

FAQ Duffy Books in Homes Online Instructions

Q. How do I log on and Register?

A. On the Home page select '*Click here to register*' and enter your details, select your school from the prepopulated menu, your email address will become your username. You will be sent an email to verify your registration, click on the link in the email to verify your account and then you will be able to order on the Books in Homes website.

Q. What happens if I forget my password?

A. On the Home page select '*Forgot password?*' and enter your email address, an email will be sent to you with your password details.

Q. Should I place my orders by class?

A. All orders need to be placed by class. The Teacher name and class name needs to be entered before student names and the student book choices can be entered. You can add multiple Classes by continually adding Teacher name and Class names and selecting '*Add Class*'. The class names will then be saved on the order.

Q. How do I move from class to class?

A. Once you have set up the classes, on the Order details page, click on the class name required to move from class to class.

Q. Do I save my order after each class is finished?

A. No, your order is automatically saved

Q. Do I submit my order after each class is finished?

A. You can either submit your order by class or enter all the class's book choices and then submit the order. Either way the order will be split by class.

Q. How do I submit my Order?

A. Once all the book choices are entered select '*Confirm Order*' on the Order details page, the Order Summary will then display for you to check, to submit the order select '*Submit Order*', you will see a message stating your Order is pending, it will automatically process and be submitted to Scholastic. Once it has processed you will receive a confirmation email per class.

Q. How do I organize a print copy of my ordering for my records?

A. From the Menu select *'My Orders'* then from the dropdown menu select *'Submitted Orders'*. From the list of submitted orders select the order you wish to print. On the Order Summary page right click and select *'Print'*, save the pdf and print it to obtain a copy of your order.

Q. Can I place my class orders at different times?

A. Yes, but they will be received at different times.

Q. Can I stop partway through an order, and save and go back to it later?

A. Yes, if you start an order it will be saved automatically, to go back to it later, from the main menu select *'My Orders'* and then select *'Saved Orders'* you can then edit or delete a saved order.

Q. Are all my orders available for me to see under *'My Orders'*?

A. Yes, submitted orders can be viewed and saved orders can be edited or deleted from *'My Orders'*

Q. Will my class order names be automatically saved for next time?

A. No, for every new order created Class, Teacher and Student details have to be reentered for each Book in Homes Offer.

Q. Can an order be changed/amended after I have saved it?

A. Yes, from the menu select *'My Orders'* and then select *'Saved Orders'* you can then edit or delete a saved order.

Q. Can an order be changed/amended after I have submitted it?

A. No.

*** Q. Will Scholastic send me a copy of the order with the books?**

A. Yes a copy of the class order will be sent in the delivered box of books.

*** Q. If I submit my orders at different times will all of my school orders arrive at my school at the same time?**

A. No they will arrive at separate times. Please note that orders submitted on the same day will be delivered by class and may be received on different dates.

Q. When I am placing an order how many of the child's choices do I have to key in?

A. The number of book choices available may vary per offer. When you start a new order the number of book choices will be displayed on the Order details page next to the Student's name. You must enter a book choice for each number of choices displayed before submitting the order to Scholastic, for example if 4 choices are available you must enter a 4 book choices.

*** Q. Once I have submitted my school order how long can I expect for the books to arrive at my school?**

A. Your order will be delivered within 1 to 2 weeks.