

# **MyMarket Account: End User Guide**





## Table of Contents

- Introduction..... 1**
- 1.0 Market Account ..... 1**
  - 1.1 Creating a New Account (New Kiosk User)..... 1
  - 1.2 Privacy Settings & Notification Settings ..... 2
  - 1.3 Fund My Account..... 3
  - 1.4 Fund Balance ..... 4
  - 1.5 Set a Balance Reminder (Optional) ..... 4
  - 1.6 Linking your kiosk account with My Market Account..... 5
  - 1.7 Account Details..... 5
  - 1.8 Privacy Settings & Notification Setting ..... 6
  - 1.9 Fund My Account..... 6
  - 1.10 Fund Balance ..... 7
  - 1.11 Set Balance Reminder (Optional) ..... 7
  - 1.12 Review My Purchases..... 8
- 2.0 FAQs..... 9**
  - How can I create a Market Account? ..... 9
  - How can I add funds to my MyMarket Account? ..... 9
  - How can I reset my kiosk PIN? ..... 10
  - How can I reset my kiosk password? ..... 10
  - How can I review my purchases? ..... 10



# MyMarket Account – End User Guide

## Introduction

The My Market Account website provides consumers with a full suite of easy to understand, user account management capabilities. Through My Market Account consumers can:

- Create a new kiosk account
- Link an existing kiosk account
- Add funds to their account
- View their purchase history.

If you have any questions or require any clarification on the information contained, please contact your market administrator.

## 1.0 Market Account

### 1.1 Creating a New Account (New Kiosk User)

1. Visit [MyMarketAccount.com](http://MyMarketAccount.com).
2. Click **Create New Account** on the homepage.
3. Enter the **Unique Store ID** for this location (If you don't know the Unique Store ID, contact your market administrator.)
4. Click **Next**.
5. Confirm that the Store ID matches the location where you would like to create your account.
6. You will be prompted with the question, "Have you already created an account at the kiosk for the location?", click **No**.
7. Fill in the account template by completing all of the necessary fields.



**Step 1 of 2**  
Enter or edit your account details below, then click save at the bottom. All required fields are marked \*. Your account details will be applied to the kiosk at the following store(s): 365 HQ MicroMarket, TEST MARKET 365

**Account Details**

First Name\*:  ⓘ

Last Name\*:  ⓘ

Email Address\*:  ⓘ

Kiosk User Name\*:  ⓘ

Alt Email Address:  ⓘ

Mobile Phone:  ⓘ

Home Phone:  ⓘ

**Pins and Passwords**

Kiosk Account PIN\*:  ⓘ

Confirm\*:

\*Kiosk pin must be numeric and at least 4 digits  
\*Use the save button below to update

Website Password\*:  ⓘ

Confirm\*:

\*Password must be at least 6 characters long and contain one number

## 1.2 Privacy Settings & Notification Settings

8. Click on the check **boxes** to opt-in or opt-out of notification messages (if you want to receive coupons and market updates, we recommend not deactivating messages).
9. Click **Save**. An option to click **here** to add funds to your account will display.

Your account details were successfully saved. You may click **here** to move to the next step to add funds to your account, or you may use the links on the upper left to navigate or logout



## 1.3 Fund My Account

10. Click **Create New Account** on the *Fund My Account* page.

**Fund My Account**  
**Step 2 of 2**  
Follow the steps below to add a credit card, fund your account and set up a balance reminder. Funding will be applied to the kiosk at the following store(s): 365 HQ MicroMarket, TEST MARKET 365

**Create or Edit Your Credit Account**  
Click the button below to create a new account or select an account from the list to edit.

Account:

**Create New Account**

11. Fill in the **Account Details** form with your credit card information.

**Account Details** [X]

Account Name:

Card Type:

Card Number:

Expiration Month:

Expiration Year:

CVV:

**Card Billing Address**

First Name:

Last Name:

Address:

City:

State:

Zip:

**Save** **Cancel**

12. Click **Save**. (You can save multiple cards to your profile.)



## 1.4 Fund Balance

13. Select the card you want to use to fund your account using the **Account** drop-down menu on the **Fund Your Account** window.
14. Select the **amount** to place on your account (\$5, \$10, \$20, \$40 or “Other”).
15. If you selected “Other”, enter a dollar amount.
16. Click **Add funds to your account** (\$5 or greater).

*Fund Your Account*

Select the amount you would like to apply to your account below. If the amount you would like to apply is not available, choose "other" and enter the amount.

Use Account:

## 1.5 Set a Balance Reminder (Optional)

You can Set a Balance Reminder to notify you that your account is low on funds. You will get an email to remind you that your account has fallen below the amount you designated.

17. Select an amount (\$5, \$10, \$20, \$40, “Other” or “None”) from the **Set a Balance Reminder** window.
18. If you selected “Other”, enter a dollar amount (any amount is acceptable).
19. Click **Set reminder amount**.

*Set a Balance Reminder*

Select a balance reminder amount below. When your account falls below this value, an email will be sent reminding you to increase your balance. By selecting "other," you may enter a custom value.

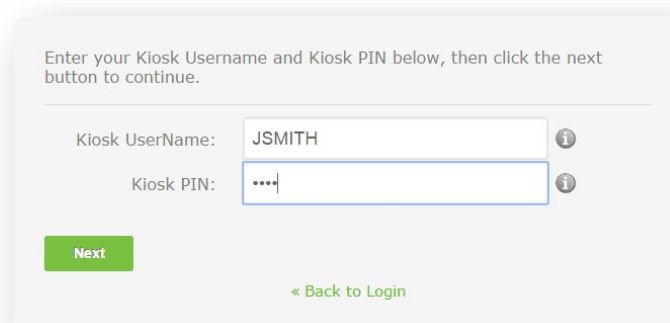
Enter your reminder amount:

# MyMarket Account – End User Guide

Your account is now registered in My Market Account and on the kiosk. To access your account on the kiosk, click the **Manage Account** button and select **Type ID**. You will be able to save your fingerprint or barcoded market card to your profile for a quicker checkout.

## 1.6 Linking your kiosk account with My Market Account

1. Visit [MyMarketAccount.com](http://MyMarketAccount.com).
2. Click **Create New Account** on the **Home** page.
3. Confirm that the Store ID matches the location where you want to create your account.
4. You will be prompted with the question, "Have you already created an account at the kiosk for the location?"
5. Click **Yes**.
6. Enter in your kiosk **Username** and **PIN**.

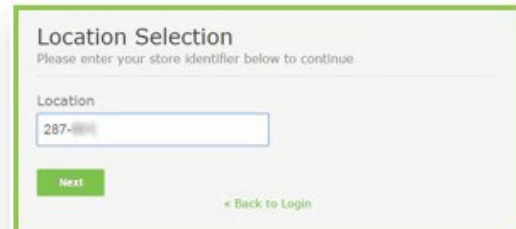


Enter your Kiosk Username and Kiosk PIN below, then click the next button to continue.

Kiosk UserName:

Kiosk PIN:

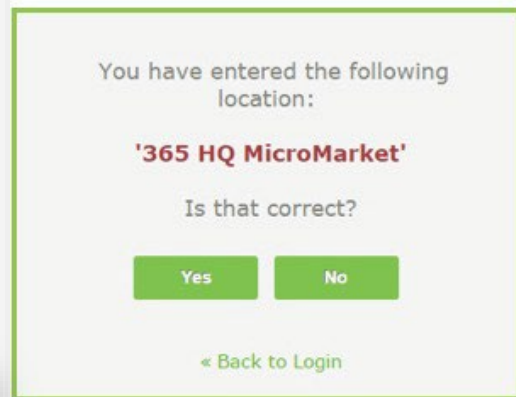
**Next** « Back to Login



Location Selection  
Please enter your store identifier below to continue

Location

**Next** « Back to Login



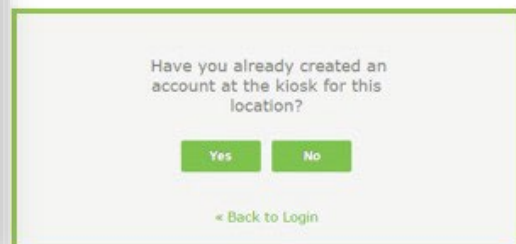
You have entered the following location:

**'365 HQ MicroMarket'**

Is that correct?

**Yes** **No**

« Back to Login



Have you already created an account at the kiosk for this location?

**Yes** **No**

« Back to Login

## 1.7 Account Details

The **Account Details** section will be populated with existing user information provided when the account was created on the kiosk.

7. Add your **email address** and create a website **password**. You will use your email address when you login into your MyMarket Account.
8. You can enter additional information, such as **Email Address, Mobile Phone, or Home Phone**.



## 1.8 Privacy Settings & Notification Setting

9. Click on the boxes to opt-in or opt-out of notification messages. (If you want to receive coupons and market updates, we recommend not deactivating messages.)
10. Click **Save**. A message will display with the option to click the [here](#) link and set up account funding. (We recommend continuing to fund your new account.)

Your account details were successfully saved. You may click [here](#) to move to the next step to add funds to your account, or you may use the links on the upper left to navigate or logout

## 1.9 Fund My Account

11. Click **Create New Account** on the *Fund My Account* page.

**Fund My Account**  
**Step 2 of 2**  
Follow the steps below to add a credit card, fund your account and set up a balance reminder. Funding will be applied to the kiosk at the following store(s): 365 HQ MicroMarket, TEST MARKET 365

**Create or Edit Your Credit Account**  
Click the button below to create a new account or select an account from the list to edit.

Account:

**Create New Account**

12. Fill in the **Account Details** form with your credit card information.
13. Click the **Save** button. (You can save multiple cards to your profile.)

**Account Details**

Account Name:

Card Type:

Card Number:

Expiration Month:

Expiration Year:

CVV:

**Card Billing Address**

First Name:

Last Name:

Address:

City:

State:

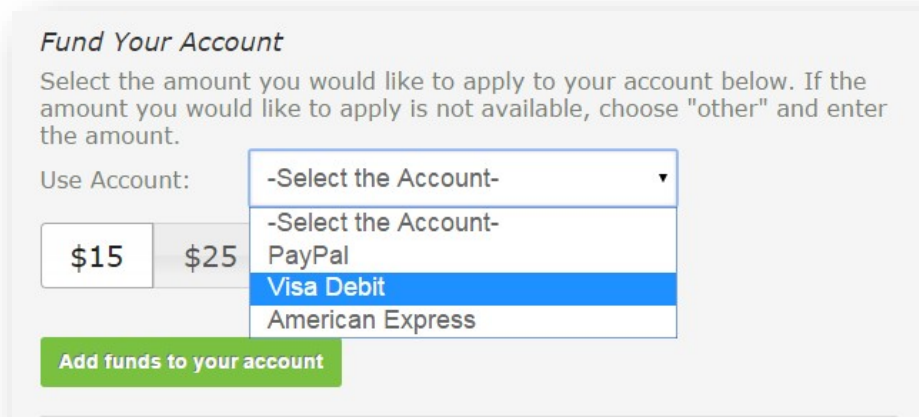
Zip:

**Save** **Cancel**



## 1.10 Fund Balance

14. Select the card you want to use to fund your account using the **Account** drop-down menu on the **Fund Your Account** menu.
15. Select the **amount** you want to place on your account (\$5, \$10, \$20, \$40 or “Other”).
16. If you selected “Other”, enter a dollar amount.
17. Click **Add funds to your account** (\$5 or greater).



**Fund Your Account**

Select the amount you would like to apply to your account below. If the amount you would like to apply is not available, choose "other" and enter the amount.

Use Account:

- Select the Account-
- Select the Account- PayPal
- Visa Debit**
- American Express

**Add funds to your account**

## 1.11 Set Balance Reminder (Optional)

You can Set a Balance Reminder to notify you that your account is low on funds. You will get an email to remind you that your account has fallen below the amount you designated.

18. Select an amount (\$5, \$10, \$20, \$40, “Other” or “None”) from the **Set a Balance Reminder** window.
19. If you selected “Other”, enter a dollar amount (any amount is acceptable).



# MyMarket Account – End User Guide

20. Click **Set reminder amount**.

*Set a Balance Reminder*

Select a balance reminder amount below. When your account falls below this value, an email will be sent reminding you to increase your balance. By selecting "other," you may enter a custom value.

Enter your reminder amount:

## 1.12 Review My Purchases

When you have begun making purchases on the kiosk, you will be able to see your purchase history online.

1. Log in to your MyMarket Account.
2. Click **My Purchases** from the **Main** Menu.
3. Click the **View Receipt** icon next to a specific transaction.
4. Click the **Print** icon to print a copy of your receipt.

The screenshot shows the 'My Account' menu on the left with 'My Purchases' selected. The main area displays 'My Purchases' with a list of transactions. A 'Receipt (print)' modal window is open, showing a receipt for a purchase at TEST MARKET 365 on 12/10/2015 at 10:10 AM. The receipt lists a 'HOT BEVERAGE - SMALL' for \$0.55, a tax of \$0.03, and a total sale of \$0.58. The user ID is JVERS.

View Receipt	Location	Purchase Date	Item Count	Total Sale
	TEST MARKET 365	12/10/2015 10:10AM	1	\$0.58
	KET 365	12/10/2015 9:00AM	1	\$0.58
	KET 365	12/09/2015 4:39PM	1	\$0.58
	KET 365	12/09/2015 4:38PM	1	\$1.09
	KET 365	12/09/2015 11:44AM	1	\$0.59
	KET 365	12/09/2015 10:26AM	1	\$0.58
	KET 365	12/09/2015 9:00AM	1	\$0.58
	KET 365	12/08/2015 3:03PM	1	\$0.58



## 2.0 FAQs

### How can I create a Market Account?

1. Go to [www.mymarketaccount.com](http://www.mymarketaccount.com).
2. Click **Create a new account**.
3. Enter the unique **Store ID** in **Location Selection**.
4. Enter the following in **My Account**:
  - First Name
  - Last Name
  - Email Address
  - Username
5. You can complete any optional fields, such as **Alternative Email, Mobile Phone, or Home Phone**.
6. Complete the **PINs** and **Password** fields.
7. Complete the **Password** fields.
8. Review the Privacy & Notifications settings.
9. Click **Save**.

### How can I add funds to my MyMarket Account?

1. Go to [MyMarketAccount.com](http://MyMarketAccount.com).
2. Click on the **Fund My Account** tab.
3. Go to the **Fund your Account** drop-down menu in the middle of the page and select a card from your profile to fund your account.
4. Click on the **amount** (\$15, 25, 35, 50, or "Other") that you want to place on your account.
5. If you selected "Other", enter a dollar amount.
6. Click **Add funds to user account** (\$5 or greater).
7. Click **Save**.



# MyMarket Account – End User Guide

---

## How can I reset my kiosk PIN?

1. Click on the **My Account** tab.
2. Click on **Change Kiosk PIN**.
3. Enter a **new Kiosk PIN** (must be numeric and at least four digits).
4. Confirm (re-enter) the new Kiosk PIN.
5. Click **Save**.

## How can I reset my kiosk password?

1. Click on the **My Account** tab.
2. Click on **Change Password**.
3. Enter the **new Password** (must be at least six characters and contain one number).
4. Confirm (re-enter) the account password.
5. Click **Save**.

## How can I review my purchases?

1. Click on **My Purchases** from the **My Account** menu. The following information will display for each purchase:
  - Location
  - Purchase Date
  - Item Count
  - Total Sale
2. Click **View Receipt**. A copy of the receipt with the following details will display:
  - Items purchased
  - Cost
  - Method of payment
3. Click **Print** to print a copy of the receipt.