

Q: How do I log in?

A: Go to www.fsioffice.com and click “Sign In” at the top of the page. Enter your Username and Password, then click the purple “Sign In” button to access your account.

Q: Can I change my password?

A: Yes. Click on your account name in the top-right corner of the page and choose “User Profile.” From there, you’ll be able to update your password, change your security questions, and edit your contact information.

Q: How do I begin an order if I have multiple departments?

A: Click on your account name and select “Change Account/Choose Account.” You can choose your department before checkout, switch departments in your cart, or order for multiple departments using Quick Order.

Q: What is “My Favorites,” and how do I use it?

A: “My Favorites” allows you to create personal lists of items you order often. Go to the “Lists” tab to create or open a list. You can add items for quick access, make notes in the comment line that print on your order, and order from one or all items in the list at once. You can create as many lists as you need.

Q: What is the “Shopping List”?

A: If your company has a pre-set list of frequently ordered items, it will appear under the “Shopping List” in the “Lists” tab. Select the items you want, change quantities as needed, and add any comments if you're in list view. When you’re finished, click “Add to Cart” to move them to your shopping cart. You may also save items to your personal Favorites List for ease and convenience.

Q: What is “Quick Order”?

A: Quick Order is a fast way to order items if you already know the item numbers. Click “Quick Order” at the top of the page to open a template. Enter the Manufacturer Prefix, Item Number, Quantity, and optionally include a comment or department if needed.

Q: How do I search for products?

A: Use the search bar located at the top center of the homepage. Type in keywords, item numbers, or manufacturer names and press Enter or click the magnifying glass. You can narrow your results using filters and click on items for more details. From the search results, you can compare products, add them to your cart, or add them to your Favorites List.

Q: How can I review my order?

A: Click on the shopping cart icon at the top right of the page under “My Cart” to see what’s in your cart and make any needed adjustments.

Q: Can I make changes to my order?

A: Yes. Click the picture of the shopping cart and then click on “View Cart” to enter your cart. To remove an item, click the trash can/remove icon. To empty your entire cart, click the purple “Empty Cart” button. You

can change item quantities, departments, or enter notes in the comment line. Changes save automatically when you click outside the field.

Q: How do I complete my order?

A: When you're ready to check out, click "Checkout" at the top right of the shopping cart page or go to your cart icon and click "Checkout" there. On the checkout page, fill in all the required information and click "Place Order." Your order will either be submitted directly to FSI or sent to your approver(s) depending on how your account is set up.

Q: Can I save an order and return to it later?

A: Yes. To save an order, click "Save Order" from the account menu at the top-right corner of the shopping cart page.

When you're ready to finish the order, go to your Account Information at the top of the homepage and click "Saved Orders." Find the order you want to continue, then click the "Move" icon next to it. This will move the order back into your shopping cart, where you can add more items or proceed to checkout.

Q: How do I find the right toner or ink for my printer?

A: Our "Ink and Toner Finder" is located on the top toolbar or click on the "Lists" tab at the top of the page and select "Ink and Toner." Enter your printer model to see compatible supplies.

Q: How do I order custom stamps and signs?

A: Our "Custom Stamps and Signs" is located on the top toolbar or click on the "Shop" tab at the top of the page and select "Custom Stamps and Signs". Enter your printer model to see compatible supplies.

Q: Can I look at my previous orders?

A: Yes. Click your account name in the top-right corner and choose "Order History." You can view summaries of past orders or expand them to see item details. You can reorder one or all items or add them to your Favorites list from this screen.

What happens if my order needs approval?

A: If your account is set up with an approver, your order will be sent to them after you click "Place Order." The approver will receive a notification to review and approve your order. Once it's approved, it will be submitted to FSI for processing. You can view the status of pending approvals by clicking on the bell icon and checking the order's current stage.

Q: How do I log out?

A: Click your account name in the top-right corner of the page. In the dropdown menu, scroll to the bottom and click "Sign Out."