

HOPE
is **all** you need

Manage your orders *simply and efficiently*



My **Account** **user guide**

In this guide, we'll walk you through the key features of My Account, including:

1.Orders 2. Profile 3. Favourites 4. Statement 5. Quotations

**Need help? Call 0345 120 2055
or email enquiries@hope-education.co.uk**

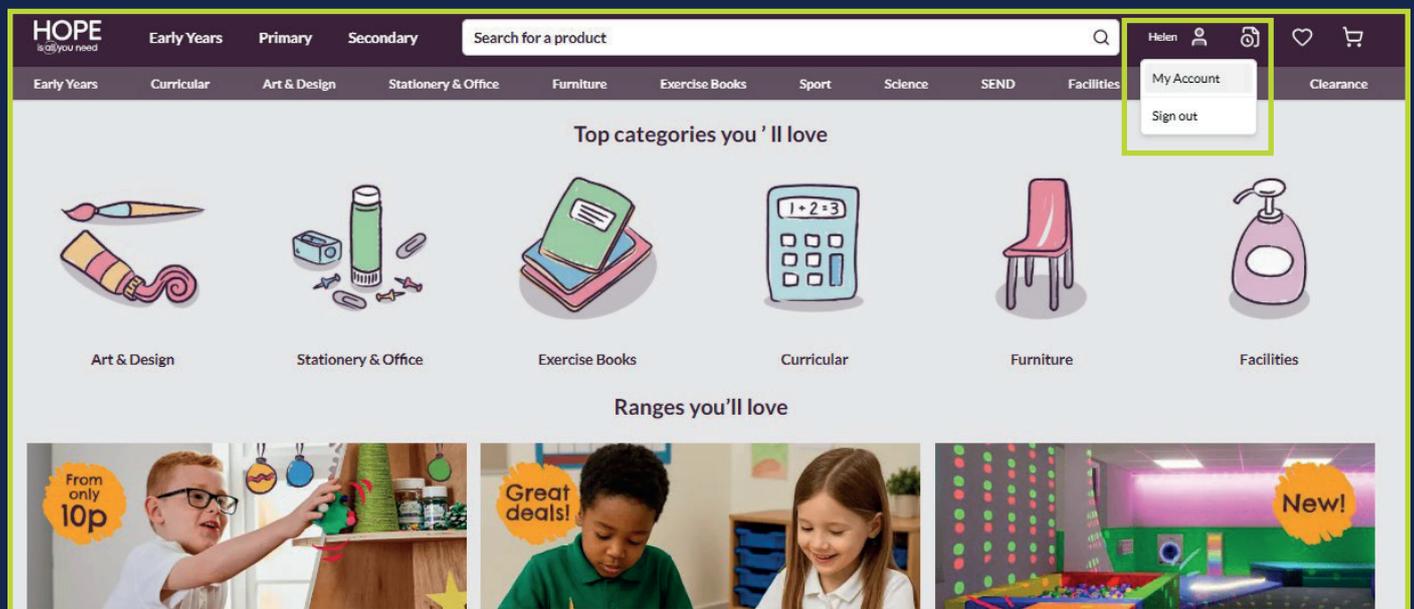
On-demand access to your account - anytime, anywhere

With **My Account**, managing your ordering is easier than ever. You can:

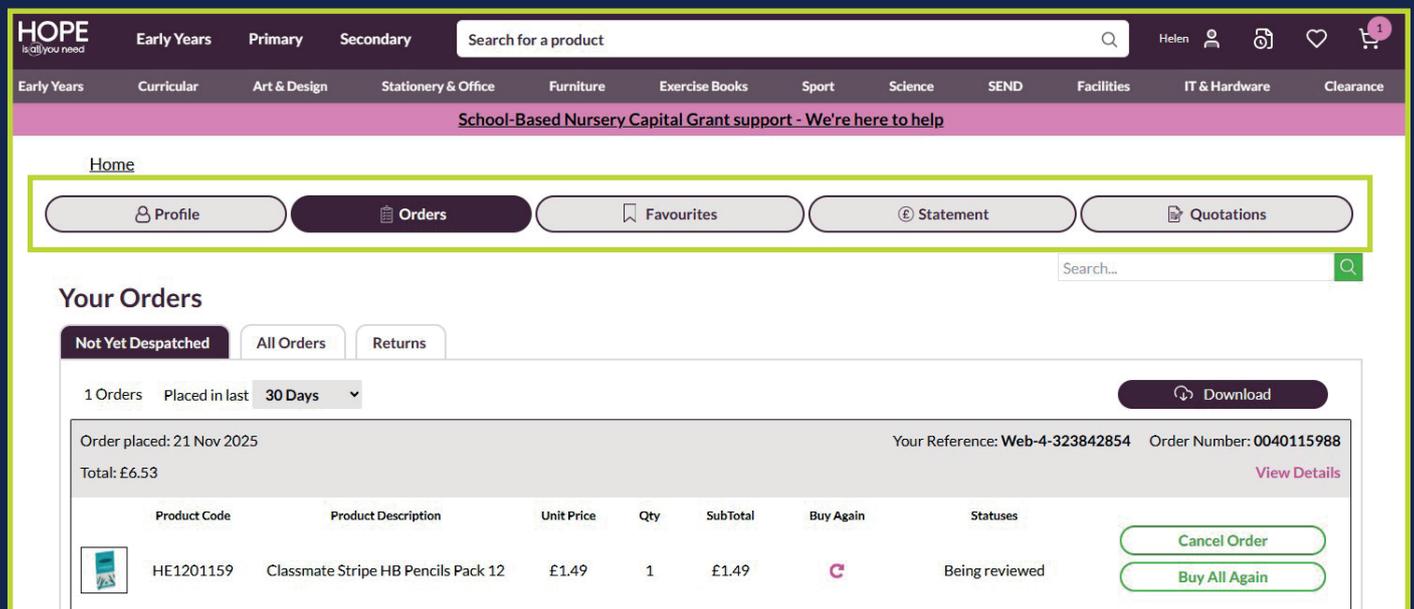
- View and track all orders
- Check delivery notes and invoices
- Reorder your favourites
- Organise product lists
- Update your personal details
- Download statements and quotations

Everything is stored in one simple dashboard.

To access My Account, **sign in** and click **My Account** at the top of the website.



Along the top, you'll see all available features: **Profile**, **Orders**, **Favourites**, **Statement**, and **Quotations**. Let's look at each one.



1. Orders

In the **Orders** tab, you'll find your full order history:

- **Not Yet Despatched**
- **All Orders**
- **Returns**

You can:

- **Cancel** an order that has not yet been despatched
- **Repeat** a previous order in one click

The screenshot shows the HOPE website interface. The top navigation bar includes 'Early Years', 'Primary', and 'Secondary' categories, along with a search bar and user account information. Below the navigation bar, there are tabs for 'Home', 'Profile', 'Orders', 'Favourites', 'Statement', and 'Quotations'. The 'Orders' tab is active. Under 'Your Orders', there are three sub-tabs: 'Not Yet Despatched', 'All Orders', and 'Returns'. The 'Not Yet Despatched' tab is selected and highlighted with a red box. Below the sub-tabs, there is a summary for 1 order placed in the last 30 days. The order details are as follows:

Product Code	Product Description	Unit Price	Qty	SubTotal	Buy Again	Statuses
HE1201159	Classmate Stripe HB Pencils Pack 12	£1.49	1	£1.49		Being reviewed

Buttons for 'Cancel Order' and 'Buy All Again' are visible next to the order details.

All orders - including cancelled or returned ones - are listed under **All Orders**.

The screenshot shows the HOPE website interface with the 'All Orders' tab selected. The 'Your Orders' section now displays two orders. The first order is the same as in the previous screenshot. The second order is as follows:

Product Code	Product Description	Unit Price	Qty	SubTotal	Buy Again	Statuses

Buttons for 'Track Order' are visible next to the second order.

You can specifically check on the orders you return in 'Returns' tag.

The screenshot shows the HOPE website interface. At the top, there are navigation tabs for 'Early Years', 'Primary', and 'Secondary'. A search bar is present with the text 'Search for a product'. Below this is a banner for 'School-Based Nursery Capital Grant support - We're here to help'. The main navigation includes 'Home', 'Profile', 'Orders' (highlighted), 'Favourites', 'Statement', and 'Quotations'. Under 'Your Orders', there are filters for 'Not Yet Despatched', 'All Orders', and 'Returns' (highlighted). A dropdown menu shows '1 Orders' and 'Placed in last 30 Days'. A 'Download' button is visible. The order details show a return requested on 01 Dec 2025, with a total of £0.00. A table lists the product: HP053783AB, Findel Everyday Ballpoint - Black Pk50, with a unit price of £0.00 and a quantity of 1. The status is 'Return in progress'. A 'View Details' link is present.

If you need more information, click **View Details** to open a full breakdown of the order. You can also **Download PDF** to save a copy.

The screenshot shows the HOPE website interface with an order details modal open. The modal contains the following information:

- Order Details:** Order Placed On: 21 Nov 2025 | Order Number: 0040115941 | Your Reference: Web-4-323635617 | Placed By: Helen Moody
- Delivery Address:** Sample Account, Gregory Street, Hyde, SK14 4HR, United Kingdom
- Billing Address:** Sample Account, Gregory Street, Hyde, SK14 4HR, United Kingdom
- Payment Terms:** Payable 30 days from invoice date
- Order Summary:**
 - Item(s) Subtotal: £1.99
 - Delivery: £3.95
 - VAT: £1.19
 - Total: £7.13
- Delivery instructions:** FAO: Kerri Cross or Helen Moody, Helen Moody, 01613672000

Below the modal, a table shows the product details for the order:

Product Code	Product Description	Unit Price	Qty	Total
HP053783AB	Findel Everyday Ballpoint - Black Pk50	£1.99	1	£1.99

The background shows the 'Your Orders' page with a 'Download PDF' button highlighted in the top right corner of the modal.

To track your delivery, click 'Track Order' for real-time status updates. You can also view invoices from this page.

HOPE is all you need

Early Years Primary Secondary

Search for a product

Early Years Curricular Art & Design Stationery & Office Furniture Exercise Books Sport Science SEND Facilities IT & Hardware Clearance

School-Based Nursery Capital Grant support - We're here to help

Home

Profile Orders Favourites Statement Quotations

Search...

Your Orders

Not Yet Despatched **All Orders** Returns

2 Orders Placed in last 30 Days Download

Order placed: 21 Nov 2025 Your Reference: Web-4-323842854 Order Number: 0040115988
Total: £6.53 View Details

Product Code	Product Description	Unit Price	Qty	SubTotal	Buy Again	Statuses
HE1201159	Classmate Stripe HB Pencils Pack 12	£1.49	1	£1.49		Being reviewed

Cancel Order Buy All Again

Order placed: 21 Nov 2025 Your Reference: Web-4-323635617 Order Number: 0040115941
Total: £7.13 View Detail View Invoice

Product Code	Product Description	Unit Price	Qty	SubTotal	Buy Again	Statuses
HP053783AB	Findel Everyday Ballpoint - Black Pk50	£1.99	1	£1.99		Despatched

Track Order Return Items Buy All Again

Click 'Track Parcel' to see full courier tracking information.

HOPE is all you need

Early Years Primary Secondary

Search for a product

Early Years Curricular Art & Design Stationery & Office Furniture Exercise Books Sport Science SEND Facilities IT & Hardware Clearance

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< Go Back Search for a product

Despatched Items

Delivery 0050670549 Delivery Note Invoice

Parcel 1 Despatched on: 21 Nov 2025

Product Code	Product Description	Unit Price	Quantity Ordered	Quantity In Parcel
HP053783AB	Findel Everyday Ballpoint - Black Pk50	£1.99	1	1

Track Parcel



Parcel No. 1550 3714 561 460 S

Your parcel has been delivered at 10:54 on Mon 24 Nov 2025

If your parcel is being delivered in the UK, see more and view your delivery options below by entering your postcode

Where has my parcel been?

Date & Time	Location	Description
24 Nov 2025 10:54	DPD	Your parcel has been delivered
24 Nov 2025 07:51	DPD	Your parcel will be with you today
24 Nov 2025 07:10	DPD	Your parcel is at our depot
24 Nov 2025 01:44	DPD	Your parcel is at our depot
24 Nov 2025 01:36	DPD	Your parcel is at our depot

2. Profile

In the 'Profile' section, you can easily update:

Account Settings

Edit your personal information and login details.

The screenshot shows the HOPE website's profile page. The top navigation bar includes 'Early Years', 'Primary', and 'Secondary' categories, a search bar, and user information for 'Helen'. Below this is a secondary navigation bar with various product categories. A banner for 'School-Based Nursery Capital Grant support' is visible. The main content area has a 'Home' link and a row of buttons: 'Profile', 'Orders', 'Favourites', 'Statement', and 'Quotations'. The 'Account Settings' button is highlighted with a red box. Below it are three tabs: 'Account Settings', 'Billing and Payments', and 'Address Preferences'. The 'Account Settings' tab is active, showing two panels: 'About You' and 'Account Details'. The 'About You' panel contains fields for First Name (Helen), Last Name (Meady), Email (helen.meady@4760247775@hoped.co.uk), Mobile Number, Password, and Other Number (01613672000). The 'Account Details' panel shows Account Number (4760247775), Account Type (Primary School), and Account Address (Sample Account, Gregory Street, Hyde, SK14 4HR, GB).

Billing and Payments

If you don't already have a credit account, you can request one through a quick online application form.

The screenshot shows the HOPE website's profile page with the 'Billing and Payments' tab selected. The 'Billing and Payment Details' panel is visible, containing fields for Payment Term (Payable 30 days from invoice date), Billing Email (helen.meady@4760247775@hoped.co.uk), and Billing Address (Sample Account, Gregory Street, Hyde, SK14 4HR, GB). At the bottom of the panel are 'Cancel' and 'Save' buttons.

Address Preferences

Add and manage multiple delivery addresses.

The screenshot shows the HOPE website interface. At the top, there is a navigation bar with the HOPE logo and categories: Early Years, Primary, and Secondary. A search bar is present with the text "Search for a product". The user's name "Helen" is displayed. Below the navigation bar, there is a banner for "School-Based Nursery Capital Grant support - We're here to help". The main content area features a "Home" link and a row of buttons: Profile, Orders, Favourites, Statement, and Quotations. Below these, there are tabs for "Account Settings", "Billing and Payments", "Address Preferences" (highlighted with a red box), and "Communication Preferences". The "Address Preferences" section is titled "Delivery Addresses" and contains a sub-section "Your Saved Addresses" with a search bar and an "Add New Address" button. A sample address is listed: "Sample Account, Gregory Street, Hyde, SK14 4HR, GB".

Communication Preferences

Choose how you'd like us to contact you and what information you want to receive.

The screenshot shows the HOPE website interface, similar to the previous one. The "Communication Preferences" tab is highlighted with a red box. The section is titled "Communications from us" and contains a text block: "If you opt-in we will use the email address and preferred number linked to this account." To the right, there is a paragraph: "By opting in, you are agreeing to receive marketing updates from Hope Education including personalised offerings based on your online activity. For more details, please see our [Terms & Conditions](#) and [Privacy Policy](#)". Below this, there are four checkboxes: "Phone", "Email", "SMS", and "Post". At the bottom right, there are "Cancel" and "Save" buttons.

3. Favourites

This handy tool lets you save and organise all the products you're interested in.

The screenshot shows the HOPE website interface. At the top, there's a navigation bar with 'Early Years', 'Primary', and 'Secondary' categories, a search bar, and user account options. Below this is a secondary navigation bar with various product categories like 'Curricular', 'Art & Design', etc. A pink banner reads 'School-Based Nursery Capital Grant support - We're here to help'. The main content area features a 'Home' link and a row of buttons: 'Profile', 'Orders', 'Favourites', 'Statement', and 'Quotations'. Below these are tabs for 'Products I Love', 'My Lists', 'Frequently Purchased', and 'Past Purchases'. The 'Products I Love' section displays a grid of four items, each with a heart icon in the top right corner. The items are: 'Classmates A4 Exercise Book 32 Page, Top Half Plain/Bottom 13mm Ruled, Blue' (price £44.99), 'Classmates Eraser - White - Pack of 20' (price £2.99), 'Classmates Value Crayons - Pack of 144' (price £23.58), and 'LDA Fidget Kit 2' (price £40.39). Each item has an 'Add to Basket' button and a quantity selector.

Click the **heart icon** on any product to automatically add it to your 'Products I Love' list.

This screenshot is identical to the one above, but with a red rectangular box highlighting the heart icon in the top right corner of the first product's image (the blue exercise book). This visual cue indicates the action of clicking the heart icon to add the product to the 'Products I Love' list.

You can also click **Add to My Lists** to save items to a custom list.

The screenshot shows the HOPE website interface. At the top, there's a navigation bar with 'Early Years', 'Primary', and 'Secondary' categories, a search bar, and user account information. Below this is a secondary navigation bar with various product categories. The main content area is titled 'Home' and features a navigation menu with 'Profile', 'Orders', 'Favourites', 'Statement', and 'Quotations'. Underneath, there are tabs for 'Products I Love', 'My Lists', 'Frequently Purchased', and 'Past Purchases'. The 'Products I Love' section displays six items in a grid. Each item has a title, a price, a quantity selector, and two buttons: 'Add to Basket' and 'Add to My Lists'. The 'Add to My Lists' buttons for the first two items are highlighted with a red box. A dropdown menu is open for the first item, showing a 'Create new list' section with a checkbox for 'Classroom essential' and 'Clear' and 'Add' buttons.

In **My Lists**, you'll find these options:

- Create a list
- Edit
- Delete
- Share by email
- Download

We recommend creating lists by department, project, team member, or ordering period — perfect for saving time on regular orders.

The screenshot shows the HOPE website interface, specifically the 'My Lists' section. The top navigation bar and secondary navigation bar are visible. Below the navigation, there's a banner for 'School-Based Nursery Capital Grant support - We're here to help'. The main content area is titled 'Home' and features a navigation menu with 'Profile', 'Orders', 'Favourites', 'Statement', and 'Quotations'. Underneath, there are tabs for 'Products I Love', 'My Lists', 'Frequently Purchased', and 'Past Purchases'. The 'My Lists' section displays a list of lists, with the first one titled 'Classroom essential'. A dropdown menu is open for this list, showing a grid of icons: a plus sign (Create a list), a pencil (Edit), a trash can (Delete), an envelope (Share by email), and a download arrow (Download). The 'Add All items to Basket' and 'Filter & Sort' buttons are also visible.

Additional sections:

Frequently Purchased – See items you've bought more than twice.

The screenshot shows the HOPE website interface. At the top, there is a navigation bar with categories: Early Years, Primary, and Secondary. A search bar is present with the text "Search for a product". Below the navigation bar, there is a secondary navigation bar with categories: Early Years, Curricular, Art & Design, Stationery & Office, Furniture, Exercise Books, Sport, Science, SEND, Facilities, IT & Hardware, and Clearance. A banner below the navigation bar reads "School-Based Nursery Capital Grant support - We're here to help".

The main content area is titled "Home" and features a navigation bar with buttons for Profile, Orders, Favourites, Statement, and Quotations. Below this, there is a sub-navigation bar with buttons for Products I Love, My Lists, Frequently Purchased (highlighted with a yellow box), and Past Purchases.

The "Frequently Purchased" section displays "1 of 1" items. The item shown is "Findel Everyday Ballpoint Pen - Pack of 50 - Black" (HP053783AB), which is in stock and has been purchased 4 times so far. The price is £1.99. There are buttons for "Buy Again" and "Add to My Lists".

Purchased in the Last 12 Months – Useful for planning repeat orders. You can **Filter & Sort** these lists and even **Add All to Basket**.

The screenshot shows the HOPE website interface, similar to the previous one. The navigation and banner are the same. The main content area is titled "Home" and features the same navigation bar. Below this, there is a sub-navigation bar with buttons for Products I Love, My Lists, Frequently Purchased, and Past Purchases (highlighted with a yellow box).

The "Past Purchases" section displays "2 of 2" items. The first item is "Classmates HB Stripe Pencils - Pack of 12" (HE1201159), which is in stock and was last purchased on 21 Nov 2025. The price is £1.49. The second item is "Findel Everyday Ballpoint Pen - Pack of 50 - Black" (HP053783AB), which is in stock and was last purchased on 21 Nov 2025. The price is £1.99. Both items have buttons for "Buy Again" and "Add to My Lists".

At the top right of the product list, there are buttons for "Buy All Again", "Filter & Sort" (highlighted with a yellow box), and a menu icon.

4. Statement

In the **Statement** tab, you can:

- View and download your statements as PDFs
- Make a payment instantly using your preferred method
- See any credits, which can be applied to future orders

The screenshot displays the HOPE website's 'Statement' page. At the top, there is a navigation bar with the HOPE logo and menu items for 'Early Years', 'Primary', and 'Secondary'. A search bar is present, and the user's name 'Helen' is visible. Below the navigation bar, there is a secondary menu with categories like 'Curricular', 'Art & Design', 'Stationery & Office', 'Furniture', 'Exercise Books', 'Sport', 'Science', 'SEND', 'Facilities', 'IT & Hardware', and 'Clearance'. A pink banner reads 'School-Based Nursery Capital Grant support - We're here to help'. The main content area has a 'Home' link and a row of buttons: 'Profile', 'Orders', 'Favourites', 'Statement' (highlighted), and 'Quotations'. Below this, the 'Statement' section is titled, and there are two tabs: 'Statement' (active) and 'Document History'. A summary bar shows 'Current balance: £7.13', 'Selected Invoices Total: £0.00', and 'Overdue Balance: £0.00'. Below the summary, there are three buttons: 'Pay current' (highlighted), 'Pay selected', and 'Pay overdue'. A 'Download Statement' button (highlighted) is located above a search bar. The main table has columns: Date, Due Date, Doc Reference, Type, Your Reference, Order Number, Status, Invoice, Credit (highlighted), and Balance. A single invoice is listed with a balance of £7.13. A 'Current balance: £7.13' row is also present. A 'Back to top' link is at the bottom.

<input type="checkbox"/>	Date	Due Date	Doc Reference	Type	Your Reference	Order Number	Status	Invoice	Credit	Balance
<input type="checkbox"/>	21 Nov 2025	21 Dec 2025	31312541	Invoice	Web-4-323635617	40115941	Open	£7.13		£7.13
Current balance:										£7.13

5. Quotations

If you need a quote, simply **contact us**, and your quotation will appear in the **My Account** → **Quotations** section.

When you're ready, click **Proceed to Checkout** to place the order.

HOPE is (d)you need

Early Years Primary Secondary Search for a product Helen

Early Years Curricular Art & Design Stationery & Office Furniture Exercise Books Sport Science SEND Facilities IT & Hardware Clearance

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Your Quotes Search...

Quotations

1 Quotations Created in last 30 Days Download

Quotation date: 01 Dec 2025 Valid until: 05 Jan 2026 Your Reference: Office Supplies Quote Number: 0020162632

Total: £56.88 View Details View Quotation

Product Code	Product Description	Unit Price	Qty	SubTotal	Statuses
HE308808	A4 Copier Card White P250	£9.99	1	£9.99	Open
HE299500	Staedtler Noris Erasers PK 20	£9.69	1	£9.69	Open
HE179406	Treasury Tag 51mm Yellow P100	£4.19	1	£4.19	Open
HE296419	Classmates Wooden Board Eraser	£2.99	5	£14.95	Open

See more

Proceed to Checkout Archive Quotation

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My Account makes managing your orders faster and simpler. If you need help at any time: Call us on 0345 120 2055 or email enquiries@hope-education.co.uk We're happy to assist!