

SHOPIFY TRAINING TOOLKIT

igility

A SUBSIDIARY OF
HEALTH ASSOCIATION NOVA
SCOTIA

HOW TO ORDER PRODUCTS

igility



Select this icon to create an account





Select create account at bottom of login page

[Home](#) [Group Purchasing](#) [Our Services](#) [About Us](#)

Login

[Forgot your password?](#)

Sign in

[Create account](#)





Create account

Enter in First Name, Last Name, Email, and create a Password. Then select **Create**



Create



You can also view your order history at any time by clicking this icon

Account

[Log out](#)

When you log in to your account, you will be brought to your "Account" page. Here you can view your order history. If you click on the order number, it will take you to that specific order.

Order history

ORDER	DATE	PAYMENT STATUS	FULFILLMENT STATUS	TOTAL
#1010	April 24, 2023	Paid	Unfulfilled	\$0.00 CAD
#1009	April 24, 2023	Paid	Unfulfilled	\$0.00 CAD



Account details

Christie Walsh
igility
2 Dartmouth Road
Bedford NS B4A 2K7
Canada

[View addresses \(2\)](#)



Once an account is created, you can start inputting your order. From the home page, select **Group Purchasing** and select **PPE** or **Wound Care**

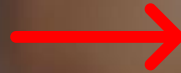
[Home](#) [Group Purchasing](#) ^ [Our Services](#) v [About Us](#)

- Wound Care Products v
- PPE v





Select the sub-category to find the required products



Wound Care Products ^

- Antimicrobial
- Antimicrobial Methylene Blue/Gentian Violet
- Compression
- Contact Layer Paraffin Gauze Dressing
- Exudate Management
- Gelling Fiber
- Medical Grade Glue
- Moisture Retention
- Non-Adherent Contact Layer Petrolatum & Silicone





Or search for products by entering a keyword
i.e. bandage

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- Wound Care Products v
- PPE v



Once you select your category from the drop-down, you will then be shown the available items within that category.

By clicking on an image, you will then be brought to a new page with all the details of that specific product.

Here, you will also be able to add how many products you would like to add to your cart.



Iodosorb Ointment-10gm tube 4/Box
\$0.00

Add to cart



Iodosorb Powder-3gm packet 7/Box
\$0.00

Add to cart



Silvercel Adherent Alginat Rope-2.5 x 30.5cm rope 5/Box
\$0.00

Add to cart



Silvercel Adherent Alginat-11 x 11cm 5/Box



Silvercel Adherent Alginat-5cm x 5cm 10/Box

You can also quickly add an item to the cart by selecting **Add to Cart**, however this will only add 1 of that specific product to your cart and qty amount will need to be adjusted at check-out



Iodosorb Ointment-10gm tube 4/Box
\$0.00



Iodosorb Powder-3gm packet 7/Box
\$0.00



Silvercel Adherent Alginate Rope-2.5 x 30.5cm rope 5/Box
\$0.00



Add to cart

Add to cart

Add to cart



Silvercel Adherent Alginate-11 x 11cm 5/Box



Silvercel Adherent Alginate-5cm x 5cm 10/Box



After clicking on product image, you will be brought to the product. Here, you can add the quantity of the product you would like.

**Please note that ordering thresholds have been put in place for specific products*



3M

Iodosorb Ointment-10gm tube 4/Box

Quantity

 - 1 +

Type of Product: Iodine-based, topical antimicrobial containing cadexomer and iodine

Use:

For topical treatment of chronic exuding wounds including sloughy wounds

Frequency of Dressing Change:

Change at least every 3 days but depends on amount of exudate. Should be changed with iodorsorb turns yellow/grey. Requires a cover dressing

Product information sheet:

<https://www.cltwk.ca/huddysdrive/file/iodosorb/>

be changed with iodosorb turns yellow/grey. Requires a cover dressing

Product information sheet:

<https://www.clwk.ca/buddydrive/file/iodosorb/>

Caution:

Do not use on dry necrotic tissue

Do not use more than 50gm per dressing change or a maximum of 150gm per week.

The duration of treatment should not exceed 3 months

Iodosorb may increase the possibility of hypothyroidism when used in combination with lithium

Once you have the quantity entered, scroll down on the page and select **Add to cart**.

Add to cart

Quick Links

[Search for an Item](#) [Terms of Service](#) [Privacy Policy](#) [Contact Us](#) [Log In](#) [Create Account](#)



Once you have added your items to the cart, a screen will pop up. From here, you can **view your cart** to ensure you have all the items you need or **Check out** if everything in your cart is correct. Or select **continue shopping** if you would like to add more items.

Iodosorb may increase the p
combination with lithium

Ad

✓ Item added to your cart



Iodosorb Ointment-10gm
tube 4/Box

[View my cart \(3\)](#)

[Check out](#)

[Continue shopping](#)

Quick Links

[Search for an Item](#) [Terms of Service](#) [Privacy Policy](#) [Contact Us](#) [Log In](#) [Create Account](#)



Your cart

If you selected to review your shopping cart, you will be directed the cart page. Here you can add or remove from the quantity or delete the item all together by selecting the trash can. Once you have confirmed your items, you can select **Check out**.

[Continue shopping](#)

PRODUCT

QUANTITY

TOTAL



Iodosorb Ointment-10gm tube 4/Box

\$0.00



- 1 +



\$0.00



Silvercel Adherent Alginat-5cm x 5cm

10/Box

\$0.00

- 2 +



\$0.00

If you have any special notes or instructions for your order, please enter them here.

Order special instructions

[Check out](#)



Order thresholds have been put in place to a maxium of 5 items per sku.



[Cart](#) > [Information](#) > [Shipping](#) > [Payment](#)

Contact

[Log out](#)

Email me with news and offers

Shipping address

Saved addresses
2 Dartmouth Road, Bedford NS B4A 2K7, Canada (Christie Walsh, igility)

Country/Region
Canada

First name
Christie

Last name
Walsh

Company
igility

Address
2 Dartmouth Road

Apartment, suite, etc. (optional)

City
Bedford




Province
Nova Scotia

Postal code
B4A 2K7

Phone
1 (234) 567-8910

[Return to cart](#)

[Continue to shipping](#)

	1 Adaptic Digit Non-Adherent Dressing Toe-2.8cm 10/Box	Free
	1 Iodosorb Ointment-10gm tube 4/Box	Free
	2 Silvercel Adherent Alginate-5cm x 5cm 10/Box	Free
Subtotal		\$0.00
Shipping		Free
Total		CAD \$0.00

Once you select **Check out** you will be direct to the information page. This is where you will want to ensure all contact/shipping information is filled out correctly. **Company/Facility name must be entered in order to complete your transaction.

You will also see a snapshot of the items in your cart to confirm again all items are correct.

Once everything is confirmed, select **Continue to shipping**. If you forgot something, you could also choose **Return to cart**.



Cart > Information > Shipping > Payment

Contact christie568@gmail.com [Change](#)

Ship to igility, 2 Dartmouth Road, Bedford NS B4A 2K7, Canada [Change](#)

Shipping method

Standard Free
3 to 9 business days

[Return to information](#)

[Continue to payment](#)

There will only be 1 shipping option. If your order is a rush you must email group.purchasing@igility.ca once your order is submitted.

Once confirmed, select **Continue to payment**.



1
Adaptic Digit Non-Adherent Dressing
Toe-2.8cm 10/Box Free



1
Iodosorb Ointment-10gm tube 4/Box Free



2
Silvercel Adherent Alginate-5cm x 5cm
10/Box Free

Subtotal \$0.00

Shipping Free

Total CAD \$0.00



[Cart](#) > [Information](#) > [Shipping](#) > [Payment](#)

Contact	<input type="text" value="christie568@gmail.com"/>	Change
Ship to	<input type="text" value="igility, 2 Dartmouth Road, Bedford NS B4A 2K7, Canada"/>	Change
Method	Standard · Free	

Payment

All transactions are secure and encrypted.



Your order is **free**. No payment is required.


Billing address

Select the address that matches your card or payment method.

<input checked="" type="radio"/> Same as shipping address
<input type="radio"/> Use a different billing address

[Return to shipping](#)

[Complete order](#)

	1	Adaptic Digit Non-Adherent Dressing Toe-2.8cm 10/Box	Free
	1	Iodosorb Ointment-10gm tube 4/Box	Free
	2	Silvercel Adherent Alginate-5cm x 5cm 10/Box	Free
Subtotal			\$0.00
Shipping			Free
Total			CAD \$0.00

From the shipping page, you will be directed to the payment page. You will not need to enter any payment details. Here you will want to reconfirm all the details of your order are correct. If correct, select **Complete order**.



Order #1010

Thank you Christie!

Your order is confirmed

You'll receive a confirmation email with your order number shortly.

[Track order with Shop](#)

Email me with news and offers

Customer information

Contact information

christie568@gmail.com

Shipping address

Christie Walsh
igility
2 Dartmouth Road
Bedford NS B4A 2K7
Canada
1 (234) 567-8910

Billing address

Christie Walsh
igility
2 Dartmouth Road
Bedford NS B4A 2K7
Canada
1 (234) 567-8910

Shipping method



1 No Sting Barrier Film-Spray bottle • 28 ml
(single person use)

Free



4 Comfeel Plus-10x10 cm 10/Box

Free



2 Aquacel Hydrofiber Extra-10cm x 10cm
10/Box

Free

Subtotal \$0.00

Shipping Free

Total CAD \$0.00

Once you select **Complete order**, you will be directed to the confirmation page. Here you will see your order number, along with the option to **Track your order**.

If you notice an error, you cannot edit. Please email group.purchasing@igility.ca as soon as possible to resolve any discrepancy.

Thank you for your purchase!

We're getting your order ready to be shipped. We will notify you when it has been sent.

[View your order](#)



or [Visit our store](#)

Once your order is confirmed you will also receive a confirmation email to your registered email. This will contain information about your order including your order number and order summary. **Please check your junk folder if you did not receive your order confirmation**

From here you can also view your order or go back to the store. You will receive a second email once your order is shipped.

Order summary



No Sting Barrier Film-Spray bottle • 28 ml (single person use) × 1 **Free**



Comfeel Plus-10x10 cm 10/Box × 4 **Free**

Our support team is available Monday to Friday 8:30am to 4:30pm and can be reached at:

group.purchasing@igility.ca

The logo for igility, featuring the word "igility" in a stylized, cursive font. The "i" is blue, and the rest of the letters are orange.

FAQS

Q: How do I contact the support team if I am having trouble placing an online order?

Our support team is available Monday to Friday 8:30 to 4:30 and can be reach by email at group.purchasing@igility.ca

Q: Who do I contact for questions related to products found on the website?

Our support team is available Monday to Friday 8:30 to 4:30 and can be reach by email at group.purchasing@igility.ca

Q: Can I change or cancel an order once it is placed?

Yes, order corrections may be made within 24 hours of placing your order. You will be sent an order confirmation immediately after placing your order.

Please ensure that you review the order confirmation and notify the Group Purchasing Support team as soon as possible by email group.purchasing@igility.ca .

Once you receive a shipping notification, it will be too late to make changes to your order as it has already shipped.

Q: What is the general lead-time for responses to questions when placing online orders?

All inquiries will be answered by the next business day. If urgent, please specify in your email

Q: Can I place my order over the phone?

Yes, if it is easier for you, you may contact our support team Monday to Friday 8:30 to 4:30 and can be reach by email at group.purchasing@igility.ca

Q: Once I place my order how quickly will I receive it?

Orders will be received within 2-5 business days once your order is placed. When your order is shipped you will receive a shipping notification which will allow you to track your order.

FAQS

Q: I received a shipping notification but have not received my order.

Please refer to your tracking number to see if there are any delays with the courier. If you need additional assistance, please contact our support team Monday to Friday 8:30 to 4:30 or by email at group.purchasing@igility.ca

Q: I received my order but not all of it arrived, what do I do?

Please refer to your tracking number to see if there are any issues with a missed/delayed package. If you are unable to track any detail, please contact our support team Monday to Friday 8:30 to 4:30 or by email at group.purchasing@igility.ca

Q: I received my order and items are damaged.

Please contact our support team by next business day by email at group.purchasing@igility.ca .

Q: I have run out of stock and need an item asap.

Please contact our support team by email at group.purchasing@igility.ca and one of our team members will assist with expediting an order for you.

Q: The prices on this site are listed as \$0.00. Is this a mistake?

No. All items purchased are funded by the Government and there is no cost to your agency/facility for your order.

Q: What do I do if I can't find what I'm looking for?

Please reference the search tool to enter in a keyword of the item you are looking for. If you are still unsuccessful, please contact our support team by email at group.purchasing@igility.ca and one of our team members will assist you with finding the item.

Q: Do I need an account to use this website?

Yes, all orders require an account before you can purchase. Please use your work email and phone number as your contact information.

Q: How can I report a listing error?

Please contact our support team by email at group.purchasing@igility.ca and one of our team members will assist you with finding the item.

Q: What is the suggested ordering frequency for facilities to place their order; weekly, biweekly, monthly?