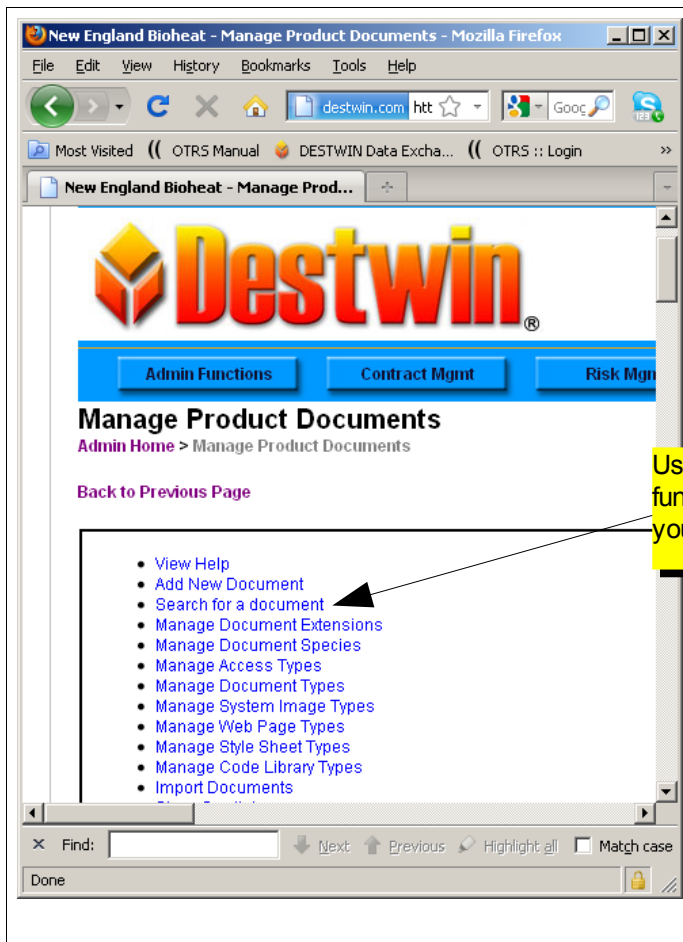


Destwin® Quick Reference Guide
Console Version 2.0
How to Edit System Documents
04-SEP-11

Destwin uses system documents to manage site content on many screens. This Quick Reference Guide describes how to edit system Documents. You must have administrative permissions to access Documents.

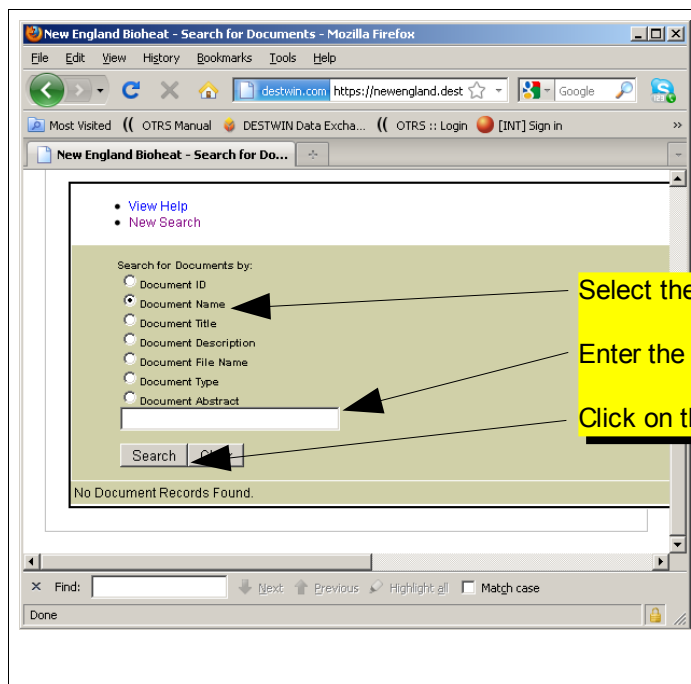




Use the [Search for a document](#) function to search for the document you want to edit.

Tech Note

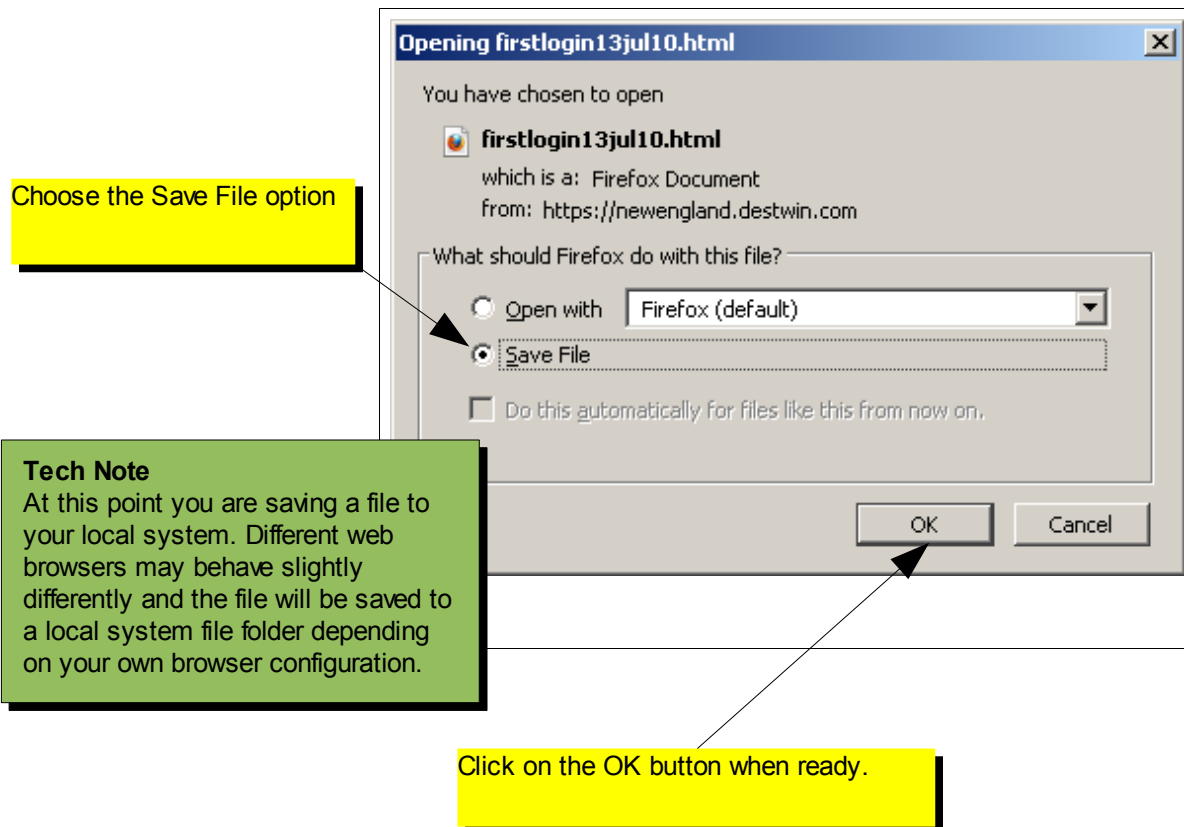
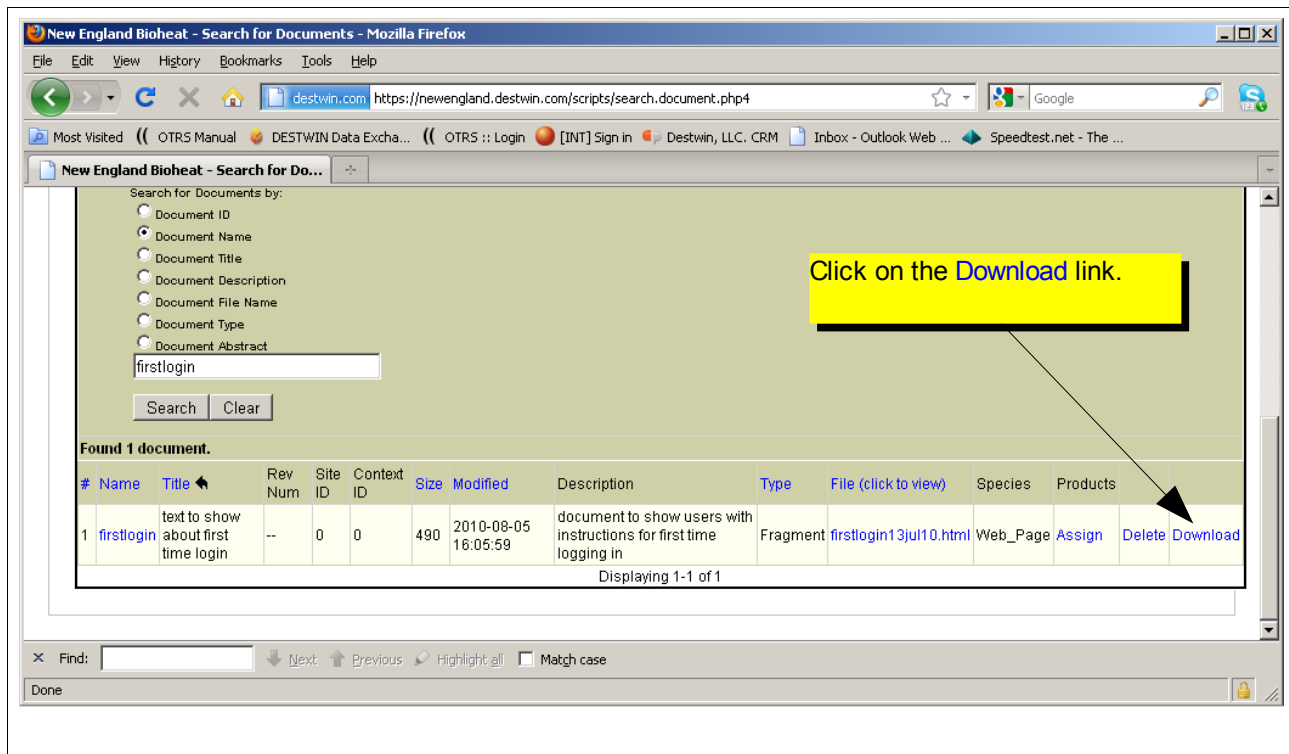
A list of the most commonly edited system Documents is in Appendix A of this help document.

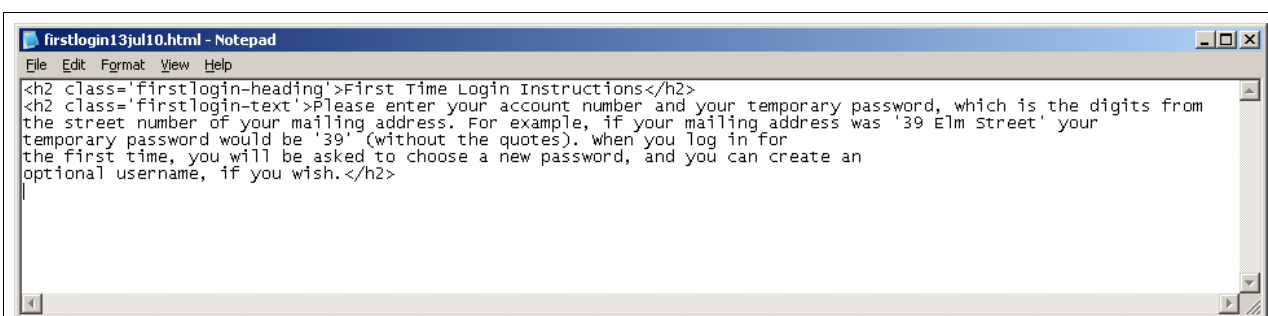
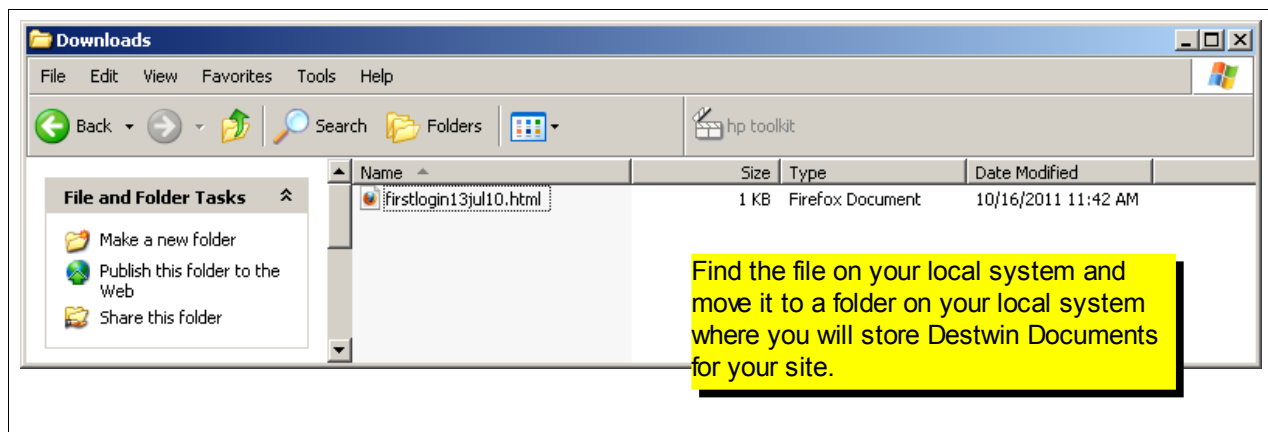


Select the Document Name search criteria.

Enter the Document Name you wish to find.

Click on the Search button.





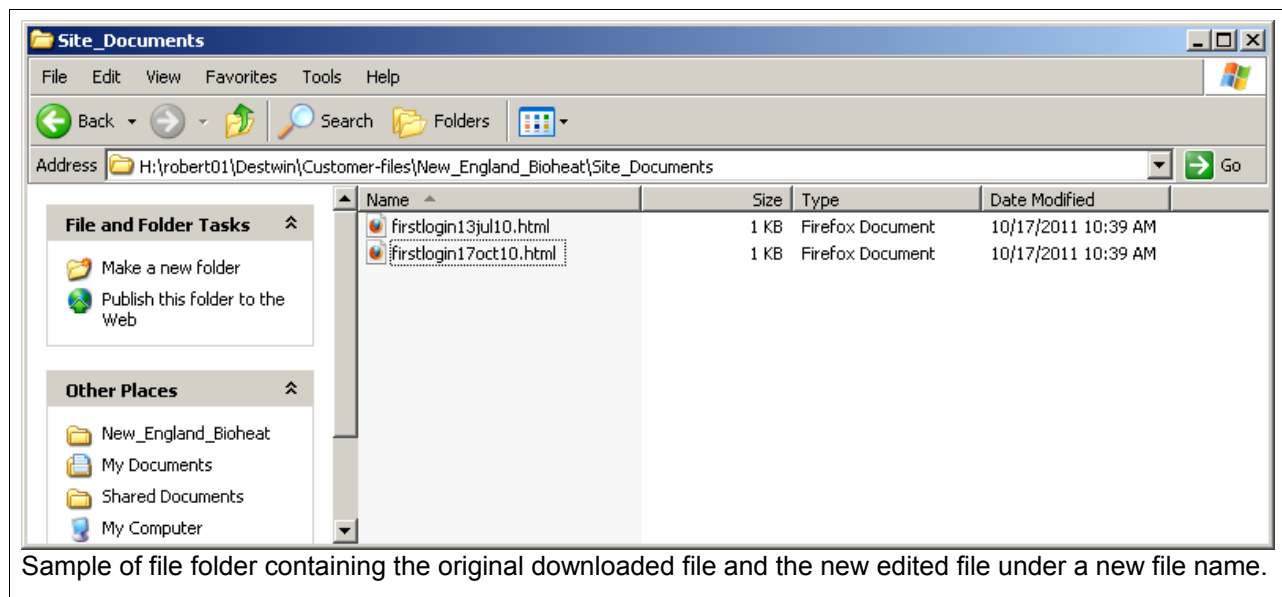
Using Notepad, edit the text that is outside the HTML Tags. When complete we recommend you save the file under a new filename, e.g. if the originally downloaded file was named: **firstlogin13jul10.html**, name the new file: **firstlogin17oct11.html**.

Tech Note

Characters inside <> are HTML tags, '<' starts an HTML tag, '>' ends an HTML tag. HTML tags may be used to control the format and display of characters outside the HTML tags. A list of common HTML tags is in Appendix B of this help document.

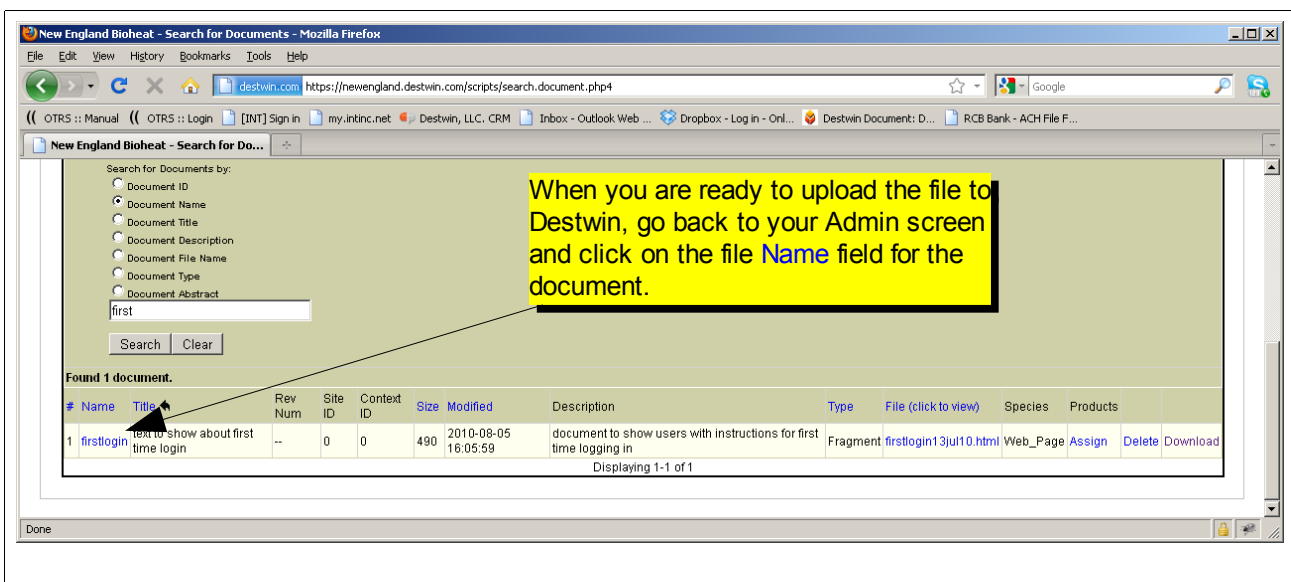
Tech Note

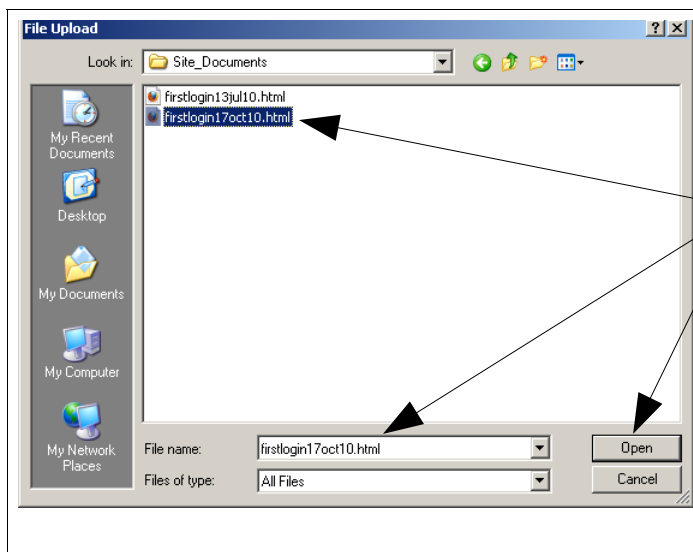
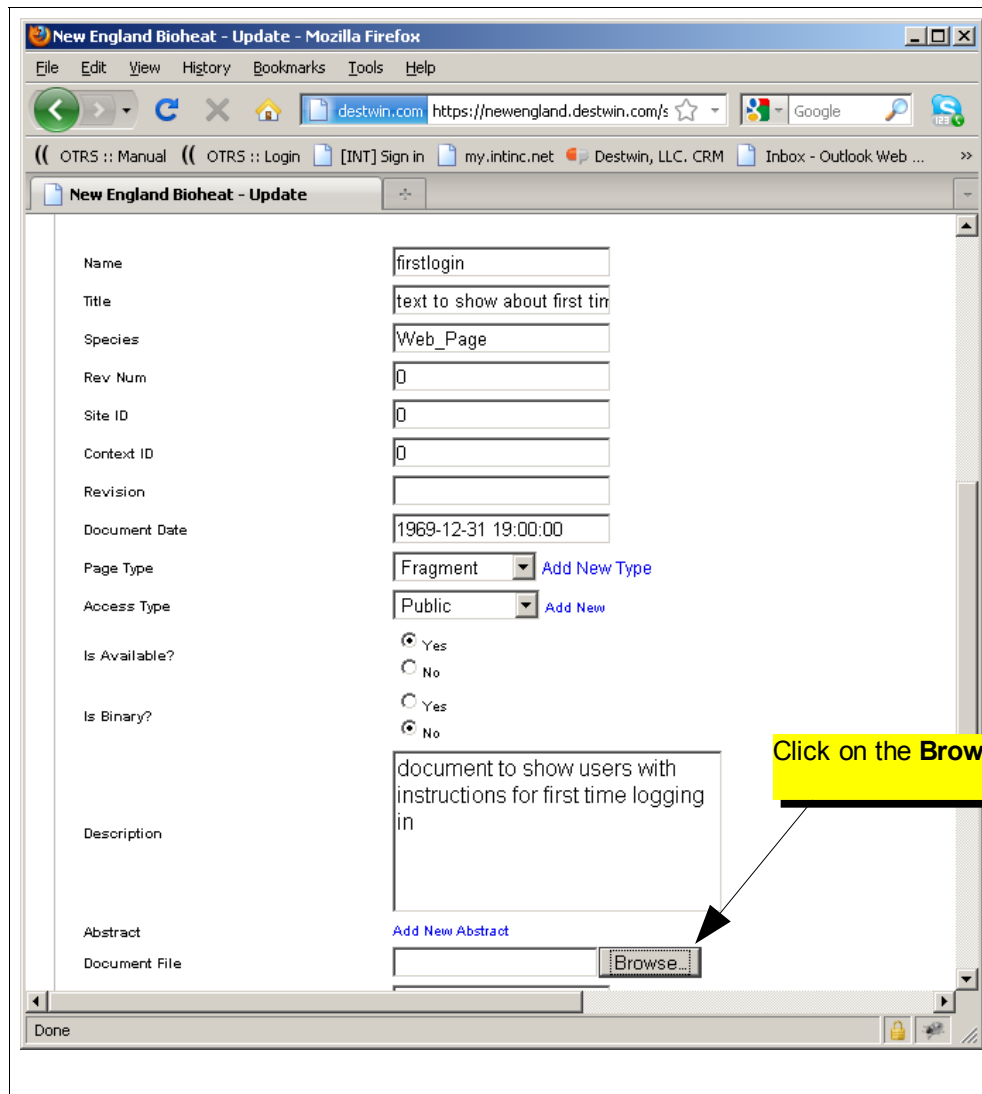
Why use Notepad? - Notepad is a plain text editor that does not embed unseen characters into the text like word processing programs. For this reason it is best to use it when editing html documents for upload to the Destwin system.



Tech Note

To view the new file in a web browser, prior to uploading it to Destwin you can double click on it. Since the file has a .html extension it will open in your default web browser.





New England Bioheat - Update - Mozilla Firefox

File Edit View History Bookmarks Tools Help

destwin.com https://newengland.destwin.com/s

OTRS :: Manual OTRS :: Login [INT] Sign in my.intinc.net Destwin, LLC. CRM Inbox - Outlook Web ...

New England Bioheat - Update

Is Available? ☒ Yes ☐ No

Is Binary? ☐ Yes ☒ No

Description

Abstract [Add New Abstract](#)

Document File [Browse...](#)

Filename

Document Extension [Add New](#)

Mime Type [Add New](#)

File Size

File Modified

Record Created

Record Updated

Last Backup

Done

Tips

1. It is useful to work with multiple windows open to easily switch back and forth between Notepad, Destwin Admin, and Destwin Customer portal.
2. After executing the update, make sure to refresh the Destwin Customer portal to confirm the updated document is displaying as desired. If it is not, you can update the file in Notepad and reload it.
3. If for whatever reason the file appears seriously wrong, you can always upload the original file provided you saved a copy.

Appendix A - Most Used System Documents

In this Appendix common page screenshots are provided. System documents are identified by a pink box and the document Name is shown in the yellow box that points to it. This Appendix identifies the most commonly edited system documents and is not a comprehensive list of all system documents. If you have a question about particular information on the portal that is not identified in this Appendix, contact Destwin.

New England BioHeat

Already have an account? Log in below.

Username or Account Number Password Login

First Time Login Instructions
Please enter your account number and your temporary password, which is the digits from the street number of your mailing address. For example, if your mailing address was '39 Elm Street' your temporary password would be '39' (without the quotes). When you log in for the first time, you will be asked to choose a new password, and you can create an optional username, if you wish.

Forgot your password? Click here to get a new password.

Forgot your account number or could not create a new password?

Give us a call at 877-DESTWIN
or e-mail us at sales@destwin.com

Don't have an account? Click Here to experience the New England Bioheat difference!

Powered by Destwin Energy Systems

Done

Typical Login screen.

New England Bioheat User Information - Mozilla Firefox

File Edit View History Bookmarks Tools Help

destwin.com https://newengland.destwin.com/user-home

OTRS :: Manual OTRS :: Login [INT] Sign in my.intinc.net Destwin, LLC. CRM Inbox - Outlook Web ...

New England Bioheat User Information

Do you want Firefox to remember the password for "-12345" on destwin.com? Remember Never for This Site Not Now

New England BioHeat

Home / Logout My Account Info Payments Manage Account Plan Enrollment

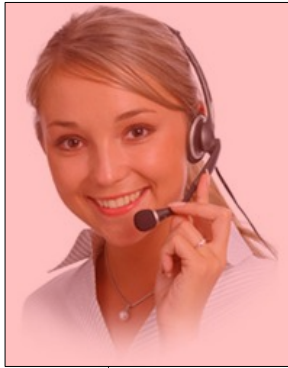
Welcome to our Customer Care Center

Our Customer care Center offers a convenient place to look up information about your account like your balance, transaction history, delivery history, active service plans or your customer loyalty points.

You can also make payments on line by credit card or e-check, or sign up for anyone of our popular payment plans. You can even enroll in a Price Protection Plan right on-line!

As always, we value your loyal patronage and continued support!

Your Customer Care Team



Account	-12345
Account Balance	\$124.87
Customer Name	John Doe
Delivery Address	123 Oak Drive
Delivery City	Anytown
Last Payment Amount	\$-170.10
Last Payment Date	10/10/2011
Tank Capacity	275 gallons

Done

Powered by Destwin Energy Systems

Typical Welcome screen.

Tech Note

On most 2.0 sites the welcome document and welcome_image document are not used. Most 2.0 sites use the Marketing Tools module to set the message and image that appears on this page.

New England Bioheat Payment - Mozilla Firefox

File Edit View History Bookmarks Tools Help

destwin.com https://newengland.destwin.com/newpayment

OTRS :: Manual OTRS :: Login [INT] Sign in my.intinc.net Destwin, LLC. CRM Inbox - Outlook Web ...

New England Bioheat Payment

New England BioHeat


Home / Logout My Account Info **Payments** Manage Account Plan Enrollment

Make a Payment

**Looking for an easy way to pay your bills?
Check out our EZ Pay Plan!**

Our **EZ Pay** plan is a great way to simplify your life by automating your bill pay process. We can automatically bill a credit or debit card or a checking account. You will receive an electronic or paper statement and will never have to worry about paying your bill on time.

For a limited time, sign up now for automatic bill pay and get a \$25 sign-up credit, [CLICK HERE TO SIGN UP](#)



First Name *	Billing Address Line 1 *
<input type="text" value="John"/>	<input type="text" value="123 Oak Drive"/>
Last Name *	Billing Address Line 2
<input type="text" value="Doe"/>	<input type="text"/>
Email *	City *
<input type="text"/>	<input type="text" value="Anytown"/>
Phone Number *	State *
<input type="text"/>	<input type="text" value="Connecticut"/>
Company or Organization	Zipcode *
<input type="text"/>	<input type="text" value="06000"/>

Current Balance Due: \$124.87 ☐ Pay Balance ☒ Enter Amount

Payment Method ☐ Credit Card ☐ eCheck

Review Credit Card Policies

[Privacy Policy](#)
[Security Policy](#)
[Refund Policy](#)
[Delivery Policy](#)

We respect your privacy and the purpose for which information when you visit our site. We also autom including your IP address, cookie information and the page(s) you visited. We do not share, sell, or rent any of the information collected to any third parties and do not intend to do so in the future.

[privacypolicy](#)
[securitypolicy](#)
[refundpolicy](#)
[deliverypolicy](#)

Done

Typical Make a Payment page with Policies drop down selected.

New England Bioheat Oil Price Protection - Mozilla Firefox

File Edit View History Bookmarks Tools Help

destwin.com

https://newengland.destwin.com/priceprotection

Google

OTRS :: Manual

OTRS :: Login

[INT] Sign in

my.intinc.net

Destwin, LLC. CRM

Inbox - Outlook Web ...

New England Bioheat Oil Price Protec...

Home / Logout

My Account Info

Payments

Manage Account

Plan Enrollment

Oil Price Protection Plans Available For 10/17/2011

Plan	Available Pricing Options	Not to exceed	Fee / gal	Select
Capped Price 1	Pre-payment (Best Price)	\$3.649	\$0.15	Next Step
	12 Equal Monthly Payments	\$3.749	\$0.25	
	Pay as delivered	\$3.799	\$0.25	

This Plan is strongly RECOMMENDED!

This plan prevents your delivered heating oil price from ever exceeding the cap level, but allowing for lower delivered prices should retail prices fall. By choosing the Capped Price Plan, you will know in advance the highest price you will pay for your heating oil.

- Now available with a Pre-Payment discount!
- This plan covers a fixed quantity of gallons, up to one year of estimated usage
- Capped Price Plan is protected by a NYMEX commodity option, that works like "insurance" to protect you no matter if heating oil prices go up or down!
- Available with a 12 month budget payment plan (can also include your service plan cost)

Plan	Available Pricing Options	Currently at	Fee	Select
Flex Price	Monthly Budget	\$3.970	None	Next Step

This is a floating price plan for our exclusive high performance heating oil

- Heating oil prices for Flex Pricing are not fixed, but are set competitively based on a state-wide average of retail prices. Flex prices have historically ranged somewhere in between capped and fixed prices
- Depending upon your usage, you may even qualify for a prompt payment discount!
- This program does not provide protection for increases or decreases in heating oil prices

contractInfo

Have Questions?

Would you like to enroll over the phone instead?

Call us at **888-888-8888** and one of our Customer Service Representatives will be glad to assist you!

What is Oil Price Protection, and is it for me?

Oil price protection programs (which are optional) provide "tools" that can help you manage your energy costs.

Done

Typical Price Protection page.

New England Bioheat Oil Price Protection - Mozilla Firefox

File Edit View History Bookmarks Tools Help

destwin.com

https://newengland.destwin.com/contract/plan/3/cont

Google

OTRS :: Manual

OTRS :: Login


[INT] Sign in

my.intinc.net

Destwin, LLC. CRM

Inbox - Outlook Web ...

New England Bioheat Oil Price Protec...



New England BioHeat

Home / Logout

My Account Info

Payments

Manage Account

Plan Enrollment

Fuel Dealer, Inc.

123 Main Street Monroe, CT 06468

888-888-8888 • info@fueldealer.com

Program Terms

Account Number	-12345
Purchaser Delivery Address	John Doe 123 Oak Drive Anytown, CT 06000

The Terms & Conditions document name is set for each individual price protection program under Contract Mgmt - Contract Setup - Contract in the field named:

Terms Document Name

Plan	Ca
Rate Per Gal not to exceed	Enter Gallons First
Fee Per Gal.	\$0.25
Maximum Purchase	1320 gallons
STEP 1: Enter your gallons and press 'Next'	<input type="text"/> <input type="button" value="Next"/>
Program Cost	Enter gallons to cover and press 'Next'
Total Program Cost	Enter gallons to cover and press 'Next'
Total Amount Due Now	Enter gallons to cover and press 'Next'

contractHeading

Terms & Conditions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis sit amet tellus vitae quam porta volutpat. Vestibulum fermentum, augue vel convallis venenatis, arcu magna facilisis nisl, at convallis ante metus tempor elit. Donec sem. Curabitur enim mi, tristique eu, porttitor in, venenatis eu, odio. Aenean feugiat justo quis ipsum. Donec aliquet, ligula rhoncus eleifend pellentesque, felis nisl venenatis mi, sodales ultricies justo lorem et enim. Fusce porta congue sem. Mauris massa. In dictum nisl at est. Donec odio erat, posuere a, consequat ac, interdum vitae, pede. Nam sapien. Nunc ullamcorper magna in odio. Morbi accumsan enim id mauris. Cras risus metus, eleifend in, porta vitae, aliquet non, est. Praesent ut libero. Nulla metus libero, vulputate vitae, posuere sit amet, venenatis eget, libero.

Etiam neque. Mauris at metus id nulla pharetra tincidunt. Pellentesque eu

Done

Typical Contract page.

How to Edit System Documents page 12 of 14

Appendix A - Summary Table of Common Documents

Name	Description / Comments	Page ref (above)
firstlogin	First time login instructions	8
passwd_msg	Help contact information on login page	8
welcome	General message on landing page (not used on many 2.0 sites, replaced with Marketing Tools entry)	9
welcome_image	CSR image on landing page (not used on many 2.0 sites, replaced with Marketing Tools entry))	9
privacypolicy	Privacy Policy on Make a Payment page	10
securitypolicy	Security Policy on Make a Payment page	10
refundpolicy	Refund Policy on Make a Payment page	10
deliverypolicy	Delivery Policy on Make a Payment page	10
contractInfo	Text at bottom of Price Protection page	11
contractHeading	Text at top of Contract, usually contains fuel dealer address	12
Terms & Conditions	Contract Terms & Conditions - the specific document name is controlled within Contracts Setup. The document name is specified in the Terms Document Name field for each individual price protection program.	12
contractCheckPayment	Text displayed when customer selects Pay by Check option, provides remittance information.	Not shown

Appendix B - Common HTML Tags

This Appendix provides a table of common html tags for controlling the display of text on a web page. For most of the tags shown there is a start tag and an end tag. A start tag is a tag in between '<' and '>' while an end tag is between '<' and '/>', for example:

`` start tag for bold text

`` end tag for bold text

In this example all the text between `` and `` will be bold.

Tag	Description
<code></code>	bold text
<code><i></i></code>	italic text
<code><u></u></code>	underline text
<code><sub></sub></code>	subscript text
<code><sup></sup></code>	superscript text
<code><center></center></code>	center text
<code><p></p></code>	paragraph
<code>
</code>	line break
<code></code>	unordered (bulleted) list
<code></code>	ordered (numbered) list
<code></code>	line item in unordered or ordered list