

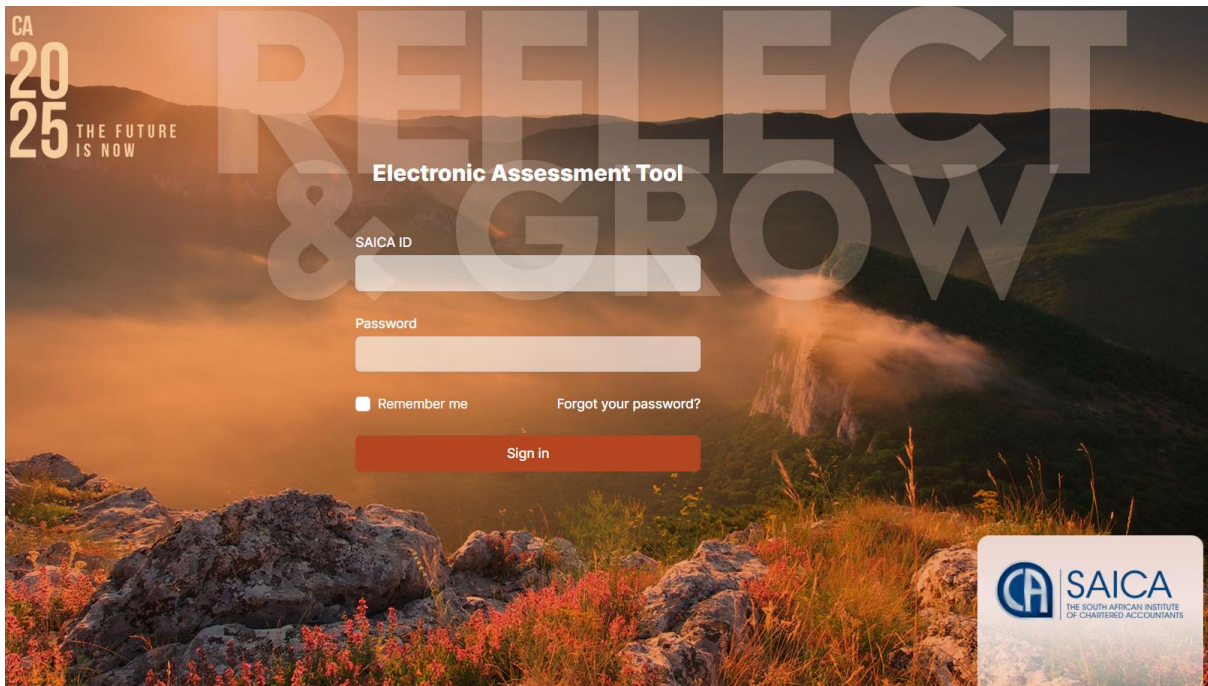


CA2025 TRAINING PROGRAMME

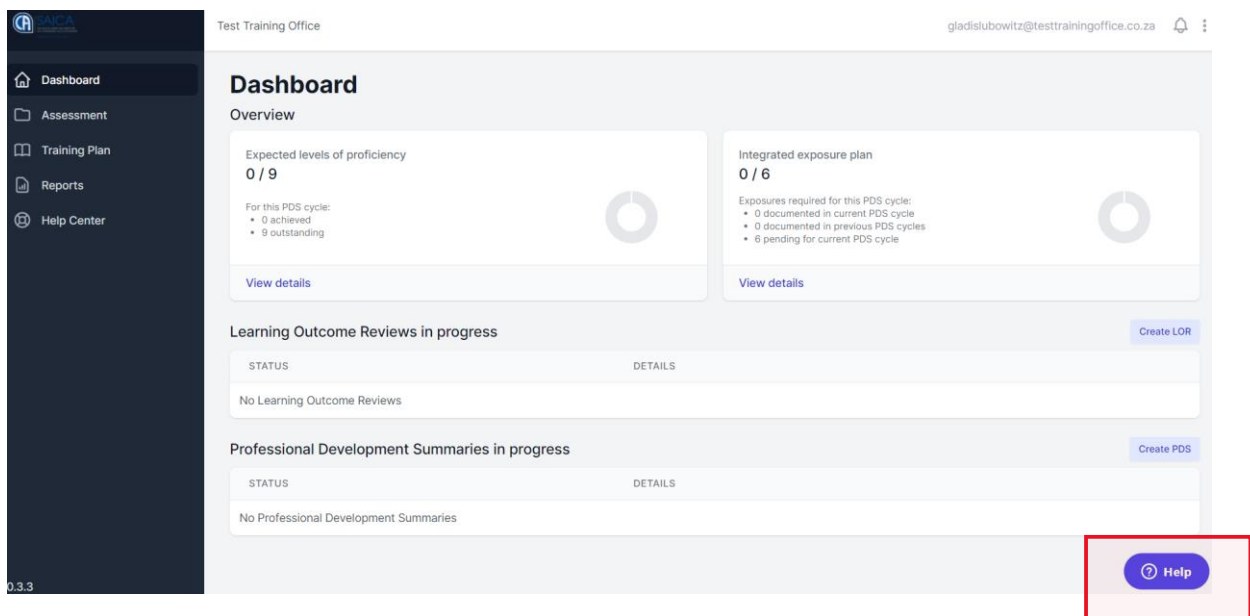
Electronic Assessment Tool

Help Center & Support Request

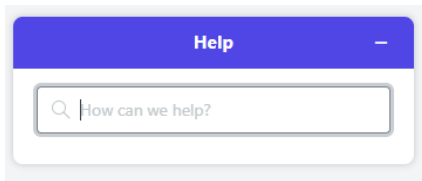
Please login to the Electronic Assessment Tool using your 8-digit “SAICA ID” followed by your password.



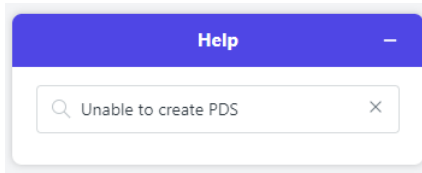
Please login to the Electronic Assessment Tool using your 8-digit “Help” followed by your password.



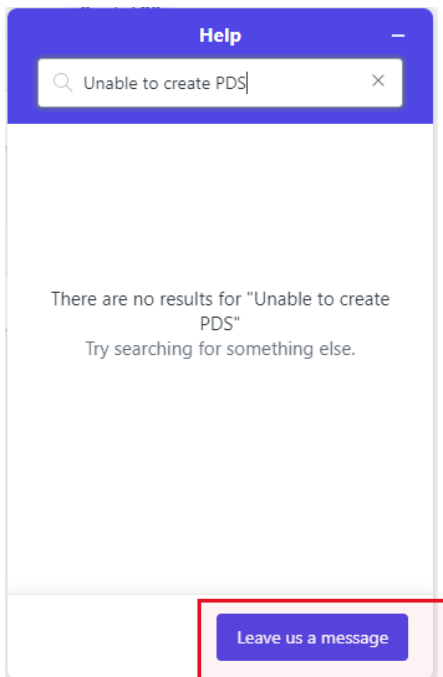
The below field is used for searching for your issue in the knowledge base.



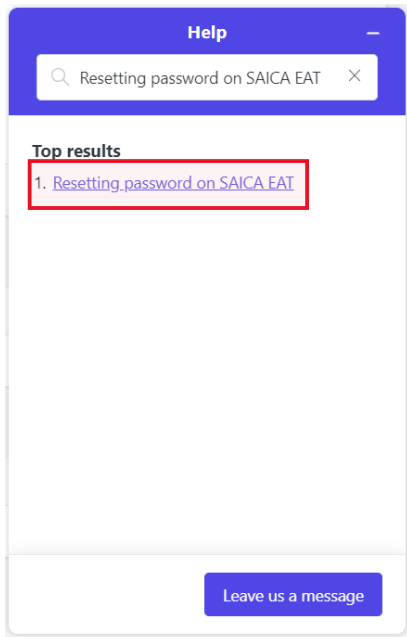
Type in details of the issue being experienced, then click "Enter"



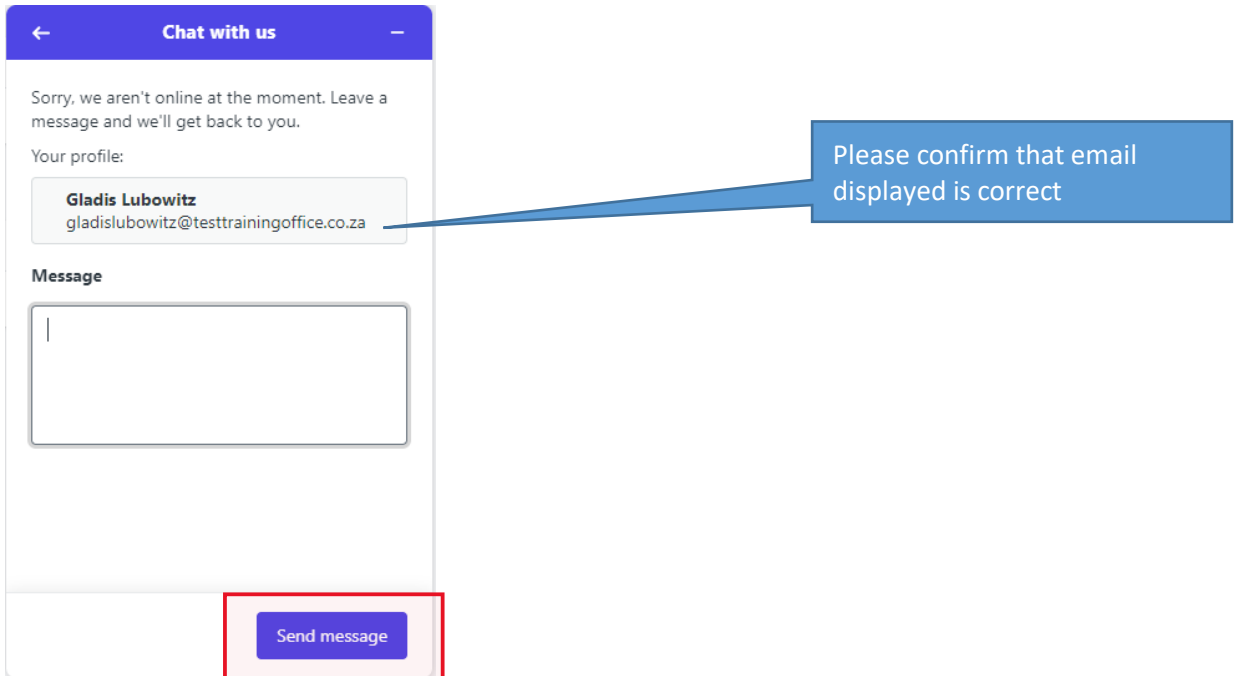
If there is no available article regarding your issue, click "Leave us a message" for EAT (Electronic Assessment Tool) support to assist.



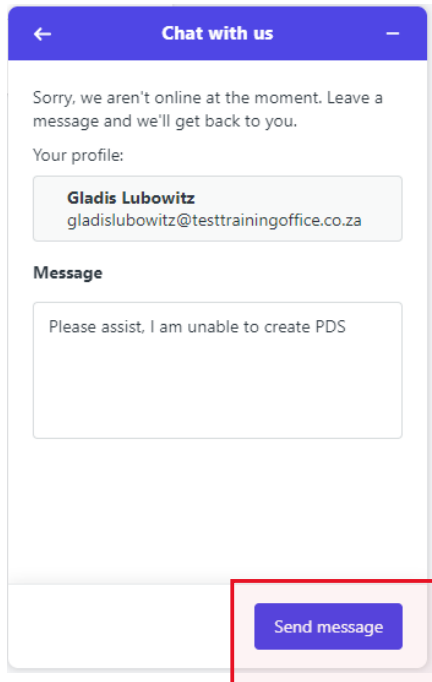
The below will be displayed if your request finds a matching article in the knowledge base, Click on the article and follow steps to resolve the issue being experienced.



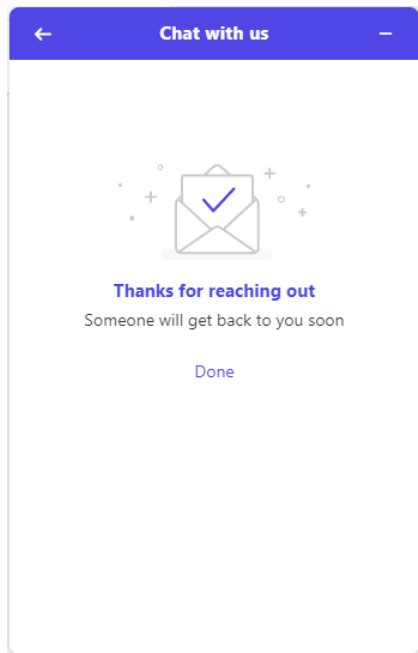
Type in details of the issue being experienced, then click "Send message"



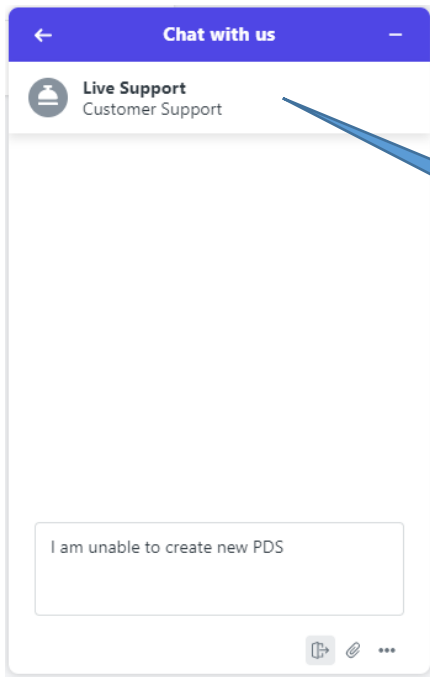
Once **“Send message”** has been clicked, the below message will be sent to the next available support agent.



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

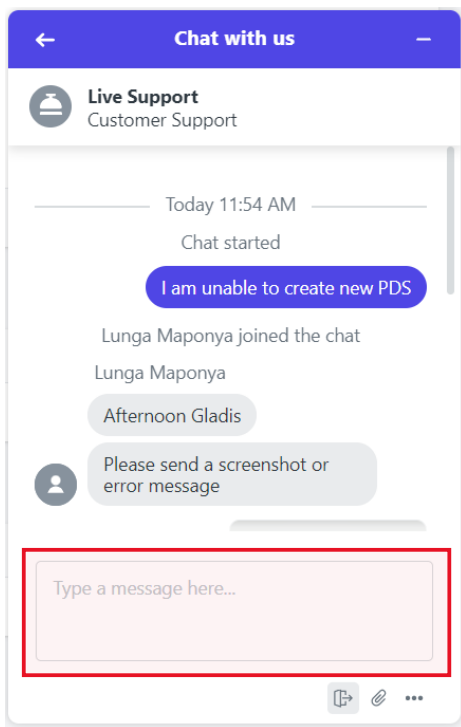


Type in details of the issue being experienced, then click "Enter"

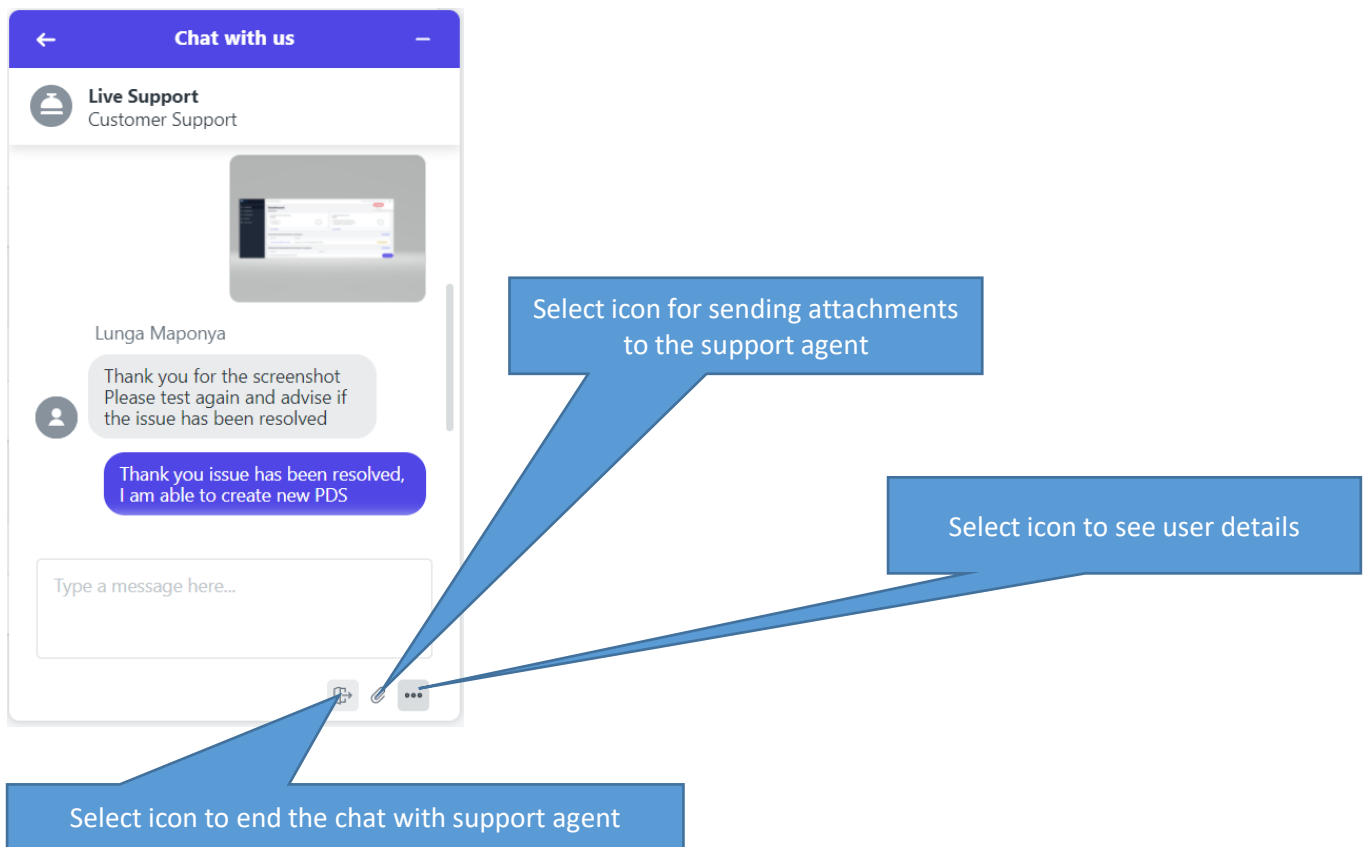


Please note that this screenshot illustrates when support agent is available

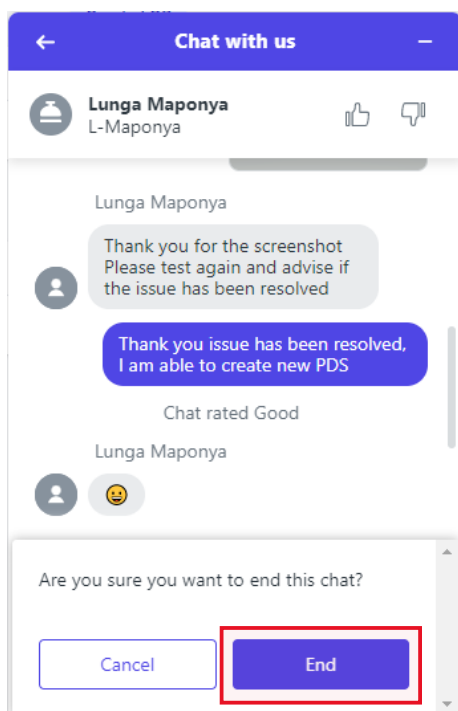
The support agent will then respond to your request and ask for additional information such as screenshots.



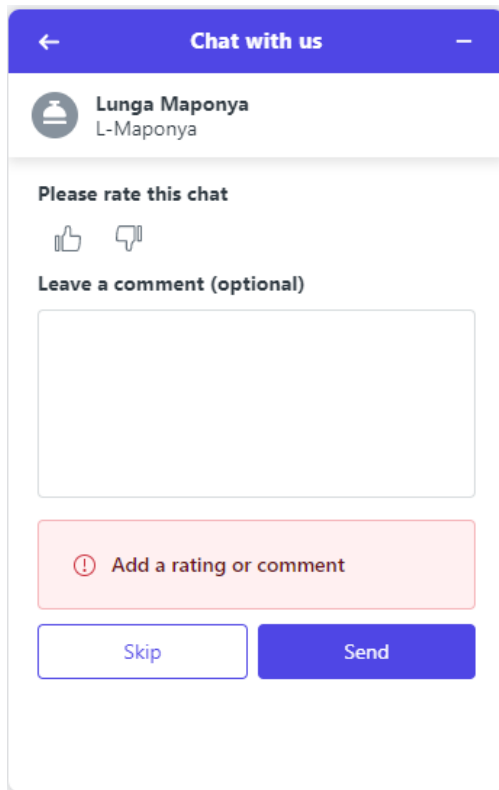
The below illustrates what each icon function is.



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



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



Proceed to add a comment and rating, then click on **“Send”** to the chat.

