

# Upgrading your Facilitiesline membership

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# How to upgrade your Facilitiesline membership

If you're a Bronze Facilitiesline member looking to gain all of the additional benefits a Gold membership offers your business, it couldn't be easier to upgrade your membership from Bronze to Gold.

Here's what you need to do:

## Log in to your Facilitiesline account

Log in to your account by visiting [the platform](#), and select the 'Manage Account' tab on the left-hand side.

Within the 'Manage Subscription' tab, scroll down to 'Upgrade Plan', and you will see a range of options, depending on your Constructionline membership level.

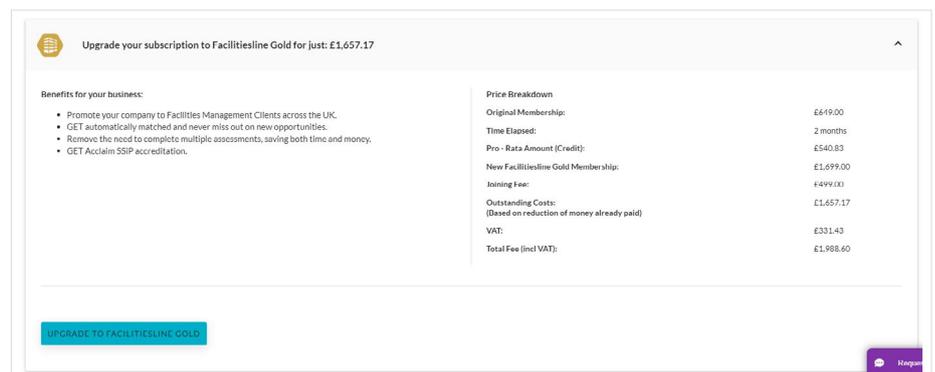
One of these options will say 'Upgrade your subscription to Facilitiesline Gold with Marketplace for just £XXX.XX'. Click the 'Find out more' button on this option.



## View the benefits of each membership

When you have selected your preferred upgrade option, you will be able to see all of the additional benefits you can gain from upgrading from Bronze to Gold Facilitiesline membership.

You will be able to see an easy to view breakdown of your membership. Select 'Upgrade' to purchase your new membership bundle.



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## Set up your payment method

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.

Reason for upgrade

Please tell us the reason for your decision to upgrade. Select an option below.

Please select...

- Client request - with code (please enter code)
- Client request - no code (please enter client name)
- Marketing or Promotion - with code (please enter code)
- Conference or Event (please enter event)
- Other (please enter detail)

CANCEL CONFIRM

## Enhance your membership with our bolt ons

You will then 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, then click 'Confirm' on the right-hand side of the page.

Constructionline subscription Bolt Ons

- Add Concierge for £499.00 (12 months)  
Full 12 month price: £499.00 - Service will auto renew on 03/11/2022 aligned with your new Facilitiesline Gold plan
- Add Quicker for £199.00 (12 months)  
Full 12 month price: £199.00 - Service will auto renew on 03/11/2022 aligned with your new Facilitiesline Gold plan
- Extend Marketplace Opt out for -£66.67 (12 months)  
Full 12 month price: -£66.67 - Service will auto renew on 03/11/2022 aligned with your new Facilitiesline Gold plan

Your Product Basket

Upgrade to Facilitiesline Gold:	£1,657.17
Joining Fee:	£499.00
Subtotal:	£2,156.17
VAT:	£331.43
Total:	£1,900.00

CONFIRM

# How to upgrade your Facilitiesline membership

## Tell us why you're upgrading

You will then be taken to the Payment page, where you can update your billing contact details if necessary using the **'Update Details'** buttons.

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).

The screenshot shows a web interface for managing a payment. At the top, it says 'Back to Manage Account' and 'Payment: £1,173.60'. Below this, there are two sections: 'Billing Contact Details' and 'Payment Options'. The 'Billing Contact Details' section has two columns of input fields for Name, Contact Telephone, Contact Email Address, Billing Address, and Billing Reference. Each field has an 'UPDATE DETAILS' button next to it. The 'Payment Options' section has a heading 'Choose your method of payment' and two radio buttons: 'Credit/Debit Card' (which is selected) and 'Direct Debit'. Below the radio buttons, there are logos for Visa, Mastercard, and American Express. A note states: '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.' At the bottom of the 'Payment Options' section, there is a blue button that says 'Pay with the CREDIT/DEBIT CARD'.

## Complete the additional pre-qualification questions

When your payment method has been confirmed, click **'Back to Manage your Account'** to go back to your account. You should now see **'Facilitiesline Gold'** listed under the **'Active Products'** section.

You will then need to answer the additional pre-qualification questions required in order to become a verified Gold Facilitiesline Supplier. To do this:

- Select **'Manage Compliance'** from the menu on the left-hand side of the page
- The Issues tab will highlight the additional areas you will need to complete in order to become verified to Gold level. Fill in the answers to these questions as soon as possible to ensure you're verified.

**For more information about managing your compliance, please see our **'Manage Compliance'** guide on [our website](#).**

## How to upgrade your Facilitiesline membership

### Enjoy the benefits of being a Gold member

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

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### Need some support in upgrading your membership?

If you have any questions about upgrading your membership, or you'd like some support with any stage of the process, please contact us via [Live chat](#) or by call our customer service team **0330 818 3702**.