

## **Enhanced Functionality Available in 2016**

### **Contact the ADF YLT Awards Admin Team – Chat/Contact Form**

Menu items for these are located under the "Help/How To" menu

Items under this menu are:

- Use the Web Chat facility to chat with the YLT Awards Admin Team
- Use the contact form facility to send a message to the YLT Awards Admin Team
- Use the contact form facility to send a message with a file attachment/document upload to the YLT Awards Admin Team

**Chat with the YLT Admin Team** – use this option to start a web chat session with the YLT Admin Team.

Please click **Chat Now** when prompted and then enter your name and click the new **Chat Now** prompt to start your chat session. Your chat session may initially be placed in a queue if the team are already looking after other chat sessions or calls.

In the chat session, you will have an option for **Call Me** if you would like to speak to one of the team instead; in some cases the team member may also request you use this option – e.g. it may be more suitable to talk through the query. To use this option, simply enter your number and then click **Call Me**. Note that the team member you speak to will always be the same team member you were chatting with.

**Contact Form (to Contact YLT Awards Admin Team)** – use this option to send an electronic message to the YLT Awards Admin Team. *This option also allows you to send a message with an attachment if required.*

In this form, select the most appropriate query type or choose **other** if there is no suitable entry listed. Then enter the message details in the space provided. There is then an optional facility to upload an attachment – **browse** for the file and then select or leave this option open if it is not required. Once complete, click **Submit** and the details will be submitted to the YLT Awards Admin team.

*If you need to upload multiple documents – please submit these in separate queries. These will appear sequentially for the YLT Awards Admin team who will be able to handle these together if required.*

### **Request a Softcopy of a Student Certificate**

This option is available on the screens for **Year 10 Nomination** and **Year 12 Nomination** from under the Student Awards Menu. Note that hardcopies of the certificates are sent out with the awards pack and cheques.

If you require a softcopy of a student awards certificate, please go to the relevant screen – either **Year 10 Nomination** or **Year 12 Nomination** where that student is listed. Ensure the details listed there are correct, and then choose the **Request Softcopy of Certificate** option that is listed at the bottom of the screen. If you have not yet entered the student details, please do this first, save the details and then go back into the screen and then this option will now be available.

This will then put you through to the YLT Awards Contact Form screen, with most of the required details already entered. Please feel free to add any additional information that may be required, and then press **Submit** when completed. The query will then be sent to the YLT Awards Admin team, and a softcopy certificate will be sent to you via email when ready.

Note – if you require a softcopy for a student in a previous year, please choose the Honour Roll menu and locate that student - you should then be able to download that certificate automatically and print immediately.