# ASRA Brief Instructions

ASRA Module

Mercedes-Benz

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These Brief Instructions will guide you during your first contact with the application.

Regardless of whether you are a new or experienced user, these Brief Instructions will accompany you as you take your first steps.

You will be shown examples as you are guided step by step through the base functions of the "ASRA" module.

A separate set of Brief Instructions is available to provide more detailed information about the "WIS", "SSL" and "MSS" modules.

The step-by-step instructions are marked with 1, 2, etc.

Additional information is marked with A, B, etc.

If you have further questions that are not covered in these Brief Instructions, you can also access extensive Online Help.

# Welcome



***ASRA makes many things easier - from the start to the end of the order***

As ASRA development continues, additional functions have been added to its previously available functions.

***Modular design and flexible operation***

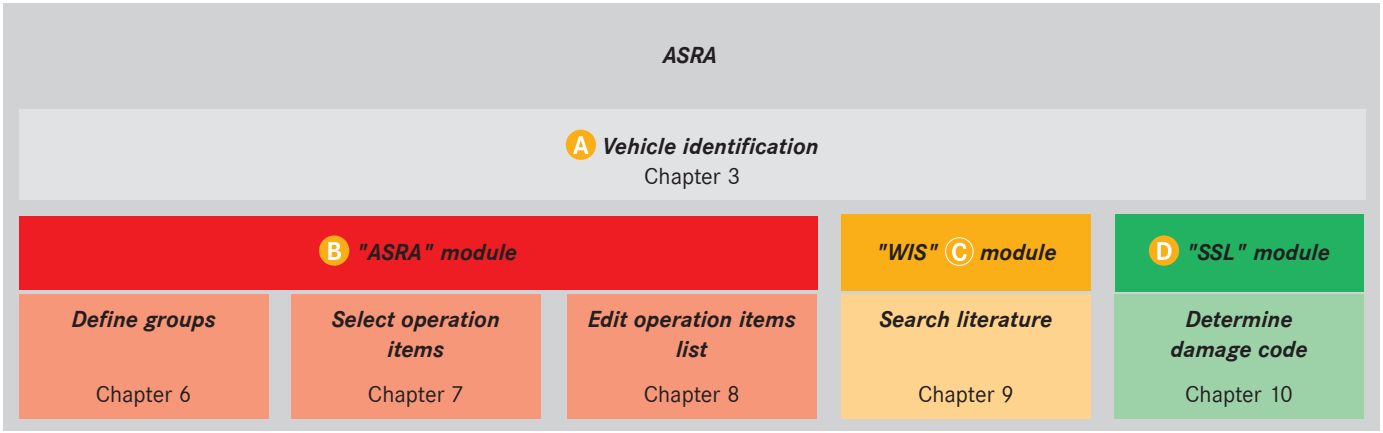
The application is modular in design. The central ***vehicle identification*** serves as a basis for successful searches for documents, damage codes, maintenance scopes and work units.

The ***"ASRA" module*** is an electronic ***catalog of work units and flat rates*** that facilitates the fast and reliable search for operation items and working times. The "ASRA" module also includes additional operations, included work texts, notes and graphic representations of vehicle parts.

The information obtained using the "ASRA" module forms the basis for creating ***cost estimates, orders and invoices***. The output interface allows ASRA data to be integrated into your Dealer Management System.

***The available functionalities are enabled by means of your access authorization. The application differentiates among the following access authorizations:***

| ***Access authorization*** | ***Available modules*** |
|---|---|
| WIS | "WIS", "SSL", "MSS" modules |
| ASRA | "ASRA", "SSL" modules |
| WIS/ASRA | "WIS", "SSL", "MSS", "ASRA" modules |




A The central vehicle identification is where the ***vehicle data determination*** occurs, which is the basis for nearly all other steps.

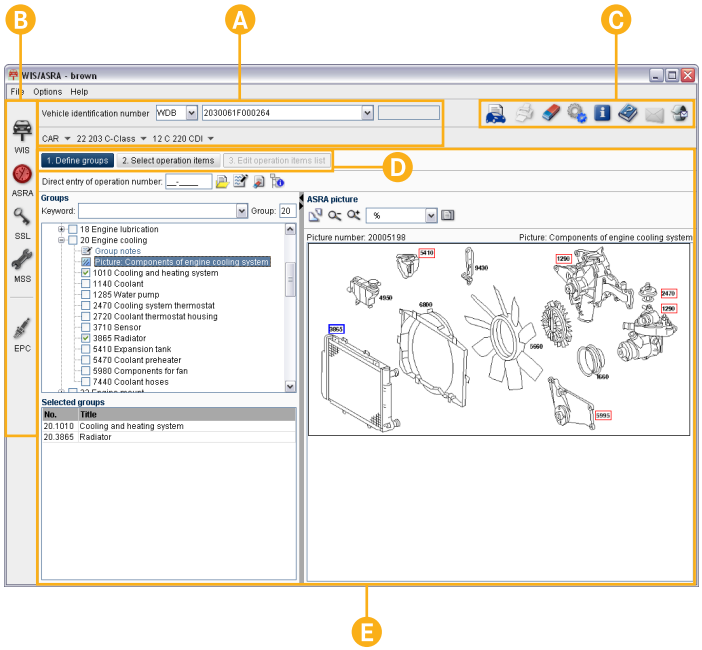
B Take your ***first steps*** with the "ASRA" module and get to know how it operates.

C Use the "WIS" module to search the ***literature for repair work*** relating to an operation item.

D Use the "SSL" module to determine a ***damage code*** for an operation item and add it to the existing operation items list.

# The user interface






The application has a modularly designed user interface, which offers you flexible control.

The user interface is clearly arranged, divided into ***different areas***.

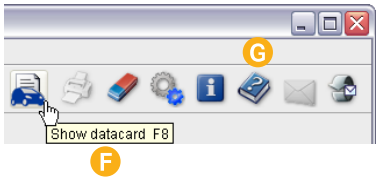
A ***Vehicle identification***
The central vehicle identification serves as a basis for successful searches for documents, damage codes, maintenance scopes and work units. The vehicle identification is valid for all modules.

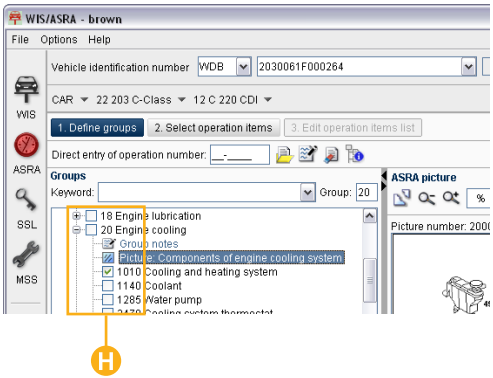
B ***Module bar***
The available modules are shown in the Module bar. You can easily switch between modules by clicking the icons.

C ***Standard functions***
The standard functions apply to all modules.

D ***Control bar***
The Control bar uses logical steps to define the efficient use of the system.

E ***Module area***
In the module area, the corresponding controls are displayed depending on the selected module.




F ***Tooltips*** are provided to explain icon functions. When you position your mouse pointer over an icon, a tooltip providing a brief description of the function appears.

G If you have further questions that are not covered in these Brief Instructions, you can also access extensive ***Online Help***.

H In the tree structure one or more groups can be selected by clicking on the ***option buttons*** ☑.

# Determine vehicle data

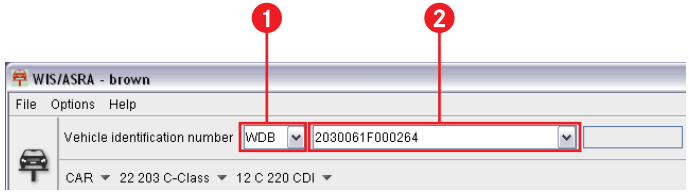
In the "Vehicle identification" area, you determine the ***vehicle data*** that serve as the basis for nearly all other steps.

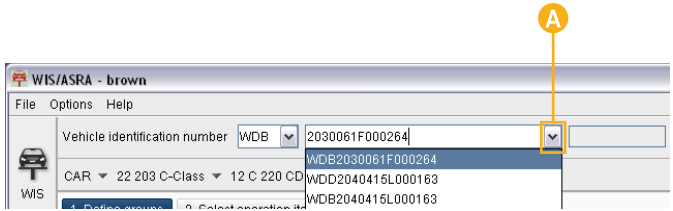
The more specific the vehicle data, the more precise the result of your search will be.

Vehicle data can be determined using one of the following methods:

- ***Variant 1: Determine vehicle data with a Vehicle Identification Number***
  You must enter a Vehicle Identification Number.
- ***Variant 2: Determine vehicle data with Vehicle type, Family and Model code***
  by selecting in the pull-down menus.
- ***Variant 3: Determine vehicle data with Display model designation***
  You must select the Vehicle type ***and/or*** Family ***and/or*** Type code ***and/or*** Model ***and/or*** Engine model designation in the pull-down menus.

Entering a vehicle identification number is always advantageous if your computer has an interface to the vehicle datacards in EPC. In this case, the datacard is evaluated.



**Become familiar with the variants for the optimum determination of vehicle data using examples:**

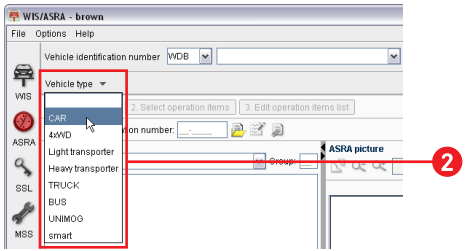
***Variant 1: Determine vehicle data with a vehicle identification number***

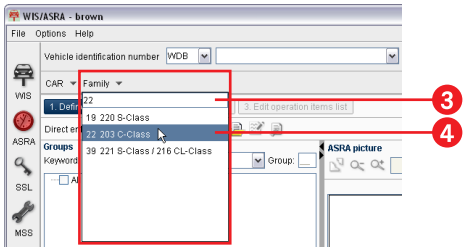
1. Using the pull-down menu, select the World Manufacturer Code ***WDB*** for Germany.
2. Enter vehicle identification number ***2030061F000264*** in the input field and confirm your entry by pressing RETURN ↵.

➔ The vehicle data are now set.

A Click the pull-down menu to open the ***"History"***. The last vehicle data you entered in WIS, ASRA and EPC are stored there.

B If you have an interface to EPC net on your computer, you can access the ***datacard*** by clicking the icon after entering a vehicle identification number.



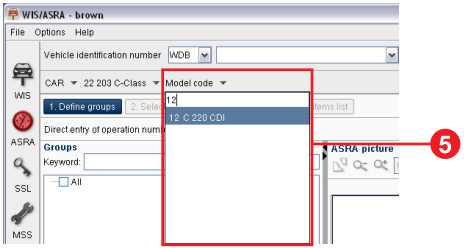

***Variant 2: Determine vehicle data with Vehicle type, Family and Model code***

1. Click the icon to delete the vehicle data used previously.
2. Using the "Vehicle type" pull-down menu, select the vehicle type "Car".

→ The "Family" pull-down menu expands. All families available for the vehicle type are displayed.

3. Enter the family ***22*** in the "Family" entry area of the pull-down menu.
4. Select the family ***22 203 C-Class*** with the mouse in the "Family" pull-down menu.

→ The pull-down menu "Model code" is shown expanded.




5 Enter the model code ***12*** in the input area of the "Model code" pull-down menu.

The list is filtered more precisely with each entry.
If only the desired model code is displayed, apply the model code by pressing RETURN ↵.

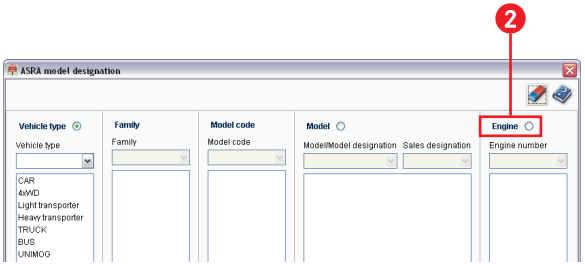
➔ The vehicle data are now set.

***Variant 3: Determine vehicle data with Display model designation***

***Task:***
The installability is to be determined for the major assembly 722.695 (automatic transmission).

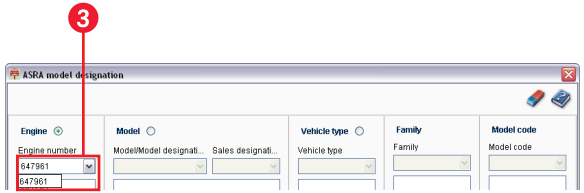
1 Click the icon.

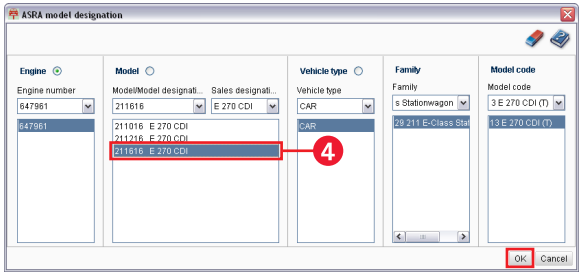
➔ The "ASRA model designation" window opens.




2 Click the "Engine" option button.

➔ The "Engine" column is moved to the left.
The installability is determined based on an engine.




3. Enter the engine model designation ***647.961*** in the input area of the "Engine" pull-down menu and confirm the entry with RETURN ↵.

➔ The vehicle model designations in which the engine is installed are shown in the Model list.

4. Select the desired vehicle model designation and click on the "OK" button.

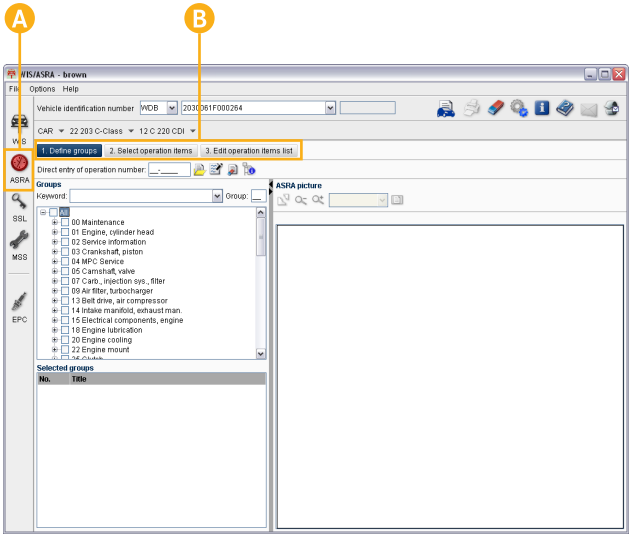
➔ The installability is determined.

➔ The vehicle data are now set.

In these Brief Instructions, the determination of operation items and flat rates is described in relation to the "ASRA" module.

A separate set of Brief Instructions is available to provide more detailed information about the "WIS", "SSL" and "MSS" modules.

# "ASRA" module – Work units and flat rates




ASRA is the german abbreviation for ***operation texts, standard texts, flat rates and work units***.

The "ASRA" module lets you quickly search for operation items and working hours.



A You can access the "ASRA" module by clicking the

icon in the ***Module bar***.

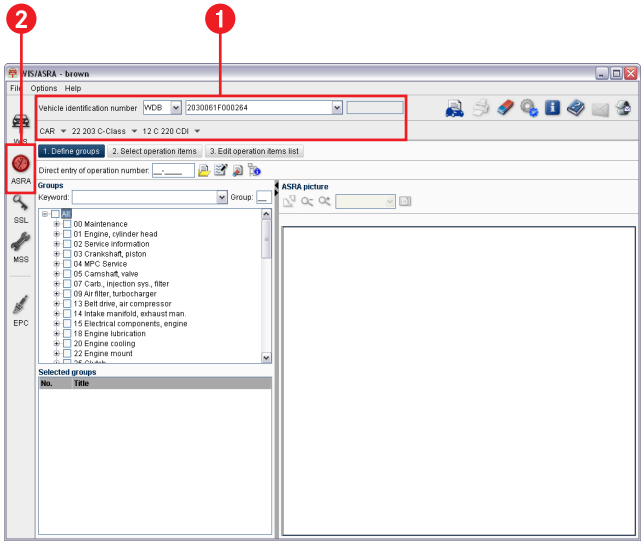
The following process steps take place within the "ASRA" module:

1. Define groups
2. Select operation items
3. Edit operation items list

B These process steps are carried out in the established sequence and correspondingly displayed in the ***Control bar***.

The next step is activated in the Control bar as soon as ***all*** of the required information has been entered in the current step.

# First steps in the "ASRA" module




In the "ASRA" module, the search for operation items is carried out first by defining groups. The selected operation items can be edited further in the other steps.

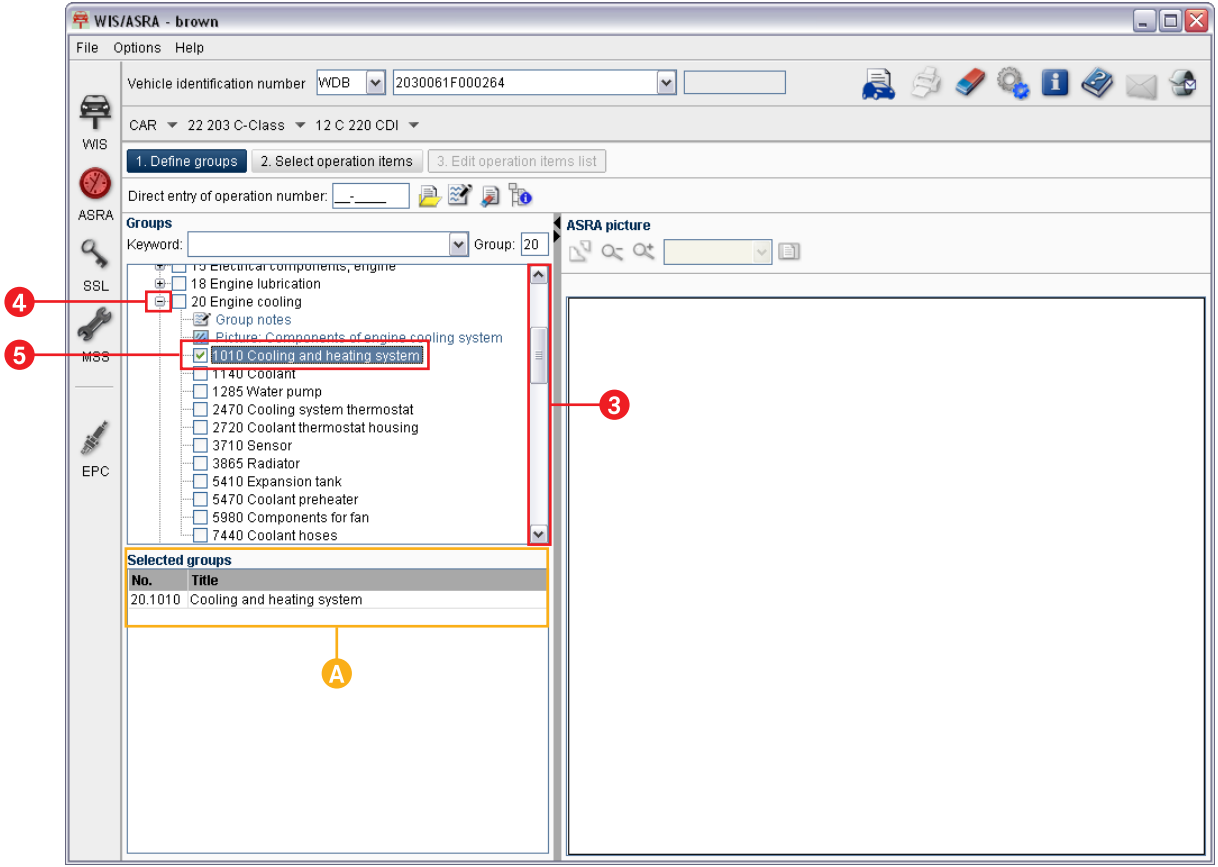
In the vehicle identification, the vehicle data must be determined using a vehicle identification number or using model designation information.

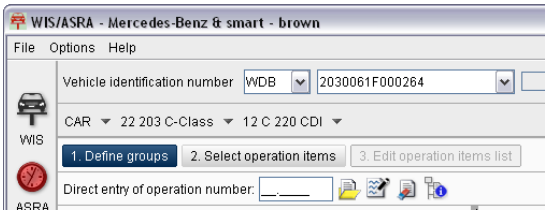
***Task:*** You are looking for operation items on the complaint ***Coolant loss with consequence replace radiator.***

1. Determine the ***vehicle data*** as described in Chapter 3.
2. Click the

icon in the Module bar.

➔ The "ASRA" module is displayed with the "Define groups" step activated.


WIS/ASRA - brown
File Options Help
Vehicle identification number WDB 2030061F000264
CAR 22 203 C-Class 12 C 220 CDI
1. Define groups
2. Select operation items
3. Edit operation items list
Direct entry of operation number:
WIS
ASRA
SSL
MSS
EPC
Groups
Keyword:
Group: 20
18 Engine lubrication
20 Engine cooling
Group notes
Picture: Components of engine cooling system
1010 Cooling and heating system
1140 Coolant
1285 Water pump
2470 Cooling system thermostat
2720 Coolant thermostat housing
3710 Sensor
3865 Radiator
5410 Expansion tank
5470 Coolant preheater
5980 Components for fan
7440 Coolant hoses
ASRA picture
Selected groups
No.
Title
20.1010
Cooling and heating system
4
5
3
A




Next you must ***define the groups***. This can be done by using either the tree structure or an ASRA picture.

***Define groups***

***Variant 1: Define groups with the tree structure***

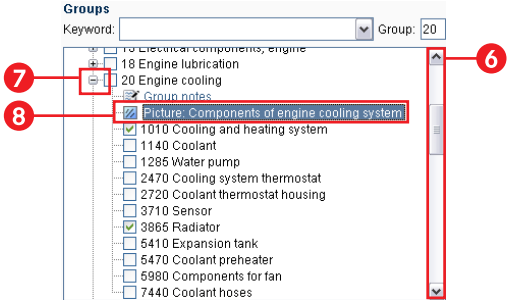
3. Use the scroll bar to go to group ***20***.
4. Click the ⊞ icon.

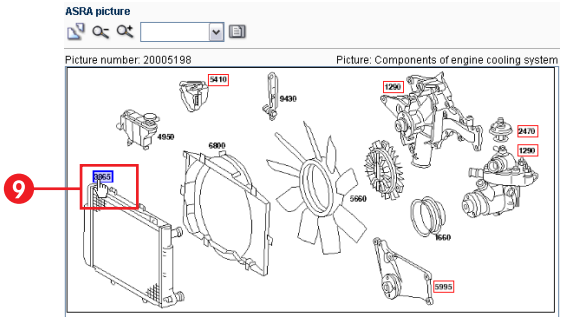
➔ The subgroups will be shown.
You have the option of selecting individual subgroups or the entire group.

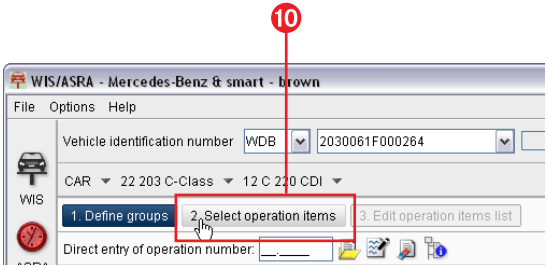
5. In this example, select the group ***20.1010*** using the option button ☑.

A The group is displayed in the "Selected groups" list.

➔ The "Select operation items" button in the Control bar is activated. This means that all information required for the "Select operation items" process step has been entered.




***Define groups***

***Variant 2: Define groups with an ASRA picture***

6 Use the scroll bar to go to group ***20***.

7 Click the ⊞ icon.

➔ The available ASRA pictures are displayed.

8 Select the picture title of the ASRA picture in the tree structure.

➔ The ASRA picture is displayed.

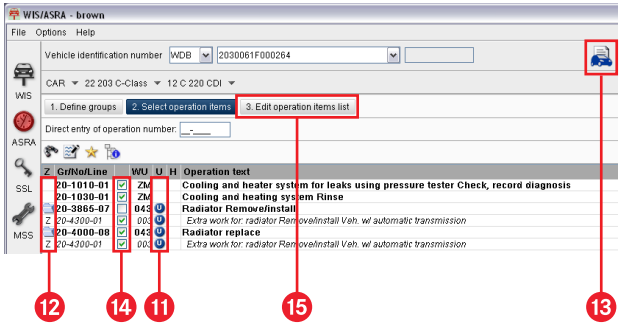
9 Select group number ***3865 Radiator*** in the ASRA picture.

➔ The group is displayed in the "Selected groups" list.

➔ The "Select operation items" button in the Control bar is activated. This means that ***all*** information required for the "Select operation items" process step has been entered.

10 Click the "Select operation items" button in the Control bar.

➔ The operation items are displayed.




Next, in the step "Select operation items" you can display the ***Included work, Notes and Additional operations*** and select the operation items to be carried out.

***Select operation items***

11 Click the icon to display the included work text. Close the included work text by clicking the Close button.

12 Click the icon to display the additional operations.

13 Click the icon to display the datacard. If necessary, take into account information from the datacard when determining additional operations.

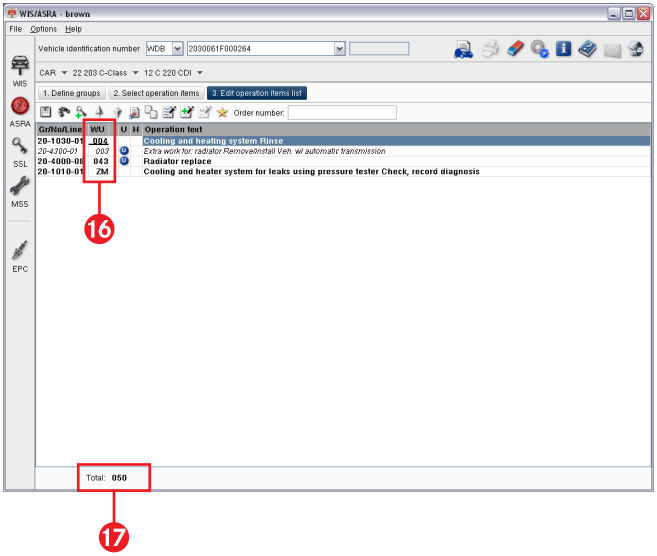
The datacard can only be shown if the vehicle data were specified using a vehicle identification number and EPC is available.

14 Use the option buttons to select the operation items (as shown in the picture).

➔ The selected operation items are entered in the Operation items list. The next step is displayed as activated.

15 Click the "Edit operation items list" button in the Control bar.

➔ The operation items list is displayed.




The determined operation items are displayed in the "Edit operation items list" step and can be edited there. The working hours are added up.

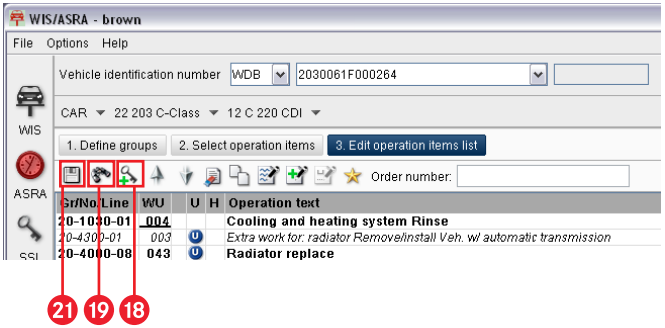
The ***operation items list*** can be adapted as required. For example, ZM items can be overwritten and operation items can have a damage code added to them.

***Overwrite ZM items***

16 Click the ***"ZM" (time prescribed by foreperson)*** input field and enter the corresponding work unit (e.g. 3) or the corresponding number of hours (e.g. 0.2). Confirm the entry with RETURN [↵].

➔ The new working hours are calculated and then displayed as underlined text.

17 The ***information field "Total"*** shows the working hours determined for the workshop order.



18 If necessary, you can click the icon to add a ***damage code*** to a selected operation item.

***A module change into the "SSL"*** module ***is required.***
***This function is described in detail in Chapter 10.***

19 You can select an operation item and click the icon to search for ***literature*** on the selected operation item if necessary.

A literature search can only be performed if you have an access authorization for the "WIS" module.

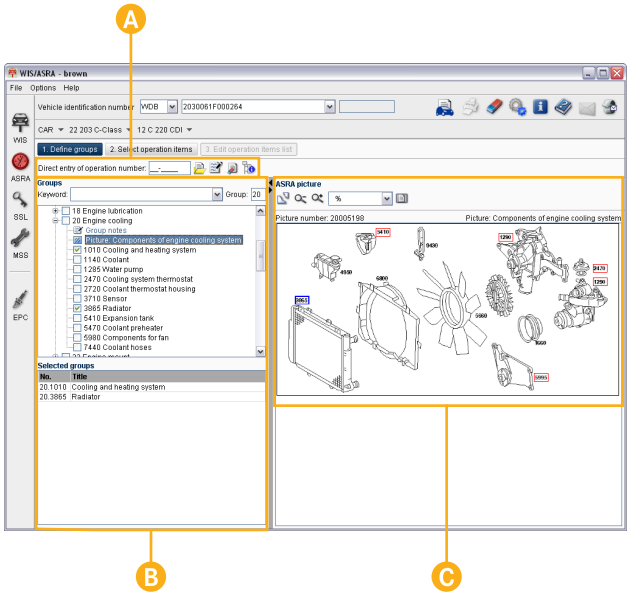
***A module change into the "WIS"*** module ***is required.***
***This function is described in detail in Chapter 9.***

20 You can click the icon in the Standard icon bar to ***print*** the operation items list if necessary.

21 You can ***save*** the operation items list if necessary by clicking the icon.

***This step is described in detail in chapter 11.***

# Important functions in the "Define groups" step




In the "Define groups" step, you define the groups for which operation items are to be determined.

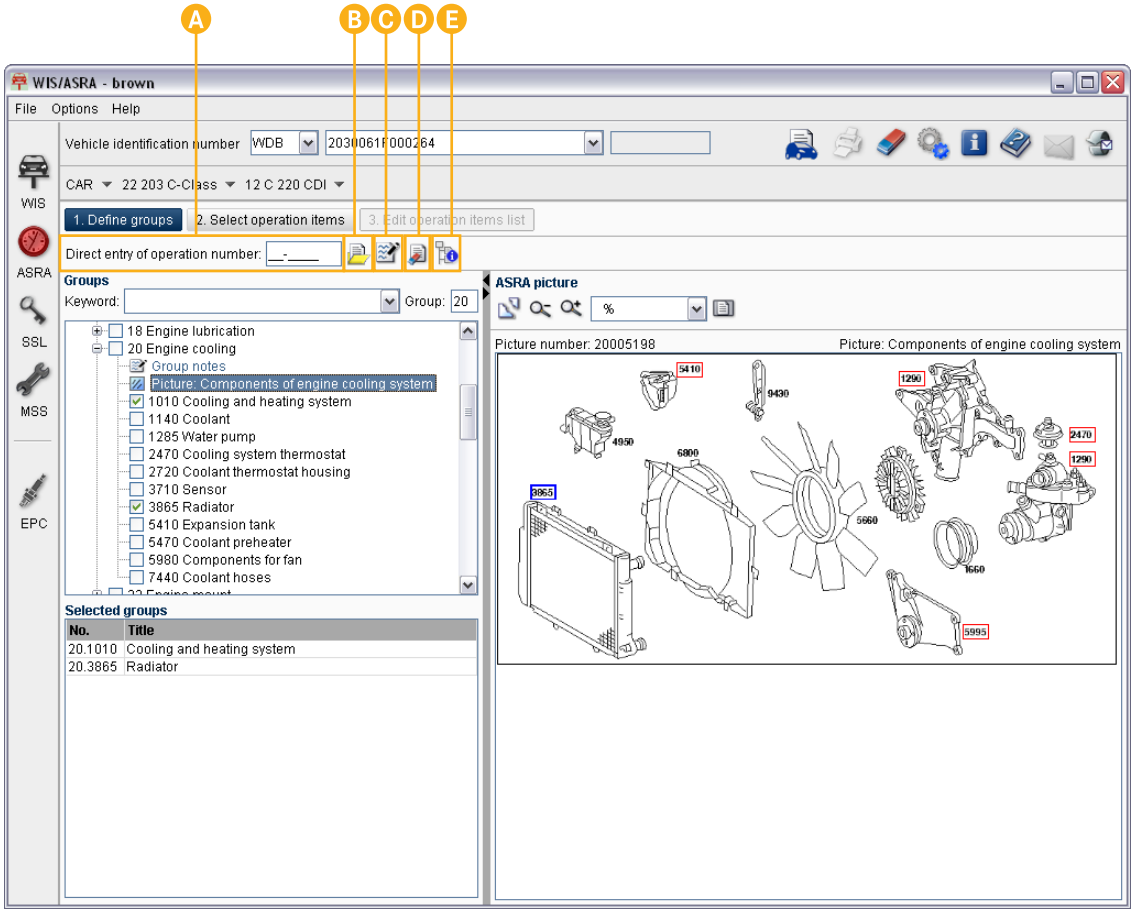
The groups in the "ASRA" module are sorted by design groups.

A In the ***Direct area*** operation numbers and customer issues can be entered without specifying groups. You can also access saved operation items lists.

B One or more groups can be selected using the ***tree structure***.

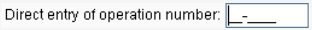
C In addition to the tree structure, groups can also be defined by using the ***ASRA picture***.

The following generally applies:
In the "ASRA" module, the groups can be determined with the tree structure or the ASRA picture. The "Select operation items" button is not shown as activated in the Control bar until ***all*** necessary criteria are determined.


A
B
C
D
E
WIS/ASRA - brown
File
Options
Help
Vehicle identification number
WDB
CAR
22 203 C-Class
12 C 220 CDI
WIS
ASRA
SSL
MSS
EPC
1. Define groups
2. Select operation items
3. Edit operation items list
Direct entry of operation number:
Groups
Keyword:
Group:
20
18 Engine lubrication
20 Engine cooling
Group notes
Picture: Components of engine cooling system
1010 Cooling and heating system
1140 Coolant
1285 Water pump
2470 Cooling system thermostat
2720 Coolant thermostat housing
3710 Sensor
3865 Radiator
5410 Expansion tank
5470 Coolant preheater
5980 Components for fan
7440 Coolant hoses
Selected groups
No.
Title
20.1010
Cooling and heating system
20.3865
Radiator
ASRA picture
%
Picture number: 20005198
Picture: Components of engine cooling system
5410
9430
1290
4950
6800
2470
1290
3865
5660
1660
5995

***Functions in the Direct area***

A




When a known (6-digit) ***operation number*** is entered, the operation item is transferred to the subsequent step.

If there are additional operations, then the "Select operation items" step with all of the additional operations is expanded. If there are no additional operations, then the operation item is added directly to the Operation items list.

B

With the icon, saved operation item lists can be ***opened*** again for further processing.
The opened file contains the saved vehicle data and the operation items list with all saved operation items.

C

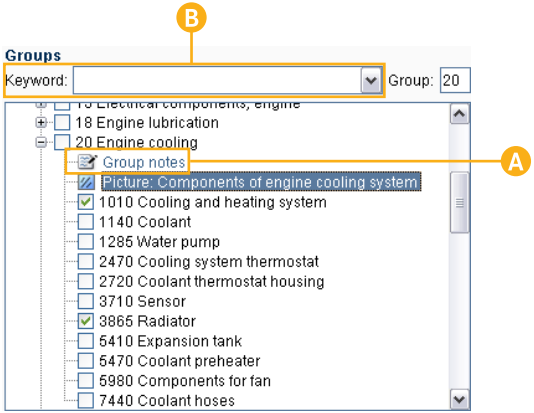
You can click the icon to add a ***customer request*** (= free text) to the operation items.

D

The icon ***removes*** all selected groups from the "Groups" tree structure.

E

With the icon, the group notes of all selected operation items can be ***displayed*** in ***one window***.




***"Groups" selection area***

In order to be able to determine operation items in the "ASRA" module, you must first determine groups.

The groups in the "ASRA“ module are sorted by design groups.

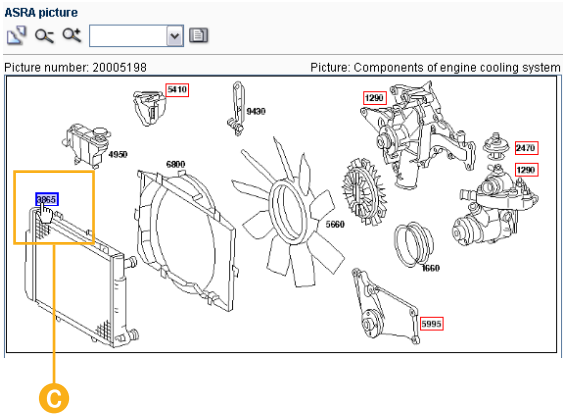
Only the selected groups are used to determine the operation items.

Each group or subgroup that you select in the tree structure by clicking the option button ☑ is automatically transferred to the list of selected groups.

A Click the Group notes icon to view special technical information for a group, e.g. which operations are included in the selected group.

B Opening the "Keyword" pull-down menu activates the keyword directory.

With the "Keyword" pull-down menu, you can use keywords to search for groups. Selecting the keyword in the "Groups" tree structure selects the corresponding group.




***"ASRA picture" selection area***

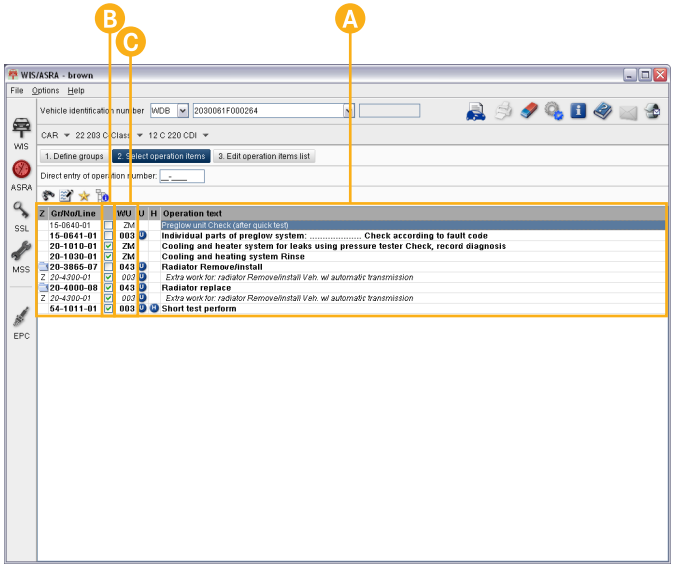
Clicking the picture title displays the ASRA picture.

Each ASRA picture is uniquely assigned to a vehicle family and a design group. The ASRA picture contains sketches or schematic representations of vehicle components and mouse-sensitive fields.

C Clicking the sensitive fields in the ASRA picture transfers the associated entries to the "Selected groups" selection list.

The icon displays the picture in a separate window. You can close the separate window again by clicking the icon.

# Important functions in the "Select operation items" step



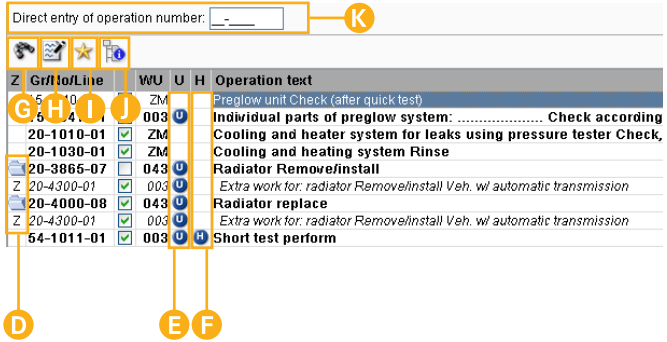

In the "Select operation items" step, you select the ***operation items*** to be carried out, which adds them to the operation items list. You must take into account the included work texts and notes as you do this.

**A** In the selection list, a distinction is made between a **Stand-alone operation** (shown in bold print), a Linked operation (shown normally) and an *Additional operation* (show in italics).

**B** Click the option buttons ☑ to transfer the associated operation item into the operation items list.

**C** The time allowed for an operation item is displayed in the ***"WU"*** column.
The display format of the time allowed can be preset in ***Setup***.

| | |
|---|---|
| ***WU*** | Work unit (1 WU = 5 minutes) |
| ***Hrs.*** | Decimal hours (0.1 hours = 6 minutes) |
| ***ZM*** | Time prescribed by foreperson<br>For operation items that are designated with ZM, a time can be prescribed by the foreperson. The ZM item is overwritten in the "Operation items list" step. |




D ***Additional operation:*** By clicking the icon, you and display or hide the additional operations for an operation item.

E ***Included work:*** By clicking the U icon, you can obtain information on the suboperations of work information.

F ***Note:*** By clicking the H icon, you can obtain information on the special technical consideration of an operation item.

G You can select an operation item and click the icon to search for ***literature*** on the selected operation item if necessary. If documents pertaining to the operation item are available, they will be displayed in the "WIS" module.

A literature search can only be performed if you have an access authorization for the "WIS" module.

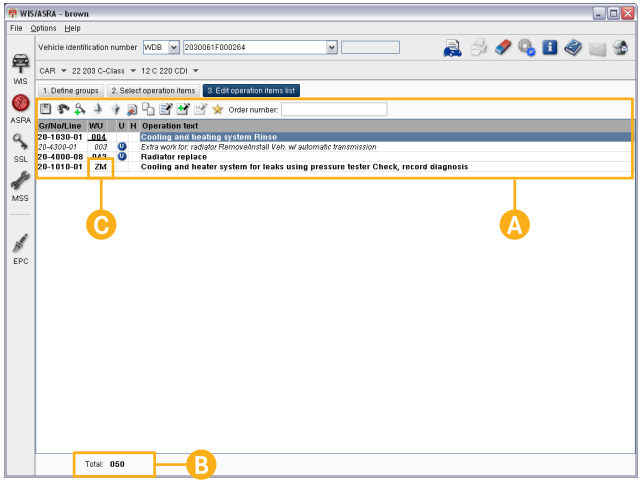
H Clicking the icon allows you to enter any number of **customer requests** as free text. These are added directly to the operation items list.

I The icon is a toggle switch used to select ☑ or deselect ☐ all operation items.

J With the icon, the group notes can be displayed.

K Enter a known ***operation number*** in the input field Direct entry of operation number: _-___ and confirm by pressing RETURN ↵ to enter this number directly in the operation items list.

# Important functions in the "Edit operation items list" step




In the "Edit operation items list" step, the determined operation items are displayed in the operation items list and the working hours are totaled.

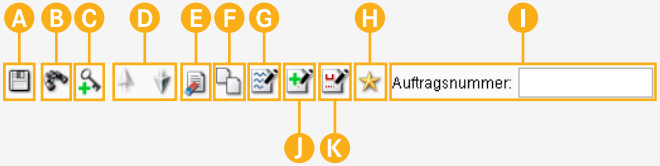
A The operation items list can be modified as required, e.g. ZM items (times prescribed by foreperson) can be overwritten and operation items can be supplemented with a damage code.

B The ***"Total" information field*** shows the time calculated for the workshop order (in WU or hours).

C ***ZM = Time prescribed by foreperson***

For operation items that are designated with ZM, a time can be prescribed by a foreperson.

By clicking in the ***"ZM"*** input field, you can enter your own time allowed.




***Icons and functions of the Toolbar***

**A** For later processing, you can save the operation item list with the icon ***icon***.

***This step is described in detail in chapter 11.***

**B** You can select an operation item and click the icon to search for ***literature*** on the selected operation item if necessary. If documents pertaining to the operation item are available, they will be displayed in the "WIS" module.

***A module change into the "WIS"*** module ***is required.***
***This step is described in detail in chapter 9.***

**C** Click the icon to add a ***damage code*** to a selected operation item.

***A module switch into the "SSL"*** module ***is required.***
***This step is described in detail in chapter 10.***

**D** You can use the icons to ***move*** the selected operation items ***up or down***.

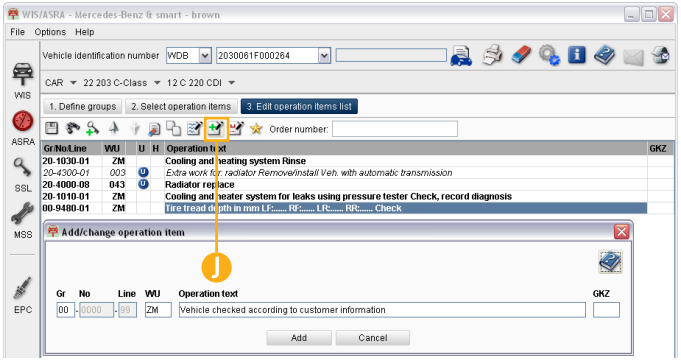
**E** Click the icon to ***clear*** the selected operation items from the operation items list.

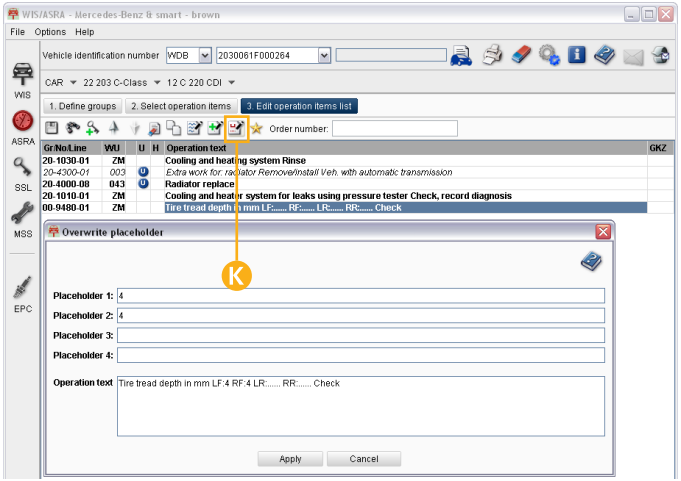
**F** Click the icon to ***copy*** the selected operation items.

**G** With the icon, you can enter as many ***Customer issues*** as desired as freely selected text. These are transferred directly to the operation items list.

**H** The icon is a toggle switch used to select ☑ or deselect ☐ ***all operation items***.

**I** The Order number: input field allows you to enter an order number. This ***order number*** is shown on the printout of the operation items list.




J With the icon, you can add ***one*** or ***more of your own operation items*** to an operation item list in the ***"Add/change operation item"*** window. Enter the group (2-place) and the operation text in the "Add/change operation item" window.

The work unit (WU) can be entered directly here or later in the operation items list.
Entry of the warranty ID (GKZ) is optional.

The operation item is displayed in the operation item list with the Add button.

K With the icon, you can overwrite the placeholder (.....) in ASRA operation texts in the ***"Overwrite placeholder"*** window.

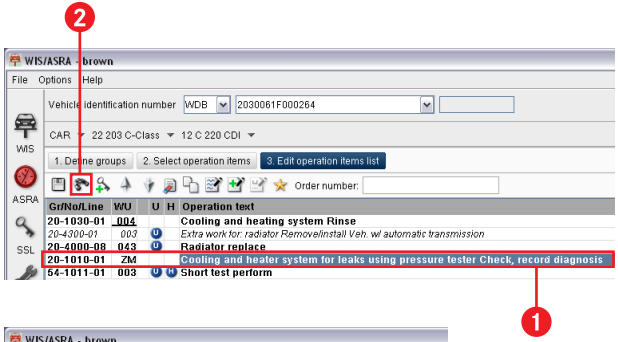
The icon is only activated if placeholders are present in the selected ASRA operation text.

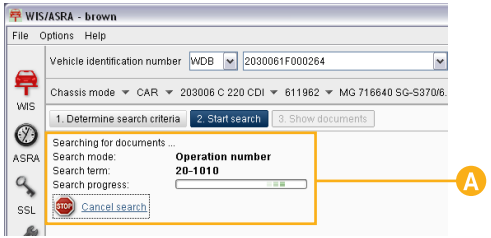
The texts of the individual placeholders can be entered in the "Overwrite placeholder" window. A preview is shown in the "Operation text" information field.

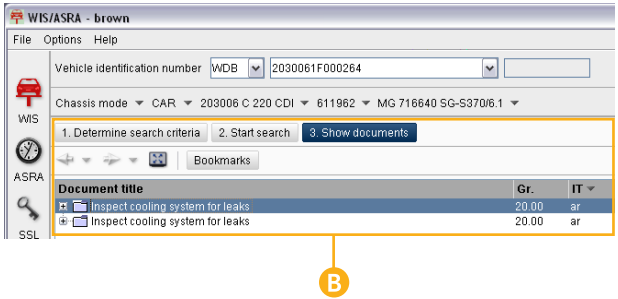
The changed operation text is displayed in the operation item list with the Apply button.

Click the icon in the Standard icon bar to ***print*** the operation items list.

# Search literature ("WIS" module)




The "WIS" module is a submodule within the application.

The icon transfers the operation number of the selected operation item to the "WIS" module. In the "WIS" module, the search literature function starts in the "Operation number" search mode.

***Task:*** You search for literature on the operation item ***20-1010-01, Checking cooling and heating system with pressure device for leaks, establish findings***.

1. Select the operation item.
2. Click the icon.

→ The "WIS" module is started in the "Start search" step.

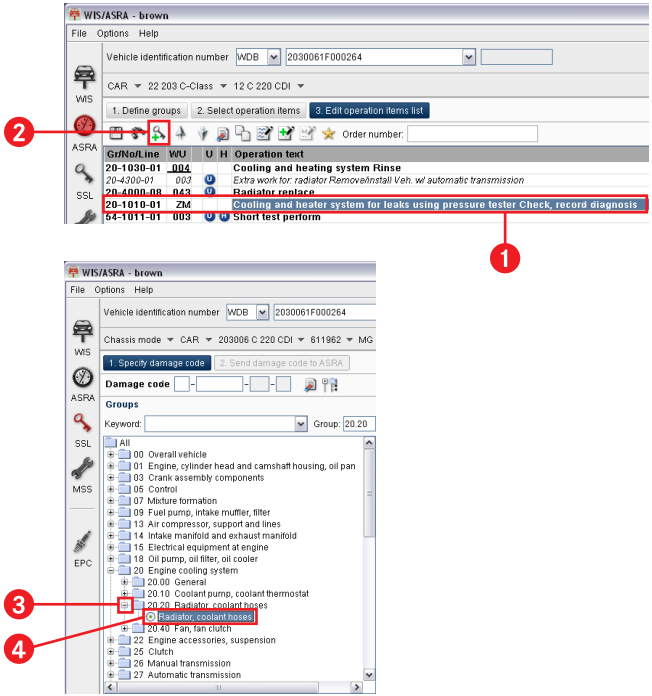
A The "Operation number" search mode has been activated. The available literature on the selected operation item is searched for.

B The following options are possible:

- If there is available literature pertaining to the selected operation item, the "Show documents" step is displayed in the "WIS" module.
- If there is no available literature pertaining to the selected operation item, a corresponding message appears in the "WIS" module. The search criteria can be modified by clicking the "Change search criteria" button.

If no list line is marked in the operation items list, the icon is shown as inactive.

# Add damage code ("SSL" module)




The "SSL" module (damage code) is a submodule within the application.

In the "SSL" module, clicking the icon allows you to determine the damage code associated with a particular operation item.

***Task:*** You search for a damage code on the operation item ***20-1010-01, Checking cooling and heating system with pressure device for leaks, establish findings***.

1. Select the operation item.
2. Click the icon.

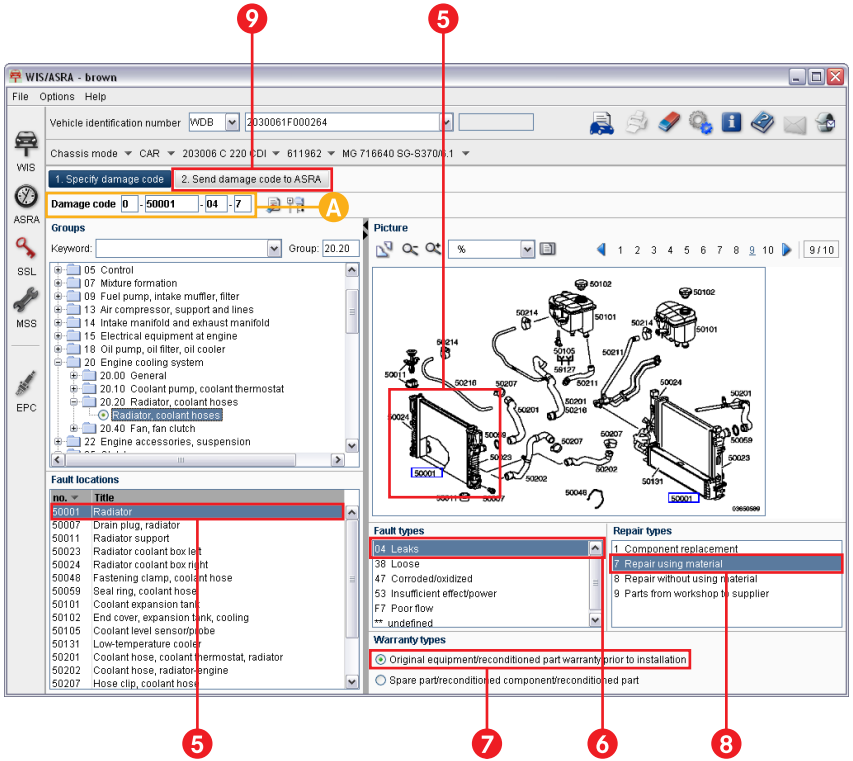
→ The "SSL" module is started in the "Specify damage code" step. The associated group is expanded.

3. Click the ⊞ icon of the group ***20*** and select the subgroup ***20.20***.

→ The pictures are shown in the tree structure.

4. In the tree structure, select the picture ***Radiator, coolant hose***.

→ The damage code picture is displayed.




5 Click the fault location ***radiator*** either in the selection list or in the picture.

6 Click the fault type ***leaky***.

7 Click the warranty type ***original equipment***.

8 Click the repair type ***Repair using material***.

A The damage code is determined and can be read in the information field.

9 Click the "Send damage code to ASRA" button.

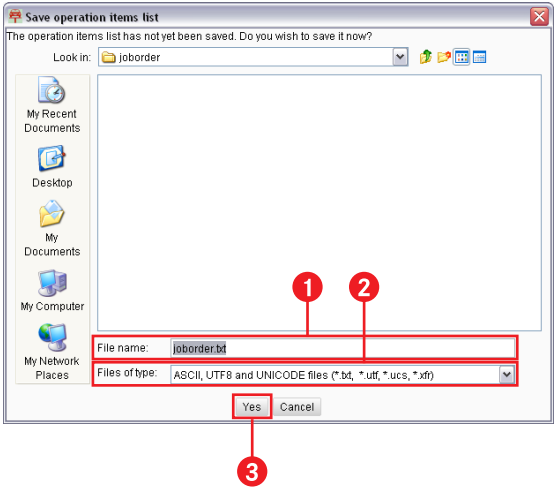
➔ The "ASRA" module is opened.
The added damage code is inserted below the operation item.

# Save operation items list

Operation items lists can be ***stored*** for further processing. The saved file contains the vehicle data and the operation items list with all operation items.

The "Save operation items list" window is automatically displayed if you have transferred at least one operation item to the operation items list and then carry out the following action:

- You change the vehicle data in the vehicle identification.
- Click the icon in the "Edit operation item list" step.
- You open an operation items list already stored with the icon in the "Define groups" step.
- You end the application.




1. Assign a file name. You have the following options:
   - Use the preset file name (e.g. joborder)
   - Enter a new file name in the input field.
   - Select an existing file name.
     This operation items list is then overwritten.
2. If necessary, change the file type by entering a different file extension (e.g. .txt, .utf, .ucs).

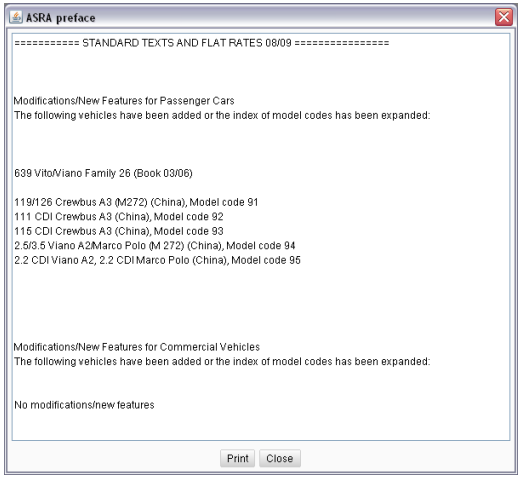
→ The folder path and the file extension (e.g. .txt) are preset based on the settings made in Setup.

3. Click Yes.

→ The operation items list is saved.

In the "Define groups" step, click the icon to reopen saved operation items lists for editing. Opening a saved operation items list does not require prior specification of vehicle data.

# ASRA preface

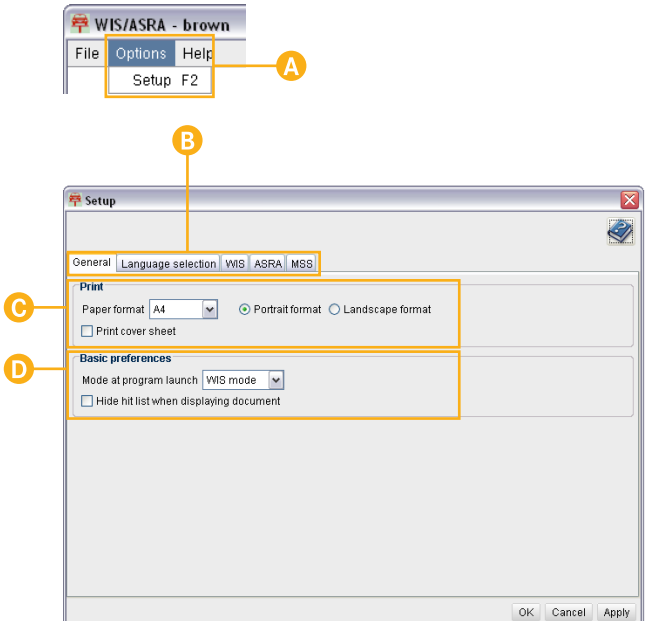



The ASRA preface describes ***modifications and new features*** in the latest ASRA release as well as other general information.

The ASRA preface can be accessed from the Menu bar by selecting "Help/ASRA preface" or by pressing the function key F5.

- The ASRA preface is updated monthly.
- The ASRA preface can be printed if necessary.

# Setup, Online Help, Write feedback




***Setup***

The Setup function allows you to change the basic preferences for your user ID.

In any case, you should check to make sure that your Setup settings match your personal requirements. This is the only way to ensure that the available functions are used in the most effective manner possible.

***Open Setup window***

A The setup window is opened in the Menu bar with "Options/ Setup" or the F2 function key.

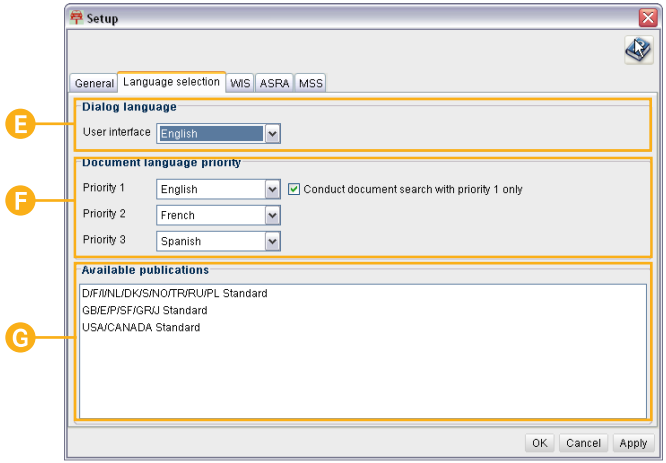
B Use the panels to switch between the general basic preferences and the basic preferences for the individual modules.

***"General" tab***

The "General" tab is where basic preferences are set that apply to all modules.

C • The desired paper format setting for the printout.

D • The basic default settings.




***"Language selection" tab***

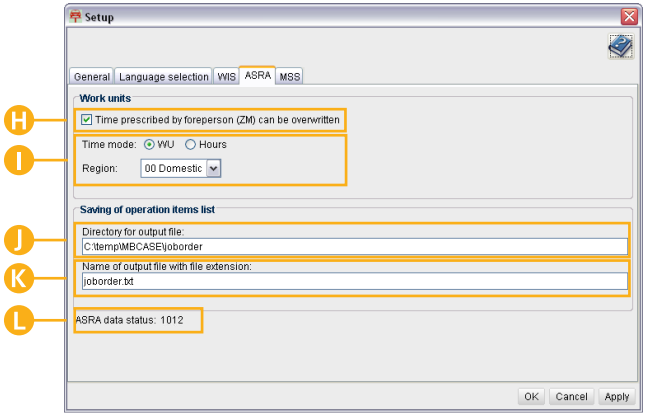
Use the "Language selection" tab to make language settings that apply to all modules.

E Selecting the dialog language sets the language for the ***user interface***. This affects the buttons and tab labels, for example.

F Setting the priorities 1 – 3 allows you to stipulate which languages will have priority when searching for documents.

G Each publication contains various languages. These are labeled with the country ID.

The display of available publications depends on your access authorization.




***"ASRA module" tab***

**H** The activated option button ☑ establishes that the ZM items (time prescribed by foreperson) in the operation items list can be overwritten.

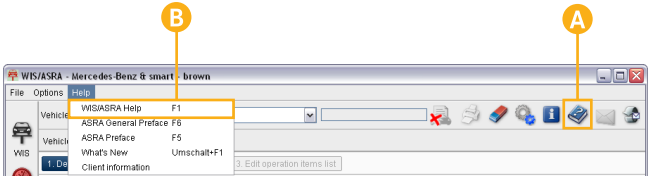
**I** The default setting of the time mode and region is carried out with the WIS/ASRA access authorization and is not to be changed. Otherwise, the correct computation of the flat rates is not ensured.

The default setting for Germany and Austria is the "WU" time mode and the "Domestic" region. In all other countries, "Hours" must be set as the time mode and "Foreign" as the region so that the flat rates are correctly calculated and displayed and are valid for warranty invoicing.

**J** Default setting for the folder path in which the saved operation items lists are stored ***locally*** on the client.

**K** Defines the standard file names under which the operation items list can be saved.

**L** The information field shows the ASRA data status.
Example: 1012 = month 10, year 2012



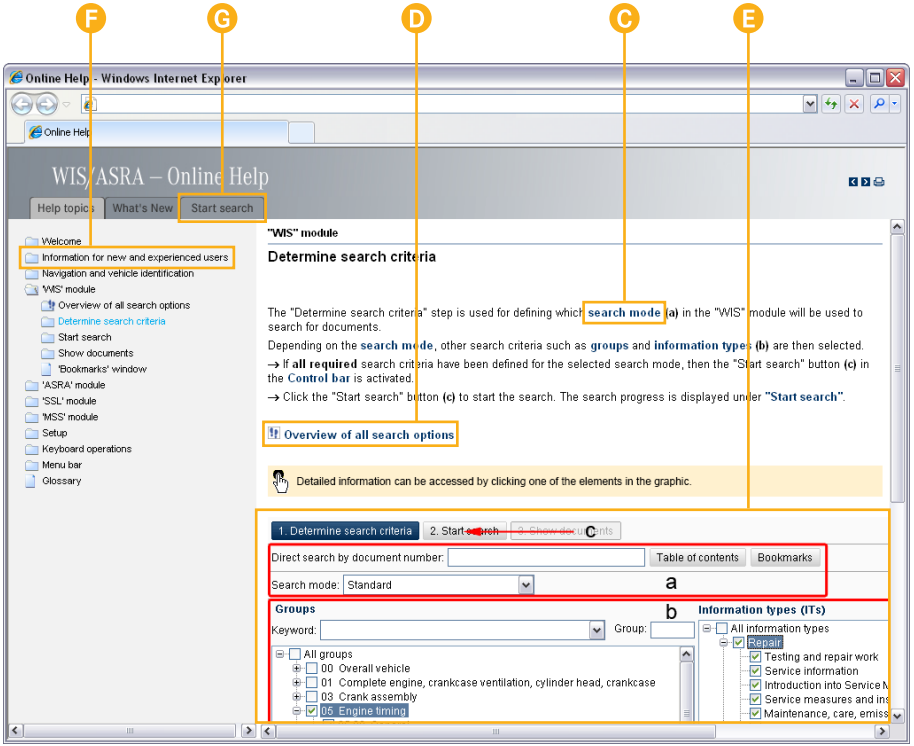

***Online Help***

The application comes with an ***extensive Online Help system*** that can assist you with any question you may have about using the program.
This function provides assistance, regardless of whether you need information on the function of an icon, would like to obtain detailed information or require ***step-by-step instructions***.

***You can open the Online Help notes as follows:***

A ***"Help"*** icon
The icon offers the ***context-sensitive*** help, ***e.g. for the current step***.
You can navigate to other help topics with links or the Navigation bar.

B ***Menu bar***
When opening the Help notes from the menu bar or by pressing the function key F1, a ***general help starting page*** will appear. Here you can choose between various help topics.
You can navigate to other help topics with links or the Navigation bar.


F
G
D
C
E
Online Help - Windows Internet Explorer
WIS/ASRA – Online Help
Help topics
What's New
Start search
Welcome
Information for new and experienced users
Navigation and vehicle identification
'WIS' module
Overview of all search options
Determine search criteria
Start search
Show documents
'Bookmarks' window
'ASRA' module
'SSL' module
'MSS' module
Setup
Keyboard operations
Menu bar
Glossary
"WIS" module
Determine search criteria
The "Determine search criteria" step is used for defining which search mode (a) in the "WIS" module will be used to search for documents.
Depending on the search mode, other search criteria such as groups and information types (b) are then selected.
→ If all required search criteria have been defined for the selected search mode, then the "Start search" button (c) in the Control bar is activated.
→ Click the "Start search" button (c) to start the search. The search progress is displayed under "Start search".
Overview of all search options
Detailed information can be accessed by clicking one of the elements in the graphic.
1. Determine search criteria
2. Start search
Direct search by document number:
Table of contents
Bookmarks
Search mode:
Standard
a
b
c
Groups
Keyword:
Group:
All groups
00 Overall vehicle
01 Complete engine, crankcase ventilation, cylinder head, crankcase
03 Crank assembly
06 Engine timing
Information types (ITs)
All information types
Repair
Testing and repair work
Service information
Introduction into Service
Service measures and
Maintenance, care, emiss

C ***Links in running text***
Links in running text are marked with colored text. Selecting the link displays detailed information.

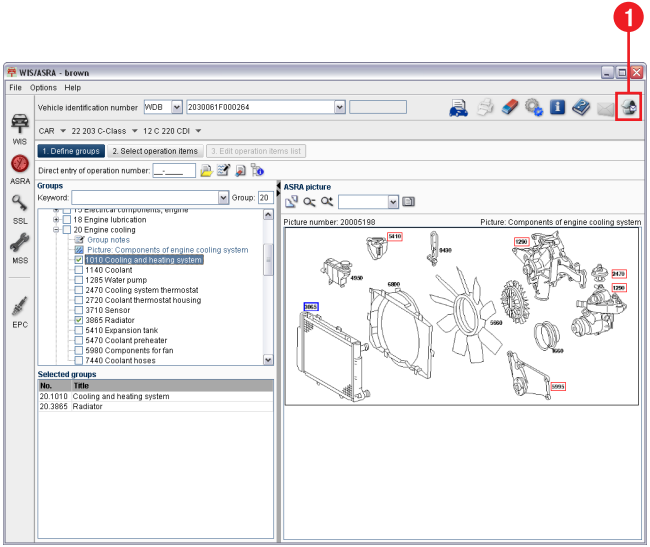
D ***Additional links***
Additional links are marked with an arrow and colored text. Selecting the text displays detailed information or additional information.

E ***Links in overview graphics***
Most of the overview graphics in the Help notes are mouse-sensitive. In sensitive areas, the mouse pointer changes from a hand and displays additional detailed information when an element in the graphic is clicked.

F ***Navigation bar***
All Help topics are also included as entries in the navigation bar.

When you open the Online Help for the first time, it is advisable to read the Help topic ***"Information for new and experienced users"***.

G ***"Start search" tab***
With the "Start search“ tab, the online help can bve searched for a search term.




***Write feedback***

Have you discovered an error or do you have a suggestion for improving the application? No problem, you can send a feedback message to the responsible office in just a few quick and simple steps.

1 The icon is prominently positioned in the application. Clicking this icon opens a feedback message screen, to which you can add a detailed description if necessary.

Depending on your basic settings, you can select an XSF, email or fax form.
Your administrator defines the setting as to which form is displayed.

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