

The 220 Soft Support Range

Getting Started – A Quick Tour

This tour takes you through the signup and login processes of the **220Soft.support** guides and collections.

First go to [guide.220soft.support/myID](#) or [collection.support/myID](#) where [guide](#) or [collection](#) is the title of the product that you want to use and [myID](#) is the ending of the URL that you have been given.

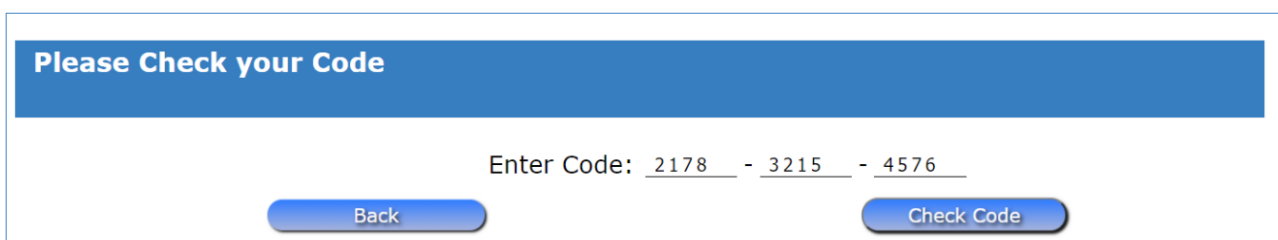
The screen that you see has two choices on the banner near the top – Login or Sign-up.

Please [Login](#) or [Signup](#)

[Contact & Feedback](#) [Help/Info](#) [Login](#) [Signup](#)

If this is your first time using the product you need to sign up. You do this either by entering a code that you have been given or using the number that you have been told to use, for example your membership number. Clicking the *Signup* link takes you to the code-entry or number-entry page:

Using a code



Please Check your Code

Enter Code: - -

[Back](#) [Check Code](#)

Type the 12-digit code that you have been given. Note that after typing each group of four numbers the cursor automatically moves to the next box and finally to the *Check Code* button or press the *Enter* key. This means that you can quickly type the digits and then press the *Enter* key to check the code.

Using a number

Please Check your Number

Enter Number:

Type in your number and click the *Continue* button or press the *Enter* key to check the number.

Providing that the code or number is valid and not been used before you will move to the next page. If it doesn't work for either of these reasons you will be asked to try again.

The next page is the actual signup page:

Find a Job Support

Please enter the details for PD 2896572

What is Your Forename?

What is your Surname?

Choose your Username:

Choose your Password: Show

Confirm your Password: Show

What is your Email?

Email is only used for password recovery.

Click "Login" to Save these details and Login.

Note that the questions shown here are the standard questions. There may be additional questions on your signup page..

If you have missed any, chosen a username that is already used or entered a password confirmation that doesn't match you will be warned.

If everything is correct you will be automatically logged in and returned to the main page, where you will see some differences on the banner at the top right.

On the banner you will see that Login/Signup has been replaced by a message saying who is logged. If someone else has been using the product before and their name is shown, you can click *Not You* to return to first screen to *Login* or *Signup* yourself.

There is also a link that will allow you to view and print certificates for the guide you are logged in to or any of the guides if you are using a collection. Hover over the link and select the certificate that you want from the drop-down list.

You can now click on the image (guides) or any of the images (collections) to go straight to the guide that you want to view.

Leaving a guide or collection

When you want to leave, click the *Exit* button and the Main Screen is still there for you to choose another without logging in again. The amount of the guide that you have read is shown in the status column and the time that you spent reading in time. These will be automatically saved and shown next time you log in.

Always log out when you have finished

When you finish, always **Log out** or **close the window**. This is especially important on public computers to stop other people using your account.

Next time you want to use the package

Once you have signed up, you never need to enter all those details again. You just Login using your chosen username and password.

From the first screen that is shown in this document click on Login.

Please [Login](#) or [Signup](#)

[Contact & Feedback](#) [Help/Info](#) [Login](#) [Signup](#)

You will go to the login screen:

Please enter your details to login

What is your Username:

Forgotten username? [Click here.](#)

What is your Password: Show

Forgotten password? [Click here.](#)

Enter your details, Click *Login* and you will be taken to the Main page, with your name showing that your details have been loaded. You can continue to use the product just as you did when you first signed up so you can access any guide.

If your username isn't found or password incorrect you will be warned.

Forgotten details

If you forget your username, click the link and you will be taken to a *Recover Username* screen, which is similar to *Login* but you can use your email in place of your

username. If you enter them correctly, you will be taken back to the login screen with the username completed for you so you can make a note of it.

If you forget your password (or username and password), click the link and we will send you an email to the registered address with a reset link in it. Click the link (or copy it into your browser) and you will be taken to a page where you can choose your new password. When you click *Reset Password* you will be taken to the login page with the details entered.

Always log out when you have finished

When you finish, always **Log out** or **close the window**. This is especially important on public computers to stop other people using your account.