



HEART SHOP

eStore

User Guide



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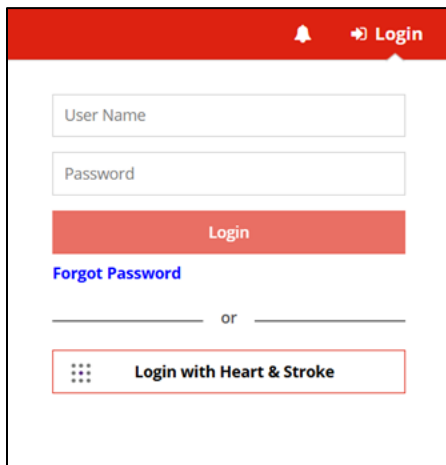
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Overview

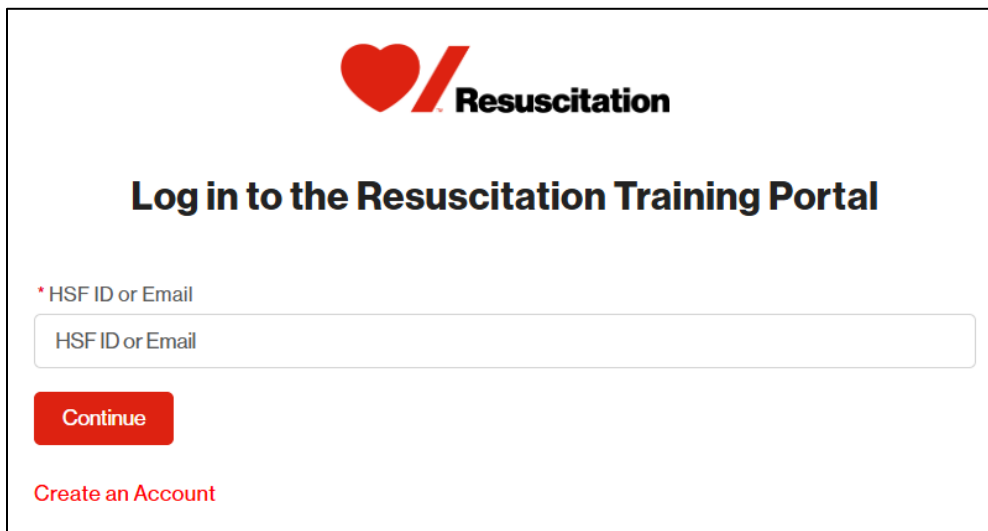
This User Guide will provide you with instructions and useful information for navigating through the eStore to enable you to purchase material.

Log in

To access the eStore, go to <https://hsf.gilmoreglobal.com>. In the top right corner under Login click on 'Login with Heart & Stroke'.



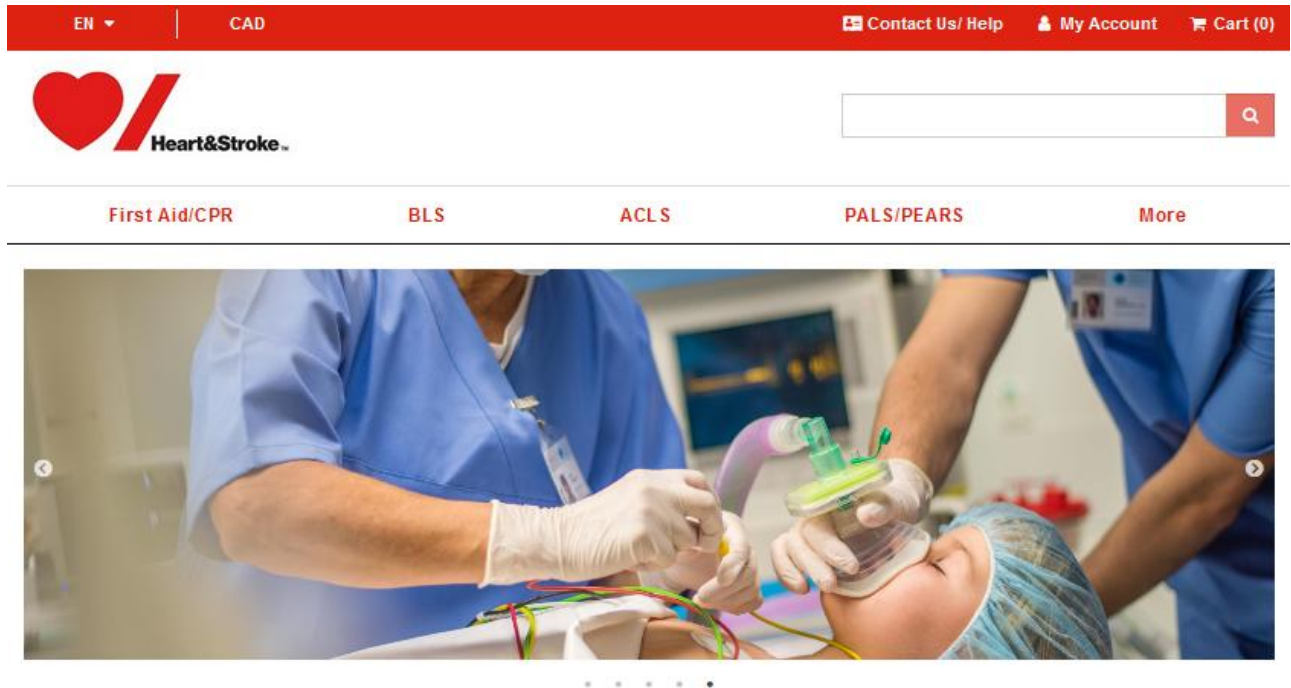
You will be brought to the Resuscitation Portal.



Once you've entered your details you will be brought back to the store logged in.

The homepage

From the homepage you can browse products, navigate through My Account to find reporting, past orders, address book, etc.



HEART SHOP

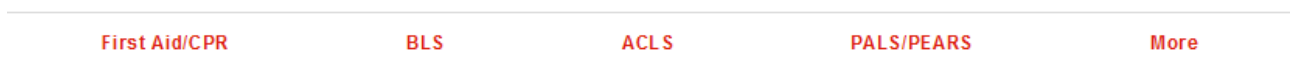
Healthy lives free of heart disease and stroke. Together we will make it happen.

Browsing the Products

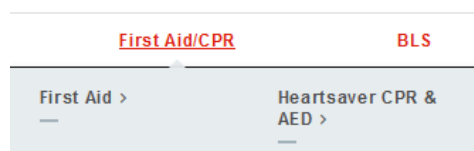
There are a couple of different ways to view the products in the store.

Product Categories

Product Categories are found along the top. These categories contain products currently available to order within the eStore.



If you know the location of the product you are searching for, you can use these categories to drill down until you find the desired product.



Search Function

On the top right of the store, there is a text box by which you search. Enter the desired part number, title, keyword, etc. in the text field. The results of the search will be listed for easy viewing.




 

If you enter a word such as 'bundle' you will see all items that contain 'bundle'.

From here you can filter the results by using the sort by, view, and products per page.

Sort by Most Relevant ▼
View  
Per page 48 ▼
11 Items | [View All](#)

 <p>First Aid - Instructor Manual Bundle #RE2003 \$215.00 CAD</p> <p>Buying Options</p>	 <p>2015 – BLS Provider & Renewal USB – Bilingual Bundle (Ensemble bilingue) #RE3355B-USB \$142.42 CAD</p> <p>Add To Cart</p>	 <p>2015 ACLS Provider Bundle #RE5600 \$73.04 CAD</p> <p>Buying Options</p>
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Product Description

The product name and image act as a link. Clicking this link will display a synopsis of the selected product. This page displays all of the product information within the overview but can also a description, and/ or special instructions (if applicable).



2015 – BLS Provider & Renewal USB – Bilingual Bundle (Ensemble bilingue)

RE3355B-USB

\$142.42 CAD

– 1 +

In Stock (48 Available)

Add To Cart

Overview

Description

2015 – BLS Provider & Renewal USB – Bilingual Bundle (Ensemble bilingue)

Placing an Order

There are two different ways to add product to your shopping cart.


1. From the product list you can click *Add to Cart* and you are brought to your shopping cart where you can change the quantity you would like to order. When you change the quantity make sure to click on update.
2. From the product detail page you can adjust the quantity you wish to order and click *Add to Cart*, where you are then brought to your shopping cart.

Shopping Cart

Items will be added to your shopping cart, and you will see the total value of all items in the subtotal.

 Your Shopping Cart

[Proceed to Checkout](#)

PRODUCT	QUANTITY	PRICE
 <p>2015 – BLS Provider & Renewal USB – Bilingual Bundle (Ensemble bilingue) #RE3355B-USB</p> <p>Remove from Cart</p>	<div>– 2 +</div>	<p>Unit price: \$142.42</p> <p>Subtotal: \$284.84</p>
<hr/> <p>Clear Cart</p>		
<p>Continue Shopping</p>		<p>Subtotal (1 items): \$284.84 CAD</p> <p>Proceed to Checkout</p>

From here you can Continue Shopping or Proceed to Checkout.


Shipping Page


Entering Ship-To Information

At this step, you will be asked to enter the ‘ship to’ information. If the Shipping Information which auto populated is correct, then proceed by scrolling down.


From here you also have access to a Personal and/or Company address book. Or ship to a new address.


Set Your Shipping Address:

 **Ship to Address**

 **DEMO USER**
Edit Address

Gilmore Global
120 Herzberg Road
Ottawa, Ontario K2K3B7
Canada
800.795.6661
griersont@gilmore.ca

- OR -  Select a different address from your address book


- OR -  Ship to new address

Select your Shipping Method

From the drop down you are offered the available ship methods based on the ship to address.

You are also given the shipping estimate and delivery date.

Select Your Shipping Method

 Shipping Method

Please Select an Option

Special Instructions

The *Special Instructions* field can be used to enter comments specific to the particular order delivery.


Special Instructions (optional)


Entering Billing Information

Below Special Instructions, you will see Set Your Billing Address. Same as shipping address will automatically be selected.

Set Your Billing Address

☐ Same as shipping address

 Bill to Address

 **Bill to Address**

Gilmore Global
 120 Herzberg Road
 Ottawa, Ontario K2K3B7
 Canada
 ☎ 800.795.6661
 ✉ store@gilmore.ca

When it is unselected you have access to your address book or type a different address in.
Once completed Click on Continue to Payment.

Payment Options

Select Your Payment Options:

Once you've entered your payment details click Process your Order.

Review and Confirm

Final Order Summary


You can now review your order before processing.

*If you have a promotional code this is when you would enter it.

Review Your Order:

Process your Order

Your Shopping Cart

PRODUCT	QUANTITY	PRICE
 2015 – BLS Provider & Renewal USB – Bilingual Bundle (Ensemble bilingue) #023352-USB	Qty: 2	Unit price: \$142.42 Subtotal: \$284.84

Order Summary

Merchandise Subtotal:	\$284.84
Process Fee:	\$6.00
Shipping:	\$8.08
Taxes:	\$38.47
Order total:	\$337.39 CAD

Order email confirmations

	Full Name	Email Address	Email Source	Pricing Visibility
<input type="checkbox"/>			Third Party	All Pricing
<input checked="" type="checkbox"/>	Demo User	store@gilmore.ca	Biling. Shopper	All Pricing
<input type="checkbox"/>	DEMO USER	gilersont@gilmore.ca	Shipping	All Pricing

Shipping email confirmations

	Full Name	Email Address	Email Source	Pricing Visibility
<input type="checkbox"/>			Third Party	All Pricing
<input checked="" type="checkbox"/>	Demo User	store@gilmore.ca	Biling. Shopper	All Pricing
<input type="checkbox"/>	DEMO USER	gilersont@gilmore.ca	Shipping	All Pricing

Account Summary

Shipping Address

120 Herzberg Road
Ottawa, Ontario K2C3B7
Canada
T4 2G2 T2S.8881
@gilson@gilmore.ca
Ship Method: UPS - Standard
Estimated Delivery Date: August 12, 2020
Special Instructions:

Billing Address

120 Herzberg Road
Ottawa, Ontario K2C3B7
Canada
T4 2G2 T2S.8881
@store@gilmore.ca

Payment

Manual Purchase Order: 010021

Back to Payments

Process your Order

Once you've confirmed your order click on Process you Order.

Order Confirmation Page

Order Confirmation Page

Once your order has been accepted, a confirmation page will display indicating the order number.

At this point, you may **View Order Receipt**, **Continue Shopping**, **Logout** or **Assign Digital Content**.

Thank you for your order!

If you have purchased eContent for Online Viewing or Digital Download, **no material will be shipped to you**. Please click on the '**Assign eVantage Light Products**' link below to access the materials.

Your confirmation number is **#1867486**

You will receive an email confirmation shortly.

 [View Order Receipt](#)

Purchased Products



2015 – BLS Provider & Renewal USB –
Bilingual Bundle (Ensemble bilingue)
#RE3355B-USB

[Continue Shopping](#)



Email Confirmation

Order Confirmation Email

You will receive an order confirmation via email with your order number. If you have order digital products there will be a button to claim digital content.



Order Review		Order Status: Processed		
Order Number:	1867488	Date Ordered:	August 6, 2020	
Ship Method:	UPS - Standard	Payment Method:	010021	
Required Delivery Date:	August 12, 2020			
Shipped Date:	Awaiting Shipping			
Billing Information		Shipping Information		
Full Name:	Demo User	Full Name:	DEMO USER	
Company Name:	Gilmore Global	Company Name:	Gilmore Global	
Email:	store@gilmore.ca	Email:	griersons@gilmore.ca	
Phone:	800.795.6861	Phone:	800.795.6861	
Fax:		Fax:		
Address:	120 Herzberg Road	Address:	120 Herzberg Road	
City:	Ottawa	City:	Ottawa	
Province:	Ontario	Province:	Ontario	
Postal Code:	K2K3B7	Postal Code:	K2K3B7	
Country:	Canada	Country:	Canada	
Products				
Product Code	Product Name	Price	Quantity	Amount
RE3355B-USB	2015 – BLS Provider & Renewal USB – Bilingual Bundle (Ensemble bilingue)	\$142.42	2	\$284.84
Subtotal:				\$284.84
Order Process Fee:				\$5.00
Shipping & Handling:				\$6.06
Taxes:				\$38.47
Total:				\$334.37
Prices in CAD				

Prices in CAD

License Code or E-mail Assignment

Manually enter the participant's names in the boxes below, then click save.

If you have a large class and wish to upload the names, follow the below instructions under "to bulk upload", then click save.



Order Number: 1867487

Order Date: 20200806
Purchaser Company Name: Gilmore Global
Phone Number: 800.795.6661


Full Name: Demo User
Company Name: HSF Resuscitation
Purchaser Email: store@gilmore.ca

Assign Recipient(s)

If you have purchased eContent for **personal use** click on **Assign Recipient(s)** below and click on the  icon under actions.

If you have purchased eContent for **someone else** click on **Assign Recipient(s)** below and enter their information. The recipient will receive an email containing a link to access the eContent.

If you have ordered **multiple** products click on **Expand** to assign users to the additional items.

 RE3320ED 2015 - Basic Life Support - Instructor Manual (eBook) (Quantity Available: 1)

Hide ▼

[Assign Recipient\(s\)](#) | [Bulk Upload](#) | [Search](#)

5 ▼



Assign New Recipient(s)



☒ RE3320ED [Quantity Available: 1]

This page displays a maximum of 10 records at a time.

ID	Name	Email	Comments	Actions
1	<input type="text" value="student name"/>	<input type="text" value="student@email.com"/>	<input type="text"/>	

or [reset](#) or [cancel](#)

Once successful the status of the code will change to "a check mark"

Full Name	Email Address	Comments	Email Sent	Actions
Michelle Wong	wongm@gilmoreglobal.com			 

Frequently Asked Questions (FAQs)

Q. Why should I create an account and become a Registered User on the eStore?

- A. Log in to your account on the resuscitation portal at cpr.heartandstroke.ca. On the home page, once logged in, you will see a shop button. Click the shop button. A new tab will open, and it will bring you to the Heart Shop. The first time you set up your account, you must answer a few short questions to register as a user. You will automatically be signed in to Heart Shop and can access all materials related to your discipline. Users can log in to review orders in process, orders in transit and review all past orders placed on the eStore. Users can save their address details on the eStore, saving both time and effort when placing future orders.

Q. Who do I contact if I cannot log in to the eStore?

- A. Please contact the Resuscitation Support Centre at rsc@heartandstroke.ca or call toll free at 1-877-473-0333 if you are experiencing difficulty logging in.

Q. How do I sign into Heart Shop and purchase Heart and Stroke Training Materials?

- A. Sign into Heart Shop by clicking on the Shopping button on the portal.

Alternatively, to purchase Heart & Stroke Training Materials, you can go to the Heart Shop online store <http://www.gilmore.ca/HSFC/Guest.aspx?lang=EN> and order online.

You can register for an account or order as a guest.

You can look for the desired manual in the browse menu at the left of the store page or by entering the product code (if known) in the search bar section.

Q. Who do I contact if I cannot find the product that I need to order?

- A. Please contact HSFDistribution@gilmore.ca or call the Gilmore Global Team toll free at 1-844-514-1119 for assistance in locating a product.

Q. Where is the fulfillment center located?

- A. Ottawa, Ontario, Canada

Q. How long does it take to process my order?

- A. All orders are processed upon receipt. All orders that are placed before 12:00pm EDT will ship the next business day. All orders that are placed after 12:00pm EDT will ship the second business day.

Q. When do items get shipped?

- A. All items are bundled and shipped together.
Orders that are placed before 12:00 pm EDT will ship the next business day.
All orders that are placed after 12:00 pm EDT will ship the second business day.

For example,

If an order is placed before noon, it ships day +1, and delivery happens d+2 in most Canada wide locations (if UPS Express is selected before 10.30 am).

If an order is placed after noon, it ships day+2, and delivery happens d+3 in most Canada wide locations (if UPS Express is selected before 10.30 am).

Q. Which courier services do you use to ship?

A. UPS, Canada Post, Fedex, and DHL for international orders.

Q. How can I ship to a PO BOX?

A. UPS doesn't deliver to a PO Box, so you must ship via Canada post to your location. Please contact the Gilmore Global Team at HSFDistribution@gilmore.ca or 1-844-514-1119 for more assistance.

Q. Can I ship with Canada Post?

A. If you wish to proceed with Canada post on all your orders, you will need to select a UPS ship method cost higher than what it will be with Canada post, that way we can change your ship method to Canada post accordingly in our systems.

Before submitting your order you can add on the special instructions "Ship Canada post", or you can always send us an e-mail before ordering for Canada post quoting shipping costs to hsfdistribution@gilmore.ca

Q. Who do I contact for support and general questions?

A. For non-urgent inquiries, please email HSFDistribution@gilmore.ca. Your inquiry will be answered Monday to Friday between 8:00am and 5:00pm EDT.

Q. I need to have my order delivered by the end of the week, but the 'Date Required' will not let me select that day. What do I do?

A. Select the closest date possible and place your order. Promptly forward your Order Confirmation email to HSFDistribution@gilmore.ca and ask whether your order can be expedited. Additional shipping costs will be incurred for expedited orders as the shipping method will need to be modified. No additional processing fees will be incurred.

Q. What type of payment do you accept?

A. You are preauthorized to transact in either Credit Card or PayPal. Please reach out to HSFDistribution@gilmore.ca should you wish to inquire about Purchase Order Terms.

Q. Why is there a hold/double charge on my credit card?

A. When an order is placed, a pre-authorization for the amount of the order is put on hold on your credit card. Once the order has been shipped, the pre-authorization is released, and the final amount is charged.

What you see on your statement is the original authorization and then the actual payment for the order. When the authorization shows up on a credit card statement, there is a credit for the same amount once the actual charge, with the shipping confirmation amount included, goes through

Q. How can I pay by Purchase Order?

A. To place orders utilizing Purchase Orders, you must complete the Credit Application and the Payment Agreement Forms. Please contact the Gilmore Global Team at HSFDistribution@gilmore.ca for these documents.

**Q. I did not receive an order confirmation via email. Who should I contact?**

A. Please contact HSFDistribution@gilmore.ca or call the Gilmore Global Team toll free at 1-844-514-1119 for assistance.

Q. How do I read the product codes? What do the letters and numbers mean?

A. Product codes will vary depending on the course, each course has their own product code. Please take into consideration that,

- Product code ending with an "E" refers to the English version
- Product code ending with an "F" refers to the French version
- Product code ending with "ED" "FD" refers to the eBook version
- Product code ending with "E" or "F" refers to the physical version of the book.

Q. What is the Heart Shop's return policy?

A. Here the return Policy:

- You must obtain prior approval from Gilmore for all returns.
- Returns must be made before 30 days from the date of purchase.
- For printed material, only current title revisions will be accepted for return.
- All goods must be in their original shrink-wrap and not damaged in any way.
- Returns must be packaged to prevent damage in shipment.
- Damaged goods will not be credited.
- Restocking fees for printed products (in CAD) are \$15 per order + \$0.25 per unit.
- Cancellation fee for eBooks/digital products is \$2 per license.
- Original shipping charges and the order handling fees are not refundable.
- There is no refund for the original freight, and return shipping is at the customer's discretion.

Q. How can I access my eBook?

A. To access your eBook, click on the link "Assign eVantage Light Products" at the bottom of your order confirmation.
You will be taken to another page where you will assign the e-book to your email, please click "Assign Recipient" and enter the corresponding information.

The system will create an account within the eVantage Light portal, and you should receive an email with the subject "New content has been shared with you."

Lastly, you will be able to click on a link to login to the portal and access the content. First-time users will be prompted to create a password to enter the portal.

Q. How long do I have access to eBooks?

A. You can access your eBooks for 5 years after your purchase date. If you would like to have your eBook in the offline player platform, your access will expire in a year. However, you can renew offline access for 5 years.

Q. What happens to my eBook if there is a version update?

A. This is a huge advantage of eBooks. Heart Shop uploads minor edits to content/revised files into existing content keeping you and your students up to date. You will see the new content automatically in your online view. If you have the book on the offline player platform, please refresh your vision for the update.

- Q. What happens to my eBooks if they're no longer in print or discontinued?
For example, if there is a new manual because of a Guidelines update.**
- A. When the 2020 Guidelines come out, they will not replace the 2015 Guidelines in the eBook environment. Similar to hard copy books, they are completely separate products. The instructor/student will need to purchase the new books. But you will still have access to your 2015 eBooks for 5 years after the purchase date.
- Q. I teach many courses. Can I have multiple eBooks (e.g. BLS Instructor Manual and ECC Handbook) on one account?**
- A. Yes, when you create an account within the eVantage platform (eBook platform), you will have access to all your eBooks. If, you purchased multiple eBooks with the same account/email address, they will all be included in the same eVantage account.
- Q. Can I get eBooks on my phone without the internet?**
- A. Yes, offline access is available on a mobile device by downloading content to a free Offline Player. Access to content downloaded to the Offline Player is restricted to 1 year. Once the 1 year has expired, you will need to download the content again within the offline player.