Contents
1. Setting up a new account: ................................................................. 2
2. Accessing an existing account: ......................................................... 3
3. Booking an exam: ........................................................................ 3
4. Transferring or cancelling your exam: ............................................... 4
5. Checking messages: ..................................................................... 5
6. Changing password: ..................................................................... 5
7. Changing account details: ............................................................... 6
8. Managing memberships: ................................................................. 7
9. Retrieving an invoice or receipt: ..................................................... 8
10. Further information: ................................................................. 9
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 Identify** 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.
Candidate User Guide

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.

   ![Select Exam](image)

   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.
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.
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.

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 your password by clicking My Account at the top of the page when logged in, and then clicking Change Password. When you have added
your new password in the fields provided, as shown below, click \[\text{Save}\] to confirm the change.

If you have forgotten your password you can have it reset by clicking \[\text{Log On}\] on the home page when logged out, and then clicking \[\text{Forgot your password?}\]. You will then need to enter the required account information and click \[\text{Reset My Password}\]. 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 \[\text{My Account}\] at the top of the page when logged in. From this page you can edit your address and contact information by clicking \[\text{Edit}\] on the applicable row, as shown below.

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
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.

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.
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.

<table>
<thead>
<tr>
<th>Organisation</th>
<th>State</th>
<th>Valid</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAC Bankstown Aero Club</td>
<td>Requires organisation's approval</td>
<td>Not valid</td>
</tr>
</tbody>
</table>

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.

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
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 Candidate Information 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@aspeq.com.