

Technical Helpline Help file

You can access the Technical Helpline service via Thattham's website www.thatcham.org/helpline or from the homepage of the website through the Products menu, clicking on Helpline Portal

Internet Explorer Options

Before you start, please ensure your browser supports JavaScript and Java Applets.

The options above must be enabled in order for the Technical Helpline system to work properly. If you are unsure regarding any of these settings please refer to your IT department.

Please note that because the site is a secure site, the back button of the web browser will not work properly. If you click it, you will get a message saying "Content Expired".

Login

However you reach the Technical Helpline service, your first port of call is always to login.

Click the Login button and you will be asked to enter your username and password, as previously supplied.

Forgotten details

If you have previously registered but have forgotten your details click on the 'Forgotten Details' link. The telephone number to call to retrieve your details is displayed. Please ensure you have as much information as possible before making the call, preferably one or all of company name, postcode and OT (Thattham Customer Reference) number.

Register

If you have not used the **new** secure login Technical Helpline service before, you will need to click the 'register' link. You will be asked to complete your company's customer number and postcode. The system will then verify the level of access to which you are entitled before providing a further form to complete. This secondary form allows you to enter your user name – in the form a valid email address and a password, which must be at least 8 characters long.

Please note that your privacy is important. Username and passwords are personal and not transferable. Please ensure that your password is "strong" by providing lowercase, uppercase and numeric characters. The password is case sensitive.

The screenshot shows the 'Current Enquiries' section of the Thattham Technical Helpline system. At the top, it displays statistics: Unassigned: 105, Assigned: 63, Awaiting: 11, Closed: 12. Below this is a search form with fields for 'Thattham Ref:', 'Manufacturer:', 'Vehicle Vin:', 'Enquiry View:', 'Customer Ref:', 'Enquiry Type:', and 'Vehicle Reg:'. There are 'Reset' and 'Search' buttons. Below the search form, it says 'Below is a list of enquiries, please click on the one you wish to view.' and includes a 'Colour Guide' with 'Seeking Thattham Response' in red and 'Awaiting Your Response' in green. There are also filters for 'Group By:', 'Enquiries Per Page:', 'Page:', and 'Refresh:'. The main part of the screenshot is a table of enquiries with columns: Our Ref, Your Ref, Type, Subject, Last Update, Deadline Date, and Status. The table contains 20 rows of enquiry data.

Our Ref	Your Ref	Type	Subject	Last Update	Deadline Date	Status
000131	fintest1	Times	Fiat Grande Punto 2008 On	11:11 20/11/2008	12:00 20/11/2008	Reopened
000208	Load Test	Others	Load Test	13:24 21/11/2008	15:24 21/11/2008	Open
000153	Load Test	Others	Load Testing	16:10 20/11/2008	10:10 21/11/2008	Open
000188	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:48 21/11/2008	Open
000096	test5	Times	Ford Focus 2008 On 5 Door Hatchback	12:45 19/11/2008	15:46 24/11/2008	Open
000236	684684	Others	68468	11:01 02/12/2008	08:45 08/12/2008	Open
000173	fdLoad Test	Times	GEM e4	09:01 21/11/2008	11:01 21/11/2008	Open
000058	test3	Parts	Hyundai Getz 2002 On 3 Door Hatchback	14:56 05/11/2008	16:26 18/11/2008	Open
000136	test5	Times	Ford Focus 2008 On 5 Door Hatchback	12:05 20/11/2008	14:05 20/11/2008	Open
000195	Load Test	Others	Load Test	11:49 21/11/2008	13:49 21/11/2008	Open
000140	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	13:21 20/11/2008	15:21 20/11/2008	Open
000120	www	Times	Cadillac CTS 2005 To 2008	12:00 19/11/2008	13:21 19/11/2008	Open
000215	Load Test	Others	Load TestLoad Testad Test	14:16 24/11/2008	16:16 24/11/2008	Open
000159	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	16:40 20/11/2008	10:30 21/11/2008	Open
000194	Load Test	Others	Load Test	11:46 21/11/2008	13:46 21/11/2008	Open
000039	test	Times	Dodge Avenger 2007 On 4 Door Saloon	09:44 20/11/2008	10:00 18/11/2008	Open
000201	Load Test	Others	Load Test	12:05 21/11/2008	14:05 21/11/2008	Open
000146	Load Test	Others	Load Testing	14:19 20/11/2008	16:19 20/11/2008	Open
000181	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:02 21/11/2008	Open
000074	...mm..	Times	Chevrolet Camaro 1998 On 2 Door Coupe	11:22 07/11/2008	12:52 20/11/2008	Open

Having completed this procedure you are then logged into the system and you will also subsequently receive an email confirming these login details.

Please note that the system will not allow you to log on more than once at the same time on different computers. In this situation a message about too many concurrent connections will be generated.

Having logged in successfully you are then presented with various options

Current Enquiries

This is normally the first screen you will see and provides a personal snapshot of all existing helpline enquiries.

By default the screen is populated with a summary and status of all of your existing enquiries. However, you will also see various options to filter the list of enquiries using either one or a combination of search parameters.

You can choose to filter by a number of different parameters, either individually or by combining one or more search terms.

Filter by:

Thatcham Ref – system allocated Thatcham enquiry reference number

Customer Ref - your own previously entered reference

Manufacturer – by vehicle manufacturer

Enquiry type – could be either Methods, Parts, Times or Other

Vehicle Vin – Free text field for vehicle VIN if known

Vehicle Reg. - Free text field for vehicle registration number if known

Enquiry View - You can also choose to see either your own enquiries, those of your company or those from other branches within your organisation. This option is subject to the level of service purchased from Thatcham.

Having completed any required search parameters clicking search will retrieve existing enquiries matching the search criteria. Your chosen filters are stored and remembered for each login. They are also applied across each page e.g. the filter in Current Enquiries will also be applied in Library.

There are three more self explanatory user defined options on this page.

The 'Group By' function allows you to group the list of enquiries by vehicle make and model. The default listing is by the time the call was logged with the oldest at the top. If you choose to group by vehicle name, you will find that you can also collapse or expand enquiries from the call list by simply clicking anywhere, on the vehicle name.

'Enquiries per page' – set to however many enquiries you would like to see on one screen

'Refresh' – choose how long before each automatic refresh of the data

Again, these preferences are stored and applied across each page.

'Page' – use the page drop down to navigate quickly to other pages.

Enquiry List :

Exploring the current enquiry list further, the first thing to note is the colour. The text colours of each call reflect its status - those in red are awaiting some action from yourself.

Group By:	Enquiries Per Page:	Page:	Refresh:			
Our Ref	Your Ref	Type	Subject	Last Update	Deadline Date	Status
000228	./	Methods	Ford Focus C-Max 2003 To 2007 5 Door Hatchback	16:50 27/11/2008	10:30 28/11/2008	Open
000218	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:43 24/11/2008	09:43 25/11/2008	Open
000216	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	14:17 24/11/2008	16:17 24/11/2008	Open
000210	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:54 21/11/2008	15:27 21/11/2008	Assigned
000209	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	15:26 21/11/2008	Assigned
000205	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	14:10 21/11/2008	Assigned
000204	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	14:09 21/11/2008	Assigned
000190	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	13:04 21/11/2008	Assigned
000189	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	13:00 21/11/2008	Assigned
000188	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:48 21/11/2008	Assigned
000186	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:13 21/11/2008	Assigned
000185	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:12 21/11/2008	Assigned
000184	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:11 21/11/2008	Assigned
000183	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:10 21/11/2008	Assigned
000182	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:09 21/11/2008	Assigned
000181	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	15:55 21/11/2008	12:02 21/11/2008	Assigned
000180	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	09:02 24/11/2008	11:57 21/11/2008	Awaiting
000179	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	16:06 21/11/2008	11:46 21/11/2008	Awaiting
000178	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	09:43 21/11/2008	11:43 21/11/2008	Open
000177	Load Test	Times	Ford Focus 2008 On 5 Door Hatchback	09:40 21/11/2008	11:40 21/11/2008	Open

You will also see summary information about each call, importantly including date and time of the last update as well as expected delivery time.

Data in each column can also be sorted by clicking at the head of each column.

If you hover over the header of the table, i.e. Subject, Type, etc. an arrow will appear indicating the direction in which the list is currently sorted. For instance, if you hover over the 'Subject' field and the arrow is pointing down, then you will see the 'Subject' field ordered alphabetically in descending order. If the arrow points up, the field is sorted in ascending order. The same principle applies to the other columns. Click on the arrow to change the direction of the sort.

Enquiry Details

Your enquiry has just been assigned to David1 Fitter1. We hope to do 12:43.

Customer No: ot_2
 Company: Development Thatcham HQ - Nick Featch
 Phone No: 294984
 Email: nick.featch@thatcham.org
 Thatcham Ref: 000070
 Customer Ref: ref2

Enquiry Type: Methods
 VIN: VIN1
 Vehicle Reg: REG
 Vehicle: Aston Martin DBS 2 Door Coupe
 Description: A Post reinforcement
 Last Update: 17th November 2008 at 13:34
 Deadline Date: 12th November 2008 at 12:43
 Enquiry Status: Assigned

Enquiry Details: test
 11:38 07/11/2008

To obtain more information, simply click on the individual enquiries. In each case this will display more details about the current status of the call, in particular any action required from yourself.

Administrators will also find a summary of existing enquiries on the status bar to the top right of this screen. Note, from the summary bar, 'Assigned' calls also includes those that have been re-opened.

Unassigned: 105 Assigned: 63 Awaiting: 11 Closed: 12

New Enquiries

To log a new enquiry, click 'New Enquiry' from the left side menu and complete the required information with as much detail as possible.

After allocating your own reference to the new enquiry you are then asked to choose the type of enquiry from a shortlist of Methods, Times, Parts or Others.

Depending on your selection here a range of other options are presented, each prompting completion in a bid to obtain all the necessary detail.

You are asked to provide basic information to identify the vehicle and are then prompted for further information, for example paint type or in the case of Methods you will be asked to select the panel description, clicking <Add> to move the selected panel from the available list on the right into the selected box on the left to complete your description.

Click <clear> to clear the fields and start again. Once you are happy, clicking <next> takes you to the following screen where more details are requested. You will not be allowed to move on until a minimum amount of detail has been completed. Clicking <next> also means that the details you have entered on this first page are stored for later retrieval should you navigate away from the page or get logged out at any stage.

The second screen provides a free text field allowing you to explain the enquiry in full detail.

New Enquiry

To enable the Thatcham team to respond as quickly as possible, when submitting an enquiry, please provide as much detailed information as possible.

Customer No: ot_4
 Company: Development Thatcham HQ - Dave Fitter
 Phone No: 01234561
 Fax: 021354654
 Email: david.fitter@thatcham.org
 Your Ref: [text box]

Enquiry Type*
 Methods
 Times
 Parts
 Others

* Required Fields [Clear](#) [Next](#)

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Enquiry Details

Please enter as much detail as possible attaching any relevant files. The more detail you enter the quicker we will be able to respond.

Customer No: ot_4
 Company: Development Thatcham HQ - Dave Fitter
 Phone No: 01234561
 Fax No: 021354654
 Email: david.fitter@thatcham.org
 Thatcham Ref: 000285

Enquiry Type: Methods
 VIN: QASWDF
 Vehicle Year: 2000
 Vehicle: Audi A8 2008 On 4 Door Saloon
 Description: B Post outer

Please provide details*
 [Text area]

Attach Files:
 Select Files Attach

Name	Size	Type	Modified
Drop files here			

Attached Files:
 Select All Files [Delete](#)
 describe text.pdf
 BSSC-107022809280.pdf

* Required Fields [Previous](#) [Next](#)

You are also given an opportunity to attach files, perhaps photographs or other information to support your enquiry.

Click on the <Select Files> button and browse to the required file(s). Once selected, click on <Attach>. Successfully attached files are then listed below the dialogue box.

Once complete, click <Next>.

Finally, you are given a chance to review the details of your enquiry. You can either go <Back> and change details or click <Send> to submit your enquiry.

You will shortly receive an email confirmation from helpline@thatcham.org that your enquiry has been received.

You will also receive further email notification at every stage, as the call moves through the cycle, until it is resolved.

Library

The library uses the same layout and functionality as the Current Enquiries screen.

The main difference is that there is no colour coding since this is a list of previously closed enquiries. Enquiries can only be closed by the customer and only then when the customer clicks 'Yes' to the question – 'Does this answer your enquiry?' will the enquiry move to the library. Instead of 'Delivery Deadline' date and time the 'Closed On' date and time is displayed in the listing.

Questions requiring further input from yourself will expire after a certain length of time depending upon the level of your subscription. After this time the enquiry will get a strike through. This call cannot then be subsequently reopened.

Unanswered Enquiries

Again, this screen uses the same layout and functionality as the Current Enquiries screen. The main difference is that there is no colour coding since this is a list of unanswered enquiries.

Unanswered enquiries are those which have been awaiting the customer's confirmation that the enquiry has been fully answered, for 14 days. At this point the call moves to this unanswered enquiry list.

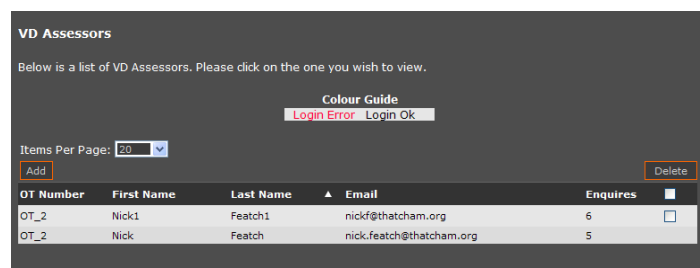
Change Password

Use this screen to change your current password. As stated the password must have at least 8 characters, including one capital letter and one number.

Administration

At least one user at each registered branch will have 'admin' rights and so will have access to the Administration menu. Clicking on 'Administration' from the left side menu reveals four further options as below

- VD Assessors



VD Assessors

Below is a list of VD Assessors. Please click on the one you wish to view.

Colour Guide
Login Error Login Ok

Items Per Page: 20

Add Delete

OT Number	First Name	Last Name	Email	Enquires
OT_2	Nick1	Featch1	nickf@thatcham.org	6
OT_2	Nick	Featch	nick.featch@thatcham.org	5

This screen shows a list of current users at your site. At this point you may choose to 'Add' users (up to six in total and dependent on your subscription) or 'Delete' users.

To add a user, click on <Add> and you will then be asked to complete various details including name and contact information, before clicking on <OK> to complete this procedure. The system will then confirm that the user has been successfully added.

Place a tick in the box of the users you would like to remove and click on the <delete> button.

You can click each name to obtain and change further details such as email address, telephone number or even the user's password. You may also choose to grant admin rights to this user through this screen.

Having made any changes to this user's profile, click <OK> to confirm.

Follow the link to view all outstanding and previous enquiries associated with this particular user and the status of each call

- Reassign Enquiries

Our Ref	Type	Subject	Last Update	Delivery Deadline	Reassign Enquiry
000070	Methods	Aston Martin DBS 2 Door Coupe	13:34 17/11/2008	12:43 12/11/2008	Nick Featch
000024	Times	Audi 90 1989 To 1991 4 Door Saloon	17:21 19/11/2008	12:03 27/10/2008	Nick Featch
000035	Methods	Audi A6 2004 To 2008 5 Door Estate	09:21 20/11/2008	11:34 06/11/2008	Nick Featch
000134	Methods	BMW 3 Series 1991 To 1998 4 Door Saloon	12:11 20/11/2008	12:56 25/11/2008	Nick Featch
000020	Others	duck	16:14 11/11/2008	15:20 02/01/2008	Nick Featch
000022	Methods	Ford Escort 1995 To 1999 5 Door Hatchback	17:19 19/11/2008	12:21 06/11/2008	Nick Featch
000079	Others	test	16:09 18/11/2008	08:41 24/11/2008	Nick Featch
000077	Others	test	13:05 19/11/2008	13:54 12/11/2008	Nick Featch

Clicking this link from the left side menu takes you to a list of all open enquiries for all of the users at your own branch. This list shows all calls apart from those which have been closed or unanswered.

You might choose to reassign an enquiry to a different member of staff to take this particular enquiry to its conclusion, perhaps in the event of staff absence or changes. Choose the name to whom you would like this call reassigned from the drop down list available at the end of each enquiry, where you will find all available users. Having selected an alternative name for each enquiry – click <Reassign> to reassign calls.

- Branches

Branches

Below is a list of Branches. Please click on the one you wish to view.

Total Linked Branches = 3

Items Per Page: 20

Add Delete

Company Name	Town	OT Number	Postcode	
Development Thatcham - Steven Wild	Scotland	ot_1	RG19 4NR	<input type="checkbox"/>
Development Thatcham - Dave Flitter 4		ot_11	RG19 4NR	<input type="checkbox"/>
Development Thatcham - Albeto Pessuto	Liverpool	ot_5	RG19 4NR	<input type="checkbox"/>

If your company has several branches, you may use this option to view the current enquiries at all branches to whom you are linked.

In order to link to another branch click on <Add>.

You will need to enter some details including the other branch's 'Security Key'. The security key can be located under Administration > Site Details. This is only accessible by the Administrator. When the 'Security Key' is entered, alongside the linked branch's Thatcham customer number and postcode, you can then click on <Search> to find and verify the Branch.

Once linked to another branch you can use the drop down filters on the Current Enquiries screen to sort enquiries by a range of parameters including associated branch.

- Site Details

Clicking Site Details displays details about your Technical Helpline subscription, including agreed service level details and maximum number of enquiries.

- Logout

Click Logout from the left side menu to leave the secure Technical Helpline pages