



# Webstore User Guide

<https://webstore.zhgplc.com>

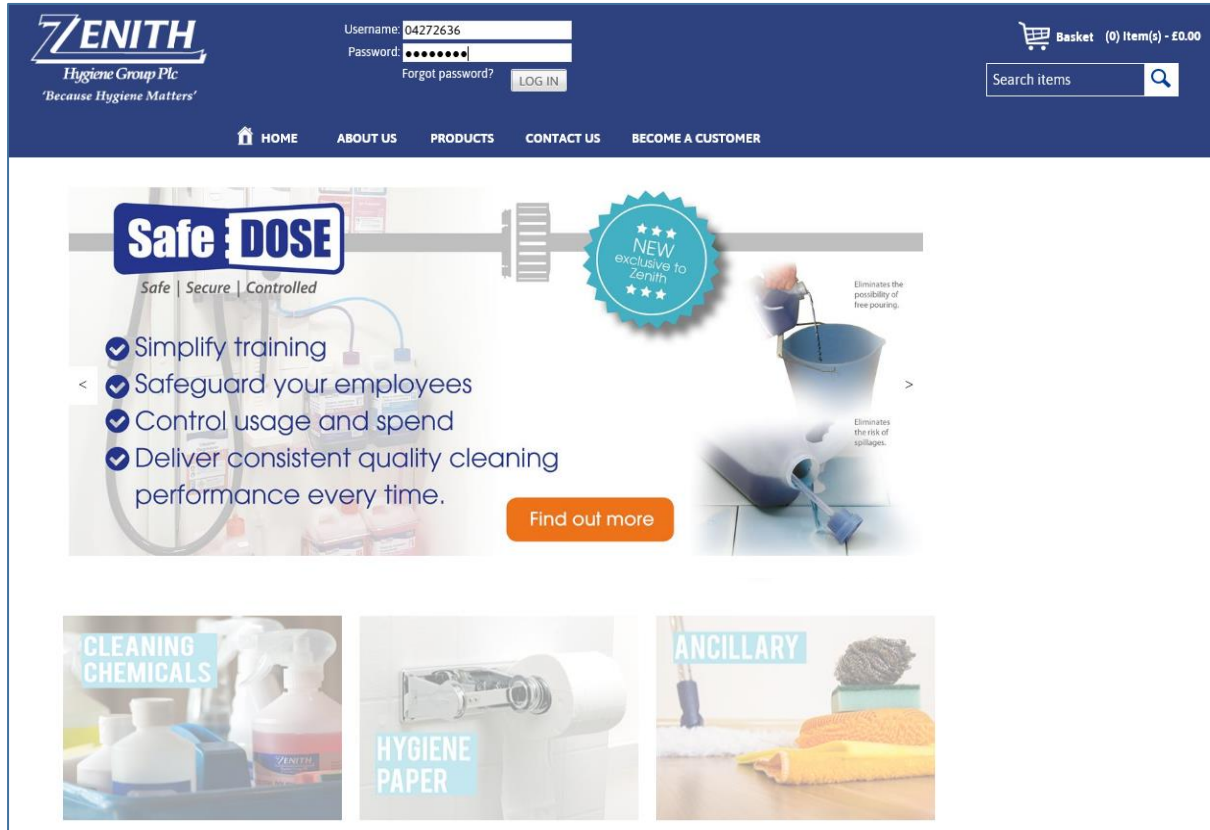
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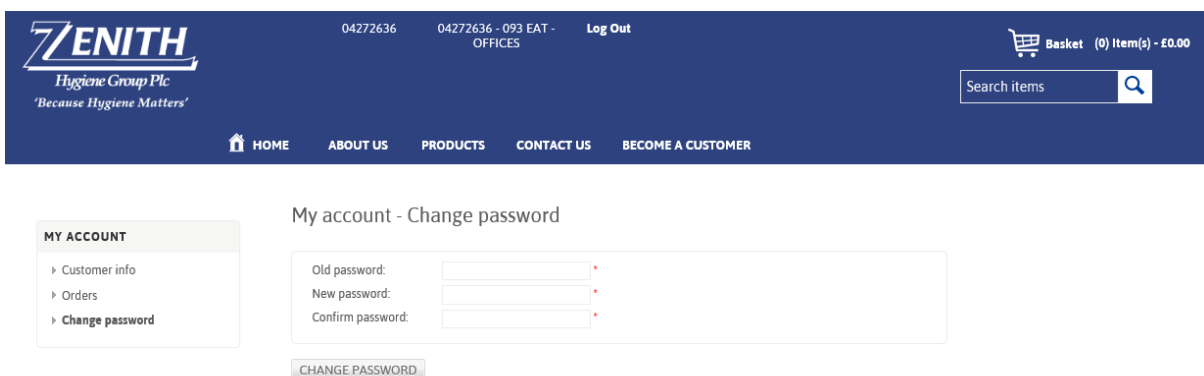
## Logging into your account

In your browser navigate to <http://webstore.zhgplc.com/> and enter your username and password as illustrated below and click 'LOG IN'.

**NOTE:** your username is typically your Zenith account number.



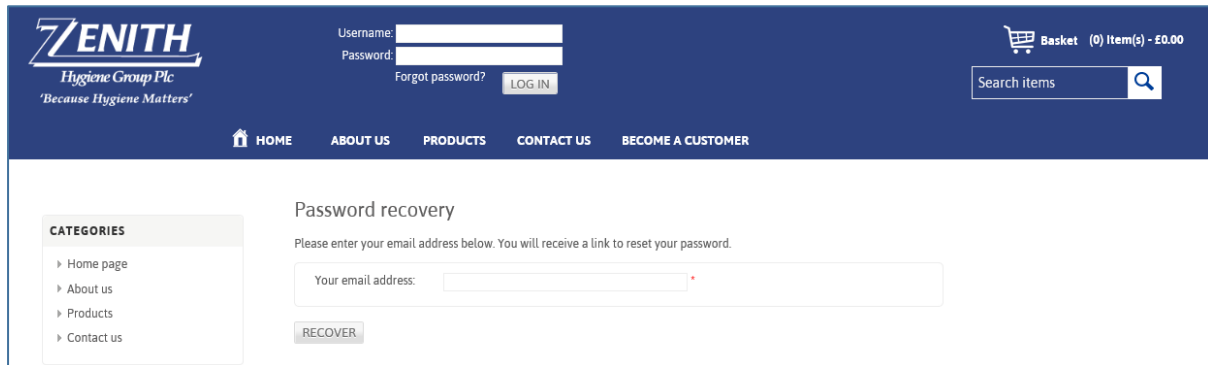
On first time log in you will be prompted to change your password for security reasons.



## Forgotten Password?

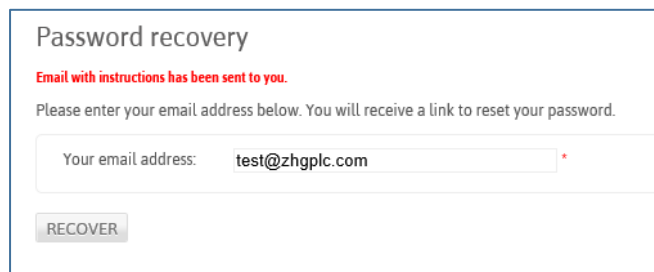
Should you forget your password, click '**Forgot password?**' This will take you to the recovery page.

Enter the email address associated with your account and click '**RECOVER**'.



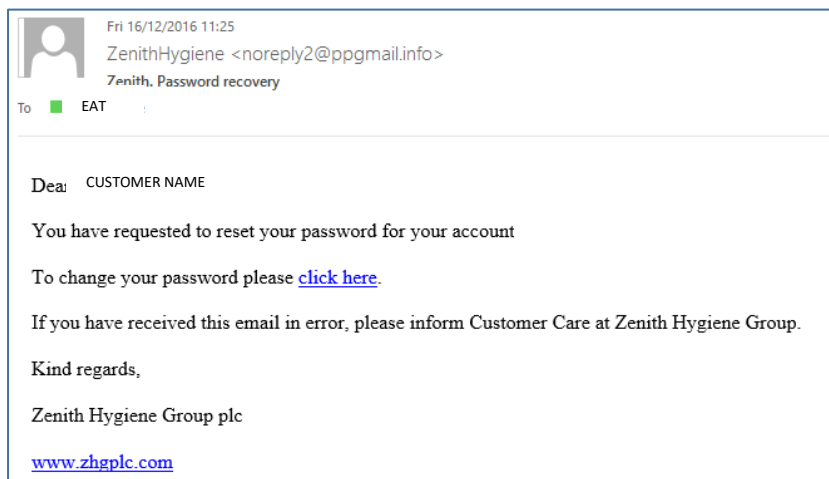
The screenshot shows the Zenith Hygiene Group Plc website header with the logo, navigation menu (HOME, ABOUT US, PRODUCTS, CONTACT US, BECOME A CUSTOMER), and a search bar. The main content area is titled 'Password recovery' and contains a form with the following elements:

- Categories:** Home page, About us, Products, Contact us.
- Form:** A text input field for 'Your email address:' with a red asterisk indicating a required field. Below the field is a 'RECOVER' button.
- Text:** 'Please enter your email address below. You will receive a link to reset your password.'



This screenshot shows the password recovery form after submission. The email address 'test@zhgplc.com' is entered in the 'Your email address:' field. A red asterisk is visible next to the field. Below the field is a 'RECOVER' button. The text 'Email with instructions has been sent to you.' is displayed in red. The main heading 'Password recovery' is also present.

You will receive an email with instructions of how to re-set your password.

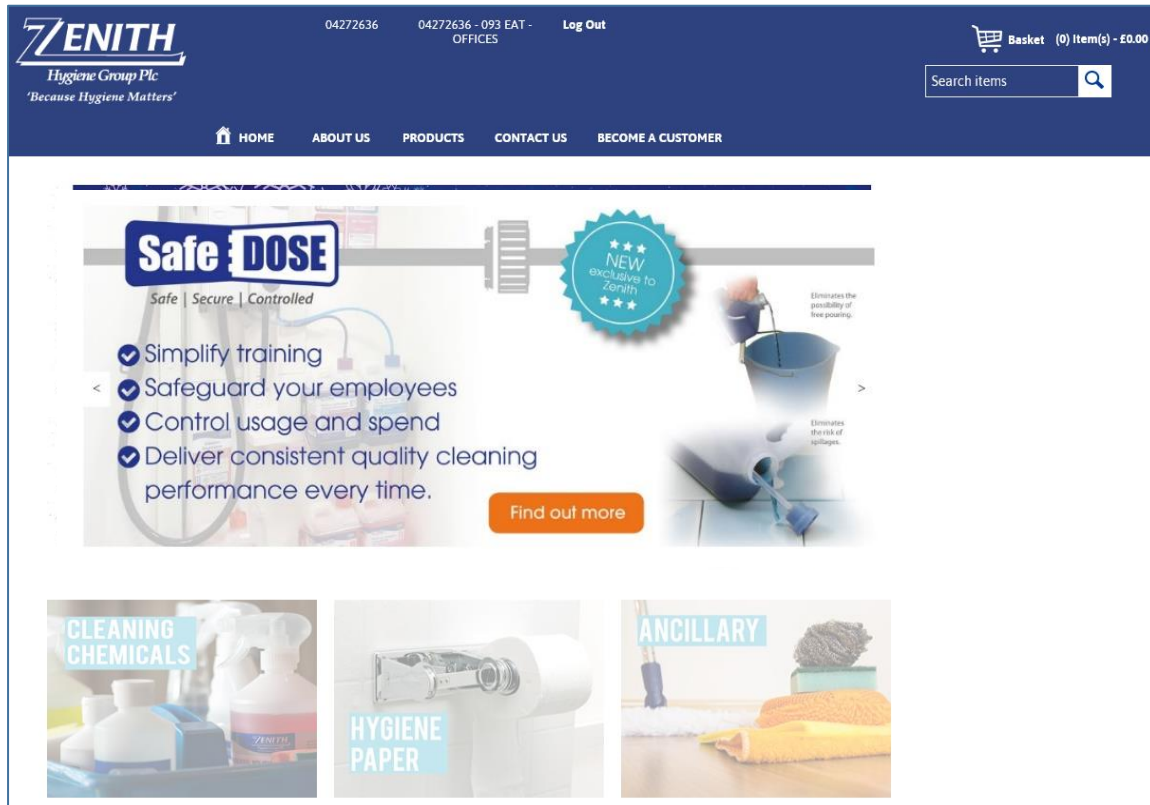


The screenshot shows an email received from Zenith Hygiene Group Plc. The email header includes the date 'Fri 16/12/2016 11:25', the sender 'ZenithHygiene <noreply2@ppgmail.info>', and the subject 'Zenith, Password recovery'. The email body contains the following text:

- To:** EAT
- Dear:** CUSTOMER NAME
- Body:**
  - You have requested to reset your password for your account
  - To change your password please [click here](#).
  - If you have received this email in error, please inform Customer Care at Zenith Hygiene Group.
  - Kind regards,
  - Zenith Hygiene Group plc
  - [www.zhgplc.com](http://www.zhgplc.com)

Enter your current/old password in the first box. Your new password in the second and repeat in the final box for security reasons.

Once you are happy click '**CHANGE PASSWORD**'. You will then be directed to the Homepage.



### My email address is not being recognised?

Should you reach the password recovery page and you receive an error message stating your credentials not correct, this means the details you are entering are not on our system.

Please contact our webstore team [webstore@zhgplc.com](mailto:webstore@zhgplc.com) they will be able to update your account accordingly.

## Browsing the store

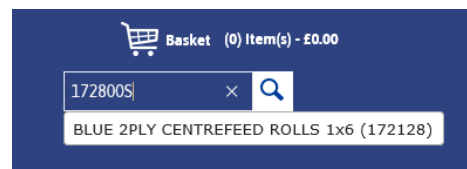
### Finding a product

On a product page, you will find all relevant information regarding a product, photo, product name, description and specification and price.



To view all products within your pricelist available for you to purchase, navigate to the 'PRODUCTS' link on the main navigation bar. Products are sorted in to their relevant categories for easy browsing.

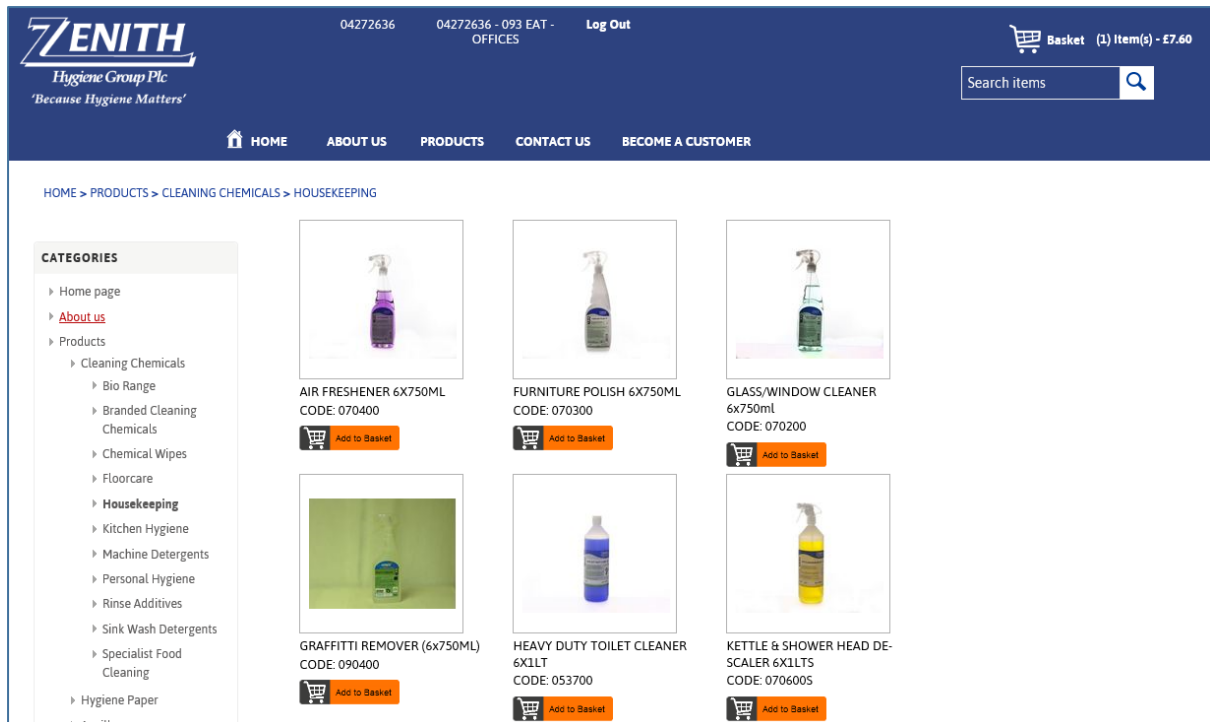
Alternatively, if you know the product code or product name you can type direct in the search bar and type in the code or name and then select from the drop-down list.





## Adding Products to your basket in one simple click

To ease your experience on our store you can easily add products to your basket in one simple click. Navigate to the category you wish to look at. Once you want to add a product to your basket, click the orange **'Add to Basket'** button.



**ZENITH**  
Hygiene Group Plc  
'Because Hygiene Matters'

04272636 04272636 - 093 EAT - OFFICES Log Out

Basket (1) Item(s) - £7.60

Search items

HOME ABOUT US PRODUCTS CONTACT US BECOME A CUSTOMER

HOME > PRODUCTS > CLEANING CHEMICALS > HOUSEKEEPING

**CATEGORIES**

- Home page
- About us
- Products
  - Cleaning Chemicals
    - Bio Range
    - Branded Cleaning Chemicals
    - Chemical Wipes
    - Floorcare
    - Housekeeping
    - Kitchen Hygiene
    - Machine Detergents
    - Personal Hygiene
    - Rinse Additives
    - Sink Wash Detergents
    - Specialist Food Cleaning
  - Hygiene Paper
  - Accessories

**AIR FRESHENER 6X750ML**  
CODE: 070400  
**Add to Basket**

**FURNITURE POLISH 6X750ML**  
CODE: 070300  
**Add to Basket**

**GLASS/WINDOW CLEANER 6x750ml**  
CODE: 070200  
**Add to Basket**

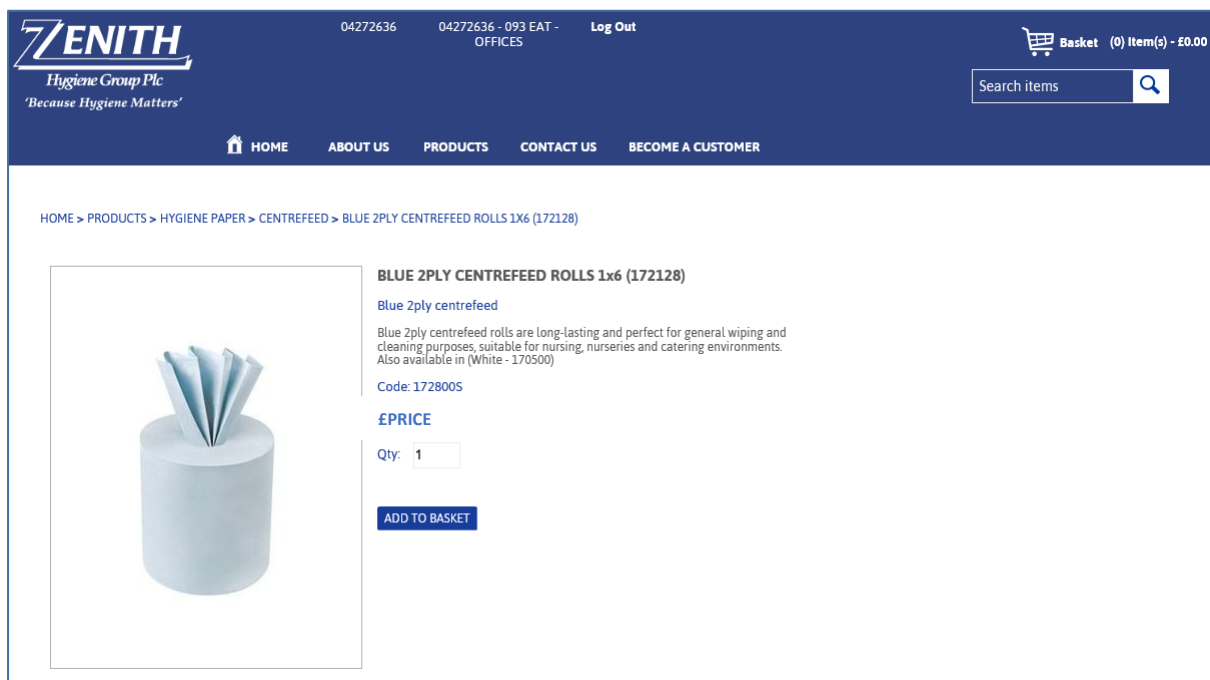
**GRAFFITI REMOVER (6x750ML)**  
CODE: 090400  
**Add to Basket**

**HEAVY DUTY TOILET CLEANER 6X1LT**  
CODE: 053700  
**Add to Basket**

**KETTLE & SHOWER HEAD DE-SCALER 6X1LTS**  
CODE: 0706005  
**Add to Basket**

## Add products to basket from product page

To add products to your basket, click **'ADD TO BASKET'** button. You can also change your qty.



**ZENITH**  
Hygiene Group Plc  
'Because Hygiene Matters'

04272636 04272636 - 093 EAT - OFFICES Log Out

Basket (0) Item(s) - £0.00

Search items

HOME ABOUT US PRODUCTS CONTACT US BECOME A CUSTOMER

HOME > PRODUCTS > HYGIENE PAPER > CENTREFEED > BLUE 2PLY CENTREFEED ROLLS 1x6 (172128)

**BLUE 2PLY CENTREFEED ROLLS 1x6 (172128)**

Blue 2ply centrefeed

Blue 2ply centrefeed rolls are long-lasting and perfect for general wiping and cleaning purposes, suitable for nursing, nurseries and catering environments. Also available in (White - 170500)

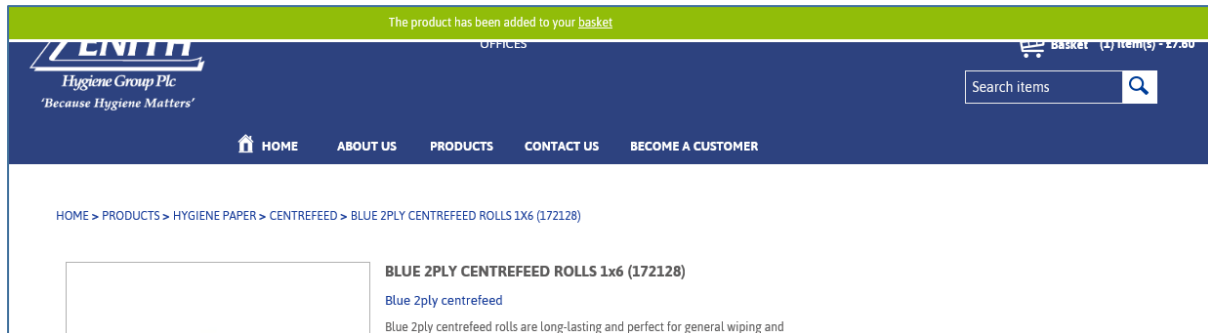
Code: 1728005

**PRICE**

Qty:

**ADD TO BASKET**

You'll see a green bar at the top confirming when something has been added to your basket.

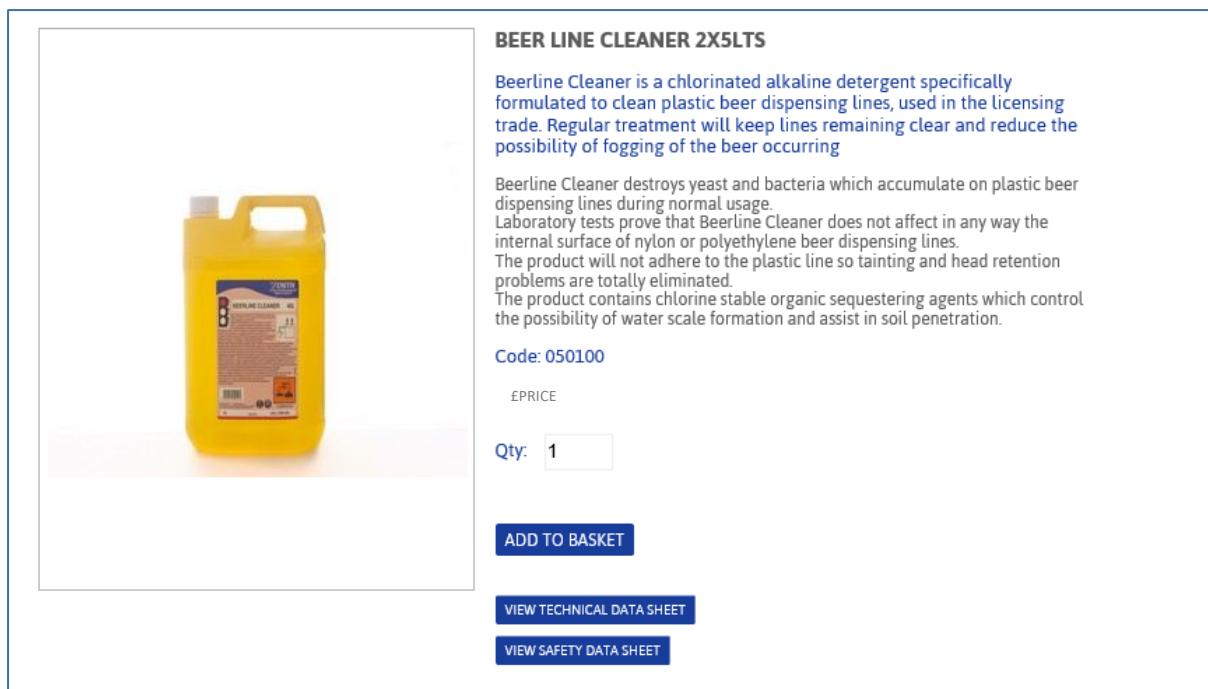


## How to view the technical data sheets and safety data sheets for a chemical product

To view a technical or safety data sheet for a chemical product you will need to head to the product page.

Underneath the 'ADD TO BASKET' button you will see two additional buttons.

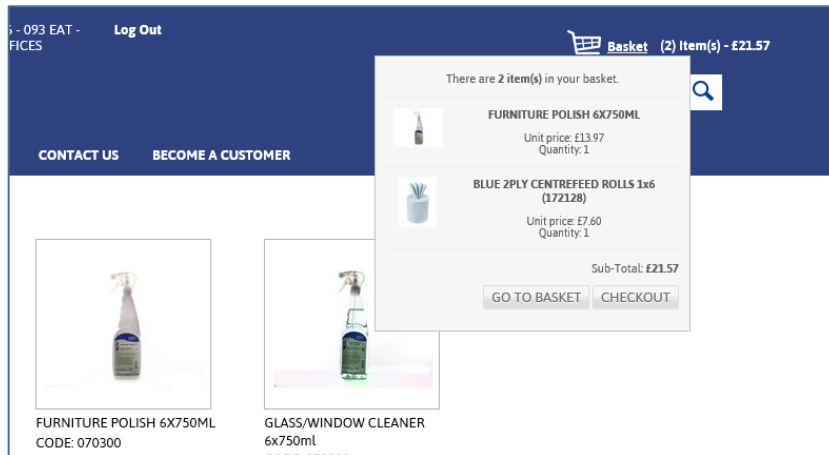
You can access the Technical or Safety Data Sheet for a product, export to PDF and download to your computer.





## View your basket

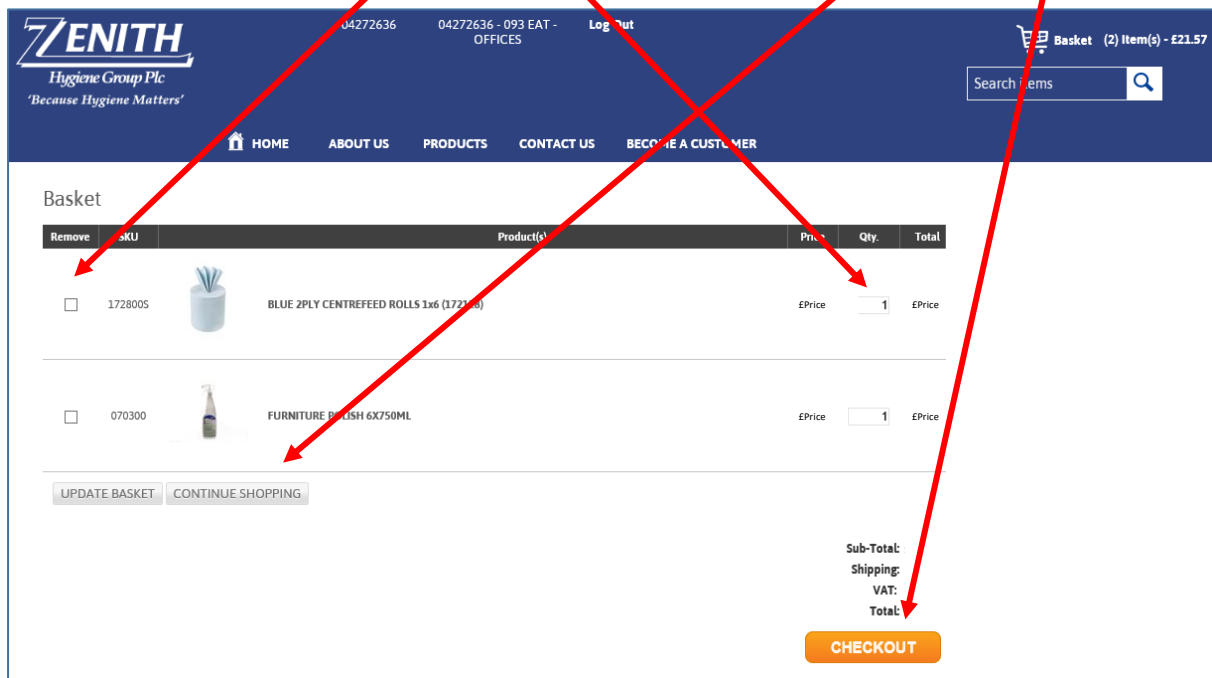
To view your basket, you can hover over the basket icon to view what is in your basket at time whilst on the webstore.



Click on **'GO TO BASKET'** to view your basket and make amendments if required or if you are ready to confirm your order, click **'CHECKOUT'**.

## Edit your basket

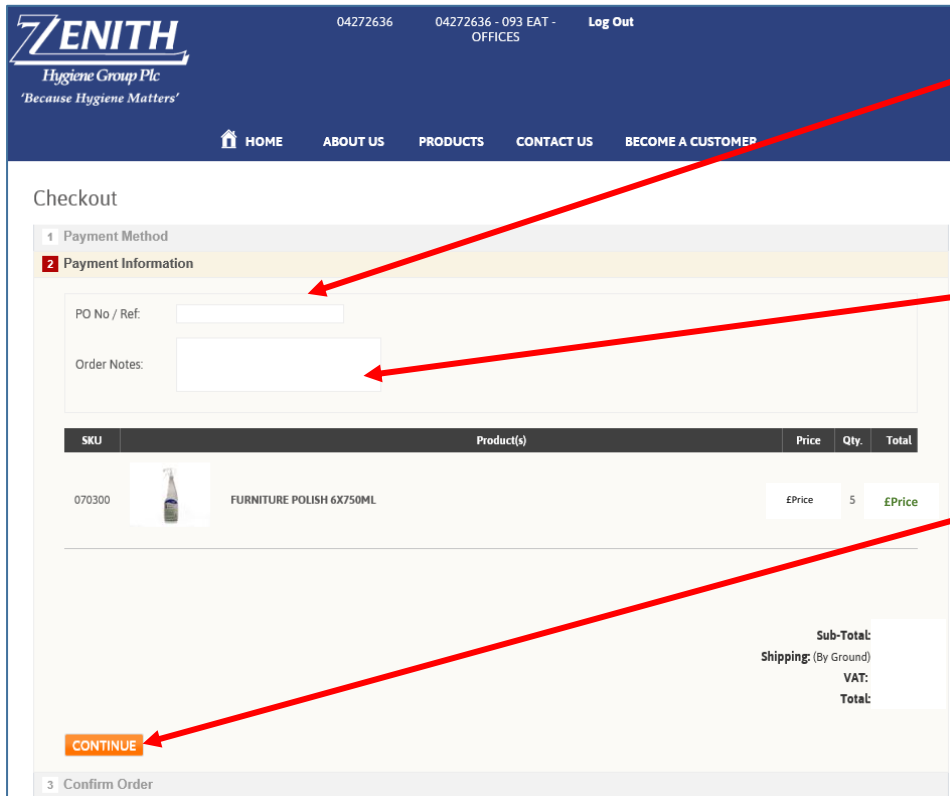
When in your basket, you can remove items, update quantities, continue shopping or check out.



- To remove items, check the box of the item you wish to remove and click **'UPDATE BASKET'**
- To amend or change a quantity, enter the new quantity in the field and click **'UPDATE BASKET'**
- To continue shopping click **'CONTINUE SHOPPING'**

When you are ready to place, your order click **'CHECKOUT'**

## Checkout and complete your order



**ZENITH**  
Hygiene Group Plc  
'Because Hygiene Matters'

04272636 04272636 - 093 EAT - OFFICES Log Out


HOME ABOUT US PRODUCTS CONTACT US BECOME A CUSTOMER

### Checkout

- Payment Method
- Payment Information**
- Confirm Order

PO No / Ref:

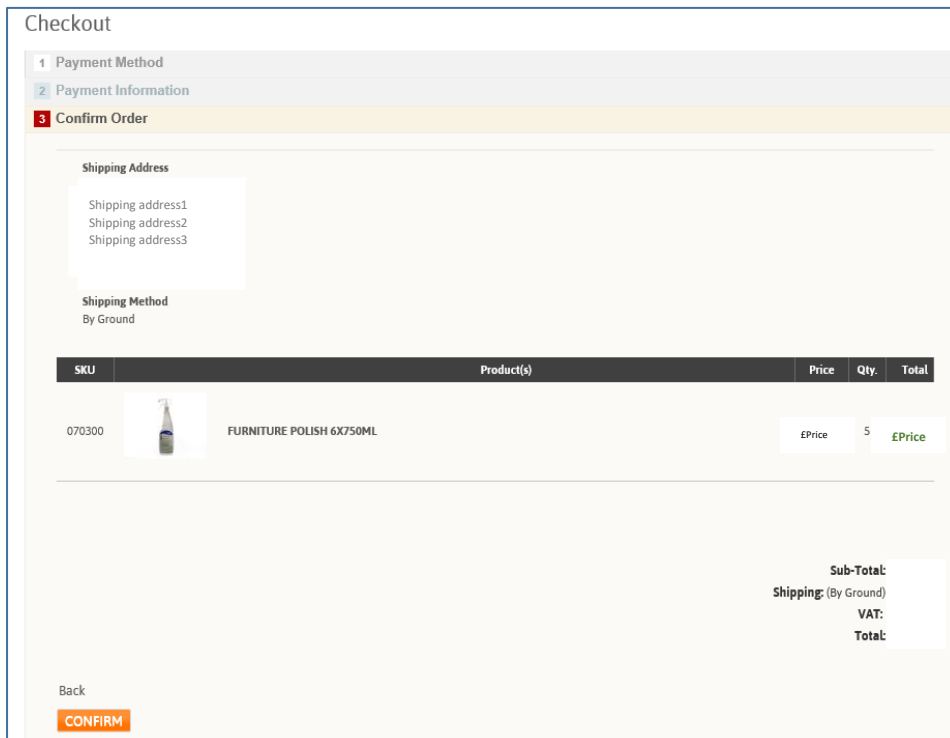
Order Notes:

SKU	Product(s)	Price	Qty.	Total
070300	 FURNITURE POLISH 6X750ML	£Price	5	£Price

Sub-Total:  
Shipping: (By Ground)  
VAT:  
Total:

**CONTINUE**

1. Enter your PO/ Reference number.
2. Any specific notes with regards to your order.
3. Then click 'CONTINUE'




### Checkout

- Payment Method
- Payment Information
- Confirm Order**

**Shipping Address**

Shipping address1  
Shipping address2  
Shipping address3

**Shipping Method**  
By Ground

SKU	Product(s)	Price	Qty.	Total
070300	 FURNITURE POLISH 6X750ML	£Price	5	£Price

Sub-Total:  
Shipping: (By Ground)  
VAT:  
Total:

Back

**CONFIRM**

4. Your shipping / delivery address will then automatically appear.
5. If all details are correct, click 'CONFIRM'.

## One-click re-ordering

You can easily re-order a previous order in one click.

To do this, follow the steps on [how to access your account information](#)

Once you have reached the orders section within your account click on 'DETAILS' to view a copy of your order.

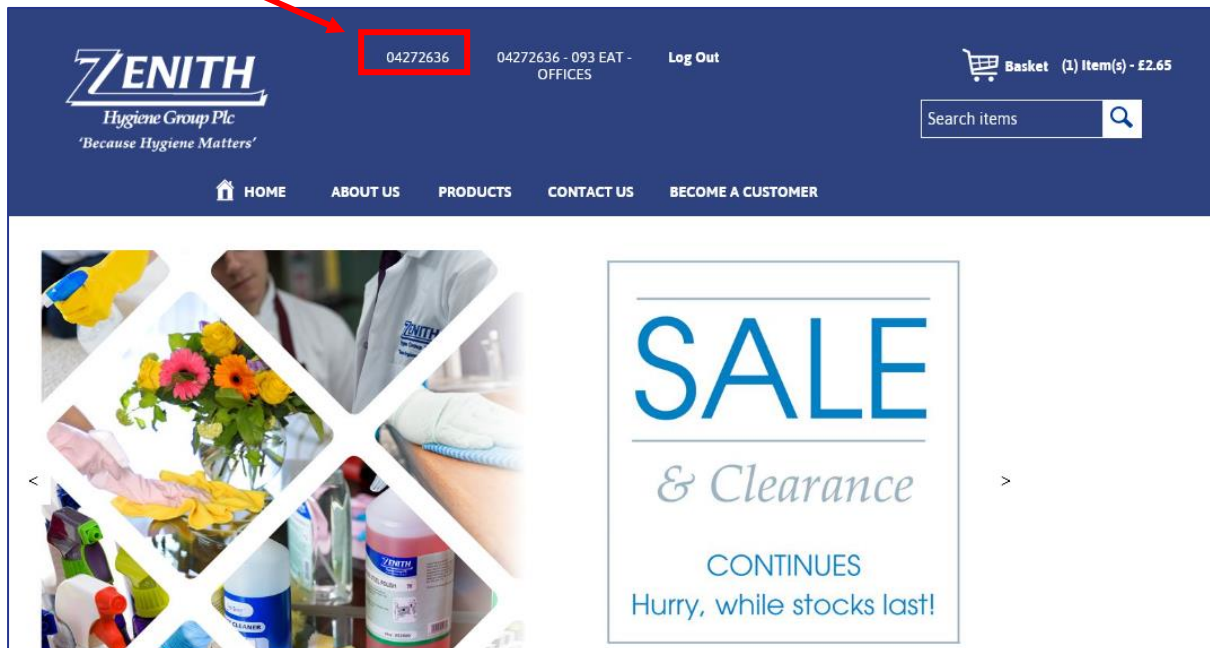
Underneath the products you will see a button called 'RE-ORDER' by clicking this you will automatically add everything in this order to your basket.

<b>Payment Method</b>		<b>Shipping Method</b>		
Purchase Order		By Ground		
Purchase Order Number test				
<b>Product(s)</b>				
SKU	Name	Price	Quantity	Total
170100S	INTERFOLD WHITE 2PLY HAND TOWEL 1X3000		1	
080200	BLEACH 2X5LTS		2	
<input type="button" value="RE-ORDER"/>				
				<b>Sub-Total:</b> <b>Shipping:</b> <b>Tax:</b> <b>Order Total:</b>
Note(s)				

You will automatically be taken to your basket where you can [change quantities](#) or continue to shop.

## Update your account information

You can view your webstore account information at any time by clicking on your account number at the top.



## My Account – Customer Info

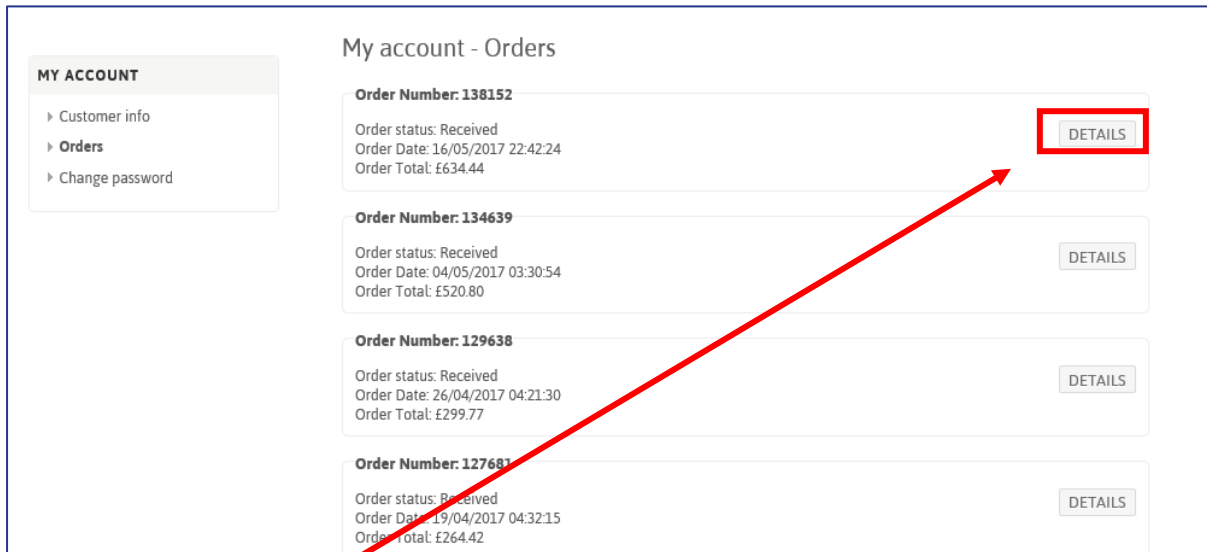
Here you can complete your details.

You can also update your confirmation email address at any time.

Please ensure you click save once you change your details.

## My Account – Orders

By clicking on orders on the left-hand navigation bar you will be able to see copies of all previous orders you have placed on the store.



**My account - Orders**

**Order Number: 138152**  
Order status: Received  
Order Date: 16/05/2017 22:42:24  
Order Total: £634.44

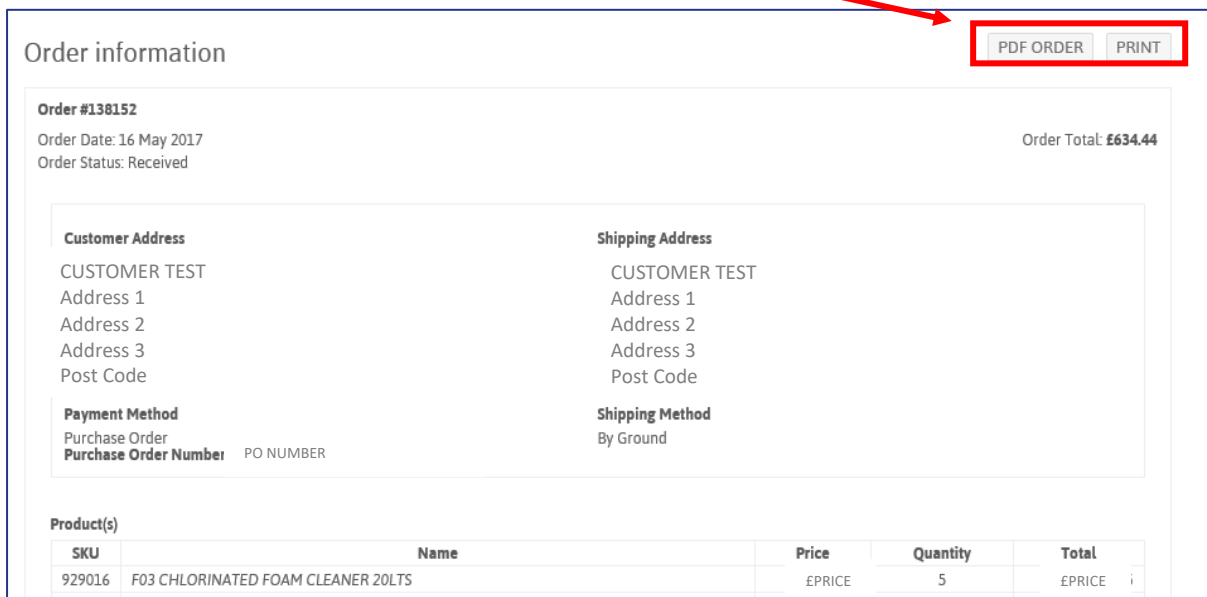
**Order Number: 134639**  
Order status: Received  
Order Date: 04/05/2017 03:30:54  
Order Total: £520.80

**Order Number: 129638**  
Order status: Received  
Order Date: 26/04/2017 04:21:30  
Order Total: £299.77

**Order Number: 127681**  
Order status: Received  
Order Date: 19/04/2017 04:32:15  
Order Total: £264.42

By clicking 'DETAILS' you will be able to see a copy of your order.

You can export this to pdf by clicking 'PDF ORDER' or print directly from the store by clicking 'PRINT'



**Order information**

**Order #138152**  
Order Date: 16 May 2017  
Order Status: Received  
Order Total: £634.44

**Customer Address**  
CUSTOMER TEST  
Address 1  
Address 2  
Address 3  
Post Code

**Shipping Address**  
CUSTOMER TEST  
Address 1  
Address 2  
Address 3  
Post Code

**Payment Method**  
Purchase Order  
Purchase Order Number: PO NUMBER

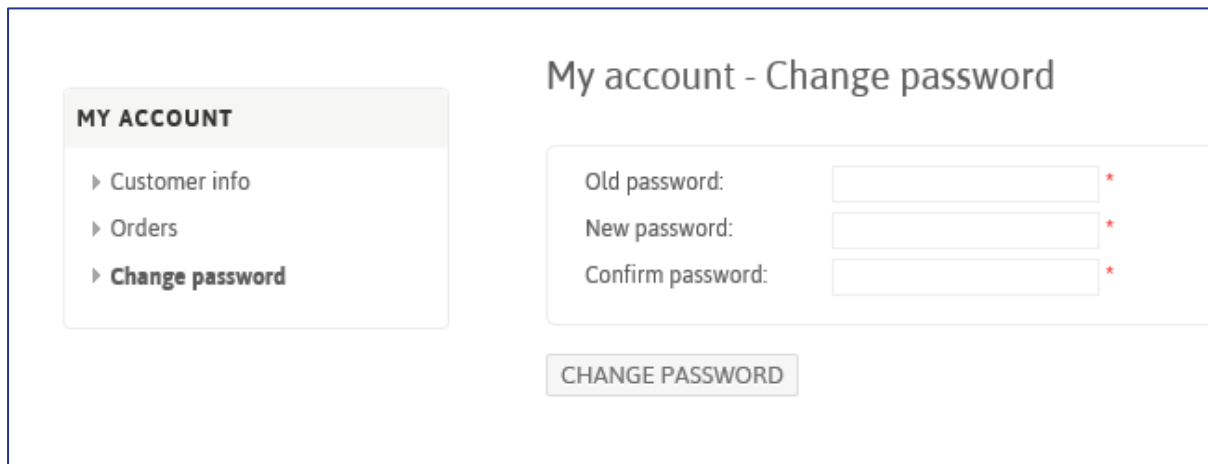
**Shipping Method**  
By Ground

**Product(s)**

SKU	Name	Price	Quantity	Total
929016	F03 CHLORINATED FOAM CLEANER 20LTS	PRICE	5	PRICE

## My Account - Change password

If you wish to change your password whilst logged in to your account, you can do so by clicking on 'CHANGE PASSWORD' within the left-hand navigation panel.



The screenshot shows a web interface for changing a password. On the left is a navigation menu titled 'MY ACCOUNT' with three items: 'Customer info', 'Orders', and 'Change password' (which is highlighted). The main content area is titled 'My account - Change password'. It contains three input fields: 'Old password:', 'New password:', and 'Confirm password:'. Each field has a red asterisk to its right, indicating it is a mandatory field. Below the input fields is a button labeled 'CHANGE PASSWORD'.

You will need to enter your 'Old password' i.e. your current password and then your new password.

Once you have completed all mandatory fields ensure you click 'CHANGE PASSWORD'.

## Linked Accounts – Accessing another account

### About Linked Accounts

Linked accounts can be used by an area manager, group head office or customers who have responsibility for multiple accounts. The benefit being there is no need to remember multiple login details.

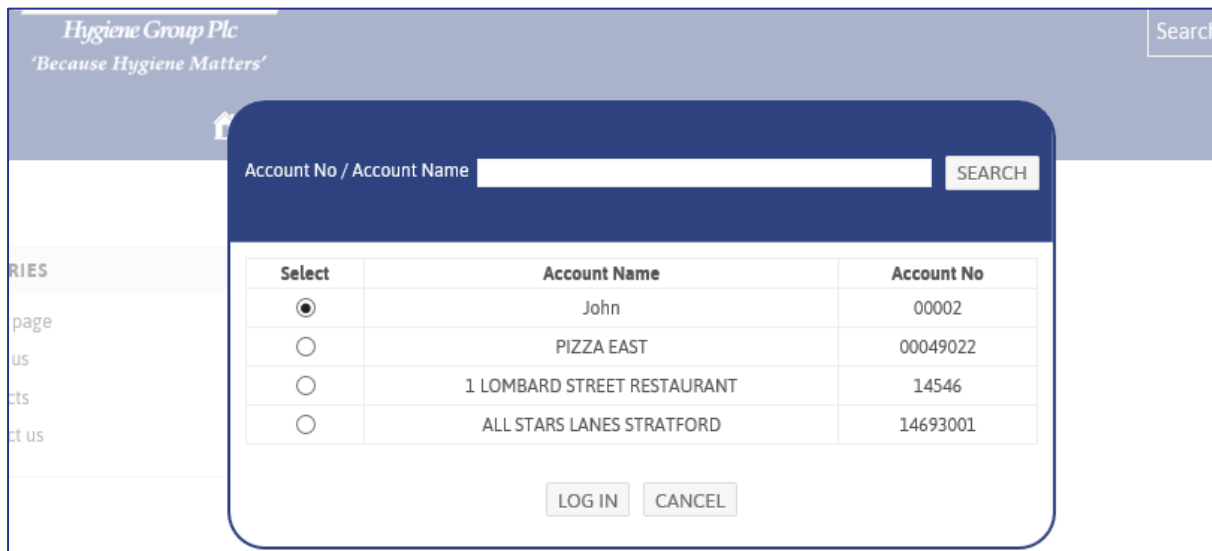
### How to create a Linked Account

To create a linked account, please email [webstore@zhgplc.com](mailto:webstore@zhgplc.com), you will need to supply the team with a list of account numbers and your email address so that this can be actioned.

### How to access my Linked Account?

To access your linked account, use the login credentials provided to you by the webstore team. You can follow the same login process as above.

Every time you log in you will be presented with an accounts box. This will detail all accounts associated to your login. You can use the search box to search for an account by name or number. Once you have selected your desired account to order on behalf of, click 'LOG IN'



The screenshot shows a modal window for selecting an account. At the top, there is a search bar labeled 'Account No / Account Name' with a 'SEARCH' button. Below this is a table with three columns: 'Select', 'Account Name', and 'Account No'. The table contains four rows of data. The first row is selected, indicated by a radio button in the 'Select' column.

Select	Account Name	Account No
<input checked="" type="radio"/>	John	00002
<input type="radio"/>	PIZZA EAST	00049022
<input type="radio"/>	1 LOMBARD STREET RESTAURANT	14546
<input type="radio"/>	ALL STARS LANES STRATFORD	14693001

At the bottom of the modal, there are two buttons: 'LOG IN' and 'CANCEL'.

### How to switch to another account?

At any time during your session, should you want to switch to another account head to the top of the page where you will see the account number listed – (next to your username). This will bring up the accounts box again so you can search for your next desired account.



The screenshot shows the top of the Zenith webstore interface. On the left is the Zenith logo with the tagline 'Because Hygiene Matters'. On the right, the user's name 'MarieBeattie' is displayed next to the account number '00002 - John', which is highlighted with a red box. To the right of the account number is a 'Log Out' button. Below this, there is a navigation menu with the following links: HOME, ABOUT US, PRODUCTS, CONTACT US, and BECOME A CUSTOMER.



## Troubleshooting

Issue	Resolutions
<b>I can't login to my account. What is my username?</b>	As a reminder, your username is usually your Zenith Account Number. If you need a reminder, please email <a href="mailto:webstore@zhgplc.com">webstore@zhgplc.com</a> with your account number
<b>I can't login to my account. I have forgotten my password?</b>	Click on 'FORGOT PASSWORD' underneath the log in box on the home page. Enter the email address associated to your account. This will need generate a reset email to you. Follow the steps to reset your password.
<b>I didn't receive my password reset email</b>	Please check your junk and clutter folders in case the email has unfortunately been placed there. If you still haven't received an email, please contact <a href="mailto:webstore@zhgplc.com">webstore@zhgplc.com</a> detailing your account number.
<b>I am receiving an error that my email address is not recognised?</b>	The email address you are entering is not on our system. Please email <a href="mailto:webstore@zhgplc.com">webstore@zhgplc.com</a> along with your account number so that the team can manually update your account for you.
<b>I can't see any products when I log in?</b>	This is very rare, but if you are not able to see any products when you login to your account, please email <a href="mailto:webstore@zhgplc.com">webstore@zhgplc.com</a> so the team can re-set your account.
<b>I can't find a product?</b>	You can search for products via the search bar at the top or by browsing the categories on the store. If you are having issues locating a product please contact <a href="mailto:webstore@zhgplc.com">webstore@zhgplc.com</a> , the team can look and assist.
<b>I need to change the quantity of an item in my basket</b>	Go to your basket and navigate to the product in which you wish to change the quantity for. Change the quantity in the box and head to the bottom of your basket and click 'UPDATE BASKET'. You can update multiple items in one go.
<b>I need to remove an item from my basket</b>	Go to your basket and navigate to the product in which you wish to remove. Check the box next to the item and head to the bottom of your basket and click 'UPDATE BASKET'. You can remove multiple items in one go.
<b>How do I view the Technical Information Sheet and / or Safety Data Sheet for a chemical product?</b>	Find the product you wish to view these documents for. Once on the product page underneath the 'ADD TO BASKET' button you will see two additional buttons, one for Technical Data Sheet and one for Safety Data Sheet. You can open the files and save these down to your computer at any time.
<b>Can I re-order items from a previous order?</b>	Yes, you can. Head to orders within your account information and head to the order you wish to re-order.