

Hi, **John Doe**

Customer #0000129795

## Account Overview

SYSTEMS HEAD TEST

▶ Account Overview

Order History

Quote History

Saved Carts

Profile

Top Purchased Items

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Users

SerialNumber Lookup

COMPANY ACCOUNT

Account Summary & Invoicing

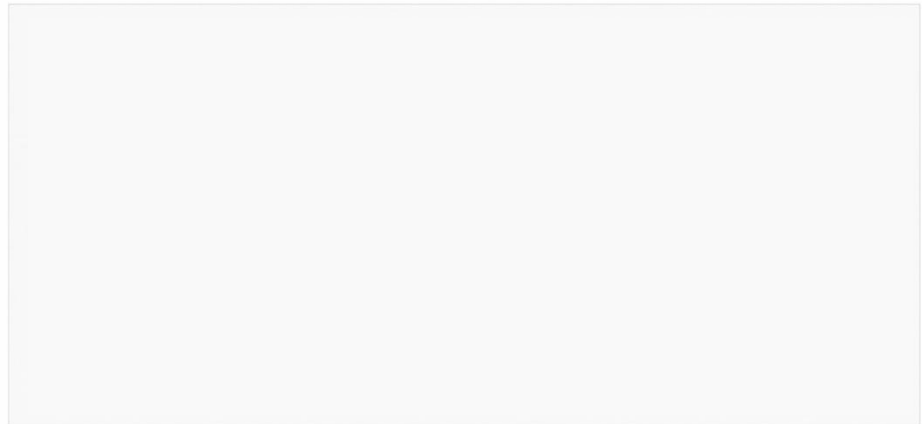
SIGN OUT



TOP PURCHASED ITEMS

FAVORITES

SAVE CARTS



## Drive Medical Web Account User Guide

Welcome to your Drive Medical Web Account!

Your web account provides access to order tracking, quotes, saved carts, invoicing, user management, and more. This guide provides an overview of the features available within the **My Account** section of the Drive Medical customer portal.

**Note:** Available features and editing permissions may vary based on your assigned user role.

### Getting Started

We recommend completing the following steps after your account has been activated:

1. Review and confirm your profile and shipping information
2. Add frequently ordered items to your Favorites list
3. Review users and permissions within your organization
4. Add credit card details if applicable
5. Reference Order History to review recent purchases

**Data included in the Order history, Users, and Profile account features have been prepopulated for your convenience.**

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# My Account Features

## Order History

View your organization's order history, including:

- Order status
- Order dates
- Purchase order numbers
- Order totals

Quick Link to: [Order History](#)

*Note: Up to 6 months of Compass order history has been migrated for reference.*

## Quote History

View and manage your quote history, including:

- Quote status
- Last updated date
- Detailed PDF quote downloads

Quick Link to: [Quote History](#)

*Note: This section may populate over time as quote activity is generated within your account.*

## Saved Carts

Access carts saved to your profile for future checkout or collaboration across your organization.

Saved Carts help streamline recurring purchases and simplify the ordering process.

Quick Link to: [Saved Carts](#)

*Note: This section may populate over time as cart activity is generated within your account.*

## Profile

View and manage your account details, including:

- Email address
- Password
- Billing information
- Shipping address(es)

- Personal shipping addresses
- Payment details

[Quick Link to: Profile](#)

## Top Purchased Items

Quickly access the products most frequently purchased by your organization to simplify reordering and improve purchasing efficiency.

[Quick Link to: Top Purchased Items](#)

*Note: This section may populate over time as purchase history is generated within your account.*

## Favorites

Save frequently ordered products for faster access and streamlined reordering.

Favorites are unique to your user profile and can help improve ordering efficiency.

[Quick Link to: Favorites](#)

*Note: This section may populate over time as items are added to your Favorites list.*

## Users

View and manage users within your organization.

Depending on your assigned permissions, you may be able to:

- Add users
- Modify user access
- Manage organizational visibility

[Quick Link to: Users](#)

## Serial Number Lookup

Use the Serial Number Lookup feature to review warranty information for your products.

Please have your item serial number available to use this feature.

[Quick Link to: Serial Number Lookup](#)

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## **Need Assistance?**

If you have questions regarding your web account access or functionality, please contact your Drive Medical Sales Representative or email the Web Service Team at [websupport@drivemedical.com](mailto:websupport@drivemedical.com).

Thank you for choosing Drive Medical.