

# BGL Client Centre

## Set up Instructions

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### What is the BGL Client Centre?

The BGL Client Centre provides you with a direct connection to BGL. At the Client Centre you can:

- ✓ View your client details
- ✓ Log a support call
- ✓ Monitor the status of current support calls and mark them as resolved
- ✓ View the problem and resolution details of your past calls
- ✓ View the consultant allocated to solving your problem
- ✓ View BGL announcements

In the coming months you will also be able to:

- ✓ View and pay subscription invoices
- ✓ Register for hands-on training courses and update seminars
- ✓ Register for BGL functions
- ✓ Book a call-back time for your support calls


What are some of the benefits?

- ✓ Easier and quicker to log calls
- ✓ Ability to provide more information about your problem
- ✓ Faster response to your support queries
- ✓ Ability to see the status of your support call with BGL at any time
- ✓ Ability to easily contact the consultant handling your call

### How do I set up my account?

It will take you a few minutes to set up your account. Each BGL client can only have one account so the account you set up will be used by everyone in your organisation.

1. Open up your web browser (e.g. Internet Explorer, Mozilla Firefox)
2. Input <http://clients.bglcorp.com.au/> in the address line of your browser
3. Click **Register for the Client Centre** on the left menu
4. Input the following details to set up your account

- Admin Contact Email:** Input your admin contact email address. This is the email address to which BGL currently sends newsletters, invoices and subscription renewals
- Product ID:** Input the Product ID for your BGL products. The Product ID can be found in your BGL software. From the Process Tree, select **Administration | About**, or click  **Information** on the main screen
- Username:** Input a username that your organisation will use to access the BGL Client Centre (at least 4 characters)
- Password / Confirm Password:** Input a password for your organisation to use to access the BGL Client Centre (at least 5 characters)
- Security Word:** The word in the image must be typed into the box

Click

[Register Account](#)

Your Client Centre account will now be activated. **Make sure you record your Username and Password in a safe place.** You will also need to pass the username and password detail to other people in your organisation who need to access the BGL Client Centre. Your login details will also be emailed to your admin contact email.

If you have any problems setting up your account, please email [admin@bglcorp.com.au](mailto:admin@bglcorp.com.au) or call BGL on 1300 65 44 01.

## Logging in to the Client Centre

You can now log in to the BGL Client Centre at <http://clients.bglcorp.com.au> by entering your **Username** and **Password**.

## Using the BGL Client Centre

The BGL Client Centre home page will display. From the left menu, you can select:

### BGL Client Centre

- |                           |   |
|---------------------------|---|
| <b>Client Centre Home</b> | Provides you with all the latest developments and information about BGL. Select this option at anytime during your visit to the BGL Client centre to go back to the main page   |
| <b>BGL Direct</b>         | Find out the latest information about your BGL products. BGL Direct is managed by the BGL Product teams and is used to provide you with important information about your products. BGL Direct announcements can also be accessed through your BGL Software. Announcements are only made when changes and or issues arise that effect your use of the software. It is important that you keep up to date with these announcements. |
| <b>Shopping Cart</b>      | Used to process your purchases and payments online.   |
| <b>Privacy Policy</b>     | View the BGL Privacy Policy.  |
| <b>Logout</b>             | Exit from the BGL Client Centre   |

### Your Support

- |                           |  |
|---------------------------|--|
| <b>BGL Wiki</b>           | Access BGL Wiki for Knowledge Base articles, Training Manuals, Help Files and User Group minutes   |
| <b>Software Downloads</b> | <p>All the latest BGL product and documentation updates can be downloaded from here. Before logging a support call it is important that you download and install the latest update. This will ensure that you are using the latest version making the support process a whole lot easier.</p> <p>All downloads come with full instructions. You must read and follow all instructions before downloading and installing any BGL Software update.</p> |
| <b>Training Manuals</b>   | Download the latest software updates and PDF copies of the Training Manuals.   |
| <b>Your Support Calls</b> | <p>Provides you details of your current support calls, together with all of your support calls over the past 12 months. You can use this tool to find out who is logging calls from your organisation and the type of issues being logged.</p> <p>You can also close a support call if you have resolved a problem and or no longer require assistance from BGL.</p>   |
| <b>Log a Support Call</b> | Use this to log a support call with BGL. Your call will automatically be added to the BGL Lotus Notes outstanding calls database. It is important that you complete all fields and provide as much information as possible regarding the nature of the support call. Better problem descriptions often result in quicker response times. You can also add attachments and files if required.   |
| <b>Client Services</b>    | Provides you a range of professional services delivered by experienced BGL support consultants who are up to date with changes in technology and legislation. Services that are available include new system installations, software update installations, MYOB Super Fund/Supervisor II/APS Desktop Super Conversions, Superannuation Fund Processing, Corporate Compliance and Onsite Training.  |

## Registration

- Training Courses** BGL runs more than 350 training courses per year across all states and in many regional areas. BGL also holds regular web training course. You can view the courses, check availability and register for the course you would like to attend.
- User Groups** BGL runs bi monthly Product User Groups in each capital city and many regional cities. You can view user group schedule, check availability and register for the group you would like to attend.
- Seminars & Events** BGL runs Product Update seminars twice a year. You can view the seminar details, check availability and register for the seminar you would like to attend.

## Your Account

- Invoices** View all of your outstanding and paid invoices on this page. You are able to add invoices to your shopping cart and then pay them instantly with your credit card or alternatively obtain details on how to pay via cheque or direct debit. Please note that all invoices generated by the Client Centre will be automatically deleted if they are not paid within 7 days.
- Subscription Renewal** Provides you with the ability to view and pay all your BGL subscription invoices. Your invoices will appear approximately one month before they are due. You will receive all your invoices by mail as well as the Client Centre. You can view all invoices on this page from the past three years.
- Purchases & Upgrades** Purchase BGL and BGL Client Services products online.

## Your Details

- Account Details** Contains all the information details you have with BGL including the option to change your Client Centre Password.
- Referrals** Input the details of firms that you have referred to BGL and be rewarded. To benefit from this you must first register for the BGL Client Referral Program. To find out more [Download a PDF Brochure](#) with details on how you can be rewarded
- SMSF Auditor Register** Need help with finding a registered SMSF Auditor who uses Simple Fund? Use the SMSF register to find the auditor closest to you. Alternatively you can also register as an auditor to be placed on the SMSF Auditors Register.

## Your Feedback

### Feedback

BGL is focused on meeting the needs of clients by providing the best possible products and services to you. In order to achieve this, we would like your feedback on areas where you feel we can improve. You can also tell us about your experience dealing with the BGL team. Use this to provide BGL feedback, an item for a BGL product wish list item, complaint and or any other feedback you may have.

### Contact BGL

Outlines all contact details for BGL including address, phone numbers and email addresses for various departments.

The screenshot displays the BGL Client Centre website. At the top, the BGL logo is accompanied by the tagline "Your Partner in Compliance" and a descriptive sentence: "BGL is the leading supplier of compliance computer software for accountants, corporate groups and other professional service organisations." Below this is a navigation bar with links for Home, Products, Client Services, Client Centre, and About BGL, along with a search box. The main content area is titled "Then you need..." and features a "Portal by BGL" graphic. The page is organized into several sections: "BGL Direct" with news items like "NEW to BGL - Lunch & Learn Sessions" and "SPAA National Conference Melbourne 17-19 February"; "Account Spotlight" with a "No information" message; "Your Support Calls" showing "34 support calls to Review"; "Your Upcoming Training" including "CAS Company Secretarial Wednesday 11 Mar 2009"; "BGL Wiki Tips" with a "QR template error" tip; and "Latest Software Versions" for various products (CAS, SF, SI, SL, QRT) with their respective release dates and "More Info" links. A left-hand sidebar provides quick access to "BGL Client Centre" (Home, Direct, Cart, Privacy, Logout), "Your Support" (Wiki, Downloads, Calls, Services), "Registration" (Courses, Groups, Events), "Your Account" (Invoices, Renewal, Upgrades), "Your Details" (Account, Referrals, Register), and "Your Feedback" (Feedback, Contact BGL).

## Thank you for using the BGL Client Centre

BGL is committed to providing you an easy to use and informative client centre. Should you have any suggestions or comments on how we can improve this service, please or call us on 1300 65 44 01 or email [admin@bglcorp.com.au](mailto:admin@bglcorp.com.au).