

DEALER MONITORING SYSTEM

Released on (4 June 2018)

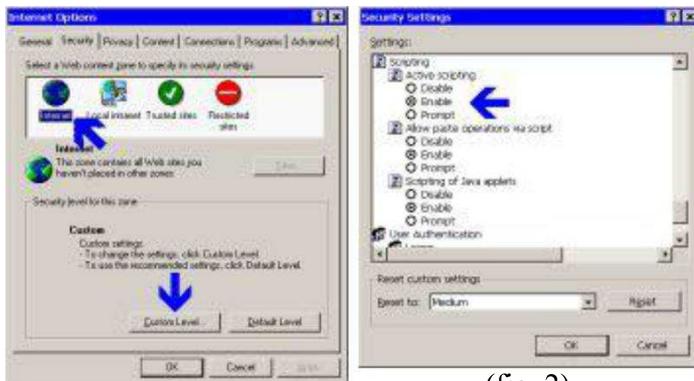
FAQ:- Frequent Asked Question

Q. What do I need before starting DEALER MONITORING SYSTEM WEBSITE?

Before starting DEALER MONITORING SYSTEM website, make sure you have fulfilled the following prerequisites

1. Update your Windows with latest Services Packs of the Window version installed on your system.
2. Install MS Office 2003 or above version.
3. Upgrade your browser to Internet Explorer 9 or above (mandatory).
4. Make sure you have Javascript Enabled on your browser. If you dont have javascript enabled and the browser is prompting such error, follow these steps to enable javascript on your Internet Explorer browser.

To enable JavaScript in Microsoft Internet Explorer (for Windows)



(fig. 1)

(fig. 2)

1. Open **Internet Explorer**.
2. On the **Tools** menu, click **Internet Options**.
3. On the **Security** tab, click **Internet**.
4. Click **Custom Level**. (Fig.1)
5. Scroll down to **Active scripting**.
6. Click **Enable** (or **Prompt**). (Fig.2)
7. Click **OK**.
8. Click **Yes**.
9. Click **OK**.

Q. When I print any notice, the background design and colors do not appear. How do I fix this?

Internet Explorer 8

1. Follow the steps for Internet Explorer 8.
2. After completing the steps for Internet Explorer 8, go to Internet Explorer. Go to **File > Page Setup**.
3. Check the **Print Background Colors and Images** box.
4. Click **OK**.

Internet Explorer 9

1. If the **File** menu is hidden, press ALT+F to display it.
2. Click **File > Page Setup**.
3. Place a check in the box labeled "Print background colors and images".

Q. When I open the DEALER MONITORING SYSTEM WEBSITE and login with valid user id and password, menu page does not appear. How do I fix this?

Please update your internet browser up to IE 9, it will work fine.

Q. When I open the DEALER MONITORING SYSTEM WEBSITE and login with valid user id and password, menu page appear but does not display related menu option. How do I fix this?

First confirm your user role and then contact Head Quarter Super Admin if menus are not according your user role.

Q. How will I get my first password as user of DEALER MONITORING SYSTEM WEBSITE?

Please contact your local administrator. He will generate your account and password will be generated automatically and sent to you on your mobile.

MOBILE MONITORING SYSTEM

UPDATE VERSION Released on (1 APRIL 2018)

FAQ:- Frequent Asked Question

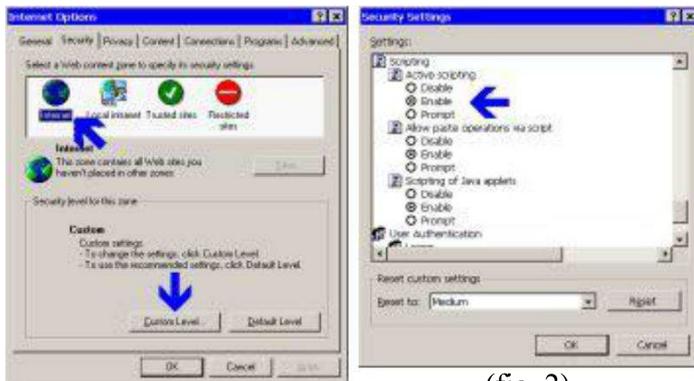
R. What do I need before starting MOBILE MONITORING SYSTEM WEBSITE?

Before starting MOBILE MONITORING SYSTEM website, make sure you have fulfilled the following perquisites

5. **Update your Windows with latest Services Packs of the Window version installed on your system.**
6. **Install MS Office 2003 or above version.**

7. Upgrade your browser to Internet Explorer 9 or above (mandatory).
8. Make sure you have Javascript Enabled on your browser. If you dont have javascript enabled and the browser is prompting such error, follow these steps to enable javascript on your Internet Explorer browser.

To enable JavaScript in Microsoft Internet Explorer (for Windows)



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1. Open **Internet Explorer**.
2. On the **Tools** menu, click **Internet Options**.
3. On the **Security** tab, click **Internet**.
4. Click **Custom Level**. (Fig.1)
5. Scroll down to **Active scripting**.
6. Click **Enable** (or **Prompt**). (Fig.2)
7. Click **OK**.
8. Click **Yes**.
9. Click **OK**.

R. When I print any Movement(LIKE 01,02,03,04,06,07,08,09,05 & Payment Details) the background design and colors do not appear. How do I fix this?

Internet Explorer 8

5. Follow the steps for Internet Explorer 8.
6. After completing the steps for Internet Explorer 8, go to Internet Explorer. Go to **File > Page Setup**.
7. Check the **Print Background Colors and Images** box.
8. Click **OK**.

Internet Explorer 9

4. If the **File** menu is hidden, press **ALT+F** to display it.
5. Click **File > Page Setup**.
6. Place a check in the box labeled "Print background colors and images".

Q. When I open the MOBILE MONITORING SYSTEM WEBSITE and login with valid user id and password, menu page does not appear. How do I fix this?

Please update your internet browser up to IE 9, it will work fine.

R. When I open the MOBILE MONITORING SYSTEM WEBSITE and login with valid user id and password, menu page appear but does not display related menu option. How do I fix this?

First confirm your user role and then contact Head Quarter Super Admin if menus are not according your user role.

R. How will I get my first password as user of MOBILE MONITORING SYSTEM WEBSITE?

Please contact your local administrator. He will generate your account and password will be generated automatically and sent to you on your mobile.

SIB MONITORING SYSTEM

UPDATE VERSION Released on (1 APRIL 2018)

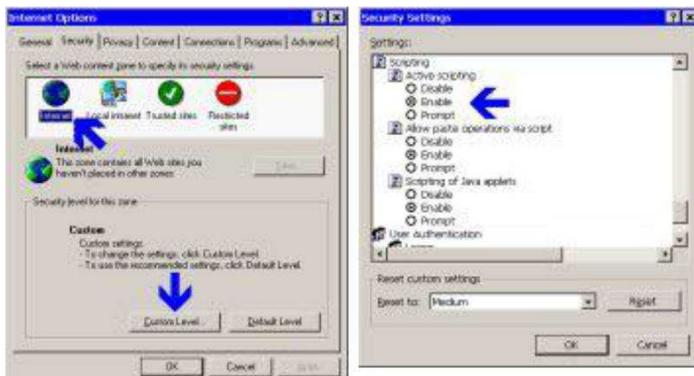
FAQ:- Frequent Asked Question

Q. What do I need before starting SIB MONITORING SYSTEM WEBSITE?

Before starting SIB MONITORING SYSTEM website, make sure you have fulfilled the following prerequisites

9. **Update your Windows with latest Services Packs of the Window version installed on your system.**
10. **Install MS Office 2003 or above version.**
11. **Upgrade your browser to Internet Explorer 9 or above (mandatory).**
12. **Make sure you have Javascript Enabled on your browser. If you dont have javascript enabled and the browser is prompting such error, follow these steps to enable javascript on your Internet Explorer browser.**

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6. Click **Enable** (or **Prompt**). (Fig.2)

(fig. 1)

(fig. 2)

7. Click **OK**.
8. Click **Yes**.
9. Click **OK**.

Q. When I print any Case Profile and INS 01 the background design and colors do not appear. How do I fix this?

Internet Explorer 8

9. Follow the steps for Internet Explorer 8.
10. After completing the steps for Internet Explorer 8, go to Internet Explorer. Go to **File > Page Setup**.
11. Check the **Print Background Colors and Images** box.
12. Click **OK**.

Internet Explorer 9

7. If the **File** menu is hidden, press ALT+F to display it.
8. Click **File > Page Setup**.
9. Place a check in the box labeled "Print background colors and images".

Q. When I open the SIB MONITORING SYSTEM WEBSITE and login with valid user id and password, menu page does not appear. How do I fix this?

Please update your internet browser up to IE 9, it will work fine.

Q. When I open the SIB MONITORING SYSTEM WEBSITE and login with valid user id and password, menu page appear but does not display related menu option. How do I fix this?

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