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| Original Content | Rinsed Content |
| Div 1Knowledge BaseWe are here and ready to help Instantly find the answer to more than 500 questions. If that doesn’t help, Create a Ticket or start a Live Chat and we will be glad to help. | Div 1Knowledge Base We're here and prepared to assist  Get answers to all your questions is not create authenticate and we should revert |
| |  |  |  |  | | --- | --- | --- | --- | | **Basic Overview** Lead the basics of PnaPnaTech.  Learn the Basics | **Projects** Get Started with Your First Project.  How to add a project? | **Projects** Creating a Lead.  How to create a lead effectively? | **Projects** Crafting an Effective Proposal. How to create a compelling proposal? | | **Invoice** Creating an Invoice Made Simple.  How to create an invoice efficiently? | **Estimates** Estimating a Project Effectively.  How to estimate a project effectively? | **Payment** Making a Payment: A Step-by-Step Guide.  How to make a payment efficiently and securely? | **HR** Adding an Employee to Your Team.  How to add an employee? |  Div 2 | |  |  |  |  | | --- | --- | --- | --- | | Basic Overview Lead the basics of PnaPnaTech.  Learn the Basics | Projects Get Started with Your First Project.  How to add a project? | Lead Creating a Lead.  How to create a lead effectively? | Invoice Creating an Invoice Made Simple. How to create an invoice efficiently? | |  |  |  |  |   Div 2 |
| Div 3How can we help you today?Our Knowledge Base contains the answers to more than 500 previously asked questions. | Div 3How can we assist you right now? We have more solutions to frequently asked topics in our Knowledge Base |
| |  |  |  | | --- | --- | --- | | **Projects** [Add New Project Status](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [New Project](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Project Discussion](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Timesheets](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Manually linking invoices to Project](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Pin Projects](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Projects Activity](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Finance Overview](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Disallow project members to see all project tasks](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | **Tasks** [Create New Task](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Add New Task Status](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Disallow project members to see all project tasks](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Copy Task](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Linking tasks to features](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Recurring Tasks](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Add task assignees](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Task Timesheets](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Bill Tasks](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | **Modules** [Introduction to PnaPnaTech CRM modules](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Module Basics](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Module File Headers](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Create Menu Items](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Common Module Functions](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Module Security](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Module as Payment Gateway](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Working With Forms](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Preparing Module Upgrade](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Module Language](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | | **Customers** [Sending proposal to customer or lead](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [New Customer Contact](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [New Customer](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Send contact set password link](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Customer Reminder](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Customer Overview](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Customer admins](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Customers Registration](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Reports](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | **Proposals** [Create proposal](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Proposals Templates](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Proposal expiration reminders](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Sending proposal to customer or lead](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Converting proposal to estimate/invoice](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | **Invoices** [Merging Invoices](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Invoice Overdue Notices](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Record Invoice Payment](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Send Invoice to Email](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Recurring Invoice](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Create Invoice](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | | **Estimates** [Link Estimate To Project](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Send Estimate to Email](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Converting Estimate To Invoice](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Create Estimate](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Converting proposal to estimate/invoice](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | **General/Setup** [Tracking Sent Emails](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Add Items/Products](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Currencies](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Subscriptions](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Tax Rates](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Payment Modes](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Add currencies in total to the words feature](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | **Support Tickets** [Email Piping / Auto Importing Tickets](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Setup Ticket Form](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Departments](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Ticket Services](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Auto Close Tickets](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Ticket Email Templates](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Allowed file extensions](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | | **Expenses** [Record Expense](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Expense Reports](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Billable Expense](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Creating Recurring Expense](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Converting Billable Expenses to Invoice](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | **Contracts** [Contracts Templates](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [New Contract](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Contract Expiry Notification](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Renewing Contract](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | **Knowledge Base** [New Knowledge Base Article](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [Disabling Knowledge Base](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php)  [New Knowledge Base Group](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech.com/knowledge_base.php) | | |  |  |  | | --- | --- | --- | | Home [Assignment](http://localhost:3000/knowledge_base.php) [Calender](http://localhost:3000/knowledge_base.php) [Invoices Awaiting Payment](http://localhost:3000/knowledge_base.php) [Projects In Progress](http://localhost:3000/knowledge_base.php) [New Lead](http://localhost:3000/knowledge_base.php) [Tasks Not Finished](http://localhost:3000/knowledge_base.php) [Invoice Overview](http://localhost:3000/knowledge_base.php) [Estimate Overview](http://localhost:3000/knowledge_base.php) [My To Do Items](http://localhost:3000/knowledge_base.php) [Proposal Overview](http://localhost:3000/knowledge_base.php) [Leads Overview](http://localhost:3000/knowledge_base.php) [Statistics by Project Status](http://localhost:3000/knowledge_base.php) [My Task](http://localhost:3000/knowledge_base.php) [My Project](http://localhost:3000/knowledge_base.php) [My Reminders](http://localhost:3000/knowledge_base.php) [My Tickets](http://localhost:3000/knowledge_base.php) [Announcements](http://localhost:3000/knowledge_base.php) [Latest Activity](http://localhost:3000/knowledge_base.php) [Payment Records](http://localhost:3000/knowledge_base.php) [Contracts Expiring Soon](http://localhost:3000/knowledge_base.php) [Employee Tickets Report](http://localhost:3000/knowledge_base.php) [Latest Project Activity](http://localhost:3000/knowledge_base.php) | Projects [How to create an Add Project?](http://localhost:3000/knowledge_base.php)  [How to create Lead?](http://localhost:3000/knowledge_base.php)  [How to create Client?](http://localhost:3000/knowledge_base.php)  [How to create Estimates/Proposal?](http://localhost:3000/knowledge_base.php)  [How to create Quick Flow?](http://localhost:3000/knowledge_base.php)  [How to create Inspection?](http://localhost:3000/knowledge_base.php)  [How to create Service Ticket?](http://localhost:3000/knowledge_base.php)  [How to create Note?](http://localhost:3000/knowledge_base.php)  [How to create Punch List?](http://localhost:3000/knowledge_base.php)  [How to create an Employee?](http://localhost:3000/knowledge_base.php)  [How to create Time Card?](http://localhost:3000/knowledge_base.php)  [Display Incident](http://localhost:3000/knowledge_base.php)  [How to create Sub Contractor?](http://localhost:3000/knowledge_base.php) | HR [Dashboard](http://localhost:3000/knowledge_base.php)  [How to create Staff?](http://localhost:3000/knowledge_base.php)  [Change or Add an Employee's Insurance](http://localhost:3000/knowledge_base.php)  [How to create](http://localhost:3000/knowledge_base.php)  [Contract?](http://localhost:3000/knowledge_base.php)  [Manage day off Shift](http://localhost:3000/knowledge_base.php)  [Salary schedule](http://localhost:3000/knowledge_base.php)  [Setting](http://localhost:3000/knowledge_base.php) | | More [Activity Log](http://localhost:3000/knowledge_base.php)  [Daily Log](http://localhost:3000/knowledge_base.php)  [How to Create Vehicle Log?](http://localhost:3000/knowledge_base.php)  [How to Create Goal?](http://localhost:3000/knowledge_base.php) | Documents [What is the process for making a storage drive?](http://localhost:3000/knowledge_base.php)  [How is DOC Maker used?](http://localhost:3000/knowledge_base.php)  [How to create Template?](http://localhost:3000/knowledge_base.php)  [How to create 2D Map Design?](http://localhost:3000/knowledge_base.php) | Marketing   [Directory](http://localhost:3000/knowledge_base.php)  [How to create Contract?](http://localhost:3000/knowledge_base.php)  [How to Credit Note?](http://localhost:3000/knowledge_base.php)  [Support](http://localhost:3000/knowledge_base.php)  [Business Website](http://localhost:3000/knowledge_base.php) | | Interact [How to Chat?](http://localhost:3000/knowledge_base.php)  [How to Email?](http://localhost:3000/knowledge_base.php)  [How to get Helpdesk?](http://localhost:3000/knowledge_base.php) | Servicing   [New Order](http://localhost:3000/knowledge_base.php)  [Callback](http://localhost:3000/knowledge_base.php) | Financial   [How to create an Expense?](http://localhost:3000/knowledge_base.php)  [How to create an Invoice?](http://localhost:3000/knowledge_base.php)  [Payment](http://localhost:3000/knowledge_base.php) | |  |  |  | |