

## Frequently Asked Questions

Jennifer M - 2023-05-04 - FAQs

### General FAQs

#### What happens I forget my password?

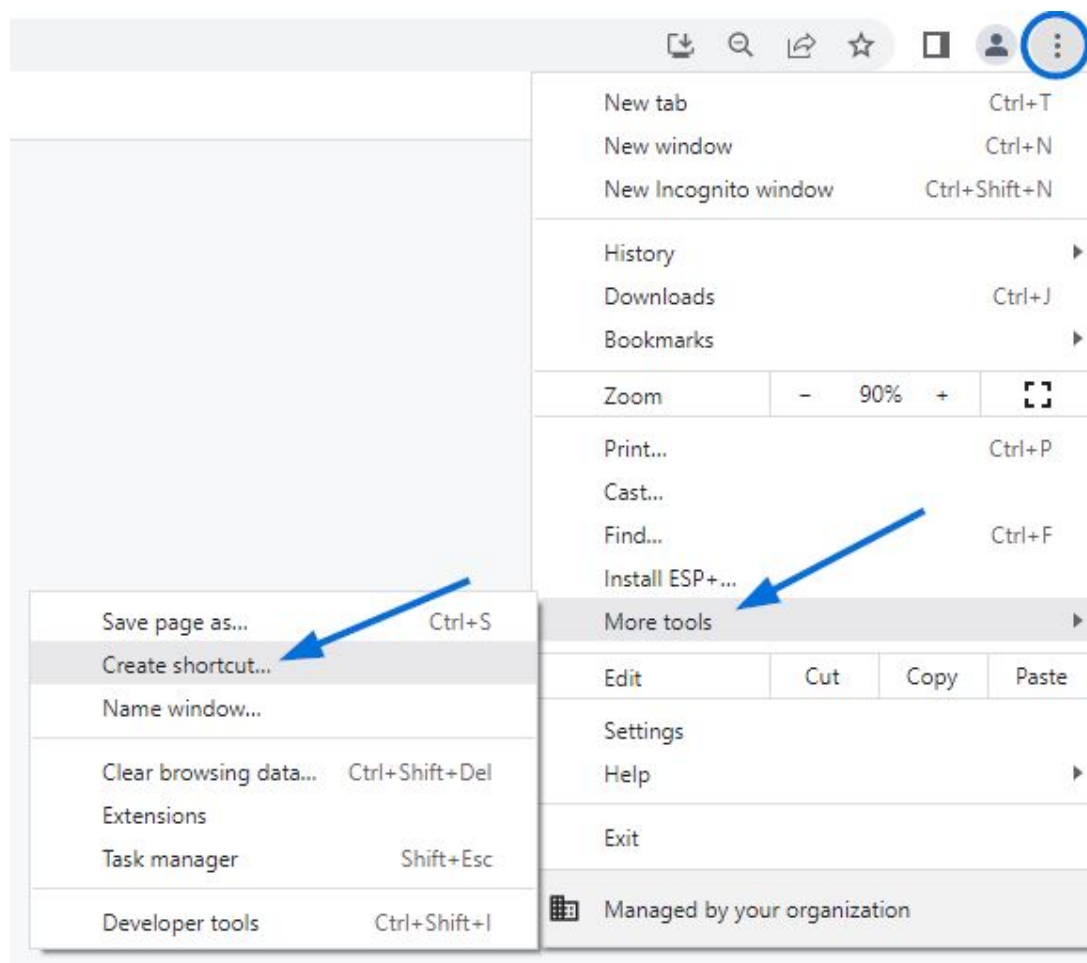
If you cannot remember your password, click on the ["Forgot your password"](#) link. You will be able to type your email address to have an email sent with a link to reset your password. The password reset link is active for 30 minutes.

#### My password reset link expired! What do I do now?

If your password reset link expired, you can generate a new one by clicking on the ["Forgot your password"](#) link.

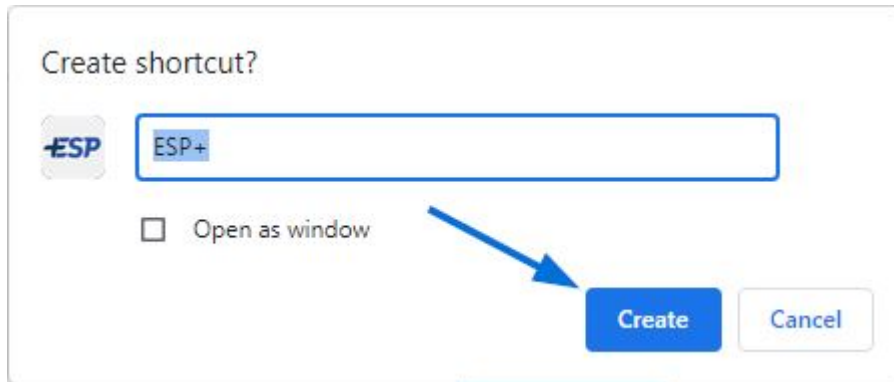
#### Can I add ESP+ as an icon on my desktop?

Yes, depending on the browser you are using. If you are using Google Chrome, click on the kebab (vertical three dot icon), hover on More Tools, and then select "Create Shortcut".



In the window, type any name you'd like and then click on the Create button. Do not check

the "Open as window" checkbox.



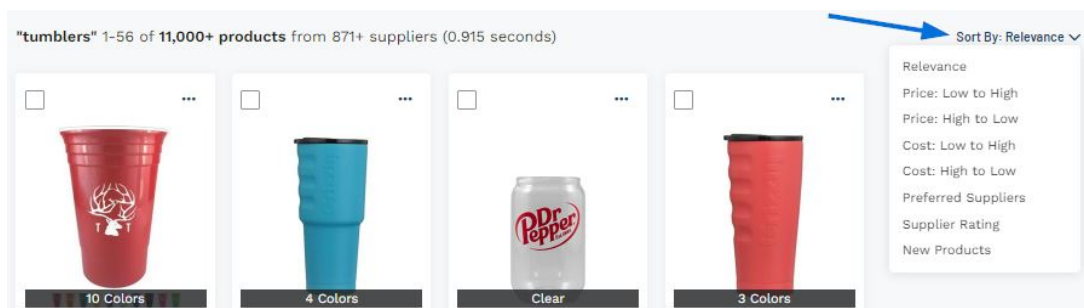
## How do I search for Suppliers or Decorators?

On the left side of the main search bar, there is a dropdown which enables you to toggle between the type of search. Use the dropdown to select whether you'd like to search for Products, Suppliers, or Decorators.



## How do I sort search results?

After doing a search, use the dropdown above the search results.



## Quotes/Orders/Invoices FAQs

### What if the order contains multiple products from the same supplier?

If the order contains multiple items a supplier, all items will appear on the same purchase order. For example, if the order contained three products, two shirts from Supplier A and a hat from Supplier B, two purchase orders will be generated: one for Supplier A listing both shirts and a second for Supplier B listing the hat.

### What is the difference between the Download and Send options here and the buttons up top?

The only difference is that the buttons up top require you to select the vendor while the options available via the three dot icon will automatically fill in the supplier's information.