

Help with the Registration & Logging in process

1. Registration Process

NB! Please note that if your company is already registered, then you need to contact the designated Administrator of your company's account to add you as a user.

a) Registering a new account

Start off by entering your Company Name. This step is vital to ensure all your users are linked to the same company.

The screenshot shows the top navigation bar with the GetQuote logo, a 'Support' dropdown menu, and 'Register' and 'Log in' links. Below the navigation bar is the 'Register' heading. The main content area is titled 'Company Details' and contains a form with a 'Company Name' label and a text input field. Below the form is a 'Next' button.

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Enter your personal details. The first person to register a company that does not already exist, will become the Administrator of that account. That person will then be able to register any new users on the same company account.

b) Redeeming a Voucher

If you have been given a Voucher to use, then please enter the voucher code on the "Redeem a voucher" section.

If you do not have a voucher, please leave this field blank and you will continue the registration process using the debit order payment process. If yes, then you can skip to **page 2 (c)**.

The screenshot shows the top navigation bar with the GetQuote logo, a 'Support' dropdown menu, and 'Register' and 'Log in' links. Below the navigation bar is the 'Register' heading. The main content area is titled 'User Details' and contains a form with the following fields: 'Title' (dropdown menu), 'First Name', 'Last Name', 'Contact Number', 'Cell Number', and 'Fax Number'. Below the 'User Details' section is a section titled 'Redeem a voucher' which contains a 'Voucher Code' label and a text input field. At the bottom of the page are 'Back' and 'Next' buttons.

If a valid voucher is used then you will be asked to enter your email address and your account password. (The password must contain at least 1 uppercase letter, 1 lowercase letter and 1 number and it must be at 5 characters long.)

Register

Account Details

Email *	<input type="text"/>
Password *	<input type="password"/>
Confirm password *	<input type="password"/>

Back Register

c) Debit Order process

You can select up to 5 licenses to register for. If the number of licenses you require is more than 5 then please contact our support from the Contact Us page.

Then fill in your banking details (sent over a secure encrypted connection) and we will verify and load your debit order for processing. Once we have confirmation that all is in order, your pending account will be activated and you will be notified that you can proceed to the login page.

Register

User Details

No. of Users Required	<input type="text" value="2"/>
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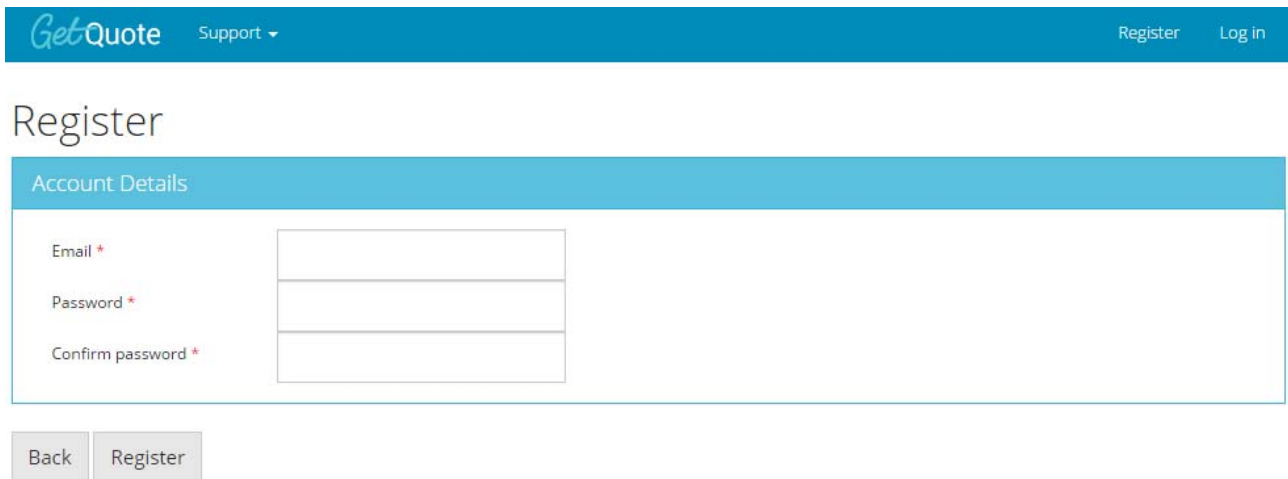
If you require more than 5 licenses, please [click here](#) to contact Support to arrange this.

Debit Order Details

Account Holder	<input type="text"/>
Bank Name	<input type="text"/>
Branch Code	<input type="text"/>
Account Number	<input type="text"/>
Account Type	<input type="text"/>

Back Next

You will be asked to enter your email address and your account password. (The password must contain at least 1 uppercase letter, 1 lowercase letter and 1 number and it must be at 5 characters long.)



GetQuote Support Register Log in

Register

Account Details

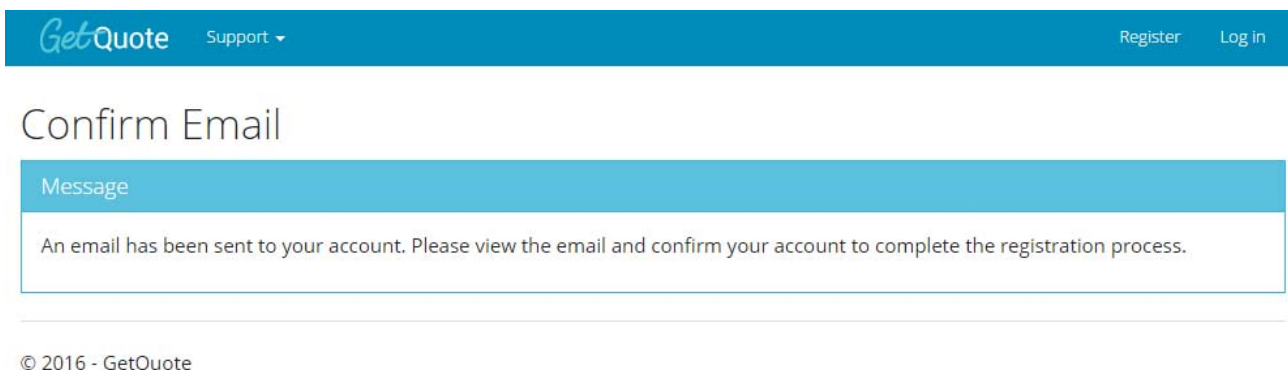
Email *
Password *
Confirm password *

Back Register

d) Account confirmation

You will then receive an email to the previously entered email address asking you to click on a link that will verify your ownership of that account. The subject will be: "Confirm your GetQuote account"

This is an important step, because for a security reasons, all quotations that you create, will be emailed to that account as an attachment.



GetQuote Support Register Log in

Confirm Email

Message

An email has been sent to your account. Please view the email and confirm your account to complete the registration process.

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2. Login Process

a) Reasons for failed logins

The login process is fairly simple, however a failed login can occur for a number of reasons:

- **Incorrect Password**
- **Account Cancelled:** This is if you have decided to stop using GetQuote or payment has bounced for a certain time period
- **Account Pending:** This is when you have first registered and we are in the process of verifying all your information
- **Account suspended:** Your account will be suspended if your payment bounces for whatever reason. We will be in touch to rectify the situation if this happened unexpectedly
- **Account does not exist:** This is most likely if you entered the incorrect email address as your username
- **Account unverified:** This means you need to click on the link in the verification email that was sent to you after registration. If you did not receive it, then please contact our support team to assist you on support@getquote.co.za
- **Company Suspended:** This is similar to the above suspended reason, only that the entire company account has been suspended
- **Company Pending:** Similar to the above, we are busy processing the registration information
- **Company Cancelled:** Similar to the above, the company and all its users have been cancelled from the system

Log in

Use a local account to log in

Any error messages will be displayed here.

Email	<input type="text" value="email@domain.com"/>
Password	<input type="password" value="*****"/>
	<input type="checkbox"/> Remember me?

Log in

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