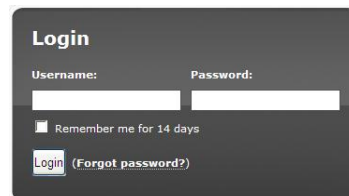


In order to view your mystery shopping reports please follow the instructions below:

1. LOGIN

Go to www.lemmasolutions.org

You will be presented with a login screen. Details of your **Username** and **Password** will be forwarded by TourismNI. Please note that these may be changed after your initial log on.

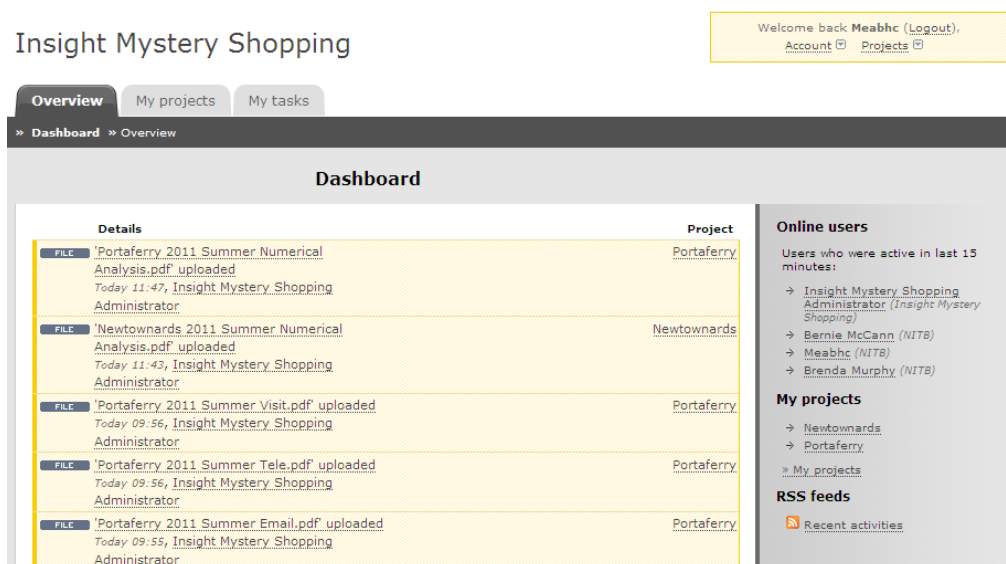


The login form is titled "Login" and contains the following fields and elements:

- Username:** A text input field.
- Password:** A text input field.
- Remember me for 14 days
- Login** button (with a link for "Forgot password?")

Enter your **Username** and **Password** and click on the **Login** button.

The **Dashboard** will appear, displaying all relevant files and folders, see below. Please note that the only **Projects** that you will have access to will be the VICs that you are directly involved with.



The dashboard screenshot shows the following layout:

- Header:** "Insight Mystery Shopping" with a welcome message: "Welcome back Meabhc (Logout), Account Projects".
- Navigation:** "Overview", "My projects", "My tasks".
- Dashboard Title:** "Dashboard" with a breadcrumb "Dashboard >> Overview".
- Main Content Area:**
 - Details Table:**

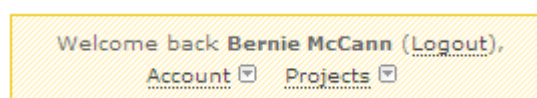
FILE	Project
Portaferry 2011 Summer Numerical Analysis.pdf uploaded Today 11:47, Insight Mystery Shopping Administrator	Portaferry
Newtownards 2011 Summer Numerical Analysis.pdf uploaded Today 11:43, Insight Mystery Shopping Administrator	Newtownards
Portaferry 2011 Summer Visit.pdf uploaded Today 09:56, Insight Mystery Shopping Administrator	Portaferry
Portaferry 2011 Summer Tele.pdf uploaded Today 09:56, Insight Mystery Shopping Administrator	Portaferry
Portaferry 2011 Summer Email.pdf uploaded Today 09:55, Insight Mystery Shopping Administrator	Portaferry
 - Online users:** "Users who were active in last 15 minutes:"
 - Insight Mystery Shopping Administrator (Insight Mystery Shopping)
 - Bernie McCann (NITB)
 - Meabhc (NITB)
 - Brenda Murphy (NITB)
 - My projects:**
 - Newtownards
 - Portaferry
 - » My projects
 - RSS feeds:**
 - Recent activities

2. VIEW PROJECTS AND FILES

On the left hand side of the screen all recent activity will be displayed on the **Dashboard** e.g. recently uploaded files.

On the right hand side of the screen **My projects** will detail all relevant projects. The number of projects listed will vary according to your access rights.

Alternatively you can access your **Projects** from the yellow box displayed on the top right hand side of the screen.



The yellow box contains the following text:

Welcome back **Bernie McCann** (Logout),
Account Projects

3. OPEN FILES

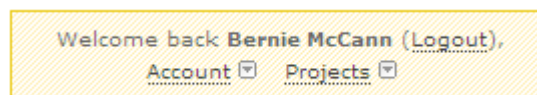
Select the relevant **project** and from the **Dashboard**, highlight the file you wish to open. The file details will be displayed as below. Click on **Download**. A **File Download** window will appear. Click on **Open**.



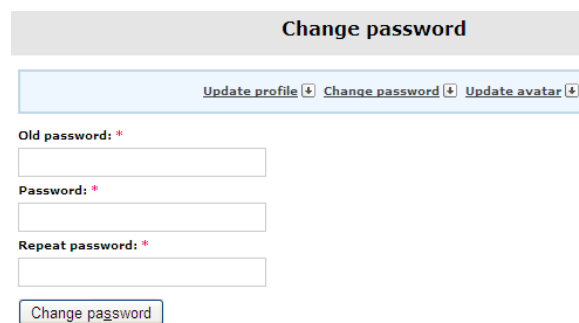
To view other files, go back to the Dashboard, select a project and repeat the process.

4. CHANGE PASSWORD

On the top right hand side of the screen, a yellow box is displayed.



Click on **Account** and **Change Password**. Enter new password details and click on the **Change Password** button.



An email address has been allocated by default. If you wish to update this to your correct email address please select **Update Profile**. Enter your correct email address and click on the **Update Profile** button at the bottom of the screen.

5. LOGOUT

On the top right hand side of the screen click on the **Logout** button housed in the yellow box.

