



www.TrustMyGarage.co.uk

Garage Process Guide





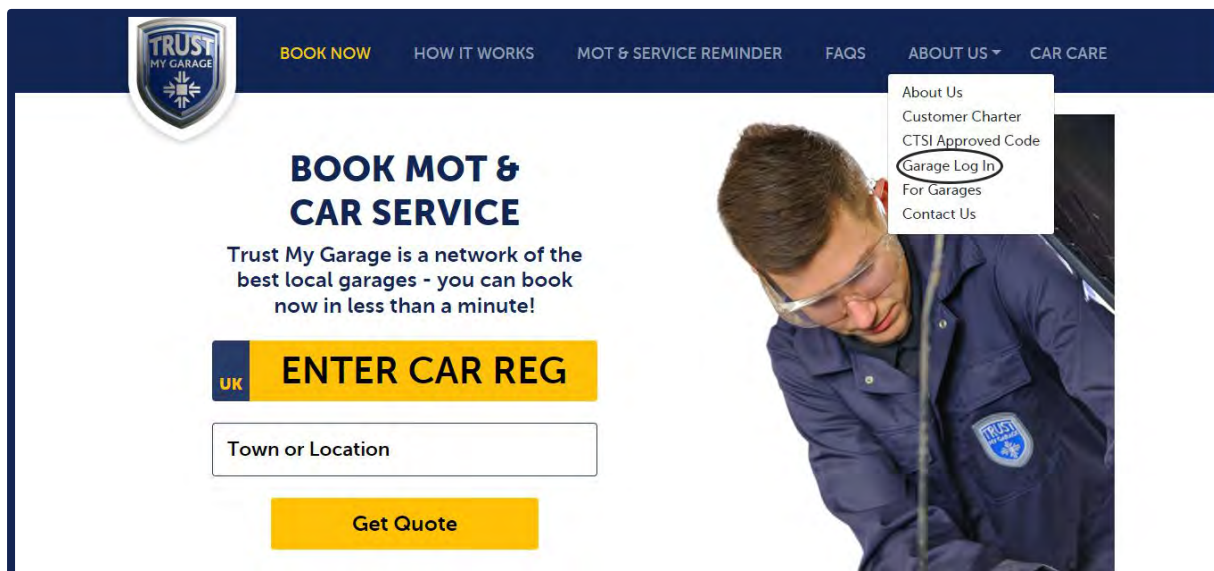
Contents

Page	Topic
3	Logging Into Your Trust My Garage Account for the First Time
4	Logging Into Your Trust My Garage Account
5	Edit Your Garage Details
7	Upload Images
8	Processing a Booking
11	Complete or Cancel a Booking
13	Forgotten Password
13	Changing Your Password

Logging Into Your Trust My Garage Account For the First Time

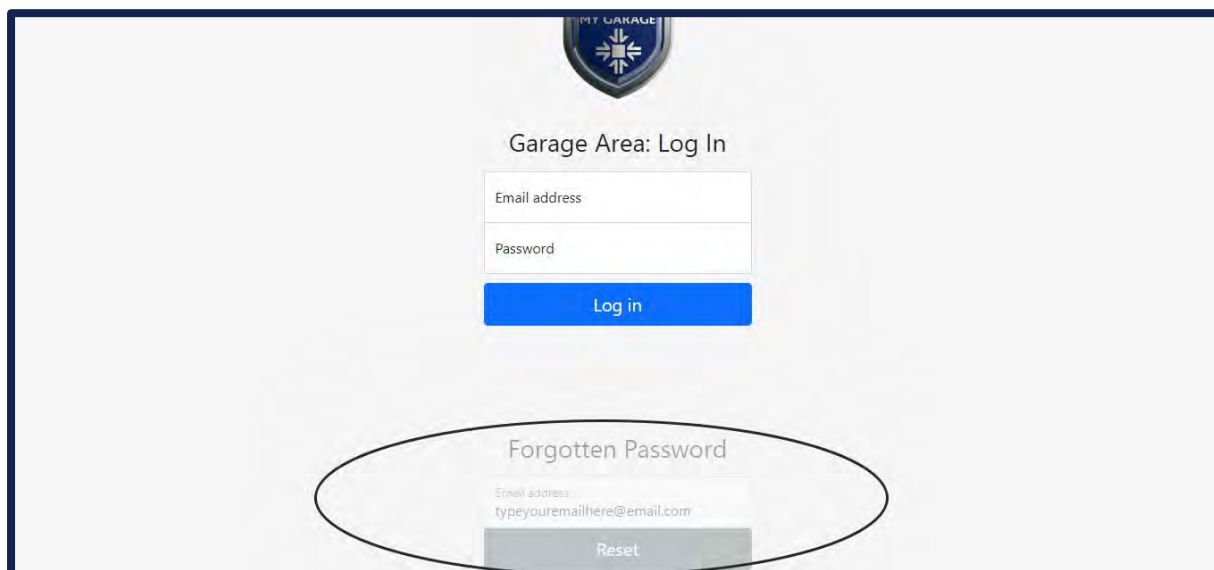
When you first visit the Trust My Garage website at www.TrustMyGarage.co.uk you will be greeted with the home page.

Click on 'About Us' and then select 'Garage Log In'.



This will take you to the login page.

To login for the first time, you will need to first **set your password**. To do this, scroll to the bottom of the login page to the '**Forgotten Password**' section and type in your email associated with your Independent Garage Association account in the forgotten password box.





You will now be sent a password reset link to your email address so you can create your password.

Trust My Garage Portal Access Details

This e-mail contains a link which you can click to update your Trust My Garage web site garage portal account.

Update link: [https://tmg-dev.402media.net/garage-log-in/reset-log-in.php?email=\[REDACTED\]](https://tmg-dev.402media.net/garage-log-in/reset-log-in.php?email=[REDACTED])

Please click this link only once.

If you cannot click the link then please copy-and-paste it into your browser.

Please delete this e-mail once you have clicked the link.

Please do not reply to this e-mail as it has been sent from an unattended mailbox.

Clicking the link in the email, as pictured above, will take you to the webpage where you can set your password. Once you have set your password, you can login to the Trust My Garage website.

Logging Into Your Trust My Garage Account

To login into the Trust My Garage website, select '**About Us**' and then select '**Garage Login**'.

Type in your email and password.

Once logged in, you will be greeted with the TMG Garages' log in area. From here you can:

- View bookings
- Search through bookings
- Confirm or cancel bookings
- Manage your garage profile and update your information
- Manage the images on your Trust My Garage profile
- Change your password

The screenshot shows the Trust My Garage website's log in area. At the top, there is a navigation bar with links: BOOK NOW, HOW IT WORKS, MOT & SERVICE REMINDER, FAQs, ABOUT US (with a dropdown arrow), and CAR CARE. The main heading is "Welcome to the TMG Garages' log in area". Below this, there is a red banner that says "New Bookings Requiring Your Urgent Attention". Underneath the banner is a table with the following data:

Garage	Customer name	Vehicle reg	Status	Booking received	
Test Garage	[REDACTED]	[REDACTED]	Enquiry	Mon 8th Aug at 09:22	Details

To the right of the table is a "Menu" box containing the following links:

- [Log in home](#)
- [All bookings](#)
- [Manage my garage](#)
- [Manage my garage's images](#)
- [Manage my login](#)
- [Log out](#)

Below the table, there is a note: "The right-hand side menu shows the options available to you. Don't forget to log out once you've finished managing your bookings."



Edit Your Garage Details

To edit your Trust My Garage details, login to your Trust My Garage account, which will take you to the TMG Garages' log in area.

To edit your details, select **Manage My Garage** on the right-hand side.

Garage	Customer name	Vehicle reg	Status	Booking received	
Test Garage			Enquiry	Mon 8th Aug at 09:22	Details

The right-hand side menu shows the options available to you. Don't forget to log out once you've finished managing your bookings.

- Log in home
- All bookings
- Manage my garage
- Manage my garage's images
- Manage my login
- Log out

Book Your MOT | Book Your Car | Trusted Garages

You will be taken to a page where you can edit the following garage details:

- Company Name
- VAT Registered*
- MOT Price*
- Primary Contact*
- Complaints Manager*
- Complaints Phone Number*
- Garage Telephone
- Garage Address
- Website and Social Media Links
- About Your Garage
- Services Offered
- Opening Hours

Points to note:

- Items above marked with an asterix (*) will **not** be displayed to the public on your garage profile page.
- The “current value” information displayed underneath each field on the Manage My Garage page shows you the information that is currently live on your garage profile page.
- The email address associated with your Independent Garage Association account is also displayed as an ‘Email Garage’ link on your garage profile page so that customers can email your garage directly.

Garage Area: Manage My Garage

You can update the details we hold about your garage on this page. The changes will be checked by our team of moderators and will go live once they have approved them.

Details

Company
 (Current value: Test Garage)

VAT Registered: (Current: Yes)

Car MOT Price (Current value: 30.00)

Contacts

Primary Contact
 (Current value: REDACTED)

Complaints Manager
 (Current value:)

Complaints Phone Number

Menu

- [Log in home](#)
- [All bookings](#)
- [Manage my garage](#)
- [Manage my garage's images](#)
- [Manage my login](#)
- [Log out](#)

Services

WashVac: (Current: Yes)

Automatic Transmissions: (Current: Yes)

Manual Transmissions: (Current: Yes)

4x4 Specialist: (Current: Yes)

Suspension: (Current: Yes)

Steering: (Current: Yes)

Servicing: (Current: Yes)

MOT Trucks: (Current: No)

MOT Light: (Current: Yes)

Comms: (Current: Yes)

MOT Cars: (Current: Yes)

MOT: (Current: No)

Motorcycles: (Current: No)

Fitting Tyres: (Current: Yes)

Fitting Exhausts: (Current: Yes)

Fitting Batteries: (Current: Yes)

Fault Diagnostics: (Current: Yes)

Electricals: (Current: No)

Courtesy Car: (Current: Yes)

Collection: (Current: Yes)

Opening Hours

Monday Open
 (Current: 08:00:00)

Monday Closed
 (Current: 18:00:00)

Tuesday Open
 (Current: 08:00:00)

Tuesday Closed
 (Current: 18:00:00)

Wednesday Open
 (Current: 08:00:00)

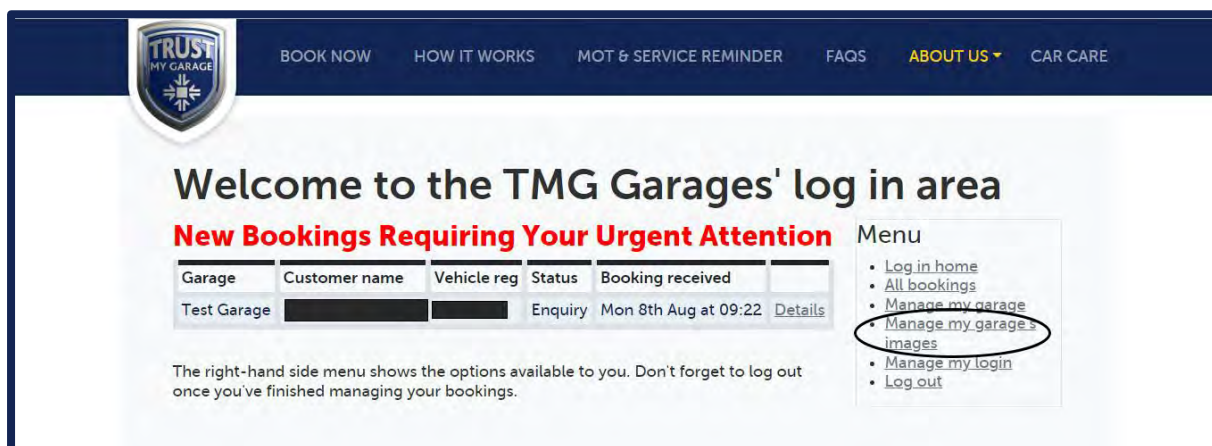
Wednesday Closed
 (Current: 18:00:00)

Thursday Open
 (Current:)

Once you have updated your details, they will be sent over to a member of our team to be checked and approved. Your changes will not become live on the website until they have been approved.

Upload Images

To upload images to your Trust My Garage profile page, login to your Trust My Garage account, then select **'Manage My Garage's Images'** on the right-hand side of the TMG Garages' log in area page.



Welcome to the TMG Garages' log in area

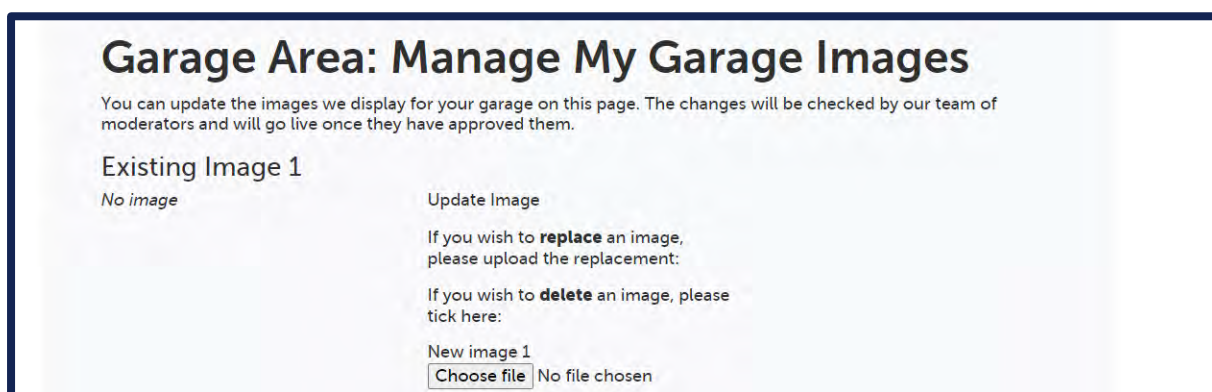
New Bookings Requiring Your Urgent Attention

Garage	Customer name	Vehicle reg	Status	Booking received	
Test Garage	[REDACTED]	[REDACTED]	Enquiry	Mon 8th Aug at 09:22	Details

The right-hand side menu shows the options available to you. Don't forget to log out once you've finished managing your bookings.

- Log in home
- All bookings
- Manage my garage
- Manage my garage's images
- Manage my login
- Log out

This will take you to a page where you can **manage your garage images**. You can upload a total of 4 images and these can be changed by yourself or a member of staff whenever you'd like.



Garage Area: Manage My Garage Images

You can update the images we display for your garage on this page. The changes will be checked by our team of moderators and will go live once they have approved them.

Existing Image 1
No image

Update Image

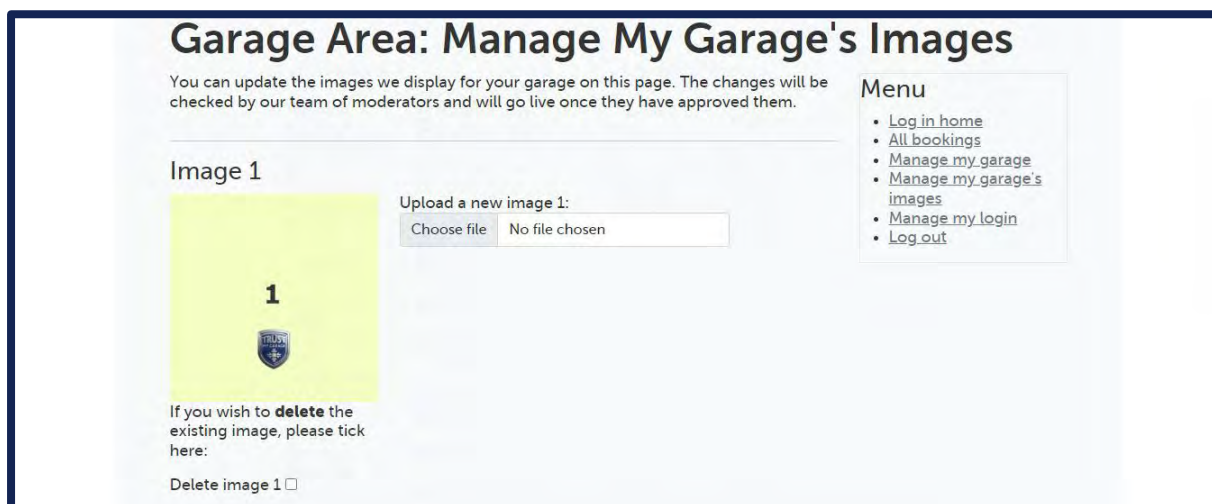
If you wish to **replace** an image, please upload the replacement:

If you wish to **delete** an image, please tick here:

New image 1
Choose file No file chosen

Select **'Choose file'** and then select the image you wish to use.

Images will be checked by our team of moderators and will go live once they have approved them. If you realise you have made a mistake, you can check a box to delete the image before it is approved. Once approved, you will have the opportunity to delete the image, or change the image.



Garage Area: Manage My Garage's Images

You can update the images we display for your garage on this page. The changes will be checked by our team of moderators and will go live once they have approved them.

Image 1

Upload a new image 1:
Choose file No file chosen

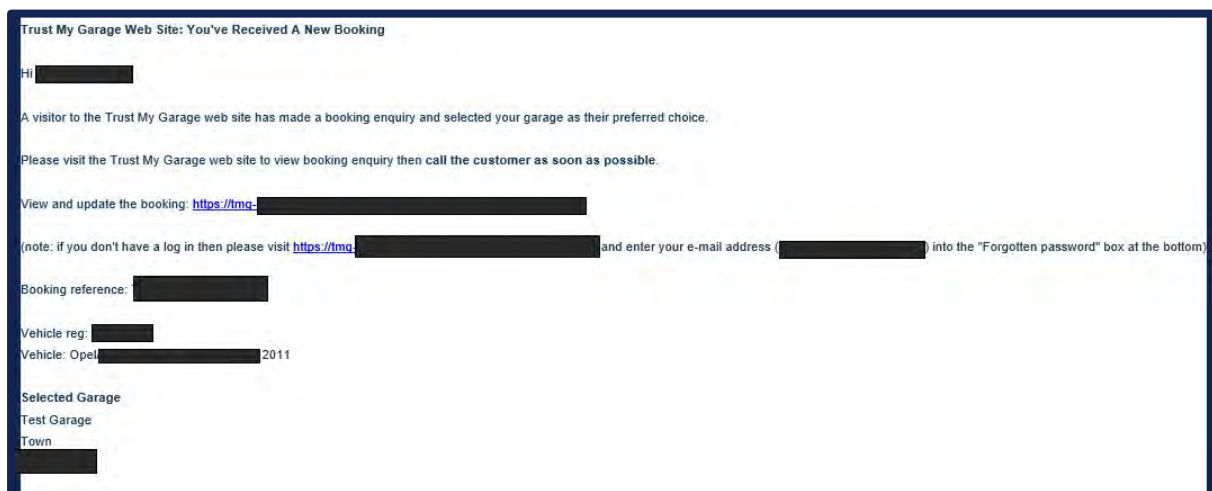
If you wish to **delete** the existing image, please tick here:
Delete image 1

- Log in home
- All bookings
- Manage my garage
- Manage my garage's images
- Manage my login
- Log out



Processing a Booking

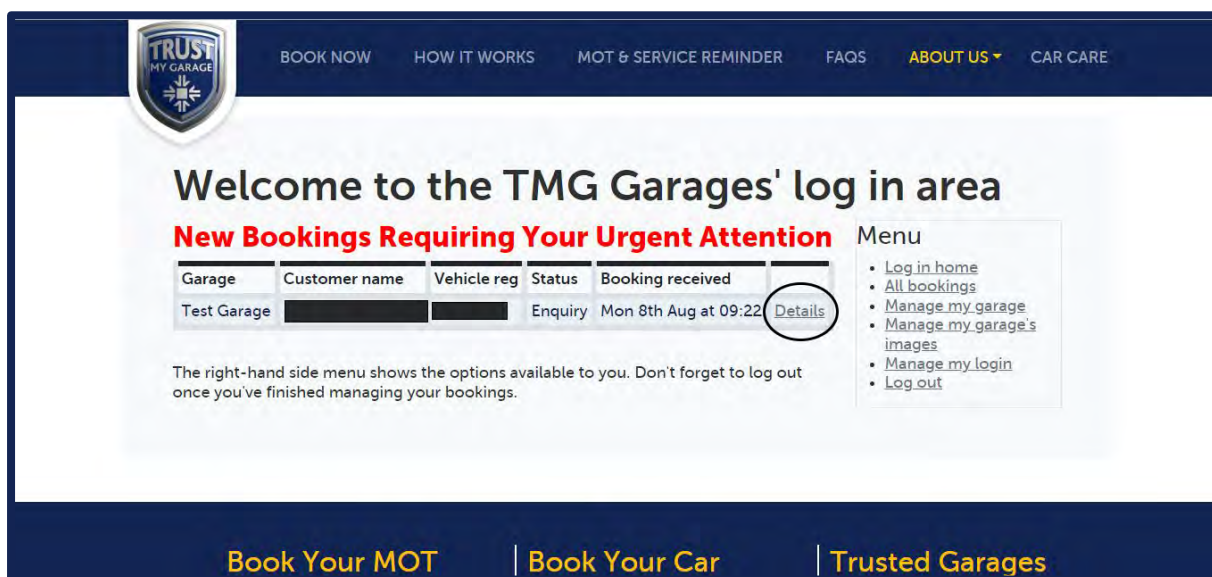
When a customer has booked a job with your garage, you will receive an email.



To **process** and **view** your jobs, login to your Trust My Garage account by selecting **About Us** and then selecting **Garage Log In**.

Once you are logged in, the TMG Garages' area will display new bookings that need your attention.

Select the '**Details**' option of the job you wish to view.



The booking will provide you with customer details such as their name, their contact details, their preferred booking date and the vehicle they have.

It is advised that you contact the customer as soon as possible to discuss pricing, dates and times.

Once you have spoken to the customer, if you have agreed on the date, select the date they requested on the calendar.

This booking is an enquiry so please contact the customer as soon as possible.

- If the booking is going ahead then please update the "Agreed Date" field and then click "Confirm booking" at the bottom of the page.
- However, if the booking is not going ahead, then please click "Cancel booking" at the bottom of the page.

Please ensure you click one of the buttons at the bottom of this page.

Booking

Order Details:	MOT
Preferred Date	Thursday 11th August 2022
Agreed Date	<input type="text" value=""/>
	The booking date you've agreed with the customer
Anything Else	n/a

Customer

Menu

- [Log in home](#)
- [All bookings](#)
- [Manage my garage](#)
- [Manage my garage's images](#)
- [Manage my login](#)
- [Log out](#)

For example, in the above image the customer has stated that their preferred date is the 11th August 2022. You have called the customer and have agreed that date. You can now confirm the date on the booking page.

This booking is an enquiry so please contact the customer as soon as possible.

- If the booking is going ahead then please update the "Agreed Date" field and then click "Confirm booking" at the bottom of the page.
- However, if the booking is not going ahead, then please click "Cancel booking" at the bottom of the page.

Please ensure you click one of the buttons at the bottom of this page.

Booking

Order Details:	MOT
Preferred Date	Thursday 11th August 2022
Agreed Date	<input type="text" value="11/08/2022"/>
	The booking date you've agreed with the customer
Anything Else	n/a

Customer

Menu

- [Log in home](#)
- [All bookings](#)
- [Manage my garage](#)
- [Manage my garage's images](#)
- [Manage my login](#)
- [Log out](#)

Once the date has been selected, scroll to the bottom of the page and select **confirm** booking.

Actions

Confirm booking

You've spoken with the customer and the intention is to proceed with this booking - it doesn't matter if some details above have changed

Cancel booking

Either the customer or yourselves do not wish to proceed with the booking

If you have spoken to the customer and you are unable to carry out the work on the original date that they requested, but they have offered an alternative date where you have availability, simply select the new agreed date on the booking form.

Please ensure you click the bottom of this page.

Booking

Order Details:

Preferred Date

Agreed Date: 26/08/2022

The booking date you've agreed with the customer

Anything Else: n/a

images

- [Manage my login](#)
- [Log out](#)

Once you have selected the agreed date, you can then click the **'Confirm booking'** button.

Actions

Confirm booking

You've spoken with the customer and the intention is to proceed with this booking - it doesn't matter if some details above have changed

Cancel booking

Either the customer or yourselves do not wish to proceed with the booking

If you are unable to carry out the work on the customer's requested date and you are unable to arrange an alternative date, therefore the booking will not be going ahead, you can cancel the booking.

To cancel the booking, simply scroll to the bottom of the page and select the **'Cancel booking'** button.

Actions

Confirm booking

You've spoken with the customer and the intention is to proceed with this booking - it doesn't matter if some details above have changed

Cancel booking

Either the customer or yourselves do not wish to proceed with the booking



Complete or Cancel a Booking

Once the work has been carried out on the vehicle, you can mark the booking as completed.

To complete a booking, login to your Trust My Garage account. You can do this by selecting **About Us** and then selecting **Garage Log In**.

Select **'All Bookings'** in the right-hand menu.

TRUST MY GARAGE

BOOK NOW HOW IT WORKS MOT & SERVICE REMINDER FAQs ABOUT US ▾ CAR CARE

Welcome to the TMG Garages' log in area

New Bookings Requiring Your Urgent Attention

Garage	Customer name	Vehicle reg	Status	Booking received	
Test Garage	[REDACTED]	[REDACTED]	Enquiry	Mon 8th Aug at 09:22	Details

The right-hand side menu shows the options available to you. Don't forget to log out once you've finished managing your bookings.

- Log in home
- All bookings
- Manage my garage
- Manage my garage's images
- Manage my login
- Log out

Book Your MOT | Book Your Car | Trusted Garages

You will now be presented with the **All Bookings** page.

TRUST MY GARAGE

BOOK NOW HOW IT WORKS MOT & SERVICE REMINDER FAQs ABOUT US ▾ CAR CARE

Garage Area: All Bookings

1. Car reg or customer surname

[Filter](#)

Customer name	Vehicle reg	Booking received	Status	
[REDACTED]	[REDACTED]	Mon 8th Aug at 09:22	Confirmed	>>
[REDACTED]	[REDACTED]	Fri 5th Aug at 12:17	Confirmed	>>

Showing 1 - 2 of 2 bookings

- Log in home
- All bookings
- Manage my garage
- Manage my garage's images
- Manage my login
- Log out

You can either complete a booking by searching for the customer's surname or car registration in the top search bar, or select the garage with the status as **'confirmed'**.

Upon clicking the confirmed garage, you will be taken to a page which has the confirmed customer's booking details.



Scroll down to the bottom of the page where you can complete the booking.

Please note that when you click the 'complete booking' button, the customer will be sent an email inviting them to review your garage.

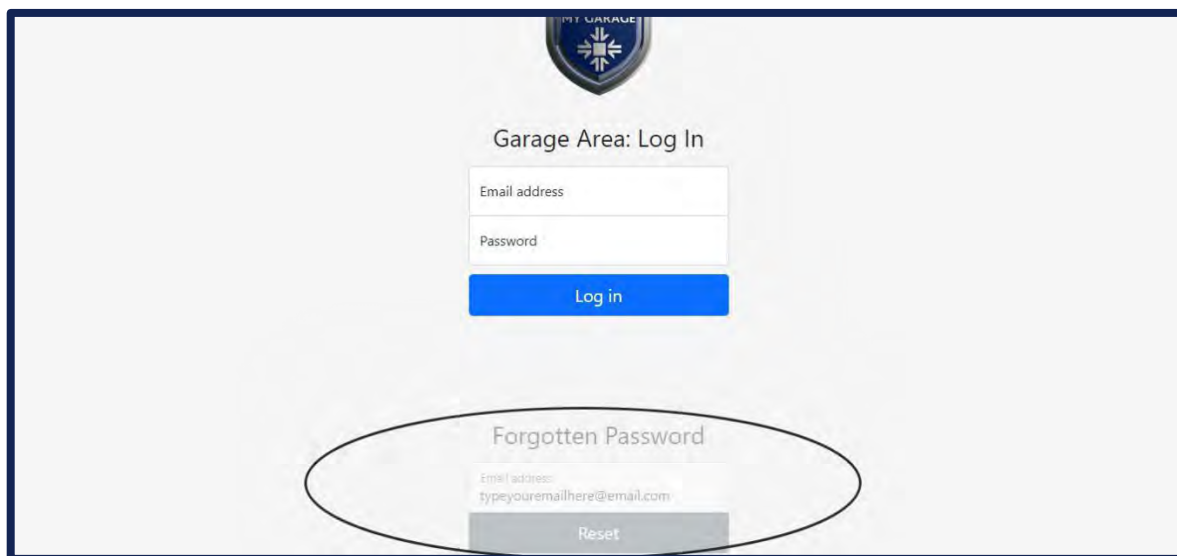
If the customer did not turn up to their booking, or contacted you to cancel, you click the cancel booking button instead.

Forgotten Password

If you have forgotten your login details to the Trust My Garage website, you can **reset your password**.

To do this, click on the Trust My Garage home page and select **'About Us'** and then select **'Garage Log In'**.

Scroll down the page and type your email in the forgotten password box.



Garage Area: Log In

Email address

Password

Log in

Forgotten Password

Email address:
typeyouremailhere@email.com

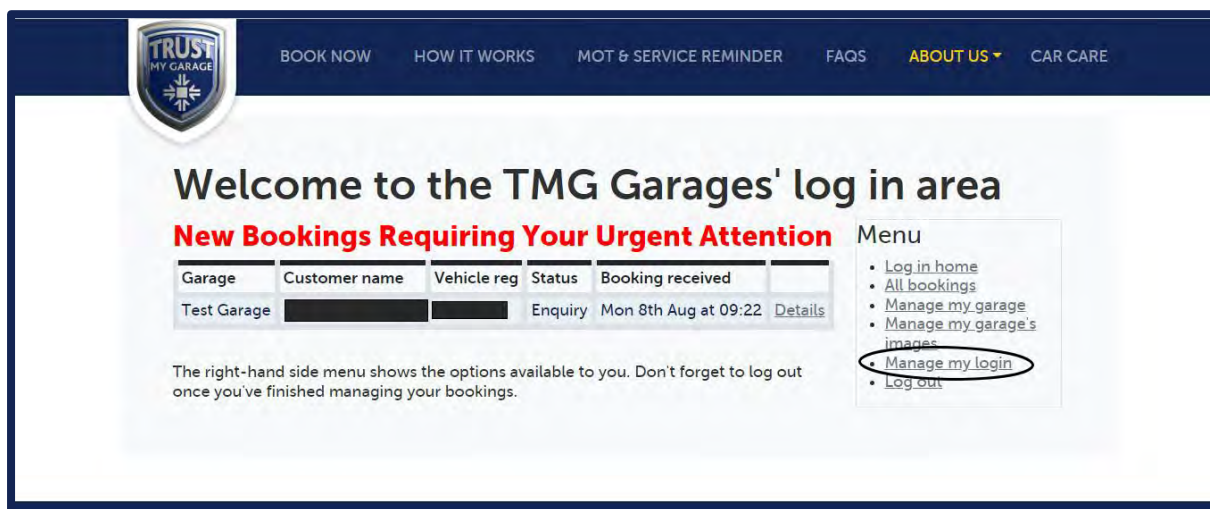
Reset

A password reset link will now be sent to you.

Changing Your Password

To change the password for your Trust My Garage account, login to your account by selecting **About Us** and then selecting **Garage Log In**.

Select **'Manage My Login'** on the right-hand side.



TRUST MY GARAGE

BOOK NOW HOW IT WORKS MOT & SERVICE REMINDER FAQs ABOUT US CAR CARE

Welcome to the TMG Garages' log in area

New Bookings Requiring Your Urgent Attention

Garage	Customer name	Vehicle reg	Status	Booking received	
Test Garage			Enquiry	Mon 8th Aug at 09:22	Details

The right-hand side menu shows the options available to you. Don't forget to log out once you've finished managing your bookings.

Menu

- Log in home
- All bookings
- Manage my garage
- Manage my garage's images
- Manage my login
- Log out



You can now change your password.

Garage Area: Manage My Details

Please use the form below to change your password.

New password

New password again

[Update](#)

Menu

- [Log in home](#)
- [All bookings](#)
- [Manage my garage](#)
- [Manage my garage's images](#)
- [Manage my login](#)
- [Log out](#)

**If you experience any problems or would like to send us your feedback,
please call the IGA Member Helpline on 01788 225 908 or
email enquiries@rmif.co.uk.**