User Guide
v.1-2021

These step-by-step instructions will help you sign in and place your order for your uniform or brand apparel program.

Step 1: User Sign In

To sign into your account, you will need a username and password. If one has not been provided to you already, you can create one if you know your customer number and the corresponding zip-code associated to the account number.

- Select the **Sign In** link in the upper left-hand corner of the screen (see right).

- If you need to create a user account, fill out the appropriate fields under the Create User Account section. **Remember**: you will be required to enter the correct account number and zip code associated with the account (see below right).

- Once you have your username and password, you can sign in to shop your uniform and brand apparel program and place your order.

- **Note**: If at any time, you need to change your password, you can do so by visiting **My Account** and navigating to **Account Setting** (see below).

## Step 2: Select and Customize Your Garment

To start shopping for your uniform or brand apparel, you can locate the product you intend to purchase by visiting the appropriate product category or by typing in the style number in the search field (see below).
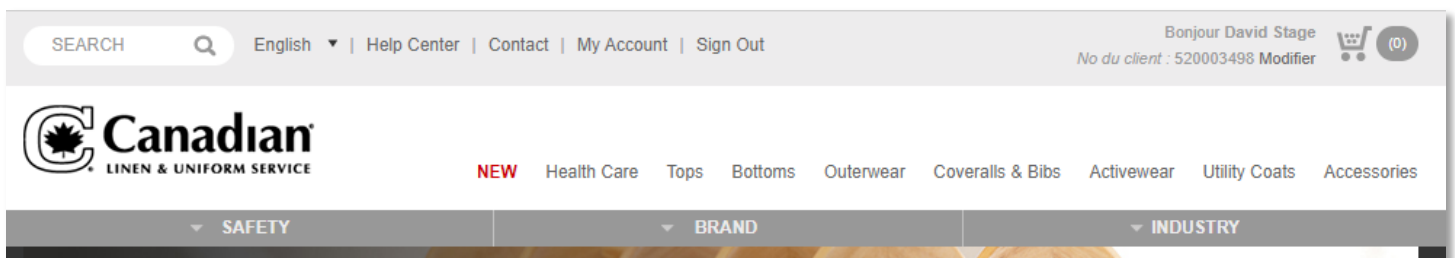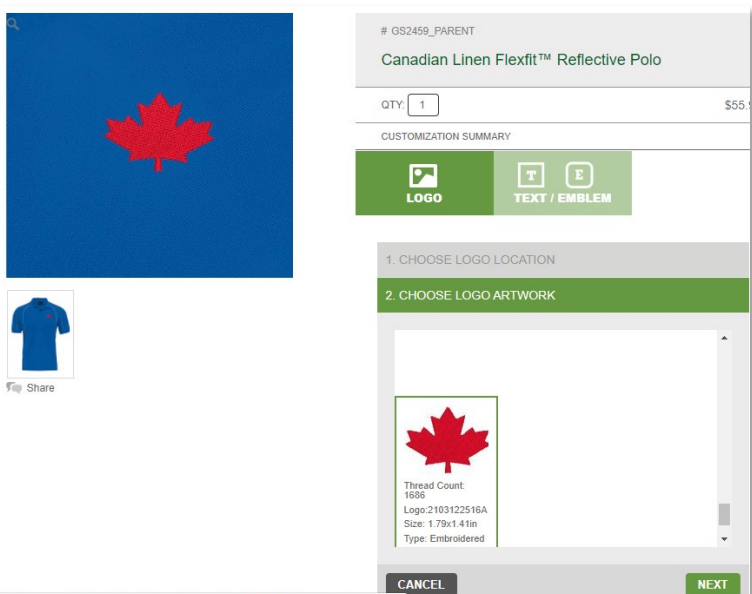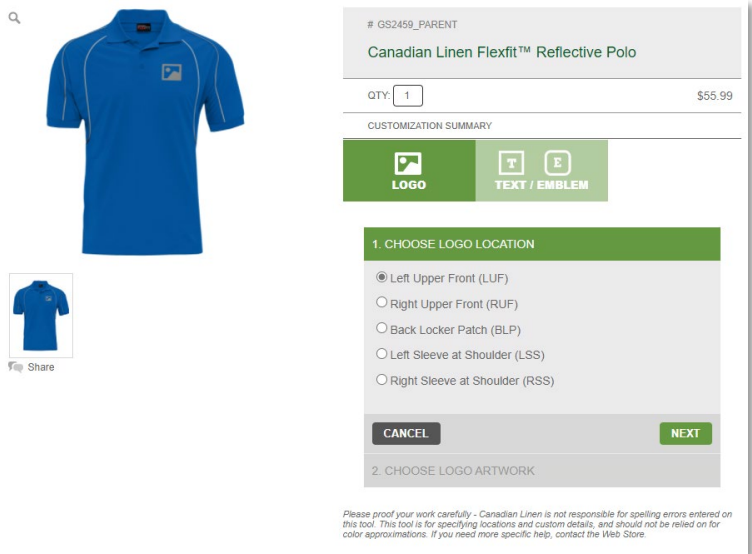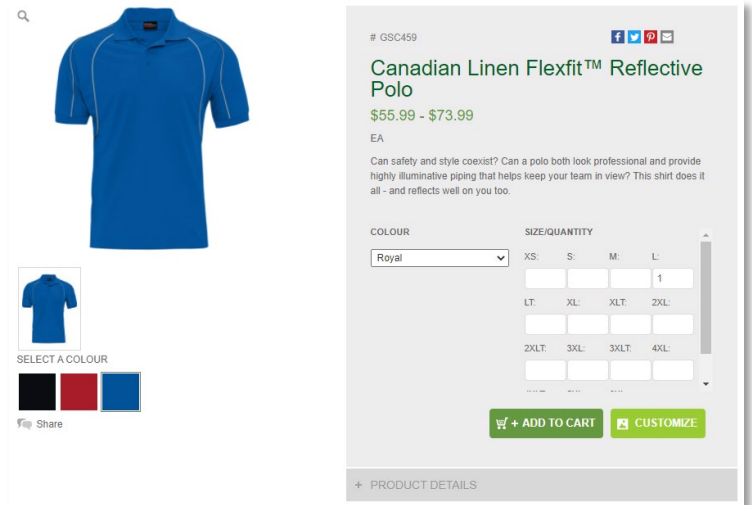
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- Once you have selected the **colour** and **size** of the garment you intend to purchase, you will have the option to **CUSTOMIZE** the product (see right).

- If there are no preset customization requirements, you will have the options to select what customization you would like to apply to the garment. The first option you will be allowed to choose is whether you want to apply a **LOGO** or **TEXT/EMBLEM** (see below).
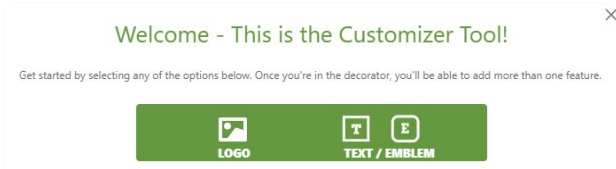

- **Note**: You will only be able to add a logo if your account has a pre-approved logo attached to your account number, otherwise you will only see the **TEXT/EMBLEM** option. **TEXT/EMBLEM** includes direct embroidery text and text on an emblem with a background and border to be attached the garment.

- To add a logo, you will first need to select the **location** you want to apply the logo to (see right).

- Once you have selected the location, you will be able to select the logo artwork you want your garment to be customized with and (if applicable) see a preview of that customization render on the product image itself (see right below).

- **Important:** If your account has preset customization requirements, you may not have the option to select your logo as it may already be applied to your garment. However, you may be presented with the option to add your name to the garment with predetermined text style, size and colour.

- If you require the addition of text or text in an emblem on your garment, you will again select the available location to add your customization and then you will be presented with the text lines and styling to apply to the garment.
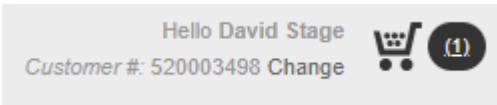
- **Note:** you can add additional lines by selecting the next Text Line to activate the option for that line of text (see right).

- Once you have completed your customization requirements, be sure to select **APPLY** within the Customization tool and then **ADD TO CART** to proceed with your purchase (see below).
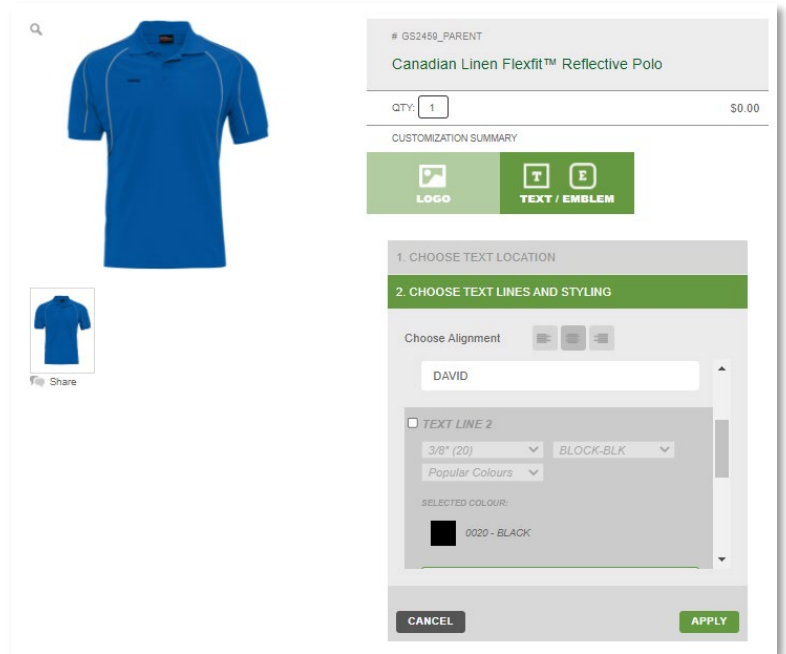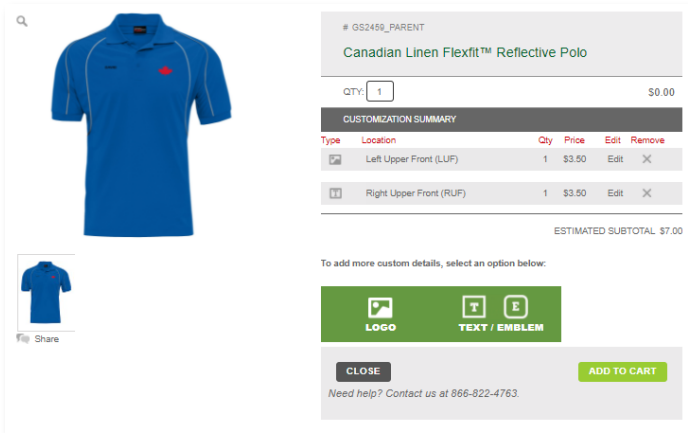

Step 3: Checkout

To proceed with your purchase, select the Shopping Cart Icon in the upper righthand side of the screen (see left).

- Within the Shopping Cart page (see right), you can review, edit, or save your order. If you are ready to proceed with your order, select **CHECKOUT**.

- On the next page, you will complete the necessary delivery too information. Be sure to complete any required fields including (if applicable) the Attention To: or Company or C/O: field.

- The next page is the last page before you complete your purchase. You must complete the SHIPPING METHOD and PAYMENT sections to finalize your order (see below).
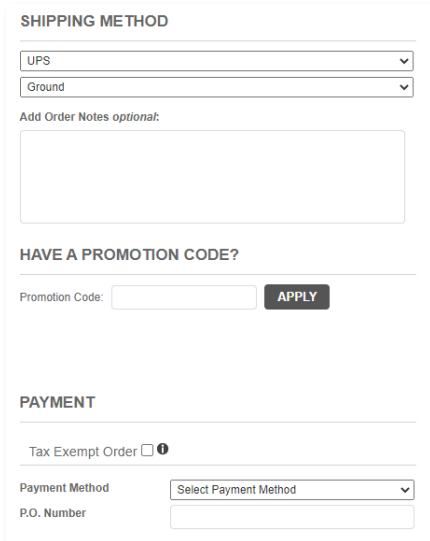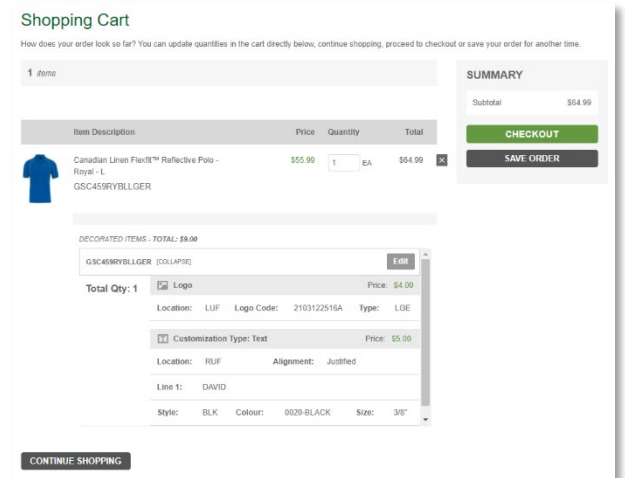
Need additional assistance?

Contact Customer Service at webstore@canadianlinen.com or **866-822-4763**