How to Place an Order on www.healthpromotion.ie

There are two ways to order resources from the health promotion website, either as a member of the public or as a registered user. Registering an account on www.healthpromotion.ie gives you access to a wider range of resources and larger order quantities.

PLEASE NOTE

- If you are ordering as a registered user please follow all the steps below after you have entered your log in details on the top right hand side of the webpage. If you do not have an account but would like one you can register on the website by clicking the "Create Account" link in the top right hand corner of the screen.
- All order quantities placed online are per unit not per box or packet unless otherwise stated in the description.
- If you have been given access to restricted resources they will feature under the appropriate category when logged in as a registered user. If you think you should have access to a resource you can't find/see on the website please email healthinfo@hse.ie.

To place an order

1. Follow the URL: https://www.healthpromotion.ie/
2. To place an order as a member of the public follow the instructions below without clicking the Log in link.
3. To place an order as a registered user, log in with your username and password as circled below.
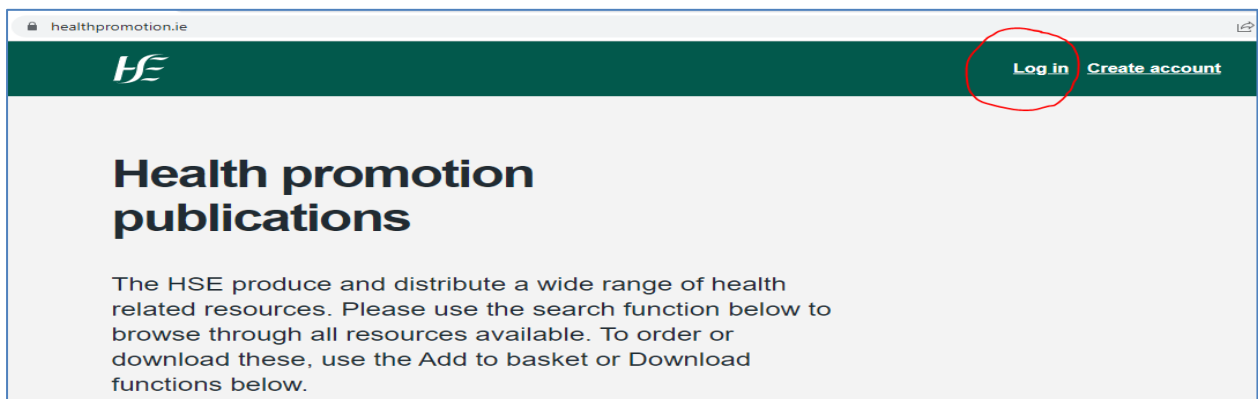
4. Choose the resource(s) you would like to order by selecting the topic from the drop down menu. You can also search by keyword.
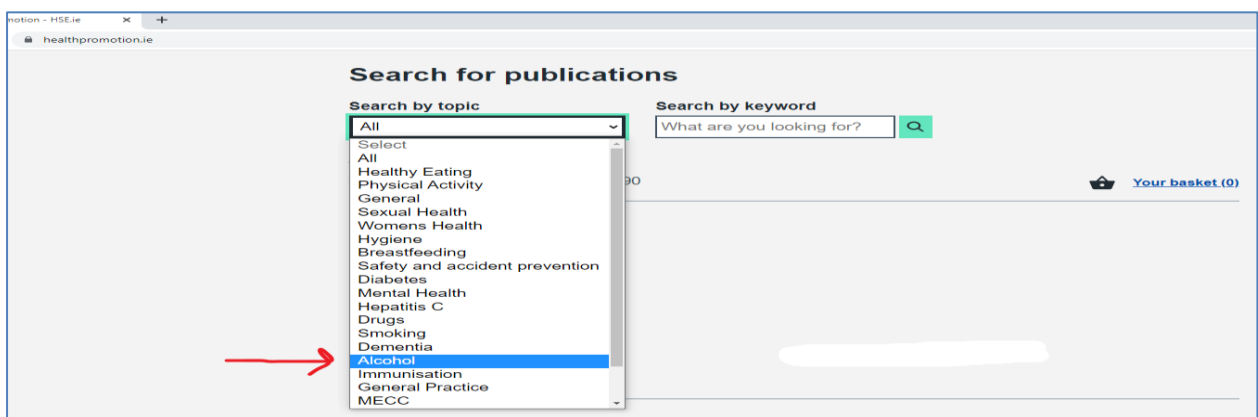
5. Once you have selected the category, all resources available under that category will display on the screen in alphabetical order.
6. You can choose a resource by typing the quantity into the "Quantity" field and clicking the "Add to basket" button which will become active as soon as you add a quantity.

7. Once a resource has been added successfully you will get a message in green to confirm.

8. If you have added a quantity that is above the maximum order quantity you will also get a message that will stay on the screen until you have ordered a quantity within the order limit.

9. If you have added a resource in error or one that you don't want you can remove it at the checkout stage when you are reviewing your basket.

10. You can continue adding resources by selecting from the drop down menu or using the search function until you are happy with your selection. When you are ready to proceed to checkout click the "your basket" link on the right hand side at the top of the publication search.

11. When you click "your basket" you will get a chance to review your selected resources.
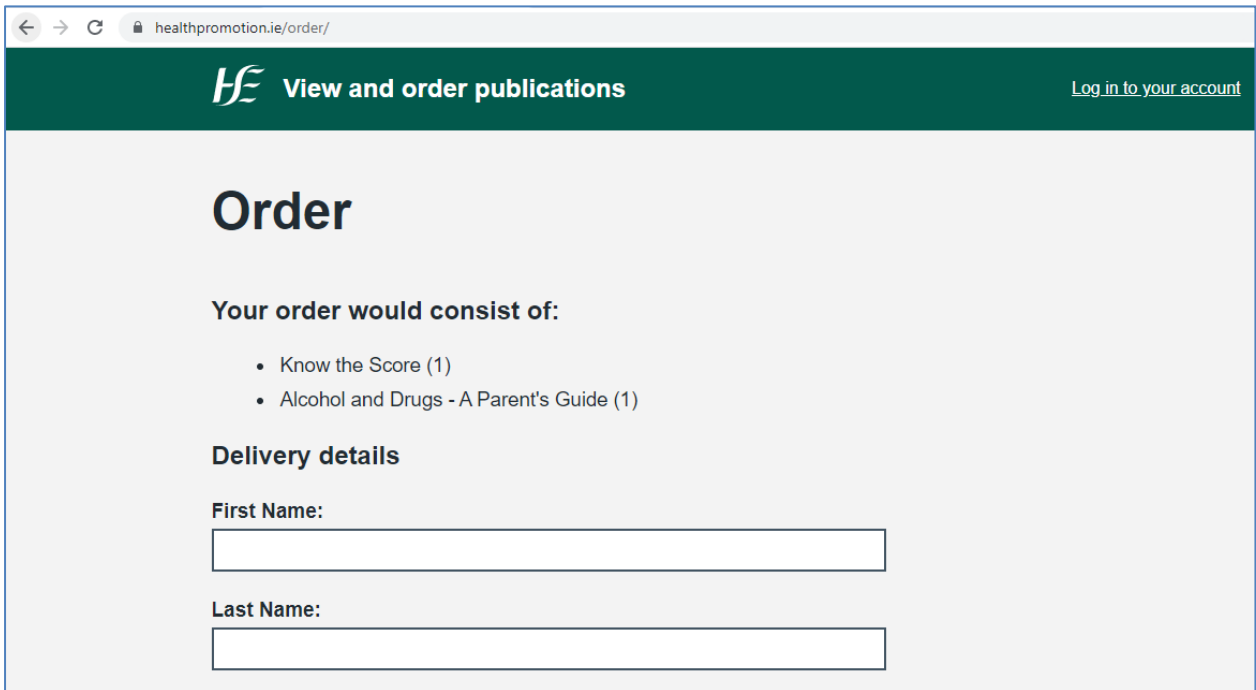
12. From here you can remove an unwanted resource(s), update the quantity or go back to selecting more resources.
13. When you are happy with your selection click the "Continue to order" button. Here you will see a summary of what will be in your order. If you have entered the site as a guest (not logged in) you will see blank fields where you can enter your address. If you are logged in, these fields will be pre-populated for you with the information given at the time of registration.
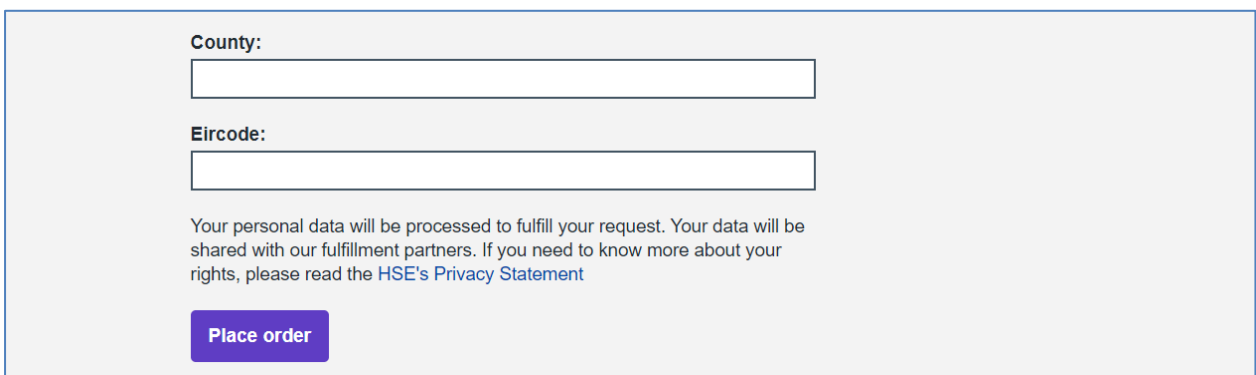
14. It is possible, even when logged in, to change the pre-populated address. Just tab into each field and type over the text. Be careful if you are changing the address to only use the tab button, hitting return at this stage will send the order for processing.
15. When you are happy the delivery details have been entered correctly you can click the "Place Order" button.
16. If the "Place Order" button remains greyed out check that all address fields have been populated with information and that there is no space in the Eircode.


17. Clicking the "Place Order" button will place your order and send it to the warehouse for processing. At this point you will receive a message thanking you for your order. You will also receive an email confirming your order has been placed and if any of your resources were restricted you will get a further email to let you know when they have been reviewed and sent for dispatch. You can now leave the site or click the "Browse more publications" link to place a new order.
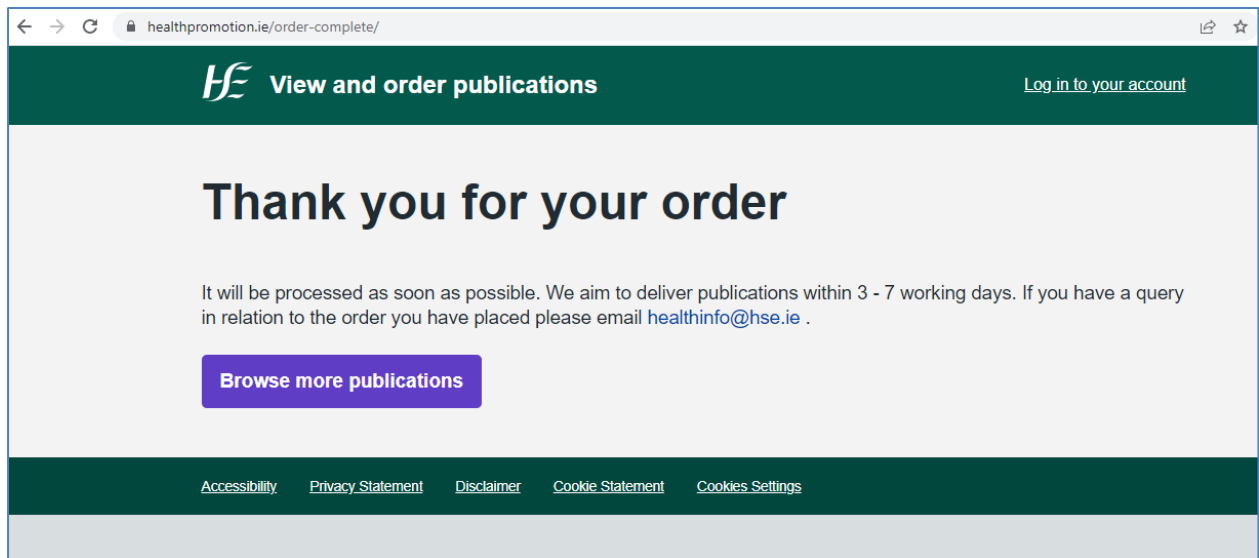
If you have any difficulties with this process, your password or registration please e-mail the Health Information Team on healthinfo@hse.ie

If you have a query about an order already placed please e-mail queries@healthpromoton.ie

PLEASE NOTE: Our website is under construction. The information in this guide is correct as of 01/01/2023, however, as new functionality is introduced to the website this guide may change. Updated versions can be requested by emailing healthinfo@hse.ie.