

Candidate User Guide

The screenshot shows the ASL Candidate User Guide website. The header features the ASL logo on the left and the ASPEQ logo (A DIVISION OF aspeq assessment specialists UAT (External)) on the right. A navigation bar includes links for Home, Candidate Information, and Log On. A left sidebar menu lists: Home, Exam Venue Location, Exam Schedule, Terms and Conditions, CBE Candidates Guide, and Examination Demonstration (wmv). The main content area has a dark background with the text 'eAssessment & learning services' and instructions: 'If you have sat an exam with us before, "Log On" to review results or book an assessment' and 'If booking your first examination, or this is your first time to book a computer based examination, click "Register" to begin'. There are 'Log On' and 'Register' buttons. Below this is a 'Welcome' section with a horizontal line, followed by text: 'Welcome to the online booking and results portal. Once you have logged on, you will be able to:' and a bulleted list: '• Book an examination', '• Pay with your credit card', '• Access results of your examination shortly after your examination has been completed (or, if it involves essay type answers, within thirty working days)'. It also says: 'If you have questions or would like to provide feedback on our services or examination content, click on the "Contact Us" menu item below.' The footer contains 'Privacy Policy', 'Contact Us', and 'Copyright © 2009-2011 ASPEQ Limited'.

Setting up a new account:

To make exam bookings with ASL 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 Identity](#) 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 ASL 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 ASL 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.

Accessing an existing account:

If you had an account with ASL 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.

If you have forgotten your password then you can have it reset by clicking [Forgot your password?](#) on the login page. You will then need to enter the required account information and click **Reset My Password**. If you cannot recall the relevant account information you can call ASL to have your password reset.

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	Select Session
Specialisation: <input type="text" value="-- Select Specialisation --"/>	
Licence: <input type="text" value="-- Select Licence --"/>	
Exam: <input type="text" value="-- Select Exam --"/>	
Region: <input type="text" value="New South Wales"/>	
Preferred Venue: <input type="text" value="-- Any Venue --"/>	
Preferred Date: <input type="text" value="22 July 2011"/>	
<input type="checkbox"/> Include non-available sessions?	
<input type="button" value="Cancel"/>	

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.

Select Exam
Select Session

Includes non-available sessions?

Preferred Date: [Find Sessions](#)

Venue	Previous Session	Mon 25 Jul	Tue 26 Jul	Wed 27 Jul	Thu 28 Jul	Fri 29 Jul	Future Session
WW: Wagga Wagga				03:00 p.m.		03:00 p.m.	

Previous Week
Next Week

◀ Previous

Candidates can book a session by clicking one of the times shown and then clicking [+ Add to Cart](#), which will appear a session has been selected. To proceed with payment candidates should click [Check Out ▶](#).

My cart (2) items

Your cart will expire in...

4

Minutes

50

Seconds

Candidates will then have 5 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.

Transferring or cancelling your exam:




You are able to transfer an existing exam booking by clicking on My Account -



Home
Bookings
Handbooks
My Account
My Messages (5)
Candidate Information
Log Off

My Bookings

Examinations you have booked

and then on the left menu of the page when logged in. You will then be able to view your current bookings as below.







Session	Assessment	Status	
Wagga Wagga (WW) 27 July 2011, 03:00 p.m.	CPL Human Factors CHUF	Paid	  

To transfer your booking click , or to cancel the booking click . Where neither icon appears, you are not permitted to transfer or cancel. If transferring your booking, you will then be lead through the booking and order confirmation process as when booking an exam.


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 ASL 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.


Type	From	Subject	Received	
	Helpdesk	Confirmation of your booking (#10637)	21/07/2011 04:43:57 p.m.	
	Helpdesk	Your results have been updated (#107)	12/07/2011 09:32:55 a.m.	
	Helpdesk	Confirmation of your booking (#107)	29/06/2011 03:14:34 p.m.	

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Unread messages will appear in **bold**. Messages can be read either by double clicking or by clicking  on the applicable message.

Changing password:

You are able to change you 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  to confirm the change.

Change Password


Current Password:

New Password:

Minimum number of characters is 6

Confirm Password:



 

If you have forgotten your password you can have it reset by clicking  on the home page when logged out, and then clicking [Forgot your password?](#) . You will then need to enter the required account information and click





. If you are unable to recall the relevant account information you can call ASL to have your password reset.

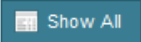

Changing account details:

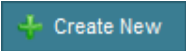
You can view and change your account details by clicking  at the top of the page when logged in. From this page you can edit your address and contact information by clicking  on the applicable row, as shown below.

Addresses

*Below are the mailing addresses we have on record for you.
You should ensure that these are kept up to date to ensure that we contact you and/or ship purchases to you.*



Street Addresses	Postal Code	City	Country	Actions
44 Jubilee St	2830	Dubbo	Australia	 


You are kindly requested to keep these details current as this will assist ASL 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.


Managing memberships:

Going forward TASMAN will keep membership details between you and your training organisation. To begin with some organisations may not yet be ready for this. You can be assigned as a member of a training organisation and can manage the permissions associated with such memberships. This will allow you to book into sessions reserved by these organisations. You are able to manage your memberships by clicking **My Account** at the top of the page when logged in, and then clicking **My Memberships** on the left of the page. You will then be able to view your memberships as on the following page.

Organisation	State	Valid	
ATTC Air Transport Training College	Approved	22 July 2011 - Forever	 





 [Request New Membership](#)

New memberships can be requested by clicking  [Request New Membership](#) 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.

Permissions

Permissions control how the organisation may interact with your account. By granting permissions to the organisation they are able to perform tasks on your behalf. These things include booking examinations on your behalf, viewing your exam transcripts, updating your personal details, etc. Some organisations may require specific permissions in order to effectively manage your membership, so you should always ask your training organisation which permissions they require from you and ensure that they are granted.

Description	State	Valid	Actions
Allow organisation to alter candidate details	Approved	22 July 2011 - Forever	 
Allow organisation to book on behalf of candidate	Approved	22 July 2011 - Forever	 

 [Add New](#)

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.

Organisation	State	Valid
BAC Bankstown Aero Club	Requires organisation's approval	Not valid

The 'State' will change to approved when validated by the training organisation.

You are also able to request tokens from training organisations to cover the costs of specific products in instances where you are paying your fees directly to the applicable organisation but still managing your own bookings. This is

done by clicking **My Tokens** Payment tokens issued to you on the left of the page and then clicking **+ Request New Token**. Note that the training organisation will need to approve the token before it can be used for a purchase, see below.



Product(s)		
<i>Below are a list of products for this token. Any unused and accepted products here you will be able to purchase using this token.</i>		
Product	Availability	Status
CLWA: CPL Flight Rules & Airlaw	Unused	Pending

Retrieving an invoice or receipt:


You can retrieve an invoice or receipt by clicking **My Account** at the top of the page when logged in, and then clicking **Transaction History** Financial and event activity. You will then be able to view your transaction history as below.

#	Type	Description	Debit	Credit	Date
90	Receipt	Payment of \$86.00 AUD (Credit Card, 0000000801e5aaad)		\$86.00 AUD	22 July 2011, 02:21
136	Invoice	10640: CLWA: CPL Flight Rules & Airlaw	\$86.00 AUD		22 July 2011, 02:21
64	Invoice	115: CHUF: CPL Human Factors	\$86.00 AUD		01 July 2011, 04:41
52	Receipt	Payment of \$86.00 AUD (Credit Card, 0000000801708e31)		\$86.00 AUD	01 July 2011, 04:41

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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.

Further information:

Additional information on our procedures and regulations is available by clicking  at the top of the page.

If you have any remaining questions or concerns please contact our office on 02 6262 8830, or send an email to info@aslexam.com.