

FAQ's

# escribe

## escribe FAQ's

**1. I've forgotten my password, how do I reset it?**

You can click the forgotten password link on the log in page and wait for an e-mail to be sent to you and follow the instructions included within the e-mail.

**2. I've reset my password but it's still not letting me log in?**

Make sure that you have followed the link and that you have not copied and pasted the password, if this is the case then you need to type the password in, if this still does not work your reseller Administrator can reset the password.

**3. I've forgotten my username?**

Username is customers e-mail address.

**4. I've forgotten how to get onto the online portal page?**

Open up your web browser and go to:

**For Australia:** <http://www.thatchamescribe.com.au>

**For New Zealand:** <http://www.thatchamescribe.co.nz>

From this screen, please click on the Log in button located in the top right hand side of the page, you will be then presented with the Portal screen.

**5. Where are the Newsletters?**

Newsletters can be found under step 1 "General Details" and then they can be located under "General Technical Documents" – Newsletters can only be found for vehicles that escribe has methods for.

Or, open up your web browser and go to:

**For Australia:** <http://www.thatchamescribe.com.au>

**For New Zealand:** <http://www.thatchamescribe.co.nz>

From this screen, please click on "Thatcham Bulletins" tile. To return to Portal, click on "Portal" on top left hand side of the page.

**6. As an Administrator how do I add or remove somebody that has left or is starting?**

Log into escribe and go to the drop down arrow next to your username in the top right hand corner, select administration and you can add/archive users, as long as you are within your companies maximum user limit.

**7. If the Administrator has left, how do I change the Admin rights?**

This is something that can only be changed by your reseller Administrator.

**8. The job I'm working on has greyed out, what do I do?**


Nothing, the reason it has locked out is because the job was either shut down incorrectly or is in use by another user in the same company, it will unlock itself after about 20 minutes and you will then be able to continue to work on this job.

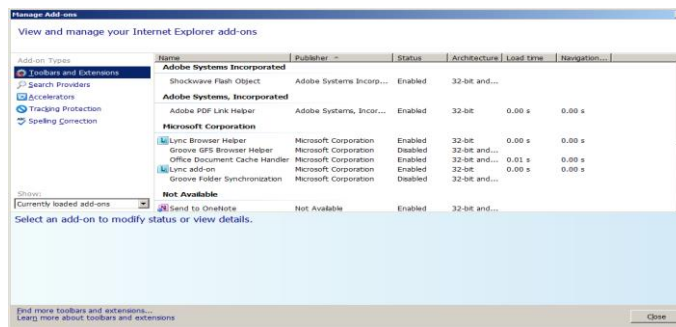
**9. Some methods are in blue but some are in grey, what does this mean?**

Items which have methods are shown in blue. Items that don't have methods (but do have associated times information) are in grey.

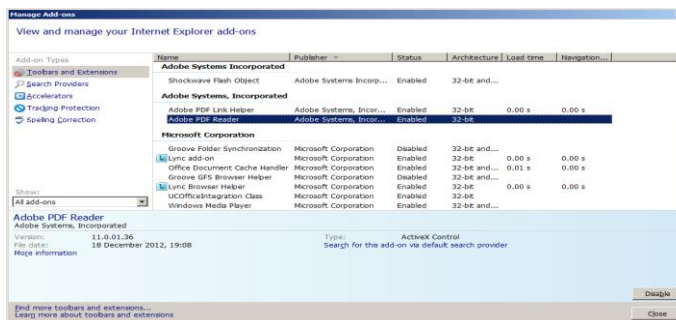
**10. When I try to view Methods or other documents the download fails or blank pages are displayed**

These problems generally relate to an issue with the PDF reader software you are using. Firstly make sure you are using the latest most stable version and if you are still having issues after this you may need to disable the browser plugin. Please refer to your PDF reader provider instructions on how to do this. (Please see screenshot) Dependent on which Internet Explorer you have, to disable plug ins you can either

click on the cog wheel  in the top righthand corner and select "manage add ons" or press your "alt" key and a tool bar will appear at the top of your screen, click on tools, you will then need to select "manage add ons", this will bring up the screen below



You will then need to go to "show" and click on the down arrow and change it from "currently loaded add-ons" to "All add ons", this will then change the details to what you see on the second diagram and you will see that "Adobe PDF helper" is highlighted in the screen below.




If you cannot see "Adobe PDF Reader" go back to "show" and change it to "run without permission", you then should see "Adobe PDF Reader", highlight "Adobe PDF Reader" and in the bottom right hand corner you will have a "Disable" button, you will need to press this, close the programme and then the PDF should open.

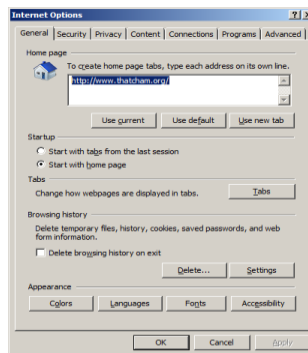
**11. When I try to print documents they are either blank or illegible**

Ensure your printer drivers are the latest available from the manufacturer, if so it may be an issue with the PDF reader software you are using. Firstly make sure you are using the latest, most stable version and if you are still having issues after this you may need to disable the browser plugin. Please refer to your PDF reader providers instructions on how to do this. Please note due to security restrictions on the PDF's printing to software printers and printing of individual pages maybe restricted. **(Please see example screenshot above).**

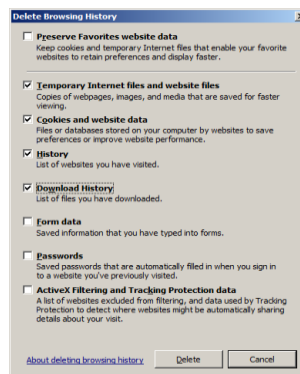
**12. When trying to login I appear to be stuck in a loop and am unable to login or get a CAS error.**

This can happen if your browser inadvertently stores corrupt or expired links, if you delete the cache and cookies, close and re-open your browser you should then be able to login. (Please see example screenshot below)

Dependent on which Internet Explorer you have, to delete all your browsing history which includes "temp files, history, cookies & saved passwords", you can either click on the cog wheel  in the top right hand corner and select "Internet Options" or press your "alt" key and a tool bar will appear at the top of your screen, click on "tools", you will then need to select "Internet Options", this will bring up the screen below



Go to Browsing History, click on the delete button and ok and the following screen will appear



Click on the "delete" button and then press ok, you will then need to close your Internet Explorer and re open, this should have solved the issues you were experiencing.

**SUPPORT INFORMATION**

Australia	New Zealand
<p><b>Email:</b> <a href="mailto:help@thatchamescribe.com.au">help@thatchamescribe.com.au</a></p> <p><b>Phone:</b> 1300 769 362</p> <p><a href="http://www.thatchamescribe.com.au/escribe/help-centre">www.thatchamescribe.com.au/escribe/help-centre</a></p>	<p><b>Email:</b> <a href="mailto:help@thatchamescribe.co.nz">help@thatchamescribe.co.nz</a></p> <p><b>Phone:</b> 0800 786925</p> <p><a href="http://www.thatchamescribe.co.nz/escribe/help-centre">www.thatchamescribe.co.nz/escribe/help-centre</a></p>