
NO657	04/18/2018 00:49:12	Your booking PB427 has been confirmed.
NO654	04/17/2018 20:39:52	Your booking PB426 has been reconfirmed.
NO653	04/17/2018 20:39:35	Your booking PB426 has been confirmed.
NO652	04/17/2018 20:28:52	Your booking PB424 has been reconfirmed.
NO651	04/17/2018 20:28:40	Your booking PB425 has been reconfirmed.
NO650	04/17/2018 20:28:25	Your booking PB425 has been confirmed.
NO649	04/17/2018 20:27:19	Your booking PB424 has been confirmed.
NO648	04/17/2018 19:56:07	Your booking PB422 has been reconfirmed.
NO647	04/17/2018 19:55:53	Your booking PB423 has been reconfirmed.


Figure 58: Notifications Record Page

Clicking on the Booking Number redirects to that particular booking for easier access.



Notification Reference	NO659
Name	Your booking PB428 has been confirmed.
Created on	04/18/2018 14:53:23
Booking id	PB428

Figure 59: Notification – Booking Number Redirect Page

Recent notifications can also be accessed by using the Notification icon  as shown in Figure.60 below.

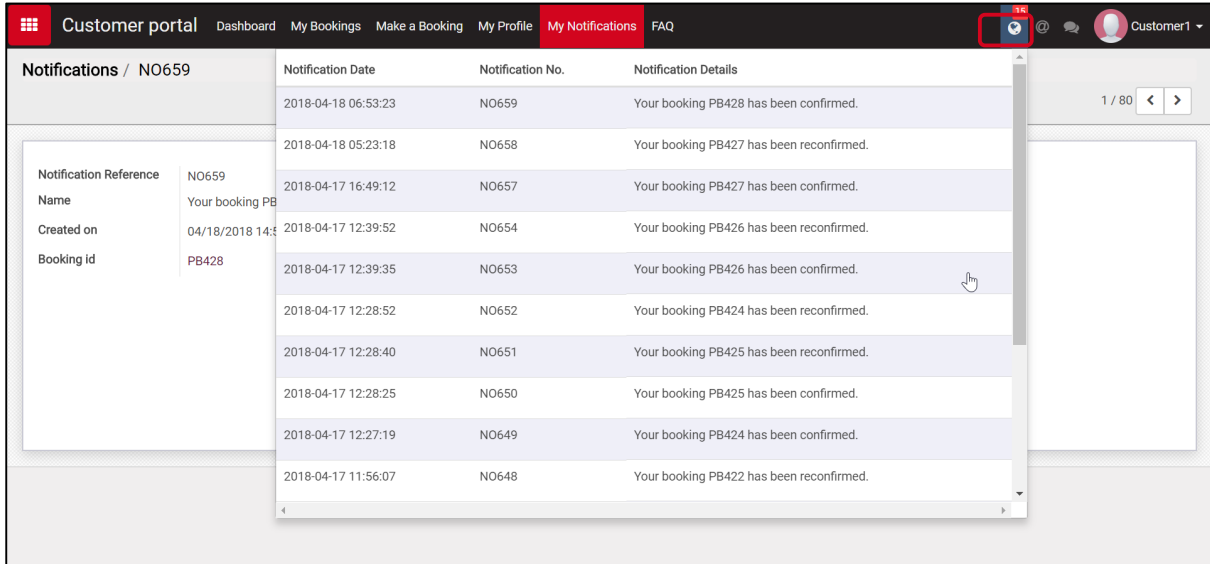


Figure 60: Recent Notifications Page

2.4.5 FAQ

Click on the [FAQ] menu to access the Frequently asked questions.

FAQ comprises of three sections:

- General Q&A – Before test, During test, After test related Q&A
- User Manuals – Manuals for anchors
- Instructional Videos – Videos for anchors

Clicking on the FAQ menu displays the Q&A section as shown in Figure 61 below.

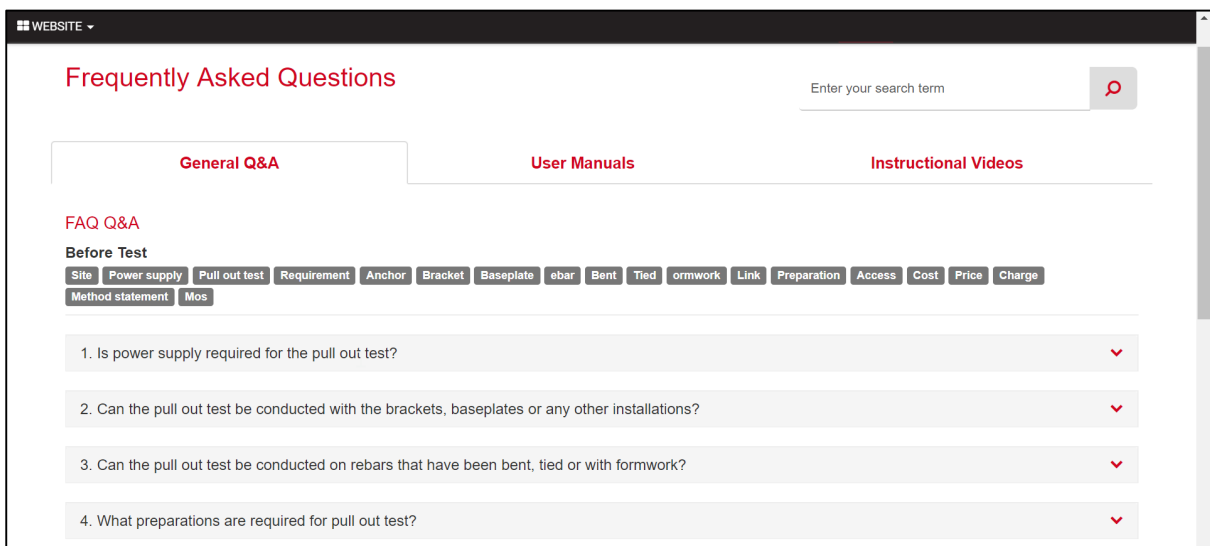



Figure 61: General Q&A Page

The answers for the questions can be viewed by clicking on the down arrow  from the above screen. The Figure.62 as shown below appears with answers displayed.

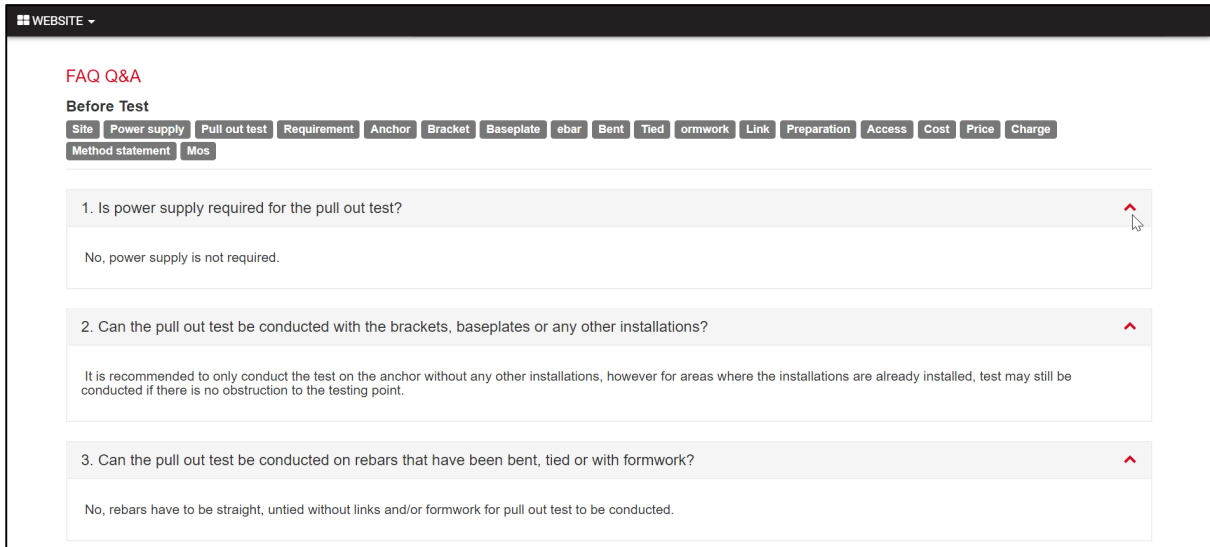


Figure 62: Q&A Page

Clicking on the [User Manuals] section shows the Figure.63 below from which the manuals related to topics can be downloaded.

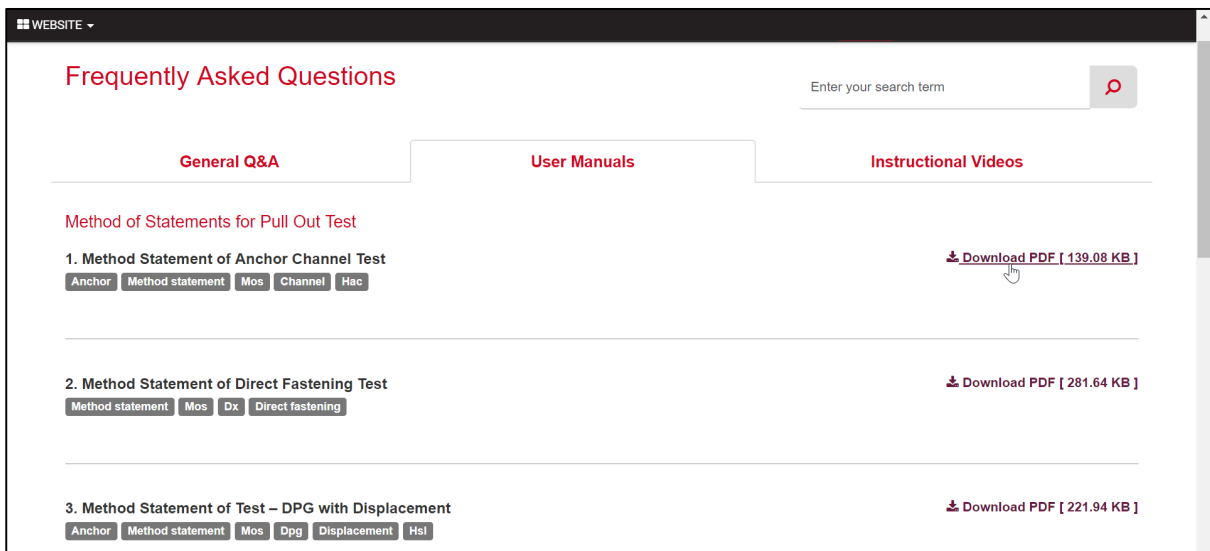


Figure 63: User Manuals Page

Clicking on the [Instructional Videos] section shows the below Figure.64 from which videos related to topics can be played directly on screen/downloaded.

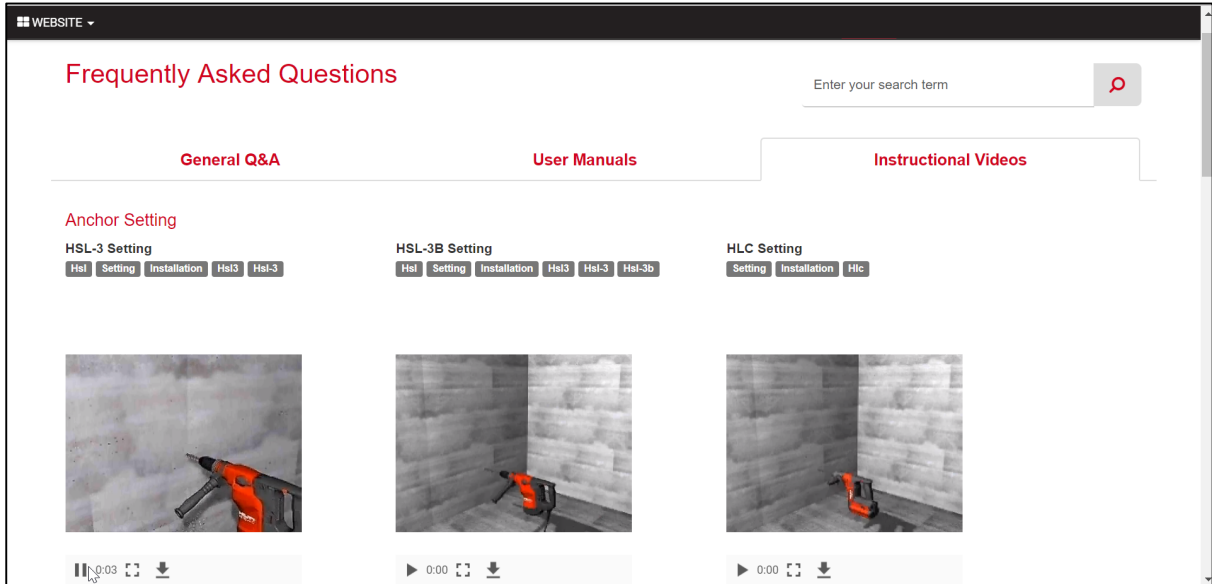


Figure 64: Instructional Videos Page

2.5 Preferences and Log out

[Preferences] and [Log out] options can be accessed by clicking on the user name shown in the right corner of the screen.

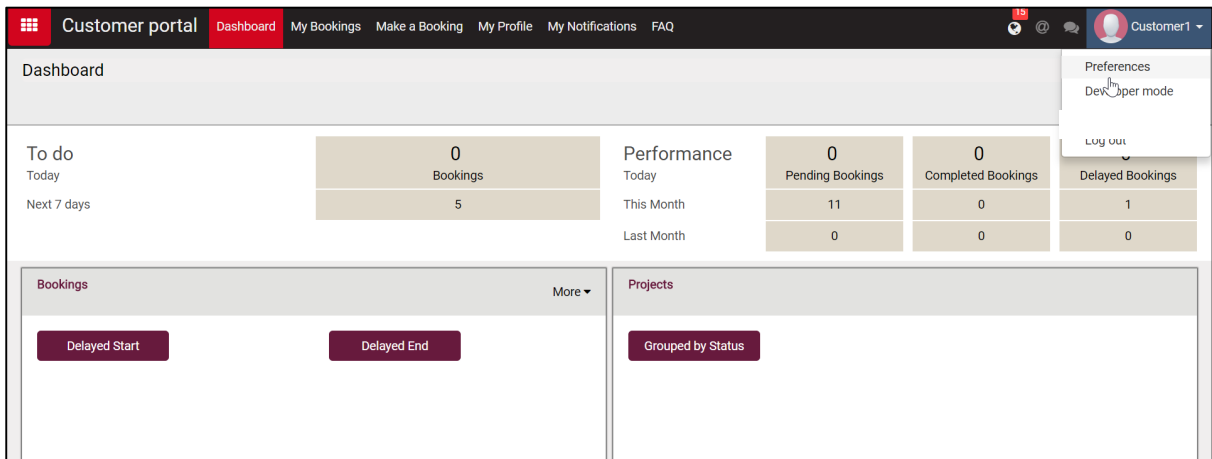


Figure 65: User Preferences & Logout Options

Clicking on [Preferences] displays the below Figure.66, where the user can change password.

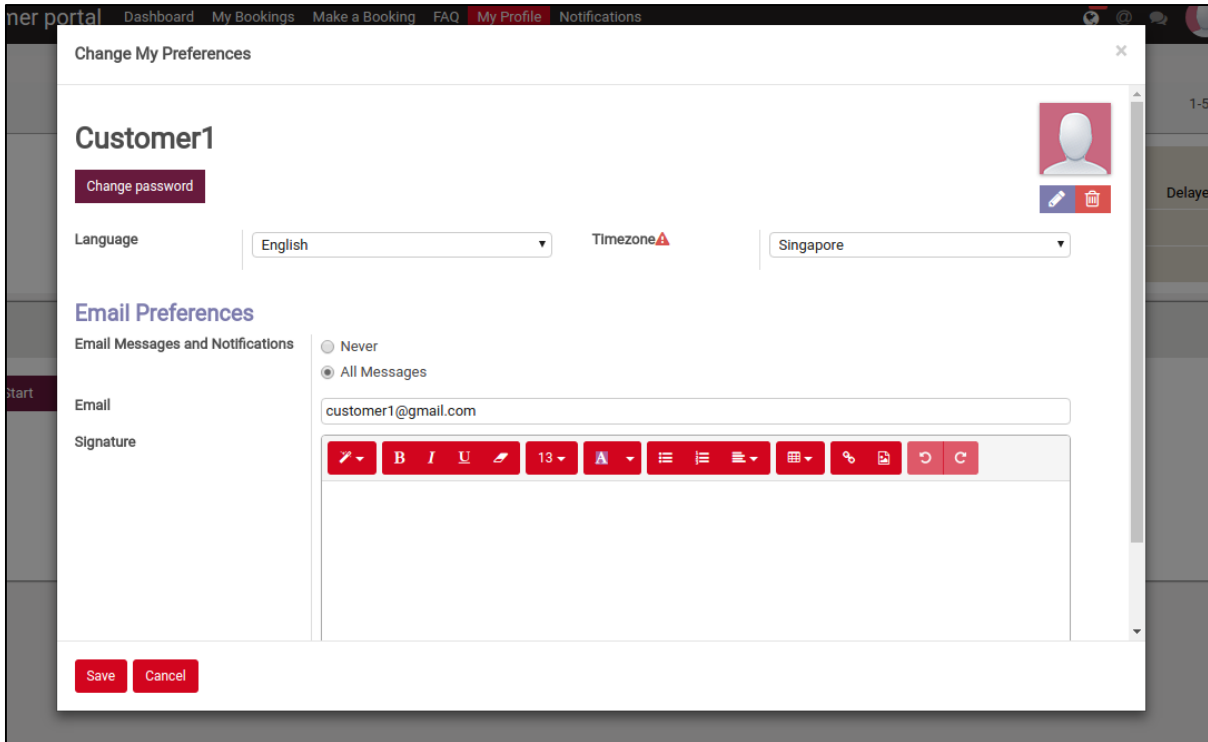


Figure 66: Preferences Page

Clicking on the [Change password] button displays the below screen. Filling in the details and clicking on the change password button will change the password.

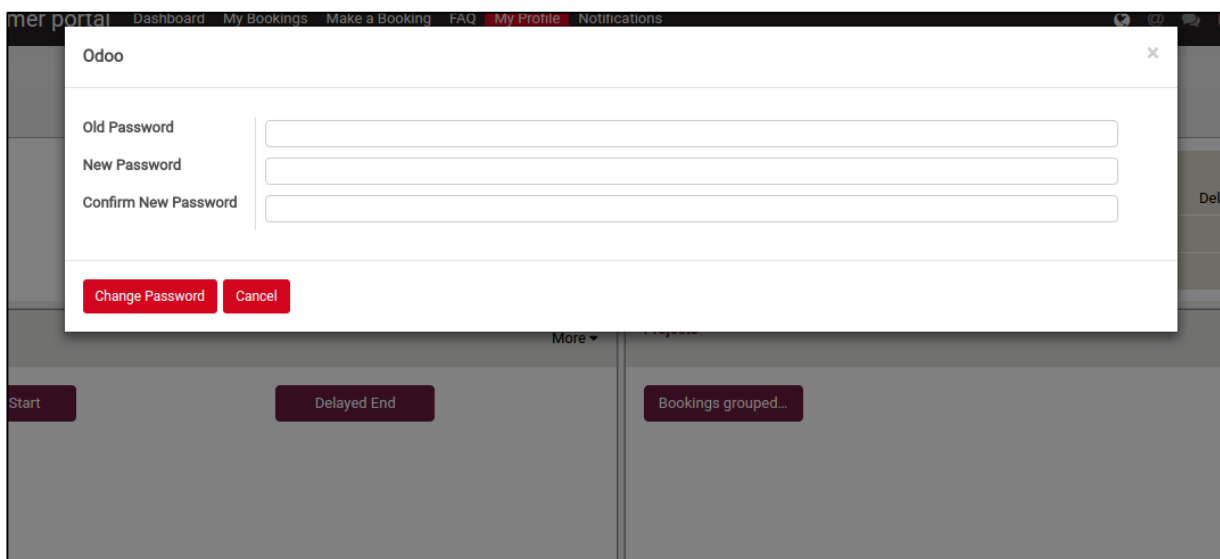


Figure 67: Change Password Page