Frequently Asked Questions

1. **How do I create a user profile?**

The user profile can only be created by The Client Administrator..

After logging in to the system, the **Client Administrator** can create the **user profile** for the roles of Data **Uploader and Recruiter**. The steps required to create **user profile** are as follows:

a. Please **Click** on the **Create User link**.
b. The **List of the Users** specific to the Client Administrator's BPO centers will be displayed with a link to **Add A User** at the top of the page
c. On Clicking on the **Add User link**, the Client Administrator gets a web-based form to create a **User Profile**.
d. Please specify the User Role by selecting the relevant option from the respective drop-down list
e. Please fill all relevant information including the **mandatory fields,** marked with a red-asterisk (*).
f. Please click on the Submit Button and order to save the information into the database.

2. **How do I modify a user profile?**

After **logging in**, the **Client admin** can modify the user profile **by clicking** on the **"Create User" link**. The following are four easy steps to modify the **user profile**:

a. The **Client admin** will get the **list of users**.
b. Please look out for the **edit image** in the **action column** on which the user simply has to **click** which will effectively **edit the profile**.
c. After the above formalities have been completed by the user, the **update form for modification** Will appear on the screen.
d. Please edit the user profile as per your requirements**,** after which you are requested to **click** the **update button.**

3. **How can I upload a file?**

The Client admin or Uploader can upload **a file**, after the user has logged into the system. Pursuant to this, the user is entreated **to click** on the **upload link** which is conveniently placed on top.

Kindly also note that the user can upload only a text file (.txt). The following are the steps earmarked to upload a file:

a. **The user is requested to specify** the full path of the file by **clicking** on the **browse button.**
B The user is also requested to take note that **Row Delimiter** is a **mandatory field**, wherein the user has to specify the **delimiter character** for the file.
c. Pursuant to specification of the **file name** and **delimiter character** the user **is entreated to click on** the **upload button**.

4. **What do I do when the system is not responding?**

Please get **in touch** with the **systems administrator** immediately at admin@nationetrack.com .They will be at your service & device a way to fix your problem.

5. **Who do I contact in case of an emergency?**

Please feel free to contact our resourceful & responsive team in case of an emergency. The following are their contact details:-

Name	E-mail	Phone No
e-Track Help Desk	**support@nationaletrack.com**	**0124-4645400**
System Administrator	**admin@nationaletrack.com**	**0124-4229127**

6. **Important E-mail address**

The important E-mail addresses for your kind reference are:

admin@nationaletrack.com
info@nationaletrack.com
support@nationaletrack.com
feedback@nationaletrack.com
enquiry@nationaletrack.com

7. **How do I search a record?**

In order to help the user search a record , the **user** has to **click** on the **search link**. After **filling up certain basic particulars such as** the **Employee's First Name, Last name, His/her Father's First name, last name & Date of Birth** detail, the **user** is required to **click** on the **search button.**

8. **How do I get the summarized report of activities?**

The summarized report of activities is only available for the **client admin**. **For this, kindly click on the summary link**, subsequent to which **different logs** will be **displayed on the screen like the Uploader** , **search log history etc**.**The User can view** the **same data** in a **graphic format** as well on the **same screen.**