


Web Store

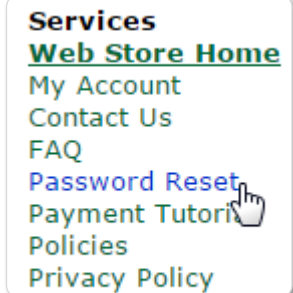
Customer Service Guide



Password Reset

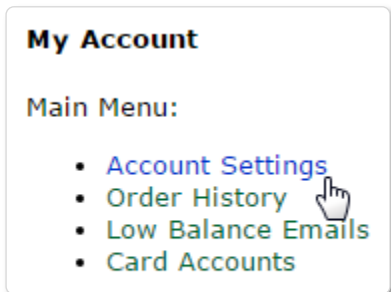
1. Navigate to the Web Store homepage.
2. Under **Services**, click **Password Reset**.
3. Enter your email address (used to make Web Store payments).

 If you don't remember your email, click **Contact Us** to request assistance from the District.



Change Account Email Address or Password

1. Click **My Account** under Services.
2. Enter the **email address** and **password** you use to make payments.
3. Select **Account Settings**.
4. Update your email address and/or password.



My Account

Edit your Account Settings

***First Name** -Contact's first name
***Last Name** -Contact's last name
Company Name -Contact's company name
Address -Street address
 -Bldg. #, Apartment #, PO Box #, etc.
City -City
State -Select your State (if applicable)
Zip Code -Zip Code
***Country** -Select the Country
Phone -Telephone number

Editing these may require you to login again.

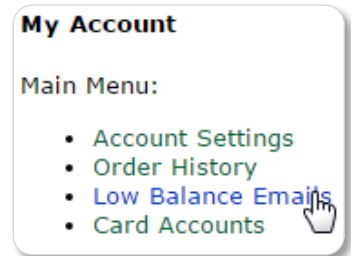
Orig. Email -Your Original Email Address
New Email -Your New Email Address
Verify Email -Re-enter your email address

Old Password
New Password
Verify Password

« Click here to **CANCEL** and return home.

Low Balance Email Settings

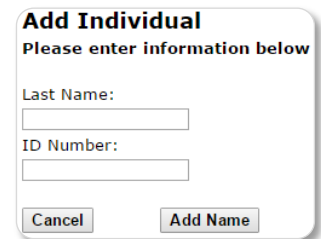
1. Click **My Account** under Services.
2. Select **Low Balance Emails**.
3. Click **Add an Individual** if no individuals are listed.
(If you do not need to add individuals, proceed to *Step 4*.)
 - a. Enter individual's *Last Name* and *ID Number* in the labeled fields.
 - b. Click **Add Name** or **Cancel** to return to the previous page.
4. Check the appropriate individual's **Subscribe** checkbox to receive Low Balance Email notifications.
5. Select the **Email Frequency** you wish notifications to occur (Once Per Occurrence or Number of Days Between Emails).
6. Click **Update Low Balance Emails** to save changes.



My Account

Main Menu:

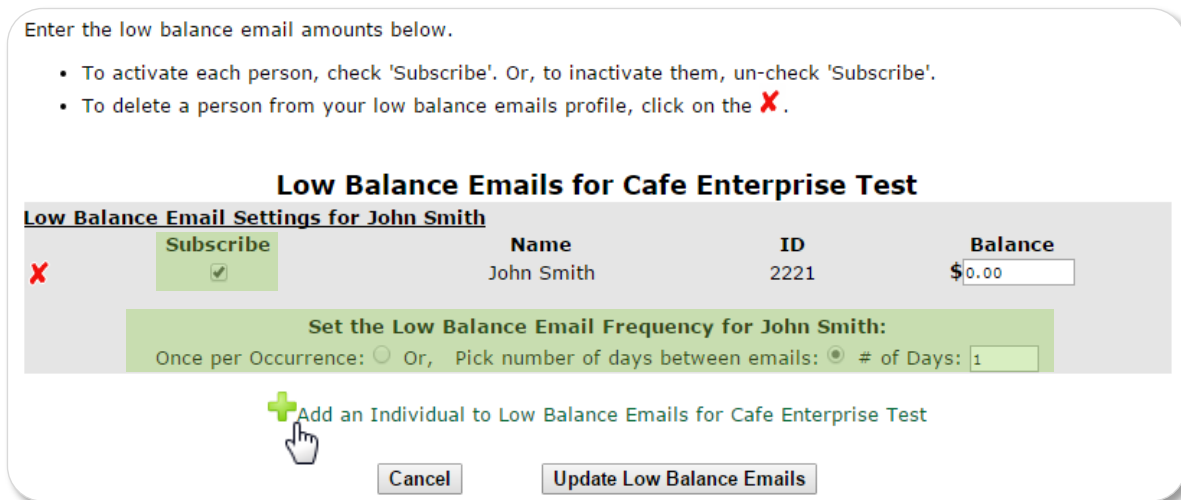
- Account Settings
- Order History
- **Low Balance Emails**
- Card Accounts



Add Individual
Please enter information below

Last Name:

ID Number:



Enter the low balance email amounts below.

- To activate each person, check 'Subscribe'. Or, to inactivate them, un-check 'Subscribe'.
- To delete a person from your low balance emails profile, click on the **X**.

Low Balance Emails for Cafe Enterprise Test

Low Balance Email Settings for John Smith

	Subscribe	Name	ID	Balance
X	<input checked="" type="checkbox"/>	John Smith	2221	\$0.00

Set the Low Balance Email Frequency for John Smith:
Once per Occurrence: Or, Pick number of days between emails: # of Days:

Add an Individual to Low Balance Emails for Cafe Enterprise Test

View or Print Receipts

1. Click **My Account** under Services.
2. Select **Order History**. You should see all orders listed on this page.
3. Select an Order ID to retrieve a receipt and click **Save** or **Print**.
4. Click **Order History** at the bottom of the receipt to return to Main Menu.

My Account

Main Menu:

- Account Settings
- **Order History**
- Low Balance Emails
- Card Accounts

My Account

Here are the orders which we currently have on file for you.

<u>Date</u>	<u>Order ID</u>
6/4/2015 10:47 AM	12694002

Edit Credit/Debit Card Information



1. Click **My Account** under Services.
2. Select **Card Accounts**.
3. Click **Authorize Another Card** to add a credit/debit card.
4. Click **Edit** to change the Account Nickname or Expiration Date.
5. Click the red **X** to delete a credit card from your Account.

My Account

Main Menu:

- Account Settings
- Order History
- Low Balance Emails
- **Card Accounts**

My Account

Account Nickname	Card Number	Name on Card	Expiration Date	Card Type	
Test Card	xxxxxxxxxxxx1111	John Doe	04/20	Visa	 

« Click here to **CANCEL** and return home.