

## Help

### My Account

The screenshot shows the 'My Account' page with a navigation bar at the top containing links like 'My Account', 'My Catalogue', 'My Cart settings', etc. The main content area is titled 'My Account > My Information' and displays user details such as Name, Address, Country, Telephone, and Email. Below this, there are two tables: 'Services Purchased' and 'Additional Features Purchased', both showing purchase dates, expiry dates, and status.

| Domain        | Service         | Purchase date | Expiry date | Status |        |
|---------------|-----------------|---------------|-------------|--------|--------|
| www.bpp.co.uk | Bshop Premier 1 | 14/09/2003    | 14/09/2004  | Active | Cancel |

| Domain        | Feature      | Purchase date | Expiry date | Status |        |
|---------------|--------------|---------------|-------------|--------|--------|
| www.bpp.co.uk | Products     | 14/09/2003    | 14/09/2004  | Active | Cancel |
| www.bpp.co.uk | Static Pages | 14/09/2003    | 14/09/2004  | Active | Cancel |
| www.bpp.co.uk | Refunds      | 14/09/2003    | 14/09/2004  | Active | Cancel |

The, “**My Account**” area is your account with Business 1st. From this section you can view all your purchases with Business 1st. You can also change your account details, purchase, renew and cancel services and products and print invoices.

### My Details:

Here you will be able to view your registered details with Business 1st.

#### How to change your registered details?

To change your registered details with us, simply email [support@business1st.uk.com](mailto:support@business1st.uk.com). It is important you keep these details up to date as these details will be used by Business 1st to contact you regarding your account.

#### How to renew services?

When your services are due to expire you will be sent an email reminder thirty days prior to the expiry date. Services that require renewing will be highlighted as “Due for Renewal” in the status section. In order to renew the services simply click on the “Renew” link. This will then take you to a secure area where you will be required to pay by Credit or Debit card. Once you have paid your services will automatically renew. An invoice receipt will be available for print in the Order History Section.

| Purchase date | Expiry date | Status |        |
|---------------|-------------|--------|--------|
| 14/09/2003    | 14/09/2004  | Active | Cancel |

| Purchase date | Expiry date | Status |        |
|---------------|-------------|--------|--------|
| 14/10/2003    | 14/10/2004  | Active | Cancel |
| 14/10/2003    | 14/10/2004  | Active | Cancel |

#### How to Cancel Services?

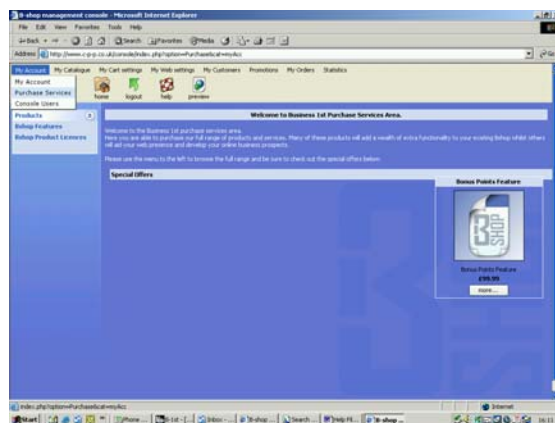
Services can only be cancelled once they are within 30 days of expiry. They cannot be cancelled without charge once the expiry date has lapsed. In order to cancel services simply click on the “Cancel” link and follow the procedure on screen. Cancellations will take place once the expiry date has lapsed. You may receive a courtesy call from our customer services department as a result of your cancellation request.

### Printing Invoices

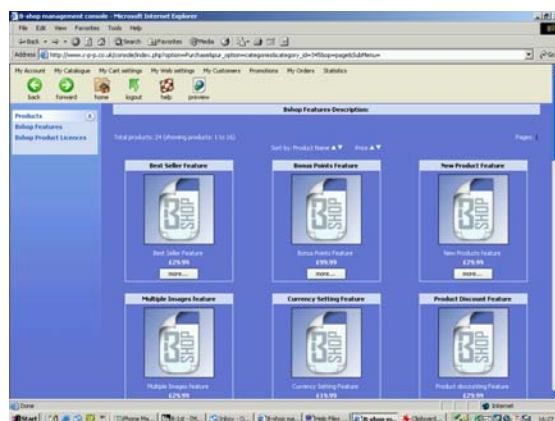
You can print invoices for each of your purchases by viewing each transaction at the order history section. To print, click on the “Order ID” and Print to your local printer.

### **Purchasing New Services:**

You may purchase a whole range of new services from the Purchase services section of your Admin Control Panel. From here you can purchase new features, product licenses and up and coming features that can be bolted on to your website.



To go to purchase services first click on the main “**My Account**” link and scroll down to “**Purchase Services**”. This will take you to the screen below.

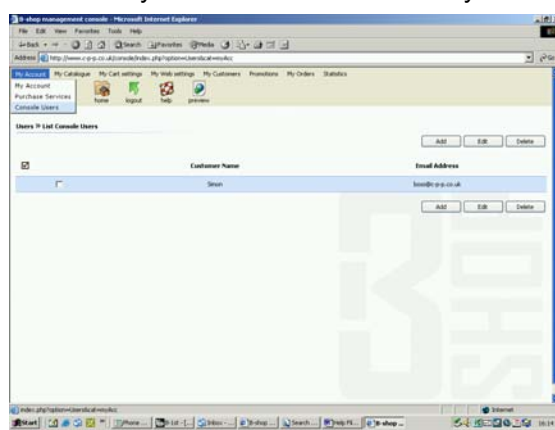


### How to More Purchase Services?

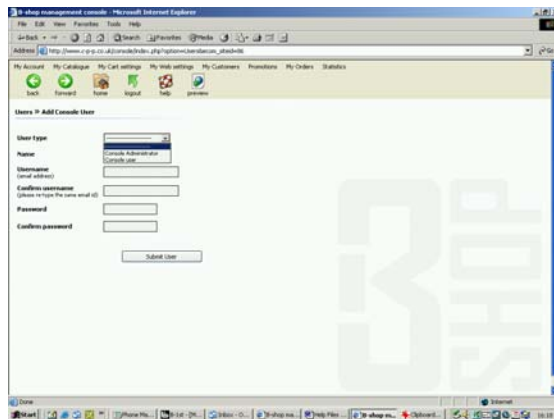
To find the product or service you wish to purchase, click on the navigation menu left of your screen. To view the products in detail simply click on the link titled “more”. To purchase the item, add it to your cart and proceed to the check out. All services must be paid in advance by debit or credit card. In most cases services will be available immediately. All features and licences are payable annually

### **Control Panel Users**

From here you can add more users to your own Admin Control Panel. This allows you to delegate responsibility for various aspects of your Control Panel to individual employees. You may also determine their level of access if you wish to restrict some or all of the sections available to you.

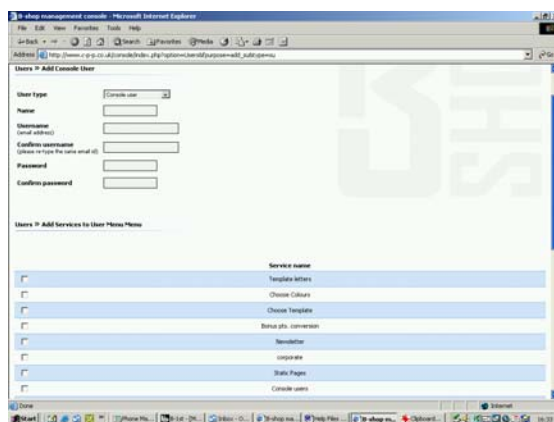


To get to this screen first click on “**My Account**”, scroll down to “**Console Users**” and click.



### Adding new users?

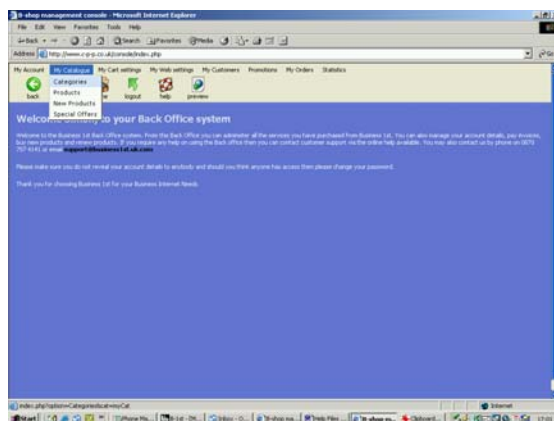
To add a new user, first click on the “Add” link. Then select from the drop down if you wish to add a Console Administrator (An administrator is a person who will have full control) or if you wish to add just a simple User with restricted access. Following this, enter the name, email address and chosen password for the user. If you have selected to add a User you will be able to select which section of the control panel you wish to give the user access to. Tick the relevant sections you wish the User to view and then press “Submit User”



### Editing And Deleting Users

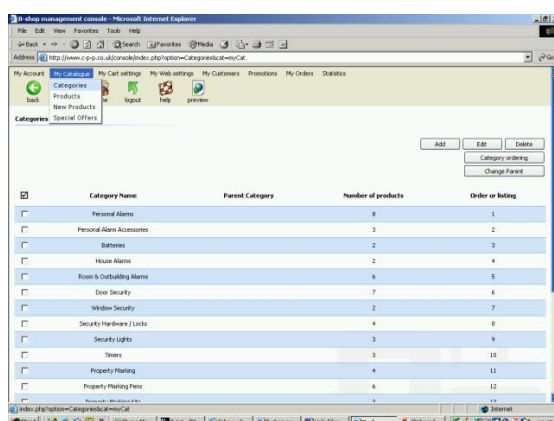
To Edit a Users Profile; select the user you wish to edit by ticking in the boxes situated on the left of the User Name List and press “Edit”. To Add or remove accessible sections, click on the “Add Menu Items” or “Remove Menu Items” link. To change the email address or password, simply edit the relevant text boxes. To change the level of access tick or unpick the sections you wish to show or hide.

## My Catalogue



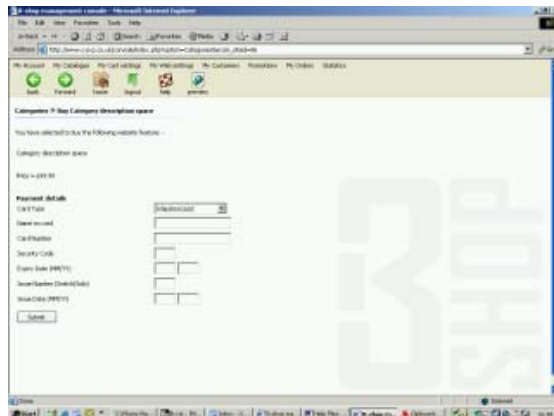
My Catalogue is the section where all your products and categories are managed. From here you can add, edit and delete categories and products. You can also manage Special Offers and New Products. To get to this section click on “**My Catalogue**”.

## Categories



Categories are the Titles to which your products will be allocated. To add more categories simply press the “Add” button. To edit or delete simply select the category and press the respective buttons. To create a sub category select the parent that your new category belongs to. This will in turn only display the category when the parent category has been clicked.

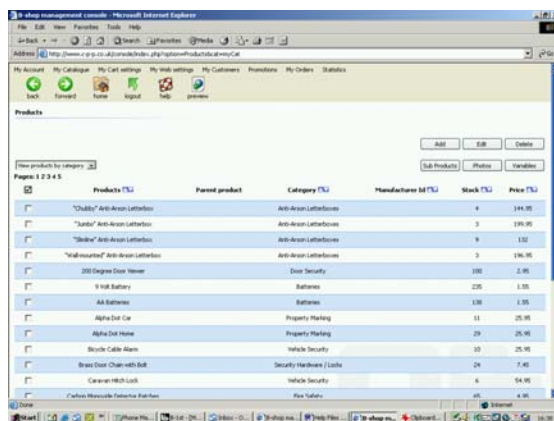
## Adding Text And Images To A Category



You may also add text and images to a category title for a small cost of £49.99 + VAT per category. To do this first select the category you wish to add text and images to and specify your wish to add text and images. Once payment has cleared you will be able to add content to the category title including images, text and animated flash files.

## Products

From this section you can Add, Edit and Delete all products displayed on your website. To view products by a particular category, simply use the drop down list of categories below to view all products in each category.

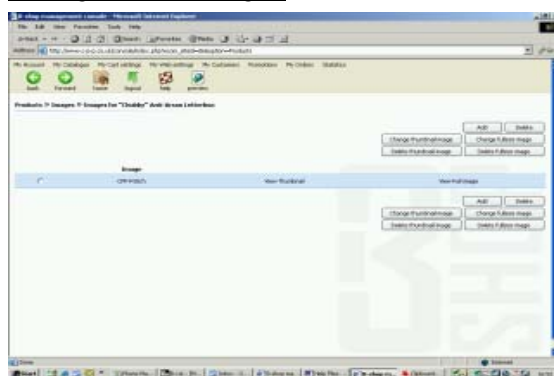


## Adding, Editing and Deleting Products

To add Edit or Delete a Product, simply press the Add, Edit or Delete Buttons. Remember, you will not be allowed to delete a product if the product is a parent product of another product. First delete any linked products before deleting the product you wish to delete.

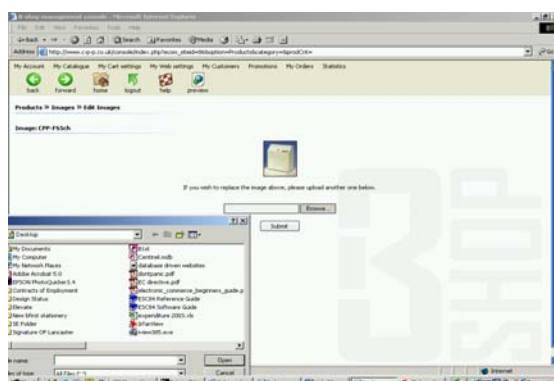
To edit a product, select the product you wish to edit and press, "Edit". Not all products can be displayed on one page therefore please click on the page number to find the product you are looking for.

## Adding Product Images



To add an image(s) to a product select the product you wish to update and press Photos. Once you have done this you will be taken images screen for the product you wish to add images to. First select the type of image you wish to add. You can add "Thumbnails" or "Full Images". We have left the flexibility to have different thumbnails to Full images due to clients request. You can also just insert a Full Image and our software will create the thumbnail automatically if you action the request.

To locate the relevant image from your computer select the "Browse" button. Once you have done find the image and insert. To save the insertions press the "submit" button.





## Product Variables

Many Products have variables such as size or colour. Variables are different options available for one product, however options that do not effect the price. For product variables that affect the price then please add those products separately as sub products.

### How To Add, Edit, Delete Variables

You can Add, Edit, Delete variables using two methods. For previously entered products, simply select the product you wish to Add, Edit or Delete variables for from the Main Product List and click “Variables”.

This will take you to the variables screen for the product you have selected. To add a variable; Click Add. Then enter the name of the variable i.e. Colour, followed by the various different variables you wish to add. To Edit or Delete a variable, tick the variable you wish to “Edit” or “Delete” and select the relevant buttons.

Alternatively you can add variables when adding a new product. You can follow the same process as above except this time it will be made available to you when adding a new product.

## Sub Products

Sub Products are products that belong or are part of another parent product. These products only show up when the parent product has been viewed on the website. I.e a sub product could be a set of speakers for a particular Hi-Fi or could be a different colour option for a particular shirt that happens to be a little more expensive. Sub Products are like variables but also are products in their own right with different prices and images.

### How to Add, Edit and Delete Sub Products?

You can specify a product as a sub product when by selecting the Parent Product the Sub Product belongs to. Alternatively you can add a Sub Product to a previously entered product by selecting the Parent Product you wish to add sub products to. This is the simpler way to do it. To do this Select the Parent Product from the Main Product List and Click “Allocate Sub Products”. This will take you to your main product list. Once you have selected which products you wish to make sub products click “Add”.

Similarly you can edit and delete Sub Products which belong to a Parent Product by selecting the “Edit” or “Delete” links from the Sub Product List.

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Similarly you can edit and delete Sub Products which belong to a Parent Product by selecting the "Edit" or "Delete" links from the Sub Product List.