GORE® Vents Online Store Training Guide

Online Store

July 2023

Together, improving life

What’s Inside This Training Guide

- **Step-by-step instructions for navigating and using the redesigned GORE® Vents Online Store**
- **Tips and tricks for a simpler buying experience**
- **Key sections in this guide:**
  - Logging-in & Passwords
  - Navigating the Site
  - Adding Items to Your Cart
  - Cart Checkout
  - Order History
  - My Account
  - Get Support

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Logging in to Your Account

How to Sign Into the Online Store

CURRENT ONLINE STORE CUSTOMERS:

1. **Go to: http://ventsstore.gore.com/**
   China: http://ventsstore.gore.cn

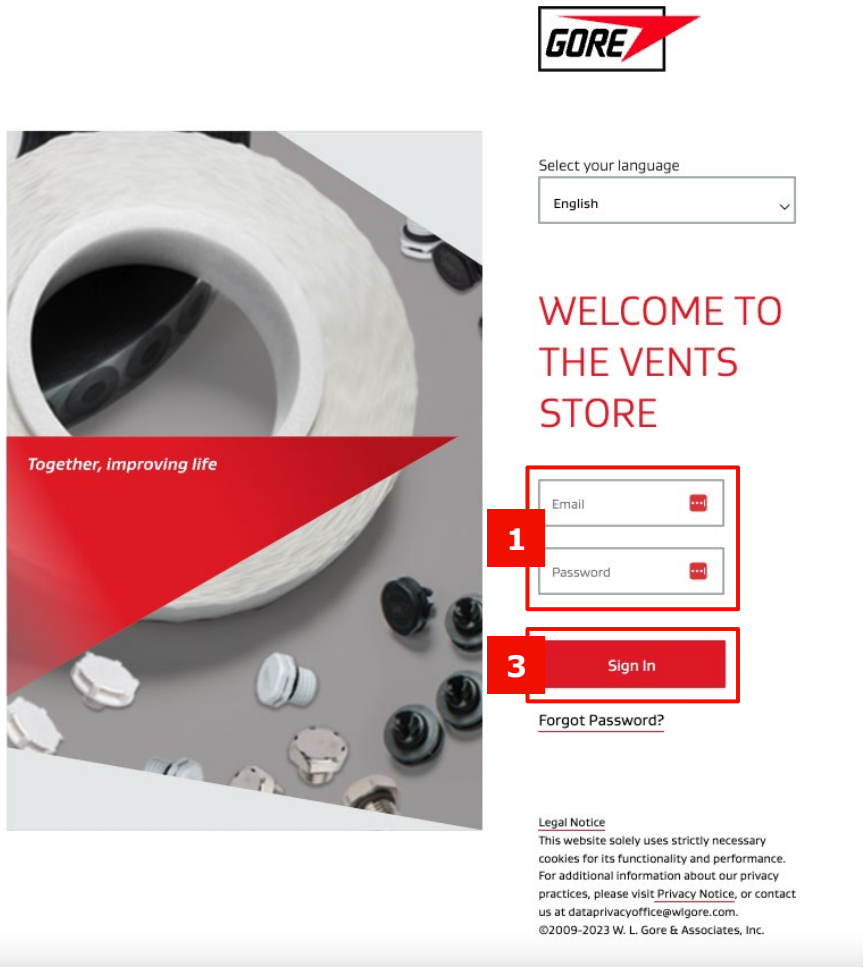
2. If you already have a username and password, enter your existing login credentials to access the online platform.

3. Click the "Sign In" button.

NOTE: After 30 minutes of inactivity in the online store, your session will expire, and you will be signed out.

NEW ONLINE STORE CUSTOMERS: If you are a new customer and need to set up your online account, including username and password, please contact a Gore customer support Associate at: https://www.gore.com/ventsstorecontact.

For optimal viewing, use Google Chrome, Microsoft Edge, Mozilla Firefox or Safari when accessing the online store.



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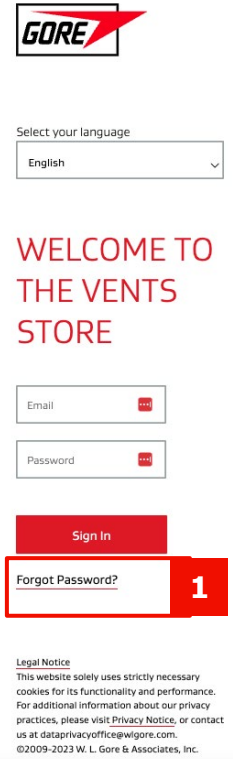
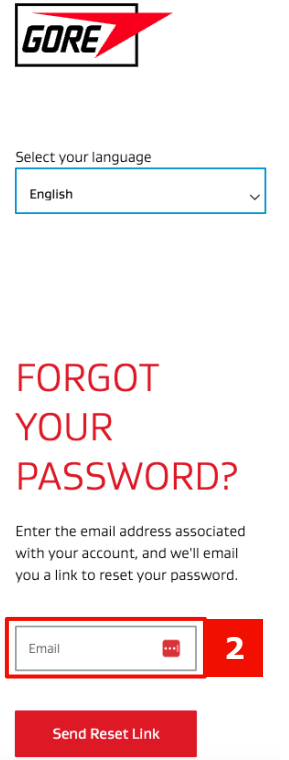
Logging in to Your Account

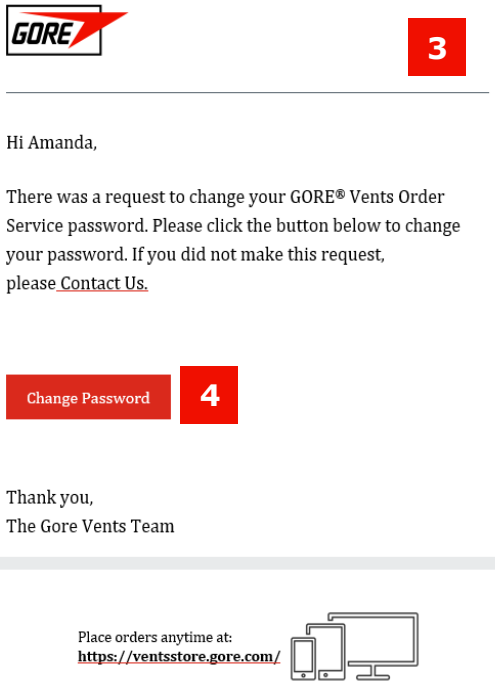
How to Reset Your Password

Go to:
http://ventsstore.gore.com/
China: http://ventsstore.gore.cn

1. Click on "Forgot Password."
2. Enter your email and click the "Send Reset Link" button.
3. Check your inbox for an email from "W.L. Gore & Associates"
4. Click on the "Change Password" button in the email to reset your password. The link in the email will expire after 24 hours.







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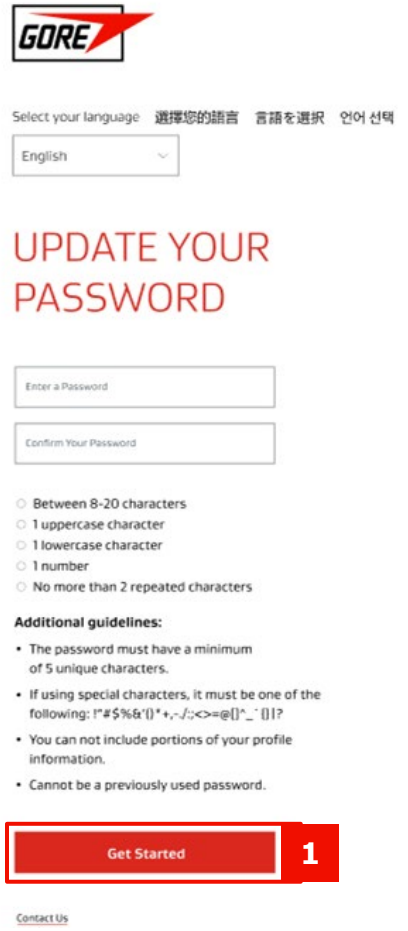
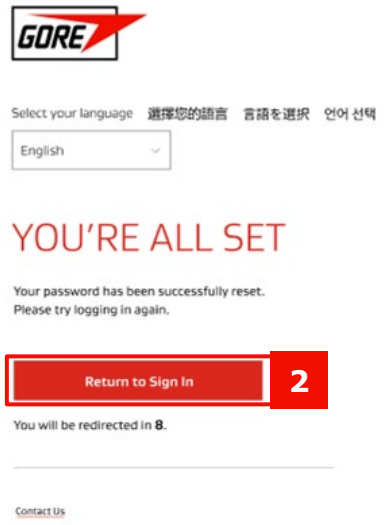
Logging in to Your Account

How to Reset Your Password (cont.)

1. After you click the “Change Password” button in the email, update your password to a new one that meets the specified requirements. Once you have entered your new password, click the “Get Started” button.
2. Click the “Return to Sign In” button to enter your username and new password.

Note: While you are logged into the online store, you can change your password without having to reauthenticate. See page 21 of this guide for instructions on changing your password while logged in.





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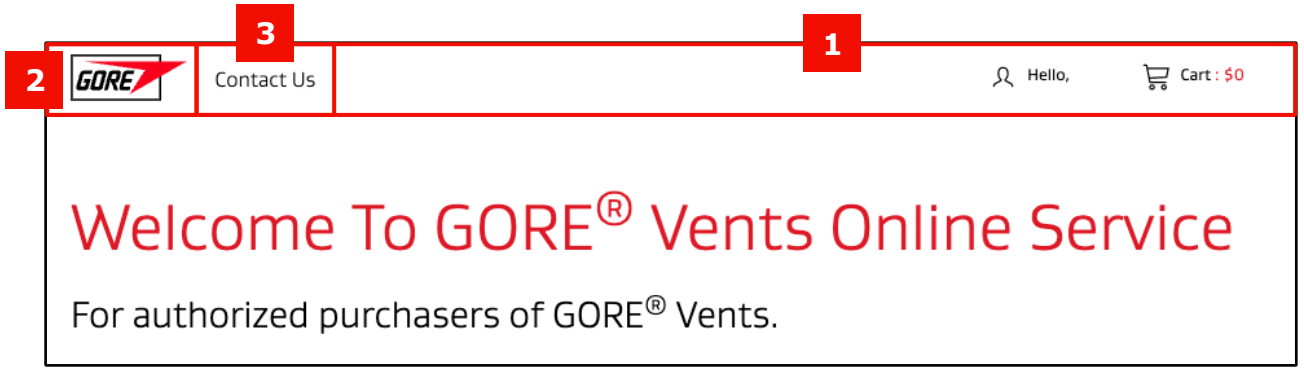
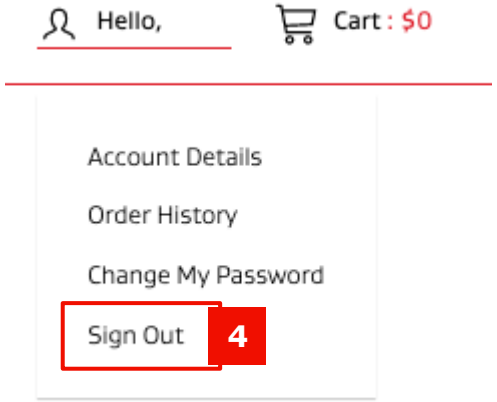
Navigating the Online Platform

Using the Global Header

1. Once you are logged into the online store, you will see a top navigation bar called the "Global Header." This global header includes quick links to various sections of the online store.
2. You can click on the GORE logo in the top left corner of any page to go back to the homepage at any time.
3. To reach the support team, click on “Contact Us” in the global header.
4. To sign out of the online store, click on “Hello, [First Name]” in the top right of the global header and then click on "Sign Out" in the dropdown menu.





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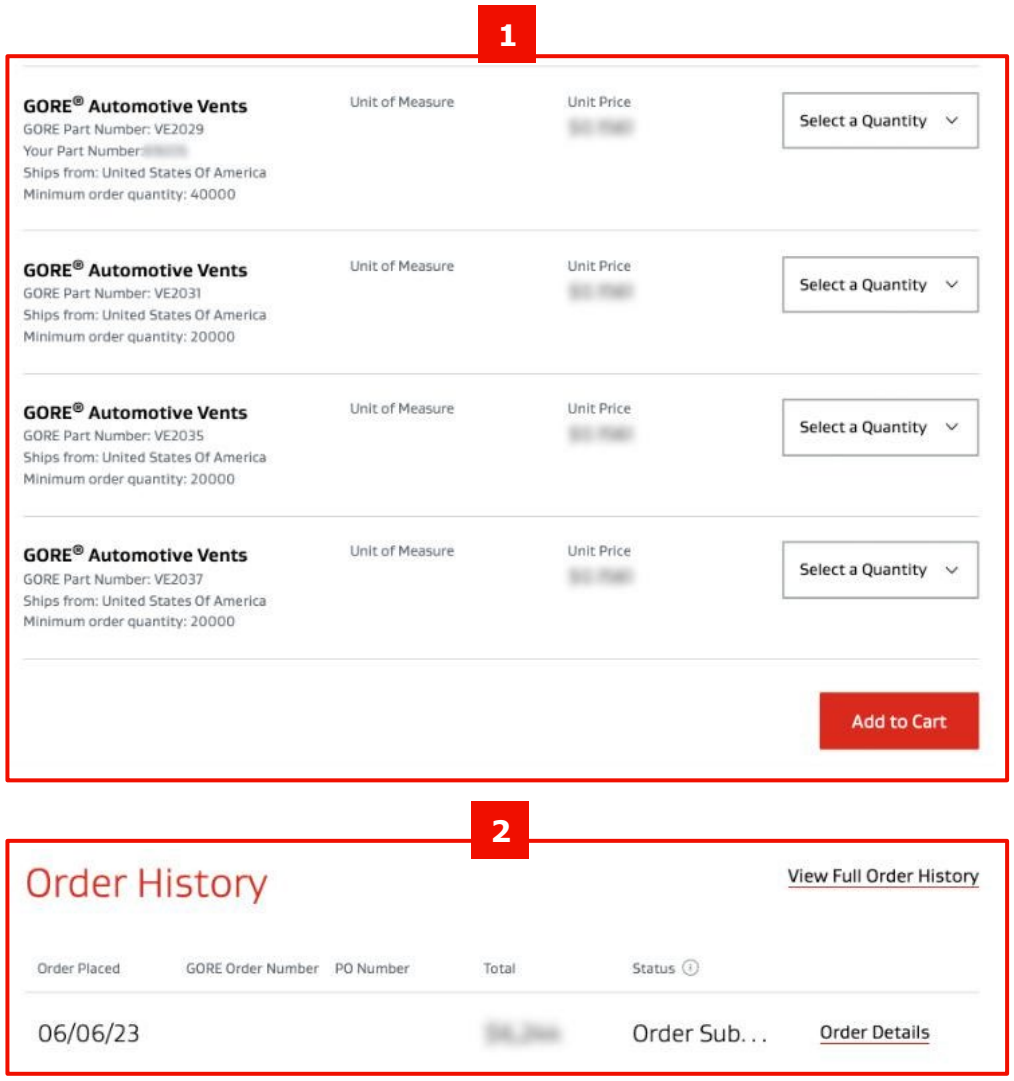
Discover and Navigate

Homepage

The Homepage of the online store provides quick links to your order history and your available products.

1. Scroll past the header and the shipping information to view your available products.
2. Scroll down below the available products to view your order history.



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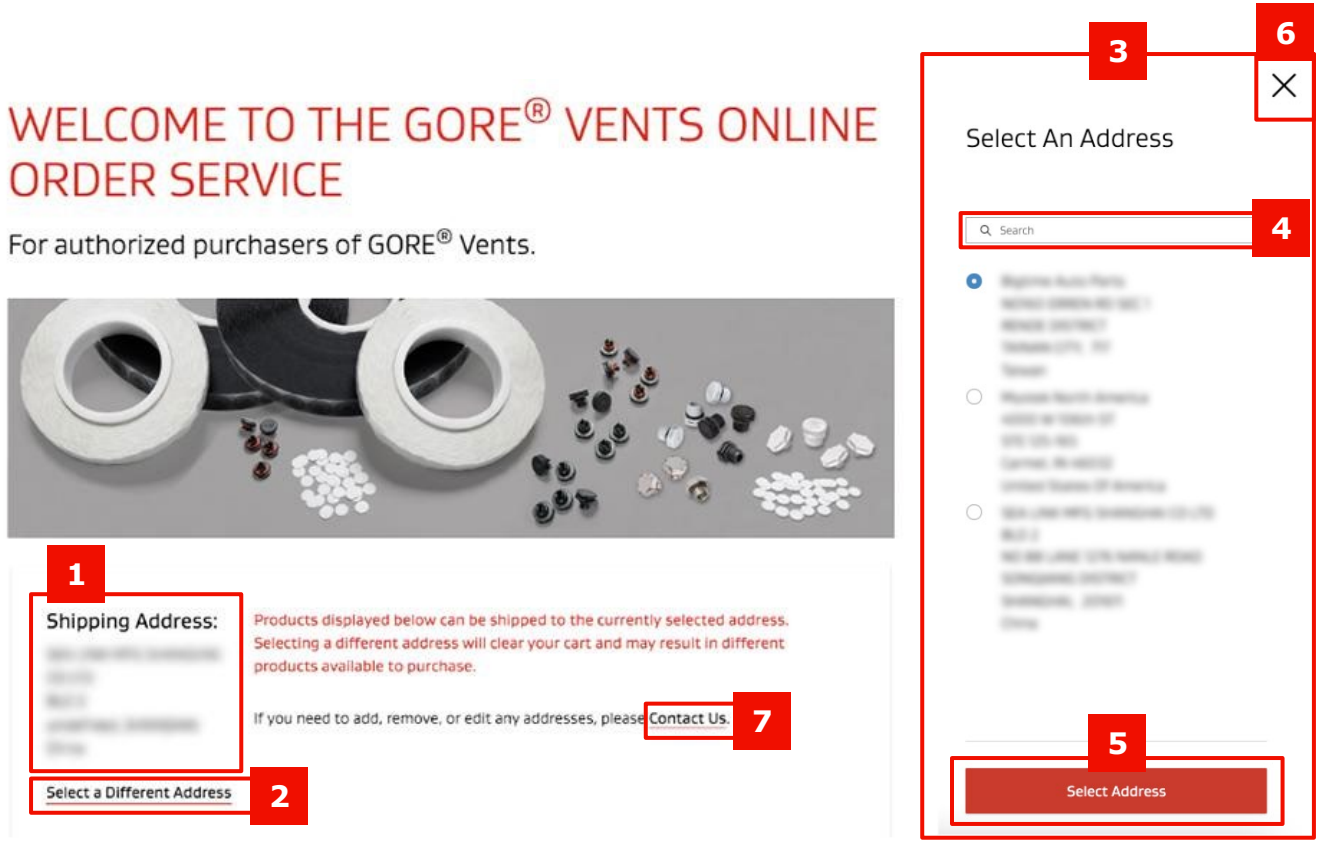
Add Items to Cart

Choose Your Shipping Address

1. Before adding items to your cart, verify that your shipping address is correct on the Homepage. Your available products will change depending on the shipping address, so you must select an address before adding items to your cart.
2. If you need to change your shipping address from the one shown on the Homepage, click on "Select a Different Address."
3. When you click on "Select a Different Address," a box will appear on the right side of the screen.
4. Use the radio buttons to select one of the visible addresses or use the search bar to find additional addresses.
5. When you've made your selection, click on the "Select Address" button.
6. Exit the box at any time by clicking on the "X" in the upper right corner of your screen.
7. If you need to add, remove, or edit any of your shipping addresses, click on "Contact Us" link in the global header and fill out the form to request changes.



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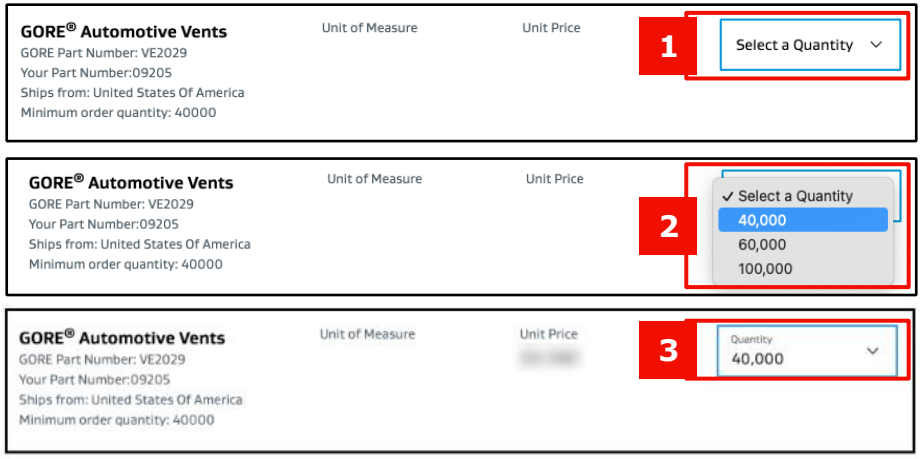
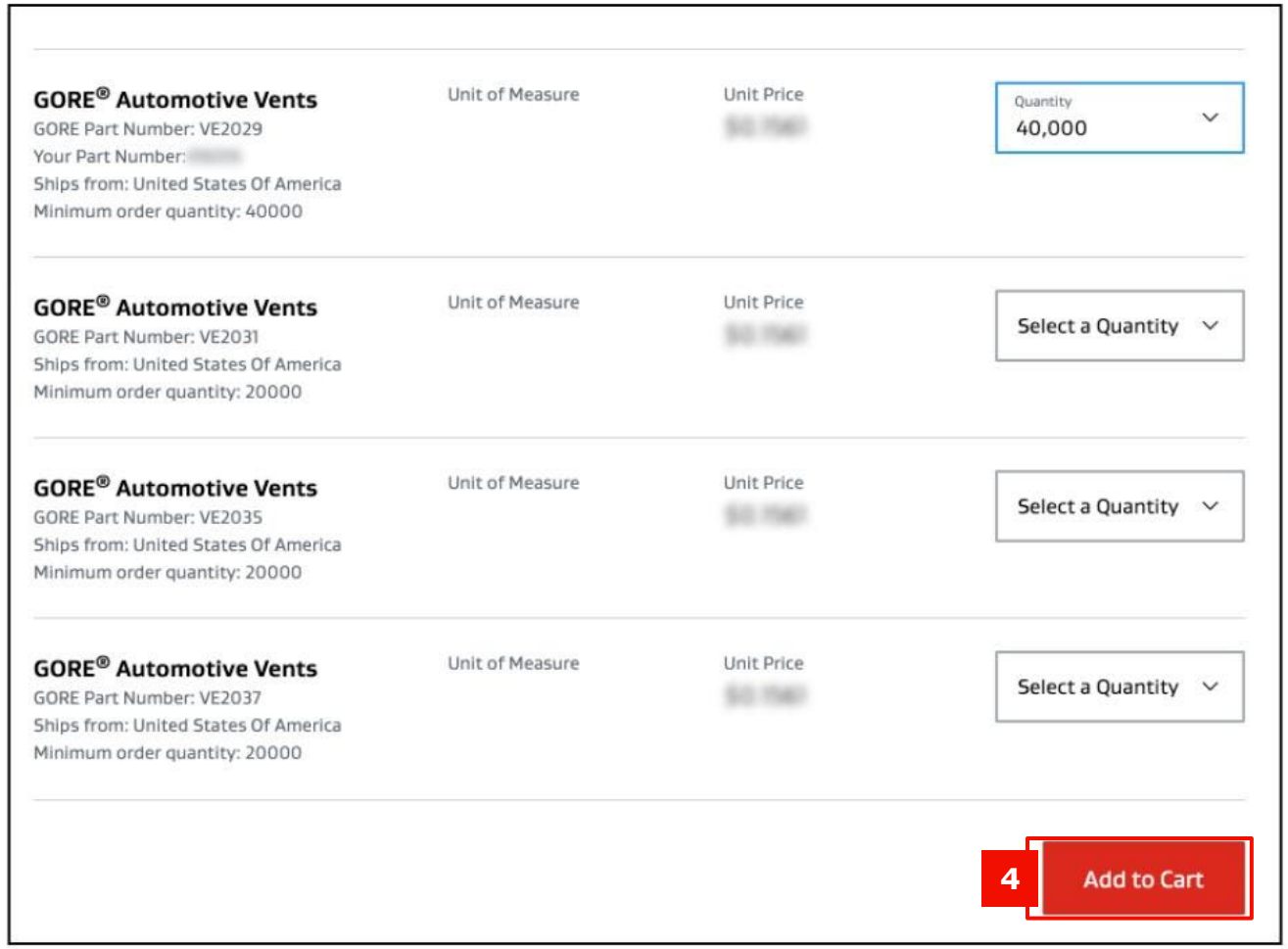
Add Items to Cart

Selecting and Adding Items

1. Once you've selected your shipping address, you can add items to your cart. To add items, click on the "Select a Quantity" dropdown menu next to the item(s) you wish to purchase. If you are purchasing rolled goods, you will have a free form entry field where you can input a quantity.
2. Select an item quantity to see the unit price. Prices may vary depending on the quantity you're purchasing.
3. Choose a quantity for the item you want to order.
4. Once you've made your selection(s) in the dropdown menu(s), click on the "Add to Cart" button.





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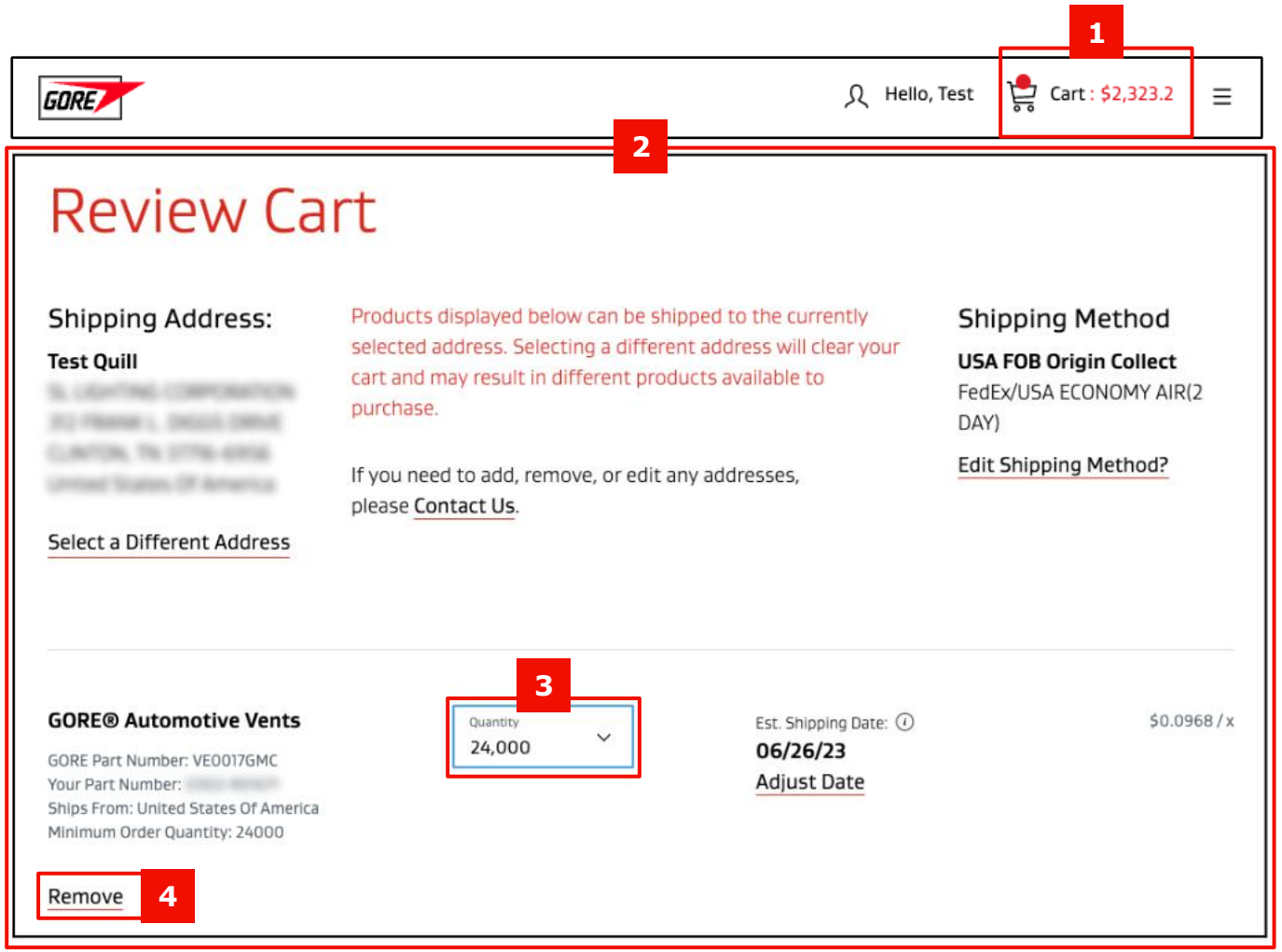
Cart Checkout

Reviewing and Editing Your Cart

1. Once you have added products to your cart, review your order by clicking on the "Cart" icon in the upper right-hand corner of the global header.
2. On the Review Cart page, you can review the details of your items, including price, size, quantity, estimated lead time, estimated ship date and order total.
3. While on the Review Cart page, you can edit your order. Increase or decrease the quantity of a product using the "Quantity" dropdown next to each item.
4. Use the "Remove" button to delete products from your cart.
5. See the next pages for how to adjust shipping dates, shipping method or selecting a different shipping address.



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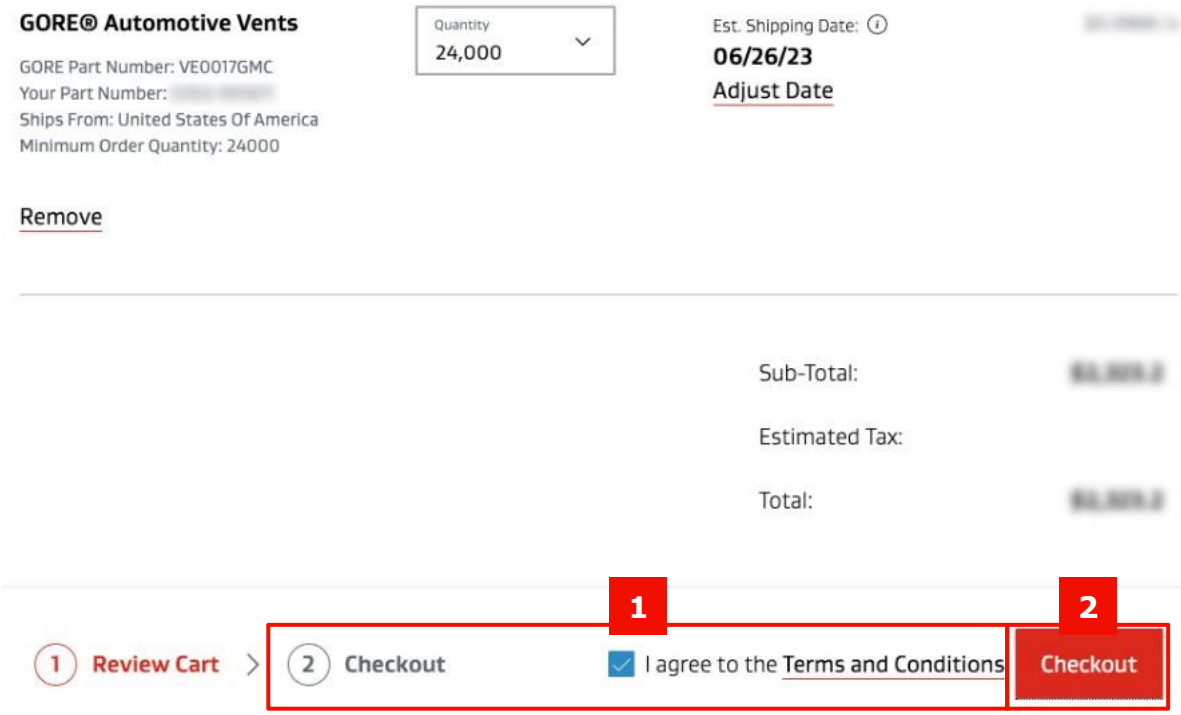
Cart Checkout

Checking Out

1. Once you have reviewed and updated your cart and made any necessary changes, check the box at the bottom of the screen to accept the Terms and Conditions.
2. Click the “Checkout” button.



NOTE: *Be sure to change to the shipping address before adding items to your cart, as some products are not available for certain addresses. If you change the shipping address after selecting and adding products, your items will disappear from the cart, and you will need to start over.*

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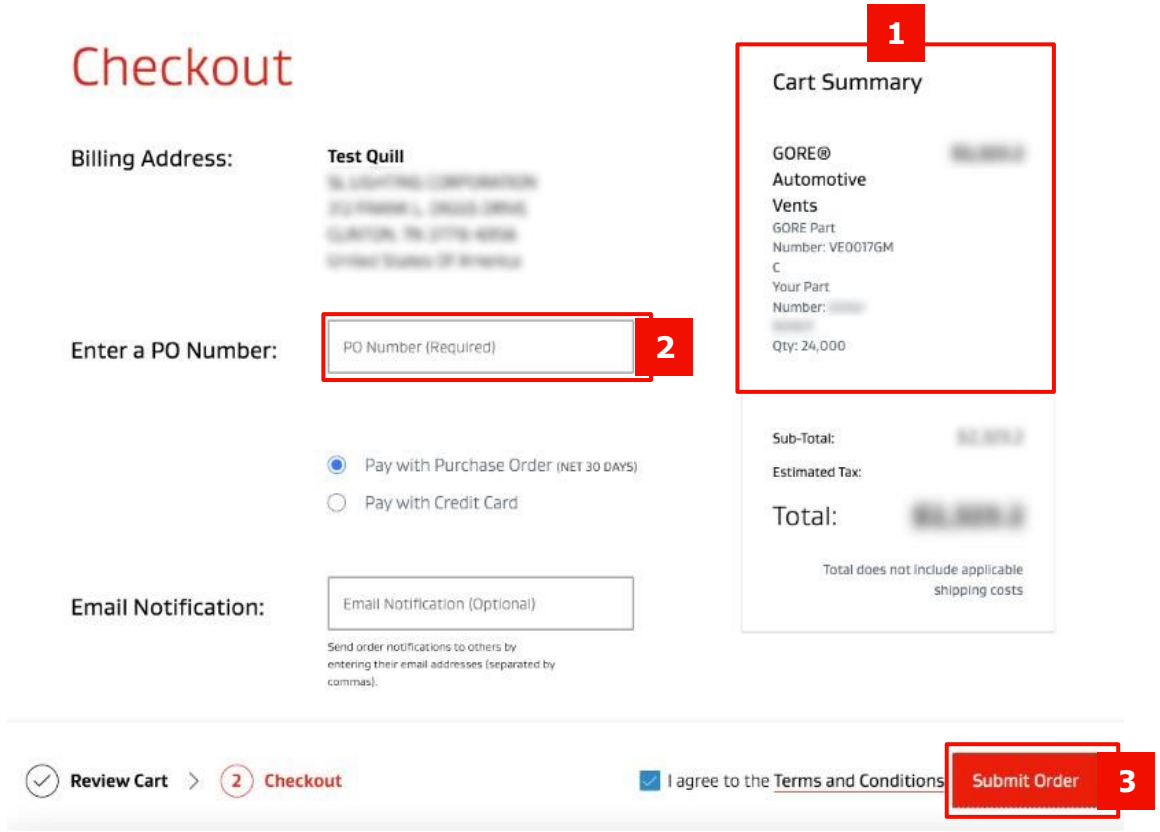
Cart Checkout

Checking Out

1. On the Checkout page, you can view your cart summary, including products, quantity, subtotal, estimated tax (if applicable) and order total.
2. In order to pay via terms, add a unique PO number to the box on the checkout page.
3. When you have entered your payment details and reviewed your final order summary, click the "Submit Order" button to place your order.



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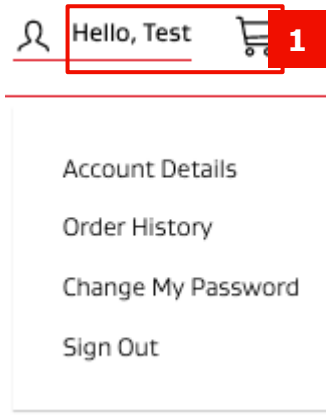
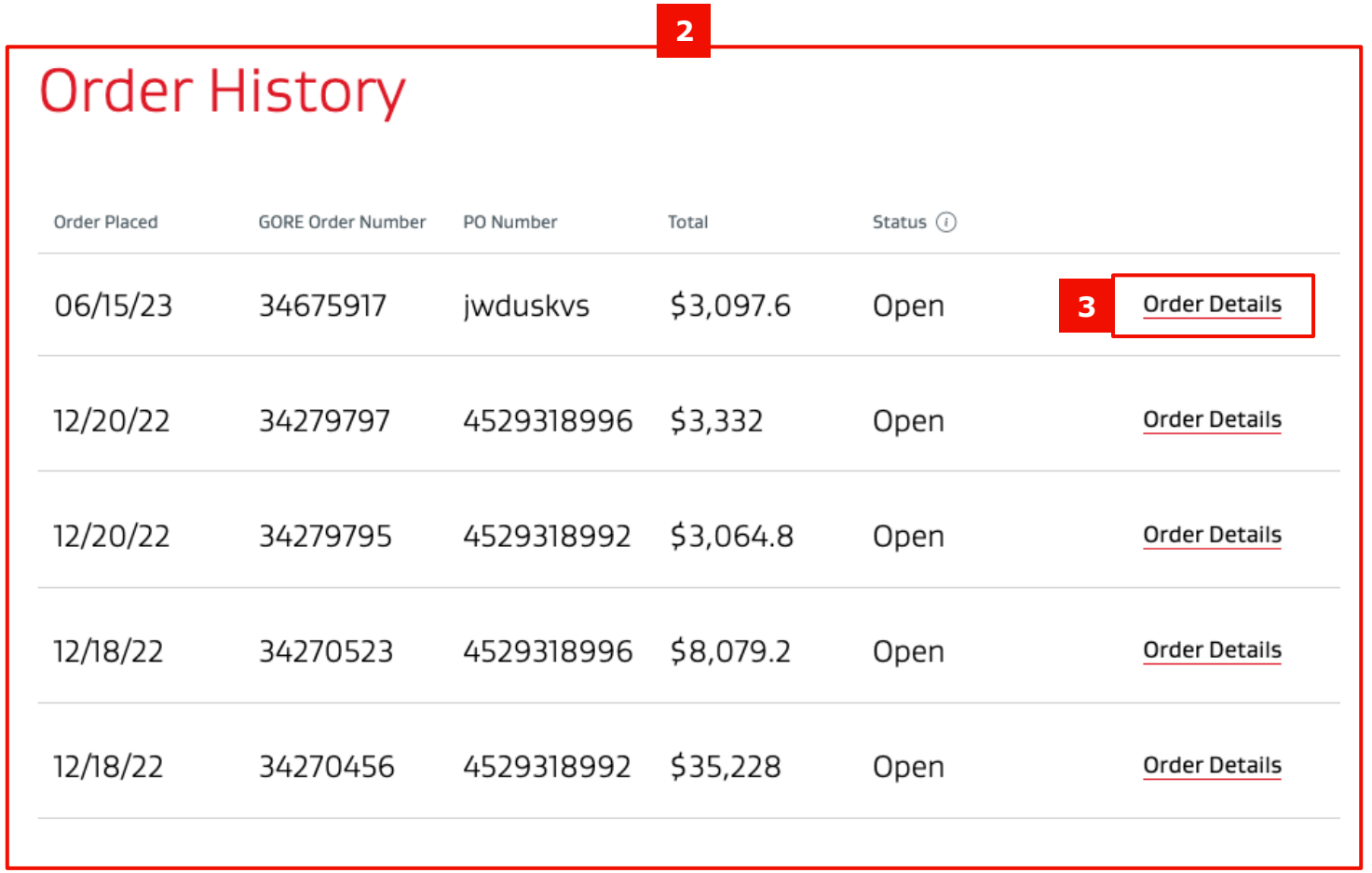
Order History

Navigating the Order History Page

1. To access your order history, click "Hello, [First Name]" in the global header and select "Order History."
2. On the Order History page, you can view the status and details of all your previous orders.
3. To view the details of a specific order, click "Order Details" for that order.





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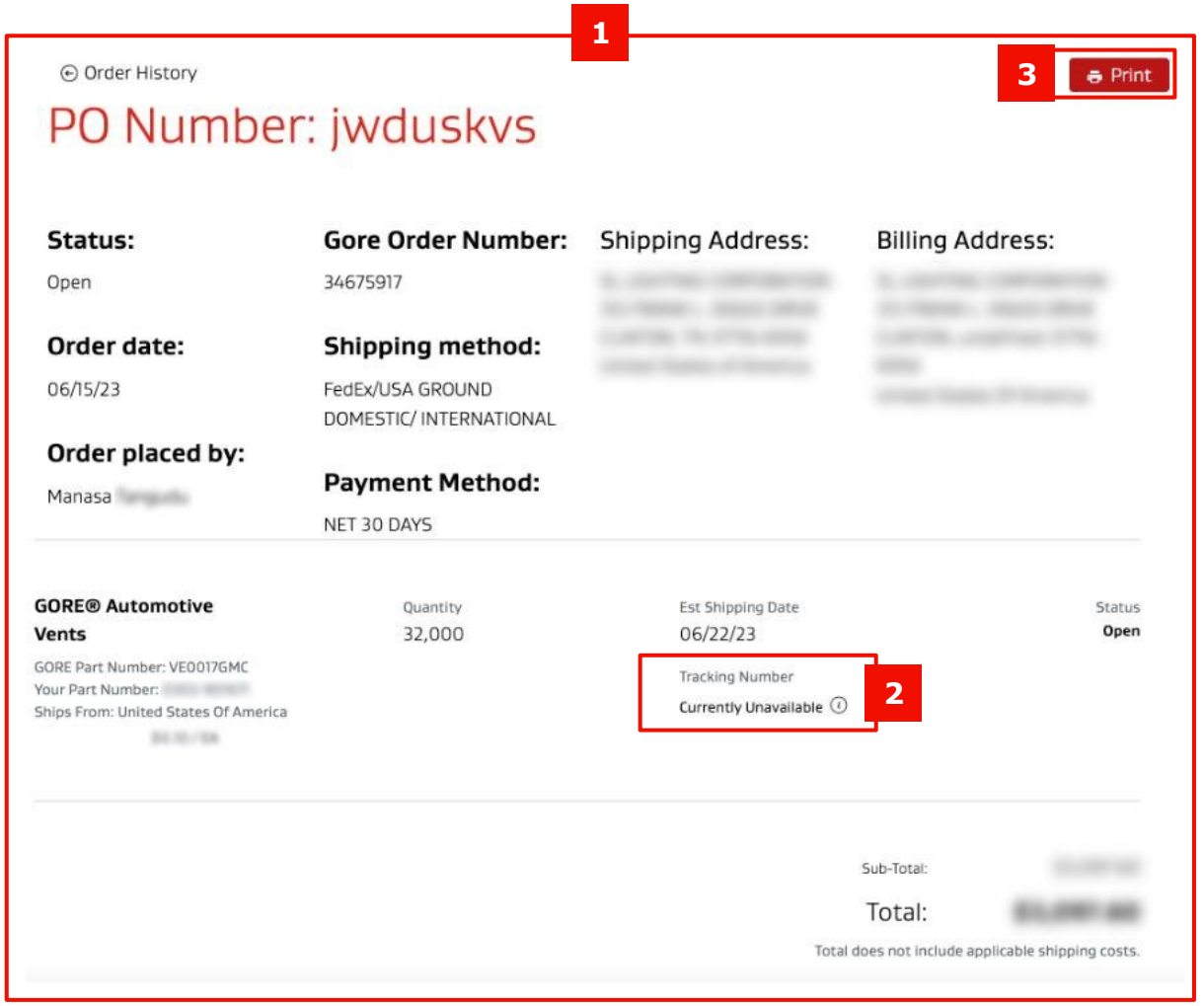
Order History

Viewing Your Order Details

1. On the Order Details page, you will see specific information related to your orders, including the status, shipping method, shipping address, billing address, order date, and who placed the order.
2. There will be a tracking number on the order details page once the order has been shipped.
3. To print the order details, click on the “Print” button in the upper right corner of the screen.



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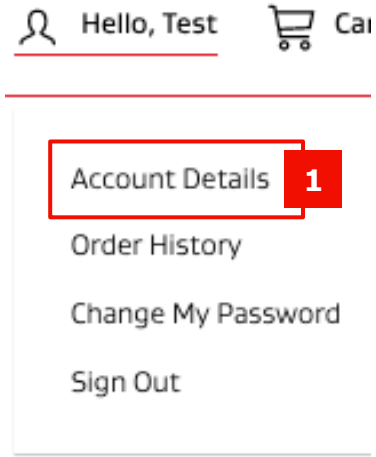
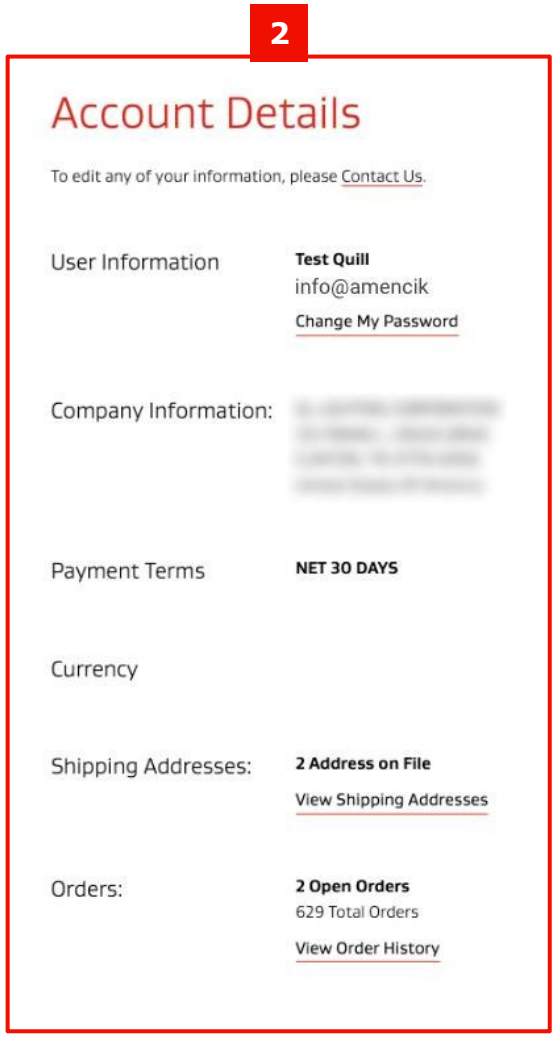
My Account

Viewing Your Account Details

1. To access your account details, click "Hello, [First Name]" in the global header and select "Account Details."
2. On the Account Details page, you can view your contact information, company information, shipping addresses, and orders.





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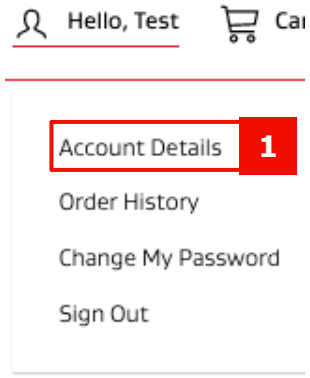
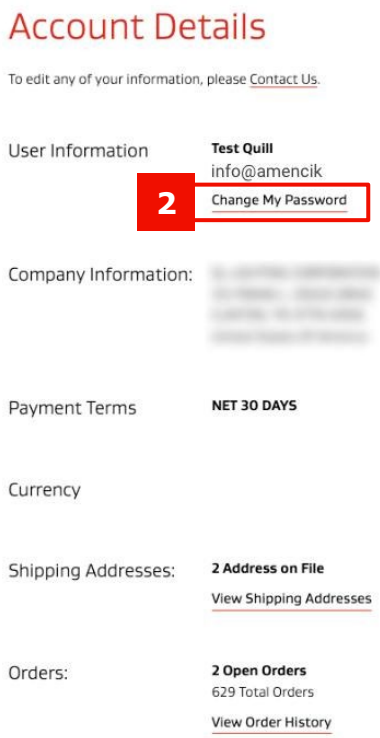
My Account (JAPANESE ONLY)

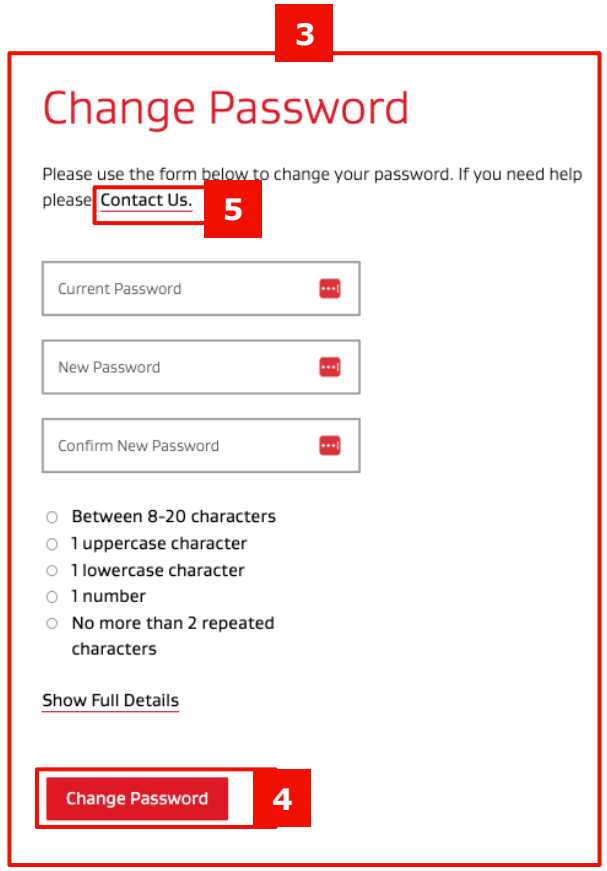
Changing Your Password: Option 1

There are two ways to change your password while logged in to the Online Store.

1. Click on "Account" in the global header and select "Account Details" in the dropdown menu.
2. On the account details page, click "Change My Password."
3. Enter your current password, then enter a new password that meets the specified requirements.
4. Click the "Change Password" button to save your changes.
5. If you need assistance changing your password or have any other questions about your account, click "Contact Us" or go to this page to contact our support team.







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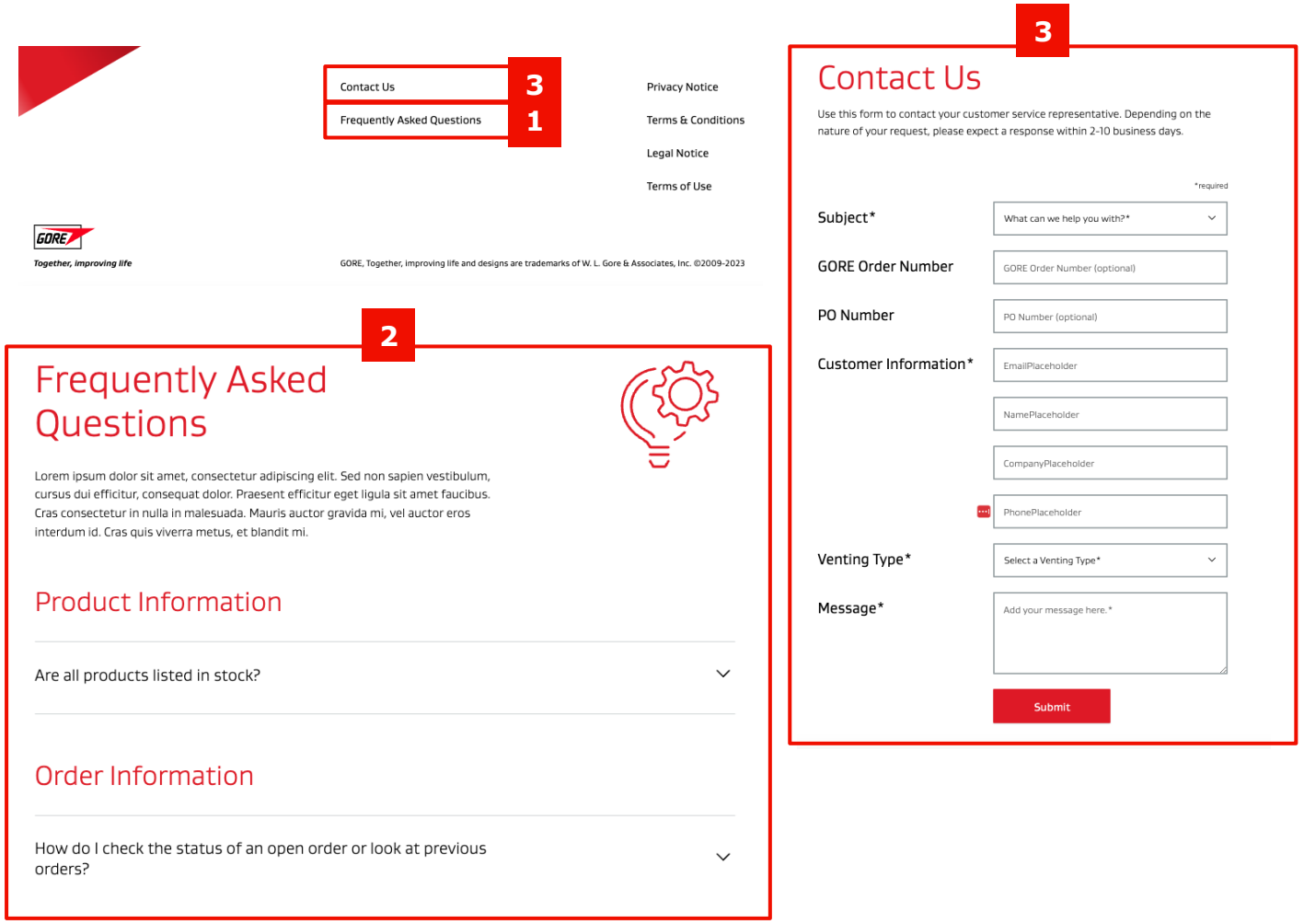
My Account

Requesting Support from Gore

Frequently Asked Questions (FAQs)

1. Gore has compiled a list of answers to the most Frequently Asked Questions (FAQs) by online store users. To access the FAQs, scroll to the bottom of any page on the online store and click "Frequently Asked Questions" in the footer.
2. Scroll through the questions to find your answer.
3. If you don't see the answer to your questions, please contact a Gore representative by clicking on "Contact Us" in the footer or global header of any page.
4. Our dedicated representatives will assess your question and return to you as quickly as possible.



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