



## ***Esitrain website improvements – You may need to ‘REFRESH’ your browser***

Improvements have been made to the Esitrain website to provide customers with extra transparency on the training nomination process.

Additional information screens have been added to the ‘Cart’ which details the ‘Training Request Processing time’ for the different payment options:

Pay by Credit Card <span>×</span>	Pay by Invoice <span>×</span>
<p>Your payment will be processed immediately and your training will be confirmed within 3 business days.</p> <p><a href="#">BACK</a> <a href="#">CONTINUE</a></p>	<p>Your invoice will be sent to you within 10 business days. Your training will be confirmed within 3 business days from receipt of your payment.</p> <p><a href="#">BACK</a> <a href="#">CONTINUE</a></p>

A ‘Progress Indicator’ icon has also been added to inform customers that they are in the process of being transferred to the ‘Commbank BPOINT Credit Card payment page’



If you are having any issues with navigating through the features on the Esitrain Website, please press the ‘REFRESH’ button on your Web browser several times and try the step again.



[Refresh Button Icon](#)

If the problem persists, please ‘Clear the Cache’ on your computer. Instruction on how to ‘Clear the Cache’ on your computer can be found via a Google search.

## COVID impacts to Esitrain Training

Esitrain is continuing to deliver 'Face to Face' training in line with the directions provided by the Queensland Government.

Esitrain has been experiencing some minor processing delays due to some of its staff, and business support staff, having to work remotely.

Please use the Credit Card payment option, for all your Online training requests, to help ensure that you receive access to your requested training in shortest amount of time.

## Esitrain Contacts

For all training enquiries:

- Esitrain webpage: [www.esitrain.com.au](http://www.esitrain.com.au)
- Bookings: [bookings@esitrain.com.au](mailto:bookings@esitrain.com.au)
- Contact Number: 1800 262 353
- Esitrain Business Manager: [Stewartmacdonald@esitrain.com.au](mailto:Stewartmacdonald@esitrain.com.au)