FAQ – Frequently asked Questions

Question:

My waiters wrote a test but its not showing on the report?

Answer:

1. As per head offices instruction we pull the reports from the date of the last menu update (end of 2017). The tests still show as completed under their profiles as we need to keep all training history for 80 years
    1.1.1. We pull the reports at a certain time and date on a Monday, any test written after that date and time will not reflect on that week's Report.

Question:

I sent an email last night and I haven't received anything back yet

Answer:

We have a ticket turnaround time of 24 hours, the turnaround time starting once we have all the necessary information for the processing of the ticket.

Question:

I am registered as a manager, but I don't see my management modules

Answer:

The management modules are set as a conditional pathway, in order for the management modules to show under your profile, you first need to pass all your menu tests. Once you have passed all your tests under the menu training pathway, the management modules will become available within an hour.

Question:

I am struggling to use the webform to terminate users, it keeps asking me for a reason for termination. And there is not a column for that

Answer:

Kindly note that your browser is zoomed in too much; to zoom out, simply hold in the control and minus buttons on your keyboard. This will allow your screen to zoom out a bit, and you will then be able to see the reason for termination column on the right hand side of your screen.

Question:

I need to register / transfer / terminate a user under my store, please help

Answer:

The best way to do this is via our online webforms. to Access our online webforms, please click one of the buttons contained in all our email signatures,
Or follow the steps below:

  Step 1: Go to our website: www.investinginhuamns.com
  Step 2: Click on Support Desk.
  Step 3: Click on add or delete or transfer a user.
  Step 4: Click on the relevant icon (Register user/terminate user /transfer user)
  Step 5: Fill in all the necessary details and then click on submit.

Question:

We sent through registrations last week and we haven't received a reply?

Answer:

If an email address can be accessed by more than one person, there is always a chance that more than one person can read it without letting the other people know.
Please make sure that you have one person reading all emails coming in, to ensure that no emails are missed.

Question:

I'm trying to assess my manager and it's asking me for code. I don't know what it is?

Answer:

To assess users, there are 2 different codes. One code is to assess managers and the other code is to assess waiters. You can send us an email to request the code to assess the waiters, which we will then send to you via email. To assess managers, the operator of the store needs assessing rights The Operator then received a secret code which he uses to assess the Managers.

Question:

How do I get Assessing Rights?

Answer:

The operator of the store needs to write and pass all of his Operators tests. Once he has passed all of his Operators tests, he may request assessing rights, which we first need to confirm with Head Office.

Question:

I registered staff members, but thy are not seeing the tests

Answer:

As per head offices instruction, the staff members and play canyon attendants don't see the menu tests under their profiles, they only see videos.

Question:

The system is showing invalid username and password / user has been disabled.

Answer:

When the system gives you a message when you try to log in saying invalid username and password, we need to reset the password or the log in details are being entered incorrectly. If the system gives you a message that the user has been disabled, we need to re-instate the user has the user has been terminated.