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## **Sample Software Training Manual**

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The following is an excerpt from a software training manual created previously for the purpose of training employees in the field on a new software being launched.



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# Getting Started

## Overview - Getting Started

**Notes:**

- Check off each line where you understand the information or process. Any lines unchecked should be presented to your trainer for further clarification before moving onto the next page or section.

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**In this section you will learn:**

1. The Address / URL for the software to enter into the Internet Explorer address bar.
2. How to use the Expert Direct function.
3. How to navigate to the Menu & Screens.
4. How to create multiple sessions.
5. How to close out of a session.
6. How to find the Help screen.

## Signing into the System

### Notes:

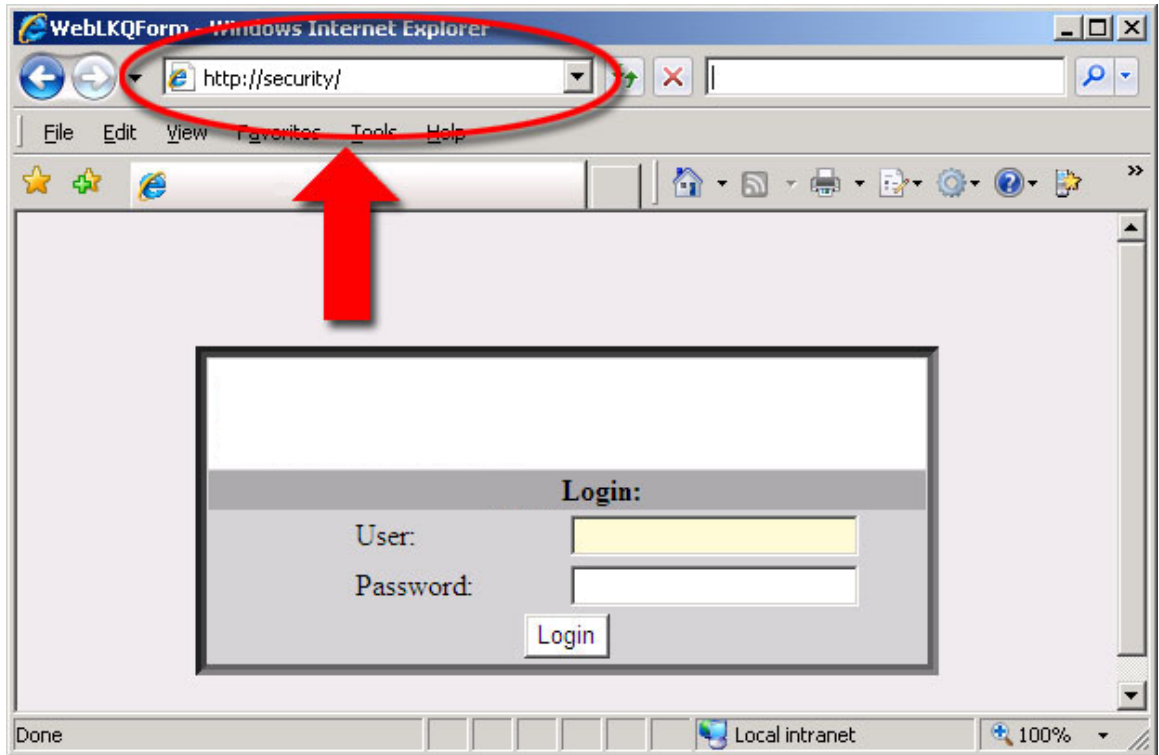
- If after signing into the software your window closes, check if you have a pop up blocker running. Make sure pop-up blocking software is disabled as they will cause this problem.

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## Login

The software is a remotely ran application, it resides on a server and not on your desktop. You must be logged into the LKQ network. You will access the software through a web browser.

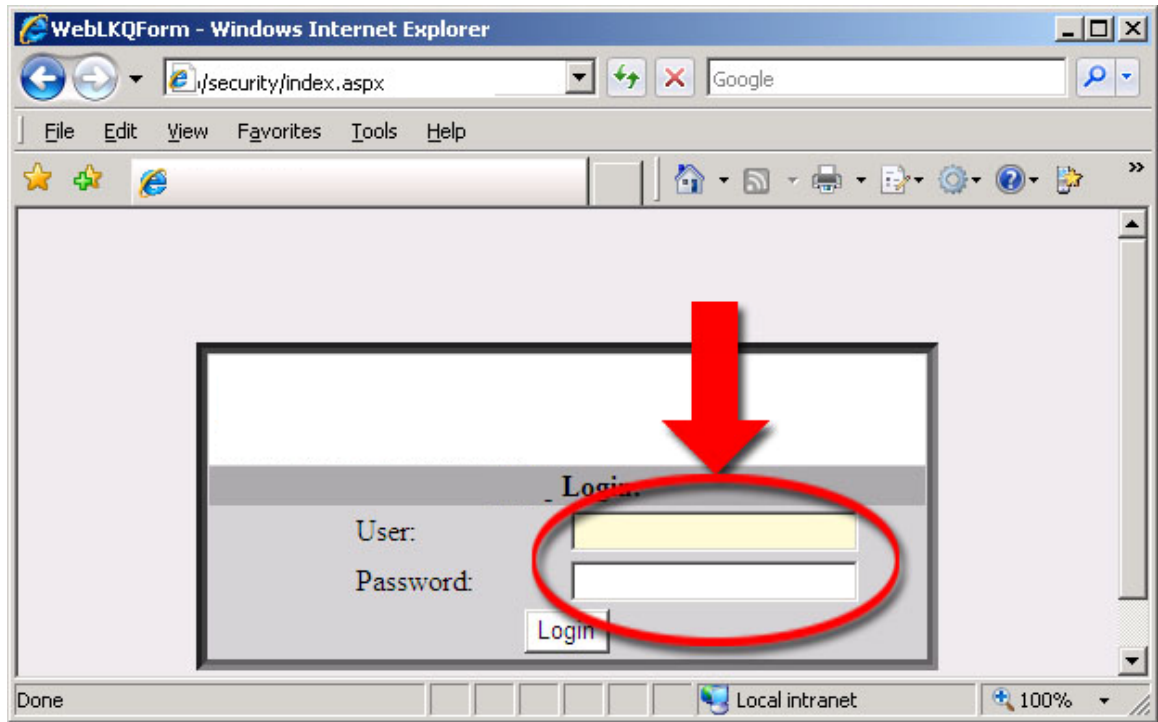
1. Open up [Internet Explorer](#).
2. For access to the test environment type [lkqpxweb3/security](#) into the address bar as shown (*Screenshot*). Make sure that the border is green in the window which signifies this is the test box. The production has a blue box.



- Clicking the link above will launch the software for you.
- You will be given a link to the production environment by your manager.

3. At the software sign in screen enter your: (*Screenshot*)



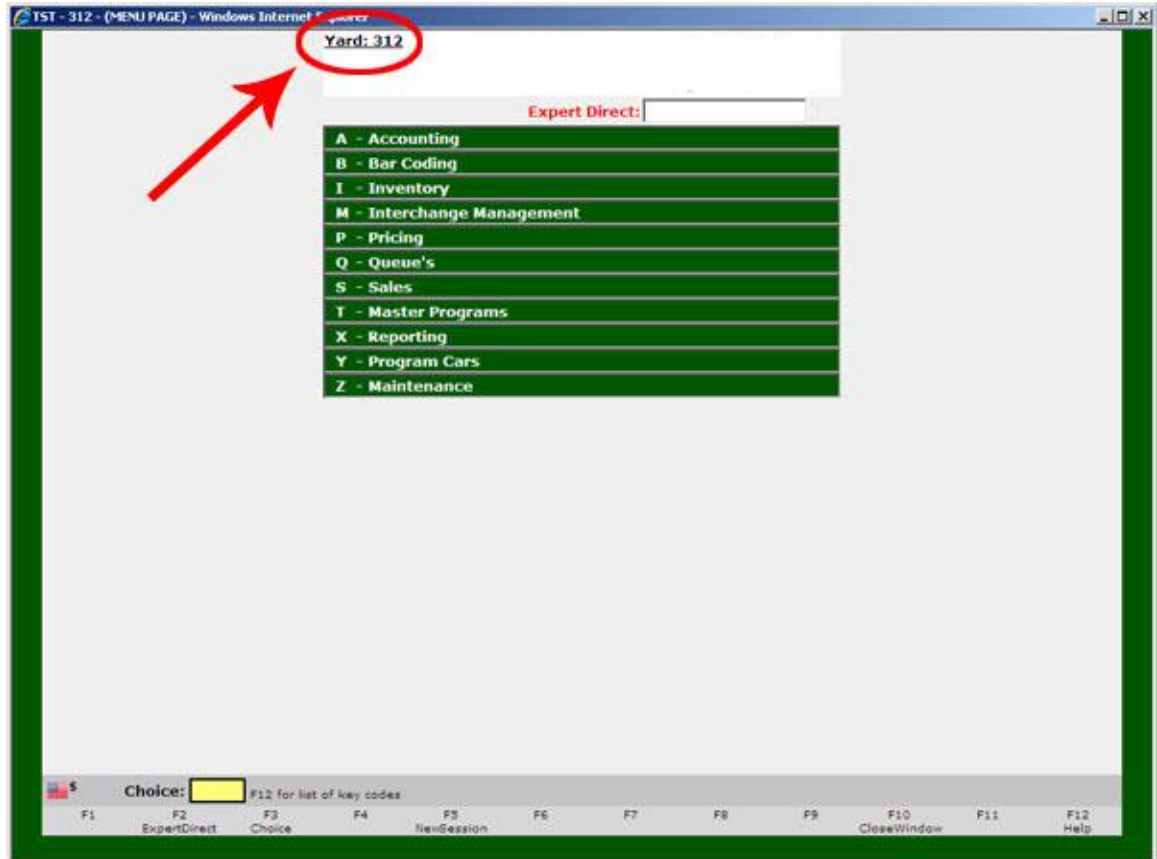


- User Name (Network Login)
  - Password (Network Password)
4. You will arrive at the main the software screen (*Screenshot*)



**Note:** Your screen may not have the same menu choices as shown. Your menu will depend on what your manager sets up for you.

5. You will be automatically logged into your "Home" yard when you sign into the system. (*Screenshot*)



*If you have login problems contact the help desk at 1-877-555-6336.*

## Expert Direct

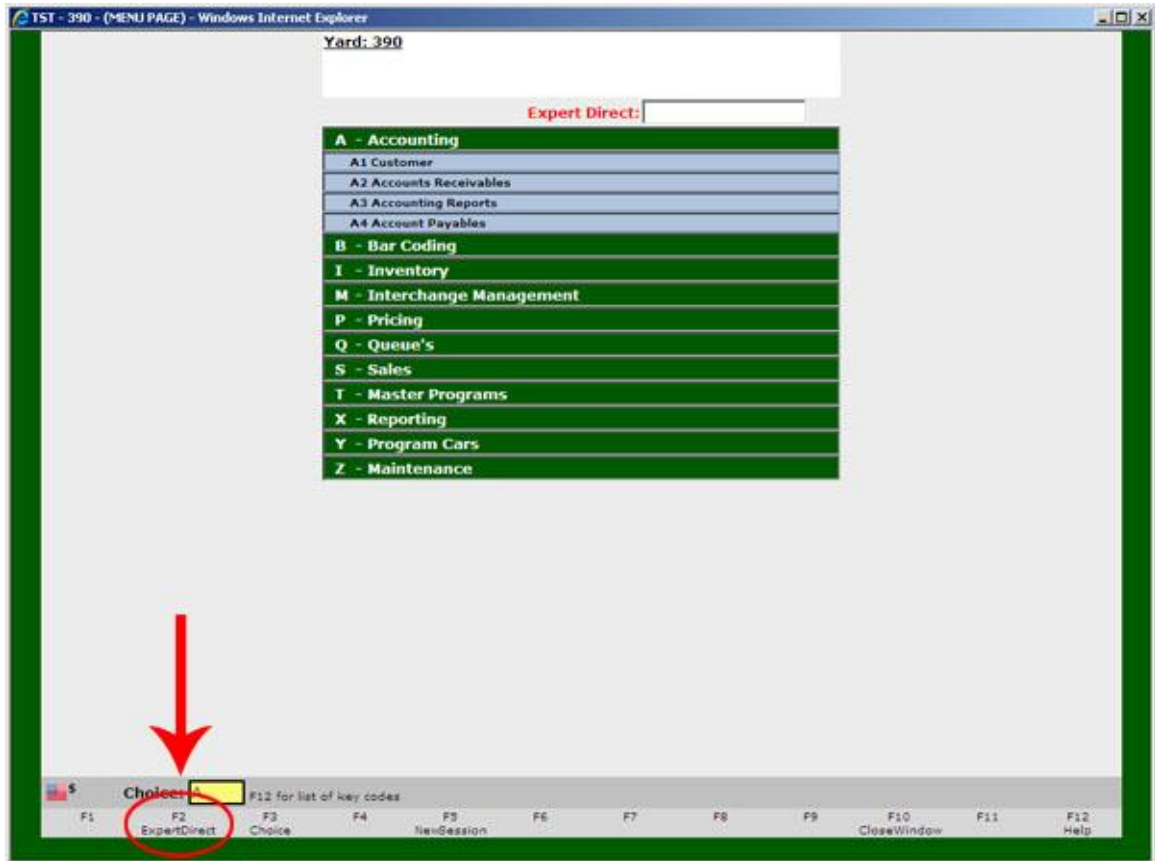
The Expert Direct field allows you to jump directly to a menu choice. For example you can enter S1,1 and press the enter key to open the Customer Search screen. You can also enter codes to access specific invoices, work orders, quote, purchase orders, yard or you can scan inventory for specific stock numbers. Use the following table to aid you with entering codes in the Expert Direct field:

<u>Code</u>	<u>Action</u>
I## (I with Inv Number)	Jumps to a specific invoice
W## (W with WO Number)	Jumps to a specific work order
Q## (Q with QUOTE Number)	Jumps to a specific quote
P## (P with PO Number)	Jumps to a specific purchase order
Y### (Y with Yard Number)	Jumps to another yard
S### (S with stock number)	Scans the inventory for stock

number



You can enter your code in this field by clicking in the box with your mouse, or you can press F2 to jump directly to the Expert Direct Field. (Screenshot)

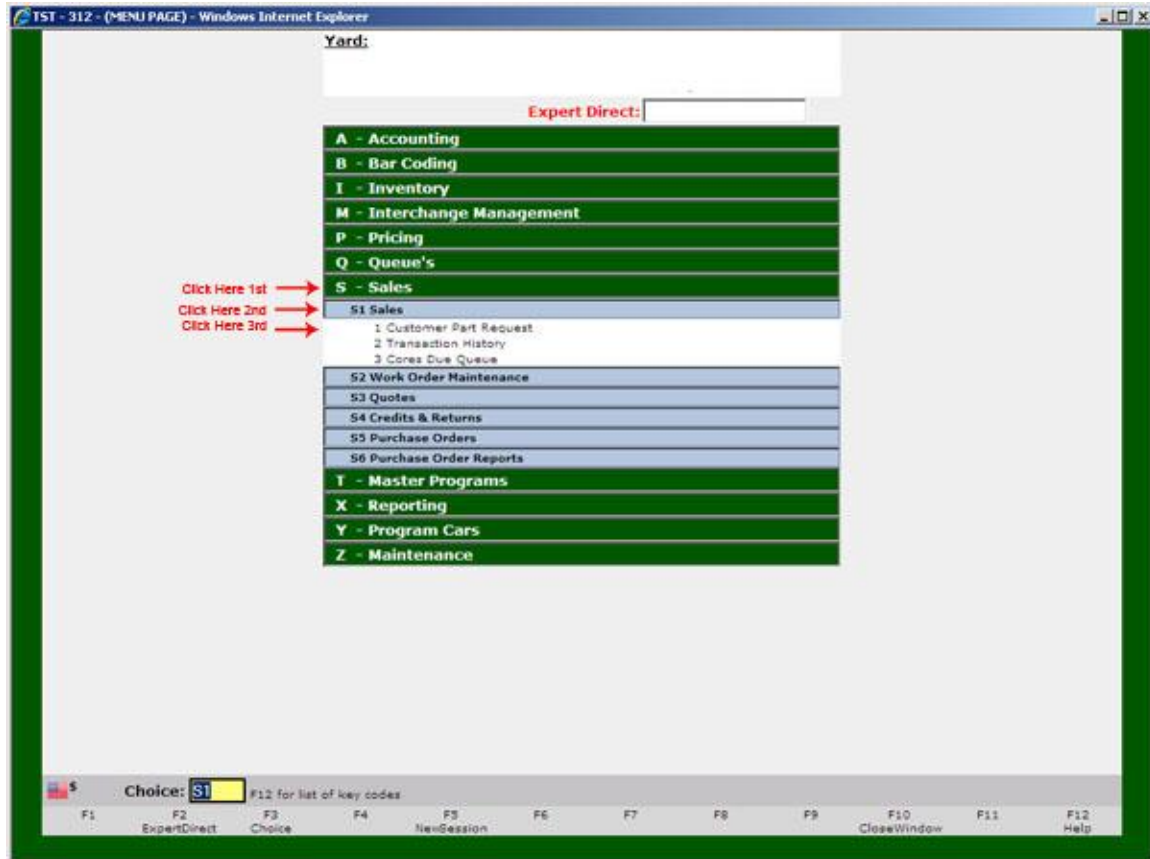


## Screen/Menu Navigation

The menu in the software is broken out into Main menu headings followed by Sub-menu Headings followed by Screen names. You can navigate to the screens you need more than one way. For most all screens there are 3 methods, not including the Part Request screen which has a 4th option.

### Method 1

**Clicking Through the Menu** - You can click through the menu at the top as shown in this [screenshot](#).



### Method 2

**Using the Choice Field** - Enter the Sub-menu code followed by a comma then the screen name. For example to navigate to the Customer Part Request screen you would enter "S1,1" and press enter.

### Method 3

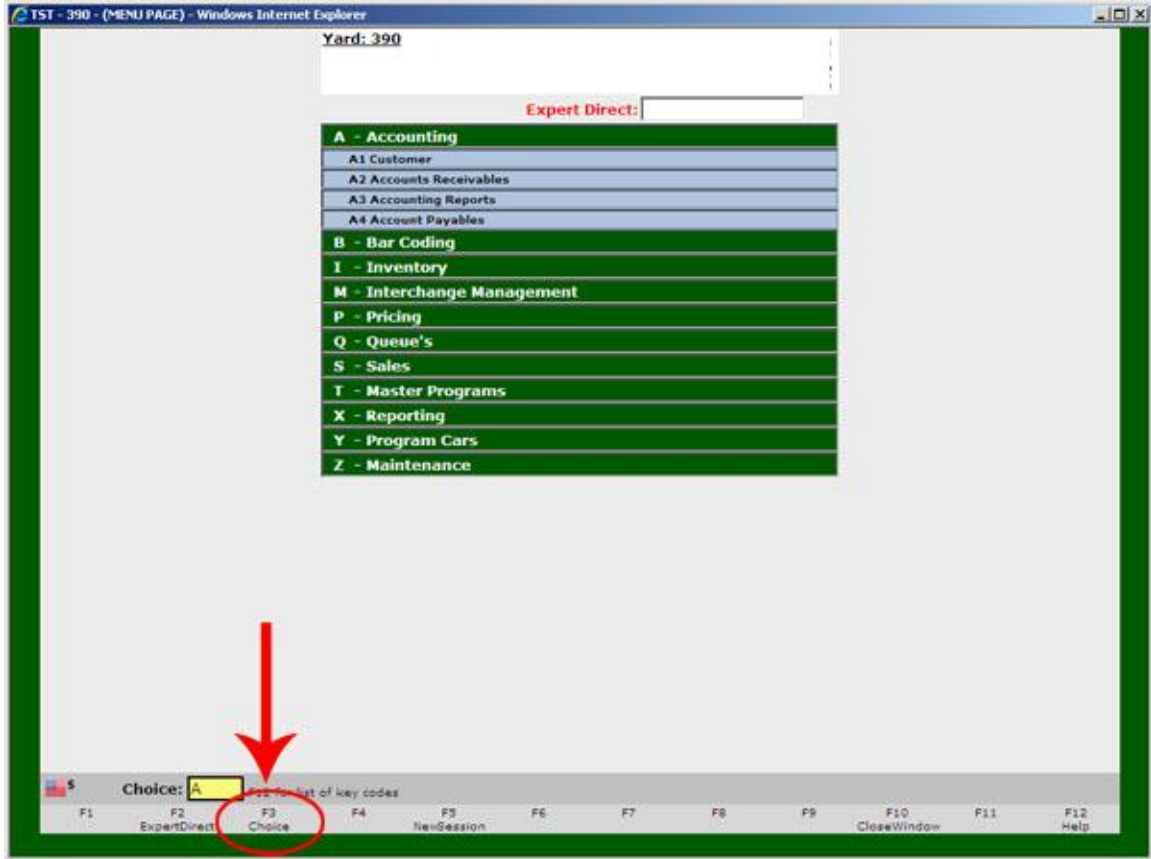
**Using the Expert Direct Field** - Enter the Sub-menu code followed by a comma then the screen name. For example to navigate to the Customer Part Request screen you would enter "S1,1" and press enter.

### Method 4

**Using Key Commands** - Press the Ctrl key and the X key simultaneously to get to the Customer Part Request screen (S1,1). This is the only key combination available in LKQX.



**Note:** You can enter your code in this field by clicking in the box with your mouse, or you can press F3 to jump directly to the Choice Field. (Screenshot)

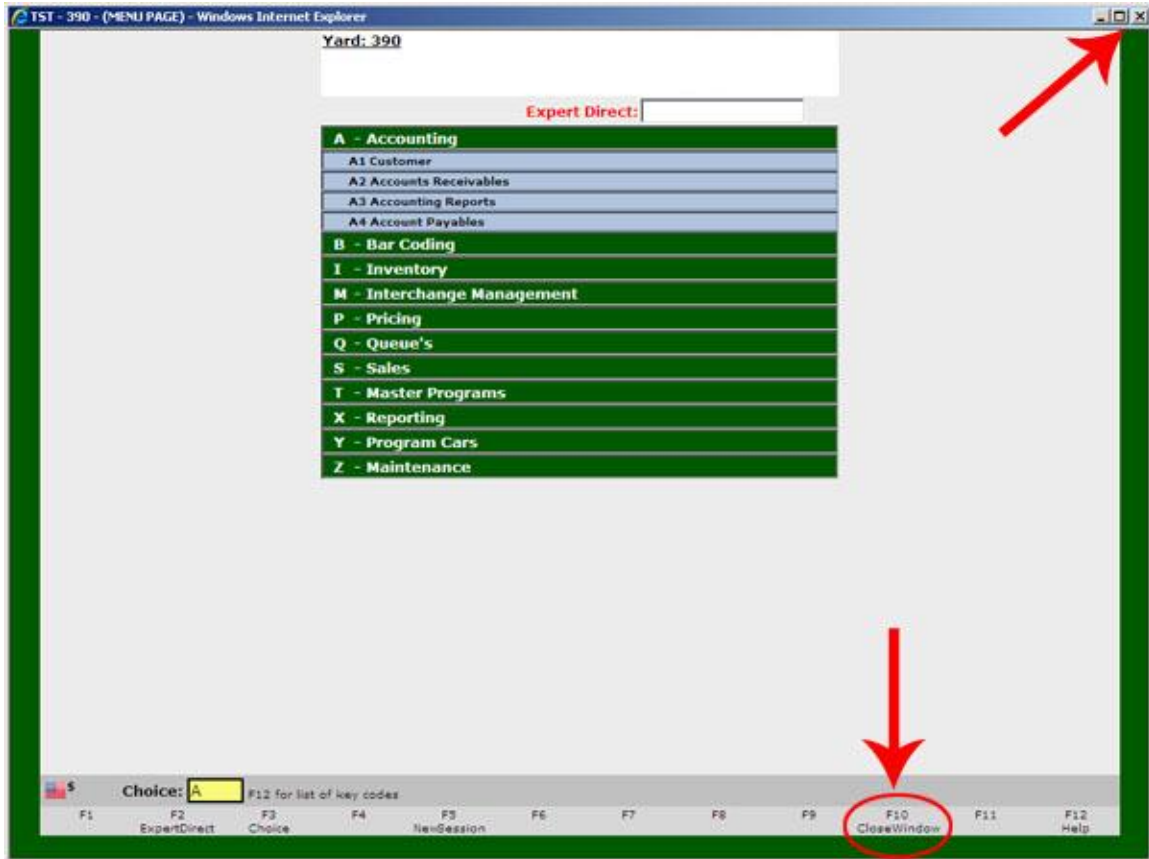


## Multiple Sessions / Windows

You can create multiple sessions without having to log in again by pressing the F5 key on your keyboard or by clicking the icon. You can only have a maximum of 3 sessions open at any given time.

## Closing the Menu

You can close (sign out of) the window by pressing the F10 key on your keyboard or by clicking the X at the top right corner of the screen. ([Screenshot](#))



## Help

You can Press the F12 key on your keyboard or click the icon with your mouse to view the Help screen.

***Note:** The help menu will list all of the options that you have from this screen within the choice field. (Screenshot)*

The screenshot shows a web browser window titled "- Help Screen - Windows Internet Explorer". The browser's address bar is empty, and the status bar at the bottom shows "Done", "Local intranet", and "100%".

On the left side of the page, there is a navigation menu with the following links:

- [Page Description](#)
- [Function Keys](#)
- [Combo & Choice Keys](#)

The main content area features a table titled "MENU PAGE Choice Options and Combination Keys". The table contains the following information:

MENU PAGE Choice Options and Combination Keys		
<b>Alt+S</b>	Resize Screen	Will cause the screen to zoom in and make the screen display appear larger. Actor can hit Alt+S multiple times until the display does not fit on the screen. Continued ALT+S will take actor back to original screen sizing.
<b>Alt+W</b>	Work Order Redirect	Will redirect to the edit Work Order screen if there is an active Work Order
<b>Ctrl+F9</b>	Add Customer Notes	Will redirect to the Customer Notes screen and automatically put the actor in Add Notes mode with a pop up window. Only functions when a customer is currently selected.
<b>Ctrl+X</b>	Part Request Redirect	Will redirect to the Part Request pages S1,1 and discard any active WorkOrders, Quotes, PO, etc...



## Summary - Getting Started

You should now understand how to:

- Open Internet Explorer.
- Enter the correct address / URL to launch the the software application.
- Login to the software with your Username & Password.
- Use the *Expert Direct* field.
- Use the Choice field.
- Navigate through the Menu & Screens.
- Create multiple session, and know the maximum amount you can create at any one time.
- Close out of a session.
- Access the Help screen.