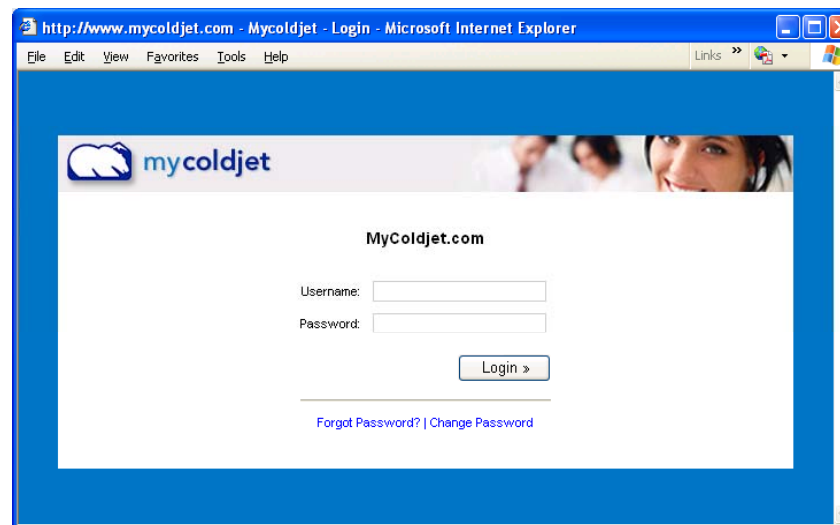


mycoldjet.com

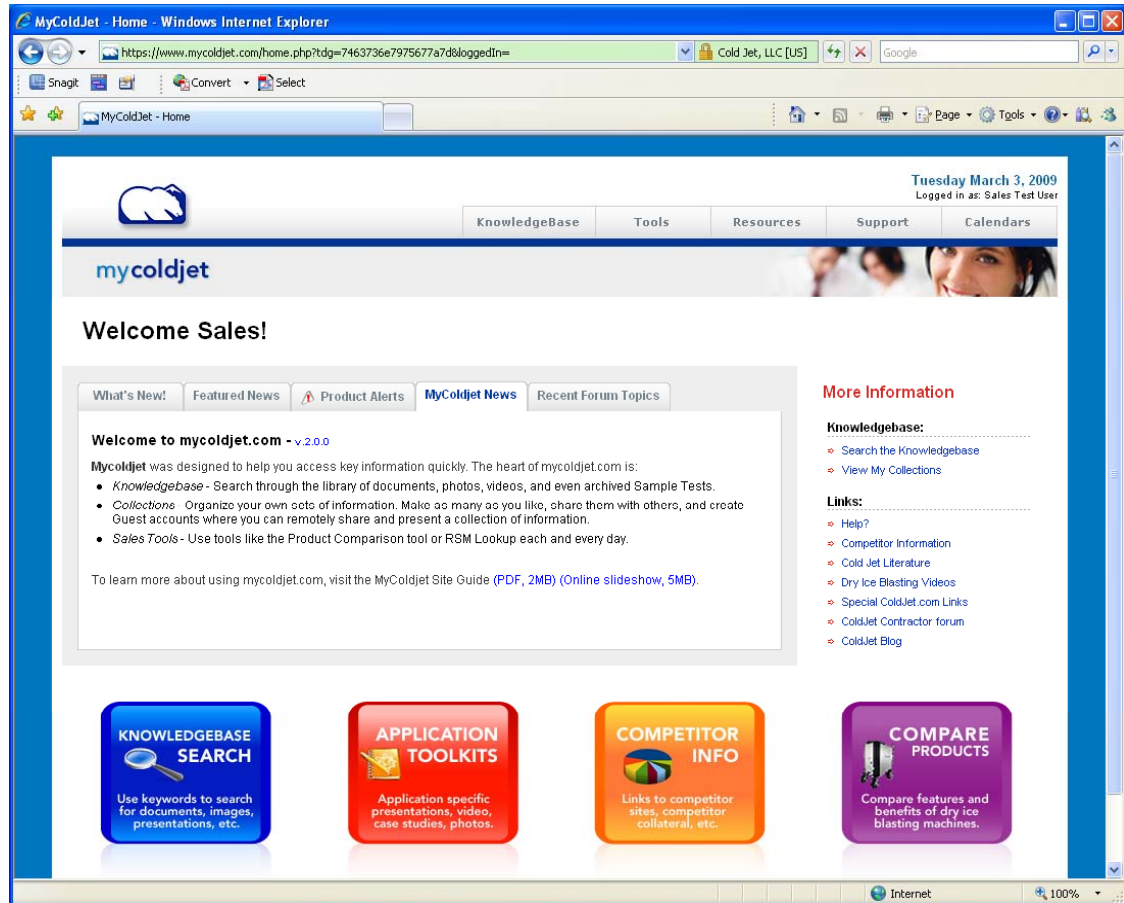
Site Guide

March 2009



Site Guide - Contents

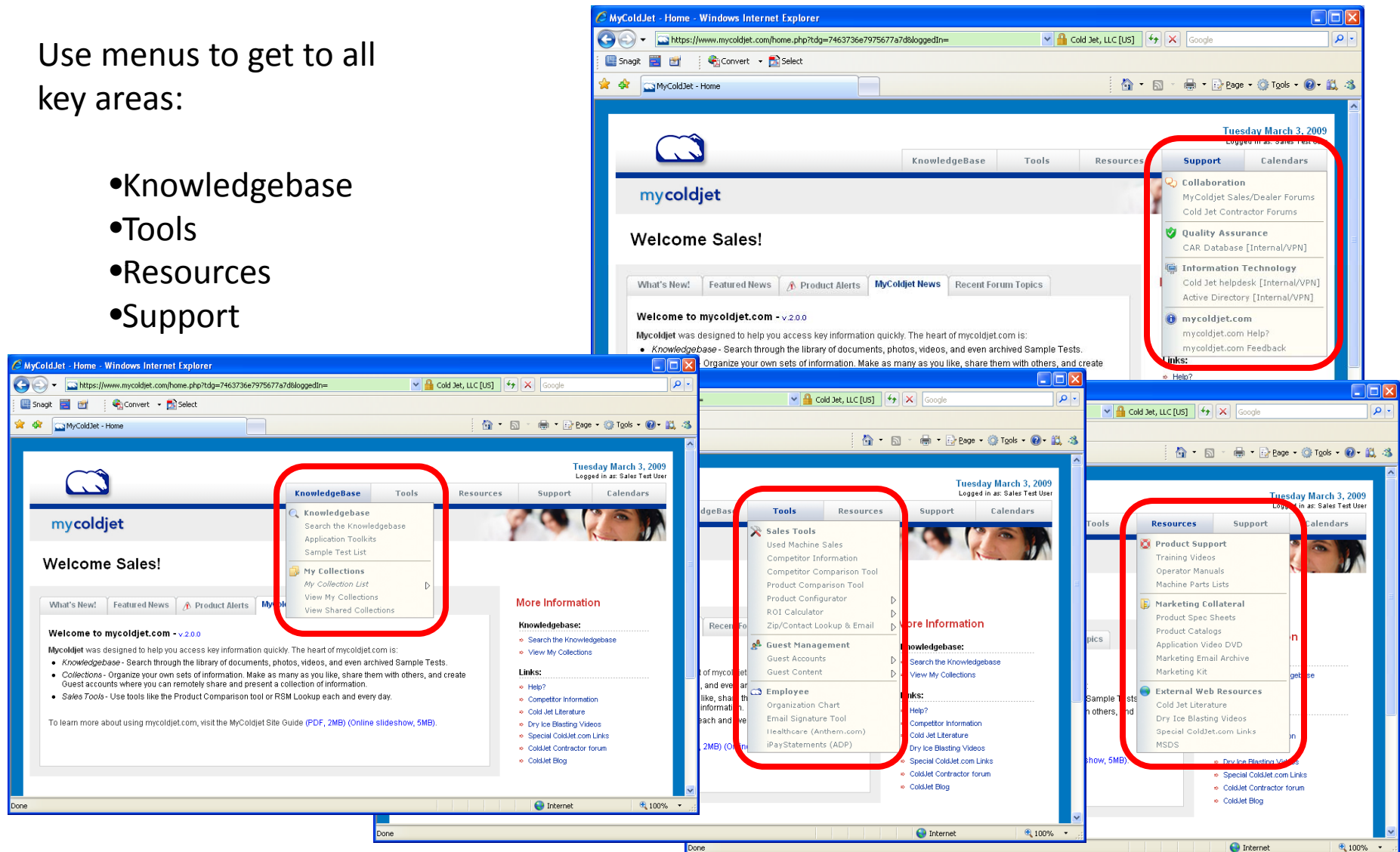
1. [Getting Around](#)
2. [Search](#)
3. [Collections](#)
4. [Guest Accounts](#)
5. [Submitting New Content](#)
6. [Sales Tools](#)
7. [Getting Help](#)



Getting Around – Menus

Use menus to get to all key areas:

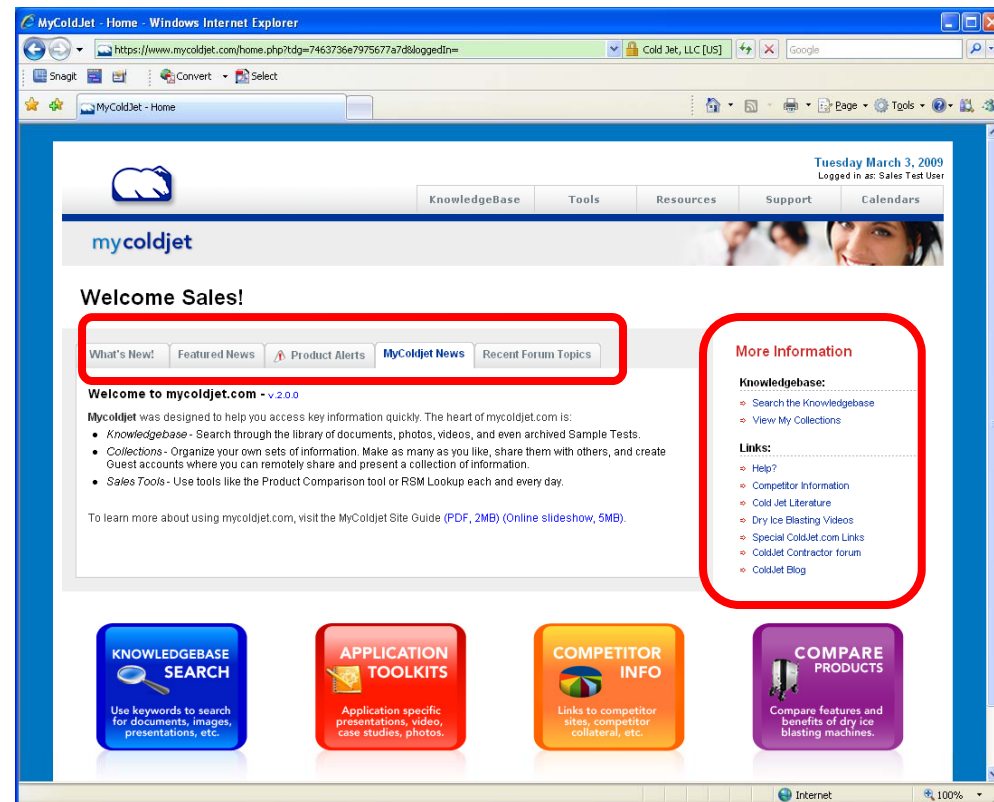
- Knowledgebase
- Tools
- Resources
- Support



Getting Around – Links and Tabs

Content on many pages is organized in topic tabs.

Click the link to see the topic content



You will find guiding links on every page that help direct you to related functionality based on the area of mycoldjet you are in.



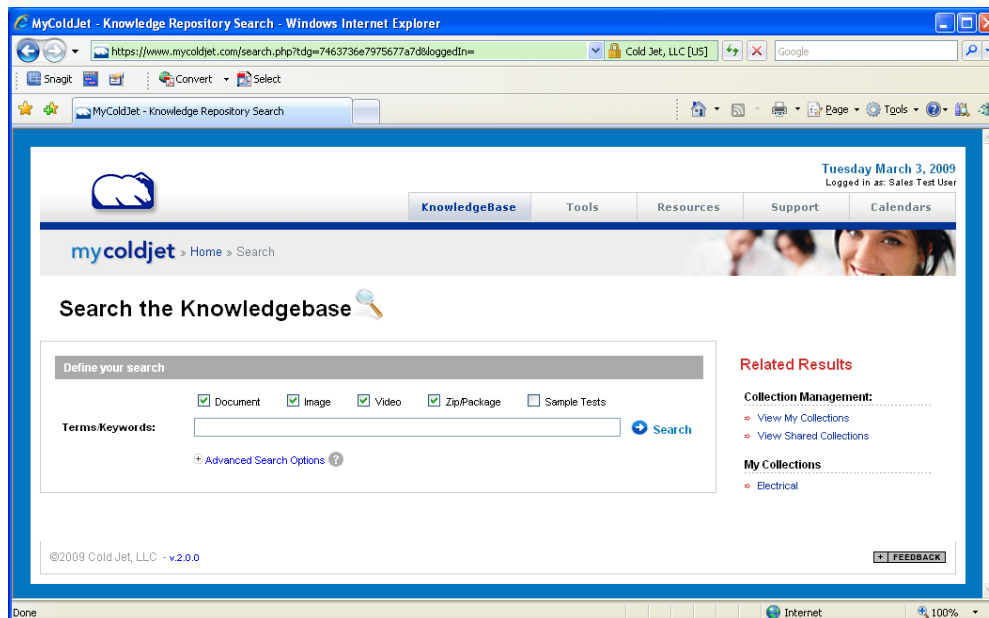
Search

Using the knowledgebase

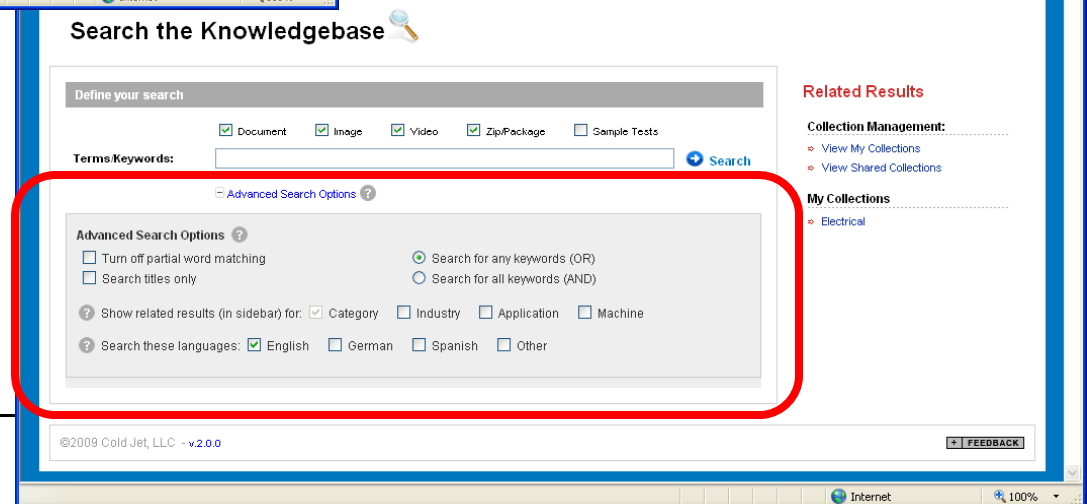


Search

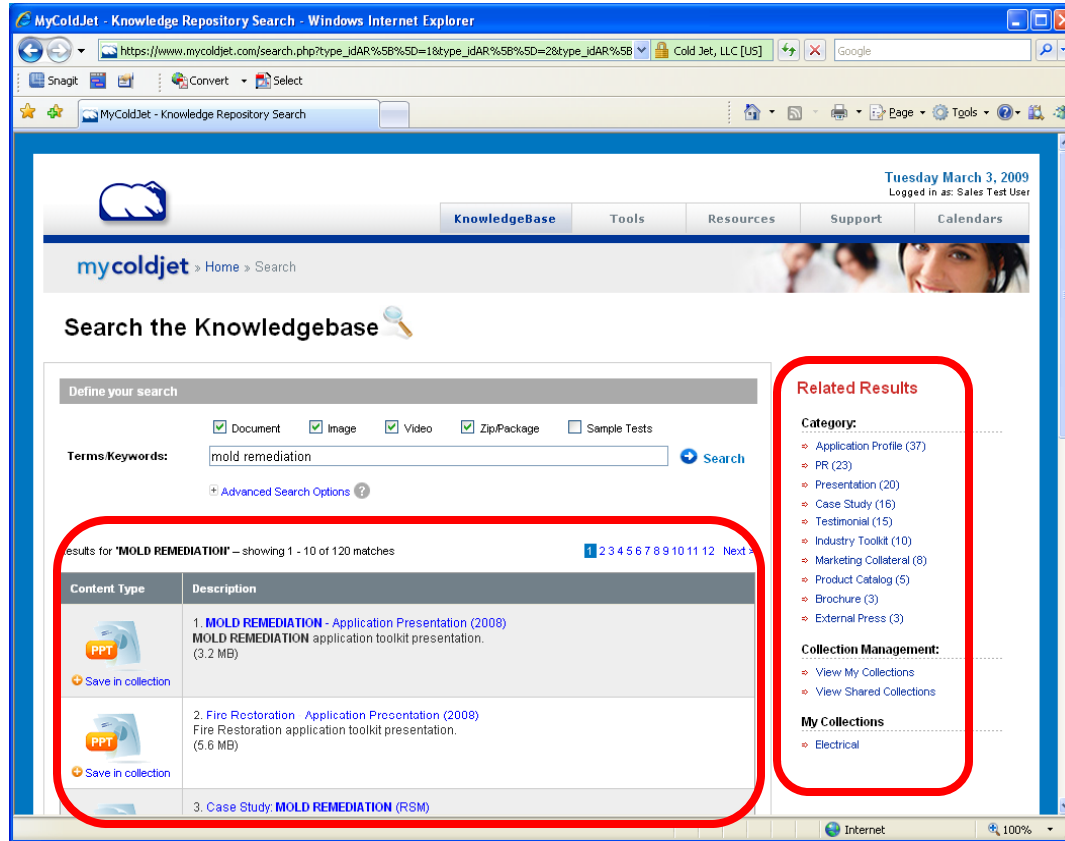
Use the keyword search to find documents, photos, videos and archived Sample Test data.



Set Advanced Search Options to make your results more precise



Search Results



Related results give you other suggested guided navigation to file sets based on your keywords.

You choose which Related Results you want displayed by selecting them in the Advanced Search Options.

Search results display in ranked order and provide a link to the file and a link to add to a collection.

Collections

Saving and Sharing

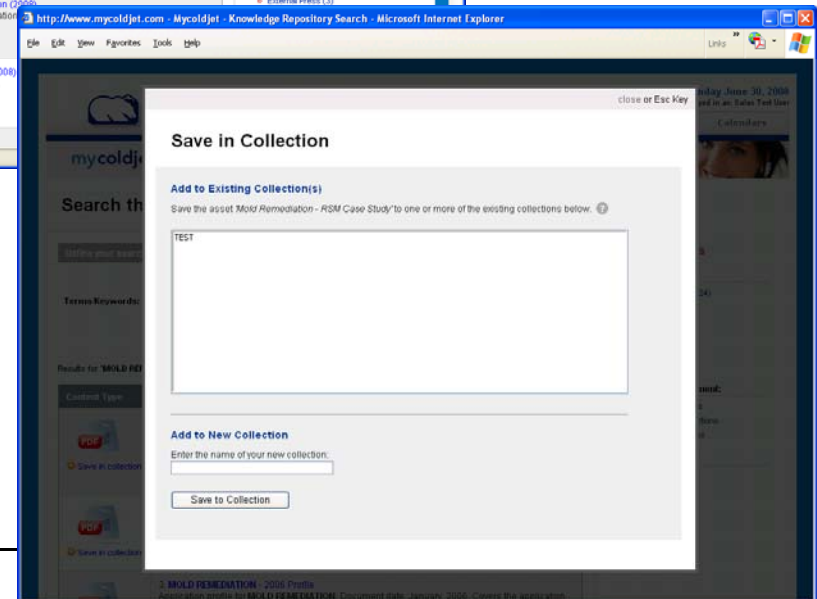
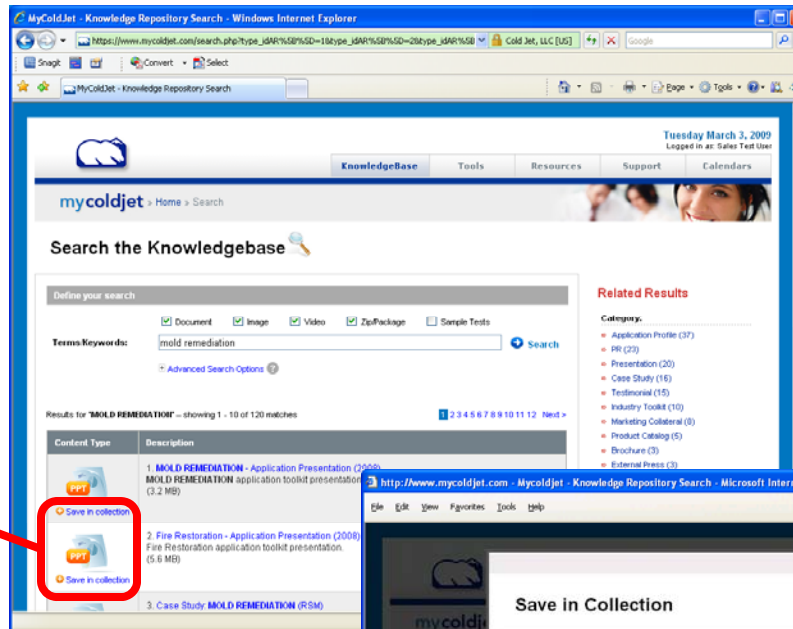


Save Results in a Collection

Click on the *Save in collection* link next to any file in the Search results to put that file in a collection for later use, or to share with others.

You can either put the file in an existing collection, or create a new collection.

You can have as many collections as you like. You can also make collections to share remotely with prospects

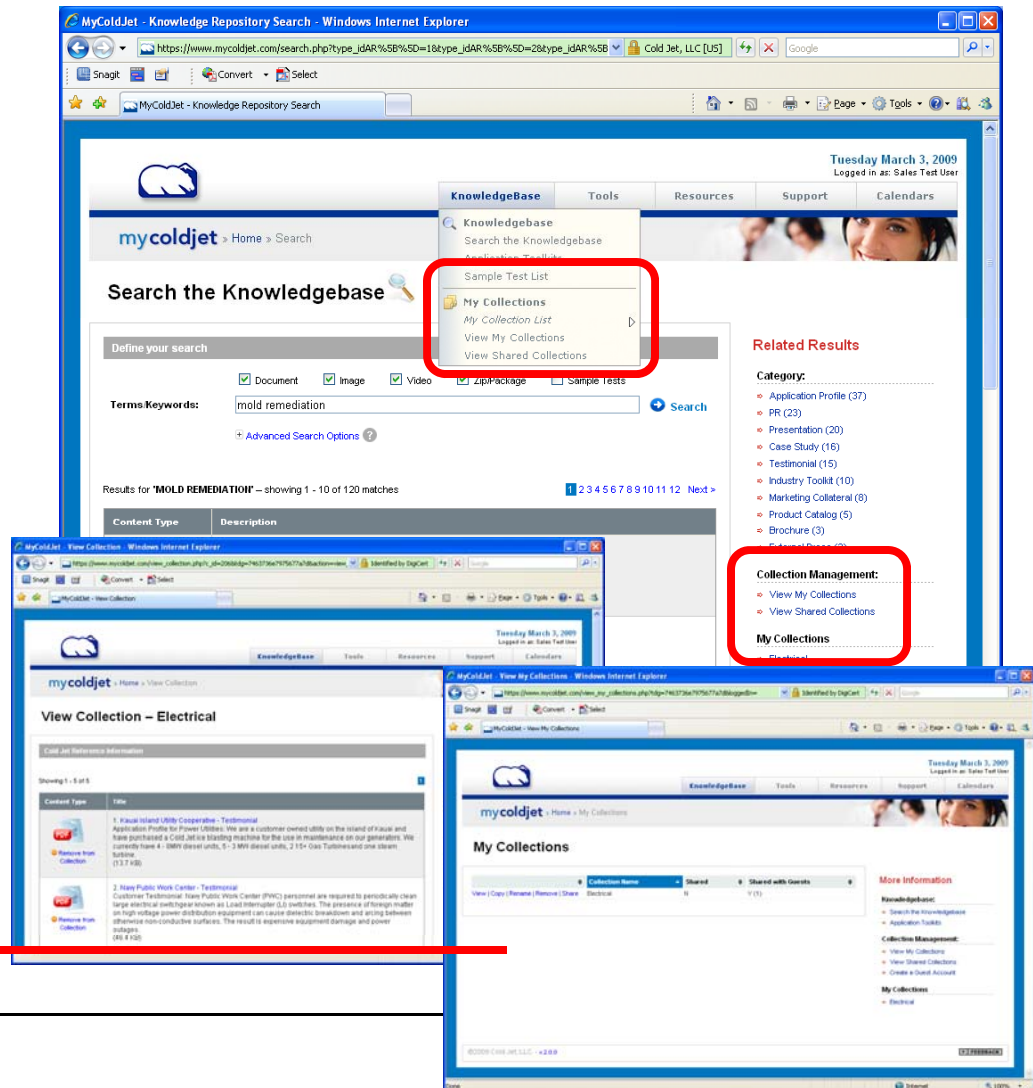


View & Manage Collections

To view your personal collections, click on the collection name or the *View My Collections* link in the menu or in the sidebar.

When you click on a collection name, you will jump to that specific collection

When you click *View My Collections* you will go to the Collection management screen where you can view, copy, edit, remove or share any of your collections.

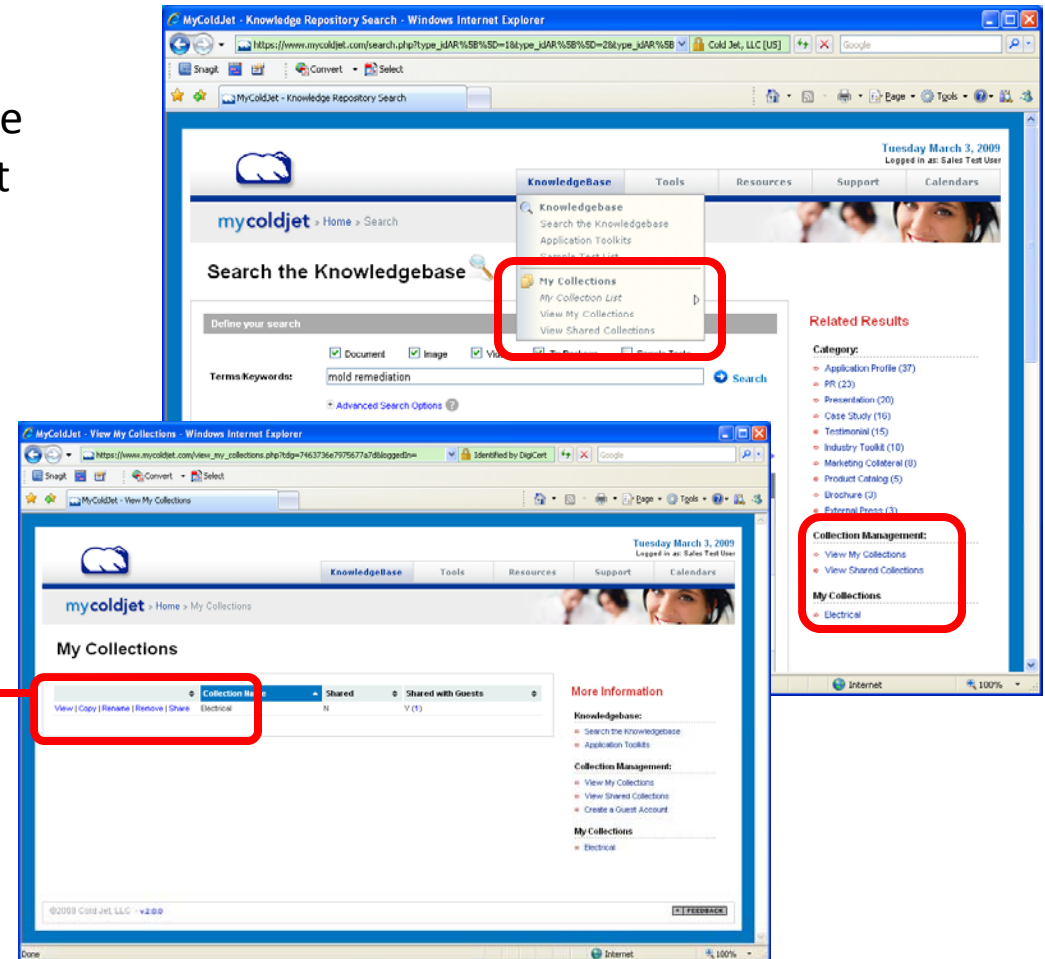


Share a Collection

Click on the *View My Collections* link in the menu or in the sidebar to share your collections with other mycoldjet users (except Guests, who are handled in Guest Account lists).

You can share any number of your own collections with others.

Click the *Share* link next to a collection's name and it will then appear in the global Shared Collection list. The Shared status appears as "Y" when a collection is shared.



Guest Accounts

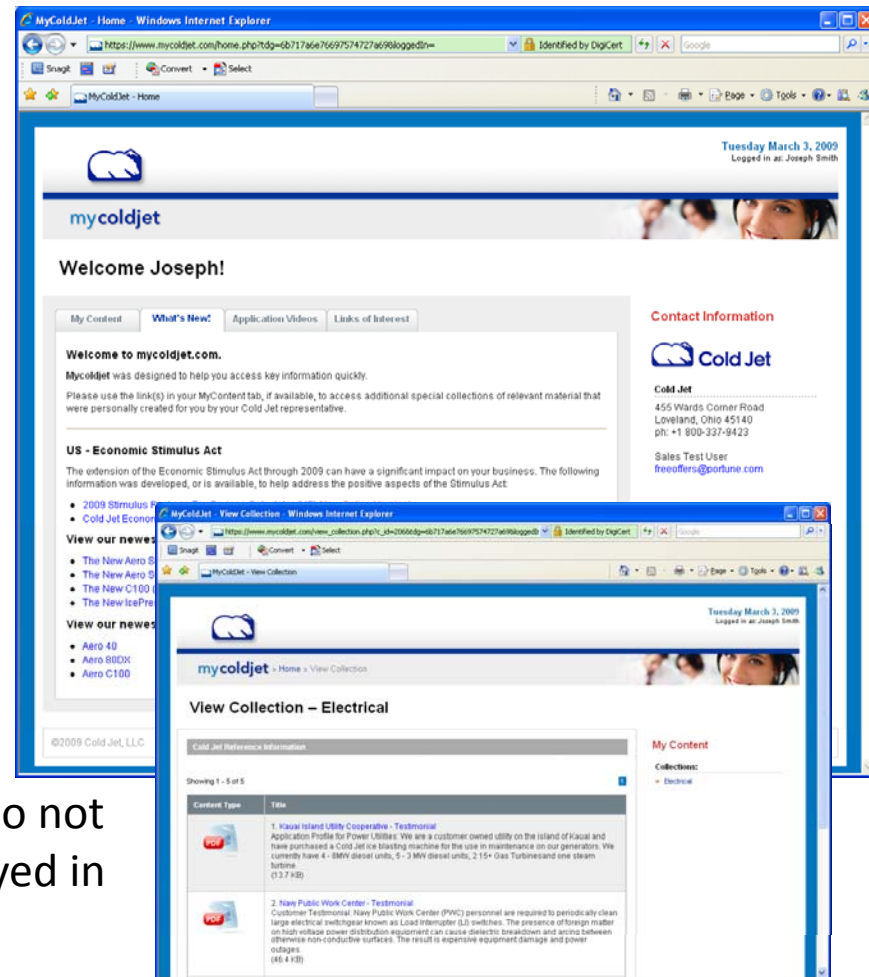
Sharing information with
prospects



The Guest Account

The Guest account contains standard introductory information (with links to Cold Jet information online on our public coldjet.com website) along with the collection(s) and content you identify to be shared with the Guest account (which are located in the Guest's *My Content* tab).

Note: Items in your collections that do not allow Guest access will not be displayed in the Guest's view of the collection.



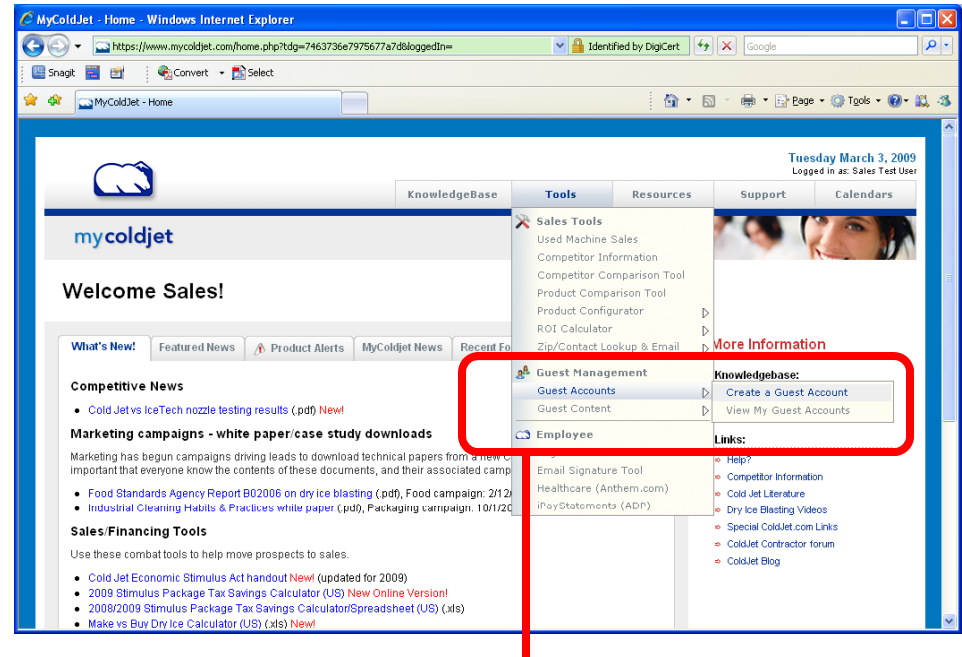
Create a Guest Account

Guest accounts are limited (duration and access) accounts to allow you to remotely share information with prospects.

There are three steps to sharing information with a Guest:

1. Create a collection to share (or use one of your existing collections)
2. Create the Guest account

Optionally, you can also upload your own content for a Guest.



Click on the *Create a Guest Account* link in the menu to share your collections or information with a prospect.

Create a Guest Account

Enter the details of the guest/prospect:

- Name
- Username
- Password (auto-generate)
- Email
- Company (from list or new)
- Date range for account to be active
- Collection(s) to share
- Guest Content to Share
- Sample Test to share

The Guest account will be created and is immediately active.

The screenshot shows a web browser window titled "MyColdJet - Create a Guest Account - Windows Internet Explorer". The address bar shows the URL "https://www.mycoldjet.com/create_guest.php?tdg=7463736e7975677a7d&loggedIn=". The page header includes the Cold Jet logo, navigation links (KnowledgeBase, Tools, Resources, Support, Calendars), and the date "Tuesday March 3, 2009" with the user "Logged in as: Sales Test User". The main heading is "Create a Guest Account". The form contains the following fields and options:

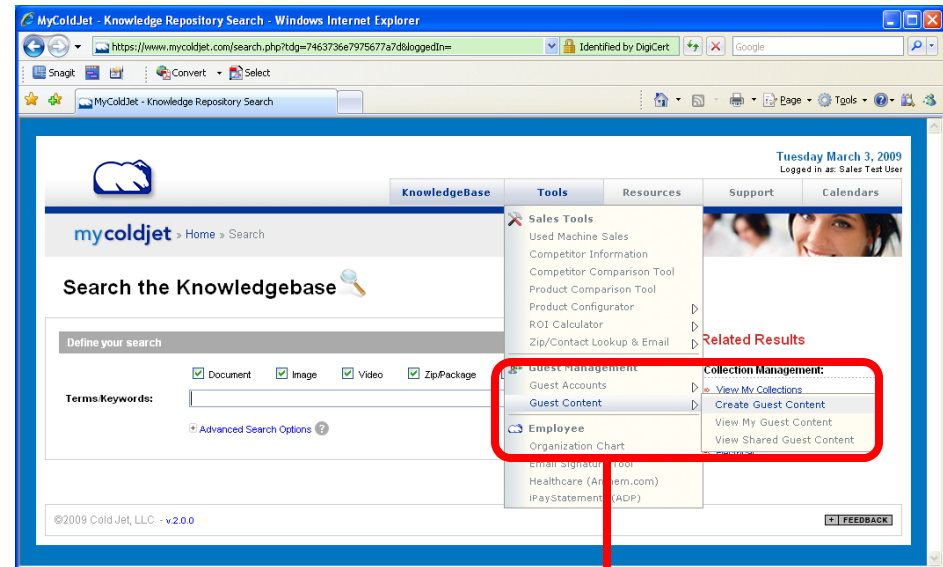
- *First Name: [Text Input]
- *Last Name: [Text Input]
- *User Name: [Text Input]
- *Password: [Text Input] with a "Generate Password" button
- *E-mail: [Text Input]
- *Company: [Dropdown Menu]
- New Company: [Text Input]
- *Activation Date: [Month: March] [Day: 3] [Year: 2009]
- *Deactivation Date: [Month: March] [Day: 17] [Year: 2009]
- User Role: ☒ Guest
- *Contact Office: [Dropdown Menu: Cold Jet] with an "Edit My Location" link
- Collections to Share: [+ Show/Hide Collections](#)
- Guest Content to Share: [+ Show/Hide Guest Content](#)
- Sample Tests to Share: [Text Input]

At the bottom of the form is an "Add Guest User" button. On the right side, there is a "More Information" section with links for "Guest Accounts" (Create a Guest Account, View My Guest Accounts) and "Guest Content" (Create Guest Content, View My Guest Content, View Shared Guest Content). Below that is a "Collection Management" section with links for "View My Collections" and "View Shared Collections".

Adding Your Own Guest Content

You can add your own content to your account which can then be shared with any of your Guest accounts. Use this to share information specific to a single customer, or for items not included in the MyColdjet Knowledgebase.

Note: You can associate content with a Guest account at any time – it doesn't matter if you create the Guest account first or if you upload your content first,



Click on the *Create Guest Content* link in the menu to share your own information with a prospect.

Adding Your Own Guest Content

Enter the details of the content:

- Content Title
 - This is the name of the content that your Guest will see
- File
 - Use the Browse feature to locate the file you wish to upload
 - **NOTE:** it is strongly recommended that you do NOT have spaces or non-alphanumeric characters in your file names. These can present problems
- Description
 - More detailed information (than the Title) about the file

MyColdJet - Add Guest Content - Windows Internet Explorer

https://www.mycoldjet.com/add_guest_content.php?tdg=7463736e79756777a7dbloggedIn= Identified by DigiCert

MyColdJet - Add Guest Content

Tuesday March 3, 2009
Logged in as: Sales Test User

KnowledgeBase Tools Resources Support Calendars

mycoldjet Home Create a Guest Account

Add Guest Content

*Content title:

*File:

Description: [Help?](#)

You can allow existing guest users to view this content by clicking their check box below.

☐ Show/Hide My Guest Users

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More Information

Guest Accounts:

- [Create a Guest Account](#)
- [View My Guest Accounts](#)

Guest Content:

- [Create Guest Content](#)
- [View My Guest Content](#)
- [View Shared Guest Content](#)

Collection Management:

- [View My Collections](#)
- [View Shared Collections](#)

FEEDBACK

Associate with Guest User(s)

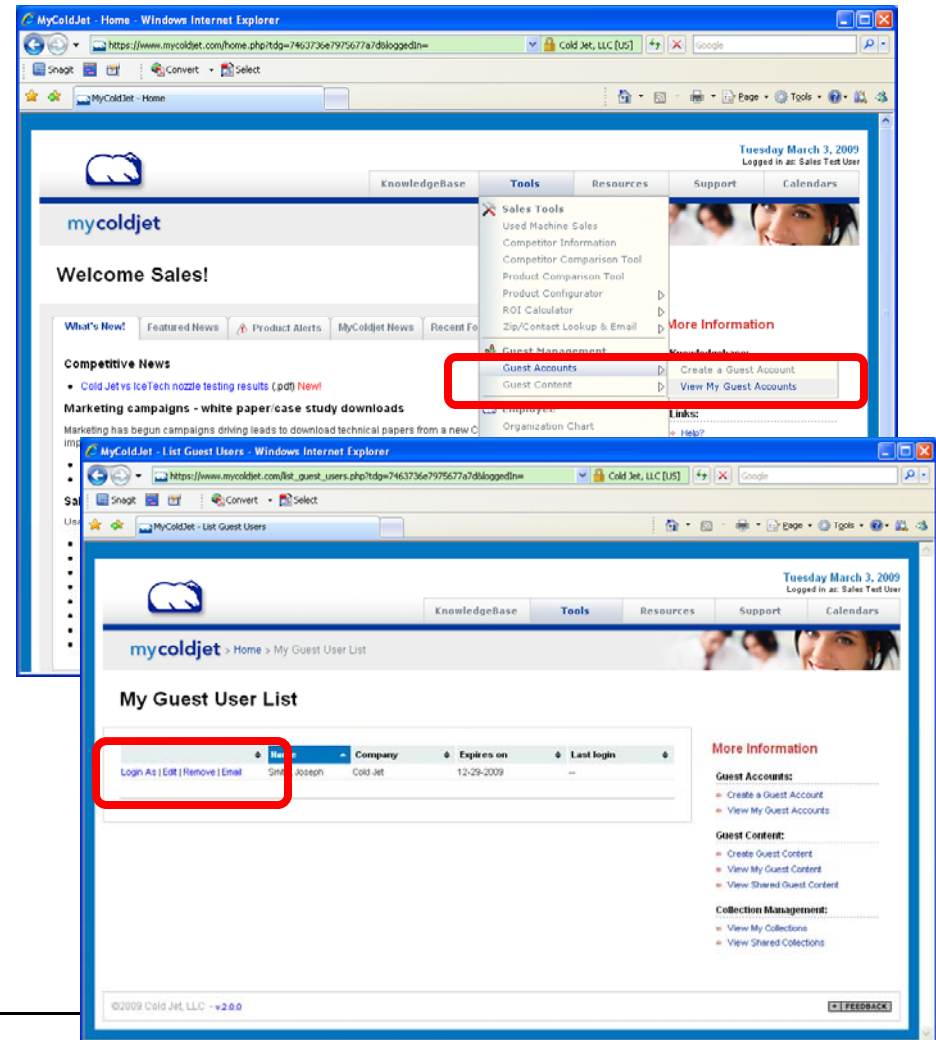
- If you already have Guest accounts, expand the Guest Users list and select those with whom you wish to share this content

Manage Guest Accounts

To view Guest accounts you've created, click on the *View My Guest Accounts* link in the menu.

On the Guest User List management screen where you can:

- Login As
 - View account as your Guest sees it
- Edit
 - Edit the Guest account settings
- Remove
 - Delete the Guest account
- Email
 - Send an email directly to the Guest



Adding to the KnowledgeBase

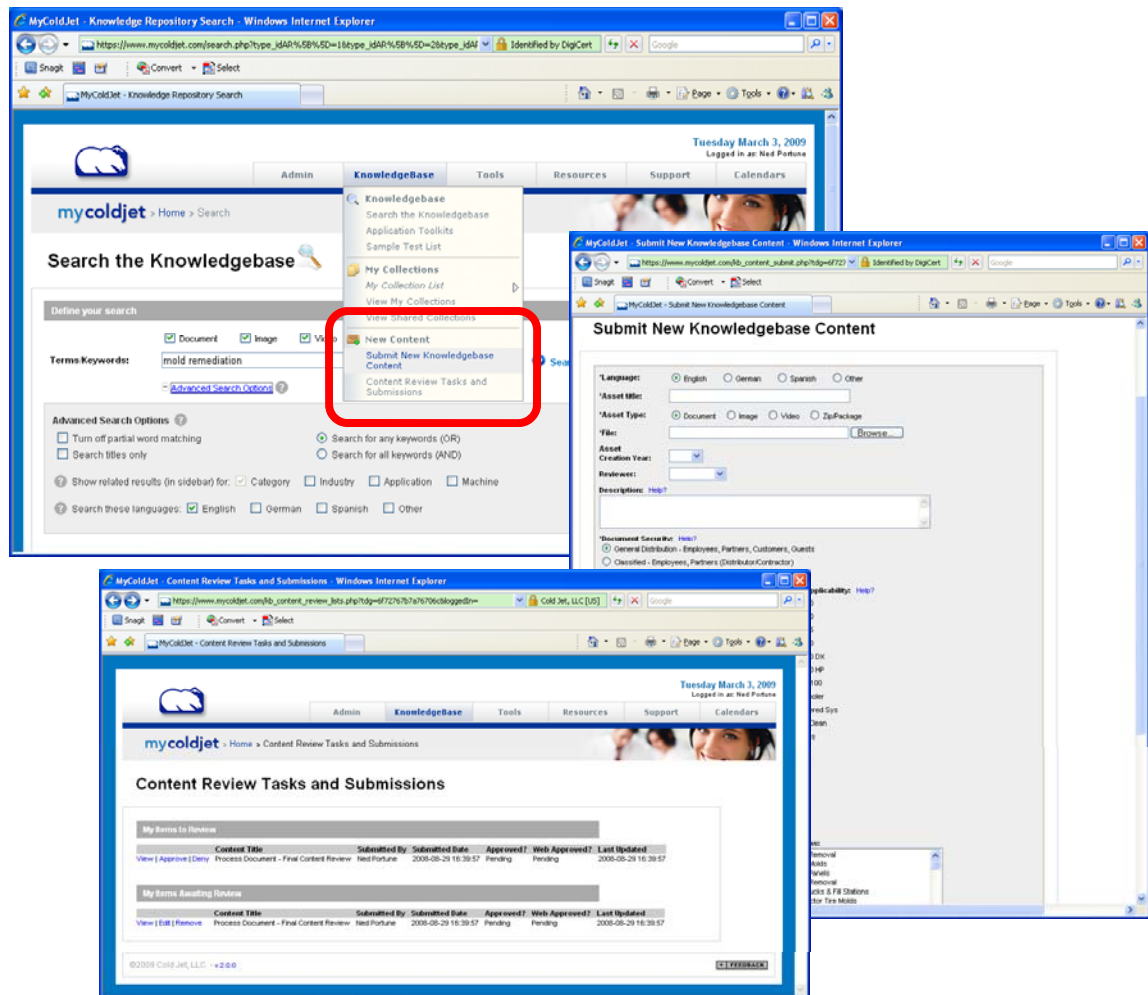
Submitting content for
review and inclusion in
MyColdjet



Submitting Content for MyColdjet

You can easily submit content for recommended inclusion in the MyColdjet KnowledgeBase:

- **Submit the request:** Use the *Submit New Knowledgebase Content* link to upload your content, and your request will be routed through the approval process.
- **Check the review/approval status:** Use the *Content Review Tasks* link to check the status of your request at any time. You will also be automatically notified as the status of your submission changes.



Sales Tools

For internal support

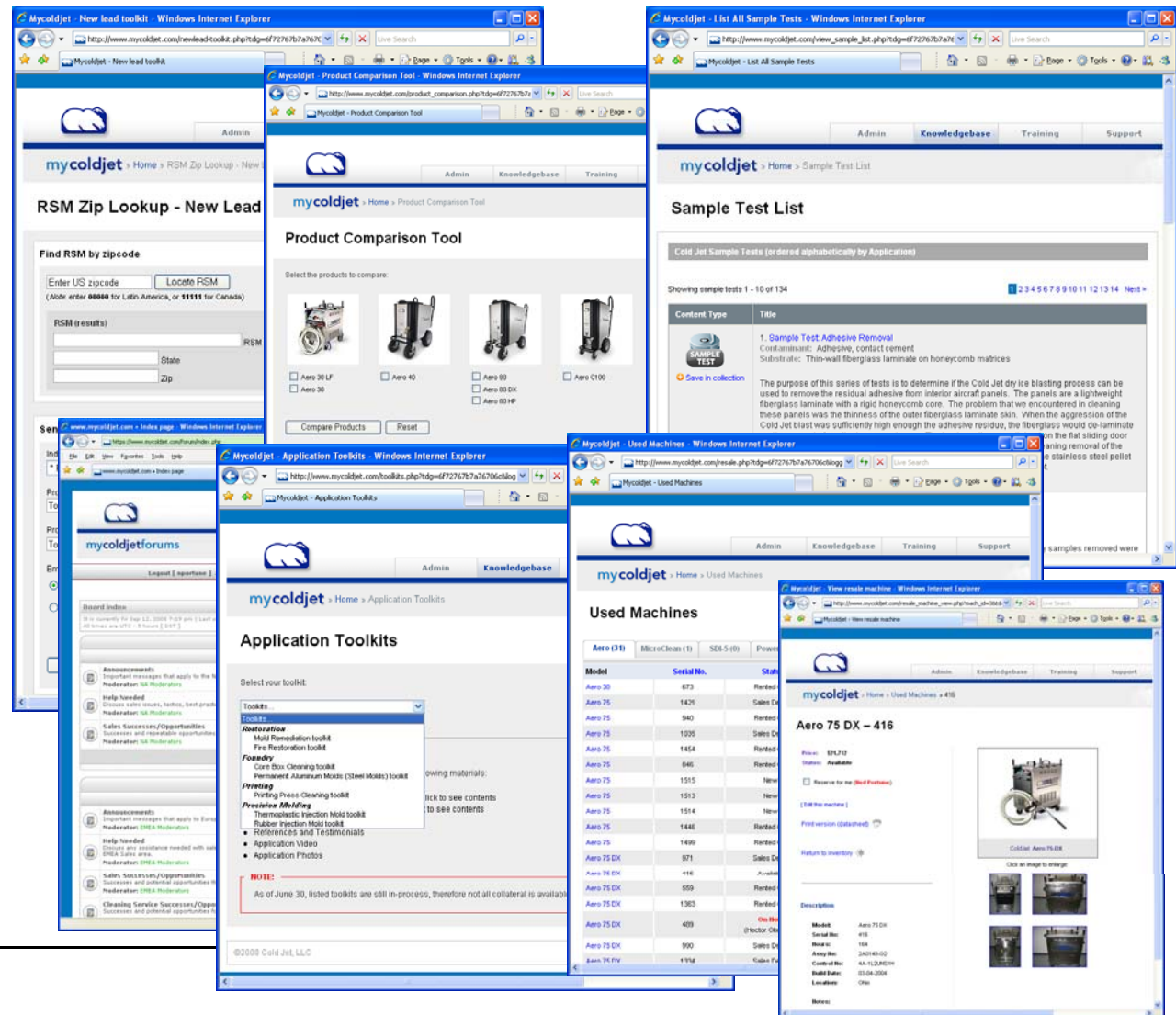


Sales Tools

The Cold Jet Sales Team, Authorized Dealers, and most internal employees can access various productivity sales and resource Tools from the mycoldjet menus, including:

- Application toolkits
- RSM Zip lookup & new lead email tool
- Product Comparison tool
- Used Machine sales

NOTE: Tool availability is based on user access level



Getting Help

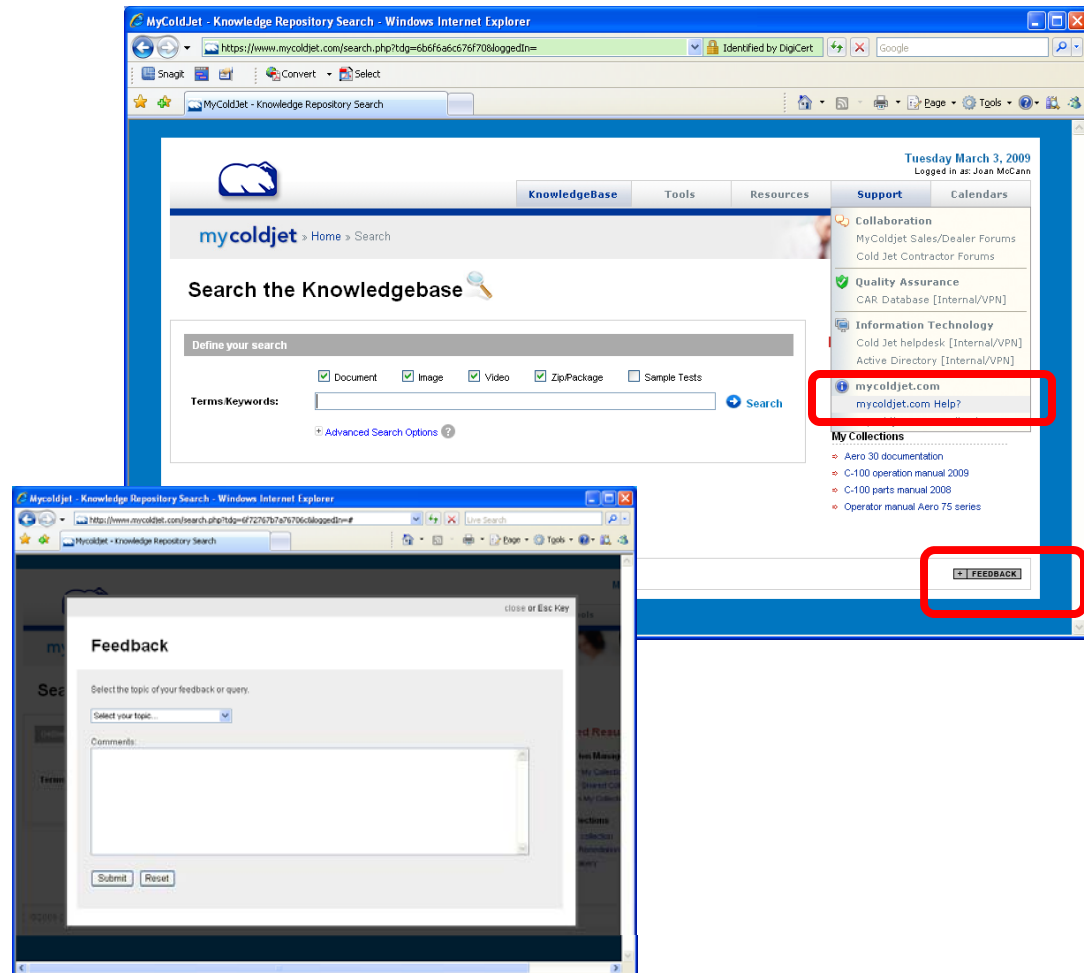
Getting help or reporting
problems & suggestions



Getting Help

There are two ways to get help with mycoldjet.com:

- **For immediate help:** Click *mycoldjet.com Help?* From the menu to get the appropriate contact information for the web team
- **For suggestions or error reports:** Click the Feedback button at the bottom of any page and complete the feedback form.



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