



November-08-13 4:36 PM

Subject: New Gilbarco SPOT Activation Tool Being Released - Canada - November 12, 2013
Importance: High

Subject: New Gilbarco SPOT Activation Tool November 12 2013

Attn: NEE Service Managers and DSS Subcontractors

Starting **Tuesday, November 12, 2013** Gilbarco will have two new ways to activate SPOTs – through an online app and by phone:

- **SPOT Activation Application**
Technicians will have the option to perform a SPOT activation via a web-based interface. Technicians can access the interface using a web browser on either their smartphone or laptop. Using this application will reduce the time it takes to activate a SPOT by as much as 50% compared to the current process
- **Automated SPOT Phone Activation**
SPOT Activation will also be available through the Gilbarco automated phone system by calling 866-606-8966 (Option 1, Option 1). For technicians working in areas where there is slow internet access or no internet access at all, the Automated SPOT Phone activation will be a valuable option and is also more efficient than calling and speaking with an agent

Further details are provided in the documents attached, please ensure you read them.

It is very important to note that before using either the online app or phone methods to activate SPOTs technicians must synchronize their passwords by logging in and out of the LMS (WISE site). It is a simple, small step but it is very important:

1. Go to <http://wise.gilbarco.com>
2. Log in using your User ID and Password
3. Log out
4. After one (1) hour your passwords will be synched and you may use the app and phone options

If you cannot remember your password please let me know and I can assist you.

If you have any questions about the new methods of SPOT activation please contact Dan Closson (dan.closson@gilbarco.com) or Adam Grasso (adam.grasso@gilbarco.com).



Gilbarco Inc.
7300 West Friendly Ave
PO Box 22087
Greensboro, NC 27420-2087
USA
Phone: 336.547.5000
Fax: 336.547.5393

To: Company Principals for Canada GVR Authorized Service Contractors and Service Technicians

Subject: **SPOT Activation App / Automated SPOT Phone Activation**

Date: November 8, 2013

In an effort to better serve our service technicians, we are introducing two new automated methods for SPOT activation beginning Tuesday, November 12th. Please alert your employees and make them aware of the new features outlined below.

SPOT Activation Application

Technicians will now have the ability to perform a SPOT activation via a web-based interface. The technician can access the interface using the web browser on either their smartphone or laptop. Using this application will reduce the time it takes to activate a SPOT by as much as 50% compared to the current process.

Automated SPOT Phone Activation

SPOT Activation is also available through our automated phone system by calling 866-606-8966 (Option 1, Option 1). For technicians working in areas where there is slow internet access or no internet access at all, our Automated SPOT Phone activation will be a valuable option and is also more efficient than calling and speaking with an agent.

Please reference the attached SPOT activation instructions for further details. It is strongly recommended that the first action be performed immediately and before visiting a site. See the "One-Time Action Required: Password Update" section for more details.

As always, Gilbarco Veeder-Root appreciates and respects our relationship with you. We thank you for your continued support.

Please direct any questions to your Market Service Manager or to Dan Closson via email at dan.closson@gilbarco.com.

Regards,

Gary Buchelt
Support Center Manager



ASC SPOT ACTIVATION APP USER INSTRUCTIONS

November 8, 2013

Technicians in the field now have the ability to do SPOT activations on the web or via an automated phone menu.

The new ASC App is the most efficient way to activate a SPOT. Calling the GVR Support Center for SPOT activation takes on average 4 - 5 minutes not including possible hold time. The ASC App reduces this time to around 1 - 2 minutes from start to finish (*depending on internet connection speed*). The ASC App can be used from a web browser either on a laptop, or on a cell phone. The new automated phone activation process is also available and may be a better choice if there is no Internet connection available or the technician's connection speed is slow.

There are two required actions that must be performed before attempting to use the SPOT Activation App. These two actions are required to be performed one time only and not required for every SPOT activation.

ONE-TIME ACTION REQUIRED: PASSWORD UPDATE

IMPORTANT: THERE IS A ONE HOUR DELAY BEFORE THE SPOT ACTIVATION APP CAN BE USED AFTER COMPLETING THE FOLLOWING PROCESS. Before beginning this new process, it is *required* that all users first sign into and then back out of LMS at <http://wise.gilbarco.com>. This process allows the user password to synchronize to this new ASC SPOT Activation App so the technician doesn't have to remember two passwords. *Beginning November 12, 2013, the Technical Training Registrar will no longer be able to reset LMS passwords via e-mail or telephone. If the LMS password is lost or forgotten, the LMS user will have to click the 'Forgot Password' link on the LMS homepage.*

NATIONAL ENERGY EQUIPMENT INC.



Learning Management System

Enter your user name and password at the lower right.

[Getting started](#)

[Quick Tour for Students \(3 minutes\)](#)

[Quick Tour for Authors \(4 minutes\)](#)



User name
 Full screen option (Alt-F4 to exit)

Password

[Forgot Password?](#)

7300 West Friendly Avenue . Greensboro, NC 27410 . Technical Training Registrar 336.547.5743 technicaltraining@gilbarco.com

ONE-TIME ACTION REQUIRED: TECHNICIAN MOBILE NUMBER VALIDATION

Your current technician mobile number is required to perform SPOT Activations. The following steps are required to validate your mobile number and should be performed one time only unless your mobile number and/or carrier changes.

When visiting the web page (<https://mymessage.gilbarco.com/SMS/ext/ascApp/login/login.jsp>) the technician should enter their username and password (same username and password as logging in to Learning Management System (LMS)).

***Note: There is a "Remember Me" function on this webpage for users who want their browser to remember their login credentials. This is not recommended when using a public computer.*



The image shows the login interface for the ASC App. At the top left is the text 'ASC App' and at the top right is the Gilbarco Veeder-Root logo. Below the header are two input fields: 'User Name' and 'Password'. Under the 'User Name' field is a 'Remember me' checkbox. To the right of the checkbox is a blue 'Sign in' button. At the bottom of the form area, the text 'Unauthorized access is prohibited.' is displayed.

Once logged into the ASC App, the user will be asked what function they want to perform. Functions should be performed in order by the red number below. The user **MUST** complete setting up of the mobile phone number before he can do a SPOT activation. If your mobile number is on file then number 1 is not required and you should proceed to SPOT Activation Instructions.

Welcome to the ASC App.
What would you like to do today?

The image shows a menu with two options. The first option is 'SPOT Activation' with a power button icon, a description 'Reactivate SPOT security after dismount (display, card reader, etc.)', and a large red number '2' to its right. The second option is 'Set Mobile Phone Number' with a mobile phone icon, a description 'Add your mobile phone number to your user profile (may be required for certain actions).', a red arrow pointing to the right, and a large red number '1' to its right.

Once the user selects 'SET MOBILE PHONE NUMBER', a list of cell phone carriers will be displayed. The carrier can be selected by scrolling and clicking on the correct carrier. The user can also begin typing the name of the carrier rather than scrolling down, and then click to select.



Step 1: Select your mobile phone carrier

Filter Results

3 River Wireless (@sms.3rivers.net)	>
AT&T Mobility (@txt.att.net)	>
Advantage Communications (@advantagepaging.com)	>
AirVoice (@mmode.com)	>
Airtouch Pagers - airtouch (@airtouch.net)	>
Airtouch Pagers - airtouchpaging (@airtouchpaging.com)	>
Airtouch Pagers - alphapage.airtouch (@alphapage.airtouch.com)	>
Airtouch Pagers - myairmail (@myairmail.com)	>
Alltel (@alltelmessage.com)	>
Alltel PCS (@message.alltel.com)	>
Ameritech Paging (@pageapi.com)	>
Arch Pagers (PageNet) - archwireless (@archwireless.net)	>

Step 1: Select your mobile phone carrier


Filter Results

Telus (@msg.telus.com)	>
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Once the carrier is selected, the user will be asked to enter his mobile number twice, his username and password (same as LMS) for verification purposes. The password is case-sensitive.

Next, the user will click submit and be alerted that he will receive a validation code on his mobile phone via text message.

Step 1: Select your mobile phone carrier 

Telus (@msg.telus.com)

Step 2: Enter mobile phone number

Mobile Phone Number
Format: 999-999-9999

Enter phone number again
Format: 999-999-9999

User Name

Password
For security purposes, we ask that you enter your user credentials again.

The validation code should then be entered and the user should click 'SUBMIT'. The user will then be alerted that the update was complete. SPOT Activation can now be completed.



Step 1: Select your mobile phone carrier ✓

Sprint PCS (@messaging.sprintpcs.com)

Step 2: Enter mobile phone number ✓

555-666-5555

Step 3: Enter validation code

You will now receive a **text message** with a validation code. Please enter the code below.

Validation Code:

SPOT ACTIVATION

To get started, visit <https://mymessage.gilbarco.com/SMS/ext/ascApp/login/login.jsp>. The technician should enter their username and password (same username and password as logging in to Learning Management System (LMS)).

The user should click on 'SPOT Activation' in order to proceed. The website will attempt to locate the technician and may pop up a permission box, depending on what browser is being used. If it's asked to allow, the user should click YES or ALLOW.

The ASC App will then display a list of sites that are close by the user's physical location. Once the site is populated on the screen, the user should click on 'SELECT SITE'. If no site populates, the user can click 'DETECT MY LOCATION' for a site listing.

Please select your location

FRIENDLY MART EXXON

6909 DOWNWIND ROAD GREENSBORO, NC 27409
Phone: 3366689844 GVR ID: 283849 Site ID: SG03000

In the event that no sites populate, the user can click the 'SEARCH FOR SITE' button and perform a search.

There is another option to use the site phone number, but this should ONLY be used when the site is not found using the site search. When searching for a site, wildcard searches can be performed like they are currently in SMS for web commissioning and web closure. Also, as with web closure, the ASC must be on the site's "APPROVED" contractor list in order to find it in a search.



Search for a different site

GVR ID

Site ID

Site Name

Street

City

State

ZIP

Phone

***Note: The Use Site Phone Only function should be executed only if the site does not automatically populate, or if the site cannot be found by using Search for Site.*

The application will prompt the user for the PPN number of the SPOT display.


The user should enter the entire 8-digit PPN number into the application and click 'CONTINUE'.

Step 1: Enter a PPN number

PPN Number

At this point, the technician should be ready to receive and enter the CHALLENGE VALUE from the SPOT display. Once the technician clicks 'START TIMER', he has SIXTY (60) SECONDS in which to enter the challenge value. If he exceeds 60 seconds, user will need to start the process over from the beginning by clicking "CANCEL AND START OVER".



Step 1: Enter a PPN number 

Step 2: Enter challenge value


- Before you begin, make sure the dispenser is ready to request a challenge.
- When you are ready, click the **Start Timer** button and then go to the dispenser and request a challenge.
- At that point, you will have 60 seconds to submit the challenge value, receive a text message with a password, and enter the password back into the dispenser.

Start Timer

Cancel and Start Over

*****Note: If the technician makes a mistake throughout this process, he can hit the 'CANCEL AND START OVER' at any time.**

Once the challenge number is entered, the user should click 'SUBMIT'.

Step 1: Enter a PPN number 

Step 2: Enter challenge value

Challenge Number **60** Seconds Remaining **Submit**

Cancel and Start Over

When the challenge number has been entered in the app (from the SPOT display), and the user clicks 'SUBMIT', a text message will be sent to the cell phone number on file for his username. He will then enter the password from the text message into the SPOT display to activate it.

*****CLARIFICATION: THERE IS A 60-SECOND TIME LIMIT TO PERFORM ALL OF THE FOLLOWING TASKS:**

- 1. START TIMER**



2. **ENTER CHALLENGE NUMBER**
3. **CLICK 'SUBMIT'**
4. **RECEIVE A TEXT MESSAGE**
5. **ENTER THE PASSWORD INTO THE SPOT DISPLAY**

This is a PCI requirement and cannot be altered in any way.

When the password is entered, the user should click 'I'M DONE'. It will confirm that a text message has been sent to the cell phone number on file for that user.

The screenshot shows a three-step process for SPOT activation. Step 1 is 'Enter a PPN number' with a green checkmark. Step 2 is 'Enter challenge value' with a green checkmark. Step 3 is 'Enter password into dispenser'. Below this title, there is a text message: 'You will now receive a **text message** with the password. Please enter the password into the dispenser before the timer expires. Click the I'm Done button when the process has completed.' To the right of the text is a large digital timer showing '49' with 'Seconds Remaining' below it. At the bottom right of the step 3 box is a blue button labeled 'I'm Done'. Below the step 3 box is a grey button labeled 'Cancel and Start Over'.

Depending on cell network traffic, text messages may not always arrive in time to complete the activation. The user can start over if the process times out. If the technician is then unable to complete the SPOT activation on the web, he can call 866-606-8966 to use the new automated SPOT activation by pressing Option 1, Option 1.

Once the user has finished activating the SPOT display, he should log out.

The screenshot shows the 'SPOT Activation' web interface. At the top left, there are links for 'SPOT Activation' and 'Home'. At the top right, it indicates 'Signed in as A20260' with a red circle around the text, and a 'Sign out' button. Below this, a location is shown as 'FRIENDLY MART EXXON'. The main content area displays three steps, each with a green checkmark indicating completion:

- Step 1: Enter a PPN number ✓
- Step 2: Enter challenge value ✓
- Step 3: Enter password into dispenser ✓

At the bottom of the steps, there is a 'Start Over' button.

To activate additional SPOT displays, the user can click the 'START OVER' button.