

## Ibcos Online – Customer Portal

Ibcos have created an online service for Gold users. With the correct login details users may now go online and get their current Gold licence key, view their account information and access the latest Gold release notices.

A unique password is available for each Ibcos Gold user and is changed on the first day of each month to ensure security.

### Finding your User ID & Password

Log into Gold in the normal way.

In v5.6 type Ctrl – K (hold down the control key then press the letter k)

In v6 type Ctrl – F12 (hold down the control key then press the F12 key)  
This works for both Windows and Classic Gold screens.

In v7 type Ctrl – F12 (hold down the control key then press the F12 key)  
This works for both Windows and Classic Gold screens.

### **Note the following:**

#### **User ID:**

E.g. 99999

#### **Password – Current Month**

E.g. z9999z9999

*NB: The password will change on the first of each month.*

It is recommended that the password is highlighted on the screen using the mouse then copied by right clicking on the screen and selecting copy. It may then be pasted into the password section of [www.ibcos.co.uk/customer-portal](http://www.ibcos.co.uk/customer-portal) reducing the risk of entering the wrong password. Please ensure you do not pick up any blank spaces either side of the password. If the password is not accepted, please try typing it in manually before contacting us for assistance.

## Logging On

Open Internet Explorer and go to [www.ibcos.co.uk/customer-portal](http://www.ibcos.co.uk/customer-portal)

Alternatively, from the [ibcos.co.uk](http://www.ibcos.co.uk) home page select "Customer Portal". Several options are currently available:

- Licence Keys
- Training Videos
- Gold Release Notes and Factsheets
- Printer Options
- Download PC Support Client
- Postcode Anywhere
- Online Forms
- Hot Topics
- Company Directory

## Licence Keys

Use this option to obtain your latest licence key or view your account information.



The screenshot shows the iBCOS logo at the top. Below it is the title "On Line Licence Provider" and the instruction "Use this system to obtain your licence string." The login form contains two input fields: "UserName" and "Password". Below these fields are two buttons: "Submit" and "Reset". A note below the form states: "\*\*Note: the UserName and Password are case sensitive\*\*". At the bottom of the form area, it says "Your User ID and Password can be found in the DBL details on your Gold System".

Enter the User ID and Password found in the "Display Gold Licence Details" program. If the password was copied from the screen it may be pasted into the password field by right clicking then selecting Paste. Please ensure you do not pick up any blank spaces either side of the password. If the password is not accepted, please try typing it in manually before contacting us for assistance.

Your company name and address will be displayed followed by your latest account information (updated daily).

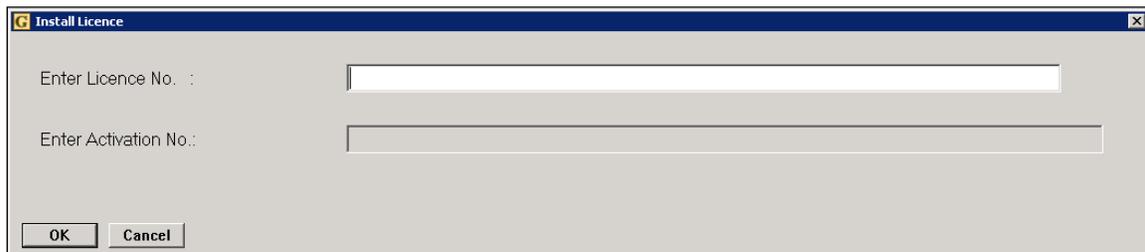
Current Month	0.00
Month 1	0.00
Month 2	0.00
Month 3	0.00
Total Balance	0.00
Outstanding	0.00

The latest licence key is also displayed which may be copied from the screen to enter into Gold. Highlight the entire key with the mouse, right click on the highlighted area then select Copy from the popup menu. Please ensure you do not pick up any blank spaces either side of the password.

### Entering the new licence key into Gold

The licence key may be copied from [www.ibcos.co.uk](http://www.ibcos.co.uk) , Customer Portal, Licence Keys.

In Gold enter the password of GOLDLM



The screenshot shows a window titled "Install Licence" with a close button in the top right corner. Inside the window, there are two text input fields. The first is labeled "Enter Licence No. :" and the second is labeled "Enter Activation No. :". Below these fields are two buttons: "OK" and "Cancel".

Right click with the mouse and select "Paste".

The licence key as copied from the online page will be displayed in the field. Press Enter to accept. If the password is not accepted, please try typing it in manually before contacting us for assistance.

A message: "Licence Installed" should be displayed.

## Training & Setup Videos

A selection of training and setup videos, on key topics within Ibcos Gold, are available.

In order to access these videos you will need to enter a username & password

Username: **training**

Password: **video**

*Of particular interest to new users will be the Windows and Classic Gold Navigation and the Parts, Workshop & Wholegoods Introduction Courses.*

**ibcos**gold software

*Gold Training Videos*

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These links access training videos on key topics within Ibcos Gold to assist users with every day tasks.

[Classic Gold - Navigation](#)

[Windows Gold - Navigation](#)

[Classic Gold - Parts Introduction](#)

[Windows Gold - Parts Introduction](#)

[Windows Gold - Workshop Introduction](#)

[Windows Gold - Wholegoods Introduction](#)

[Wholegood stock reversal](#)

[Find transaction in Nominal Ledger](#)

[Find transaction in Purchase Ledger](#)

[Find transaction in Sales Ledger](#)

[Labour credit notes](#)

[Unlock order in invoice confirmation](#)

[SMS Messaging - Setup](#)

[SMS Messaging - Usage](#)

## Gold Release Notes and Factsheets



Enter the User ID and Password found in the “Display Gold Licence Details” program. If the password was copied from the screen it may be pasted into the password field by right clicking then selecting Paste.

### **Release Notes**

The latest Software Enhancements and Fixes for the current shipment version of Gold. These are split by year with the current year at the top.

Also included is a list of the enhancements made to the latest version of Gold.

### **Fact Sheets**

A library of information sheets on Gold. Each sheet may be viewed using Adobe Acrobat Reader and can be printed. A link provides access to the Adobe website if the acrobat reader is not installed on the users computer.

### **General Fact Sheets**

A library of general information sheets covering topics such as backups and viruses.

### **Stock Order Exports**

Information sheets on exporting parts stock orders to various manufacturers.

### **Price Updates by Industry**

A list of electronic price updates provided by Ibcos.

### **Payroll**

Notes relating to GoldPay & Auto Enrolment.

### **Printer Options**

The list of printers that we currently sell and are compatible with Gold. The prices shown are excluding VAT but include the PDI and setup costs. Delivery is charged as extra.

You can request a printer order by filling out the form at the bottom of the page. We will then acknowledge your request by telephone/email, ask you for the delivery address and provide you with a quote for the printer including the shipping charge.

### **Postcode Anywhere**

This link will take you to the PCA website where you can log in and top up your credits.

### **Download PC Support Client**

On the right hand side of the screen there is a picture of a person holding a yellow hard hat. Clicking on the red box, when prompted by support, will start to automatically download Teamviewer; this is the client we use for remote support & training.

### **Online Forms (Yellow Box)**

PC Set Up Form: The form you will be required to complete in order for a PC/Laptop to be set up by Ibcos. *Please note that we require advance notice to set up PC's & Laptops.*

Printer Set Up Form: The form you will be required to complete in order for a printer you purchased to be set up in Gold.

*Please note that we require advance notice to set up printers.*

Broadband/Phone Line/Domain Services Cancellation Request Form: The form you will be required to complete in order to cancel the aforementioned services. *Please note that we require 1 month notice in writing to cancel these services.*

### **Hot Topics**

You will find important notices from Ibcos on the Customer Portal page. These can cover many topics, such as how to import your own background forms design (headed paper) and recordings of the numerous webinars we host.

### **Company Directory**

A page containing the contact details for the various departments within Ibcos Computers.