

Manage your Gas Safe registration online

Revised April 2016

It's quicker and easier to do most things online nowadays, and maintaining your Gas Safe registration is no different. Logging in to your online account allows you to notify, update business details, view technical bulletins and provides many other options all designed to help you manage your Gas Safe registration.

How do I access my account?

All Gas Safe registered businesses can set up an online account. If you are registered but do not have one, you can call us on 0800 408 5577 to set one up. We will provide a User ID over the phone, and email you a password which you can use at the engineer sign in page to access your account. From the 'My Account' page you'll be able to:

- Update registration details
- Change your password/security question
- View any outstanding payments
- Notify gas work and view completed notifications
- Access technical bulletins and up to date safety alerts
- Update account administrator details
- Set up, view or edit a Direct Debit
- View up to two years' worth of paid invoices (including invoice details)
- Access any subscriptions you have to normative documents

If an engineer just wants to access the technical bulletins and Registered Gas Engineer magazine, they can use their licence and registration numbers to sign in at the login page and access these parts of the site.

How do I use my online account to promote my business?

Via the 'Resource Hub' you can access the Marketing Toolkit. This contains the Gas Safe Register logo, stationery templates, social media tools and guidance for you to produce your own stationery and advertising.

I'm unable to sign in as I've forgotten my User ID and/or password – how can I request new details?

Forgetting things is easy – but fortunately requesting a new User ID or password is quite straightforward too. To request a new User ID and password, you can click on the 'Forgotten Login?' link, submit your details, and new login details will be sent to your business's email address. If it's just a new password you need, you can click on the 'Forgotten Password?' link, enter your details, and a new password will be emailed to your business.

How can I sign up to receive information from Gas Safe Register?

Gas Safe Register likes to send email alerts and e-Newsletters to registered businesses – as you've created an account and entered an email address, you will automatically be signed up to this service. If you'd like to opt out at any time, you can just click on the 'Unsubscribe' link in the email. Please note if you registered or renewed online you will be unable to unsubscribe to any emails specifically regarding your registration.

Social media is an increasingly popular way to share the latest updates and showcase examples of gas work both good and bad. If you'd like to engage with us, feel free to follow us on Twitter ([@GasSafeRegister](https://twitter.com/GasSafeRegister)) or Instagram ([@GasSafeRegister](https://www.instagram.com/GasSafeRegister))

Suggestions/improvements

We hope that your online account will help you get the best out of your Gas Safe registration, however if you are having any problems with your account, or have any suggestions as to how we could improve our service, please feel free to contact us at enquiries@gassaferegister.co.uk.