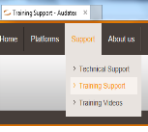
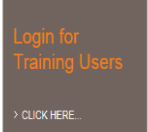
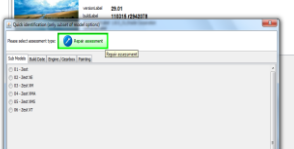
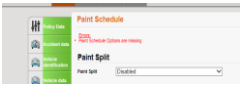
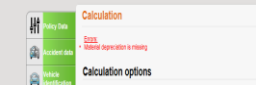
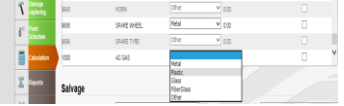
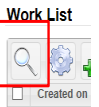


Frequently Asked Questions

S.No.	Question				
1	web site address	www.audatex.in			
2	Log in with PROD id's	Home page , Login to create estimate click here...		http://www.audatex.in/cms/web/ax-in/home	
3	Log in training id's	www.audatex.in >> Support >> Training Support >> Login for Training Users	 	http://www.audatex.in/cms/web/ax-in/training-support	
4	Unable to access www.audatex.in	check internet connectivity and allow access to www.audatex.in in case the system runs on restricted access	Internet access rights to be provided by the dealership IT Team		
5	Woklist display distorted / incomplete	Check Internet explorer version , only version 8 and above is recommended	Download latest version here	http://windows.microsoft.com/en-in/internet-explorer/download-ie	
6	Unable to navigate to the next page	Check Mandatory fields , enter values as required			
7	What has to be selected in agreed rates	select your category of city as certified by your manufacturer			
8	one pad tab not showing	Model selection not done , select model options in vehicle identification			
9	Damage Capturing not loading /opening /showing	Java not installed or verified	Download Java Verify Java	http://www.java.com/en/ http://www.java.com/en/download/installed8.jsp	
10	Internet Explorer has stopped working while in Audagraphics	Update the internet explorer version			
11	only Auda glass graphics are available	select repair assessment from the quick identification dialogue box			
12	 Paint schedule options are missing	enter painting values manually in the highlighted fields			
13	 Material Depreciation is missing	Select material for the missing part from drop down menu			
14	Client site Exception pops up	Check internet connectivity , case not calculated , go to calculation page and calculate the case			
15	No report showing on reports page	PDF reader not installed pop ups blocked in the system	Intall PDF reader Allow pop ups for the site	http://get.adobe.com/reader/otherversions/	
16	Unable to generate PDF report	select the required labor rates from drop down menu or input manually the rates required			
17	Mechnical labor and paint labor is zero				
18	Paint material cost is zero	Paint Index should be 100 in the labor rates page			
19	Search Missing assessment	go to the search option on the worklist page and give the required inputs e.g. VIN number , Registration Number etc			
21	Unable to edit an assessment	if the assessment is created in Audamobile , go the automobile and then unlock the assessment by clicking on the lock icon and then selecting unlock assessment.			