



# 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](mailto:orders@coopersurgical.com)

**Phone:** 800-243-2974

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## 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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