

Enhanced Service Renewal Guide

Purpose:

To give users a step by step guide on how to renew their enhanced service license.

Overview:

With GTO's unique payment system you can renew your enhanced service license at any time throughout the year. Follow this step by step guide which takes you through the process of renewing your enhanced service license.

Step by Step Guide:

1. Logon to the Portal website at <https://ws.gastrakonline.com/> and you should see a screen similar to figure 1:

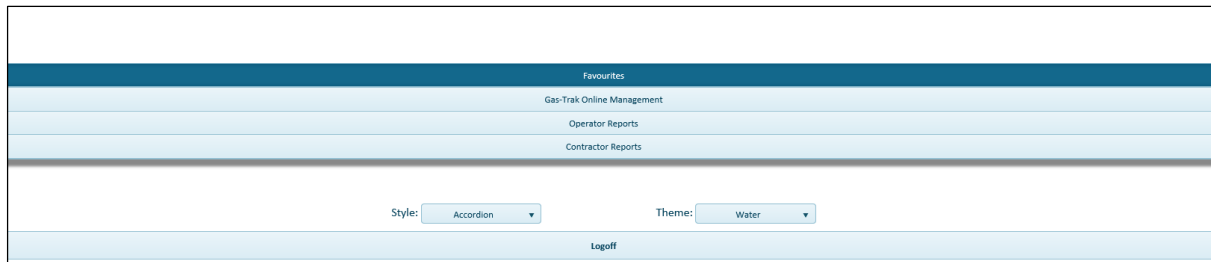


Figure 1: Portal home screen which is the primary access route for the listed features

2. Click on the **Gas-Trak Online Management** tab. Here you will see the options **Customers, Jobs, User Dashboard** and **User Setup**.
3. Click **User Setup** and you should see a screen similar to figure 2. This screen details a list of engineers linked to your account, whether each engineer is licensed and if that license is active or not. If an employee leaves your company their account can be deactivated which frees up the license for another employee.

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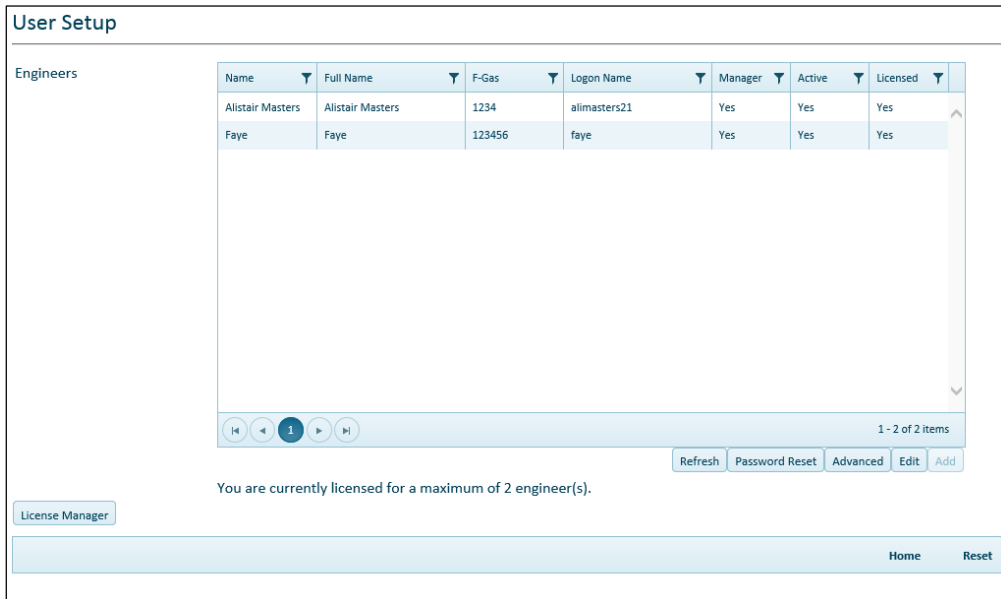


Figure 2: User setup screen for an account with 2 engineers linked to 1 account

- To review what type of licenses you have click the **License Manager** button in the bottom left hand corner of the **User Setup** screen. This will take you to the **License Record** screen as shown below in figure 3.

Note: You don't have to wait until your expiry date to renew your licenses, it can be done at any point throughout the year and the new licenses you purchase will activate the day after your current licenses expires. This way there will be no delay in continual use of the enhanced service.

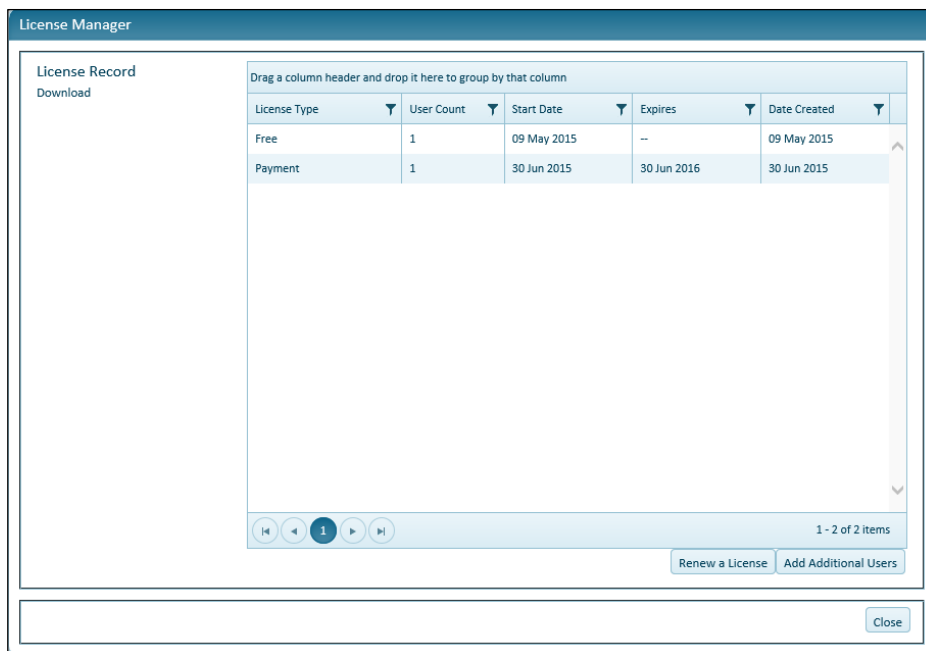
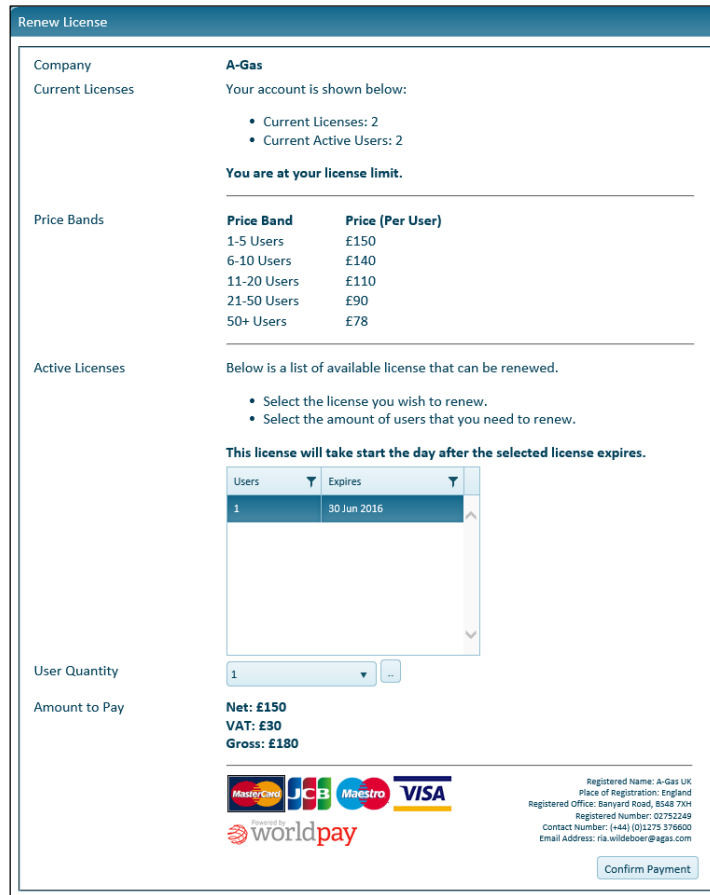


Figure 3: License Record screen detailing the type, quantity, start and expiry date of any free or payment licenses you hold. For this example account there is 1 enhanced service license and 1 free license as is standard with every account.

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- To renew enhanced service licenses click to highlight the **Payment** license type row and click the **Renew a License** button. This will open the **Renew License** screen which should look similar to figure 4.



Renew License

Company
A-Gas

Current Licenses
Your account is shown below:

- Current Licenses: 2
- Current Active Users: 2

You are at your license limit.

Price Bands

Price Band	Price (Per User)
1-5 Users	£150
6-10 Users	£140
11-20 Users	£110
21-50 Users	£90
50+ Users	£78

Active Licenses
Below is a list of available license that can be renewed.

- Select the license you wish to renew.
- Select the amount of users that you need to renew.

This license will take start the day after the selected license expires.

Users	Expires
1	30 Jun 2016

User Quantity
1

Amount to Pay
Net: £150
VAT: £30
Gross: £180

Registered Name: A-Gas UK
Place of Registration: England
Registered Office: Banyard Road, SS48 7JH
Registered Number: 02752249
Contact Number: (+44) (0)1275 376600
Email Address: ria.wildeboer@gas.com

Confirm Payment

Figure 4: Renew License screen where you select the amount of user licenses you want to renew

- Select the licenses you want to renew from the **Active Licenses** field by clicking and highlighting the relevant row. Then select the amount of **Users** you want to renew and the **Amount to Pay** will be displayed at the bottom of the page. Users who haven't previously used a promotional code will be able to use one here (Promotional code can only be used once with GTO as a whole so after its been used this option will be removed from all payment options).
- Click **Confirm Payment** which will bring up a screen similar to figure 5. The **Confirm Payment** screen gives you a summary of your purchase, outlining the number of users you're renewing, the price band this comes under, the start and expiry date of the new licenses and the total payment value. If you are satisfied then click **Make Payment** which will take you our secure payment page.

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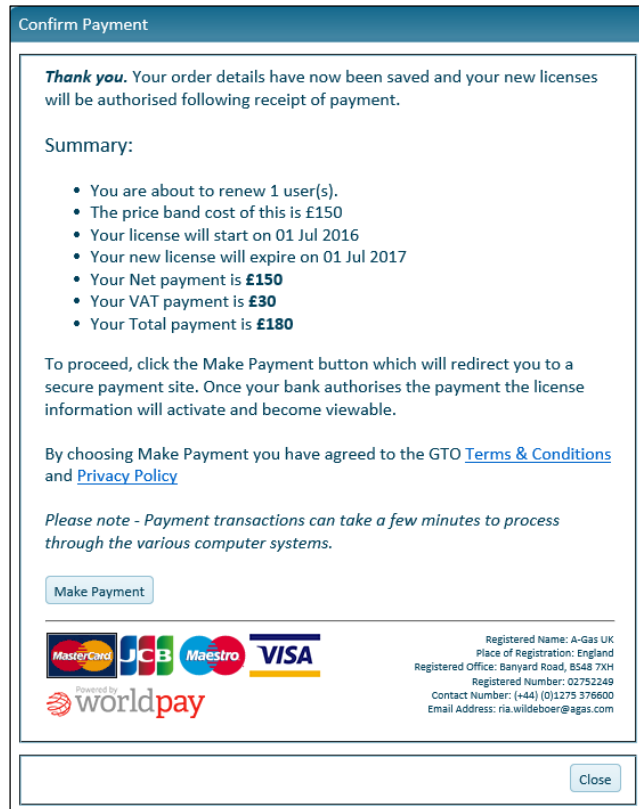


Figure 5: Confirm payment which summarises your renewal order details

8. Fill out the relevant payment details and once the payment has been confirmed you should see a World Pay screen that looks like figure 6.

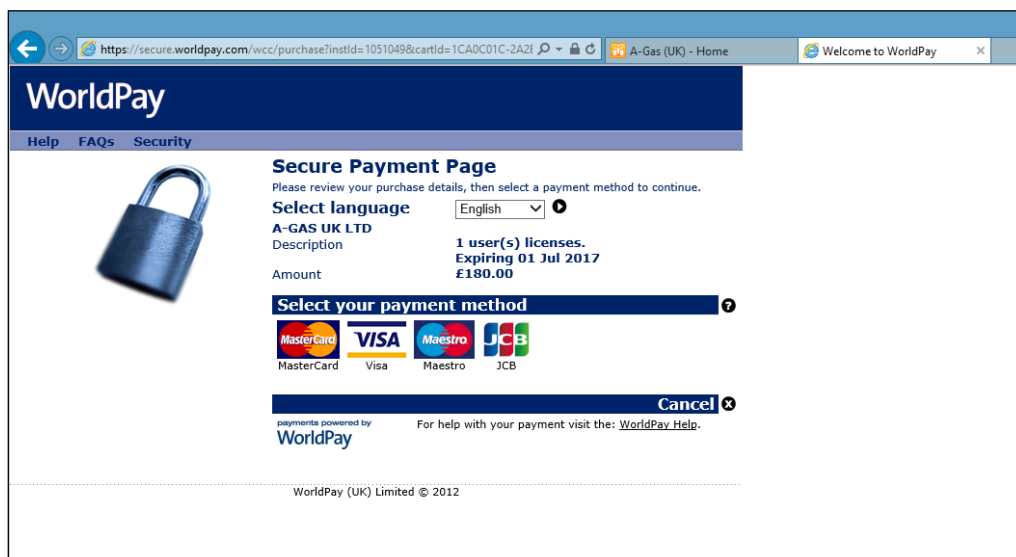


Figure 6: World Pay confirmation screen



Gas-Trak Online

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9. Now that your payment has been confirmed you will automatically be taken back to the **User Setup** screen. If you click the **License Manager** button, under the **License Type** column you should see **Free, Payment** and **Renewal** licenses. The renewal license refers to the license you have just renewed.

Note: The renewal licenses you have just purchased will activate the day after your current payment licenses ends and will last for a year.

10. If you have any questions or queries regarding renewing your enhanced service license then please contact The GTO Support Team via the contact us link at www.gastrakonline.com, by emailing support@gastrakonline.com or by phoning [+44] (0) 1275 376600.