



ImproveIT

**SOUTH AFRICAN IT PROCESS
IMPROVEMENT ASSOCIATION**

**Workshop registration help
manual**

Technical Product

Issue 1



Table of Contents

Table of Contents ii

Change History iii

Configuration Controliii

Document Historyiii

Revision Historyiii

Change Forecastiii

1 Scope 1

1.1 Purpose 1

1.2 Audience 1

1.3 Assumptions..... 1

2 Registering an individual for a paid event 2

2.1 Paid event registration - individual..... 2

3 Registering a group for a paid event..... 8

3.1 Event registration - groups 8

4 Amending an event registration 15

4.1 Amend event registrations 15

Change History

Configuration Control

Project:	SOUTH AFRICAN IT PROCESS IMPROVEMENT ASSOCIATION
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Issue	Date	Status	Who	Saved as:
1	2013-08-07	Draft	AJW	IMP-URM-03.doc

Revision History

Issue	Date	Changes
1	2013-08-07	New document created using DEV-TEM-04.dot

Change Forecast

1 Scope

1.1 Purpose

This document describes how to use the online features in the www.improveit.org.za website for paid events registration.

1.2 Audience

The audience for this document comprises the following stakeholders including:

- Users of the ImproveIT website interface for paid event registration purposes.

1.3 Assumptions

The manual assumes a broad but general familiarity with browser behaviour and features of web-based applications.

2 Registering an individual for a paid event

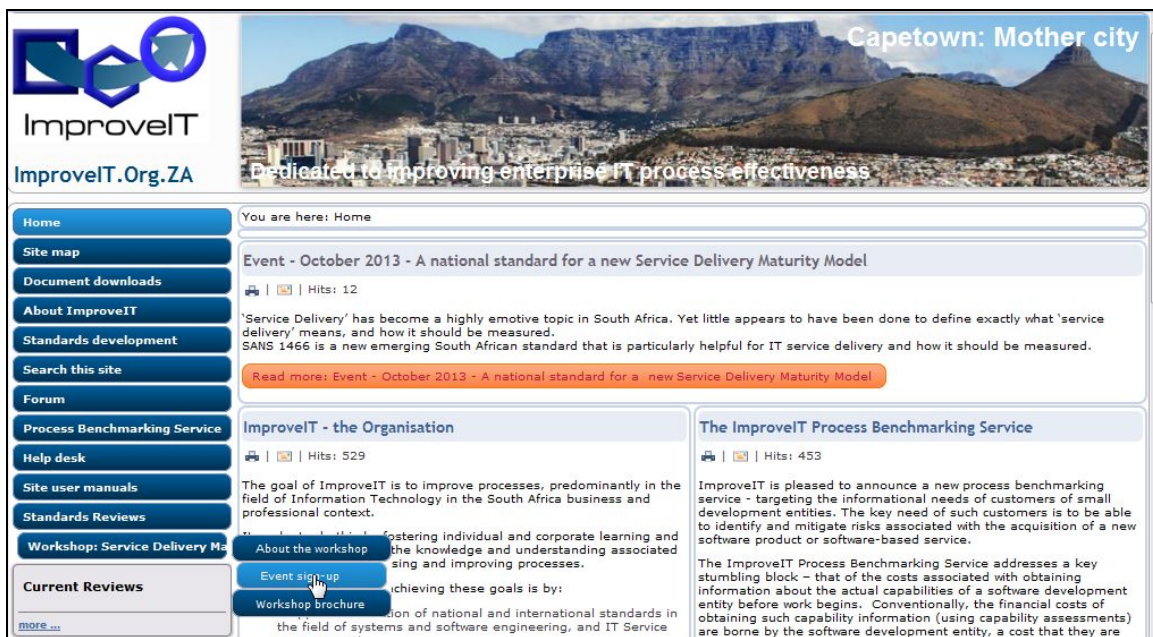
2.1 Paid event registration - individual

2.1.1 1. Introduction:

This section describes the steps to be followed when registering a single individual for a paid event on the IMPROVEIT website.

2.1.2 2. Usage:

2.1.2.1 2.1 Select the paid event sign-up function



The screenshot shows the ImproveIT website interface. At the top left is the ImproveIT logo and the URL 'ImproveIT.Org.ZA'. The main header features a banner image of a cityscape with the text 'Capetown: Mother city' and 'Dedicated to improving enterprise IT process effectiveness'. Below the banner is a navigation menu with buttons for Home, Site map, Document downloads, About ImproveIT, Standards development, Search this site, Forum, Process Benchmarking Service, Help desk, Site user manuals, Standards Reviews, Workshop: Service Delivery Maturity Model, and Current Reviews. The main content area displays an event titled 'Event - October 2013 - A national standard for a new Service Delivery Maturity Model' with 12 hits. Below the event title is a 'Read more' button. To the right, there are two sections: 'ImproveIT - the Organisation' with 529 hits and 'The ImproveIT Process Benchmarking Service' with 453 hits. The 'ImproveIT - the Organisation' section includes a 'Workshop brochure' button and an 'Event sign-up' button, which is highlighted by a mouse cursor.

Figure 1 Select the paid event registration function

2.1.2.2 2.2 Select a paid event

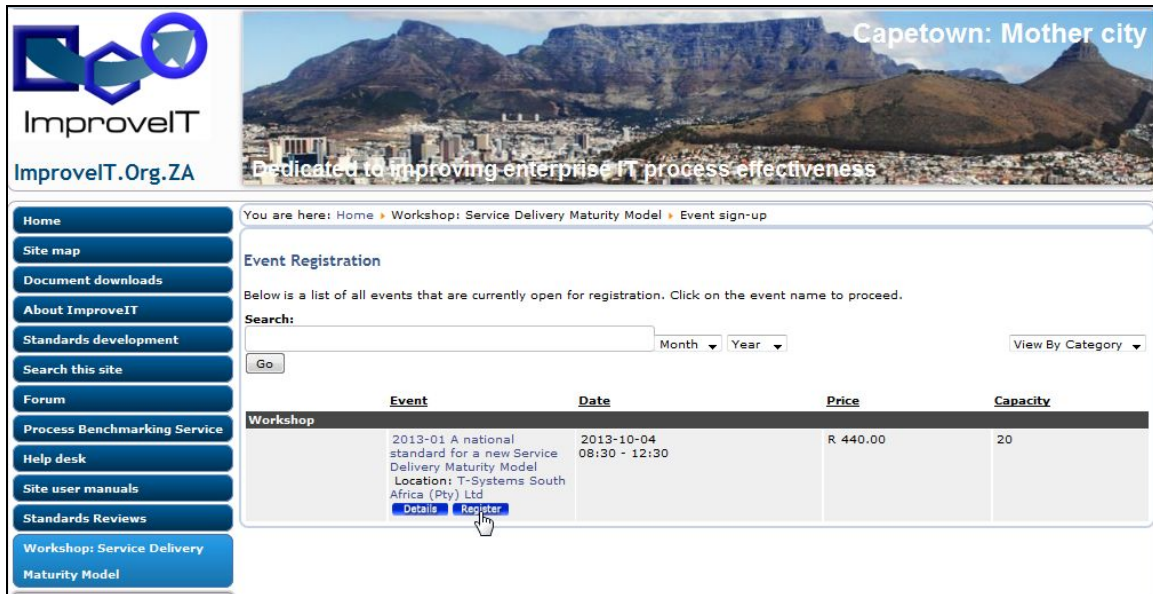


Figure 2 Select a paid event

2.1.2.3 2.3 Register an individual

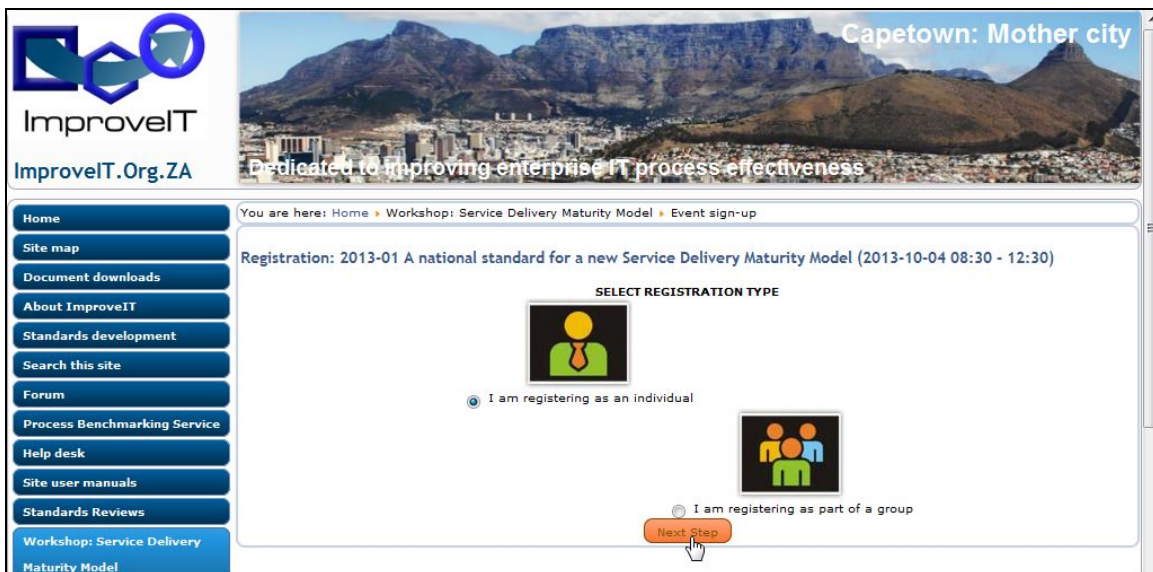


Figure 3 Select individual registration mode

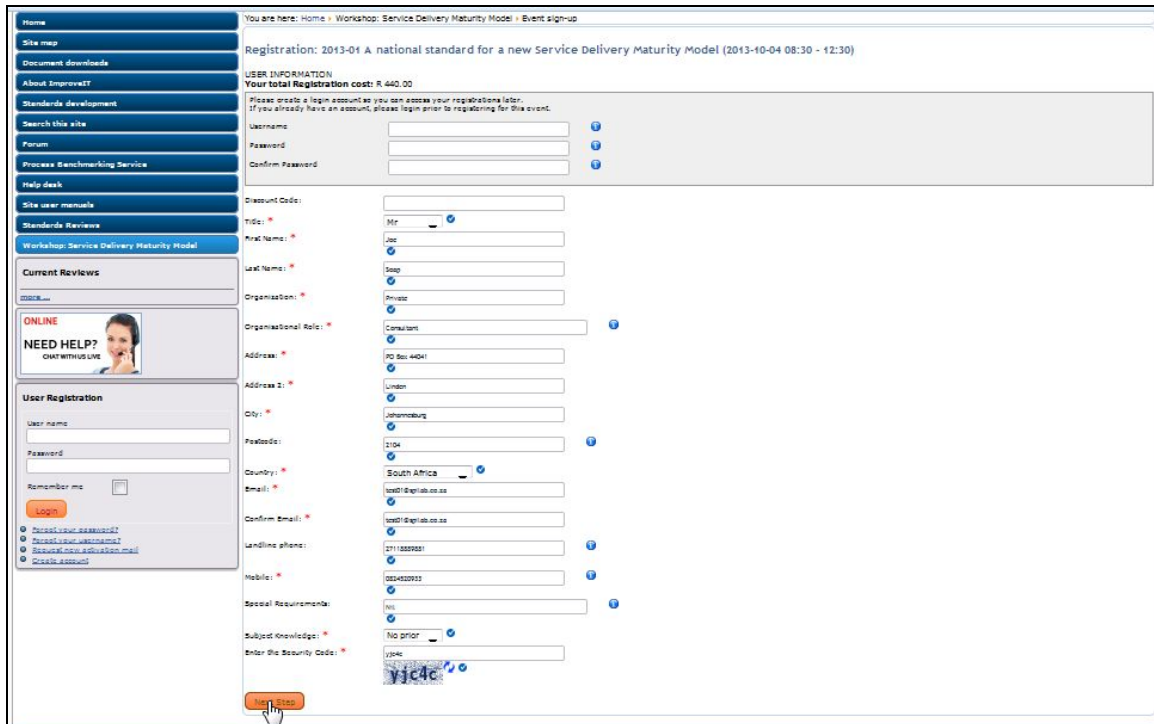
2.1.2.4 2.4 Provide individual details

Note: It is not necessary to supply login details at this stage.

It will only be necessary to be able to have login details if you need to amend the event registration details.

If that becomes necessary, create a login profile, and request the Site Administrator (admin@improveit.org.za) to add your event registration record to your login profile.

Following that assignment, you will be able to login and make any amendments needed to the event registration details.



You are here: Home > Workshop: Service Delivery Maturity Model > Event sign-up

Registration: 2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04 08:30 - 12:30)

USER INFORMATION
Your total Registration cost: R 440.00

Please create a login account so you can access your registrations later.
If you already have an account, please login prior to registering for this event.

Username:

Password:

Confirm Password:

Discount Code:

Title:

First Name:

Last Name:

Organization:

Organisational Role:

Address:

Address 2:

City:

Postcode:

Country:

Email:

Confirm email:

Landline phone:

Mobile:

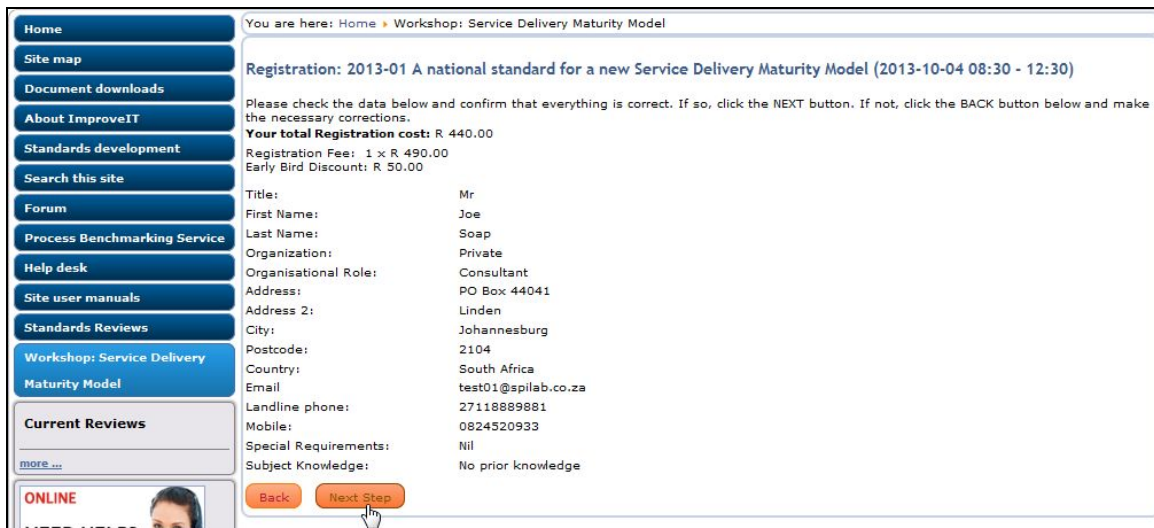
Special Requirements:

Subject Knowledge:

Enter the Security Code:

Figure 4 Capture individual details

2.1.2.5 2.5 Confirm the captured details



You are here: Home > Workshop: Service Delivery Maturity Model

Registration: 2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04 08:30 - 12:30)

Please check the data below and confirm that everything is correct. If so, click the NEXT button. If not, click the BACK button below and make the necessary corrections.

Your total Registration cost: R 440.00

Registration Fee: 1 x R 490.00

Early Bird Discount: R 50.00

Title: Mr

First Name: Joe

Last Name: Soap

Organization: Private

Organisational Role: Consultant

Address: PO Box 44041

Address 2: Linden

City: Johannesburg

Postcode: 2104

Country: South Africa

Email: test01@spilab.co.za

Landline phone: 27118889881

Mobile: 0824520933

Special Requirements: Nil

Subject Knowledge: No prior knowledge

Figure 5 Confirmation of details

2.1.2.6 2.6 Choose payment method

Note: There are two payment options:

- a) Pay later (this includes pay by cheque (at the door, or by post), or by EFT using your own internet banking, or payment transfer facilities); or
- b) Pay using the payment provide Payfast (see www.payfast.co.za). This method allows you to make a payment using credit card (Mastercard, Visa) or using an EFT option.)

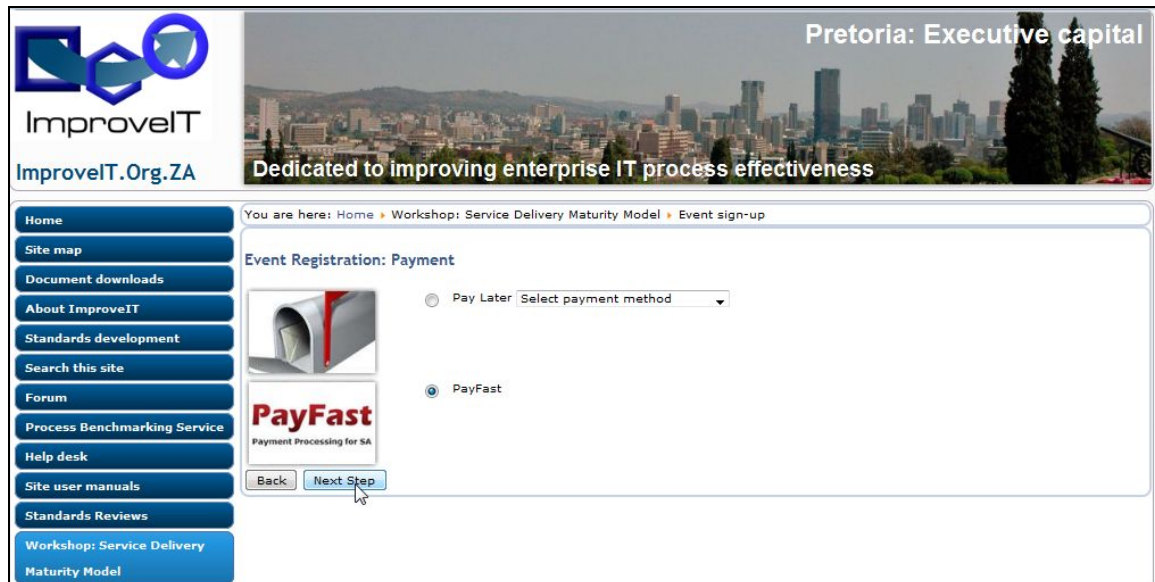
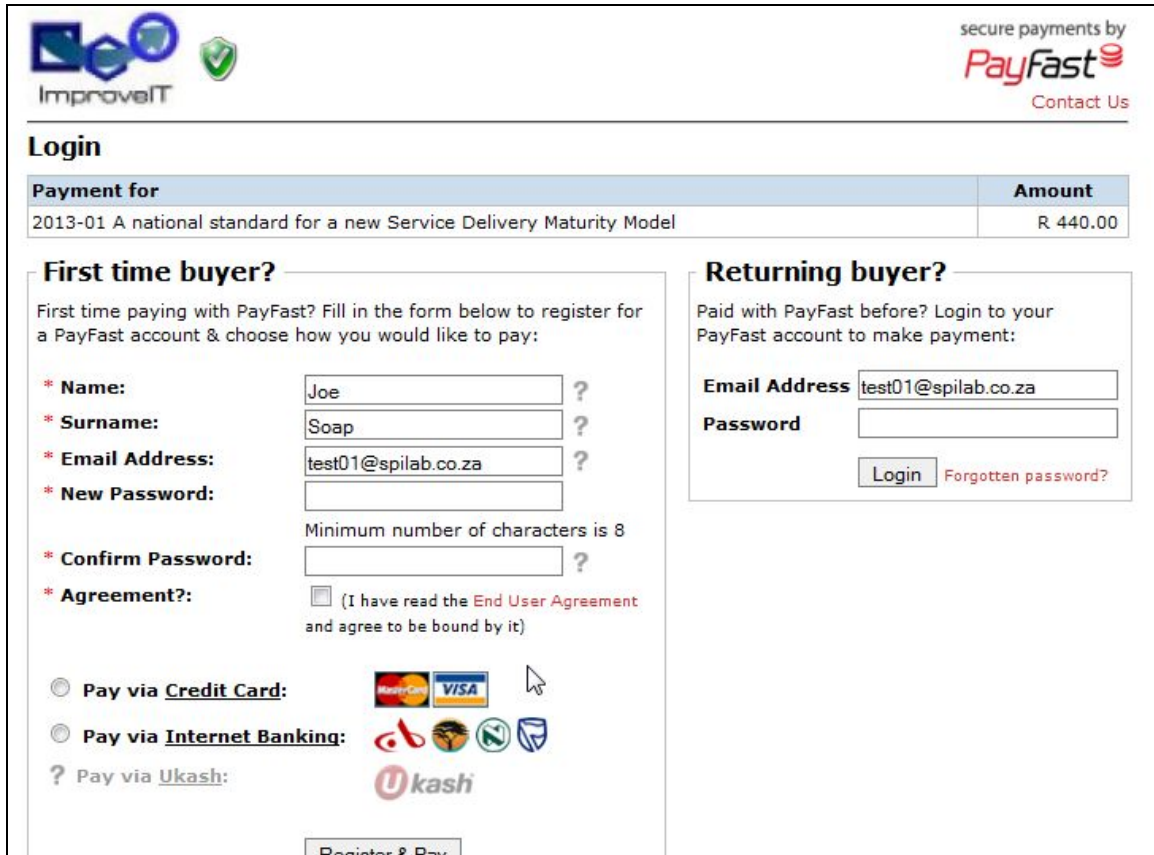


Figure 6 Choose payment method

2.1.2.7 2.7 Payment using Payfast

Note: This image shows only the entry page to the Payfast method.

- a) If this is the first time you are using Payfast, you will need to create a profile (see First Time Buyer?);
- b) If you are a returning user, then fill in the details on the right hand side (Returning Buyer?) and continue.



The screenshot shows the PayFast payment page. At the top left is the ImproveIT logo. At the top right, it says "secure payments by PayFast" with a "Contact Us" link. Below this is a "Login" section. A table shows the payment details:

Payment for	Amount
2013-01 A national standard for a new Service Delivery Maturity Model	R 440.00

Below the table are two columns: "First time buyer?" and "Returning buyer?".

First time buyer?
 First time paying with PayFast? Fill in the form below to register for a PayFast account & choose how you would like to pay:

- * Name: Joe ?
- * Surname: Soap ?
- * Email Address: test01@spilab.co.za ?
- * New Password: [input field] ?
- * Confirm Password: [input field] ?
- * Agreement?: (I have read the [End User Agreement](#) and agree to be bound by it)

Payment options:

- Pay via **Credit Card**: MasterCard, VISA
- Pay via **Internet Banking**: [bank logos]
- ? Pay via **Ukash**: Ukash

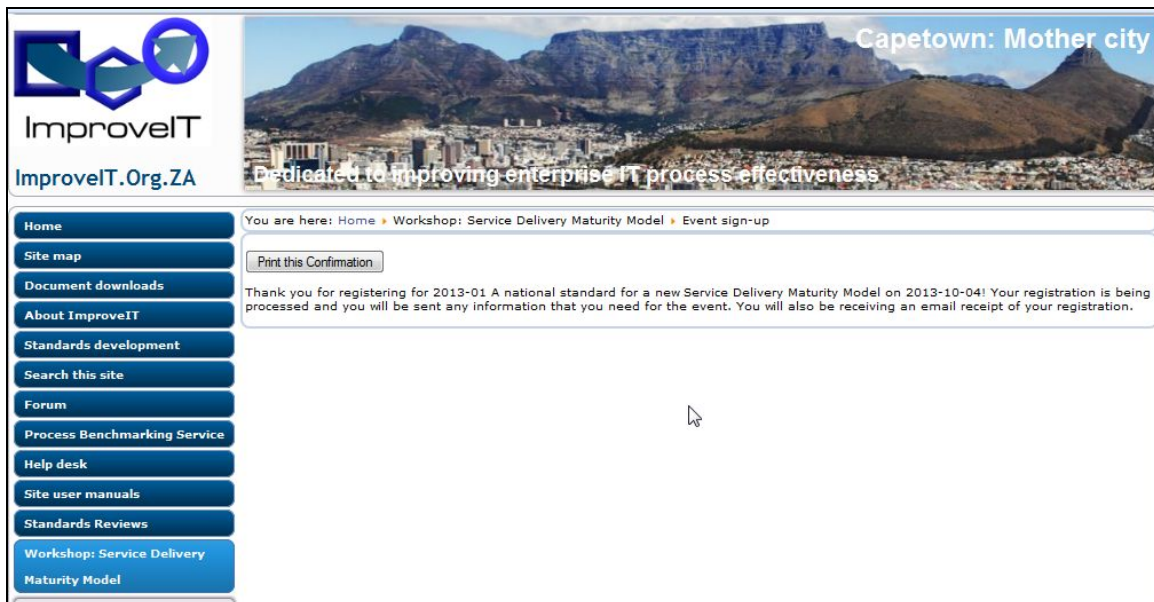
At the bottom is a "Register & Pay" button.

Returning buyer?
 Paid with PayFast before? Login to your PayFast account to make payment:

- Email Address: test01@spilab.co.za
- Password: [input field]
- Buttons: Login, [Forgotten password?](#)

Figure 7 Payment using Payfast

2.1.2.8 2.8 Registration confirmation



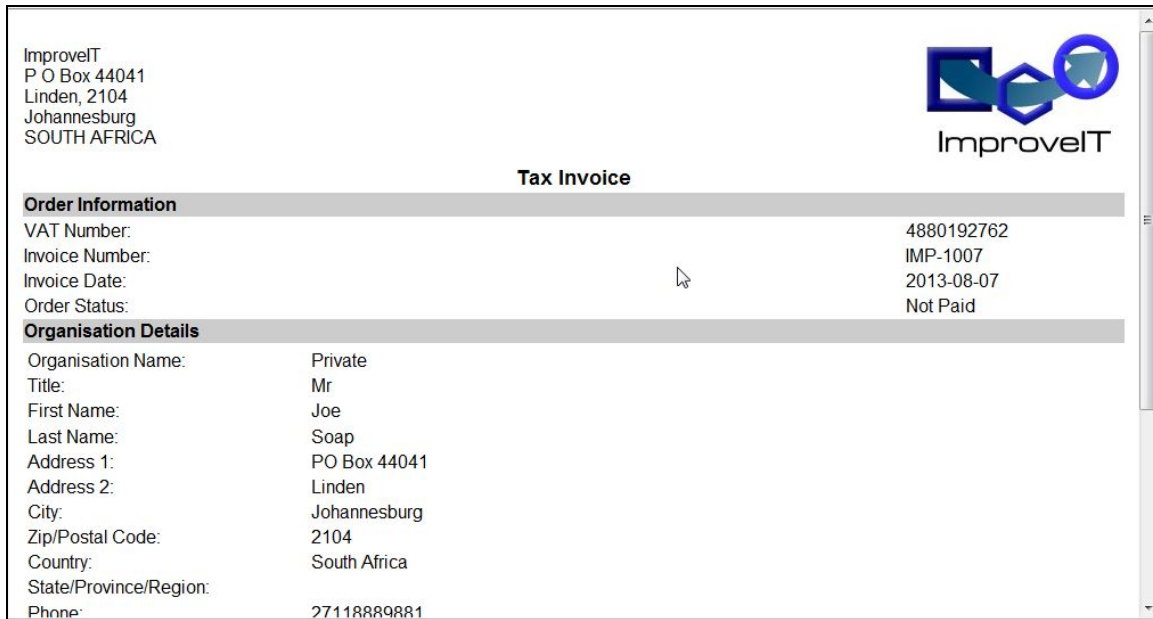
The screenshot shows the registration confirmation page. At the top left is the ImproveIT logo and the URL "ImproveIT.Org.ZA". To the right is a banner image of a city with the text "Capetown: Mother city" and "Dedicated to improving enterprise IT process effectiveness".

Below the banner is a navigation menu with buttons for: Home, Site map, Document downloads, About ImproveIT, Standards development, Search this site, Forum, Process Benchmarking Service, Help desk, Site user manuals, Standards Reviews, Workshop: Service Delivery Maturity Model.

The main content area shows a breadcrumb trail: "You are here: Home > Workshop: Service Delivery Maturity Model > Event sign-up". Below this is a "Print this Confirmation" button and a confirmation message: "Thank you for registering for 2013-01 A national standard for a new Service Delivery Maturity Model on 2013-10-04! Your registration is being processed and you will be sent any information that you need for the event. You will also be receiving an email receipt of your registration."

Figure 8 Registration confirmation

2.1.2.9 2.9 Tax invoice



ImproveIT
P O Box 44041
Linden, 2104
Johannesburg
SOUTH AFRICA

ImproveIT

Tax Invoice

Order Information	
VAT Number:	4880192762
Invoice Number:	IMP-1007
Invoice Date:	2013-08-07
Order Status:	Not Paid

Organisation Details	
Organisation Name:	Private
Title:	Mr
First Name:	Joe
Last Name:	Soap
Address 1:	PO Box 44041
Address 2:	Linden
City:	Johannesburg
Zip/Postal Code:	2104
Country:	South Africa
State/Province/Region:	
Phone:	27118889881

Figure 9 Tax invoice

2.1.3 3. Remarks:

None.

3 Registering a group for a paid event

3.1 Event registration - groups

3.1.1 1. Introduction:

This section describes the steps to be followed when registering groups of individuals for a paid event on the ImproveIT website.

3.1.2 2. Usage:

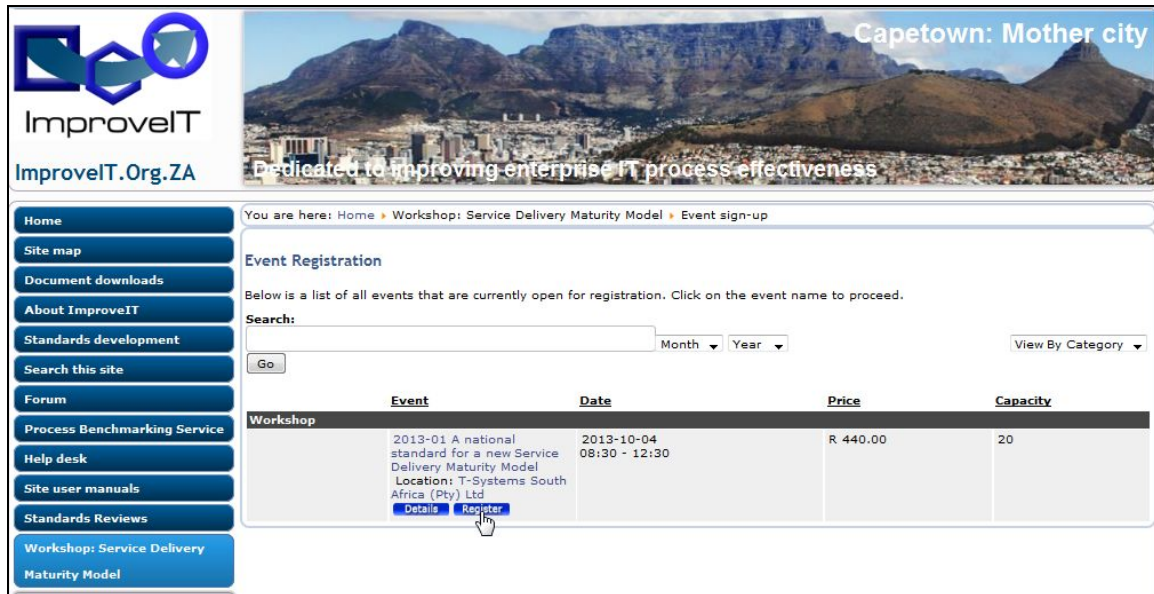
3.1.2.1 2.1 Select the paid event sign-up function



The screenshot shows the ImproveIT website interface. At the top, there is a banner for 'Capetown: Mother city' with the text 'Dedicated to improving enterprise IT process effectiveness'. Below the banner is a navigation menu with items like Home, Site map, Document downloads, About ImproveIT, Standards development, Search this site, Forum, Process Benchmarking Service, Help desk, Site user manuals, Standards Reviews, Workshop: Service Delivery Maturity Model, and Current Reviews. The main content area displays an event announcement: 'Event - October 2013 - A national standard for a new Service Delivery Maturity Model'. Below this, there is a section titled 'ImproveIT - the Organisation' with a sub-section 'About the workshop' containing a list of links: 'Event sign-up' (highlighted with a red box), 'Workshop brochure', and 'Workshop registration'. To the right, there is a section titled 'The ImproveIT Process Benchmarking Service'.

Figure 10 Select the paid event registration function

3.1.2.2 2.2 Select a paid event



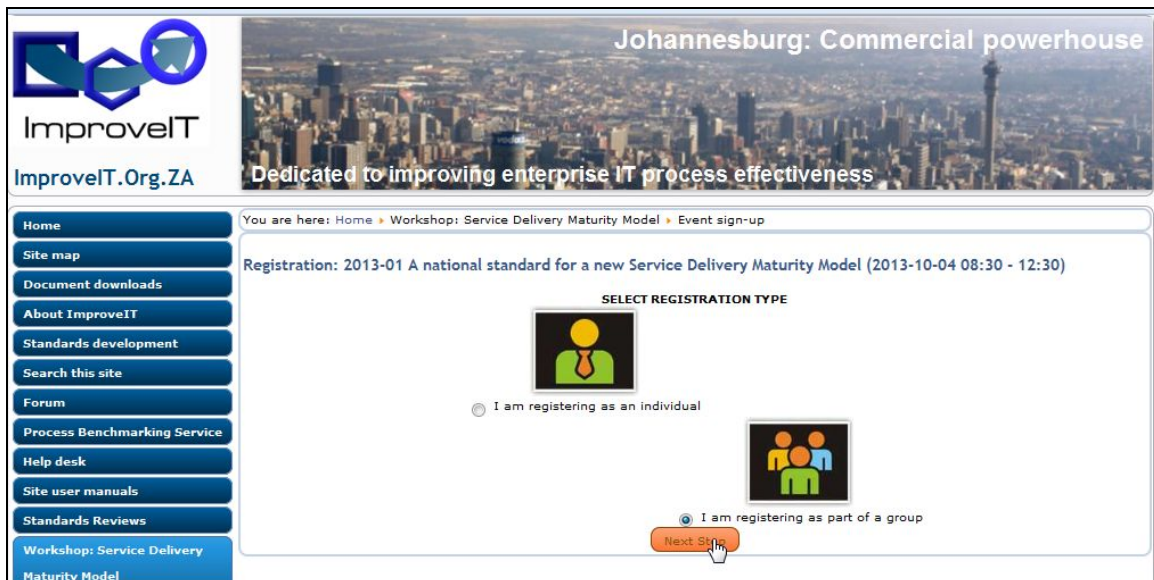
The screenshot shows the ImproveIT website interface. At the top, there is a banner for Capetown: Mother city with a cityscape image. Below the banner is a navigation menu with buttons for Home, Site map, Document downloads, About ImproveIT, Standards development, Search this site, Forum, Process Benchmarking Service, Help desk, Site user manuals, Standards Reviews, and Workshop: Service Delivery Maturity Model. The main content area is titled 'Event Registration' and contains a search bar with 'Month' and 'Year' dropdowns, a 'Go' button, and a 'View By Category' dropdown. Below the search bar is a table with the following data:

Event	Date	Price	Capacity
Workshop 2013-01 A national standard for a new Service Delivery Maturity Model Location: T-Systems South Africa (Pty) Ltd Details Register	2013-10-04 08:30 - 12:30	R 440.00	20

Figure 11 Select a paid event

3.1.2.3 2.3 Choose to register a group

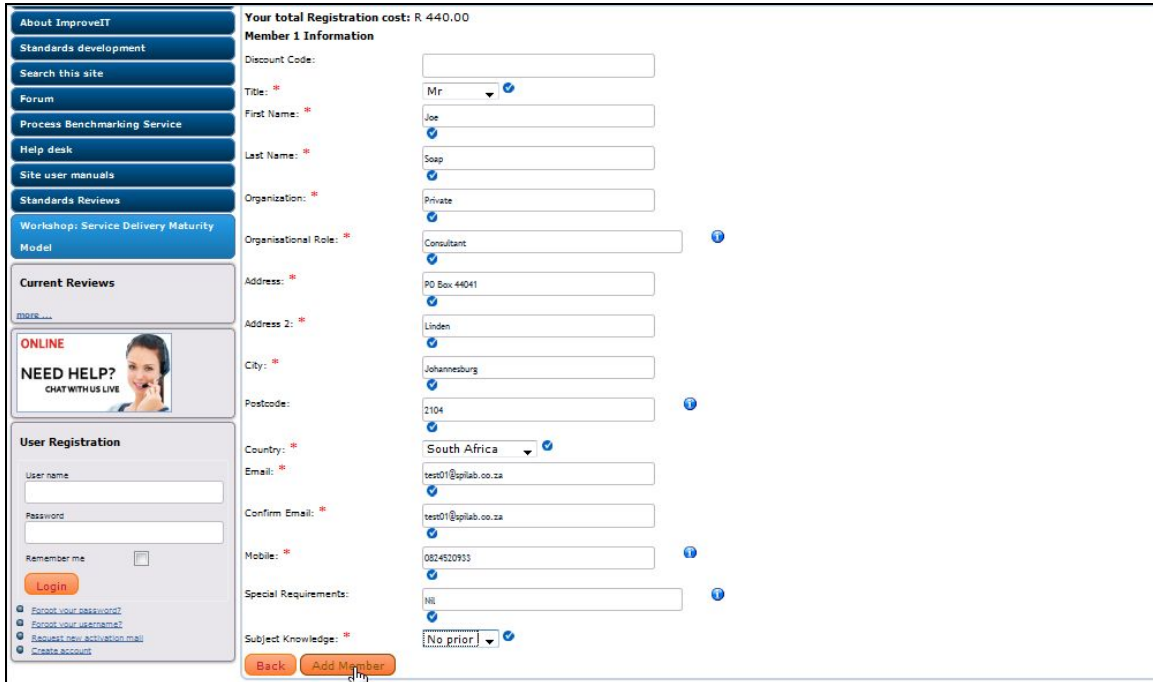
Select the group registration mode.



The screenshot shows the ImproveIT website interface. At the top, there is a banner for Johannesburg: Commercial powerhouse with a cityscape image. Below the banner is a navigation menu with buttons for Home, Site map, Document downloads, About ImproveIT, Standards development, Search this site, Forum, Process Benchmarking Service, Help desk, Site user manuals, Standards Reviews, and Workshop: Service Delivery Maturity Model. The main content area is titled 'Registration: 2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04 08:30 - 12:30)'. Below the title is a section titled 'SELECT REGISTRATION TYPE' with two radio button options: 'I am registering as an individual' (unselected) and 'I am registering as part of a group' (selected). A 'Next Step' button is visible at the bottom right of the selection area.

Figure 12 Select group registration mode

3.1.2.4 2.4 Provide first member details



Your total Registration cost: R 440.00

Member 1 Information

Discount Code:

Title: * ✓

First Name: * ✓

Last Name: * ✓

Organization: * ✓

Organisational Role: * ✓ ⓘ

Address: * ✓

Address 2: * ✓

City: * ✓

Postcode: * ✓ ⓘ

Country: * ✓

Email: * ✓

Confirm Email: * ✓

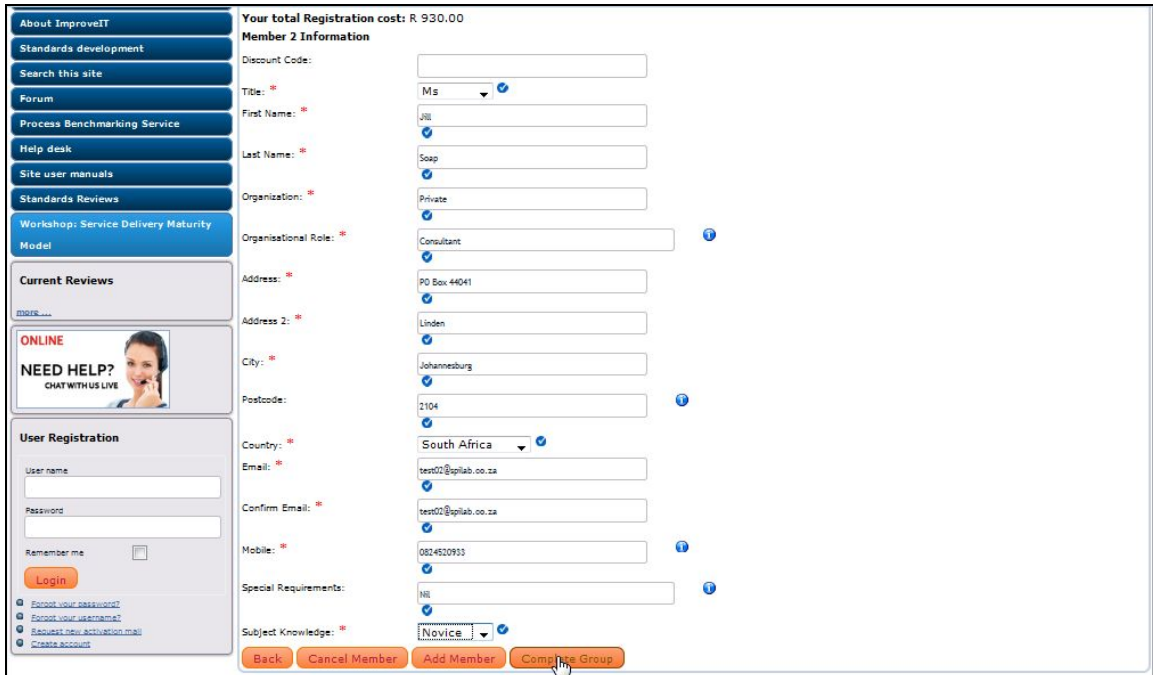
Mobile: * ✓ ⓘ

Special Requirements: ✓ ⓘ

Subject Knowledge: * ✓

Figure 13 Capture first member details

3.1.2.5 2.5 Capture second (and final member details)



Your total Registration cost: R 930.00

Member 2 Information

Discount Code:

Title: * ✓

First Name: * ✓

Last Name: * ✓

Organization: * ✓

Organisational Role: * ✓ ⓘ

Address: * ✓

Address 2: * ✓

City: * ✓

Postcode: * ✓ ⓘ

Country: * ✓

Email: * ✓

Confirm Email: * ✓

Mobile: * ✓ ⓘ

Special Requirements: ✓ ⓘ

Subject Knowledge: * ✓

Figure 14 Capture second (and final) member details

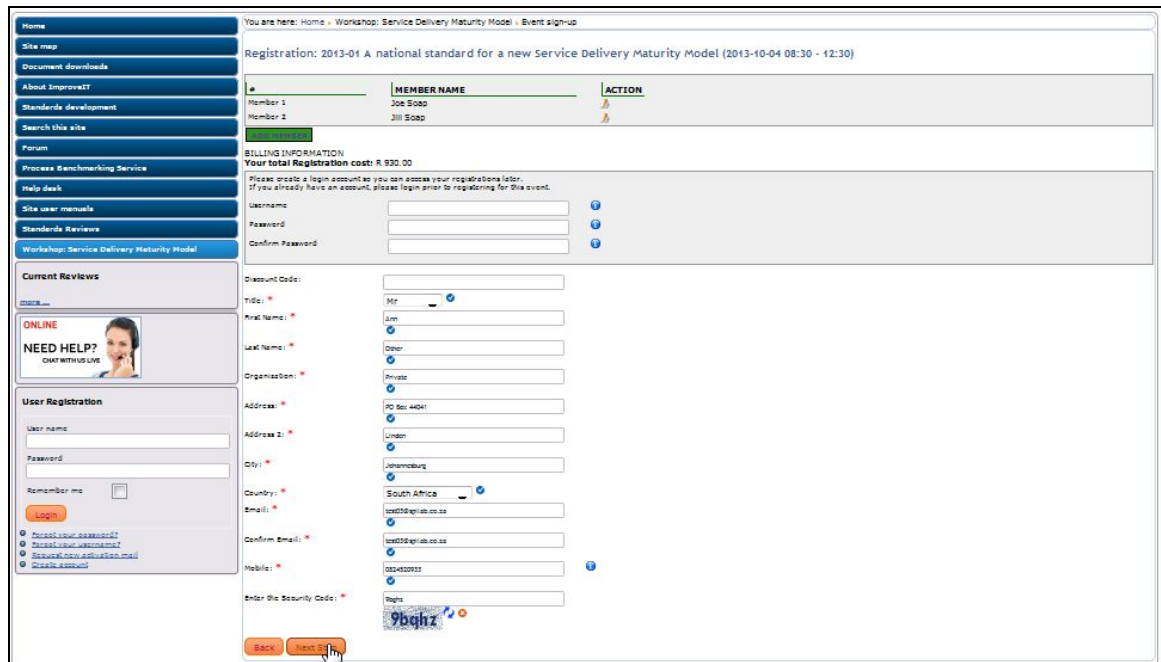
3.1.2.6 2.6 Add the admin member details

Note: It is not necessary to supply login details at this stage.

It will only be necessary to be able to have login details if you need to amend the event registration details.

If that becomes necessary, create a login profile, and request the Site Administrator (admin@improveit.org.za) to add your event registration record to your login profile.

Following that assignment, you will be able to login and make any amendments needed to the event registration details.



The screenshot shows a web application interface for workshop registration. On the left is a navigation menu with items like Home, Site map, Document downloads, About ImproveIT, Standards development, Search this site, Forum, Process Benchmarking Service, Help desk, Site user manuals, Standards Reviews, and Workshop: Service Delivery Maturity Model. The main content area is titled 'Registration: 2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04 08:30 - 12:30)'. It features a table with member details:

#	MEMBER NAME	ACTION
Member 1	Joe Sobb	
Member 2	Jill Sobb	

Below the table is a 'BILLING INFORMATION' section stating 'Your total Registration cost: R 930.00'. A 'User Registration' form is visible, with fields for Username, Password, Confirm Password, Discount Code, Title, First Name, Last Name, Organisation, Address, Address 2, City, Country, Email, Confirm Email, Mobile, and a Security Code. A 'User Registration' sidebar on the left includes a 'NEED HELP?' banner and a 'User Registration' form with fields for User name, Password, and Remember me, along with a 'Login' button and a list of links for password recovery.

Figure 15 Capture the Admin member details

3.1.2.7 2.7 Confirm the captured details

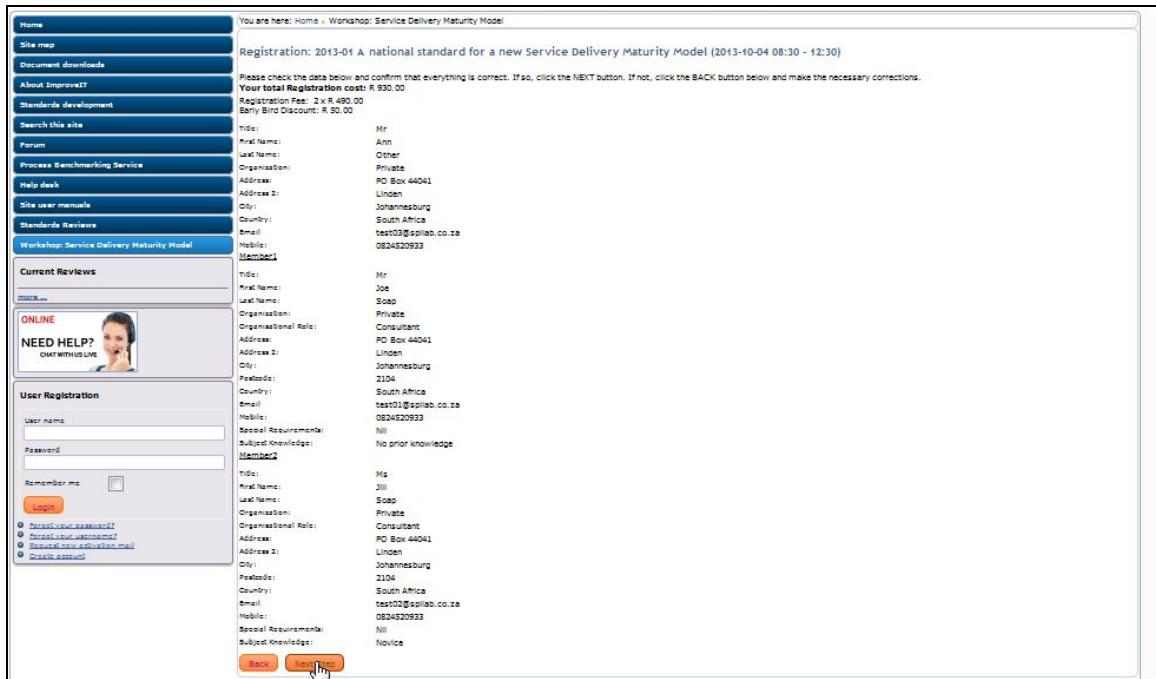


Figure 16 Confirm the captured details

3.1.2.8 2.8 Choose payment method

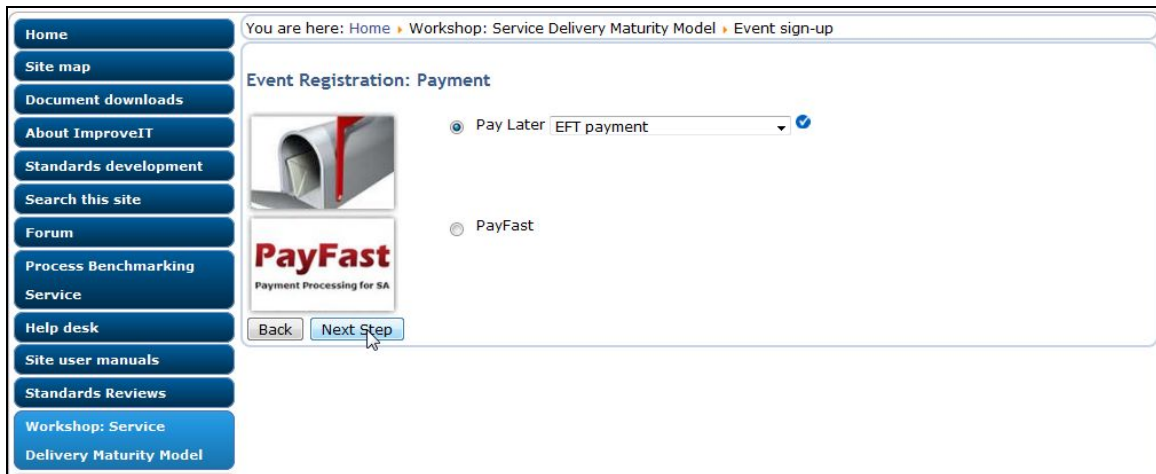


Figure 17 Choose payment method

3.1.2.9 2.9 Confirmation of registration

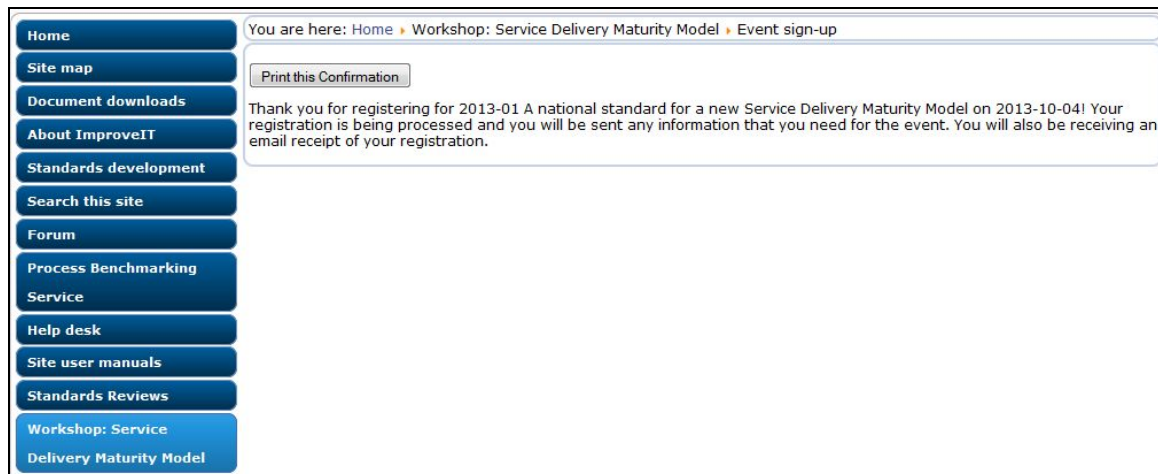


Figure 18 Confirmation of registration

3.1.2.10 2.10 Tax invoice provided for confirmation of paid event details, and billing

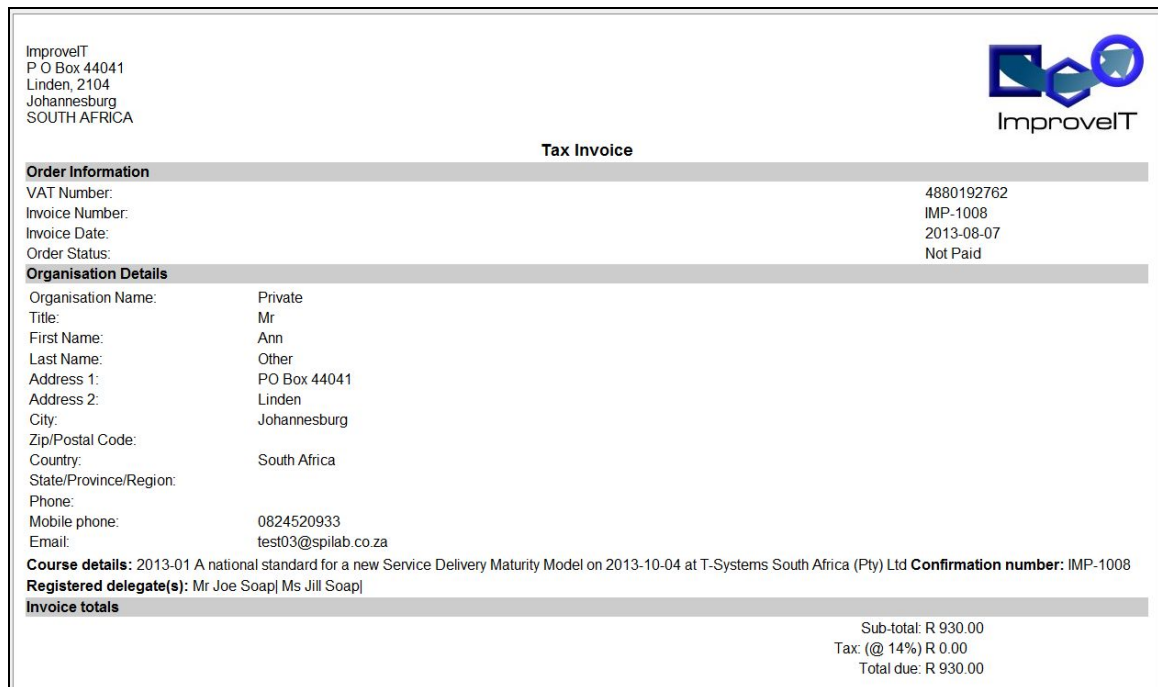


Figure 19 Provided tax invoice, with names of registered delegates

3.1.3 3. Remarks:

None.

3.1.4 4. See also:

None.

3.1.5 Shortcut keystroke:

4 Amending an event registration

4.1 Amend event registrations

4.1.1 1. Introduction:

This section describes the steps to be followed when changes need to be made to a registration. The practices are the same for registering individuals or groups.

4.1.2 2. Usage:

4.1.2.1 2.1 Select the 'Amend event registration' function

After first logging into the site, you will be able to see the 'Amend event registration' function listed under 'Workshop'.

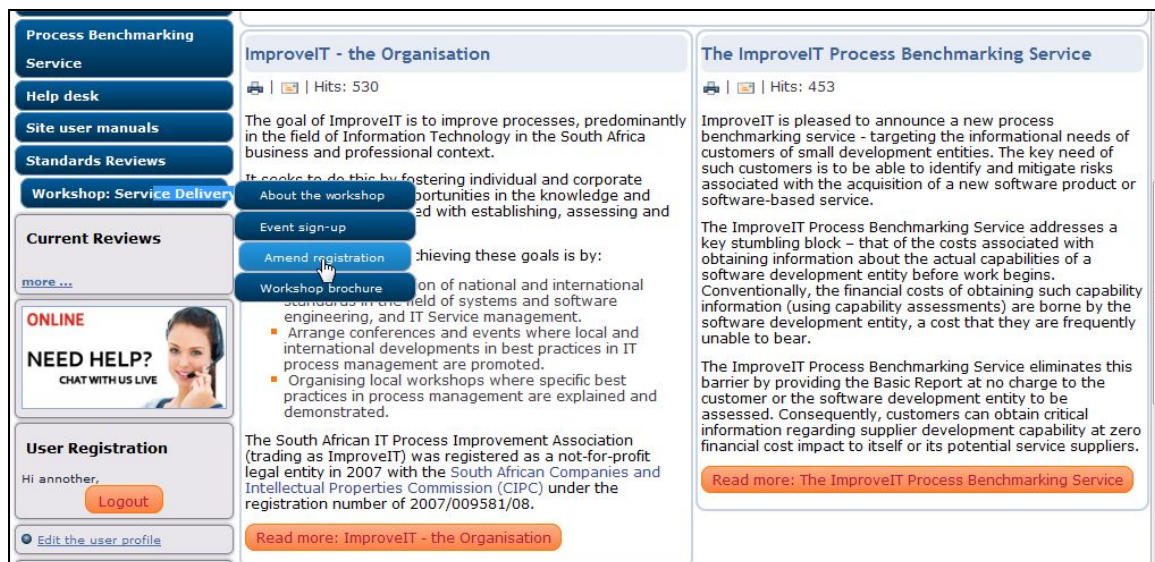
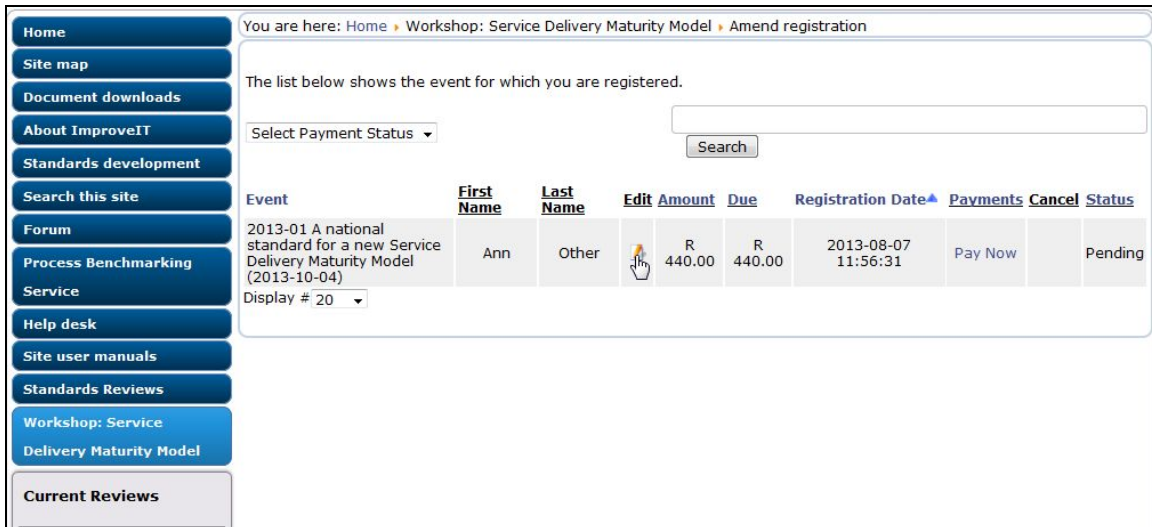


Figure 20 Select the Amend paid event registration function

4.1.2.2 2.2 Action – edit the registration

Edit the registration by clicking on the edit icon under the Edit column for the paid event of interest.

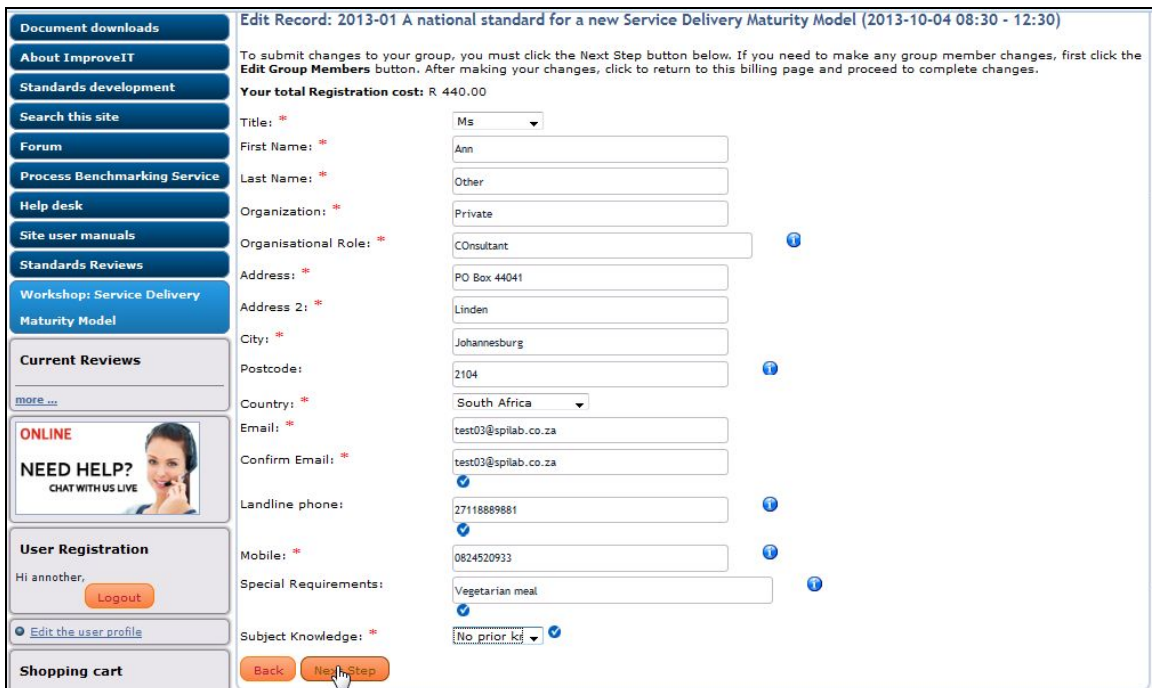


The screenshot shows a web application interface for managing registrations. On the left is a navigation menu with buttons for Home, Site map, Document downloads, About ImproveIT, Standards development, Search this site, Forum, Process Benchmarking Service, Help desk, Site user manuals, Standards Reviews, Workshop: Service Delivery Maturity Model, and Current Reviews. The main content area shows a breadcrumb trail: You are here: Home > Workshop: Service Delivery Maturity Model > Amend registration. Below this is a message: "The list below shows the event for which you are registered." There is a search bar and a dropdown for "Select Payment Status". A table lists registration events with columns: Event, First Name, Last Name, Edit, Amount, Due, Registration Date, Payments, Cancel, and Status. One event is listed: "2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04)" with First Name "Ann", Last Name "Other", Amount "R 440.00", Due "R 440.00", Registration Date "2013-08-07 11:56:31", Payments "Pay Now", and Status "Pending". The "Edit" column for this event contains a hand icon, which is highlighted by a mouse cursor. A "Display # 20" dropdown is also visible.

Figure 21 Action – edit the registration

4.1.2.3 2.3 Action – edit member details or administrator details

In this mode you can choose to amend the registered members (details, or remove a member, or add new members), of amend the paid event administration details. When these details have been amended, click Next Step.



The screenshot shows the "Edit Record" form for a member. The title is "2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04 08:30 - 12:30)". Instructions state: "To submit changes to your group, you must click the Next Step button below. If you need to make any group member changes, first click the Edit Group Members button. After making your changes, click to return to this billing page and proceed to complete changes." The total registration cost is R 440.00. The form fields include: Title (Ms), First Name (Ann), Last Name (Other), Organization (Private), Organisational Role (Consultant), Address (PO Box 44041), Address 2 (Linden), City (Johannesburg), Postcode (2104), Country (South Africa), Email (test03@spilab.co.za), Confirm Email (test03@spilab.co.za), Landline phone (27118889881), Mobile (0824520933), Special Requirements (Vegetarian meal), and Subject Knowledge (No prior knowledge). There are "Back" and "Next Step" buttons at the bottom.

Figure 22 Action – edit member details and/or administrator details

4.1.2.4 2.4 Confirm the captured details

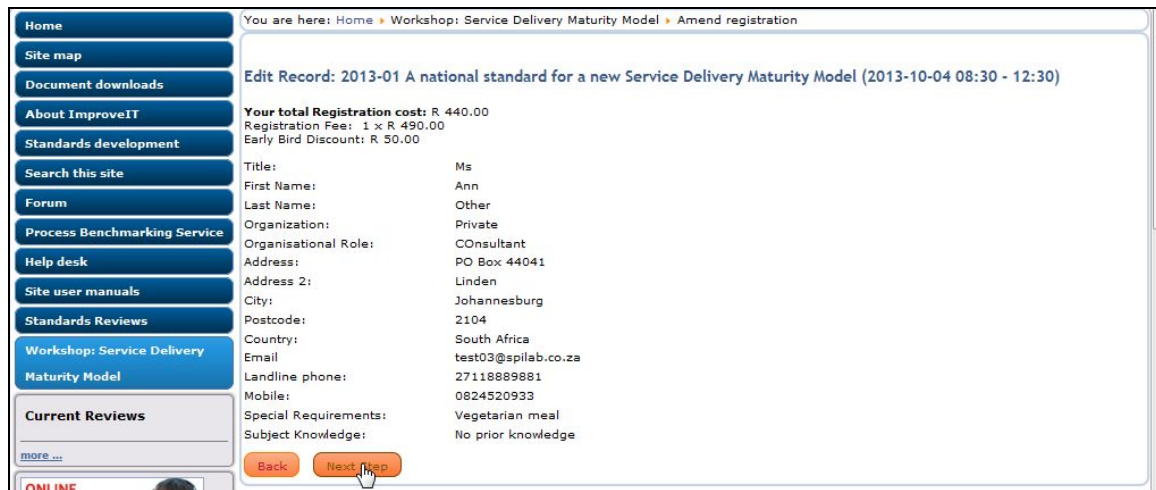


Figure 23 Confirm the captured/amended details

4.1.2.5 2.5 Confirmation of amendment

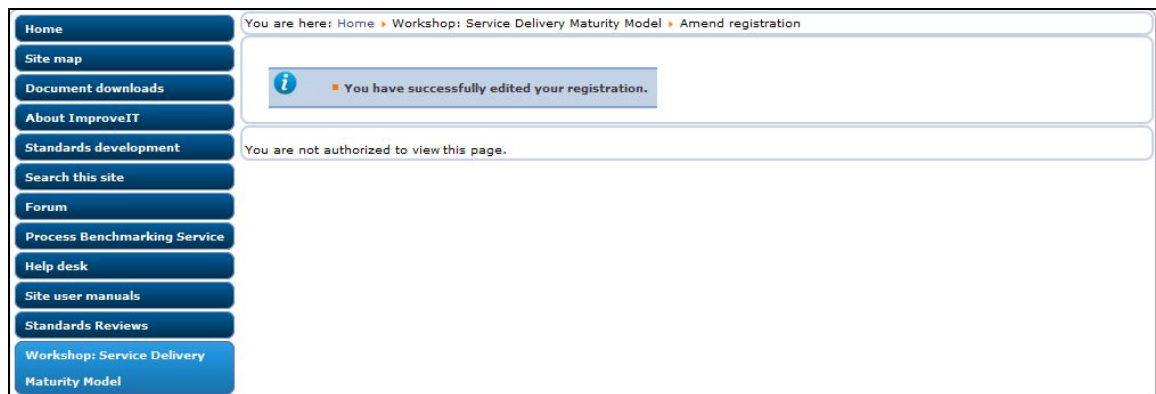
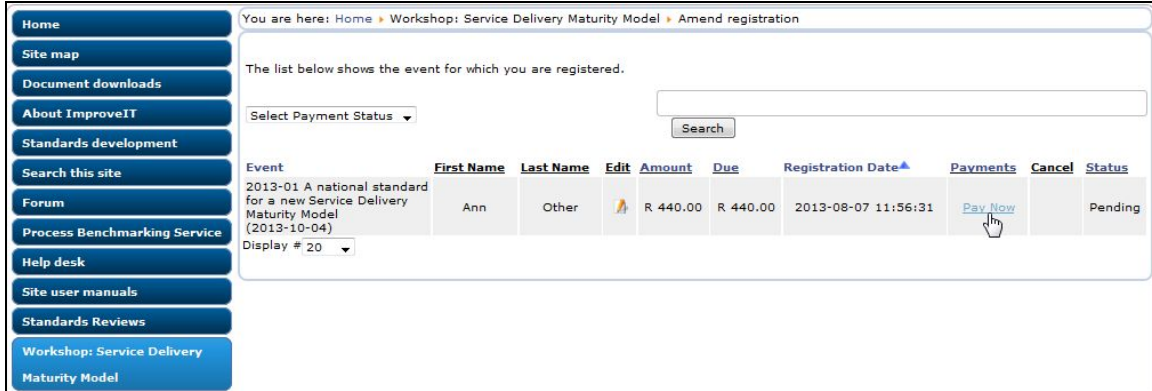


Figure 24 Amendment is confirmed

This completes the amendment cycle.

4.1.2.6 2.6 Action – make payment


If a payment method of 'pay later' using EFT/cheque was chosen in the original registration, and if a payment needs to be made by credit card/EFT using Payfast, click on Pay Now.



You are here: Home > Workshop: Service Delivery Maturity Model > Amend registration

The list below shows the event for which you are registered.

Select Payment Status Search

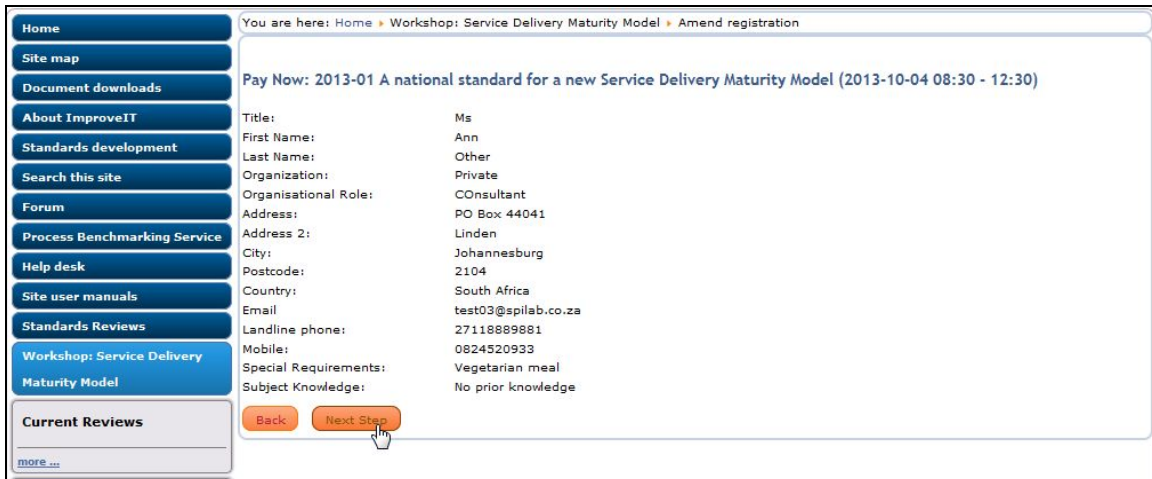
Event	First Name	Last Name	Edit	Amount	Due	Registration Date	Payments	Cancel	Status
2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04)	Ann	Other		R 440.00	R 440.00	2013-08-07 11:56:31	Pay Now		Pending

Display # 20

Figure 25 Perform checkout

Note: If an EFT payment has been made using an alternative banking channel, please send a copy of the payment advice to the event administrator (office@improveit.org.za) so that the payment field status can be amended to indicate that payment has been made.

4.1.2.7 2.7 Confirm the captured details



You are here: Home > Workshop: Service Delivery Maturity Model > Amend registration

Pay Now: 2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04 08:30 - 12:30)

Title: Ms
 First Name: Ann
 Last Name: Other
 Organization: Private
 Organisational Role: COnsultant
 Address: PO Box 44041
 Address 2: Linden
 City: Johannesburg
 Postcode: 2104
 Country: South Africa
 Email: test03@spilab.co.za
 Landline phone: 27118889881
 Mobile: 0824520933
 Special Requirements: Vegetarian meal
 Subject Knowledge: No prior knowledge

[Back](#) [Next Step](#)

Figure 26 Confirm the captured/amended details

4.1.2.8 2.8 Pay now – using Payfast – either EFT or Credit Card

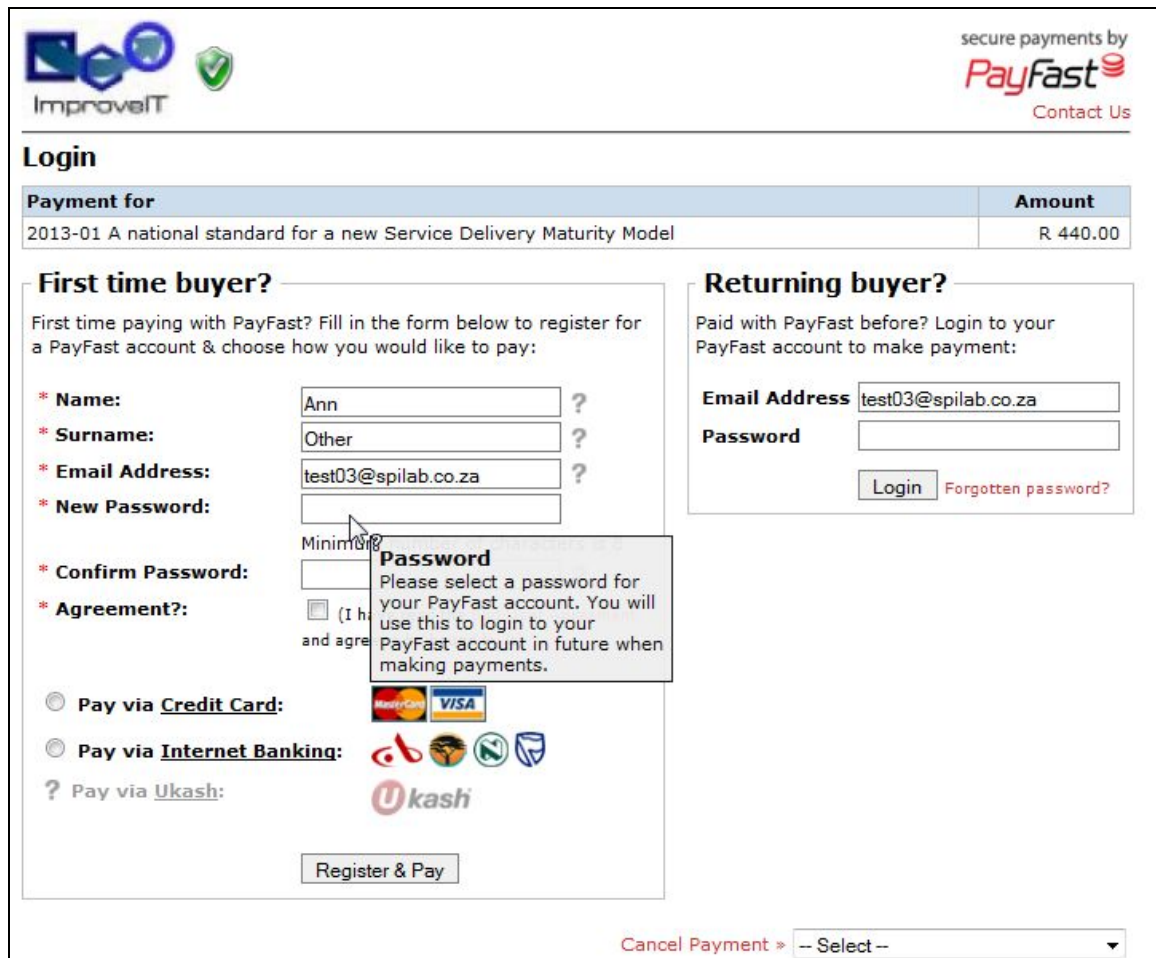
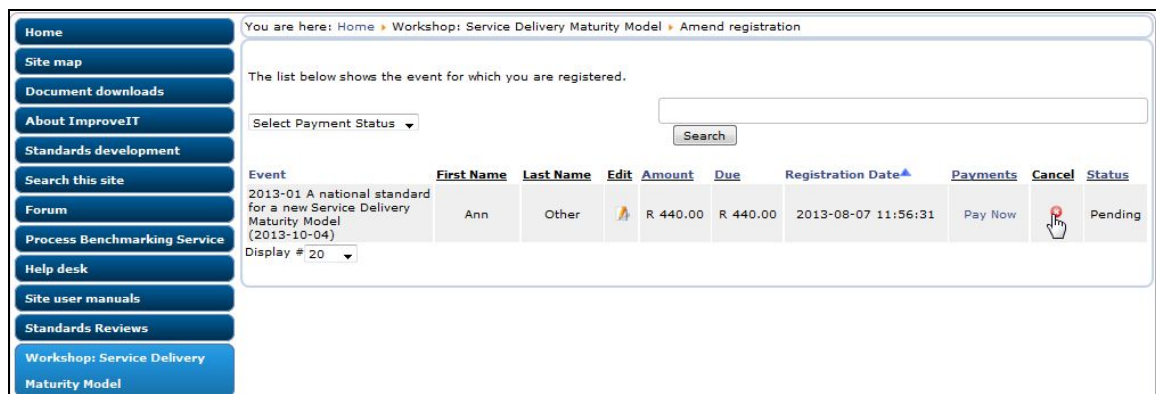


Figure 27 pay now – using Payfast – EFT or Credit Card

4.1.2.9 2.9 Action – cancel a registration

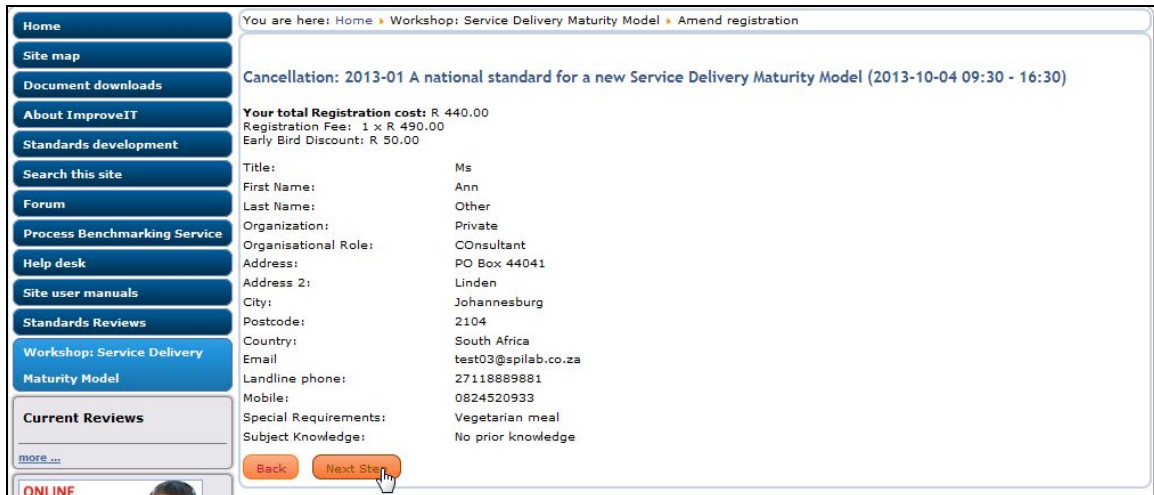
If a paid event registration needs to be cancelled, click on the Cancel icon.



Event	First Name	Last Name	Edit	Amount	Due	Registration Date	Payments	Cancel	Status
2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04)	Ann	Other		R 440.00	R 440.00	2013-08-07 11:56:31	Pay Now		Pending

Figure 28 Confirmation of registration

4.1.2.10 2.10 Paid event cancellation – next step



You are here: Home > Workshop: Service Delivery Maturity Model > Amend registration

Cancellation: 2013-01 A national standard for a new Service Delivery Maturity Model (2013-10-04 09:30 - 16:30)

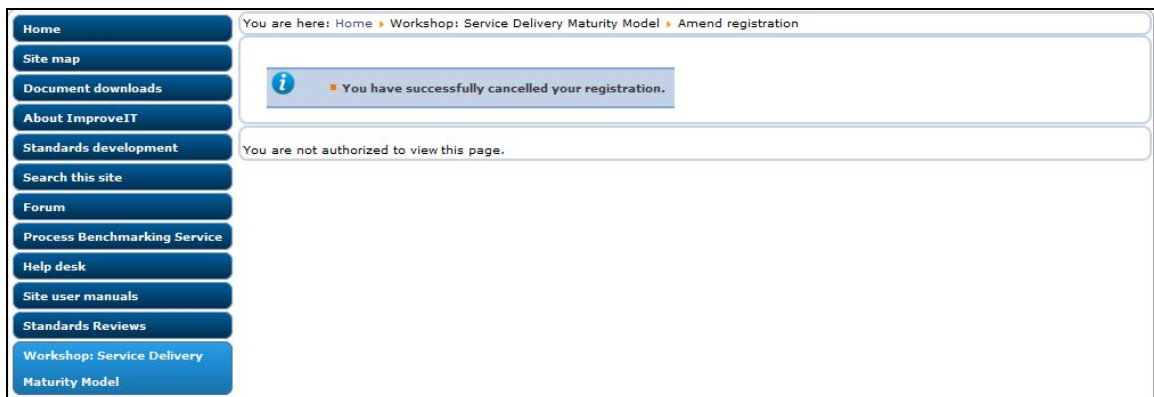
Your total Registration cost: R 440.00
 Registration Fee: 1 x R 490.00
 Early Bird Discount: R 50.00

Title:	Ms
First Name:	Ann
Last Name:	Other
Organization:	Private
Organisational Role:	COnsultant
Address:	PO Box 44041
Address 2:	Linden
City:	Johannesburg
Postcode:	2104
Country:	South Africa
Email:	test03@spilab.co.za
Landline phone:	27118889881
Mobile:	0824520933
Special Requirements:	Vegetarian meal
Subject Knowledge:	No prior knowledge

Back Next Step

Figure 29 Paid event cancellation – next step

4.1.2.11 2.11 Paid event cancellation – succeeded



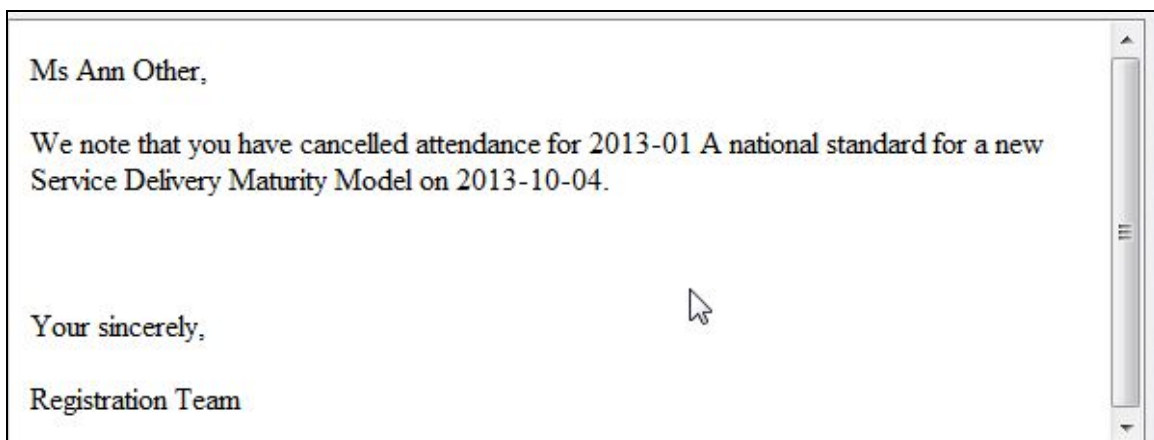
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i You have successfully cancelled your registration.

You are not authorized to view this page.

Figure 30 Cancellation succeeded

4.1.2.12 2.12 Paid event cancellation – email notification



Ms Ann Other,

We note that you have cancelled attendance for 2013-01 A national standard for a new Service Delivery Maturity Model on 2013-10-04.

Your sincerely,

Registration Team

Figure 31 Paid event cancellation - email notification

4.1.3 3. Remarks:

None.

4.1.4 4. See also:

None.

4.1.5 Shortcut keystroke: