

Horizon Online 2.0 App Instructions

How to Create a Web User Account

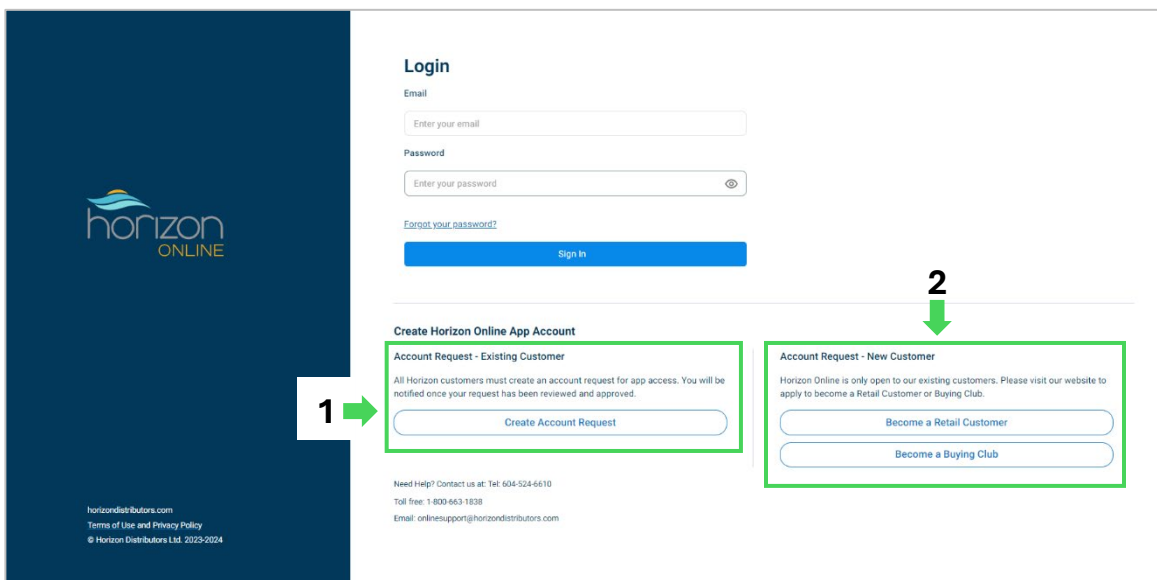


LOGIN TO THE WEB APP

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 their **Store Admin** before they are granted access to the app.

For concerns or questions about how to sign up for your user account, please email us 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 site to fill out our Retail Customer or Buying Club application.



DOWNLOAD THE HORIZON ONLINE MOBILE APPS

Visit the [Apple App Store - iPhone](#) or [Google Play - Android](#) 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. It includes a sidebar with the Horizon Online logo. The form fields are: Store Information (Customer Code*), Account Information (First Name*, Last Name*, Cell Phone*, Email*), Password*, and Confirm Password*. A checkbox for 'I agree to Horizon's Terms of Use and Privacy Policy' is highlighted with a green box and arrow 4. A blue 'Request Account Access' button is highlighted with a green box and arrow 5. A 'Back to Login' button is also visible. Callout 3 points to the form fields.

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 confirmation screen titled 'Thank you for your request!'. It includes the Horizon Online logo and the following text: 'Your store needs a Store Admin to proceed. Please contact us at 604-524-6621 or email us at accounts@horizondistributors.com.' and 'A verification email has been sent to your registered email.' A 'Back to Login' button is present. 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'. The sidebar contains 'horizondistributors.com', 'Terms of Use and Privacy Policy', and '© Horizon Distributors Ltd. 2023-2024'.

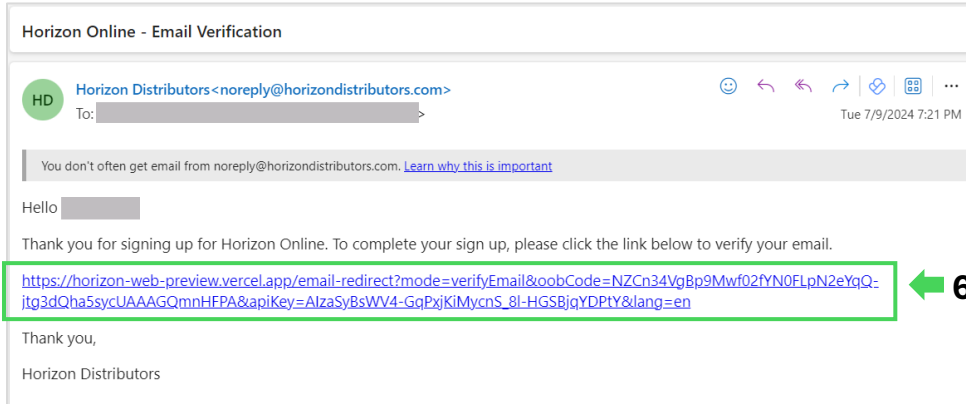
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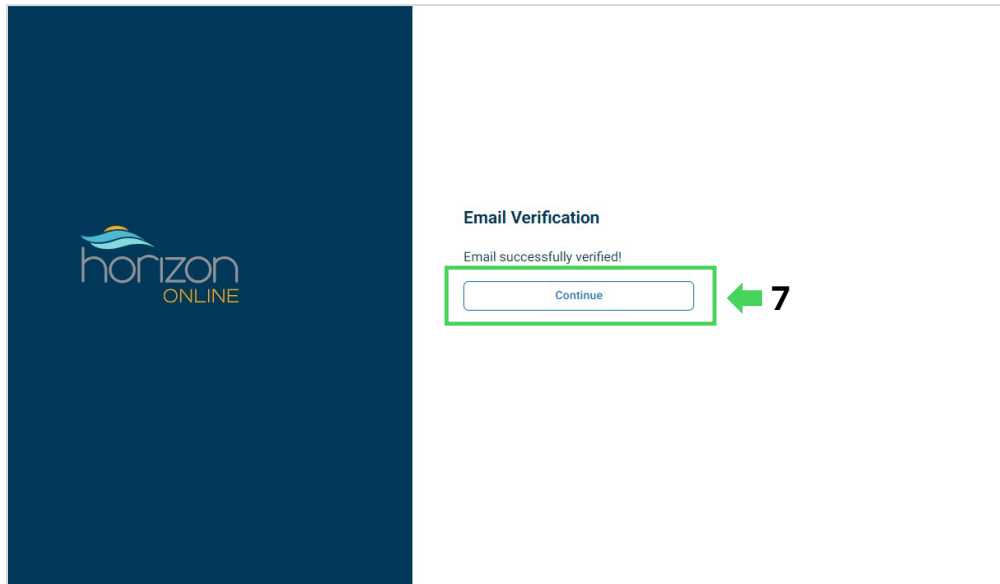
EMAIL VERIFICATION

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



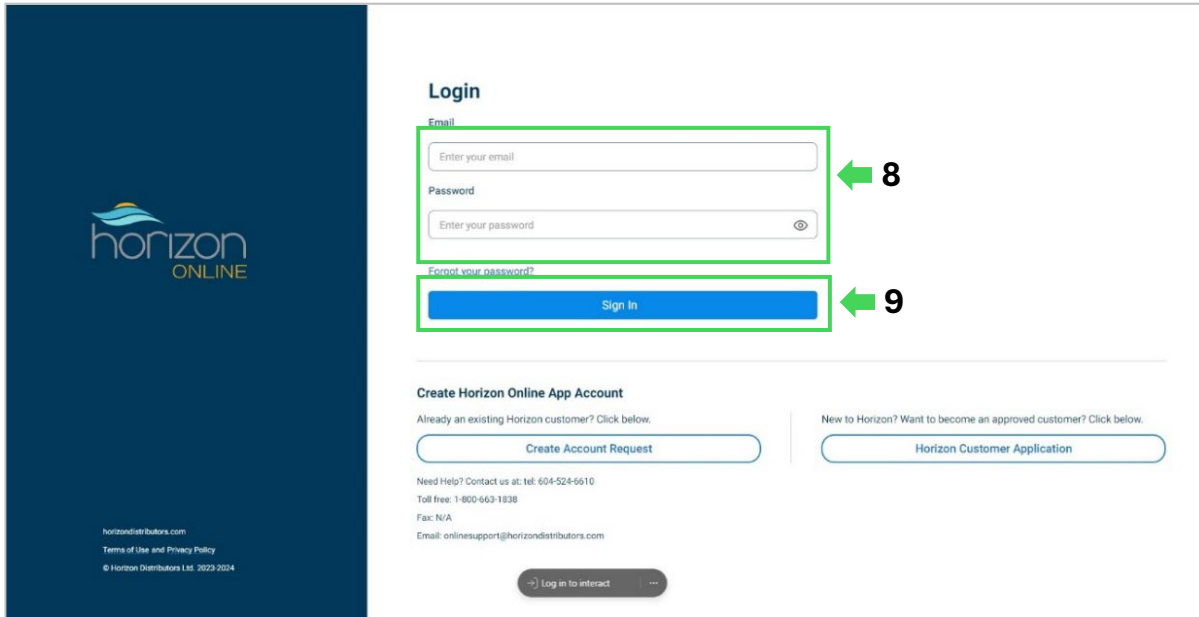
6) Click the **link in the email** and it will take you to an email verification screen in Horizon Online.

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



8) Once your user account is approved by **your Store Admin** will be notified to activate your account. 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.

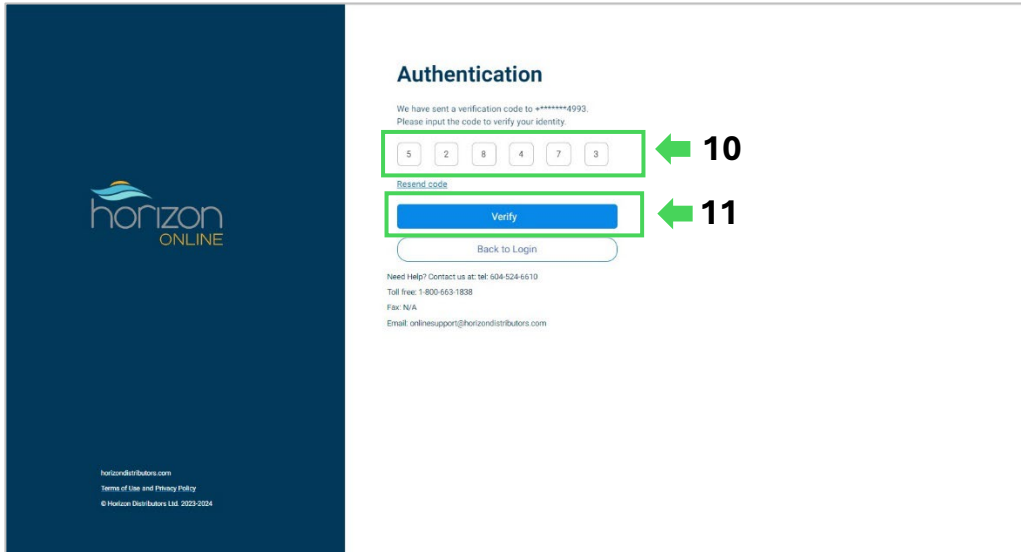
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AUTHENTICATION FOR ACCOUNT ACCESS

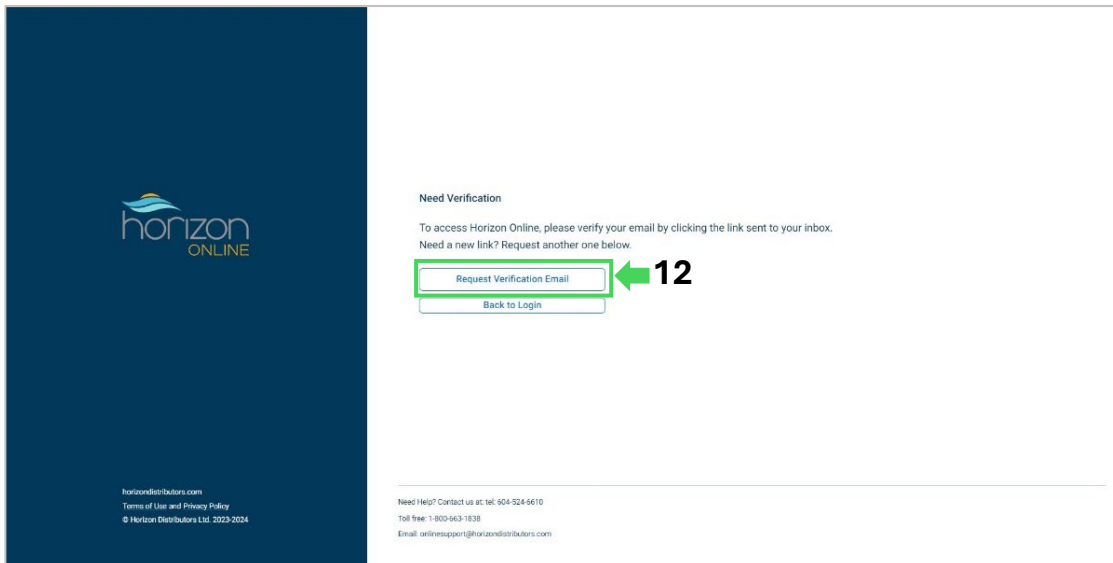
The Authentication screen opens.



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.

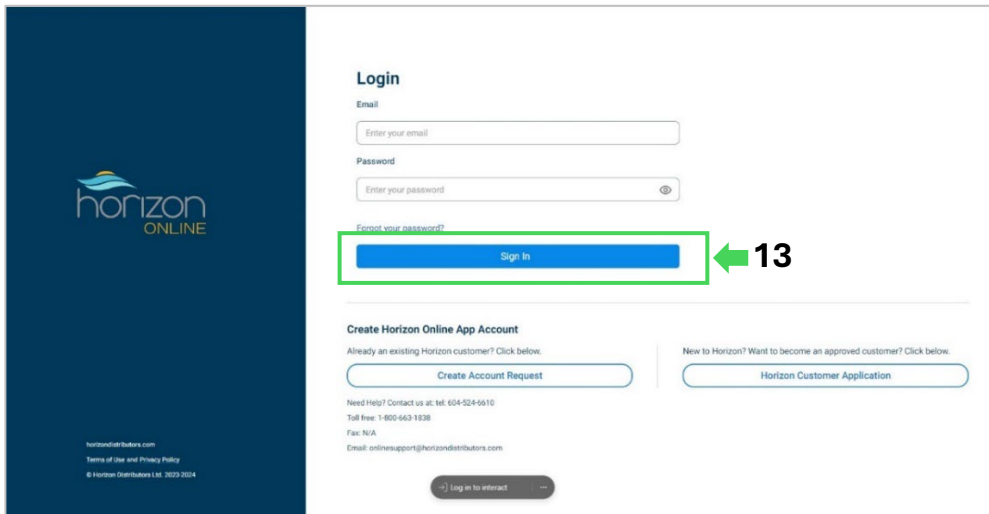


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13) Click the link in the email and log in back into the app with your email and password. Click the **Sign In** button.



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

