

Customer eCommerce Account Registration Guide

The modern online ordering site will require a new user to register, regardless of whether you have an existing FreemanOnline account.

Keep reading to learn how to create a new account.

Table of Contents

1. [Customer Account Creation](#)
2. [Customer Identity Verification](#)
3. [How to Update Account Information in Okta](#)

Benefits of the new eCommerce site include:

- Intuitive online ordering
- Easy to find & understand show offerings
- Increased self-service capabilities
- Enhanced customer care



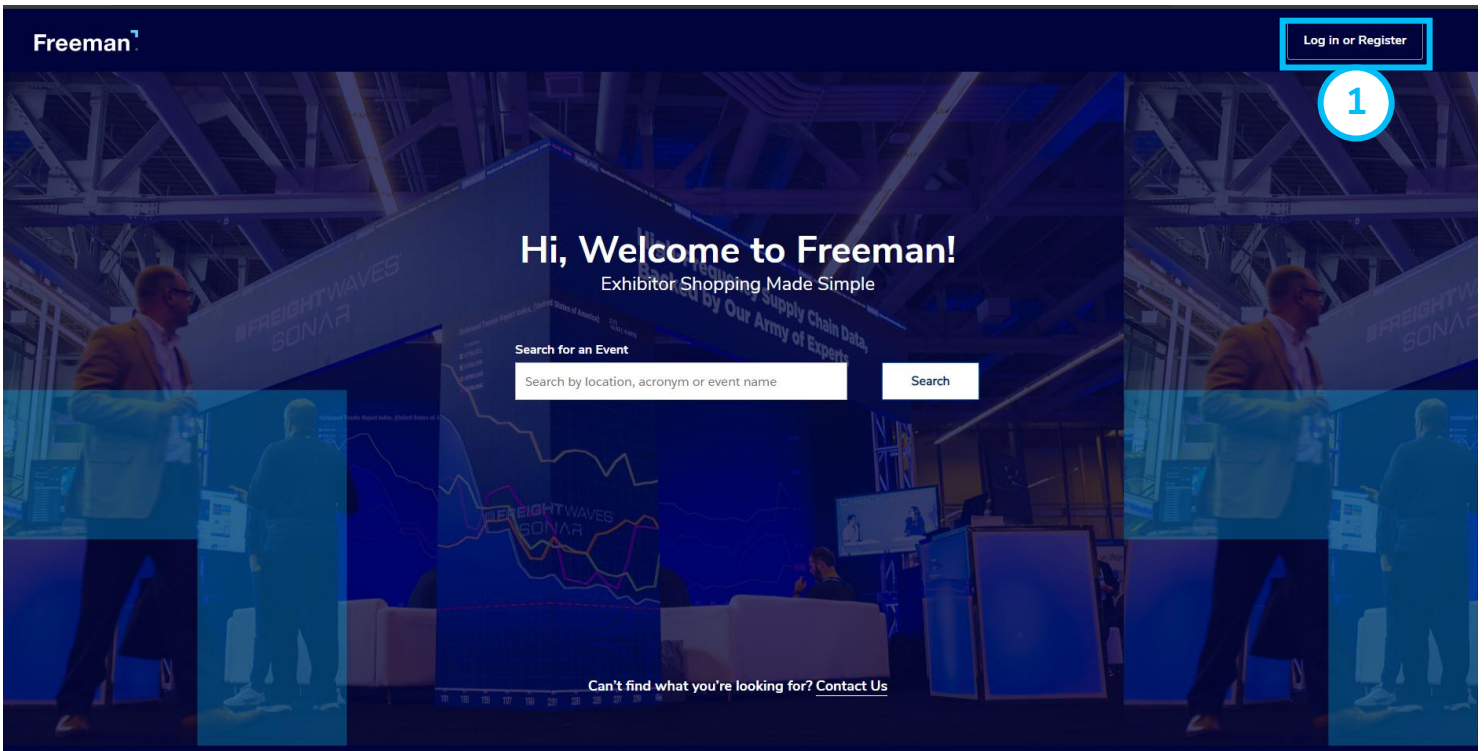
Part 1

Customer Account Creation

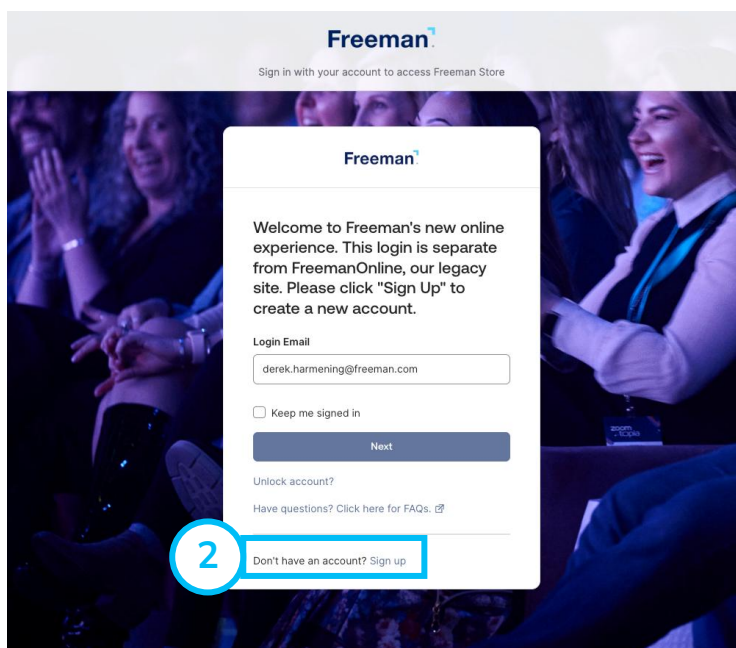
Create your account

Customer Account Creation

To access the eCommerce website, visit **store.freeman.com**. If an account is not already created, you can register using the Okta two-factor authentication system.



1. Click “**Log in or Register**” from Freeman’s eCommerce site.
2. Select “**Sign Up**” below the “Next” button to initiate the account creation process.



Create your account

3. Fill in the details for your new account.
4. Review the account details for accuracy, then select “Sign Up” to proceed.

Password must meet the following requirements:

- At least 10 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name

The screenshot shows the Freeman Sign Up form. A blue circle with the number '3' is positioned above the form fields. A blue rectangle highlights the entire form area, including the fields and the password requirements list. Another blue circle with the number '4' is positioned above the 'Sign Up' button, which is also highlighted by a blue rectangle. The form includes fields for First name (Jane), Last name (Doe), Email (jane.doe@gmail.com), Phone Country Code (1), and Mobile phone (9176964854). Below these fields is a list of password requirements, each preceded by a green checkmark. The password field is currently empty and masked with dots. The Freeman logo is in the top right corner.

Freeman

3

Sign up

Fields are required unless marked optional.

First name

Jane

Last name

Doe

Email

jane.doe@gmail.com

Phone Country Code

1

Mobile phone

9176964854

Password requirements:

- ✓ At least 10 characters
- ✓ A lowercase letter
- ✓ An uppercase letter
- ✓ A number
- ✓ No parts of your username
- ✓ Does not include your first name
- ✓ Does not include your last name

Password

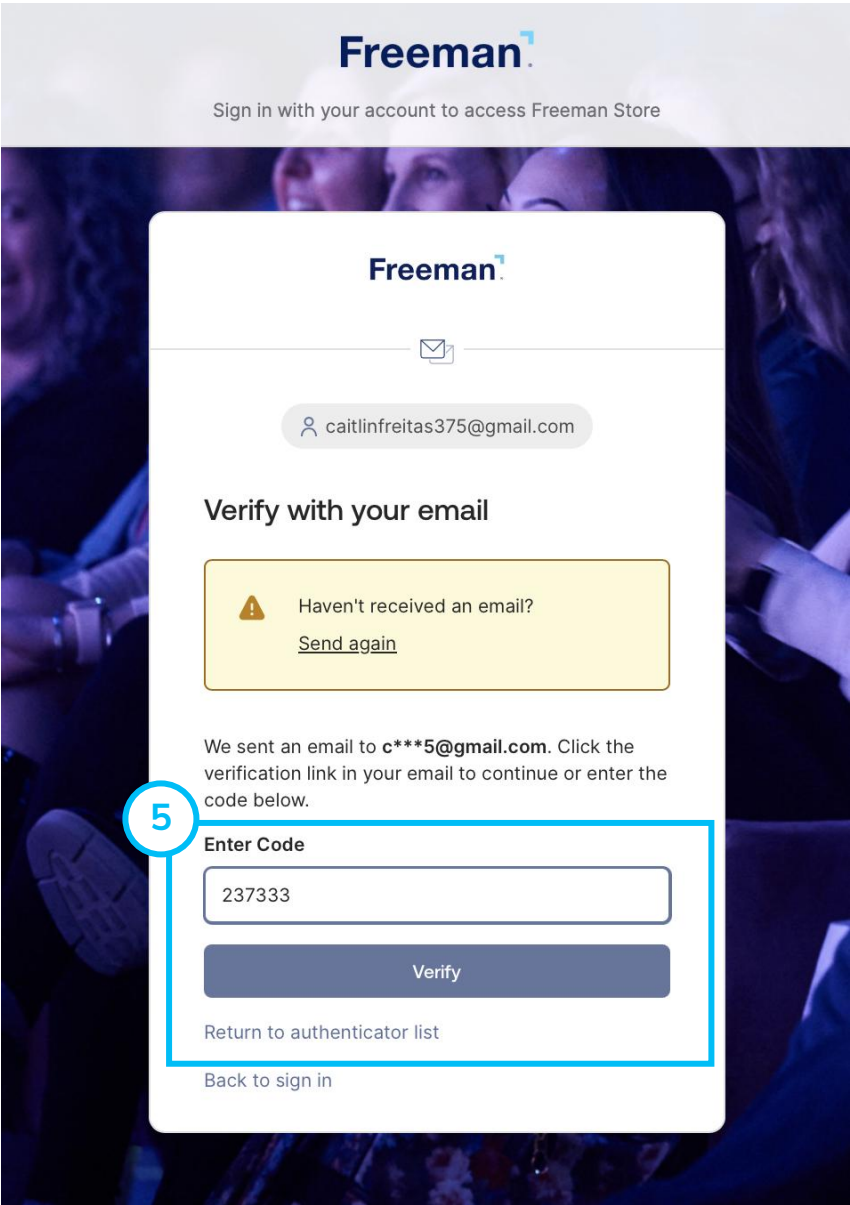
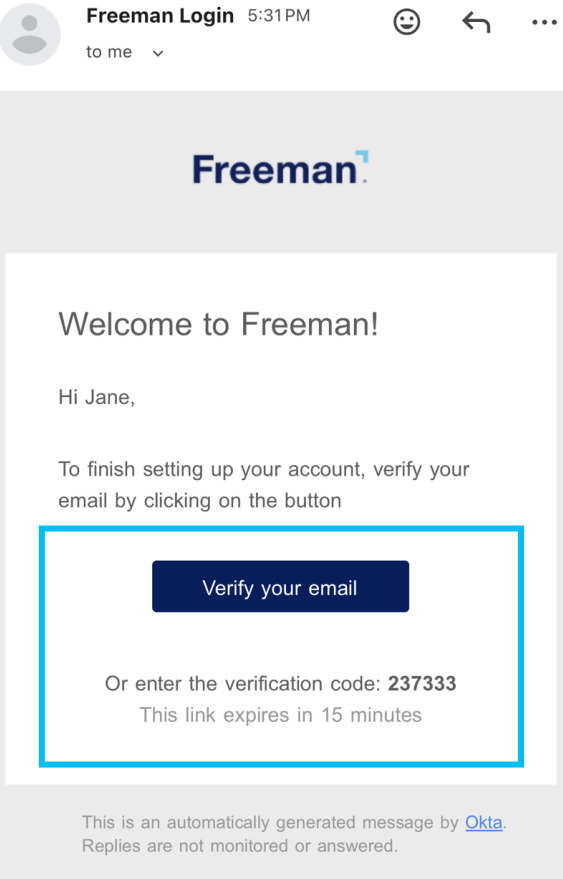
.....

4

Sign Up

Create your account

- 5. After clicking Sign Up, you will be directed to check your email for a verification message. You will either need to follow the link included in the email, or enter the code provided. Click **“Verify”** to continue.



Okta Registration

6. After verifying your email, you will be prompted to set up an optional authenticator. Select “**Set up**” to proceed.
 - If **undesired**, select “Continue” and proceed to [Step 13 located here, on slide 9](#).

Note:

- Security Key Authenticator setup will require you to have a physical USB to associate with your account.
- Biometric security keys are not available on desktop computers and will **require** a mobile device.

Note:

- Screens shown in steps 6-12 may vary slightly based on your device.

Set up security methods

Security methods help protect your Freeman Login (Test) account by ensuring only you have access.

Set up optional



Security Key or Biometric Authenticator

Use a security key or a biometric authenticator to sign in

Used for access

6

Set up →

Continue

[Back to sign in](#)

7. Carefully review the prompt, then select “**Set up**” again to proceed with Authenticator setup.

Freeman[™]



Set up security key or biometric authenticator

You will be prompted to register a security key or biometric authenticator (Windows Hello, Touch ID, Face ID, etc.). Follow the instructions to complete set up.

7

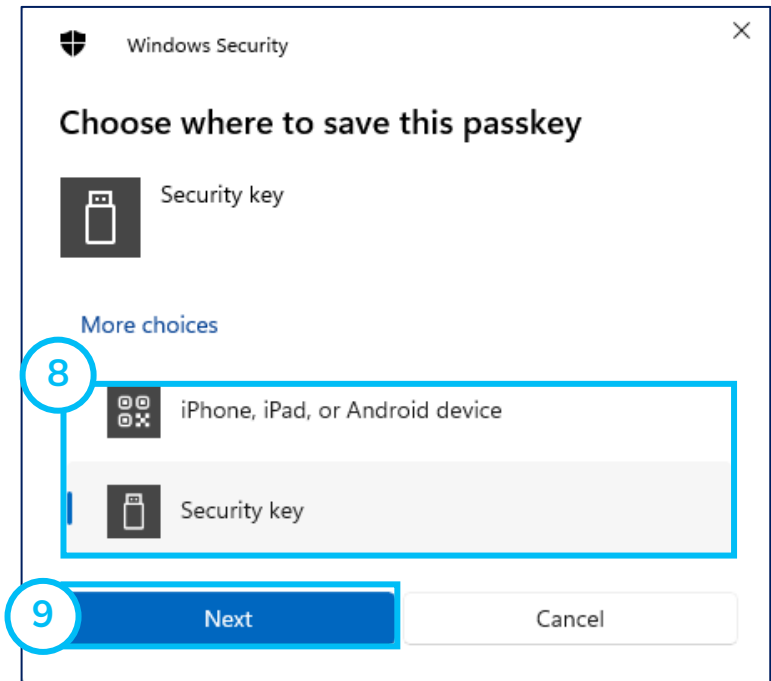
Set up

[Return to authenticator list](#)

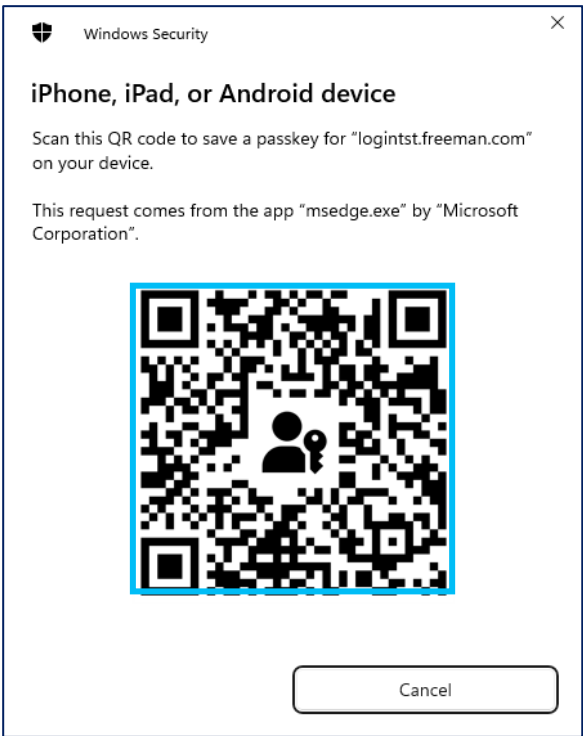
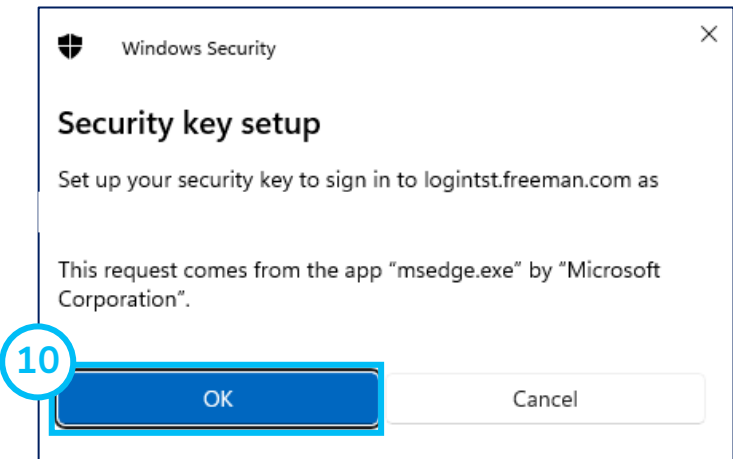
[Back to sign in](#)

Okta Registration

- 8. You will then be redirected to this pop-up, where you must select your preferred method of two-factor authentication.
- 9. Click “Next” to proceed.

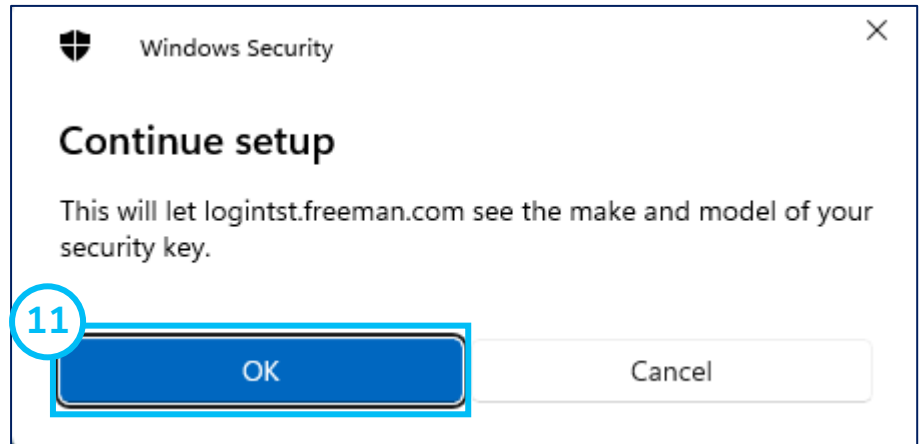


- 10. Carefully review the prompt, then select “Set up” again to proceed with Authenticator set up.
 - Or, if you have opted to use a biometric option, scan the QR code with a mobile device to proceed.

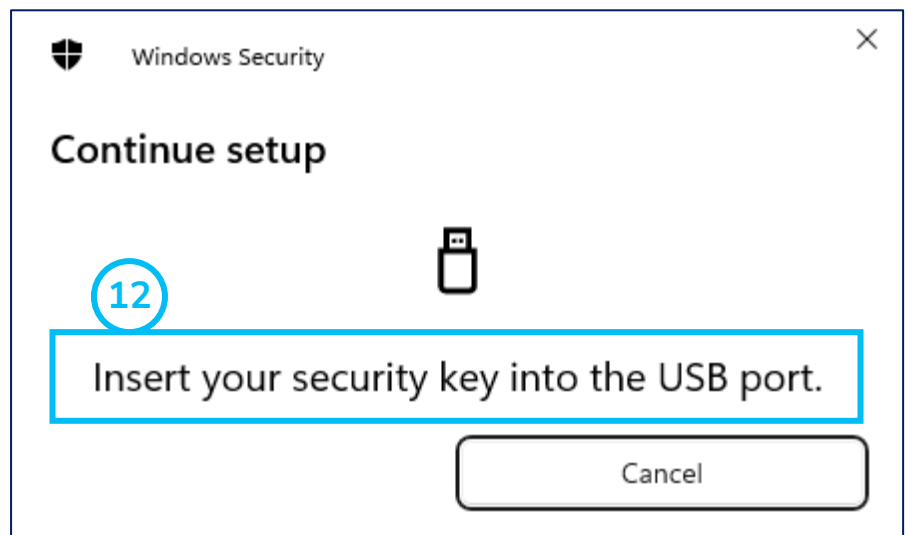


Okta Registration

11. Select “OK” to proceed with security key setup.



12. Insert your security key into your PC and follow the prompts to link your account to this key.

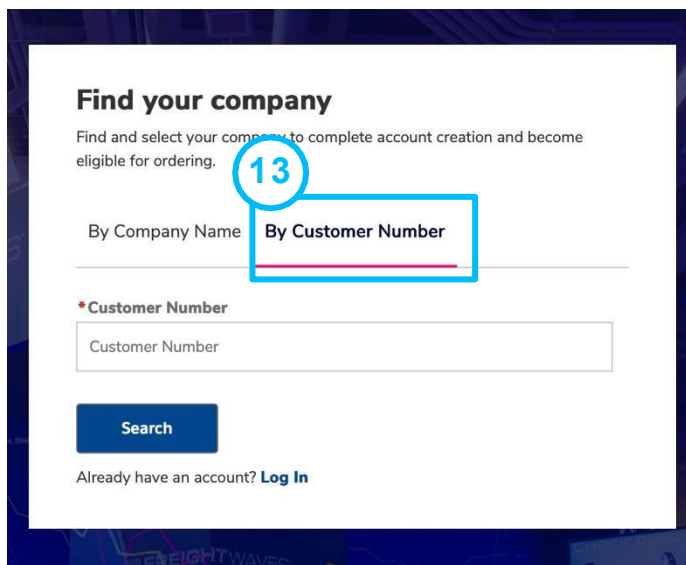


Associate Your Account with Your Company

13. If you have a BPID: Use the “By Customer Number” tab to search by the BPID. Your BPID is also known as your Customer Number and can be found on any Freeman invoice. If you already have a BPID, this is the preferred way of searching.

14. If you **do not** have a BPID: Use the “By Company Name” tab to narrow down the search. If you’re having difficulty searching by company name, try searching with only one word or a partial name. This will yield a larger number of search results.

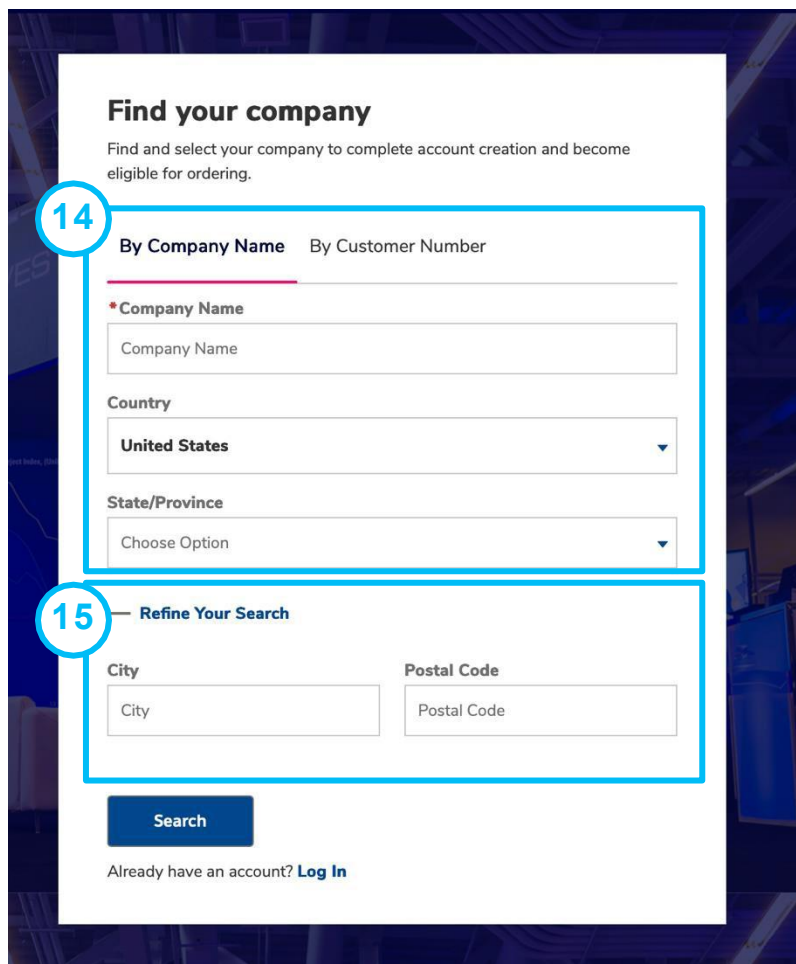
15. If you still cannot locate your account, use the “Refine Your Search” button to include your city or postal code.



The screenshot shows the 'Find your company' form. The 'By Customer Number' tab is selected and highlighted with a blue box and a circled '13'. Below the tabs is a text input field labeled 'Customer Number' with a red asterisk. A blue 'Search' button is at the bottom. A link 'Log In' is at the bottom right.

Note:

- You can find your Customer Number on any Freeman invoice.



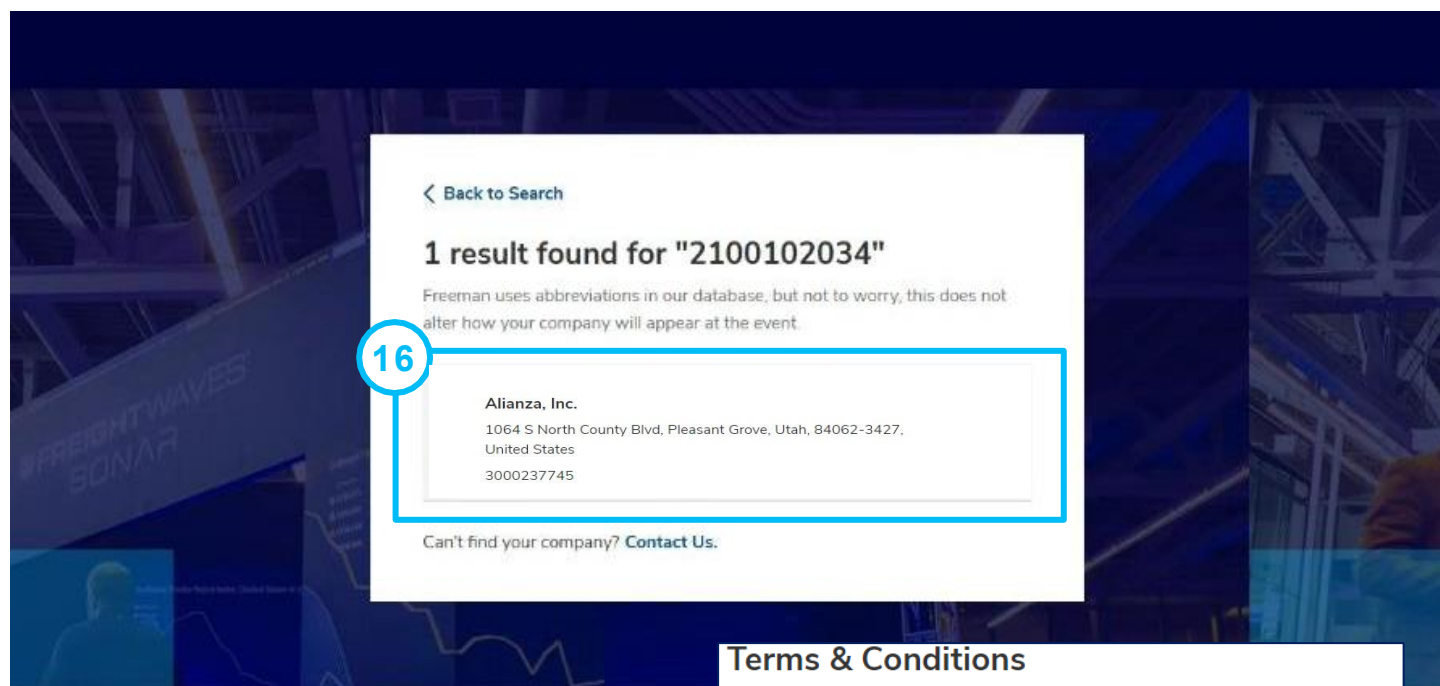
The screenshot shows the 'Find your company' form. The 'By Company Name' tab is selected and highlighted with a blue box and a circled '14'. Below the tabs are input fields for 'Company Name', 'Country' (set to 'United States'), and 'State/Province' (set to 'Choose Option'). A blue 'Search' button is at the bottom. A link 'Log In' is at the bottom right. A section labeled 'Refine Your Search' with a circled '15' is expanded, showing input fields for 'City' and 'Postal Code'.

Note:

- You may associate yourself with your company by searching by the Company Name.
- The "Refine Your Search" button expands to search by City, State, and Postal Code.
- Once you enter the Company Name and select the "Search" button, a list of results will appear for you to select from.

Associate Your Account with Your Company

16. Once you hit Search, click on your company tile to associate it with your account.



17. After selecting the company, review the Terms & Conditions carefully, then select "I agree."

18. Select "**Complete**" to finish the account creation process.

Terms & Conditions

If your company's information needs updating, first complete registration. You will then have the opportunity to edit the details through your profile settings.

Alianza, Inc.
1064 S North County Blvd, Pleasant Grove, Utah, United States 84062-3427
3000237745

Freeman is committed to protecting the privacy of our clients so we would like to be transparent about the cookies and personal information we collect and how we utilize it. Freeman may process your cookies and personally identifiable information (PII) to perform the services you have contracted from us, where necessary for our legitimate interests (that are not overridden by your fundamental rights), or to comply with a legal or regulatory obligation and as further detailed in each Freeman application. We do not generally rely on consent as a legal basis for processing cookies or PII.

Please review our policies provided in the links below and provide your preference where required so we can ensure we are continuing to provide the best customer experience possible.

17 ☒ I agree to our [Terms and Conditions](#) and [Purchase Terms](#)

By logging in, I acknowledge that I have read, understand, and agree to Freeman's Terms and Conditions and Purchase Terms.

18 **Complete**

Part 2

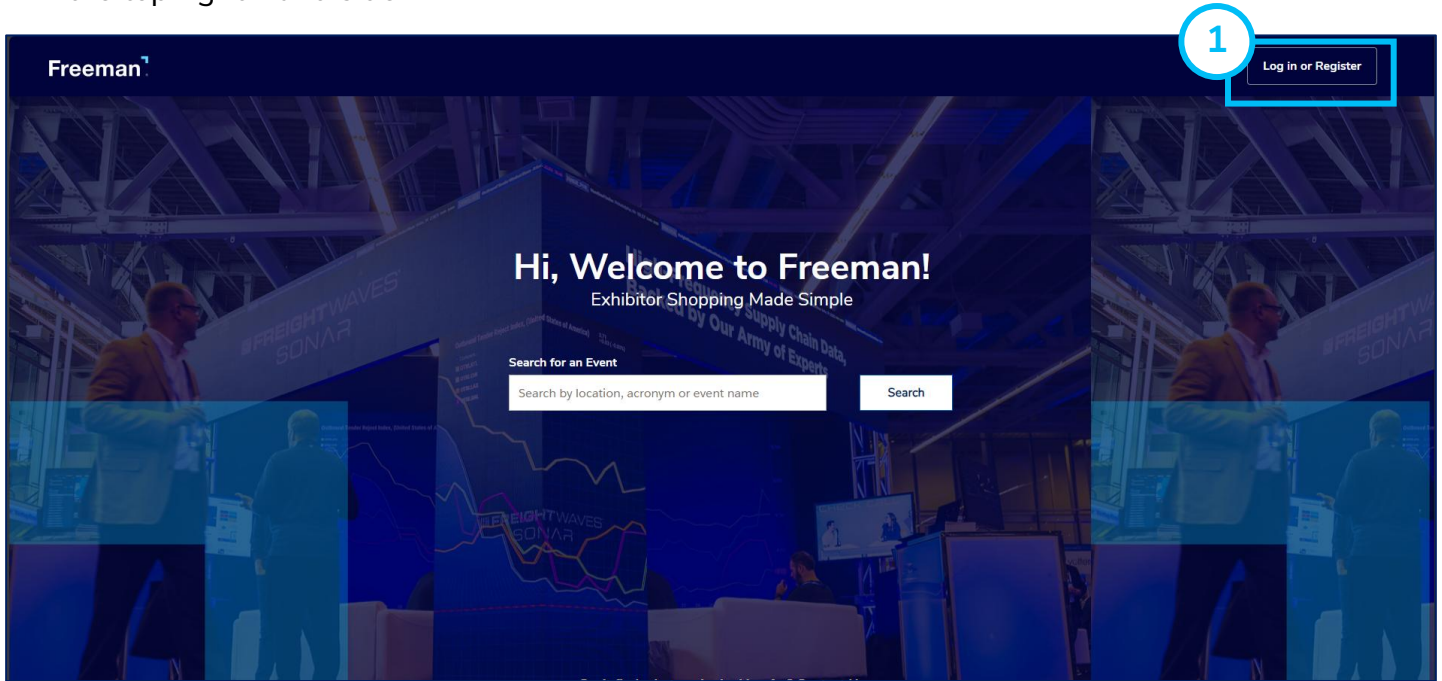
Customer Identity Verification

Welcome to the Okta Registration Job Aid, your complete guide to accessing Okta Verify.

Use this job aid to access and create an Okta account to shop and order products and services on Freeman's eCommerce site.

Identity Verification Using Okta

1. To verify your identity in Okta, start by logging into the Freeman eCommerce site, and select “Log In” in the top right-hand side.

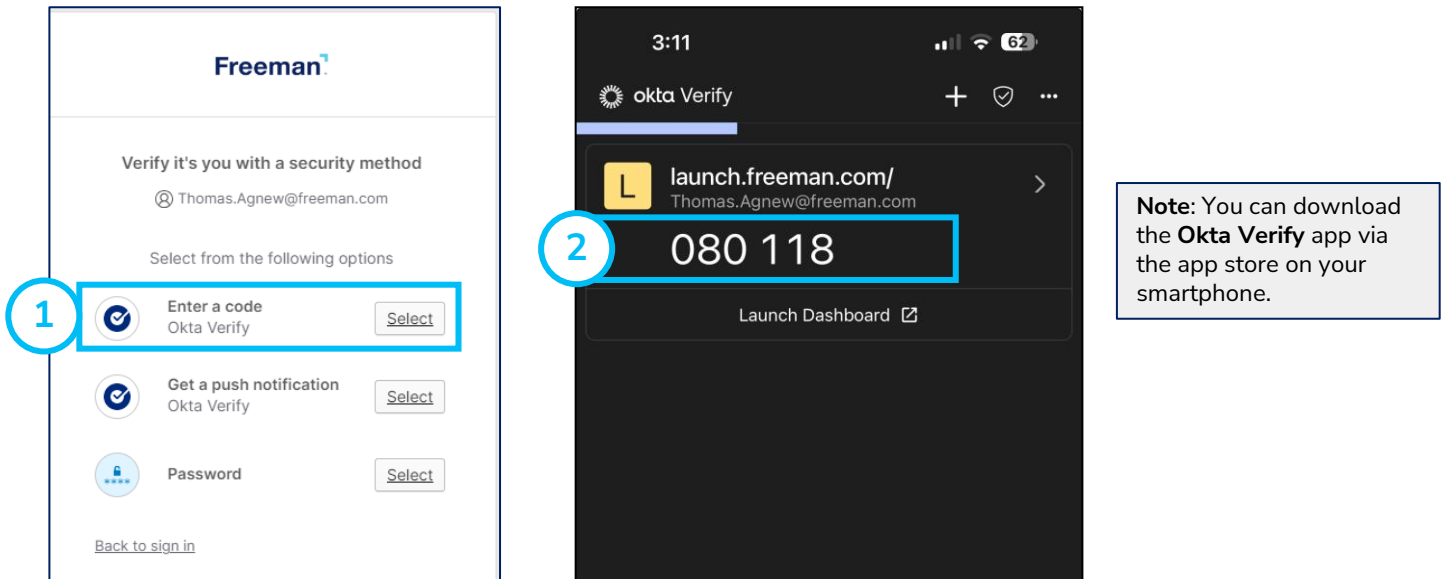


2. You will be presented with the following login screen. Select “Next” to proceed.
3. Enter your password, then select “Verify” to proceed.

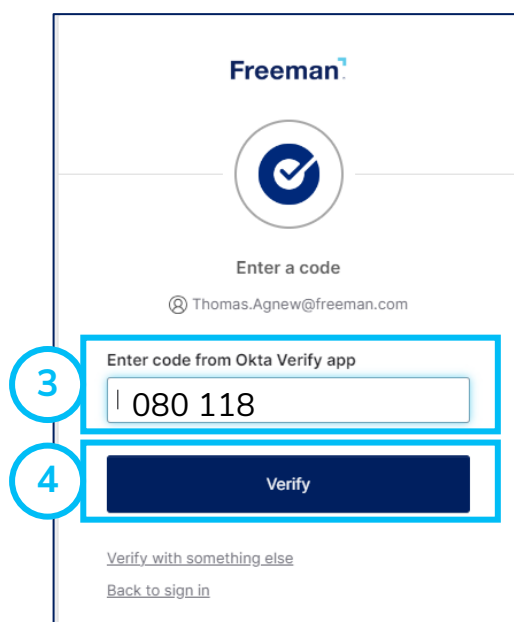
Note: During account creation, be sure to always keep your email open when verifying your account, as these verification links and codes are only viable for 5 minutes.

Identity Verification Using Okta: Using a Code

1. After entering your email & password, you will come to an Okta Verify Screen. To proceed, select a verification method (code or push notification). First, let's try a **code**.
2. Open your Okta App on your computer or smartphone to find the Okta verification code.

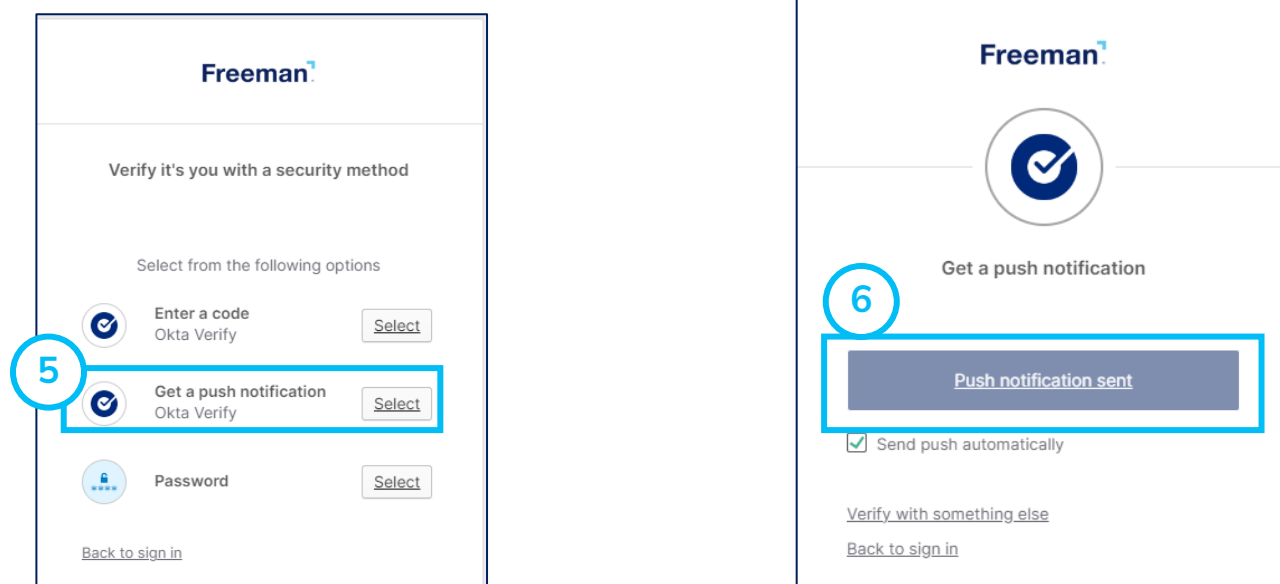


3. Enter the code shown in your Okta App into the code field.
4. Select **"Verify"** to proceed.

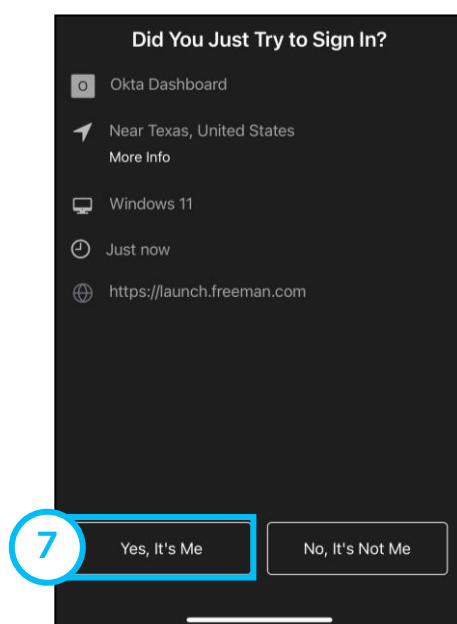


Identity Verification Using Okta: Using a Push Notification

5. Alternately, you can verify with a push notification. To do so, select “Get a push notification.”
6. A notification will appear indicating that the push notification has been sent.



7. Open your Okta App on your computer or smartphone and validate that the request for access is yours. If the Access request is yours, select “Yes, it’s Me” to verify your identity and log into the eCommerce site.



Part 3

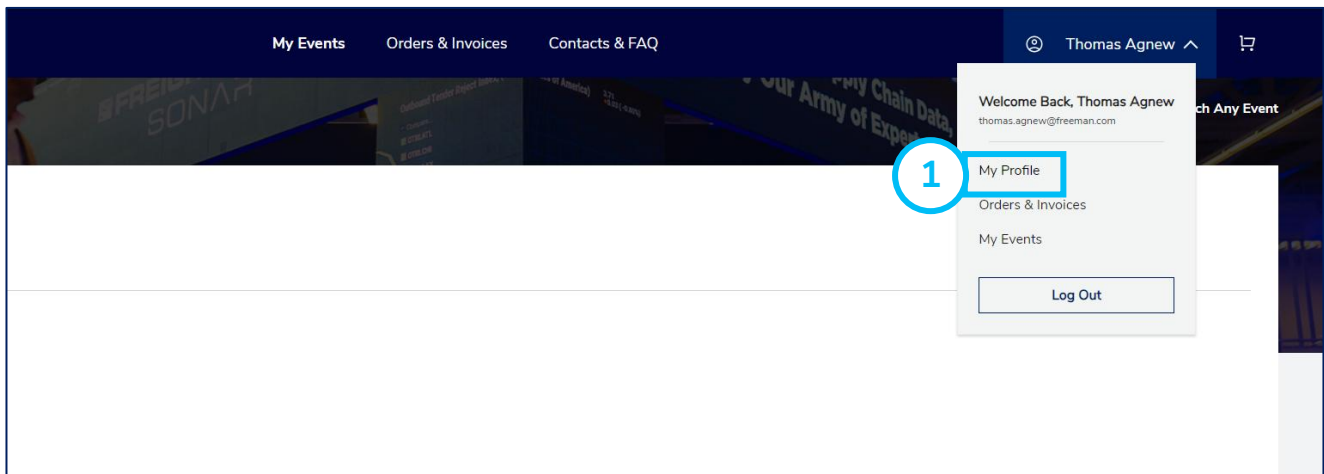
How to Update Account Information in Okta

How to Update Account Information in Okta

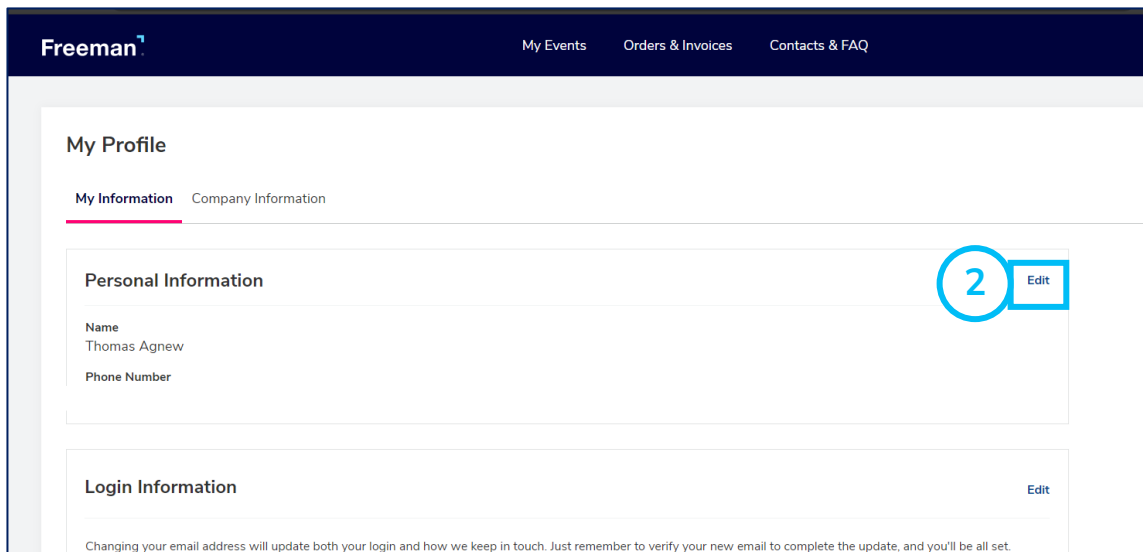
Prior to editing personal information within the eCommerce site, you will need to:

- Access the “My Profile” section within the upper right-hand corner of the events dashboard.

1. After logging into the eCommerce site, select the user profile icon in the upper right-hand side of the screen, then select “**My Profile.**”

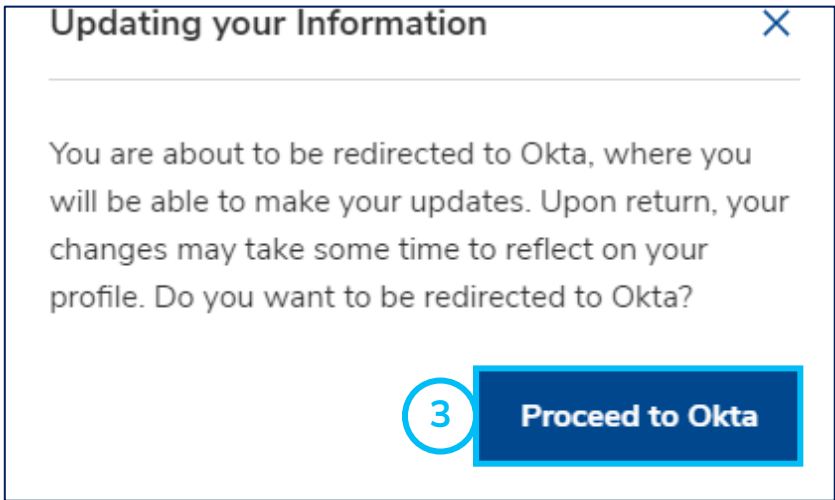


2. Within the “My Profile” section of the eCommerce site, select the information you’d like to edit by clicking the blue “**Edit**” text in the right-hand side of each box.

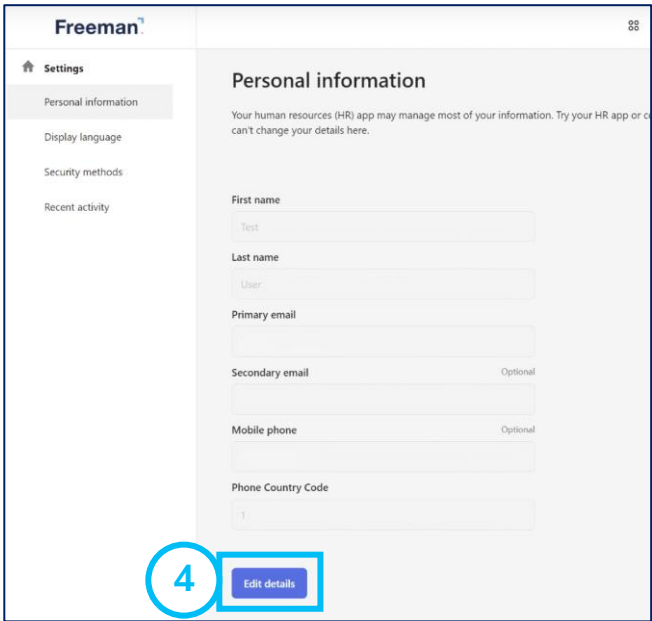


How to Update Account Information in Okta

- 3. Upon selecting “Edit” for any account information, you will receive a pop-up notification informing you that you will be redirected to Okta. To proceed, click “**Proceed to Okta.**”

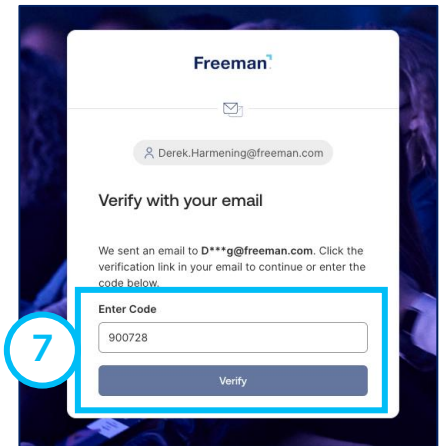
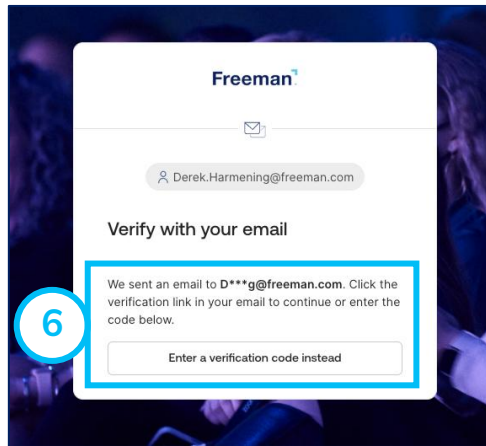
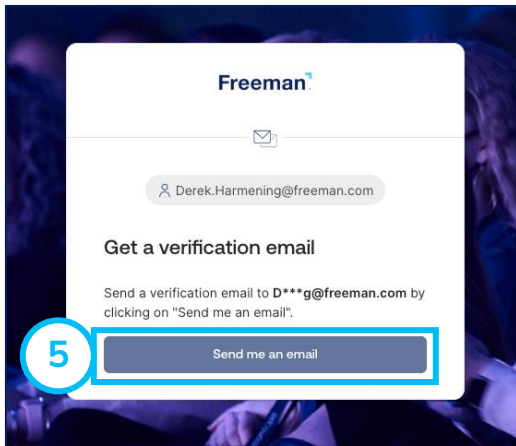


- 4. You will come to an account information screen. To change account details, select “**Edit Details.**”



How to Update Account Information in Okta

5. You will be prompted to verify your identity by receiving a verification email. Select **"Send me an email"** to proceed.
6. You will be directed to verify through email. You can either a) follow the link provided via email or b) enter the the verification code also found within the email.
7. If using a verification code, you should enter it in the "Enter Code" field, then select **"Verify."**



8. Once verified, you can edit your personal information.
9. To change company information, contact: datastewardship@freeman.com