

Find Your Engineer Admin Suite Instruction Manual

1 - Logging into Find Your Engineer.

Go to: www.findyourengineer.co.uk

Click on 'Log In' on the top right

Type in your user-name and password*

(*These will have been emailed to the address specified by yourselves at the time of signup from webmaster@www.findyourengineer.co.uk please make sure that you check you spam / junk mail folders as emails may end up there and add our email address to your 'Safe Senders' list).

If you have forgotten your login details please go to Log In, type your company name / Username and click 'Forgotten password', this will be emailed out to you. Failing that contact the team at Find Your Engineer to have this resent.

Once logged in you will see the screen below once logged in:

Name	Edit	Logos	Contacts	Feedback	Demo
Company Name	edit	logos	customers	view feedback	view result page

2 - Editing your profile.

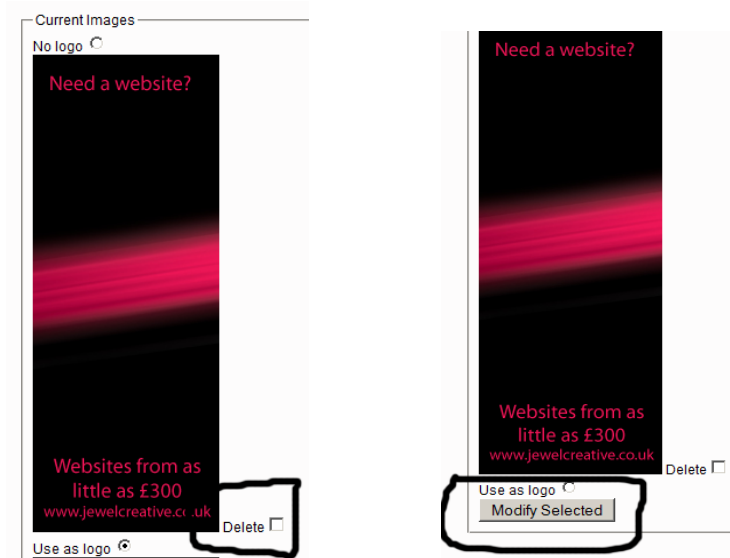
Once you have logged in, you can edit your profile (change telephone numbers, contacts, services etc) to do this. Click on Edit and Edit - all you need to do is click in the area you wish to alter and re-enter the information as required.

After you have done this scroll to the bottom of the page and click 'Submit'. Or, if the information entered is incorrect, simply click 'Back' and the info will not be saved.

3 - Changing your Logo / Company pictures.

To change your logo or any company image, simply click on the 'logos' button in the suite and select the images you want to replace. Tick the 'delete' button, and then click the 'modify selected' button to remove them.

Once this is done, you can re-enter what pictures you wish to be put on the site, after you have entered the file path, again, click the 'modify selected' button.



4 - Following a job, from accepting to requesting feedback.

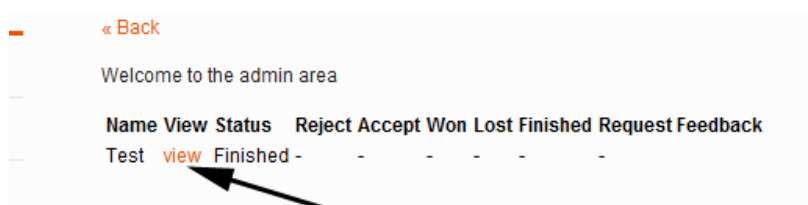
Click on the 'Customers' button on the admin suite homepage (see below).

As you are aware - Find Your Engineer is an active site that contacts you with updates and new job information. From the moment you receive your text message regarding a new enquiry, Find Your Engineer tracks the progress of the enquiry with the latest technology, allowing you to continually be kept up-to-date with progress and any changes in the situation.

You can administer the following engineers:

Name	Edit	Logos	Contacts	Feedback	Demo
Company Name	edit	logos	customers	view feedback	view result page

Once you are in the customers page, you can accept or reject any enquiry that you have received.



After you have accepted a job, you can enter whether you won or lost the quote - this is entirely up to you to decide how you go about quoting - Find Your Engineer is unable to assist you in this process.



After you have won the job you can then enter when you have finished the job - this is to keep your admin suite nice and tidy and is essential in receiving feedback from your customers. Remember - positive feedback will greatly improve your chances of receiving further jobs in the future.

Once marked off as finished - you should click the 'request feedback' button on the right-hand side of the panel. This will send an email to your customer and they can fill in a short, convenient form online that allows them to rate your performance. After your customer has filled this in, you can click the 'view feedback' button, this will show you how your customers have rated you.

5 - Viewing your profile page.

You can administer the following engineers:

Name	Edit	Logos	Contacts	Feedback	Demo
Company Name	edit	logos	customers	view feedback	view result page

To view what your profile will look like after you have been chosen by a customer, you can click 'view result page' - this will show you your profile on the website as it will appear to customers. To edit this, simply click the 'edit' button and you can change anything - as described earlier in this document.

To keep up to date with Find Your Engineer don't forget to 'View Messages' in your admin suite!

For anything further please feel free to contact the team at Find Your Engineer on 0845 263 8145, alternatively email enquiries@findyouengineer.co.uk

Thank you!