



## Navigating the help page

### Table of Contents

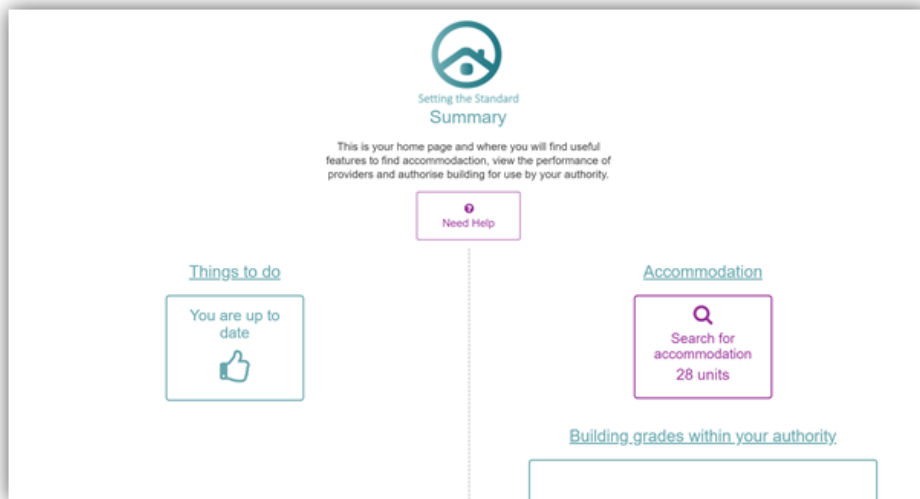
<b>Navigating the help page .....</b>	<b>2</b>
<b>Glossary.....</b>	<b>3</b>
<b>FAQ.....</b>	<b>4</b>
<b>User guide .....</b>	<b>4</b>
<b>Contact us.....</b>	<b>5</b>



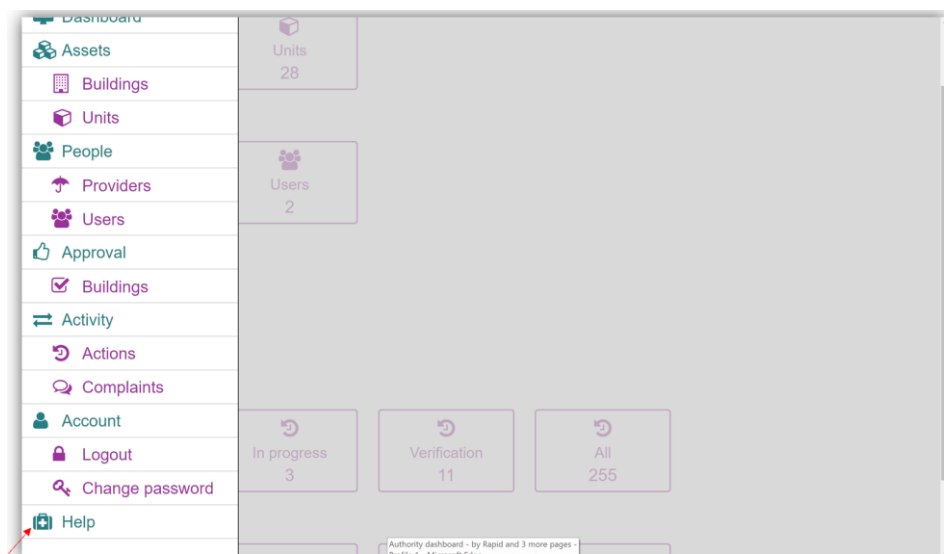
## Navigating the help page

The Help component of the Setting The Standard Authority app, is a useful touch point, providing the user access to useful **User-guides**, **FAQs**, **Glossary** and **Contact Us** page.

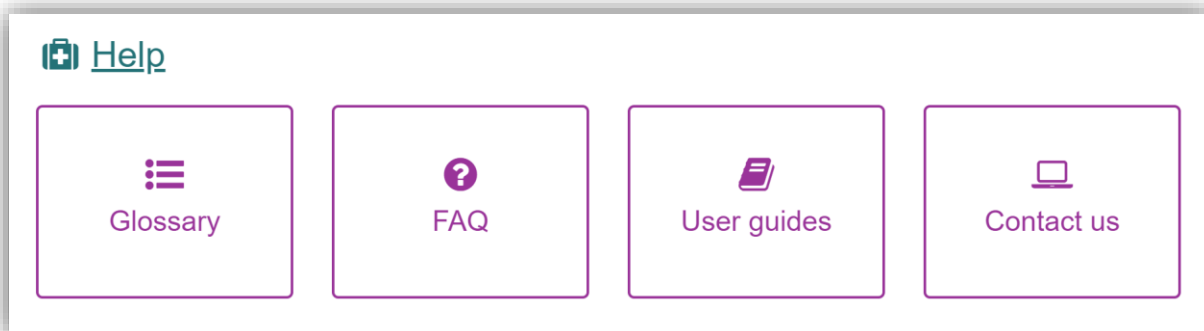
The **Help** page is accessible via the **Summary** Page, when you first click into the Setting The Standard Authority app. Click on the **Need Help?** button and you will be directed to the Help page.



The Help Page can also be accessed selecting the Side Menu, click on **Help**.

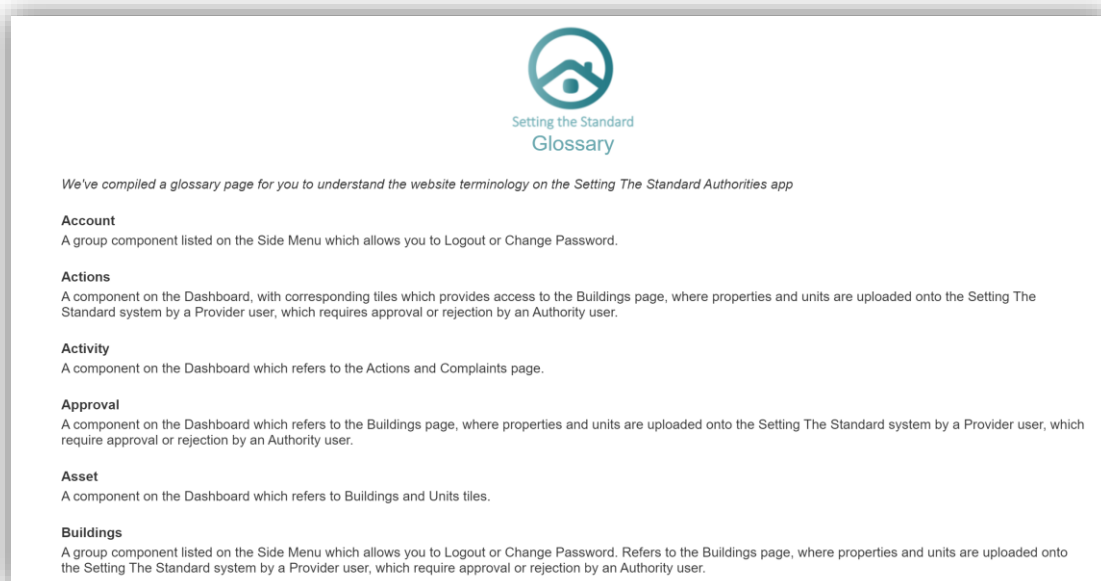


- i. The **Help** page will display, the user can then select from the **Glossary, FAQ, User guides** and **Contact us** tiles below



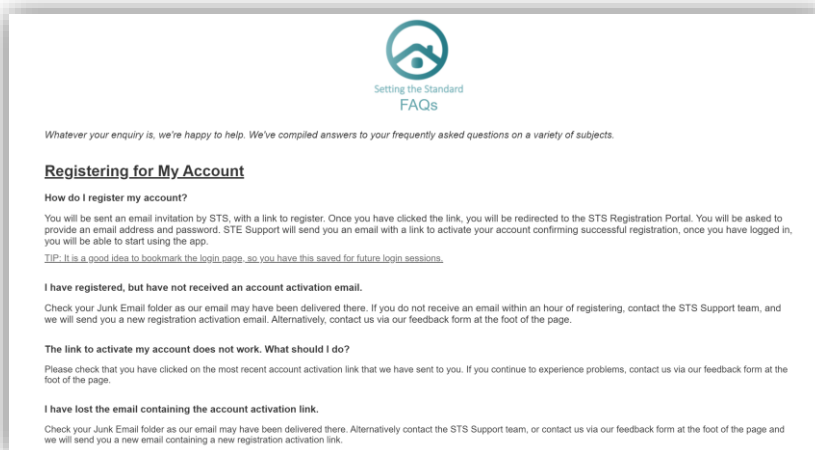
## Glossary

- i. Familiarise with any technical terminology used on the app, using the **Glossary** page. Click on the back button from your browser to return to the **Help** page.



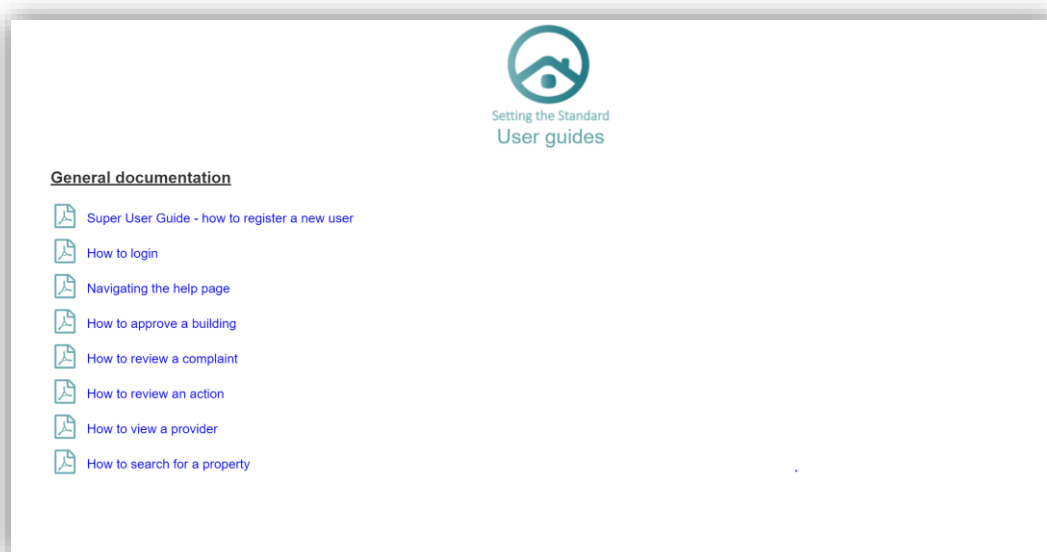
## FAQs

View compiled answers to your frequently asked questions on a variety of subjects, using the **FAQ** page. Click on the back button from your browser to return to the **Help** page.



## User Guides

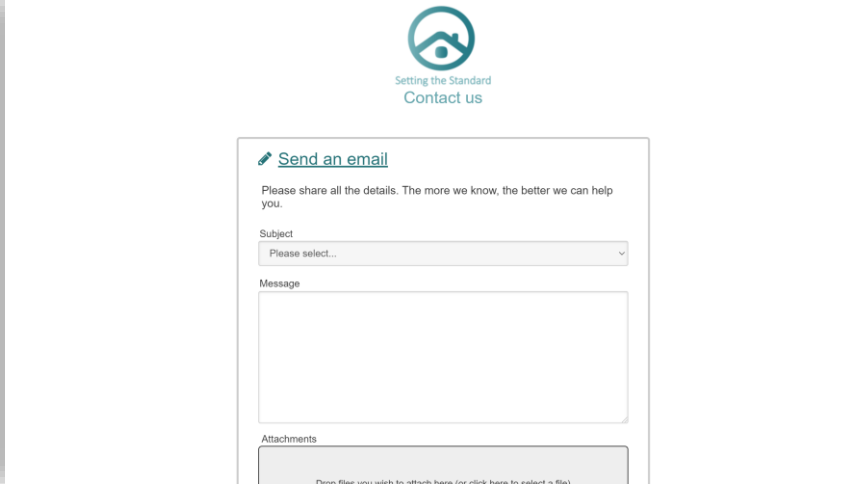
Access all the PDF user guides, via the **User guide** tile and page, this provide a useful step-by-step guide to navigating the Setting The Standard authority app. Click on the back button from your browser to return to the **Help** page.



## Contact Us

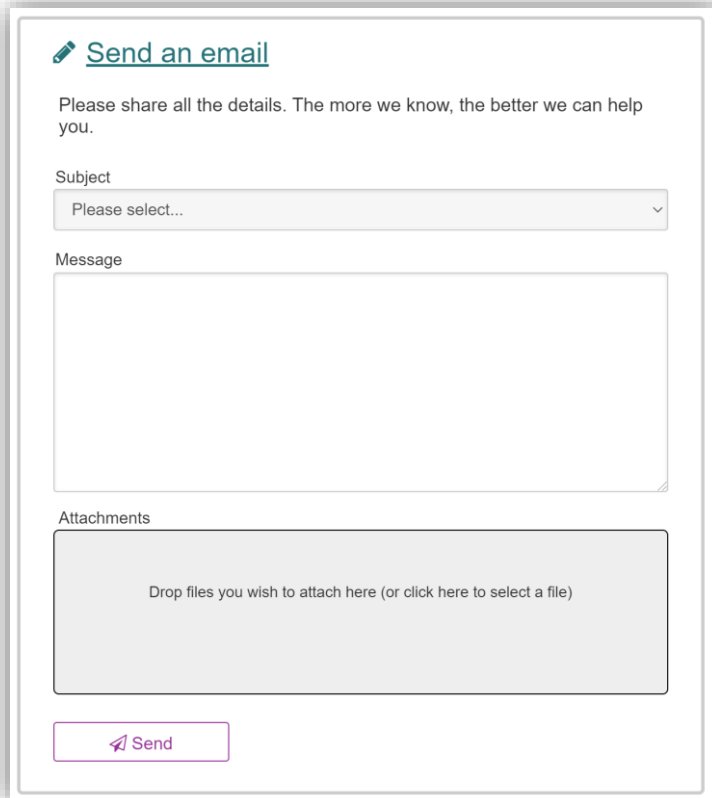
If you did not find what you were looking for on the **Help** page, and to contact the Setting The Standard team, use the **Contact Us** page to send an email.

- i. Click on the Contact us tile.



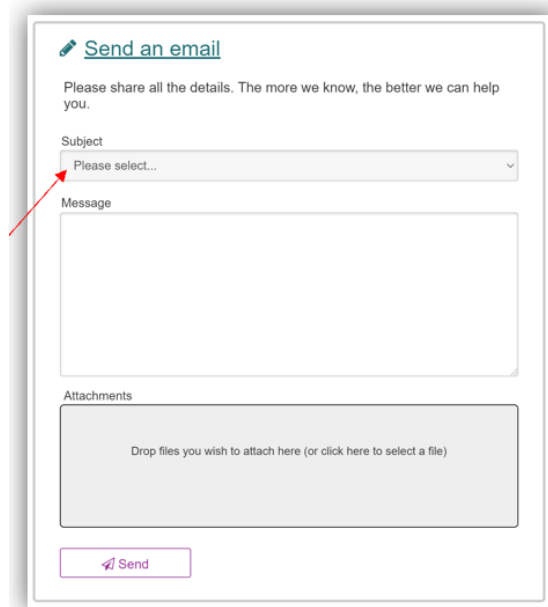
The screenshot shows a web page with a logo at the top center that says "Setting the Standard" and "Contact us". Below the logo is a form titled "Send an email" with a pencil icon. The form includes a message prompt, a subject dropdown menu, a large message text area, and an attachments section with a file upload instruction.

- ii. A **Send us an email** box will display.



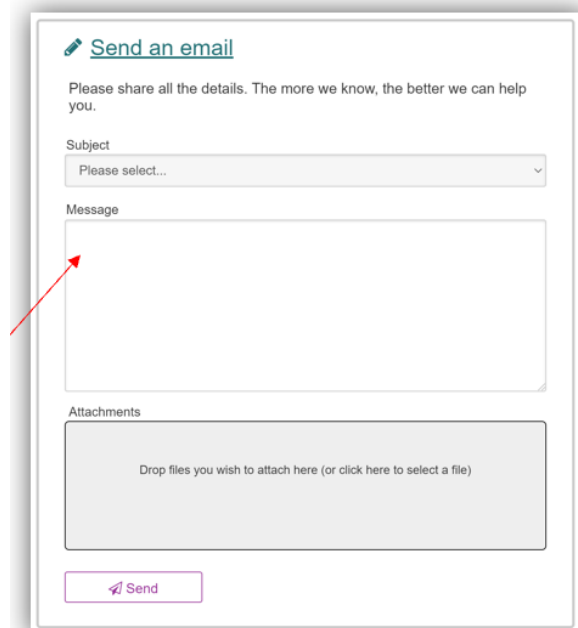
This is a close-up of the "Send an email" form. It features a title with a pencil icon, a message prompt, a subject dropdown menu, a large message text area, and an attachments section. At the bottom of the form is a "Send" button with a paper plane icon.

- iii. Click on the **Subject** drop down menu, then select what the nature of your query is.



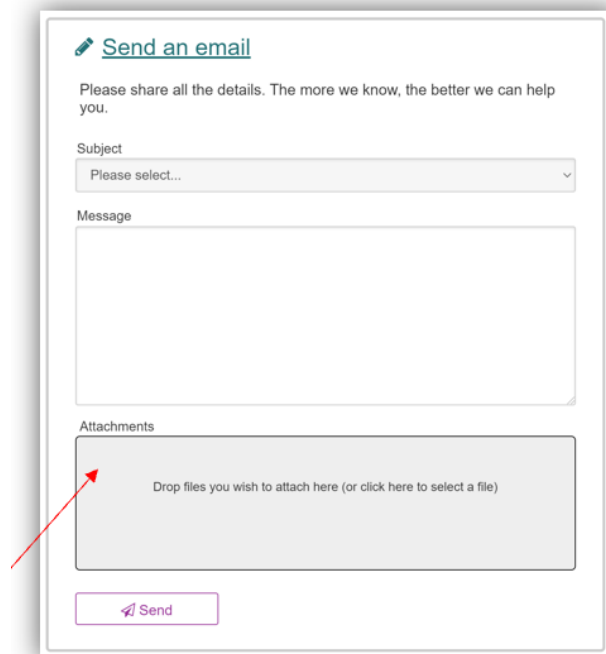
The screenshot shows a web form titled "Send an email" with a pencil icon. Below the title is a prompt: "Please share all the details. The more we know, the better we can help you." The form contains three main sections: "Subject" with a dropdown menu showing "Please select...", "Message" with a large text area, and "Attachments" with a box for dropping files. A "Send" button with a paper plane icon is at the bottom. A red arrow points to the "Subject" dropdown menu.


- iv. Add free text to the **Message** field, to provide more information.



This screenshot is identical to the one above, showing the "Send an email" form. However, the red arrow now points to the "Message" text area, indicating where to add free text.

- v. You have the option to upload an image, a screenshot or any relevant documentation to support with your query.




 [Send an email](#)

Please share all the details. The more we know, the better we can help you.

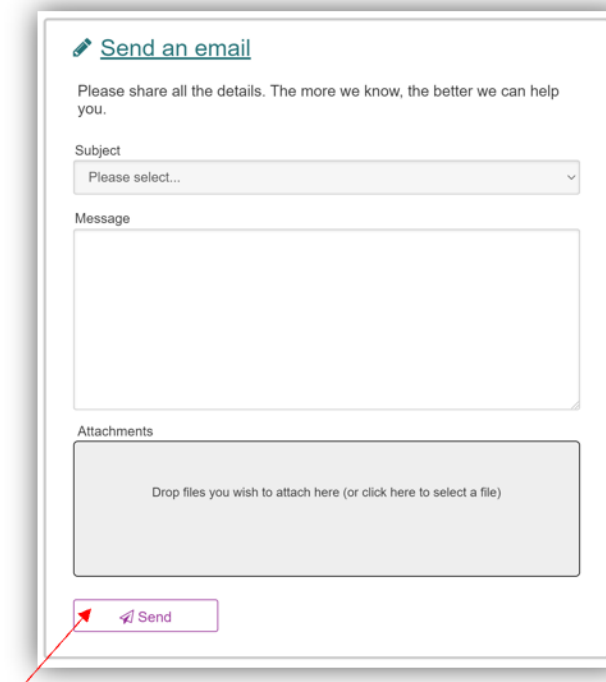
Subject  
Please select... ▾


Message

Attachments  
Drop files you wish to attach here (or click here to select a file)

 Send

- vi. Click on the Send button, your message will then be emailed to the Setting The Standard team to screen.




 [Send an email](#)

Please share all the details. The more we know, the better we can help you.

Subject  
Please select... ▾

Message

Attachments  
Drop files you wish to attach here (or click here to select a file)

 Send