



# Tutorial for Clients

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## A. Booking in eTQ

### 1. How is the Booking Process Works in eTQ?

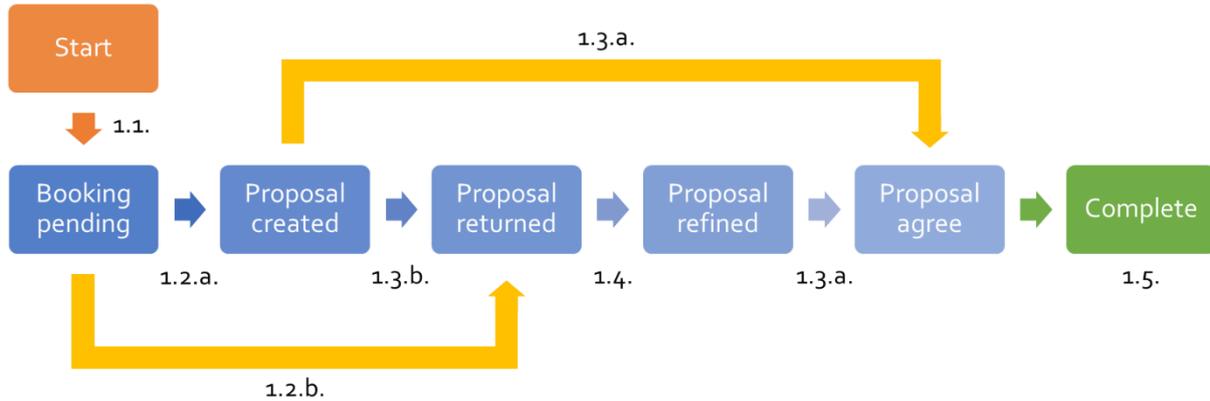


Figure A-1: Flowchart of the overall booking process in eTQ.

1.1. The booking begins when the Client makes a booking.

1.2. The System Admin reviews the booking information.

- a. If the Admin is satisfied with the information, s/he will create a new quotation / proposal for the Client. Then, the Client can agree / disagree the quotation.
- b. Else, the Admin will create a new quotation and return the booking to the Client. The Client cannot agree / disagree the quotation. The Client is required to read the **"Admin's comment"** for further action.

1.3. After step 1.2.a., the Client can download and read the quotation.

- a. If the Client is satisfied with the quotation, s/he may click on the "Agree" button to complete the booking process.
- b. Else, the Client may write her/his comment in the **"Client's comment"** and click on the "Disagree" button.

1.4. If the Client chooses step 1.3.b., System Admin will refine and update the quotation and send to the Client. This process will repeat until the step 1.3.a.

1.5. After 1.3.a., the booking process in eTQ is completed.

The Client needs to print out and fill-in all the details in the acceptance form as found in the quotation.



The acceptance form is required to send back to the QES Management Consultants (M) Sdn. Bhd., either through post or email to complete the overall booking process.

**Notes: Send to where?**

Email = [sysmc2000@yahoo.com](mailto:sysmc2000@yahoo.com) or [qesmcrc@gmail.com](mailto:qesmcrc@gmail.com)

Address = 10-01, Jalan Setia Tropika 1/18, Taman Setia Tropika, 81200 Johor Bahru, Johor, Malaysia.

## 2. How to book a training / course?

2.1. Client login to eTQ (<https://qesmc.com/etq/login>).

2.2. Please refer to Tutorial B.1. on how to explore the course in eTQ.

2.3. Click on the training / course card to view the course information, such as its description and course content.

2.4. Once you confirm to book, please click on the "Book Now!" button to proceed to booking.

2.5. Fill in the booking information:

a. Your billing address.

This field is set to your company's address by default.

b. Your course location's address.

This field is set to your company's address by default.

Untick the checkbox to change the course location's address.

c. Total participants.

d. Select your Trainer.

You can also view the Trainer's profile by clicking on the "View Trainer's profile" link.

e. Pick booking date(s).

The booking date must not be the same date as the Trainer's upcoming class.

Please check the date in the "Trainer's Upcoming Class" box after selecting your Trainer.

2.6. Finally, click on "Confirm to Book" button to complete the booking.



Please wait for the System Admin for the next process.

### Notes: A little reward

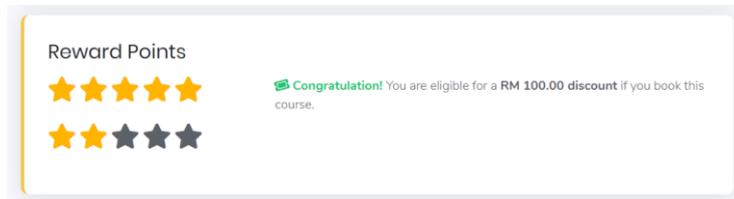


Figure A-2: Reward points.

Notice the reward points at the bottom before you make your booking, our eTQ system rewards the Clients when they book a course by giving a star.

The more star you accumulated, the bigger the reward! You may receive a discount up to RM250 on your next booking!

## 3. How to edit my booking details?

3.1. Please refer to Tutorial A.2. to view the overall booking process in eTQ system.

3.2. Please refer to Tutorial B.2. also, on how to navigate in "My Bookings" page.

3.3. You can only edit the booking details after the following stages:

- a. You make a booking.
- b. Quotation is returned by System Admin or Client.

3.4. Click on "Edit Booking Details" button.

3.5. Edit the following booking information:

- a. Your billing address.
- b. Your course location's address.  
Tick the checkbox to change to your company address.  
Untick the checkbox to change the course location's address.
- c. Total participants.
- d. Change your Trainer.  
You can also view the Trainer's profile by clicking on the "View Trainer's profile" link.
- e. Change booking date(s).  
The booking date must not be the same date as the Trainer's upcoming class.



Please check the date in the “Trainer’s Upcoming Class” box after selecting your Trainer.

3.6. Finally, click on “Update” button to complete the booking.

Please wait for the System Admin to review the booking information.

## 4. How to agree the quotation / proposal?

4.1. Please refer to Tutorial A.2. to view the overall booking process in eTQ system.

4.2. Please refer to Tutorial B.2. also, on how to navigate in “My Bookings” page.

4.3. You can only agree the quotation after the following stages:

- a. Quotation is created by System Admin.
- b. Quotation is refined by System Admin.

4.4. You may write comment in the “Client’s Comment” box (optional).

4.5. Please click on the “Agree” button to agree the proposal.

## 5. How to disagree the quotation / proposal?

5.1. Please refer to Tutorial A.2. to view the overall booking process in eTQ system.

5.2. Please refer to Tutorial B.2. also, on how to navigate in “My Bookings” page.

5.3. You can only disagree the quotation after the following stages:

- a. Quotation is created by System Admin.
- b. Quotation is refined by System Admin.

5.4. You may write comment in the “Client’s Comment” box to explain why you disagree and the suggestion for change.

5.5. Please click on the “Disagree” button to disagree the proposal.

5.6. Please wait for the System Admin to refine and update the proposal for further action.



## 6. How to download my proposal / quotation?

6.1. Please refer to Tutorial A.2. to view the overall booking process in eTQ system.

6.2. Please refer to Tutorial B.2. also, on how to navigate in "My Bookings" page.

6.3. You can only download the quotation after the following stages:

- a. Quotation is created by System Admin.
- b. Quotation is returned by System Admin or Client.
- c. Quotation is refined by System Admin.
- d. Quotation is accepted.

6.4. Please click on "Download Quotation" button.



## B. Exploration and Navigation in eTQ

### 1. Tips and tricks in exploring the course.

1.1. In the “Explore Courses” page, you can use the filter function to narrow down your search to ease the finding of your desired training / course:

- a. Search by related course name.
- b. Search by course type.
- c. Search by subcourse type.
- d. Lastly, do not forget to click the “Refine Search” button to complete.

1.2. Click on the training / course card to view the course information, such as its description and course content, as well as for booking purpose.

### 2. How to navigate in My Booking page?

2.1. Client login to eTQ (<https://qesmc.com/etq/login>).

2.2. Once login to your dashboard, go to “My Bookings”. You can access it through the sidebar.

2.3. In the “My Bookings” page, you can search for the training / course you booked.

2.4. Use the filter function to narrow down your search:

- a. Search by course type.
- b. Search by Trainer.
- c. Search by booking status.
- d. Lastly, do not forget to click the “Refine Search” button to complete.
- e. You can also search by the related name by typing in the “Search” box.

2.5. Click on the “View Booking Details” button to view the booking information.



## C. Account

### 1. How to edit my profile information?

1.1. After you login to eTQ system, click on your username at the top right corner to bring down a dropdown menu.

1.2. Click on the "Profile" link to go to your "User Profile" page.

1.3. In the "User Profile" page, you may edit three things:

- a. User information.
- b. Change profile image.
- c. Reset password.

1.4. To edit the user information (1.3.a.):

- d. In the "User Information" panel, change the value in the textbox.
- e. Once everything is satisfied, do not forget to click "Update" button to complete the edit.

2.6. To change the profile image (1.3.b.):

- a. Click on the profile image to bring out an upload panel.
- b. You can click on the upload box to choose a new profile image. Drag and drop also work.
- c. Click on the "Update" button to complete the change.

2.7. To reset password (1.3.c.):

- a. Scroll down to the "Reset Password" panel.
- b. Enter your new password.
- c. Re-enter your new password.
- d. Click on "Submit" button to complete the change.

### 3. Forget my password!

3.1. If you forget your password, click on the "Forgot Password?" link in the login page.

Or go to this URL: <https://qesmc.com/etq/forget>

3.2. Enter your username and email.



- 3.3. Please click the "Reset Password" button to submit.
- 3.4. Wait for the eTQ system to send an instruction to your email.
- 3.5. Follow the link in the email to reset your password.
- 3.6. In the reset password form, enter your new password.
- 3.7. Re-enter your new password.
- 3.8. Click on "Reset Password" button to complete the change.
- 3.9. Now, you can login to eTQ using the new password.