

Indur Online Catalogue FAQ

1.) Logging in to the catalogue

The Indur Catalogue has two colour coded states to help user's understand if they are logged in or logged out. A user must be **logged in** to use the catalogue. A red '!' underneath the search box indicates that you are logged out. While a green '✓' indicates you are logged in the catalogue.

To login to the catalogue you need the following details:

E-Mail Address: This is the email address which you received the login details email to

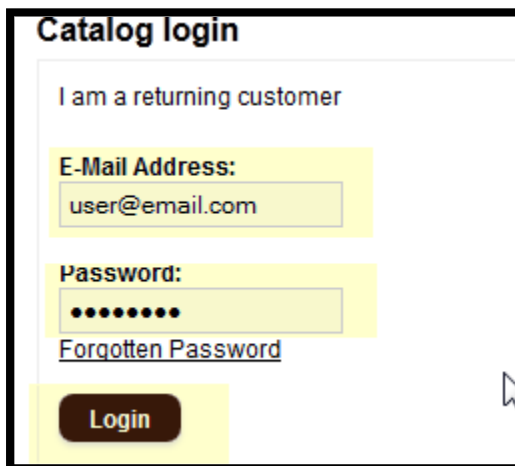
Password: This will typically be your Indur account number (note: this can be changed later on).

To login:

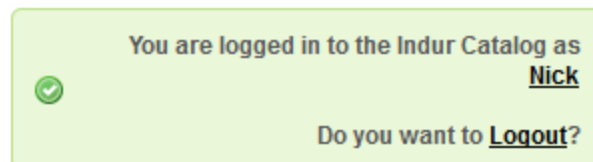
- 1.) Click on the Login button (highlighted below)



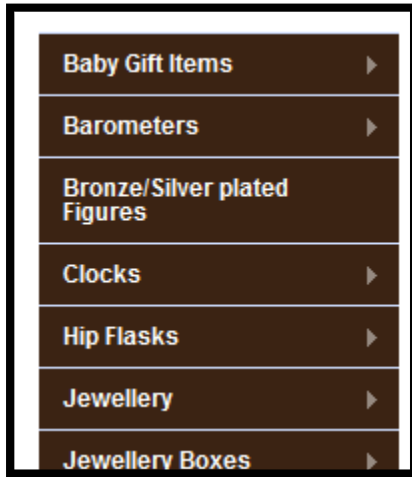
- 2.) Enter your login details in the space provided (see below):

A screenshot of the "Catalog login" form. The title "Catalog login" is at the top. Below it is a checkbox labeled "I am a returning customer". There are two input fields: "E-Mail Address:" containing "user@email.com" and "Password:" containing seven dots. Below the password field is a link for "Forgotten Password". At the bottom is a dark brown "Login" button. The entire form area is highlighted with a yellow background.

- 3.) You will notice the login box change to a green colour to signal you have logged in successfully:



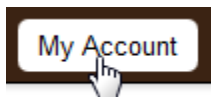
4.) You may now choose your category of interest from the choices on the left hand side:



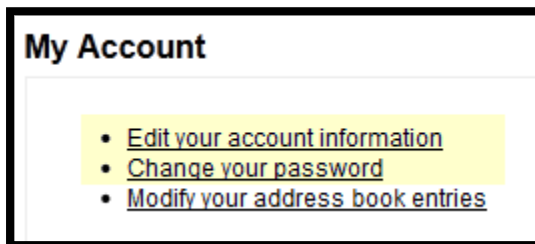
2.) Changing your password/email address

To change your password or email address, please make sure that you are logged in.

1.) Click on the “My Account” menu item



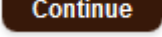
2.) To change your email address, click on “Edit your account information” choice, to change the password, click on “Change your password”.



3.) Adding/Changing your business address

1.) Choose “Modify your address book entries”

2.) Click the  button

3.) Enter all the details you are asked, checking **default address** and click the  button

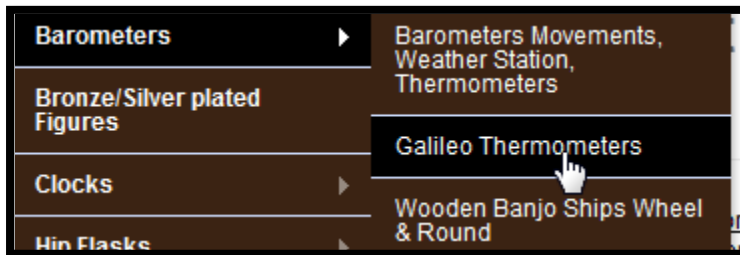
4.) You have now entered your new address (this process may also be performed during the checkout procedure).

Note: You can also edit your current address within this section if necessary.

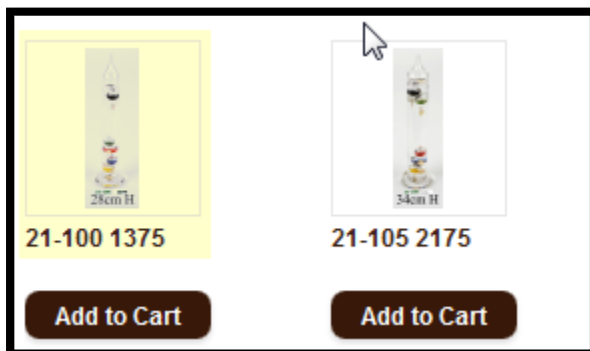
4.) Navigating the catalogue

To navigate the catalogue:

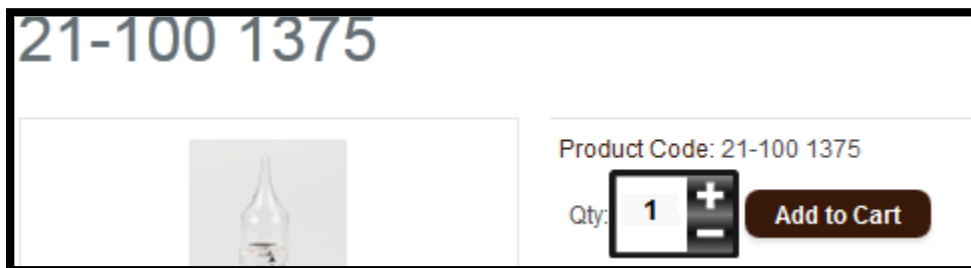
- 1.) Choose a category of interest from the left hand menu.



- 2.) Click on the product image or code to access the detailed view. From the detailed view you may add multiples of the product to the cart



- 3.) Select the quantity of the product you require and press the "Add to Cart" button:



Tip! You can type a figure for quantity rather than using the +/- options!

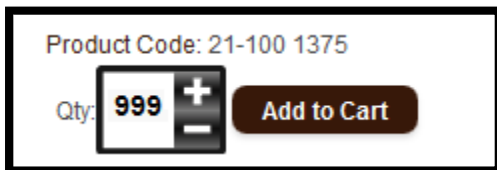
At this point you have successfully browsed the catalogue and added an item to the cart. This process should be repeated for all further products required

5.) Handy tips for using within the catalogue

1.) Clicking on an image item within detail view will open a larger photo of the item:



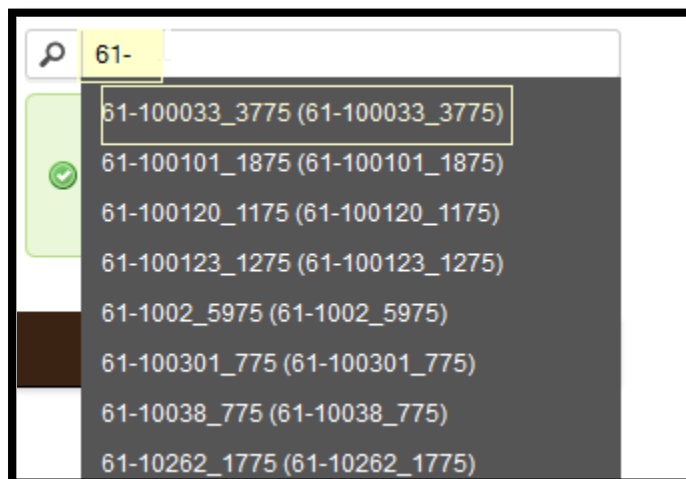
2.) You can type a quantity into the quantity box, rather than using the +/- options:



3.) You can navigate categories/subcategories quickly and easily using the “breadcrumb” links:



4.) You can search for a product by entering only part of the product code. The search system will automatically complete searches for product codes greater than 3:



6.) Using the Shopping Cart

The shopping cart is used to adjust your order/update items prior to checking out. In the shopping cart you may, remove products from your cart, increase or decrease products from your cart.

To access the shopping cart:



- 1.) Click on the "Shopping Cart" menu item
- 2.) To add more to an items quantity, please enter a new figure **and then** press the update (🔄) button as below:



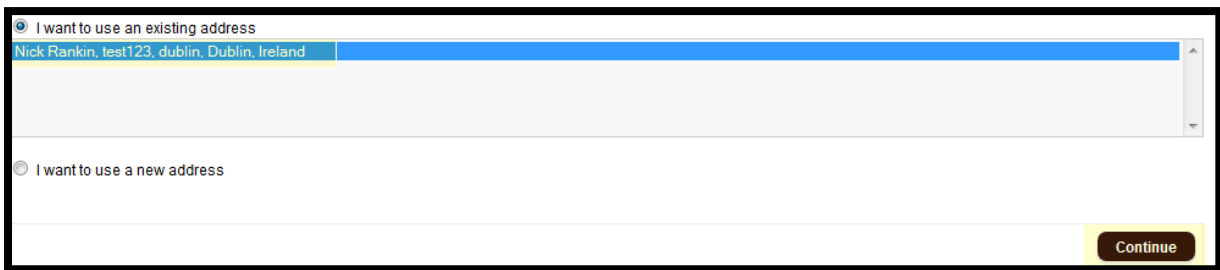
- 3.) To remove an item, please press the red 'X' under the item. This will remove the item from your shopping cart automatically.

7.) Checking out

The checkout process is where you confirm your order and send it off to Indur for processing. After your order you will also receive an email confirming your order and products.

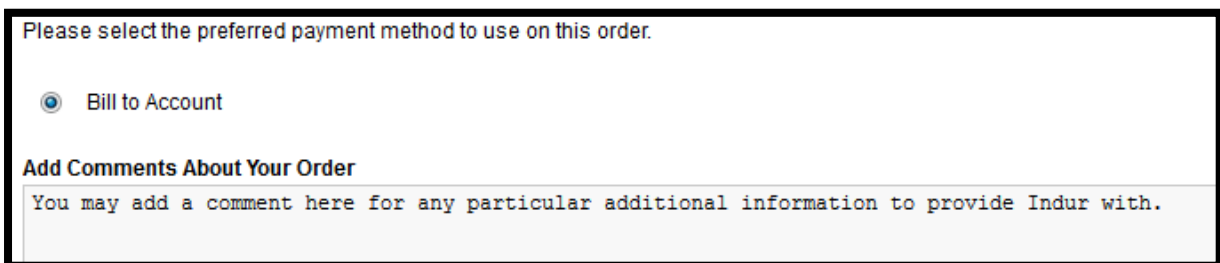
To check out on the Indur site please ensure that you have all the products for the order you wish to make in the “shopping cart” (please see steps 4 and 6 for information on this process).

- 1.) (Checkout: “Step 2”) To begin checking out please select your business address and press the continue button (if your business address needs updating, or you have multiple addresses please choose “Add New Address” to make a new address to check out with).

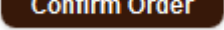


The screenshot shows a web form for address selection. At the top, there is a radio button labeled "I want to use an existing address" which is selected. Below it is a text input field containing the address "Nick Rankin, test123, dublin, Dublin, Ireland". Below the input field is another radio button labeled "I want to use a new address" which is not selected. At the bottom right of the form is a brown button labeled "Continue".

- 2.) (Checkout: “Step 3”) Please confirm your address at this point and press continue (as above)
- 3.) (Checkout: “Steps 4 and 5”) Please confirm both these Delivery and payment options, adding a comment if necessary (this comment will be made available to Indur staff after ordering so any particular additional information should be added) by pressing the Continue button. Please note adding a comment to the order is **optional**.



The screenshot shows a web form for payment method selection. At the top, it says "Please select the preferred payment method to use on this order." Below this is a radio button labeled "Bill to Account" which is selected. Below the radio button is a section titled "Add Comments About Your Order" with a text input field containing the placeholder text "You may add a comment here for any particular additional information to provide Indur with." At the bottom right of the form is a brown button labeled "Confirm Order".

- 4.) (Checkout: “Step 6”) Please review your order and if happy press the  button. This will ensure that the orders are processed by Indur. You should receive an e-mail notification confirming this order as well. This may be printed off for your records.

This ends the basic “User Manual” for the Indur online catalogue. For support queries please contact adamjones@indur.ie for information. For contact details please use details provided on the website.