

We are XMA.

# HE Hub User Guide

06/10/2016

## Welcome to HE Hub

This user guide provides a step-by-step overview of the fundamental functionality and features with HE Hub that you will be able to take advantage of.

<b>Contents</b>	<b>Page</b>
<b>Getting started</b>	<b>2</b>
Registration	2
Logging in	2
Forgotten Password	3
<b>Navigating the website</b>	<b>4</b>
Browsing products	4
Search/category page	4
Product page	5
<b>Your basket/quote</b>	<b>6</b>
<b>Checkout</b>	<b>7</b>
<b>Your Account</b>	<b>8</b>
<b>Favourites</b>	<b>9</b>
<b>Ink and Toner Selector</b>	<b>9</b>

## Getting started

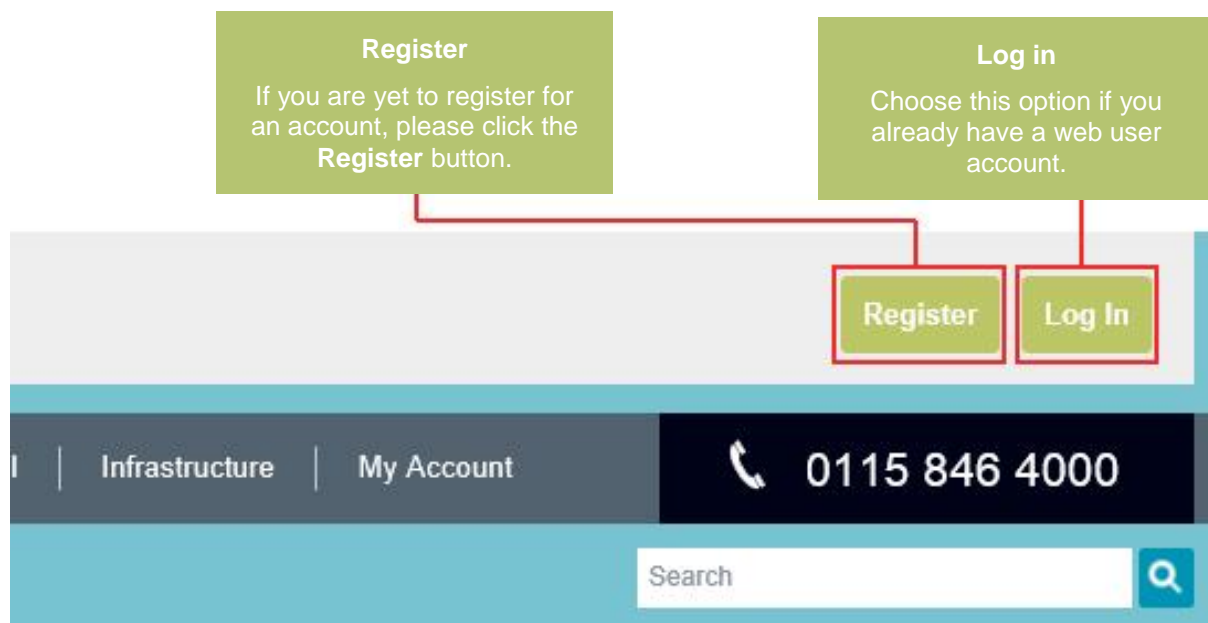
### Registration

Once you have clicked **Register**, you can either create a **New Web User** (if your organisation already has an account with XMA) or a **New Organisation Account** (if your organisation does not yet have an XMA account).

When you have completed the form, click **Submit**. Your request will be sent to our Sales Support team, who will set up your account on our system and send you the details once complete.

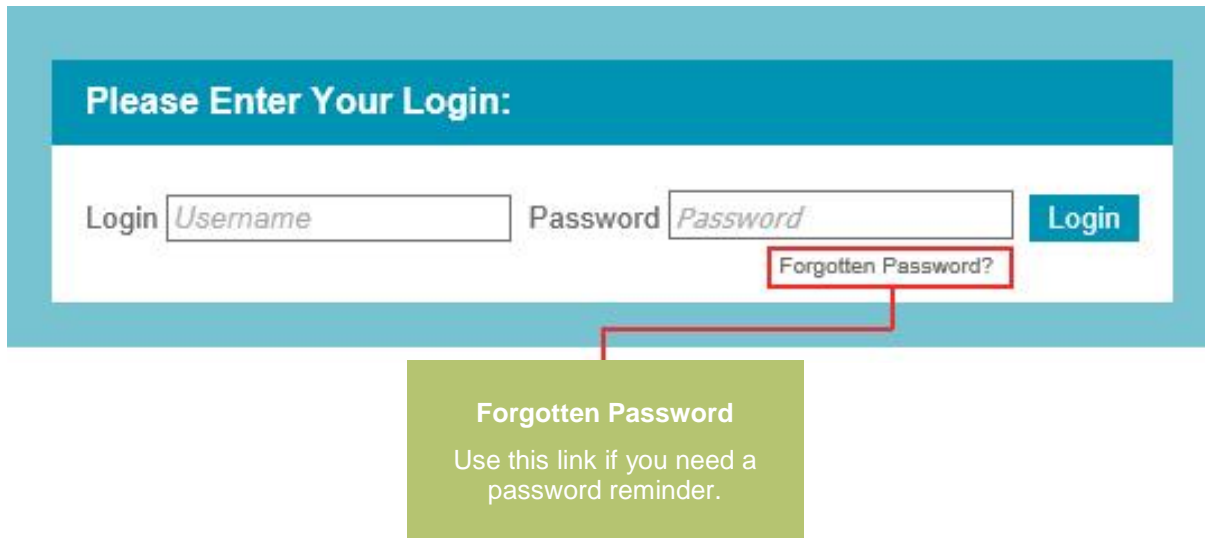
### Logging in

As soon as you receive your log in information from Sales Support, you will be able to login to the HE Hub and begin purchasing.



### Forgotten password

To recover a forgotten password, select the **Forgotten password?** link underneath the username and password fields. Enter your username and hit **Submit**, and an email will be sent to the email address that is registered to your account.



## Navigating the website

### Browsing products

Once you have logged into HE Hub, you will be able to browse the products that are available to you either through the menu at the top of the screen, or by using the search function near the top right of the page.

### Search/category page

When you have selected a category or performed a search, you will see the results in the following format:

The screenshot shows the XMA HE Hub website interface. At the top, there is a navigation bar with the XMA logo and 'HE Hub' text. To the right, it shows the user is logged in as 'SubGuest' with a 'Logout' link, and a shopping basket containing 5 items for £170.77 (+VAT). Below the navigation bar, there are menu items: 'iPad and Tablets', 'Notebooks and Desktops', 'Print', 'Audio Visual', 'Infrastructure', and 'My Account'. A search bar is located on the right side of the navigation bar. The main content area is titled 'Notebooks' and features a 'Sort By: Stock: High to Low' dropdown. On the left, there is a 'Filters' sidebar with categories like Price Range, Manufacturer, Display, Storage, Processor, Memory, Operating System, and Colour. The product listings include:

- Toshiba Satellite Pro NB10T-A-11G 11.6" Touchscreen Notebook**: Price £223.47, Code: PU143E-01E02VMP, Stock: 3915 left in stock.
- HP G3 14" Chromebook**: Price £135.00, Code: K3X08EA#ABU, Stock: 92 left in stock.

Each product listing has three buttons: 'Add to Basket' (with a quantity input field), 'Add to Favourites', and 'More Information'. Callout boxes provide instructions for these buttons:

- Filters**: Use our filters to refine your search.
- Product Information**: The product title, code, stock level and price are displayed for each product appear here.
- Search**: Use the search bar to find a specific product or range.
- Add to Basket**: Enter the quantity you wish to order, then click Add to Basket.
- Favourites**: Select this option to add a product to your list of favourites.
- More Information**: Use this button to see more information about a product, including specifications and related products.

### Product page

You will find more detailed information about the product on the product page:

**Back to previous page**

Use this button to go back to the search/category page.

**Actions**

Add to basket or add to favourites from the actions section. You can also see the stock level and price here.

**Basket**

To visit your basket, select the **Checkout** button.

Logged in as: SubGuest (Logout)

5 Items - £ 170.77 (+VAT)
Basket

iPad and Tablets | Notebooks and Desktops | Print | Audio Visual | Infrastructure | My Account
☎ 0115 846 4000

<< Back to previous page

**Apple iPad Mini 2 Tablet - Grey**

**£ 171.44**

Code: ME276B/A  
UNSPSC:  
4266 left in stock

+
Add to Basket

Add to Favourites

**Need to speak to someone?**

If you need help navigating our website, placing an order, or anything else, please get in touch.

Contact us >

Specifications

Product Information

<b>Product Description</b>	Apple iPad mini with Retina display Wi-Fi - tablet - 16 GB - 7.9"
<b>Product Type</b>	Tablet
<b>Display</b>	7.9" IPS TFT - LED backlight - 2048 x 1536 ( 326 ppi ) - Multi-Touch
<b>Processor</b>	Apple A7 - 64-bit
<b>Storage</b>	16 GB
<b>Wireless Connectivity</b>	802.11 a/b/n/n Bluetooth 4.0

**Related Products**

**Apple Lightning to Micro USB Adapter - iPhone / iPod charging / data cable - 5 pin Micro-USB Type B ...**

**£ 10.11**

Code: MD820ZMA

157 left in stock

+
Add

**Specifications**

Detailed specifications for the product are displayed under this tab.

**Product Information**

Further information about the product can be viewed by clicking this tab.

**Related products**

Similar and associated products are displayed here.

## Your Basket/Quote

To view your basket, click the **Basket** button in the top right hand corner of the page.

**Save Basket**

Use this option to save your basket for purchase at a later date.

**Products**

View which products are in your basket and their values, edit the quantity or remove from your basket.

**Totals**

See the total value of your order, and the amount of VAT being charged.

Logged in as: SubGuest (Logout)
3 Items - £227.13 (+VAT) [Basket](#)

iPad and Tablets | Notebooks and Desktops | Print | Audio Visual | Infrastructure | My Account
0115 846 4000

### My Basket

Item	Quantity	Price	Subtotal
Lexmark - Toner cartridge - 1 x black - 1000 pages - LCCP, LRP Product Code: 0C540A1KG	<input type="text" value="1"/> <a href="#">Remove</a>   <a href="#">Update</a>	£38.47	£38.47
Kodak Ink Combo Pack - Print cartridge - 1 x black, colour (cyan, magenta, yellow) Product Code: 8039745	<input type="text" value="1"/> <a href="#">Remove</a>   <a href="#">Update</a>	£17.22	£17.22
IPAD MINI RETINA WI-FI 16GB S GREY Product Code: ME276B/A	<input type="text" value="1"/> <a href="#">Remove</a>   <a href="#">Update</a>	£171.44	£171.44

**Total:** £227.13

**VAT:** £0.00

**Gross:** £227.13

[Save Basket](#)
[Email Quote](#)
[Continue Shopping](#)
[Go to Checkout](#)

**Send eQuote**

Choose eQuote to have a quote for your current sent to your email address.

**Continue Shopping**

Use this option to continue shopping on HE Hub.

**Checkout**

Once you're happy with your order, choose this option to proceed to the checkout.

## Checkout

When you're ready to complete your order, select **Go to Checkout** from the **My Basket** page.

### Delivery Address

You can either enter a new delivery address (if permitted by your organisation), or choose an address from your list of saved addresses. Add a contact name and number for the person who will be receiving the delivery.

### Options

Select the delivery method, the date that the order is required, enter an order reference number of your choosing, and any comments that should be added to the delivery label and/or invoice.

### Payment

Complete the required details within the payment section for either payment on account or by purchase card, and click **Submit Order** when you are ready to place your order.



## Account

To view your account options, hover over **My Account** tab in the main menu at the top of the page.

**My Account** contains general information about your account, such as your current contact details and your minimum and maximum order value. From this page you can also update the email address and password that is associated with your account.

**My Basket** takes you to your basket.

**My Saved Baskets** takes you to any previously saved quotes you have made in the past. Choose **Merge** if you already have products in your basket and you want to add the saved basket to your order. Choose **Select** if you want to clear your current basket and replace it with the saved basket.

**Favourites** shows you all the products that you have selected as your favourite products. To remove a favourite product from the list, simply click the yellow star icon below that product.

**Order Management** allows you to view various pieces of order information, such as **Invoices and Credits, Current Orders** and your organisation's **Asset Information**.

**Order History** shows you a list of your previous orders.

**My Pricelist** gives you a full list of all the products that appear on your pricelist, the current stock level, and their price. You can also download your full pricelist by clicking **Download to a CSV file**.

**Sub Accounts** allows you to view and manage any sub accounts that are in your control.

**Requested Orders** shows you a list of any orders that are awaiting authorisation to be processed.

If you know exactly which product codes you need to order, **Quick Order** allows you to enter the product codes and quantities, and then add them straight to your basket.

## Favourites

For easy access to the products you buy most frequently, you can add a product to your favourites list. To do this, simply click the star icon next to the product you wish to add.

Your list of favourite items can be found under the **My Account** menu at the top of the page under the title **Favourites**.

## Ink and Toner Selector

If you're looking for ink or toner for your printer, you can find it easily by using our Ink and Toner Selector, which can be found under the **Print** menu across the top of the page.

To locate the correct cartridge, simply choose the printer type, manufacturer, product line, and model of your printer, and you will be automatically presented with the correct cartridges.



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