



## SMART Metering Monitoring and Control - Web Hosted Instructions for The 'CUSTOMER'

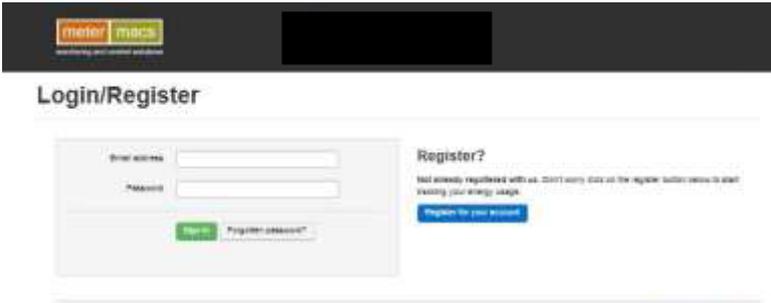
Definition of Terms:

'THE 'CLIENT'' =

Newlyn Harbour - facility operator

'THE 'CUSTOMER'' =

Vessel Owner - authorised/registered facility user

Customer FAQs	
<p>When a transaction is made on-line, how secure is my information and where does the money go?</p>	<p>Meter-MACS SMART Metering System utilises the secure services of Sagepay (<a href="http://www.sagepay.com/">www.sagepay.com/</a>), the UK's most recommended Payment Gateway Provider. The 'CUSTOMER's details and Credit/Debit Card information is securely transmitted to Sagepay to process the transaction, money is then directly deposited to the 'CLIENT's bank.</p> <p>Credit/Debit Card information is not retained in Meter-MACS System.</p>
<p>What do I need to do first?</p>	<p>The 'CUSTOMER' must already be known to THE 'CLIENT'' and have an account set-up in the 'CLIENT'S Meter-MACS System:</p>  <p>The 'CLIENT' should have confirmed this to the 'CUSTOMER'</p>
<p>How do I log onto my Meter-MACS Web Console Account?</p>	<p>A 'CUSTOMER' can directly log into <a href="https://gateway2.meter-macs.com">https://gateway2.meter-macs.com</a></p> 



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What do I need to do first?



1. First time 'CUSTOMER' Logon:  
Click on 'Register for your Account'

### Register?

Not already registered with us. Don't worry click on the register button tracking your energy usage.

[Register for your account](#)

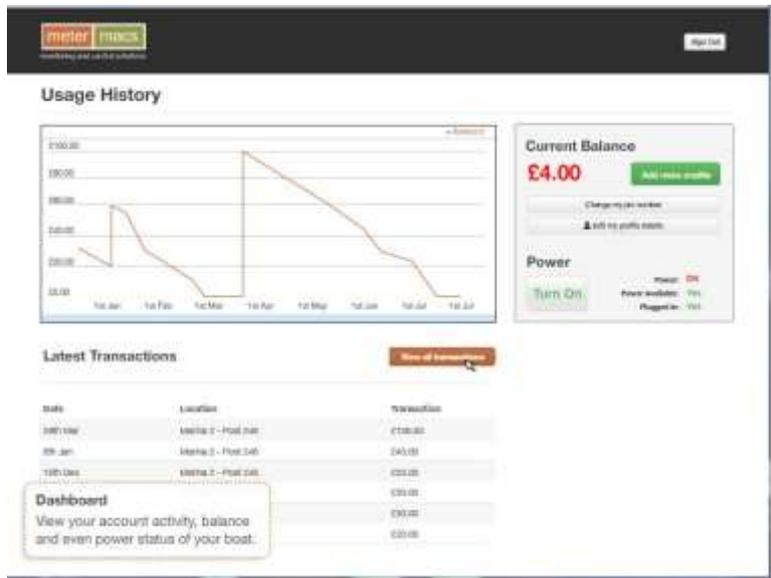
'CUSTOMER' should then see and complete:

How do I log onto my Meter-MACS Web Console Account?

1. Previously registered 'CUSTOMER':  
Enter 'email address' e.g. xyz@bt.net.com  
Enter 'Password' e.g. Password



Click sign-on to reveal:



2.

How do I top up my account via my 'CUSTOMER' Console?

To top-up account, the 'CUSTOMER' click's 'Add Credit'



'CUSTOMER' should then see:

## Top-up my balance

The form is divided into two sections: 'Card Details' and 'Billing details'. The 'Card Details' section includes fields for Amount, Card holder name, Card number, Start date, Expiry date, Issue number, Card type (with a dropdown menu), and CV2 number. A note states: 'Note: There will be an processing fee of £2.50 added to this transaction.' The 'Billing details' section includes fields for First name, Last name, Street address, Secondary address, City, County, Postcode, Telephone, and Mobile. A second note at the bottom of the form states: 'Note: There will be an processing fee of £2.50 added to this transaction.' At the bottom of the form are two buttons: 'Top-up my account' and 'Cancel'.

The user enters in the required information, clicking 'Top-up My Account' the information is automatically checked/validated, errors will be advised, if OK the information is then submitted to Sagepay and a response returned and displayed:

### Transaction Successful

*an automatic transmission is made updating the Local Meter-MACS System  
an automatic email is sent to the the 'CUSTOMER' confirming the transaction*

or

### Transaction Failed....



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NB other functions available to THE 'THE 'CLIENT'' the 'CUSTOMER's via

A screenshot of a customer dashboard interface. The top section is titled 'Current Balance' and shows a balance of '£44.00' in green. To the right of the balance is a green button labeled 'Add more credits'. Below the balance are two buttons: 'Change my pin number' and 'Edit my profile details'. The bottom section is titled 'Power' and features a 'Turn On' button. To the right of the button, the power status is shown as 'Power: Off', 'Power Available: Yes', and 'Plugged In: Yes'.

**Current Balance**  
**£44.00** [Add more credits](#)

[Change my pin number](#)

[Edit my profile details](#)

**Power**

[Turn On](#)      Power: **Off**  
Power Available: **Yes**  
Plugged In: **Yes**