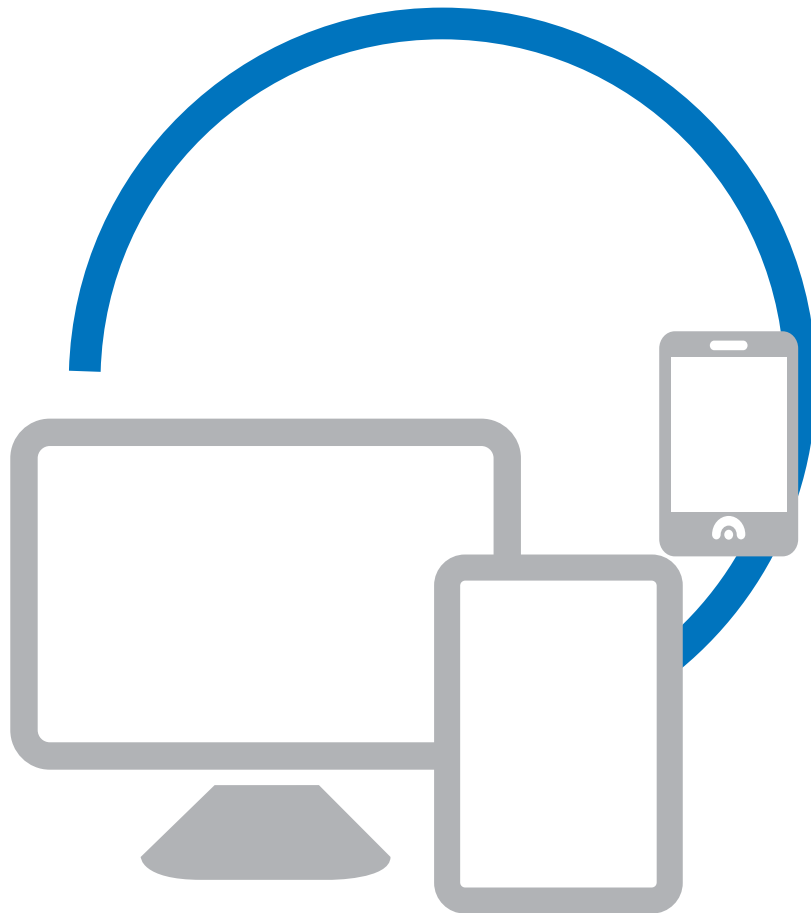
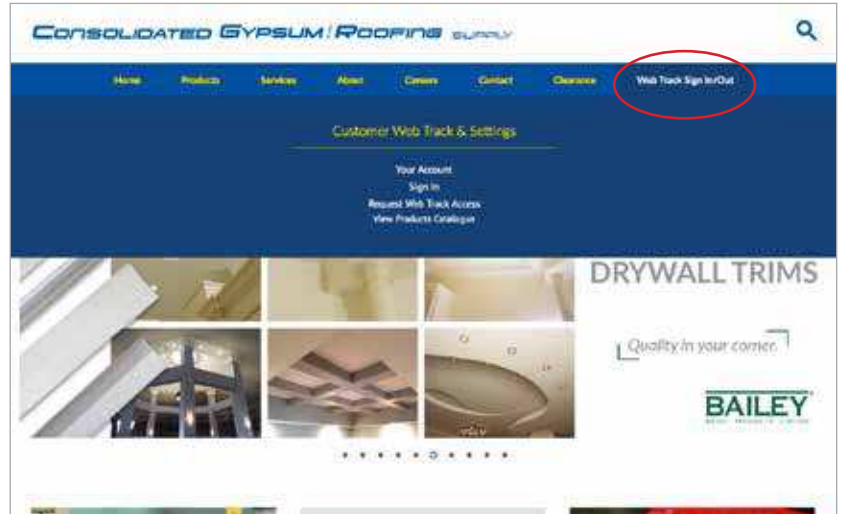


Web Track Customer Portal



Learning About your Customer Portal

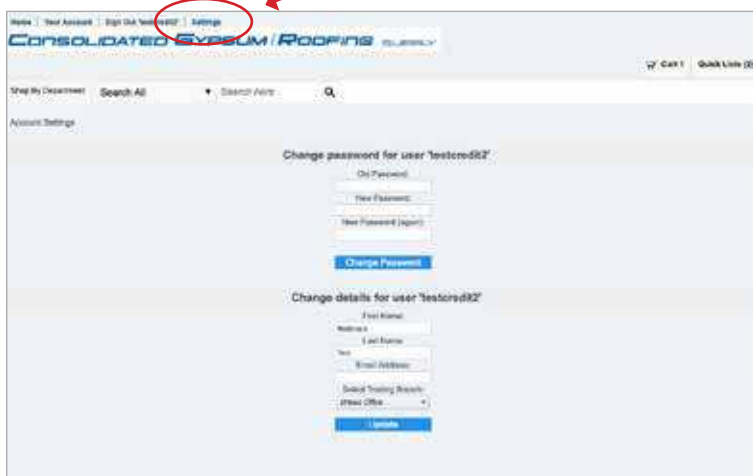
- Page 1** **Updating your temporary password**
- Page 2** **Overview**
- Navigating your Customer Portal
- Page 3** **Making a Quicklist**
- Page 4-6** **Placing an Order**
- Page 7** **Printing Invoices / Trouble Shooting**
- If you do not have a PDF reader
 - Printing Invoices
 - If you are using Firefox & Get this message
 - If Chrome or Opera are your browsers
 - If Safari is your browser
- Page 8** • If you are using Firefox , & your invoices do not print & you get no message
- If you are using Edge
- Page 9** • If you are using Edge continued
- Other methods of printing invoices
- Page 10** **Adding the Web Track App on your mobile device**



Step 1: After you have been assigned a login & temporary password, go to www.consolidatedgypsum.ca. Click on the Web Track login link located on the top right “Web Track sign in / out” and then sign in.



Step 2: After you have signed in, click on the Web Track login link again. In the drop-down menu you will see a “settings” link. Please click on this link.

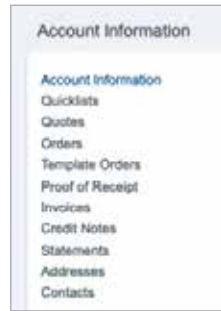
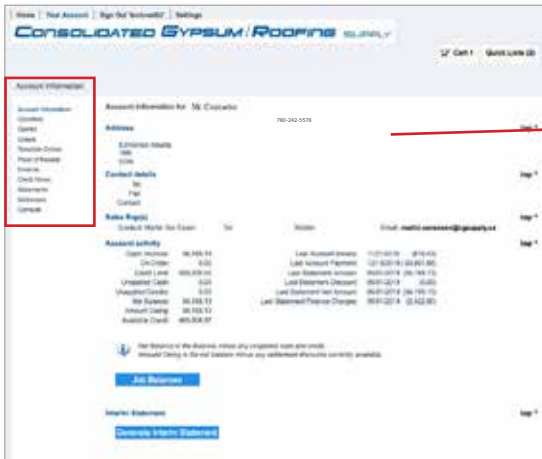


Step 3: This area will allow you to change your temporary password to whatever you like. Remember to make your password strong!

Also located in settings you can change your user details such as your first name, last name, e-mail address and trading branch.

Remember to hit the update button before leaving this page.

LEFT NAVIGATION PANEL



View your account history, quotes, orders, invoices and credit notes with ease and at your convenience 24/7.



PROOF OF RECEIPT



Track and follow your deliveries and get a proof of delivery photo taken by our drivers.

You can monitor your deliveries and have peace of mind that your job materials are ready for when you arrive at your job site!

NAVIGATING BACK TO THE CONSOLIDATED GYPSUM WEBSITE



Use the Home tab and then click link in new window.

QUICKLIST TAB

(See page 3 for detailed instructions)

You can select products from our catalogue and create a custom list of products that are specific to your company.

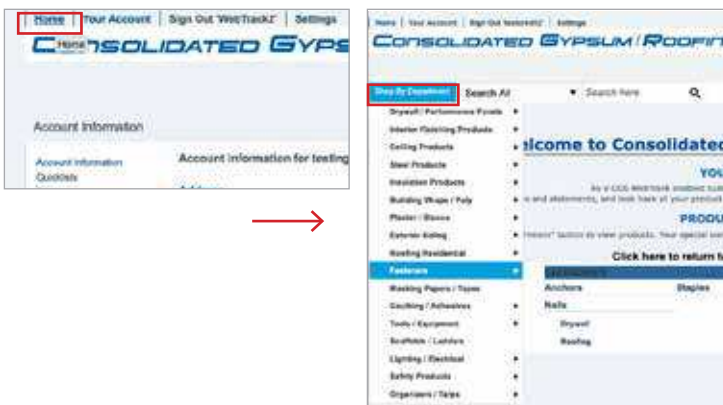
ACCOUNT INFORMATION / ADDRESSES / CONTACT TABS

If your contact information changes in any way please contact our Credit department so that they can update it.



VIEWING THE PRODUCT CATALOGUE

(See page 4 for detailed instructions on placing an order.)
Select the HOME tab and then SHOP BY DEPARTMENT.

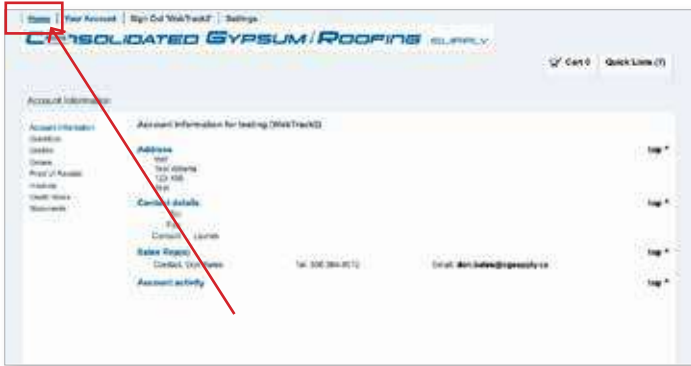


SIGNING OUT

Sign out using the top navigation bar.



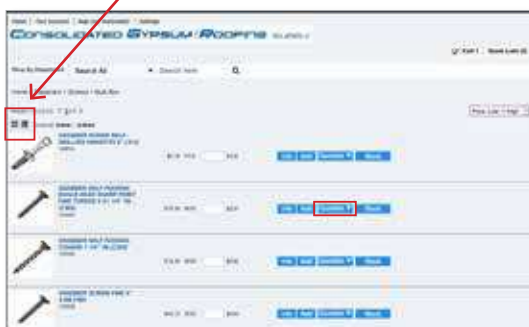
Select products from our catalogue & create a custom list of products that are specific to your company!
Create, and edit as many of these custom lists as you want.



1 - Click on "Home" in the top navigation bar. Select a product category from the drop down menu.



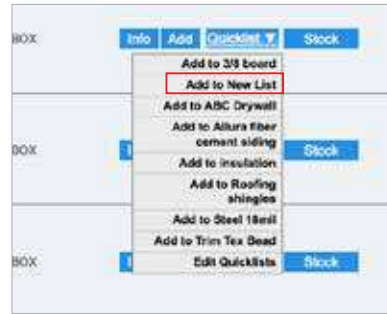
2 - For this example, we are navigating to Fasteners, then Screws and Bulk Box. The results are displayed. You can choose between two views; grid view or list view.



Line View

Grid View

3 - Use the "Quicklist" button to select item you wish to save to your new or existing Quicklist.

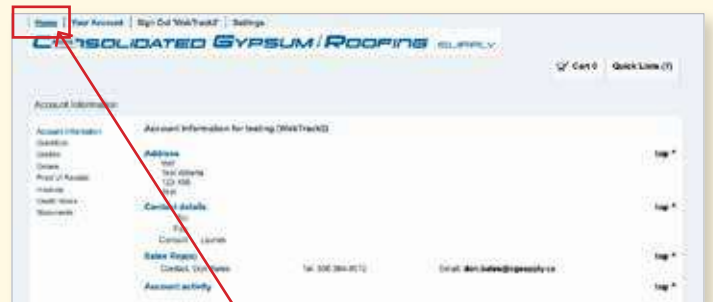


4 - For a new list, you'll get a new window. Give your list a unique name and save. Make your list as long as you wish. You can have multiple lists.



5 - Edit or delete a Quicklist.

NAVIGATING BACK TO THE CONSOLIDATED GYPSUM WEBSITE



Use the Home tab and then click link in new window.





First, [SIGN IN](#) to your account. You will be redirected to the sign in customer portal page.

If you have lost or forgotten your log in user name and password, please contact our credit department.

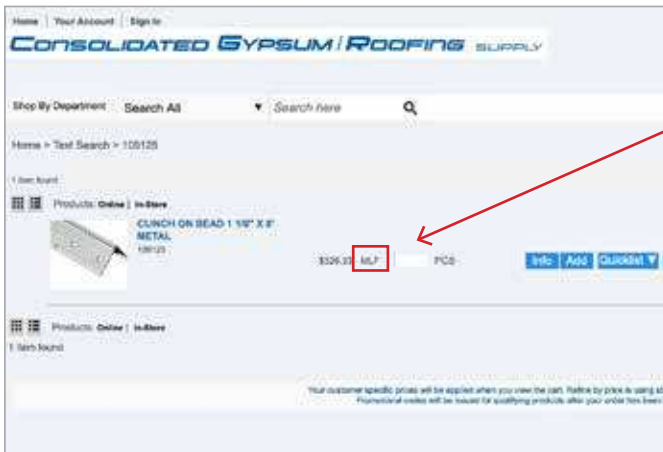
NOTE: If you need to request access for the first time, contact our credit department one of three ways:

- 1- Call toll free: 1-877-752-7786 local: 780-452-7786
- 2 - Email credit@cgsupply.ca
- 3 - Click on the “request access” button. Follow the prompts and press submit.

Someone will contact you as soon as possible with log in credentials.



Once signed in, you are redirected to your account page. Select the **HOME** tab on the top left corner. In the new window, use the “Shop by Department” button and select a category and sub category from the drop down menus.



Enter a quantity and click "Add to Cart".



Notice there is a number in your cart. Even though you selected 5 units, the number 1 is in your cart indicating one transaction.



You can shop for more items, edit what you have selected or submit your order by clicking "Place Order Now" and follow the prompts on the Check Out Details page.

By default, some of our items are priced by thousand linear feet (MLF). As you proceed, the price will be adjusted to the unit price on the "Items in your Cart" page.

NOTE:

If your button reads, "Place **Quote** Now", instead of "Place **Order** Now", you are NOT signed in to your account.

You must sign in to get your special contractor and regional pricing.

Use the "Sign In" button and proceed.



Once you have signed in, you'll get a message indicating that your prices have changed.

Go ahead and continue shopping or place your order and then proceed to the Check Out Details page.

Check Out Details

Carefully read and fill out all the fields.
* indicates a mandatory field.

It is very important to select your branch, shipping method and date required.

You will get a follow up call from a sales rep to discuss delivery charges, special instructions and confirmation of your order.

When completed, click "CONTINUE"

Order Summary

You will get another window with your summary. You can still go back, or continue. Note: you must check the agree to terms and conditions box to finalize your transaction.

Finish by clicking "Complete Order".



Confirmation

You will be given an order confirmation number.

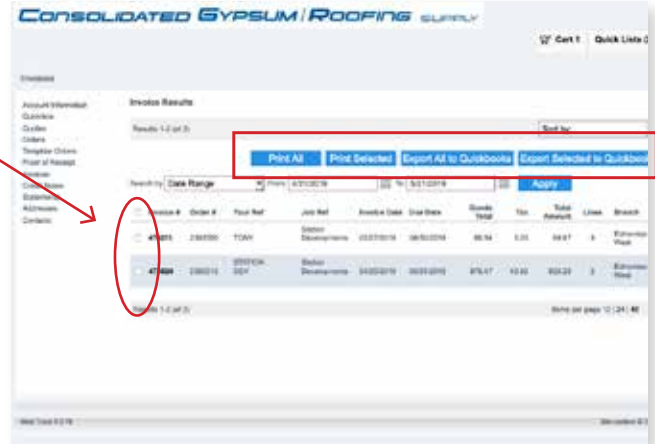
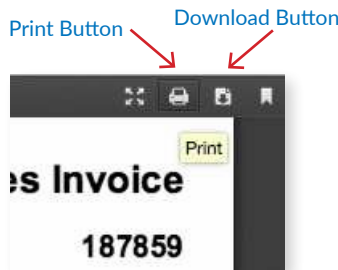
The Invoices you select to print will be in a PDF and they will “pop-up” in a new window so you can print them. You will need an Adobe PDF reader. Majority of computers have this installed. If your does not, you will need to install one. Its free and will need to be downloaded. Go to this link and click on “Install Now”: <https://get.adobe.com/reader/?promoid=BUIGO>

Also, please make sure you are running the latest version of your browser. If not, download and install a newer version.

HOW TO PRINT INVOICES

You need to “select” items you want printed. Check off corresponding box or boxes and then click on “print all” or “print selected”.

A new window will appear with a PDF. You can either print it from your browser (Internet Explorer, Firefox, Chrome, Opera, Safari) or download the PDF and print it from your desktop.



IF YOU ARE USING FIREFOX & GET THIS MESSAGE

What has happened is your invoice is trying to open in another window (pop-up) and FIREFOX has blocked it.

You are given three options on how to proceed:

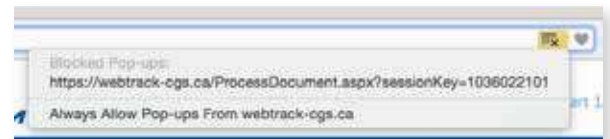
- 1- Allow pop-ups for www.webtrack-cgs.ca
- 2- Edit pop-up Blocker options.
- 3- Don't show this message when pop-ups are blocked.



Firefox

Webtrack-cgs.ca is a secure site. Go ahead and click on “Allow pop-ups for www.webtrack-cgs.ca” Moving forward, this will allow you to view and print your PDFs from your Web Track Customer Portal.

CHROME and **OPERA** will have a similar message. Go ahead and click on “Allow pop-ups for www.webtrack-cgs.ca”

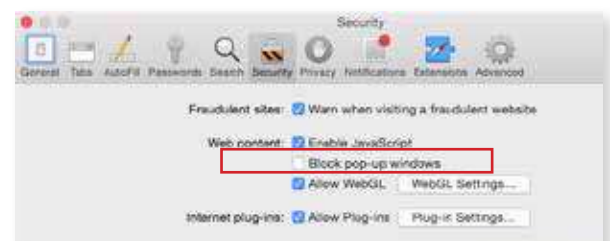
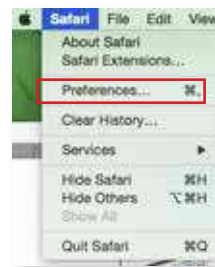


Opera

IF YOU ARE USING SAFARI

Go to Preferences, then Security. Uncheck “Block pop up windows”.

When you are done viewing and printing your PDF, you may want to return to your security settings and check that box to prevent future pop ups. Note that each time you want to view or print a PDF from your customer portal, you will have to uncheck that box.



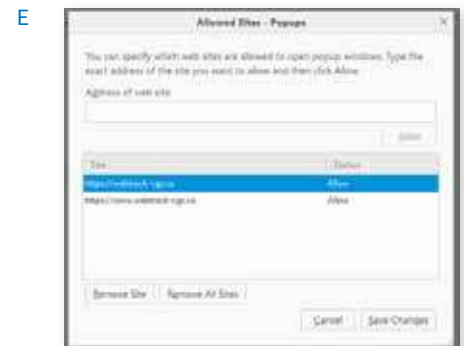
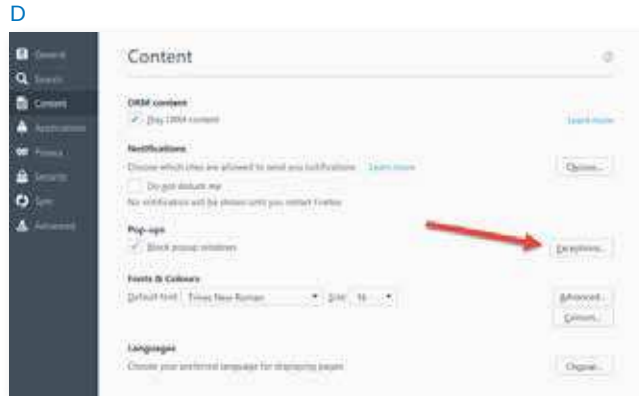
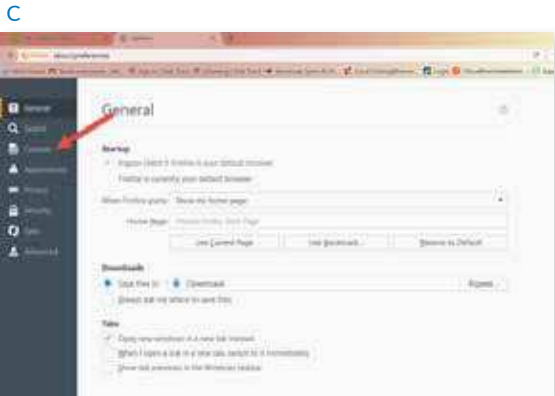
Safari

IF YOU ARE USING FIREFOX , YOUR INVOICES DO NOT PRINT & YOU GET NO MESSAGE

Click on the icon that looks like three stacked lines. This should be in the upper right corner of the Firefox window. (Image A)

Then click on the icon that looks like a gear. On a Window computer it is called "Options". On a Mac computer, it is called "Preferences". (Image B)

This will open a new tab in the browser. Click on "Content" on the left navigation bar. (Image C) Then click on 'Exceptions...' on the right side of the window. (Image D)



An "Allowed Sites" window will appear and you will need to add 'https://webtrack-cgs.ca' and 'https://www.webtrack-cgs.ca' to the allowed exceptions. (Image E)

Press "Save Changes"

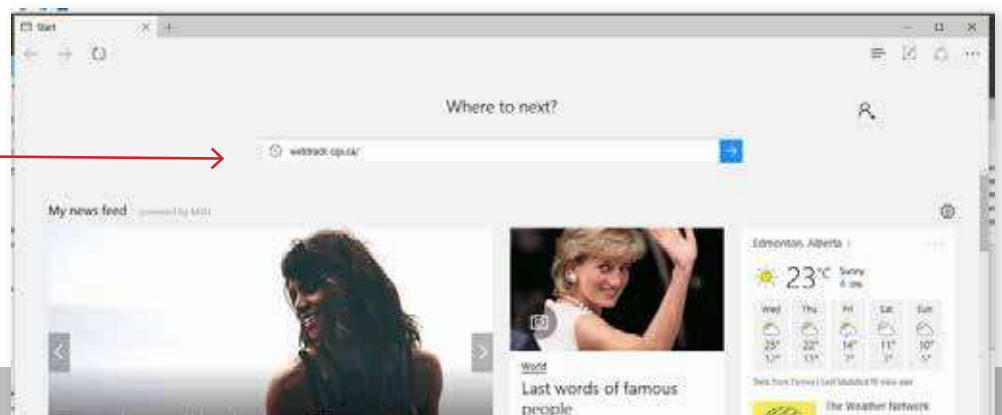
IF YOU ARE USING EDGE

It is a known problem to open PDF documents using Edge. To get around this, you can open Edge in an Internet Explorer Browser.

Click on the Edge Icon



This will open the Edge Browser, type the website you wish to go to in the search box and click the arrow. In this case I want to go to 'webtrack-cgs.ca'



When you get to your web page click on the '...' in the upper right corner.

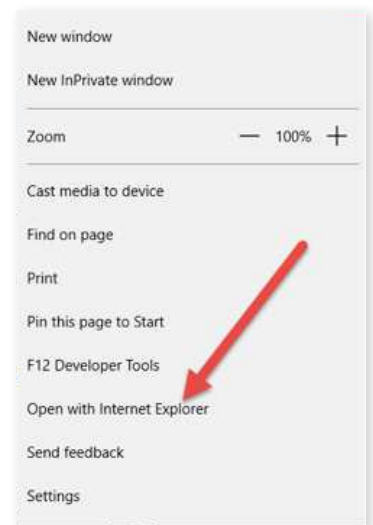


This will open a pull down.

Click on 'Open with Internet Explorer'

This will open a new browser running Internet Explorer v11.5

If you want you can right click on the new Icon and Pin it to the task bar for next time.



OTHER WAYS TO PRINT FROM YOUR BROWSER:

1- In top right hand corner there is Icon that has 3 lines horizontally stacked. Click on this icon and the window will expand. Look for the print icon and click.

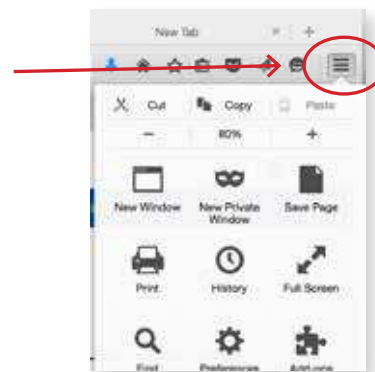
2- You can use keyboard short cuts to prompt your print window.

For PC:

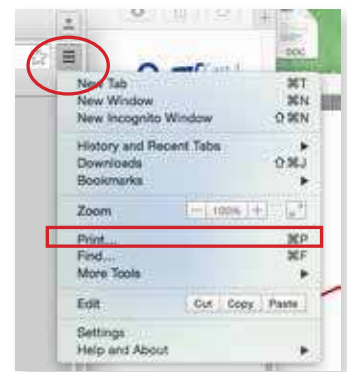
Hold down Control + P

For Mac:

Hold down Command + P



Firefox



Chrome

ACCESS YOUR ACCOUNT 24/7 ON MOBILE!

Go to your APP Store and install.

If your device is an Apple product, go to the App Store and if your device is an Android, go to Google Play.



Web Track App Icon



More information at:

<http://cgs-webtrack-app.ca/>



» Simple, Seamless & Convenient

The new Web Track Account Portal app gives you the freedom to go paperless! Now you can quickly check invoices, quotes and orders within a matter of seconds.

» Monitor your account activity

Monitor your company's account spending and so much more...

Account Information
Quotes
Quicklists
Orders
Proof of Receipt

Invoices
Credit Notes
Statements
Products Purchased
Contacts