

WEBSITE USER GUIDE – CUSTOMER

REGISTRATION

Customer: Go to HYPERLINK "http://www.digitwo.co.uk" 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