

Accessing your personal account options

DocStore gives you several personal account options to help you manage your account and orders. You have an account profile that controls your login, contact, and billing information as well as an address book(s) from which you can add contacts and recipients to your orders. Your DocStore order site may also include a history of your orders you can use to view and track your orders.

1. Log on to your FedEx Office DocStore order site.

If you have not already set up a password hint and you have permission to change your password, DocStore displays options for setting up a reminder question and answer that when entered will allow you to retrieve a forgotten password.

If you have forgotten your username or password, click the **Forgot your password** or the **Forgot your username** link as necessary and answer the onscreen question. You will receive your login information in an e-mail message.

When you have completed the steps for setting up your hint reminder, click the Start button in the DocStore navigation bar to return to the Login page. *Do not click OK again. DocStore sends you a new e-mail message each time you click OK on the final retrieval screen.*

2. Click **My Account** on the right side of the navigation bar of any DocStore page.



3. If the option is available to your site, click a location in the **FedEx Office Store for Production** list or click **Locate Store** to specify the FedEx Office store you prefer complete orders for the contact's primary address (required) and secondary address (if specified). All orders should only go to the Fed Ex Office store located at 6901 Rockside Road Independence, OH 44109.
4. Click **Update**.

Editing your user profile

Depending on how your site and account are set up, you may be able to manage the contact, login, and billing information saved in your profile. You may also be able to designate a favorite FedEx Office center that DocStore uses by default.

Editing your contact information

1. Click **My Account** and then **Edit Profile** in the DocStore navigation bar.
2. Update your e-mail, phone, and address information as needed. You cannot edit your first name or last name.

3. Click **Update**.

Editing your user name, password, and/or password hint

The information you can change in your profile varies based on how your site and account are set up. After you log in for the first time you will be prompted to change your password and after each 120 days thereafter you will be prompted to change your password.

1. Click **My Account** and then **Edit Profile** in the DocStore navigation bar.
2. Click **Edit Username/Password** (the name of the edit button may differ based on your profile permissions).
3. Change your username and/or password as necessary when the edit options appear.

Usernames must have at least six characters. Passwords must contain 8-32 characters, have at least a letter or a number, and a special character [! \$; ^ ~ ? & * _ % # @ () - . and space]. Passwords are case sensitive.

4. Click **Update**.

Managing your billing preferences

Depending on how your site and account are set up, you may be able to store information about the following types of payment cards in your profile so you can easily use them when placing an order:

To add one of these payment cards to your profile,

1. Click **My Account** and then **Edit Profile** in the DocStore navigation bar.
2. Click **Billing Preferences** when your profile appears.
3. Click the type of payment card you want to add.
4. Type the card number and any other required information into the boxes provided and click **OK**.
5. Click **Done** when you're finished managing your billing preferences.

To edit a payment card,

1. Click **My Account** and then **Edit Profile** in the DocStore navigation bar.
2. Click **Billing Preferences** when your profile appears.
3. Select the payment card you want to edit from the list and then click **Edit**.
4. Change the card information as necessary and click **OK**.
5. Click **Done** when you're finished managing your billing preferences.

To remove a payment card from your profile,

1. Click **My Account** and then **Edit Profile** in the DocStore navigation bar.

2. Click **Billing Preferences** when your profile appears.
3. Click the payment card you want to remove from the list of cards on file and then click **Remove**.
4. Click **OK** to confirm you want to delete the card information.
5. Click **Done** when you're finished managing your billing preferences.