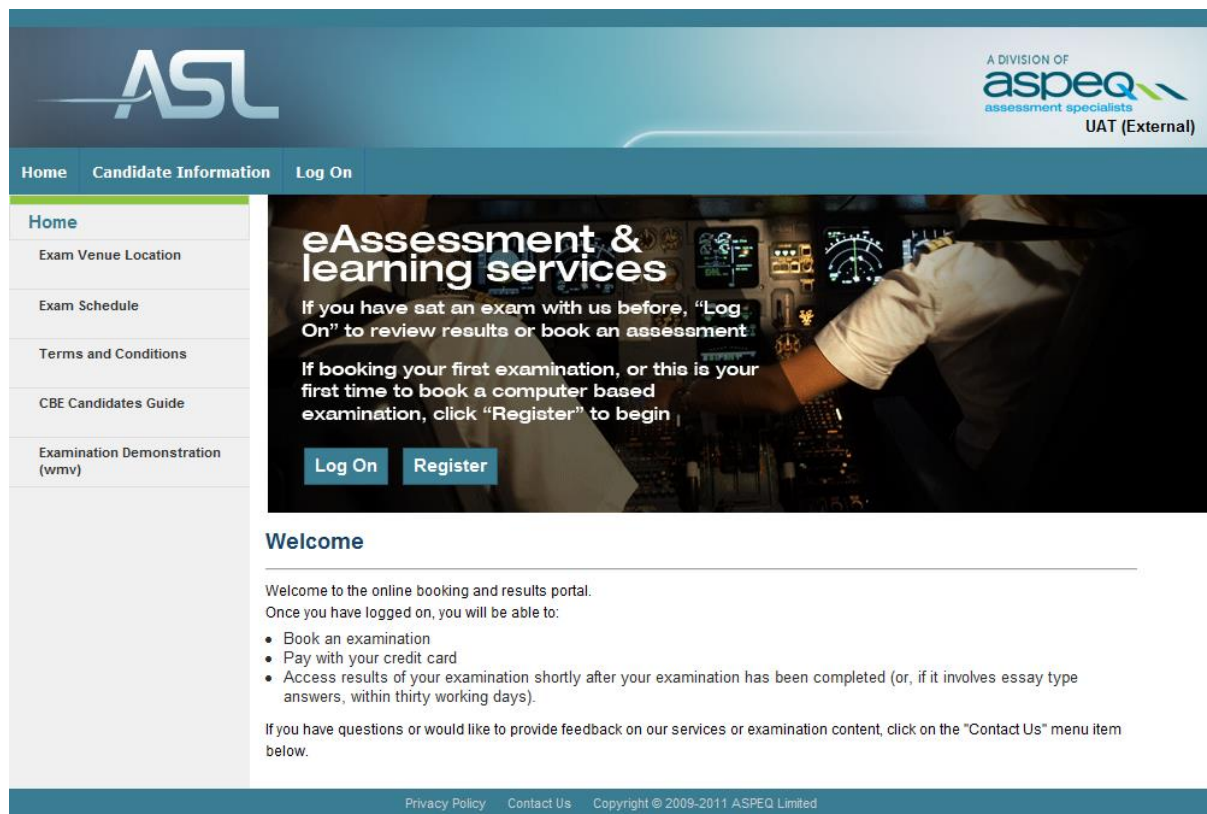


Candidate User Guide

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1. Setting up a new account:

To make exam bookings with Aspeq you will first need to establish an account and have it validated. You are able to set up a new account by clicking **Register** on the home page, as shown above. This will lead you to the first stage of the registration process where you will be asked to provide your ARN and date of birth and then click **Check Identity** at the bottom of the page. Provided that your details are verified against the CASA database you will be taken to the second stage of the registration process. Here you will be asked to provide your personal information. It is highly recommended that you provide an accurate email address as Aspeq will send you a notification via email when your account has been validated. Once you are finished entering your details click **Register** to complete the process. You will then be returned to the home page where a green notification will display informing you that your registration will be validated by Aspeq staff and that an outcome will be sent to your email address. Once your account has been validated you will be able to make exam bookings.

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2. Accessing an existing account:

If you had an account with Aspeq prior to the release of TASMAN 3 then your account will have been migrated to the new system. You will be able to access your account by clicking **Log On** on the home page, as shown on the previous page. This will lead you to the login page where you will be asked to provide your username and password. You can then click **Log On** at the bottom of the page. Once logged on you will be able to access a variety of pages using menus at the top of the page.

3. Booking an exam:

You are able to make a new exam booking by clicking **Bookings** at the top of the page when logged in. The page below will then appear.

The screenshot shows a web interface for booking an exam. At the top, there are two tabs: "Select Exam" (highlighted in green) and "Select Session" (highlighted in blue). Below the tabs, the form contains several sections:

- Specialisation:** A dropdown menu with the text "-- Select Specialisation --".
- Licence:** A dropdown menu with the text "-- Select Licence --".
- Exam:** A dropdown menu with the text "-- Select Exam --".
- Region:** A dropdown menu with the text "New South Wales".
- Preferred Venue:** A dropdown menu with the text "-- Any Venue --".
- Preferred Date:** A date input field showing "22 July 2011" with a calendar icon to its right.
- Include non-available sessions?**

At the bottom left of the form, there is a blue button with a left-pointing arrow and the text "Cancel".

You can then use the menus provided to select the details of the exam and a preferred date. To view the available sessions you should then click **Next**, which will appear when all the necessary exam details have been selected.

A calendar will then appear showing the available sessions for the selected exam, as shown below.

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Select ExamSelect Session

Includes non-available sessions?

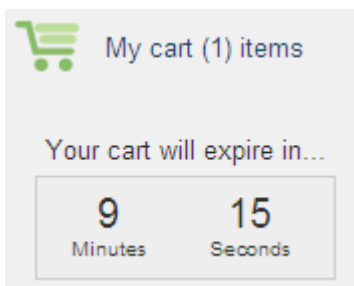
Preferred Date: [Find Sessions](#)

Venue	Previous Session	Mon 25 Jul	Tue 26 Jul	Wed 27 Jul	Thu 28 Jul	Fri 29 Jul	Future Session
WW: Wagga Wagga				03:00 p.m.		03:00 p.m.	

[Previous Week](#) [Next Week](#)

[Previous](#)

Candidates can book a session by clicking one of the times shown and then clicking [Add to Cart](#), which will appear once a session has been selected. To proceed with payment candidates should click [Check Out](#).



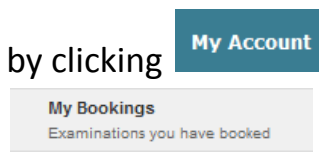
Candidates will then have 15 minutes to complete their order, during which time other products and services can be added to the shopping cart. At any time a candidate can view the contents of their shopping cart and finalise the order using the link on the left of the page as shown.

Abandoned orders (such as where you exit before completing your purchase) will be cleared after the time limit, but you will not be able to try again until the timer has counted down to zero, or until you have cleared the shopping cart.




If your time limit is exceeded, the system will clear the cart and allow you to start again.



4. Transferring or cancelling your exam:

You are able to transfer or cancel an existing booking by clicking [My Account](#) at the top of the page when logged in, and then clicking [My Bookings](#) on the left of the page. You will then be able to view your exam bookings as shown below.



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Session	Assessment	Status	
Wagga Wagga (WW) 27 July 2011, 03:00 p.m.	CPL Human Factors CHUF	Paid	  







To transfer your booking click  , or to cancel the booking click  . If neither icon appears then you are not permitted to transfer or cancel the corresponding booking. If transferring your booking you will be lead through the booking and order confirmation process as when booking an exam.

5. Checking messages:


Messages are automatically sent to notify you of any significant activity regarding your account and bookings. Periodically messages will also be sent by Aspeq administration staff to inform you of any necessary changes to bookings or scheduling. You are able to check your messages by clicking

My Messages (2)

at the top of the page when logged in. The page below will then appear. Note that the number in brackets indicates the number of unread messages.

Type	From	Subject	Received	
	Helpdesk	Confirmation of your booking (#10637)	21/07/2011 04:43:57 p.m.	
	Helpdesk	Your results have been updated (#107)	12/07/2011 09:32:55 a.m.	
	Helpdesk	Confirmation of your booking (#107)	29/06/2011 03:14:34 p.m.	

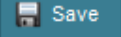
Page 1 of 1 | 10 | View 1 - 3 of 3

Unread messages will appear in **bold**. Messages can be read either by double clicking or by clicking  on the applicable message.

6. Changing password:

You are able to change you password by clicking **My Account** at the top of the page when logged in, and then clicking **Change Password** . When you have added

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your new password in the fields provided, as shown below, click  to confirm the change.

Change Password


Current Password:

New Password:

Minimum number of characters is 6

Confirm Password:



 

If you have forgotten your password you can have it reset by clicking  on the home page when logged out, and then clicking [Forgot your password?](#) You will then need to enter the required account information and click





. If you are unable to recall the relevant account information you can call Aspeq to have your password reset.

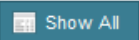

7. Changing account details:

You can view and change your account details by clicking  at the top of the page when logged in. From this page you can edit your address and contact information by clicking  on the applicable row, as shown below.

Addresses


*Below are the mailing addresses we have on record for you.
You should ensure that these are kept up to date to ensure that we contact you and/or ship purchases to you.*

Street Addresses	Postal Code	City	Country	Actions
44 Jubilee St	2830	Dubbo	Australia	 

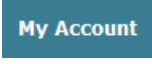
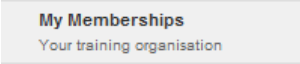
You are kindly requested to keep these details current as this will assist Aspeq in contacting you should the need arise. New addresses or contact channels



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can be added by clicking . It is highly recommended that you provide an accurate email address as this will be our primary means of contact.


8. Managing memberships:


TASMAN will enable the management of memberships between candidates and training organisations; however it will take some time for this to be fully implemented by the applicable training organisations. Once implemented you will have the option of being assigned as a member of a training organisation and will be able to manage the permissions associated with such memberships. This will allow you to book into sessions reserved by these organisations, and will allow the training organisation to make bookings on your behalf provided that you have set the membership permissions accordingly. You are able to

manage your memberships by clicking  at the top of the page when logged in, and then clicking  on the left of the page. You will then be able to view your memberships as below.

Organisation	State	Valid	
ATTC <i>Air Transport Training College</i>	Approved	22 July 2011 - Forever	 



New memberships can be requested by clicking  and then setting the membership permissions. Note that the training organisation will then need to approve the new membership.

Existing memberships can be edited by clicking  on the applicable row. This will allow you to edit the permissions associated with your membership, as shown below. These permissions will determine the level of access to your account that is allocated to the applicable training organisation.

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Permissions

Permissions control how the organisation may interact with your account. By granting permissions to the organisation they are able to perform tasks on your behalf. These things include booking examinations on your behalf, viewing your exam transcripts, updating your personal details, etc. Some organisations may require specific permissions in order to effectively manage your membership, so you should always ask your training organisation which permissions they require from you and ensure that they are granted.

Description	State	Valid	Actions
Allow organisation to alter candidate details	Approved	22 July 2011 - Forever	
Allow organisation to book on behalf of candidate	Approved	22 July 2011 - Forever	

Add New

The status of the membership or permission is indicated under 'State', see below. Note that all new memberships and permissions will need to be approved by the training organisation before they will come into effect.

Organisation	State	Valid	
BAC Bankstown Aero Club	Requires organisation's approval	Not valid	

The 'State' will change to approved when validated by the training organisation.

9. Retrieving an invoice or receipt:


You can retrieve an invoice or receipt by clicking at the top of the page when logged in, and then clicking . You will then be able to view your transaction history as below.

#	Type	Description	Debit	Credit	Date	
90	Receipt	Payment of \$86.00 AUD (Credit Card, 0000000801e5aaad)		\$86.00 AUD	22 July 2011, 02:21	
136	Invoice	10640: CLWA: CPL Flight Rules & Airlaw	\$86.00 AUD		22 July 2011, 02:21	
64	Invoice	115: CHUF: CPL Human Factors	\$86.00 AUD		01 July 2011, 04:41	
52	Receipt	Payment of \$86.00 AUD (Credit Card, 0000000801708e31)		\$86.00 AUD	01 July 2011, 04:41	


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You can view and print an invoice or receipt by clicking on the applicable row, this will open the invoice or receipt as a PDF document. Note that the

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invoice lines are shown in **red** and the receipt lines are shown in **green**. The details of a transaction can be viewed by clicking  on the applicable row.

10. Further information:

Additional information on our procedures and regulations is available by clicking  at the top of the page.

If you have any remaining questions or concerns please contact our office on 02 6234 8200, or send an email to infoau@aspeg.com.