



Robatel Technologies Client Portal User Guide

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Welcome to the Robatel Technologies Client Portal! The Client portal allows you to download the most current versions of controlled documents. You can download the entire cask book or download individual procedures. In addition, you can find standard forms and other administrative documents on this website.

The following steps will guide you through the client portal website:

1. Visit <http://www.robateltech.com/downloads/start.aspx> and click on the client registration link shown in Figure 1.



Figure 1. Client Registration Link

2. Complete the client registration form shown in Figure 2 and select the change notification option if you wish to receive updates when a new document is uploaded on the website.

Note: Only the following special characters are valid for a password: *\$ @ ! % # ? &

Note: If you choose to be notified when a new document is added to the website, you will receive an automatic email when new documents are uploaded to the page.



Client Registration

You must register and be approved to access our client portal. You will receive an email notifying you when your registration is approved.

Contact Name:

Company Name:

Choose a Password:

Confirm your password:

Address:

Address:

City / State / Zip:

Country:

Phone:

Email Address:

Change Notification: Notify me when documents are updated.

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Figure 2. Client Registration Form

3. Once you have finished the registration process, you will see the following screen.



Figure 2. Customer notification when a new document is added to the client portal website

4. New users must be approved by Robatel before they can access the website. Once you are approved, you will receive an email as shown in Figure 3, and you may now log in to the Client Portal.

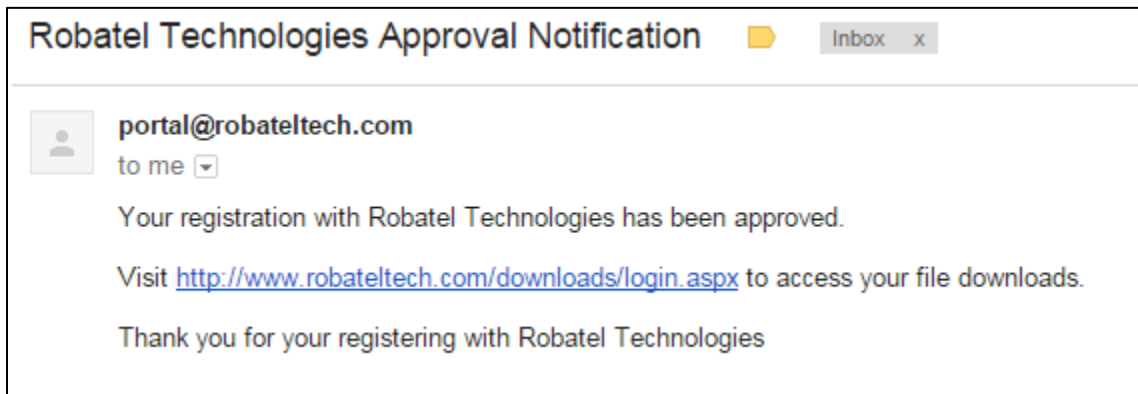


Figure 3. Approval Notification Email

- From the homepage, click “Log In” as shown in Figure 4. Complete the form using your email and password used in the registration form.

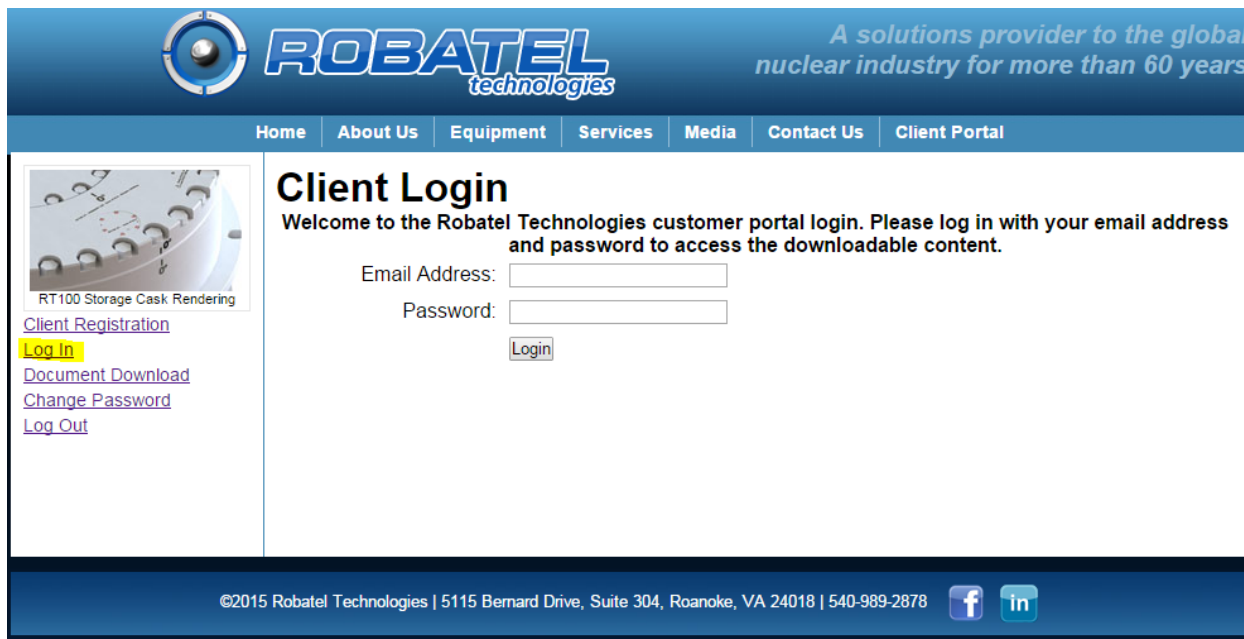


Figure 4. Log In Screen

- Click on the document download link on the left to navigate and download any documents that is available to your company as shown in Figure 5.

- To download a document just click on the document name and downloading will begin immediately. Please be patient – downloading some files will take time due to the large file size.



Figure 5. Downloadable Document List Window

- To change your log in password, click on the Change Password link and fill out the form. To change password successfully the email address and the old password must match. If you forget your password, click on the forgotten password link from the same window and complete the form to reset your password as shown in Figure 6.



Change Password Form

Forgotten Password Form

Figure 6. Change and Reset Password Window

9. When you are finished using the website, please log out to prevent unauthorized user access.
10. If you encounter any technical difficulties using the website or if you cannot access certain documents, please email Robatel at info@robateltech.com and we will assist you as soon as possible.