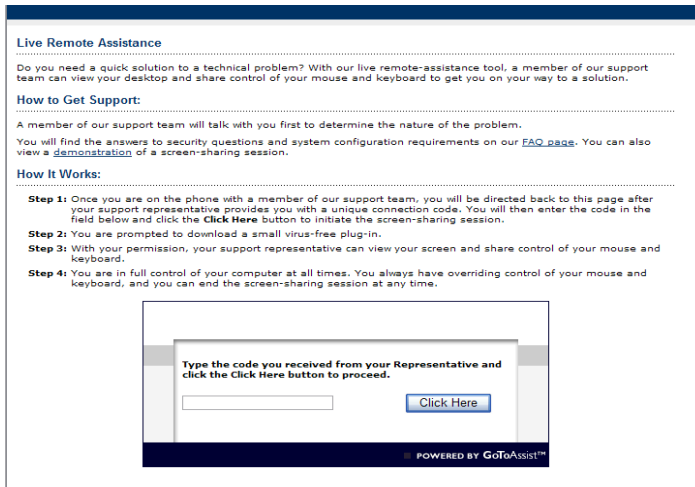


## 5. Customer Logging on to E-Service

1. Go to the following Web site :-

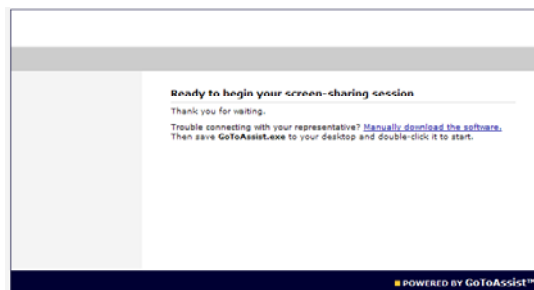
<http://www.gotoassist.com/ph/applas>

The following screen will appear :-

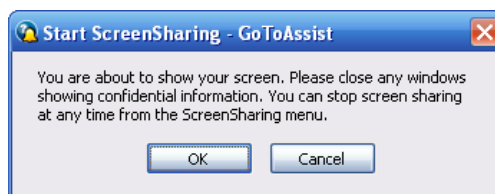


2. Telephone ALE E-Support and ask for a 7 digit code.
3. Enter the 7 digit code & then click the mouse on 'Click Here'

The following message will appear :-



A small file will be downloaded onto your computer which will take about 1 minute. & Then the following message will appear :-



4. Click on 'OK'

Your screen sharing session will now start.