

# PIC Online Application Help Document

Welcome to the PADI PIC Online Application!

The PIC Online application is designed to guide you through the process of processing Diving, DSD, and Emergency First Response certifications. The application will notify you if there is an issue so you'll want to pay attention to any message that appears.

For security reasons, the PIC Online Application times out automatically if there is no activity after 15 minutes.

## Getting Started!

1. Ensure that you have enough PIC Online credits to process your applications. You can view your balance on the PIC Online Processing center page.

### Processing

Process Diving Levels - 7 credits

Process Discover Scuba Diving

Process EFR Levels - 0 credits

Process Replacement Cards or PADI eCards

2. Have your students complete a PIC Online worksheet – you can retrieve a worksheet for printing on the PIC Online Processing Center page.
3. To help you navigate through the PIC Online Application, we have created Tool Tips. Tool tips are identified by ⓘ symbols. Simply hover over the symbol to see helpful hints related to a particular section of the application.
4. The PIC Online Application will advise you information in a field is required. If you're not sure what field you are in, simply hover over the field with your cursor and the information will appear.

## Let's talk about the Settings section!

Manage My Preferences

Reprint Available Temporary Cards

PIC Online Worksheets

- **Manage My Preferences** allows you to set “remember me” profiles that can automatically populate the PIC Online Application when selected. In this section, you can also establish your preferences related to PIC Online processing confirmation emails.
- **Reprint Available Temporary Cards** allows you to retrieve Temporary Cards for **90 days**. You have multiple options on this page to filter and sort your list. Minimally you will need to define the time period by using the filter in the second column.

Filter by Processor ▼ Filter by Weeks/Mo ▼ Sort by Name Alpha ▼ Sort by Course Date ▼ Filter by Level ▼

- **PIC Online Worksheets** should be completed by your students to make your entry process easier.

## PIC Online Settings

PIC Online Settings Edit Settings Communications

**Create New PIC Online Settings**

Name your default setting - Required field Instructor - Optional field

Country - Optional field State - Required Field Postal Code - Optional field

Select Level - Optional field Select Card Stock - Optional field Send To Code - Optional Field

Save Clear Back

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- Create new Settings or Edit/Delete existing Settings – set up as much information as you would like. You can set up a maximum of 10 unique settings. Settings are unique to the account, so if you are logged in to PADI Pros as a Store/Resort, then you will see the settings linked to the store only.
- The “Back” button will take you back to the PIC Online Processing Center page.

## Communications

PIC Online Settings Edit Settings Communications

**Email Notifications**

Send Confirmation email to Store

**Frequency**

Send one for one

Send daily summary

Save Back

### **Email Notifications and Frequency**

- You have the option to opt-out of PIC Online email notifications if you’d like. Uncheck/Untick the box under Email Notifications. Note: Personal choices made the certifying member related to PIC Online Confirmation Email Notifications will be used to determine if a notification is sent/not sent to them.
- If you have opted to receive PIC Online email notifications, you have options!
  - One-for-One – if you choose this option, we’ll send a confirmation email for every student processed.
  - Daily Summary – if you choose this option, we’ll send a “Daily Summary” email in the early morning that will summarize the previous day’s PIC Online processing activities.

### PIC Online Application processing

**PIC Online credits (Diving and EFR)** will appear at the top of the screen. Both Pending and Available credits can be viewed.

**Project AWARE™ donations** will appear at the top of the screen and will display the appropriate currency based on the user's log in £, €, \$ (USD, AUD, CAD).

Project AWARE Donations	Cards	Optional
	N/A	€ 10.00

**Sections** – click the Confirm button to proceed through the application. If you've missed anything the application will advise you.

- **Processing options** establishes the Application Type and Processing Mode.
  - Use your established settings to populate this section of the application. If you have a certification level linked to the setting, the application will automatically choose the application type. You'll need to then select a Processing Mode (Class or Student).
  - If you are not using a pre-established setting, select the appropriate Application Type (Diving, DSD, or EFR) and Processing Mode manual.
- **Certifying Member Info** defines who completed the training.
- **Certification Location** defines where the class was taught. Depending on the Country selected, the PIC Online Application will advise you if a State/Province and Postal code is required.
- **Certification Information**
  - Defines Certification date – use the Calendar Tool or manually type the date.
  - Level – is filtered by certifying member and Store/Resort defined in Certifying Member Info section.
- **Card Type** – depending on the certification level, you may have a choice of selecting a limited edition Project AWARE card. A minimum donation of €£\$10 (USD, AUD, CAN) is required to receive the limited edition Project AWARE version of the PADI certification card. Donations support ocean protection through Project AWARE Foundation, a registered nonprofit organization. Donations may be tax deductible where allowed.
- **STC** – Send-to-Code defines where you want the card sent.

## Adding Student Information

- When you've completed the upper portion of the application, you will be prompted to Add Student Information. Click on the button and proceed.



- **Student Search** is available to you to retrieve existing student information.

A search form titled "Look Up Student" with a plus icon on the left. It contains two rows of input fields. The first row has a "Student Number" field and a "Search" button. The second row has "First Name", "Initial", "Last Name", and "Birth Date" fields, followed by a "Search" button. Below the "Birth Date" field is the text "(dd/mm/yyyy)".

- You can look up by Student number or First Name/Initial/Last Name/Date of Birth combination. If record(s) exist, we'll display the list to you along with a thumbnail photo if we have a photo on file.
  - If you have previously certified this student, we will display all address and contact information on screen. If you need to change any of this information, click in the appropriate field and make the change.
  - If you have not previously certified this student, you will need to complete the Address, Phone Number, and Email sections of this page.
- If you do not want to look up a student, click on the first name field and begin your entry process in the **Student Information** section.
    - You can proceed to the next field by selecting Tab on your keyboard or clicking the field.


A form titled "Student Information" with a plus icon on the left and a close icon on the right. It contains several input fields and dropdown menus. The fields are: "First Name - Required Field", "Middle Initial - Optional", "Last Name - Required Field", "Birth Date" (with Day, Month, and Year dropdowns), "Gender - Required Field", "Country - Required Field", "Address 1 - Required Field", "Apt No - Optional", "Address 2 - Optional", "City - Required Field", "Postal Code - Optional field", "Phone Number - Optional", and "Email - Required Field".

- **Preferences**

- Your student is able to define the type of news and updates they receive digitally and via the post. Please have your student define their wishes on the PIC Online Worksheet.

- I do not wish to receive marketing related mailings from PADI
- I choose to receive mailings from PADI Partners, such as Project AWARE and selected third parties


- **Project AWARE Donation – Optional Field**

- Enter a donation amount above the minimum required donation of €\$10 (USD, AUD, CAN) required to receive the limited edition Project AWARE version of the PADI certification card. Donations support ocean protection through Project AWARE Foundation, a registered nonprofit organization. Donations may be tax deductible where allowed. When you have completed this section, select .


### **Upload Photo**

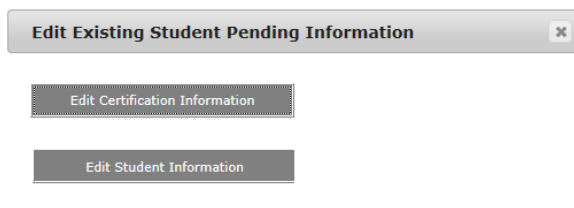
If you have selected “Diving” as your Application Type, you will see the Upload Photo section. If you are entering a DSD or EFR certification, you will **not** see this section.


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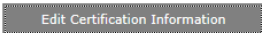
- If a photo is on file, we will display it. You can choose to use it by selecting “Use Photo” or upload a new photo by selecting “Choose New Photo”
- If you choose to upload a new file, the PIC Online Application will advise you of the photo requirements.
- If we have any issues with the new photo you are trying to upload, the application will let you know what this issue is.
  - If you need to **resize a photo**, visit <http://webresizer.com/resizer/> and then browse and upload your photo. A new optimized image is processed. You will need to then download the new optimized photo to your computer so that you can upload that image during application processing.
- Select  to proceed.

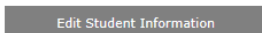
## Pending Applications

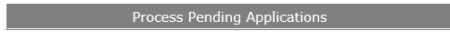

- The student record you have just entered will now appear in the Pending Applications section. You can
- If you wish to edit any of the student information, click . You can then choose to edit the certification information or the student information.

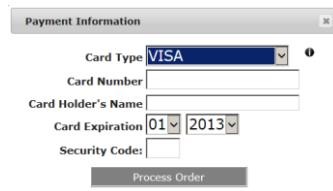



**Edit Existing Student Pending Information** 






- You will not be allowed to change a name or date of birth for a student if you have used the Look Up Student function. You will need to contact your local PADI Regional Headquarters to make the necessary changes.
- When you are ready to submit your order, select .
  - If you have incurred any Project AWARE charges, you will be prompted to enter credit card details in the **Payment Information** section and select .
  - If there are any payment issues, the PIC Online Application will advise you.





**Payment Information** 


Card Type: 



Card Number:

Card Holder's Name:

Card Expiration:  

Security Code:



- The PIC Online Application will confirm processing by displaying a  in the Status column of the **Processed Applications** section.
- If there are any processing issues, the student records will remain in the Pending Applications sections and will display an icon in the Status column . Click **Details** to display the issue(s).
- If you are unsure on how to handle the issue from the PIC Online Application, please contact your local PADI Regional Headquarters for assistance.

## Temporary Cards – from Processed Certifications section

You can view a single Temporary card by clicking the **Temp Card** button next to a student's name or you can view a **class** by clicking **View Temporary Cards**

- You can print a Temporary card from your screen
- You can also choose to have an email sent to your student that will provide them with a link to their Temporary Card for 90 days. Just click the **Email the Temporary Card to my student** or

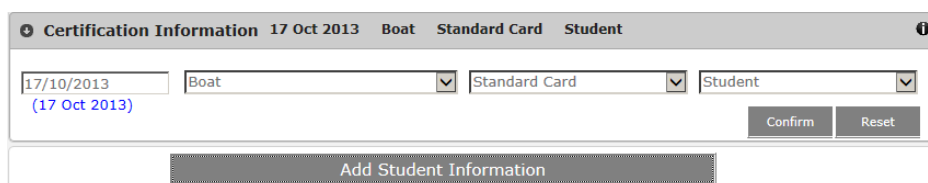
**Email a Temporary Card to all of my students**

- We will queue the email at our PADI Worldwide office and it will be sent within minutes.

## Student Mode tips

You can quickly process multiple levels for the same student when the Processing Mode of the application selected is "Student".

- The **Certification Information** section will expand and allow you to pick new certification date, level, card type, and STC for next level (same student) – minimally the level needs to change to be able to Add Student Information to the Pending Applications section.
  - If the level allows, you can select a new card type.
  - You can select a different STC for each card.



The screenshot shows a web form titled "Certification Information" with a sub-header "17 Oct 2013 Boat Standard Card Student". The form contains four input fields: a date field with "17/10/2013" and "(17 Oct 2013)" below it, a dropdown menu with "Boat" selected, another dropdown menu with "Standard Card" selected, and a dropdown menu with "Student" selected. To the right of these fields are "Confirm" and "Reset" buttons. Below the form is a large button labeled "Add Student Information".

- Select Add Student Information to add the new level.
- When you are ready to process, click on **Process Pending Applications**

## Pending Orders

If you have students queued in the Pending Applications section and you lose internet connection or you have to close your browser, we will remind you that you have a pending order(s) the next time you visit the PIC Online Processing Center page.



- We will maintain pending orders for 7 days – after 7 days the order will be automatically deleted
- Each order is summarized for you - resume processing or delete the pending order by clicking on the appropriate order. If you resume processing, you cannot add additional students to the queue.
- Pending orders do not remove PIC Online credits from you.
- You do need to ensure that you have sufficient PIC Online credits to resume processing of your pending order. If you do not, the application will notify you.
- You can choose to ignore the Pending Orders Alert by clicking on “Close”. We will advise you of your pending order(s) on your next visit to the PIC Online Processing Center page.

