SketchExpress
Customer FAQ

HOW DO I REGISTER?

Select register, fill in the form and click register. You will receive a confirmation email with a link to activate your account. All information is stored on our secure server and will not be used for other purposes than for Sketch-Express.

WHERE AND HOW DO I LOG IN?

To log in click on the Login button on this page and fill in your email address and password. For more information see FAQ: 'How do I register?'

I HAVE LOST MY PASSWORD, CAN I GET A NEW PASSWORD?

If you forgot your password go to the Login page and click 'Forgot password?'. Fill in your email address, click send and you will receive an email with a link to reset your password. Just follow the instructions given.

HOW CAN I MAKE A PAYMENT?

There are three possibilities:
1. Paying via Paypal for single drawings and non-returning customers. Before you can download your drawing the full amount must be paid into our paypal account. For instruction go to: https://www.paypal.com/uk/
2. Bank transfer for single drawings and non-returning customers. Before you can download your CAD drawing the full amount must be paid.
3. Project related drawing works will be invoiced (payable within 30 days).

WHAT IS PAYPAL?

SketchExpress uses Paypal for payments. The payment must be completed before you can download your drawing in CAD-format.
Visit **https://www.paypal.com/uk/** for more information about Paypal.

WHERE AN HOW CAN I UPLOAD MY DRAWING(S)?

The next step after registration is defining your project and uploading of drawings. First you define the project name, project reference and scope (see manual for detailed information). Then you add (scanned and marked-up) drawings to your project. The drawings should have a title and drawing number. Revision numbers are added by the program if necessary.
A project can contain one or more drawings, but a drawing or set of drawings is ALWAYS part of a project. The format of a drawing should be .tiff, .jpeg. or .pdf of reasonable scan quality. Note that it is not possible to attach note to and scale a .pdf(see notes).

WHAT ARE NOTES FOR?

Communication with draftsmen goes via notes. Notes are attached to the drawing by double clicking on the canvas at the point where the note(s) should be placed. A marker will appear and the name of the note and explanatory text are added. The note is visible to the customer, draftsman and administrator. Notes are visible in three places:
- the email box of both customer and draftsman (updates)
- the dashboard in the log-in environment of SketchExpress
- on the canvas of the drawing to which the notes were connected

Notes are either open or closed. Notes (open and closed) are always visible on the canvas and in your email box until you delete them. Closed notes will be removed from your dashboard. This latter happens when individual notes are marked complete by the draftsman or when the whole drawing is completed by the draftsman.

WHERE CAN I FIND THE SKETCHEXPRESS HELPDESK?

We have tried to put all information in the customer manual and on this FAQ-page. If this does not answer your question, please send an email to **sketch@royalroos.com**. We will try to answer within 24 hours.

CAN I RECEIVE A QUOTATION FOR MORE DRAWINGS AND/OR A COMPLETE PROJECT?

Yes, for multiple drawings or complete projects you can request a quotation first. Please send your request with the scope of work and expected delivery time to sketch@royalroos.com.

HOW DOES THE REVISION PROCESS WORK?

When all the notes added by the customer are processed the draftsman will create a revision of the drawing. This revision will be uploaded for review by the customer. If necessary more notes for the draftsman can be added and the process starts again.

HOW DOES COMMUNICATION BETWEEN CUSTOMER AND DRAFTSMAN WORK?

If a draftsman accepts the project (and the drawing(s) within the project) that are submitted to the vault, the content is moved from the vault to the project environment of the draftsman. The customer will receive a notification email and is connected to the draftsman. Communication goes via notes. Attached notes to the drawing by double clicking on the canvas at the point where the note should be placed. A marker will appear and the name of the note and explanatory text are added. The note is visible to the customer, draftsman and administrator (for more info see notes).

WHAT IS THE VAULT?

The vault is where all projects are temporarily stored until they are accepted / assigned to a draftsman.

WHAT IS THE CANVAS?

The canvas is where notes are added and the drawings can be checked by customer, administrator and draftsman.

WHAT IS THE ROLE OF THE ADMINISTRATOR?

The administrator of SketchExpress is an experienced draftsman or engineer. He/she will do an internal quality check of all drawings before releasing them to the customer for download.

CAN I RECEIVE GENERAL DRAWING RATES?

Yes, please send an email to sketch@royalroos.com and mention that you wish to receive an overview of rates. If you wish to receive a quotation for a specific drawing and/or project also mention the scope of work, expected delivery time and type of drawing works. For returning customers and bulk drawing works we can make special quotations.

I HAVE ANOTHER QUESTION THAT IS NOT IN THIS LIST OF FREQUENTLY ASKED QUESTIONS.

Please send your question to **sketch@royalroos.com**. We will try to answer it within 24 hours.

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