GraphicControls.com

New Website Walkthrough
WEBSITE HEADER UPDATES

Once you have logged into the website, the header updates and shows your currently selected Ship To Location.

If you have multiple shipto’s this becomes a dropdown.

You can also access your MY ACCOUNT information from the dropdown as well.

If this is your first time visiting the new site, you will need to reset your password. Instructions to do this are on the next page.
MY ACCOUNT – SETTING YOUR PASSWORD

When you first visit the new website, your password will have been reset. This is to improve security of our Accounts and ensure all passwords meet minimum requirements.

TO RESET YOUR PASSWORD
1. Enter your **username** (email address) into the Reset Password Box (see the right)
2. Click **RESET PASSWORD**
3. You will be sent an email to the address you entered. The email contains a single-use link that is valid for 20 minutes. **Click the Link**
4. Enter your updated password on the next screen.
5. Now you may login as usual

- **Passwords must be at least 5 characters.**
- **Passwords must have at least one non letter or digit character.**
- **Passwords must have at least one digit ('0'-'9').**
- **Passwords must have at least one uppercase ('A'-'Z').**
On your Orders tab within my account, you can view all your past orders, find shipping information, and view your order receipts.

**Tracking / Shipping:** Click on the small triangle to view the shipping for the desired order.

**Order Receipt:** Click on the order number to review the order Receipt.

**Reorder:** This will attempt to duplicate the order, assuming all items on the order are still available.
The My Items Tab has a listing of all your recently ordered items. You can reorder quickly simply by clicking **Add To Cart**.
PRODUCT DETAILS PAGE

Our updated product details pages include everything you need to know about your selected product.

You can get to this page by clicking on more details on any search result.

**Product Details:** All spec and cross reference details available for selected product.

**Product Pricing / Ordering:** Includes pricing, min quantities, availability / ship dates and packaging information.

**Customers Also Bought:** Suggestions of additional products that might be of interest. Use the arrows below to view more.

**More Information:** Can contain any additional information, links, videos, literature, etc.

**Related Products:** Additional Product suggestions that might be of interest.
QUICK ORDER

If you already know what product numbers you wish to order, and you don’t want to search for items, you can click the lighting bolt at the top of every page. This will open our Quick Order Interface.

You must know your products 8 Digit part number.

Simply add the part number, and desired quantity. Review the pricing and click Add to Cart once complete.

This is the fastest way to find items and add them to your cart.
ORDERING AS GUEST

If you do not have an account with us you can place an order as a Guest.

1. Add Items to your Shopping Cart
2. Check Out
3. Enter your Email Address (REQUIRED)
4. Enter your Shipping Address. If you need to enter a different Billing Address, uncheck “Use Shipping For Billing”
5. Enter a Billing Address if Necessary
6. Select Standard or Expedited Shipping
7. Choose your Payment Method: Credit Card or Paypal
8. Click Place Order.
9. You should receive an email confirmation with all your order details.
ORDERING AS A REGISTERED CUSTOMER

If you are a registered customer, most of the information to place an order will already be in place.

1. Add Items to your Shopping Cart
2. Check Out
3. Select Shipping Address (this should be based on your selected ship to. If you Add a New address, the order will Drop Ship to the address you provided. (This does not become a new Ship To selection in your Dropdown)
4. Your Billing Information should already be determined and on file
5. Your Shipping will be determined by your shipping methods on file.
6. Your Payment Method will be determined by your payment methods on file.
7. You will need to enter a PO Number
8. Click Place Order
9. You should receive an email confirmation of your order.

You can view the status of any order after 24 hours in your My Account Section

If you want to change any of the information on file, please contact customer service at info@graphiccontrols.com or 1.800.669.1535
QUESTIONS OR COMMENTS

We hope you enjoy the new website. Our goal is to make it easier to use from any device. We also hope you can find all the information needed to make any purchasing decisions.

If you have any questions, comments, or problems, please contact customer service at info@graphiccontrols.com or 1.800.669.1535
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