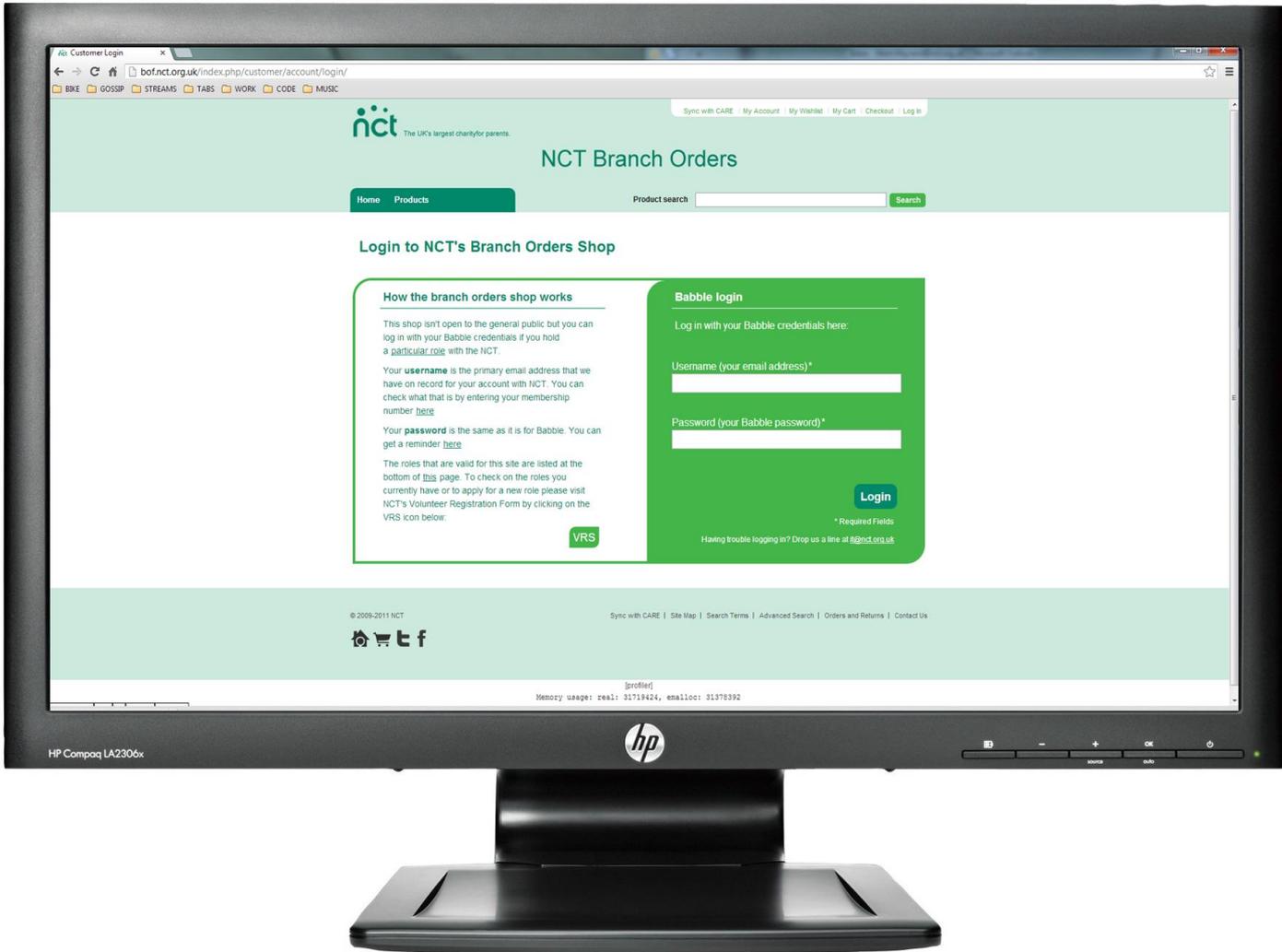


MAGENTO BOF: BASIC USER GUIDE

2013.07.04

NCT IT



MAGENTO BOF: ACCESS LEVELS

WHO CAN MAKE ORDERS?

The new Branch Order Form does away with order approval and uses a stricter access system instead. As long as you have the appropriate role in CARE you will already be set up as a user and will be able to charge purchases to a Branch or PSA Area.

The roles that we use to work out if you should have access are shown in the table below:

Role	Can Charge Purchases to
NCT Staff (U)	Any Branch or PSA Area
Regional Coordinator (RO)	Any Branch within own Region
Branch Coordinator (BC), Branch Joint Coordinator (BCC), Branch Deputy Coordinator (BCV), Branch Interim Coordinator (BCI), Branch Treasurer (BT), Branch Deputy Treasurer (BTD)	Own Branch only

HOW DO USER ACCOUNTS SYNCHRONISE?

A process automatically runs every night that looks at all the CARE users and promotes them to be BOF users if they have one of the appropriate roles. If you've just been granted a role and don't want to wait for the automated process to run overnight you can go to <http://bof.nct.org.uk/index.php/bridge/> enter your CARE number and the system will synchronise your accounts immediately.

MAGENTO BOF: LOGGING IN

HOW SHOULD I LOGIN?

<http://bof.nct.org.uk>

The image shows a screenshot of a web page with a green background. On the left, there is a white box with the heading "How the branch orders shop works". It contains three paragraphs of text explaining how to log in with Babble credentials, mentioning roles, usernames (email addresses), and passwords. At the bottom of this box is a green button labeled "VRS". On the right, there is a "Babble login" form. It has two input fields: "Username (your email address)*" and "Password (your Babble password)*". Below these is a "Login" button. Three red callout boxes with arrows point to the form: one to the username field labeled "Your email address here.", one to the password field labeled "Your Babble password here.", and one to the Login button labeled "Click 'Login'". At the bottom of the form area, there is a note "* Required Fields" and a link "Having trouble logging in? Drop us a line at it@nct.org.uk".

How the branch orders shop works

This shop isn't open to the general public but you can log in with your Babble credentials if you hold a [particular role](#) with the NCT.

Your **username** is the primary email address that we have on record for your account with NCT. You can check what that is by entering your membership number [here](#)

Your **password** is the same as it is for Babble. You can get a reminder [here](#)

The roles that are valid for this site are listed at the bottom of [this](#) page. To check on the roles you currently have or to apply for a new role please visit NCT's Volunteer Registration Form by clicking on the VRS icon below:

VRS

Babble login

Log in with your Babble credentials here:

Username (your email address)*

Password (your Babble password)*

Login

* Required Fields

Having trouble logging in? Drop us a line at it@nct.org.uk

Your email address here.

Your Babble password here.

Click 'Login'.

HOW DO USER ACCOUNTS SYNCHRONISE?

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MAGENTO BOF: ADDING ITEMS TO YOUR CART

BROWSING PRODUCTS:

When you login you'll land on a page called 'My Dashboard' that allows you to update your delivery addresses, check on your existing order status etc. To browse products simply go to the top menu, click 'Products' and browse through the categories and products beneath them.

Each category will give you page of products that you can then click on to see more detail.

Adding an item to your cart is as easy as clicking on 'Add to Cart'.

SEARCHING PRODUCTS:

Search is always available at the top right of the page.

The screenshot shows the NCT Branch Orders website interface. At the top, there is a navigation bar with the NCT logo and the tagline 'The UK's largest charity for parents.' Below this is a breadcrumb trail: 'Home / Search results for: 'T-Shirt''. The main content area displays search results for 'T-Shirt', showing two items: 'NCT T-Shirt' and 'NCT T-Shirt-White-Medium'. Each item has an 'Add to Cart' button and a price of £4.50. The page also includes a 'Recently Viewed Products' sidebar and a 'Compare Products' section. Two red callout boxes with arrows point to the search bar and the 'Add to Cart' buttons.

Enter search term and click 'Search'.

Browse results and 'Add to Cart'.

MAGENTO BOF: CHECKING OUT

THE PROCESS:

We've tried to make the new Branch Order Form as close to a 'standard' e-commerce site as we can but the checkout is a little different. There's no card payment section, you'll simply be asked to choose a Branch or PSA Area to charge your purchases to. The list that's available to you will depend on what roles you have in CARE. You can check who can charge to what on the first slide in this user guide.

REVIEW YOUR CART:

1. If you're not at the checkout already click on 'My Cart' at the very top right of the page. Review what you're about to purchase and make any changes you need to. You can change quantities or delete items altogether. Remember to click 'Update Shopping Cart' to see the totals change.
2. Click 'Proceed to Checkout'.

CHECKOUT:

The checkout page takes you through 5 stages:

1. Select a billing address. You can either use one we have on record for you or add a new one.
2. Select a shipping address. As above. Use your billing address or add something new.
3. Select a shipping method. There's only a flat rate available at the moment but this might be expanded in the future.
4. Select a payment option. Simply choose a branch or PSA from the dropdown and click 'Continue'.
5. Review your order, enter any special details in the text box (e.g. Please leave with neighbour etc.) and click 'Place Order'.

WHAT HAPPENS NEXT:

1. **Order Confirmation.** You should receive an email from us that confirms your order quite soon after your purchase. It will depend on how fast the email servers are moving but it should be there within a few hours at the most.
2. **Shipping Confirmation.** When the warehouse ships the product you will receive an additional email with a tracking number in it if it's applicable to this order.
3. **Invoice Confirmation.** When the warehouse invoices the order and money is moved from the charged branch to UKO you will receive another email to confirm this. It's just for completeness – you don't need to do anything with it.

MAGENTO BOF: TROUBLESHOOTING

I CAN'T LOGIN

This is probably down to 1 of 2 problems:

1. You don't have a role in CARE that allows you access.
2. You have the role required but for some reason your account hasn't been enabled on the Branch Order Form.

Please work through the following:

1. Check your roles in [VRS](#) and make sure you have a valid role for the Branch Order Form. Roles are listed on the first slide of this user guide.
2. Manually synchronise your accounts by going to <http://bof.nct.org.uk/bridge/> and entering your CARE number.

I STILL CAN'T LOGIN!

Drop the NCT IT team a line at it@nct.org.uk and we'll look into it for you. Please try and give us as much information as possible, if you include your CARE number and the details that you're trying to log in with that would be incredibly useful.

WHY DON'T YOU SELL XXX?

For all queries regarding the products we sell, their descriptions, pictures, prices, availability etc. please email contact_bof@nct.org.uk