

## Frequently Asked Questions

### How to Customise marketing materials

#### **What does 'customising' involve and what are the benefits?**

Using the Customisation feature of the website means that you have the option of having your own company logo and a short marketing message placed on the Sample Training Program or Field Officer's Brief. These can then be printed, saved or emailed from the website.

#### **Do I have to set up an account to use the website?**

No, you do not have to set up an account to use the website, but you will not be able to place your own logo or marketing message on a document without setting up an organisation account.

#### **What is the role of the "Administrator"?**

The role of the Administrator is to oversee the account and make changes where/when necessary. The Administrator has access to all the "Users" on the account and can Add, Remove and make changes to the account at any time. The Administrator can also control what logo and alpha descriptor is displayed on the marketing material. To access these functions Administrators log in via the Administrator User log in menu item at the bottom of any screen.

#### **Creating an account for your organisation**

Click on the "Organisation User Login" on any page of the website. Simply scroll down the screen and click on "Create New Account" and fill in the application details.

To ensure that only appropriate organisations and approved personnel have 'Administrator access', an 'Application for Administrator rights for the Australian Apprenticeships Information Service' form must be signed by a person authorised by the organisation and faxed back to the Australian Apprenticeships Information Service. Once approved, a single person will be responsible for managing a company's access to the customisation feature of the website. This person is called the 'Administrator'.

More information on this process can be found under the 'Organisation and User Login' menu item or by calling the AAT Information Service on 1800 338 022.

#### **How can an Administrator upload a logo?**

Once the Administrator has logged in to the site via the 'Organisation and User Login' menu item, they should click on the "Upload Logo" option, then click on "Browse", locate the logo file from the hard drive of your computer and attach the file before clicking on 'Upload'. The file must be either in a "jpeg" or "gif" format and no bigger than 120 pixels high by 60 pixels wide. Administrators can call the AAT Information Service on 1800 338 022 for assistance.

### **The logo is too big when printed using the customisation feature**

Administrators will need to resize the logo to match the required size limits. Size limits are 120 pixels high and 60 pixels wide. Your logo must also be either in a "jpeg or a "gif" format. You will then need to 'upload' the revised version of the logo file. Administrators can call the AAT Information Service on 1800 338 022 for assistance.

### **How do Administrators change account details?**

Once logged in Administrators can click on the "Edit Details" option. From here they can change their personal details such as phone number, name and title. Administrators can also change the organisations marketing message here.

### **How does the Administrator add a user to the Company account?**

Only the Administrator can add a user to the account. Once the Administrator has logged in, they can click on "Users" then "Add". They can then enter staff details in relevant fields then click "Add User". Staff added to a company account are termed 'Site Users'.

### **I am a Site User, how can I change my password?**

Once you have logged in under your user name and password, click on the "Change Password" menu item then follow the prompts to change your password.

### **As a 'Site User' how do I print Sample Training Programs with my company's logo on it?**

Your Administrator must have set up this feature, including 'uploading' the company's logo. When on a Sample Training Program scroll to the bottom of the 'Summary of Training' area and click on the "Customised Print" option. If you have not already logged in, you will be prompted to enter your login and password. Note: When printing make sure you click on the printer icon from within the PDF frame and not from the web browser.

### **When a customised document is produced the logo isn't clear.**

The original jpeg or gif file needs to be in a high resolution to obtain a clear look when published on the web. The size of the fonts used and the colours in the logo will also affect the legibility of the online and printed version.

### **How we customise our logo and message seems to be restrictive. Why is that?**

The reason there is a limit on the size of logos and the amount of characters in a marketing message is because each document is generated within a template. The template provides uniformity of look for the materials and allows the information to be loaded dynamically or 'on demand', so that the content is up to date.