

Overview

Welcome to the Retail Engagement Program (REP). This system is designed to provide the tools and resources needed to represent Microsoft in retail stores worldwide.

The REP system has two parts. There is a website Portal that has reporting of completed call reports, training activities and even the photos captured in the stores. The second part is the Windows Application that contains:

- Training resources to learn about new Microsoft products and services
- Store Visit Call Reports for daily in-store activities
- Event Call Reports to record 1:Many training events
- Word on the Street Call Reports for capturing competitive information, customer and RSP feedback.

Getting Started

Before using the REP application on a Windows device, the REP website must be accessed to obtain a unique 10 digit ID number.

Website Login

An initial username and temporary password will be provided. If the account information is not known, use the **“Can’t access your?”** account link below the **Sign In** button.

Click on the following link, or type the address into a web browser: www.msftreps.com

The login page appears:

Retail
Engagement Program

Sign In Username
Password
[Can't access your account?](#)

Educate. Improve. Analyze.

Latest Client Versions: Windows: 1.2.0.23 ; Windows Phone: 2.3.0.4 (as of August 2, 2014)

Microsoft

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During the first login to the system, a prompt to change the temporary password and security question appears:

The image shows a web registration form titled "REGISTRATION" in a blue header. Below the header, a welcome message reads "Welcome to the Retail Engagement Program Site." followed by instructions: "Please complete the information below to create a secure login identity. Fields marked with (*) are required." The form contains several input fields: "First Name*" with the value "test", "Last Name*" with "acct", "Email*" with "tacct@live.com", "Re-type Email*" with "tacct@live.com", and a "Time Zone*" dropdown menu set to "(UTC-08:00) Pacific Time (US & Canada)". A blue link "Click to view username & password requirements." is positioned above the "Username*" field, which contains "tacct". The "Password*" field shows five dots and has a red error icon to its right. The "Re-type Password*" field is empty and also has a red error icon. Below these is a "Security Question" dropdown menu and a "Security Answer" text field. At the bottom of the form are "Reset" and "Save" buttons.

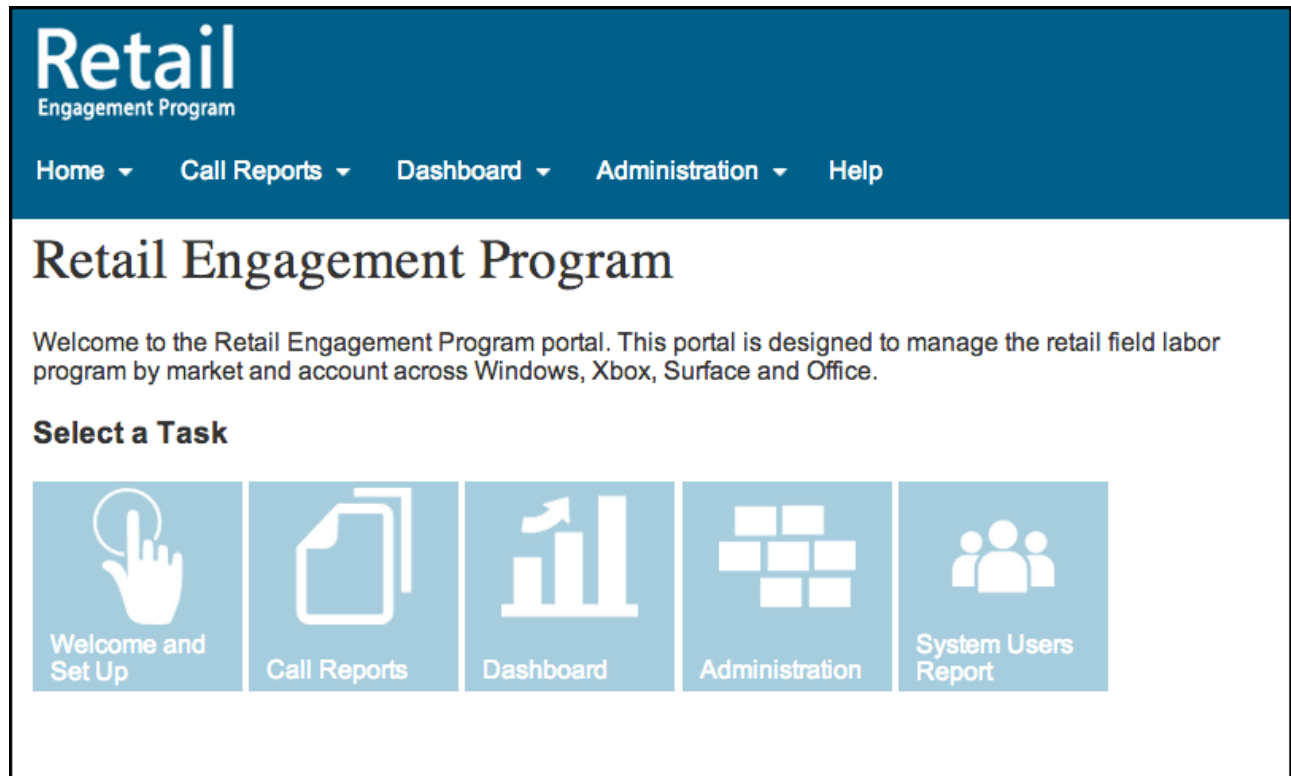
Password Requirements:

- Must be from 6-14 characters long.
- Contain at least 1 uppercase character and at least 1 lowercase character.
- Contain at least 1 of the following special characters: -_!"@#\$%^&*+=(){}[]<>|\`~.,:;/?

Enter a new Password, Security Question and Security Answer. Click on Save at which point the REP Home screen will appear:

REP Website

Home Screen



[Welcome and Setup](#)

Messages from the local administrator and instructions for installing the REP application on a Windows device are found here.

[Call Reports](#)

View completed call reports and export them to Excel.

[Dashboard](#)

Visit statistics about Store visits, 1:Many Training Events, Word on the Street submissions and view the photos taken in stores.

[Calendar](#)

View and modify the store visit calendar. Use a simple drag and drop interface for scheduling monthly store visits.

Welcome and Setup



This screen will have messages from the local administrator on the right.

Retail
Engagement Program

Home ▾ Call Reports ▾ Dashboard ▾ Administration ▾ Help

Device Set Up
USA Administrator
Your 10 digit ID number, which you will need after downloading the software to your mobile device is:
5-
[Click here to download the application](#)

Welcome Administrator!!

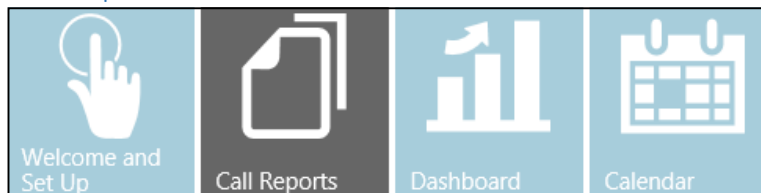
To edit this Welcome Page, select the **Administration Menu** option and choose **General Settings**. You must use IE10 or greater. Add your own short message and please edit the following in the language of your choice. **Save Button** is in the lower right corner when you are done.

Delete this highlighted text when you are done.

Your **user ID number** is on this welcome page and to the left; **ten digit number** shown. You will be asked for this number when installing the application on your Surface.

On the left is the unique 10 digit ID needed for the Windows Application. Below that is a link to the application download and installation instructions.

Call Reports



Call Reports can be viewed and exported to Excel. There is also the ability to email the call report and see the photos taken during that store visit.

For each type of call report, there is a separate transaction report. Click on the appropriate link to the right of the Call Report name.

Home ▾ Call Reports ▾ Dashboard ▾ Administration ▾ Help

[Back to Form List](#) Transaction Report: FY15 SM - Reach Activity (English)

From: 07/28/2014 To: 07/28/2014 User Name: All Language: English Get Results

Select a Date Range (defaults to the last report submission date). Managers can also select a single rep or all reps assigned to them. Select the **Get Results** button.

From: 07/01/2014 **To:** 07/28/2014 **User Name:** All **Language:** English **Get Results**

Page 1 of 1 Results per page: 25

		Transaction ID	Device ID	First Name	Last Name	Received	Latitude	Longitude
1	(1)	341054	263 993 5621	Steven	Boyle	Mon, Jul 28, 2014 06:19:10 PM	-31.995181	115.914168
2	(1)	326944	263 993 5621	Steven	Boyle	Thu, Jul 17, 2014 12:41:11 PM	-32.035211	115.836594
3	(2)	323847	263 993 5621	Steven	Boyle	Tue, Jul 15, 2014 01:09:33 PM	Unavailable	Unavailable
4	(2)	322888	263 993 5621	Steven	Boyle	Mon, Jul 14, 2014 04:05:53 PM	Unavailable	Unavailable

Store Notes

Store notes are input from inside a store visit call report. These can consist of reminders or helpful hints about the store. Clicking on the pencil icon in a transaction report (4) will open the Store Note editor for editing or deleting of content. These modifications will appear the next time the app synchronizes.

Store Notes

Staples
7155 KINGSWAY, UNIT 250
South Beach, FL V5E2V1

By: Lindsay Anne **Submitted:** 01/15/2014 18:22
 Edit Delete

Note: All hands meeting January 28th at 3pm. 20 minutes for department

By: Lindsay Anne **Submitted:** 11/24/2013 19:14
 Edit Delete

Note: Holiday party on 12/3 - bring refreshments.

By: Lindsay Anne **Submitted:** 11/24/2013 18:42
 Edit Delete

Note: No training allowed from 11/6 through January 3rd.

Export Transaction Reports

Basic reporting is contained in the Dashboards. The Download to Excel option allows further analysis of call reports. Click on the Download to Excel button . Select whether to include photos and the size of the photos, then click **Export**.

Excel Export Options

Photo Options

Include Photos: ☒

Image Size:
☒ Small
 ☐ Medium
 ☐ Large

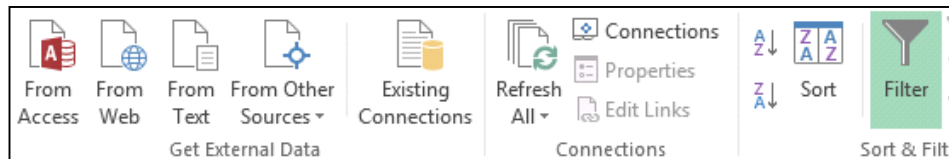
Cancel Export

Note: Exporting photos does not download the full resolution photo, only thumbnails of the original photo.

Once the file is opened in Excel, all of the questions included in the call report will be listed as the column headers. Each store visit will be a row in the spreadsheet.

Note: Currently, if photos are included and the data is sorted, the photos will not remain with the correct record. To resolve this, enter titles in the columns that contain pictures before selecting the Filter and Sort options in Excel. A solution to this problem is being investigated.

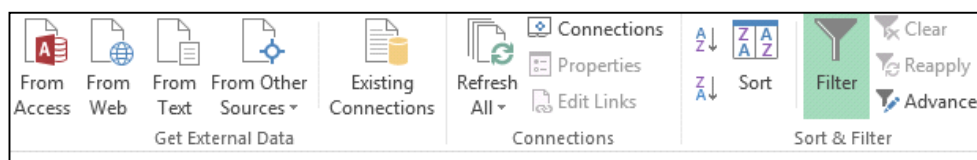
Before (notice that there are no filter options for the photo columns):



	DG	DH	DI	DJ	DK	DL	DM
1	Start Time	End Time	Duration				
2	18:41	18:44	0:03:14				
3	19:06	19:06	0:00:04				
4	19:23	19:23	0:00:06				
5	20:09	20:10	0:00:14				

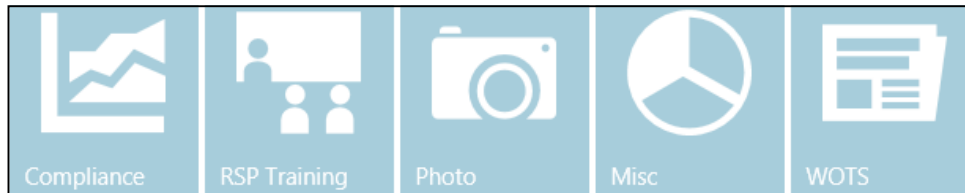
Turn off filtering, add column headers and then turn filtering back on.

After (photos will now sort and stay with the original record):



	DG	DH	DI	DJ	DK	DL	DM
1	Start Time	End Time	Duration	Photo1	Photo2	Photo3	Photo4
2	18:41	18:44	0:03:14				
3	19:06	19:06	0:00:04				
4	19:23	19:23	0:00:06				
5	20:09	20:10	0:00:14				

Dashboard

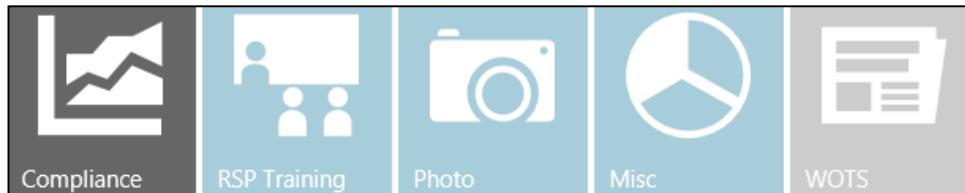


Dashboards are available to view call report information.

- Compliance: monthly store visit progress
- RSP Training: monthly RSP training statistics
- Photo: view pictures taken during store visits
- Misc: Ad-hoc reporting of call report items
- WOTS: Word on the Street

All dashboards have a **My Saved Reports** option. After filtering any dashboard, select the **Save Current Report** button to save your changes. Saved views can be edited or deleted by clicking on the **Edit** button.

Compliance



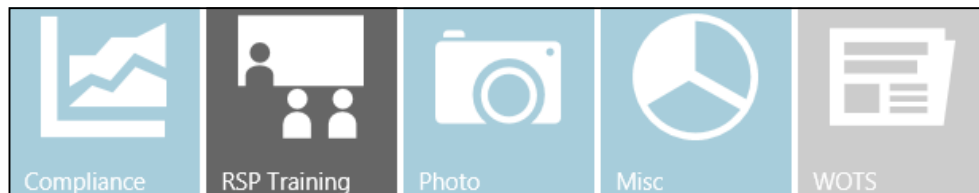
Track monthly store visit progress.

A screenshot of the 'Compliance' dashboard's filter and save options. It features a 'Report Month' section with a dropdown for 'November' and a year selector for '2013', followed by a blue 'Current Month' button. Below this is a 'Filter Options' section with four dropdown menus for 'District', 'Rep', 'Store', and 'Retail Chain'. A blue 'Go' button is positioned below the filters. At the bottom is a 'My Saved Reports' section with a 'Custom Reports' dropdown and two buttons: 'Save Current Report' and 'Edit'.



Filter by date, regions and retail chain. Hover on the bar graph to retrieve details.

RSP Training



View monthly statistics for in-store RSP training activities.

Report Month

November 2013

Current Month

Filter Options

District [Dropdown]

Rep [Dropdown]

Store [Dropdown]

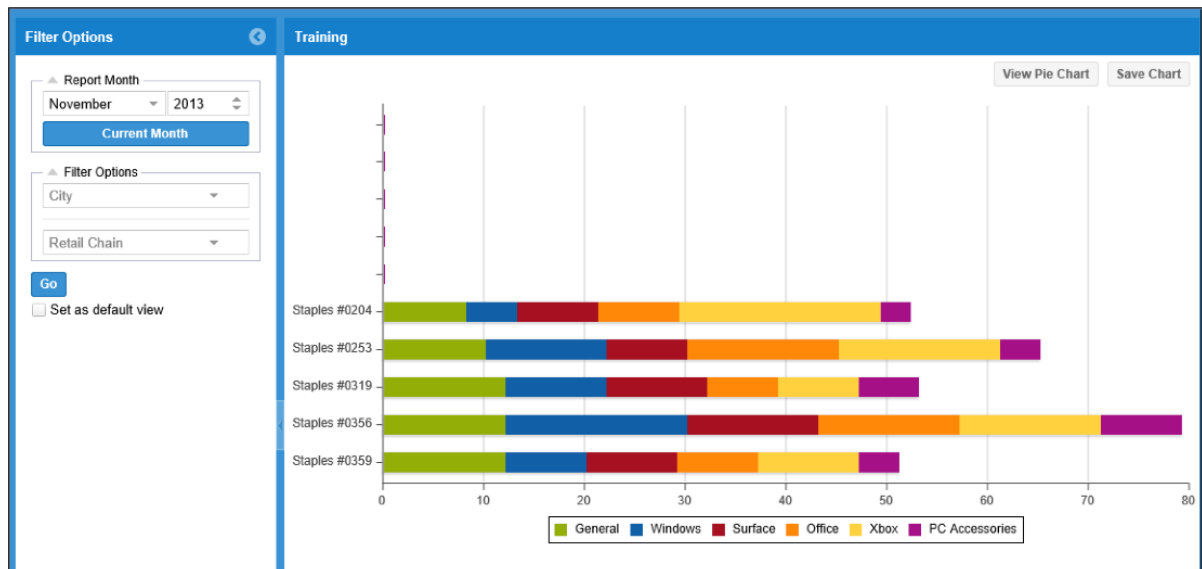
Retail Chain [Dropdown]

Go

My Saved Reports

Custom Reports [Dropdown]

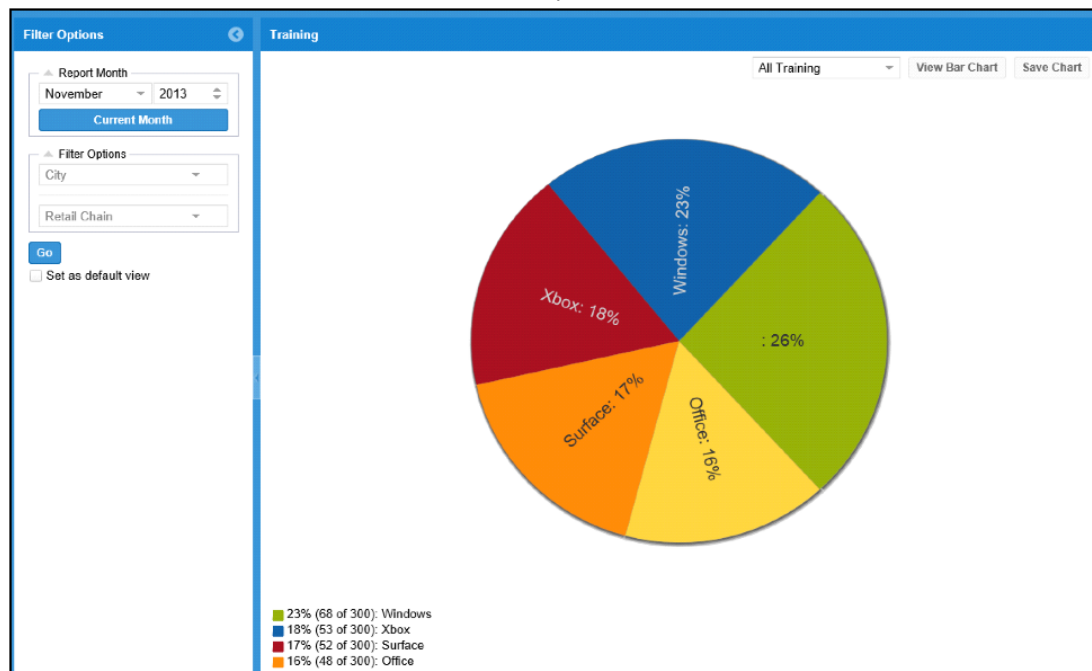
Save Current Report Edit



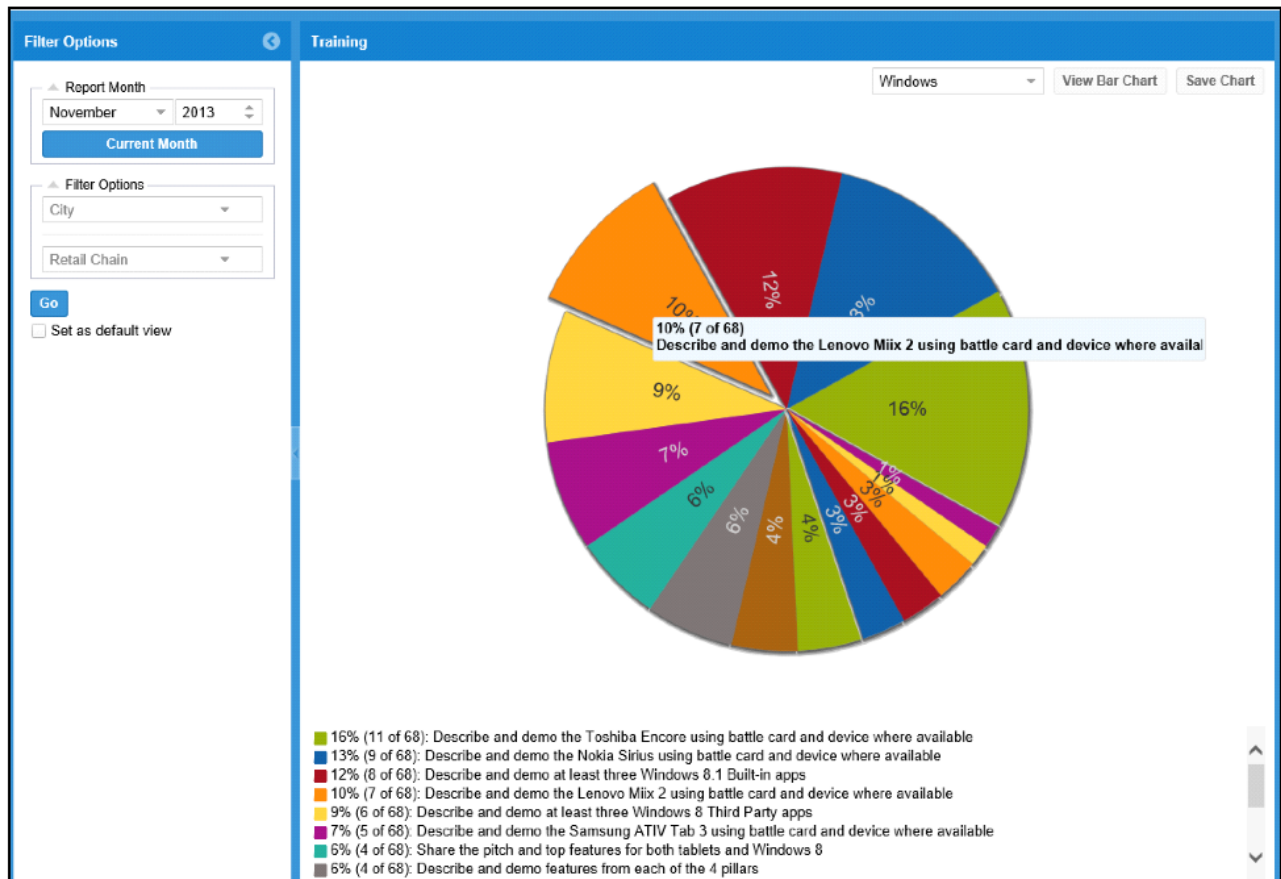
Filter

by date, regions and retail chain. Hover on the bar graph to retrieve details.

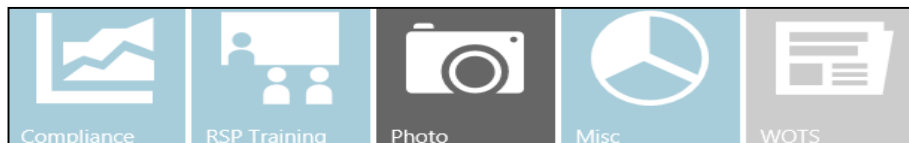
Click the **View Pie Chart** button to switch to a pie chart view.



Hovering over a slice of the pie chart shows the detail. Clicking on a slice will select that item and provide the detail for that item (Example: clicking on Windows will show the individual monthly training tasks for Windows).



Photo



View the photos taken during store visits.

Date Range

From: 02/27/2014 To: 03/06/2014

Filter Options

Retail Chain:
Store:
Product:
Go

My Saved Reports

Custom Reports

Save Current Report Edit

Call Report Photos

Date Range
From: 04/01/2013
To: 11/20/2013

Filter Options
Retail Chain
Store

Go


11/12/13 12:02
Staples #0253


11/12/13 12:01
Staples #0204

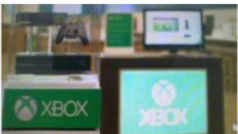

11/12/13 11:57
Staples #0359

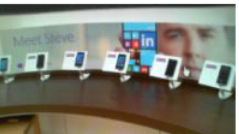

11/12/13 11:53
Staples #0359

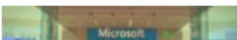

11/12/13 11:52
Staples #0359

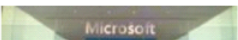

11/12/13 11:52
Staples #0359

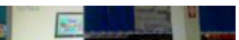

11/12/13 11:51
Staples #0319


11/12/13 11:51
Staples #0319


11/12/13 11:51
Staples #0319


Microsoft


Microsoft


Microsoft

Filter by date range, retail chain, individual store, and product. Photos are displayed newest to oldest. Click on a photo to see a full size image and get the detail of the store visit call report.

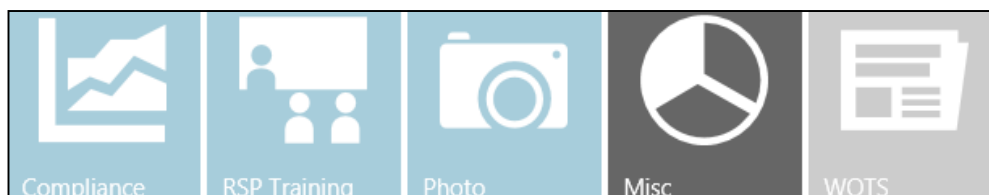


Form: Staples
Chain: Staples
Store: Staples
Address: 2525 36TH ST. N.E., UNIT 135
Miami, FL T1Y5T4

Visit Date/Time: 11/12/13 11:57
User: Lindsay Anne
Device ID: 8967431596

[Get Transaction Report \(PDF\)](#)

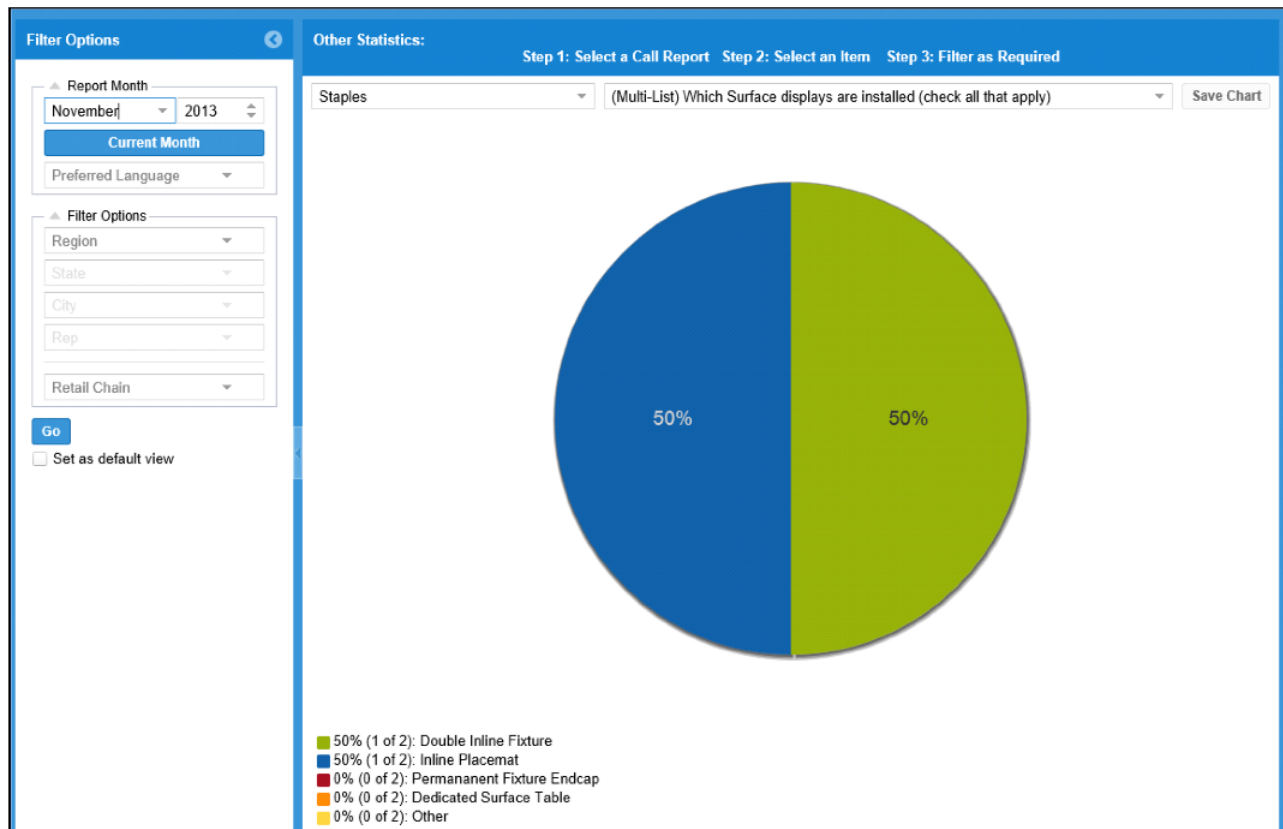
Misc



Compliance
RSP Training
Photo
Misc
WOTS

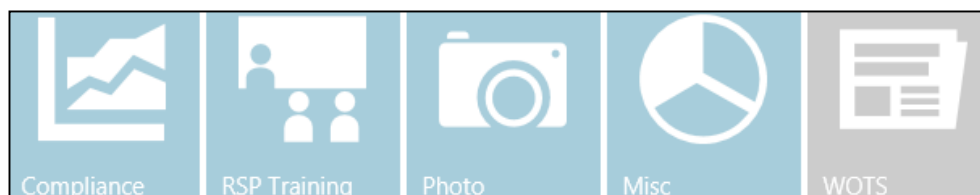
Display data graphically from any question on a call report.

11



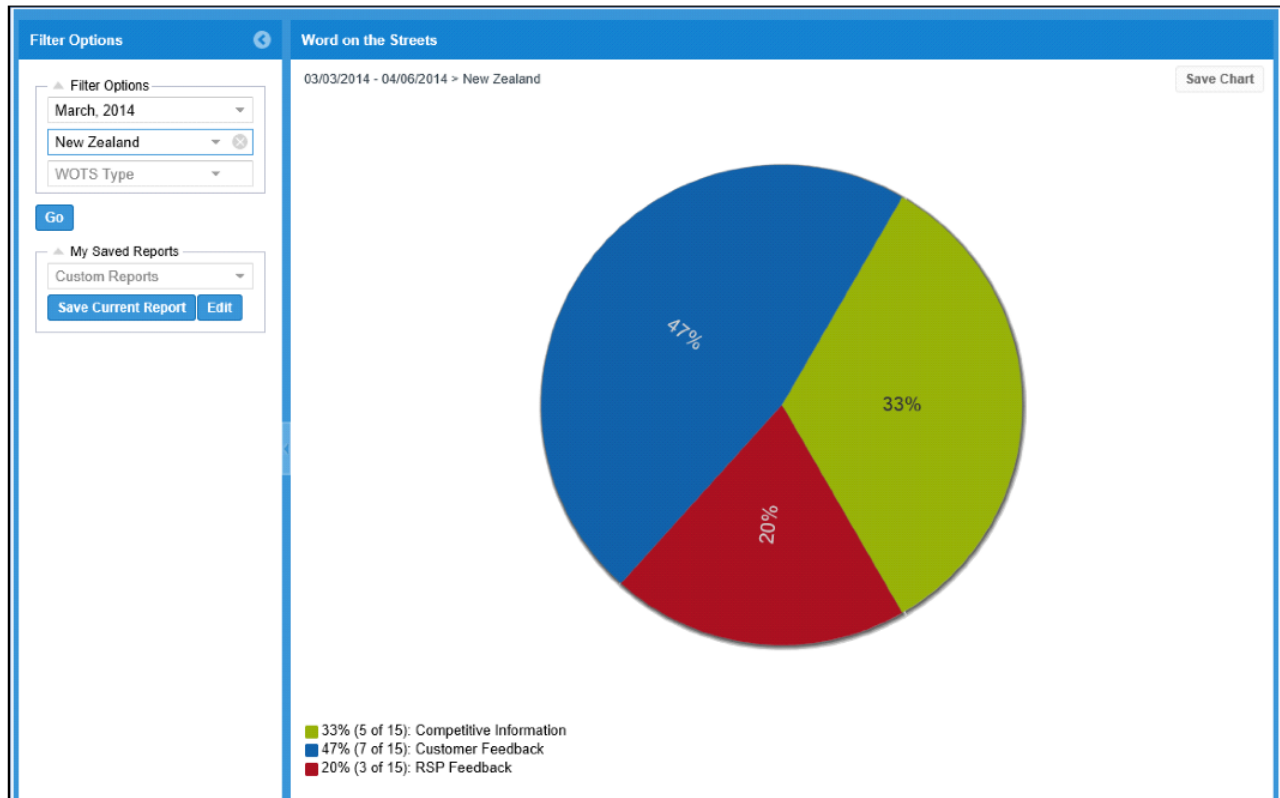
Select the call report and item from the drop down lists. Hovering over a slice of the pie chart shows the detail.

WOTS



Display data collect through the Word on the Street Call report. Word on the Street is used to gather:

- Competitive information
- Customer feedback
- RSP Feedback



Filter by date, regions and retail chain. Hover on the bar graph to retrieve details. Hovering over a slice of the pie chart shows the detail. Clicking on a slice will select that item and provide the detail for that item.

Calendar



The calendar function is used to schedule store visits for each month. All stores assigned are listed on the left. If a store is required to be visited more than once in a month, that store will be repeated in the list. For example, if a user is to visit Retail Super Store 4 times in a month, this would list 4 times as:

- Retail Super Store 1 of 4
- Retail Super Store 2 of 4
- Retail Super Store 3 of 4
- Retail Super Store 4 of 4

October 27 - November 30, 2013

Change Language: English (US)

Required Visits - November 2013

Today Jump to: Go Day Week 2 Weeks Month

Store Name	Visit	Address	City	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Staples #0204	1 of 2	370 EAST BROADWAY	South	Oct 27, 2013	28	29	30	31	Nov 1	2
Staples #0204	2 of 2	370 EAST BROADWAY	South							
Staples #0253	1 of 2	7155 KINGSWAY, UN...	South							
Staples #0253	2 of 2	7155 KINGSWAY, UN...	South							
Staples #0319	1 of 4	188 38 AVE & MILLW...	Orian	3	4	5	6	7	8	9
Staples #0319	2 of 4	188 38 AVE & MILLW...	Orian							
Staples #0319	3 of 4	188 38 AVE & MILLW...	Orian							
Staples #0319	4 of 4	188 38 AVE & MILLW...	Orian	10	11	12	13	14	15	16
Staples #0356	1 of 1	3625 SHAGANAPPI T...	Miam							
Staples #0359	1 of 2	2525 36TH ST. N.E....	Miam							
Staples #0359	2 of 2	2525 36TH ST. N.E....	Miam	17	18	19	20	Today 8:50am	22	23
				24	25	26	27	28	29	30

This is a drag and drop interface. Drag all stores assigned onto the calendar days in which they are to be visited. As stores are added to the calendar, they will be removed from the required visits column. To remove a store from the calendar, right-click on the store and select delete. The store will move back to the required visits column. We default the first visit at 7AM and list all others added at a 30 minute increment. This can be edited to more specific times; but the calendar in this implementation is a daily planner with monthly compliance requirements.

REP Client Application

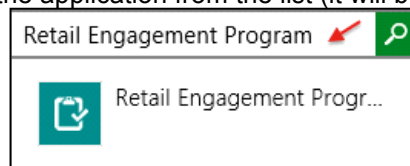
The REP Client application runs on Windows 8.1 and above, with support for both x86 and RT platforms. A unique 10 digit identification number is needed to run the application. See the [Welcome and Setup](#) section to obtain an ID.

Application Installation

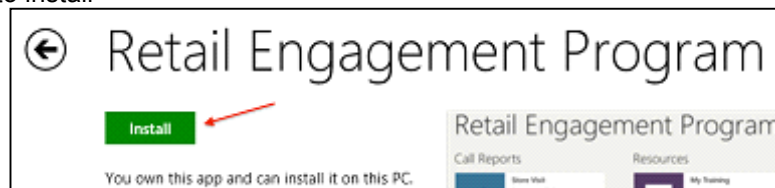
- Open Windows Store app



- Search for Retail Engagement Program app
- Select the application from the list (it will be the only one listed)



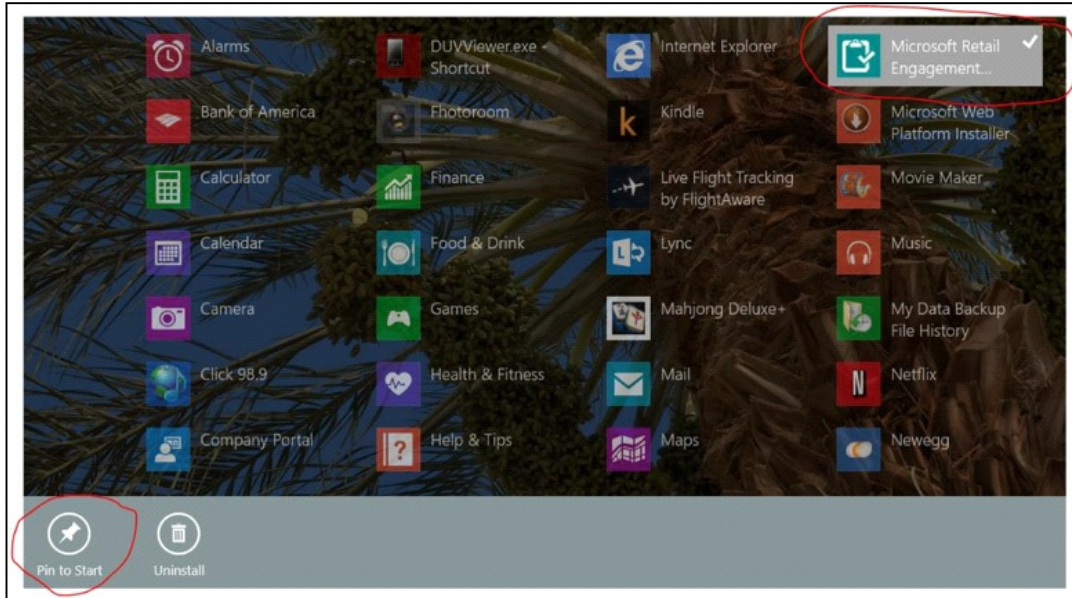
- Select to install



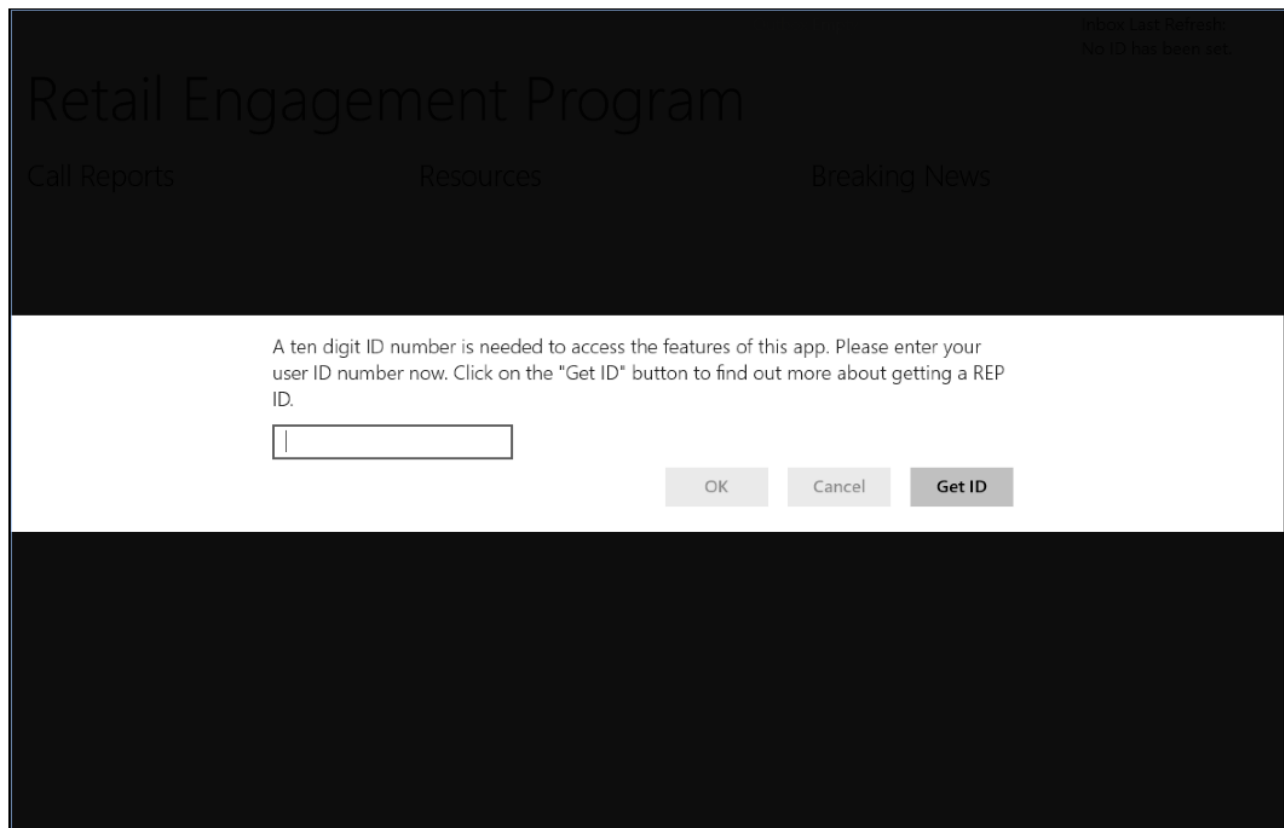
- The installation will happen automatically and Windows will notify when the installation is complete

Starting the Program after installation:

If you are using Windows 8.1, swipe up from the bottom of your Start screen, and you will see the program listed as "Microsoft Retail Engagement Program" with "New" highlighted below it. Right-click on the icon and select "Pin" to start at the bottom. The application will now appear on the far right of your Start screen.



Initial Setup



The first time the application is run, a prompt appears requesting an ID. Enter the ID, and press OK.

Home Screen



The home screen is divided into the following sections:

- Call Reports
 - [Store Visit](#) Call Reports – store visit reporting and RSP training tracking
 - [Event Call Report](#) – 1 to Many training report
 - [Word on the Street](#) – Capture Competitive information, Customer and RSP Feedback
- Resources
 - My Training – Monthly training assignments and resources
 - Plan-o-grams – store display information
 - Kiosk Maintenance – Interactive display maintenance instructions
 - Demo Installation – Windows Demo instructions
- Breaking News
 - New product information
 - Announcements

Using the REP Application without an Internet connection

The REP application is designed to work with or without an Internet connection. If there is no Internet connectivity in the retail stores, syncing the application before the start of the day and at the end of the day is mandatory.

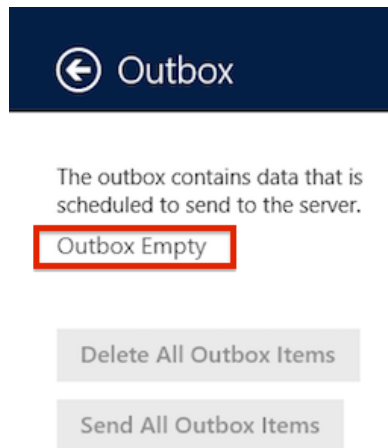
To manually refresh the application:

- Connect to WiFi
- Open the Charm Bar by swiping in from the right side of the screen
- Select **Settings**
- On the Setting menu, select **Preferences**
- Select **Refresh Now**

Call reports and RSP training conducted during the day will be stored in the Outbox until the devices is connected to the internet and a refresh is performed.

At the end of the day, perform the same manual refresh process to send the completed call reports and training to the server.

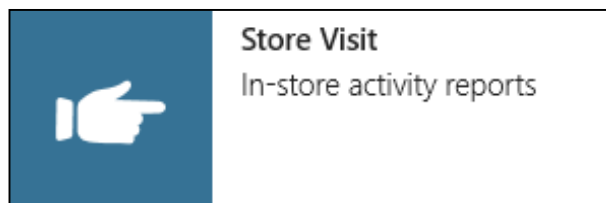
Notification of pending uploads is displayed in the upper right corner of the application.



The content of the Outbox can also be displayed in the Preference menu by selecting **Show Outbox**.

Call Reports

Store Visit



Select the store from the list on the left.

Select Store

► Select Store

* Best Buy
4345 Main Street 91377

Alfa Systems Corporation
16B Cummings Park 01801

Aplus Distributions
9203 Highway 6 S Ste 118 77083

Big Bazaar
Power House Rd, Chalai Bazaar 680325

Cellwave International Inc
1234 Broadway 10001

Search

Available Call Reports

► Available Call Reports

Oz Store Visit (Laks)

Product assessment form

LAKS-FY15-MAIN-REPORT

A list of call reports for that store will appear on the right. There may be multiple call reports based on the activities for that store. Contact your manager if you are unsure what report to complete.

Select the appropriate call report on the right.

← Oz Store Visit (Laks) \$99 Tablets

Visit details

Please Note
Try to fill in as much information as possible and accurately

► Please ensure you have seen this list of top Shopping Malls in Australia

Top Malls in Australia

Store Visit status ...>>
Closed Temporarily

Why did the manager refuse?
[Text Field]

When is the store expected to open again?
Tomorrow

► Name of Store Manager
[Text Field]

☒ Did the Store manager treat you well?

Store Visit Date and Time (*)

Next Planned Visit Date (*)

Attach a picture of the store

Store Phone Number
[Text Field]

How many sales staff are there in the store?
[Text Field]

Are you visiting this store for first time ?
☐ Yes ☒ No

Word on the Street

RSP Training

Store Note

Review & Submit

Call reports are grouped into the following sections:

- Visit Details
- Windows
- Surface
- Office
- Xbox
- PC Accessories

Each store may have different sets of items and question within the call report. By panning right and left, all sections for the call report can be easily accessed at any time during the store visit.

Items that are greyed out are not required unless another question is answered first. For example:

The screenshot shows a form titled "LAKS-FY15-MAIN-REPORT" with a sub-header "* Best Bu". The form is divided into several sections:

- Visit details**
 - Visit status**: A dropdown menu with "Store Open" selected.
 - Start visit**: A button with a clock icon.
 - When will the store reopen?**: A text input field.
 - Why did the manager refuse?**: A text input field.
 - Reason for missed visit?**: A dropdown menu with "Sick" selected.
- Describe "other" reason for the missed visit**: A text input field.
- Is this the first visit this month to this store?**: Radio buttons for "Yes" and "No", with "No" selected.
- Is this the first visit to this store this quarter?**: Radio buttons for "Yes" and "No", with "No" selected.
- Store contact information**
 - Who is your primary contact at this store?**: A dropdown menu with "Store Manager" selected.

In the screen shot above, the items below the "Is there a Microsoft Surface display installed in the store?" item are grey.

Answering **Yes** to the item triggers additional items below to be highlight and now must be answered.

The screenshot shows a form titled "Staples" with the text "Values from a previous session are available for this form. Use the previous values?". Below the text are two buttons: "Yes" (highlighted in green) and "No" (greyed out).

The screenshot shows a form titled "Staples" with the text "Do you want to save the values in this form before leaving?". Below the text are two buttons: "Yes" (highlighted in green) and "No" (greyed out).

During a store visit there may be a need to return to the application home screen. The system will prompt you to save.

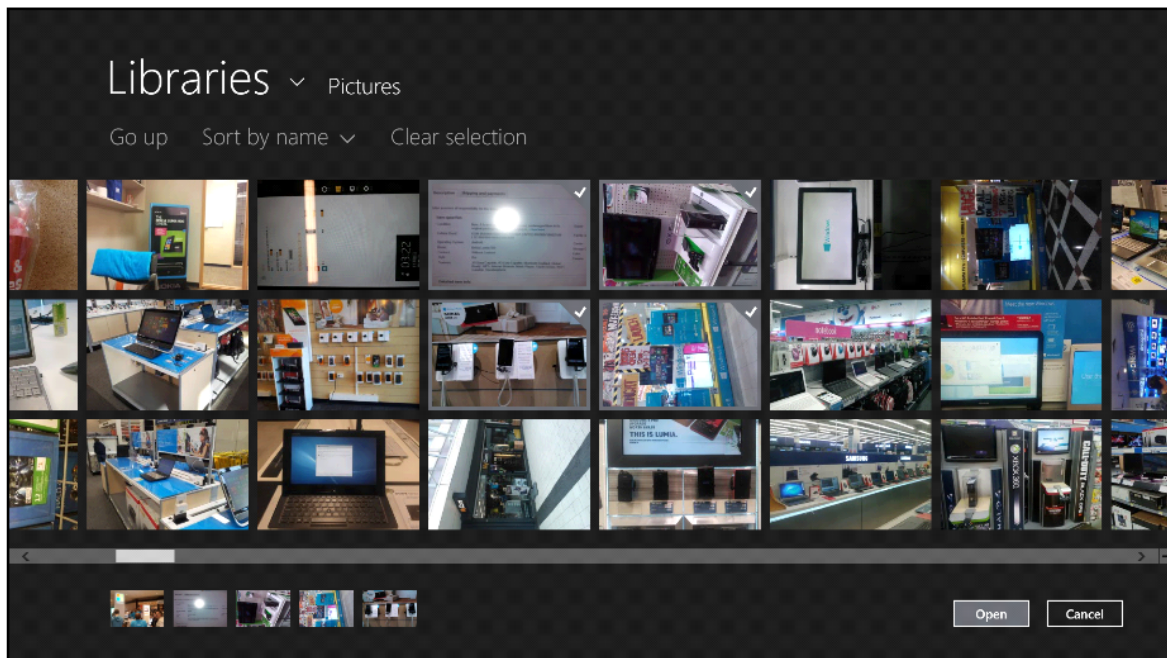
Opening the same call report for that store will prompt to use the previously session.

Photos

Whenever there is a **Photo** option in a call report, Word on the Street, Event reports, etc. There are two options:

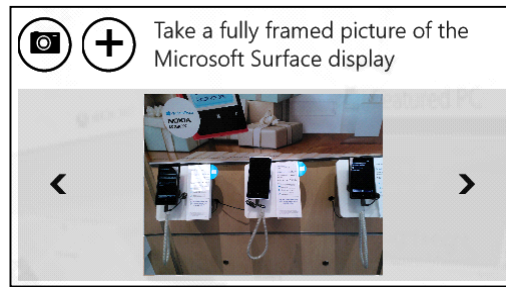


- Take a photo
 - Use the built in camera to capture a picture
 - Click on the camera icon on the left
 - Tap the screen to take the picture
 - There are options to crop the photo save or retake.
 - To take multiple photos, just click on the camera button again.
- Upload a photo (requires version 1.0.0.110 or higher for this option)
 - Upload previously taken photos from a phone, camera, OneDrive, etc.
 - Tap on the plus button to the right of the camera button.
 - Select the location of the pictures using the pull down menu on the top left.
 - Select pictures by dragging down on each one
 - A checkmark will appear on selected photos and a thumbnail list will build on the bottom of the screen.
 - Click on **Open** to attach the photos



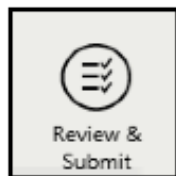
To remove a photo before submitting:

- Click on the thumbnail in the photo section (scroll arrows are available if more than one picture is uploaded)



- Click on the trashcan on the lower right of the screen to remove the photo.

Submitting a call report



When the store visit is complete, click on the **Review & Submit** button on the bottom right of the screen.

Oz Store Visit (Laks)

Review

Store Visit status ...>> Store Open	Store Phone Number 385967450	Is there a Microsoft Surface display installed in the store? No	Are there Xbox...
Name of Store Manager Albert	How many sales staff are there in the store? 8	Describe "Other" Surface display --	On Exit, how i functioning p
Did the Store manager treat you well? Yes	Are you visiting this store for first time ? Yes	Are there Surface RT devices on the sales floor? No	Take pictures No photos
Please ensure you have seen this list of top Shopping Malls in Australia No	First Time Visitors to this store must read this No	How many Surface Pro devices are on the sales floor? --	Is there an Of store? No
Store Visit Date and Time (*) Friday, 1 August 2014 7:57 PM	Explain your experience with this store visit Great experience.	Is there a Windows Software tray in the software aisle? No	Which Office that apply)? --
Next Planned Visit Date (*) --	Which of these are true ? All MS products are kept clean Store staff know well about MS products	How many total Windows 8 or 8.1 Touch PCs (Notebooks/Desktops/Laptops) are on display in the store? --	Is Office merch display? No
Attach a picture of the store 1 photo	Declaration. Sign below 1 drawings		



Verify all items have been completed, then press the **Submit** button in the lower left corner of the screen.

Event Call Report

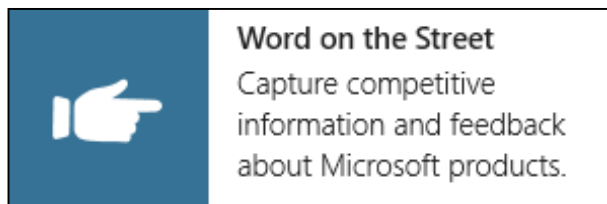


Event call reports capture the information from one to many training sessions. Below is an example of the layout.

A screenshot of the "Event Report" form. The form has a header with a back arrow and the title "Event Report". Below the header is the "Event Detail" section. It contains several fields: "Were you the Primary or Support Rep for this event?" with a dropdown menu set to "Primary"; "Who was the Primary Rep for this event?" with a text input field; "Who was the primary audience for this event?" with a dropdown menu set to "Store associates"; "Where was this event held?" with a dropdown menu set to "In-Store"; "Store # for in-store training" with a text input field; "What city was this event held?" with a text input field; "Did you have any special signage or setup for this event?" with "Yes" and "No" radio buttons, where "No" is selected; "If Special setup, please describe in detail" with a text input field; "Please take photos of the setup" with a camera icon and a plus sign; "Did you provide giveaways during this event?" with "Yes" and "No" radio buttons, where "No" is selected; "Describe in detail how you used giveaways" with a text input field; and "Did you use an... during your ev..." with a "Yes" radio button. At the bottom of the form are three icons: "Word on the Street", "RSP Training", and "Store Note". On the right side, there is a "Review & Submit" button.

The process for completing and submitting an Event call report is the same as a store visit. See the [Store Visit](#) section earlier in this guide for reference.

Word on the Street



Word on the Street (WOTS) call reports are used to capture competitive information, customer and RSP feedback. During a store visit, there may be multiple instances where a WOTS report would need to be completed. WOTS reports can be accessed while working inside other call reports. A quick launch button is available in the lower left hand corner of the screen.

The process for completing and submitting a Word on the Street call report is the same as a store visit. See the [Store Visit](#) section earlier in this guide for reference.

RSP Training



Training store employees (RSPs) is an essential part of a store visit. RSP Training can be accessed while working inside of store visit call reports. A quick launch button is available in the lower left hand corner of the screen.

Note: If there are no employees listed on the left, select the **Add** button and enter the store employees first and last name. Then select **Accept** to add the employee.

Select an employee from the list on the left, then select **Next**.

RSP Training * Best Buy

Employee Information

Contact Email Address

Notes

ExpertZone ID

Registered for ExpertZone

Windows Associate Accreditation 2014

Surface Associate Accreditation 2014

Office Associate Accreditation 2014

Xbox Associate Accreditation 2014

Yes, please subscribe me to receive e-mail news and updates from my Microsoft Representative. I have reviewed the Microsoft Privacy Statement provided below

Privacy Statement

Privacy Statement

Signature

RSP has signed in the box above.

General Training

Word on the Street

Store Note

Previous

Next

Review & Submit

The first section on the left contains details for the store employee. If ExpertZone is available in the country, then enter in the ExpertZone ID. Currently, only manually entered information for ExpertZone accreditations are available. New RSPs should be shown the **Privacy Statement**, and sign in the **Signature** field.

Scrolling to the right, there are monthly training items for each category (Windows, Office, Surface, Xbox and PC Accessories). To the right of each section of training topics, there are associated resources that can be used when training the RSP. There may not be a resource for each training topic.

RSP Training * Best Buy

Windows

Windows Tasks

Encourage RSPs to take the Windows Apps Achievement on ExpertZone.

Show every RSP how to use the Windows Demo on the machines in store to demonstrate the value of Windows apps to customers, as outlined in the Achievement.

Walk through the customer scenarios with every RSP focusing on using apps to sell Windows, as demonstrated in the Achievements.

Windows Resources

xWin 8 Pro Battle Card

xWin 8 Pro Battle Card Desc

Surface

Surface Tasks

Encourage RSPs to take the Windows Apps Achievement on ExpertZone.

Sync with complete

Show RSP through

Ask for feedback

Review and submit

Word on the Street

Store Note

Previous

Next

Review & Submit

Click the training topics that have been shown to the RSP and select **Review & Submit** from the bottom right to review the training that was performed. Click **Submit** to send the training report to the server.

The history of training for the RSP is maintained. On the next visit, they can be trained on any of the remaining topics.

Appendix A – Troubleshooting

For issues with the application: missing call reports, breaking news, etc. Follow the steps below:

- Verify the 10 digit ID (a manager can provide the ID)
 - Open the **Settings** charm
 - Click on **Preferences**
 - If the ID is incorrect, click on **Update ID** the app will refresh after the ID is changed.
- Manually refresh the application
 - Click on the **Settings** Charm.
 - Click on **Preferences**.
 - Click on **Refresh Now**.
- If refreshing doesn't solve the problem, close the App
 - With a keyboard: press **Alt and F4 keys**
 - Without a keyboard: drag the app to the bottom of the page and **holding** it there until the tile flips over.
 - Restart the REP App
- **Diagnostic**; If closing and reopening the App didn't fully update
 - Click on the Settings Charm and click on diagnostic and send it
- **Website** – Verify internet access to the REP server
 - Open internet explorer and open the website (<https://www.msftreps.com>)
 - If the login page appears internet access is working.
 - If not escalate the issue to a manager.