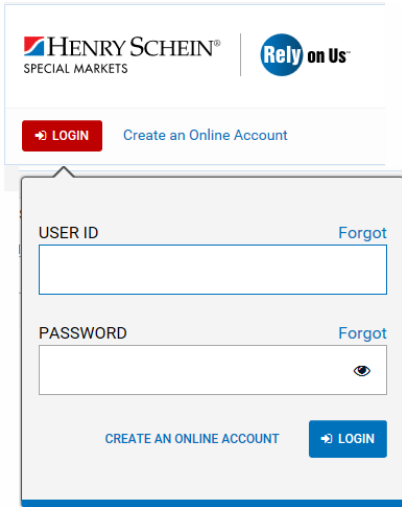


# Web User Guide

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## LOGIN

1. Access [www.henryschein.com/SM](http://www.henryschein.com/SM)
2. To Login, click the **Login** button in the upper left side of the homepage and enter your personal User ID and password. Then click the **Login** button.



Henry Schein Special Markets | Rely on Us

**LOGIN** Create an Online Account

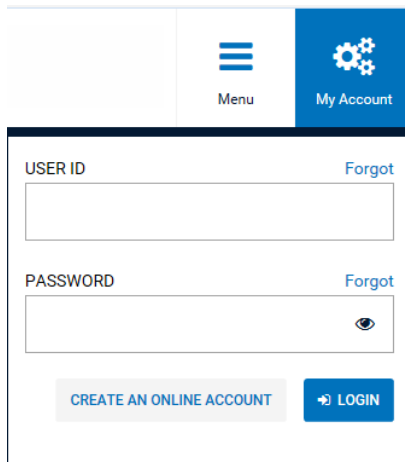
USER ID [Forgot](#)

PASSWORD [Forgot](#)

CREATE AN ONLINE ACCOUNT **LOGIN**

--OR--

3. Click the **My Account** button in the upper right side of the homepage. Then enter your personal User ID and password and click the **Login** button.



Menu **My Account**

USER ID [Forgot](#)

PASSWORD [Forgot](#)

CREATE AN ONLINE ACCOUNT **LOGIN**

## SEARCH THE SUPPLIES WEB CATALOG

1. Enter one or more keywords in the Search field at the top of the page. The keywords may include any of the following: Product's Description, Manufacturer's Name, Manufacturer's Item Code, Cross Reference Item Code, Category or Subcategory.

Within Items Purchased

2. Click  or press the ENTER key.
3. If you want to search within your previously purchased items only, click within Items Purchased. Otherwise, it will search the entire catalog.
4. Scroll-down the list to select the product you wish to order and click the **Add to Cart** button. This will add 1 unit to your order. To add a quantity value > 1, enter the desired quantity value then **Add to Cart**.

Note: You may enter a quantity value for several items on a page, then click the **Add to Cart** button to have all items added to your cart at the same time.

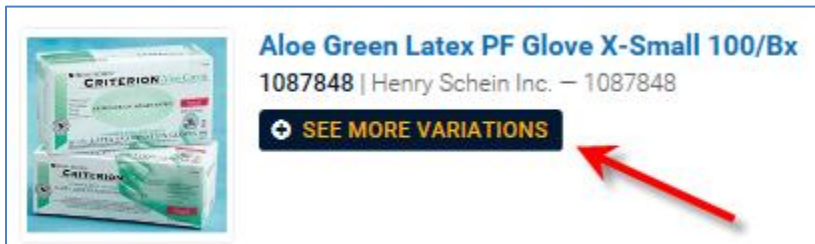
5. If multiple results pages are displayed, go to the desired page by using the paging tool located at the bottom of the results page.

Page: 1 of 23 >

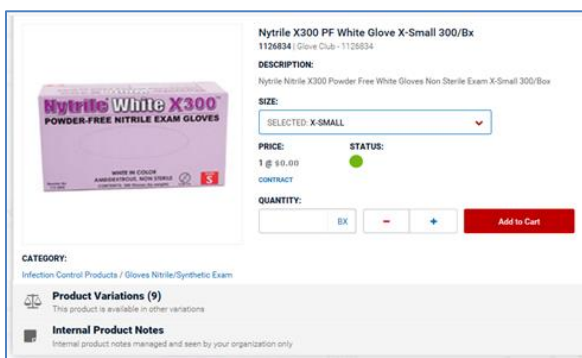
1. If an item was added to the cart, the quantity will be indicated within the **Add to Cart** button.




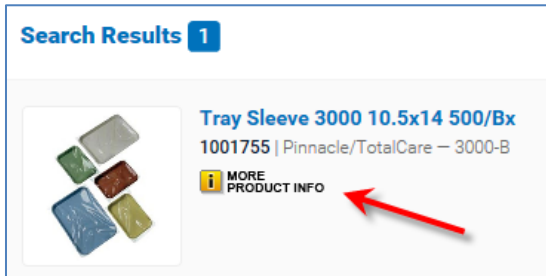
6. Certain products offer variations of the items; different colors, sizes, etc. Those items will be indicated with a **See More Variations** button. Click to see additional products. .



7. To view additional product information, click the **product description** to see full details page. Note the section to view **Product Variations** at the bottom of the page.




- Where this icon is indicated, click the  **MORE PRODUCT INFO** icon to view additional product information, imagery, manuals, documentation or videos.



## BROWSE THE SUPPLIES WEB CATALOG

To browse the catalog by category or manufacturer and add products to your order:

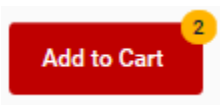
- Click the **Browse Supplies** on the left of the page or use the  **Menu** link in the upper right corner of the page.
- The browse categories and manufacturers will be displayed. By default, the Categories will be displayed.
- To view the manufacturers, click the **Manufacturers** tab.
- If viewing categories, click the desired **category** to display the related **subcategories**. Then select the **Subcategory** you wish to browse.
- If viewing manufacturers, click its appropriate alphabetical listing and then click the desired manufacturer to display the related products.
- You can further narrow your results by Category, Manufacturer, and Starts With using the options displayed on the left once you are on the results page.
- Scroll-down the list to select the product you wish to order and click the **Add to Cart** button. This will add 1 unit to your order. To add a quantity value > 1, enter the desired quantity value then **Add to Cart**.

Note: You may enter a quantity value for several items on a page, then click the **Add to Cart** button to have all items added to your cart at the same time.

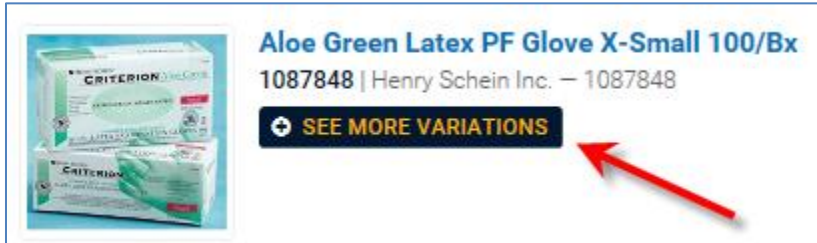
- If multiple results pages are displayed, go to the desired page by using the paging tool located at the bottom of the results page.

Page: 1 of 23 >

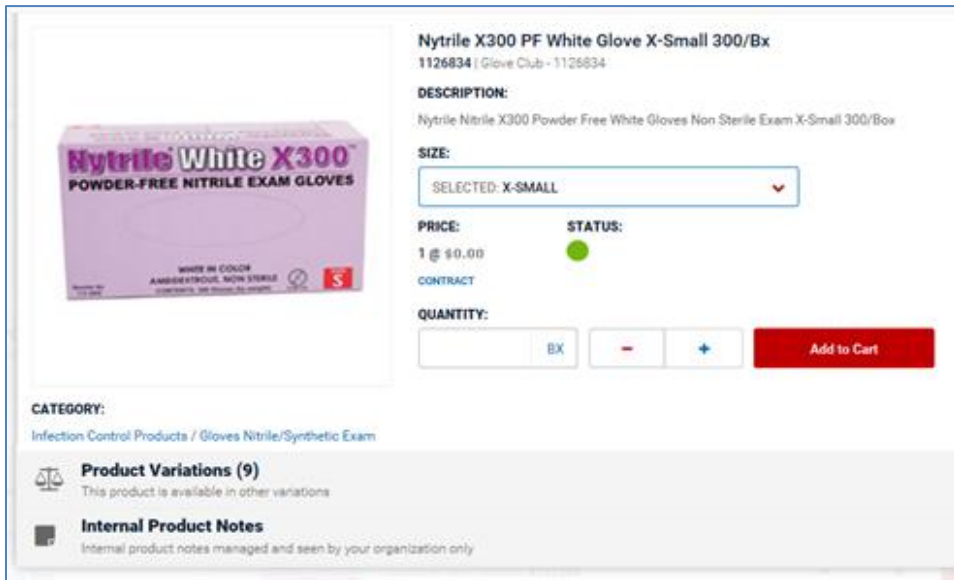
- If an item was added to the cart, the quantity will be indicated within the **Add to Cart** button.




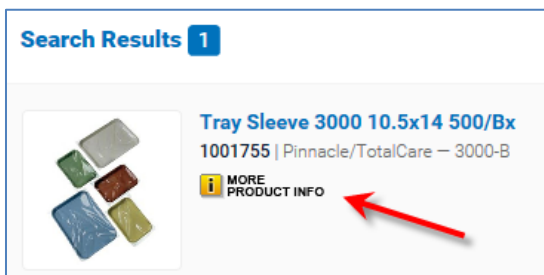
11. Certain products offer variations of the items; different colors, sizes, etc. Those items will be indicated with a [See More Variations](#) button. Click to see additional products. .



12. To view additional product information, click the [product description](#) to see full details page. Note the section to view [Product Variations](#) at the bottom of the page.




13. Where this icon is indicated, click the  **MORE PRODUCT INFO** icon to view additional product information, imagery, manuals, documentation or videos.



## SPEED ENTRY

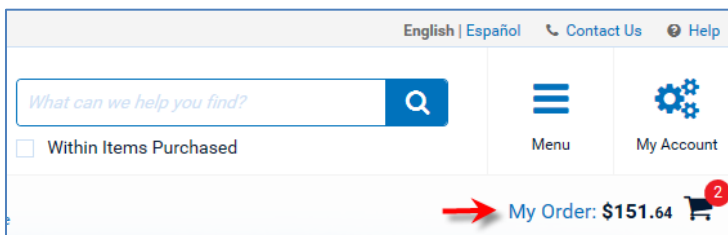
To quickly enter multiple item codes:




1. Click **Speed Entry** on the left of the page or use the  link in the upper right corner of the page.
2. Enter an item code and quantity.
3. Click the **arrow** to add the product to the list. The products will be looked up in our product catalog and the name and price should be displayed. If the product was not found, there will be an error message.
4. When finished entering item codes, click **Add to Order**.

## ORDER FROM HISTORY

To order from your purchase history:

1. Click **My Order** on the top-right of the page.

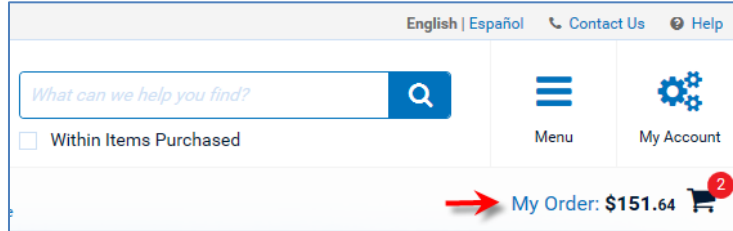


2. Click **Order from History** under Supplies on the left of the page or use the  link in the upper right corner of the page.
3. If viewing **Items Purchased** (this will be displayed by default):
  - a) Your items purchased for the account you are signed into will be displayed along with their images.
  - b) Enter the quantity next to each product you wish to reorder, then click **Add to Cart** or just click the **Add to Cart** button to add a quantity of 1 to your order. Repeat for all the products you wish to reorder.
  - c) To show or hide the product images, click  and select **Images**.
  - d) To show or hide the product prices, click  and select **Price**.
  - e) Use the **Sort** tool to display the information in a different order.
4. If viewing **Orders** (see 2<sup>nd</sup> tab on the page)
  - a) Select the Order within the dropdown menu you wish to view details for.
  - b) Enter the quantity next to each product you wish to reorder, then click **Add to Order**

## PLACE YOUR ORDER AND CHECKOUT

When you are ready to place your order:

1. Click **My Order** on the top-right of the page or use the **Menu** link and select **My Order**.



2. Click **Checkout**.
3. Verify your shipping and payment information and click **Continue**.
4. Review your order and click **Submit Order**. Depending on profile permissions, some users may see button **Submit Order for Approval**.
5. After your order is placed, you will receive an e-mail confirmation (if you are opted-in).

## VIEW YOUR ORDER STATUS AND TRACK YOUR ORDER

NOTE: After you submit your and receive an email confirmation, please wait 24 hours to check your order on the site. This period of time is necessary to allow our server to perform daily updates. You can track any order that you have not yet received.

To view your order status:

1. Click **My Account** on the top-right of any page.



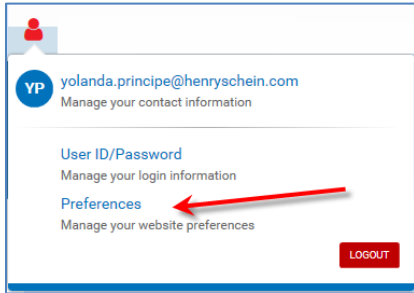
My Account

2. Click **Orders**, then **Order Status**. The orders placed within the last month will be shown. You may use the **Find an Order** tool to search on specific criteria.
3. Click **View/Track** to the right of the order.
4. The order details and order status will be displayed.
5. Click **Track** to see shipment location.

## UPDATING YOUR WEB PROFILE PREFERENCES

To update your henryschein.com web settings, please follow these steps:

1. Click the  icon below the Henry Schein logo in the upper left corner. Then click **Preferences**.




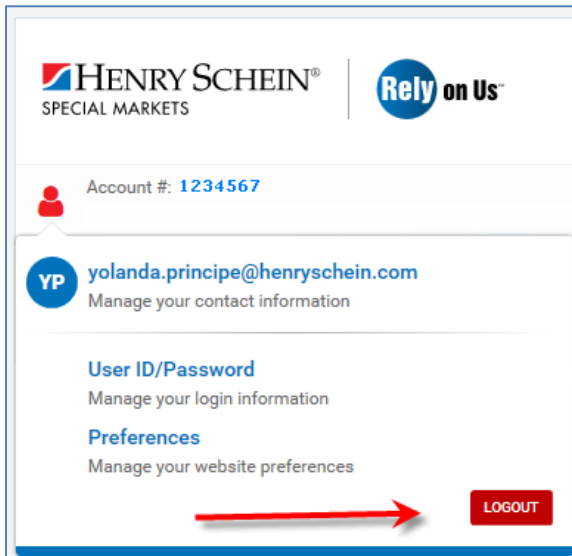
--OR--

2. Click the **My Account** link in upper right corner of the page, then click **My Profile > Preferences**.

## LOGOUT

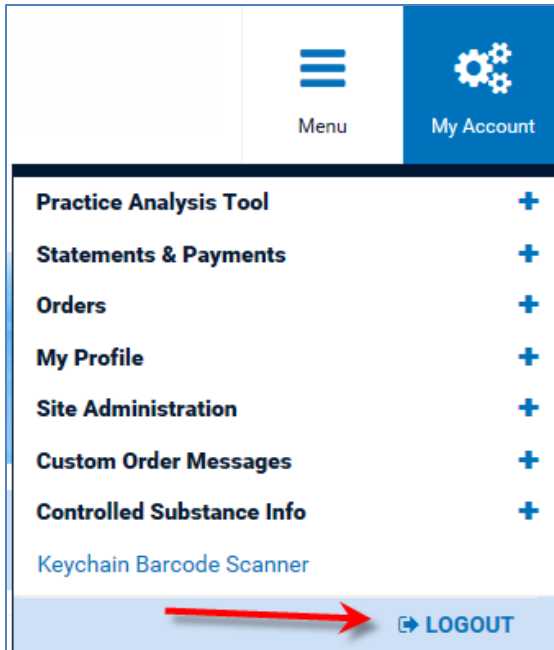
At the end of each visit, please logout for your security.

1. To logout, click the  icon below the Henry Schein logo in the upper left corner then click **LOGOUT**.



--OR--

2. Click the **My Account** link in upper right corner of the page then click **LOGOUT**.



2. Close the internet browser window for your security.

## NEED HELP?

If you need further assistance, click **HELP** or **“Contact Us”** at the top-right of the page or call into our toll free web support team:  
**Web Support: 1-800-711-6032**