SBcomputers.ediversitynetwork.com
Quick Guide for Users

If you need assistance accessing this document, please email Helen Post (hpost1@monroecc.edu) (585) 292-2823.

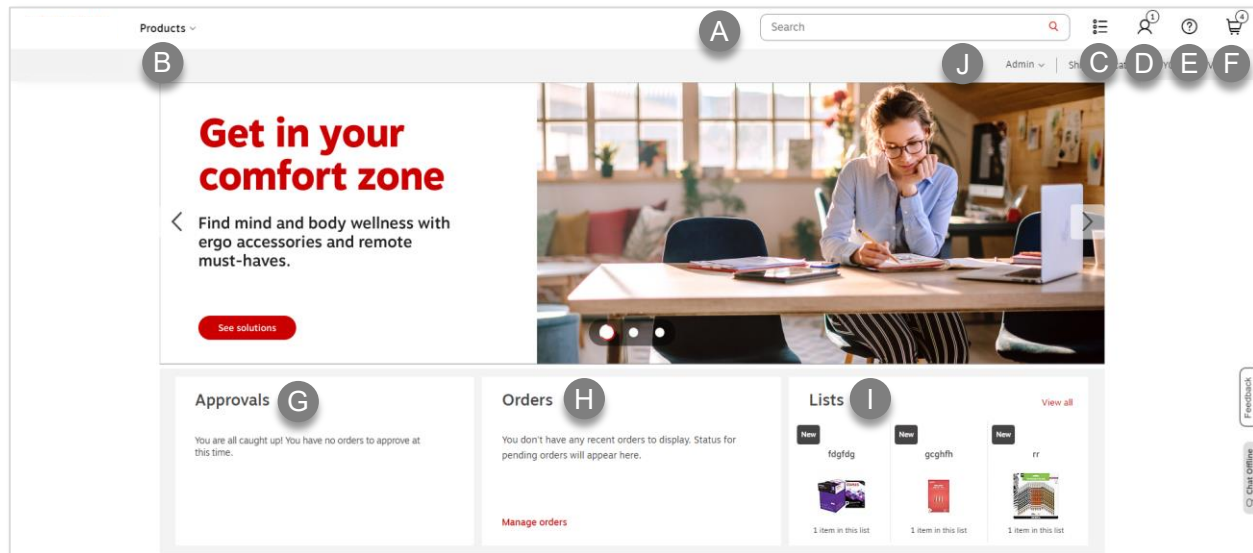## User Sign In

Click Login to enter your login information.

If you forget your Account Number or User ID, click on "Forgot your Account Number or User ID?"

If you forget your Password click on "Forgot your Password?" for assistance.

Keep Me Signed In

Check the "Keep me signed in" box, so you'll be asked to sign in less frequently.

Header Navigation

A Search

B Products

C Lists – My lists, quick order and frequently purchased items

D Account – My orders, approvals, profile, reporting and managing users

E Help – Messages, help center and feedback

F Cart

Home Page

G Approve Orders
If a user is set up for approvals, order details will display to modify, decline or approve.

H Orders
Active orders are presented with the date it was placed, # of items, shipping information and expected delivery date. If orders have all delivered, most recent orders will show.

I Lists
Up to 3 active shopping lists display with the ability to create a new list.

J Admin
If your user profile is set up as an administrator on your account, you can approve orders, manage users, approval roles, budgets and reporting.

Note: only site administrators have access to this functionality.

System Requirements
For the best experience and interface, use the following computer operating systems and the most up to date web browser version.

Operating Systems
Windows 7, Windows 2000, Mac OS X

Web Browsers
Internet Explorer latest version
Google Chrome latest version
Mozilla Firefox latest version
Safari latest version

S&B Customer Service
1-844-823-1027 (toll free 8am to 8pm ET)
S&B@ediversitynetwork.com

Product Search & Ordering

Search Products

Easily search for a product by name and autosuggest terms populate in the search bar. Or search for products by category, product, industry, brand, eco & diversity products

Ink & Toner Finder

Access the ink & toner finder under Products, Ink & Toner

- Search by cartridge model number, printer model number, Past Purchases, popular brands or Add My Printer to quickly find the compatible ink and toner

Search Results

Add an item to your cart from search results to save time

- Use the left hand filter attributes to narrow your search results

- Check the "compare" box to do a side by side comparison of up to 4 items at a time

- Need it fast? Filter by "next-day eligible"

Product Page

Access the product page through by browsing categories or through a search.

- To view product details, specifications and reviews, click View Full Product Details

- To add an item to your cart, enter quantity and click Add, Review & Checkout or Continue Shopping

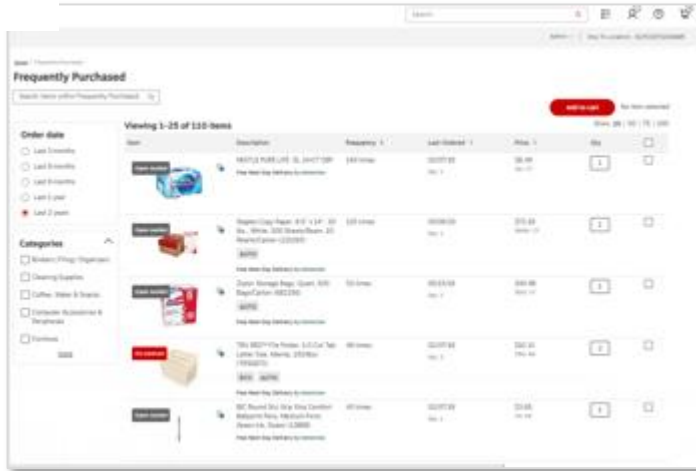- To check the expected delivery date, enter the quantity you want and click Check Delivery Date.

Your Shopping Cart

Review your order before you click submit

- Change quantities, add a packing slip note or remove an item

- Click Save for Later if you don't want to purchase now but want to easily purchase an item at another time

- Click Submit Order to complete your transaction

Home Page

Product Search
& Ordering

Ordering
Quick Tools

Account
Manage Orders

Help
To Get Answers Fast

Ordering Quick Tools

Frequently Purchased

Easily reorder items by viewing your Frequently Purchased items from the Reorder navigation:

- Click Frequently Purchased

- Easily sort and filter items by order date or category

- Even add an item to your shopping list by clicking on the heart icon
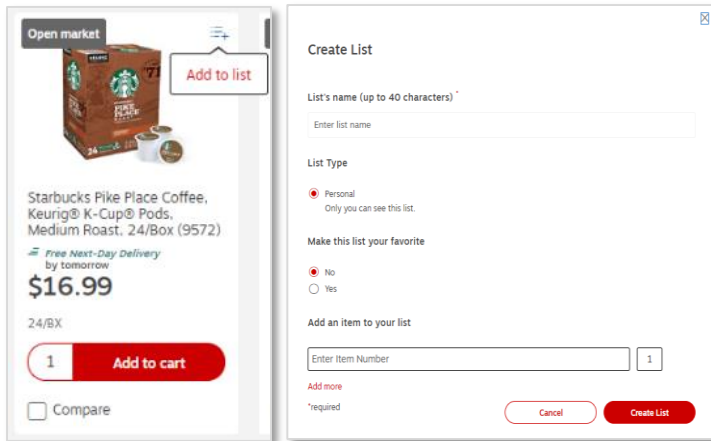
Shopping Lists

Create shopping lists for fast ordering from the Reorder navigation, product search results, product pages or your home page:

- Click lists or the "add to list" icon to create a list

- Create a name for your list

- Select personal or shared (note: only site administrators have access to set up, edit or delete a shared shopping list

- Determine if it should be a favorite

- Add item numberss and click Create List
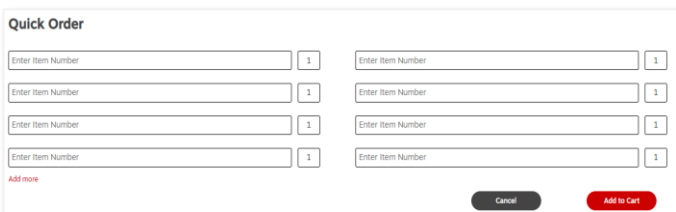
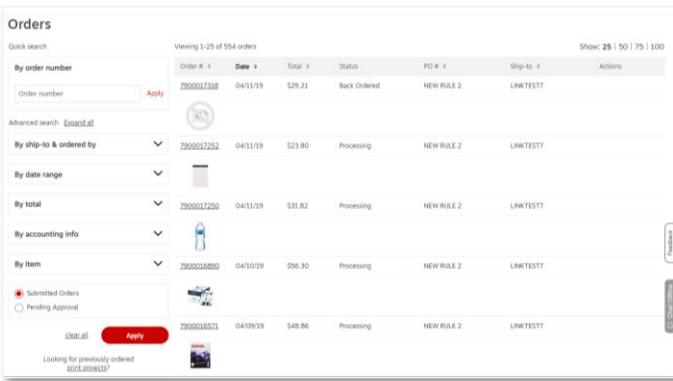## Quick Order

Quick order up to 50 items at a time

- Go to Account and use the drop down menu to click on Quick Order

- Enter the item numbers of the products you want to purchase, add to cart and submit

Account Manage Orders

Home Page

- View orders in progress on the delivery tracker or details on orders that have delivered
- Click View All to see additional orders and to go to the order details page

Order Status & Tracking

Order status and order search are all on one page with advanced search
- Go to Account and click Orders
- Search and filter by Order #, Ship to, Ordered by, Date Range, Total, Accounting Info or Item
- Review up to 2 years of order history
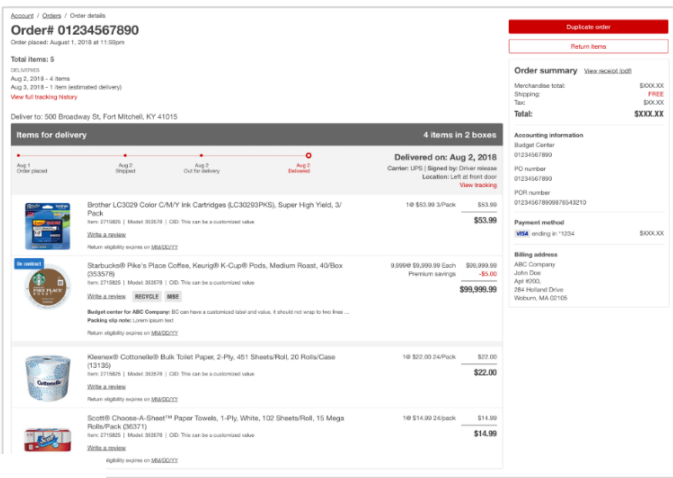
Order Details

- Click on View Tracking to see details at the summary level as well as the shipment level
- View delivery progress on the delivery tracker with the number of items in a box
- Easily reorder or make a return by clicking on Return an Item or Duplicate Order
- View order summary with accounting information, payment method and billing

Note: administrators can also view pending orders for their approval
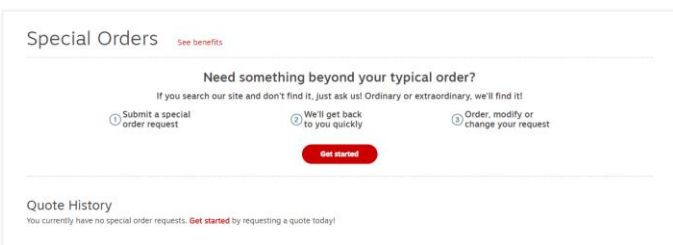
Special Orders & Quotes

Can't find what you need? From the ordinary to the extraordinary, our sourcing team will find and order it within your existing account, without a new vendor set up or rogue spend.
- Go to Help and click Special Orders & Quotes
- Submit a special order request by filling out the form
- We'll get back to you quickly with a quote
- Order, modify or change your request

Help to Get Answers Fast

Find everything you need in the Help Center

- Under Help click Help Center
- Simply search to find answers to your questions
- Or view Help Center topics

Manage your Account

- Change your password
- Edit Your Profile
- Manage notification settings
- Use a shopping list

Manage your Orders

- Check order status
- Search for orders
- Package tracking
- Return items

Additional Resources

- Create a shopping list
- Obtain tax exempt information
- View orders submitted for approval
- Use the ink & toner finder

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