

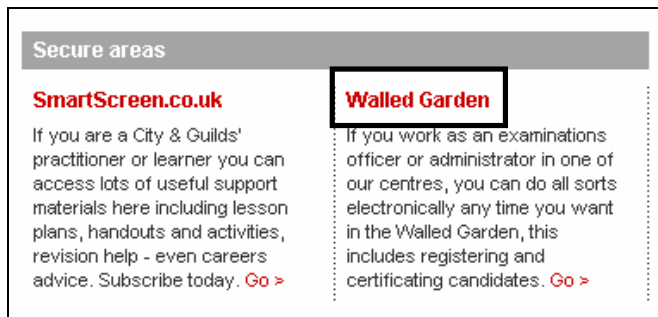
Using the Walled Garden to order SmartScreen

These instructions illustrate the process of logging on to and ordering SmartScreen products from the City & Guilds Walled Garden.

To complete a SmartScreen order, access to the internet and a Walled Garden username and password are required.

Logging on - Go to web page www.cityandguilds.com

- 1 From the City & Guilds home page; click on **Walled Garden** from the **Secure areas** section in the bottom left hand corner.

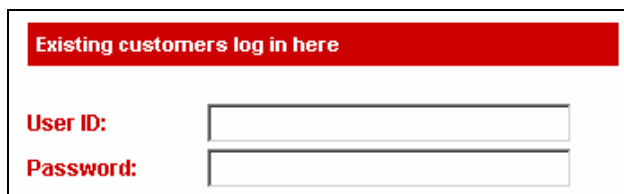


Secure areas

SmartScreen.co.uk
If you are a City & Guilds' practitioner or learner you can access lots of useful support materials here including lesson plans, handouts and activities, revision help - even careers advice. Subscribe today. [Go >](#)

Walled Garden
If you work as an examinations officer or administrator in one of our centres, you can do all sorts electronically any time you want in the Walled Garden, this includes registering and certifying candidates. [Go >](#)

- 2 A log on screen will be displayed. Using the details emailed to you, enter your username and password in the corresponding fields.

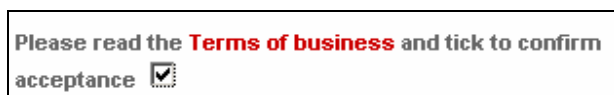


Existing customers log in here

User ID:

Password:

- 3 Click in the **Terms of business** box to accept conditions of use.




Please read the **Terms of business** and tick to confirm acceptance

- 4

Click

LOG ON

Welcome to the City & Guilds Walled Garden, searching for SmartScreen products

1 From the Walled Garden navigation options at the top of the screen, click 



2 There are three ways to find SmartScreen products:

1) Using the qualification tree on the left of the screen, drill down to the desired qualification. Click the SmartScreen link.




Available SmartScreen products will be shown on the right hand side.


SmartScreen List

Add	Order Code	Product ID	Description	Type
	SS4404-LV2	126000275	Smartscreen Subscription: Level 2 NVQ in Business and Administration.	SmartScreen
	SS4413-LV2	126000180	Smartscreen Subscription: Level 2 Certificate in Business and Administration.	SmartScreen
	SS4413-LV3	126000181	Smartscreen Subscription: Level 3 Certificate in Business and Administration.	SmartScreen

Click on the correct level in the description column.

Details of the product will be displayed. Select  in the top right hand corner. Proceed to step three.

2) On the right is a **Quick navigation** link. Select 

 At the top of the screen the centre and customer number are displayed. Along with the order type SmartScreen.

SmartScreen selection			
Centre No.	<input type="text" value="9999"/>	Customer No.	<input type="text" value="999999"/>
Order type	<input type="text" value="SmartScreen"/>		

to see all qualifications the centre can order for, click

Show All

3) To search for individual products, use the **Search** box to search by keywords or Product / SmartScreen Code.

Keywords

Enter a key word for the product, for example *hair*. Putting an asterisk * at the beginning and the end will return results for all levels of the qualification that SmartScreen is available for.

Search	*hair*
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Product / SmartScreen Code

Enter SS (for SmartScreen), followed by the qualification number. Putting an asterisk * or wildcard at the end will return results for all levels of the qualification that SmartScreen is available for. This number is the Product / SmartScreen code.

Search	SS6902*
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Click **Search**

 The results will be displayed.

Select	Order code	Product ID	Description	New Subscription Start Date	Subscription Type
<input type="checkbox"/>	SS6902-LV2	126000200	Smartscreen Subscription: Level 2 Diploma in Hairdressing - Women's Hairdressing	10.03.2009	Annual

3 Clicking the **Select** box will select the product, changing the colour. More than one product can be selected at a time. Click the **Select** box next to all SmartScreens to be ordered.

Select	Order code	Product ID	Description	New Subscription Start Date	Subscription Type
<input checked="" type="checkbox"/>	SS6902-LV2	126000200	Smartscreen Subscription: Level 2 Diploma in Hairdressing - Women's Hairdressing	DD.MM.YYYY	Annual


4 The **New Subscription Start Date** will default to today's date if there is currently no subscription in place. Dates can be overtyped where necessary, to coincide with the start of term, for example, and should be entered in the format DD.MM.YYYY

Subscriptions can be re-ordered within three months of their expiry date. Outside of this time the select box will be greyed out, with a message underneath stating 'This subscription can be renewed three months before the current subscription expires'.

<input type="checkbox"/>	SS3014-LV1	126000195	Smartscreen Subscription: Level 1 NVQ in Hairdressing	19.02.2010	Annual
This subscription can be renewed three months before the current subscription expires					

5 The **Subscription Type** will display as Annual. This means the subscription will be valid for twelve months from the date of order. Click **Continue**

Continue

 The SmartScreen team will send an email after eleven months, informing the subscription will expire soon. At this stage another order can be placed. This will ensure both tutors and learners continue to benefit from SmartScreen, without a lapse in subscription.

Order Details




1 The order will be displayed on the screen, with the price shown at the bottom. All the details should be checked to ensure they are accurate. Any field marked with an asterisk *, must be filled in.


The **Your Ref.** field can be used to enter a purchase order or similar tracking number. This will be quoted on your invoice.

Your Ref. *	Purchase Order No.
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Delivery address

2 The **Deliver to** field displays a summary of the address the order will be delivered or invoiced to. This will be the main address of the centre.

Deliver to		CENTRE... ADDRESS... HERE....		
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To check the centre address, click the **view** icon on the left. 


If the centre has multiple sites, use the **drop down arrow** to select correct address. 

If required, a different delivery address can be entered by clicking the **create** icon on the right.  If this option is selected, ensure the address is entered accurately. Click **Continue** to agree the new address, returning to the order confirmation screen.


Email address



3 The **E-mail** field should be populated with the address of the person who should receive the log in details. This could be the course leader or tutor.

E-mail *	enteremail@address.here
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 The email address is very important. This is the address the log on details will be sent to once the order has been placed. Please check it is correct. At the end of the subscription, the reminder email will be sent to the contact shown on the screen. If this is incorrect or needs amending, please contact the Online Services team on 0207 294 2468

Subscription details

4 Within the main order details, the **detail** icon will display further information about the subscription. 


Amend	Detail	Order code	Product ID	Product description	Order type	Qty	Price	Total	Delete
		SS6923-LV2	126000239	Smartscreen Subscription: Level 2 Progression Award in Photography	SmartScreen	1	200.00	200.00	<input type="checkbox"/>

Subscription Start Date: 12.02.2009 **Subscription Type:** Annual

Click the **detail** icon again to close this section.

Deleting an item from the order


1 More than one product can be ordered at a time. All of the products selected will be displayed in the order details section.

To delete a product. Click in the **Delete** box  then click **Update Order**
The item will be removed.

Adding another item to the order


1 From the order detail screen, it is possible to add additional lines. This can be done by clicking on the button **Order Another Item**

Clicking this option will show the search screen, so other products can be selected.

To return to the order without selecting additional items, click **Shopping basket** 

Submitting the order

1 Once all order details have been checked and amended as necessary, click **Submit Order**

2 A pop up box will appear. Click 

3 The order confirmation screen will be displayed.

Included on this is the order number. This should be quoted in any correspondence with the SmartScreen team in relation to the order.

4 After the order is submitted, an email will be sent containing details of the SmartScreen product. The usernames and passwords for both tutors and learners will be included.

Session time out

- 1 After 60 minutes of inactivity the session will time out. Any incomplete orders or unsaved changes will be lost. The following message will be displayed at the top of the screen.

Your session has timed out. Click on the Catalogue link in the bar above to log on. Please note that when a session times out, any unsaved changes are lost.

To log back in click

Catalogue/Shop

Logging off

- 1 To log off, click the link in the top right hand corner.

[Help](#) | [Personalize](#) | [Log Off](#)