



GOOGLE REVIEWS: HOW TO GUIDE

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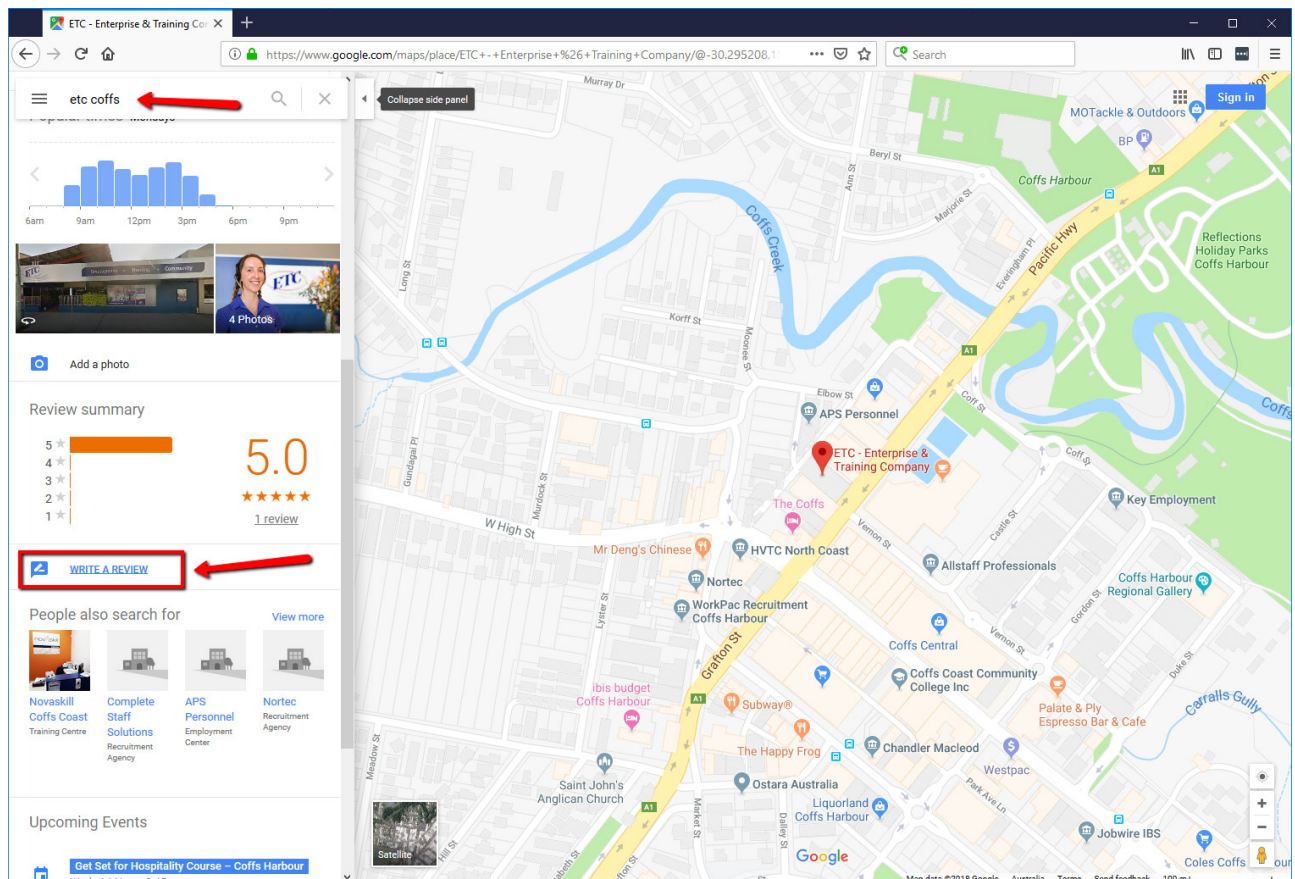
Version 1.0 January 2019

GOOGLE REVIEWS

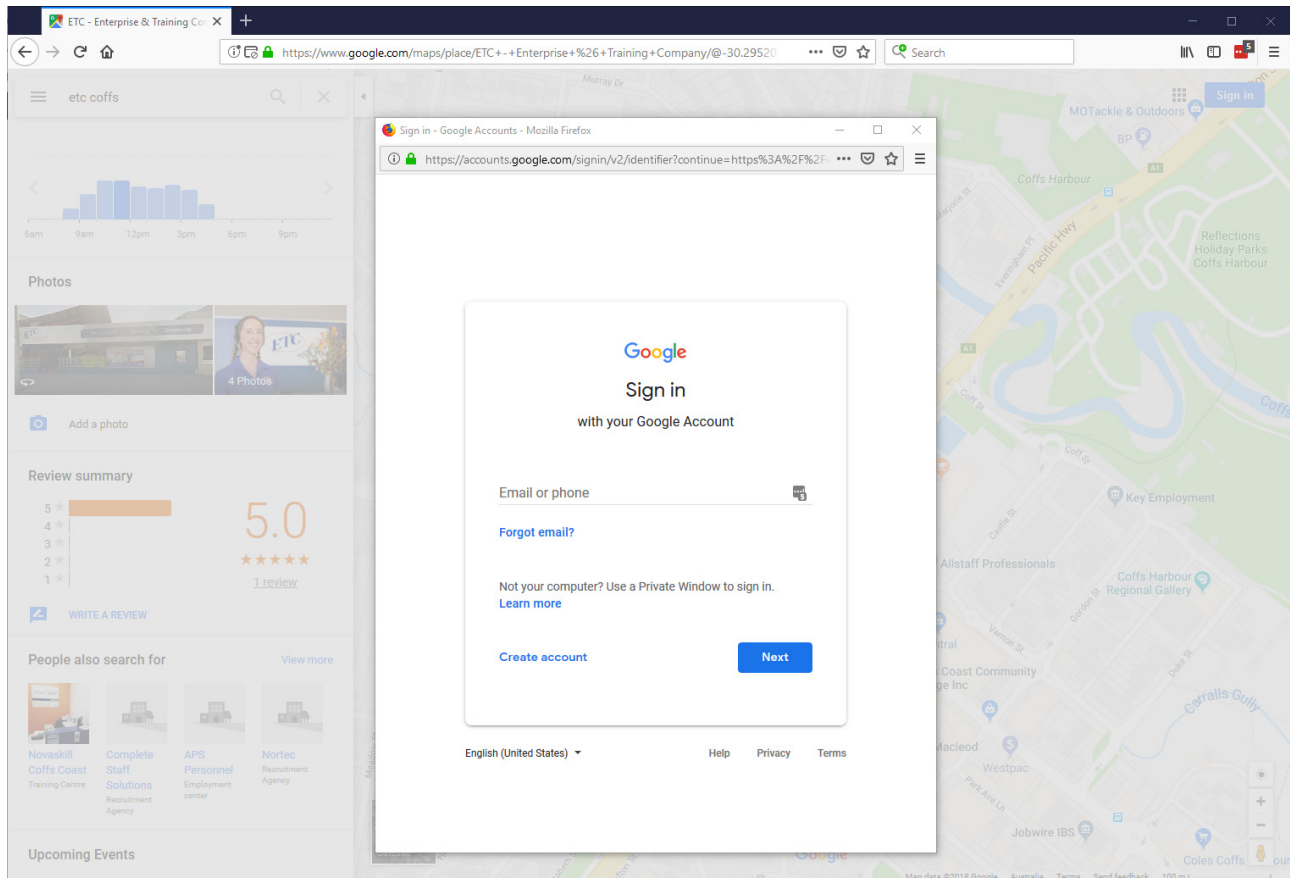
On Google Maps, you can write reviews for an ETC office you have visited. You can also leave info about the site, like if it's quiet, friendly and has good service. These reviews and opinions are voluntary, if you have had good experience with us then we would encourage you to write a review on Google so you can assist other people to find and access our services.

To write a Google Review on the Computer:

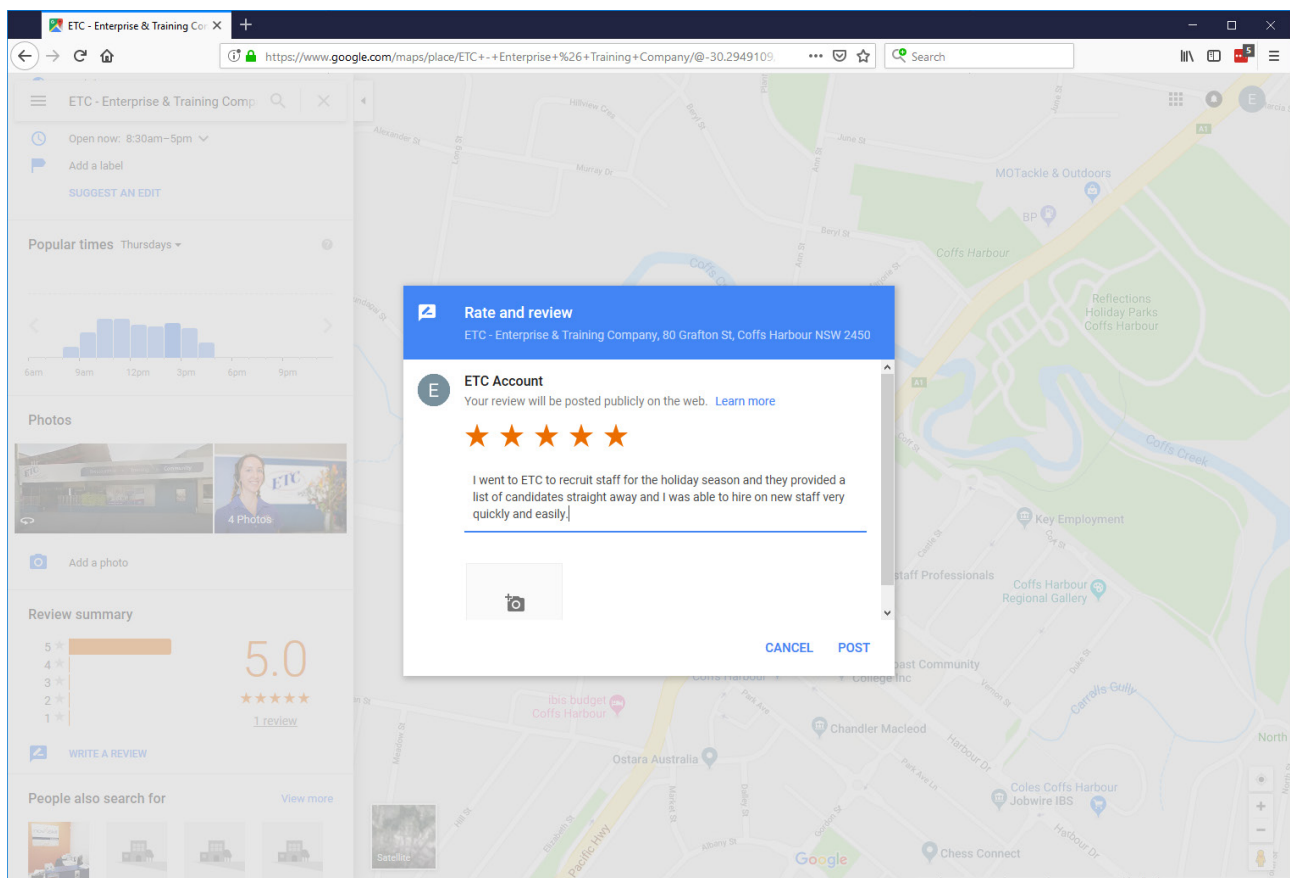
1. On your computer, open [Google Maps](https://www.google.com/maps)
2. Search for your ETC office e.g. ETC Coffs Harbour
3. On the left menu scroll down and click Write a review link



4. You will be prompted to sign in with your Google Account, if you aren't already signed in.



5. In the window that appears, click the stars to provide a score. You can also share the details of your own experience with us.



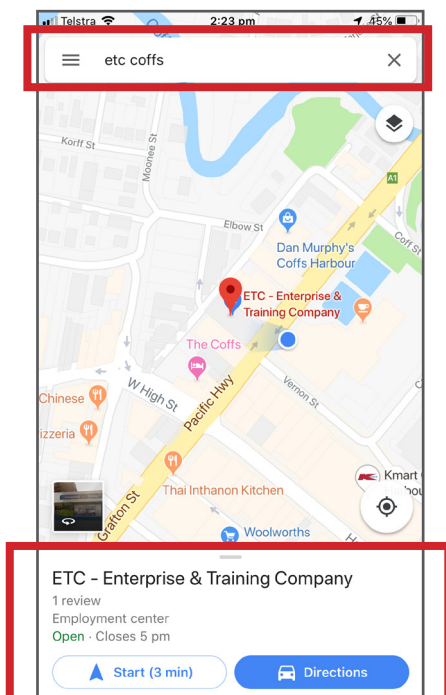
To write a Google Review on a mobile device:

Please note to leave a review you will have to be logged in to Google, you should be prompted through this process if you aren't already logged in.

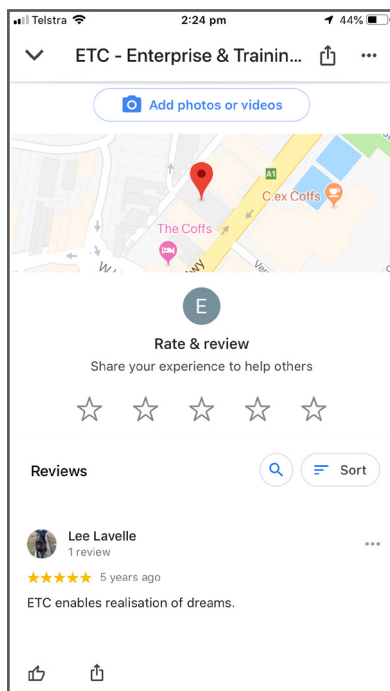
1. On your device, open the Google Maps app.



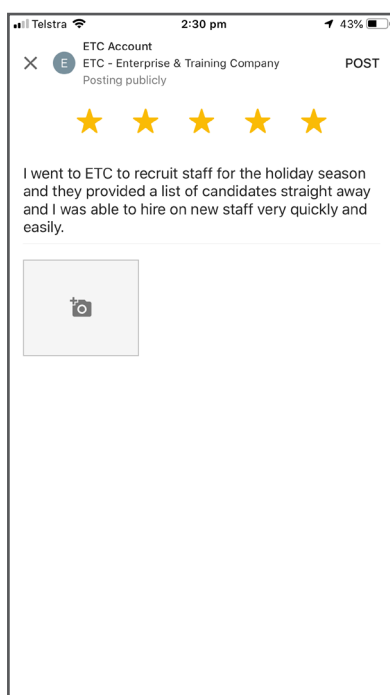
2. Search for your ETC office e.g. ETC Coffs Harbour or tap it on the map
3. At the bottom, tap the ETC office name or address



4. Scroll down until you see 5 empty stars



5. Tap the stars to provide a score. You can also share the details of your own experience with us.



Your review will be visible in Google Maps until you take it down. After your review is published, you can edit it if required.