The new web site: <https://www.northernwholesale.com>

The OLD site has moved: <http://old.northernwholesale.com>

The new NWS web site is written in modern and secure code. It is highly recommended that the user is viewing the site in a newer internet browser.

* Internet Explorer 10+
* Google Chrome ( preferred )
* FireFox

Other issues maybe a result of few of the following issues:

* Internet Explorer is running in “Compatibility Mode” which forces the browser to view in an older browser configuration
* JavaScript is Disabled, how to verify it is running <http://enable-javascript.com/>

Problem: “I can’t find your site or the home page is an error”

Usually this is a result of the user having a direct link in the old site or a book mark that took them to the old login in page.  
Simply get the user to the links above and have them remake their link or bookmark

NOTE: some bookmarks will forward the user to <http://www.old.northernwholesale.com/storefrontB2BWEB>

Remove the [www.](http://www.) In the address bar and click go.

Problem: “I don’t know my password or user name”

All names and passwords have been copied form the old site.  
a complete list of user accounts can be found on the network:  
[\\nws-dc1\Share\Sales\Web\_User\_list.xls](file:///\\nws-dc1\Share\Sales\Web_User_list.xls)

The web site has a reset password form, there is a link to it on the customer login page: <https://www.northernwholesale.com/signin.html?vid=20120606532&mt=1>

( right under the Login button )

NOTE: The newer web site requires a password with a minimum of 8 characters. If the password is reset by the site or by the customer this will apply. Passwords transferred for the old site are the same ( even if less than 8 characters )

Problem: “I Can’t Log In”

Do we know the user name and password?  
All the names and passwords have been copied from the old site.

**Not Authorized Message** on basket or checkout pages:

This is a result of the customer’s account not migrating properly for the old site to the new site. You will need an administrator to fix this.

I Logged In but I stay on the login page OR

The web site continues to say **Processing Credentials** but never lets me in.

Typically this is a result of the browser’s temporary internet files.  
- Try to refresh the page, ( full refresh on windows Control + F5 )   
- Delete you temporary internet files, close your browser and try again.  
 <http://support.microsoft.com/kb/260897>

The migration can be preformed again using a simple tool <http://192.168.1.1:89/ws/customer.php> and entering in the customer account number. This will create a second, new account; the old account will need to be removed.