

## St John Subscription Self Service App Testing

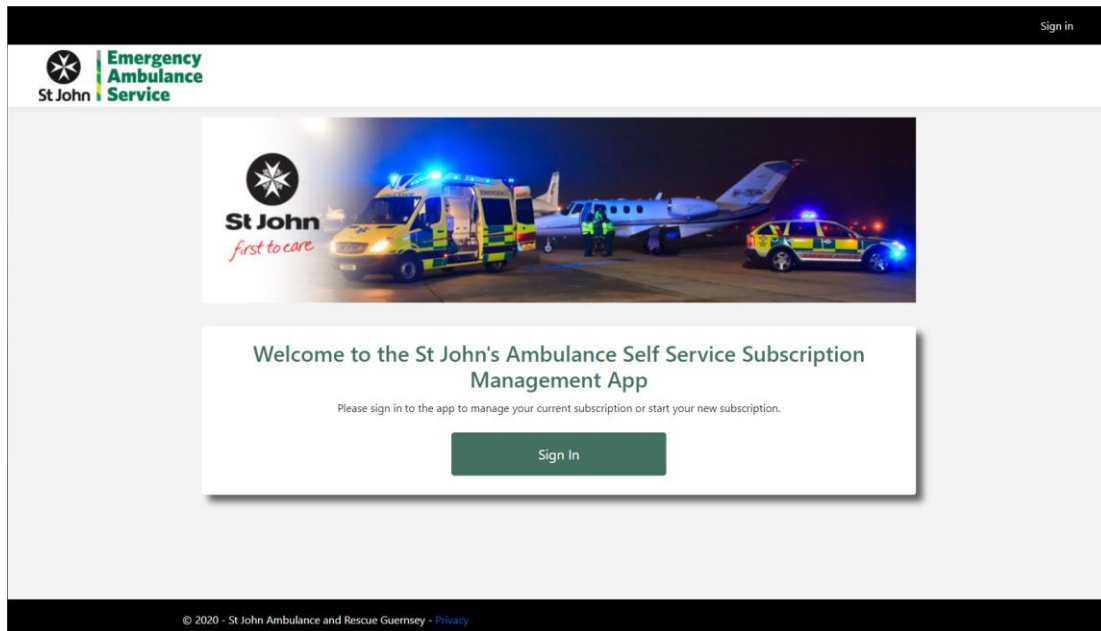
### Contents

<b>Create Account .....</b>	<b>2</b>
<b>Create Account. ....</b>	<b>2</b>
<b>Create Account (New User).....</b>	<b>3</b>
<b>Create Account (Find My Subscription).....</b>	<b>5</b>
<b>Pay Subscription (Current User) .....</b>	<b>6</b>
<b>Pay Subscription (Card) .....</b>	<b>7</b>
<b>Pay Subscription (Direct Debit).....</b>	<b>9</b>
<b>Pay Subscription (Cheque) .....</b>	<b>10</b>
<b>Payment Received .....</b>	<b>10</b>
<b>Remove Subscription .....</b>	<b>11</b>
<b>Update Details.....</b>	<b>12</b>
<b>Update Household Details .....</b>	<b>12</b>
<b>Update Person Details.....</b>	<b>13</b>
<b>Add a Person.....</b>	<b>13</b>
<b>Edit Person.....</b>	<b>13</b>
<b>Delete a Person .....</b>	<b>14</b>
<b>Invite a Person .....</b>	<b>14</b>
<b>Update Direct Debit Details .....</b>	<b>15</b>
<b>Edit Direct Debit Details .....</b>	<b>15</b>
<b>Delete Direct Debit Details .....</b>	<b>15</b>
<b>Print Subscription Details.....</b>	<b>16</b>

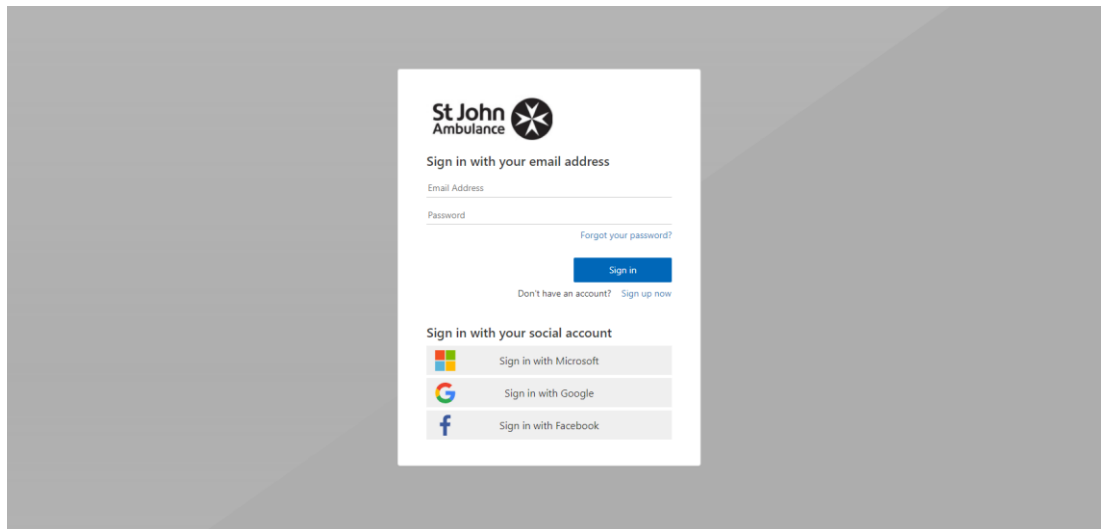
## Create Account

### Create Account.

Step 1 – Open [subscription.stjohn.gg](https://subscription.stjohn.gg)



Step 2 – Click Sign in.



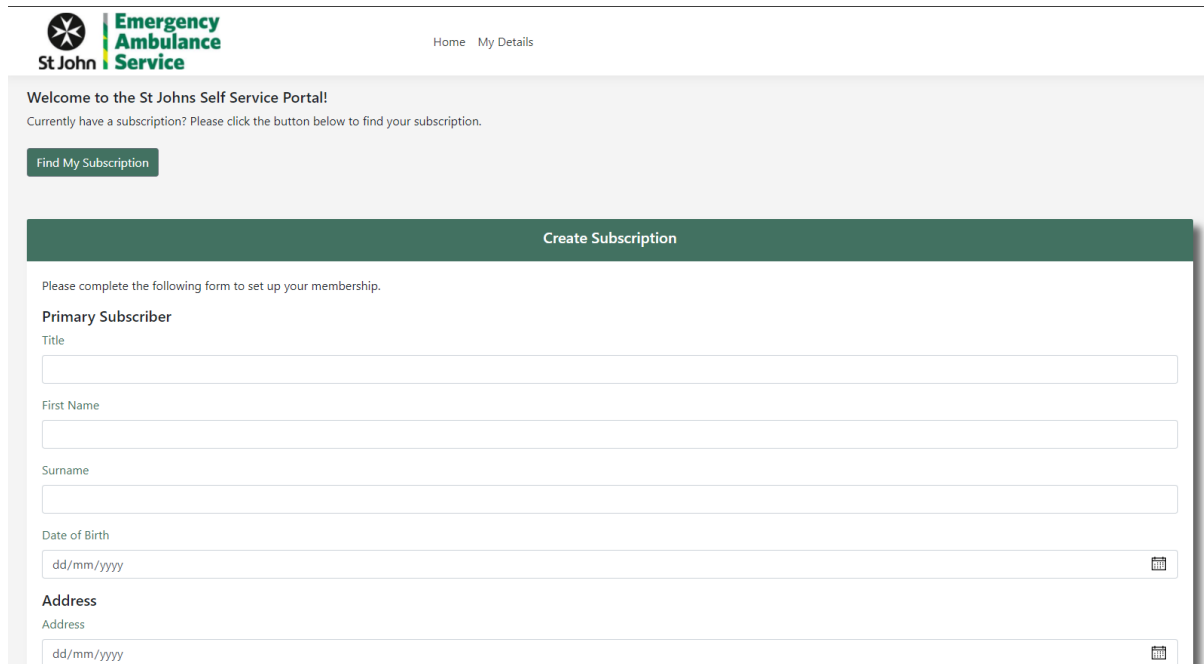
This will bring up a list of options to sign in with. If you already have an account with us, please complete email address and password. In the event you have a Microsoft, Google or Facebook account you can pick the authentication you wish to use.

**If you need to create an account, click Sign up now.** You will be sent to another screen for you to input your email address – there is a verification button underneath which **must** be clicked. This sends a secure code to that email address to allow the email address to be validated.

Once received, enter that validation code. You can then create a password. Once finished click the button to create your account.

## Create Account (New User).

Once you, the user, have signed in, you will be met with this page.



St John's Emergency Ambulance Service

Home My Details

Welcome to the St Johns Self Service Portal!  
Currently have a subscription? Please click the button below to find your subscription.

[Find My Subscription](#)

### Create Subscription


Please complete the following form to set up your membership.

**Primary Subscriber**


Title

First Name

Surname

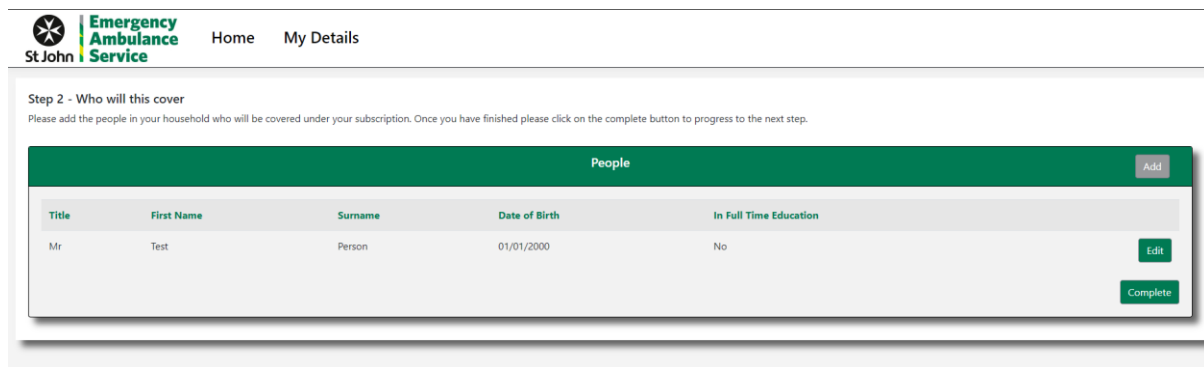
Date of Birth  
 

**Address**

Address  
 

The screen allows you, the user, to enter in your details and create a new record (if you are a new subscriber).

The next page you will be directed to allows you to add the details of the people covered in your subscription.



St John's Emergency Ambulance Service

Home My Details

**Step 2 - Who will this cover**  
Please add the people in your household who will be covered under your subscription. Once you have finished please click on the complete button to progress to the next step.

People					<a href="#">Add</a>
Title	First Name	Surname	Date of Birth	In Full Time Education	
Mr	Test	Person	01/01/2000	No	<a href="#">Edit</a>
					<a href="#">Complete</a>

Click on Add to add any additional people. If you need to change what has been entered you can use the edit button and if you need to remove any you can use the delete button.

Once you have added any additional people please click the complete button to progress to the next step.

This will then navigate you to this screen.

**Add Subscription**

Period 1 January 2021 – 31 December 2021

If you wish to take out a subscription for the remainder of 2020, please go to <https://payments.stjohn.gg/>. You will only be covered up to 31 December 2020 and will need to renew with effect from 1 January 2021.

Subscription Type

Single (One Person) - £36

Donation

0

Payment Type

Card

Add

The Subscription Type list is automatically populated depending on the amount of people against the subscription and the location of the address.

Fill in the details and click add.

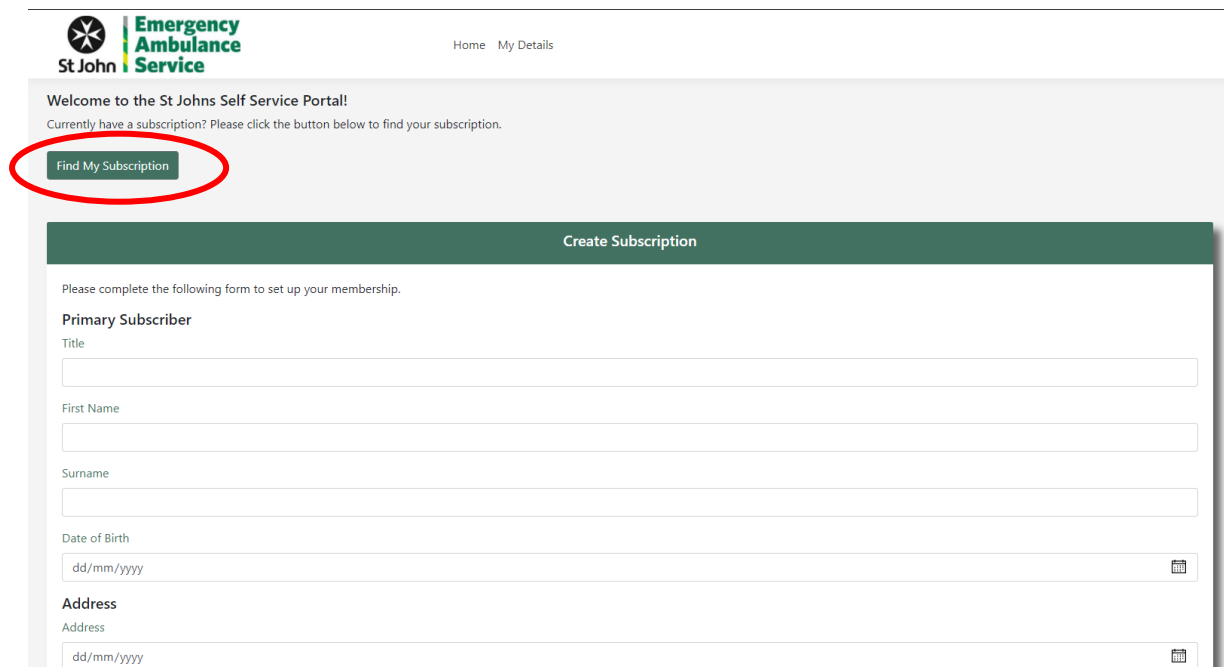
Depending on the Payment type selected you will be navigated to the relevant page.

These are detailed later in this document under the following sections.

- Pay Subscription (Card)
- Pay Subscription (Cheque)
- Pay Subscription (Direct Debit).

## Create Account (Find My Subscription).

If you have a subscription and want to renew/review, you can click on 'Find My Subscription'.



St John **Emergency Ambulance Service** Home My Details

Welcome to the St Johns Self Service Portal!  
Currently have a subscription? Please click the button below to find your subscription.

**Find My Subscription**

**Create Subscription**

Please complete the following form to set up your membership.

**Primary Subscriber**

Title

First Name

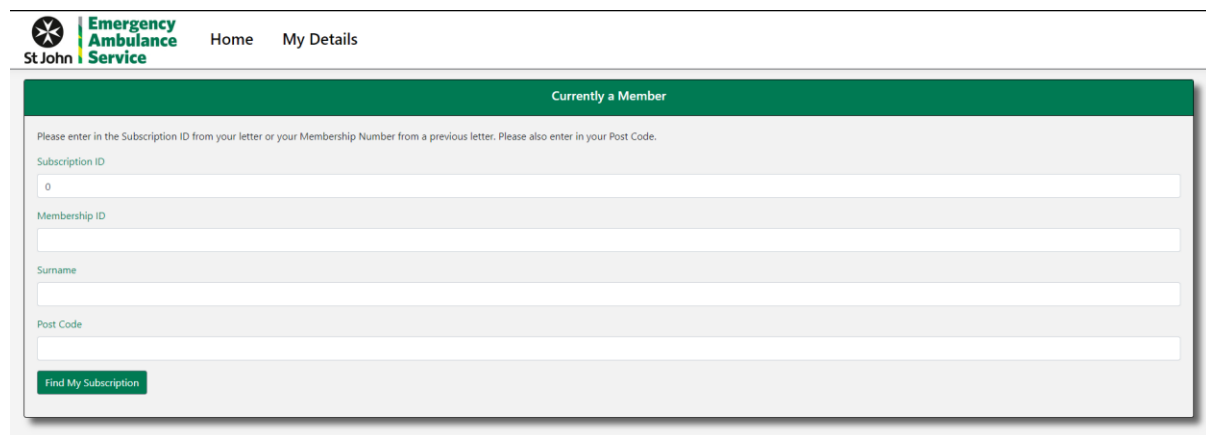
Surname

Date of Birth

**Address**

Address

This brings up this screen with the following search options.



St John **Emergency Ambulance Service** Home My Details

**Currently a Member**

Please enter in the Subscription ID from your letter or your Membership Number from a previous letter. Please also enter in your Post Code.

Subscription ID

Membership ID

Surname

Post Code

**Find My Subscription**

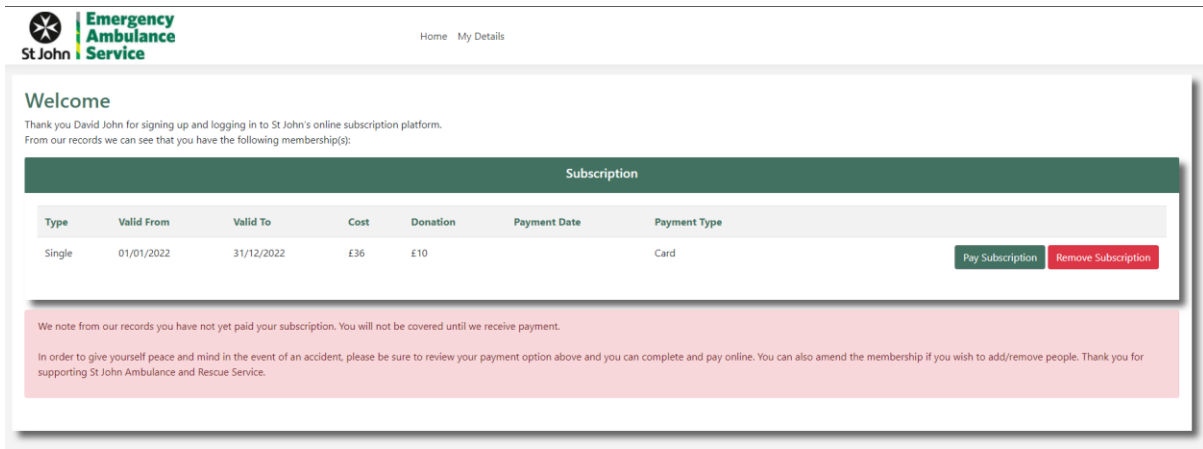
Subscription ID is the new subscription ID which can be found on your letter. Membership ID is the ID from the old system which you will have on their old correspondence.

The post code to use is the one per your letter – if your post code per your letter is incorrect, you can amend those details once you have logged in.

When you click the find button it will link up to your account.

## Pay Subscription (Current User)

If you currently have a subscription with St John when you log in you will be met with this page.



Welcome

Thank you David John for signing up and logging in to St John's online subscription platform.  
From our records we can see that you have the following membership(s):

Type	Valid From	Valid To	Cost	Donation	Payment Date	Payment Type
Single	01/01/2022	31/12/2022	£36	£10		Card

[Pay Subscription](#) [Remove Subscription](#)

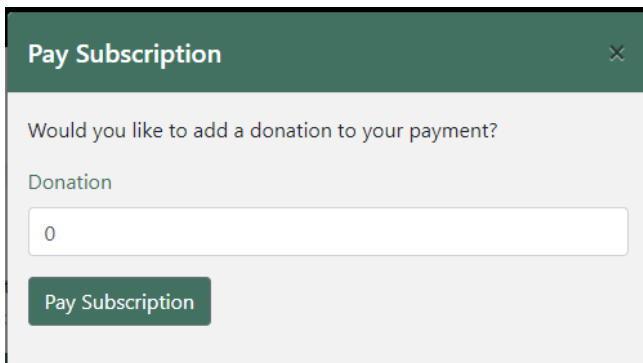
We note from our records you have not yet paid your subscription. You will not be covered until we receive payment.

In order to give yourself peace and mind in the event of an accident, please be sure to review your payment option above and you can complete and pay online. You can also amend the membership if you wish to add/remove people. Thank you for supporting St John Ambulance and Rescue Service.

If you are set up to pay by direct debit the message will be slightly different as the payment will be automatically taken from your account.

Click on Pay Subscription to start the payment process.

You will be met with this pop up asking if you wish to add a donation to your payment.



**Pay Subscription** ✕

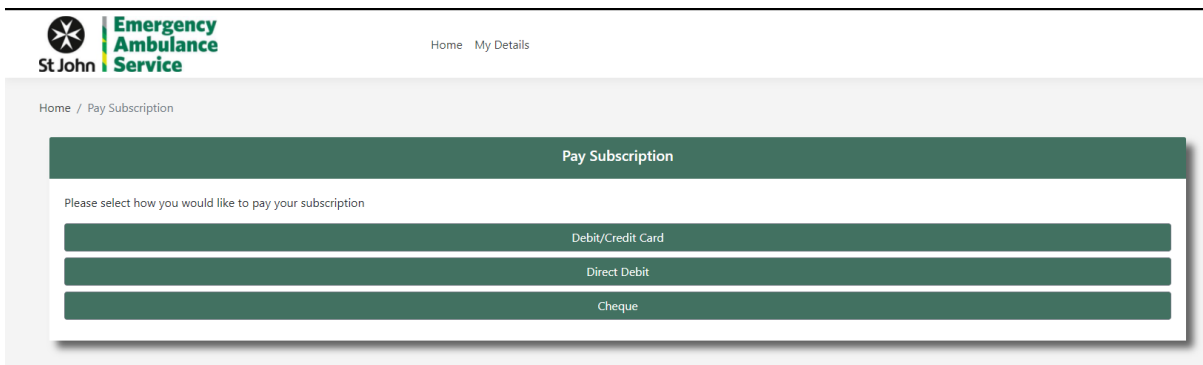
Would you like to add a donation to your payment?

Donation

0

[Pay Subscription](#)

Click Pay Subscription to navigate to the next page. On this page you can select what Payment Method you would like to use.



Home / Pay Subscription

**Pay Subscription**

Please select how you would like to pay your subscription


[Debit/Credit Card](#)

[Direct Debit](#)

[Cheque](#)

## Pay Subscription (Card)

If you select Debit/Credit card you will see this screen.

**Emergency Ambulance Service**

Home My Details

Home / Pay By Debit/Credit Card

Pay by Debit/Credit Card

Thank you for selecting the Card Payment payment option. In order to complete this, please click on the Make Payment button below.


Total Cost: £36

Make Payment

Click on Make Payment to navigate to the Secure WorldPay payment screen.

**WorldPay**

Help FAQs Security




**Secure Payment Page**


Please review your purchase details, then select a payment method to continue.


Select language English


Amount £36.00

Select your payment method

  
Mastercard

  
Visa

  
Maestro

  
JCB

Cancel

payments powered by **WorldPay**

For help with your payment visit the: [WorldPay Help](#).

WorldPay (UK) Limited © 2012

Select the payment method by clicking on the relevant card type.

You will then see this screen where you will need to enter in the card details and your address.

## WorldPay

[Help](#) [FAQs](#) [Security](#)



### Secure Payment Page

Select language

English

Payment method

Visa

Amount

£36.00

Verified by  
**VISA**

### Card details

\* Indicates a required field

\* Card number

[Security Code](#)

\* Expiry date

\* Cardholder's name

### Cardholder details

\* Indicates a required field

\* Address 1

Address 2

Address 3

\* Town/City

Region

Postcode/ZIP code

\* Country

Telephone

Fax

\* Email address

### Cardholder validation

Please complete this challenge to prove you are a real person:

☐ I'm not a robot



Start again


Cancel

Make payment

WorldPay (UK) Limited © 2012

Once you are happy click on Make Payment. Once the payment has been processed you will see a success screen. Click the blue text at the bottom of the page to go back to your subscription.

You will then see this screen.


[Home](#) [My Details](#)

[Home](#) / [Payment Success](#)

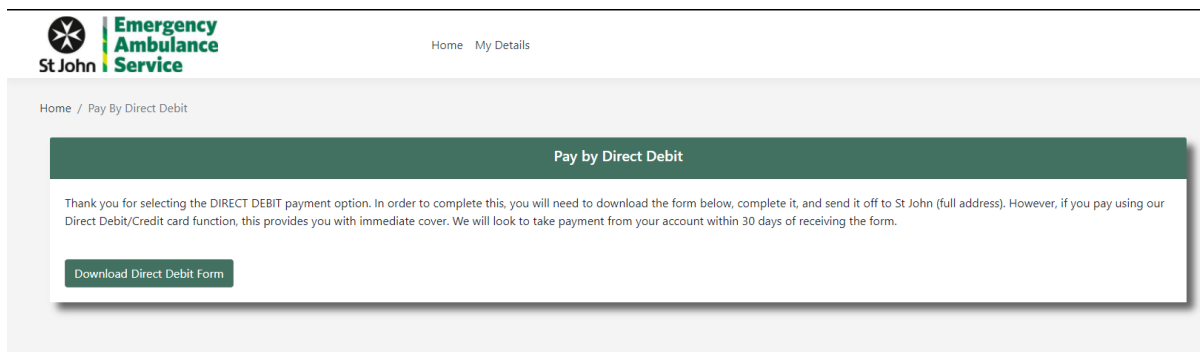
### Payment Success

Thank you for the payment. Your subscription has now been updated.



## Pay Subscription (Direct Debit)

If you select to pay by Direct Debit you will be met with this screen.



Home / Pay By Direct Debit

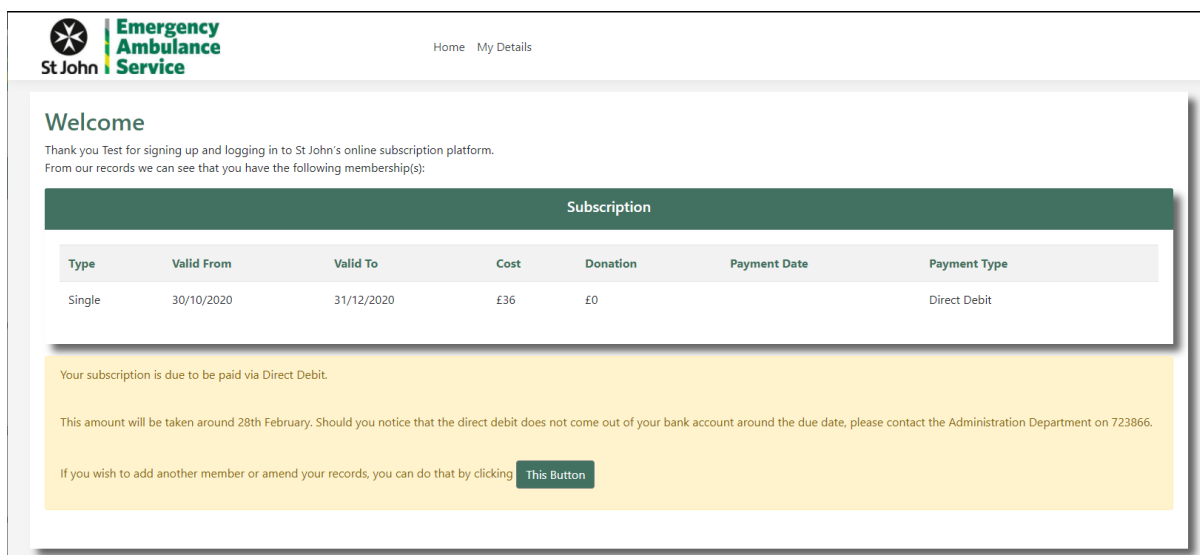
### Pay by Direct Debit

Thank you for selecting the DIRECT DEBIT payment option. In order to complete this, you will need to download the form below, complete it, and send it off to St John (full address). However, if you pay using our Direct Debit/Credit card function, this provides you with immediate cover. We will look to take payment from your account within 30 days of receiving the form.

[Download Direct Debit Form](#)

Click on the Download button to download the Direct Debit form. Please complete the form and return it to St John.

Your home page will update to look like the following.



Home / My Details

## Welcome

Thank you Test for signing up and logging in to St John's online subscription platform. From our records we can see that you have the following membership(s):

Type	Valid From	Valid To	Cost	Donation	Payment Date	Payment Type
Single	30/10/2020	31/12/2020	£36	£0		Direct Debit

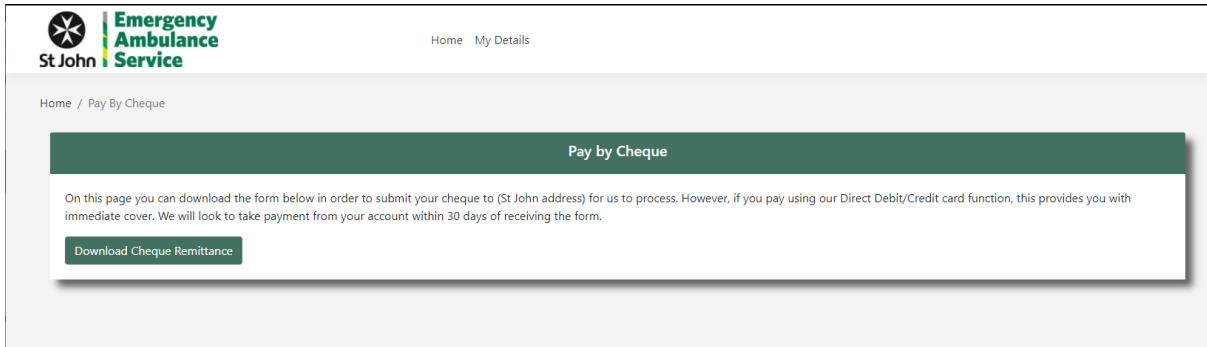
Your subscription is due to be paid via Direct Debit.

This amount will be taken around 28th February. Should you notice that the direct debit does not come out of your bank account around the due date, please contact the Administration Department on 723866.

If you wish to add another member or amend your records, you can do that by clicking [This Button](#)

## Pay Subscription (Cheque)

If you select the Pay by Cheque option you will see this screen.

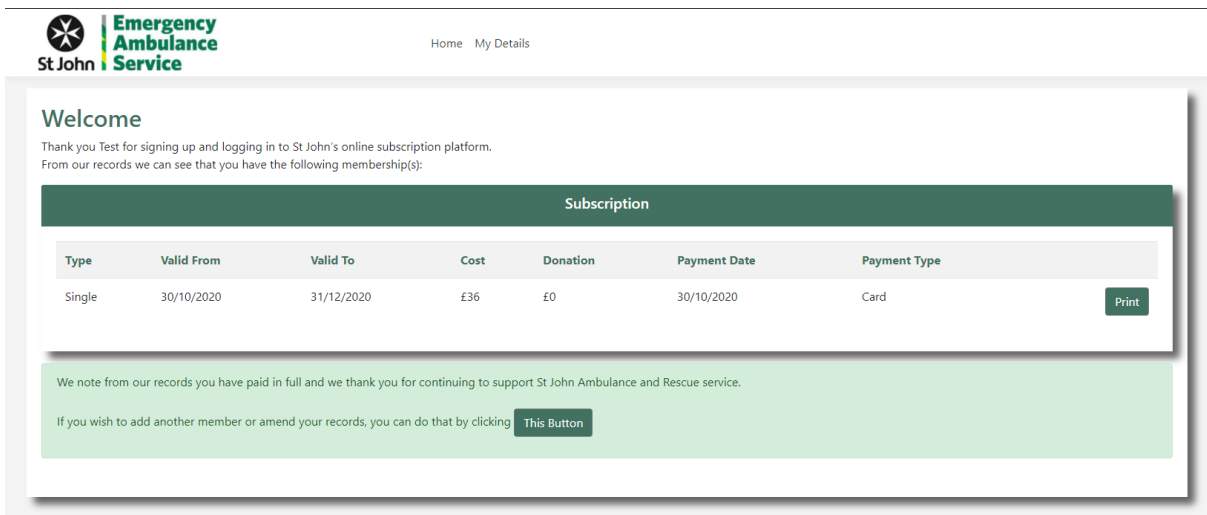


The screenshot shows the 'Pay by Cheque' screen. At the top, there is a header with the St John Emergency Ambulance Service logo and navigation links for 'Home' and 'My Details'. Below the header, a breadcrumb trail reads 'Home / Pay By Cheque'. The main content area has a dark green header with the text 'Pay by Cheque'. Below this, a white box contains the following text: 'On this page you can download the form below in order to submit your cheque to (St John address) for us to process. However, if you pay using our Direct Debit/Credit card function, this provides you with immediate cover. We will look to take payment from your account within 30 days of receiving the form.' At the bottom of this white box is a dark green button labeled 'Download Cheque Remittance'.

Click on the download button to download the remittance form. Please attach your cheque to the form and return it to St John.

## Payment Received

Once your payment has been processed and received your home screen will change and look like this.



The screenshot shows the 'Welcome' screen. At the top, there is a header with the St John Emergency Ambulance Service logo and navigation links for 'Home' and 'My Details'. Below the header, the main content area has a dark green header with the text 'Subscription'. Below this, a table displays subscription details. The table has the following columns: Type, Valid From, Valid To, Cost, Donation, Payment Date, and Payment Type. The table contains one row with the following data: Type: Single, Valid From: 30/10/2020, Valid To: 31/12/2020, Cost: £36, Donation: £0, Payment Date: 30/10/2020, and Payment Type: Card. To the right of the table is a dark green button labeled 'Print'. Below the table, a green box contains the following text: 'We note from our records you have paid in full and we thank you for continuing to support St John Ambulance and Rescue service.' Below this text is a dark green button labeled 'This Button'.

Type	Valid From	Valid To	Cost	Donation	Payment Date	Payment Type
Single	30/10/2020	31/12/2020	£36	£0	30/10/2020	Card

## Remove Subscription

If you select the Remove Subscription option you will be met with this pop up.

Cancel Subscription

Are you sure you do not wish to renew your subscription?

**What if you do not renew your membership?**

- You **will** incur a charge of up to £380 for an Emergency Ambulance;
- You **may** incur an additional charge of £72 for a Registered Paramedic;
- You **will** incur a charge of up to £69 / £120 for a non-emergency Ambulance(dependent on number of ambulance crew responders required).


Full details of our charges can be found on be <https://www.stjohn.gg/what-we-do/ambulances>

You may be covered by private medical insurance, if you are, please check with your insurer the level of cover for ambulance services, to ensure you have sufficient coverage for all types of ambulance journeys.

Remove Subscription

To confirm you wish to delete your subscription click on Remove Subscription.

You will then see this confirmation page.

**Emergency Ambulance Service**

Home My Details

Home / Remove Subscription

Subscription Removed

Your subscription has now been removed.

If you wish to add a subscription to your account please follow the options on the home page.

## Update Details

### Update Household Details

On the details page you can see your household details under the details section.

Details

Address

Test  
Vale  
Guernsey  
GY1 1AB

Contact Number

01481 123456

Contact By Email


Yes

Direct Debit


No

Edit

Click on Edit to navigate to the screen where you can update these details.



St John



Emergency  
Ambulance  
Service

Home My Details

Home / My Details / Edit Entity

Edit Entity

Address

Address

Test

Address

Address

Parish

Vale

Country

Guernsey

Post Code

GY1 1AB

Update any details as required and click on update.

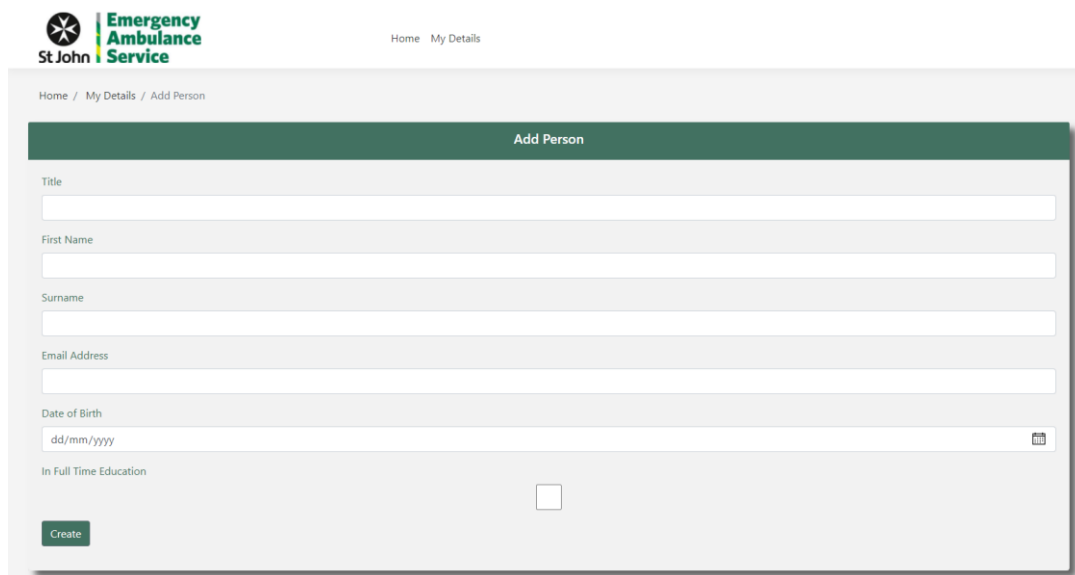
## Update Person Details

Under the people section you can see all of the people covered by your subscription.

People						Add
Title	First Name	Surname	Email	Date of Birth	In Full Time Education	
Mr	Test	Person	Test@Test.com	12/12/2000	No	<a>Edit</a> <a>Delete</a> <a>Invite</a>

## Add a Person

To Add a person, click the add button in the top right hand corner.

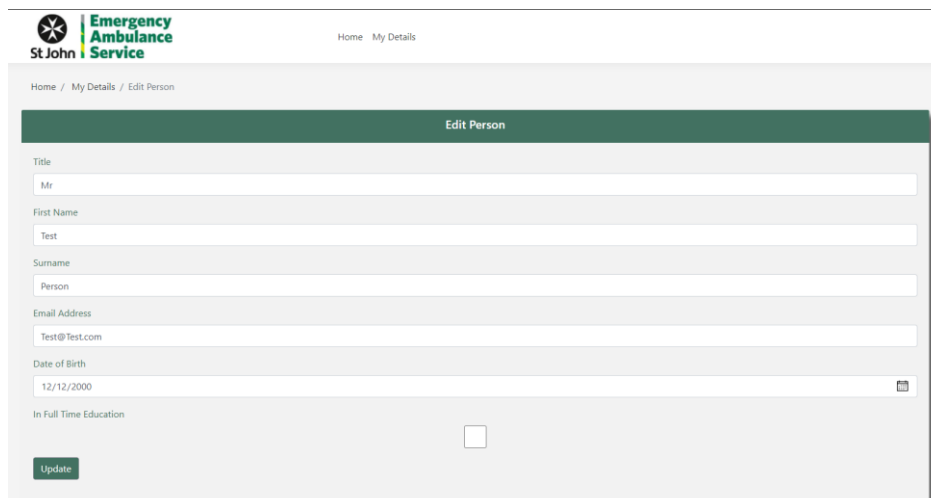


The screenshot shows the 'Add Person' form. At the top, there is a header with the St John Emergency Ambulance Service logo and navigation links 'Home' and 'My Details'. Below the header, the breadcrumb trail reads 'Home / My Details / Add Person'. The form itself has a dark green header with the title 'Add Person'. It contains several input fields: 'Title' (with a dropdown menu), 'First Name', 'Surname', 'Email Address', and 'Date of Birth' (with a date picker icon). There is also a checkbox for 'In Full Time Education'. At the bottom left of the form is a green 'Create' button.

Fill in the details and click on create.

## Edit Person

To Edit a person click on the edit button next to the person you wish to update.



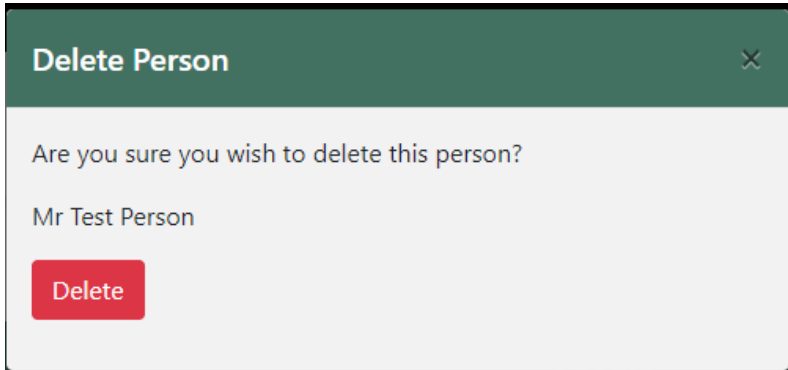
The screenshot shows the 'Edit Person' form. At the top, there is a header with the St John Emergency Ambulance Service logo and navigation links 'Home' and 'My Details'. Below the header, the breadcrumb trail reads 'Home / My Details / Edit Person'. The form itself has a dark green header with the title 'Edit Person'. It contains several input fields: 'Title' (with a dropdown menu showing 'Mr'), 'First Name' (with 'Test'), 'Surname' (with 'Person'), 'Email Address' (with 'Test@Test.com'), and 'Date of Birth' (with '12/12/2000' and a date picker icon). There is also a checkbox for 'In Full Time Education'. At the bottom left of the form is a green 'Update' button.

Update the relevant fields and then click on update.

### Delete a Person

To delete a person click on the delete button next to their name.

You will be prompted by this dialogue box.



**Delete Person** ✕

Are you sure you wish to delete this person?

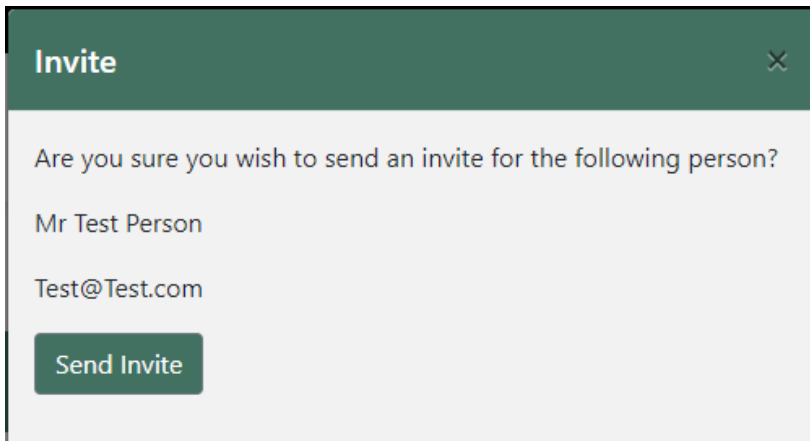
Mr Test Person

Delete

Click on delete to confirm the deletion.

### Invite a Person

To invite a user to be able to use the subscription system click on Invite next to their name. They require a email to be populated for this.



**Invite** ✕

Are you sure you wish to send an invite for the following person?

Mr Test Person

Test@Test.com

Send Invite

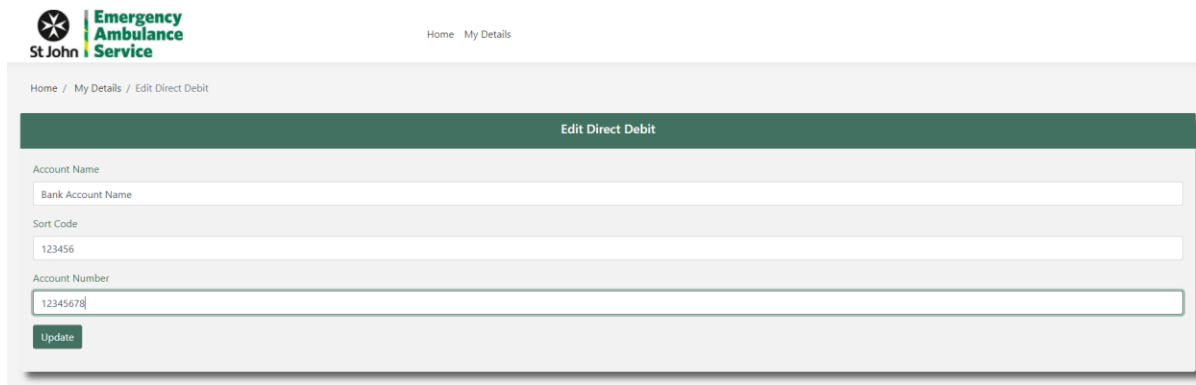
Click on send invite to send the invite email to them.

## Update Direct Debit Details

### Edit Direct Debit Details

To update your bank details click on the edit button next to the direct debit details.

You will then see this screen.

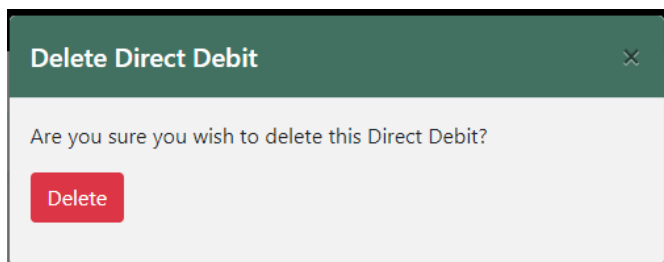


The screenshot shows the 'Edit Direct Debit' form. At the top left is the St John's logo and 'Emergency Ambulance Service' text. To the right are links for 'Home' and 'My Details'. Below the header is a breadcrumb trail: 'Home / My Details / Edit Direct Debit'. The form itself has a dark green header with the title 'Edit Direct Debit'. It contains three input fields: 'Account Name' with a placeholder 'Bank Account Name', 'Sort Code' with the value '123456', and 'Account Number' with the value '12345678'. At the bottom left of the form is a green 'Update' button.

Make the necessary changes and then click on update.

### Delete Direct Debit Details

To delete your direct debit details click on the delete option next to your direct debit record.



The screenshot shows a 'Delete Direct Debit' confirmation dialog. It has a dark green header with the title 'Delete Direct Debit' and a close button (X). The main content area is light gray and contains the text 'Are you sure you wish to delete this Direct Debit?'. At the bottom left is a red 'Delete' button.

Click on delete to confirm the deletion.

## Print Subscription Details

Click on the Print button next to the subscription you wish to print.

Subscription						
Type	Valid From	Valid To	Cost	Donation	Payment Date	Payment Type
Single	30/10/2020	31/12/2020	£36	£0	02/11/2020	Cheque

Print

You will then see a PDF download. This is your confirmation of subscription.