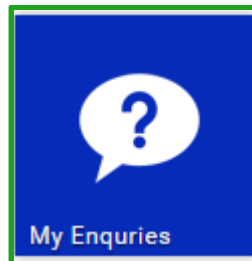


Q: How to submit an enquiry?

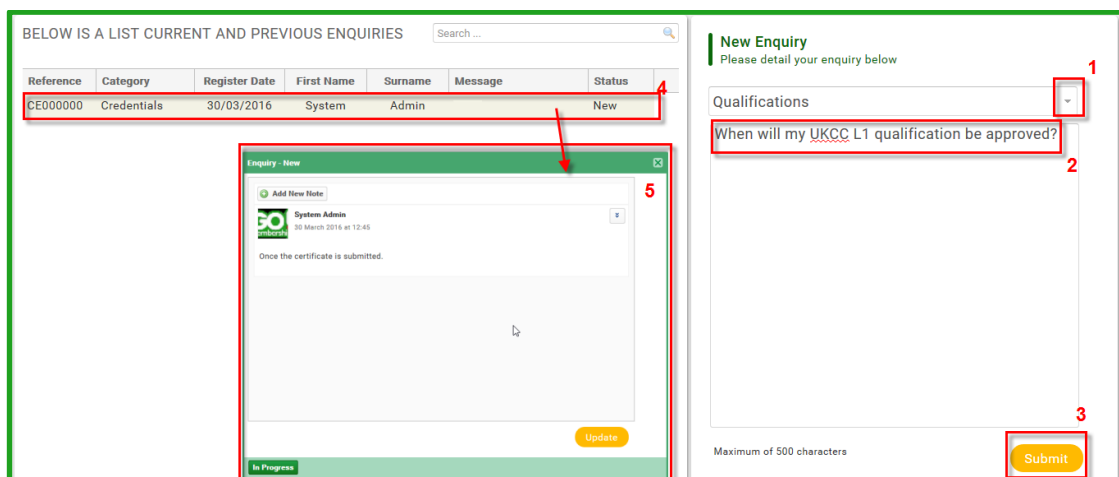
How to add a member credential:

1. Sign in from the login-in screen using your username/password (these will be case sensitive!)
2. Once logged in to the system navigate to the 'My Enquiries' tile:



3. Once in the 'My Enquiries' WB you can use the right hand side panel (New Enquiry) to:

- 3.1** Select the Category
- 3.2** Enter your enquiry/question
- 3.3** Submit to the administrator
- 3.4** Review existing records
- 3.5** Add Notes to existing records:



BELOW IS A LIST CURRENT AND PREVIOUS ENQUIRIES

| Reference | Category | Register Date | First Name | Surname | Message | Status |
|-----------|-------------|---------------|------------|---------|---------|--------|
| CE000000 | Credentials | 30/03/2016 | System | Admin | | New |

New Enquiry
Please detail your enquiry below

Qualifications: [Dropdown]

When will my UKCC L1 qualification be approved?

Maximum of 500 characters

[Submit]

Enquiry - New

Add New Note

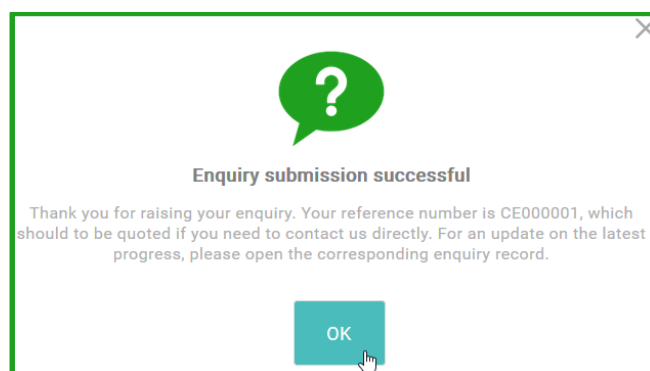
System Admin
30 March 2016 at 12:45

Once the certificate is submitted.

[Update]

In Progress

4. Once you have selected a category, entered your enquiry text hit submit, you will see the below confirmation message:



5. You will receive an initial email confirmation once a new enquiry is submitted and then as the enquiry moves states from 'New' to 'In-Progress' a second email will be sent to notify that an update/note has been added to the record.
6. Once the enquiry has been resolved the 'Status' will move from 'In-Progress' to 'Complete' where a 3rd and final email notification will be sent to you confirming that your enquiry has been updated and closed

| <input type="checkbox"/> | Reference | Category | First Name | Surname | Register Date | Message | State |
|--------------------------|-----------|----------------|------------|---------|---------------|----------------------------|-------------|
| <input type="checkbox"/> | CE000001 | Qualifications | System | Admin | 31/03/2016 | When will my UKCC L1 qu... | Complete |
| <input type="checkbox"/> | CE000000 | Credentials | System | Admin | 30/03/2016 | asas | In Progress |