

How To: Using My Account



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Using My Account

The My Account button can be accessed from any portal, once you have logged in. It is located in the upper right-hand corner of every DFS screen. The My Account area is broken into several sections and allows the user to control their online experience and review previous orders and notifications.

Order Information

Pending Orders - Displays all "in progress" orders. To review the order, simply double-click on the order number. An "order summary" is available for each order, outlining the orders number, order name, recipients, etc. Orders are removed from the Pending Orders area and placed in the Completed Orders area after they are invoiced, which typically happens just prior to delivery or at the time of pickup.

Completed Orders - Past orders can be found in this section. They are housed here as long as you have an active account within the DFS system. Completed orders can be resubmitted, so you can place the same order for another recipient.

Address Book/Notification Maintenance

Address Book Maintenance - Use this area to Add, Edit or Delete contacts or distribution lists. Each contact is housed only one time in the entire system (based on email address) and individuals can update their own contact information, so when they change their address or phone number, your address book changes too.

Notification Maintenance - Allows the user to access past notifications and view the status of each notification, including the "guest" list, their activity and any responses that were supplied. Additional guests can be added in this area as well.

Account Maintenance

Update Profile Information - Use to change any personal account information including address, company name, preferred notification method, etc. You can also use this area to change your password.

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