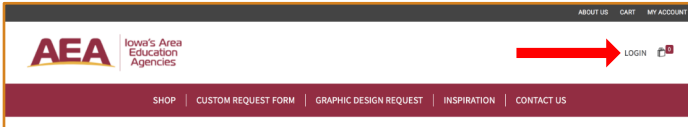


## NEW USERS

Contact [PrintShop@GPAEA.org](mailto:PrintShop@GPAEA.org) for a username/password.

## HOW TO LOGIN

- Go to [www.aeacreativeservices.org](http://www.aeacreativeservices.org) in a web browser (i.e. Firefox, Chrome, Safari, Edge).
- Click “Login” on the front page
- Enter your username and password, click “Login”. (Users can also sign in with AEA Login)

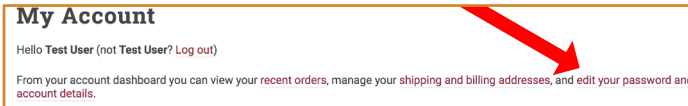


## CHANGING PASSWORD

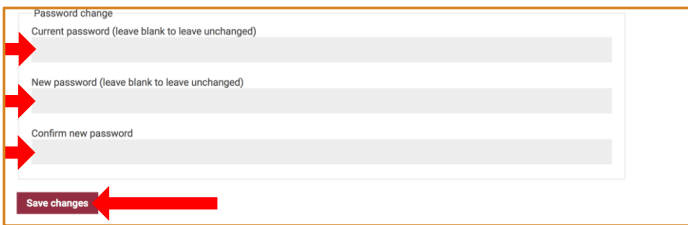
- After logging in, click on one of the “My Account” links at the top of the page.



- Click “edit my password”.



- Enter your current password, new password, confirm your new password and click “Save changes”.



## LOST PASSWORD

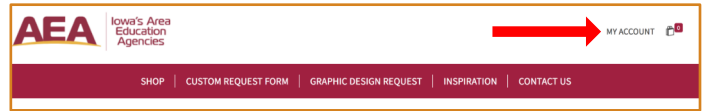
- Click “Login” at the top of the page.
- Click “Lost your password?”
- Enter your email address or username then click “Reset password”.
- A password reset email will be sent to the email address on file for your account. This may take several minutes to show up in your inbox. Please wait at least 10 minutes before attempting another reset.

## EMAIL NOTIFICATIONS

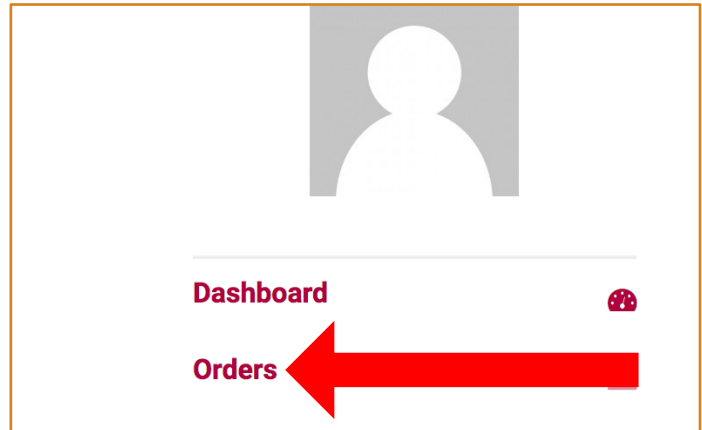
- Check your spam folder for email notifications.
- Add [phendricks@centralriversaea.org](mailto:phendricks@centralriversaea.org) to your whitelist or bypass list so that the system notification emails are not sent to your spam folder.

## REORDERING PREVIOUS ITEMS

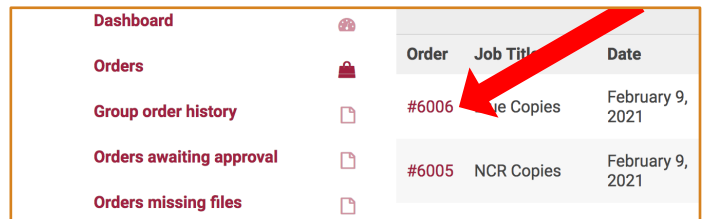
- Click on “My Account”



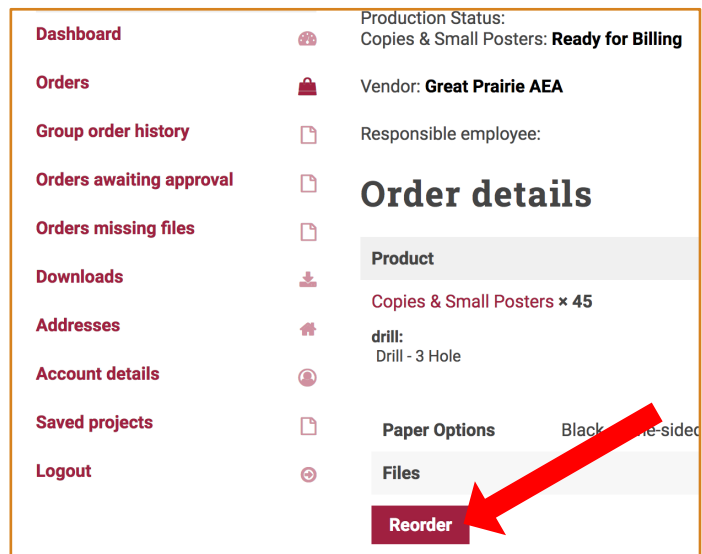
- Click on “Orders”



- Click on the order number you wish to reorder



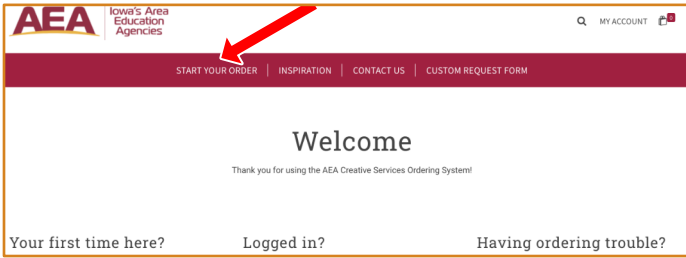
- Scroll down and click “Reorder”



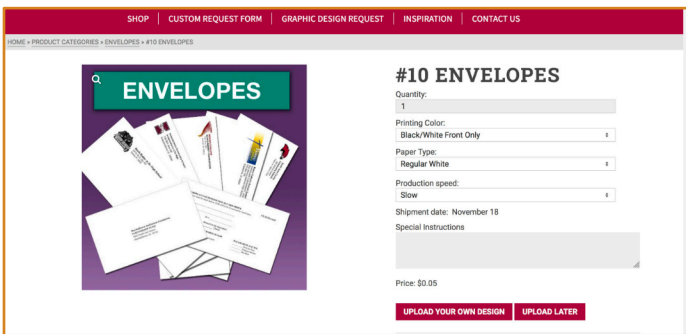
- This will add the item to your cart. You may modify the order (quantity, etc.) or keep it as it was previously ordered.
- Follow the normal checkout process.

## PLACING AN ORDER

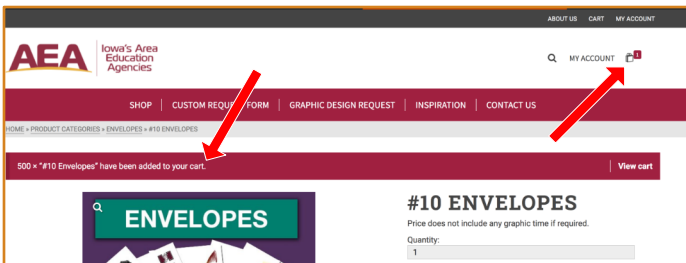
- Click on “Start Your Order” or on the item you wish to order.



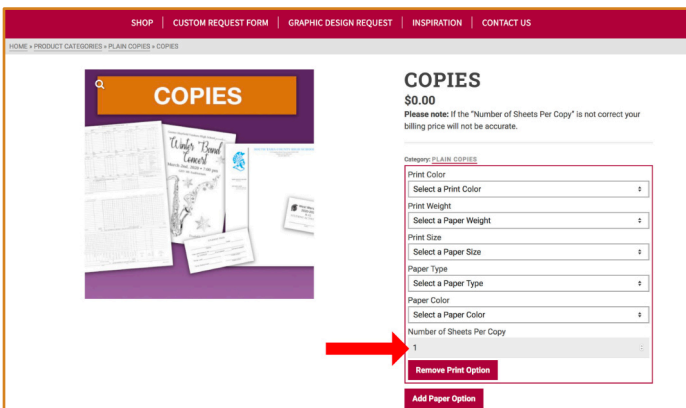
- Choose your print options (Quantity, Paper Type, etc.) Either click “Upload Your Own Design”, “Upload Later”, or “Add to Cart”
  - “Upload Your Own Design” requires uploading a file before it is added to cart
  - “Upload Later” will allow uploading after order submitted



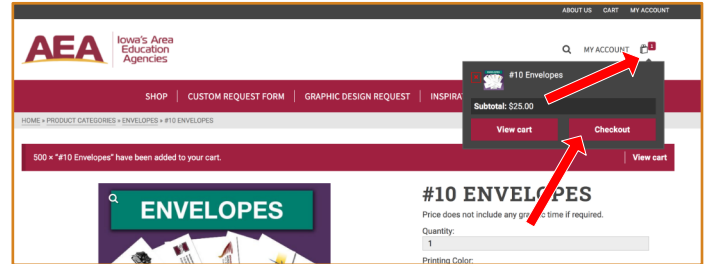
- Clicking “Upload Your Own Design”, “Upload Later”, or “Add to Cart” will add the item to your cart. The number of items in your cart will increase and you will get a confirmation message on the screen.



- Note: If a multi-page PDF is uploaded for a customer product, the number of pages is NOT automatically updated. If the “**Number of Sheets Per Copy**” is not accurate, the price will not be accurate. The **Quantity (Number of Copies)** is listed in a separate field.



- Please also note that the cost for some services like lamination and labor (cutting, binding, stapling) may need to be calculated after the order is submitted. Please contact [PrintShop@GPAEA.org](mailto:PrintShop@GPAEA.org) if you need an estimate for these services before placing the order.
- Once user has selected all of their items to be added to their cart, they can checkout (checkout requires a user to be logged into continue).



- User must select a delivery option, it will show them an error if they have not.
- If a Users district/organization requires a PO it will show an error message saying they must enter a PO number.
- User must select a payment option available
- Users must agree to the terms and conditions of the site.
- Finally click “Place order”.
- Email confirmation will be sent to the customer that the order has been received.

