

# Joining Facilitiesline

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How to become a Facilitiesline Member

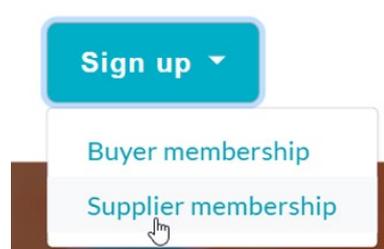
# How to become a Facilitiesline member

If your business delivers facilities management services, joining Facilitiesline will help you to manage your compliance and ensure you're always ready to seize new opportunities with both new and existing clients.

We're here to make your life easier - and that starts with a simple sign up process. Here's what you need to do to become a Facilitiesline member.

## It all starts on our website

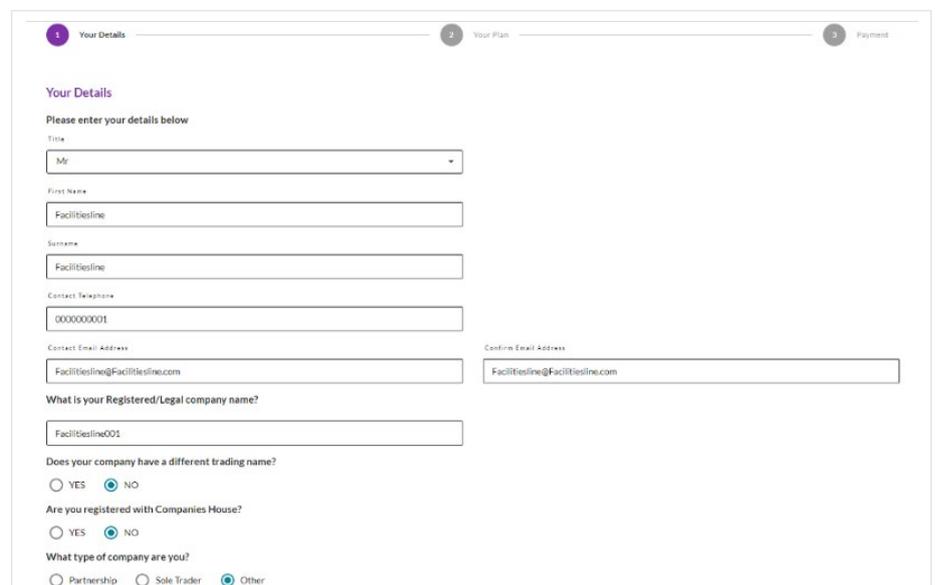
Visit the [Facilitiesline website](#), then click on 'Sign up' in the top navigation bar and select 'Supplier membership' from the dropdown menu.



## Enter your details

First, you will be required to provide your contact and company details. When filling in these details, please be aware that:

- Your email address will also be used as your login username. Please check your to make sure this has been entered correctly.
- If you are registered with Companies House (CH), you will be required to add your CH number. Please note: the form will return an error message if an incorrect number has been entered.
- The address you provide should be your head office address or business address.

A screenshot of a web registration form titled 'Your Details'. The form is part of a three-step process, with 'Your Details' being the first step. It contains several input fields: 'Title' (dropdown menu with 'Mr' selected), 'First Name' (text box with 'Facilitiesline'), 'Surname' (text box with 'Facilitiesline'), 'Contact Telephone' (text box with '0000000001'), 'Contact Email Address' (text box with 'Facilitiesline@Facilitiesline.com'), and 'Confirm Email Address' (text box with 'Facilitiesline@Facilitiesline.com'). Below these are three more questions: 'What is your Registered/Legal company name?' (text box with 'Facilitiesline001'), 'Does your company have a different trading name?' (radio buttons for YES and NO, with NO selected), 'Are you registered with Companies House?' (radio buttons for YES and NO, with NO selected), and 'What type of company are you?' (radio buttons for Partnership, Sole Trader, and Other, with Other selected).

# How to become a Facilitiesline member

## Tell us why you're joining us

We would love to hear about what prompted you to sign up for Facilitiesline, so that we can ensure our platform meets your needs. Use the dropdown menu to select your reason for signing up.

- If a client has requested that you sign up for Facilitiesline, they may have given you a code to quote to us - if so, please select this option and input the code. If you haven't been given a code, simply choose 'Client request - no code' and include the client name in the box below.
- If you're joining us due to a marketing promotion or event, please provide the promo code or event name.

## Choosing your membership level

To get the right membership for you, we need a little bit of information around the size of your business.

- **Number of employees:** Enter the number of staff you directly employ, including directors, management and clerical, etc. Only include staff that are directly employed by your business either on-site or off-site, and any self-employed staff members.
- **Your turnover:** If you are a new startup, please select your predicted turnover for the year.

1 2 3  
Your Details Your Plan Payment

**How many employees do you have in total?**  
Please provide a figure which includes the following:  
Directly employed office staff including directors, management and clerical, etc.  
Directly employed off site  
Directly employed on site  
Self-employed labour only

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**Please select your businesses annual turnover range**

£1,000,000-£1,499,999

- A table will then appear, showing the various benefits of our Facilitiesline Bronze and Gold memberships. Use this table to decide which membership is best for your business, then select your membership by ticking the appropriate box at the bottom of the table.

MAXIMUM SUPPORT & SERVICE	FACILITIESLINE BRONZE	FACILITIESLINE GOLD
Attend Meet the Buyer Events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to our support team	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Quicker	<input type="checkbox"/>	<input type="checkbox"/>
Concierge	<input type="checkbox"/>	<input type="checkbox"/>

FACILITIESLINE BRONZE  FACILITIESLINE GOLD

# How to become a Facilitiesline member

## Enhance your membership with our bolt ons

When you've selected a membership, you will have the chance to add our Bolt-On options to your membership, including:

- **Quicker:** which accelerates the verification process so you can become verified within 5 business days, and alerts you when certain elements of your profile are due to expire
- **Concierge:** which provides you with a dedicated customer agent who will ensure that you are verified at all times, and provide training to make sure your team gets the most value out of our platform

Simply check the tickbox next to the Bolt-On(s) you wish to add to your membership.

The screenshot shows a 'Plan Bolt-Ons' section with two options: 'Quicker' and 'Concierge'. Each option has a description, bullet points, and a checkbox to 'Add' it. Below this is a summary for the 'Your Facilitiesline Bronze Plan' with 'Benefits for your business' and a 'Price Breakdown' table.

Your Facilitiesline Bronze Plan									
<b>Benefits for your business</b>	<b>Price Breakdown</b>								
<ul style="list-style-type: none"><li>• Promote your company to Facilities Management Clients across the UK with the entry level plan.</li><li>• GET automatically matched and never miss out on new opportunities.</li><li>• Remove the need to complete multiple assessments, saving both time and money.</li></ul>	<table border="1"><tr><td>Facilitiesline Bronze</td><td>£199.00</td></tr><tr><td>Joining Fee</td><td>£299.00</td></tr><tr><td>VAT</td><td>£99.60</td></tr><tr><td><b>Total Fee (incl VAT)</b></td><td><b>£597.60</b></td></tr></table>	Facilitiesline Bronze	£199.00	Joining Fee	£299.00	VAT	£99.60	<b>Total Fee (incl VAT)</b>	<b>£597.60</b>
Facilitiesline Bronze	£199.00								
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<b>Total Fee (incl VAT)</b>	<b>£597.60</b>								

## Adjust your membership

At this stage, you will also be able to tailor your membership to your business by:

- **Marketplace:** One feature our customers craved was the ability to search for new work opportunities within the platform. With Marketplace, you can now do this.

Marketplace is an optional added benefit for our members, and free for growing businesses with a turnover of less than £1 million.

To find out more, you can visit [our website](#). Alternatively, you can opt out and remove this from your membership.

- **Claiming a DTS discount:** We include an SSIP with our Gold membership as standard. If you don't need an SSIP, or you're required to have an accreditation from a specific scheme member, select '**Add DTS Discount**' and we will apply a discount to your membership fee.

When you have selected your membership level and any bolt-ons or adjustments you may require, you will be able to see a breakdown of your membership costs and a total cost for your membership. Click through to the Payment page to complete your purchase.

# How to become a Facilitiesline member

## Set up your payment method

The billing contact and address will default to the contact and address you provided on the first page. If these details aren't correct, select 'Use an alternative contact/address' and fill in the correct details.

Read the terms and conditions and tick the box to confirm that you agree. You can then choose to pay by credit or debit card or you can set up a Direct Debit.

- Paying by credit or debit card: This is the fastest way to pay. If you choose this option, you will be taken to an external site to complete your payment.
- Set up a Direct Debit: To set up a Direct Debit, you will need to download the [Mandate Form](#) and fill it in. You will then be required to send this form to [billing@facilitiesline.co.uk](mailto:billing@facilitiesline.co.uk).

I agree to the [terms and conditions](#).

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### Payment Options

Choose your method of payment

Credit/Debit Card     Direct Debit

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Credit/Debit Card      

You will be taken to an external website to complete payment.  
Please note that any future product renewals will take payment using the details provided for this transaction

[PAY WITH CREDIT/DEBIT CARD](#)

## Verify your membership

You will then be taken to a confirmation screen, where you will receive a Facilitiesline ID number. Please make a note of this number, as you will need it when contacting our Customer Support team.

 Your payment was successful.

### Thank you for joining the Facilitiesline community

Facilitiesline ID: 1205414

#### What happens next

You will receive an email to [Facilitiesline@Facilitiesline.com](mailto:Facilitiesline@Facilitiesline.com) asking you to validate and set up your new account.

If you have any questions and problems getting signed in please contact our customer service team on 0333 300 3066

# How to become a Facilitiesline member

We will then send an email to the contact email address you provided, which will ask you to validate your new account.

Follow the link on the email to verify your email address. This link will take you to a page where you will be required to:

- Enter your email address and then click **'Send verification code'**.
- You will receive an email from "Microsoft on behalf of Facilitiesline" with a 6-digit code. It can take a few minutes for this email to arrive.
- If the code doesn't arrive within a few minutes, please check your spam inbox. You can also select 'Send new code' to receive a new code if necessary.
- Once you have your verification code, go back to the login page and enter it into the box under your email address, then click **'Verify code'**.

Verification is necessary. Please click Send button.

Email Address

e-mail@passwordreset.io

Send verification code

Continue Cancel

Create/reset password Password criteria Get support

Enter your email address and click **Send Verification Code**. You will receive an email from Microsoft with a 6-digit code. It can take a few minutes for that email to arrive (check your junk folder). Copy and paste the 6-digit code from the email, then click **Verify Code**.

Passwords must be **eight characters minimum** (64 maximum) including:  
an **uppercase** character  
a **lower case** character  
a **number**  
a **symbol**

Here to help. Send us an email, and attaching a screenshot of the issue to your email can speed things up. [sus0001@constructionline.co.uk](mailto:sus0001@constructionline.co.uk)

Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue Cancel

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Facilitiesline Constructionline

## How to become a Facilitiesline member

### Verify your membership

Once you've verified your email address, you will be asked to set a password for your account. Your password needs to include:

- eight characters minimum (64 maximum)
- an uppercase character
- a lowercase character
- a number
- a symbol

Once you have set your password, you have completed the sign-up process and now have full access to Facilitiesline.

### Enjoy the benefits of being a Facilitiesline member

Once your payment has been processed and you have completed the additional questions required, you will become a verified Facilitiesline Supplier and be able to enjoy all the benefits it brings.

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### Supporting you with the sign-up process

If you have any questions about becoming a Facilitiesline member or need support with any stage of the sign-up process, please don't hesitate to contact our customer service team via [Live chat](#) or by calling **0330 818 3702**.