

Step-by-Step Add-a-User Guide

This step-by-step tutorial will walk you through adding a new user to your online store account. For any further questions, please see our [FAQ page](#) or contact our customer support team:

Email: orders@coopersurgical.com

Phone: 800-243-2974

Part A: Instructions for the Admin

1. Navigate to <https://ecommerce.coopersurgical.com/>.
 2. Log in by entering your online store email address and password, then click **"Sign In."**
 3. Select **"My Account"** from the top menu.
 4. In the dropdown or side menu, click **"Organization Users."**
 5. Click **"Add A User."**
 6. Enter user details:
 - First Name
 - Last Name
 7. Enter email address (must be unique for this new user).
 8. Click **"Save"** to confirm.
 - Note: The newly added user's status will appear as **"Pending"** in the **"Organization Users"** list. Refresh the page or return later to see when it updates to **"Active."**
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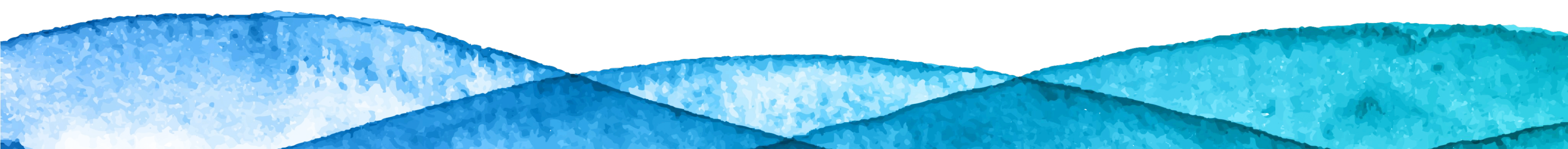
Part B: Instructions for the New User

1. Wait for status: Once the admin adds you, your status will change from "Pending" to "Active."
 2. Visit <https://ecommerce.coopersurgical.com/>.
 3. Click **"Sign Up:"** A **"Verify Email Address"** pop-up will open.
 4. Enter your email address: This should be the exact email the admin used when creating your user account.
 5. **Check your inbox** for the verification code sent to that email address.
 6. **Enter the verification code** on the sign-up form and click **"Verify Code."**
 7. Enter your personal information:
 - a. First Name
 - b. Last Name
 - c. Email Address (again, must be the same email used in Step 4)
 8. **Create and confirm your password** when prompted.
 9. Finally, **click "Sign Up"** to complete your onboarding.
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Step-by-Step Registration Guide

This step-by-step tutorial is designed to guide you through the online store account registration process. For any further questions, please contact our customer support team:

Email: orders@coopersurgical.com

Phone: 800-243-2974

PART A: Request Access

Navigate to the [ecommerce request access form](#) and fill in your information.

PLEASE NOTE: The first person to request access to the online store account will become the default admin. Only the admin will have access to company-wide financials. Every account must have at least one admin, but you can change admins later.

• Personal Information

- **First and Last Name**

- Use the name of the person who will be placing or managing orders.

- **Email Address**

- Must be a unique email for the individual who logs in.
- This will be your permanent login address and cannot be changed later.

• Company Information

- **Company Name**

- Enter your organization's name.

- **Organization ID**

- This is your CooperSurgical account number (**account/bill-to number**), which can be found on **previous invoices or sales orders**.
- Make sure your account number is correct — errors here often cause application rejections.

- **Address Information**

- Street Address
- This will become your **default address** where your products will be shipped.

- **City, State, ZIP Code**

- Must match your official shipping location.

• Additional Information

- **Phone Number**

- Enter the phone number of the person completing the form (in case we need to confirm information on the form).

- **Terms and Conditions**

- By signing up, you accept CooperSurgical's Terms of Use and Legal Statement.

PART B: VERIFICATION

Once you have signed up, your account will be pending verification by our back office. You will receive an email from CooperSurgical in 2-3 business days with the next steps.

PART C: ACCOUNT ACTIVATION

After CooperSurgical verifies your information and accepts your request, you'll receive an email with the following steps:

1. **Click the link** in the email to open the CooperSurgical online store.
2. **Select "Sign Up"** and enter your details one last time:
 - First Name
 - Last Name
 - Your Email Address (the same one referenced in the onboarding email)
 - Click "**Send Verification Code**"
3. **Check your inbox** for the verification code sent to that email address.
4. **Enter the verification code** on the sign-up form and click "**Verify Code.**"
5. Create and confirm your password when prompted.
6. Finally, click "**Sign Up**" to complete your onboarding.

Once these steps are complete, your account will be fully activated. You can log in at any time to place orders, manage users (if you're an admin), or explore additional online store features.

For assistance please reach out to our customer support team:

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