

# Quick Start Guide for Catholic Diocese of Broken Bay Walking with Jesus

Guiding you through My Online Orders Web2Print



print design websites

**Eastwood**

# 1 GETTING STARTED

## Access the site

To get started, access the My Online Orders homepage. Link below.

<http://eastwood.snapmyonlineorders.com.au/DSF/Companies/DBB/storefront.aspx>

## Interface & Navigation

The custom designed HTML5 interface allows you to place your orders from either your desktop computer, laptop or mobile device. The responsive design ensures you have access to all the features you need; no matter what size screen you are using.

### 1. Login

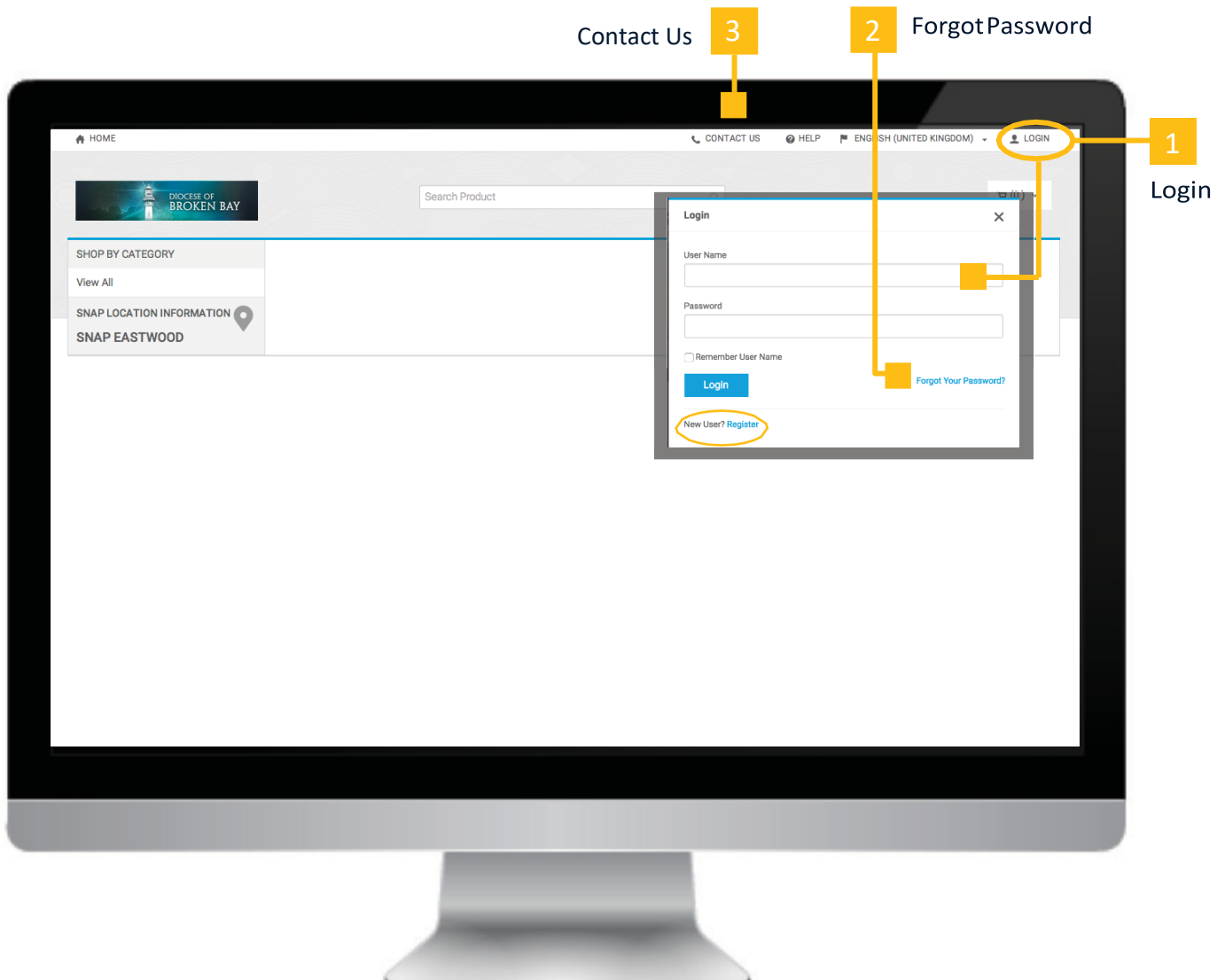
To ensure we provide the best possible online experience, we require buyers to log into the site prior to ordering. If you are a new User please click *Login* then *Register* and complete the form. If you are an existing User simply select the *Login* feature at the top of the screen and enter your username and password into the Login window.

### 2. Forgot Password

If you have forgotten your password, the system can automatically issue you a new password via email. Just use the *Forgot Password* tool located in the login window. The system will confirm your identity by requesting your *Username* and *Secret Question/Answer*.

### 3. Contacts Us

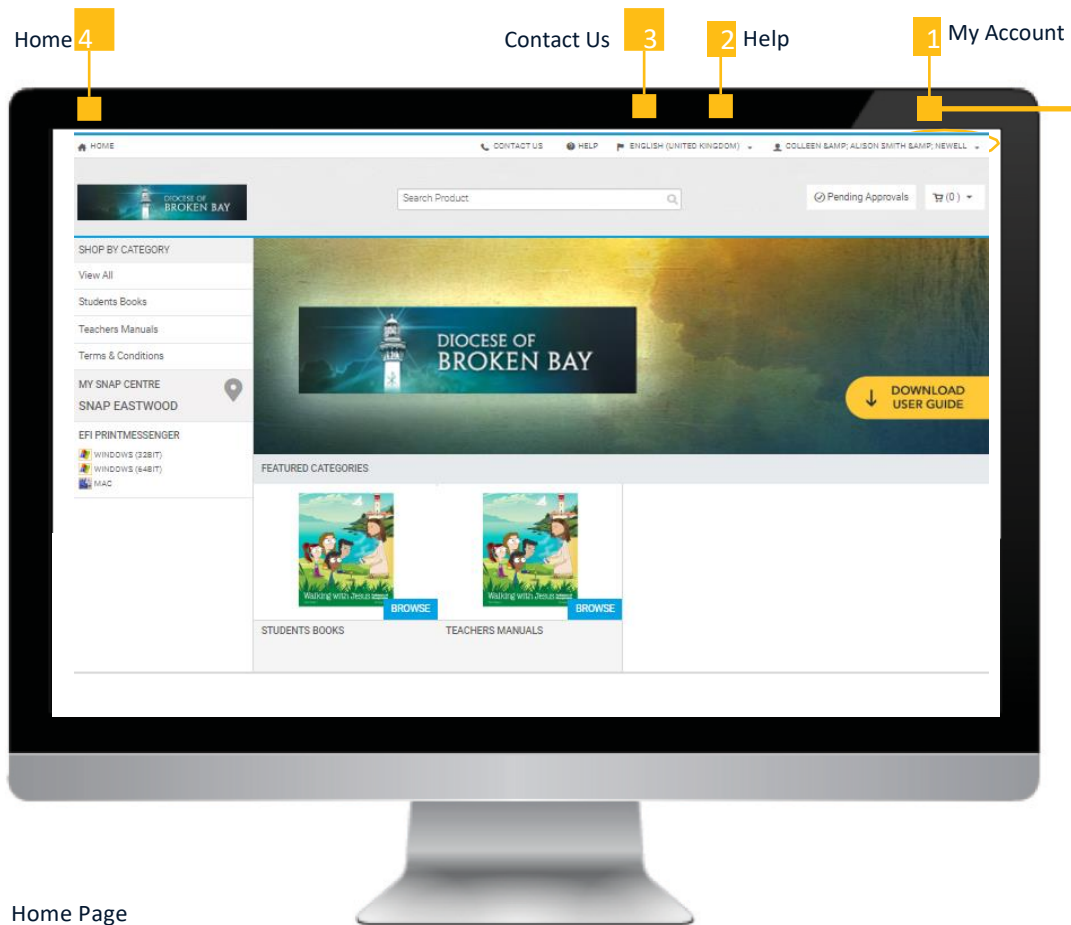
If you need some help accessing the site, please contact your local Account Manager. Use the *Contact Us* feature at the top of the screen.



# 2 MY ACCOUNT & SUPPORT

## 1. My Account

The *My Account* feature provides you with a series of tools to help manage all your account details and orders. To access the *My Account drop down* menu you must first log in, then select *your username* from the top navigation bar.



Home Page  
Login, access to products, categories  
and your account information.

### Order History & Status

Manage your current orders, view live status updates or reorder.

### My Profile

Manage your personal details, password and secret question.

### Address Book

Add your frequently used contacts to the address book for use in checkout.

### Print Shop

Select your local Snap Centre.

### My Saved Files

Upload artwork files into the system.

### My Saved Jobs

Save your product if you get interrupted and need to resume the order process later.

### My Downloads

Retrieve *Digital Download* products that you have purchased.

### Logout

Log out of the site.

### ORDER HISTORY & STATUS

MY PROFILE

ADDRESS BOOK

PRINT SHOP

MY SAVED FILES

MY SAVED JOBS

MY DOWNLOADS

LOGOUT

## 2. Help

The built in help file will provide guidance on all system features.

## 3. Contacts Us

Need help with an order you placed? Contact your local Account Manager.

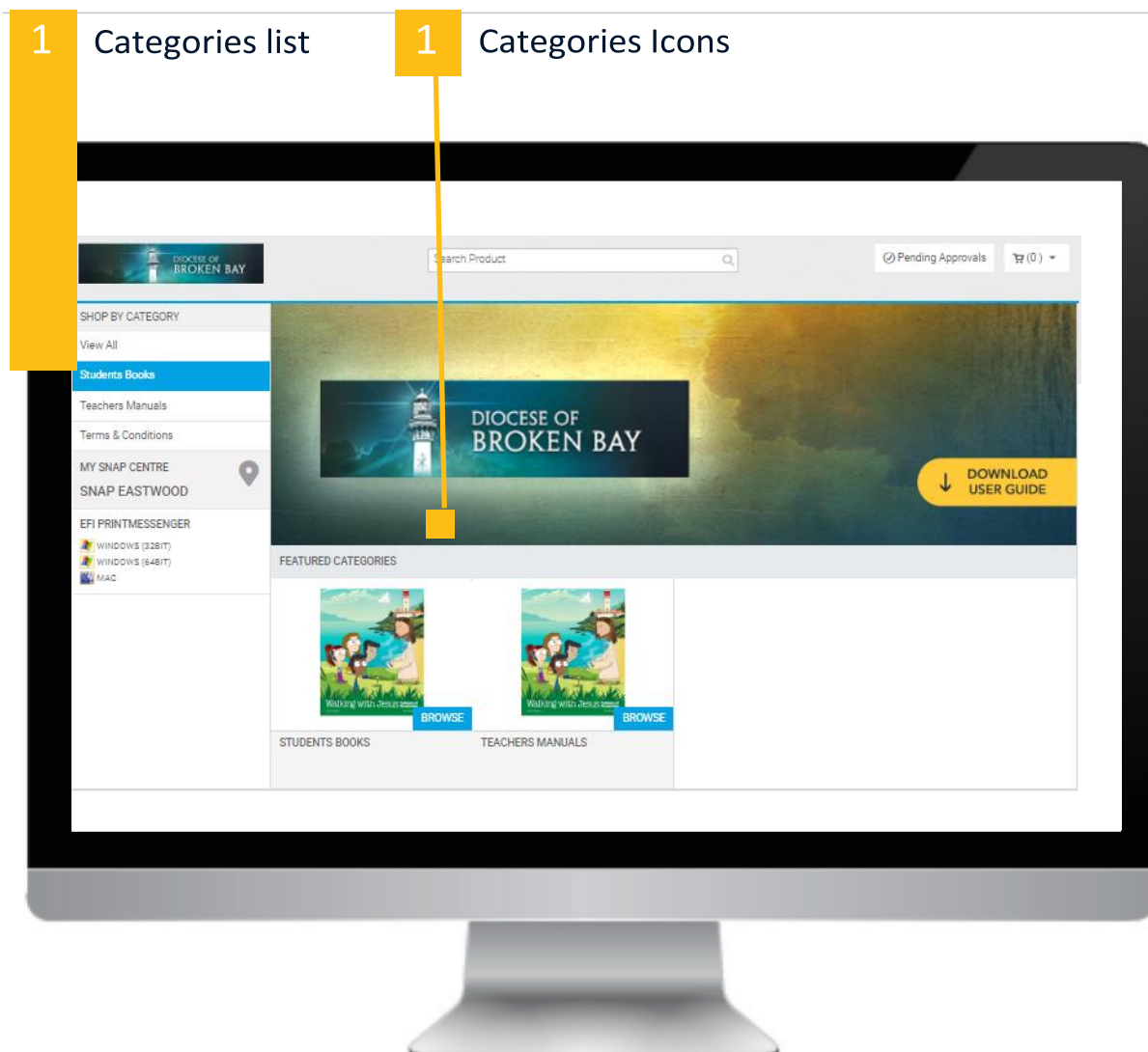
## 4. Home Page

The *Home* button will always take you back to the main screen.

# 3 SELECT YOUR PRODUCT

## 1. Access Categories

Your online catalogue of products are presented in categories that make it easier to find the products you are looking for. Select a category from either the *categories list* on the left, or the *featured categories icons* in the centre of the homepage.



## 2. Select a Product

Now that you have selected a category you will see the products within the category.

## 3. Product Details Page

Click on a *product icon* to learn more about the product. The product details page will appear, this provides a larger preview of the product.

## 4. Add to Basket

Type in the quantity required and select the *Buy Now* button to order product.

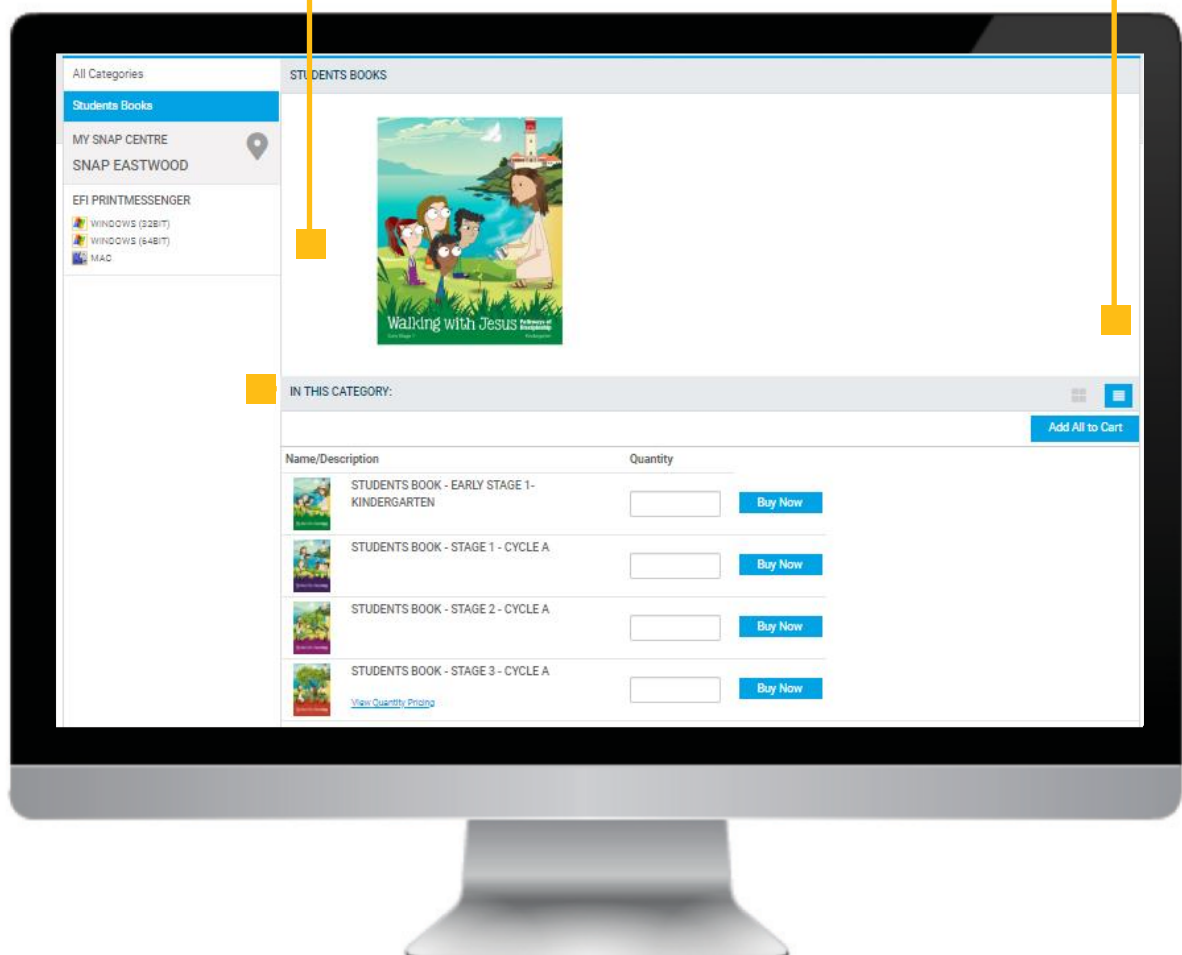
2 Products

Add to Basket

4

3

Product  
Icon



# 4 SHOPPING CART

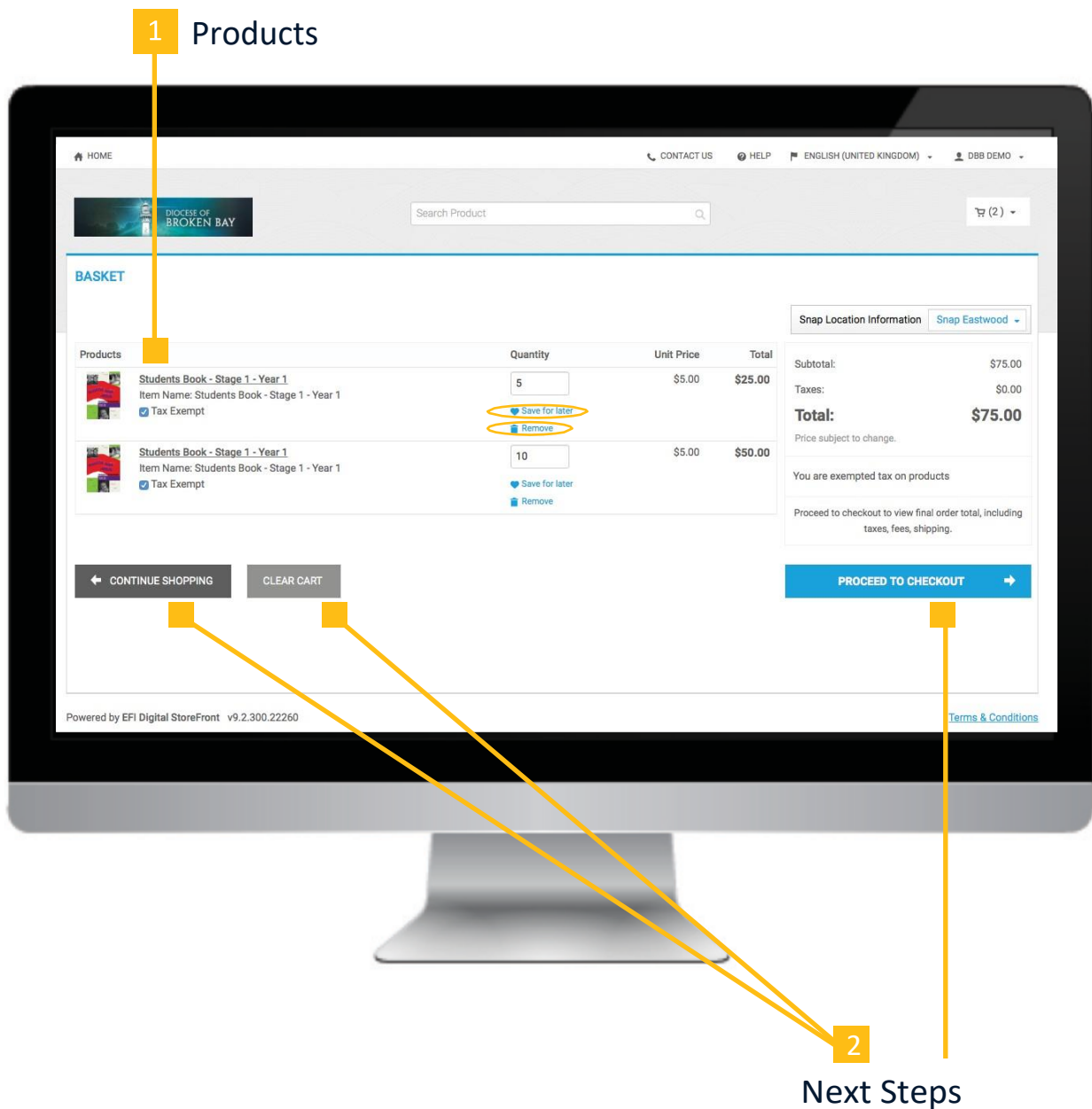
The Cart allows you to review and manage your chosen products and provide essential order details.

## 1. Products

Your products are listed in the cart for you to review and manage. You can adjust a *products quantity* in the shopping cart. Use the *Save for Later* feature to move a product out of this order; the product will remain in your shopping cart for future orders. The *Remove* feature will delete the product from your order.

## 2. Next Steps

*Continue Shopping* to add more products to your order. *Clear Cart* to delete all products from this order and start fresh. If you are ready to complete the order select *Proceed to Checkout*.



# 5 SHIPPING

## 1. Shipment Type

The only *Shipment Types* (methods) available for this site is *Courier*. It can not be changed.

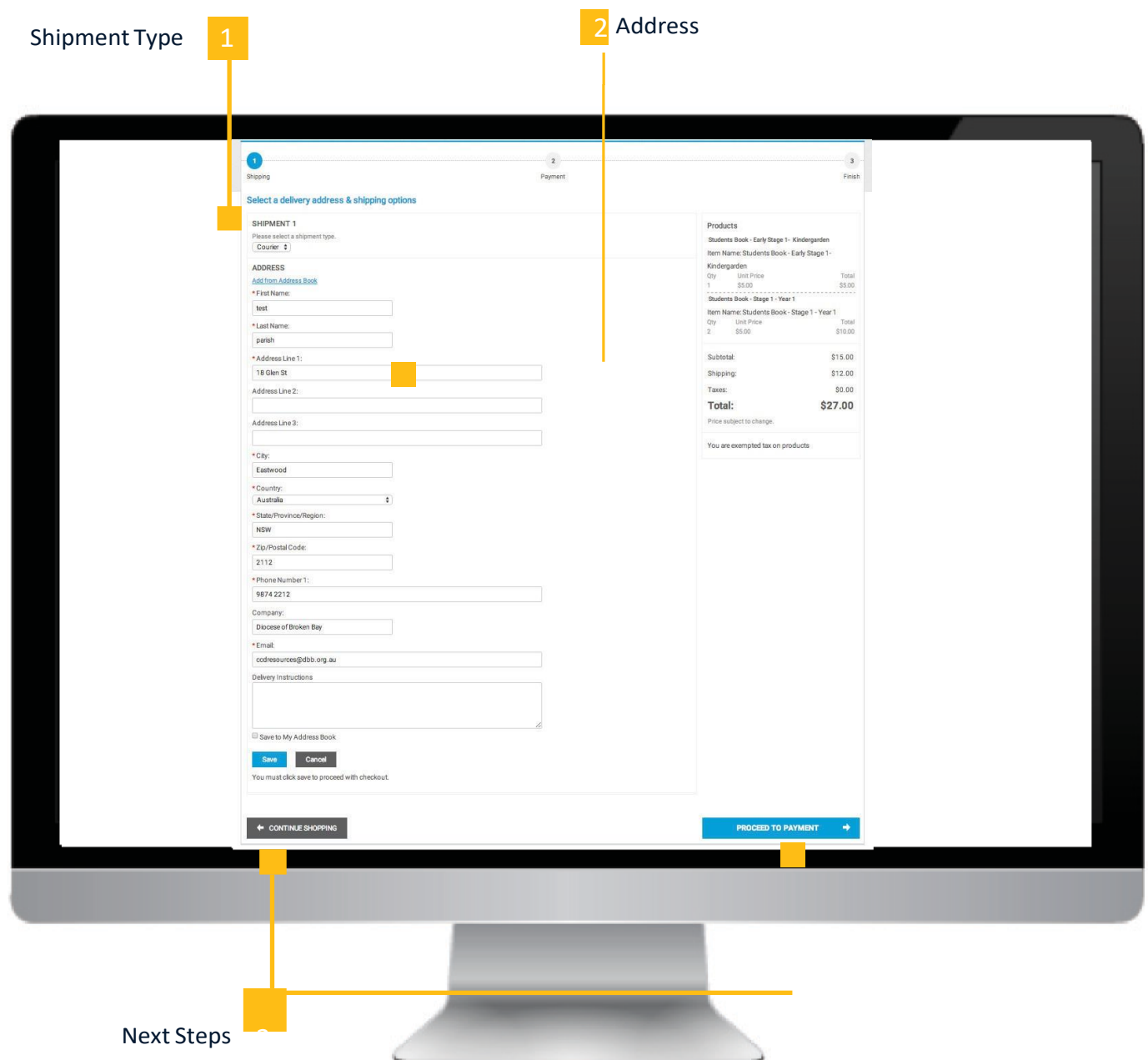
## 2. Address

Enter a delivery address for the order. By default the system assigns the address values associated with your current login, the values can be changed manually by typing in the address fields. The *Add from Address Book* feature enables quick selection from a list of common company locations; such as state offices or warehouse locations. (List of addresses will only show up if you have entered them in your Address Book previously through your *Manage Account* settings).

If necessary, enter *Delivery Instructions* that will be passed onto the courier. **Select Save** to lock in the address details.

## 3. Next Steps

*Continue Shopping* to add more products to your order. If you are ready to complete the order select *Proceed to Payment*.



# 6 PAYMENT

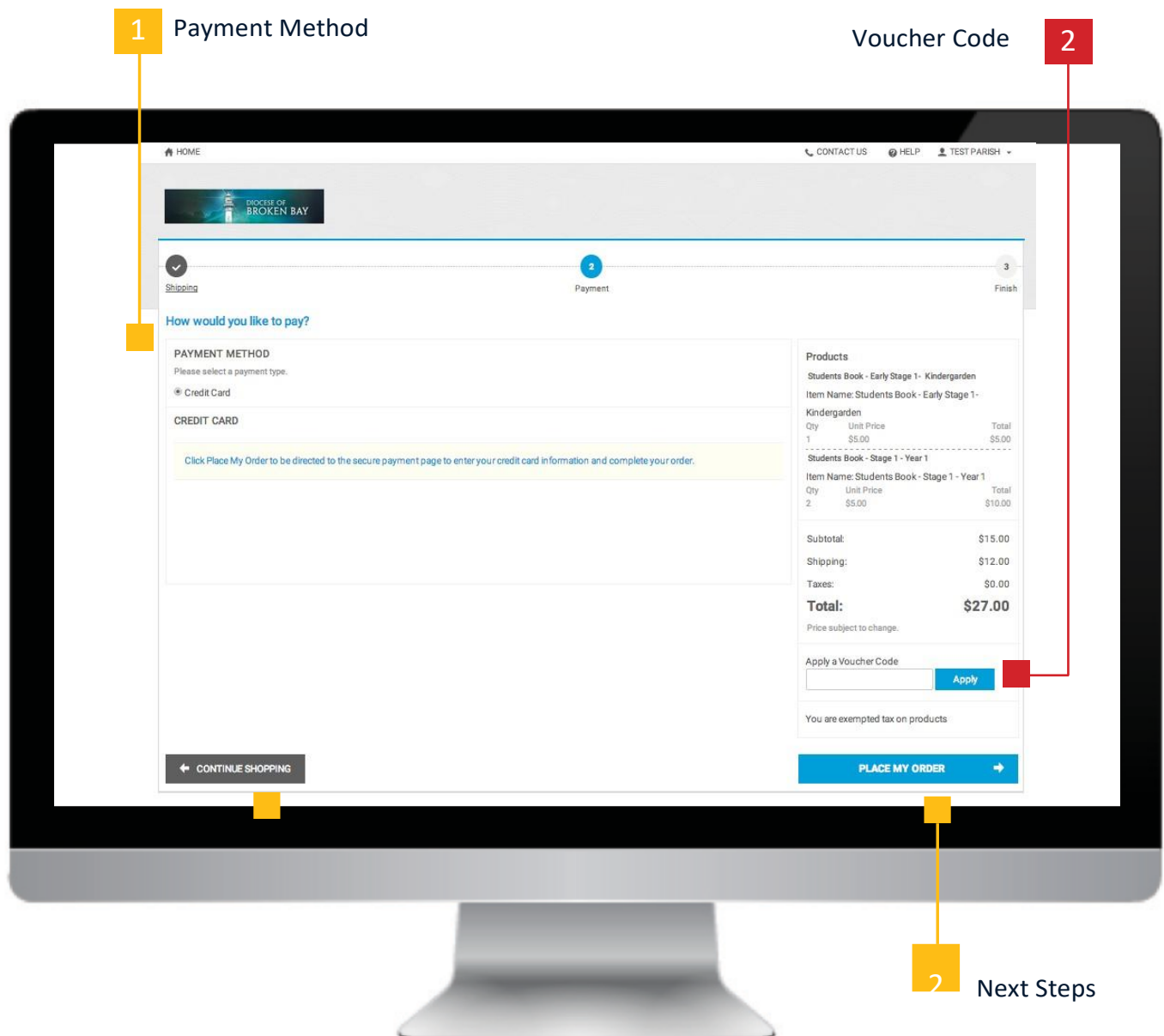
## 1. Payment Method

Credit Card is the only *Payment Method* available for this site. It cannot be changed.

## 2. Voucher Code (not applicable to parishes outside the Diocese of Broken Bay)

## 3. Next Steps

*Continue Shopping* to add more products to your order. If you are ready to complete the order select *Place My Order* to be directed to the secure payment page to enter your credit card information and complete your order.





# 7 ORDER SUMMARY

## 1. Order Confirmation

The system will display an *Order Summary* once your order has been successfully placed. The summary confirms your order details, allows you to *Print* the summary for your personal records and also allows you to *Reorder* in future if required.

## Automated Email Notifications

The system may also send out the Order Summary via email to the email address associated with the login you are using to place the order.

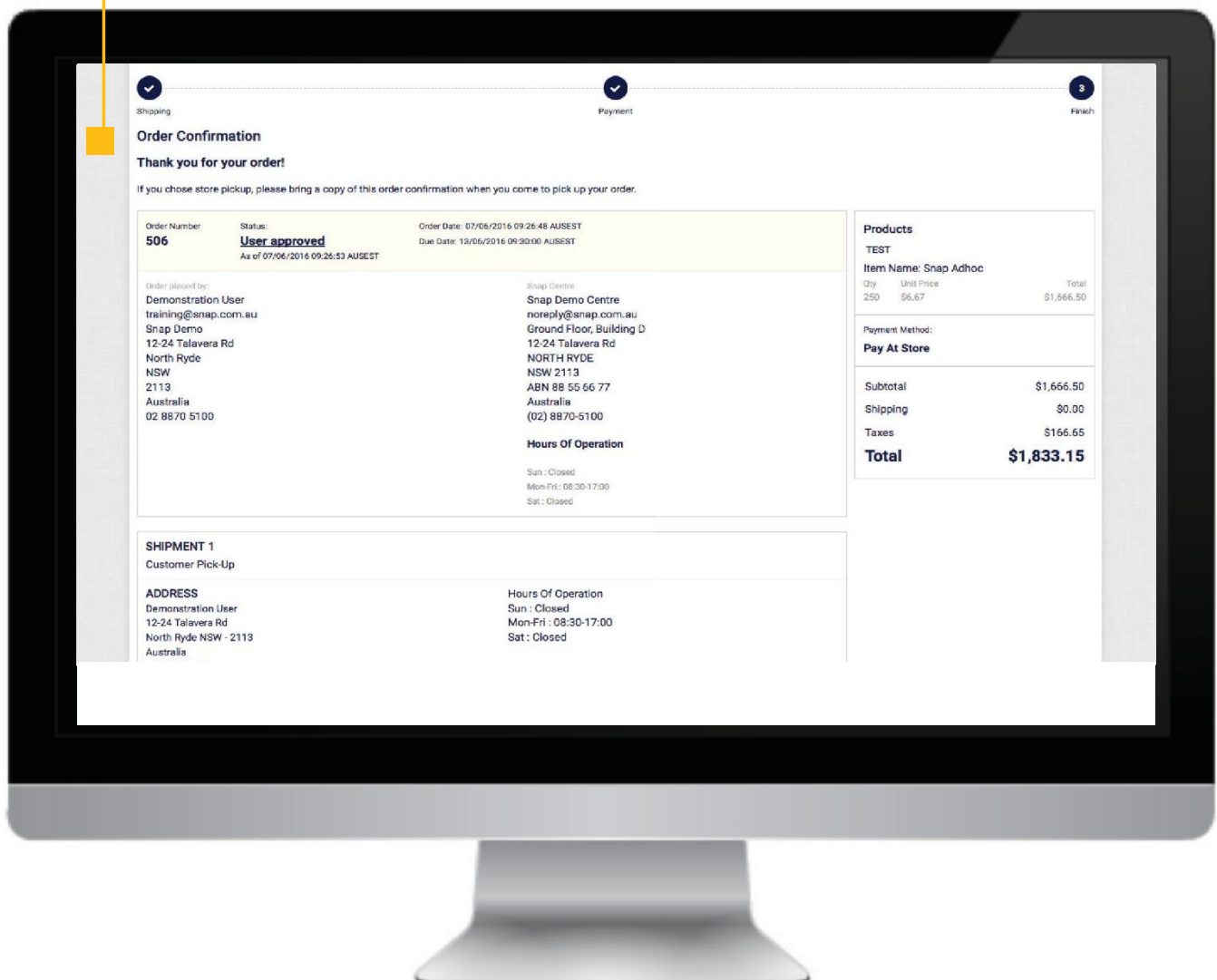
## Approval

*Approval* is required by Catholic Diocese before processing. Once approved, Snap Eastwood will be notified to review your order and commence production.

## Reorder

You can reorder the same order via the *My Account > Order History & Status* feature. This enables you to quickly recreate the order and make any necessary adjustments.

## 1 Order Summary





# SYSTEM REQUIREMENTS

## **The minimum system requirements are as follows Operating System**

Windows 2003, XP, Vista, 7, 8

Mac OS/X 10.4 or later

\*supports 32-bit and 64-bit operating systems

## **Mobile Device Operating System**

Windows 8

Android 2.3.3-2.3.7, 4.1 iOS 6, 7

## **Web Browser**

Internet Explorer 10 and higher

Mozilla Firefox 7 and higher

Google Chrome 14 and higher

Apple Safari 5 and higher

Opera 11 and higher

Mobile Safari 3.2 and higher

Opera Mobile 5 and higher

Android 2.1 and higher

Opera 9.6

## **Other software**

Adobe Reader: <http://get.adobe.com/reader/>

## **Display**

Monitor that supports 800 x 600 resolution or higher