

# **The iSTAR Online**

# **Depository Access Guide**

**Order Retrieval And Confirmation With The iSTAR System**

**The iSTAR Support Center**

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Coppell, TX 75019

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# The iSTAR Website Interface

## Welcome To iSTAR Online!

The iSTAR system is a snap to use, yet powerful enough to organize and expedite the entire order management process.

With iSTAR, you can access your orders in real time, twenty-four hours a day, seven days a week. View your orders online, or retrieve them from your dedicated iSTAR Online email account. Print out hard copies whenever you need them. No more misplaced faxes, bounced email messages, or purchase orders delayed in the mail.

Plus, iSTAR delivers a superior value to your customers by providing instant feedback, and by making the ordering process as simple and convenient as possible.

## System Requirements

The standard iSTAR website interface requires the latest version of Microsoft Internet Explorer. A Netscape compatible version will be available shortly. The QuickClick interface (Page 5) works with any email client and any web browser.

## Accessing The iSTAR System

You will be provided with a username and password to access the iSTAR system. The website address for depository order retrieval is: <http://orders.istaronline.com/>

iSTAR displays the following login screen:



iSTAR★Online

Username:

Password:

**Sign In**

This site is designed for use with the latest version of Microsoft Internet Explorer. If you do not have the latest version, you may download it by clicking here.

Enter the username and password you were assigned, and click the **Sign In** button. Please do not share your login information with anyone. If you have forgotten your username or password, contact the iSTAR Support Center in your state, or email [support@istaronline.com](mailto:support@istaronline.com).

## The New Orders Summary

Once you've successfully logged in, iSTAR displays a summary of the new orders awaiting your confirmation. Simply click on any item in the list to view the complete order. Clicking the **View Confirmed Orders** button at the bottom of the screen will display a summary of the orders you have previously confirmed.

**New Orders:** The following new orders are awaiting your confirmation. Click on any order to view details.

Order ID	School District	PO Number	Order Date	Order Total
101334	North Public Schools	BIBBIT-03/05/04	3/5/2004	\$6,083.55
101335	South Public Schools	TABER-0123	3/5/2004	\$5,350.00
101336	East Public Schools	CHESWICK-0304	3/5/2004	\$39,790.00
101340	Southwest Public Schools	MCMURPHY-002	3/5/2004	\$4,238.19
101343	Northeast Public Schools	MARTINI-123	3/6/2004	\$15,845.10
101345	Southwest Public Schools	MCMURPHY-001	3/6/2004	\$4,581.20

[View Confirmed Orders](#)

## The Confirmed Orders Summary

When you acknowledge receipt of an order, iSTAR saves that order to your Confirmed Orders File. You may then return to iSTAR at any time to review or print your confirmed orders. Click on an item in the list to view the complete order. Clicking the **View New Orders** button at the bottom of the page will return you to the New Orders Summary.

**Confirmed Orders:** The following orders have been confirmed. Click on any order to view details.

Order ID	School District	PO Number	Order Date	Order Total
101334	North Public Schools	BIBBIT-03/05/04	3/5/2004	\$6,083.55
101335	South Public Schools	TABER-0123	3/5/2004	\$5,350.00
101336	East Public Schools	CHESWICK-0304	3/5/2004	\$39,790.00
101340	Southwest Public Schools	MCMURPHY-002	3/5/2004	\$4,238.19
101343	Northeast Public Schools	MARTINI-123	3/6/2004	\$15,845.10
101345	Southwest Public Schools	MCMURPHY-001	3/6/2004	\$4,581.20

[View New Orders](#)

## The Order Details Page

When you click an item on either summary page, iSTAR displays the Order Details screen. This screen contains all of the information needed to process an order, including the contact names and phone numbers, billing and shipping addresses, purchase order number, special instructions, and the complete order contents.

An example is shown below:

Order Id	PO Number	Comments	Order Date	Order Total
101345	MCMURPHY-001	Please ship ASAP!	3/6/2004	\$4,581.20

Billing Address:	Shipping Address:
12345 Main Street Suite 100 Anytown, OK 73741-0287  Contact: Mildred Ratched Phone: 800-555-1212	12345 Main Street Warehouse B Anytown, OK 73741-0287  Contact: Chief Bromden Phone: 800-555-2323

Isbn	Title	Quantity	Price	Extension
0030154499	PSYCHOLOGY: PRINCIPLES IN PRACTICE © 98 GR 9-12 BY RA	30	\$51.90	\$1,557.00
0030524490	CREATING A PSYCHOLOGY FAIR	10	\$10.20	\$102.00
053453998X	INTRODUCTION TO PSYCHOLOGY 02 GR 11-12 6/E KALAT	20	\$59.50	\$1,190.00
0534580262	INTRODUCTION TO PSYCHOLOGY 02 GR 11-12 6/E PLOTNIK	25	\$55.50	\$1,387.50
0618048286	INTRO TO PSYCHOLOGY PE	15	\$22.98	\$344.70

<a href="#">Confirm Receipt</a>	<a href="#">Print Order</a>	<a href="#">Go Back</a>
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## Confirming And Printing An Order

When you click the **Confirm Receipt** button, iSTAR marks the order as confirmed and sends a notice to the purchaser via email. The system automatically returns you to the New Orders Summary, so you may continue to view and confirm any remaining orders.

Note: If you are reviewing a previously confirmed order, the **Confirm Receipt** button will not be visible.

The **Print** button opens your web browser's Print dialog box. This is the same as selecting Print from your browser's File menu.

Clicking the **Go Back** button will return you to the previous page. If you are viewing new orders, you will be returned to the New Orders Summary. If you are reviewing confirmed orders, you will be returned to the Confirmed Orders Summary.

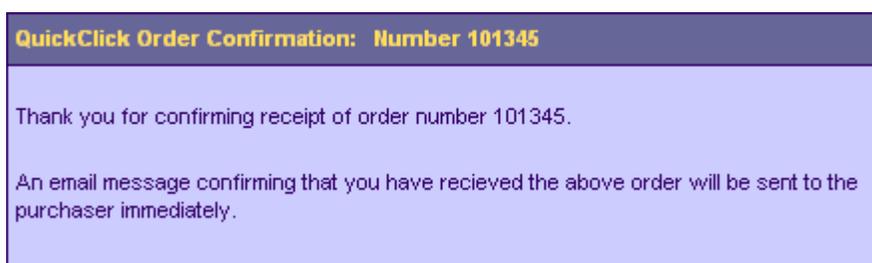
# The iSTAR QuickClick Interface

## How QuickClick Order Confirmation Works

In addition to the standard website access, you will be provided with an iSTAR Online email account. When the system processes an order for your depository, it forwards a copy of the order to your iSTAR email account. This email contains the same information available through the standard website interface. An example is shown on the following page.

When you receive an order via email, simply click the link provided at the top of the message. This link will take you to the iSTAR website, log you in, locate the correct order, mark the order as received, send a confirmation email to your customer, and log you back out – all with one *Quick Click*.

iSTAR displays the following notice:



## QuickClick Security

The security key used in the QuickClick Confirmation link is a randomly generated 15-character key that is guaranteed to be unique in the iSTAR database. This key provides roughly two hundred sextillion ( $36^{15}$ ) possible combinations. To gain access to the QuickClick order information, you need a valid key, and that key must be paired with the correct order number.

After three failed attempts, iSTAR will automatically deny any further requests from the offending IP address. As an added security measure, once you have confirmed receipt of an order through either the standard web interface or the QuickClick interface, the security key is changed and QuickClick access to that order is disabled.

## Your iSTAR Online Email Account

To ensure that you have a safe and reliable way to receive orders via email, you will be given an istaronline.com email account. This reduces the possibility of missing orders due to changing email addresses, switching Internet service providers, network glitches, and so forth. Your iSTAR Online email account is for iSTAR order retrieval and confirmation only. You will not be able to send or receive any other email using this account.

## Configuring Your Email Software

Your email software will need to know which mail servers to use for your iSTAR orders. Most email packages require you to enter an Outgoing Mail Server (SMTP) and an Incoming Mail Server (POP). For your iSTAR account, the server name is the same for both: mail.istaronline.com. Your username and password are the same ones you use to access the iSTAR Online website.

For more detailed information about configuring your email client, contact your network administrator or the makers of your email software.

# Sample Email Order

Please acknowledge receipt of this order by clicking here:

<http://orders.istaronline.com/QuickClick/confirm.aspx?i=101345&k=daid5x04zt14y07>

## ORDER INFORMATION

Order Id: 101345  
Order Date: 3/6/2004  
Order Total: \$4,581.20  
PO Number: MCMURPHY-001  
Comments: Please ship ASAP!

## BILL TO:

Southwest Public Schools  
12345 Main Street  
Anytown, OK 73741-0287  
Mildred Ratched  
800-555-1212

## SHIP TO:

Southwest Public Schools  
12345 Main Street  
Anytown, OK 73741-0287  
Chief Bromden  
800-555-2323

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LINE: 1  
ISBN: 0030154499  
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EXT: \$344.70  
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ISBN: 0534580262  
TITLE: Introduction To Psychology 02 Gr 11-12 6/E Plotnik  
PUB: Wadsworth Publishing/TL  
QTY: 25  
PRICE: \$55.50  
EXT: \$1,387.50  
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END OF ORDER 101345  
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