



# GEMCO Customer Portal Guide



GEMCO SALES & SERVICE

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## GEMCO Customer Portal Guide

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To access the portal follow:

<https://customerportal.gemcoservice.co.uk>



## **Introduction**

The GEMCO online customer portal has been developed to provide you with direct access to all information on your site and equipment records that are currently maintained by GEMCO.

The portal is fully mobile responsive so can be accessed from any device with an internet connection.

The portal is fully 'self service' allowing you to setup access using information about your trading relationship with GEMCO and maintain your account if you forget your password.

## **The portal displays**

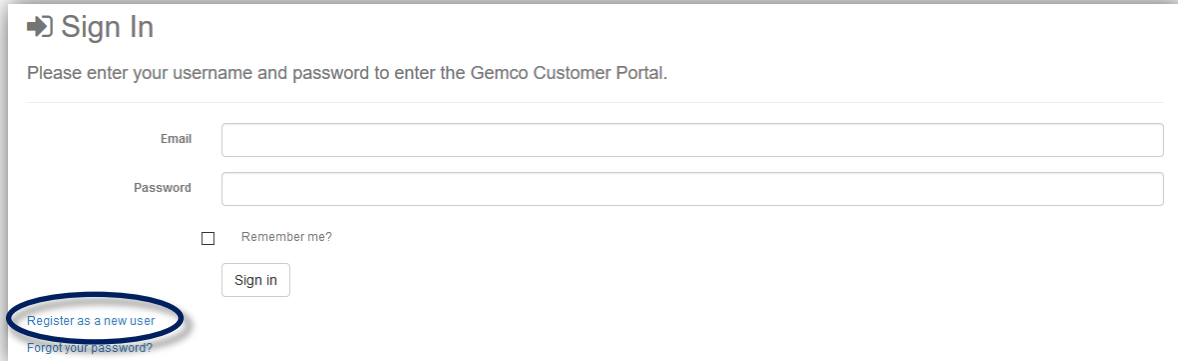
- Live information about your sites and assets registered on any valid agreement with GEMCO
- Current Calibration or Inspection status – allowing you to quickly check the status of equipment
- Print / Display any completed service visit report
- Print / Display any inspection sheet or certificate (currently only available for gas analysers and smoke testers)
- Any outstanding out of action calls
- History of all calls completed on your assets
- Quick and easy search option to quickly locate the required information

Further developments will be coming soon allowing you to access more data and the life cycle of you assets.

To access the portal follow: <https://customerportal.gemcoservice.co.uk>

## Registering a new Account

When you visit the GEMCO portal for the first time you will be taken to the Login Page where you have an option to “Register as a new user”. If you have existing login credentials you don’t need to register again.



The screenshot shows the 'Sign In' page. At the top left, there is a 'Sign In' header with a right-pointing arrow. Below it, a message reads: 'Please enter your username and password to enter the Gemco Customer Portal.' There are two input fields: 'Email' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me?'. A 'Sign in' button is positioned below the checkbox. In the bottom left corner, there is a link 'Register as a new user' which is circled in red, and a link 'Forgot your password?' below it.

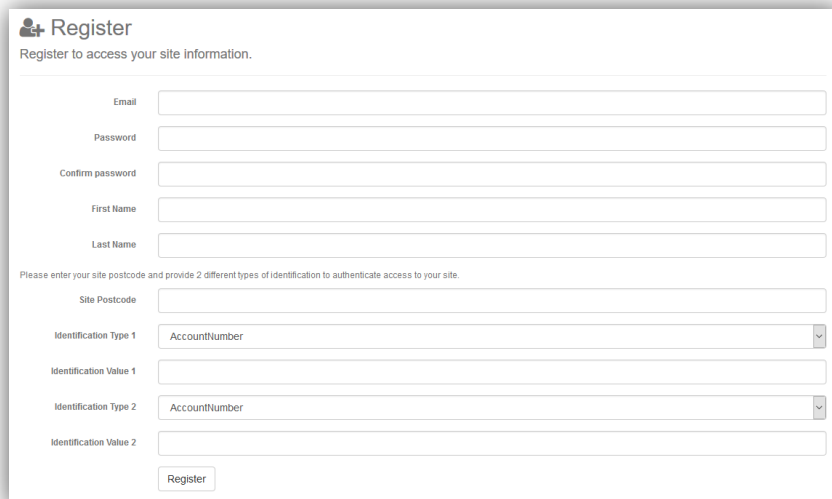
By clicking this link, you will be taken to the Account Registration page where you will be asked to fill out the following information.

### **Required information;**

- Email Address
- Password (Must contain a combination of uppercase, lowercase, numbers and symbols)
- Password Confirmation
- First Name
- Last Name
- Site Postcode

You will then need to choose from one of the following identification methods to authenticate access to your site using the drop-down lists.

- Account Number (*Located on your agreement or Invoice*)
- Agreement Number (Must be an active agreement, expired agreements are not allowed)
- Site UKAS Number
- Invoice Number



The screenshot shows the 'Register' page. At the top left, there is a 'Register' header with a plus sign icon. Below it, a message reads: 'Register to access your site information.' There are five input fields: 'Email', 'Password', 'Confirm password', 'First Name', and 'Last Name'. Below these is a message: 'Please enter your site postcode and provide 2 different types of identification to authenticate access to your site.' There are two more input fields: 'Site Postcode', 'Identification Type 1' (with a dropdown menu showing 'AccountNumber'), 'Identification Value 1', 'Identification Type 2' (with a dropdown menu showing 'AccountNumber'), and 'Identification Value 2'. A 'Register' button is at the bottom.

To access the portal follow:  
<https://customerportal.gemcoservice.co.uk>



If the details entered into the form fields do not match what is stored in the database for your site, you will receive the following error.

*“Cannot find a site with the details provided”*

If the details entered are for a site that isn’t associated to an admin account, you will receive the following error.

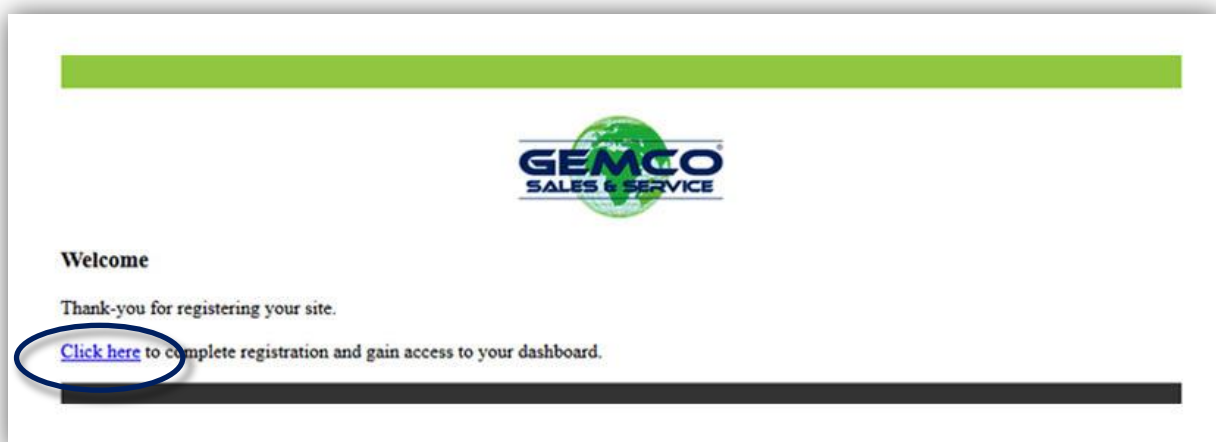
*“Cannot register for this site because no admin user currently setup. Please contact head office.”*

*If you receive these errors and are sure the data entered is correct please contact the support using the details on page 22*

If the details entered are correct and match a site record in the database, you will be taken to the page below.



Now confirm your account by clicking the link on the email that has been sent to your registered email address. This will take you to an Email Confirmation page where you have another link to Login to your site using the details registered with.



*Please note;*

If your account is a branch site of a large multi site account, an email will be sent to your admin account they will be asked to approve access for this site. The site will not be able to login until this has been done.



If they try they will be given the error below.  
For individual sites, you will be granted immediate access and will not have to go through the approval process.

**Error.**

**You do not have access to this site.**

Once approved you will be able to login and will be taken to the Dashboard where you can see information about your site.

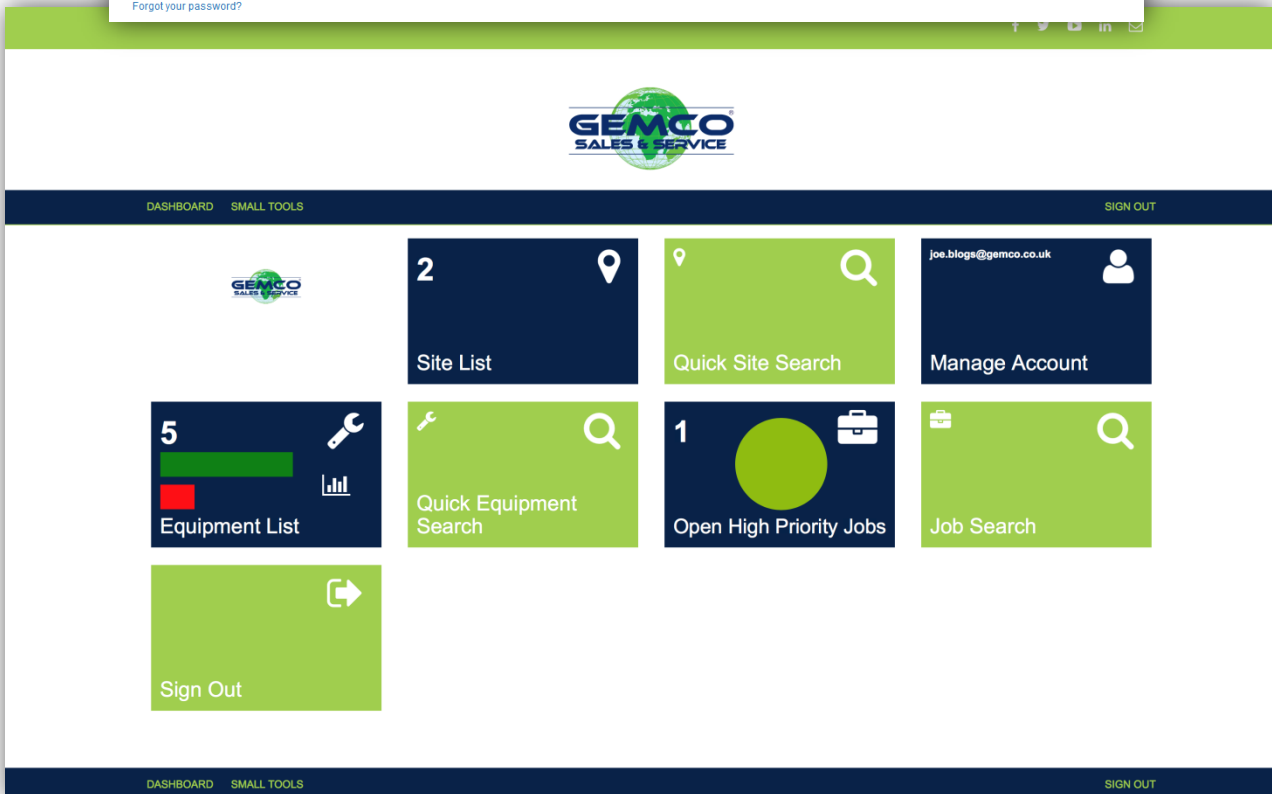
➔ Sign In

Please enter your username and password to enter the Gemco Customer Portal.

Password

Remember me?

[Register as a new user](#)  
[Forgot your password?](#)



The dashboard features the GEMCO SALES & SERVICE logo at the top center. A navigation bar below the logo contains "DASHBOARD" and "SMALL TOOLS" on the left, and "SIGN OUT" on the right. The main content area is a grid of tiles:

- Site List:** A dark blue tile with a location pin icon and the number "2".
- Quick Site Search:** A light green tile with a magnifying glass icon.
- Manage Account:** A dark blue tile with a user profile icon and the email "joe.bloggs@gemco.co.uk".
- Equipment List:** A dark blue tile with a wrench icon, a bar chart icon, and the number "5".
- Quick Equipment Search:** A light green tile with a magnifying glass icon and a wrench icon.
- Open High Priority Jobs:** A dark blue tile with a briefcase icon and the number "1".
- Job Search:** A light green tile with a magnifying glass icon and a briefcase icon.
- Sign Out:** A light green tile with a right-pointing arrow icon.

A footer bar at the bottom of the dashboard repeats "DASHBOARD" and "SMALL TOOLS" on the left, and "SIGN OUT" on the right.

## Site List

When you have created your account and approved access you can view all sites under your account by clicking on the “*Site List*” box.

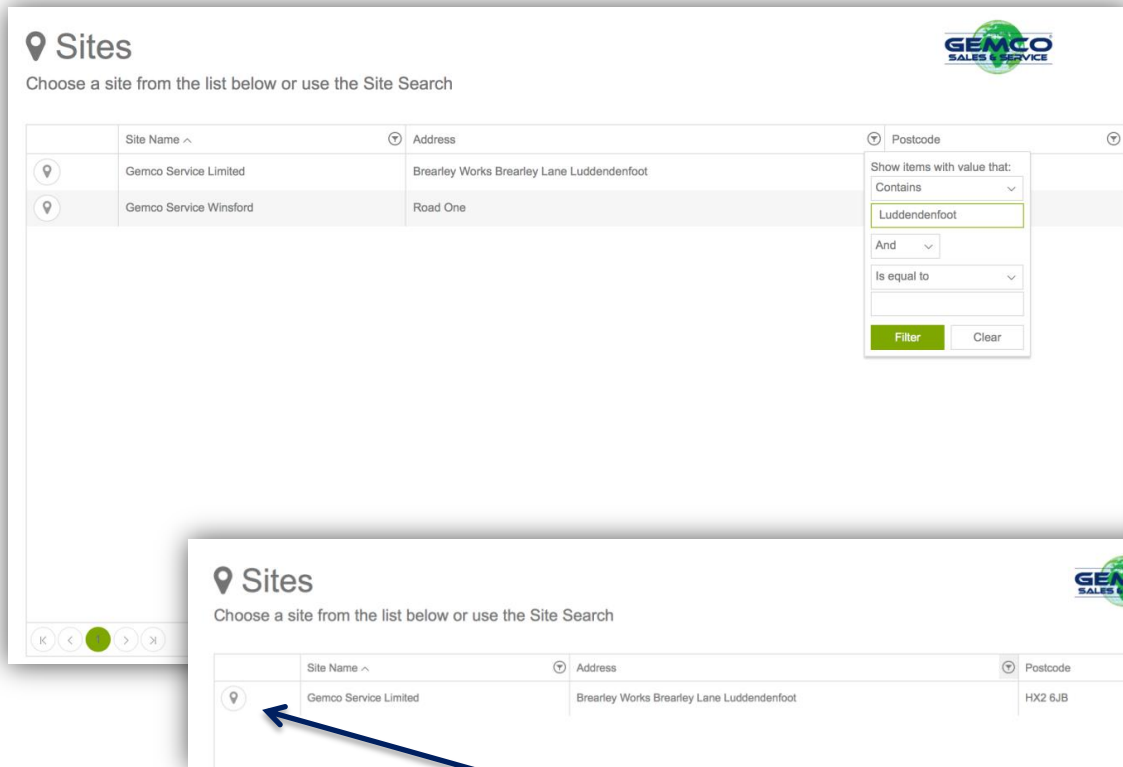
**NOTE:** If you are logging in as an individual site, you will see the same screen however you will only have one site available.

The screenshot shows the GEMCO dashboard with the 'Site List' button circled in blue. The inset window displays the 'Sites' page with the following table:

	Site Name ^	Address	Postcode
	Gemco Service Limited	Brearley Works Brearley Lane Luddendenfoot	HX2 6JB
	Gemco Service Winsford	Road One	CW7 3PL

To find the site you are looking for you can either scroll through the pages until you find it or you can use the filtering buttons alongside each column to search. The search option provides an easy to use function to help quickly locate information and can be combined across columns as required this is a standard search function across all forms.





When you have found your site, clicking the map marker on the left-hand side will take you back to the dashboard but now it will only show you information relating to the site you have selected.

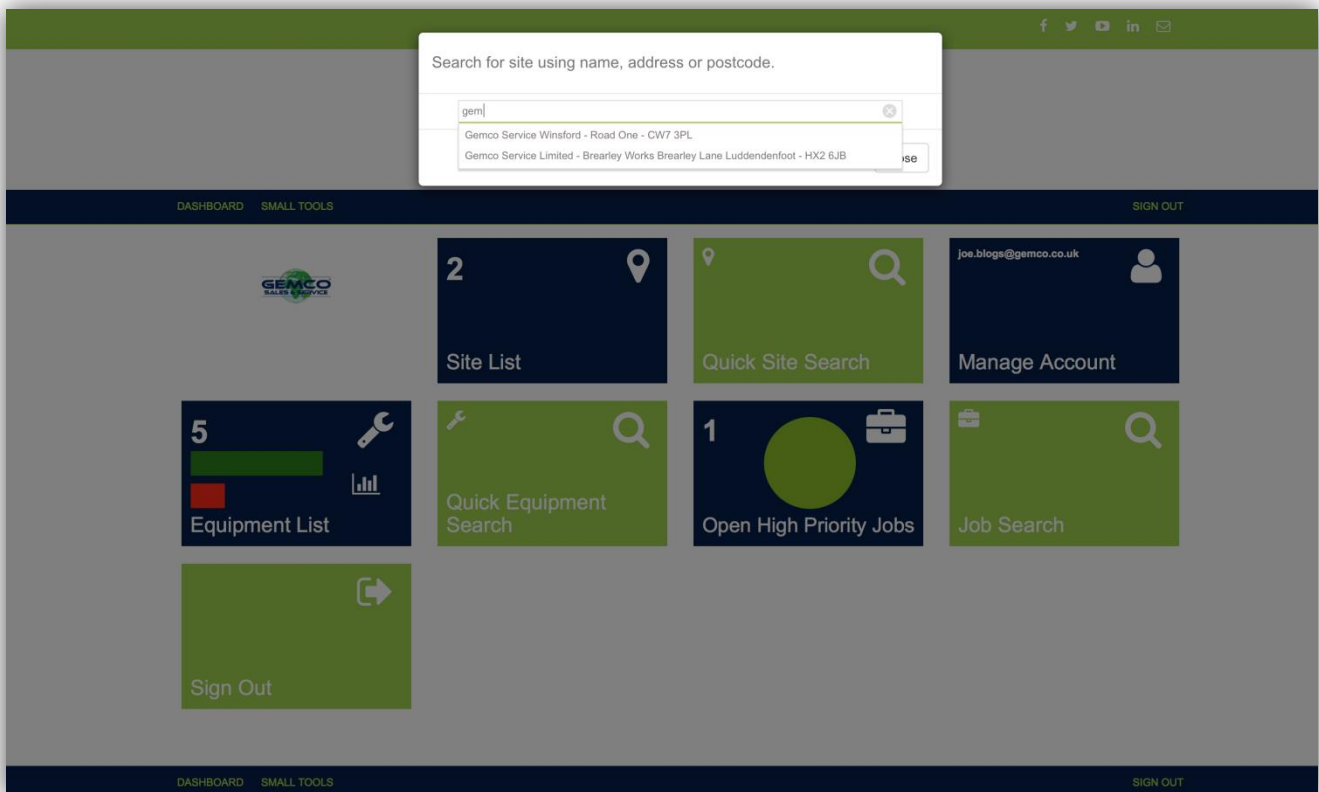
From here you can then use the Equipment List widget to see all equipment at the current selected site.

To remove the selected site and show all sites click on the (x) next to the site name



## Quick Site Search

From the main dashboard, you are able to search for a site using Site Name, Address or Postcode. To do this click Quick Site Search and start typing the name, address or postcode of the site you are looking for the search results will be filtered as displayed as you type. When you have found the site you are looking for you can navigate to that site by clicking the search result.



## Equipment Page

The equipment page provides information on the equipment showing any outstanding out of action jobs, job history and current inspection / certification status. From here you can print the engineer's job sheet report for any site visits and also print the gas and smoke calibration certificates. *(Mechanical certificates will be added in the next release)*

## Site Equipment Information

You can view the overall Inspection / Calibration status of your equipment information directly from the dashboard by clicking the graph icon This will show a total by equipment category of any valid and expired items.

*Note: Expired items contain equipment that does not have a previous inspection / calibration date on GEMCO's asset management system, i.e. new equipment added to the agreement that is waiting for the visit to be scheduled*

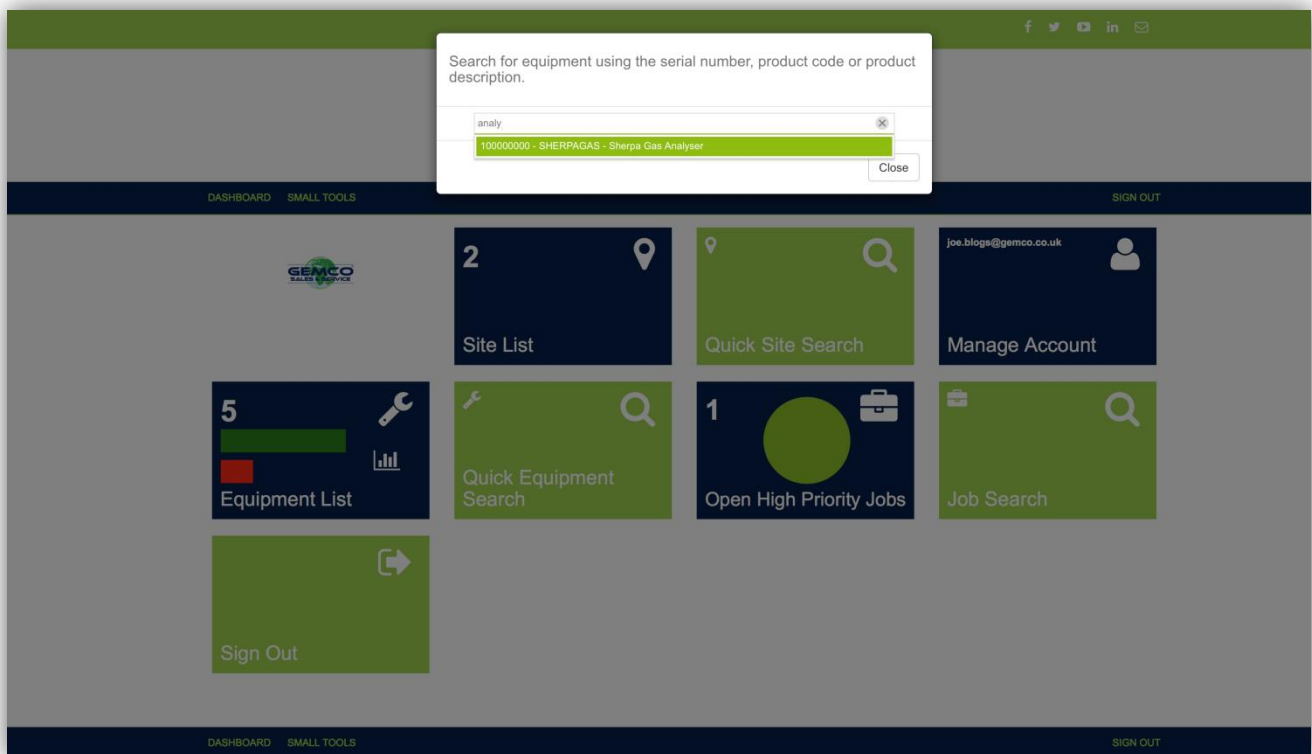
The screenshot shows the GEMCO dashboard with several widgets. The 'Equipment List' widget is highlighted with a magnifying glass and a blue arrow pointing to a modal window titled 'Equipment Status by Category'. The modal window displays a bar chart showing the status of equipment across five categories: Gas Analyser, Jacking Beam, Smoke Meter, and Vehicle Lift. The 'Vehicle Lift' category shows a mix of valid (green) and expired (red) items. A legend at the bottom of the modal indicates that green represents 'Valid Certificate/Inspection' and red represents 'Expired Certificate/Inspection'.

Category	Valid Certificate/Inspection	Expired Certificate/Inspection
Gas Analyser	4	0
Jacking Beam	2	0
Smoke Meter	3	0
Vehicle Lift	3	1

If you click anywhere else on this equipment list widget you will be taken to another page where there is a link through to view the equipment itself.

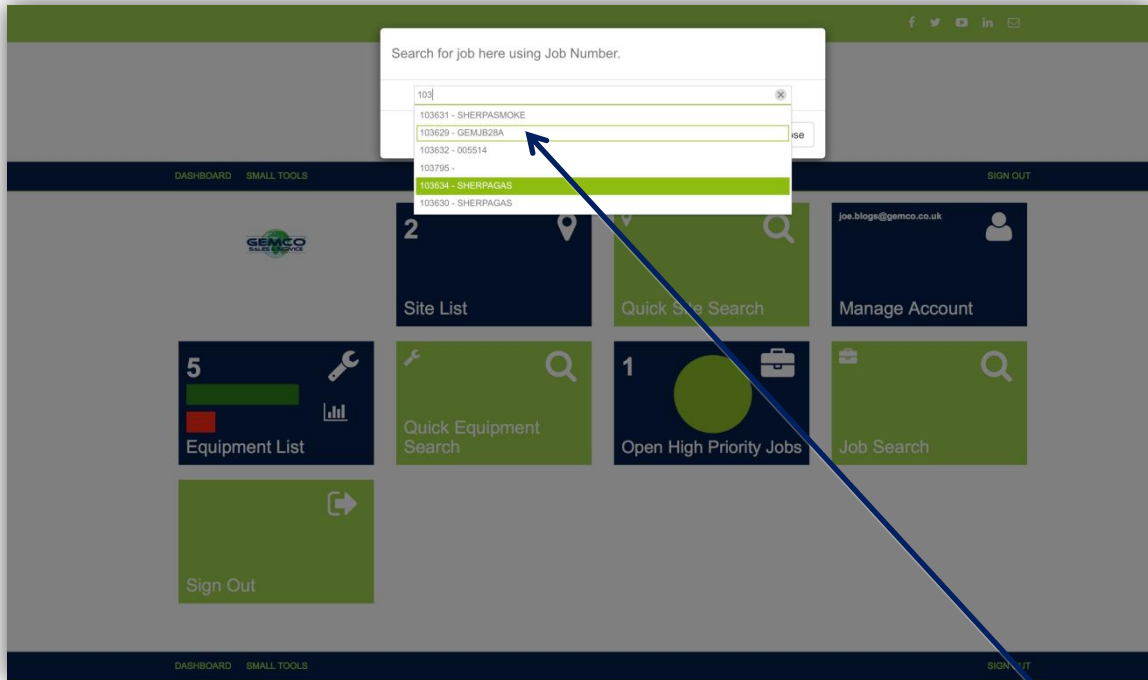
## Quick Equipment Search

From the main dashboard, you are able to search for a unique piece of equipment that is registered against the site you are looking at. To do this click Quick Equipment Search and start typing the Name, Serial Number or Code of the item you are looking for. Once you have found the piece of equipment you are looking for you can navigate to that site by clicking the search result.



## Job Search

If you know the job number you are looking for use the 'Job Search' widget to locate the job sheet quickly. Once you select the correct job, the job sheet will then automatically be displayed for you to print.



Done. Total 1 pages loaded.

**JOB SHEET**  
Page 1 of 1

Gemco Service Ltd - Brearley Works - Luddendenfoot  
Phone: 01422 888100 | Service: 0844 249 8100 - Fax: 01422 884071  
Registered in England 3514486 - Vat Reg No. GB 734 3305 56

**Company Name:** Gemco Service Winsford      **Job No:** 103634      **Engineer Name:** Dennis Tacyn  
**Address:** Road One, Winsford, Cheshire,      **Date:** 10/09/2017      **Engineer No:** 352      **Region:** Region 1  
**Post Code:** CW7 3PL      **Arrive Time:** 09:00      **Depart Time:** 10:00

Charge Code:	Model:	Serial No.	Time (hh:mm)	Out of Action	Electrical Test Pass
Field Service	Sherpa Gas Analyser	10000000	01:00	Low	

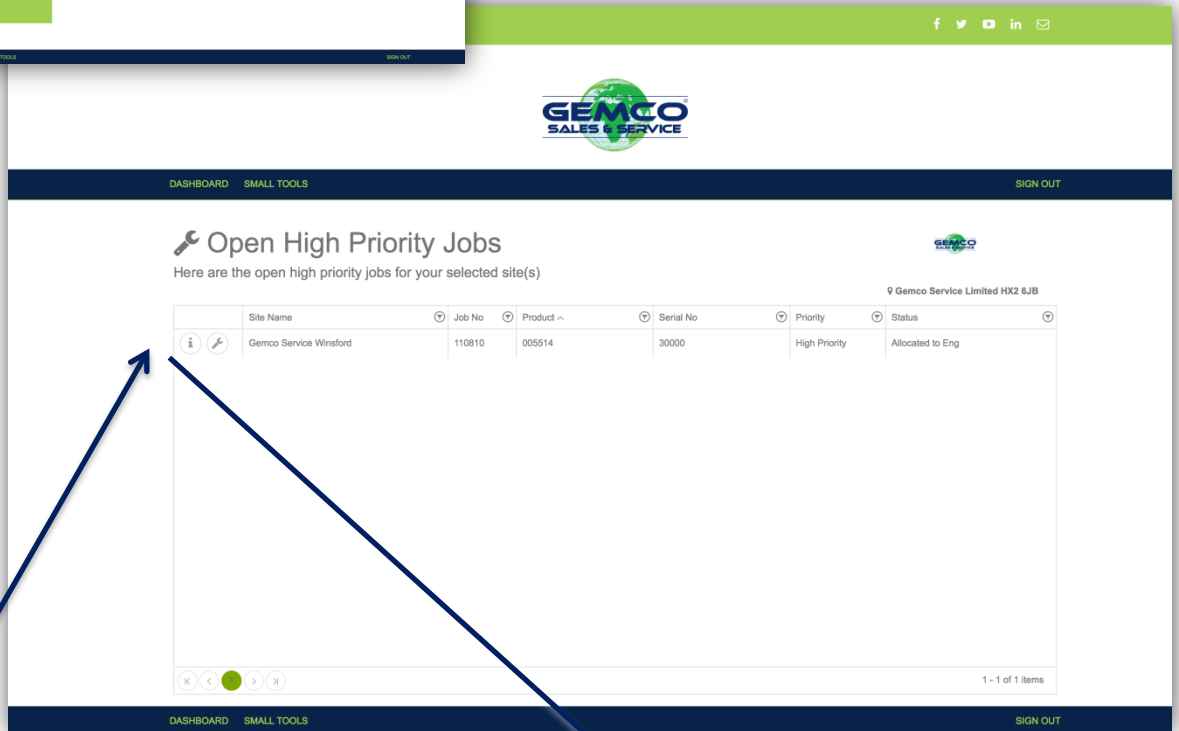
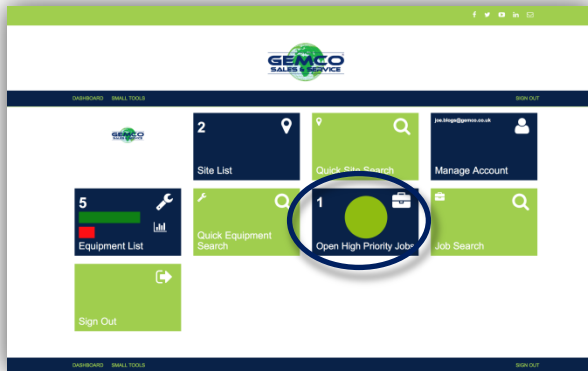
**Problem Text:**  
Warranty - Wont pass a leak test

**Engineer Comments:**  
filter blocked. Cleaned. Tested. All ok.

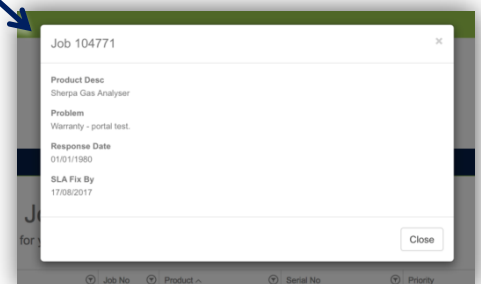
**Customer Name**  
**Customer Signature**

## Open High Priority Jobs

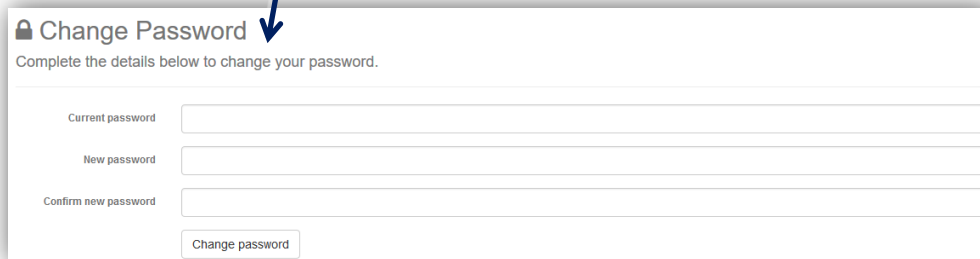
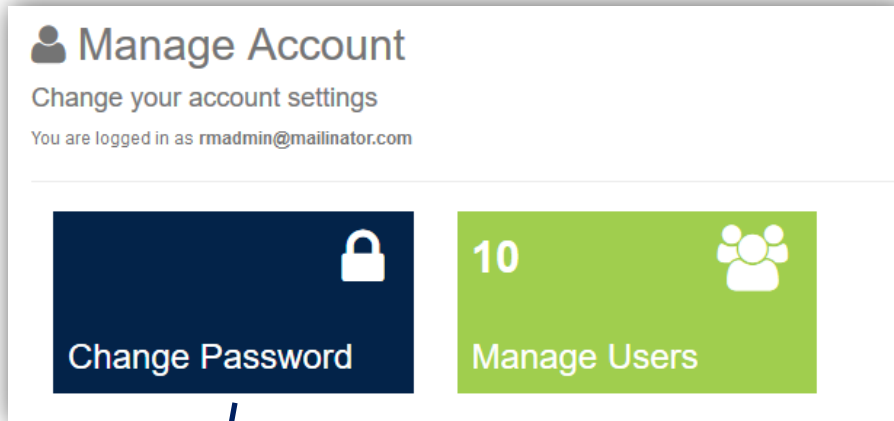
If you want to see an overall breakdown you can hover over segments of the pie chart which will show you a summary of jobs on a particular status. You can view all outstanding jobs from the dashboard using the Open High Priority Jobs widget which will take you to the page below.



If you click the information icon on the left-hand side, a popup will display with some brief information about the job you are viewing. If you want to view the piece of equipment you can use the spanner icon which will navigate you to the equipment page.



## Account Settings – Changing your password

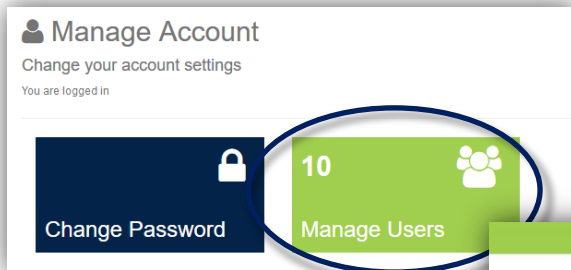


You can Change Password against the account you are currently logged in as but only if you have the current password, otherwise you will need to log out and use the forgotten password link which will send an email to your registered email address.



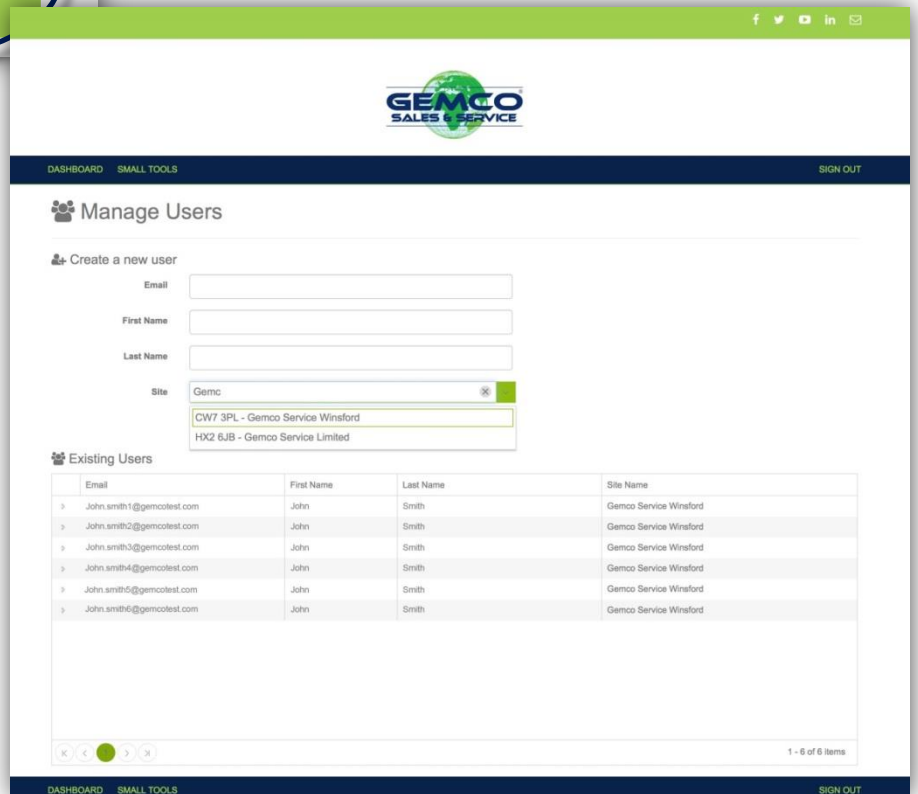
## Managing Large Multi Site Accounts

Using the Manage Users section, you can add a new site or approve/disapprove access to individual sites for users.

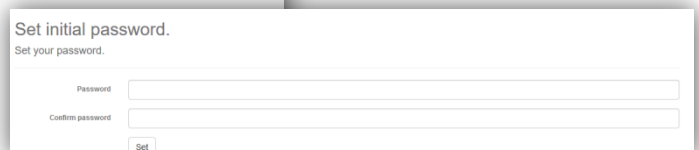


By clicking Manage Users, you will be navigated to the area where you can add a new site or approve and disapprove access to sites.

To add a site to your account you simply fill out the form at the top of the page with the details for the account you are adding and select the site from the Customer ID drop-down list then click Create.



Once you have added the account an email will be sent with a link so the user can set the password against the account created.



If your account has multiple sites you can add individual site access to users by using the arrow to the left-hand side of the existing account to display all sites. Either scroll down to select the site required, or type the name or postcode of the site into the text box, this will filter the results as you type, when the site you require is displayed select it.

Manage existing users

Email	First Name	Last Name	Customer Name
test1@gemco.com	John	Smith	Gemco Service Winsford
<input type="text" value="CW7 3PL - Gemco Service Winsford"/> <input type="button" value="Add"/>			
<div style="border: 1px solid #ccc; padding: 2px;"> <span style="background-color: #4CAF50; color: white; padding: 2px;">CW7 3PL - Gemco Service Winsford</span> </div>			
<input type="text" value="HX2 6JB - Gemco Service Limited"/>			
<input type="checkbox"/> Approved			

No items to display

Once you have selected the correct site click Add and this will be added as a child site to your account. By default, the site will be approved.

Email	First Name	Last Name	Customer Name
test1@gemco.com	John	Smith	Gemco Service Winsford
<input type="text" value="CW7 3PL - Gemco Service Winsford"/> <input type="button" value="Add"/>			
Customer Name		Approved	
Gemco Service Winsford		<input checked="" type="checkbox"/>	
		<input type="button" value="Edit"/> <input type="button" value="Delete"/>	

1 - 1 of 1 items

To disapprove the site, click the Edit button alongside the site and this will allow you to remove the tick from the checkbox. Once you have made your changes you need to submit by clicking Update.

Email	First Name	Last Name	Customer Name
test1@gemco.com	John	Smith	Gemco Service Winsford
<input type="text" value="CW7 3PL - Gemco Service Winsford"/> <input type="button" value="Add"/>			
Customer Name		Approved	
Gemco Service Winsford		<input checked="" type="checkbox"/>	
		<input type="button" value="Edit"/> <input type="button" value="Delete"/>	

1 - 1 of 1 items

Email	First Name	Last Name	Customer Name
test1@gemco.com	John	Smith	Gemco Service Winsford
<input type="text" value="CW7 3PL - Gemco Service Winsford"/> <input type="button" value="Add"/>			
Customer Name		Approved	
Gemco Service Winsford		<input checked="" type="checkbox"/>	
		<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

1 - 1 of 1 items

You can remove site access all together by using the delete button.

Email	First Name	Last Name	Customer Name
test1@gemco.com	John	Smith	Gemco Service Winsford

CW7 3PL - Gemco Service Winsford		+	Add
Customer Name	Approved		
Gemco Service Winsford	<input checked="" type="checkbox"/>	<a href="#">Edit</a>	<a href="#">x Delete</a>

Navigation: [K] [←] [1] [→] [X] | 1 - 1 of 1 items [↻]

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## **GEMCO Customer Portal Guide**

Contact Details / Helpline Number

Customer Helpline

01422 888222

Helpline Email

[itsupport@gemco.co.uk](mailto:itsupport@gemco.co.uk)

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