

# How to Place an Order on [www.healthpromotion.ie](http://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 health professional.

## PLEASE NOTE

- If you are ordering as a health professional please follow all the steps below after you have entered your log in details on the right hand side of the webpage.
- If you are registered to order any of our restricted publications you can access them by clicking on the [Restricted Publications](#) link to the right of the web page when logged in as a health professional.
- All order quantities placed online are per unit not per box or packet unless otherwise stated.
- **All orders must be placed online through the website below.** If an order is placed through the “Contact Us” e-mail option at the bottom of the page the order will not be fulfilled and you will receive no e-mail response. This e-mail should only be used to query the status of an order already placed online.

## To place an order

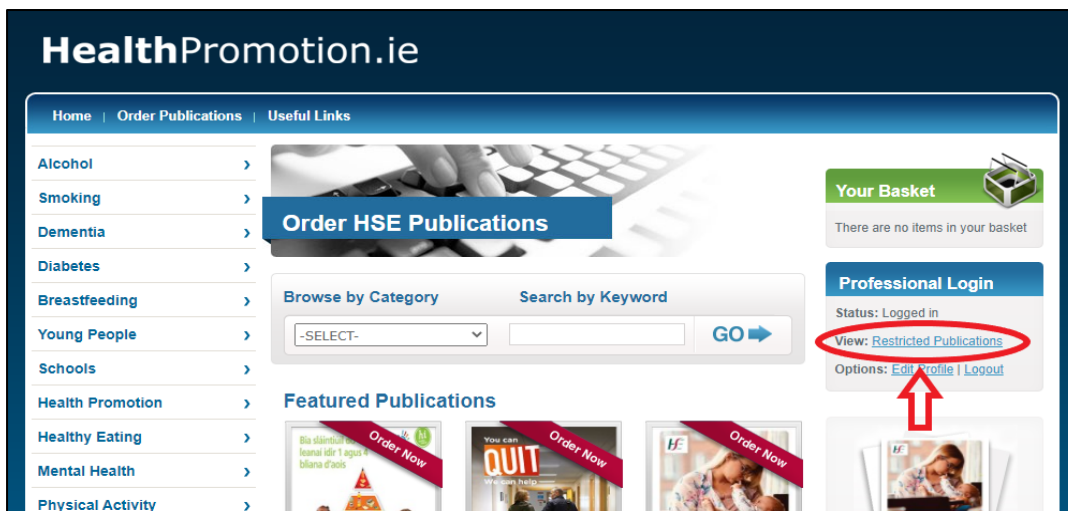
1. Log on to <https://www.healthpromotion.ie>
2. Click on [Order Publications](#) as circled below.



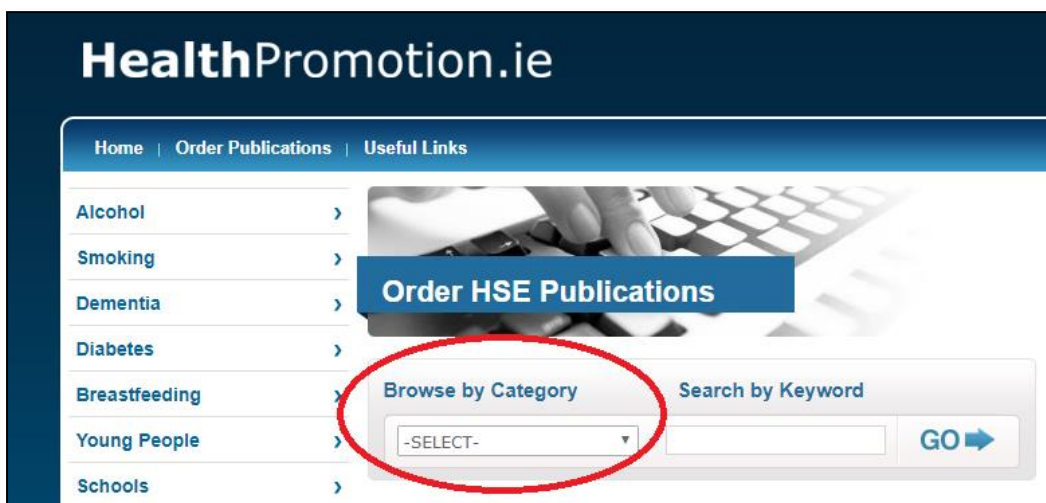
3. To place an order as a Health Professional log in with the username and password given in the log in area as circled below.



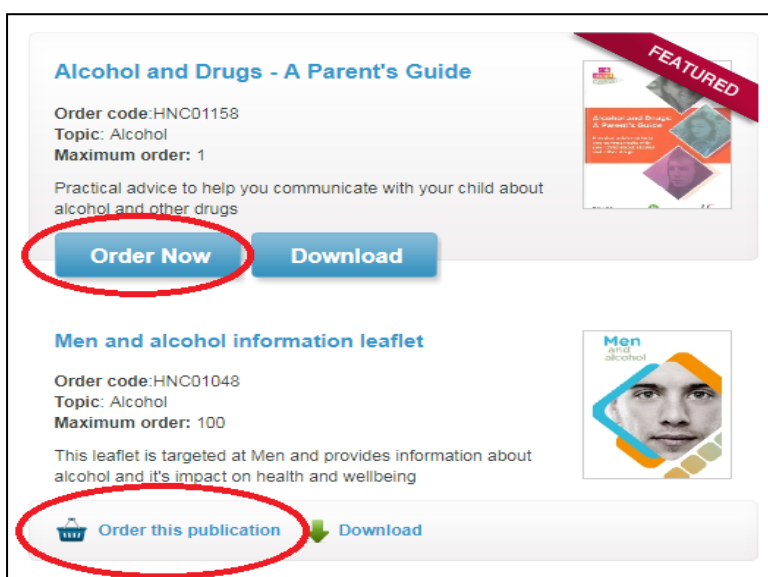
4. When logged in as a Health Professional, if you have been given access to restricted publications, you can access them by clicking the “Restricted publication” link as circled below. Then continue by following the instructions for placing an order.



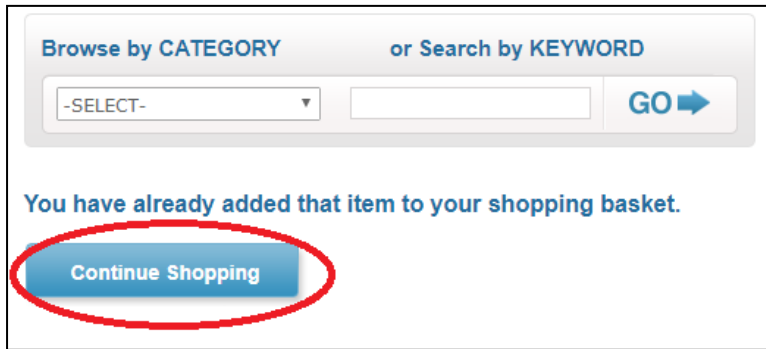
- Chose the resource(s) you would like to order by selecting the category from the drop down menu. If you are accessing resources under “Restricted Publications” you will not get a “Category” option, resources will be listed on the screen.



- Once you have selected the category, all resources available under that category will display on the screen. You can view these by scrolling up or down.
- Multiple resources can't be selected at the same time.
- You can choose a resource by clicking the “Order Now” (for a featured resource) or “Order this publication” option.

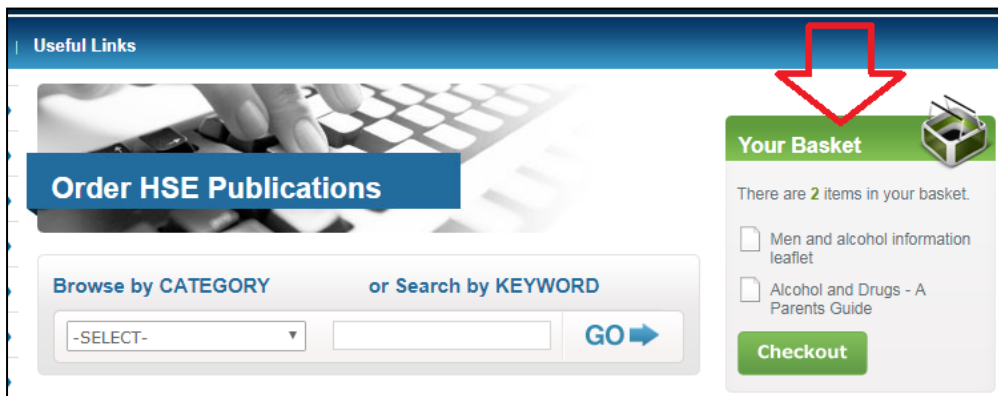


9. When you have selected the resource you require you will be given the option to “Continue Shopping”.



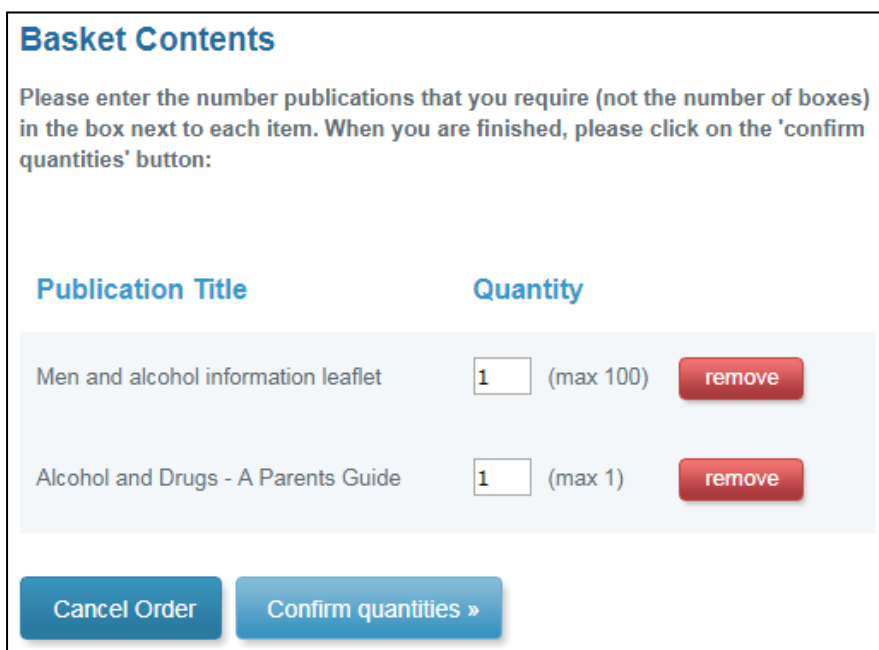
The screenshot shows a search interface with two options: "Browse by CATEGORY" and "or Search by KEYWORD". Below these is a dropdown menu with "-SELECT-" and a text input field. A "GO" button with a right-pointing arrow is to the right. Below the search bar, a message reads "You have already added that item to your shopping basket." A blue button labeled "Continue Shopping" is circled in red.

10. If you require more than 1 type of resource, continue to select from current resources displayed or the category you need by using the drop down menu and clicking “Go”.
11. At any stage while placing your order, on the right hand side of your screen, you can see what is in your basket or proceed to check out.



The screenshot shows a website layout. On the left, there is a search bar with "Browse by CATEGORY" and "or Search by KEYWORD" options, a dropdown menu, a text input field, and a "GO" button. A blue banner above the search bar says "Order HSE Publications". On the right, there is a "Your Basket" sidebar with a shopping basket icon. A red arrow points to the sidebar. The sidebar contains the text "There are 2 items in your basket." and a list of items: "Men and alcohol information leaflet" and "Alcohol and Drugs - A Parents Guide". A green "Checkout" button is at the bottom of the sidebar.

12. When you are ready to “Checkout” you will be asked to review your basket contents. Here you will have the option to insert a quantity for each resource. The maximum order quantity for each of the resources you have selected will be displayed to the right of the quantity field. Here, you will also have the option to remove any resource from your basket.



The screenshot shows the "Basket Contents" page. It has a heading "Basket Contents" and a paragraph: "Please enter the number publications that you require (not the number of boxes) in the box next to each item. When you are finished, please click on the 'confirm quantities' button:". Below this is a table with two columns: "Publication Title" and "Quantity".

| Publication Title                   | Quantity  |
|-------------------------------------|---|
| Men and alcohol information leaflet | 1 (max 100) <input type="button" value="remove"/> |
| Alcohol and Drugs - A Parents Guide | 1 (max 1) <input type="button" value="remove"/>   |


At the bottom of the page, there are two buttons: "Cancel Order" and "Confirm quantities »".

13. When placing an order please note that the quantity 1 = 1 unit, not 1 box or 1 packet, unless stated otherwise in the publication title or description as below.

**Little Things Rainbow Badges**

Order code:HSP01157  
Topic: Mental Health  
Maximum order: 1000

Little Things Rainbow Badges - come in bags of 500.

 [Order this publication](#)

14. If you are logged in as a health professional you will automatically see larger maximum order quantities.

15. At this point if you chose to “Cancel Order” you will be returned to the Home screen to start a new order. If you are happy with your resource selection and chosen quantities you can proceed to “Confirm quantities>”.

16. Here, all selected publications will be displayed with the quantities you have chosen, it will also display in red if your order has been updated successfully.

| Publication Title                   | Quantity    |
|-------------------------------------|-------------|
| Men and alcohol information leaflet | 1 (max 500) |
| Alcohol and Drugs - A Parents Guide | 1 (max 50)  |

**Notice: Update Successful**

[Cancel Order](#) [Go to checkout »](#)

17. When you select “Go to checkout” you will be asked to enter the delivery details for the order. All orders must be accompanied by a valid phone number and e-mail address. All mandatory fields are highlighted in blue and identified by an asterisk \*. If you are logged in as a health professional this section will be pre-populated with the details supplied at the time of registering.

**Order HSE Publications**

**Checkout**

Orders will not be processed without a valid email address and contact phone number.

\* First Name:

\* Second Name:

\* Address 1:

Address 2:

Address 3:

Address 4:

\* County/postal area:

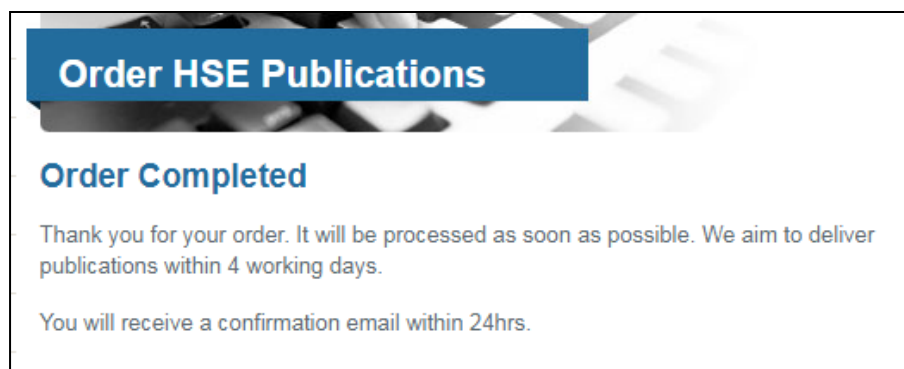
\* Telephone Number:

\* E-mail Address:

The HSE may contact the person named on the order form to check the details of that order before it is processed, this may mean that we do not achieve our 4 day target on certain orders. Orders with incorrect contact details will not be processed.

[Send](#)

18. **Please note** – to move from one field to the next **DO NOT** use the return button on your keyboard as this will send the order through automatically and you may not be finished entering your details. Please use the tab button or click into each field individually. When you are happy with the details entered click “Send”. You will be notified that your order has been completed.



19. If you do not receive an order confirmation within 24 hours it may mean that the order did not get to the warehouse correctly. If you would like to query any order please e-mail [queries@healthpromotion.ie](mailto:queries@healthpromotion.ie).

**If you have any difficulties with this process or your password please e-mail the Health Information Team on [healthinfo@hse.ie](mailto:healthinfo@hse.ie)**

**If you have a query about an order already placed please e-mail [queries@healthpromoton.ie](mailto:queries@healthpromoton.ie)**