



## Customer Login Section User Guide

**User Name:**

**Password:**

*\*\* Please note user name and passwords are case sensitive.*

### ***How to begin.....***

Go to your own secure area @ [www.MYSELKIRK.com](http://www.MYSELKIRK.com).....

- Enter your User ID and Password (Be sure to record this information for future use and keep it in a safe place).

**OR**

- Go to [www.selkirkcanada.com](http://www.selkirkcanada.com)
- Click on the "Log-In" Tab on the far right side of the Header bar
- From the drop down list, click on MYSELKIRK
- Enter your User ID and Password (Be sure to record this information for future use and keep it in a safe place)
- Don't forget to logout of your session once your finished

### **USER TYPE (Refer to cover letter for your user type)**

There are two types of users – A Corporate User and an Account User. The Corporate User will have more than one account attached to it and an Account user will only have one account associated with it.

### **Corporate Users**

- Upon logging in with a valid User ID and Password, users will be taken to the '**Corporate Customer Summary Page**'.
- The corporate profile information will be displayed along with a complete list of all their accounts. Each account can be viewed by the corporate user. To view a specific account click on it. See Account Users for additional information. When you are finished viewing the account click Home (found in the top left of every page). This will bring you back to the main Corporate Summary Page.
- Individual accounts can also be viewed using a different User Id and Password. For example, if you want to provide someone with access to a specific location you can provide them with the Account User Id and Password associated with that account. This will grant them access to only that specific account.

### **Editing the Customer Profile**

- The user will be able to edit their corporate profile information. Once any information changes are made to the profile, a notification will be sent back to Selkirk Canada. This information will then be updated in our computer system.

### Accounts Users

- Upon logging in with a valid Account number and password, users will be taken directly to the '**Account Summary Page**'. The account profile information will be displayed along with a complete list of documents within the following categories:
  - My Program - customer programs, special pricing, etc
  - My Documents - Specific docs done for customer (i.e. Ads, marketing materials, etc)
  - Sales History - currently unavailable (target completion Q2)

**IMPORTANT:** To view a document or image click your right mouse button & choose "Save Target As..."

### **Editing the Customer Profile**

- The user will be able to edit their account profile. Again, if any information changes are made to the profile, a notification will be sent back to Selkirk. This information will then be updated in our computer system.

### WHAT DO I GET?

**ALL USERS** after successfully logging in will have access to Public Docs which include:

- Misc Downloads
  - Logos
- Forms & Guidelines
  - Co-Op Advertising Guidelines - English/French
  - Co-Op Advertising Claim Form - English/French
  - Literature Order Form - English/French
  - Wood Display Order Form - English/French
  - Burn Display Program - English/French
- Price List
  - Chimney List Prices - English/French
  - Venting List Prices - English/French
  - Fireplace List Prices - English/French
  - Conditions of Sale - English/French
  - UPC codes - Target completion Feb '04
- Chimney Images - Brand specific
- Venting Images - Brand specific
- Fireplace Images - Brand specific

**Please call 1-888-SELKIRK (735-5475) Ext 1202 should you require any additional information.**