

Frequently Asked Questions (FAQs) for Businesses

Q: I have forgotten my password or username, how do I reset it?

A: You can reset your password or find your username by following the links provided on the Login page, as shown below:

Log In

Please enter your user name and password. If you don't have an account, you can register [as a business](#) or [as a provider](#).

* indicates a required field.

Account Information

Username *

If you've forgotten your username [click here to retrieve it.](#) **Click here and enter the email address you used when registering your profile**

Password *

If you've forgotten your password or your account has been locked out [click here to reset your password.](#)

Keep me signed on? **Click here and enter the username you created when registering your profile**

LOG ON

Once you have followed the instructions an email will be sent to the email address you set when creating your profile. Note your email account may treat the email as SPAM or JUNK so please check these folders if you still have not received an email after a few minutes.

Q: How do I book training?

A: Click on the “Marketplace” to search a large number of services designed to help business owners grow their businesses. The Marketplace has a number of filters to help you find the right service. They are:

The screenshot shows the 'Search Marketplace' page. At the top left is a 'HOME' button. The main search area includes a 'Service/Training Provider' field with the placeholder 'Type and select provider'. Below this is a note: 'This search is based on actual provider names and selecting one will restrict the search to that provider. For general searches use the free text box below.' To the right is an 'Event Reference' field containing 'TEST123', which is circled in red. Below the provider field is a 'Service Categories' dropdown menu that is open, listing various categories such as 'Business Planning', 'Business Sustainability', 'Business Systems', 'Capital Raising', 'Export', 'Finance', 'Governance', 'Lean Manufacturing/Business Operations', 'Managing Resources', and 'Marketing'. To the right of the categories is a 'Regions' dropdown menu set to '(any region)'. At the bottom right is a 'Search' button. A small note at the bottom of the search area says: 'to search for exact matches. Words of 3 characters or less will be removed quotes.'

Service Categories - a service has one or more service categories assigned to them: **Business Planning, Business Systems, Business Sustainability, Capital Raising, Export, Finance, Governance, Lean Manufacturing/ Business Operations, Managing Resources, and Marketing.**

Event Reference – the service provider will assign each event an “event reference” which will take you directly to their service, in the example above entering “TEST123” and clicking Search will take you directly to the service

Service / Training Provider – enter the first three letters of the provider and the provider name should show on a list that you can select from.

Regions – selecting a region will restrict the services that are available in those regions.

The screenshot shows the 'Search Marketplace' interface. A red circle highlights the 'Service/Training Provider' dropdown menu, which is currently open and displaying a list of regions: (any region), Auckland, Bay of Plenty, Canterbury, East Coast, Hawke's Bay, Manawatu Wanganui, Marlborough Nelson Tasman, Northland, Otago, Southland, Taranaki, Waikato, Wellington, and West Coast. The word 'Regions' is written in red next to the list. Other elements visible include the 'Event Reference' search box, 'Service Categories' dropdown, a main search input field with placeholder text 'search for keywords, service names, locations, instructors', and a 'Sort Order' dropdown set to 'Relevance'.

Search for keywords – You can perform a keyword search, by entering the applicable Service Provider company name or contact name, the Service Title or a unique event reference number (if known) in the search field box at the top to speed up your search. Please note all results which include these keywords will be displayed.

The screenshot shows the 'Search Marketplace' interface. A red circle highlights the main search input field, which contains the placeholder text: "Use quotes to look for the specific text". Other elements visible include the 'Service/Training Provider' dropdown, 'Event Reference' search box, 'Service Categories' dropdown, 'Regions' dropdown, and a 'Search' button.

Your search result may return multiple providers and or services. The first four services for each provider will show, with each provider shown in sequence. Services will display feedback ratings if they have been provided. To make a booking select either the service name or click the search summary:

NEW ZEALAND

2 services matching your search from this provider (view all matches)

Shows the rating for the service

Average Rating ★★★★★

BUSINESS

Select the service to go directly to book your event

Change Description/Add Category/Change Region. add new category - Managing Resources. 14 Regions selected. Round 3...

No feedback.

BUSINESS GOVERNANCE

This Programme workshop is for owners of growing commercial enterprises, and for professionals who offer business advice to businesses, as often as the scale of operations increase, the necessary governance procedures do not grow at the s...

Q: How do I make a Booking?

A: It is likely that you will need to arrange for the provider to create an event for you (one on one training) and you will see the provider contact details under the service:

HOME NEW ZEALAND
MARKETPLACE BUSINESS GOVERNANCE

Categories: Governance

Service available in: Auckland, Waikato, Taranaki, Wellington, Canterbury, Otago, Southland, Northland, West Coast, Bay of Plenty, East Coast, Hawke's Bay, Manawatu Wanganui, Marlborough Nelson Tasman

Description
This Programme workshop is for owners of growing commercial enterprises, and for professionals who offer business advice to businesses, as often as the scale of operations increase, the necessary governance procedures do not grow at the same rate. The following topics will be covered: [more](#)

Contact: Programme Team ddfadaf
Email: yahoo.com
Phone: 0800
Website: <http://www.programmes.co.nz>

No reviews for this service.

The message below means that an event has not been setup for you to book on. Please contact the provider to arrange a booking

To make a booking please contact Programme Team ddfadaf on 0800 or yahoo.com to discuss your training needs.

Once an event is available you will be able to make a booking, the event will have a unique reference code to help your search. Click on the "Make a booking" button to start the process:

HOME NEW ZEALAND
MARKETPLACE BUSINESS GOVERNANCE

Categories: Governance

Service available in: Auckland, Waikato, Taranaki, Wellington, Canterbury, Otago, Southland, Northland, West Coast, Bay of Plenty, East Coast, Hawke's Bay, Manawatu Wanganui, Marlborough Nelson Tasman

Description
This Programme workshop is for owners of growing commercial enterprises, and for professionals who offer business advice to businesses, as often as the scale of operations increase, the necessary governance procedures do not grow at the same rate. The following topics will be covered: [more](#)

Contact: Programme Team ddfadaf
Email: yahoo.com
Phone: 0800
Website: <http://www.programmes.co.nz>

No reviews for this service.

Type	Price (excl. GST)	Per Person	Reference	Location	Instructor	Starts	Ends	Additional Details
One on One	\$435.00	<input type="checkbox"/>	testreskin	ddfadafdf	dfasdfadst	Tuesday, 9 December 2014	Wednesday, 11 February 2015	Details

MAKE BOOKING

Select the voucher you want to use and click "Continue":

Marketplace > Events

Select a Voucher

Voucher Code	Valid From	Make Booking Before	Value	Subsidy (%)	Comments
WKO1751	Sunday, 2 November 2014	Tuesday, 2 December 2014	\$250.00	50%	Book using this voucher

CONTINUE CANCEL

Complete the booking by providing an email address and the FULL names of all attendees. Each name needs to be separated by a line break (return) or a comma. Continue through the remaining screens

The screenshot shows a booking form with the following fields and values:

- Legal Business Name: NZ (2005) Ltd
- Contact Name: (empty)
- Contact Email Address *: (empty, circled in red)
- Voucher Code: WKO1751
- Attendees (enter attendee names separated by a line break or a comma): (empty, circled in red)

At the bottom of the form are two buttons: 'NEXT' (green) and 'CANCEL' (red).

Q: What if I am unable to see an event to book on?

A: If no event is listed you will need to contact the Service Provider (from the details in the Marketplace) directly to discuss your needs. They will be able to create an event for you and provide a unique reference code to assist your search in the Marketplace.

Q: Can other people from my business access the system?

A: If you would like to set up additional users under your profile, log in and click the USERS tab. You have the option to edit your own profile here or create additional users. Remember to tick the administrator box if you would like the new user to have full functionality within the system.

Helpdesk:

[P] 0800 287 467

[E] info@regionalbusinesspartners.co.nz