

Horizon Online App Instructions

How to Create a Web User Account

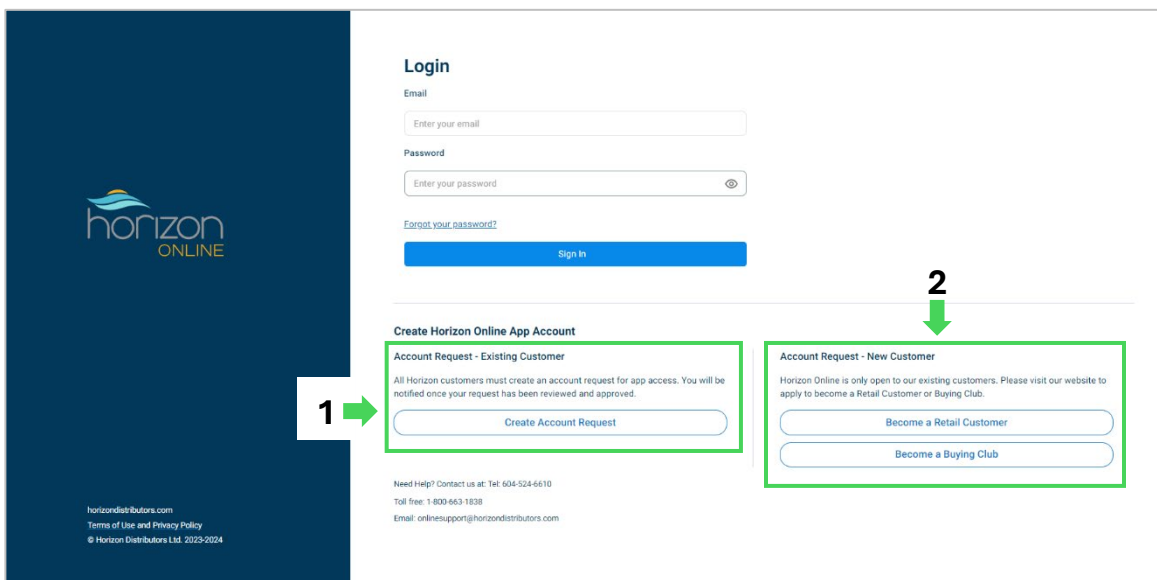


LOGIN TO THE WEB APP

To access the Horizon Online web app visit online.horizondistributors.com and follow the steps below to create a user account. For security purposes all users must have their account request approved by Horizon's AR department before they are granted access to the app.

For concerns or questions about how to sign up for your user account please contact us at 604-524-6610 or by email at onlinesupport@horizondistributors.com.

CREATE A HORIZON ONLINE ACCOUNT REQUEST



To access the app, you must first request a user account. Please follow the steps below.

1) Click the "Create Account Request" button if you are an Existing Customer with a Horizon Customer number. This will take you to the Create Account Request screen.

2) If you are a new customer, click the "Become a Retail Customer or Become a Buying Club" button. This will take you to the [Horizondistributors.com](https://horizondistributors.com) site to fill out our Retail Customer or Buying Club application.



DOWNLOAD THE HORIZON ONLINE MOBILE APPS

Visit the [Apple App Store - iPhone](https://www.apple.com/app-store/) or [Google Play - Android](https://play.google.com/store/apps/details?id=com.horizononline) to download the Horizon Online Mobile app to your mobile device. Use the scanning app to add orders from the shelf directly to your shopping cart.

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COMPLETE YOUR USER ACCOUNT REQUEST

The Create Account Request form opens.

The screenshot shows the 'Create Account Request' form. On the left is a dark blue sidebar with the 'horizon ONLINE' logo. The main form area has a white background. At the top, it says 'Create Account Request' and 'Horizon Online is open to all our approved retailers. Please enter your information below.' The form is divided into sections: 'Store Information' with a 'Customer Code*' field; 'Account Information' with 'First Name*', 'Last Name*', 'Cell Phone* (for Multi-factor Authentication)', and 'Email*' fields; and 'Password*' and 'Confirm Password*' fields. Below these are password requirements: 'At least 8 characters', 'At least one number', 'A combination of upper and lower case letters', and 'Special characters such as (!, %, ^, & etc.)'. A checkbox for 'I agree to Horizon's Terms of Use and Privacy Policy' is present. At the bottom, there is a blue 'Request Account Access' button and a 'Back to Login' link. Green arrows and numbers 3, 4, and 5 point to the form fields, the terms of use checkbox, and the 'Request Account Access' button respectively.

3) Fill out all the required fields and create/confirm a password.

4) Check the box next to “I agree to Horizon’s Terms of use and Privacy Policy.

5) Click the blue **Request Account Access** button to submit your request. A screen thanking you for your request will appear with instructions. If you have a Store Admin, they will be notified of your access request by text message; otherwise please contact Horizon.

The screenshot shows the 'Thank you for your request!' confirmation screen. On the left is a dark blue sidebar with the 'horizon ONLINE' logo and contact information: 'horizondistributors.com', 'Terms of Use and Privacy Policy', and '© Horizon Distributors Ltd. 2023-2024'. The main content area has a white background. It starts with 'Thank you for your request!' followed by 'Your store needs a Store Admin to proceed. Please contact us at 604-524-6621 or email us at accounts@horizondistributors.com.' Below that, it says 'A verification email has been sent to your registered email.' and a 'Back to Login' button. At the bottom, there is contact information: 'Need Help? Contact us at: tel: 604-524-6610', 'Toll free: 1-800-663-1838', and 'Email: onlinesupport@horizondistributors.com'.

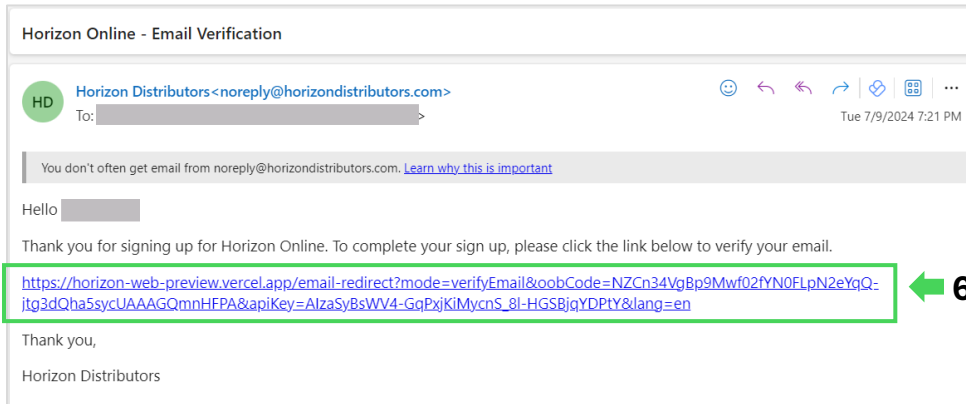
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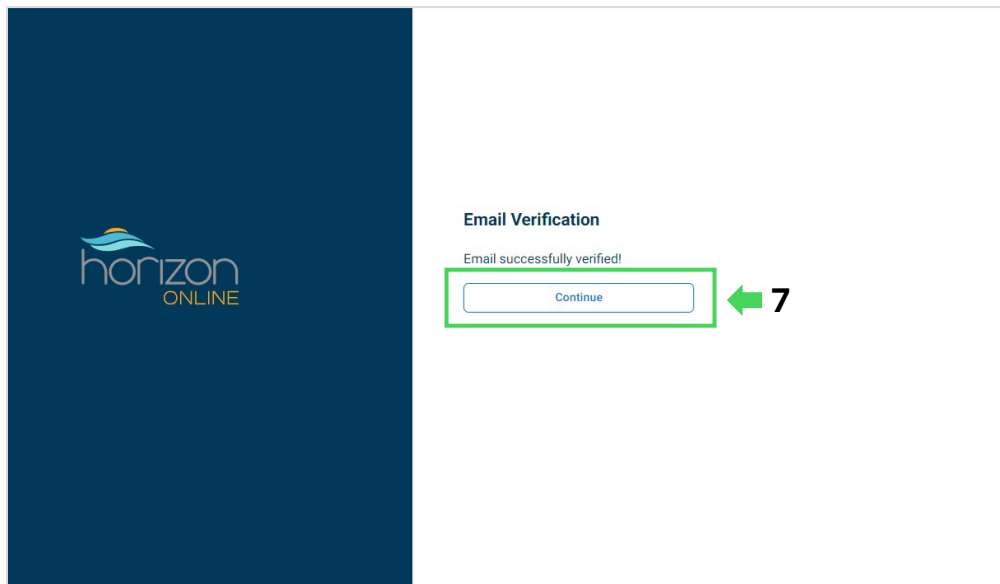
EMAIL VERIFICATION

After you submit your Access Request you will receive an email to verify your email address.



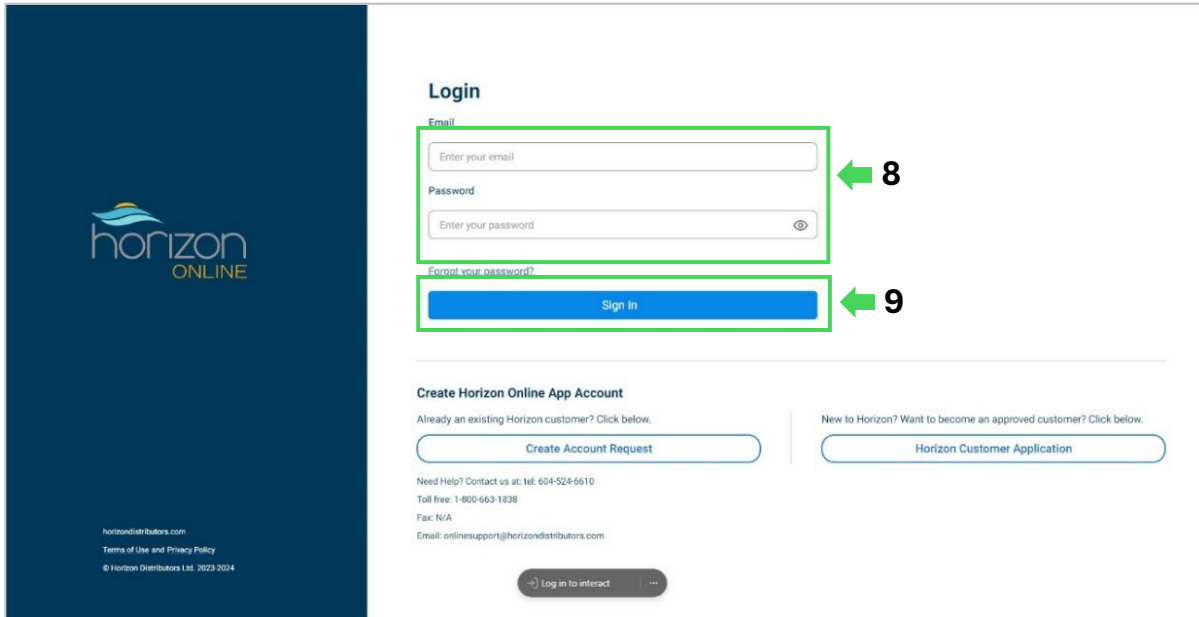
6) Click the **link in the email** and it will take you to an email verification screen in Horizon Online.

7) Click the **Continue** button and it will take you to the login page.



8) Once your user account is approved by Horizon's AR department your Store Admin will be notified to activate your account. If your store does not have a Store Admin you will receive a notification email from Horizon. You then can log in to the app using your email and password.

LOGIN TO YOUR USER ACCOUNT



8) Enter the same **email** and **password** that you provided at registration.

9) Click the blue **Sign In** button.



PLEASE NOTE: For security purposes you are required to authenticate (2-factor authentication) using your mobile device. A SMS 6-digit verification code will be sent to the mobile number you provided at registration.

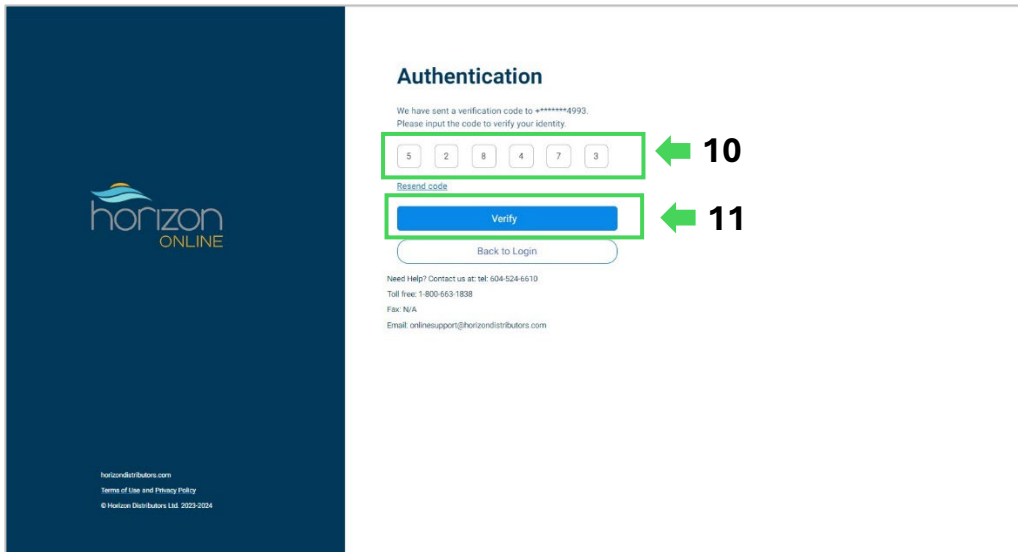
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AUTHENTICATION FOR ACCOUNT ACCESS

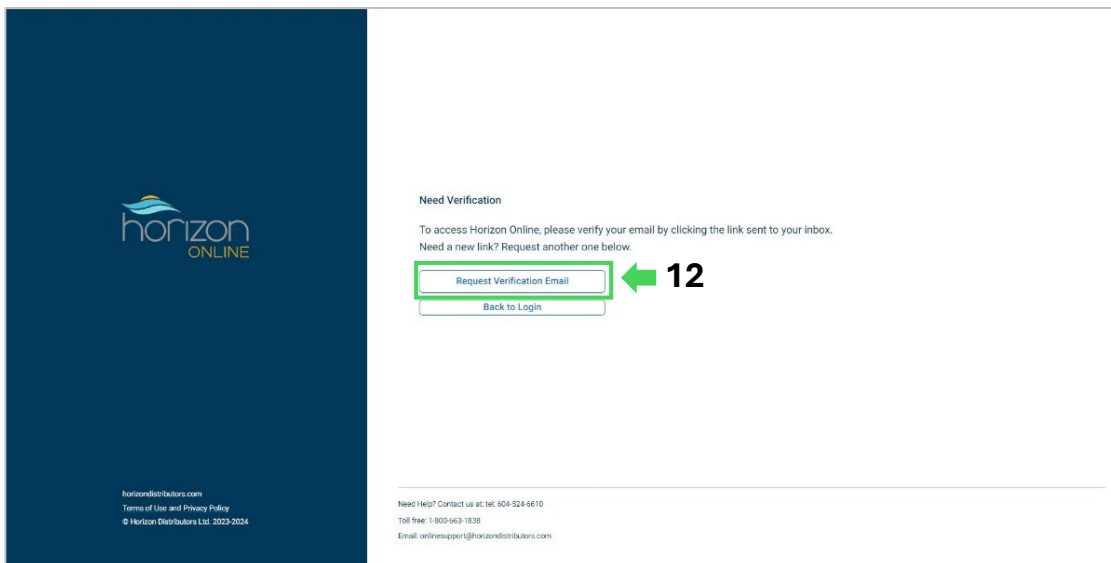
The Authentication screen opens.



10) Enter the **Verification code** sent to your mobile device.

11) Click the blue **Verify** button.

12) After authentication, a screen will appear asking you to Request a Verification Email. Click the Request Verification Email button.

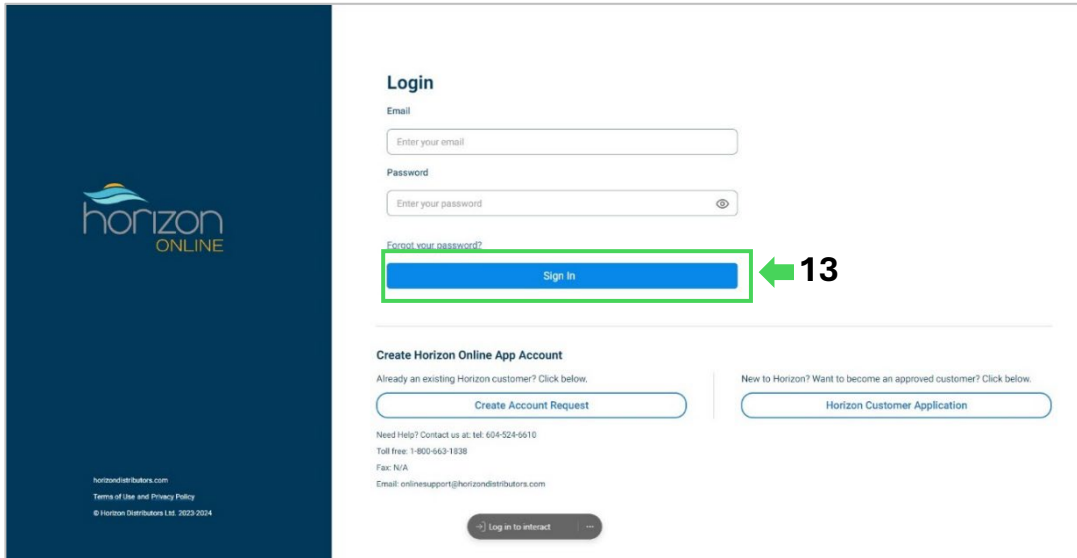


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13) Click the link in the email and log in back into the app with your email and password. Click the Sign In button.



14) The front page of the app will open, and you can start placing orders.

