



STOREFRONT USER'S GUIDE

version 4.4

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Contact Information

For general account information questions please contact kfostervold@smm.org.

Basic Skills

Login

Need to Register?

If you do not have an account, contact kfostervold@smm.org.

Registered User

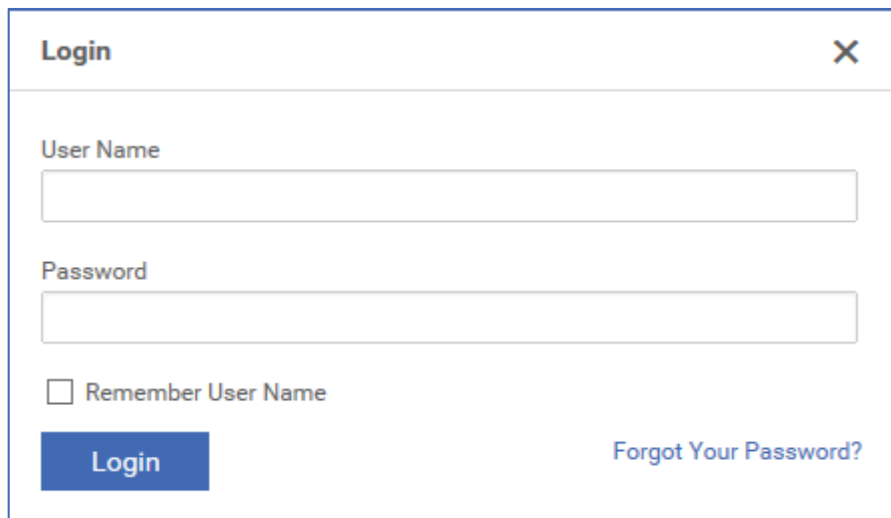
This section will walk you through how to login to the Science Museum's storefront.

How to login

1. On the main page click on Login

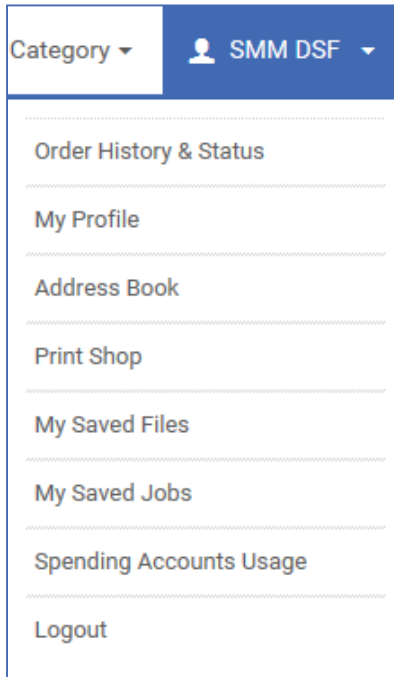


2. Enter your User Name (email address) and Password in the Login panel.

A screenshot of the Login panel. The panel has a blue header with the word 'Login' and a close button (X). Below the header are two input fields: 'User Name' and 'Password'. Below the 'User Name' field is a checkbox labeled 'Remember User Name'. At the bottom left is a blue button labeled 'Login'. At the bottom right is a blue link labeled 'Forgot Your Password?'.

3. Check the **Remember User Name** box if you want the system to remember your user name.
4. Click the **Login** button to open the main page.

Account Management

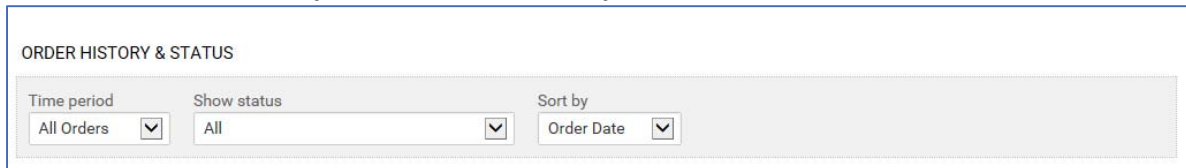


Order History and Status

You can view your order history.

How to View Your Order History

1. On the main page, click the **My Account** link in the top navigation bar.
2. Click the **Order History & Status** link on the **My Account** menu.



3. View your order history and status.
 - In the **Time Period** field, select **All Orders** to view all orders placed for your account. You may also select a specific date range, such as the previous six months.
 - You can use the **Show Status** filter to view only orders within a particular status (e.g., approved, shipped, cancelled).
 - You can use the **Sort By** filter to select the display order for the orders: Due By, Order Date, Order Number, Status, Total Cost).
 - Click the **View Detail** button beside the order to view its details. Result: The **Order Confirmation** page will open.
 - View your order history. Consult the table shown below for descriptions of the columns on this table.
 - If you click the **Reorder** link, the **Shopping Cart** page will open.

For instructions on using the Shopping Cart and checking out, see the topic “How to Use the Shopping Cart” on Page 8.

Change Your User Profile (MY PROFILE)

1. On the main page, click the **My Name** link in the top navigation bar.
2. Click the **My Profile** link on the menu. Your user profile will display. Edit any fields necessary.

MY PROFILE	
Nickname	SMM DSF
Name	SMM DSF
User Name	SMM
Email	name@smm.org
Security Question	Edit
Company	Science Museum of Minnesota
Department	Creative Services
Print Shop	Visions
Address	SMM DSF Science Museum of Minnesota 120 West Kellogg Boulevard St. Paul, MN 55102 United States
Phone Number 1	651-221-9444
Password	Edit

Address Book

An address book is a handy tool for keeping track of important contacts, such as those persons you send orders to. This will prevent you from having to enter information each time you want to ship an order to someone; you will simply select the person from the address book during the order checkout process.

ADDRESS BOOK	
Search Address	Add New
Your address book is empty.	

Adding an Address to your Address Book

1. On the main page, click the **My Name** link in the top navigation bar.
2. Click the **Address Book** link.
3. To add an entry to your address book, click the **Add New** button.
4. Enter contact information for the address book entry. All fields marked with an asterisk * are required.
5. Click the **Save** button to save your new entry or **Cancel** to discard your changes and return to your address book. **Note:** The address book entry will be immediately displayed in your address book.

How to Change an Address Book Entry

1. On the main page, click the **My Name** link in the top navigation bar.
2. Click the **Address Book** link. Your address book will display with all entries listed in a table.
3. Select an entry from the list (by clicking its radio button), or enter a name/ partial name in the **Search By Name** field, and click the search icon to locate an entry.
4. With the entry you want to edit selected, click the **Edit** button.
5. Change information as needed. (Remember that required fields are marked with an asterisk *)
6. Click the **Save** button to save your changes or **Cancel** to discard your changes and return to your address book.

How to Remove an Address Book Entry

1. On the main page, click the **My Name** link in the top navigation bar.
2. Click the **Address Book** link. Your address book will display with all entries listed in a table.
3. Select an entry from the list, or enter a name/ partial name in the **Search By Name** field, and click the search icon to locate an entry.
4. With the entry you want to delete selected, click the **Remove** button.

Print Shop

You will not need to change this field.

My Saved Files

Science Museum is not currently using this feature.

My Saved Jobs

Science Museum is not currently using this feature.

Logout

1. Click **Logout** to end your session.

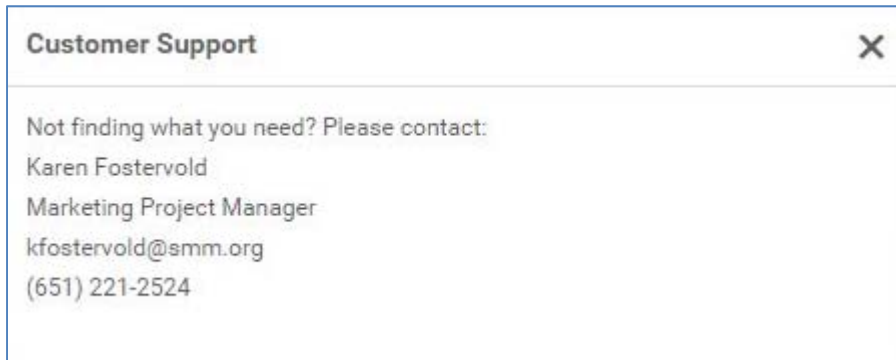
Contact Customer Support

At times you may need to contact the site's customer support staff. The site's **Customer Support** page contains contact information for various support sources.

How to find contact information for Customer Support:

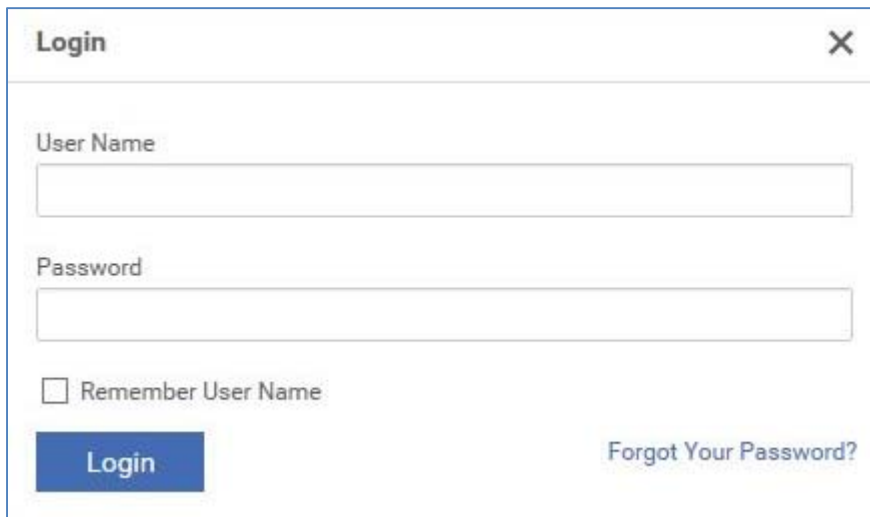


1. Click the **CONTACT US** link on the main menu to open the **Customer Support** page.

A screenshot of a modal window titled 'Customer Support'. The text inside reads: 'Not finding what you need? Please contact: Karen Fostervold, Marketing Project Manager, kfostervold@smm.org, (651) 221-2524'. There is a close button (X) in the top right corner.

2. Locate the contact information for the appropriate customer support person.

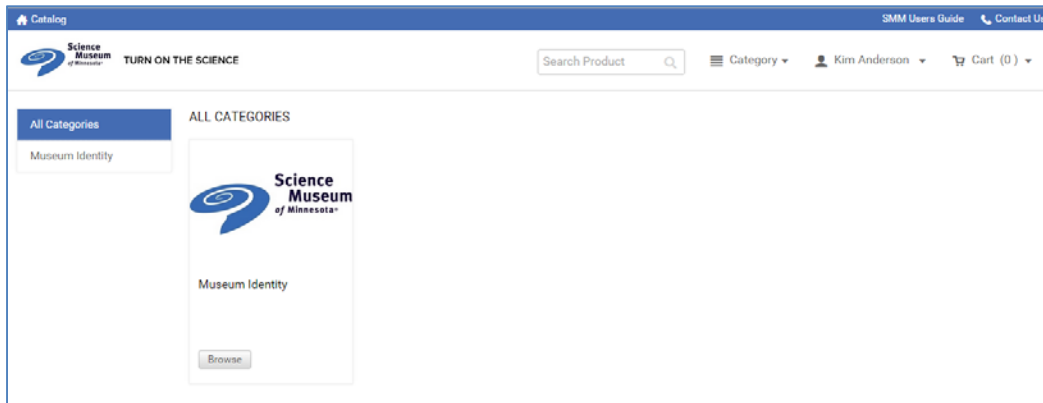
Recover a Forgotten Password

A screenshot of a 'Login' modal window. It contains two input fields: 'User Name' and 'Password'. Below the fields is a checkbox labeled 'Remember User Name'. At the bottom left is a blue 'Login' button, and at the bottom right is a link that says 'Forgot Your Password?'. There is a close button (X) in the top right corner.

1. Click on **Forgot Your Password?**
2. You will be sent a temporary password within 5-10 minutes. Make sure and check your junk mail folder before contacting Customer Support. When logging in with the temporary password, you will be prompted to change your password. You should receive

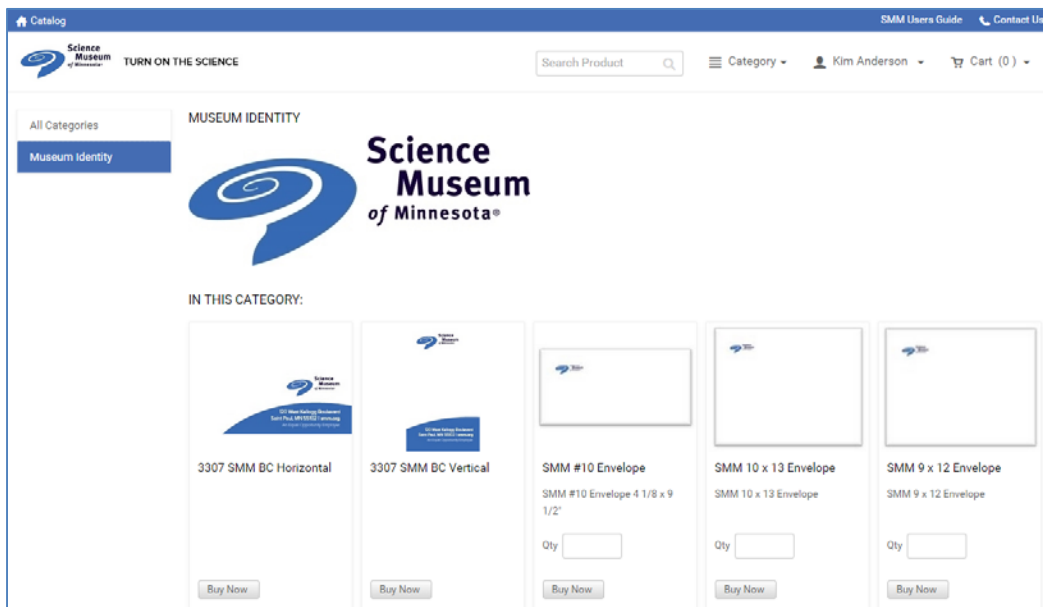
Order Products from the Online Store

This section covers common tasks used to search for and order products.



1. From the storefront home page (to get to the home page, click the **Catalog** link in the upper left-hand section of the screen), choose the category for the products you are ordering.

Standard Product



Click the **name of the product** for a complete product description.

Chose Quantity and "Buy Now". Follow the steps under "How to use the Shopping Cart" and "How to Checkout."

If you know the product you want you may just choose "Buy Now" and follow the steps under "How to use the Shopping Cart" and "How to Checkout."

Digital Download Product



1. Buy Now

The screenshot shows the Science Museum of Minnesota website's cart page. The header includes navigation links for Catalog, Administration, Help, and Contact Us. The Science Museum of Minnesota logo and tagline 'TURN ON THE SCIENCE' are on the left. A search bar and navigation menus for Category, SMM DSF, and Cart (1) are on the right. The main content area is titled 'CART' and contains a table of products. The table has columns for Products, Quantity, Unit Price, and Total. One product is listed: 'SMM Brand Identity Guide' with a quantity of 1, a unit price of \$0.00, and a total of \$0.00. Below the table, there are links for 'Save for later' and 'Remove'. A note states: 'You previously ordered the product "SMM Brand Identity Guide" and you have unlimited downloads remaining.' To the right of the table, a summary box shows 'Subtotal: \$0.00' and 'Total: \$0.00' with a note 'Price subject to change.' Below the summary, it says 'Proceed to checkout to view final order total, including taxes, fees, shipping.' At the bottom, there are three buttons: 'CONTINUE SHOPPING', 'CLEAR CART', and 'PROCEED TO CHECKOUT'.

Products	Quantity	Unit Price	Total
SMM Brand Identity Guide Item Name: SMM Brand Identity Guide Deliverables: Download Only	1	\$0.00	\$0.00

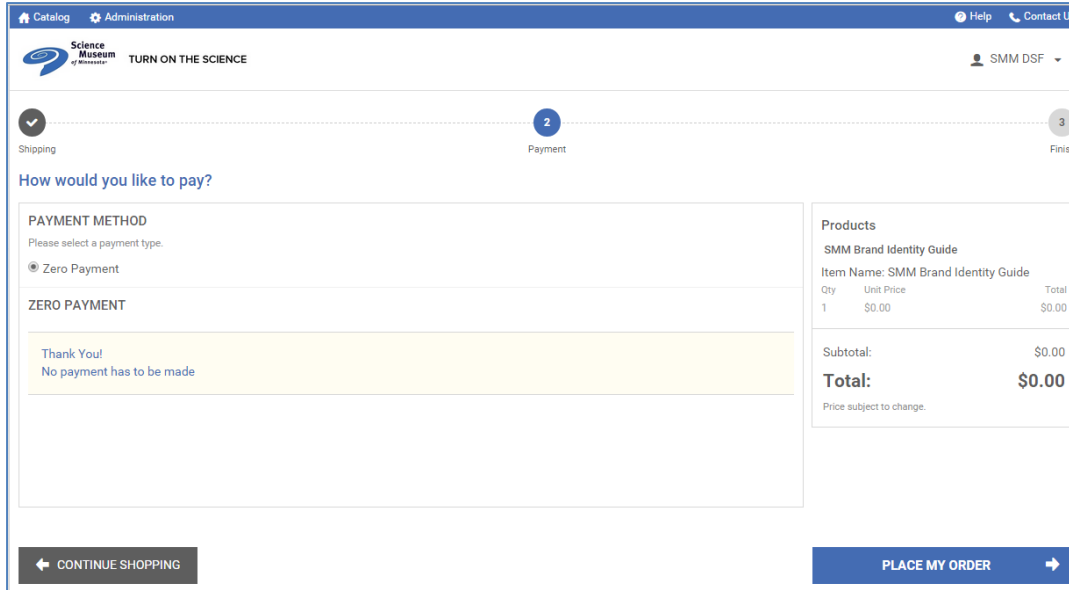
You previously ordered the product "SMM Brand Identity Guide" and you have unlimited downloads remaining.

Subtotal: \$0.00
Total: \$0.00
Price subject to change.

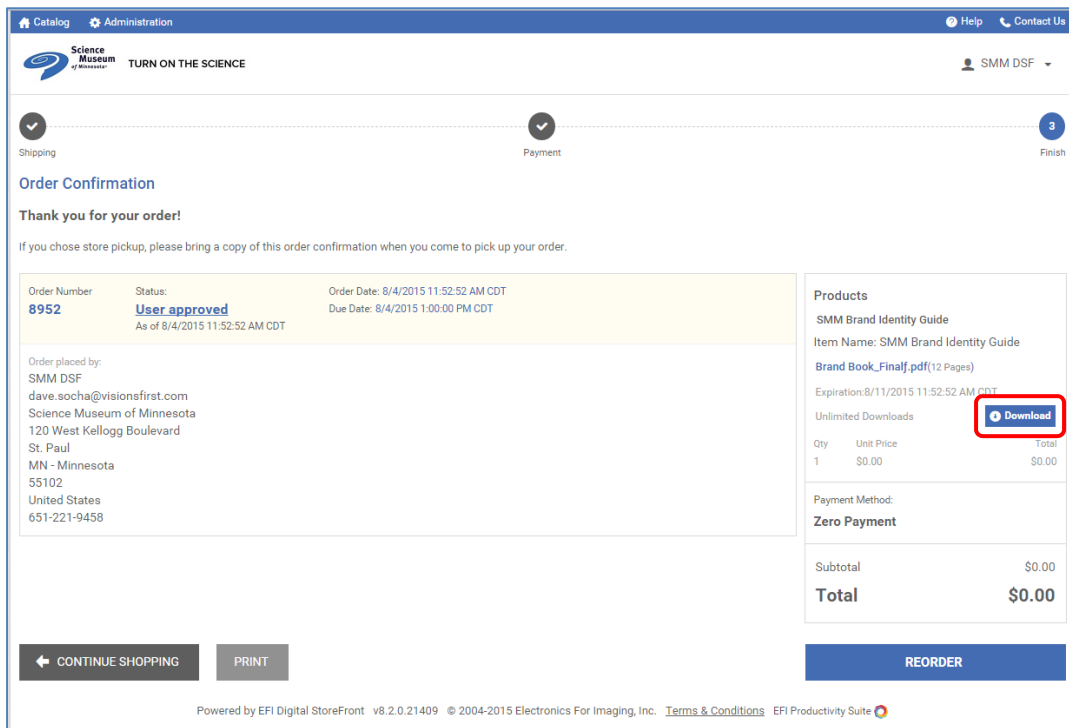
Proceed to checkout to view final order total, including taxes, fees, shipping.

CONTINUE SHOPPING CLEAR CART PROCEED TO CHECKOUT

2. Proceed to Checkout

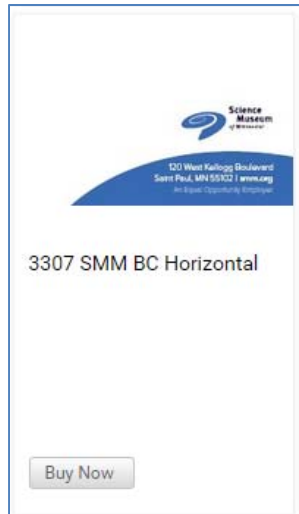


3. Since this is a download, there is no payment information required.
4. **Place My Order**



5. Click on the Download link.
6. Save to your computer.
7. **Continue Shopping.**

Business Card Product



1. Buy Now

3307 SMM BC Horizontal

Split Window Review My Job Help Close

Job Name

Quantity: 250 Pages: 2

Print Options

Special Instructions

Personalization

Name

Title1

Title 2 if Needed

Email

Office Phone (Numbers Only No Special Characters)

Phone 2 (Numbers Only No Special Characters)

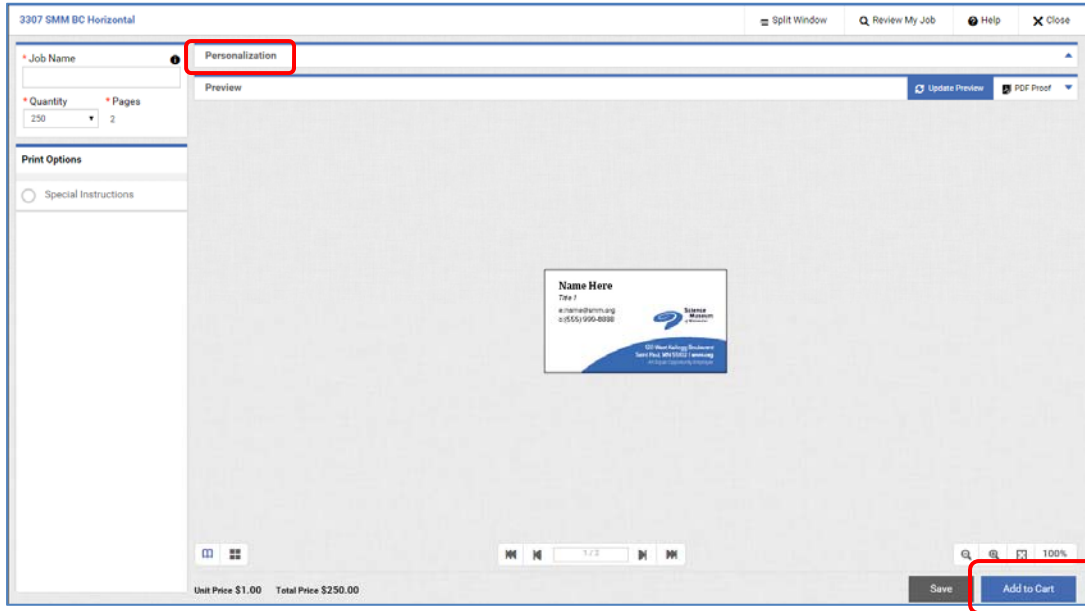
Phone 2 Caption: Pick a Phone label if needed

Update Preview

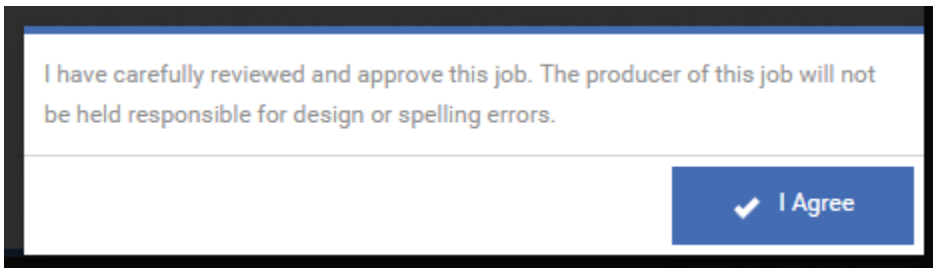
Unit Price \$1.00 Total Price \$250.00 Save Add to Cart

2. Provide a **Job Name** (person who the business card is for). The **Job Name** will appear on your invoice.
3. Choose a **Quantity** from the dropdown list.
4. Complete the **Personalization** fields:
 - Name
 - Title
 - Title Line 2 (if you have a long or multiple line title)
 - Email
 - Office Phone (only enter numbers—no spaces, dashes or any other characters)
 - Phone 2 (if needed). If you use Phone 2, you must choose a phone label (e.g., cell phone or fax)

5. **Update Preview** to see a proof of the business card.

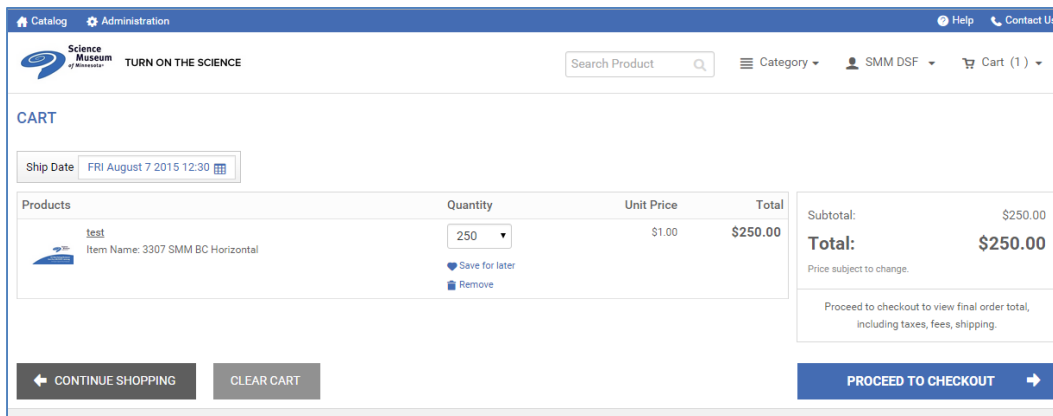


6. If changes are needed, click on **Personalization** and make necessary changes/corrections. If no changes are necessary, **Add to Cart**.

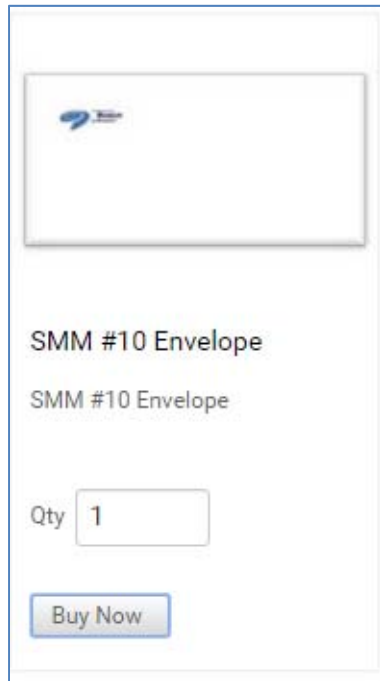


7. There are no further proofs. Make sure that you have carefully reviewed the proof before continuing your purchase. You are responsible for any spelling or design errors.

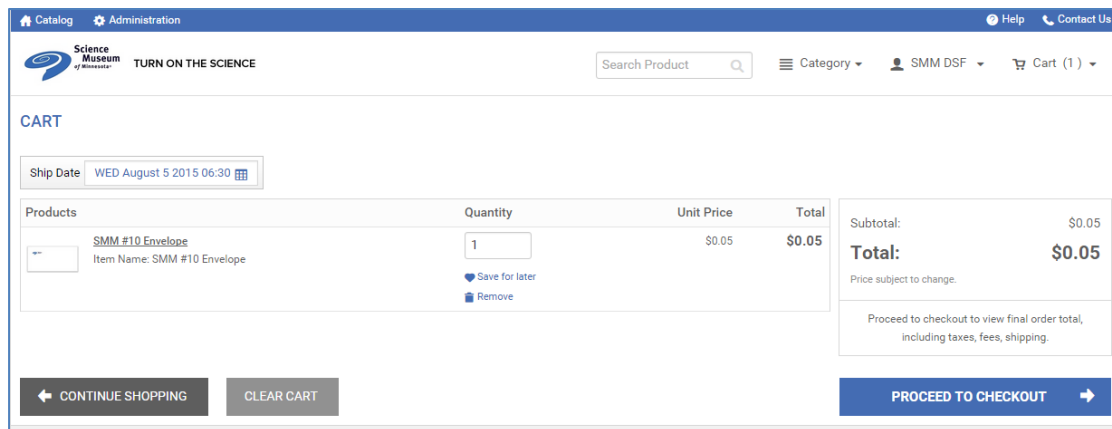
8. **Proceed to Checkout.**



Static Product



1. Choose your quantity from the dropdown list.
2. **Buy Now.**



3. Review your order for accuracy.
4. **Proceed to Checkout.**

Shopping Cart & Checkout

Science Museum’s storefront provides powerful online ordering capabilities. This section covers how to identify elements of the **Shopping Cart** page, and how to checkout once you have ordered a product(s).

How to Use the Shopping Cart

1. To view the contents of your shopping cart, click the **Cart** link at the top of the page to open your **Shopping Cart**, or click the **Go To Cart** button in the shopping cart panel. The number in parentheses beside the cart indicates the number of items in your cart.
2. View the contents of your shopping cart. Consult the table below for descriptions of the fields on this page.

Item	Description
Requested Ship Date and Time	<p>The date and time you are requesting your order to be shipped. Click the calendar button to open the calendar utility.</p> <ul style="list-style-type: none"> • In the Date selector, select the month (using the button to advance to the next month, if necessary), select the day (by clicking on it). • In the Time selector, select a time from the pull-down menu. • Click the Save button.
Product	<p>A list of the times in your shopping cart. Click any item name link to open the ticket (where you defined the options for the job) and make changes as needed. To see a preview (PDF) of any files associated with the job, click the file link.</p>
Remove	<p>Click the Remove link to remove an item from your shopping cart.</p>
Quantity	<p>Specify the number of each item in your shopping cart. Enter a number to change the quantity, if needed, and click the Update Price link to update your shopping cart.</p>
Recipient	<p>This is where you will specify how and to whom the order will be delivered.</p> <ul style="list-style-type: none"> • Method. Select the delivery method from the available options in the pull-down list. (Note: If you select any method other than “Customer Pick-Up,” you will be required to enter an address to which the order is to be shipped.) • Address. You can either select a recipient from the Address Book or specify an address: <ul style="list-style-type: none"> – To select a recipient from your Address Book, click the Address Book button and select a recipient from the Address Book dialog, then click OK and proceed with the next step. – Enter a recipient’s address (ship to) information in the address fields. Note that all fields shaded in yellow are <u>required</u>. To save the new address to your Address Book, check Save to My Address Book.
Delivery Instructions	<p>Enter any special delivery instructions and the specific date shipment needs to be received. (Note: Include instructions if you wish to have any folders pre-stuffed.)</p>

Item	Description
Add Another Recipient	<p>If you wish to add another recipient (e.g. ship the order to two recipients):</p> <ul style="list-style-type: none"> Click the Add Another Recipient button. Click the Save button. (Note: The first recipient's name and address will be listed as Recipient #1. You can click the recipient name link to edit the recipient's summary information or click the Remove link to remove the recipient from the order. The second recipient's summary information will be listed beneath the first recipient's summary information. <p>Repeat the steps above to specify the delivery method, address and delivery instructions. Click Save.</p> <p>Note: By default, the system assumes that all quantities of the various items in the order will be sent to Recipient #1. You will need to <u>manually</u> enter the number of each item in the order to be sent to each additional recipient (after Recipient #1) in the quantity boxes.</p> <p>Note: The quantities you list in these boxes will be how pricing for the order will be calculated. Click Update Pricing to get pricing based on the current quantities specified.</p>
Clear Cart	Clears all contents from your shopping cart.
Continue Shopping	Saves the current shopping cart with the options you selected, and enables you to continue shopping (i.e. you can browse, add items and checkout later).
Checkout	When you are ready to checkout, click Checkout . If you have specified multiple recipients, you will be prompted to double check your order quantities and pricing before continuing. Click OK to continue and checkout.

How to Checkout

On the Checkout Review page:

1. Review your order information.
2. If necessary, change shipping information.
3. Include a Purchase Order Number (PO) when making a purchase. POs should be payable to:
Visions, Inc., LB #8474, P.O. Box 9438, Minneapolis, MN 55440-9438.
4. Click the **Place My Order button** when you are ready to complete checkout.
5. **Result:** The "Thank you for your order" page will open. This page contains your order confirmation. If you want a printed copy for your records, click the **Print this Page** button. Your order information will stay in your history to view online at any time.
6. Click the **Continue Shopping** button or the **Home** tab to return to the home page.

Terms

Item	Description
Order Number	The system assigned number for the order.
Requested Ship Date	The shipping date you requested for the order.
Submitted on	The date and time on which the order was placed.
Submitted by	Name of the person who placed the order.
Order Status	The current status of the order—time, date. Visions, Inc. and its telephone number are also listed in case you need to contact the Shop regarding the order.
Products	The name of the product. This is the job name you specified in the order process.
Quantity	The number of copies of the job you ordered.
Recipients	The recipient(s) specified to receive the order—lists address and other contact information.
Payment	The method of payment specified for the order.
Delivery Method	Delivery/Shipping method selected for the order, e.g. customer pickup.