

## **CA2025 TRAINING PROGRAMME**

## **Electronic Assessment Tool**

Help Center & Support Request

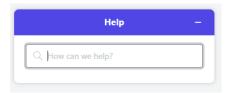
Please login to the Electronic Assessment Tool using your 8-digit "SAICA ID" followed by your password.

CA 20 25 THE FUTURE IS NOW	Electronic Assessment Tool	
	Password	
	Remember me Forgot your password?	
	Sign in	
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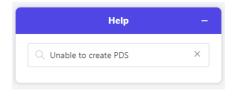
Please login to the Electronic Assessment Tool using your 8-digit "**Help**" followed by your password.

	Test Training Office		gladislubowitz@testtrainingoffice.co.za 🗘 🚦
Dashboard	Dashboard <sub>Overview</sub>		
Training Plan Reports Help Center	Expected levels of proficiency O / 9 For this PDS cycle: • 0 achieved • 9 outstanding	Integrated exposure plan <b>O / 6</b> Exposures required for this PDS cycle: • 0 documented in current PDS cycle • 0 gocumented in previous PDS cycles • 8 pending for current PDS cycle	
	View details Learning Outcome Reviews in progress	View details	Create LOR
	STATUS No Learning Outcome Reviews	DETAILS	
	Professional Development Summaries in progress STATUS No Professional Development Summaries	DETAILS	Create PDS
0.3.3			() Help

The below field is used for searching for your issue in the knowledge base.



Type in details of the issue being experienced, then click "Enter"



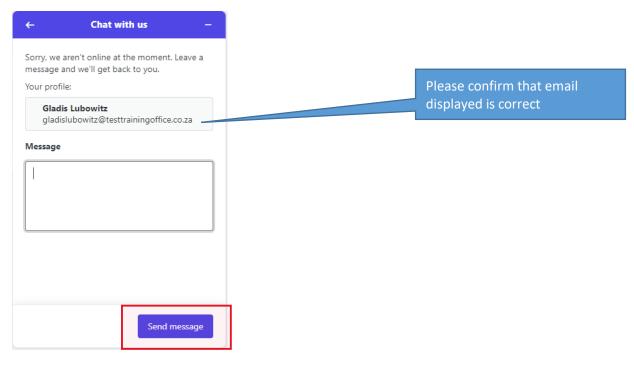
If there is no available article regarding your issue, click **"Leave us a message"** for EAT (Electronic Assessment Tool) support to assist.

Help –
Q Unable to create PDS ×
There are no results for "Unable to create PDS" Try searching for something else.
Leave us a message

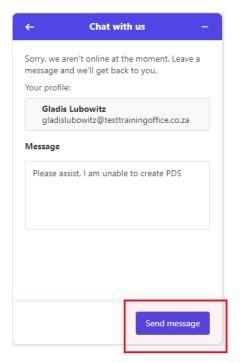
The below will be displayed if your request finds a matching article in the knowledge base, Click on the article and follow steps to resolve the issue being experienced.

Help –
$\bigcirc$ Resetting password on SAICA EAT $~ imes$
Top results 1. Resetting_password on SAICA EAT
Leave us a message

Type in details of the issue being experienced, then click "Send message"



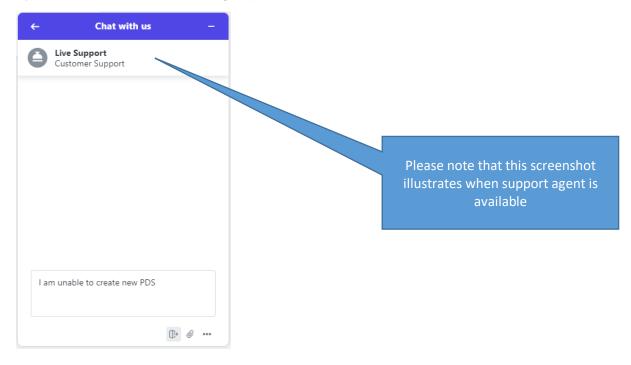
Once "**Send message**" has been clilcked, the below message will be sent to the next available support agent.



The following message will be displayed **"Thanks for reaching out"** and a ticket will be automatically logged to the support dashboard.

+	Chat with us —
	· · + · · · · · ·
	Thanks for reaching out
	Someone will get back to you soon
	Done

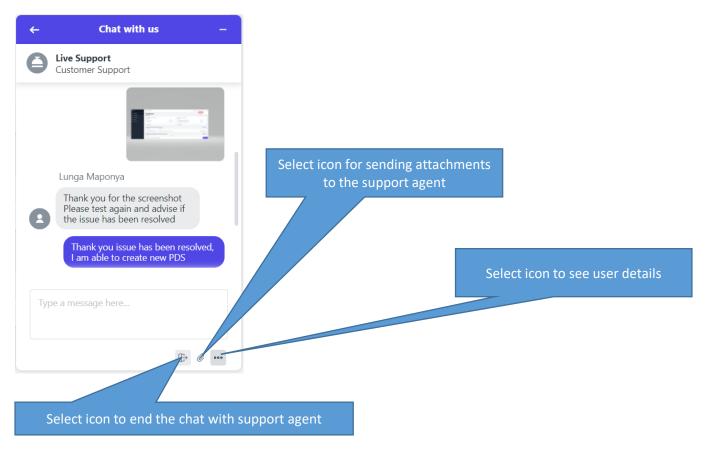
Type in details of the issue being experienced, then click "Enter"



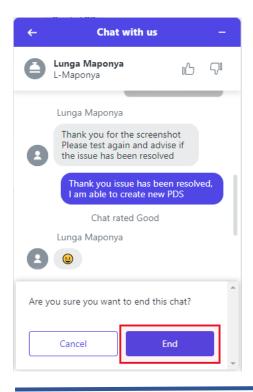
The support agent will then respond to your request and ask for additional information such as screenshots.

← Chat with us –
Customer Support
Chat started
I am unable to create new PDS
Lunga Maponya joined the chat Lunga Maponya
Afternoon Gladis
Please send a screenshot or error message
Type a message here

The below illistrates what each icons function is.



Select the end chat icon illustrated above, then click on "End" to conclude the chat.



January 2022

Please note that rating or comment needs to be added for you to proceed with ending the chat.

← Chat with us -	-		
Lunga Maponya L-Maponya			
Please rate this chat Leave a comment (optional)			
① Add a rating or comment			
Skip Send			

Proceed to add a comment and rating, then click on "Send" to the chat.

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0	Lunga Maponya L-Maponya			
_	Please rate this chat			
Leave	a comment (opt	ional)		
	Skip	Send		