


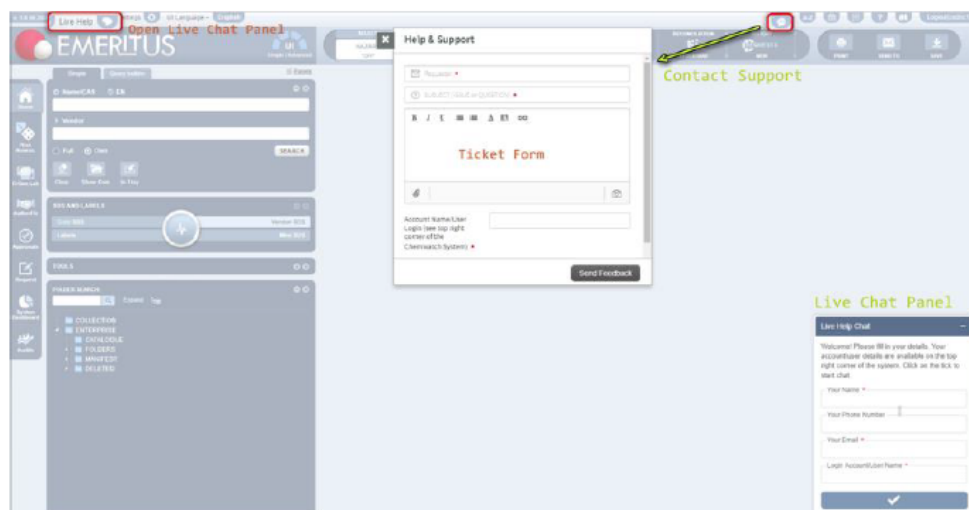



## GoldFFX: In-built Training Module and Functions

This guide is intended for GoldFFX users to reference specific topics on how to use the Chemwatch database application. In addition, Chemwatch utilizes live help tools and a ticketing system to enable users to request for live support online and submit complaints, issues, bugs or errors or questions through the following tools:

Help Tool	Description
 Chat	Live help chat panel is available in the application user interface, positioned on the bottom right corner. This chat panel enables users to come into the chat room to request for Chemwatch help live online (24/7).
 Contact	Contact support icon available in the middle top right corner of the user interface. This contact icon enables users to submit inquiry details by filling in a ticketing form to Chemwatch for help.
 Live help	Live help icon is available in the application user interface, positioned on the top left corner. This live chat icon links to the live help chat room which enables users to request for Chemwatch help live online (24/7).




### Take a Tour

For users new to GoldFFX you can 'Take a Tour' of the webpage and get a description of the menu items and functions available by clicking the  button in the menu items at the top of the webpage.

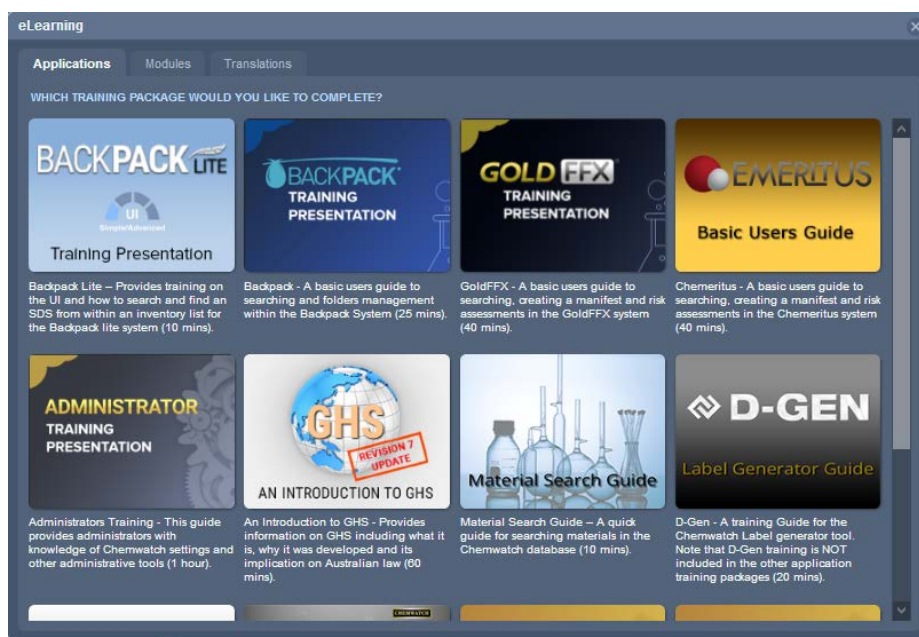


## Using the eLearning Applications

GoldFFX has a range of eLearning packages that provide users with access to online learning materials. These eLearning packages can be accessed by clicking the  button in the menu items at the top of the webpage.



The 'GoldFFX Training Presentation' Application is a basic users guide to searching for an SDS and creating a manifest in the GoldFFX system (40 mins duration). This application is also available in a number of different languages, and can be accessed via the Translations tab.



In addition, the Modules tab contains a selection of short training presentations on specific aspects of the GoldFFX interface.

