

Customer account

 **Fix Me!** A1 proofreading not yet effective for this page. In the meantime, you can ask any questions on the [forum](#).

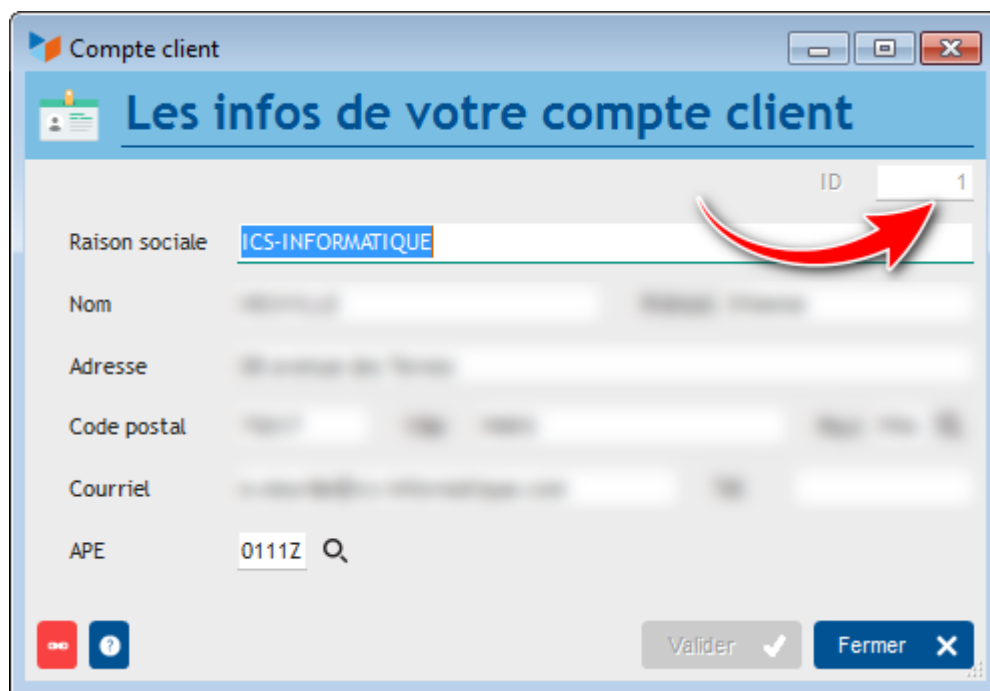
The Gestan customer account is optional. It is only required to contact technical support.

 Only open one customer account per Company.

How to find out my customer account

Access: via the menu? → Gestan customer account

Here, it is customer account 1 (that of ICS!)



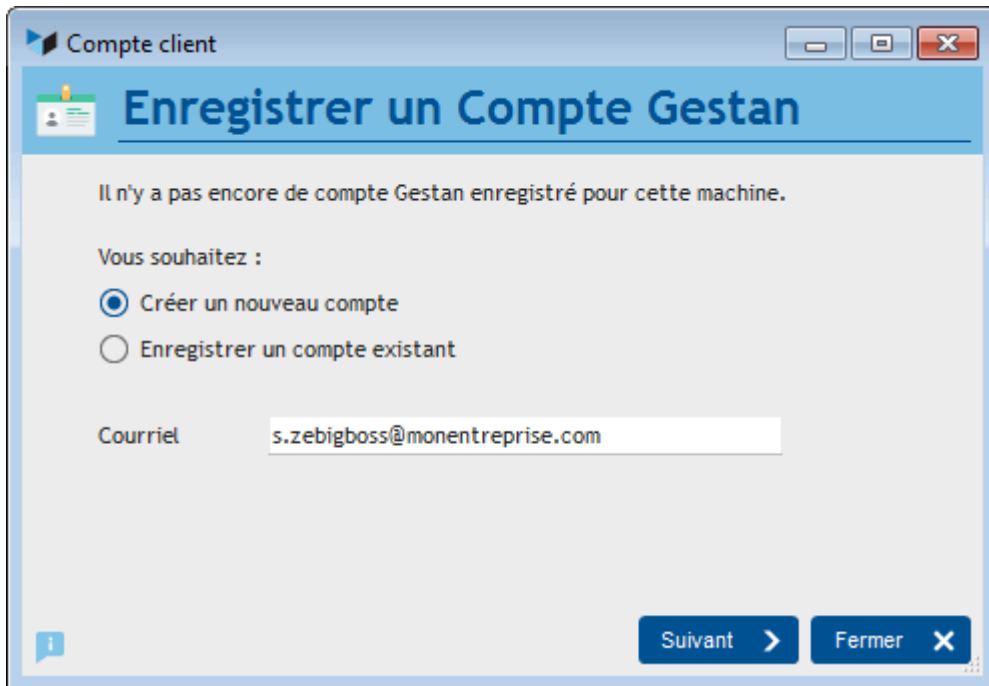
The screenshot shows a web application window titled "Compte client". The main heading is "Les infos de votre compte client". Below this, there is a form with the following fields:

- ID: 1 (highlighted with a red arrow)
- Raison sociale: ICS-INFORMATIQUE
- Nom: [blurred]
- Adresse: [blurred]
- Code postal: [blurred]
- Courriel: [blurred]
- APE: 0111Z

At the bottom of the form, there are two buttons: "Valider" (with a checkmark icon) and "Fermer" (with an 'X' icon).

Creation of a customer account

Access: via the menu? → Gestan customer account

A screenshot of a web application window titled "Compte client". The main heading is "Enregistrer un Compte Gestan". Below the heading, it says "Il n'y a pas encore de compte Gestan enregistré pour cette machine." (There is no Gestan account registered for this machine yet). Then, it asks "Vous souhaitez :" (Do you want:). There are two radio buttons: "Créer un nouveau compte" (Create a new account) which is selected, and "Enregistrer un compte existant" (Register an existing account). Below this, there is a label "Courriel" (Email) and a text input field containing "s.zebigboss@monentreprise.com". At the bottom right, there are two buttons: "Suivant >" (Next) and "Fermer X" (Close).

Compte client

Enregistrer un Compte Gestan

Il n'y a pas encore de compte Gestan enregistré pour cette machine.

Vous souhaitez :

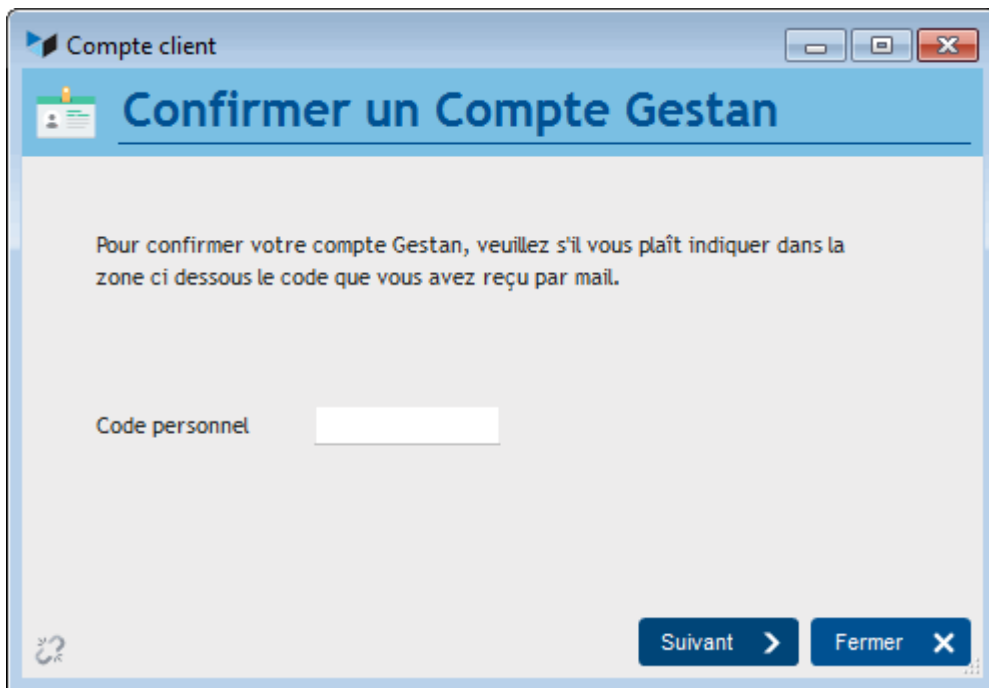
☒ Créer un nouveau compte

☐ Enregistrer un compte existant

Courriel

On this screen, simply indicate the email address corresponding to the account.

An email will be sent to you, containing a password. You should receive it within a few seconds of your request. If this is not the case, consider taking a look at your spam box.

A screenshot of a web application window titled "Compte client". The main heading is "Confirmer un Compte Gestan". Below the heading, it says "Pour confirmer votre compte Gestan, veuillez s'il vous plaît indiquer dans la zone ci dessous le code que vous avez reçu par mail." (To confirm your Gestan account, please indicate in the zone below the code you received by email). Then, there is a label "Code personnel" (Personal code) and a text input field. At the bottom right, there are two buttons: "Suivant >" (Next) and "Fermer X" (Close).

Compte client

Confirmer un Compte Gestan

Pour confirmer votre compte Gestan, veuillez s'il vous plaît indiquer dans la zone ci dessous le code que vous avez reçu par mail.

Code personnel

The next screen will allow you to enter your password, and you're done!

The customer account contains personal information, which is used for your identification when you contact technical support, and to establish billing for time credit.

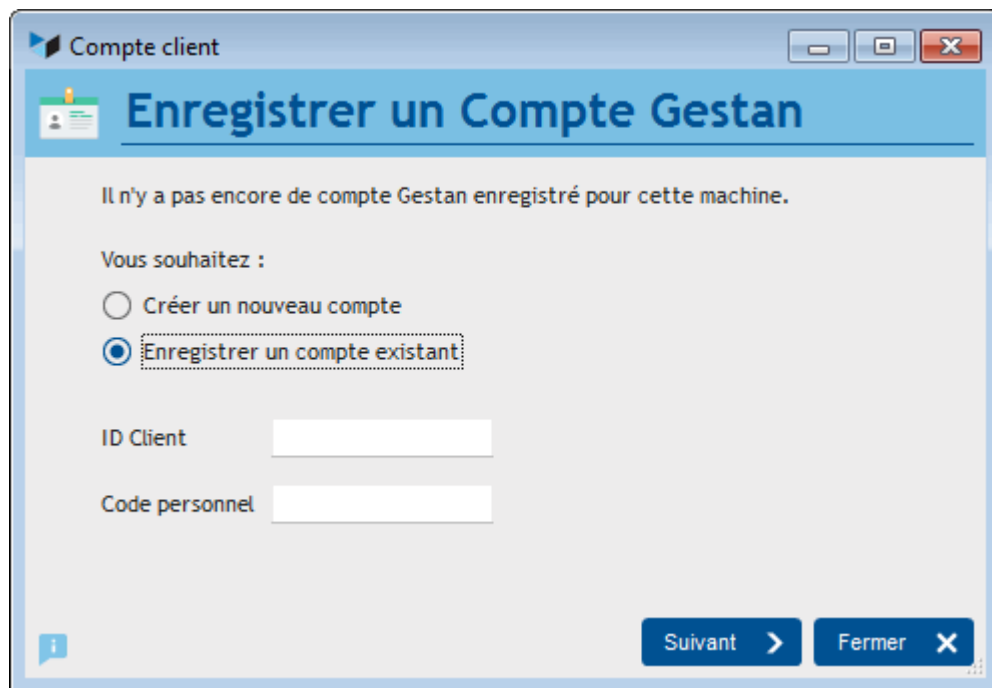
This information is the subject of a declaration to the CNIL (declaration 1483480 of February 8, 2011). They are processed in accordance with the legal provisions applicable in France, and in particular the Law known as "Informatique et Libertés" n° 78-17 of January 6, 1978 and regulation n° 2016/679, known as "general regulation on data protection (GDPR)".

This information is used exclusively by ICS-Informatique and is strictly not subject to any other use than directly in connection with the Gestan program (see more details in article 6 of the license agreement).

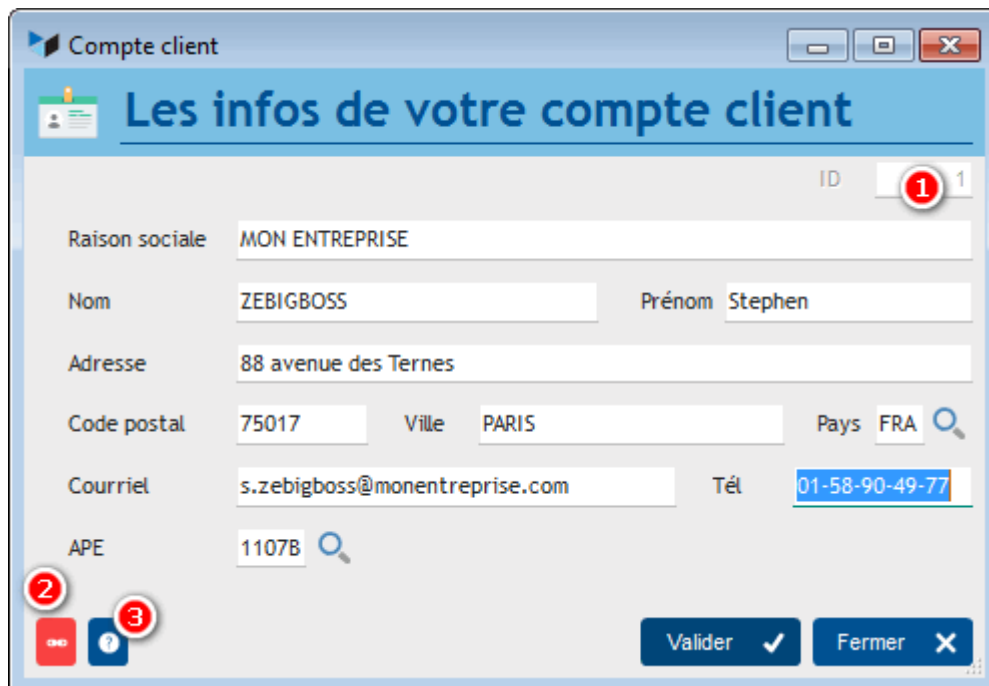
Recording on other machines

On other machines on your network, do not register a new customer account.

But you can register, if you wish, the customer account you have opened, by choosing the option to register an existing account.



Once your account is registered



The screenshot shows a web application window titled 'Compte client'. The main heading is 'Les infos de votre compte client'. Below this, there is a form with various fields for customer information. The fields are: 'Raison sociale' (MON ENTREPRISE), 'Nom' (ZEBIGBOSS), 'Prénom' (Stephen), 'Adresse' (88 avenue des Ternes), 'Code postal' (75017), 'Ville' (PARIS), 'Pays' (FRA), 'Courriel' (s.zebigboss@monentreprise.com), 'Tél' (01-58-90-49-77), and 'APE' (1107B). There are three red circular callouts with numbers 1, 2, and 3. Callout 1 points to the 'ID' field (value 1). Callout 2 points to a red button with a minus sign. Callout 3 points to a blue button with a plus sign. At the bottom right, there are two buttons: 'Valider' (with a checkmark) and 'Fermer' (with an X).

When opened, the screen displays the data relating to your customer account. You can modify them directly. The **Validate** button immediately saves the changes. For this validation, you must indicate the password that was assigned to you when you opened your account. If you don't remember it, click on the little button **(3)**, which will send it to your email address.

When you call technical support, provide them with your Customer ID (**ID (1)**), which allows support to count the time spent with you.

To unlink the machine with an account, simply click on the appropriate button (**(2)** button). You can then link it with any other account.

Case of multi-company management

You can manage several companies with the same Gestan, but a single customer account is sufficient. This means that you do not need to purchase time credit per company, but with time credit on your account, support can be provided to all the companies you manage with Gestan. It's simpler, right?

Preferably, create your customer account when you are connected to the company that will pay: it is in this name that the support invoices will be established. But you can change the association: to do this, use the **(2)** button to delete the association, at the bottom of the screen. At the next opening, a new association will be offered to you.

Other “Admin” articles

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