



OZEE MARKETS BOOKING MANAGER

User Guide to Request for Support

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1. INTRODUCTION

If you require assistance using Ozee Market Booking Manager, covering technical issues, registration, or payment processes.

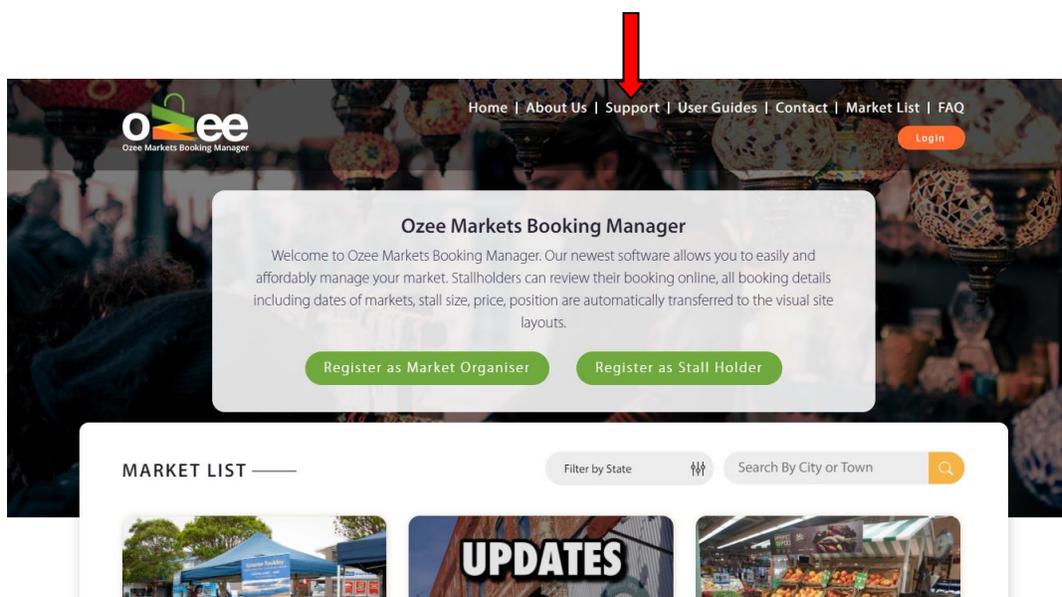
We are here to help you!!

Getting help in Ozee Markets Booking Manager is very simple. You can start right from the home page.

2. REQUEST SUPPORT

The link to support is straight from the home page.

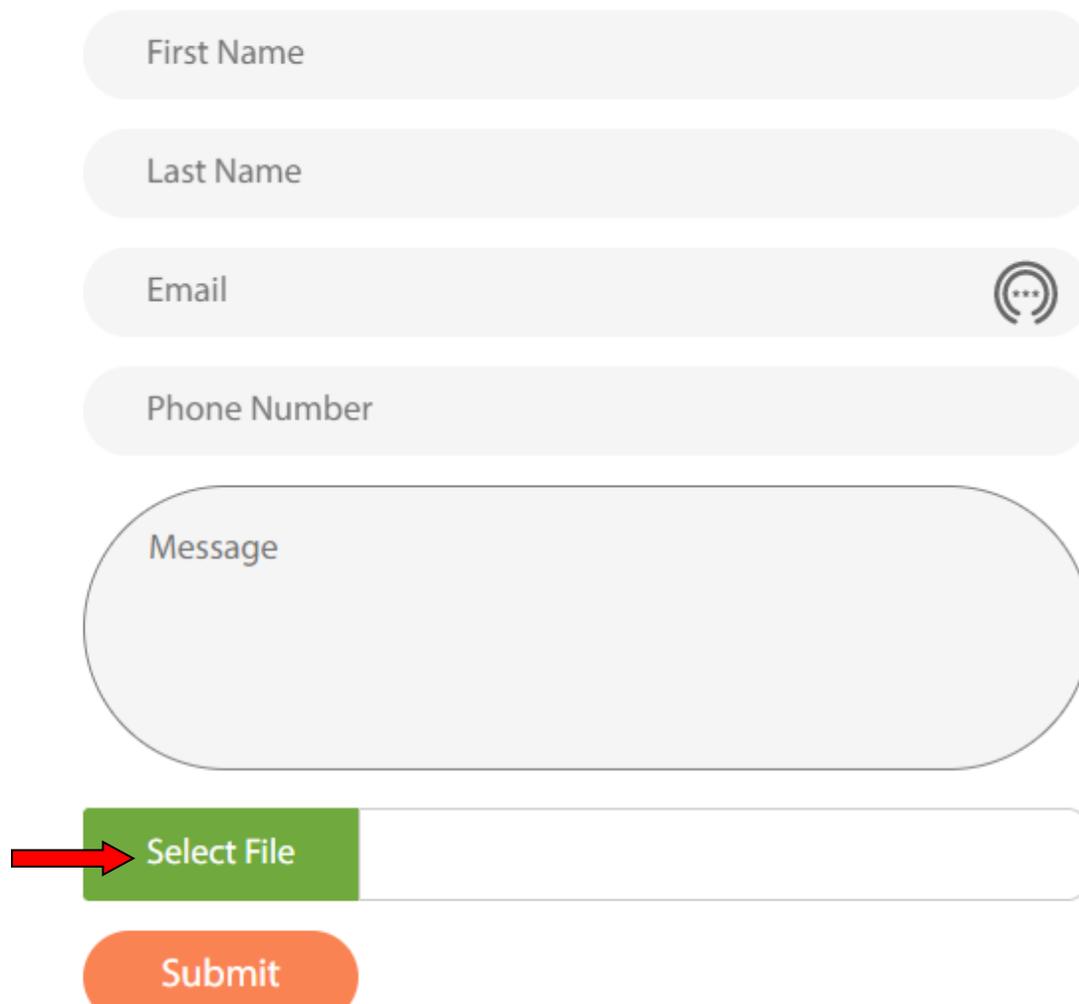
Step 1: Click on *Support*. This will take you to the next page.



Step 2: Fill up the support form, remember to *enter* your first and last name, phone number, Email ID and your detailed support request message.

Now *double check* the email id you provide, as you will receive the answers to your questions using this email address.

You can *add* screenshots of the support issue you encountered by adding it as a file in the *select file*.



The form consists of several input fields and a submit button. The fields are: First Name, Last Name, Email (with a refresh icon), Phone Number, and a large Message text area. Below the message area is a 'Select File' button with a red arrow pointing to it, and an orange 'Submit' button.

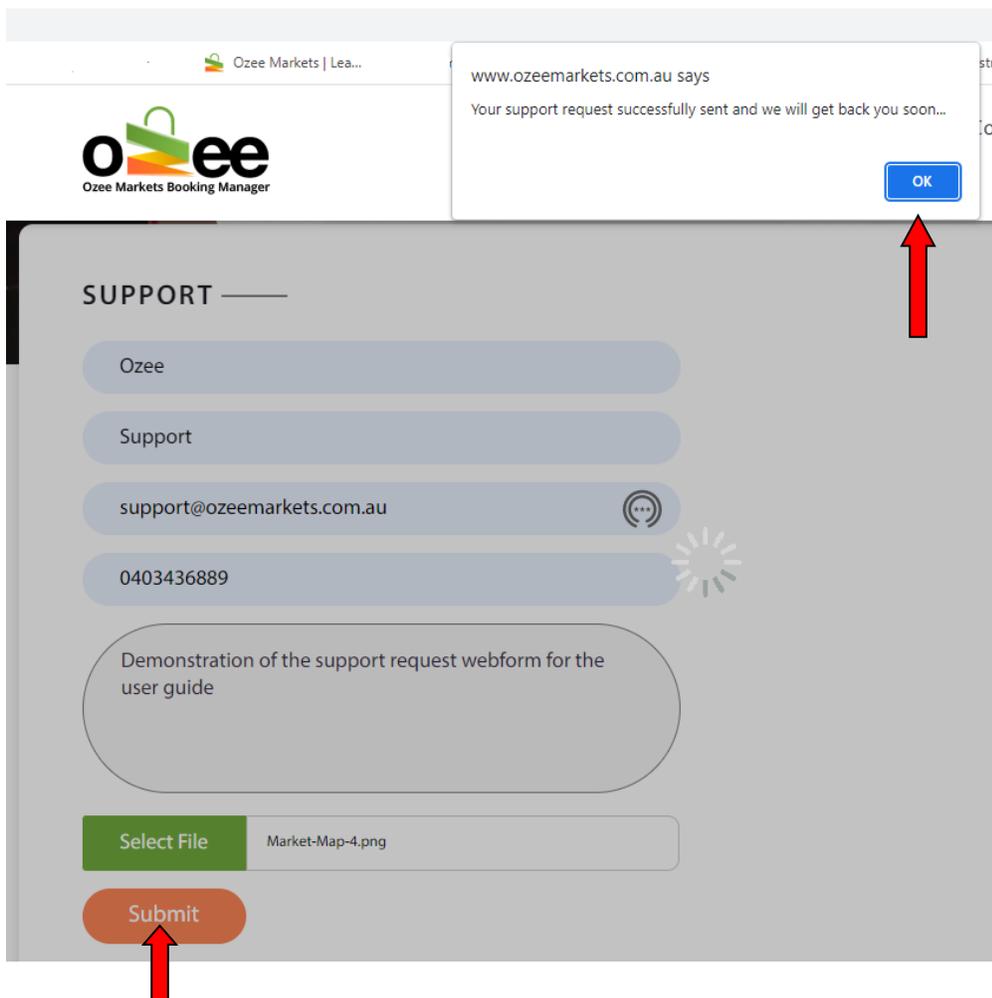
You should remember two things while adding a file.

- The file should be of formats PDF, PNG, doc or jpeg.
- The file size should not exceed 2MB.

Step 3: Send your support request by clicking *Submit*.

Step 4: The web form will run verification using Google reCAPTCHA3.

Step 5: When the send confirmation is displayed, Click *OK*.



The screenshot shows a web browser window with the Ozee Markets Booking Manager logo and a support form. The form has the following fields: Name (Ozee), Subject (Support), Email (support@ozeemarkets.com.au), and Phone (0403436889). Below the fields is a text area containing "Demonstration of the support request webform for the user guide". A file upload section shows a "Select File" button and a file named "Market-Map-4.png". A red arrow points to the "Submit" button. A confirmation dialog box is open, displaying the message: "www.ozeemarkets.com.au says Your support request successfully sent and we will get back you soon...". A red arrow points to the "OK" button in the dialog box.

An automated email will be sent to your designated Email address to confirm receipt of your support request. We will endeavor to provide you with a resolution within 48 hours during working days.

3. HOW TO TAKE SCREENSHOTS ON YOUR COMPUTER SCREEN AND MOBILE PHONES.

3.1 Screenshots in Windows

Windows features several print screen variations.

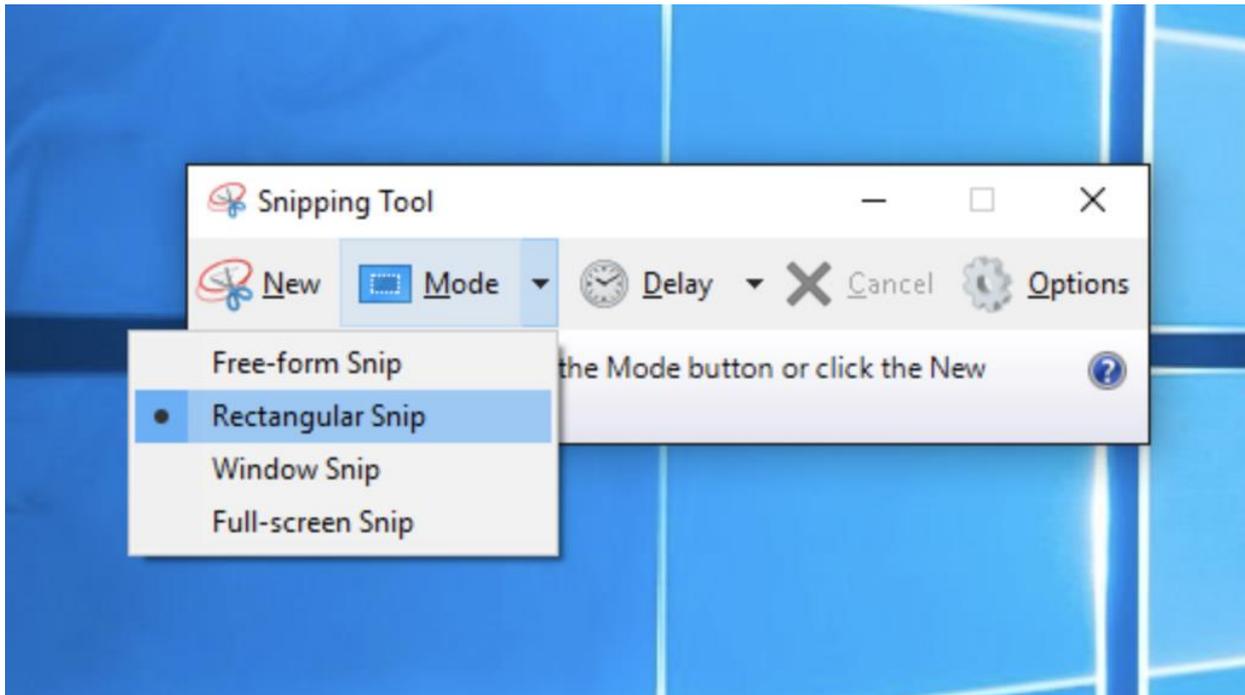
- Press “PrtScn”
- Press “Alt” + “PrtScn” : Your active window will be captured, but it won’t automatically save -- to do this, find the screenshot in your clipboard, open an image editor, and save it from there.
- Press “Windows Key” + “PrtScn” : This will automatically save your screenshot.

Your screen should dim for a moment, and then the screenshot will be saved in “Pictures > Screenshots folder”.

- Or you can use the “Snipping tool” if you are using Windows 7 and 10

Step 1: Select “Start” and type “snipping tool” into the search box, and then select the tool from the results.

Step 2: Within the Snipping Tool, click “Mode” and then select the kind of snip you want. Then, select the area of your screen you want to capture.



Step 3: After you capture your snip, select the “Save Snip” button. Type a file name, location, and type, and then click “Save”.

3.2 Screenshot in Apple

Mac computers make taking a screenshot fairly easy. Keep in mind when taking a screenshot, you have four options:

- Press “command”+”shift”+”3” to take a screenshot of your entire screen and save it to your desktop
- Press “command”+” shift”+4 to take a screenshot and save it to your desktop.
- Take a screenshot using “Grab”

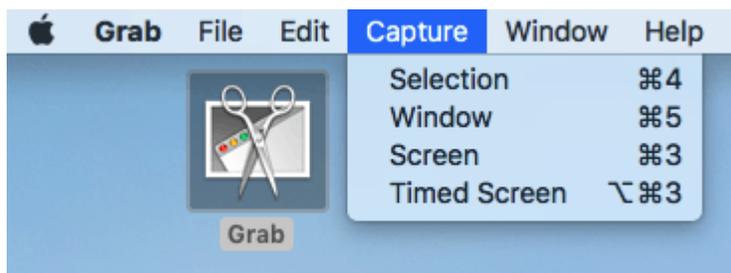
Here is how to use it

Step 1: Open your Finder folder located on your computer's dock, and enter "Grab" in the top-right search bar.

Step 2: Then, select "Applications" on the left hand sidebar to narrow your search.

Step 3: Open the Grab icon that appears. When the application has launched, select "Capture" along the top navigation bar.

Step 4: In the dropdown menu, select which type of screenshot you want to take: **Selection**, **Window**, **Screen**, or **Timed Screen**.



"Selection" screenshots allow you to take a screenshot of part of your screen, just as you would in the third and fourth set of steps earlier in this article. "Screen" screenshots capture your entire screen.

"Window" screenshots allow you to capture a specific window you have open, and "Timed Screen" screenshots start a 10-second timer before automatically capturing your entire screen.

- Take a screenshot using Mac's Touchpad

Keep in mind that newer versions of Macbook Pro that include the Touch Bar have screenshot options that allow you to take "Entire Screen," "Selected Portion," and even specific "Window" screenshots -- just like you would using the Grab application (the instructions of which are described above).

With the Screenshot icon enabled on your Touch Bar, you can simply tap this icon -- which looks like a camera -- and select the type of screenshot you want to take.

3.3 Screenshots in Android phone

You can take screenshots in an Android in 3 ways.

- Hold down the power and volume-down buttons for a couple of seconds.
- Hold down the power key until a screen appears and tap *Take screenshot*.
- Pull down the notification panel and tap the Screen Shot icon.

3.4 Screenshots on Apple Phone

- To take a screenshot on iPhone 8 and earlier

All iPhones from the original in 2007 through iPhone 8 and iPhone 8 Plus in 2017 all use exactly the same method to capture the screen. The same goes for the iPhone SE (2020), which also has Touch ID.



1. Open the app you want to screenshot and go to the exact screen you want to capture.
2. Press and hold the **Power** button on the right side and click the **Home button** at the exact same time. (This helps to ensure you don't activate Touch ID or Siri by accident while trying to take your screenshot.)

3. The screen will flash white and you'll hear the camera shutter sound (if your sound is enabled).
 4. If you're on iOS 10 or earlier, the screenshot will be saved to your **All Photos** album.
- To take a screenshot on iPhone X, iPhone XS, iPhone XS Max, iPhone XR, iPhone 11, iPhone 11 Pro, and iPhone 11 Pro Max



Because iPhones with Face ID don't have a Home button, you have to use the Side button to take a screenshot instead.

1. Open the app or screen you want to capture.
2. Set up everything exactly the way you want it for the shot.

3. Press and hold the **Side** button on the right side of the iPhone with Face ID.
4. Click the **Volume Up** button at the exact same time. (This replaces the Home button step from previous iPhones.)

The screen will flash white and you'll hear the camera shutter sound (if your sound is enabled).