HELP DOCUMENT

Welcome to the comprehensive Help Document for our system. This guide is designed to answer common questions and address technical issues related to various sections of the system. Whether you need assistance with deliveries, managing dentist profiles, employee information, order timelines, order processing, or stock management, this document provides detailed instructions and helpful tips to resolve your queries quickly and efficiently.

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Deliveries

- **Common Questions:**

How do I view the details of a delivery?
The details of each delivery are displayed within individual cards on the Deliveries page. Simply scroll through the page to view all deliveries.

What information is displayed for each delivery?
Each delivery card displays the Delivery ID, Delivery Date (if available), Delivery Status, Employee details, and System Order ID.

How can I tell which employee made a particular delivery?
The employee's first and last name are displayed on each delivery card under the Employee section.

What do the different delivery statuses mean?
The delivery statuses provide information on the current state of the delivery. Common statuses include pending (the delivery is yet to be made), and delivered (the delivery has been successfully completed).

Why is the delivery date not showing for some deliveries?
The delivery date may not be available for all deliveries. If the delivery date is not set, it will not be displayed on the delivery card.

Can I search for specific deliveries?
Currently, the Deliveries page does not support search functionality. You can manually scroll through the list to find specific deliveries.

How often is the delivery information updated?
The delivery information is updated when the Deliveries page is refreshed. Any changes made to deliveries are reflected after refreshing the page.

What should I do if the delivery details are incorrect?

If you notice any incorrect details, please contact the support team to have the information reviewed and corrected.

Is it possible to filter deliveries by status?
Currently, the Deliveries page does not have a filtering feature. You can manually check each delivery's status.

Can I export the delivery data?
At the moment, exporting delivery data is not supported. If you need to export data, please contact the support team for assistance.
How do I create a new delivery?
Click the "Create Delivery" button next to the finished order you want to create a delivery for.

What happens if I don't see any orders?
If no orders are displayed, it means there are no completed orders available for delivery. Ensure there are completed orders before attempting to create a delivery.

How can I confirm if the delivery was created successfully?
If the delivery is created successfully, a success message will be displayed, and the page will reload to show the updated list of deliveries.

What should I do if I receive an error message when creating a delivery?
Check your internet connection and ensure the backend service is running. If the issue persists, contact support with the error details.

Is there a way to edit or delete a delivery after it's created?
Currently, editing or deleting deliveries is not supported. Ensure all information is correct before creating a delivery.

Can I create multiple deliveries for the same order?
No, each order can have only one associated delivery.

- **Technical Issues:**

What should I do if the deliveries are not loading?
If the deliveries are not loading, try refreshing the page. If the issue persists, check your internet connection and ensure the backend service is running.

How do I report a problem with the Deliveries page?
If you encounter any issues with the Deliveries page, please contact the support team with detailed information about the problem.

Why am I seeing an error message?
Error messages may appear due to network issues or backend service problems. Note the error message details and contact support if the issue persists.

How do I clear my browser cache?
Clearing your browser cache can help resolve loading issues. Instructions for clearing the cache vary by browser; please refer to your browser's help documentation.

What should I do if the page is not loading?
Try refreshing the page. If the issue persists, check your internet connection and ensure the backend service is running.

How do I report a problem with the Add New Delivery page?
If you encounter any issues with the Add New Delivery page, please contact the support team with detailed information about the problem.

Why am I seeing an error message?
Error messages may appear due to network issues or backend service problems. Note the error message details and contact support if the issue persists.

How do I clear my browser cache?
Clearing your browser cache can help resolve loading issues. Instructions for clearing the cache vary by browser; please refer to your browser's help documentation.

Dentist

- **Common Questions:**

How can I sort the search results?
Currently, the search results are not sortable directly. You may need to refine your search criteria to achieve desired ordering.

Is there a limit to the number of dentists displayed in the search results?
The search results display all dentists that match your criteria. If there are many results, they will all be shown, but consider refining your search to narrow down results.

How can I view additional details about a specific dentist?
Click on the dentist's name or details in the search results to view their full profile, including additional information.

Can I search for dentists using special characters or symbols?
The search function supports basic alphanumeric characters. Special characters may not yield expected results and should be avoided

How do I add a new dentist?
To add a new dentist, navigate to the 'Add Dentist' page by clicking the 'Add Dentist' button on the top right corner of the dentist management page. Fill in the required fields and click 'Add Dentist'.

What information is required to add a dentist?
The required fields are First Name, Last Name, and Contact Details. The Address is optional but recommended.

Can I add a dentist without an email address?
Yes, email is not a required field but it is recommended to have for communication purposes.

How can I add a dentist's specialization?
There is a field for specialization in the 'Add Dentist' form. Make sure to fill it with the dentist's area of expertise.

Can I edit the dentist details after adding them?
Yes, you can edit the dentist details by navigating to the 'Edit Dentist' section.
How do I edit a dentist's information?
Navigate to the 'Dentist Management' section, select the dentist you want to edit, and click 'Edit'. Update the necessary fields and save the changes.

Can I update multiple fields at once?
Yes, you can update multiple fields such as name, contact information, and specialization in a single edit session. Make sure to save the changes.

What if I make a mistake while editing?
You can edit the information again by accessing the same dentist record. Ensure to save any updates to avoid data loss.

Is there a limit to what I can edit?
You can edit most details related to the dentist's profile, but some fields may be restricted based on your user role and permissions.

How can I verify that the changes have been saved correctly?
After saving the changes, you can review the updated dentist profile to ensure the information is correct.
How do I delete a dentist's record?
Navigate to the 'Dentist Management' section, select the dentist you want to delete, and click 'Delete'. Confirm the action to remove the record.

Can I delete multiple dentist records at once?
Currently, records need to be deleted individually. Ensure to confirm the deletion for each record.

What if I delete the wrong dentist record?
Unfortunately, deletion is permanent. Double-check the details before confirming. If you need to restore the data, contact technical support to see if a recent backup can be used.

Is there a way to recover a deleted dentist record?
Once deleted, records cannot be recovered. Ensure you double-check before confirming the deletion.

Why can't I find the dentist record I want to delete?
Check if you are looking at the correct list or using the search/filter options to locate the specific dentist record.

- **Technical Issues:**

Why is the search function not responding?
If the search function is unresponsive, check your network connection and ensure the application is running smoothly. Refresh the page or try again later.

How do I report a bug or issue with the search feature?
If you encounter a bug or issue, please provide details such as the search criteria used and any error messages received. Contact support for assistance in resolving the issue.

What should I do if the search results are incorrect?
If the search results do not match your expectations, verify the search criteria for accuracy. If correct, there may be a data inconsistency issue that needs investigation by support.

How can I optimize search performance?
To improve search performance, ensure your search criteria are specific and avoid using vague terms that may return excessive results. Clearing browser cache and cookies can also help.

Why am I seeing outdated information in the search results?
Outdated information may appear if the data has not been refreshed. Try refreshing the page to fetch the latest data. If the issue persists, contact support for further assistance.

What happens if I don't fill in all required fields?
The form will not be submitted, and an error message will be displayed below each missing field indicating that it is required.

What if I encounter an error while adding a dentist?
If you encounter an error, check if all required fields are filled correctly. If the problem persists, contact technical support for further assistance.

Why is the 'Add Dentist' button unresponsive?
This could be due to a script error or browser issue. Try refreshing the page or using a different browser. If the issue persists, contact technical support.

What should I do if the page does not load?
Check your internet connection and try reloading the page. If the problem continues, contact technical support.

Why am I getting a server error when trying to add a dentist?
This could be due to server issues or database connectivity problems. Contact technical support for assistance.
s to edit dentist information. Some user roles may not have this authorization.

What should I do if the 'Save' button is not working?
Try refreshing the page or using a different browser. If the issue persists, contact technical support.

Why are the changes not saving?
Check your internet connection and ensure all required fields are filled. If the problem continues, there might be a server issue.

Why do I get an error message when trying to save changes?

This could be due to a data validation issue or a server error. Check the entered data and try again. Contact support if the error persists.

What if the changes do not appear after saving?
There might be a delay in updating the dentist profile. Try refreshing the page or checking back later.
Why can't I see the 'Delete' button?
Ensure you have the necessary permissions to delete dentist records. Some user roles may not have this authorization.

What should I do if the deletion confirmation dialog does not appear?
Ensure pop-ups are enabled for the site. Try refreshing the page or using a different browser.

Why am I receiving an error when trying to delete a dentist record?
This could be due to a server or database issue. Contact technical support with the error details.

Why is the dentist record still visible after deletion?
There might be a delay in updating the dentist list. Refresh the page to see if the deletion has been processed.

What if I accidentally delete the wrong dentist record?
Unfortunately, deletion is permanent. To avoid this, double-check the details before confirming the deletion. If you need to restore the data, contact technical support to see if a recent backup can be used.

Employees

- **Common Questions:**

How can I search for an employee?
Use the search bar at the top of the employee management page to enter the employee's name or ID.

Can I search for employees using partial names?
Yes, the search functionality supports partial name matching.

Is there a way to search for employees by department?
Yes, use the filter options available in the search bar to narrow down by department.

How can I reset my search results?
Click the 'Reset' button next to the search bar to clear the current search results.

Can I search for employees using their contact number?
Yes, you can use the contact number field in the search criteria.
How do I add a new employee?
Navigate to the 'Add Employee' section, fill in the required details, and click 'Save'.

What information is required to add an employee?
Mandatory fields include name, ID, department, and contact information.

Can I add multiple employees at once?
Currently, employees must be added individually. Bulk upload features may be available in future updates.

Is it possible to add an employee without their contact details?
Contact details are required for record-keeping and communication purposes.

How do I know if an employee has been successfully added?
You will receive a confirmation message, and the new employee will appear in the employee list.
How do I find the employee I want to edit?
Use the search functionality on the employee management page to locate the employee by name or ID.

Can I edit multiple fields at once?
Yes, you can edit multiple fields in the employee's profile before clicking 'Update' to save all changes.

What happens if I make a mistake while editing?
If you realize a mistake before saving, you can correct it in the form. If you have already saved, simply re-edit the correct information and save again.

Can I edit an employee's role?
Yes, you can change an employee's role by updating the 'Role' field in their profile.

How can I confirm that my changes have been saved?
A confirmation message will appear indicating the successful update of the employee's information.
How do I delete an employee?
Navigate to the employee management page, find the employee you want to delete, and click the 'Delete' button next to their name.

Can I recover a deleted employee?
No, once an employee is deleted, the action cannot be undone. Ensure you want to permanently delete the employee before confirming.

What happens to the employee's data after deletion?
The employee's data is permanently removed from the system.

Can I delete multiple employees at once?
Bulk deletion functionality depends on the system's implementation. Check if the system allows selecting and deleting multiple employees.

Why do I need to confirm the deletion?

The confirmation step ensures you do not accidentally delete an employee. It helps prevent data loss from accidental clicks.
How do I add daily hours for an employee?
Navigate to the 'Daily Hours' section, select the employee, and enter the hours worked. Click 'Save' to record the hours.

Can I add hours for multiple days at once?
Currently, hours need to be added for each day individually. Ensure you save the hours for each day before moving to the next.

What if I need to change the hours I've already added?
You can edit the hours by navigating to the 'Daily Hours' section, selecting the date, and updating the hours. Remember to save the changes.

Is there a limit to the number of hours I can add per day?
There is no limit, but it is recommended to enter realistic working hours for accurate records.

How can I verify the hours added are correct?
After adding hours, you can review the daily hours log to confirm the entries are correct.
How do I delete daily hours for an employee?
Navigate to the 'Daily Hours' section, select the employee and the date, then click 'Delete' to remove the hours.

Can I delete hours for multiple days at once?
Currently, hours need to be deleted for each day individually.

What if I delete hours by mistake?
Ensure you confirm before deleting. If a mistake happens, re-add the correct hours as needed.

Is there a way to recover deleted hours?
Once deleted, hours cannot be recovered. Ensure you double-check before confirming the deletion.

Why can't I find the hours I want to delete?
Check if you are looking at the correct date and employee. Use the search or filter options to locate the specific hours.

- **Technical Issues:**

Why is my search not returning any results?

Ensure that the search criteria are correct and that the employee exists in the system.

Why is the search bar not visible on the employee management page?

This could be a display issue. Try refreshing the page or clearing your browser cache.

What should I do if the search results are taking too long to load?

Check your internet connection and try again. If the issue persists, contact technical support.

Why am I seeing duplicate entries in the search results?

This could be due to a data synchronization issue. Contact technical support for assistance.

What do I do if the search function stops working suddenly?

Try refreshing the page. If the issue persists, report the problem to technical support.

What happens if I don't fill in all required fields?

You will receive a prompt to fill in the missing information before proceeding.

What if I encounter an error while adding an employee?

Check the error message for details and try again. If the issue persists, contact technical support.

Why is the 'Add Employee' button not working?

This could be due to a form validation issue. Ensure all fields are correctly filled in.

What should I do if the system crashes while adding an employee?

Report the issue to technical support and try adding the employee again after the system is restored.

Why is the employee form not loading correctly?

This could be a browser compatibility issue. Try using a different browser or clearing your cache.

Why can't I find the employee I want to edit?

Ensure the employee exists in the system. Check spelling and try different search terms. If the issue persists, there may be a database problem.

Why is the form not saving my changes?

Ensure all required fields are filled out correctly. Look for any error messages indicating missing or incorrect information.

Why are the changes not visible immediately?

There might be a delay in updating the database. Refresh the page to see if the changes appear.

What should I do if I encounter a server error while editing?

Try saving again after some time. If the error persists, contact technical support with the error details.

Why is the 'Update' button disabled?

The button might be disabled due to incomplete or incorrect information in the form. Ensure all fields are filled out correctly.

Why can't I see the 'Delete' button?

Ensure you have the necessary permissions to delete employees. Some user roles may not have this authorization.

What should I do if the deletion confirmation dialog does not appear?

Ensure pop-ups are enabled for the site. Try refreshing the page or using a different browser.

Why am I receiving an error when trying to delete an employee?

This could be due to a server or database issue. Contact technical support with the error details.

Why is the employee still visible after deletion?

There might be a delay in updating the employee list. Refresh the page to see if the deletion has been processed.

What if I accidentally delete the wrong employee?

Unfortunately, deletion is permanent. To avoid this, double-check the details before confirming the deletion. If you need to restore the data, contact technical support to see if a recent backup can be used.

Why can't I see the 'Add Hours' button?

Ensure you have the necessary permissions to add daily hours. Some user roles may not have this authorization.

What should I do if the 'Save' button is not working?

Try refreshing the page or using a different browser. If the issue persists, contact technical support.

Why are the hours not saving?

Check your internet connection and ensure all required fields are filled. If the problem continues, there might be a server issue.

Why do I get an error message when adding hours?

This could be due to a data validation issue or a server error. Check the entered data and try again. Contact support if the error persists.

What if the hours added are not displaying correctly?

There might be a delay in updating the hours log. Try refreshing the page or checking back later.

Why can't I see the 'Delete' button?

Ensure you have the necessary permissions to delete daily hours. Some user roles may not have this authorization.

What should I do if the deletion confirmation dialog does not appear?

Ensure pop-ups are enabled for the site. Try refreshing the page or using a different browser.

Why am I receiving an error when trying to delete daily hours?

This could be due to a server or database issue. Contact technical support with the error details.

Why are the hours still visible after deletion?

There might be a delay in updating the daily hours log. Refresh the page to see if the deletion has been processed.

What if I accidentally delete the wrong hours?

Unfortunately, deletion is permanent. To avoid this, double-check the details before confirming the deletion. If you need to restore the data, contact technical support to see if a recent backup can be used.

Order Timeline

- **Common Questions:**

How do I add a new procedural timeline?
To add a new procedural timeline, fill in the description and select the orders you want to include. Click the "Create New Timeline" button to save.

What information is required for creating a procedural timeline?
You need to provide a description for the timeline and select one or more orders to associate with the timeline.

How do I view the details of an existing procedural timeline?
Details of each procedural timeline are displayed within individual cards on the Order Timeline page. Scroll through the page to view all timelines.

Why can't I see any orders to select?
Only orders that are in progress and have no existing procedural timeline will be displayed. Ensure there are such orders available.

Can I edit an existing procedural timeline?
Currently, editing an existing procedural timeline is not supported. You can create a new timeline if changes are needed.

Why is the procedural timeline description important?
The description provides context for the procedural steps and helps in identifying the purpose and details of the timeline.

How often is the procedural timeline information updated?
The information is updated in real-time. Any changes made are immediately reflected on the Order Timeline page.

What should I do if the timeline details are incorrect?
If you notice any incorrect details, please contact the support team to have the information reviewed and corrected.

Is it possible to filter timelines by status?
Currently, the Order Timeline page does not have a filtering feature. You can manually check each timeline's status.

Can I export the timeline data?
At the moment, exporting timeline data is not supported. If you need to export data, please contact the support team for assistance.

Why are some timeline details not visible?
Some timeline details might not be visible due to missing or incomplete data. Ensure that all required fields are filled out when creating a timeline.

- **Technical Issues:**

What should I do if the timelines are not loading?

If the timelines are not loading, try refreshing the page. If the issue persists, check your internet connection and ensure the backend service is running.

How do I report a problem with the Order Timeline page?

If you encounter any issues with the Order Timeline page, please contact the support team with detailed information about the problem.

Why am I seeing an error message?

Error messages may appear due to network issues or backend service problems. Note the error message details and contact support if the issue persists.

How do I clear my browser cache?

Clearing your browser cache can help resolve loading issues. Instructions for clearing the cache vary by browser; please refer to your browser's help documentation.

Orders

- **Common Questions:**

How do I add a new order?
To add a new order, navigate to the 'Add Order' page by clicking the 'Add Order' button in the navigation menu or on the main orders page. Fill out all the required fields with accurate information, including customer details, order items, and delivery dates. Once all mandatory fields are completed, click 'Submit' to save the order. A confirmation message will appear if the order is successfully added.

What information is required to create a new order?
You need to provide the following details:

Customer Information: Name, contact details, and address.
Order Items: List of items being ordered, including quantities and specifications.
Delivery Dates: Expected delivery date and any specific delivery instructions.
Ensure all mandatory fields marked with an asterisk (*) are filled out to avoid any submission errors.

Can I edit an order after submitting it?
Yes, you can edit an order after submission. Navigate to the 'Orders' page, find the order you want to edit, and click on it to open the order details. Use the 'Edit Order' button to update the necessary information. Make sure to save your changes by clicking the 'Update' button. Note that some orders may have restrictions based on their status or user permissions.

How do I cancel an order?
To cancel an order, go to the 'Orders' page, locate the order you want to cancel, and click on it to view its details. Click the 'Cancel Order' button and confirm your action in the popup dialog. The order status will be updated to 'Cancelled,' and a notification will be sent to the customer if enabled.

How do I track the status of an order?
Order statuses can be tracked on the 'Orders' page. Each order will display its current status, such as 'Pending,' 'Approved,' 'Shipped,' or 'Delivered.' Click on the order to view more

detailed information, including tracking updates and delivery progress. You can also set up notifications to receive status updates via email or SMS.

How can I find a specific order?
Use the search bar on the 'Orders' page to find a specific order by entering keywords, order ID, customer name, or other relevant details. You can also use filters to narrow down the search results based on status, date range, or other criteria.

What should I do if I encounter an issue while adding an order?
If you face any issues while adding an order, check the form for any missing or incorrect information. Error messages will typically highlight the fields that need attention. If the problem persists, refer to the technical issues section below or contact technical support for assistance. How do I view open orders?
Navigate to the 'Open Orders' page to see a list of all current open orders along with their details. You can access this page from the main navigation menu or the dashboard.

Can I edit an open order?
Yes, you can edit an open order by selecting it from the list and updating the necessary information. Click the 'Edit' button next to the order details, make the changes, and save them.

What information is displayed for each open order?
Each open order shows its ID, current status, customer information, order items, and delivery dates. You can click on an order to see more detailed information.

How do I track the progress of an open order?
The 'Open Orders' page provides real-time updates on the status of each order. You can see the current status, processing stages, and estimated delivery times.

How do I filter open orders?
You can use the filter options on the 'Open Orders' page to narrow down the list based on specific criteria such as date range, status, customer name, or order type. Apply the filters to view the relevant orders.

Can I export the list of open orders?
Yes, there is an export option on the 'Open Orders' page that allows you to download the list in various formats such as CSV or PDF. Click the 'Export' button and choose your preferred format.

How do I assign an order to a specific team member?
Select the order from the list, click on 'Assign', choose the team member from the dropdown, and confirm the assignment. The order will now appear under the assigned team member's tasks.

How do I mark an order as completed?
Once the order is fulfilled, select it from the list and click on 'Mark as Completed'. Ensure all necessary steps are finished before marking it complete. How do I view orders awaiting dental design?

Navigate to the 'Orders Awaiting Dental Design' page to see a list of all orders that require dental design input.

Can I upload multiple dental design files?
Yes, you can upload multiple dental design files. Use the file input to select multiple files at once.

What file formats are supported for dental design uploads?
The supported file formats for dental design uploads include JPG, PNG, and PDF.

Is there a file size limit for uploads?
Yes, the maximum file size for each upload is 10MB. Files larger than this will not be accepted.

How do I know if my file has been uploaded successfully?
After selecting your file, it will be displayed in the 'Uploaded Files' section. You will also see a confirmation message upon successful upload. How do I view approved dental designs?
Navigate to the 'Approved Dental Designs' page to see a list of all orders that have been approved.

Can I re-approve a previously rejected dental design?
No, once a dental design has been rejected, it cannot be re-approved. You must submit a new design for approval.

How do I track the status of an approved dental design?
The status of an approved dental design can be tracked through the order details on the 'Approved Dental Designs' page.

What do the different order statuses mean?
Order statuses indicate the current stage of the order in the workflow. Common statuses include 'Pending', 'Approved', and 'Completed'.

How can I get notifications for design approvals?
Enable notifications in your account settings to receive updates on design approvals and other order statuses. How do I view pending orders for approval?
Navigate to the 'Approve Orders' page to see a list of all orders that are awaiting approval. This page provides a comprehensive view of each pending order, including important details like order ID and due date.

Can I approve multiple orders at once?
Currently, orders must be approved individually. This ensures each order is reviewed thoroughly before approval. Batch processing for approvals is not supported to maintain the integrity of the approval process.

How do I track the status of an order after approval?
Approved orders can be tracked through the order details on the 'Approved Orders' page. You can monitor the progress of each order, including any subsequent changes in status or additional notes from the dentist.

What happens if I accidentally reject an order?
Accidentally rejected orders cannot be reversed directly. You will need to resubmit the order for approval. Make sure to double-check your actions before confirming the rejection to avoid this issue.

How can I get notifications for order approvals?
Enable notifications in your account settings to receive updates on order approvals and other statuses. Notifications can be sent via email or SMS based on your preference.

What information is required for approving an order?
Ensure you review the order details, including the order type, order direction, and any specific notes from the dentist before approving the order. This helps in making informed decisions.

How do I provide feedback on the order approval process?
You can provide feedback through the 'Contact Us' section on the website or directly via the feedback form available on the 'Approve Orders' page. Your feedback is valuable and helps improve the system.

- **Technical Issues:**

I'm unable to submit an order. What should I do?

If you encounter issues submitting an order, ensure all required fields are filled out correctly. Look for any error messages indicating missing or incorrect information. If the problem persists, try refreshing the page or using a different browser. If none of these solutions work, contact technical support for further assistance.

Why am I seeing an error message when adding an order?

Error messages usually indicate missing or incorrect information. Carefully review the form and correct any highlighted fields. Common issues include incomplete customer details, invalid order item entries, or incorrect delivery dates. If the error message persists, contact technical support for help.

Why is the order page not loading?

This could be due to a network issue or server downtime. First, check your internet connection and try refreshing the page. If the issue continues, visit the system status page for any ongoing maintenance or known issues. If there are no reported problems, contact technical support for assistance.

Why is my order not showing up in the list after submission?

There might be a delay in updating the order list. Try refreshing the page or logging out and logging back in. Ensure your submission was successful by checking for a confirmation message. If the order still does not appear, contact technical support to investigate the issue.

Why am I unable to edit an order?

Editing an order may be restricted based on its status or your user permissions. Check the order status to see if it allows for edits. Additionally, ensure you have the necessary permissions to make changes. If you believe there is an issue, contact your administrator or technical support for assistance.

How do I report a bug or technical issue?

If you encounter a bug or technical issue, use the 'Report a Bug' option in the help menu. Provide a detailed description of the problem, including steps to reproduce it and any error messages you received. Screenshots are also helpful. Submit the report to technical support for further investigation.

What should I do if I forgot my password?

If you forgot your password, click on the 'Forgot Password' link on the login page. Follow the instructions to reset your password. You will receive an email with a link to create a new password. If you encounter any issues, contact technical support for assistance.

Why am I receiving duplicate notifications?

Duplicate notifications could be due to a system glitch. Try turning off notifications in your account settings and then re-enabling them. If the issue persists, contact technical support to have it investigated further. Why can't I see any open orders?

This could be due to a network issue or there might be no open orders at the moment. Try refreshing the page or check back later. If the problem persists, contact support for assistance.

Why is the open order information not updating?

This might be due to a delay in the system. Please wait for a few moments and try refreshing the page. If the issue continues, it may be a system error. Contact technical support for further help.

Why am I unable to edit an open order?

Editing an order may be restricted based on its status or user permissions. Ensure you have the necessary permissions or contact an administrator for the appropriate access rights.

Why is the order list taking too long to load?

This could be due to a slow network connection or high server load. Try reloading the page or checking your network connection. If the issue persists, contact technical support for assistance.

Why do I get a "403 Forbidden" error when accessing the open orders page?

This error may occur if you don't have the necessary permissions to view open orders. Contact your administrator to request access permissions or verify your user role.

Why am I receiving an error message when trying to export the open orders list?

Ensure you have the correct permissions to export data. If the problem persists, it could be a technical issue. Try again later or contact support.

Why does the page show a "500 Internal Server Error"?

This indicates a server-side issue. Try refreshing the page or wait for a while before trying again. Report the issue to technical support if it continues.

Why am I unable to assign orders to team members?

This could be due to a permissions issue or a bug in the system. Verify your permissions and try again. If the issue persists, contact support for help. Why can't I upload a dental design file?

This might be due to the file size exceeding the limit or an unsupported file format. Ensure your file is less than 10MB and in a supported format.

Why is the uploaded file not displaying?

There could be a delay in the system. Try refreshing the page or re-uploading the file. If the problem persists, contact technical support.

Why do I get an error message when submitting a dental design?

This could be due to a network issue or a problem with the server. Check your internet connection and try again. If the issue continues, reach out to technical support.

What should I do if I accidentally uploaded the wrong file?

You can re-upload the correct file by selecting it again. The new upload will replace the previous one.

Why is the dental design file taking too long to upload?

This could be due to a slow network connection. Ensure you have a stable internet connection and try uploading the file again.

Why can't I see the list of approved dental designs?

This could be due to a network issue or a problem with the server. Check your internet connection and try again. If the issue persists, contact technical support.

Why am I getting an error when trying to approve a design?

Ensure you have the correct permissions to approve designs. If you continue to encounter errors, please contact technical support.

What should I do if the page is not loading?

Try refreshing the page or clearing your browser cache. If the problem persists, check for any known issues on the status page or contact technical support.

Why is the order status not updating?

There might be a delay in the system. Wait for a few minutes and try again. If the status still doesn't update, contact technical support.

How do I report a bug on the page?

Use the 'Report a Bug' option in the help menu to submit a detailed description of the issue. Include screenshots if possible. Why can't I see the list of pending orders?

This could be due to a network issue or a problem with the server. Check your internet connection and try again. If the issue persists, contact technical support for further assistance.

Why am I getting an error when trying to approve an order?

Ensure you have the correct permissions to approve orders. If you continue to encounter errors, please contact technical support. There might be a backend issue that needs to be resolved.

What should I do if the page is not loading?

Try refreshing the page or clearing your browser cache. If the problem persists, check for any known issues on the status page or contact technical support. It's also helpful to try accessing the page from a different browser or device.

Why is the order status not updating?

There might be a delay in the system. Wait for a few minutes and try again. If the status still doesn't update, contact technical support. They can check if there's an issue with the order processing system.

How do I report a bug on the page?

Use the 'Report a Bug' option in the help menu to submit a detailed description of the issue. Include screenshots if possible. This helps the technical team to identify and resolve the problem quickly.

Why am I receiving duplicate notifications?

This might be due to a system glitch. Try turning off notifications and then re-enabling them. If the issue continues, contact technical support to have it investigated further.

How do I reset my password if I can't log in?

Click on the 'Forgot Password' link on the login page. Follow the instructions to reset your password. If you encounter any issues, contact technical support for assistance.

Stock

- **Common Questions:**

How do I add a new stock item?

Navigate to the 'Add Stock' page, fill out the required fields including stock category, supplier, stock name, and quantity. Click 'Capture Stock' to save the new item.

Can I add stock items that are not listed in the dropdown?

If the stock item is not listed, you may need to add it to the system first or contact your system administrator for assistance.

What should I do if the 'Capture Stock' button is disabled?

Ensure all required fields are filled out correctly and meet the specified criteria. Check for any validation errors highlighted in the form.

Can I add stock without specifying a supplier?

Yes, but it is recommended to include a supplier for better inventory management and tracking.

What happens if I accidentally enter incorrect stock details?

You can edit the stock details after adding them by navigating to the 'Manage Stock' page. Correct the information and save the changes.

How do I capture additional stock for an existing item?

Go to the 'Capture Stock' page, select the stock item, and enter the quantity added. Click 'Submit' to record the additional stock.

What details are required to capture stock?

You need to provide the stock name, quantity added, and any additional notes if applicable.

Can I capture stock if I don't know the exact quantity?

It's essential to provide the exact quantity for accurate inventory management. If unsure, estimate as closely as possible.

How can I check if the stock capture was successful?

After submitting, a confirmation message will appear if the stock capture is successful. You can also check the updated stock levels in the 'Manage Stock' page.

What should I do if the stock item is not available in the dropdown?

Ensure the item is added to the system. If it's missing, contact your system administrator to add the item to the stock list. How do I write off stock that is no longer usable?

Navigate to the 'Write Off Stock' page, select the stock item, enter the quantity to be written off, and provide a reason for the write-off. Click 'Submit' to complete the process.

What information do I need to provide for a stock write-off?

You need to provide the stock name, quantity written off, the date of write-off, and the reason for the write-off.

Can I reverse a stock write-off?

Once a stock write-off is processed, it cannot be reversed. Ensure all details are correct before submitting. If you need to correct an error, contact technical support.

What should I do if the stock write-off form is not saving?

Check for any validation errors in the form and ensure all required fields are filled out. Refresh the page or try again. If issues persist, contact technical support.

How can I verify if a stock write-off was successful?

After submitting, you should receive a confirmation message. You can also check the updated stock levels in the 'Manage Stock' page to ensure the write-off was recorded. How do I search for a specific stock item?

Go to the 'Search Stock' page, enter the stock name or other details into the search field, and click 'Search' to find the item.

Can I filter stock search results by category or supplier?

Yes, you can use the filter options to narrow down your search results by category, supplier, or other criteria.

What should I do if I can't find a stock item using the search?

Ensure you are using the correct search criteria and try different keywords. If the item is still not found, it may not be added to the system. Contact your system administrator for assistance.

How can I save frequently used search criteria?

Currently, there is no feature to save search criteria. You will need to enter the search details each time you perform a search.

What if the search results are not accurate?

Check your search criteria for accuracy and try refining your search. If issues persist, there may be a problem with the data indexing. Contact technical support for help.

- **Technical Issues**:

Why am I unable to save the new stock item?

Check if all required fields are filled and if the information entered meets the validation criteria. If the issue persists, try refreshing the page or contact technical support.

Why is the stock category dropdown not populating?

Ensure your internet connection is stable and try refreshing the page. If the problem continues, it might be due to a server issue. Contact technical support for assistance.

Why does the form keep showing validation errors?

Double-check all the fields for correct data entry. Ensure that all required fields are completed according to the specified formats.

What should I do if the 'Add Stock' page is not loading?

Check your internet connection and try reloading the page. If the problem persists, there might be a server issue. Contact technical support for further assistance.

Why is the 'Capture Stock' button not active?

The button might be inactive if required fields are missing or incorrectly filled. Make sure all fields meet the form's requirements before trying again.

Why is the 'Submit' button not working?

Ensure all required fields are filled correctly and that there are no validation errors. Check your internet connection and try again.

Why are my stock quantities not updating?

Check your internet connection and try reloading the page. If the issue persists, it might be a server-side problem. Contact technical support for further help.

Why can't I find the captured stock in the inventory list?

Refresh the inventory list page to see the most recent updates. If the issue persists, there might be a synchronization issue. Contact technical support for assistance.

What should I do if the 'Capture Stock' page is not loading?

Ensure you have a stable internet connection and try refreshing the page. If the problem continues, it may be a server issue. Reach out to technical support for further assistance.

Why am I receiving an error when entering stock quantities?

Ensure that the quantities are entered in the correct format and that all required fields are filled. If errors persist, check for server-side issues or contact technical support. Why is the 'Submit' button not working?

Ensure that all required fields are correctly filled out and that there are no validation errors. Check your internet connection and try again.

Why is the write-off information not updating in the system?

Verify your internet connection and try refreshing the page. If the issue persists, it could be a server problem. Contact technical support for assistance.

What should I do if the stock write-off page is not loading?

Check your internet connection and reload the page. If the issue continues, there might be a server issue. Reach out to technical support for further help.

Why am I receiving an error when submitting the stock write-off?

Ensure all fields are filled out correctly and that the data meets validation criteria. If errors persist, there might be a technical issue; contact support for help.

Why can’t I find the write-off entry in the stock records?

Refresh the stock records page to view recent updates. If the issue continues, there might be a synchronization problem. Contact technical support for further assistance. Why is the search function not returning any results?

Verify that you have entered the correct search criteria and that there are matching items in the system. If the problem persists, there might be a technical issue with the search functionality.

Why is the search page taking too long to load?

Check your internet connection and try refreshing the page. If the issue continues, it might be related to server performance. Contact technical support for further assistance.

What should I do if the search results are not displaying correctly?

Ensure your search criteria are correct and try reloading the page. If the issue persists, it could be a data or server-side problem. Contact technical support for help.

Why am I receiving an error when performing a search?

Double-check your search criteria for accuracy and ensure all fields are filled out correctly. If errors persist, there may be a technical issue. Reach out to support for further assistance.

How can I troubleshoot issues with the search functionality?

Start by checking your internet connection and ensuring your search criteria are correct. If problems persist, clear your browser's cache and cookies or contact technical support for help.