



SPRING 2024


Website Guide

Last Updated: March 4, 2024

COORDINATOR LOG-IN

- You will receive an email with a one-time coordinator login link which will allow you backend access to the team website. Click on this link to begin the sign-in process.
 - Once clicked, you will be prompted to choose if you'd like to access your account or go to the team website.
 - **Your Account:** You can edit your contact details, manage subscriptions, and change your password.
 - **Team Website:** You can view the homepage and additional headers to begin the setup process.
- You may be prompted to set a new password by clicking on this link.
- If you cannot log in please reach out to us! An easy way to tell if you are logged in is if you see your name in the top right hand corner of the page and 4 different headers in the banner beside your name.

SHARING THE SITE WITH CUSTOMERS

- Once you have setup your team website, you can start collecting orders by sharing the website with your team/customers. There are a few different ways to share the website:
 - Share your link on Facebook by scrolling down on the homepage and clicking the  button under the 'Help us by sharing on Facebook!' blurb.
 - To see how to change the description/image that appears on the Facebook post, please refer to the 'Advanced Setup' section in your setup guide.
 - Copy and paste the direct link in the search bar of your browser into an email, social post, message, etc. for customers to click and automatically access your team's website.
 - Be sure to copy the link when you are on the homepage of your website.
 - Customers can either sign into their own account, create an account, or visit the website as a guest.
 - Encourage customers to share the website on their end for more potential in sales.

RESETTING YOUR PASSWORD

- You will need to logout of your account if you would like to reset a forgotten password. On the login page, you will need to enter in your email address and password. Click the 'Reset' option beside 'Forgot Password?' and a password reset email will be sent to the address associated with your account. Follow the prompts on the email to create a new password.
- Please reach out to us over email/phone if you have any troubles resetting your password!

CUSTOMIZING YOUR HOMEPAGE

- Personalizing your team website's homepage can help you better connect with customers and encourage their support. To customize, select on the 'SETTINGS' header and from the dropdown list, click 'Edit this Page'.
 - Get creative by adding pictures, customized messages, and banners. Select inside the section you wish to edit to make changes.
 - Add team pictures, social media links, a description of your fundraising goals, team colors, deadlines, and much more!
 - When adding photos, be sure to adjust the image dimensions in case the file is too large to view.
 - To save changes, select 'File' in the top left corner and from the dropdown list, click 'Save'. You will then be able to view the changes you've made on the homepage.
 - View a detailed video tutorial on customizing your homepage under the 'Tutorials & Documents' page by selecting on the 'Resources' header.

SETTING UP YOUR WEBSITE

- Before sharing your team website, you will need to make sure you have everything setup first. Under the 'SETTINGS' header, select on the first option in the dropdown menu labeled 'Setup Website'.
 - There will be 5 different tabs to go through to ensure that everything is ready to go before launching your campaign. Please be sure to fill out all required fields and carefully review before saving any changes.
 - Throughout your campaign, you will have access to these tabs. You will be able to make any necessary changes throughout the fundraiser if needed.

SETUP STEP #1 –

GENERAL	TIMELINE	PAYMENT	PRODUCTS	STATUS
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CONTACT INFO

- This tab includes contact information that customers can use if they have any questions.
- Click on '+Advanced Options' to make changes to the referrers list and the image/description used when using the share link on the homepage.
- Your team website URL is set by GSF. If you would like the URL to be changed, please reach out to a GSF representative with your new preference.

SETUP STEP #2 –

GENERAL	TIMELINE	PAYMENT	PRODUCTS	STATUS
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REQUEST A DELIVERY DATE

- Delivery dates that are available in your area will be bolded on the calendar at the top of this tab. You can request a bolded date by selecting on it. Please remember that these are just requests and will still need to be confirmed manually by a GSF representative.
- If you do not see any bolded dates available on the team website or on the provided delivery calendar, please give us a call or send us an email.
- Please keep in mind that your final team order will need to be placed 14 days before delivery.

DELIVERY DATE CONFIRMATION

- Delivery date request confirmations can take up to 2 days to be processed. If your date has not been confirmed after 48 hours, please feel free to give a GSF representative a call or send us an email.
- Due to popularity and demand, your requested delivery date may be unavailable or already filled up. If this is the case, your region representative will give you a call to discuss options.
- If you need to change your delivery date, you will need to give us a call or send an email. Once a delivery date has been confirmed, we will need to manually change it.

CAMPAIGN TIMELINE

- The Customer Order Deadline is set by you and is directly linked to when the team website will close access to online ordering. You can set this date for the same day as your final team order deadline, or set a few days earlier to ensure all orders are collected and paid for.
- The team Order Deadline is set by Growing Smiles and is auto-set to 14 days before delivery. This deadline cannot be changed on your end.
 - For any approved timeline extensions, a GSF representative will manually change this deadline.

PICKUP TIME/LOCATION

- The pickup time and location is set by you and will be shown to customers when they place their online orders. To ensure you are given enough time to count and separate orders, we recommend scheduling customer pickup for the day after delivery if you have an indoor space to store the plants.
- The 'Order Limit' option can be filled out if you would like to set a limit on the amount of customers picking up their orders at one time. This may be helpful if your team is practicing social-distancing. If you do not mind everyone coming at the same time to grab their orders, please leave this field blank.

SETUP STEP #3 –

GENERAL	TIMELINE	PAYMENT	PRODUCTS	STATUS
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CUSTOMER PAYMENT OPTIONS

- There are 5 different payment options to choose from under this tab. For whichever payment methods you wish to enable, slide the corresponding 'No' slider to 'Yes'.
 - **Cash** - Collected by your team directly. Please specify where, when, and who customers can give their cash to.
 - **Cheque** - Collected by your team directly. Please specify cheque details and where customers can drop off their cheques (please do not use GSF's mailing information).
 - **PayPal.me/Credit Card** - Collected by your team directly. Use your/your team's PayPal account to collect payment for customer orders.
 - **Interac e-Transfer** - Collected by your team directly. Use your/your team's e-Transfer account to collect payment for customer orders. If you have an auto-deposit setup, please note this in both the Question/Answer required fields.
 - **Credit Card** - Collected by GSF. No additional fees associated with this option. Any money collected gets applied to your invoice and reduces the total owed for the cost of the plants. If you collect more credit card payments than the invoice total, we will send you a cheque or e-Transfer (depending on what is noted on the final team order) at the end of your fundraiser.

SETUP STEP #4 –

GENERAL	TIMELINE	PAYMENT	PRODUCTS	STATUS
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PRODUCTS AND PRICING

- This tab features a list of available products to sell in your area. All products will be set to enabled and will list our recommend retail pricing, however, this can be adjusted based on your teams needs.
- Each product will show a name, description, their multiple requirement, the wholesale cost with and without tax, and the profit made when a retail value has been entered into the 'Sell' field.
- If you enter a custom retail price but would like to use our recommended pricing, please select the [Reset to Default Pricing](#) button in the top right corner.
- Any product you wish to offer will need to be enabled. Toggle the 'No' slider to 'Yes' on these products.
- You can choose to offer all products to your customers or select only a few - it is completely up to you!
- The profit you make, you keep. GSF only charges you for the wholesale cost and tax of each product ordered on the final team order.

SETUP STEP #5 –

GENERAL	TIMELINE	PAYMENT	PRODUCTS	STATUS
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REVIEW INCOMPLETE STEPS

- If you did not complete a required step in the setup process, this tab will show what needs to be filled out before going live with the team website.
- At the top of the page, you will see a note indicating if you have completed all steps or if there are some fields missing information. Below this, you will see a checklist of what has been done and a brief description of what is still needing to be done.
- Click on the link of any missing steps to be directed back to the tab affected.
- Before exiting out of the setup page, please be sure to hit the 'Save' button.

REVIEWING THE HOME PAGE

- Once you have completed all steps noted above, we recommend that you take a look over the homepage to confirm that all details are correct.
- If you are unsure where to make changes to details noted on the homepage, please feel free to give us a call or send us an email!