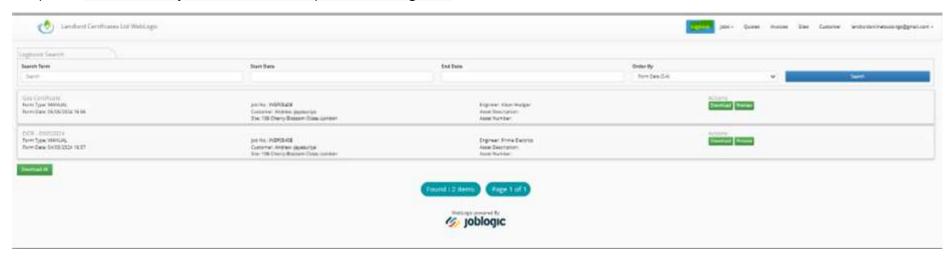


# Quick Startup Guide Q's and A's

### 1. Where can I find my certificates? And how do I download them?

You can find your certificates, using 2 methods:

i) You can find all your certificates in one place, under **Logbook**.

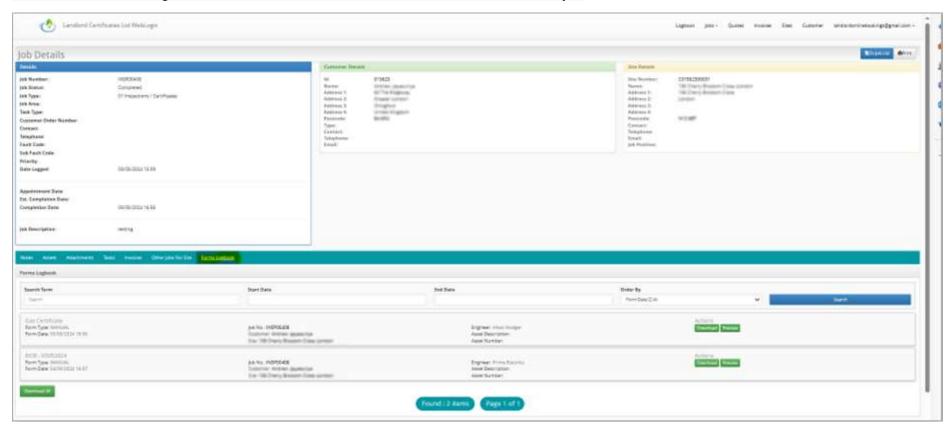


ii) Alternatively, if you have booked in several properties, you may want to search by job.

Select the Job Tab and then select the relevant job or inspection address.

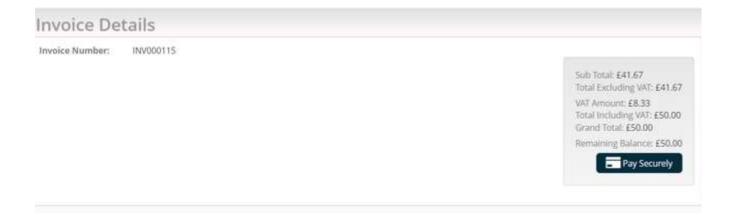


Then select Job Forms log Tab. You will see all the certificates available for download for that job.



## 2. How do I pay for an outstanding invoice?

Go to the invoice tab on the main menu. Then select the invoice you want to pay. On the invoice there will be an option to pay.



#### 3. How do I check the status of my booking?

You can check the status on the field by looking at 2 fields: Status and Task Type. Below we have Status (called 'Allocated') - means booked in, and under Task Type – Not paid (this means the client needs to pay otherwise the appointment will be cancelled).

All the statuses and task types are in English, but if unsure what they mean please contact us on 02037725959.



# 4. Where are my certificates? I cannot seem to find them, even though I had a notification job completed.

At times the job will display 'completed.' However, your certificate may not be ready or uploaded on the portal.

Our delivery targets for our engineers to upload certificates- once the job is completed is as follows:

Gas: within 5 minutes

EPC: within 2-3 working days

EICRs, PATS, Fire Alarm, and Emergency Alarm - 2-3 working days.

Inventories – up to 4 working days.