CARBTest Website Manual - User Guide

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

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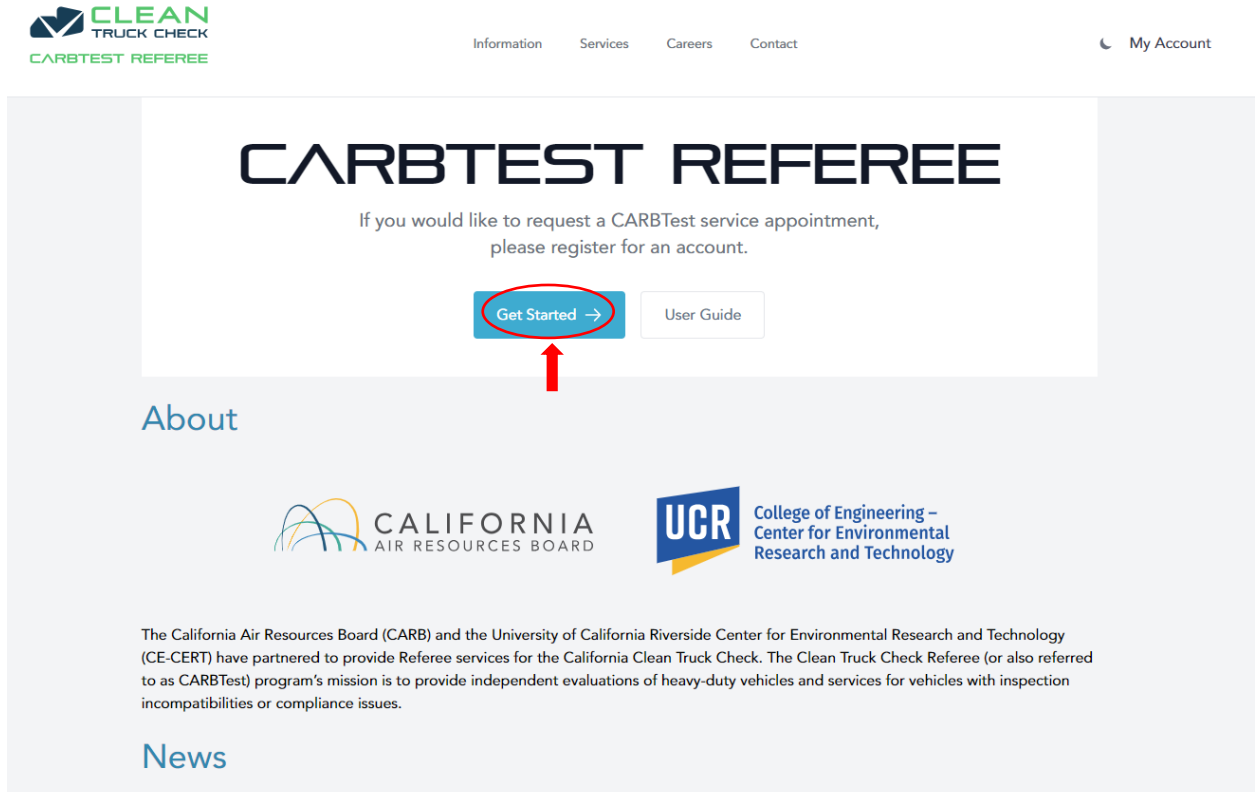

Figure 1. The "Get Started" button
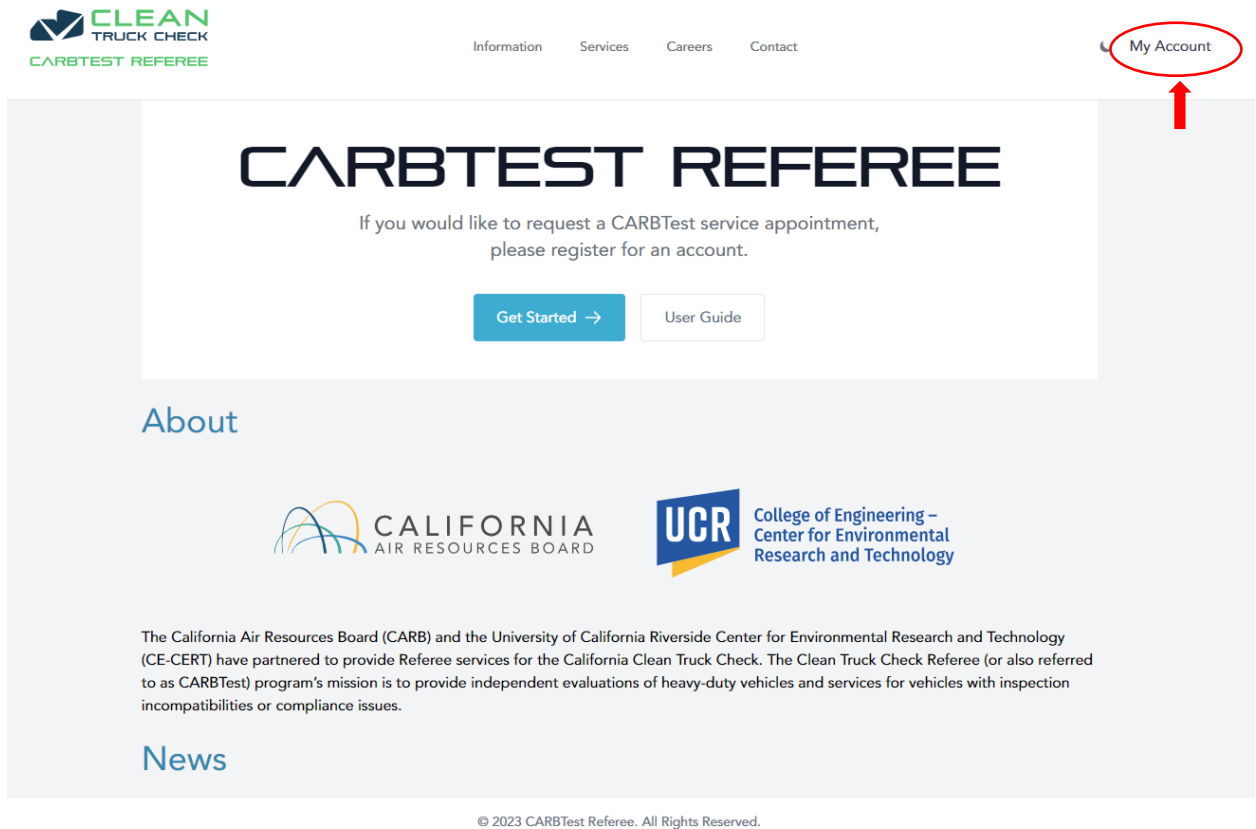
2. Click on "My Account".

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.
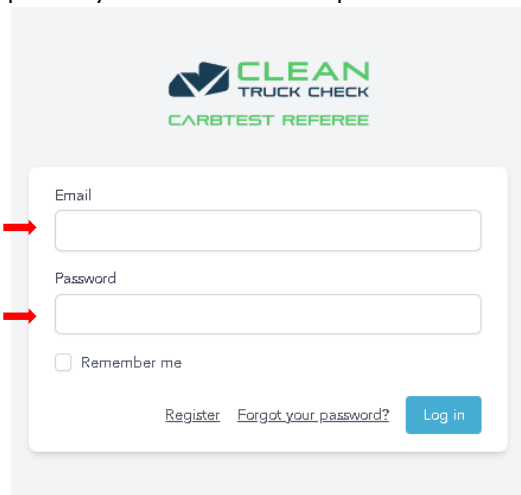
3. Type in your email and password to login.

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.

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.

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

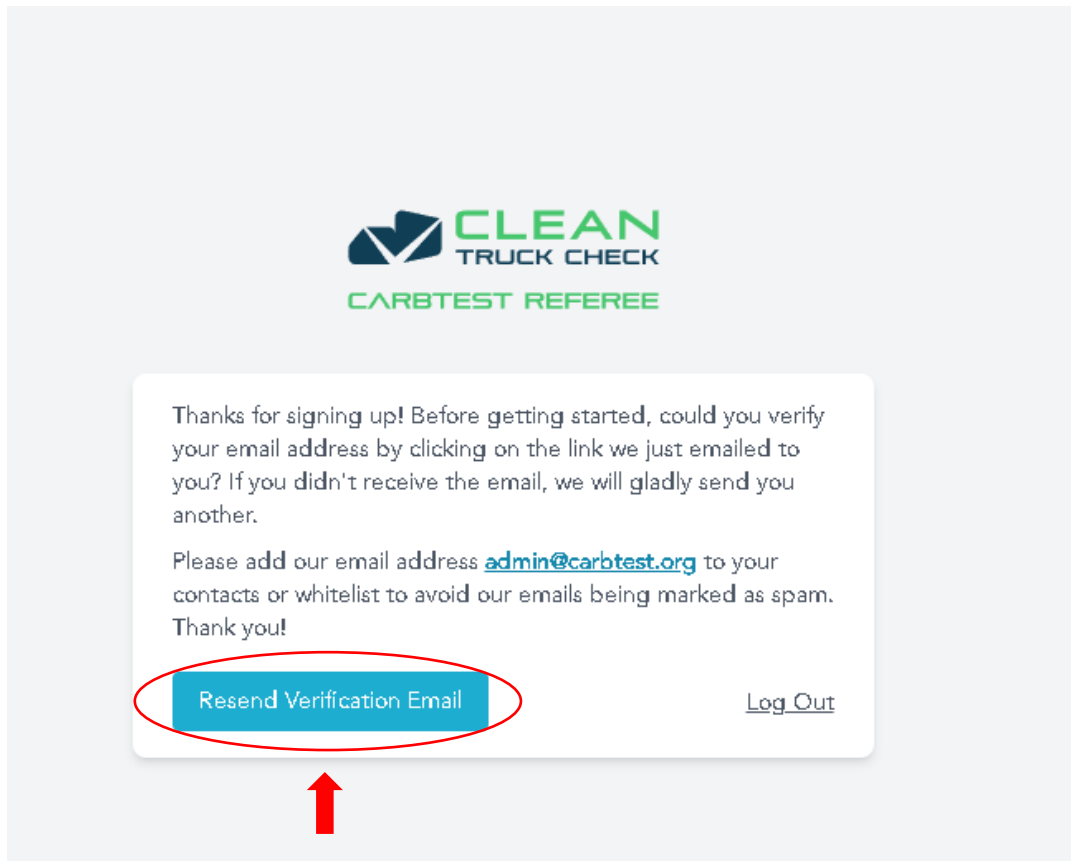"resend verification email" button to resend the verification email to the email inbox used at registration.

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>, and click on the email. The verification email will have the subject "Verify Email Address".
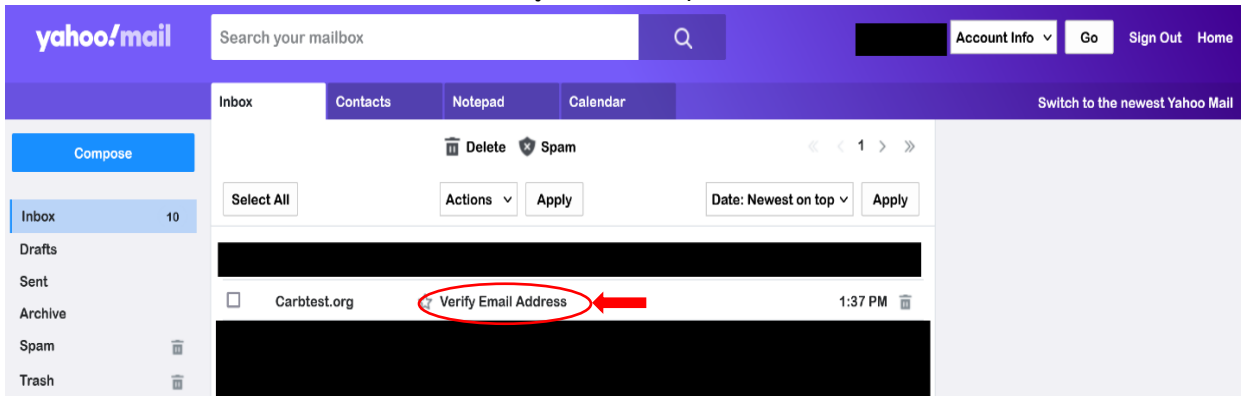

Figure 7. Email inbox page with verification email.

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.
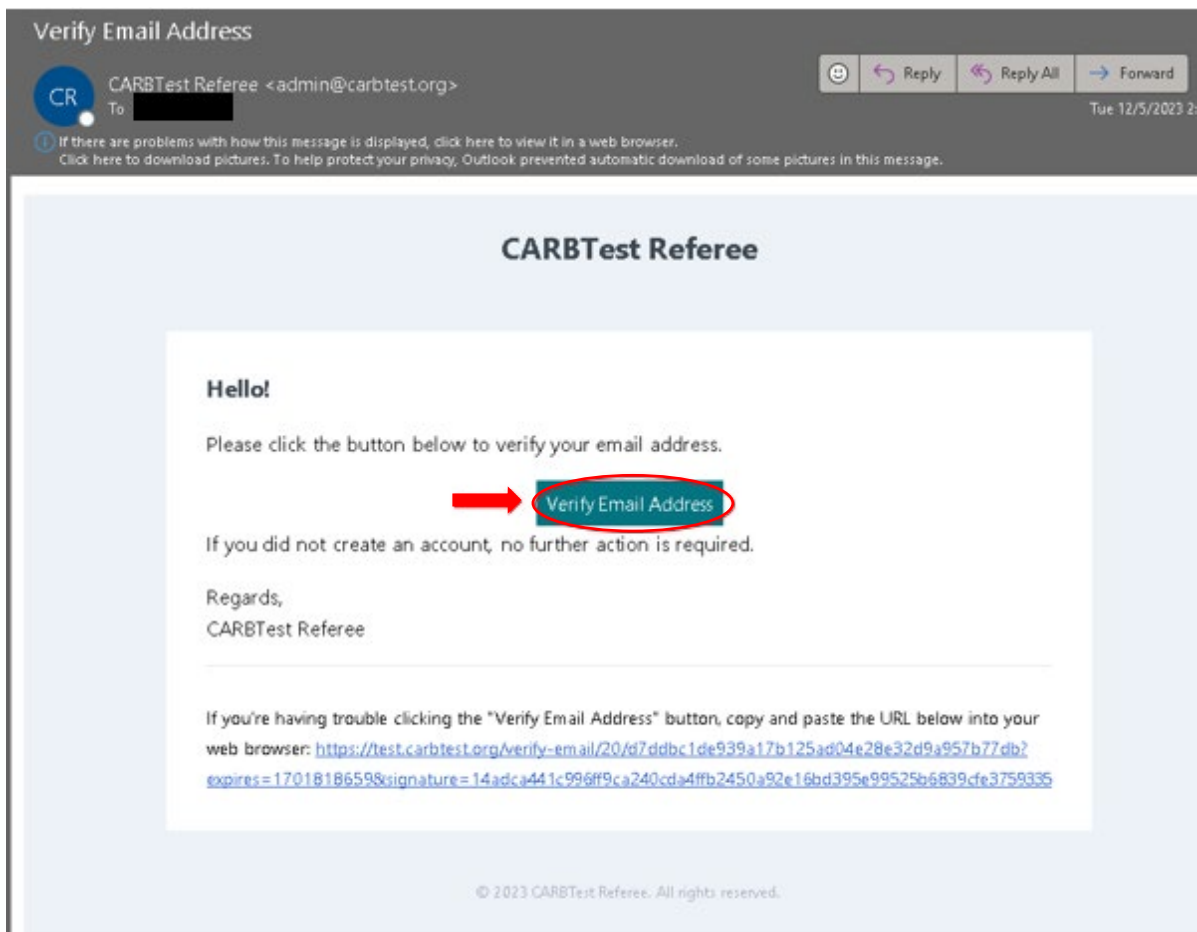

Figure 8. The verification email.

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.
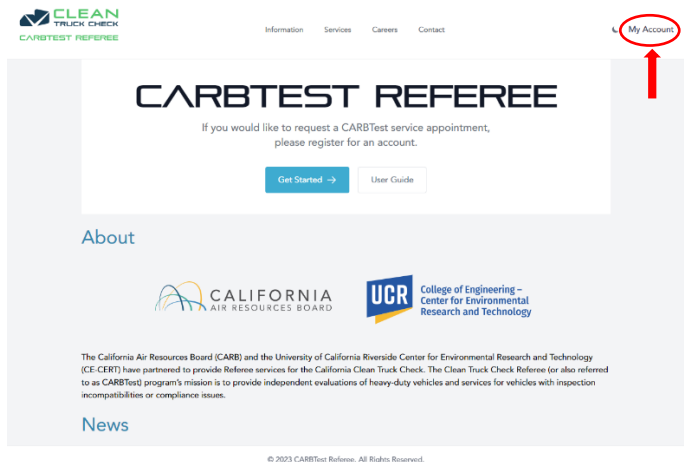

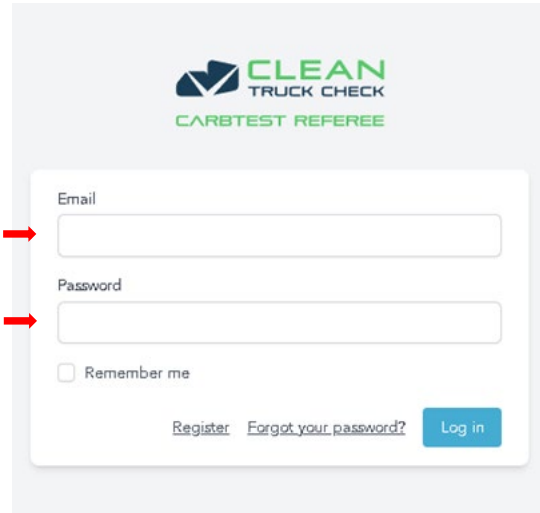**Figure 9. CARBTest.org with the "my account" link shown at the top right**

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.
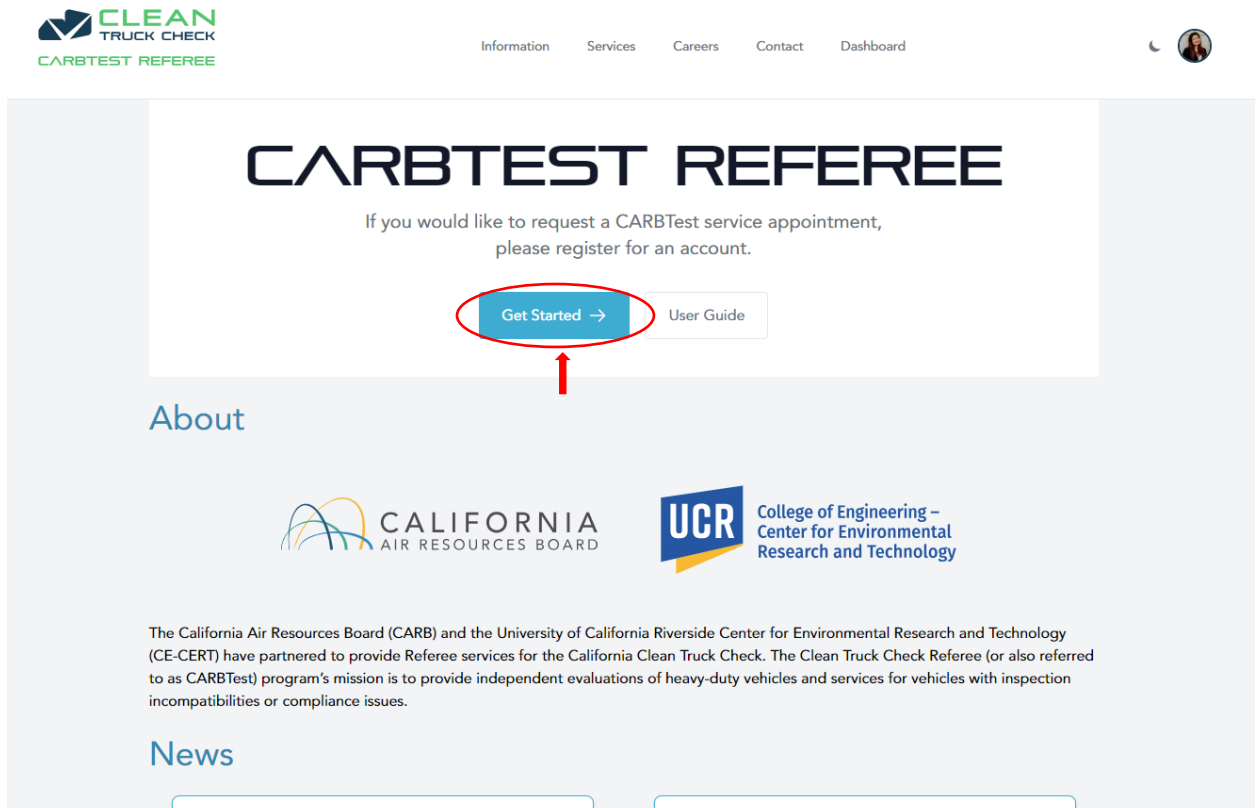

Figure 11. Once logged in, you will click "get started".

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.
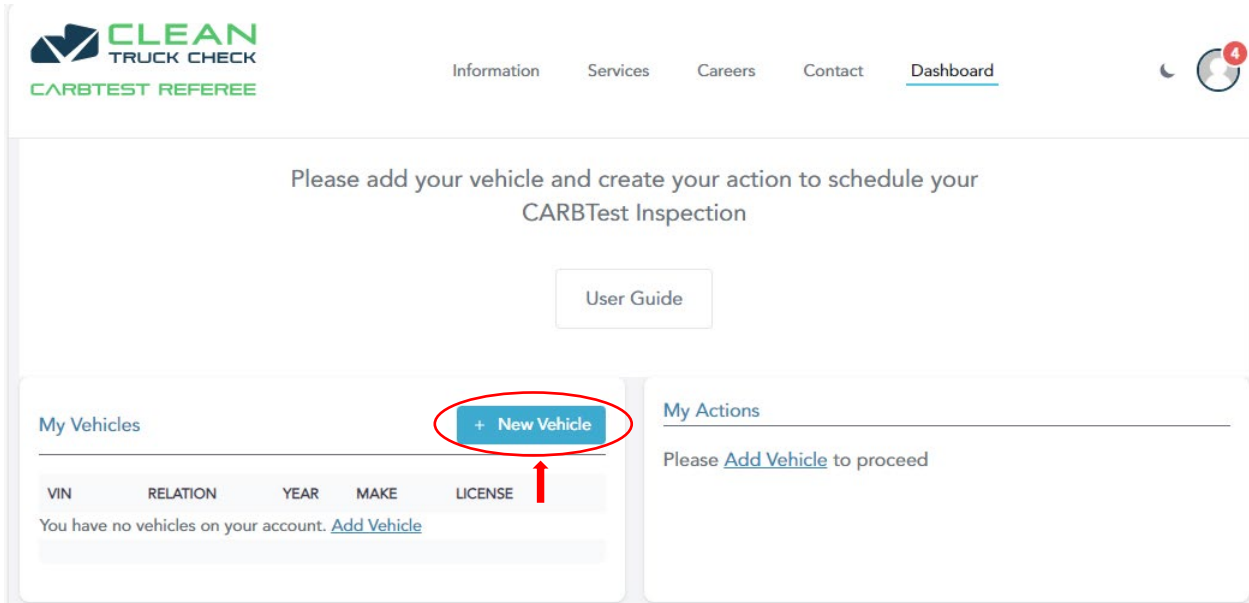

Figure 12. The "+ New Vehicle" button on the dashboard page.

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.

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

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.

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

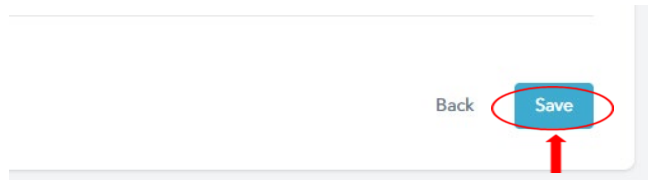3. Click the "Save" button to continue.

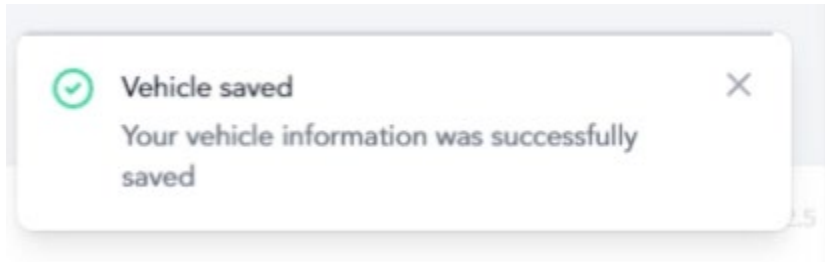**Figure 16. The "Save" button.**

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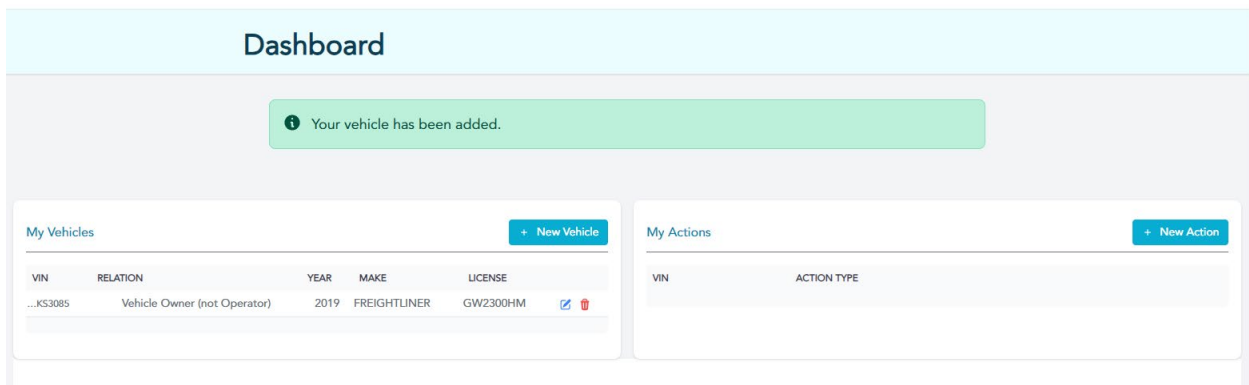

Figure 18. The banner shows at the top of the Dashboard page, "Your vehicle has been added".
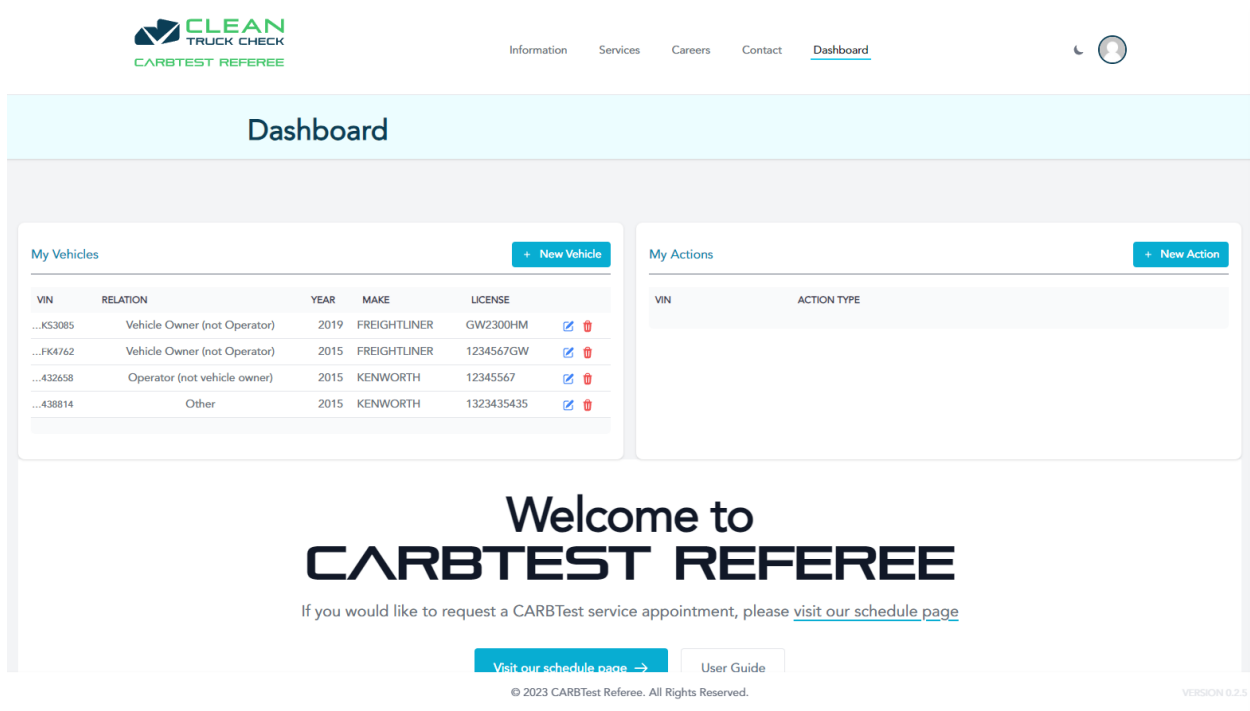
Figure 19. Your Dashboard page will update with a list of vehicles.

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).
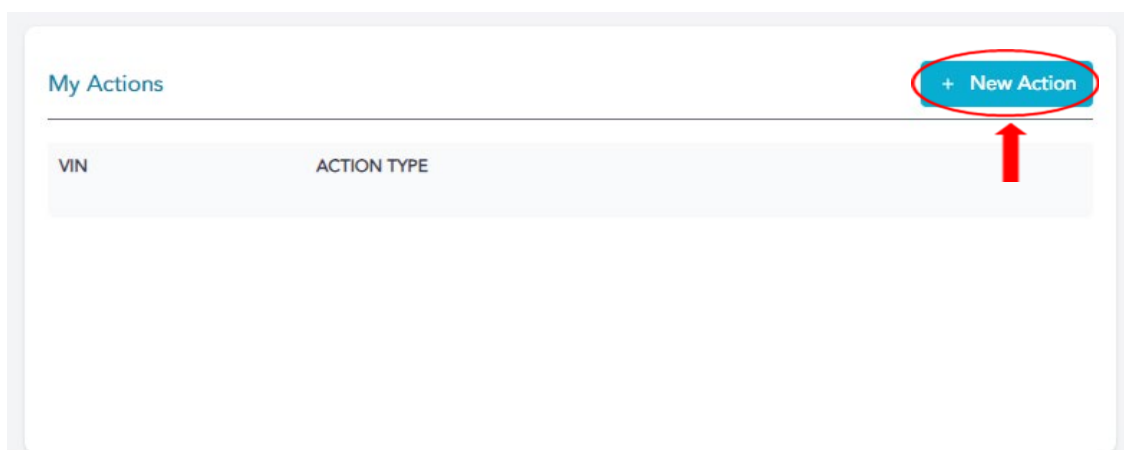

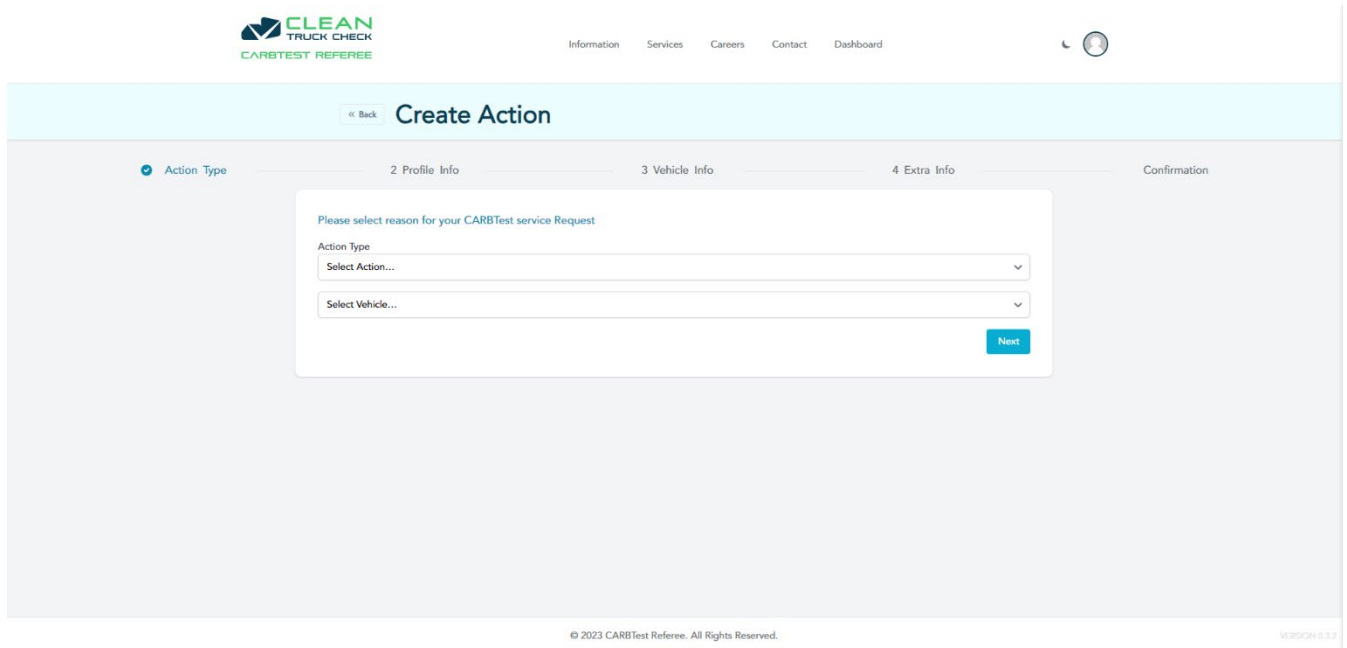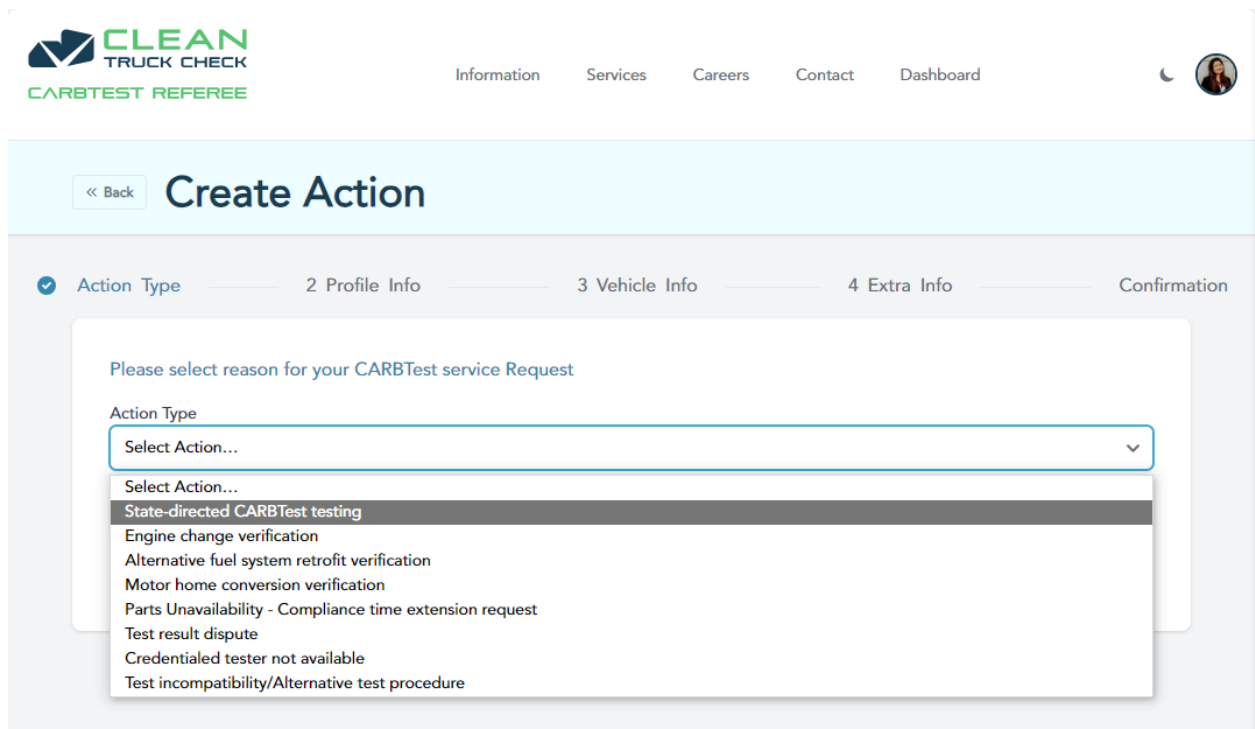**Figure 20. The "+ New Action" button.**

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.

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.

Figure 23. Profile info page.

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".

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.

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.

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.
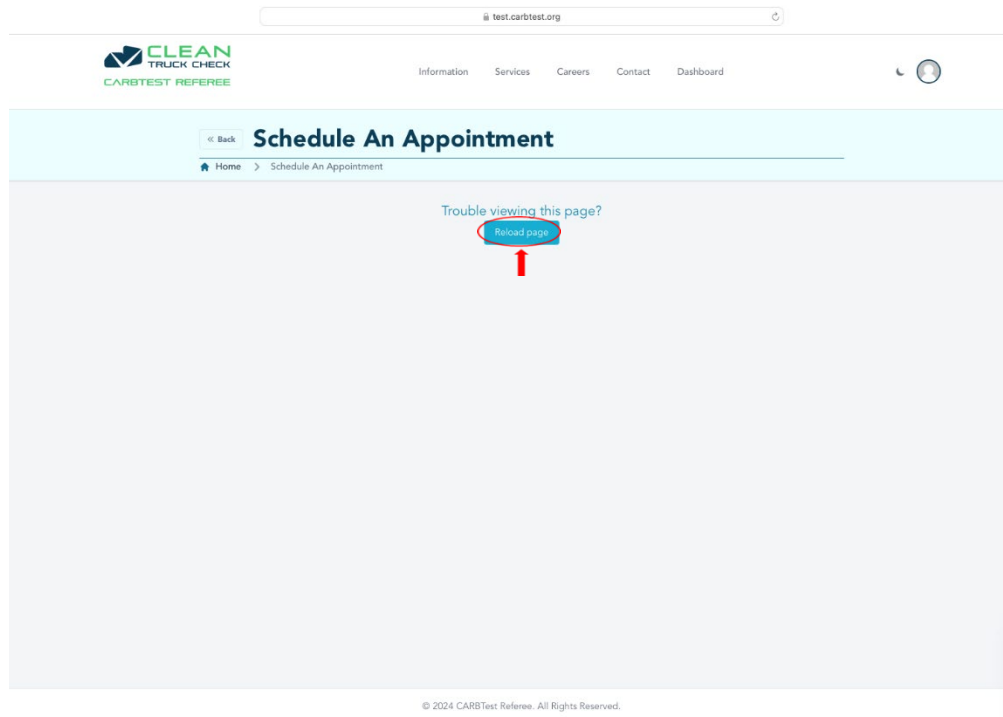

Figure 29. If your schedule appointment page does not load, refresh the page with the steps below.

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"
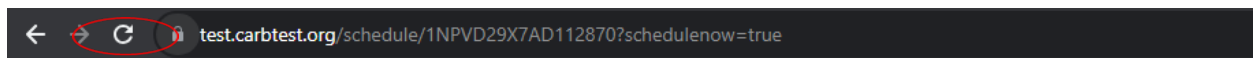

Figure 30. the "reload" button on the left-hand side of the address bar shown above. Click the "reload" button.
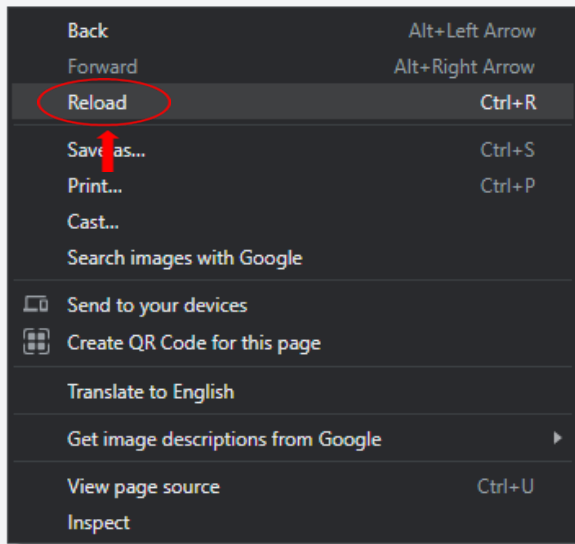
See image on the left. If you right click on the page, you will be given the option to Reload the page on the third row down.

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.

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

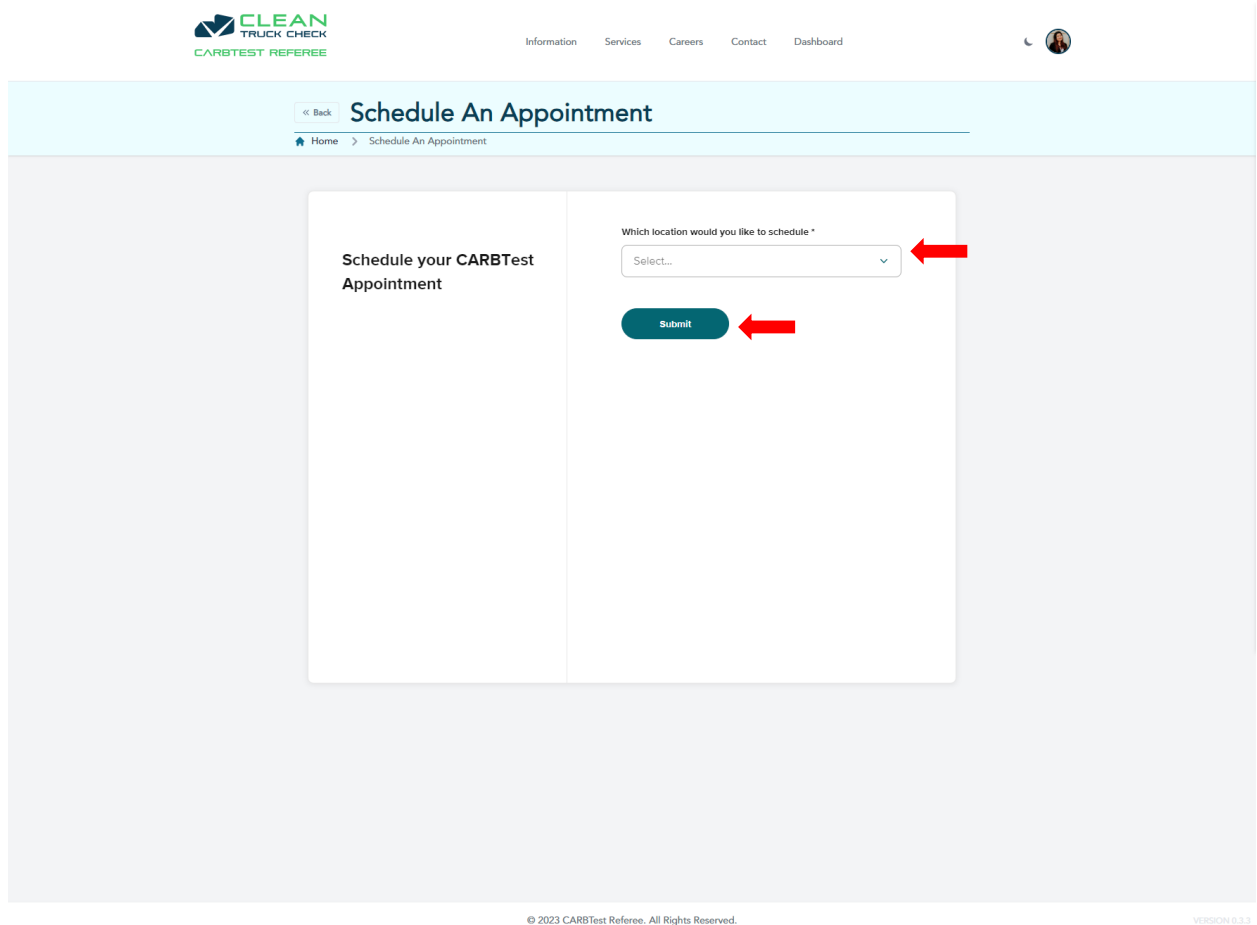10. On the scheduling page, select your preferred testing location in the dropdown menu and click on "Submit".

Figure 32. The schedule your CARBTest appointment page.

11. Select available date/time.

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.
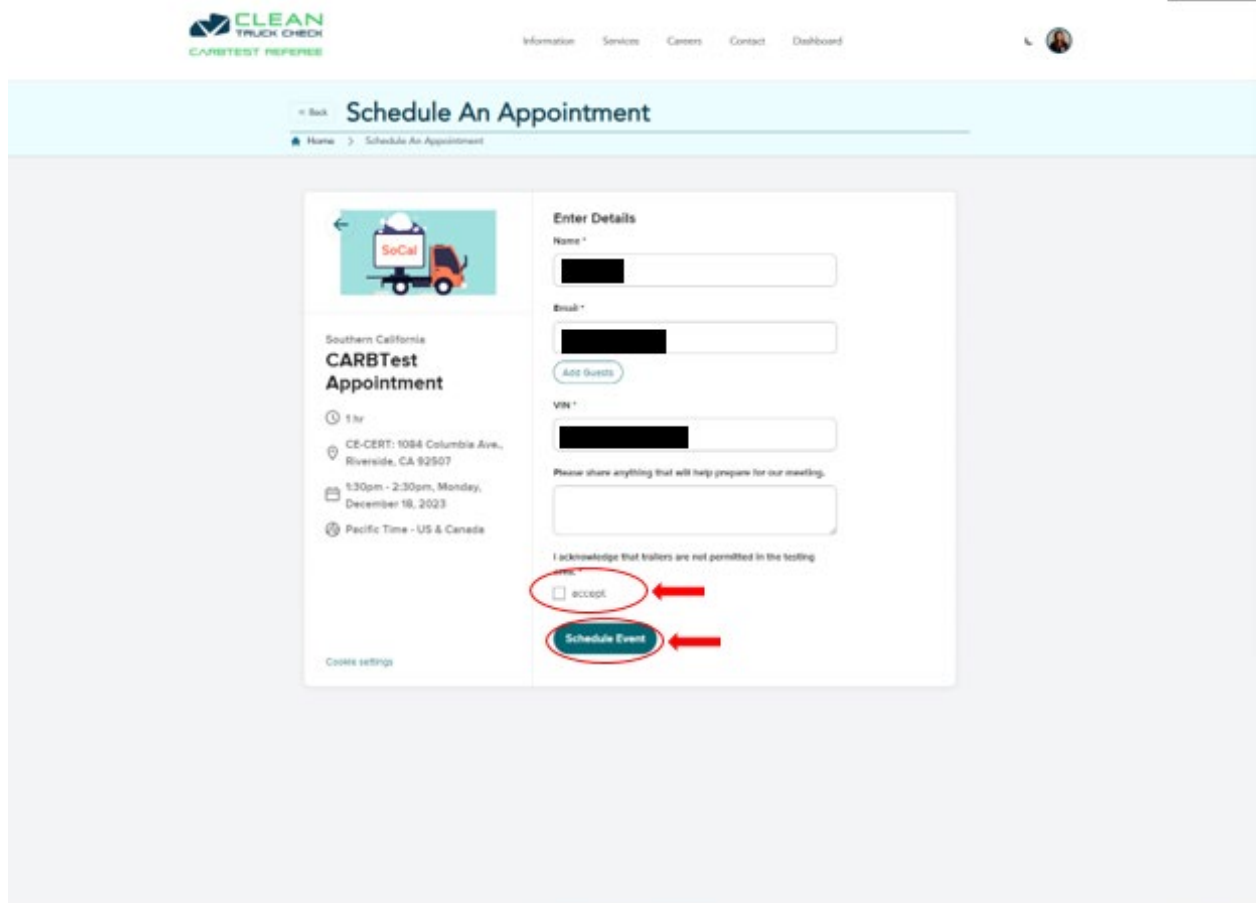

Figure 34. The checkbox to "accept" the terms and the "Schedule Event" button.

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: WD3PE8CD9HP540277

Please complete the CARBTest.org Pre-inspection Form (https://forms.gle/5qKLckE5auFyYNgM8) . 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-c43e3b32fdbc
Reschedule: https://calendly.com/reschedulings/87dbf0fd-1334-462f-8f7d-c43e3b32fdbc

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

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

Guests
█████████████
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

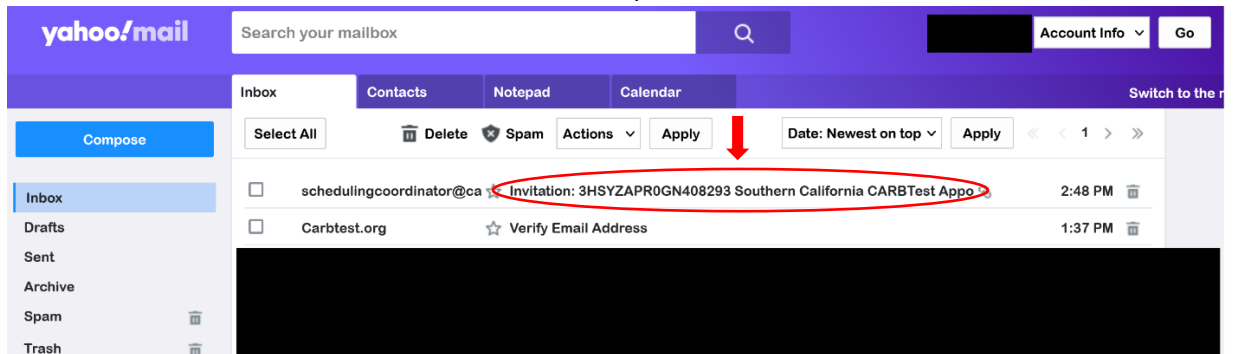1. Click on the calendar invitation email in your email's inbox.

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.
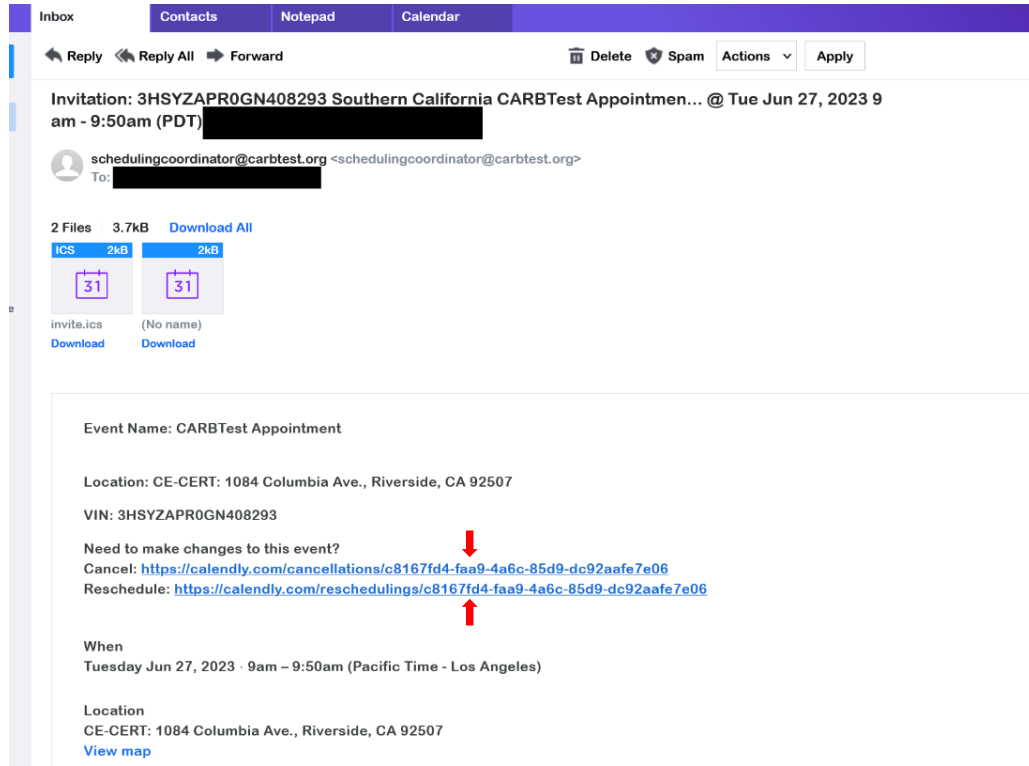

Figure 39. You may click the cancel or reschedule links in your scheduling email to make changes to the appointment.

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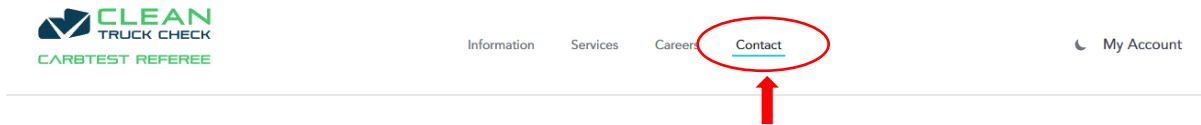
Figure 40. The fourth link on the navigation menu is shown above allowing you to navigate to the "Contact" page on carbtest.org

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).

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.

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.

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
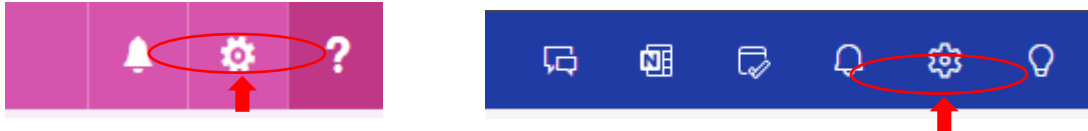
Figure 45. The settings icon.

3. A popup window appears with your Email Settings on the "Layout" option
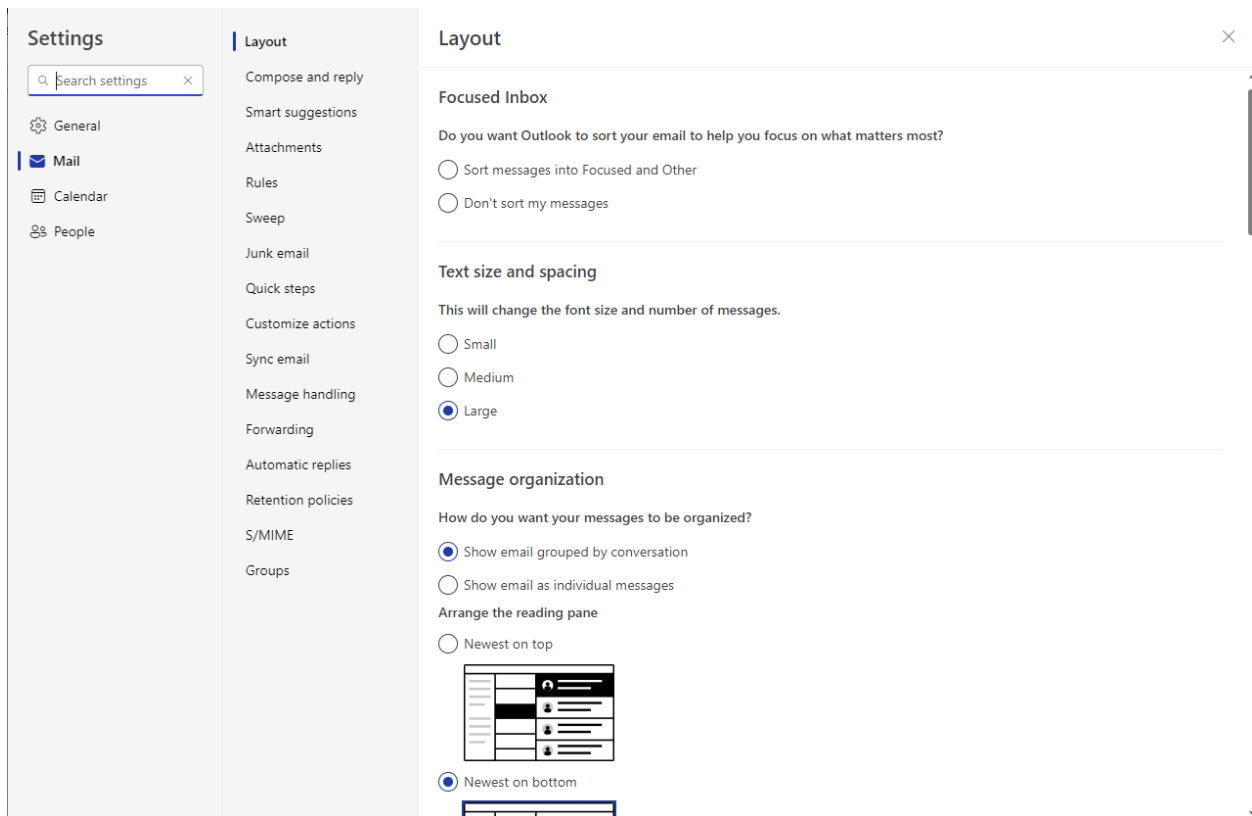
Figure 46. Email settings popup window.

4. Click Junk email, it should be the 7th option down under the "Mail" tab
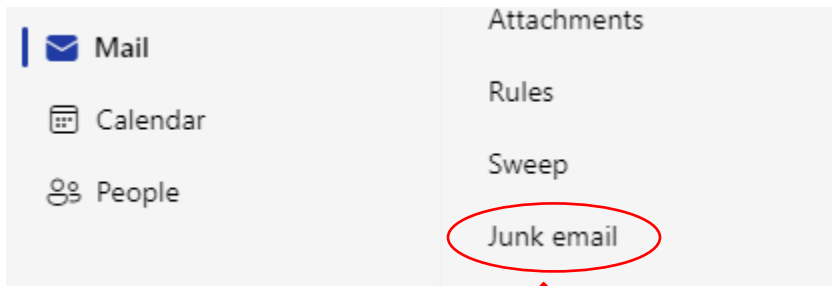
Figure 47. Junk email option.

5. Click + Add
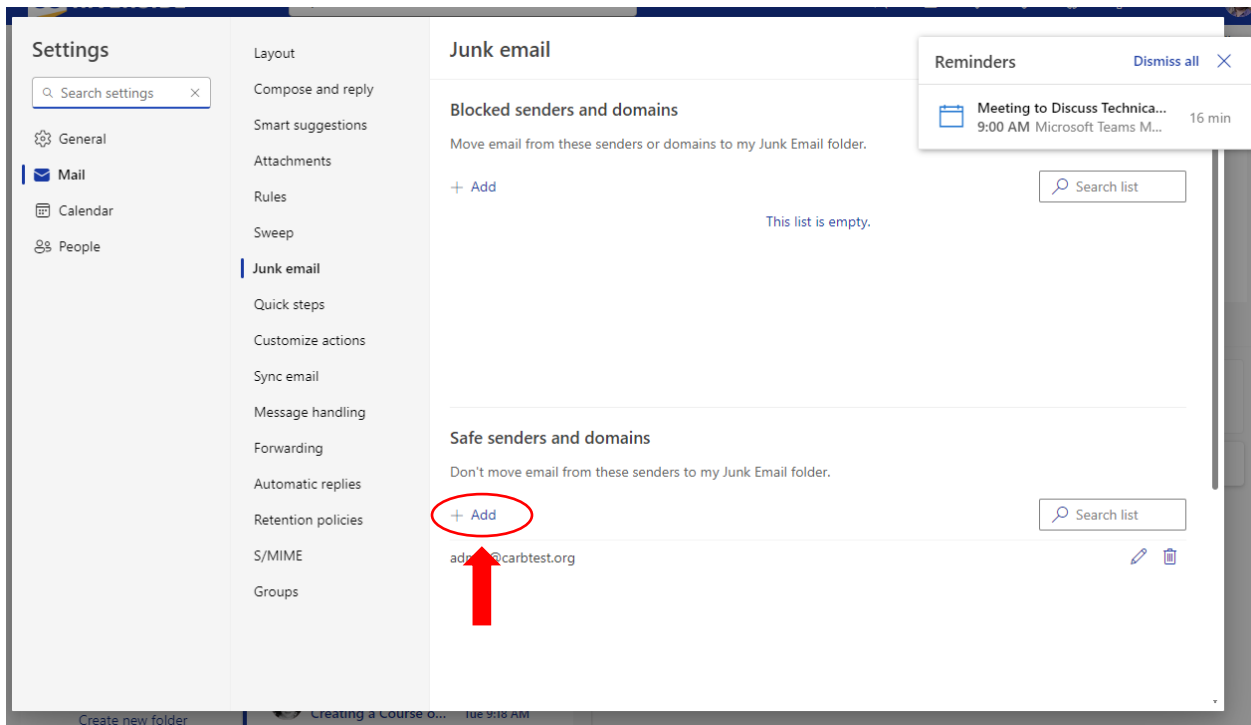
Figure 48. The "Add" button.

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

Safe senders and domains

Don't move email from these senders to my Junk Email folder.

+ Add   🔍 Search list

Example: abc123@fourthcoffee.com for sender, fourthcoffee.com for domain.

adm__@carbtest.org   ✏️ 🗑️

Filters

☐ Only trust email from addresses in my Safe senders and domains list and Safe mailing lists

☐ Trust email from my contacts

Reporting

☑ When reporting phishing or junk, always ask me before sending a report.

Save   Discard

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: <u>How to Add to Safe Senders Lists</u>

1. View Home or Default view of Microsoft Outlook Desktop
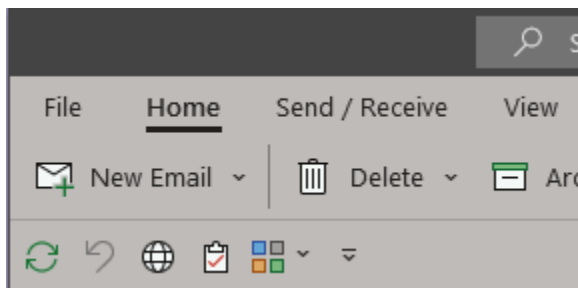
Figure 50. Home tab of Outlook Desktop.
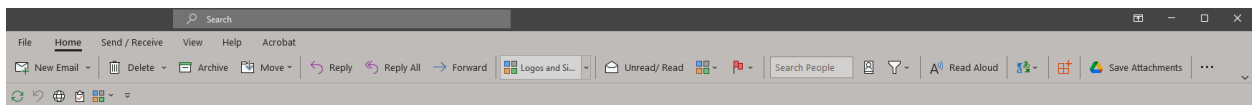
Figure 51. The full taskbar view.

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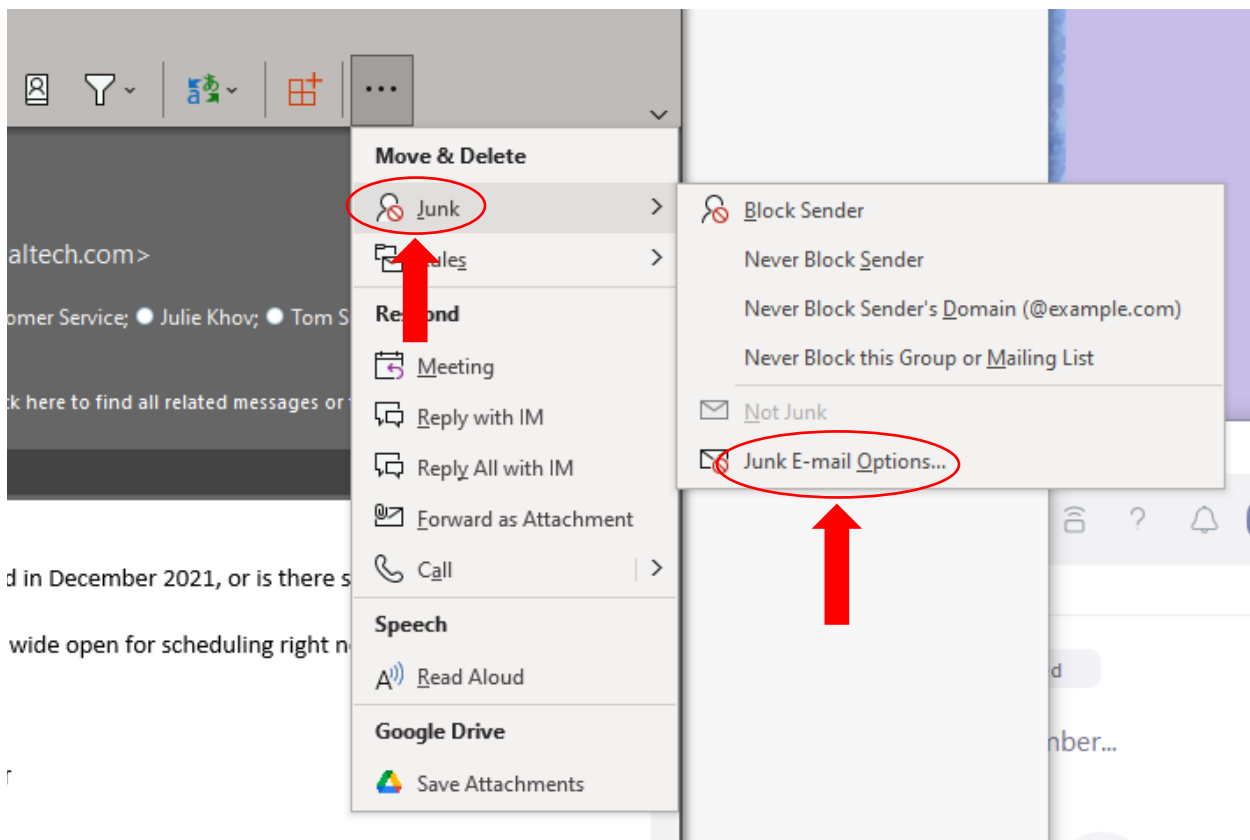
Figure 53. Microsoft Outlook Desktop Home view and the taskbar with the "…" dropdown menu.

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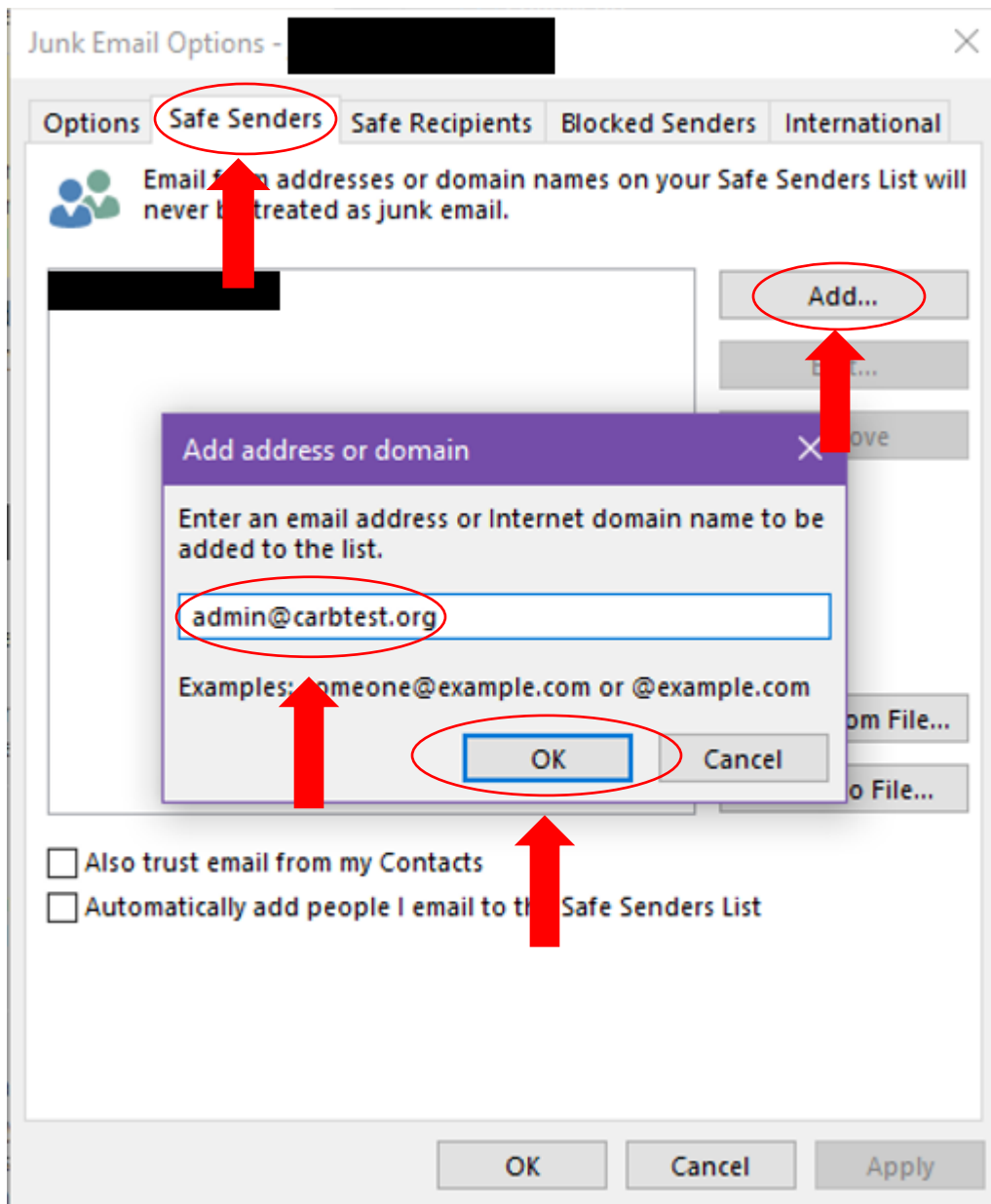
Figure 54. The "Junk Email Options" window and the "Safe Senders" tab.

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".
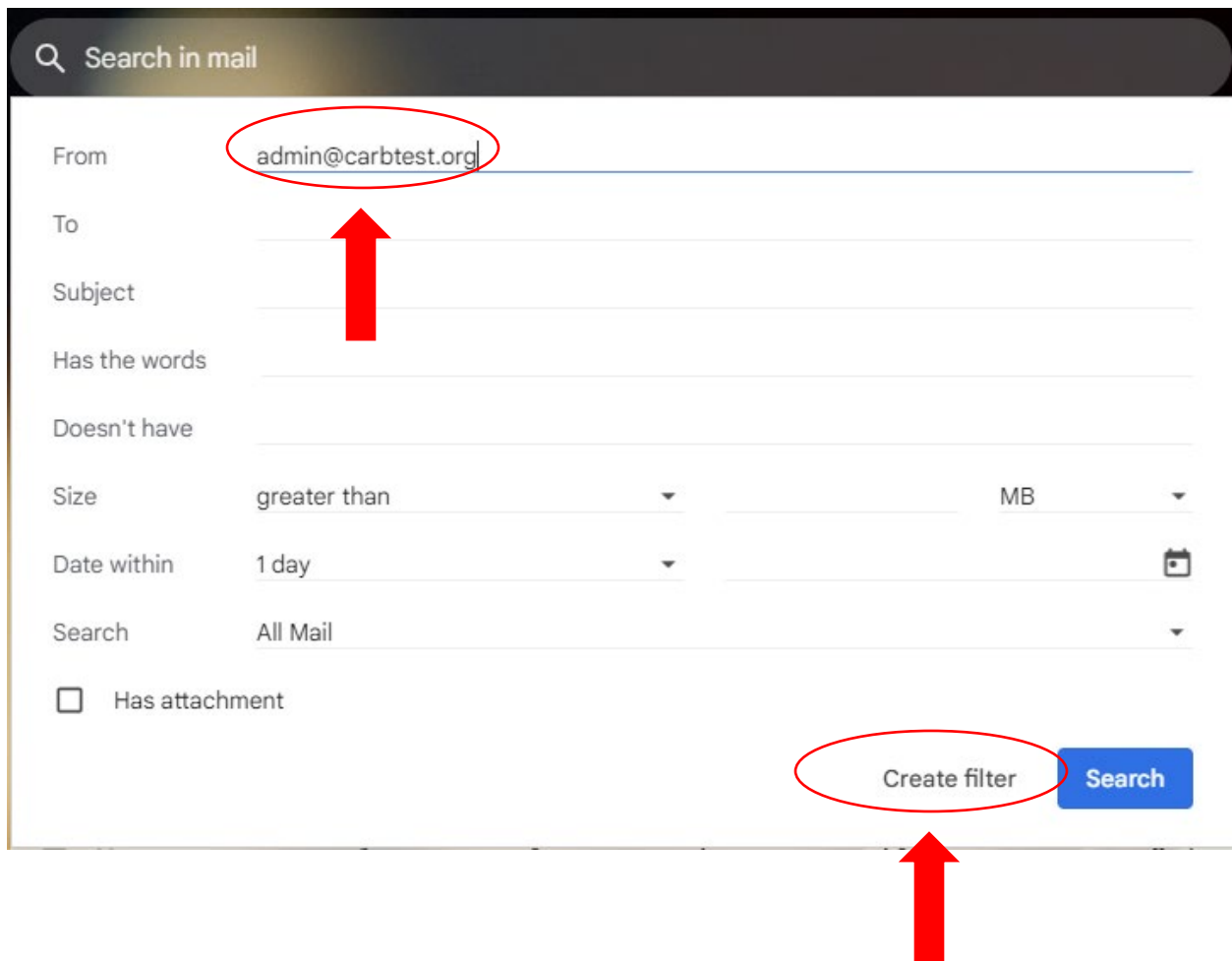
3. Click the check box "Never send it to Spam" Once marked click "Create filter".
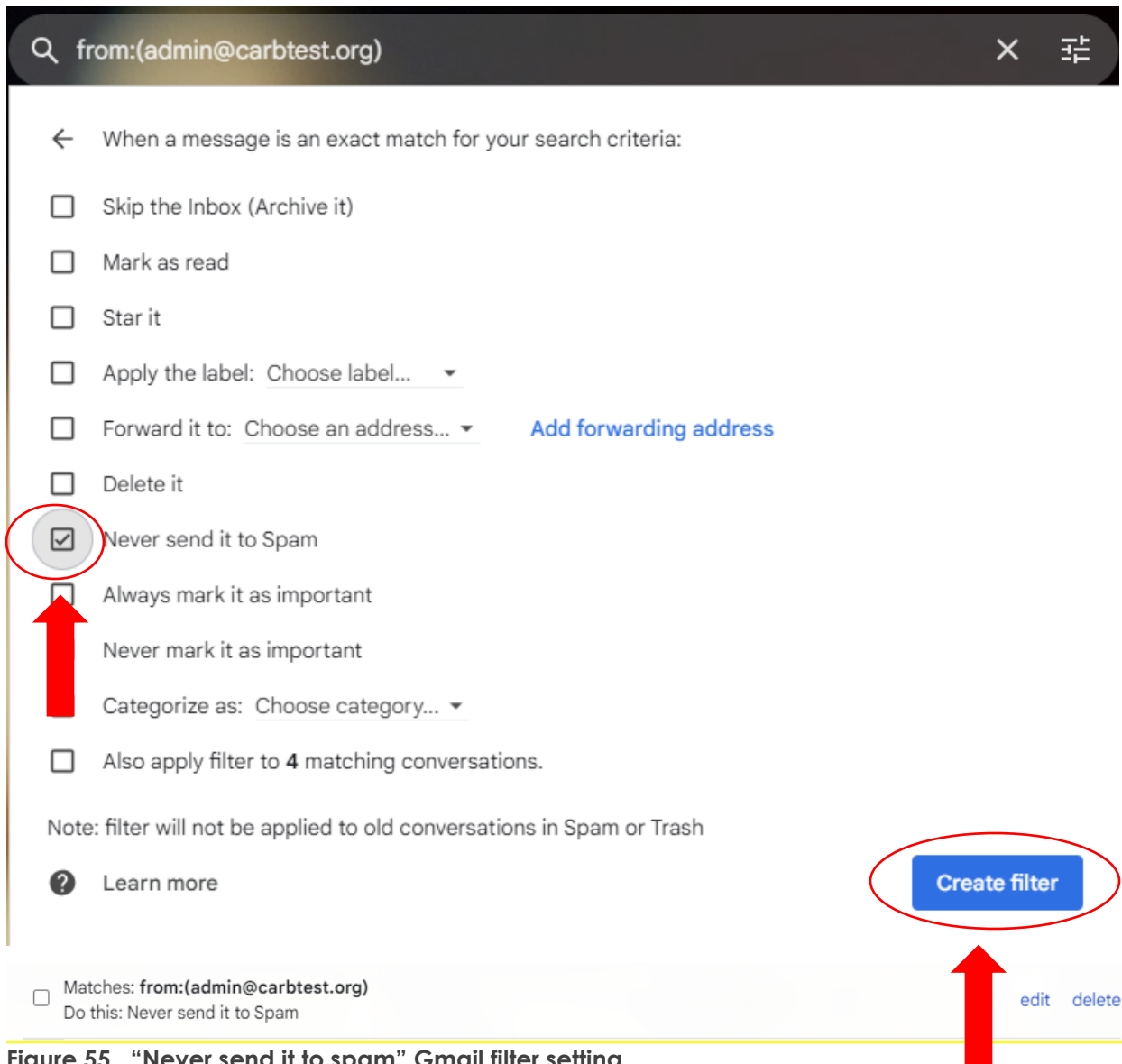
Figure 55. "Never send it to spam" Gmail filter setting.

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
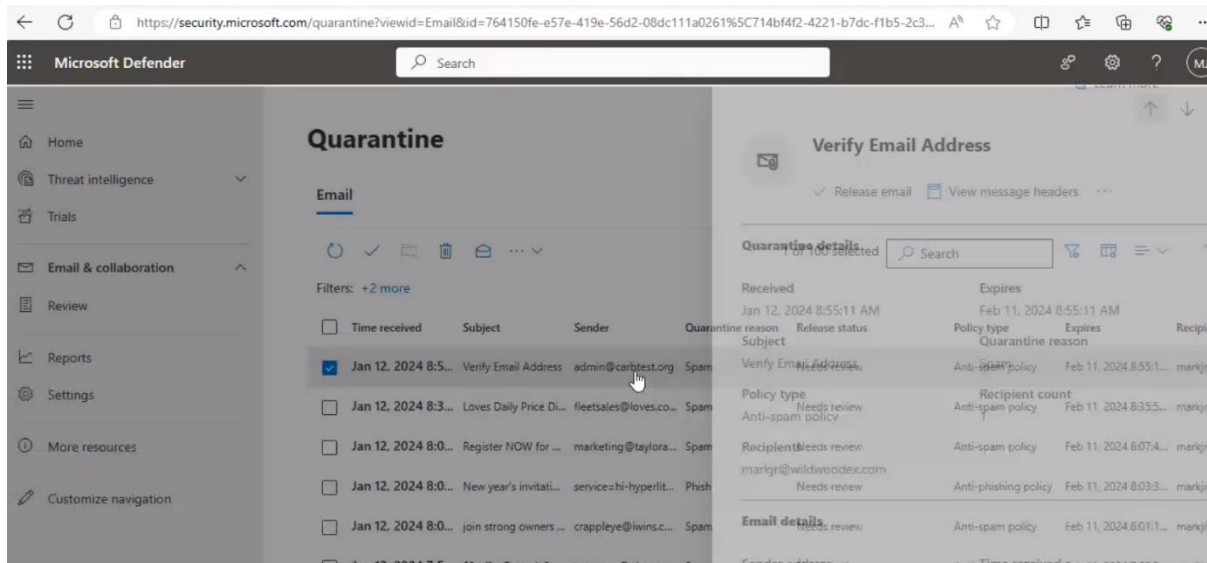
Figure 56. Microsoft Defender Quarantine page.

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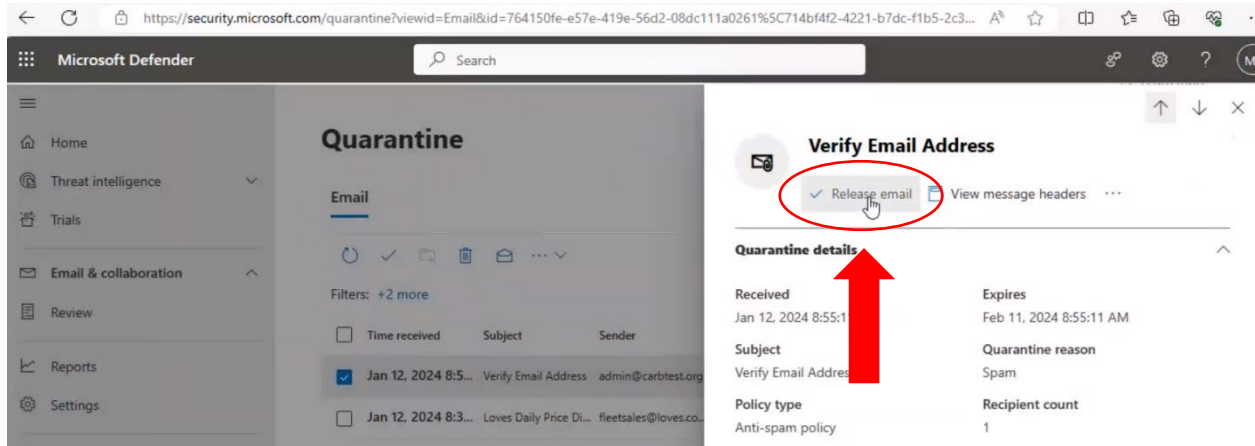
Figure 57. "Release email" button in Microsoft Defender.

Figure List