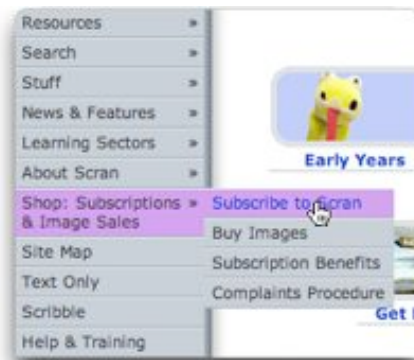


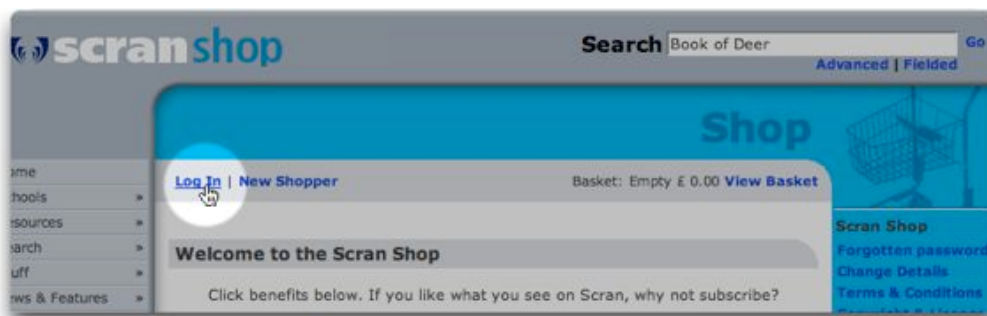
### 1 Getting to the Shop

This guide helps you to use the shop at [www.scran.ac.uk](http://www.scran.ac.uk). Choose **Shop** from the menu on the left hand side of the front page or go directly to [www.scran.ac.uk/shop/](http://www.scran.ac.uk/shop/)



### 2 Logging In - Current, Previous or Trial Customers

If you have bought something before or had a trial, you can log-in and the shop will remember your details. You need your **username** [usually your email address] and your **password**. Click the **Log-in button**. We'll remember you even if your account or trial has expired.



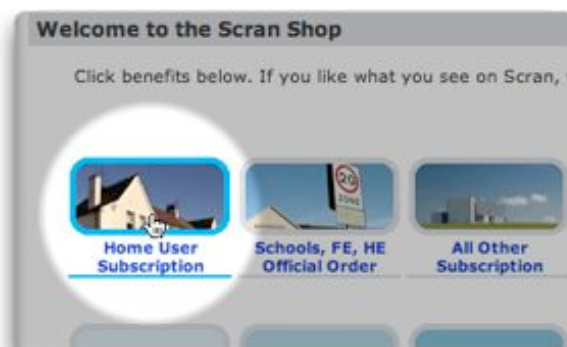
### 3 New Shopper?

Click the **New Shopper** button next to login to enter your address and set up a username and password. Make sure your email address is correct because that's where your account details go.

**School Shoppers:** Do not login. We send all details by post. Send us an Official Order.

### 4 Making a Purchase

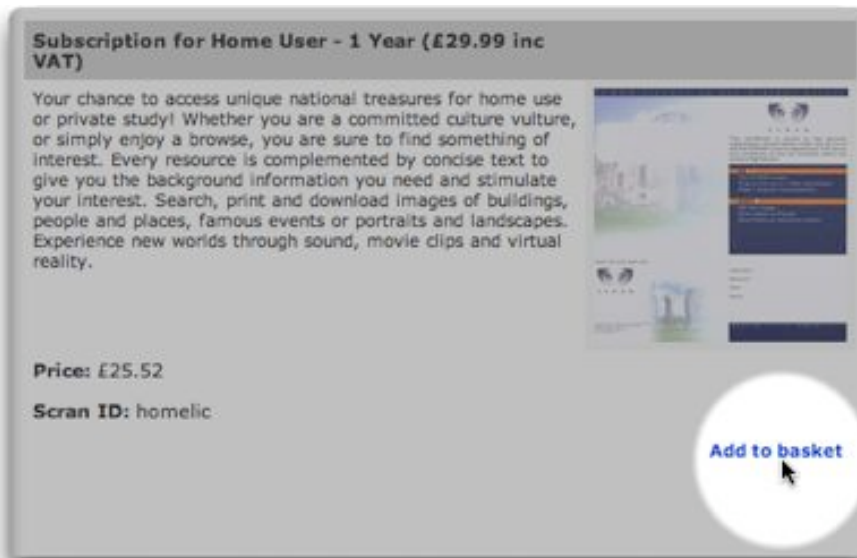
Now it is time to select your purchase. Select the appropriate big button.



## Select subscription type



## Confirm add to basket



Now you see your basket. You can delete items or you can log-out. If you log-out without completing the purchase, the item will still be in the shop basket when you next log-in.



Now, there are confirmation pages for your address etc and a final summary page. At that point, you go to the bank page to input your credit or debit card details. Ensure you do this carefully. On successful acceptance, you will be returned to a page confirming the sale on Scran.

## 5 Your Account Activated Email will Follow

You will then receive an email with your login details for [www.scran.ac.uk](http://www.scran.ac.uk) and a receipt.

## **6 Problems Creating New Shopper Account - Previous or Trial Customers**

If the shop says you already have an account, this means you may have created one in the past or you've had a Scran Trial. Try the Forgotten Password button at the right in the blue column. This will email you the password to your registered email address. That will allow you to login. If that does not work, please phone us. We regret the shop will not allow you to create a duplicate account but we can reset this if you phone us on 0131 662 1211 [international dialling code is +44 131 662 1211]

## **7 I want to Renew my Subscription or Move from a Trial**

Wait until you receive your renewal email and then click Renew Subscription. Don't worry if you do this a few weeks ahead of the expiry date, we add a full period onto the end of your current expiry date. Trial customers can log in either during or after the trial to take out a subscription. You can also phone in your renewal 0131 662 1211 [international dialling code is +44 131 662 1211]

## **8 Changed Details**

Log In under your current username and password and then click Change Details in the Blue area at the right. You can change your email or home address under Change Details or your Password or Review Orders.

## **9 Keep Your Contact Details Updated**

It is important to let us know about any change of address or email address. We need these to keep in contact with you and send you reminders such as password reminders or subscription renewals. You can either do this online using Changed Details above or phone us on 0131 662 1211 [international dialling code is +44 131 662 1211]

## **10 Our Contact Details**

Scran  
17 Kittle Yards  
EDINBURGH  
EH9 1PJ  
United Kingdom

P 0131 662 1211 [international +44 131 662 1211]

F 0131 662 1511 [international +44 131 662 1511]

E [scran@scran.ac.uk](mailto:scran@scran.ac.uk)

W [www.scran.ac.uk](http://www.scran.ac.uk)