



CARBTest Website Manual - User Guide

December 2023

Abstract

Explore the features of the CARBTest.org website and the interactions you can have on the site.

Admin

admin@carbtest.org

Table of Contents

CARBTest Account Registration.....	2
CARBTest Service Appointment Request	8
CARBTest Create Vehicle	11
CARBTest Create Action	14
CARBTest Service Appointment Cancel/Reschedule.....	28
CARBTest Contact	30
How to Add admin@carbtest.org Email to Your Safe Senders List	34
Microsoft Web Email instructions.....	34
Microsoft Outlook Desktop Instructions	36
Gmail Instructions.....	39
Microsoft Defender Instructions (Email Quarantine/Security)	41
Figure List.....	43

CARBTest Account Registration

1. Navigate to Carbtest.org and click on “Get started” button.

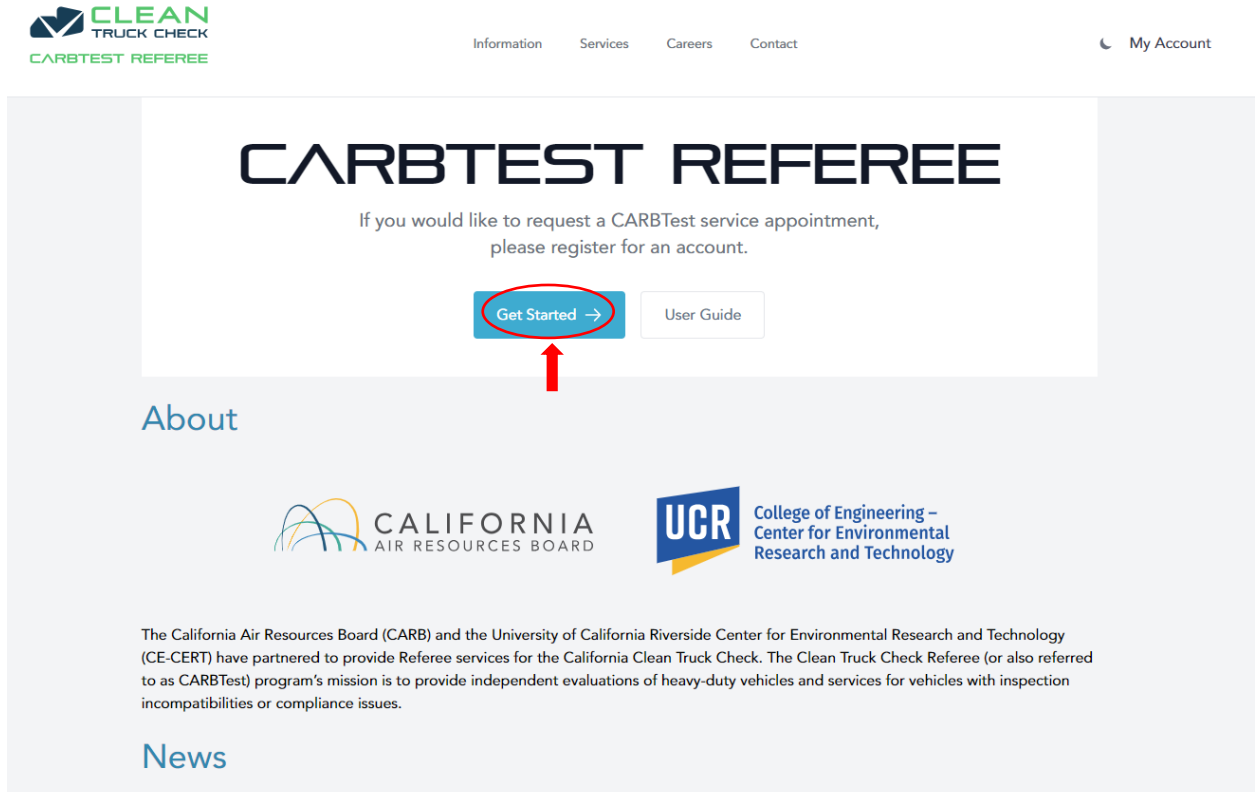


Figure 1. The “Get Started” button

2. Click on "My Account".

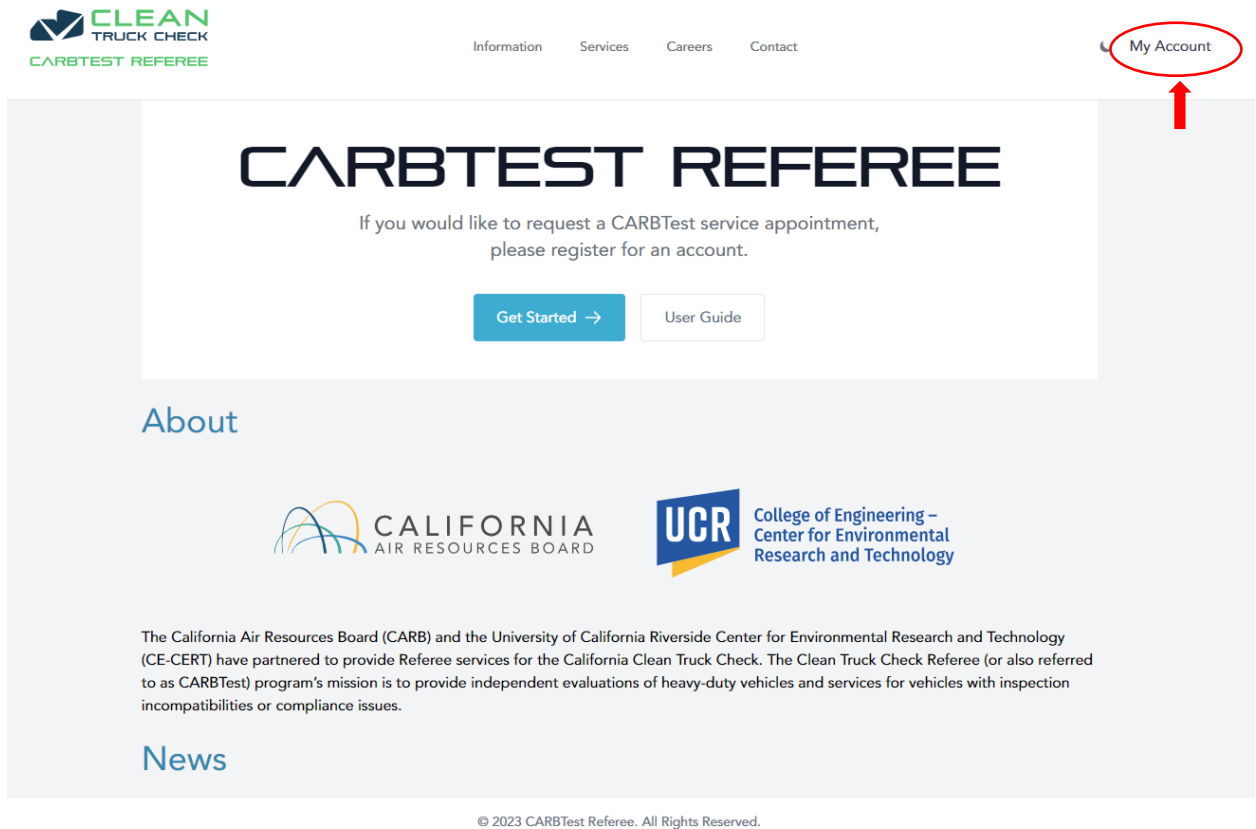


Figure 2. My account. If you already registered an account with carbtest.org, click on “My Account,” then fill in your registered email and password to login.

3. Type in your email and password to login.

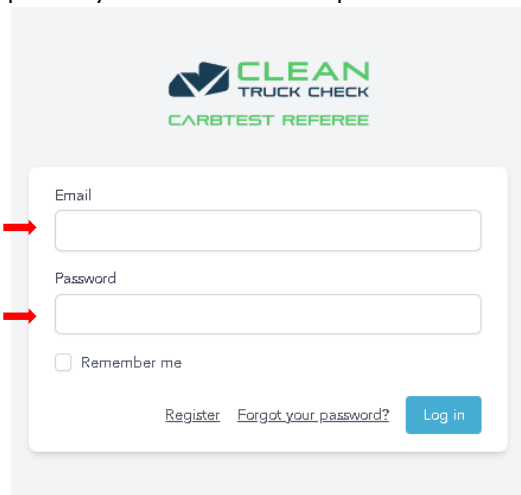


Figure 3. The login page on CARBTest.org.

4. If you do not have an account, go ahead and click the "register" link on the bottom right of the login page, then complete the fields: name, email, password, and confirm password. click the "register" button.

The image shows a registration form for 'CLEAN TRUCK CHECK CARBTEST REFEREE'. At the top, there is a logo with a green checkmark and the text 'CLEAN TRUCK CHECK' and 'CARBTEST REFEREE'. Below the logo, a blue text prompt reads: 'If you would like to request a CARBTest service appointment, please register following the steps below.' The form contains four input fields: 'Name', 'Email', 'Password', and 'Confirm Password'. Each field has a red arrow pointing to it from the left. At the bottom right of the form, there is a blue button labeled 'Register' which is circled in red, with a red arrow pointing up to it from below. To the left of the 'Register' button is the text 'Already registered?'.

Figure 4. The registration page.

5. If you're already registered for an account, you may click the "already registered?" link on the bottom right of the register page.

CLEAN TRUCK CHECK
CARBTEST REFEREE

If you would like to request a CARBTest service appointment, please register following the steps below.

Name

Email

Password

Confirm Password

[Already registered?](#)

Figure 5. How to return back to the login page.

6. You will be directed to the verify email page where you will be prompted to check your email for a verification email. otherwise, you may click the

“resend verification email” button to resend the verification email to the email inbox used at registration.

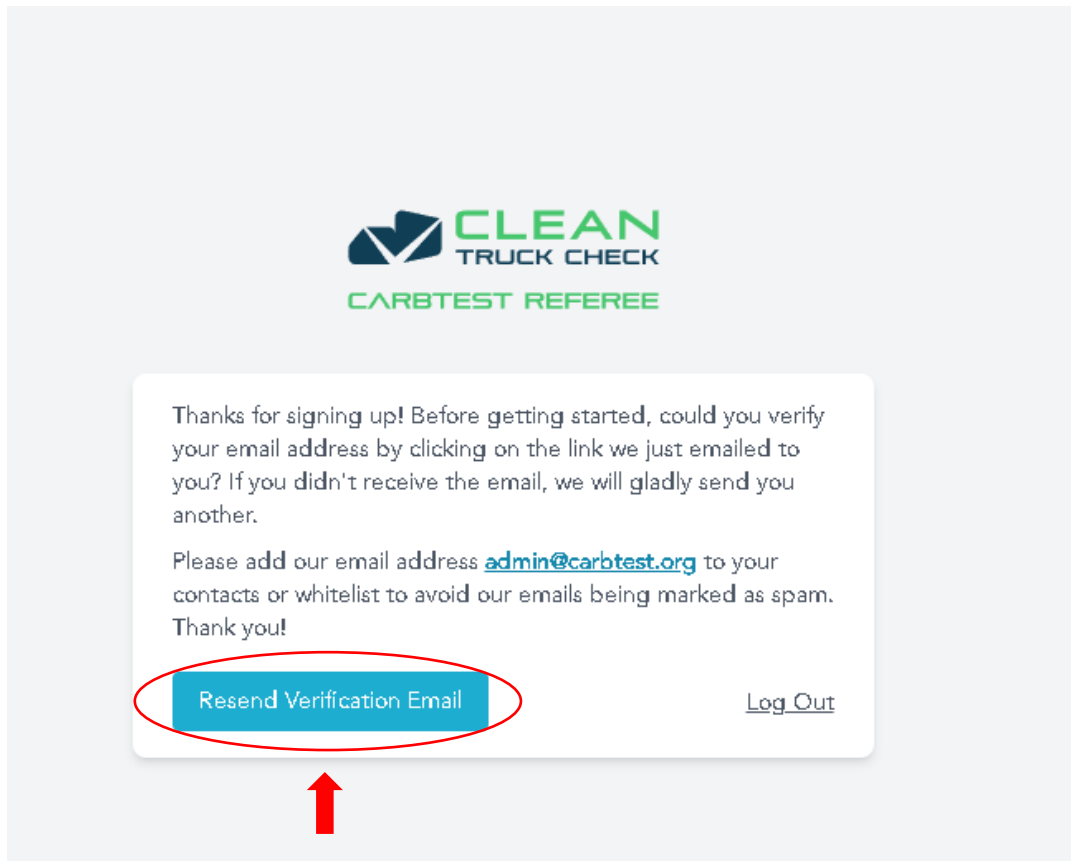


Figure 6. The verification page.

Please Note: Please ensure you've added admin@carbtest.org to your safe senders list per the [safe senders](#) section of this guide. If you use a Microsoft email and you're still having issues receiving the verification email - you may need to visit the website <https://security.microsoft.com/> to recover blocked emails.

7. Check your registered email account for the verification email from [carbtest.org<admin@carbtest.org>](mailto:admin@carbtest.org), and click on the email. The verification email will have the subject "Verify Email Address".

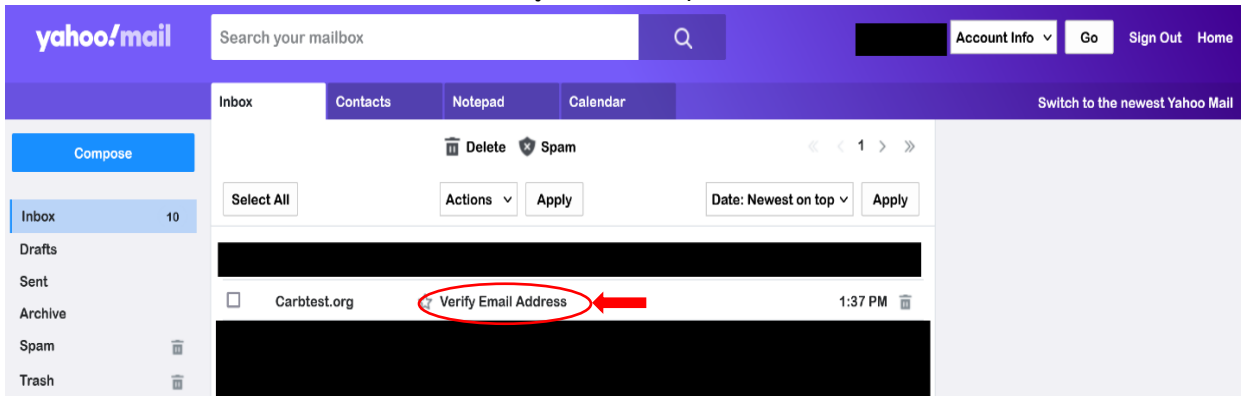


Figure 7. Email inbox page with verification email.

8. The verification email will have a "verify email address" button. Please click the button to verify your account. Please check your spam or add admin@carbtest.org to your whitelist to receive the verification email.

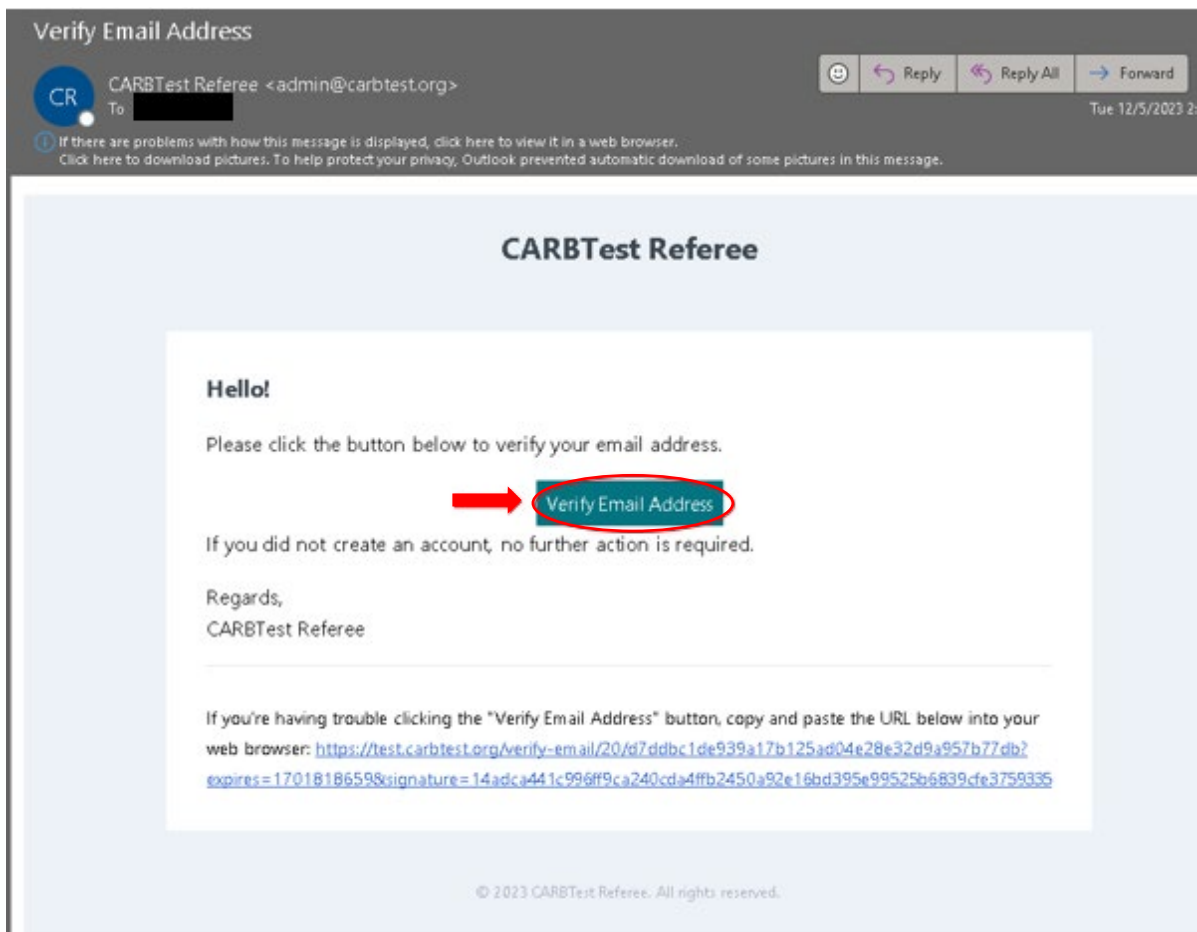


Figure 8. The verification email.

CARBTest Service Appointment Request

1. Once you finish Email Verification as described in the previous section, you will be directed to your CARBTest log in page, where you will input your registered email and password to log into your CARBTest account. You can also log into your CARBTest account from the carbtest.org homepage by clicking on “My Account,” then fill in your registered email and password to log into your CARBTest account.

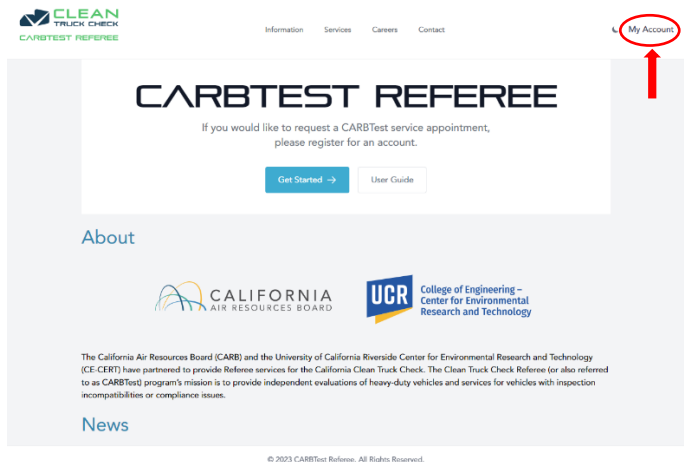


Figure 9. CARBTest.org with the “my account” link shown at the top right

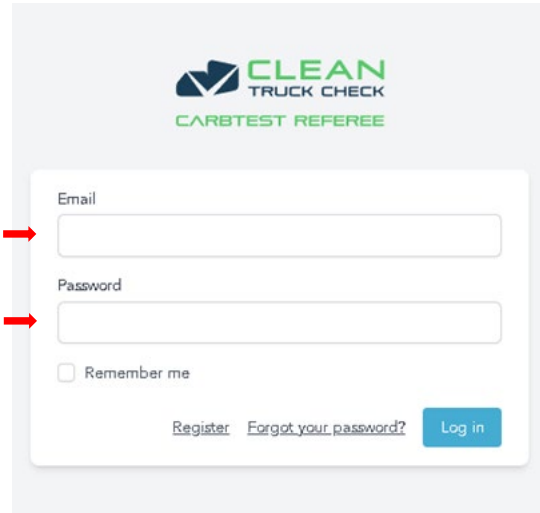


Figure 10. Type in the email and password fields to login to your account on the carbtest.org login page.

2. Upon logging into your CARBTest account, you will be directed to your account's dashboard as shown below, click on "Get started ->" button.

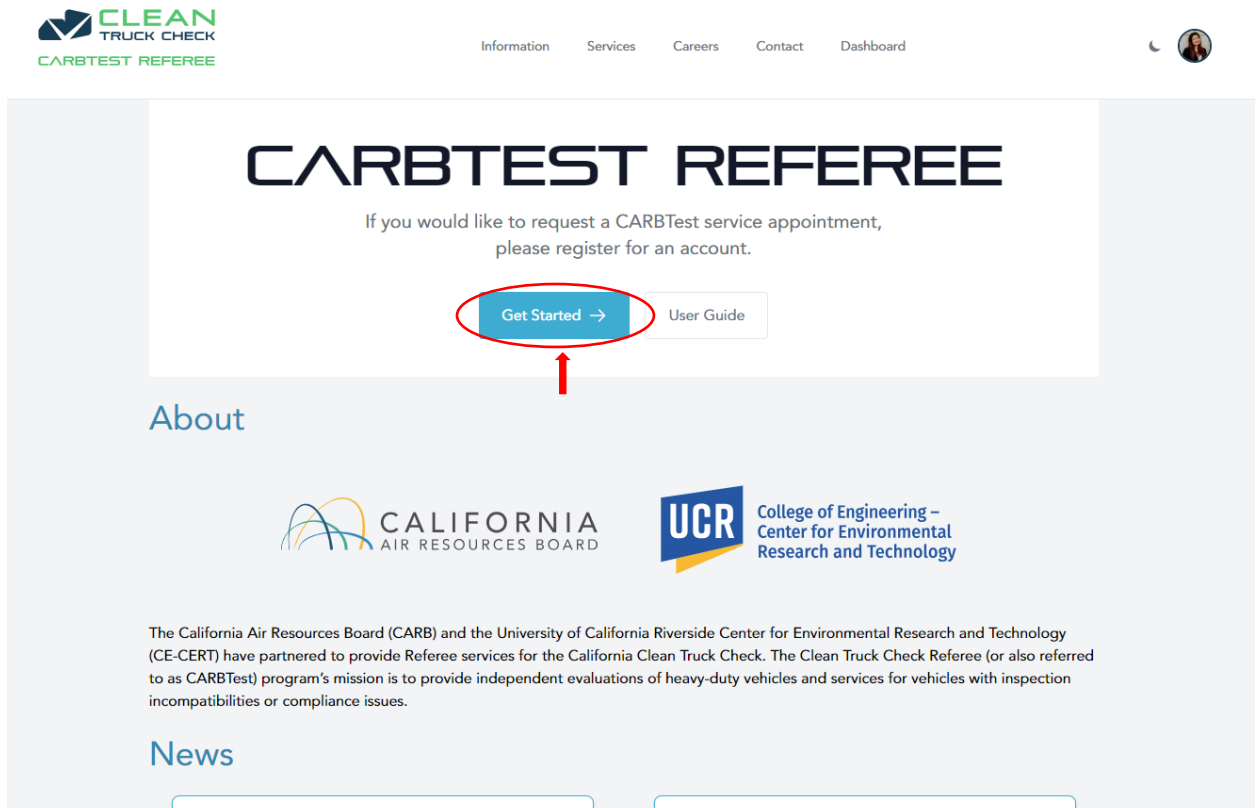


Figure 11. Once logged in, you will click "get started".

3. Then scroll down to access the dashboard page shown below. Click the "+ New Vehicle" button to add your vehicle into your CARBTest.org account.

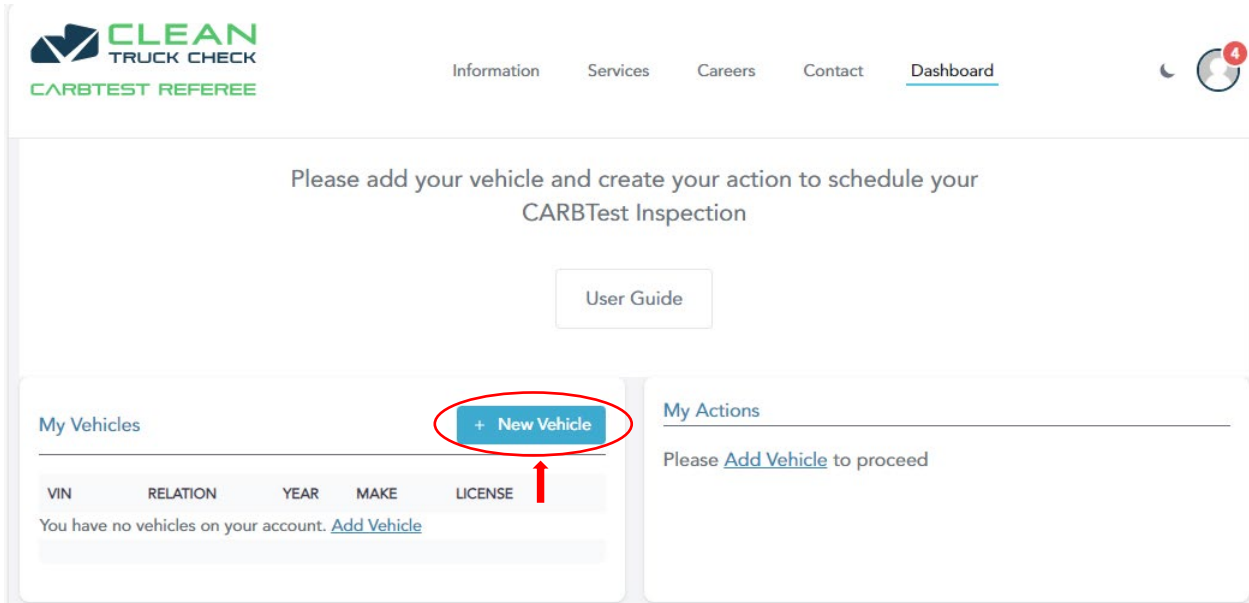


Figure 12. The "+ New Vehicle" button on the dashboard page.

CARBTest Create Vehicle

1. Once you click the "+ New Vehicle" button, you will be directed to the Create Vehicle page where you'll be able to input your VIN.

CLEAN TRUCK CHECK
CARBTEST REFEREE

Information Services Careers Contact Dashboard

Create Vehicle

Home > Vehicles > Create Vehicle

Update Vehicle Information
Add or update vehicle information

VIN
Vehicle Identification Number *

Relationship to vehicle
Relationship
Select Relationship *

License
Plate
Plate *

Country
Select Country... *

Vehicle
Year
Year *

Make
Select Make... *

GVWR
*

Engine ⓘ
Year
Year *

Engine Manufacturer
Engine Make... *

Family Number
*

Displacement Cubic Centimeters
*

Displacement Cubic Inches
*

Displacement Liters
*

Area Preference
Please select your preferred regions for CARBTest services
select all that apply *

Type in any additional location information (e.g. City, Zip code etc.)
*

I certify that information submitted is true and correct. *

Back Save

Figure 13. The CARBTest "Create Vehicle" page is shown above.

Create Vehicle

Home > Vehicles > Create Vehicle

Update Vehicle Information
Add or update vehicle information

VIN

0 - VIN decoded clean. Check Digit (9th position) is correct

License

Plate Country

Vehicle

Year Make

GVWR

Engine

Year Engine Manufacturer Engine Make Other

Family Number Displacement Cubic Centimeters Displacement Cubic Inches

Displacement Liters

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Figure 14. Upon entering a VIN, vehicle information populates in the blank fields.

2. Once you've completed the form, please ensure you check the box stating, "I certify that information submitted is true and correct" as a warning shows stating "The certify vehicle must be accepted". Otherwise, you will not be able to submit the vehicle information.

Type in any additional location information (e.g. City, Zip code etc.)

Area Preference

Relationship to vehicle

I certify that information submitted is true and correct.
The certify vehicle must be accepted.

Back

Figure 15. The checkbox to certify the information is correct.

3. Click the "Save" button to continue.

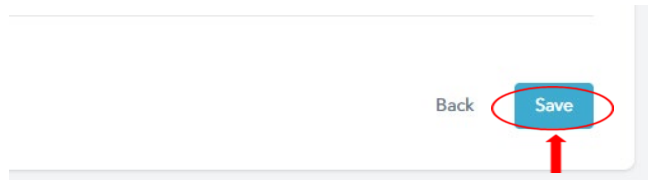


Figure 16. The "Save" button.

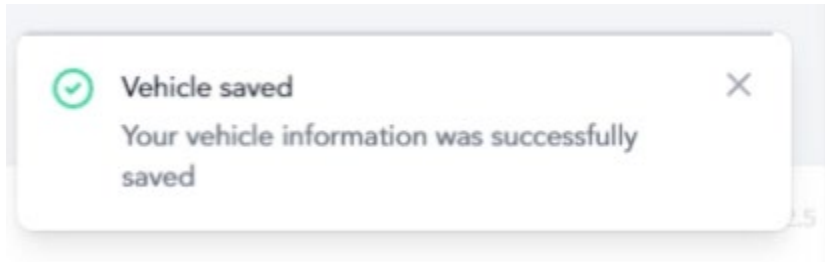


Figure 17. A popup notification will show at the lower right. The description states, "Vehicle saved Your vehicle information was successfully saved".

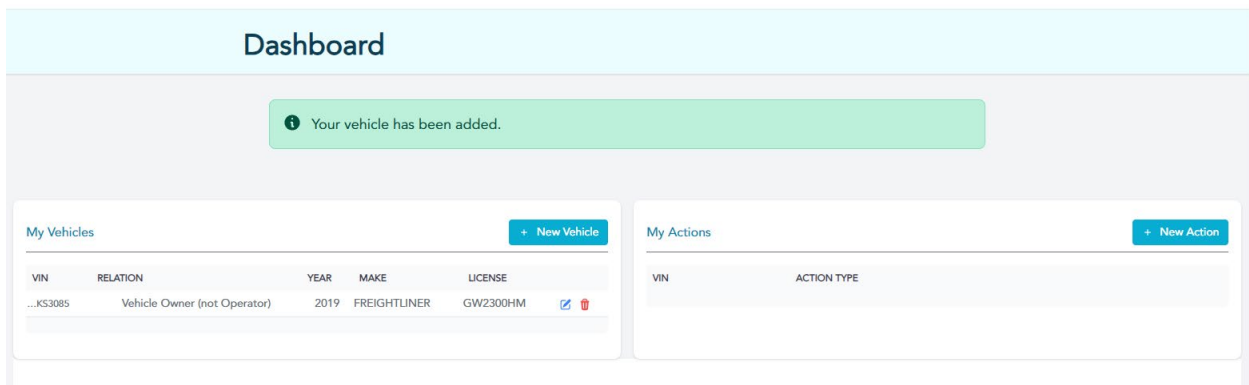


Figure 18. The banner shows at the top of the Dashboard page, "Your vehicle has been added".

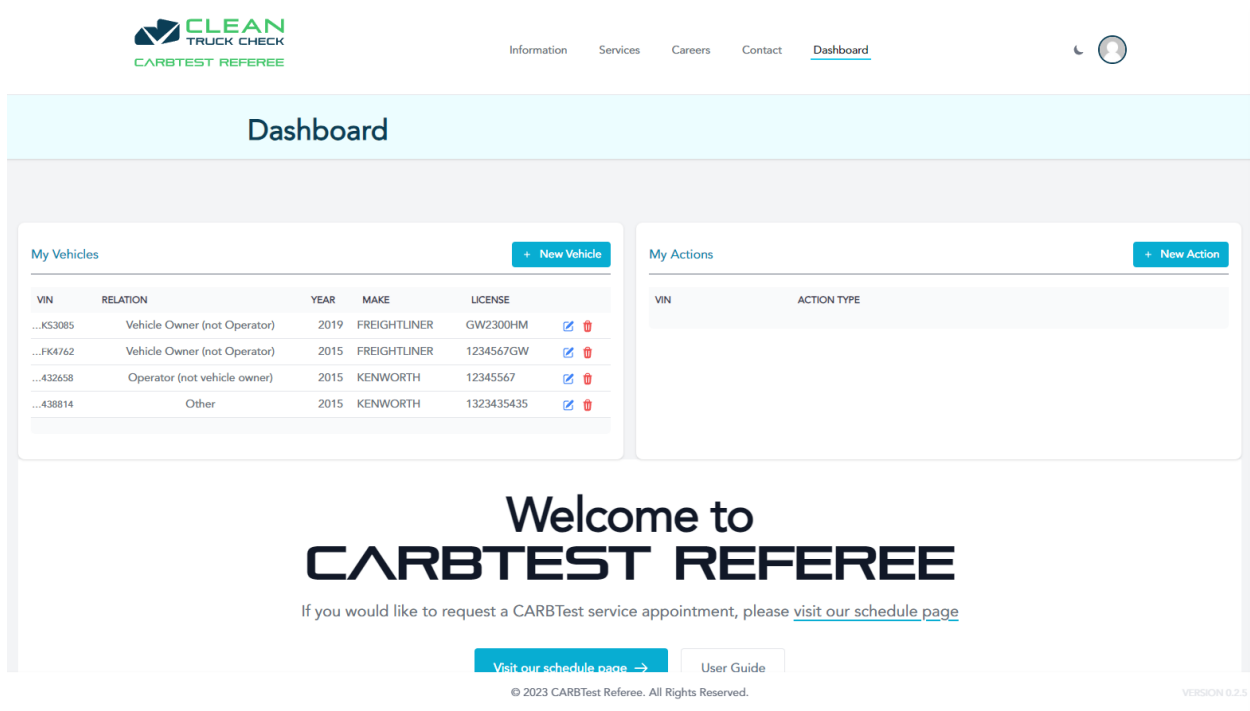


Figure 19. Your Dashboard page will update with a list of vehicles.

CARBTest Create Action

1. View the right-hand side of the Dashboard page which has the My Actions section. Once you've created vehicles, you can Click the "+ New Action" button and assign actions such as assigning a referee tracking number to a vehicle created (based on its VIN in the system).

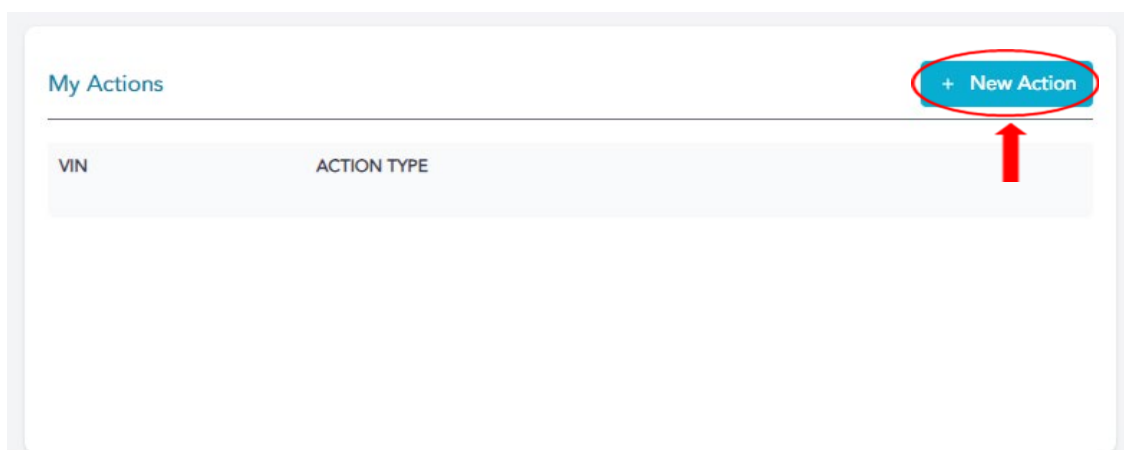


Figure 20. The "+ New Action" button.

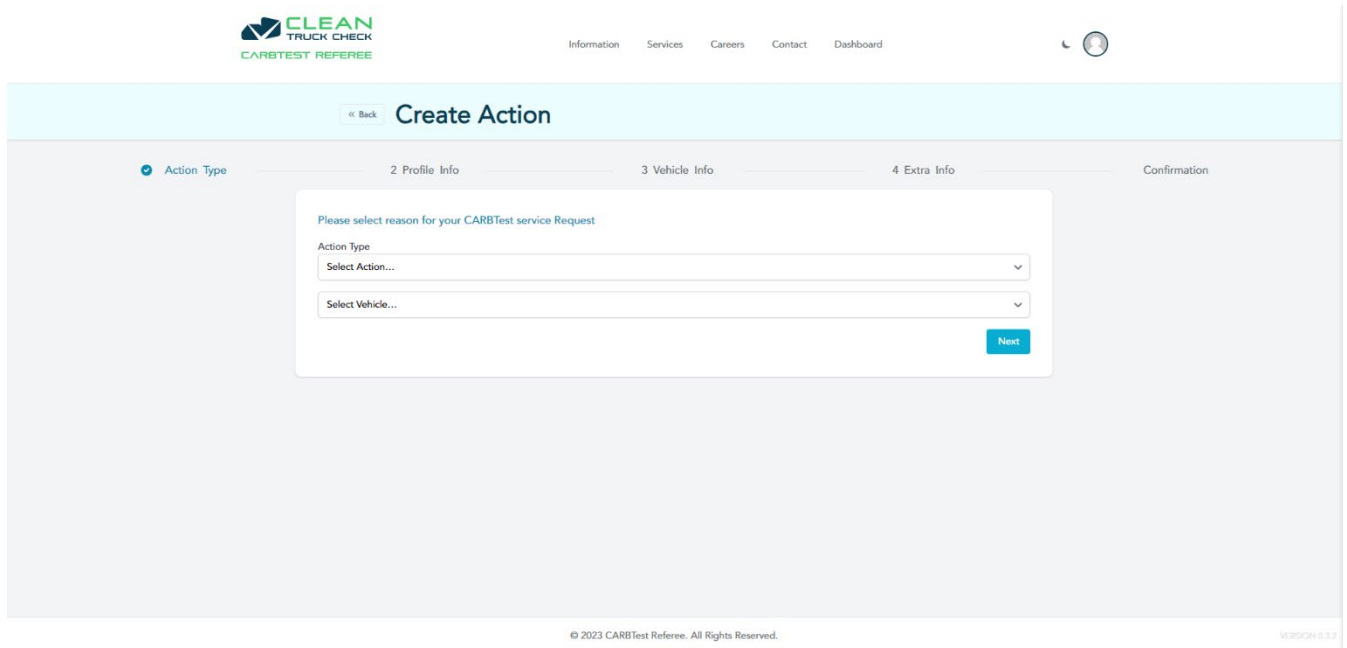
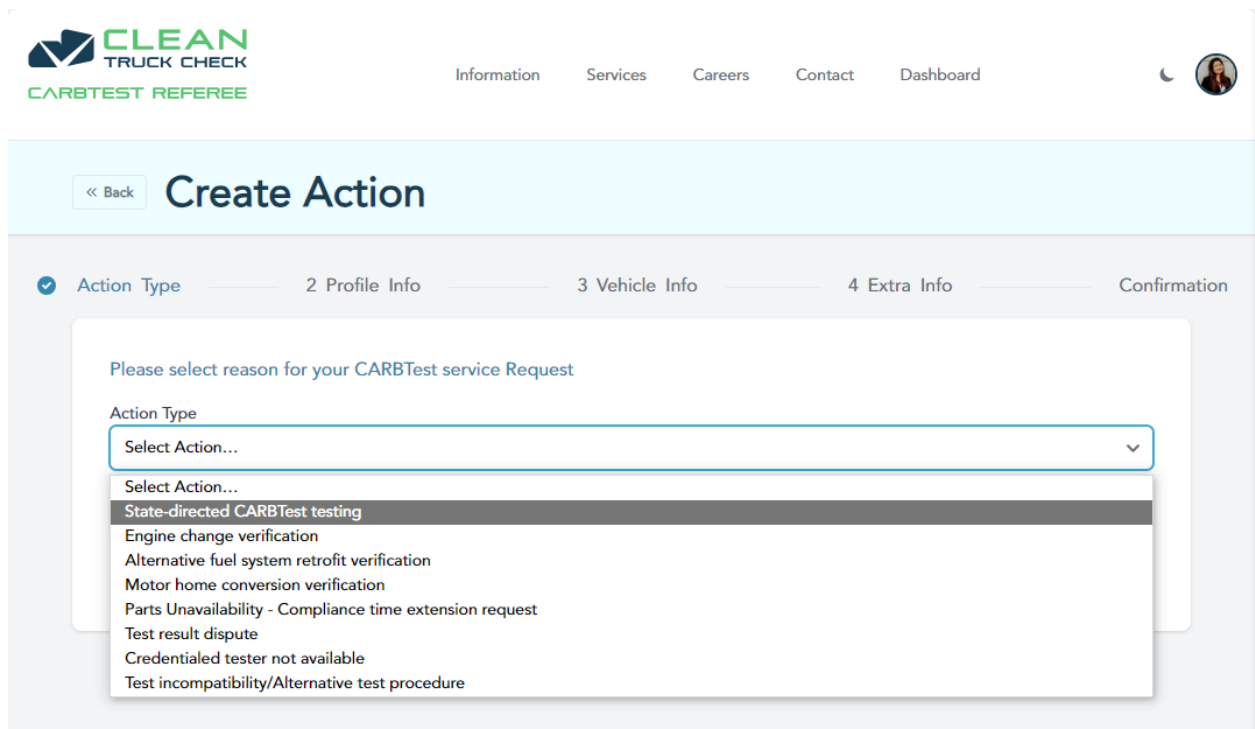


Figure 21. The "create action" page.

2. Click and select the appropriate fields for the drop-downs for (1) action type and (2) VIN.



3. Enter the (3) RTN (if needed) for your action type. You can find your RTN on your CARB notice. Please contact admin@carbtest.org and provide your VIN if you're unable to locate your RTN.

CLEAN TRUCK CHECK
CARBTEST REFEREE

Information Services Careers Contact Dashboard

« Back **Create Action**

✓ Action Type 2 Profile Info 3 Vehicle Info 4 Extra Info Confirmation

Please select reason for your CARBTest service Request

Action Type
State-directed CARBTest testing

Select this option if you received a notice from California Air Resources Board (CARB) directing your vehicle for CARBTest testing. The vehicle must be inspected by CARBTest within the period specified in the CARB's notice.

3AKJHHDR3KSKS3085

Referee Tracking Number (RTN)
rtn3085

Next

Figure 22. Click the "next" button on the "create action" page.

If No Vehicles are added under your Account

If you select the "Create Vehicle..." option from the dropdown, the create vehicle page will populate to update vehicle information ([See page 70](#)).

If an Existing Vehicle is added under your Account

If there's a vehicle already added, you will be able to select a VIN from the "Select Vehicle" dropdown.

4. After entering your (1) action type, (2) VIN, and (3) RTN, and clicking “next”, you will be directed to the “Update Profile Information”. You may update your: Display Name, First Name * (required), Last Name * (required), Company * (required), Mobile Phone, Home Phone, Work Phone (* at least one phone number is required), and email, if necessary, on the Profile Info step.

CLEAN TRUCK CHECK
CARBTTEST REFEREE

Information Services Careers Contact Dashboard

<< Back **Create Action**

✔ Action Type — Profile Info — 3 Vehicle Info — 4 Extra Info — Confirmation

Update Profile Information

Update your account's profile information and email address.

Display Name
Display Name

First Name
First Name

Last Name
Last Name

Company
Company

Phones

Mobile	Mobile Phone number	<input type="checkbox"/> Allow SMS*
Home	Home Phone number	<input type="checkbox"/> Allow SMS*
Work	Work Phone number	<input type="checkbox"/> Allow SMS*

*Message and data rates may apply

Email
Email

Back **Next**

Figure 23. Profile info page.

<< Back

Create Action

✔ Action Type ✔ Profile Info 3 Vehicle Info 4 Extra Info Confirmation

Update Profile Information

Update your account's profile information and email address.

Display Name

Display Name



The name field is required.

First Name

First Name



The First Name is required.

Last Name

Last Name



The last name field is required.

Company

Company



The company field is required.

Phones

Mobile

Mobile Phone number

Allow SMS*

Home

Home Phone number

Allow SMS*

Work

Work Phone number

Allow SMS*

You must provide at least one phone number.

*Message and data rates may apply

Email

Email



The email field is required.

Back

Next

Figure 24. Required fields are highlighted in Red.

5. After completing your profile information, you will be directed to the Vehicle info page. Please complete the form to the best of your ability. After completing the fields, click "I certify that information submitted is true and correct" and then click "save".

CLEAN TRUCK CHECK
CARBTEST REFEREE

Information Services Careers Contact Dashboard

<< Back **Create Action**

✔ Action Type — Profile Info — ✔ Vehicle Info — 4 Extra Info — Confirmation

Update Vehicle Information

Add or update vehicle information VIN: 3AKJHHR3KSKS3085

Relationship Relationship to vehicle
Vehicle Owner (... ✕ ✖)

License Plate: GW2300HM ✕ ✖ Country: Other ✕ ✖ State: Other ✕ ✖

Vehicle Year: 2019 ✕ ✖ Make: FREIGHTLINER ✕ ✖
GWR: Class 8: 33,001 lb and above (14,969 kg and above) ✕ ✖

Engine Year: 2019 ✕ ✖ Engine Manufacturer: other ✕ ✖ Family Number: 12345
Displacement Cubic Centimeters: 14800 ✕ ✖ Displacement Cubic Inches: 903.151412602030 ✕ ✖ Displacement Liters: 14.80 ✕ ✖

Please select your preferred regions for CARBTest services
1 Riverside Co... ✕ ✖

Area Preference
Type in any additional location information (e.g. City, Zip code etc.)

I certify that information submitted is true and correct. ✖

Save

Figure 25. Vehicle info form, certify checkbox, and "save" button.

6. After completing the vehicle information, you will be directed to the “edit action” page here you may upload any requested documents. Click the “Schedule Now” button.

CLEAN TRUCK CHECK
CARBTEST REFEREE

Information Services Careers Contact Dashboard

« Back **Edit Action**

Home > Edit Action

Schedule Appointment

[Redacted VIN] **Schedule Now**

This VIN is eligible to schedule an appointment.

State-directed CARBTest testing

CREATED

Vehicle: [Redacted]
GVWR: [Redacted] (above)
Year: [Redacted]
Make: [Redacted]
License
Plate: [Redacted]
State: Other
Country: Other

Edit Vehicle Info

Created by [Redacted] 1 minute ago Last update: 1 second ago

Supporting Documentation

Upload new File or [Choose from my library](#)

Description

File description of comment

Choose File No file chosen Submit

Users

+ Add User

Display Name: [Redacted]
First Name: [Redacted]
Last Name: [Redacted]
Company: [Redacted]
Email: [Redacted]
Mobile: [Redacted]
Home: [Redacted]
Work: [Redacted]

Edit User Info

NAME	EMAIL	RELATION
[Redacted]	[Redacted]	[Redacted]

- PRIMARY USER - PENDING INVITE

History

Search Columns 10

CREATED AT	INFORMATION
1 second ago	Vehicle info updated by [Redacted]
1 minute ago	Action created by [Redacted]

Showing 2 results

Figure 26. Edit action page. From your Dashboard, you can also edit your action. From the edit action page, going clockwise - you can schedule an appointment, upload requested information, see the history of your action, view your account information, and view your vehicle information.

7. Upload the required supporting documentation for your selected action type. A PDF will be sent you via email from admin@carbtest.org identifying the required items. Click the "Submit" button to upload those items.

Supporting Documentation

Upload new File or [Choose from my library](#)

Description

File description of comment

Choose File No file chosen **Submit**

Figure 28. The "Supporting Documentation" section at the top right of the "edit action" page. The "Submit" button.



Figure 27. There are 8 different PDF(s) showing information required to verify your appointment based on the action type. Please upload the requested images and documents on your carbtest.org dashboard (edit action page) for a faster inspection service.

8. After you click the "Schedule Now" button on the "edit action" page, you may see the Calendar not load on slower connection speeds.

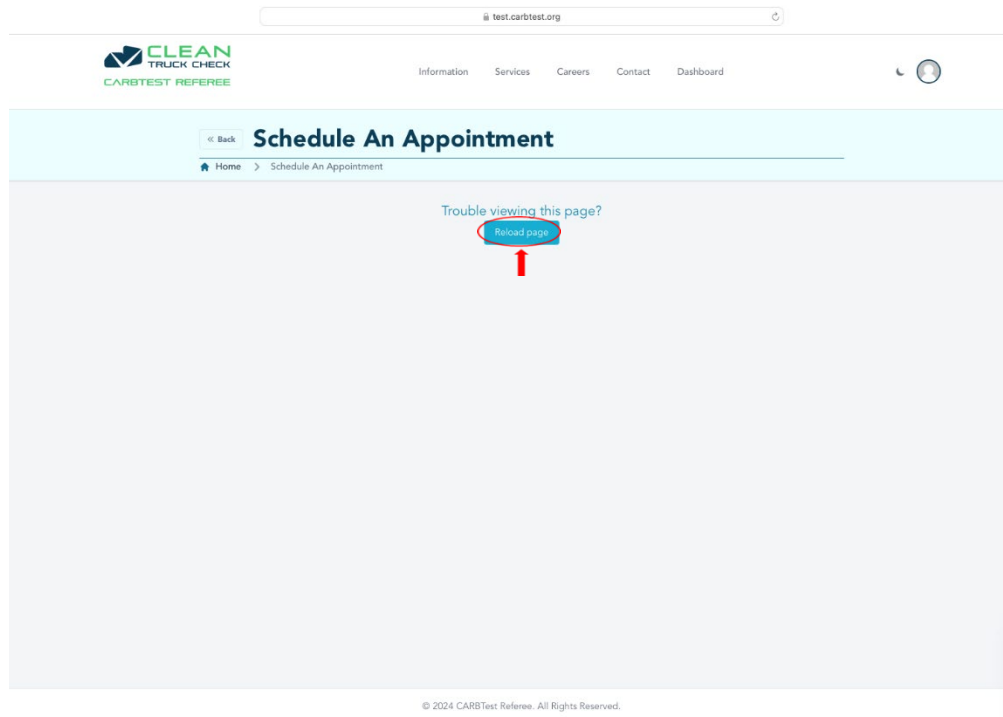


Figure 29. If your schedule appointment page does not load, refresh the page with the steps below.

9. You may need to refresh your page. Please either 1) Click the "Reload" button to the left of the address bar where the site is typed in or 2) Right Click > "Reload" on the page. Or 3) click the "Refresh Page" button as seen in "Figure 29"

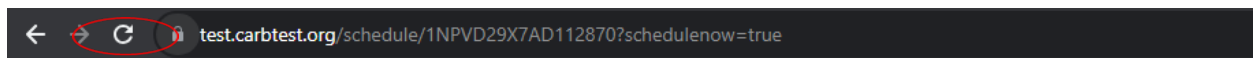


Figure 30. the "reload" button on the left-hand side of the address bar shown above. Click the "reload" button.

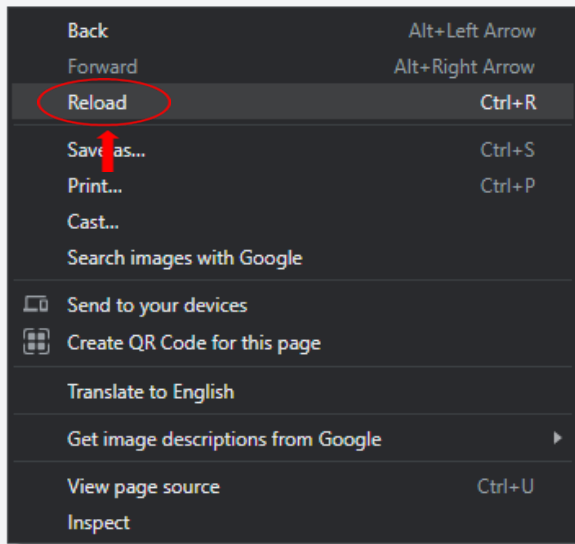


Figure 31. right-clicking on the page will show as the 3rd option down, a "reload" option. click "reload".

See image on the left. If you right click on the page, you will be given the option to Reload the page on the third row down.

Ctrl+R

You can also hold the buttons "CTRL" and "R" on your keyboard to Reload the page.



If neither of those work, try clicking the reload button next to the address bar.

10. On the scheduling page, select your preferred testing location in the dropdown menu and click on "Submit".

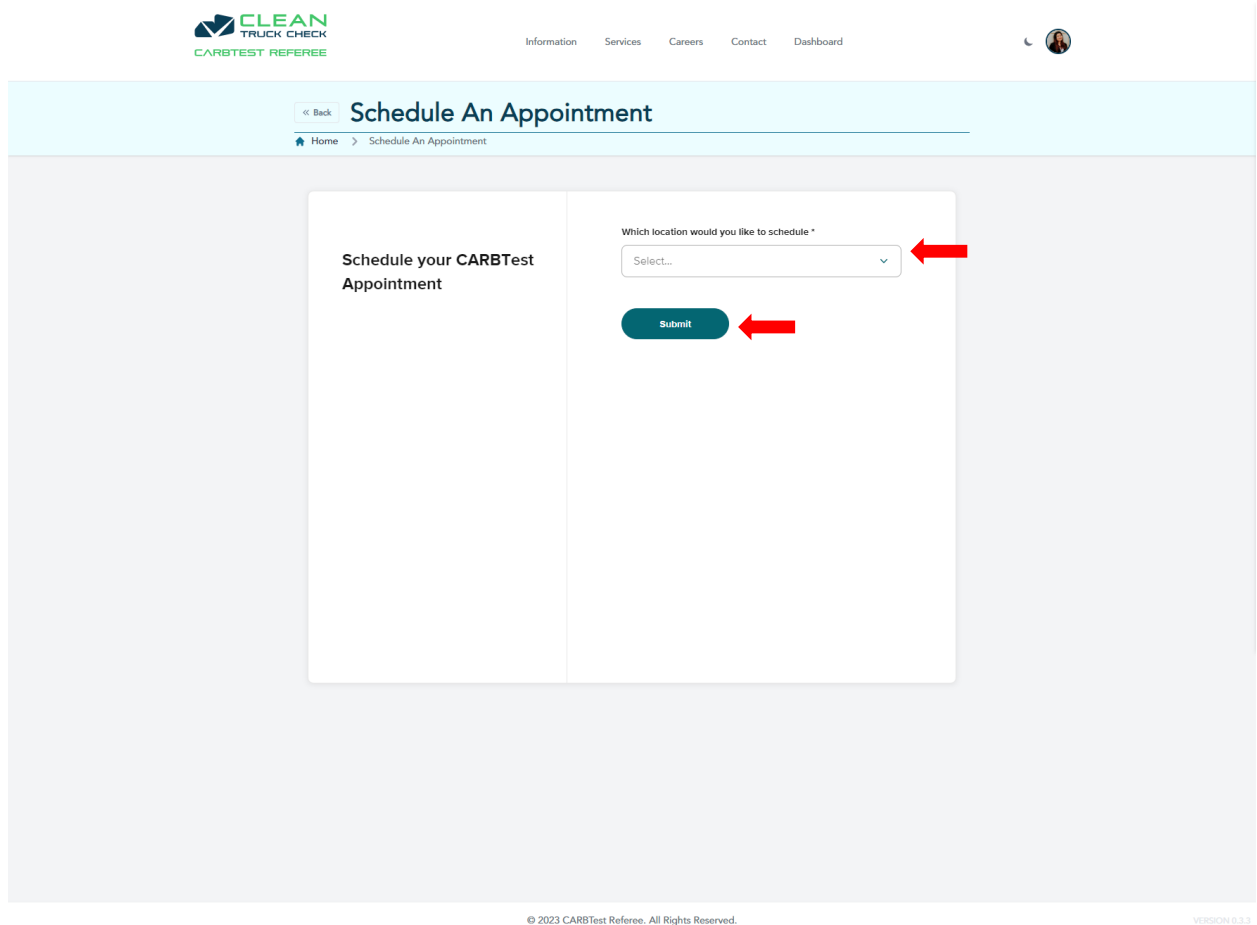


Figure 32. The schedule your CARBTest appointment page.

11. Select available date/time.

The screenshot shows the 'Schedule An Appointment' page. At the top left is the logo for 'CLEAN TRUCK CHECK CARBTEST REFEREE'. The top navigation bar includes links for 'Information', 'Services', 'Careers', 'Contact', and 'Dashboard'. A user profile icon is visible in the top right corner. The main heading is 'Schedule An Appointment' with a back button. Below the heading is a breadcrumb trail: 'Home > Schedule An Appointment'. The main content area is divided into two columns. The left column features an illustration of a truck with a 'SoCal' sign, the text 'Southern California CARBTest Appointment', a clock icon indicating '1 hr', and a location pin for 'CE-CERT: 1084 Columbia Ave., Riverside, CA 92507'. The right column is titled 'Select a Date & Time' and shows a calendar for December 2023. The calendar grid has columns for days of the week (SUN to SAT) and rows for dates. The dates 18, 19, 20, and 21 are highlighted with blue circles. Below the calendar, the 'Time zone' is set to 'Pacific Time - US & Canada (11:03am)'.

Figure 33. The CARBTest Appointment page.

12. Click on the “accept” checkbox after entering your details. Click the “Schedule Event” button to confirm the CARBTest service appointment.

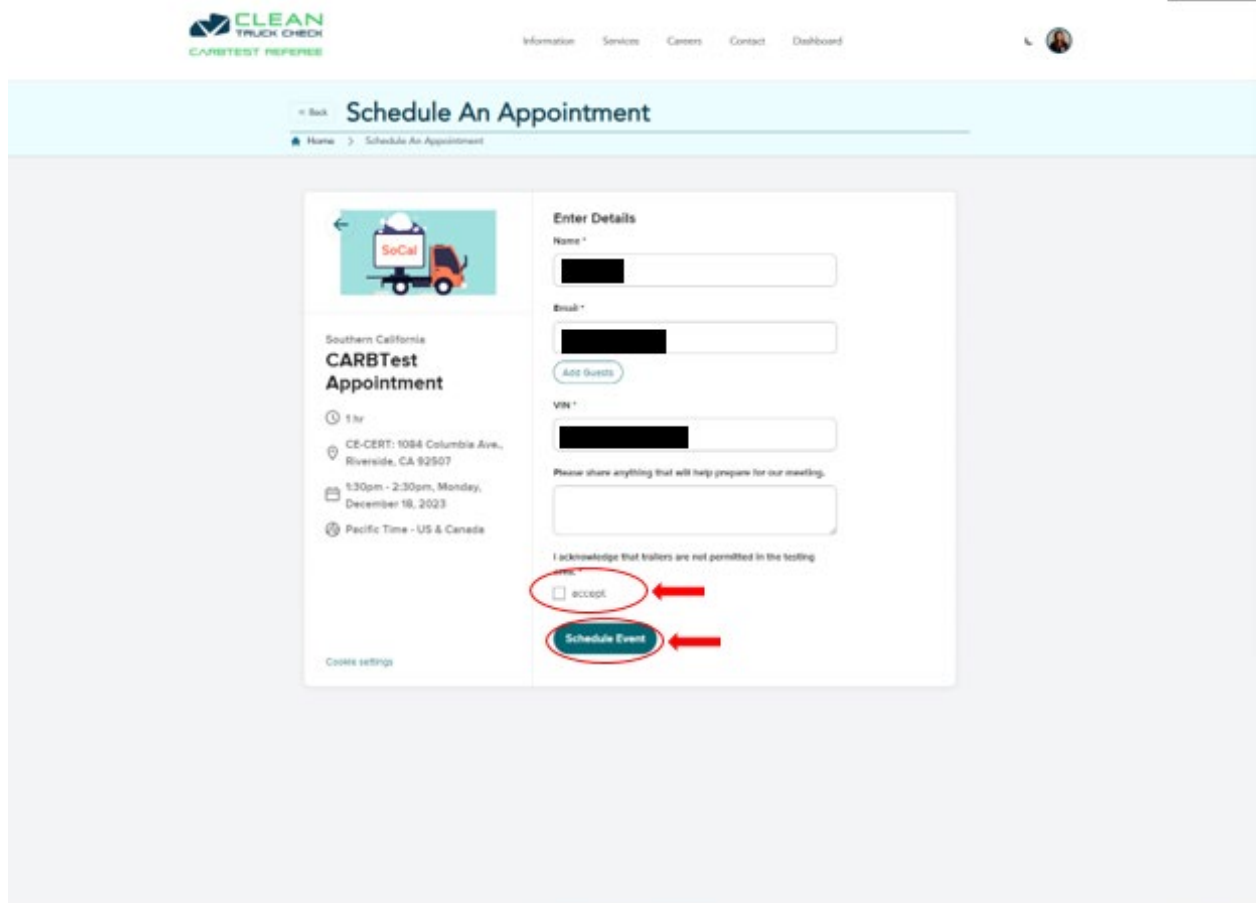


Figure 34. The checkbox to “accept” the terms and the "Schedule Event" button.

13. Your CARBTest appointment schedule confirmation page.

Confirmed
You are scheduled with Southern California.

CARBTest Appointment

9:00am - 9:50am, Monday, July 10, 2023

Pacific Time - US & Canada

CE-CERT: 1084 Columbia Ave., Riverside, CA 92507

A calendar invitation has been sent to your email address.

Figure 35. A scheduling confirmation email will be sent to the email you provided. To modify your appointment, you can click the "cancel" or "reschedule" link in your email.

Figure 36. CARBTest appointment schedule confirmation page.

14. Check your email for the scheduling confirmation. If you do not see the email in your inbox, please also check your spam (junk) box. In addition, please add our email address schedulingcoordinator@carbtest.org to your contacts or [safe senders](#) list to avoid our emails being marked as spam in the future. Please also check <https://security.microsoft.com/> if you don't see the email.

Event Name: CARBTest Appointment

Location: CE-CERT: 1084 Columbia Ave., Riverside, CA 92507
VIN: WD3PEBCD9HP540277

Please complete the CARBTest.org Pre-Inspection Form (<https://forms.gle/SqKlckE5auEYNgM8>) . This must be completed prior to your scheduled appointment time. If you have any questions, please contact admin@carbtest.org. Thank you!

Need to make changes to this event?
Cancel: <https://calendly.com/cancellations/87dbf0fd-1334-462f-8f7d-c43e3b32fdb>
Reschedule: <https://calendly.com/reschedulings/87dbf0fd-1334-462f-8f7d-c43e3b32fdb>

When
Monday Jul 10, 2023 - 4pm - 4:50pm (Pacific Time - Los Angeles)

Location
CE-CERT: 1084 Columbia Ave., Riverside, CA 92507
[View map](#)

Guests
[Redacted]
[View all guest info](#)

Reply for phuong.ho@arb.ca.gov

Yes	No	Maybe
More options		

Figure 37. The scheduling confirmation email.

CARBTest Service Appointment Cancel/Reschedule

1. Click on the calendar invitation email in your email's inbox.

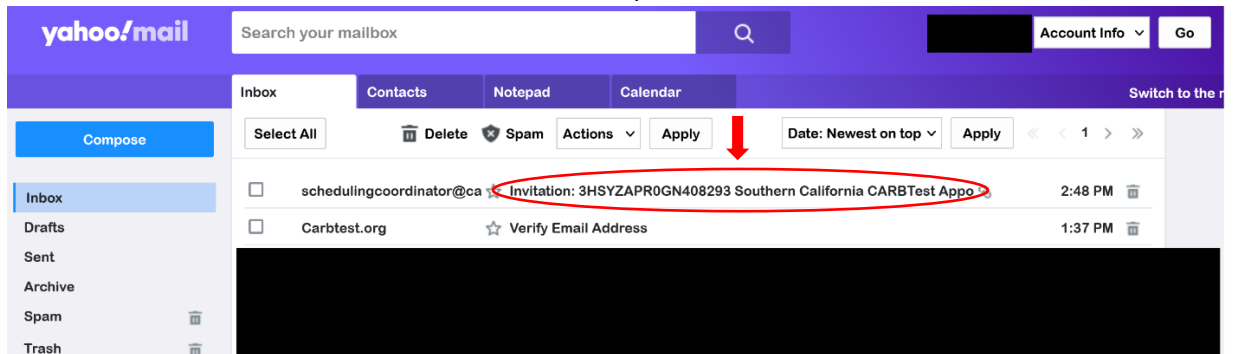


Figure 38. The calendar invitation email shows your appointment has been requested.

2. Click on Cancel/Reschedule URL links to cancel or reschedule your appointment.

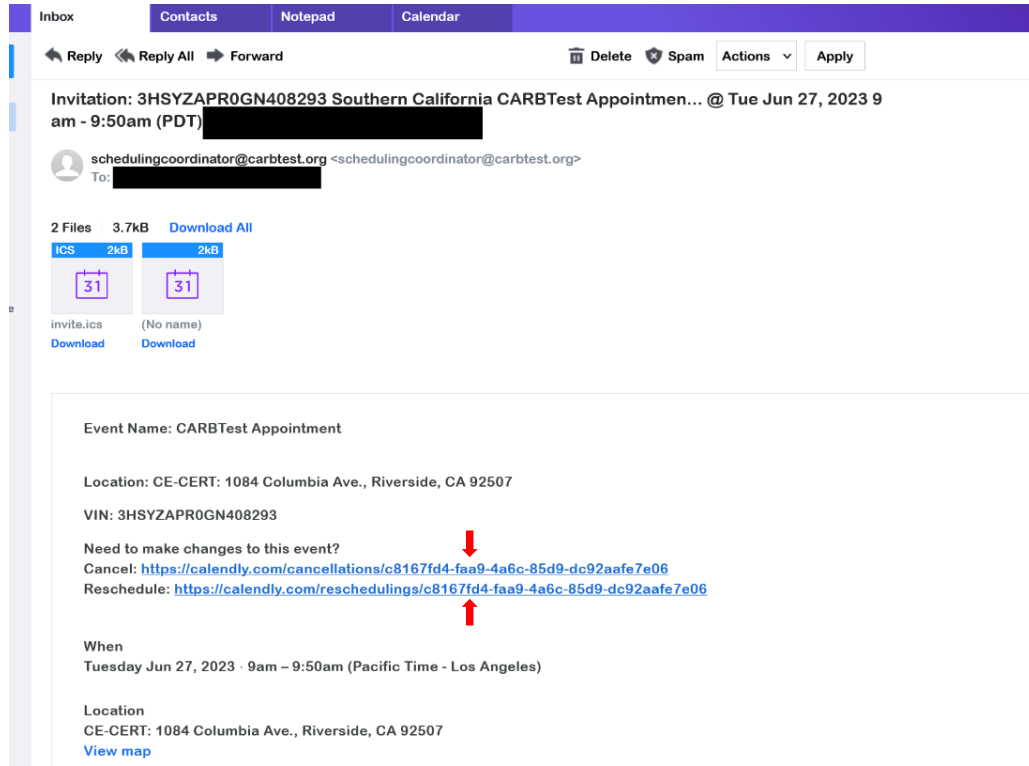


Figure 39. You may click the cancel or reschedule links in your scheduling email to make changes to the appointment.

CARBTest Contact

1. If you have any questions or concerns, please direct your questions to either admin@carbtest.org or complete our message inquiry form on the contact page.

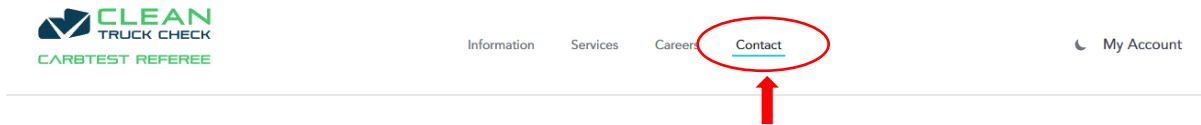


Figure 40. The fourth link on the navigation menu is shown above allowing you to navigate to the “Contact” page on carbtest.org

Contact

Please fill out the online contact form below and we will contact you.

Contact information

Name*

Phone*

Email*

Select a reason*

Your Message

Please add our email address (admin@carbtest.org) to your contacts or whitelist to avoid our emails being marked as spam. Thank you!

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Figure 41. The “Contact” page has a form you can fill out with the following: Name*, Phone*, Email*, Select a reason*, and Your Message. It’s recommended to add our email address admin@carbtest.org to [your whitelist](#), so our emails go to your inbox instead of spam. Once again, you can also check <https://security.microsoft.com/> to recover the verification email in case the email was quarantined (if you use a Microsoft email).

Select a reason*

CARBTest scheduling ✕ ▾

Search here 🔍

- CARBTest scheduling
- CARBTest appointment eligibility
- State-directed CARBTest testing
- Engine change
- Alternative fuel system retrofit
- Motor home conversion
- Parts unavailability compliance time extension
- Test result dispute
- Credentialed tester not available
- Inspection incompatibility/alternative test procedure
- Other

Figure 42. The dropdown provides the following options: CARBTest Scheduling, CARBTest appointment eligibility, state-directed CARBTest testing, engine change, alternative fuel system retrofit, and motor home conversion. Under Select a reason*, click on the arrows to view a dropdown with the reasons for contacting CARBTest.

Select a reason*

CARBTest scheduling

Search here

- CARBTest scheduling
- CARBTest appointment eligibility
- State-directed CARBTest testing
- Engine change
- Alternative fuel system retrofit
- Motor home conversion
- Parts unavailability compliance time extension
- Test result dispute
- Credentialed tester not available
- Inspection incompatibility/alternative test procedure
- Other

Figure 43. The dropdown provides the following options: CARBTest Scheduling, CARBTest appointment eligibility, state-directed CARBTest testing, engine change, alternative fuel system retrofit, and motor home conversion.

Contact

Please fill out the online contact form below and we will contact you.

Contact information

Name*

Phone*

Email*

Select a reason*

Your Message

test

The message must be at least 10 characters.

Please add our email address (admin@carbtest.org) to your contacts or whitelist to avoid our emails being marked as spam. Thank you!

Submit

Figure 44. You must type at least 10 characters in the message box. This feature helps to prevent spam, so please enter a message longer than 10 characters. Once you've clicked the "submit" button, our CARBTest team will reach back out to you within 24 to 72 hours.

How to Add admin@carbtest.org Email to Your Safe Senders List

Microsoft Web Email instructions

Microsoft Link to Steps: [Add recipients of my email messages to the Safe Senders List - Microsoft Support](#)

1. Login to your Microsoft Web Email
2. Click Settings Gear icon at the top right of your page

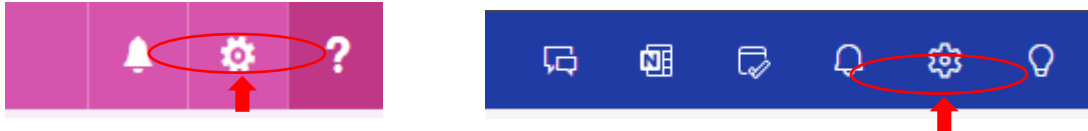


Figure 45. The settings icon.

3. A popup window appears with your Email Settings on the "Layout" option

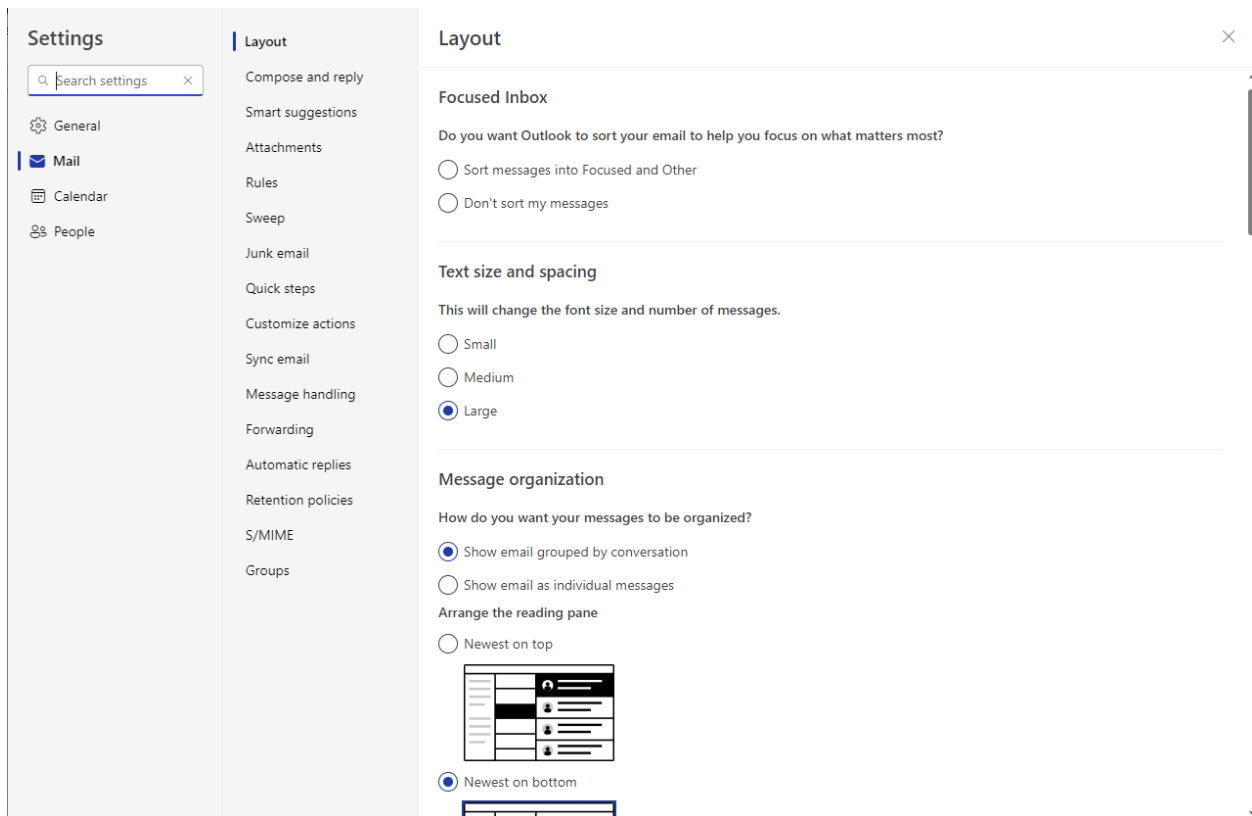


Figure 46. Email settings popup window.

4. Click Junk email, it should be the 7th option down under the “Mail” tab

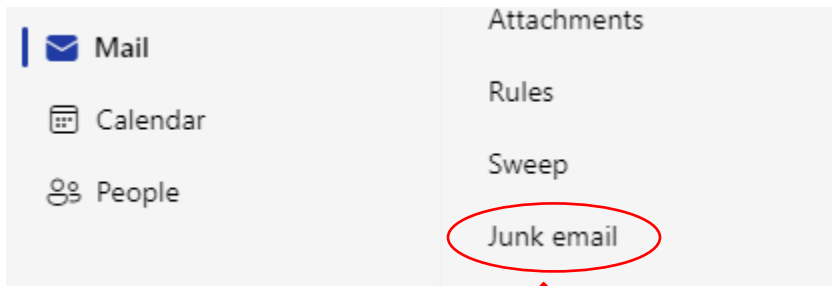


Figure 47. Junk email option.

5. Click + Add

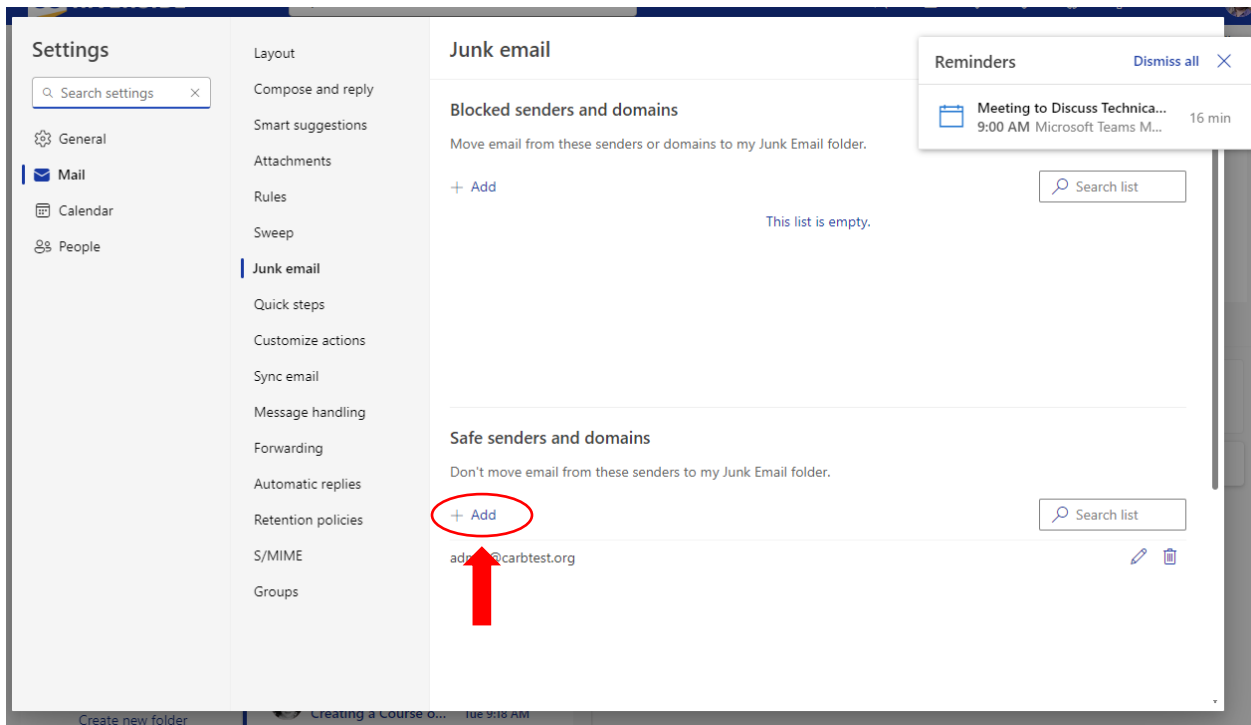


Figure 48. The "Add" button.

6. Type admin@carbtest.org to add the email to your safe senders list, press the “Enter” key. Scroll down and click the “Save” button

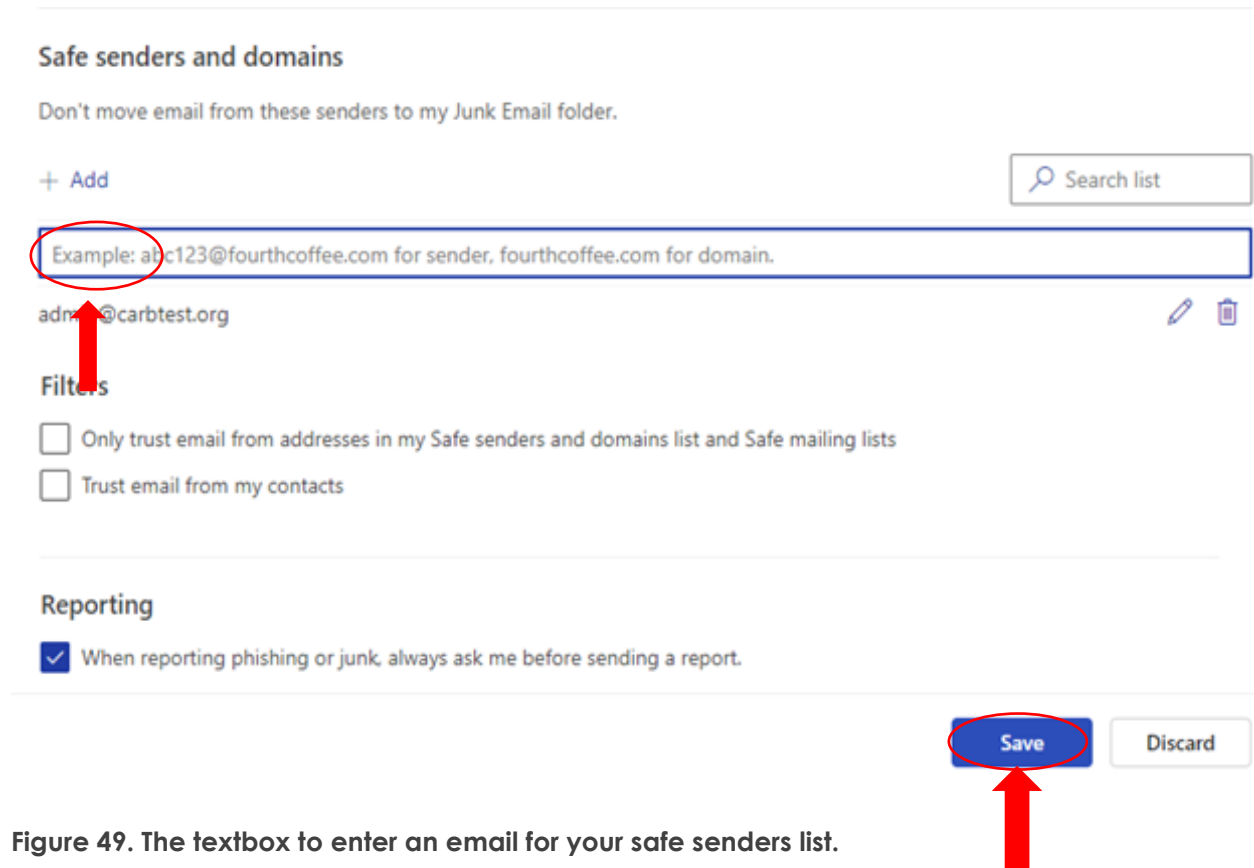


Figure 49. The textbox to enter an email for your safe senders list.
The “Save” button.

Microsoft Outlook Desktop Instructions

Link to Guide on Outlook Safe Senders List: [How to Add to Safe Senders Lists](#)

1. View Home or Default view of Microsoft Outlook Desktop

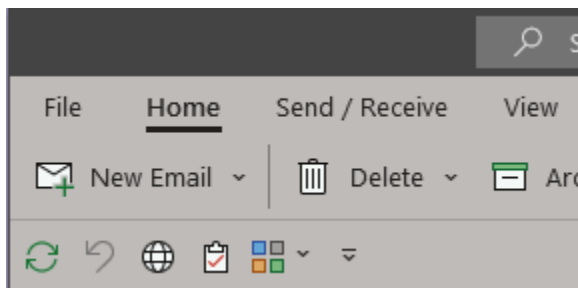


Figure 50. Home tab of Outlook Desktop.

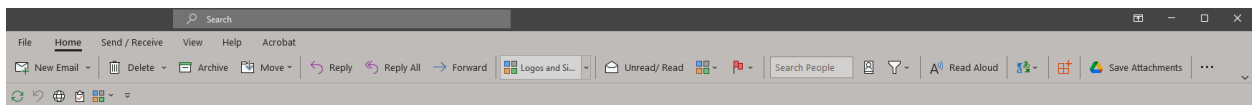


Figure 51. The full taskbar view.

2. Click 3 dots on the actions bar at the top of Outlook



Figure 52. The "more commands" option.

3. Under the "Move & Delete" category, click Junk, then click Junk e-mail options...

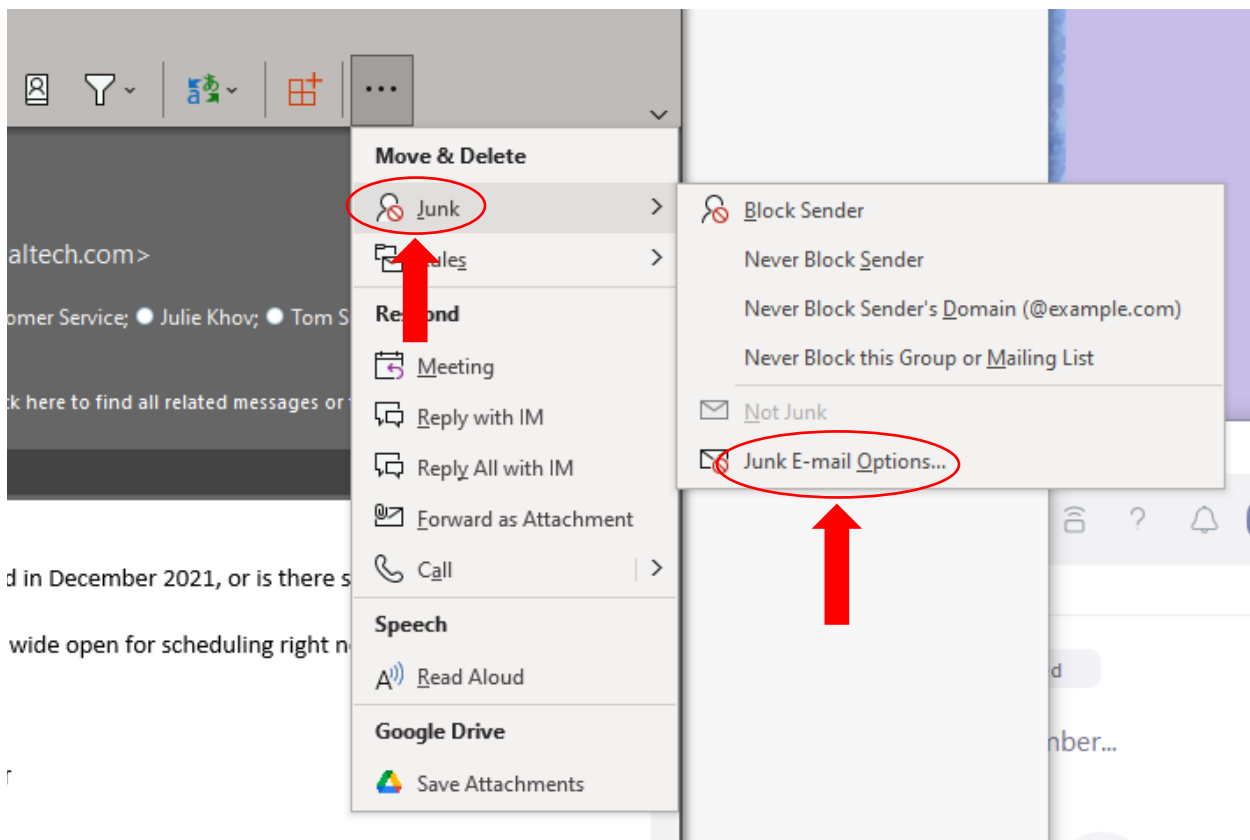


Figure 53. Microsoft Outlook Desktop Home view and the taskbar with the "..." dropdown menu.

4. A pop-up window of junk email options appears. Click the “Safe Senders” tab. Click the “Add” button. Type “admin@carbtest.org” as a safe sender email address.
5. Click “OK”

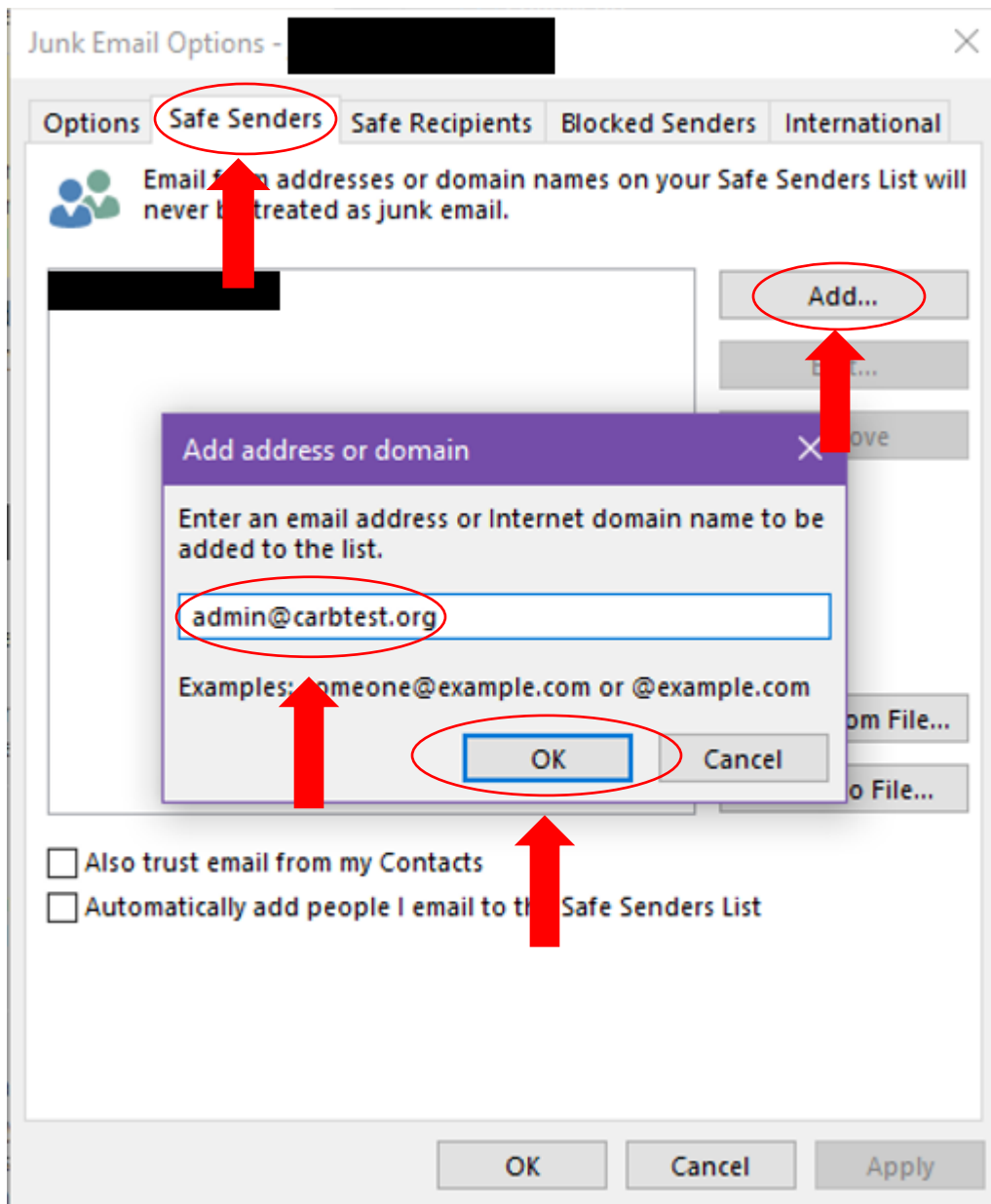


Figure 54. The “Junk Email Options” window and the “Safe Senders” tab.

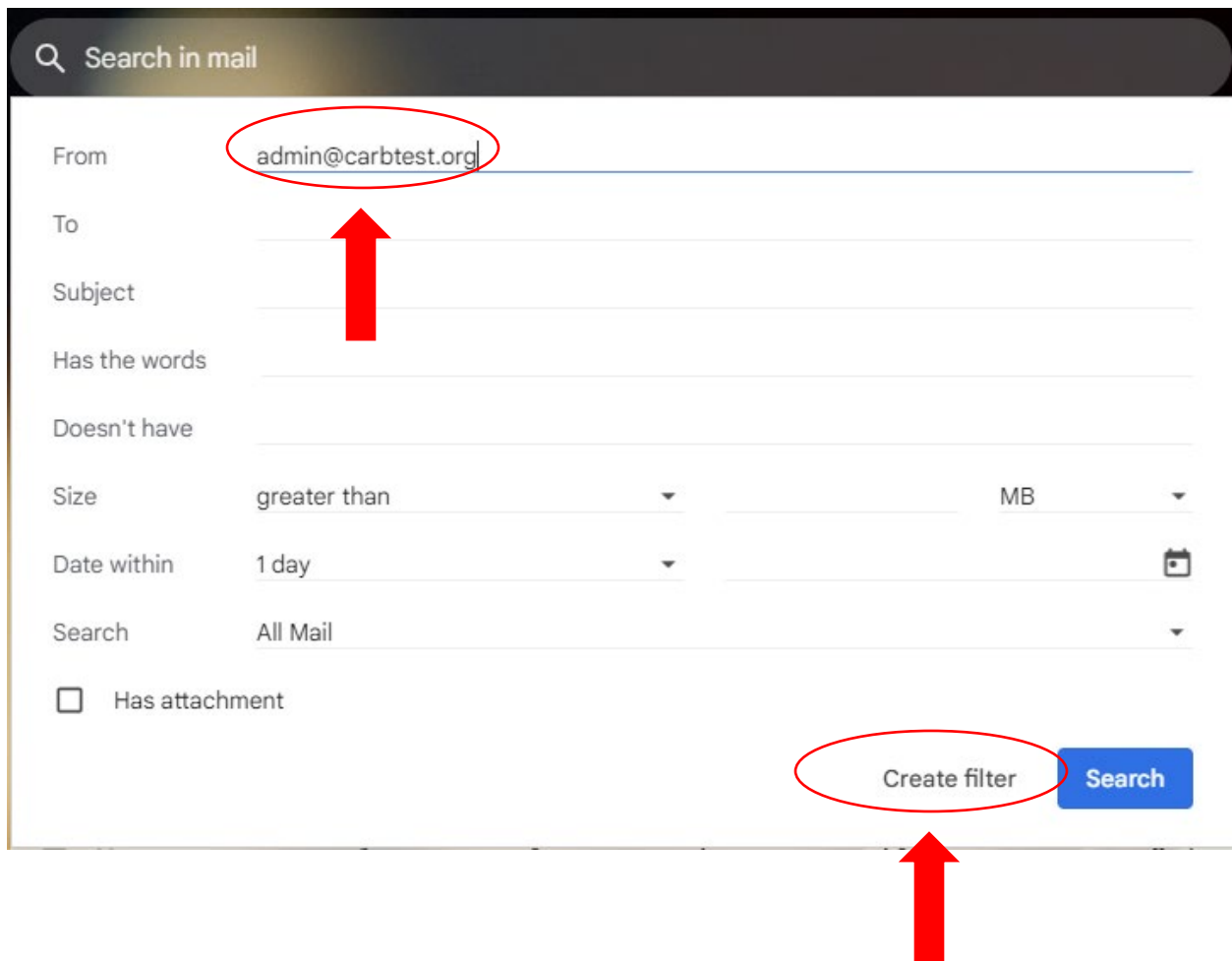
Gmail Instructions

Link to Guide on adding an email to your safe senders list via Gmail: [How To Add Email Addresses To Your Safe Senders List On Gmail - tinyEmail® Marketing Automation](#)

1. Click “Show search options” icon within your search engine box at the top right of your Gmail inbox



2. In the “From” field, type admin@carbtest.org. Click “Create filter”.



3. Click the check box "Never send it to Spam" Once marked click "Create filter".

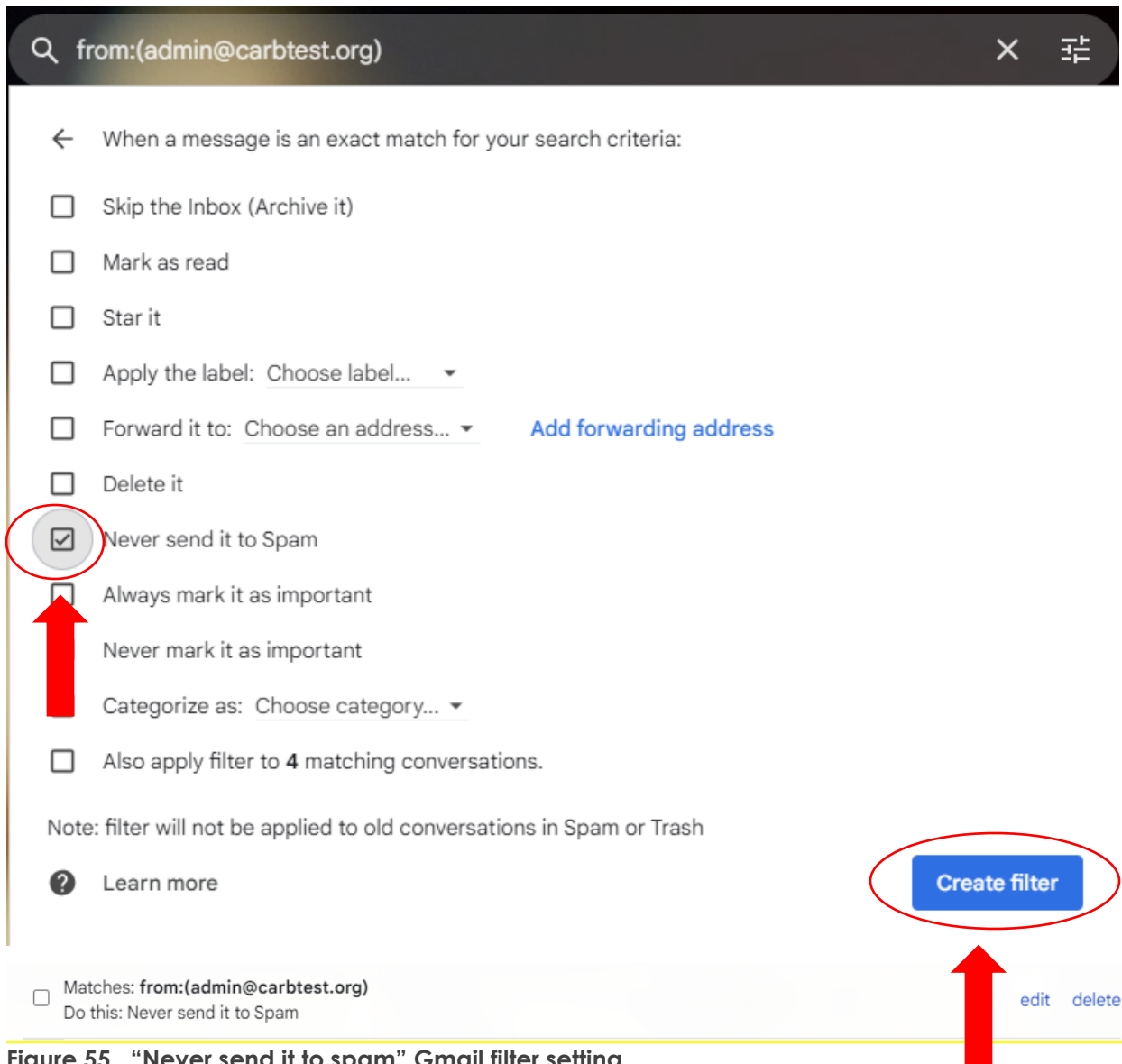


Figure 55. "Never send it to spam" Gmail filter setting.

Microsoft Defender Instructions (Email Quarantine/Security)

Even after adding an email address to your Safe Senders list, it may still be blocked due to Microsoft Defender blocking initial / new email senders that are unfamiliar (email senders that have not been repeat contacts).

Link to Microsoft Defender: <https://security.microsoft.com/>

Link to Instructions: <https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/tenant-allow-block-list-email-spoof-configure?view=o365-worldwide>

1. Click the link to Microsoft Defender
2. Select the email from admin@carbtest.org

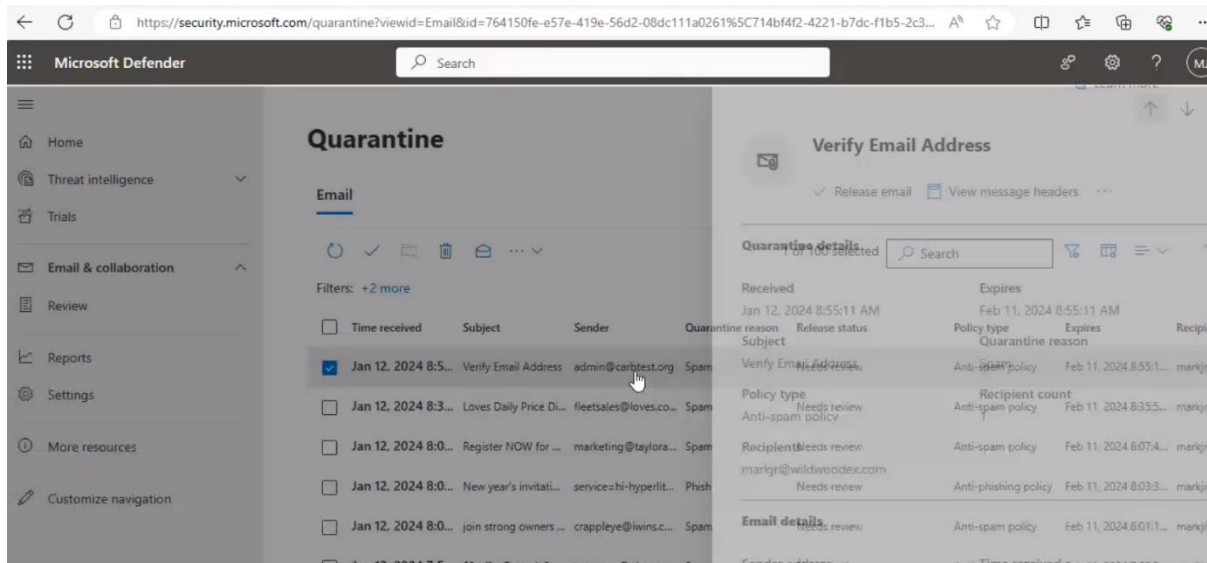


Figure 56. Microsoft Defender Quarantine page.

3. Popup window appears in your browser to verify the email address. Click the 'release email' button. Check your inbox for the recovered email from admin@carbtest.org

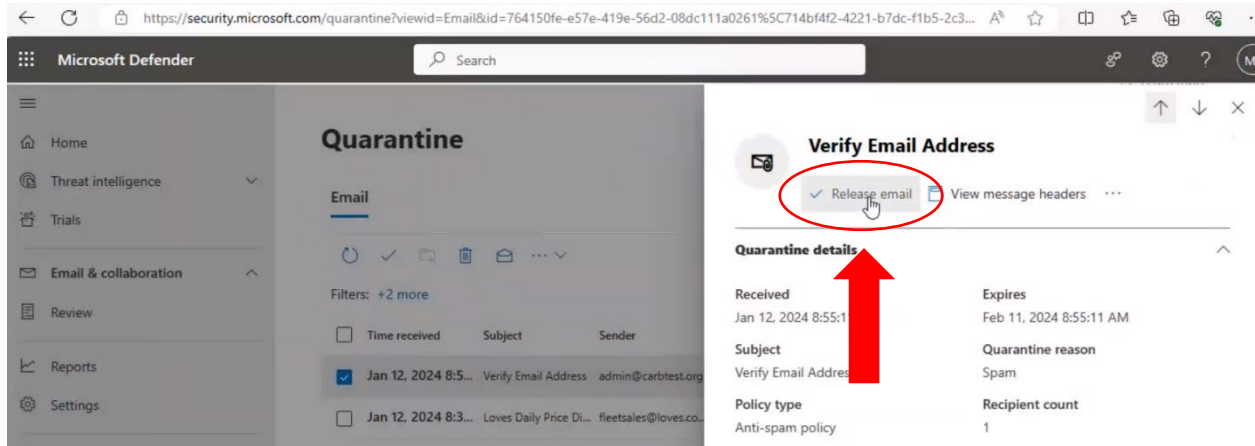


Figure 57. "Release email" button in Microsoft Defender.

Figure List

Figure 1. The "Get Started" button.....	2
Figure 2. My account. If you already registered an account with carbttest.org, click on "My Account," then fill in your registered email and password to login. .	3
Figure 3. The login page on CARBTest.org.	3
Figure 4. The registration page.	4
Figure 5. How to return back to the login page.	5
Figure 6. The verification page.	6
Figure 7. Email inbox page with verification email.	7
Figure 8. The verification email.	7
Figure 9. CARBTest.org with the "my account" link shown at the top right	8
Figure 10. Type in the email and password fields to login to your account on the carbttest.org login page.	8
Figure 11. Once logged in, you will click "get started".	9
Figure 12. The "+ New Vehicle" button on the dashboard page.....	10
Figure 13. The CARBTest "Create Vehicle" page is shown above.....	11
Figure 14. Upon entering a VIN, vehicle information populates in the blank fields.	12
Figure 15. The checkbox to certify the information is correct.	12
Figure 16. The "Save" button.	13
Figure 17. A popup notification will show at the lower right. The description states, "Vehicle saved Your vehicle information was successfully saved"	13
Figure 18. The banner shows at the top of the Dashboard page, "Your vehicle has been added".	13
Figure 19. Your Dashboard page will update with a list of vehicles.	14
Figure 20. The "+ New Action" button.	14
Figure 21. The "create action" page.	15
Figure 22. Click the "next" button on the "create action" page.....	16
Figure 23. Profile info page.	17
Figure 24. Required fields are highlighted in Red.	18
Figure 25. Vehicle info form, certify checkbox, and "save" button.....	19
Figure 26. Edit action page. From your Dashboard, you can also edit your action. From the edit action page, going clockwise - you can schedule an appointment, upload requested information, see the history of your action, view your account information, and view your vehicle information.	20
Figure 27. There are 8 different PDF(s) showing information required to verify your appointment based on the action type. Please upload the requested images	

and documents on your carbtest.org dashboard (edit action page) for a faster inspection service. 21

Figure 28. The "Supporting Documentation" section at the top right of the "edit action" page. The "Submit" button..... 21

Figure 29. If your schedule appointment page does not load, refresh the page with the steps below..... 22

Figure 30. the "reload" button on the left-hand side of the address bar shown above. Click the "reload" button. 22

Figure 31. right-clicking on the page will show as the 3rd option down, a "reload" option. click "reload". 23

Figure 32. The schedule your CARBTest appointment page..... 24

Figure 33. The CARBTest Appointment page..... 25

Figure 34. The checkbox to "accept" the terms and the "Schedule Event" button. 26

Figure 35. A scheduling confirmation email will be sent to the email you provided. To modify your appointment, you can click the "cancel" or "reschedule" link in your email. 27

Figure 36. CARBTest appointment schedule confirmation page. 27

Figure 37. The scheduling confirmation email. 27

Figure 38. The calendar invitation email shows your appointment has been requested. 28

Figure 39. You may click the cancel or reschedule links in your scheduling email to make changes to the appointment. 29

Figure 40. The fourth link on the navigation menu is shown above allowing you to navigate to the "Contact" page on carbtest.org..... 30

Figure 41. The "Contact" page has a form you can fill out with the following: Name*, Phone*, Email*, Select a reason*, and Your Message. It's recommended to add our email address admin@carbtest.org to your whitelist, so our emails go to your inbox instead of spam. Once again, you can also check <https://security.microsoft.com/> to recover the verification email in case the email was quarantined (if you use a Microsoft email)..... 30

Figure 42. The dropdown provides the following options: CARBTest Scheduling, CARBTest appointment eligibility, state-directed CARBTest testing, engine change, alternative fuel system retrofit, and motor home conversion. Under Select a reason*, click on the arrows to view a dropdown with the reasons for contacting CARBTest..... 31

Figure 43. You must type at least 10 characters in the message box. This feature helps to prevent spam, so please enter a message longer than 10 characters. Once you've clicked the "submit" button, our CARBTest team will reach back out to you within 24 to 72 hours..... 33

Figure 44. The settings icon.	34
Figure 45. Email settings popup window.	34
Figure 46. Junk email option.	35
Figure 47. The "Add" button.	35
Figure 49. The textbox to enter an email for your safe senders list.....	36
Figure 50. Home tab of Outlook Desktop.....	36
Figure 51. The full taskbar view.	36
Figure 52. The "more commands" option.	37
Figure 53. Microsoft Outlook Desktop Home view and the taskbar with the "..." dropdown menu.....	37
Figure 54. The "Junk Email Options" window and the "Safe Senders" tab.....	38
Figure 55. "Never send it to spam" Gmail filter setting.....	40
Figure 56. Microsoft Defender Quarantine page.	41
Figure 57. "Release email" button in Microsoft Defender.	42