

ENHANCED SERVICE PURCHASE GUIDE

Enhanced Service Purchase Guide

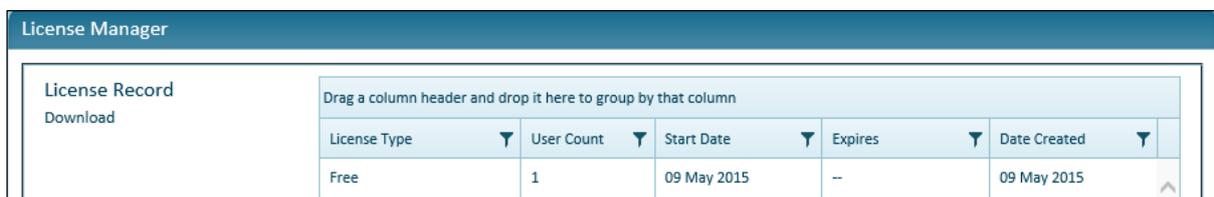
Purpose:

To give users a step by step guide on how to purchase GTO’s enhanced service.

Overview:

GTO’s enhanced service works on a license basis. The 2 types of licenses available are:

1. **Free License:** This is automatically given to every user who signs up to GTO. If you only have the free license then your **License Record** screen will look similar to figure 1:



License Manager					
License Record Download	Drag a column header and drop it here to group by that column				
	License Type	User Count	Start Date	Expires	Date Created
	Free	1	09 May 2015	--	09 May 2015

Figure 1: License Record screen displaying a standard GTO free license account.

2. **Enhanced Service License:** The enhanced service license (also referred to as payment license) is available for an annual subscription fee per license (per user). If you’ve purchased the enhanced service license then your **License Record** screen will look similar to figure 2:



License Manager					
License Record Download	Drag a column header and drop it here to group by that column				
	License Type	User Count	Start Date	Expires	Date Created
	Free	1	09 May 2015	--	09 May 2015
Payment	1	30 Jun 2015	30 Jun 2016	30 Jun 2015	

Figure 2: License Record screen displaying a GTO account with 1 payment licenses and the 1 standard free license.

Step by step guide:

1. Providing you have registered for GTO you would have created a username and password which is used to log into the GTO app and Portal website.

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2. Logon to the Portal website at <https://ws.gastrakonline.com/> and you should see a screen similar to figure 3:

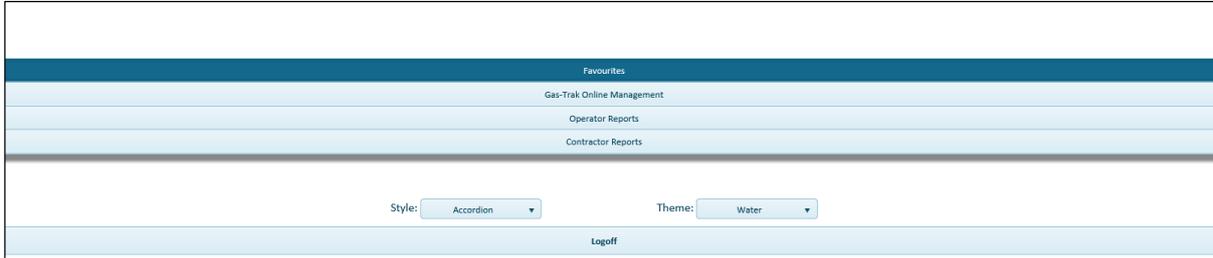


Figure 3: Portal home screen which is the primary access route for the listed features

3. Click on the **Gas-Trak Online Management** tab. Here you will see the options **User Setup** and **Activate GTO Voucher** which are the only functions available to free license holders.
4. Click on **User Setup** and you should see a screen similar to figure 4. This screen details a list of engineers linked to your account, whether each engineer is licensed and if that license is active or not.

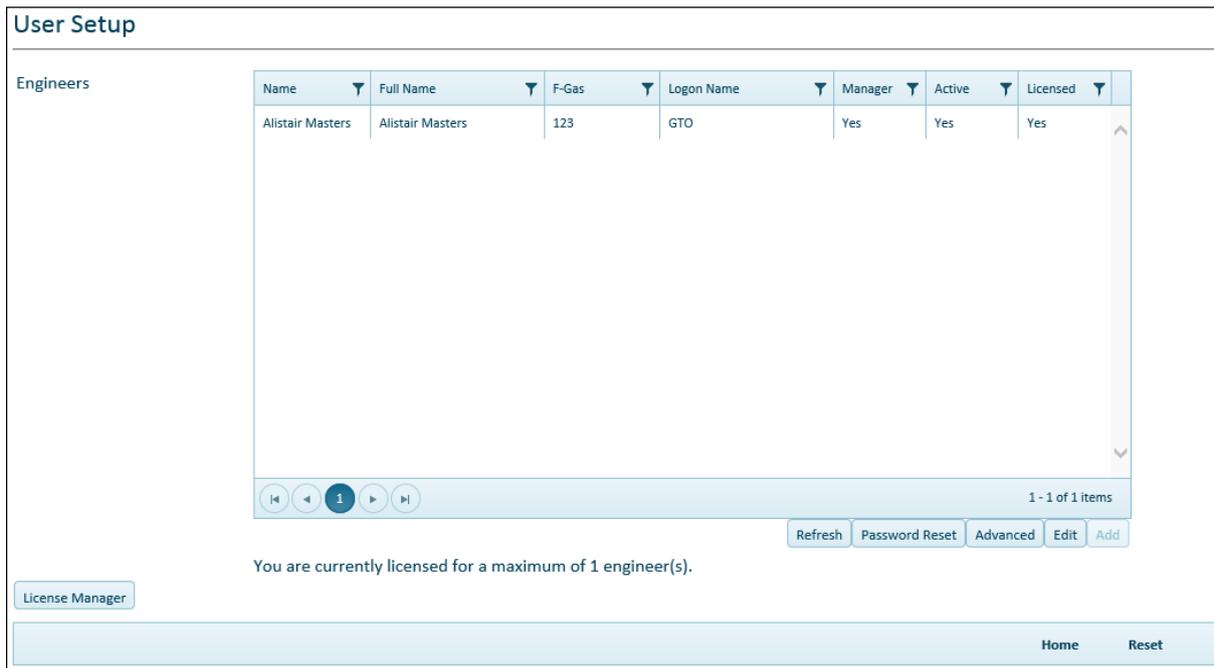


Figure 4: User setup screen for a standard one user account

5. To check what type of license you have click the **License Manager** button in the bottom left hand corner. As referenced earlier this will take you to the **License Record** screen as shown below in figure 5. If you've just set up your GTO account then your screen should look similar to this, with one free license that will never expire.

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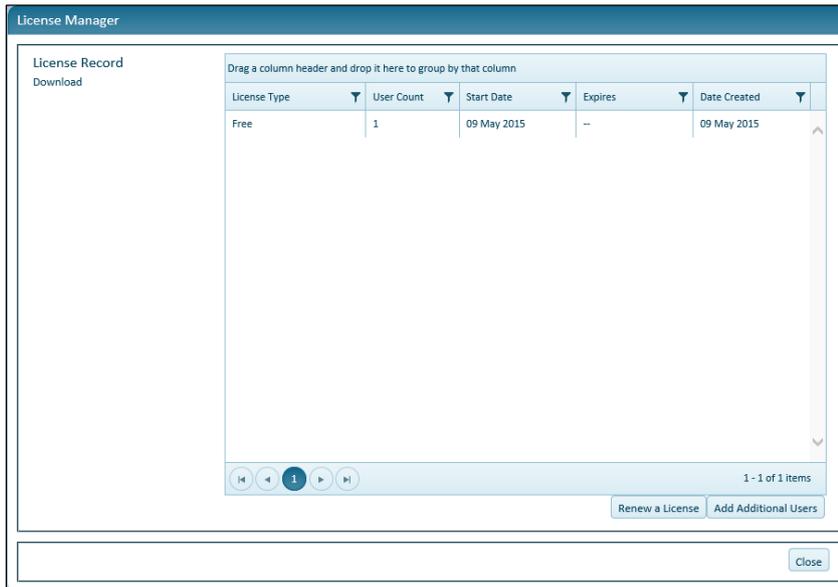


Figure 5: License Record screen detailing the type, quantity, start and expiry date of any free or payment licenses you hold.

- In order to add an enhanced service license click the **Add Additional Users** button and a screen similar to figure 6 should pop up.

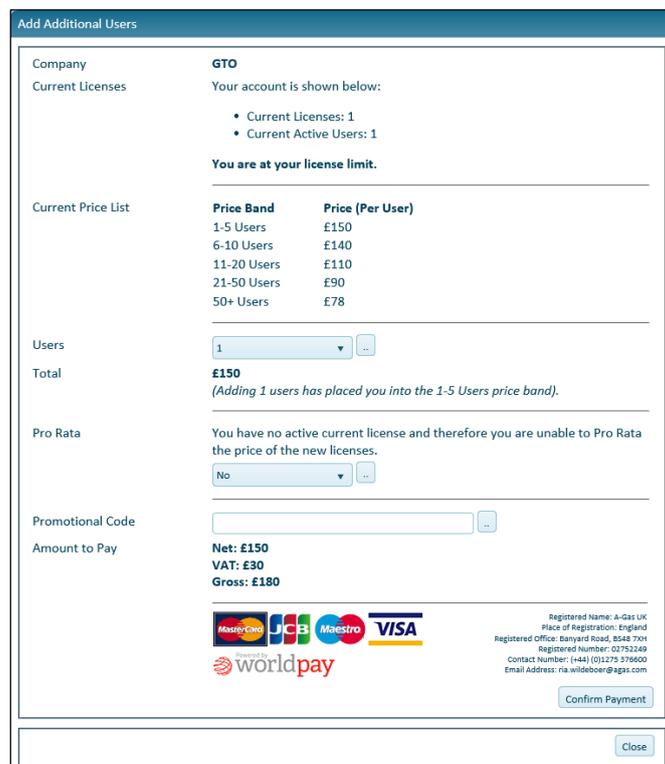


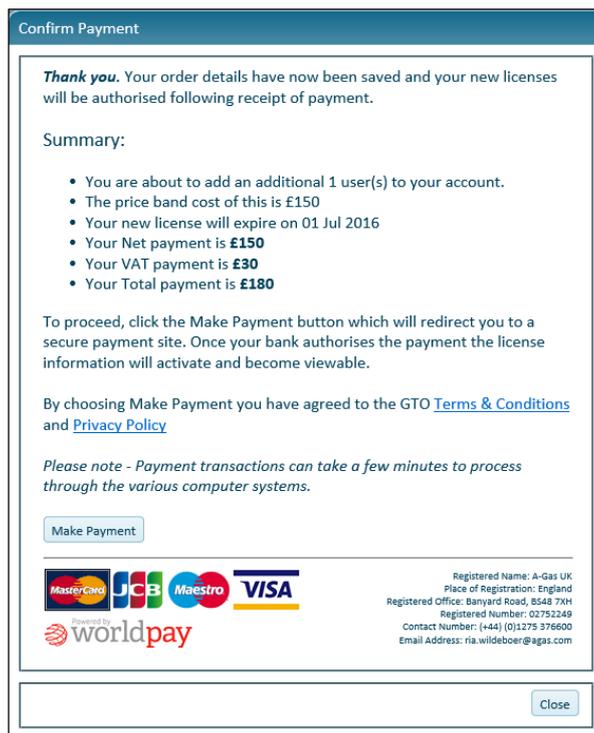
Figure 6: Add Additional Users screen where you select how many additional user accounts you want to purchase.

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7. The **Add Additional Users** screen displays information on the current price band for GTO and it allows you to select the amount of users (licenses) you want to purchase. If you have a **Promotional Code** please enter it here and the total cost will be displayed at the bottom of the screen. If this is the first payment license you've purchased then please ignore the pro rata option. The pro rata option is for customers who already have enhanced service users that are part way through their subscription period. This gives account holders the option to pro rata any new user so that when it comes to renewal of licenses, all the engineers can be renewed at once and they won't have to make several payments throughout the year.

Please now select the number of **Users** you would like to purchase and press **Confirm Payment**.

8. This will take you to the **Confirm Payment** screen which will look similar to figure 7. The confirm payment screen gives you a summary of your purchase outlining the number of additional users requested, price band, new license expiry date and total payment required. If you are satisfied then click **Make Payment** which will take you to our secure payment page.



The screenshot shows a 'Confirm Payment' window with the following content:

Thank you. Your order details have now been saved and your new licenses will be authorised following receipt of payment.

Summary:

- You are about to add an additional 1 user(s) to your account.
- The price band cost of this is £150
- Your new license will expire on 01 Jul 2016
- Your Net payment is **£150**
- Your VAT payment is **£30**
- Your Total payment is **£180**

To proceed, click the Make Payment button which will redirect you to a secure payment site. Once your bank authorises the payment the license information will activate and become viewable.

By choosing Make Payment you have agreed to the GTO [Terms & Conditions](#) and [Privacy Policy](#)

Please note - Payment transactions can take a few minutes to process through the various computer systems.

Make Payment

Registered Name: A-Gas UK
Place of Registration: England
Registered Office: Banyard Road, 0548 7304
Registered Number: 02752249
Contact Number: (+44) (0)1275 376600
Email Address: ria.wildeboer@gas.com

powered by worldpay

Close

Figure 7: Confirm Payment screen which summarises your order details

9. Our secure payment gateway is run by WorldPay and after clicking **Make Payment** you should see a screen similar to figure 8. Select your desired payment method, fill in the

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required details and complete your payment. Once your payment has been confirmed you will be sent an email with a 'Transaction Receipt' from WorldPay.

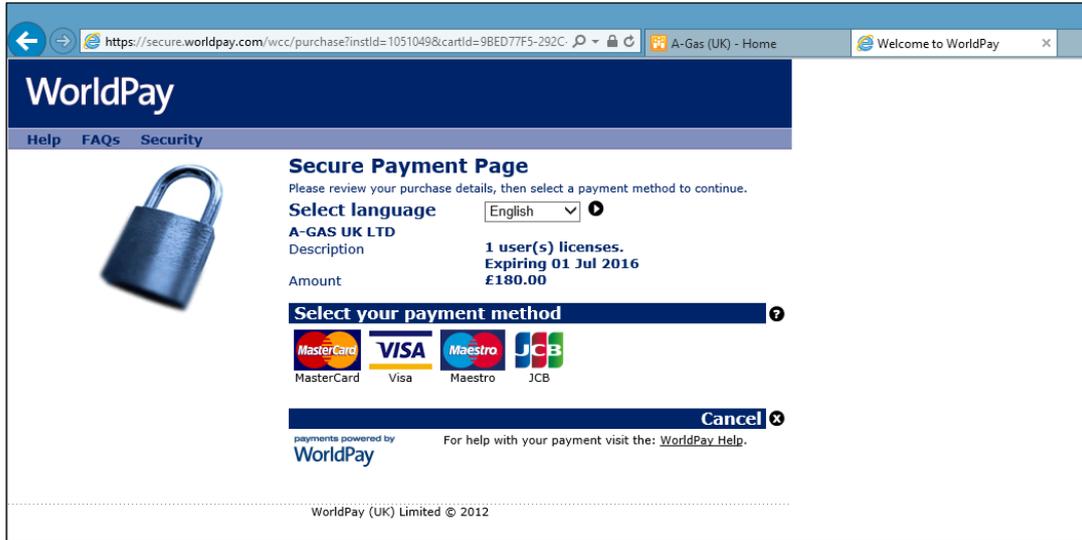
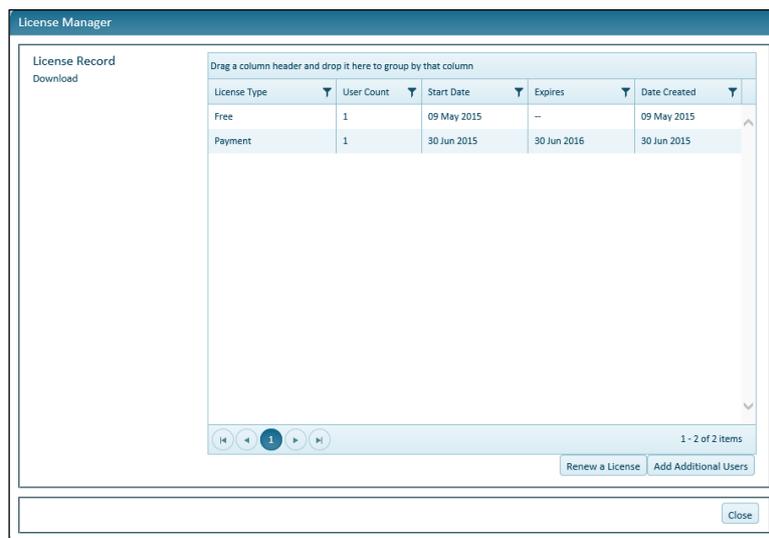


Figure 8: World Pay payment screen

- Now that your payment has been confirmed you will be automatically taken back to the **User Setup** screen. If you click the **License Manager** button you should see both **Free** and **Payment** license types. The payment license refers to the enhanced service license you have just purchased and the user count will indicate how many licenses (users) you purchased. In figure 9 you can see how 1 payment license was purchased.

Note: The free license you received when you signed up for the app will always be there and has no expiry date. If for example you did not renew your enhanced service license then you would still be able to use you free license.



License Type	User Count	Start Date	Expires	Date Created
Free	1	09 May 2015	--	09 May 2015
Payment	1	30 Jun 2015	30 Jun 2016	30 Jun 2015

Figure 9: License Record screen displaying a GTO account with 1 standard free license and the 1 payment license referenced above.



Gas-Trak Online

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11. If you've purchased multiple enhanced service licenses then you will be able to add new users for those licenses through the **User Setup** screen.

Note: At the foot of the **User Setup** page there is a summary informing you how many engineers you are currently licensed for.

12. To add an engineer simply click **Add** and fill out the relevant information.
13. If you have any questions or queries regarding purchasing the enhanced service 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.