

# Getting Started

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**A practical guide for Admin Users**

JULY 2019

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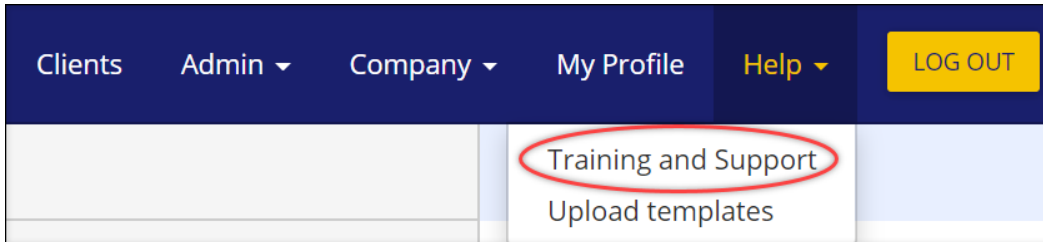
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## HELP AND SUPPORT

### 5.01 Videos and Documents

Select Help, then Training and Support from the drop-down options



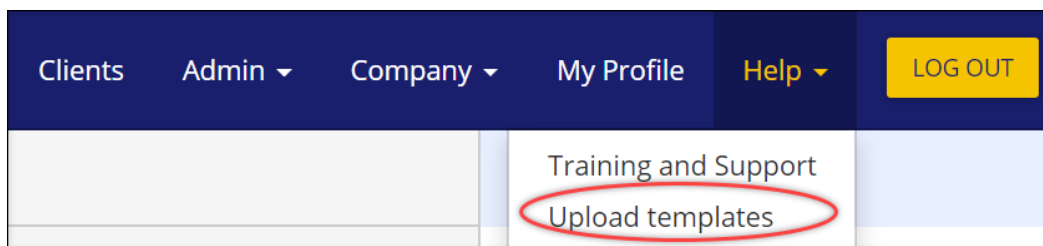
User manuals and training videos are available. Click on the resource name to download the document.

Documents		
DOCUMENT	UPLOADED	
<a href="#">Client Admin Manual</a>	August 02, 2017 20:16	<a href="#">Remove</a>
<a href="#">PRE TRIP CONDITIONS TEMPLATE</a>	September 02, 2018 00:47	<a href="#">Remove</a>
<a href="#">PRE TRIP QUESTIONS TEMPLATE</a>	September 02, 2018 00:48	<a href="#">Remove</a>
<a href="#">PRE TRIP RULES TEMPLATE</a>	September 02, 2018 00:47	<a href="#">Remove</a>

Note that you can download the training videos offline. You do not need to be logged in, to access them.

### 5.02 Upload Templates

Select Help, then Upload Templates from the drop-down options



The upload templates needed are listed.

Upload templates
Upload templates
<b>DOCUMENT</b>
trips-import.csv
users-import.csv
project-activities-import.csv
business-units-import.csv
cost-centres-import.csv
legal-entities-import.csv
pre-trip-recipients-import.csv
case-types.csv
per-diem.csv
pre-trip-rules.csv
pre-trip-conditions.csv
pre-trip-questions.csv

### 5.03 Ongoing Support

The Technical Support team is always available to answer your questions. Use the chat function, found at the bottom right of your screen, to obtain immediate answers to your queries.

The screenshot shows a live chat window with a blue header that reads "WELCOME TO LIVECHAT". Below the header, a message says "Welcome to our LiveChat! Please fill in the form below before starting the chat." There are two input fields: "Name:" and "E-mail:". Below these fields is a black button with the text "START THE CHAT". At the bottom of the chat window, it says "POWERED BY LIVECHAT".