**Ordering from Apple**

Royal Holloway University have a special agreement with Apple Distribution International.

The overall management of the Agreement is via the Universities' Apple Computer Group (UACG) comprising of representatives from various consortia and institutions to reflect UK regional Higher Education interests.

There are a number of key benefits available to members under this Agreement including price discounts and special promotions.

Education institutions, staff and students are all able to buy at the National Apple Higher Education Agreement price.

This pricing can be found at: https://ecommerce.apple.com where you can configure a system to your own specification. Please see details below of how to get an ID and password, this movie will provide an overview of the new store functionality. Your ID and password take 24 hours before they can be used to log in to store. For urgent access feel free to contact sinnott.a@apple.com.

*DO NOT ENTER THE EDUCATION STORE THROUGH THE STANDARD APPLE WEBSITE BECAUSE YOU WILL NOT ATTRACT THE SAME LEVEL OF DISCOUNT.*

Customers get three years of parts and labour free of charge with laptops and desktops and one year of telephone support. You can buy the uplift for approximately £40.00 which upgrades the AppleCare to three years of telephone support. iPads come with one year of parts and labour and 90 days of telephone support. There is a two year and three year AppleCare option.

**All Purchase Orders**

a) Supplier details need to be Apple Distribution International, Hollyhill Industrial Estate, Cork, Ireland.

b) All orders must contain an Web Proposal reference, this can be pasted on your order instead of the product description.

c) Orders must be emailed to uk.education@apple.com or faxed to 0207 0269802

d) An email address and phone number must be on all orders

**How to obtain your Web Proposal reference**

a) Go to the Apple Store for Higher Education through https://ecommerce.apple.com if you need an ID and password please see "Register for an Apple ID and password" below.

DO NOT ACCESS THE EDUCATION STORE THROUGH THE STANDARD APPLE WEBSITE/STORE-THIS WILL NOT GIVE YOU THE SAME LEVEL OF DISCOUNT

b) Once you have selected the products that you need, double check your shopping cart.

c) Because you have proposer status you will not checkout, you need to choose "send a proposal" which is under the checkout button.

d) You will have the option of emailing the proposal.

e) Your Web Proposal reference number which is a ten digit number beginning with the number 2 should be referenced on your purchase order.

## Register for an Apple ID and password

In order to access the store you need an Apple ID and Password.  You can set up a Apple ID for business via https://myaccess.apple.com/, however if you already have an Apple ID you do not need to create a new one. You can go directly to **Sign In** and follow the onscreen instructions starting from Steb B below.

Using the MyAccess tool, you can choose to request access as a '**proposer**'.

Registering is a two step process, but once complete you will not need to repeat.  Following the process below, your ID and password are sent to you the day after you register.

## Step A: Create Profile -Sign Up for a business apple ID.

 1. Identification - here you will enter the email address you'll use as your login, this should be your university email address.

2. Company/Institution - Enter your account number **(please email sinnott.a@apple.com for this)**, Select Country = United Kingdom and click Search. Click on the account details that are presented and click Next.

3. Contact Agreement - here you are asked to accept the Ts&Cs that your institution will already have signed as part of the Higher Education National Framework agreement.

4. Security - Enter a password,  You are also asked to select some security questions and answers.

5. Confirmation - Once you are happy with your selection click Submit.

6. Proceed to Step B.

## Step B: Request Access to the Store - Sign In to MyAccess to request access to the Apple store for Education Institution.

7. Sign In using the login (email address) and password you created in the first step.

8. You will then be presented with a walk-through of the next steps for your information, review these and click Close.

9. Click Request Access and select Apple Online Store.

10. Your location is presented to you (based on step 1), select it and then click Next.

11. Choose the role you need: this will be Proposer. You will be requested to provide your managers email address; you can put your own email address in here.

12. Review and click Submit.

If you have any queries please email [onlineorderinginfo@apple.com](mailto:onlineorderinginfo@apple.com) who can help you with your registration.