Argyll client area – user guide

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1. Login to the Site

- Launch Internet Explorer
- In the web address bar, type the following URL:
  https://www.argyllenvironmental.com/clientarea/login.asp
- You can access the client area by entering your login name and password in the boxes indicated at the top of the screen. Your account administrator will have been provided with your login details.

?? I have forgotten my Username and Password
Enter your email address in the box indicated and click ‘send’. Your login details will then be emailed to you.

?? I have not been assigned a Username and Password
Contact Argyll Environmental Ltd on 0845 458 5250 or email info@argyllenviro.com for further assistance. Your account can be set up within minutes.

?? I cannot login to the system
Check your username and password to ensure Caps Lock is not activated and that you have typed your details correctly. Both usernames and passwords are case sensitive. If you still have problems please telephone us on 0845 458 5250.
2. Your Personal Client Area

You have now entered your personal client area. Note that your Account Manager’s details are provided at the bottom left hand corner of the screen.

A number of options will be available to you from this page, including:

- Submitting an order
- Checking your order status and viewing your order history
- Viewing the details we hold for you
- Access to the Argyll Product and Services Guide and the Client Website User Guide

If you have been designated as the company administrator, you will have additional options, including:

- Viewing your company details and list of company users
- Checking the company order status and viewing the company order history
- A range of downloadable reports illustrating your company’s orders
3. Ordering a Report

3.1 Your Details

- Select ‘Submit Your Order Here’ from the left or centre of the page.

Select ‘United Kingdom orders’
The next screen displays the details we hold for you.

- Insert your case reference number in the box provided (mandatory). This reference will appear on the front page of any reports that you order.
- Fill in the ‘Email Cc’ box if you would like the completed report sent to more than one person.
- Fill in the box marked ‘Your Client/Other Relevant Parties’ if you would like a client name/s to be specified on the front cover of the report. If this box is left blank, your company name will be used.
- Submit and continue to the next page.

### 3.2 Site Details

You can now use the search facility to determine the general location of your site.

#### 3.2.1 Find by postcode

- If you know the postcode and property name or number, enter these within the boxes provided under ‘Find a Postcode’ and click ‘Search’.
- Select the correct address details and click ‘Continue’.

3.2.2 Find by Address

- If you do not know the postcode of the property, you can ‘Find by Address’ by entering the available address details as shown below. Then select the correct address from the list, as indicated in section 3.2.1.
3.2.3 Find by grid reference

- Alternatively, use the grid reference for the Site. If you have a six figure grid reference, e.g. NN 166 712, note this in the ‘National Grid Reference’ box. If you have a twelve figure grid reference, e.g. 530895 104063, note the first six figures in the ‘Easting’ box and the following six figures in the ‘Northing’ box.

3.2.4 Find by place name

- If you only have a very vague idea of the location of your site, you can search via place name, e.g. ‘St Pancras’. You will then be directed to the mapping facility in order to further define the site boundary.
3.2.5 The interactive address verification map

- If you have been able to specify the exact address location of your site, the cross on the map should be centred on the correct property. If is the case, simply click ‘Continue’.

- If the cross is centred on the wrong property, click on the place that defines the central point of your site. Click on ‘Lookup’ within the control panel on the left hand side. A box entitled ‘Address Look-up’ will appear on the top of the screen as shown below. Select ‘Use Crosshair’ and click ‘Yes’.
3.2.6 Verify or edit the site address

- You are now given the opportunity to verify or edit the address details as you would like them to be shown on your report. Submit and continue to the next page.

3.2.7 Plotting your site online

- You have the option of plotting your site online or uploading a plan manually. The online plotting facility is simple to use, so unless you have a specific problem in plotting the boundary of your site, we recommend that you use the online system.
- Click on ‘Plot Your Site Online’

- You will then be directed to the interactive site boundary map. The control panel on the left-hand side of the map has a number of features to help you in defining your site boundary.

- You can define the boundary of your site by simply clicking your mouse on each corner of your site. As you do so, a red boundary line will form around your site as shown below.

- If you make a mistake whilst plotting the boundary, click on ‘undo’ on the left-hand side of the screen in order to amend this, or click ‘delete’ and start again. You can zoom in and out of the map by using the scale on the control panel, or scan across the map in different directions using the arrow keys on the corners of the map.

- You are able to highlight polygons on the map without the need for manual digitising by using the Flood Fill tool, listed in the toolbar on the left. Click on the Flood Fill tool and then then a polygon on the map to highlight that polygon. You may then add additional adjacent polygons by repeating the process.

- You can also add, drag and remove points from your digitised polygon by using the three tools directly below the Flood Fill Tool.

- Once you are happy with your site boundary, click ‘Continue’.

3.2.8 Additional site information

- You are then required to fill in a number of additional fields relating to the site as shown overleaf.
Mandatory fields are marked with an asterisk.

In order for us to make a suitable assessment of your site and to provide relevant recommendations, it is helpful for us to know whether redevelopment is planned and whether or not the site is to be acquired under lease or freehold. If you are aware of any specific environmental issues at the site, detail these in the box provided.

You must also select the most appropriate description of current and proposed use from the list. If you would like to indicate a more specific or alternative use, select ‘Other’ and specify the use in the box provided. If you do not know the current and/or proposed use, select ‘Other’ and write ‘Unknown’ in the box provided.

3.3 Select Reports
- You will then be prompted to choose the type of report that you wish to order. Check the relevant box or boxes.

- Click ‘Submit and Continue to the Next Page.

3.4 Delivery Options

- Use this page to determine in what format you would like your report to be delivered. The standard delivery format is a PDF report delivered via email.

- If you require a fast turnaround for your report, specify the date and time it is required. We are usually able to provide any of the above reports within a few hours on request. Please call us to confirm if you have a very urgent request.
3.5 Any Additional Details

- You now have the option to upload any additional files such as valuation or supplementary environmental reports. If you have no files to upload, simply submit and continue.

- If you have files to upload, click on ‘browse’ and locate the file from your PC using the pop-up box.

- Check the order details and click ‘Confirm and submit your order’.
This screen confirms that your order has been submitted.

Do not hesitate to contact us should you have any queries with regards to your submitted order.
4. Order Status

- You can view the status of your orders at any time by logging into your personal client area and selecting ‘Order Status’. Your outstanding orders will be listed in a table as shown below. A blank assessment box indicates that the report is awaiting assessment.

- In order to view all the information we hold on a particular order, click on ‘View’ and you will be presented with full details as specified on your original order form.
5. Order History

- You can view your previous orders by selecting ‘Order History’ from your personal client area.

- Use the drop-down date boxes to refine the search by selecting a specific time period.

- In order to view all the information we hold on a particular order, click on ‘View’ and you will be presented with full details along with an indication of the key issues associated with the site if Liabilities have been identified.

6. Your Details

- You can view the business and contact details that we currently hold for you by selecting ‘Your Details’ from your personal client area.

- You can make changes to these details including your username and password, by clicking on ‘Edit’.
7. Additional Services for the Company Administrator

As the company administrator, you have access to a number of additional areas of the website.

7.1 Add Company Users

- You can view a list of your company’s registered website users by clicking on ‘Your Users’ on the left-hand side of your personal client area.

- By clicking on the ‘Add User’ tab on the right-hand side of the screen, you are directed to a screen from which you can add new users with their own individual passwords.

7.2 Company Order Status

- You can view details regarding your currently outstanding company orders at any time by logging into your personal client area and selecting ‘Company Order Status’.

- A blank assessment box indicates that the report is awaiting assessment.

- You can view more detailed information on each order by clicking on ‘View’ towards the right of the screen.
7.3 Company Order History

- You can view your previous orders by selecting 'Order History' from your personal client area.
- Use the drop-down date boxes to refine the search by selecting a specific time period.
- In order to view all the information we hold on a particular order, click on 'View' and you will be presented with full details along with an indication of the key issues associated with the site if Liabilities have been identified.

7.4 Downloadable Overviews of Company Orders

- In order to help you manage and review company report orders, there is an option to tailor-make reports illustrating your company order history over specific time periods, based on different criteria. Once produced, the report will be produced in a new web browser and can then be downloaded as a CSV file if required.
- In order to obtain a report, click the link relating to the type of overview you require.
- A new window will open displaying the order history from month to month.
- You can refine the search by selecting a specific time period using the boxes provided and clicking 'Go'.
- In order to download the information as a CSV file, click on 'Download as CSV'. A command box will appear, from which you can opt to either open the file or save it to a location of your choice.

8. Further Assistance/Troubleshooting

If you experience any problems using our website or need any further assistance please do not hesitate to contact us on 0854 458 5250 or email info@argyllenviro.com.

We always welcome any comments on our products and services and aim to resolve issues promptly should they arise.