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| Original Content | Rinsed Content |
|  Div 1 Knowledge BaseWe are here and ready to helpInstantly 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 1 Knowledge BaseWe're here and prepared to assist Get answers to all your questions is not create authenticate and we should revert |
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| **Basic Overview**Lead the basics ofPnaPnaTech.Learn the Basics | **Projects**Get Started with Your First Project.How to add a project? | **Projects**Creating aLead.How to create a lead effectively? | **Projects**Crafting an EffectiveProposal.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  |

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| Basic OverviewLead the basics ofPnaPnaTech.Learn the Basics | ProjectsGet Started with Your First Project.How to create a project? | LeadCreating aLead.How to create a lead effectively? | InvoiceCreating an Invoice Made Simple.How to create an invoice efficiently? |
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Div 2  |
| Div 3 How can we help you today?Our Knowledge Base contains the answers to more than 500 previously asked questions. | Div 3 How can we assist you right now?We have more solutions to frequently asked topics in our Knowledge Base |
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| **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) |

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| Home[How to check an order assignment for today?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to use the Calendar?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check quick statistics for Invoices, Latest Leads, Running Projects, and Tasks that are not finished?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check an overview for Invoices, Estimates, and Proposals?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check the latest To Do Items?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check an overview of Leads?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check project statistics by project status?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check the latest Tasks?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check the latest Projects?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check the latest Reminders?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check the latest Tickets??](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check the latest Announcements?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check the latest Activities?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check quick Payment Records?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check contracts that are expiring soon?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check employee ticket reports?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) | Projects[How to create a Project?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to create a Lead?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create a Client?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create an](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [Estimates/Proposal?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create a Quick Flow?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create an Inspection?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create a Service Ticket?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to create a Note?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create a Punch List?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create an Employee?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create Time Cards?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check Incidents?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to create a Sub Contractor?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) | HR[How to use HR Dashboard?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to create a Staff?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to change or add an Employee's Insurance?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create a Contract?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to manage a Day-Off Shift?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to use the Salary Schedule?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to use HR Settings?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) |
| More[How to get Activity Logs?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to get Daily Logs?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to Create a Vehicle Log?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to Create a Goal?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) | Documents[How to use Storage Drive?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to use DOC Maker?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to create a Template?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create a 2D Map Design?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) | Marketing[How to use Directory?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create a Contract?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to create a Credit Note?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to use a Support System?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) [How to use a Business Website?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) |
| Interact[How to do an inquiry through a Chat?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to do an inquiry through an Email?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to do an inquiry through a Helpdesk?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) | Servicing[How to create and manage a New Order?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to create and manage a Callback?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) | Financial[How to create an Expense?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to create an Invoice?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php)[How to check Payments?](https://sanjana.hubetc.com/bootstrap/kb.pnapnatech-Ver_03.com/knowledge_base.php) |
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