

# WEBSITE USER GUIDE – CUSTOMER

## REGISTRATION

**Customer:** Go to HYPERLINK "http://www.digitwo.co.uk" [www.digitwo.co.uk](http://www.digitwo.co.uk) / select 'Services' tab /complete & click 'Register' to submit to Digitwo secure server

**Digitwo:** Send confirmation email to Customer

**Customer:** Click on to authenticate, you now have access to your discreet Customer Control Panel (CCP), with following MENU options:

HOME: Shows current status of job - Open/Complete

NEW JOB: Upload New Job (see below)

VIEW JOB HISTORY: Details Job History

EDIT DETAILS: Change personal details

CHANGE PASSWORD

HELP: Frequently Asked Questions

CONTACT US: Send email to Digitwo

LOGOUT: Exit CCP

## ADD NEW JOB

**Customer:** Log On to own Control Panel with Username & Password

Select 'New Job' to Create New Job

Input Own Reference No.

Select Urgency: Same Day/Next Day/Standard

Click 'Create New Job' file is uploaded to Digitwo secure server

**Digitwo:** Receive email notification new job uploaded

Job allocated to Transcriber

Transcriber types documents and finished document uploaded to Control Panel

Email notification sent to Customer informing job completed

**Customer** Signs into CCP to download file for printing