



siteLinkTM
smart management software

CERTIFIED PROFESSIONAL

STUDENT HANDBOOK
ACCOUNT CREATION AND COURSE MANUAL

SITELINK – CERTIFIED PROFESSIONAL
CENTREFORCE TECHNOLOGY GROUP



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smart management software

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INTRODUCTION

Unlike many other Self Storage software packages, SiteLink Web Edition is a fully featured suite of products, all designed to help any Self Storage facility manage daily tasks, and importantly, make money.

Through facility and task automation, SiteLink allows the following up of your customers, the handling of sales leads and reservations, past due scheduling, invoicing and billing to become a simple process.

With the help of reminders and other processing tools, SiteLink takes the time and hassle out of your day-to-day operations, giving you more time to focus on your facility and customers.

PURPOSE

The courses you'll find throughout are designed to outline the fundamental operations behind the SiteLink software and help you familiarize yourself with all SiteLink has to offer.

From basic, day-to-day operations, to more advanced processes and database setup, *SiteLink – Certified Professional* provides you with the knowledge and insight to seamlessly navigate the SiteLink Web Edition front-to-back.

COURSE MATERIAL

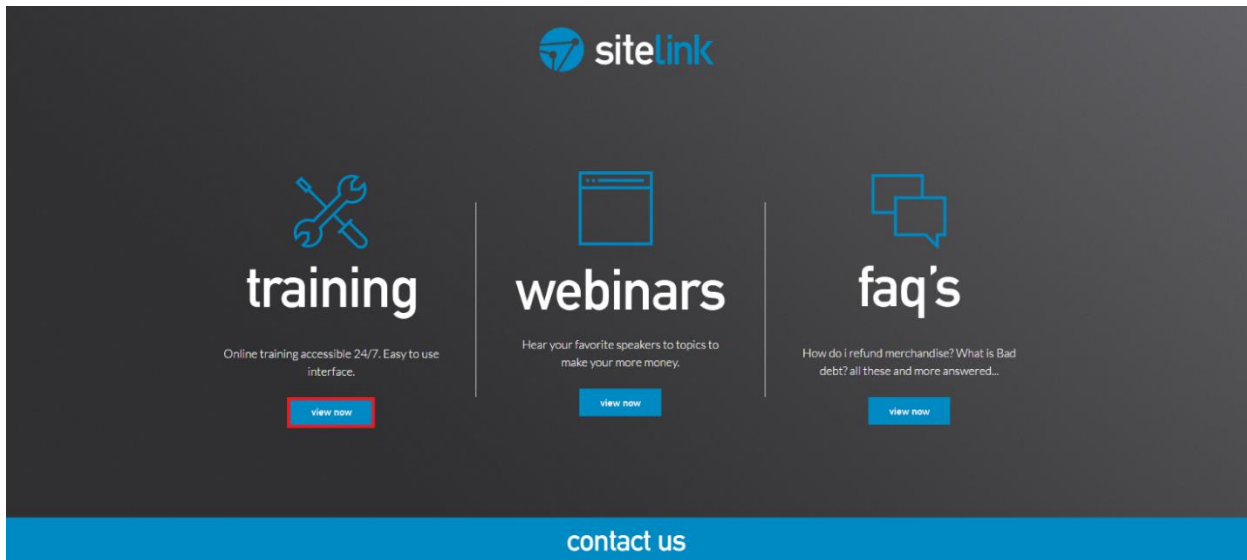
SiteLink – Certified Professional provides access to three separate courses varying in their subject matter.

The assigned coursework must be successfully completed in the following order.

1. **Basic Operations:** A detailed outline into the basic, day-to-day operations of the SiteLink software.
2. **Advanced Operations:** Expanding on your current knowledge of SiteLink's processes.
3. **Setting Up Your Database:** Delving into the Setup menu and database customisation.

CREATING AN ACCOUNT

1. Begin by navigating to <http://support.sitelinksoftware.com.au>
2. From here, select 'view now' under the 'training' panel.



3. Fill out the required registration fields with the correct information and select 'Create Account'. This will register you as a new student. **NOTE:** If possible, ensure your personal facility e-mail (i.e. *stephen@yourstoragefacility.com.au*) is used in the registration process. Your facility manager/supervisor will be able to provide you with your Corp Code if you're unsure of what to place in this field.

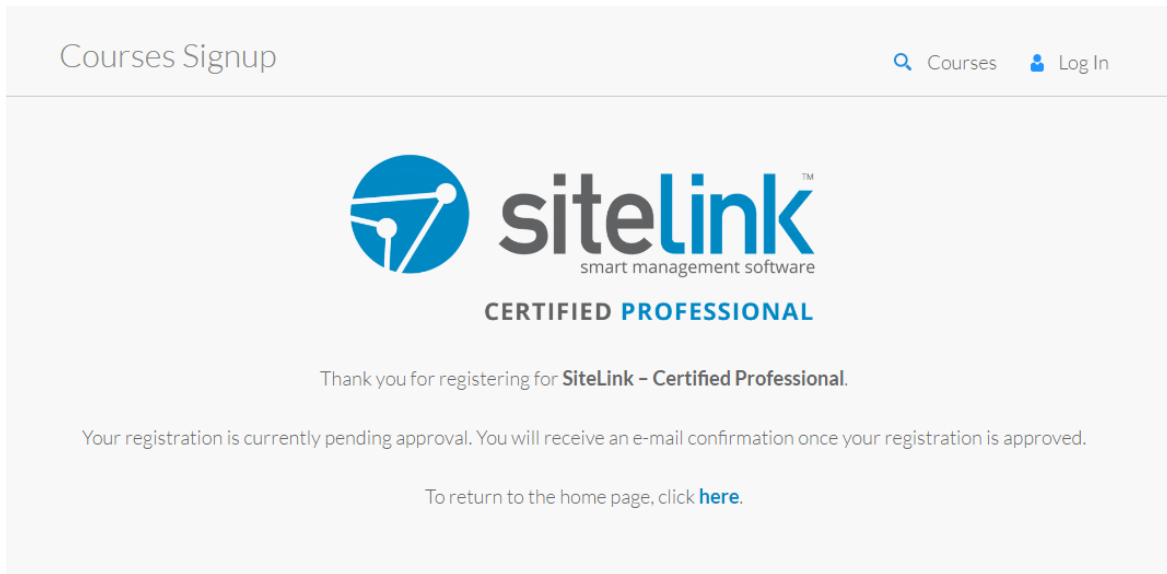
Sign Up to SiteLink CP
All fields are required.

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Username:	<input type="text"/>	E-mail:	<input type="text"/>
Password:	<input type="password"/>	Confirm Password:	<input type="password"/>
Corp Code:	<input type="text"/>		

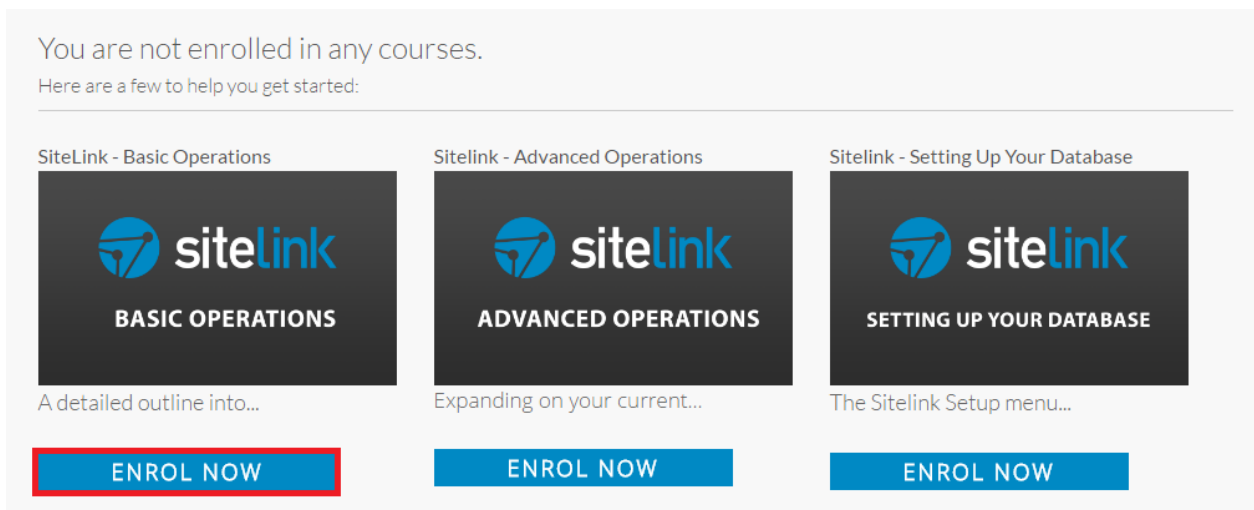
Already have an account? [Login to your account!](#)

CREATE AN ACCOUNT

- After your registration is complete, your account will be placed under approval. You later will receive an e-mail detailing the next steps in the approval process.



- Once approved, select '**Log In**' towards the top right-hand corner of the screen. Enter your login credentials to proceed. You will be redirected to the Course Dashboard. From here, we're provided with a brief overview of each of the courses available to us.
- Select the '**ENROL NOW**' button below *SiteLink – Basic Operations*.



7. Read through the information provided from the course page. Once complete, select **'ENROL NOW'** towards the top of the page. **NOTE:** Once we've enrolled in a course, we're able to view course information through the **'Dashboard'** towards the top of the page.

Course Dates: Open-ended
Enrollment Dates: Enroll Anytime
Who can Enroll: Registered users
Course Language: English
Price: FREE

ENROL NOW

About the Course

Unlike many other Self Storage software packages, SiteLink Web Edition is a fully featured suite of products, all designed to help any Self Storage facility manage daily tasks and importantly, make money. This course will outline a number of the fundamental operations behind the SiteLink software and help you familiarise yourself with all that SiteLink has to offer.

IMPORTANT NOTE: Throughout the duration of these courses, we highly recommend making use of the demo database SiteLink has to offer. A copy of this demo database can be found by typing "demo" into all of the text areas on SiteLink's login screen. These courses follow a set procedure, allowing you to progress through each course at your own pace. Due to the hands-on approach these units will take, it's recommended you follow through with

Instructors

Daniel Coster

siteLink
DANIEL | SUPPORT

8. You will receive a confirmation prompt advising that you that you've successfully enrolled in the course. Begin the enrolled course by selecting the **'START LEARNING NOW'** button towards the bottom of the window.

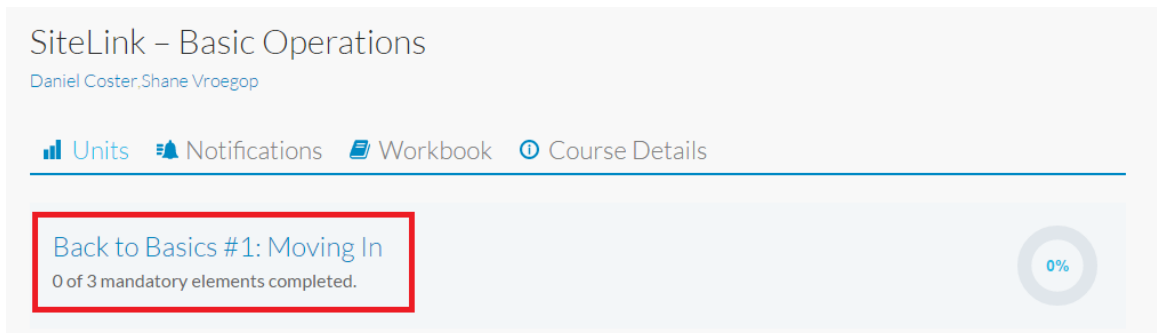
Congratulations

You have successfully enrolled in **SiteLink - Basic Operations**.
You will receive an e-mail confirmation shortly.

Your course will be available at any time in your **Dashboard**.

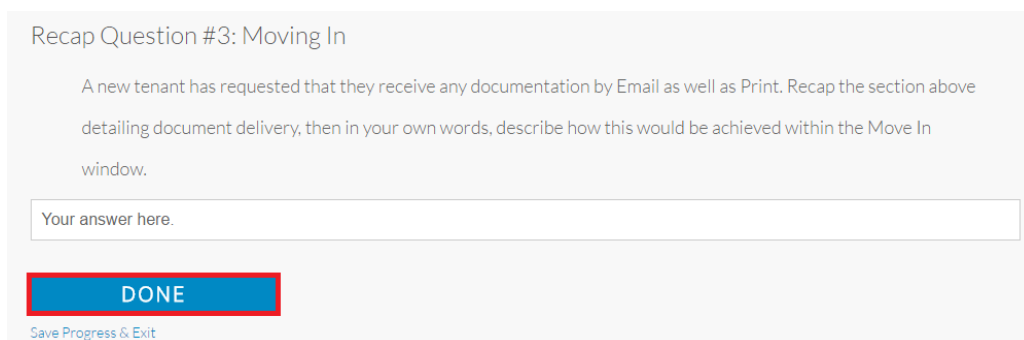
START LEARNING NOW

9. You will be directed to the *Units* overview page. Select *Back to Basics #1: Moving In* to begin the unit.

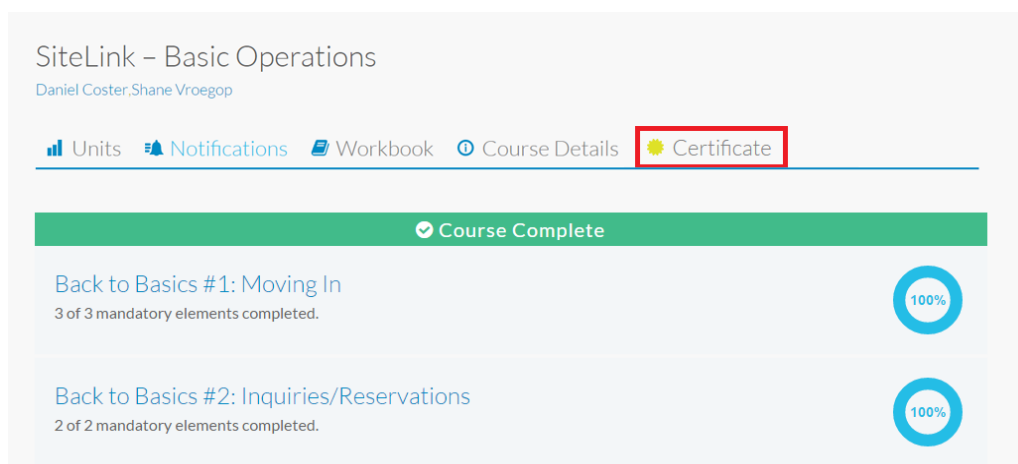


10. At the end of each unit, you will be asked to answer a series of Recap Questions, varying between single and multiple choice to short response. **NOTE:** All Recap Questions MUST be completed with a grade of 100% to move forward to the next unit. There is no limit on how many times a question can be attempted, so don't stress if you don't get it on the first go. Simply go back and try again!

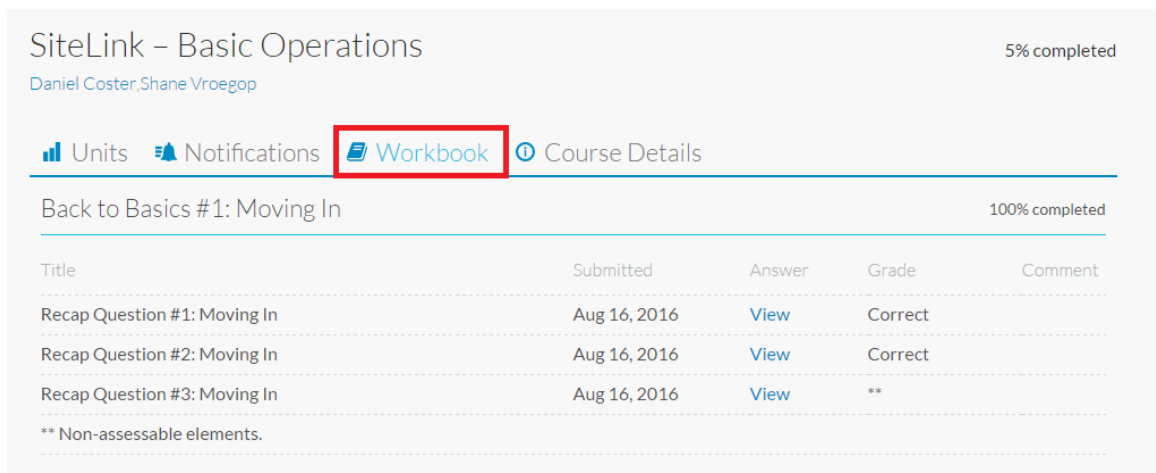
11. When all the questions have been attempted, select '**DONE**' to proceed to the next unit. Should you wish to resume the Unit or a particular question at a later time, select '**Save Progress & Exit**' located directly below.



12. Once a course has successfully completed, select '**Certificate**' from the *Units* overview to view the certificate of completion.



13. Individual Unit results and Instructor comments may be viewed under the **'Workbook'** tab.

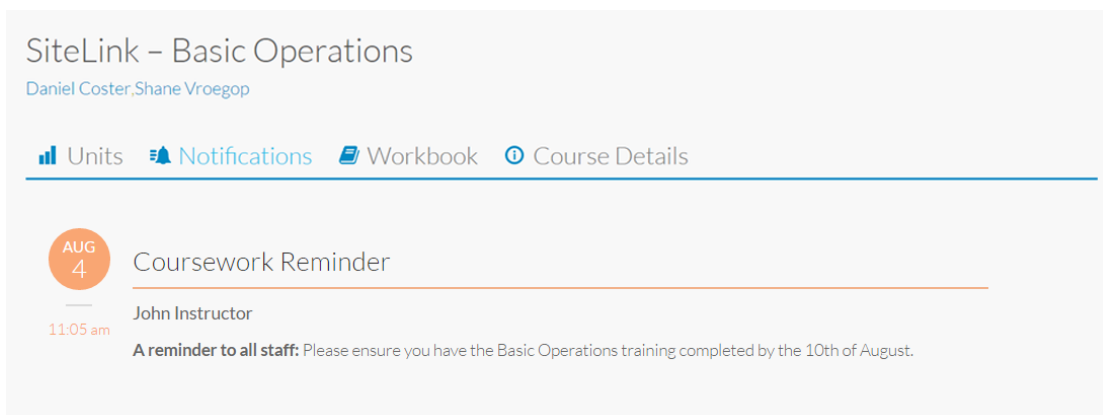


The screenshot shows the SiteLink interface for 'Basic Operations' with a 5% completion rate. The 'Workbook' tab is highlighted with a red box. Below the navigation bar, the unit 'Back to Basics #1: Moving In' is shown as 100% completed. A table lists three recap questions with their submission dates and grades.

Title	Submitted	Answer	Grade	Comment
Recap Question #1: Moving In	Aug 16, 2016	View	Correct	
Recap Question #2: Moving In	Aug 16, 2016	View	Correct	
Recap Question #3: Moving In	Aug 16, 2016	View	**	

** Non-assessable elements.

14. Instructor/Course Notifications can be viewed under the **'Notifications'** tab.



The screenshot shows the SiteLink interface with the 'Notifications' tab selected. A notification is displayed for August 4th at 11:05 am from John Instructor, reminding staff to complete training by August 10th.

AUG 4
11:05 am
John Instructor
A reminder to all staff: Please ensure you have the Basic Operations training completed by the 10th of August.

15. Select **'Courses'** towards the top of the page to advance to the next course.

**** END OF HANDBOOK ****