

## Medline.com Frequently Asked Questions

You can also view our ["Welcome" page](#) for a summary of new features

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### [How should I optimize my computer for viewing this Web site?](#)

#### Screen Resolution:

Set your screen resolution to 1024x768 or higher (PC users: Right click on the desktop, choose "Properties," then the "Settings" tab. Move the screen resolution slider to change the settings). For a more detailed explanation, we have documentation and a demo in a [following section](#) of this page.

#### Browsers Supported:

Medline.com is best viewed with Microsoft Internet Explorer v6.x and higher. Other browsers that are tested and seem to work fine: Netscape Navigator 7.x, Mozilla Firefox 0.9+.

#### Connection:

Ideally, use a broadband connection so downloading of brochures and hi resolution images is a quick and simple task. Broadband is not required, just recommended. Medline.com is fully functional via a dial-up connection to the Internet.

The following usually do not require attention, but are supplied in the event further changes are required.

#### Javascript:

This site requires JavaScript to be enabled within your browser. To ensure that your computer has JavaScript enabled please check: (Microsoft Internet Explorer): TOOLS > INTERNET OPTIONS > SECURITY > CUSTOM LEVEL > Ensure that Enable Active Scripting is ticked. (Firefox): TOOLS > OPTIONS > WEB FEATURES > Ensure that Enable Java and Enable Javascript are checked. (Netscape): EDIT > PREFERENCES > ADVANCED > SCRIPTS AND PLUG INS > Ensure that Enable JavaScript for Navigator is Enabled

#### Cookies:

This site uses cookies to maintain your user session. They will expire after clicking "Logoff" or after 30 minutes if the browser is closed. No personal information is stored within these cookies. Please ensure that your browser is set to accept cookies. For Internet Explorer 6 click Tools > Internet Options > Privacy > Advanced. Ensure 'Always allow session cookies' is ticked. For older versions of Internet Explorer click Tools > Options > Security > Custom Level

> Ensure 'Allow Session Cookies' is ticked. For Firefox click Tools > Options > Privacy > Cookies > ensure that Allow sites to set cookies is checked. For Netscape Click Edit > Preferences > Privacy > Cookies > Ensure that it is set to Allow Cookies.

Document Viewing:

For certain documents, you may need Adobe Acrobat Reader. If you don't have this installed already, you can download it for free here: [Adobe.com](http://Adobe.com)

Audio:

Our [on-line tours](#) provide an audio portion, so having speakers installed and turned on will enhance the learning experience.


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[What is the easiest way to get started using Medline.com?](#)

Once you have your Medline.com user ID getting started is pretty easy. Just login in from the home page, or click My Account from the menu bar that is on the top of every page.

For those that are familiar with web site navigation, once you log in you will be on the "My Account" page. There are links on the [My Account](#) page to create orders, templates and edit user preferences. On the left side of the screen, use the **Transaction** tab to search previous orders, invoices, credits and more. Use the **Product Catalog** tab to browse or search our on-line catalog. If you are logged in, your customer specific pricing is displayed in the catalog as you browse a page.

Click the magnifying glass  on any line item to check availability from your primary shipping location.

For those less comfortable starting on their own, we have some on-line tours to help give you a quick overview of the certain tasks in just a few minutes. You can start those tours here: [Product Search](#), [Order Creation](#), [Order Status](#)

You can select the Help Link in the upper right hand corner of every screen. When logged in, the help is specific to the page or type of activity you are performing (i.e. creating an order).

If you are not an existing Medline customer, we welcome your request for an account. You will need to fill out a credit application form and submit it to Medline before an account number will be created for you. Please click the [new customer link](#) to begin the process.

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[How do I get a user-ID for Medline.com?](#)

If you are an existing Medline customer and you know your Medline account number, all you need to do is register for a User-ID. You can do that by [clicking here](#).

If you are not an existing Medline customer, we welcome your request for an account. You will need to fill out a credit application form and submit it to Medline before an account number will

be created for you. Please click the [new customer link](#) to begin the process.

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### [What can I do on Medline.com?](#)

As a registered Medline.com customer you perform the following functions on-line:

- You can view your orders with Medline, regardless of how the order is placed.
- You can view invoices and credits. You can even reprint these documents in case one gets misplaced!
- As a logged in customer, as you browse our catalog you will see your customer specific pricing.
- You create orders on-line, as well as use order templates to speed the ordering process.
- And much, much more! Please contact your sales rep for more information, call our customer service department at 1-800-MEDLINE or e-mail us at [info@medline.com](mailto:info@medline.com).

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### [Can I see my pricing on Medline.com?](#)

Yes. As a registered Medline.com customer, once you log in all catalog and order related pricing is based upon your account.

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### [Can one account have more than one Medline.com user-ID?](#)

Yes. As a matter of fact, we prefer that each person have their own user-ID.

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### [Can one User-ID have access to more than one account?](#)

Yes. Please work with your sales rep to get your user-ID attached to more than one Medline account number. When that is complete, you have access to all activities and information for each account. You can easily switch between accounts while you are logged into Medline.com.

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### [Why do I have to scroll so much, can't everything show on one page?](#)

Medline.com was designed to run using a screen resolution of 1024x768. This resolution allows for optimal viewing of account information without having to use scroll bars. Medline has developed two methods to help assist you in making this resolution change on your PC.

You can [view a document](#) that explains the process, or view an [on-line demonstration](#) of the process. Additionally, you can call our Support Group at 1-800-216-5954 and they can assist you in making this change.

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### [Why doesn't the back arrow take me back to My Account](#)

Due to architecture of the site, the back arrow may not always take you back to your account page. Just select the "My Account" link at the top of any page to get there. Links or Menu options are provided on all pages to help you move around so you don't need to rely on the back and forward arrow.

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### [Who can I call for support?](#)

We are here to help you. Select the support group that best serves your type of question:

Type of Question	Service Group & Contact Info	Hours of Operation
Orders, Pricing, Products, General Customer Service	Customer Service 1-800-MEDLINE (633-5463)	M-F 7AM - 6PM CST
Technical Support, How To, Using Medline.com	Systems Support Group 1-800-216-5954	M-F 7AM - 6PM CST
Collections, Accounts Receivable	Collections 1-800-388-2147	M-F 7AM - 6PM CST

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