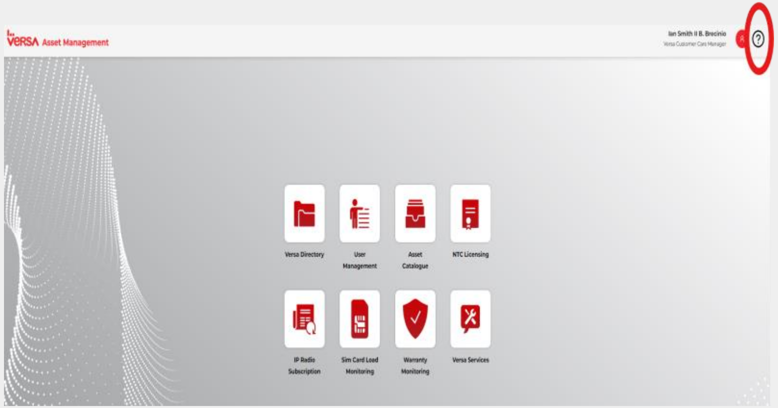
VAM Tiles User Guides

USER GUIDE

- All user guides, including step-by-step instructions for creating, editing, deleting, and retrieving files within the VAM tiles, can be found inside VAM. This centralized repository ensures that users have easy access to comprehensive documentation, facilitating efficient use and management of the VAM system.

  - **VAM TILES USER GUIDE -** this is readily available inside VAM by clicking the Question mark logo on the top left side of your profile name.



PC/Laptop View

Mobile Device View

- As shown in the previous slide, the user guides below are embedded within the VAM system. These guides provide clear, step-by-step instructions on effectively using the VAM tiles, covering tasks such as creating, editing, deleting, and retrieving files. The detailed steps are outlined below and in the succeeding slides, ensuring users have easy access to the information needed to efficiently manage and navigate the VAM system.

USER PROFILE

- How to view Profile?

1. In the VAM Main Page, Click the PROFILE Icon.
2. Select PROFILE from the Profile Dropdown Selection.

- How to Edit Profile?

1. In the VAM Main Page, Click the PROFILE Icon.
2. Select PROFILE from the Profile Dropdown Selection.
3. Click the EDIT Button to enable all editable fields.
4. Update the field/s that you want to change.
5. Click the SAVE CHANGES Button.

- How to Change Password?

1. In the VAM Main Page, Click the PROFILE Icon.
2. Select CHANGE PASSWORD from the Profile Dropdown Selection.
3. Enter your Current Password in the CURRENT PASSWORD field.
4. Enter your New Password in the NEW PASSWORD field.
5. Enter your New Password in the CONFIRM PASSWORD field.
6. Click the CHANGE PASSWORD Button.

- How to LOGOUT?

1. In the VAM Main Page, Click the PROFILE Icon.
2. Select LOGOUT from the Profile Dropdown Selection.
3. Click the YES Button in the "Are you sure you want to logout?" modal.

ASSET CATALOGUE

- How to Search, Filter, Sort Functions in Asset Catalogue?

1. On the Asset Catalogue Page, you can view the details of the asset. The following functions are available.
2. SEARCH: Enter your search query in the search tab and click the Search Button.
3. FILTER: Click the Filter Button. Enter your criteria in any of the different table fields and click the APPLY Button.
4. SORT: Click the Ascending/Descending buttons of each field to sort the data accordingly.

- How to Create any of the following Assets: Portable Radio, Mobile Base Radio, Radio Repeater, Radio Equipment, Radio Accessory?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Click CREATE button.
3. In the CREATE Asset SKU page, select any from the list of the following Type of Devices: Portable Radio, Mobile Base Radio, Radio Repeater, Radio Equipment, Radio Accessory.

4. Enter the Brand, Model, Distributor, Serial Number.
5. Click the CREATE Button.

- How to Create an IP Radio or Smartphone Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Click CREATE button.
3. In the CREATE Asset SKU page, select either "IP Radio" or "Smartphone" in the Type of Device field.
4. Enter the Brand, Model, Distributor, Serial Number, IMEI1.
5. Click the CREATE Button.

- How to Create a SIM Card Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Click CREATE button.
3. In the CREATE Asset SKU page, select "SIM Card" in the Type of Device field.
4. Enter the Brand, Model, Distributor, SIM Card No.
5. Click the CREATE Button.

- How to Create Assets by Bulk?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Click BULK CREATE button.
3. Select UPLOAD CSV.
4. Select a Download CSV Template.
5. Click DOWNLOAD button to download CSV Template.
6. Create an Asset CSV File using the selected CSV Template and save it in your local library.
7. To Upload the CSV File, Select Type of Device in the BULK CREATE ASSET SKU (UPLOAD) page.

8. Click ATTACH CSV FILE to attach the Asset CSV file that you created (from your local library).
9. Click CREATE Button.

- How to Export ALL Assets?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Select EXPORT ALL.

- How to Export SELECTED Assets?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Select Asset/s to be exported using the checkbox located at the left side of these Asset Item/s.
3. Click EXPORT button.
4. Select EXPORT SELECTED.

- How to Delete one or more Asset/s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Select Asset Profile/s to be deleted using the checkbox located at the left side of the Asset Item.
3. Click DELETE button.
4. Select DELETE.
5. Click the YES Button in the "Are you sure you want to delete the client/s?" modal.

- How to Delete one or more Asset/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Select Asset Profile/s to be deleted using the checkbox located at the left side of the Asset Item.
3. Click DELETE button.
4. Select DELETE.
5. Click the YES Button in the "Are you sure you want to delete the client/s?" modal.

- How to Restore one or more Deleted Asset/s?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Select previously deleted Asset Profile/s (greyed-out items) to be restored using the checkbox located at the left side of these Asset Item/s.
3. Click the RESTORE button.
4. Click the YES Button in the "Are you sure you want to restore the Asset?" modal.

- How to View an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
3. Select the client details that you want to view.
4. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

- How to Assign a Device User to an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an Asset to be assigned to a Device User by going to the Asset's Device User column and selecting the ASSIGN function.
3. Select a Device User from the list/table using the checkbox beside the Device User's Name.
4. Click the ASSIGN Button.

- How to Unassign a Device User from an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an Asset to be unassigned from a Device User by going to the Asset's Device User column and selecting the REMOVE function.
3. Select the YES button in the "Are you sure you want to remove the Assigned Device User?" modal.

- How to Assign an NTC License to an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an Asset to be assigned to an NTC License by going to the Asset's NTC License column and selecting the ASSIGN function.
3. Select an NTC License from the list/table using the radio button beside the License.
4. Click the ASSIGN Button.

- How to Unassign an NTC License from an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an Asset to be unassigned from an NTC License by going to the Asset's NTC License column and selecting the REMOVE function.
3. Select the YES button in the "Are you sure you want to remove the Assigned NTC License?" modal.

- How to Assign a Permit to Purchase to an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an Asset to be assigned to a Permit to Purchase by going to the Asset's Permit To Purchase column and selecting the ASSIGN function.
3. Select a Permit to Purchase from the list/table using the radio button beside the License.
4. Click the ASSIGN Button.

- How to Unassign a Permit to Purchase from an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an Asset to be unassigned from a Permit to Purchase by going to the Asset's Permit to Purchase column and selecting the REMOVE function.
3. Select the YES button in the "Are you sure you want to remove the Assigned Permit to Purchase?" modal.

- How to Assign an IMEI1 SIM Card No. to an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an IP Radio or Smartphone to be assigned with a SIM Card No. by going to the Asset's IMEI1-SIM Card No. column and selecting the REMOVE function.
3. Select the YES button in the "Are you sure you want to remove the SIM Card No.?" modal.

- How to Unassign a IMEI1 SIM Card No. from an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an IP Radio or Smartphone to be unassigned from a SIM Card No. by going to the Asset's IMEI1-SIM Card No. column and selecting the REMOVE function.
3. Select the YES button in the "Are you sure you want to remove the SIM Card No.?" modal.

- How to Create Request Repair or Preventive Maintenance Job Order for an Asset?

1. In the VAM Main Page, Click the ASSET CATALOGUE Icon.
2. Pick an Asset (VERSA Brand only) to be repaired or scheduled for preventive maintenance.
3. Click the Create Job Order Button.
4. Select the Job Order Type.
5. Click the NEXT Button.
6. Click the CREATE Button.

NTC LICENSING

- o How to Search, Filter, Sort Functions in NTC Licensing?

1. Select NTC License Directory.
2. In the NTC License Directory Page, the details of each NTC License is displayed. The following functions are available:
3. SEARCH: Put an entry in the search tab and press the Search Button.
4. FILTER: Select the Filter Button. Put an entry in any of the different table fields and press the APPLY Button.
5. SORT: Select the Ascending/Descending buttons of each field.

- o How to Create a an SRRS (Special Permit) License SKU?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Click CREATE button.
4. In the CREATE License SKU page, select "SRRS" in the License Type field.
5. Enter the Reference Number (License Number), Issued Date, Type of Device.
6. Click the CREATE Button.

- o How to Create a an RSL (Radio Station License) and Permit to Purchase License SKU?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Click CREATE button.
4. In the CREATE License SKU page, select "RSL" or "Permit to Purchase" in the License Type field.
5. Enter the Reference Number (License Number), Issued Date, Validity Date, Type of Device.
6. Click the CREATE Button.

How to Create a an RLM (Radio Land Mobile - Radio User Certificate) and Amateur Radio Certificate SKU?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Click CREATE button.

- How to Create a an RLM (Radio Land Mobile - Radio User Certificate) and Amateur Radio Certificate SKU?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Click CREATE button.
4. In the CREATE License SKU page, select "RLM" or "Amateur" in the License Type field.
5. Enter the Reference Number (License Number), Issued Date, Validity Date, Registered Personnel (First name and Last Name).
6. Click the CREATE Button.

- How to Create NTC Licenses by Bulk?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Click BULK CREATE button.
4. Select UPLOAD CSV.
5. Click DOWNLOAD button to download CSV Template.
6. Create a Distributor CSV File using the CSV Template and save it in your local library.
7. Click ATTACH CSV FILE to attach the Distributor CSV file that you created (from your local library).
8. Click CREATE Button.

- How to Delete one or more NTC License/s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Select NTC License/s to be deleted using the checkbox located at the left side of every License Item.
4. Click DELETE button.
5. Select DELETE.
6. Click the YES Button in the "Are you sure you want to delete the NTC License/s?" modal.

- How to Delete one or more NTC License/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Select NTC License/s to be deleted using the checkbox located at the left side of every License Item.
4. Click DELETE button.
5. Select SYSTEM DELETE.
6. Click the YES Button in the "Are you sure you want to system delete the NTC License/s?" modal.

- How to Restore one or more Deleted NTC License/s?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Select previously deleted NTC License/s (greyed-out items) to be restored using the checkbox located at the left side of every License Item.
4. Click the RESTORE button.
5. Click the YES Button in the "Are you sure you want to restore the NTC License?" modal.

- How to Edit an NTC License detail?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Select the NTC License that you want to edit by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the License's detail.
4. Select the EDIT Option.
5. Update the fields that you want to change.
6. Click the SAVE button.

- How to Delete an NTC License (one at a time) which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Select the NTC License that you want to delete by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the License's detail.
4. Select the DELETE Option.
5. Click the YES Button in the "Are you sure you want to delete the NTC License?" modal.

- How to View an NTC License?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
4. Select the license's details that you want to view.
5. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

- How to Create a New NTC License Application?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Click the NTC Application Button.
4. Select NEW APPLICATION.
5. Select License Type.
6. Select CREATE Button.

- How to Create a Renewal of NTC License Application?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Select an NTC License/s for License Renewal.
4. Select the NTC Application Button.
5. Select RENEWAL APPLICATION.
6. Select License Type.
7. Select CREATE Button.

- How to Assign a Radio to a License?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Pick a License to be assigned to a Radio by going to the License's Radios Under License column and selecting the ASSIGN/SHOW function.
4. Select the RADIO/s in the Unregistered Radio List Tab using the checkbox beside it.
5. Click the ASSIGN Button.

- How to Unassign a Radio to a License?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Pick a License to be unassigned from a Radio by going to the License's Radios Under License column and selecting the SHOW function.
4. Select the RADIO/s in the Registered Radio List Tab using the checkbox beside it.
5. Click the REMOVE Button.
6. Select the YES button in the "Are you sure you want to remove assigned Radio?" modal.

- How to Upload a License?

1. In the VAM Main Page, Click the NTC LICENSING Icon.
2. Select the LICENSE DIRECTORY icon.
3. Select the UPLOAD function (under the NTC File Column) of a License.
4. Select the file/s (from your Local Directory) you want to upload.
5. Click the OPEN Button.

IP RADIO SUBSCRIPTION

- How to Search Filter, Sort Functions in IP Radios Subscription?

1. Select IP Radio Subscription.
2. In the IP Subscription Page, the details of the IP Subscription is displayed. The following functions are available:
3. SEARCH: Put an entry in the search tab and press the Search Button.
4. FILTER: Select the Filter Button. Put an entry in any of the different table fields and press the APPLY Button.
5. SORT: Select the Ascending/Descending buttons of each field.

- How to Create an IP Radio Subscription Order?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Click the SUBSCRIPTION ORDER button.
3. Select CREATE SUBSCRIPTION ORDER button.
4. In the CREATE IP SUBSCRIPTION SKU page, select an IP Radio/s.
5. Select the Subscription Type, Subscription Duration and Activation Date.
6. Click the CREATE Button.

- How to Renew an IP Radio Subscription Order?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Select IP Subscription Module.
3. Select IP Subscription Order that has an ACTIVE IP Subscription Status.
4. Select Subscription Order Button.
5. Select RENEW SUBSCRIPTION ORDER Option.
6. Select Subscription Duration.
7. Click the RENEW Button.

- How to Reactivate an IP Radio Subscription Order?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Select IP Subscription Module.
3. Select IP Subscription Order that has an EXPIRED IP Subscription Status.
4. Select Subscription Order Button.
5. Select REACTIVATE SUBSCRIPTION ORDER Option.
6. Select Subscription Type, Subscription Duration and Activation Date (Optional).
7. Click REACTIVATE Button.

- How to Export ALL IP RADIO SUBSCRIPTIONS?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Select EXPORT ALL.

- How to Delete one or more IP Radio Subscription /s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Select IP RADIO SUBSCRIPTION/s to be deleted using the checkbox located at the left side of every IP RADIO SUBSCRIPTION.
3. Click DELETE button.
4. Select DELETE.
5. Click the YES Button in the "Are you sure you want to delete the IP RADIO SUBSCRIPTION?" modal.

- How to Delete one or more IP Radio Subscription/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Select IP RADIO SUBSCRIPTION/s to be deleted using the checkbox located on its left side.
3. Click the DELETE button.
4. Select SYSTEM DELETE.
5. Click the DELETE Button in the "Are you sure you want to system delete the IP RADIO SUBSCRIPTION?" modal.

- How to Restore one or more Deleted IP RADIO SUBSCRIPTION /s?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Select previously deleted IP RADIO SUBSCRIPTION/s (greyed-out items) to be restored using the checkbox located on its left side.
3. Click the RESTORE button.
4. Click the YES Button in the "Are you sure you want to restore the IP RADIO SUBSCRIPTION?" modal.

- How to Delete an IP RADIO SUBSCRIPTION (one at a time) which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Select the Asset that you want to delete by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Asset's detail.
3. Select the DELETE Option.
4. Click the YES Button in the "Are you sure you want to delete the IP RADIO SUBSCRIPTION?" modal.

- How to View an IP RADIO SUBSCRIPTION?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
3. Select the IP RADIO SUBSCRIPTION details that you want to view.
4. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

- How to Assign a Device User to an IP RADIO SUBSCRIPTION?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Pick an IP RADIO SUBSCRIPTION to be assigned to a Device User by going to the IP RADIO SUBSCRIPTION's Device User column and selecting the ASSIGN function.
3. Select a Device User from the list/table using the checkbox beside the Device User's Name.
4. Click the ASSIGN Button.

- How to Unassign a Device User from an IP RADIO SUBSCRIPTION?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Pick an IP RADIO SUBSCRIPTION to be unassigned from a Device User by going to the IP RADIO SUBSCRIPTION's Device User column and selecting the REMOVE function.
3. Select the YES button in the "Are you sure you want to remove the Assigned Device User?" modal.

- How to Assign an IMEI1-SIM Card to an IP RADIO SUBSCRIPTION?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Pick an IP RADIO SUBSCRIPTION to be assigned with a SIM Card by going to the IP RADIO SUBSCRIPTION's IMEI1-SIM Card 1 No. column and selecting the ASSIGN function.
3. Select a SIM CARD from the list/table using the checkbox beside it.
4. Click the ASSIGN Button.

- How to Unassign an IMEI1-SIM Card from an IP RADIO SUBSCRIPTION?

1. In the VAM Main Page, Click the IP RADIO SUBSCRIPTION Icon.
2. Pick an IP RADIO SUBSCRIPTION to be unassigned from its IMEI1-SIM Card by going to the IP RADIO SUBSCRIPTION's IMEI1-SIM Card 1 No. column and selecting the REMOVE function.
3. Select the YES button in the "Are you sure you want to remove the Assigned SIM Card?" modal.

SIM CARD MONITORING

- How to Search, Filter, Sort Functions in SIM Card Load Monitoring?

1. Select SIM Card Load Monitoring.
2. In the SIM Card Load Monitoring Page, the details of each SIM Card is displayed. The following functions are available:
3. SEARCH: Put an entry in the search tab and press the Search Button.
4. FILTER: Select the Filter Button. Put an entry in any of the different table fields and press the APPLY Button.
5. SORT: Select the Ascending/Descending buttons of each field.

- How to Import a SIM Card?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Click IMPORT button.
3. Select SIM Card/s for importation (unregistered and inactive).
4. Set Activation Date.
5. Enter SIM Registered Personnel (First Name and Last Name).
6. Click IMPORT Button.

- How to Create a Load Order?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Select SIM Card no. to be loaded.
3. Select CREATE LOAD ORDER Button.
4. Select Data Plan, Expiration Duration and Loaded Date.
5. Click CREATE Button.

- How to Export ALL SIM Cards?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Select EXPORT ALL.

- How to Export SELECTED SIM Cards?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Select the SIM Card/s to be exported using the checkbox located at the left side of these SIM Card.
3. Click EXPORT button.
4. Select EXPORT SELECTED.

- How to Delete one or more SIM Card/s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Select SIM Card/s to be deleted using the checkbox located at the left side of these SIM Card/s.
3. Click DELETE button.
4. Select DELETE.
5. Click the YES Button in the "Are you sure you want to delete the SIM Card/s?" modal.

- How to Delete one or more SIM Card/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Select SIM Card/s to be deleted using the checkbox located on its left side.
3. Click the DELETE button.
4. Select SYSTEM DELETE.
5. Click the DELETE Button in the "Are you sure you want to system delete the SIM Card?" modal.

- How to Restore one or more Deleted SIM Card /s?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Select previously deleted SIM Card/s (greyed-out items) to be restored using the checkbox located on its left side.
3. Click the RESTORE button.
4. Click the YES Button in the "Are you sure you want to restore the SIM Card?" modal.

- How to Delete a SIM Card (one at a time) which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Select the SIM Card that you want to delete by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the SIM Card's detail.
3. Select the DELETE Option.
4. Click the YES Button in the "Are you sure you want to delete the SIM Card?" modal.

- How to View a SIM Card?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
3. Select the SIM Card details that you want to view.
4. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

- How to Assign a IP Radio to a SIM Card?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Pick a SIM Card to be assigned to an IP Radio by going to the SIM Card's IP Radio Assignment column and selecting the ASSIGN function.
3. Select an IP Radio from the list using the checkbox beside it.
4. Click the ASSIGN Button.

- How to Unassign an IP Radio from a SIM Card?

1. In the VAM Main Page, Click the SIM CARD LOAD MONITORING Icon.
2. Pick a SIM Card to be unassigned from an IP Radio by going to the SIM Card's IP Radio Assignment column and selecting the REMOVE function.
3. Select the YES button in the "Are you sure you want to remove the IP Radio?" modal.

WARRANTY

- How to Search, Filter, Sort Functions in Warranty Monitoring?

1. Select Warranty Monitoring.
2. In the Warranty Page, the details of the Asset is displayed. The following functions are available:
3. SEARCH: Put an entry in the search tab and click the Search Button.
4. FILTER: Select the Filter Button. Put an entry in any of the different table fields and click the APPLY Button.
5. SORT: Select the Ascending/Descending buttons of each field.

- How to Create a Warranty Order?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Click CREATE button.
3. Select Asset/s.
4. Enter Purchased Date and Warranty Duration.
5. Click CREATE Button.

- How to Export ALL Warranty Orders?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select EXPORT ALL.

- How to Export SELECTED Warranty Orders?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select the Warranty Order/s to be exported using the checkbox located at the left side of these Warranty Orders.
3. Click EXPORT button.
4. Select EXPORT SELECTED.

- How to Delete one or more Warranty Order/s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select the Warranty Order/s to be exported using the checkbox located at the left side of these Warranty Orders.
3. Click EXPORT button.
4. Select EXPORT SELECTED.

- How to Delete one or more Warranty Order/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select Warranty Order/s to be deleted using the checkbox located on its left side.
3. Click the DELETE button.
4. Select SYSTEM DELETE.
5. Click the DELETE Button in the "Are you sure you want to system delete the Warranty Orders?" modal.

- How to Delete a Warranty Order which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select previously deleted Warranty Order/s (greyed-out items) to be restored using the checkbox located on its left side.
3. Click the RESTORE button.
4. Click the YES Button in the "Are you sure you want to restore the Warranty Orders?" modal.

- How to View a Warranty Orders?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select previously deleted Warranty Order/s (greyed-out items) to be restored using the checkbox located on its left side.
3. Click the RESTORE button.
4. Click the YES Button in the "Are you sure you want to restore the Warranty Orders?" modal.

MAINTENANCE & REPAIR

How to Search, Filter, Sort Functions in Maintenance and Repair?

1. Select Versa Services.
2. Select Maintenance and Repair.
3. In the Maintenance and Repair Page, select the tab of the Job Order Type (REPAIR or PREVENTIVE MAINTENANCE or NTC APPLICATION) whose list of Job Order will be displayed. The following functions are available:
4. SEARCH: Put an entry in the search tab and press the Search Button.

- How to Delete one or more Warranty Order/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select Warranty Order/s to be deleted using the checkbox located on its left side.
3. Click the DELETE button.
4. Select SYSTEM DELETE.
5. Click the DELETE Button in the "Are you sure you want to system delete the Warranty Orders?" modal.

- How to Delete a Warranty Order which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select previously deleted Warranty Order/s (greyed-out items) to be restored using the checkbox located on its left side.
3. Click the RESTORE button.
4. Click the YES Button in the "Are you sure you want to restore the Warranty Orders?" modal.

- How to View a Warranty Orders?

1. In the VAM Main Page, Click the WARRANTY MONITORING Icon.
2. Select previously deleted Warranty Order/s (greyed-out items) to be restored using the checkbox located on its left side.
3. Click the RESTORE button.
4. Click the YES Button in the "Are you sure you want to restore the Warranty Orders?" modal.

MAINTENANCE & REPAIR

- How to Search, Filter, Sort Functions in Maintenance and Repair?

1. Select Versa Services.
2. Select Maintenance and Repair.
3. In the Maintenance and Repair Page, select the tab of the Job Order Type (REPAIR or PREVENTIVE MAINTENANCE or NTC APPLICATION) whose list of Job Order will be displayed. The following functions are available:
4. SEARCH: Put an entry in the search tab and press the Search Button.
5. FILTER: Select the Filter Button. Put an entry in any of the different table fields and press the APPLY Button.
6. SORT: Select the Ascending/Descending buttons of each field.

- How to Export Repair Requests, Preventive Maintenance, NTC Application?

1. In the VAM Main Page, Click the VERSA SERVICES Icon.
2. Select the MAINTENANCE & REPAIR icon.
3. Click EXPORT button.
4. Select EXPORT ALL.

- How to Export SELECTED Repair Requests, Preventive Maintenance, NTC Application?

1. In the VAM Main Page, Click the VERSA SERVICES Icon.
2. Select the MAINTENANCE & REPAIR icon.
3. Select the Repair Requests or Preventive Maintenance or NTC Application to be exported using the checkbox located at their left side.
4. Click EXPORT button.
5. Select EXPORT SELECTED.

- How to Edit Repair Requests, Preventive Maintenance, NTC Application?

1. In the VAM Main Page, Click the VERSA SERVICES Icon.
2. Select the MAINTENANCE & REPAIR icon.
3. Select the Repair Requests or Preventive Maintenance or NTC Application to be edited using the checkbox located at their left side.
4. Click EDIT button.
5. Update the field/s that you want to change.
6. Click UPDATE Button.

- How to View Repair Requests, Preventive Maintenance, NTC Application?

1. In the VAM Main Page, Click the VERSA SERVICES Icon.
2. Select the MAINTENANCE & REPAIR icon.
3. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
4. Select the Repair Requests or Preventive Maintenance or NTC Application details that you want to view.
5. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

USER MANAGEMENT

- How to Search, Filter, Sort Functions in User Management?

1. Select User Management.
2. In the User Management Page, the details of each VAM Account ID is displayed. The following functions are available:
3. SEARCH: Put an entry in the search tab and press the Search Button.
4. FILTER: Select the Filter Button. Put an entry in any of the different table fields and press the APPLY Button.
5. SORT: Select the Ascending/Descending buttons of each field.

- How to Create a Versa System User?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Click CREATE button.
3. In the CREATE Asset SKU page, select "Versa System User" in the User Type.
4. Enter VAM Account ID, Password, Confirm Password, First Name, Last Name, Company Position, Phone No., Email Address.
5. Click the NEXT Button.
6. Select the Preset Role.
7. Click the CONFIRM Button.

- How to Create a Client System User?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Click CREATE button.
3. In the CREATE Asset SKU page, select "Client System User" in the User Type.
4. Enter VAM Account ID, Password, Confirm Password, First Name, Last Name, Company Position, Phone No., Email Address, Company Name.
5. Click the NEXT Button.
6. Select the Preset Role.
7. Click the CONFIRM Button.

- How to Create a Device User?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Click CREATE button.
3. In the CREATE Asset SKU page, select "Device User" in the User Type.
4. Enter VAM Account ID, Password, Confirm Password, First Name, Last Name, Company Position, Phone No., Email Address, Company Name.

5. Click the NEXT Button.
6. Select the Preset Role.
7. Click the CONFIRM Button.

- How to Export ALL VAM User Accounts?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Select EXPORT ALL.

How to Export SELECTED User Accounts?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Select User Profile/s to be exported using the checkbox located at the left side of every User Item.
3. Click EXPORT button.
4. Select EXPORT SELECTED.

- How to Delete one or more User Account/s, which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Select User Profile/s to be deleted using the checkbox located at the left side of every User Item.
3. Click DELETE button.
4. Select DELETE.
5. Click the YES Button in the "Are you sure you want to delete the user account/s?" modal.

- How to Delete one or more User Account/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Select User Account Profile/s to be deleted using the checkbox located at the left side of every User Account Item.
3. Click the DELETE button.
4. Select SYSTEM DELETE.
5. Click the DELETE Button in the "Are you sure you want to system delete the User Account?" modal.

- How to Restore one or more Deleted User Account/s?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Select previously deleted User Profile/s (greyed-out items) to be restored using the checkbox located at the left side of every User Account Item.
3. Click the RESTORE button.
4. Click the YES Button in the "Are you sure you want to restore the User Account?" modal.

- How to Edit a User Account detail?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Select the User Account that you want to edit by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the User Account's detail.
3. Select the EDIT Option.
4. Update the fields that you want to change.
5. Click the SAVE button.

- How to Delete a User Account (one at a time) which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Select the User Account that you want to delete by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the User Account's detail.
3. Select the DELETE Option.
4. Click the YES Button in the "Are you sure you want to delete the User Account?" modal.

- How to Change the Password of a User Account?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Select the User Account that you want to Change its Password by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the User Account's detail.

3. Select the CHANGE PASSWORD Option.
4. Enter the New Password and Confirm Password (same as New Password).
5. Click the UPDATE Button.

- How to View a User Account?

1. In the VAM Main Page, Click the USER MANAGEMENT Icon.
2. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
3. Select the User details that you want to view.
4. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

PRODUCT DIRECTORY

- How to Search, Filter, Sort Functions in Product Directory?

1. On the Product Directory Page, you can view the details of the product. The following functions are available.
2. SEARCH: Enter your search query in the search tab and click the Search Button.
3. FILTER: Click the Filter Button. Enter your criteria in any of the different table fields and click the APPLY Button.
4. SORT: Click the Ascending/Descending buttons of each field to sort the data accordingly.

- How to Create Products?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Click CREATE button.
4. In the CREATE Product SKU page, enter the Brand, Model Name, Type of device, Standard/Technology and Frequency of the Product.
5. Click CREATE Button.

- How to Create Products by Bulk?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Click BULK CREATE button.
4. Select UPLOAD CSV.
5. Click DOWNLOAD button to download CSV Template.
6. Create a Product CSV File using the CSV Template and save it in your local library.
7. Click ATTACH CSV FILE to attach the Product CSV file that you created (from your local library).
8. Click CREATE Button.

- How to Export ALL Products?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Click EXPORT button.
4. Select EXPORT ALL.

- How to Export SELECTED Products?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Select Product Profile/s to be exported using the checkbox located at the left side of every Product Item.
4. Click EXPORT button.
5. Select EXPORT SELECTED.

- How to Delete one or more Product/s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Select Product Profile/s to be deleted using the checkbox located at the left side of every Product Item.
4. Click DELETE button.
5. Select DELETE.
6. Click the YES Button in the "Are you sure you want to delete the item/s?" modal.

- How to Delete one or more Product/s which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Select Product Profile/s to be deleted using the checkbox located at the left side of every Product Item.
4. Click the DELETE button.
5. Select SYSTEM DELETE.
6. Click the DELETE Button in the "Are you sure you want to system delete the item?" modal.

- How to Restore one or more Deleted Product/s?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Select previously deleted Product Profile/s (greyed-out items) to be restored using the checkbox located at the left side of every Product Item.
4. Click the RESTORE button.
5. Click the YES Button in the "Are you sure you want to restore the item?" modal.

VERSA

- How to Edit a Product detail?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Select the Product that you want to edit by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Product's detail.
4. Select the EDIT Option.
5. Update the fields that you want to change.
6. Click the SAVE button.

- How to View a Product?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
4. Select the product details that you want to view.
5. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

- How to Assign a Distributor to a Product?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Pick a Product to be assigned to a Distributor by going to the Product's Distributors column and selecting the ASSIGN/SHOW function.
4. Select DISTRIBUTOR/s in the AVAILABLE Tab using the checkbox beside the Distributor Name.
5. Click the ASSIGN Button.

- How to Unassign a Distributor to a Product?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the PRODUCT DIRECTORY icon.
3. Pick a Product to be unassigned from a Distributor by going to the Product's Distributors column and selecting the SHOW function.
4. Select DISTRIBUTOR/s to be removed, in the Assigned Tab, using the checkbox beside the Distributor Name.
5. Select REMOVE Option in Assign Distributor List Page.
6. Select the YES button in the "Are you sure you want to remove assigned Distributor?" modal.

DISTRIBUTOR DIRECTORY

- How to Search, Filter, Sort Functions in Distributor Directory?

1. On the Distributor Directory Page, you can view the details of the distributor. The following functions are available.
2. SEARCH: Enter your search query in the search tab and click the Search Button.
3. FILTER: Click the Filter Button. Enter your criteria in any of the different table fields and click the APPLY Button.
4. SORT: Click the Ascending/Descending buttons of each field to sort the data accordingly.

- How to Create a Distributor?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Click CREATE button.
4. In the CREATE Distributor SKU page, enter the Distributor Name, Distributor Type, Main Office Address details (Unit No., floor, Bldg name, Bldg No.,Street name, etc) Country, Province, City or Municipality, Barangay, Zip code, a valid Contact Number and email address.
5. Click the CREATE Button.

- How to Create Distributors by Bulk?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Click BULK CREATE button.
4. Click DOWNLOAD button to download CSV Template.
5. Create a Distributor CSV File using the CSV Template and save it in your local library.
6. Click ATTACH CSV FILE to attach the Distributor CSV file that you created (from your local library).
7. Click CREATE Button.

- How to Export ALL Distributors?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Click EXPORT button.
4. Select EXPORT ALL.

- How to Export SELECTED Distributors?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Select Distributor Profile/s to be exported using the checkbox located at the left side of every Distributor Item.
4. Click EXPORT button.
5. Select EXPORT SELECTED.

- How to Delete one or more Distributor/s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Select Distributor Profile/s to be deleted using the checkbox located at the left side of every Product Item.

4. Click DELETE button.
5. Select DELETE.
6. Click the YES Button in the "Are you sure you want to delete the distributor/s?" modal.

- How to Delete one or more Distributor/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Select DISTRIBUTOR Profile/s to be deleted using the checkbox located at the left side of every DISTRIBUTOR Item.
4. Click the DELETE button.
5. Select SYSTEM DELETE.
6. Click the DELETE Button in the "Are you sure you want to system delete the Distributor?" modal.

- How to Restore one or more Deleted DISTRIBUTOR/s?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Select previously deleted Distributor Profile/s (greyed-out items) to be restored using the checkbox located at the left side of every Distributor Item.
4. Click the RESTORE button.
5. Click the YES Button in the "Are you sure you want to restore the Distributor?" modal.

- How to Edit a Distributor detail?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Select the DISTRIBUTOR that you want to edit by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Distributor's detail.
4. Select the EDIT Option.

5. Update the fields that you want to change.
6. Click the SAVE button.

- How to Delete a Distributor (one at a time) which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Select the Distributor that you want to delete by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Distributor's detail.
4. Select the DELETE Option.
5. Click the YES Button in the "Are you sure you want to delete the Distributor?" modal.

- How to View a Distributor?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the DISTRIBUTOR DIRECTORY icon.
3. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
4. Select the distributor details that you want to view.
5. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

CLIENT DIRECTORY

- How to Search, Filter, Sort Functions in Client Directory?

1. On the Client Directory Page, you can view the details of the client. The following functions are available.
2. SEARCH: Enter your search query in the search tab and click the Search Button.
3. FILTER: Click the Filter Button. Enter your criteria in any of the different table fields and click the APPLY Button.
4. SORT: Click the Ascending/Descending buttons of each field to sort the data accordingly.

- How to Create a COMPANY Client?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Click CREATE button.
4. In the CREATE Client SKU page, select "COMPANY" in the Client Type field.
5. Enter the Company Name, Industry, Address Name, Street Address, Country, Province, City or Municipality, Barangay, Zip code.
6. Click the CREATE Button.

- How to Create an INDIVIDUAL Client?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Click CREATE button.
4. In the CREATE Client SKU page, select "INDIVIDUAL" in the Client Type field.
5. Enter the First Name, Last Name, Job Description, Address Name, Street Address, Country, Province, City or Municipality, Barangay, Zip code.
6. Click the CREATE Button.

- How to Create Clients by Bulk?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Click BULK CREATE button.
4. Select UPLOAD CSV.
5. Click DOWNLOAD button to download CSV Template.
6. Create a Client CSV File using the CSV Template and save it in your local library.
7. Click ATTACH CSV FILE to attach the Client CSV file that you created (from your local library).

8. Click CREATE Button.

- How to Export ALL Clients?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Click EXPORT button.
4. Select EXPORT ALL.

- How to Export SELECTED Clients?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Select Client Profile/s to be exported using the checkbox located at the left side of every Client Item.
4. Click EXPORT button.
5. Select EXPORT SELECTED.

- How to Delete one or more Client/s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Select Client Profile/s to be deleted using the checkbox located at the left side of every Client Item.
4. Click DELETE button.
5. Select DELETE.
6. Click the YES Button in the "Are you sure you want to delete the client/s?" modal.

- How to Delete one or more Client/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.

3. Select CLIENT Profile/s to be deleted using the checkbox located at the left side of every Client Item.
4. Click the DELETE button.
5. Select SYSTEM DELETE.
6. Click the DELETE Button in the "Are you sure you want to system delete the Client?" modal.

- How to Restore one or more Deleted CLIENT/s?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Select previously deleted Client Profile/s (greyed-out items) to be restored using the checkbox located at the left side of every Client Item.
4. Click the RESTORE button.
5. Click the YES Button in the "Are you sure you want to restore the Client?" modal.

- How to Edit a Client detail?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Select the CLIENT that you want to edit by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Client's detail.
4. Select the EDIT Option.
5. Update the fields that you want to change.
6. Click the SAVE button.

- How to Delete a Client (one at a time) which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.

3. Select the Client that you want to delete by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Client's detail.
4. Select the DELETE Option.
5. Click the YES Button in the "Are you sure you want to delete the Client?" modal.

- How to View a Client?

1. In the VAM Main Page, Click the VERSA DIRECTORY Icon.
2. Select the CLIENT DIRECTORY icon.
3. Click the Ellipsis button (3 dotted button) located on the rightmost part of the table's Headers.
4. Select the client details that you want to view.
5. Move the sliding bar located at the bottom of the table to be able to view the additional fields that you selected.

DETACHMENT

- How to Search, Filter, Sort Functions in Detachment?

1. On the Detachment Page, you can view the details of the detachment. The following functions are available.
2. SEARCH: Enter your search query in the search tab and click the Search Button.
3. FILTER: Click the Filter Button. Enter your criteria in any of the different table fields and click the APPLY Button.
4. SORT: Click the Ascending/Descending buttons of each field to sort the data accordingly.

- How to Create a Detachment?

1. In the VAM Main Page, Click the DETACHMENT Icon.
2. Click CREATE button.
3. Enter Detachment Name, Street Address (Flr, Bldg Name, Street No., Street Name, etc), Country, Province, City or Municipality, Barangay, Postal Code.
4. Click the CREATE Button.

- How to Delete one or more Detachment/s which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the DETACHMENT Icon.
2. Select User Detachment/s to be deleted using the checkbox located at the left side of every detachment.
3. Click DELETE button.
4. Select DELETE.
5. Click the YES Button in the "Are you sure you want to delete the user detachment/s?" modal.

- How to Delete one or more Detachment/s, which CAN NOT be Restored (SYSTEM DELETE)?

1. In the VAM Main Page, Click the DETACHMENT Icon.
2. Select User Detachment/s to be deleted using the checkbox located at the left side of every detachment.
3. Click DELETE button.
4. Select DELETE.
5. Click the YES Button in the "Are you sure you want to delete the user detachment/s?" modal.

- How to Restore one or more Deleted Detachment/s?

1. In the VAM Main Page, Click the DETACHMENT Icon.
2. Select User Detachment/s to be deleted using the checkbox located at the left side of every detachment.
3. Click DELETE button.
4. Select DELETE.
5. Click the YES Button in the "Are you sure you want to delete the user detachment/s?" modal.

- How to Edit a Detachment detail?

1. In the VAM Main Page, Click the DETACHMENT Icon.
2. Select the Detachment that you want to edit by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Detachment's detail.

3. Select the EDIT Option.
4. Update the fields that you want to change.
5. Click the SAVE button.

- How to Delete a Detachment which can be Restored (SOFT DELETE)?

1. In the VAM Main Page, Click the DETACHMENT Icon.
2. Select the Detachment that you want to delete by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Detachment's detail.
3. Select the DELETE Option.
4. Click the YES Button in the "Are you sure you want to delete the Detachment?" modal.

- How to View a Detachment?

1. In the VAM Main Page, Click the DETACHMENT Icon.
2. Select the Detachment that you want to delete by clicking the Option button (3 ellipsis/dotted button) located on the rightmost part of the Detachment's detail.
3. Select the DELETE Option.
4. Click the YES Button in the "Are you sure you want to delete the Detachment?" modal.