

# OpalTec International Track and Trace System



**How it Works 123 Users Guide**

## OpalTec is proud to announce our new Track and Trace system available on our website.

Please find enclosed below a simple 123 user manual which will take you through the internet interface and let you know what everything means and how it works.

### 1. Login On

First Thing you will need to do is access the track and trace web page.

This can be done two ways either:

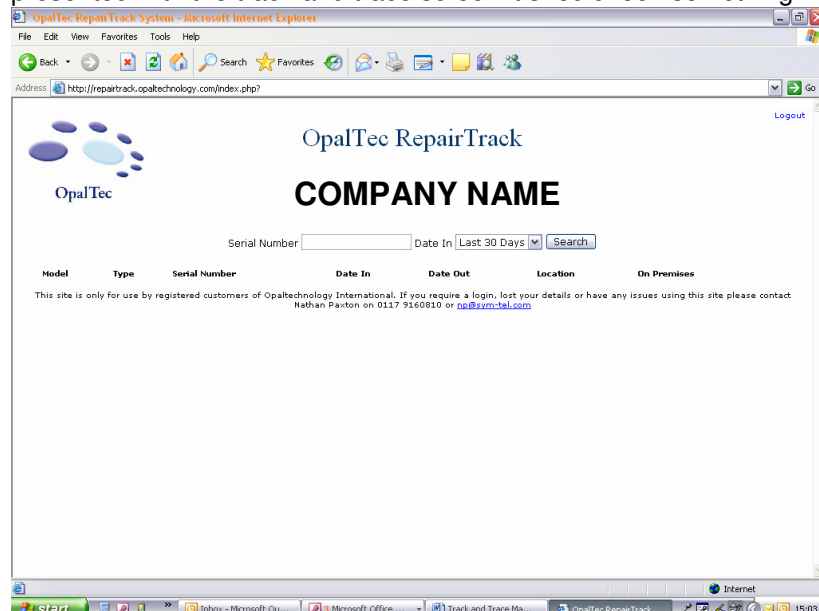
- A. By clicking the Link on our website or
- B. By typing <http://repairtrack.opaltechnology.com> into the address bar on your Internet Explorer

Once this has been achieved you should be presented with a page which looks like this- (See below)



Once here you will have to enter your user name and password. You will find this enclosed with this manual.

Once you have put in your username and password and pressed the login button you will be presented with the track and trace screen it should look something like this-(see below)



## 2. Using the Track and Trace Screen

On this screen you can use the various options available to yourselves to view all the units we have on our premises or that have just left our premises and are on their way back to you.

As a default the track and trace screen will show you all units that were booked in, in the last 30 days. You can view more by simply clicking on the drop box near the top of the screen and selecting either 90 days (shows all entries in the last 90 days) or ALL (which will show you all units ever booked into us).

If for whatever reason you can not find your unit or feel there is too much data to look through you can always utilise the “search by serial number” feature. With this you can just type in the serial number of the unit you are looking for and it will bring up all relevant records regarding that unit.

All you have to do is type in the serial number and press “enter” on the keyboard and it will bring up all the relevant records.

### 1. Problems Or FAQ's

If you do experience any problems with the system or require a new password or have misplaced yours please feel free to contact myself **Nathan Paxton** on either 0117 9160810 between the hours of 8:30 to 5:30 GMT (Mon- Fri) or by email at [np@sym-tel.com](mailto:np@sym-tel.com). We will strive to deal with every enquiry as quickly as possible.