

Clothing Portal: Volunteer User Guide

Contents

This contents table contains hyperlinks to each named section.

Mouse users can navigate directly to their chosen section by pressing control on the keyboard, and clicking the chosen section or item.

Screen reader users can use headings or a list of headings to move between sections; this may require switching to scan or browse mode first.

Registration	2
Logging in: Arco Clothing Portal	7
Using a Purchasing List	8
Placing an Order	10

This detailed user guide has been developed to support all volunteers (including assistive technology users) through the clothing order process.

For mouse users, 'activate' refers to 'clicking' on the specified option.

This guide refers to the colours of icons, buttons, etc to support users with standard colour settings. Reference to colour is in addition to location descriptors, so is not essential for navigation purposes.

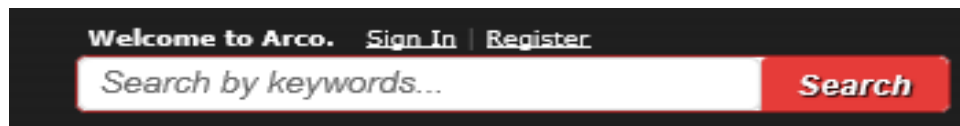
If you would like any further support (including telephone registration and ordering) or would like to access our clothing portal training (specifically designed for assistive technology users), please contact the Volunteering Office on 0345 143 0191 or email volunteer@guidedogs.org.uk

Registration

- Go to www.arco.co.uk

- Activate the 'register' option.

This is located at the centre-top of the screen. The text is white against a black background. 'Register' is adjacent to the words 'Sign in' and 'Welcome to Arco'. Below this is a large white box, which is the search bar.



- The screen will then say: 'Do you have an existing Arco business account?'.

Towards the right-hand side of the screen, there are two options. The first is green and says 'yes', the second is dark grey and says 'no'. Activate the green 'yes' option.

Type of Account

Please choose the option that best describes you or [find out](#) more about our registration process.

Do you have an Existing Arco Business Account?

I have an Arco credit account or am part of an organisation that has an Arco credit account.

☒ Yes ☐ No

If you wish to sign up for a credit account with Arco then please [click here](#) for more details.

- The next page will say: 'Registration-Account Number'. Below this it says: 'Arco account number'.

Adjacent to this is a white box.

In this white box, enter the number: 2498113

- Then activate the green 'submit' option, located at the right-hand side of the screen.

Account Number

Arco account number:

- You will then be asked to enter a postcode.
The text says: 'Arco account registered postcode'.
Adjacent to this is a white box, which you can type in.
- Enter Guide Dogs' Head Office postcode: RG7 3YG.
- Note: The account number will still be visible in the above field-do not delete this.
- Activate the green 'submit' option, located at the right-hand side of the screen.



The screenshot shows a web form with a header bar labeled 'Postcode'. Below the header, there is a text input field with the placeholder text 'Arco account registered postcode:' and the value 'RG7 3YG' entered. To the right of the input field is a small 'x' icon. Below the input field, on the right side, is a green 'Submit' button with a right-pointing arrow.

- The next page will display the Guide Dogs Head Office address and details.
- The screen should read as follows:
 - Company: Guide Dogs for the Blind Association
 - Company Address: Hillfields, Reading Road, Burghfield Common
 - City: Reading
 - Postcode: RG7 3YG
 - Country: United Kingdom
 - Telephone: [This is left blank]
 - Fax: [This is left blank]
 - Branch: West Drayton
- Check these details are the same on screen.
- There is a box below the address which is titled: 'Is this your employer?'.
On the left, there is a grey 'no' option.
On the right there is a green 'yes' option.
- If the details are correct, activate the green 'yes' option.
- If the details are not correct, activate the grey 'no' option and return to the start.

Registration - Company Details

You are registering as a user from the following company:

Company Information	
Company:	Guide Dogs for the Blind Volunteers
Company Address:	Hillfields Reading Road Burghfield Common
City:	READING
Postcode:	RG7 3YG
Country:	United Kingdom
Telephone:	
Fax:	
Branch:	West Drayton

If the company details on this page are substantially different from what you think they should be with the Arco account number you have entered, use the 'no' button below and contact the Arco website help desk.

Alternatively, if the company details only require minor changes, use the 'Feedback' option from the 'contact us' menu and let us know about the details that need updating.

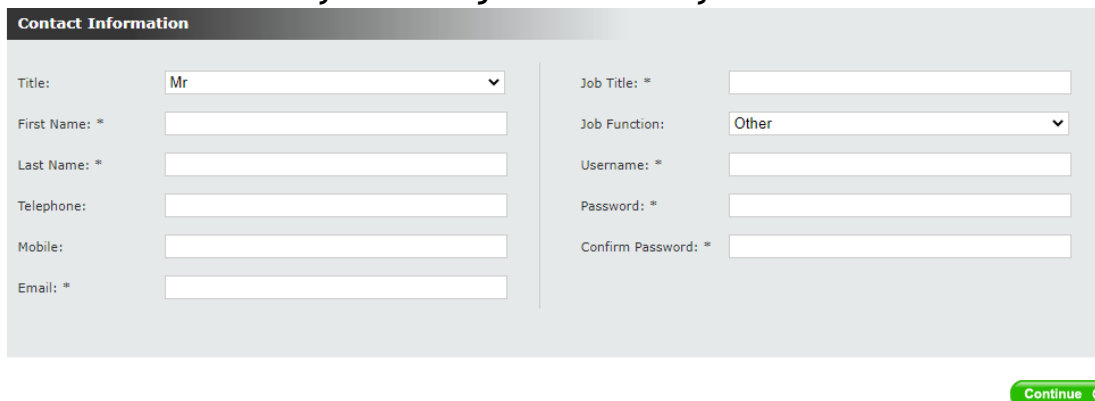
If you experience any difficulty with this part of the registration process please contact the Arco website help desk on 01482 611433.

Is this your Employer?
<input type="radio"/> No  <input checked="" type="radio"/> Yes 

- The next page says 'Registration-Business Account User Details'. This refers to your details.
- The text on the screen is split into two halves. On the left-hand side enter your details for each field. Any field with an asterisk is mandatory. The fields are as follows:
 - Title
 - First Name*
 - Last Name*
 - Telephone
 - Mobile
 - Email*
- The telephone field is not mandatory, but please fill this in where possible.
- The first field on the right-hand side of the screen says: 'job title'. Please enter your volunteer number. This is important, as it will enable the Volunteering Office to locate you on record. If you are unsure about your volunteering number, this is located on your ID card.

Alternatively, please contact the Volunteering Office at:
volunteer@guidedogs.org.uk

- The third field down on the right-hand side says: 'username'.
This will default to your email address, however, you may change it to something memorable to you.
Your username must be between 4 and 100 characters long.
- The fourth field down says: 'password'.
Enter a password memorable to you.
This must be between 8 and 20 characters, start with an uppercase letter, include lowercase letters and at least one number.
- The fifth field down, on the right-hand side says: 'confirm password'.
Now re-enter your password.
- Now activate the green 'continue' option.
This is located on the right-hand side of the screen and is underneath where you have just entered your information.

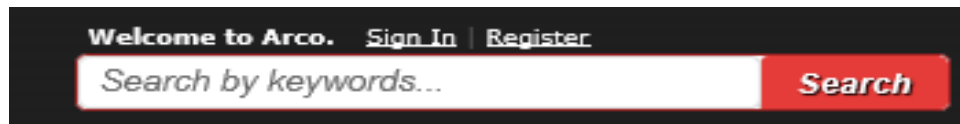


- The screen will then bring up the terms and conditions. At the right-hand side of the screen, there is a grey 'I do not accept' option. Adjacent to this, there is a green 'I accept' option. Please read the terms and conditions then activate 'I accept', if you are satisfied.
- You will then see a box which says: 'Thank you. Your registration has completed successfully and you have been signed in to your new account'.
- If there is a problem with the information you have entered, an error message will appear as a pop-up (a screen reader will not read this - see below).

- Screen Reader users:
 - To read the above error message with JAWS, press Alt + JAWSkey + W
 - To read it with NVDA press NVDAkey + Shift + LeftArrow
 - To read it with SuperNova press Escape to close the pop-up and Tab through the form again to ensure you have entered valid answers for all mandatory fields.
- Now active the 'ok' option. This is located towards the bottom right-hand side of this box and is outline in blue.
- Important: You will then receive an email confirmation from Arco that you are registered.
- Please DO NOT place an order until Guide Dogs email you saying that your account has been verified by Guide Dogs. This email will come from the Volunteering Office:
volunteer@guidedogs.org.uk
- If you place an order before you are verified by Guide Dogs, you will not be able to view our discounted prices and your order may be cancelled.

Logging in: Arco Clothing Portal

- Go to www.arco.co.uk
- Activate the 'sign in' option.
This is located at the centre-top of the screen. The text is white against a black background.
'Sign in' is adjacent to the word 'register'.

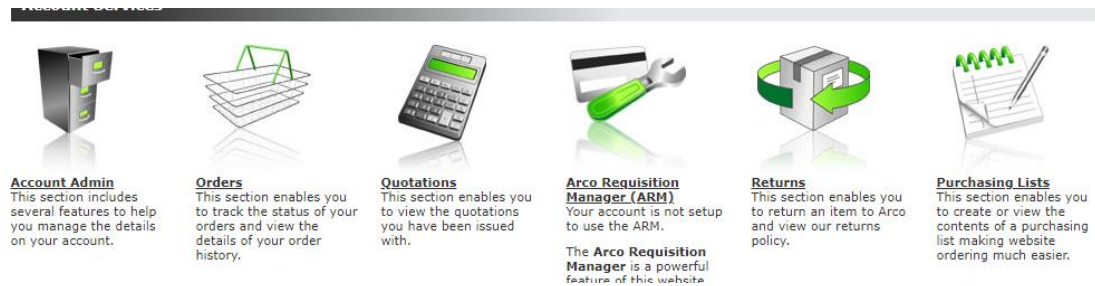


- The sign in page will appear on screen.
There is a large red number one; next to this, the first field says 'username'. Enter your username here. This will be your email address, or the preferred username chosen by you at registration.
- Below there is a large red number two; the second field says 'password'. Enter your password. Remember: your password must start with a capital letter.
- Below this, there is a large red number three. Next to this, there is a green option which says: 'Sign in now'. Activate this.
- If you have forgotten your password or username, adjacent to the 'sign in now' option, it says: 'Trouble signing in?'. This is black text, underlined in black.
Activate this if you have forgotten any of your log in details.

1	Username <input type="text"/> Forgotten?	Not Yet Registered? Registering with www.arco.co.uk is free of charge, and takes only a few minutes. Sign up now, and you'll be able to enjoy various benefits and additional services... read more about the benefits of registering <input type="button" value="Register Now"/>
2	Password <input type="password"/> Forgotten?	
3	<input type="button" value="Sign In Now"/> Trouble Signing In?	

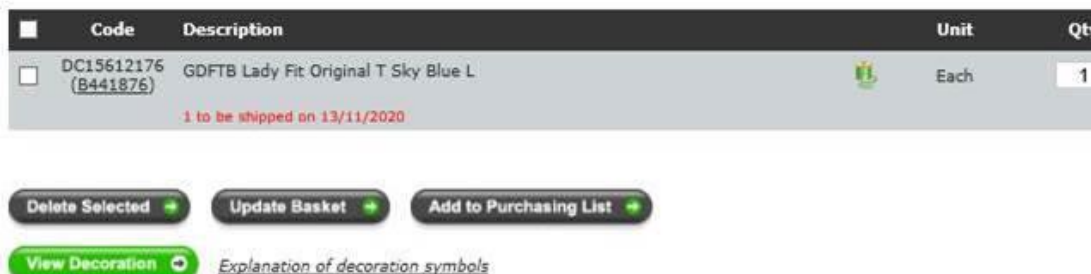
Using a Purchasing List

- A purchasing list is where you can find Guide Dogs clothing available to order.
- First, ensure you are signed in.
Please also ensure that you have received your verification email from the Volunteering Office (volunteer@guidedogs.org.uk).
If you have not been verified, you will not be able to view our discounted prices and any orders placed may be cancelled.
- Activate the 'Purchasing Lists' option.
In the centre of the screen, there is a white section. In this section, there 6 different icons to select. Activate the last (sixth) icon. This says 'Purchasing lists' and the icon is a spiral notepad, with a pen.



- You will then be presented with the following categories:
 - Accessories
 - Head and face
 - Inner layering
 - Outdoor wear
 - Polo and T-shirts
 - Trousers and shorts
- When you activate your chosen category, you will be able to view Guide Dogs items available to purchase in that category.
- When you activate the option for your chosen item, you will be able to view all sizes available for that item.
- This will populate a table with 6 columns:
 - Code
 - Description
 - Stock
 - Unit
 - My Price (please note, prices exclude VAT)

- Quantity
- In the sixth and final column, activate the white box. You will then be able to enter the quantity you need.
- Then add this item to your basket by activating the 'add to basket' option (located at the bottom right-hand side of the screen)
This option is green and has white writing, with a small basket picture.
- A pop-up information box will appear. If you have added everything to your basket, activate the first option: 'view basket'.
- If you have more items to add to your order, activate the second option, 'continue shopping'. Now repeat the above process to add further items to your basket.
- If you would like to view what the clothing will look like with Guide Dogs branding, please follow the steps below.
- When a decorated item (an item with Guide Dogs branding) has been added to your online basket, activate the 'view decoration' option. This is a green button with white writing and located towards the left-hand side of the screen.



- The decorations are written as words, rather than viewed as pictures. Each row will describe a new decoration, including position and any writing. For example:
 - Position: Left breast. Logo: Guide Dogs logo

Placing an Order

- Following on from the previous section, you should now be in your online basket.
- On the left-hand side there is a grey box which says: 'Delivery details'.
At the bottom of this section, there are two dark grey options. The first says: 'Change delivery details'. Activate this option.
- You will need to add your delivery details to this section.
If you do not enter your address details, your order will be sent to the wrong address and will need to be returned to the supplier.
- On the left-hand side there is a grey box titled: 'Address options'. It gives 2 options:
 - 'Delivery to delivery address'
 - 'Enter a manual delivery address'
- You will need to select the second option, 'enter a manual delivery address'.
- You will need to enter your address in the grey box on the right-hand side of the screen.
- There may be text in the first two fields, addressing the parcel to Guide Dogs. Please delete this information.
- You will then need to enter your own information into the following fields:
 - Contact name
 - Address
 - City
 - Postcode
 - Country
 - Telephone
 - Residential address [this is an optional tick box]

- When you have entered your address, activate the 'Use this address' option. This option is green located at the right-hand side of the screen, beneath the grey boxes.

Address Options	Delivery Address
<input type="radio"/> Delivery to delivery address -- Please select a delivery address -- <input checked="" type="radio"/> Enter a manual delivery address <input type="button" value="Change Address"/>	Contact Name: <input type="text" value="Guide Dogs Volunteers"/> Company: <input type="text" value="Guide Dogs for the Blind"/> Department: <input type="text"/> Address: <input type="text" value="Please choose an address"/> City: <input type="text"/> Postcode: <input type="text"/> Country: <input type="text"/> Telephone: <input type="text"/> Residential Address: <input type="text"/>
<input type="button" value="Cancel"/>	<input type="button" value="Use this Address"/>

- You will then need to select your delivery option/charge. You are also able to type any special delivery instructions, if required. You are also able select a future delivery date if you are going on holiday, for example.
- When you are satisfied that you have selected the correct items and quantity, your preferred delivery options and that you have entered your own postal address, activate the 'Proceed to checkout' option. This is at the very bottom of the page and on the right-hand side. The option is green.

Invoice Address	Payment Method
Company: Guide Dogs for the Blind Invoice Address: Volunteers Portal Hillfields Reading Road Burghfield Common City: READING Postcode: RG7 3YG Country: United Kingdom Telephone:	<input checked="" type="radio"/> Credit Card
<input type="button" value="Proceed to Checkout"/>	

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- On the next screen, you are able to view your information again and check that it is correct. If you are satisfied, activate the 'proceed to payment' option. This option is green and located on the right-hand side of the screen.
- You will then be prompted to enter your payment details. The fields are as follows:

- Card number
- Save card [tick this box if you wish to save your card details for future purchases]
- Expiry month and expiry year
- Name
- Then, activate 'Pay by card now'.
This option is red with white writing and is located at the bottom left-hand side of the screen.

Credit card Details

Payment Details

Card Number

☒ Save Card

Expiry Month Expiry Year

▼ ▼

Name

[Cancel](#)

- Once payment has been authorised, you will receive a confirmation email from Arco.
- Your order will then be dispatched to you direct from Arco.

****End of document**