

HST TRAINER

User Manual

Version: 1.0

Date: July 31, 2026

Language: English

Introduction

Welcome to the **HST Trainer User Manual**.

This document is intended for registered users who wish to become familiar with and use all the features provided by the platform.

HST Trainer is a platform dedicated to Morse code (CW) reception training, designed to support every amateur radio operator throughout their learning journey, from beginner to experienced operator.

Through customizable exercises, detailed statistics, and performance analysis tools, HST Trainer allows users to monitor their progress over time and continuously improve both speed and accuracy.

This Manual describes how the platform operates and provides practical guidance for the everyday use of its main features.

The features described refer to the current version of HST Trainer and may be updated in future releases of the platform.

Contents

1. Platform Access
 2. Dashboard
 3. HST Trainer
 - 3.1 Exercise Configuration
 - 3.2 Starting an Exercise
 - 3.3 Available Controls
 - 3.4 Results Analysis
 4. Exercise History
 5. Statistics
 - 5.1 Personal Statistics
 - 5.2 Group Statistics
 6. User Profile
 7. Tips for Effective Training
 8. Frequently Asked Questions (FAQ)
 9. Support and Contacts
-

1. Platform Access

Access to **HST Trainer** is provided through personal authentication.

To access the platform, you must enter the e-mail address associated with your account and your password.

After authentication, HST Trainer automatically verifies the role assigned to the user and displays the Dashboard corresponding to the available permissions.

Each user can access only the functions available for their assigned role.

Password Recovery

If you forget your password, you can use the "**Forgot Password**" function available on the login page.

By following the guided procedure, an e-mail containing instructions to create a new password will be sent to the address associated with your account.

For security reasons, the password reset link remains valid only for a limited period of time.

E-mail Address Recovery

If you do not remember the e-mail address used during registration, a dedicated recovery procedure is available.

After providing the required information, HST Trainer will identify your account and guide you through the recovery of your login credentials.

Login Security

To help protect your account, it is recommended that you:

- use a personal password that is sufficiently strong;
- never share your login credentials with anyone;
- always log out at the end of each session, especially when using a shared device.

Access to the platform is recorded exclusively for security and system administration purposes.

Nota sulla terminologia

Ho fatto una piccola scelta terminologica che manterrò in **tutta** la documentazione inglese:

- **Platform Access** (non *Access to the Platform*) → è il titolo normalmente usato nei manuali software.
- **Dashboard** → non si traduce.
- **User Profile** → standard.
- **Exercise History** → più naturale di *History of Exercises*.

- **Group Manager** → traduzione di *Responsabile del gruppo* (la useremo nel prossimo capitolo).
 - **Administrator** → standard.
 - **Exercise** → per indicare la singola prova.
 - **Training** → per indicare l'attività complessiva di allenamento.
-

2. Dashboard

The **Dashboard** is the main page of **HST Trainer**.

After signing in, each user is automatically directed to the Dashboard corresponding to their assigned role.

From this page, users can quickly access all available features without performing any additional steps.

The information displayed and the available functions may vary depending on the user's assigned role.

User Dashboard

The **User Dashboard** is designed to provide quick and convenient access to the features most frequently used during training activities.

The following sections are generally available:

- **HST Trainer**, to perform Morse code (CW) reception exercises;
- **Exercise History**, to review previously completed training sessions;
- **Personal Statistics**, to monitor individual progress;
- **Group Statistics**, to compare the overall progress of the user's group;
- **User Profile**, to view account information and manage available settings.

Each section can be accessed directly through the buttons displayed on the Dashboard.

Group Manager Dashboard

In addition to the features available to Users, the **Group Manager** has access to tools for managing their own training group.

The main available functions include:

- approving new user registrations;
- managing the permitted information of users belonging to the group;
- configuring training activities;
- reviewing the group's exercise history and statistics;
- monitoring the training activity of group members.

The Group Manager operates exclusively within their assigned group and cannot access information belonging to other groups.

Administrator Dashboard

The **Administrator Dashboard** provides all the functions required to manage the platform.

The main available sections include:

- user management;
- group management;
- global statistics;
- management of access logs and system activity logs;
- administrative configuration functions;
- personal profile management.

Administrative functions are available exclusively to authorized users and, where applicable, are protected by **Two-Factor Authentication (2FA)**.

Navigating the Platform

The structure of **HST Trainer** has been designed to make navigation simple and intuitive.

Every page follows a consistent layout, allowing users to quickly locate the available functions.

During normal use, it is always possible to return to the Dashboard to access other sections of the platform without interrupting the current activity.

Access to Features

The availability of functions within the Dashboard depends exclusively on the role assigned to the user.

Unauthorized functions are neither displayed nor accessible.

This approach ensures that every user operates strictly within the scope of their assigned permissions, contributing to the security and proper operation of **HST Trainer**.

3. HST Trainer

HST Trainer is the core component of the platform.

Through this application, users can perform Morse code (CW) reception exercises by customizing numerous parameters to adapt the training session to their experience level and learning objectives.

During each exercise, HST Trainer automatically generates a sequence of characters, which is transmitted in Morse code through the speaker or headphones of the device being used.

The user listens carefully to the transmission and enters the received characters in the designated input area.

At the end of the exercise, HST Trainer automatically compares the transmitted text with the text entered by the user, providing a detailed analysis of the results achieved.

Each exercise is recorded in the user's **Exercise History** and contributes to updating the statistics

available within the platform.

Main Features

HST Trainer allows every exercise to be customized according to the user's training needs.

The main available features include:

- transmission speed configuration;
- selection of the number of characters to be transmitted;
- selection of the character categories to be used;
- configuration of the distribution of letters, numbers, and symbols;
- audio frequency selection;
- volume adjustment;
- audio tone selection;
- repetition of the most recently transmitted exercise;
- automatic analysis of the exercise results.

These features make it possible to create progressive and personalized training programs.

Screen Layout

The main HST Trainer screen is organized into functional areas, each dedicated to a specific activity.

The interface generally includes:

- the exercise configuration area;
- the main control area;
- the text transmission and input area;
- the results display area.

This organization allows users to configure, perform, and analyze each exercise without leaving the current page.

Exercise Workflow

Using HST Trainer follows a simple and intuitive sequence of operations.

1. Configure the exercise parameters.
2. Start the transmission.
3. Listen to the Morse code.
4. Enter the received text.
5. Compare the transmitted text with the entered text.
6. Review the results.
7. Automatically save the exercise in the Exercise History.

Each exercise represents an independent training session and contributes to updating the user's personal statistics.

Training Customization

One of the most important features of HST Trainer is its ability to adapt exercises to the user's individual skills.

Users can begin with simple exercises and progressively increase the level of difficulty by adjusting the available parameters.

This approach promotes gradual learning and allows both speed and accuracy to improve without introducing excessive complexity during the early stages of training.

3.1 Exercise Configuration

Before starting a training session, **HST Trainer** allows users to customize numerous parameters that determine the characteristics of each exercise.

Exercise configuration makes it possible to adjust the level of difficulty according to the user's skills and to follow a progressive learning path.

The selected settings remain active until they are changed by the user.

Transmission Speed (CPM)

Transmission speed is expressed in **CPM (Characters Per Minute)**, that is, the number of characters transmitted in one minute.

As the selected value increases, the overall transmission speed also increases, making the exercise more challenging.

New users are encouraged to begin with lower speeds and gradually increase the value as their reception skills improve.

Number of Characters

This parameter determines the length of the exercise.

Users can choose the total number of characters that HST Trainer will generate and transmit during the exercise.

Shorter exercises allow users to focus on accuracy, while longer exercises help improve concentration and endurance.

Audio Frequency

The audio frequency determines the pitch of the Morse code tone.

Since every operator may find certain frequencies more comfortable than others, HST Trainer allows users to select the frequency that best matches their listening preferences.

Changing the frequency does not affect either the transmission speed or the difficulty of the exercise.

Volume

The volume control allows users to adjust the audio output level produced by HST Trainer.

For extended training sessions, it is recommended to use a comfortable listening level and to avoid excessively high volume settings.

Audio Tone

HST Trainer provides different audio tone options to match the user's listening preferences or to simulate different operating conditions.

The available options depend on the platform version and may include standard tones, tones inspired by HST competitions, and other specific audio configurations.

Selecting a different audio tone changes only the sound characteristics of the signal and has no effect on either the transmission speed or the exercise content.

Character Distribution

HST Trainer allows users to define the distribution of the different character categories used during exercise generation.

Users can specify the percentage of:

- letters;
- numbers;
- symbols.

The sum of these percentages must always match the total required by the platform.

This feature makes it possible to create targeted exercises, for example by emphasizing letters during the early stages of learning or by gradually increasing the proportion of numbers and symbols.

Character Selection

In addition to percentage distribution, HST Trainer allows users to select exactly which characters will be used during the exercises.

Individual letters, numbers, and symbols can be enabled or disabled according to the user's training plan.

This feature is particularly useful during the early stages of learning or when practicing specific characters.

Exercise Preparation

Once the desired parameters have been configured, HST Trainer is ready to generate a new exercise. The selected settings are automatically applied when creating the character sequence to be transmitted. The user may modify the configuration at any time before starting a new training session.

3.2 Starting an Exercise

After configuring the desired parameters, the user can start a new reception exercise.

By pressing the **"START"** button, **HST Trainer** automatically generates a new character sequence based on the selected settings and begins transmitting the Morse code through the audio system of the device being used.

The generated sequence is created according to all the configured parameters, including:

- the selected transmission speed;
- the requested number of characters;
- the enabled character categories;
- the selected percentage distribution.

During the transmission, the user should listen carefully to the Morse code signal and enter the received characters into the designated input area.

Reception Mode

During the exercise, it is recommended to focus exclusively on listening to the audio signal, avoiding interruptions to correct mistakes that may have already been made.

The primary objective of the training is to develop the ability to recognize Morse code characters automatically by sound, progressively improving both speed and accuracy.

The received characters can be entered into the text input field while the transmission is in progress.

If a character cannot be identified with confidence, the user may enter the **"_"** (underscore) symbol to indicate an unrecognized character.

Marking uncertain characters allows HST Trainer to provide a more accurate evaluation of the user's actual reception skills.

Completing the Exercise

At the end of the transmission, or after completing the transcription, the user can evaluate the exercise by selecting the **"Compare"** command.

HST Trainer automatically analyzes the received sequence by comparing it with the original text generated at the beginning of the exercise.

The system then calculates the main exercise parameters, including:

- total number of transmitted characters;
- number of correctly received characters;
- number of detected errors;
- overall accuracy percentage;
- overall exercise evaluation.

The results are automatically saved in the user's **Exercise History** and contribute to updating the user's personal statistics.

Repeating an Exercise

If some characters were not correctly recognized, the user can use the **"REPEAT"** function to listen to the same sequence again.

Repeating an exercise does not generate a new character sequence. Instead, it retransmits the previously generated sequence, allowing the user to review and better understand the most difficult sections.

This feature is particularly useful during the early stages of learning or when practicing at higher transmission speeds.

3.3 Available Controls

While using **HST Trainer**, several commands are available to manage the execution of exercises and control the different stages of each training session.

The main controls are directly accessible from the HST Trainer screen and allow users to start, stop, repeat, and evaluate an exercise.

START

The **"START"** button begins a new reception exercise.

When this command is selected, HST Trainer:

- generates a new random character sequence;
- automatically applies the settings configured by the user;
- starts transmitting the Morse code through the device's audio system.

Each new start creates an exercise that is independent of the previous one.

The parameters used to generate the exercise are those currently selected in the HST Trainer configuration.

STOP

The **"STOP"** button allows the user to interrupt an ongoing transmission.

Using this command immediately stops the audio transmission and allows the user to modify the exercise settings or start a new exercise.

A transmission interrupted before completion is not considered a valid exercise and is therefore not recorded in the **Exercise History**.

REPEAT

The "**REPEAT**" button plays back the most recently generated character sequence.

This function allows users to listen to the same exercise again without generating a new sequence or changing the previously selected settings.

Repeating an exercise is particularly useful when:

- some characters were not correctly recognized;
 - the selected transmission speed is high;
 - the user wishes to review part of the transmission.
-

COMPARE

The "**COMPARE**" button starts the exercise evaluation process.

After the user has entered the received text, HST Trainer automatically compares the transcription with the original sequence generated at the beginning of the exercise.

The comparison identifies:

- correctly received characters;
- reception errors;
- missing or unrecognized characters;
- the overall accuracy percentage.

The results allow users to analyze their mistakes and identify the areas that require additional practice.

Exercise Management

During a training session, the available commands can be used according to the user's operational needs.

Using the **START**, **STOP**, **REPEAT**, and **COMPARE** functions correctly makes it possible to simulate real listening conditions while providing a detailed analysis of the user's level of proficiency.

The objective of HST Trainer is not only to increase reception speed, but also to develop a stable and reliable ability to recognize Morse code accurately.

3.4 Results Analysis

At the end of each exercise, **HST Trainer** automatically analyzes the completed exercise by comparing

the original transmitted sequence with the text entered by the user.

The analysis evaluates the level of accuracy achieved and provides useful information to help identify the areas that require improvement during future training sessions.

Transcription Comparison

The system analyzes each character in the received sequence and compares it with the corresponding character in the original text generated by HST Trainer.

During the comparison, the following are identified:

- correctly received characters;
- incorrect characters;
- omitted characters;
- characters marked as unrecognized.

This detailed analysis allows the user to evaluate not only the overall result of the exercise but also to identify which characters are the most difficult to recognize.

Exercise Indicators

Several performance indicators are calculated for each completed exercise.

The main indicators include:

- the total number of transmitted characters;
- the number of correctly received characters;
- the number of detected errors;
- the overall accuracy percentage;
- the overall exercise score.

These values provide an immediate overview of the quality of the reception and make it possible to compare results across different training sessions.

Exercise Recording

Once the analysis has been completed, the exercise results are automatically saved in the user's **Exercise History**.

The recorded information includes the main details of the training session:

- date and time of the exercise;
- transmission speed used;
- number of characters in the exercise;
- achieved result;
- accuracy percentage;
- final evaluation.

The continuous recording of completed exercises allows users to monitor the development of their

reception skills over time.

Using Results to Improve

Results analysis is an essential tool for making training more effective.

By comparing different exercises, users can identify:

- progressive improvements in reception speed;
- improvements in accuracy;
- the characters that require additional practice;
- the need to adjust some of the HST Trainer settings.

Regular training combined with careful analysis of the results helps develop more accurate and natural Morse code reception.

Integration with Statistics

The data collected during each exercise is automatically used to update the user's **Personal Statistics**.

The processed information contributes to the graphical representation of the user's progress over time and makes it possible to evaluate the improvements achieved throughout the training process.

4. Exercise History

The **Exercise History** section allows users to review all the exercises they have completed over time and monitor the development of their performance.

Every completed exercise is automatically recorded by **HST Trainer** and remains available for future reference.

The Exercise History is an essential tool for evaluating progress and identifying areas that require further improvement throughout the training process.

Reviewing Exercises

By accessing the **Exercise History** section, users can view a list of all previously completed exercises.

For each exercise, the following information is typically displayed:

- date and time of the exercise;
- transmission speed used;
- number of transmitted characters;
- number of correctly received characters;
- number of detected errors;
- accuracy percentage;

- achieved score.

This list provides an overall view of the user's training activity and makes it easy to compare the results of different training sessions.

Exercise Details

For every exercise stored in the **Exercise History**, users can access a detailed results page.

This page allows users to examine the comparison between the original character sequence generated by **HST Trainer** and the transcription entered during the exercise.

The comparison highlights:

- correctly received characters;
- incorrect characters;
- omitted characters;
- the positions where errors occurred.

This feature enables users to identify precisely the difficulties encountered during the exercise and to better plan future training sessions.

Personal Progress Analysis

The **Exercise History** is more than a simple archive of completed exercises; it also provides a valuable basis for evaluating personal improvement over time.

By comparing different exercises, users can observe:

- progressive improvements in reception speed;
 - increasing accuracy;
 - improved ability to maintain concentration during longer character sequences;
 - fewer errors when receiving more challenging characters.
-

Using the Exercise History

Reviewing the **Exercise History** on a regular basis helps users plan their training more effectively.

The recorded information can be used to adjust the HST Trainer settings gradually, increasing the level of difficulty only when the current level of proficiency ensures consistently reliable reception.

A training program based on regular practice and careful analysis of previous results allows users to achieve steady and measurable improvements over time.

5. Statistics

The **Statistics** section allows users to analyze their training activity in detail and, where permitted by their

assigned role, to view aggregated information relating to their group.

Statistics are automatically generated from the exercises completed and recorded in the **Exercise History**.

These statistics make it possible to evaluate progress over time and identify the areas that require additional practice.

The statistics are intended solely as a learning aid and are **not** designed for competitive purposes.

Their objective is to help every user build a progressive and well-structured personal training program.

5.1 Personal Statistics

The **Personal Statistics** section collects all the data related to the exercises completed by the individual user.

This area provides indicators and graphical representations that illustrate the development of the user's Morse code reception skills over time.

The available information may include:

Transmission Speed Trend

This indicator shows how the transmission speed used during completed exercises changes over time.

It allows users to monitor the progressive improvement of their reception skills and determine when they are ready to practice at higher transmission speeds.

Accuracy Trend

This graph displays the evolution of the percentage of correctly received characters across different exercises.

Analyzing accuracy makes it possible to evaluate the quality of reception and identify periods during which additional practice may be beneficial.

Number of Completed Exercises

This indicator shows how frequently the user has trained over time.

Regular practice is one of the most important factors in improving Morse code reception and developing a more natural listening ability.

Recent Exercises

This section provides a quick overview of the most recently completed exercises together with their main

results.

It allows users to review their recent performance without having to examine each exercise individually in the **Exercise History**.

Progress Analysis

The collected data enables users to evaluate their overall learning progress.

By comparing results from different training sessions, users can identify:

- improvements in reception speed;
- greater consistency in accuracy;
- a gradual reduction in reception errors;
- the need to adjust the exercise settings.

Regular use of the **Personal Statistics** section helps users maintain a balanced training program focused on continuous improvement.

5.2 Group Statistics

The **Group Statistics** section allows users who belong to a group to view aggregated information about the overall training activity of its members.

The available information is intended exclusively for educational and training purposes and provides an overview of the group's overall progress.

The available statistics may include:

- average reception speed;
- average exercise accuracy;
- total number of completed exercises;
- overall comparison of progress over time.

The data is presented in an aggregated form and is **not** intended to create rankings or competitions among users.

Purpose of Group Statistics

The primary purpose of the **Group Statistics** section is to encourage collaboration and collective improvement.

The **Group Manager** can use this information to:

- evaluate the overall progress of the training activities;
- identify participants who may require additional support;
- organize exercises appropriate to the group's average skill level;
- encourage the sharing of learning experiences.

Reviewing the **Group Statistics** helps create a collaborative training environment in which every

participant can improve according to their own pace and abilities.

6. User Profile

The **User Profile** section allows users to view and manage the information associated with their **HST Trainer** account.

From this area, users can review the personal information stored within the platform and modify the settings available according to their assigned authorization level.

The information contained in the profile enables the system to correctly identify each user and associate all completed activities—including exercises, results, and statistics—with the corresponding personal account.

Profile Information

The personal profile normally includes the main information associated with the account:

- user's first and last name;
- email address used for login;
- amateur radio callsign;
- assigned group;
- role assigned within the platform.

Some information can be modified directly by the user, while other data can only be updated by the **Group Manager** or the **Administrator**.

Updating Personal Information

Users may request or perform updates to the personal information that can be modified through the platform.

Any changes relating to:

- first name;
- last name;
- email address;

should always ensure that the information associated with the account remains accurate and up to date.

Since the amateur radio callsign is the user's primary identification within the amateur radio service, it cannot be changed independently.

If a change is required, the user must contact the **Group Manager** or the **Platform Administrator**.

Password Management

To help protect the security of the account, **HST Trainer** allows users to change their login password whenever necessary.

Changing the password is recommended when:

- the user believes that their credentials may have been compromised;
- a shared device has been used to access the platform;
- the user wishes to periodically improve the security of the account.

To change the password, users must:

1. open the **User Profile** section;
2. select the **"Change Password"** function;
3. enter the current password;
4. enter the new password;
5. confirm the change.

The new password must comply with the security requirements established by the platform.

Profile Security

Every **HST Trainer** account is personal and must not be used by anyone else.

Users are responsible for protecting their login credentials and should never disclose their password or other authentication information to third parties.

For greater security, users are encouraged to:

- use a personal password that is difficult to guess;
- avoid using the same password for different services;
- always sign out after using the platform on a shared device.

Proper management of the user profile contributes to the protection of personal data and ensures the secure use of the platform.

7. Tips for Effective Training

Learning to receive Morse code requires consistency, concentration, and a progressive training approach.

HST Trainer has been designed to support users throughout their learning journey by allowing the difficulty of the exercises to increase gradually as their skills improve.

Regular use of the platform helps users develop a more natural ability to recognize Morse code characters and progressively improve their reception speed.

Train Regularly

Consistency is one of the most important factors in improving Morse code reception.

Short, frequent training sessions are generally more effective than long, infrequent ones.

Regular practice allows the brain to gradually become familiar with the rhythm and structure of the different Morse code characters.

Choose an Appropriate Speed

The transmission speed should always match the user's current level of experience.

During the early stages of learning, it is advisable to use a speed that allows most characters to be recognized correctly without causing excessive fatigue.

Gradually increasing the transmission speed helps develop a more natural reception ability and reduces the tendency to rely on counting dots and dashes.

Improve Accuracy Before Speed

One of the most common mistakes during training is increasing the transmission speed too quickly.

Before increasing the CPM value, it is recommended to achieve a consistently high level of accuracy.

Reliable reception at moderate speeds provides the essential foundation for successfully handling higher transmission speeds later.

Make Use of Personal Statistics

The **Personal Statistics** section is a valuable tool for monitoring progress.

By reviewing the recorded results regularly, users can observe:

- improvements in transmission speed;
- increased accuracy;
- a gradual reduction in reception errors;
- the effectiveness of their training method.

Analyzing these results helps users adjust their training sessions more effectively and with greater awareness.

Practice the Most Difficult Characters

Every operator may find certain Morse code characters more difficult to recognize than others.

When particularly challenging characters have been identified, users can take advantage of the exercise customization features to focus specifically on those characters.

This approach helps transform individual weaknesses into clear training objectives.

Listening Conditions

Appropriate listening conditions contribute significantly to effective training.

For the best results, it is recommended to:

- use good-quality headphones or speakers;
- select a comfortable audio tone;
- avoid excessively noisy environments;
- maintain a comfortable listening volume during extended training sessions.

A suitable listening environment improves concentration and reduces fatigue.

A Personal Learning Journey

Every user follows a unique learning path.

HST Trainer is not intended as a competitive environment but as a personal tool designed to help users improve their Morse code reception skills.

Consistent practice, combined with careful analysis of results and a gradual increase in exercise difficulty, enables users to achieve steady and lasting improvements in Morse code reception.

8. Frequently Asked Questions (FAQ)

This section contains the most frequently asked questions about using **HST Trainer**.

The information provided is intended to offer quick assistance in resolving the most common questions users may encounter while using the platform.

What does CPM mean?

CPM stands for **Characters Per Minute**.

This value indicates the number of characters transmitted in one minute and is the parameter used to define the transmission speed of an exercise.

As the CPM value increases, the transmission speed—and consequently the difficulty level of the exercise—increases.

Can I use special characters in the exercises?

Yes.

In addition to letters and numbers, **HST Trainer** allows the use of configurable Morse code symbols within the exercise settings.

The available character set can be customized through the exercise configuration section.

How can I view the details of a completed exercise?

To view the details of a completed exercise, open the **Exercise History** section.

By selecting an exercise from the list, you can review the session information and examine the comparison between the transmitted text and the text entered during reception.

What should I do if I cannot hear the audio?

If no audio is played during an exercise, it is recommended to check the following:

- make sure the device volume is turned on;
- verify that the speakers or headphones are properly connected;
- ensure that your web browser has permission to play audio.

Some web browsers require an initial user interaction before allowing audio playback.

Can I export my results?

The availability of the export function depends on the version of the platform and the permissions assigned to your account.

When available, the export feature allows users to save their exercise data in a format suitable for further analysis or personal archiving.

What is the HST2006 audio profile?

The **HST2006** audio profile is an audio configuration designed to simulate the sound characteristics commonly used in high-speed Morse code competitions.

This setting affects only the sound characteristics of the transmitted signal and does not modify the transmission speed or the content of the exercise.

The choice of audio profile depends entirely on the user's personal preference.

Does HST Trainer use cookies?

HST Trainer uses only the cookies that are strictly necessary for the correct operation of the platform.

In particular, the **PHPSESSID** session cookie is used to maintain the user's authenticated session while using the service.

No advertising, tracking, or profiling cookies are used.

What should I do if I have problems with my account?

If you experience problems related to login, your personal profile, or the operation of the platform, you may contact the **Platform Administrator**.

Before requesting assistance, it is recommended to verify that:

- the entered credentials are correct;
 - your Internet connection is active;
 - your web browser is up to date.
-

9. Support and Contacts

For any technical issues, requests for clarification, or suggestions regarding the use of **HST Trainer**, users may contact the **Platform Administrator**.

The support service is intended to assist users and help ensure the proper operation of the platform.

Before requesting assistance, it is recommended to verify:

- that the connection to the platform is working correctly;
- that the login credentials are valid;
- that the web browser being used is up to date;
- whether any error messages are displayed by the system.

When requesting technical support, it is helpful to provide a detailed description of the problem, including, whenever possible:

- the section of the platform where the problem occurred;
 - the operations performed before the issue appeared;
 - the device and web browser being used;
 - any error messages displayed.
-

Contact Information

For information, technical support, or to report an issue, please contact:

Platform Administrator

Alessandro Corsini (IK5MEP)

E-mail

ik5mep@libero.it