

Government Contract Pro

Operating Manual & Trouble Shooting Guide

For technical support contact: support@jetgov.com

For JetGov payment and account support contact: admin@jetgov.com

This page contains a general overview of the Government Contract PRO web based application and a trouble shooting guide. You may also view the product demonstration video www.jetgov.com/quickstartgcp

General Overview

Government Contract PRO was designed with simplicity. The web based application functions like a website for the most part. While using Government Contract PRO do not use your browser arrows for navigation. If you use your browser arrows you will exit Government Contract PRO. The "Home" tab and "Government Contract PRO" tab are fixed while navigating through the slides. Select "Home" to return to the dashboard or "Government Contract PRO" to view the slides at any time. There are six primary functions accessed from the Dashboard:

Start/Resume

When selected this function allows you to start the course and return directly to the last place in the course that you were when you logged out, stopped, exited, or closed the application.

GCP Sections

This is the section/slide index. By selecting this you may view each section and its content. By selecting the Section you will be given a description to the right. To expand the section select the arrow to the left of the section. A drop down menu will appear with all the slides for the selected section. You may select the slide to view its description. To go directly to this slide select the blue "Go to this slide" arrow above the description.

Help

This function allows access to the master help menu. This function has two purposes. One to provide general help for the application, navigation, and data functions. Two to provide specific help on a topic basis. This function has two tabs.

My Data

This function allows the user to view data entered from the application. You may view your data and print a Data Portfolio that outlines General Business Information, NAICS, SIC, PSC and FSC codes, DUNS number, and Certification Programs eligibility. This function is populated as you progress through the course. You may update, change, or delete data in the portfolio by accessing the data entry slides.

PRO Links

The PRO Links function offers a concise and collected pool of relevant websites for reference purposes. When selected each link will open a new browser so that navigation is standing alone from Government Contract PRO. You may also download the links in a pdf for use later.

Logout

This function saves your data and place in the course. You may log in using your email address and password at any time.

Working in Government Contract PRO

While progressing through the slides there is slide specific help located in the upper right corner of the slide, "Help/More Info". When selected this will tab additional slide specific help. This tab will remain open until closed. If the tab is a downloaded document you may save pdf documents as usual through this function by selecting the save icon at the top of the pdf document. To return to the slides select "Government Contract PRO" and you are right where you left off.

Trouble shoot Browsers or Flash Player

Government Contract PRO uses Adobe Flash Player technology to deliver the most up to date and engaging information available on the market today on almost any platform. You must have version 9 or higher of the flash player plugin to view the website. You will also need Javascript and cookies turned on in your browser, which is usually a default setting to be on but sometimes firewalls or other configurations could block javascript.

Troubleshooting Instructions:

1) Ensure that you have the correct version of flash player installed in your browser. You can check your installed flash player version here: http://kb2.adobe.com/cps/155/tn_15507.html, if it is not at least version 9 then you

should upgrade your flash player here: <http://get.adobe.com/flashplayer/>

2) Ensure that javascript and cookies are enabled in your browser, go to <http://venuesystems.com/vstest.htm> to check if they are enabled and if not follow the instructions to turn them on.

3) Recommended screen resolution: 1024 x 768 or larger. Also you might want to disable any extra toolbars at the top of the browser that might be blocking content.

4) Check your browser: either Firefox (versions 2+) or Microsoft Internet Explorer (versions 6+) are supported. JetGov highly recommends using Firefox whenever possible. If nothing else works try installing Firefox, <http://www.mozilla.org/firefox>, and then launch Firefox and install Flash Player: <http://get.adobe.com/flashplayer/>, then come back to JetGov and try again.

5) If all else fails, you can try another machine; try disabling virus protections/firewalls. Contact JetGov for support at admin@jetgov.com.