



Products, Renewals, Reg Keys, Prorating, Payment Methods



How to Order a New Product or Service / Generate an Invoice

1. Go to www.eonesolutions.com and select the **SIGN IN** at the top, right-hand side of the screen.
2. Enter your username and password and select **SIGN IN**.
3. Select the **Shop tab** at the top center of the screen.
4. Add products and services to your shopping cart and click **Add to Cart**.
5. Select the customer for whom you're purchasing the products and services. (If you need to add a new customer you may do that here, as well).
6. Enter any applicable promo codes in the box listed Coupon Code, and select **Add to Cart** in order to receive the discounted rate if applicable.
7. To add another item to your cart, select **Continue Shopping**. To continue to pay, select **Checkout**.
8. If you want to delete an item, click the **X** to the left of the product.
9. Once everything looks correct click **Checkout**.
10. Select your method of payment (preferably credit card):
 - a. Credit Card – (MasterCard, Visa or Amex)
 - b. Check/Wire – (Creates an invoice for your team. Keys are not accessible until eOne has payment in hand.)
11. Select **Place Order** and you will receive: a paid invoice if processed with credit card or an invoice if check/wire was selected.
12. Once you've placed your order, the Registration keys are available under the **My Account > Renewal / Key** option at the top of the page.

How to Pay for a Customer Renewal or Prorate their Annual Enhancement

1. Go to www.eonesolutions.com and select the **SIGN IN** at the top, right-hand side of the screen.
2. Enter your username and password and select **SIGN IN**.
3. Select the **My Account > Renewal / Key** on the top right of the page.
4. Filter by customer in the search panel or filter by selecting the filter icon located next to right of the customer you wish to filter.
5. Check the box on the item you would like to order and select **Renew**.
6. If you would like to prorate the date, you can do so by clicking on the align date box and using the calendar to select the appropriate date. Once everything looks correct click **Add to Cart**.
7. If you want to delete an item, click the **X** to the left of that item
8. Select **Checkout** and choose your method of payment (preferably credit card).
9. Select **Place Order** and you will receive: a paid invoice if processed with credit card or an invoice if check/wire was selected.

How to Access Registration Keys

1. Go to www.eonesolutions.com and select **SIGN IN** at the top, right-hand side of the screen.
2. Enter your username and password and select **SIGN IN**.
3. Select the **My Account > Renewal / Key** on the top right of the page.
4. Filter by **customer** or find the customer you wish to generate the keys for
5. Check the box on the item you would like to generate registration keys for and **Generate Keys**
6. Select the version the customer is using from the dropdown menu
7. Click the red **Email Keys** and the keys will be emailed to the email account that is listed (for SmartConnect 2014 R2 please use the Account code listed above the drop down box)
8. Click the blue **Generate Keys** to view the key for that module. The keys will appear for you to copy.

Adding a Payment Method:

1. Go to www.eonesolutions.com and select the **SIGN IN** at the top, right-hand side of the screen.
2. Enter your username and password and select **SIGN IN**.
3. Select the **My Account** and choose **Payment Methods** from the dropdown box
4. Select the blue **Add a Payment Method** button.
5. Fill in card information and select **Add Card**.
6. You may delete any payment methods on file by selecting the red **trash can** icon.
7. When processing orders you will have the option to select your **existing card(s)** from the dropdown menu where you normally fill in the card information.



For sales assistance: call us at (888)-319-3663

or

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