

Games Direct User Manual

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General/Customer Manual

Account Registration

Welcome to GamesDirect! We deal with only the best games across all platforms. In order to buy your next favourite game, you will have to create an account with us.

Doing so is simple, from the front page click the register button on the top, this will bring you to the registration page.



Once in the Registration form, enter your relevant details. A valid email is required, and you will be prompted if a valid address is not entered.



Once you have entered details, you will be prompted to login.

Account Login

To log in, enter your previously defined login details. If incorrect, you will be prompted to re-enter.



The screenshot shows the GamesDirect website interface. At the top, a dark blue navigation bar contains links for [Login](#), [Register](#), [Help](#), and [MyCart](#) (with a shopping cart icon), followed by a search bar. Below this is a large red banner with the **GamesDirect** logo in white. Underneath the banner is a red navigation bar with links for [XBOX](#) (with the Xbox logo), [PlayStation](#), [Nintendo](#) (with the Nintendo logo), and [All Games](#). The main content area has a light gray background with a faint, repeating watermark of 'PS4 PLAY' and 'Nintendo'. A blue message states: 'You have been successfully registered, please login'. Below this is the heading 'Customer Sign in' in blue. There are two input fields: 'Email' and 'Password'. A 'Login' button is positioned below the password field.

Account Logout

To logout, click on the logout button in the navigation bar from any screen. Don't worry your cart and wish list will be ready for you when you return!

Viewing Product Details

Clicking on the image of any product will bring you to the product page, where you can see details including the price, platform and description etc.

Adding products to Wish List

If you don't have the cash or the minute, or we don't have to stock to satisfy your gaming needs, you can add it to your wish list. Clicking on the button will leave it in your wish list, allowing you to add it to your cart at a later date.

Viewing products in Wish List

Adding to your wishlist wouldn't be much use if you couldn't view it we suppose. To do so, click on the "My Account" option in the navigation bar, and then "Wish list". This will allow you to see your current wish list games, as well as giving you the option to add to cart as long as we have it in stock.

Removing products from Wish List

Click on the red "X" icon and remove it from your wish list.

Adding products to Shopping Cart

There are a few places to add an item to your cart, but the red "add to cart" is a telltale sign.



Viewing Products in Shopping Cart

Click on "My Cart" will bring you to your current cart. In here you will see your current games, the quantity of each and the current line price (The game price by the amount you want to purchase). You can change the quantity here also by using the dropdown list.

Removing Products from Shopping Cart

If you change your mind, you can remove an item from your cart by clicking on the "X" beside the game.



Shadow Of Mordor
Platform: XBOXONE
€53.99



Order Checkout

Once you are happy with the contents of your cart, click on “Proceed to Check Out”. This will bring you to the page where you can have a final review of your selected games. You can

also change the billing address here. click on  to confirm payment

Confirming order Purchase

Have a final look at your games, double check the address, and when ready hit “Pay Now” to send us the payment. We will then send you the games!

Review orders

To do so, click on the “My Account” option in the navigation bar, and then “recent Orders”. This will allow you to see your previous orders, and their current status.

Submitting a Contact query

To get in touch with you, you use the contact form. To do so, on the top of the screen there is an option for “Contact”. Clicking this will take you to a contact form, which will allow you to explain your query. Be sure to enter an email address so we can contact you back (This will be prefilled if you are already logged in.) Please allow up to 24 hours for us to respond to your query.

Reviewing a game

Your opinion matters to us, and surely we aren’t the only ones to think that. As such, we have implemented a review system, which displays the current average score of each game. This is viewable in the product page beside rating. To make your opinion heard, just click on the star (1-5) you think the game deserves. Your given score will be added to the products; overall score



Administrator Manual

Account Login

When clicking on the portal link, you will be prompted to enter in your predefined administrator login details. If you are unaware of what these may be, please contact your manager.

Account Logout

The logout button is available from the main portal page. Be sure to logout after every use.

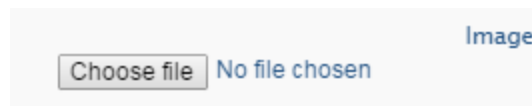


Adding a product

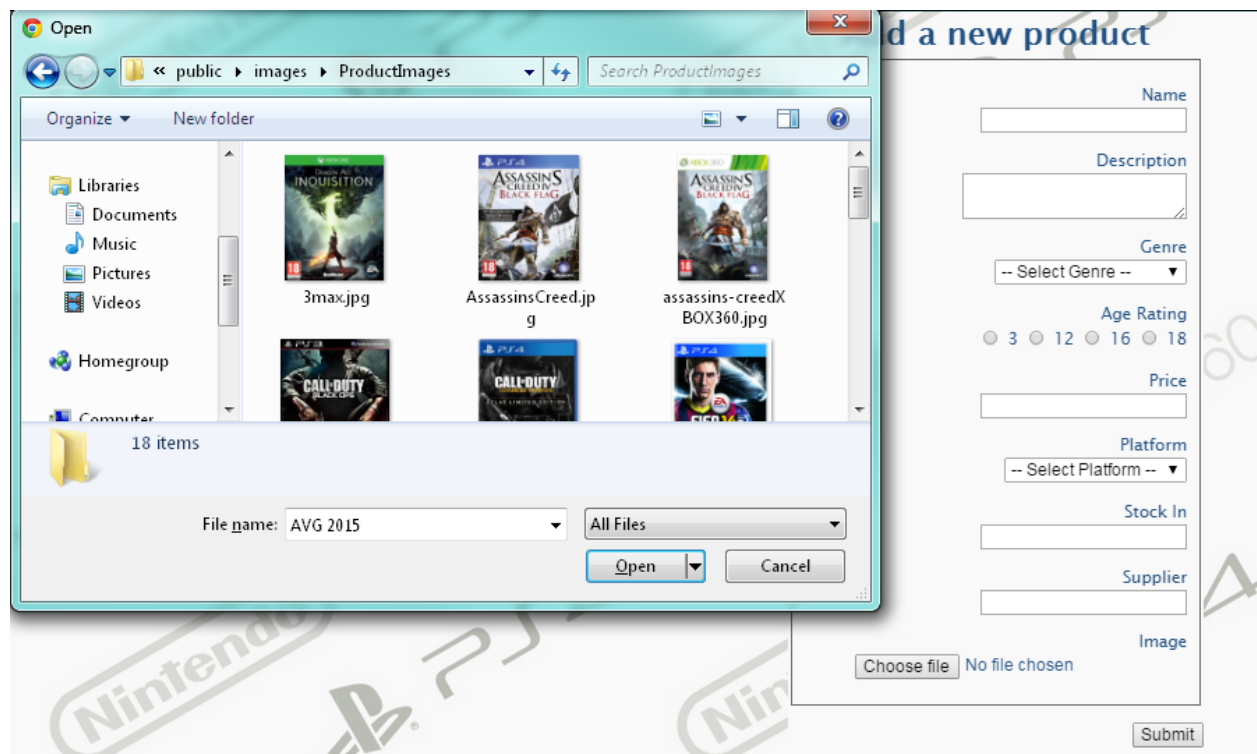
Clicking on the Add Product panel will bring you to a page allowing you to enter the details of the new item. All these details will be viewable by the public, so be sure to enter correct and appropriate details.

Adding an Image

To add an image for your product, you must select it from your file storage. Click “Choose file” to open up your computers file explorer




From your file explorer, choose the image which matches your product. For maximum impact, higher resolution images are best. For best results, be sure to use .jpeg or .png file formats.



Once you are finished entering in the required fields, click on submit to add the product to the online catalogue.


Editing a product

To edit an already existing product, click on “Update Product” from the Management Portal. This will provide a list of all the current products in your catalogue.

Clicking on  beside your intended product will bring up the “Edit Product” page. Similar to the add product, you can change all the products information, including the current stock levels.

Removing a product

To edit an already existing product, click on “Update Product” from the Management Portal. This will provide a list of all the current products in your catalogue.

Clicking on  beside your intended product will enable you to delete the product following confirmation.

Orders


Once an order is submitted by a customer, it will be visible on the “Orders” screen, accessible via the Management Portal.

Sortable by OPEN, PENDING, SHIPPED and ALL ORDERS, you can easily find relevant orders.

ORDER ID:421589 Date Ordered: Tue Apr 14 16:51:23 BST 2015 Status: Cancelled	View Order/Edit Status
ORDER ID:449589 Date Ordered: Tue Apr 14 16:54:28 BST 2015 Status: Pending	View Order/Edit Status

you can then click into the “View Order/Edit Status” to view all the information regarding that order, including all the products and shipping address,

From here, you can mark the order as shipped, which will update the status. you can also cancel a unshipped order if the customer requests it, simply click on the Cancel Order button and confirm.

	<p>Mario</p> <p>Platform: XBOXONE</p> <p>Unit Price: €53.991</p> <p>Quantity: 1 Line Price: €53.991</p>	<h3>Order Summary</h3>
		<p>Post & Packaging: €4.99</p>
		<p>Items Total: €53.991</p>
		<p>Payment Total: €58.98</p>
		<p>Email: dean@gmail.com</p>
		<p>Delivery Address:</p>
		<p>Dean Flood</p> <p>9 Monastery Crescent</p> <p>Clondalkin</p> <p>Dublin</p> <p>Ireland</p>
		<p>Ship Order</p>
		<p>Cancel Order</p>

Creating a Sales Event

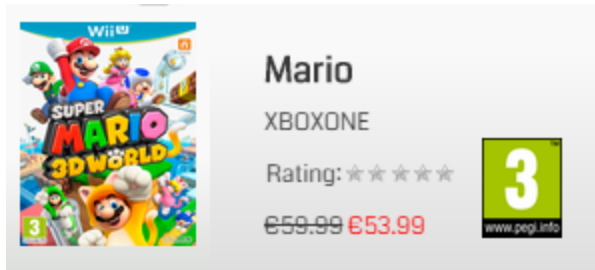
Sales events allow an Administrator to generate sales on the touch of a button. To do so, click on "Create sale" from the Management Portal. You will see the following;

Create A Sale

Genre: Percentage Off:

[Undo Sale](#)

To create a sale, simply choose the genre from the drop down menu, and in the text field enter the percentage you wish to **reduce the sale price by**. On submit, every game in the genre will be reduced by the defined amount. From a customer standpoint, they will see both the pre-sale price, and the current sale price.



Removing Sale

Choose the genre you wish to remove the sale from, and hit submit. All games will be brought back to their pre-sale price.

Reviewing a User Account

Clicking on “Update Account” will show you a list of the current customer on display. From here it is possible to edit them as per customer requests, or remove the customer completely.

CustomerID: 589	9 Monastery Crescent Clondalkin Dublin Ireland	Name: Dean Flood Date Of Birth: 14-04-1991 Email: dean@gmail.com Phone: 0872126887	Edit Delete
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Lost Login Details

If a customer contacts regarding lost login you can resolve the issue through the Update Account screen. In the password field, choose a temporary password and inform the customer of what it is. Be sure to advise the customer to change the password themselves once they have logged in. That can be done in the customers “My Account” section of the site.

Editing a User Account

Clicking on “Edit” as shown above, will take you to a form which will allow you to edit the relevant customer details.

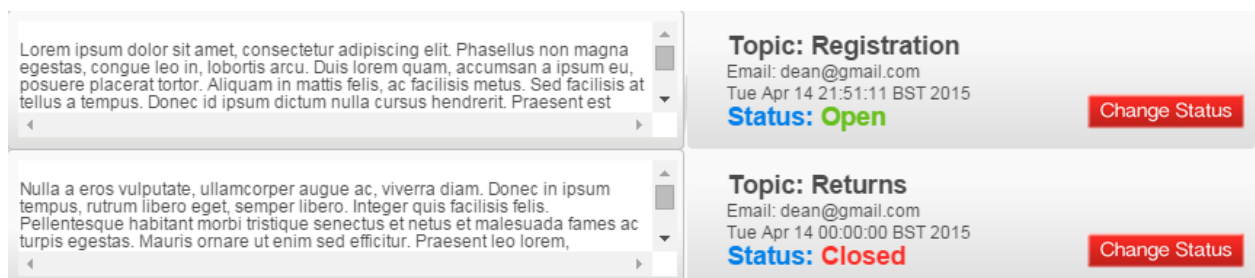
Reports

In the reports section, there are various reports available. Clicking into either of them will show you the relevant chart. You can also print these out in order to review them further.



Contacts

To review any contacts which have been sent in by customers, click on “Contacts” from the Management Portal. here you will see all contact from customers. You can sort by OPEN, CLOSED and ALL QUERIES



To change a status, click into “Change Status” and then, using the drop down menu, select the relevant status. Be sure to inform the customer via the external email client.