



USER GUIDE

Add a New Employee & Shipping Address

The myDVG portal is the online ordering and account management platform used by the Duravent Group's business customers. This guide explains how to add a new buyer (employee account) to your organization and how to set up new shipping addresses for your orders.

This guide is for account administrators who manage their organization's myDVG account and need to onboard new buyers or configure shipping locations.

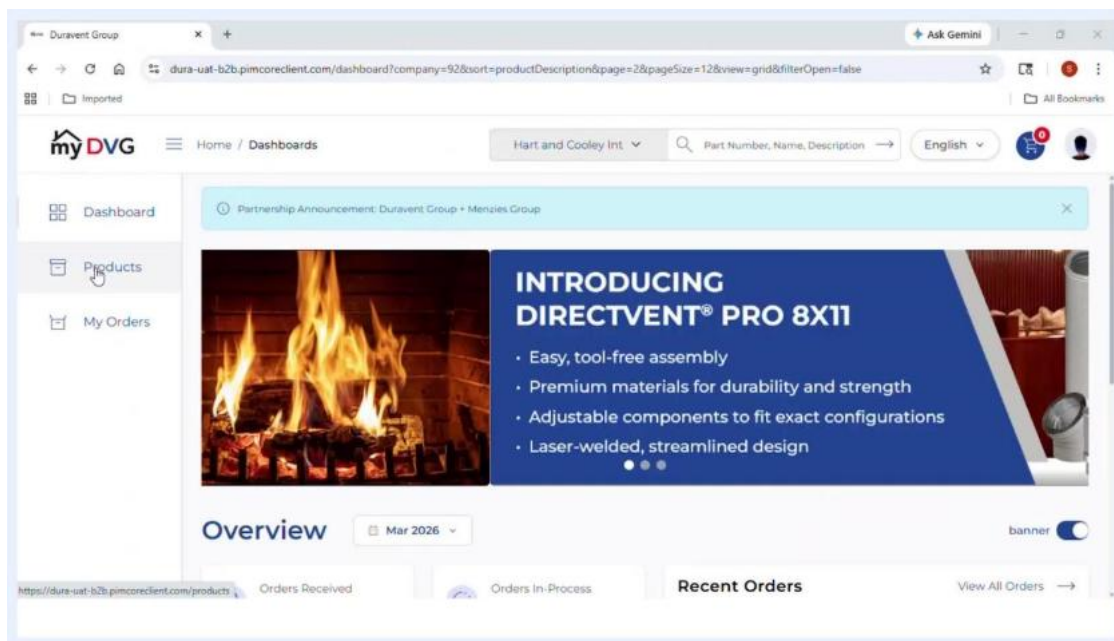
GETTING STARTED

Before you begin, make sure you have your myDVG login credentials ready.

Step 1: Open a web browser and navigate to the [myDVG portal](#).

Step 2: Log in with your credentials when prompted.

Step 3: Once logged in, you'll land on the **Dashboard**. You'll see the main navigation menu on the left side of the screen, along with any company branding or training titles your organization has configured.

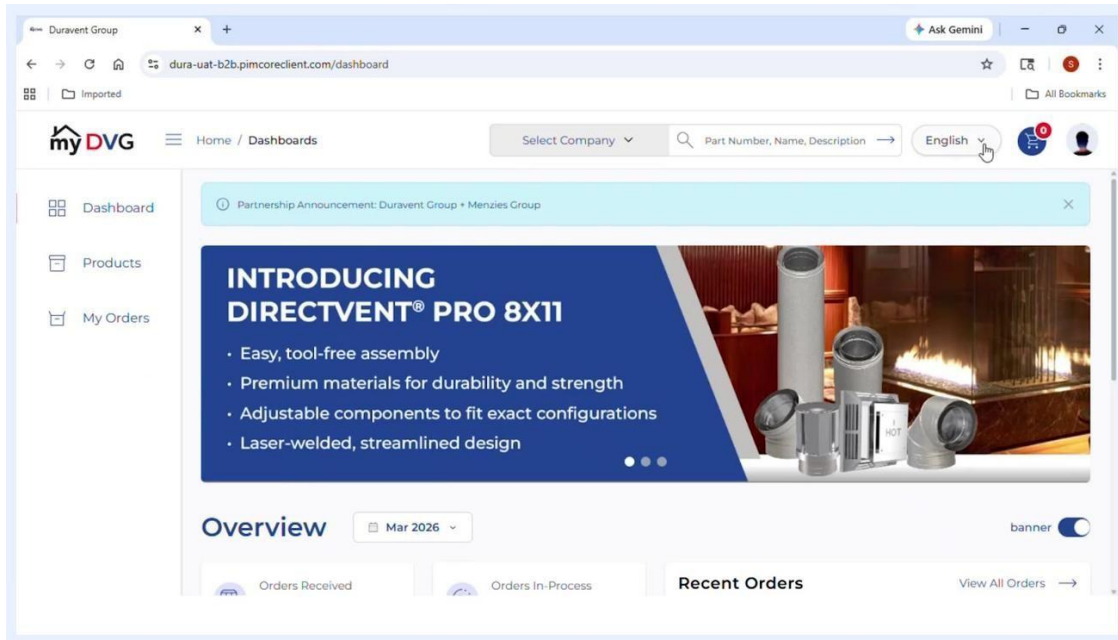


Note: If you don't have login credentials, contact your system administrator to get access set up.

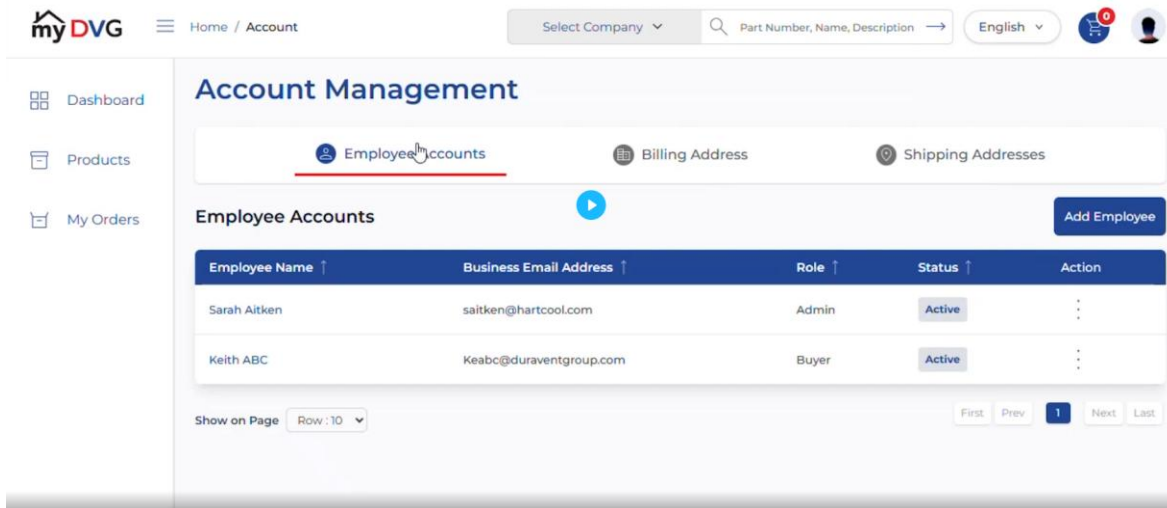
Once you're logged in and see the dashboard, you're ready to manage your account settings.

ADDING A NEW BUYER

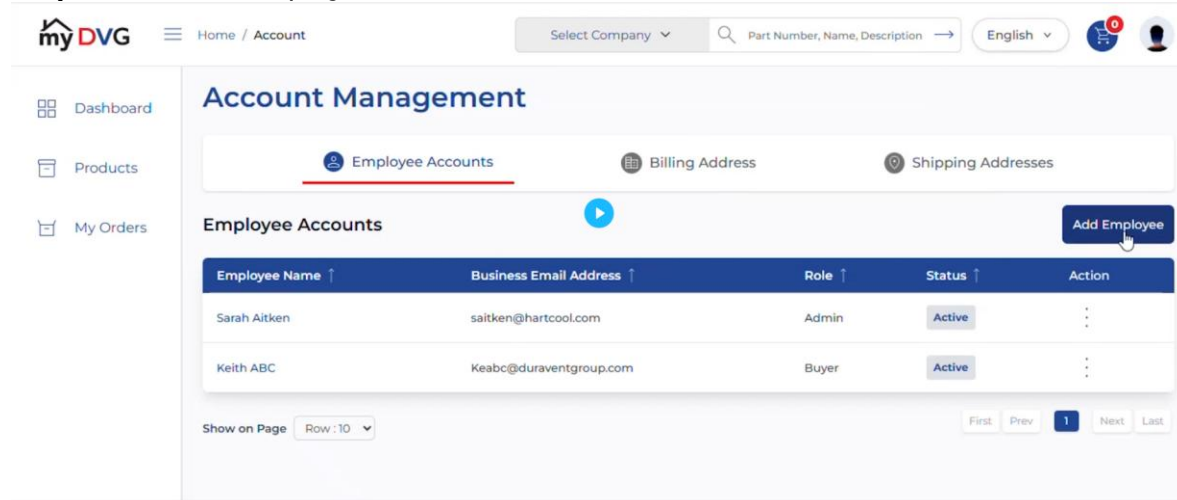
Step 1: From the dashboard, click the **person** icon in the top right corner to open your account settings.



Step 2: In the Account Management section, select the **Employee Accounts** tab. You'll see a list of current employee accounts and their statuses.



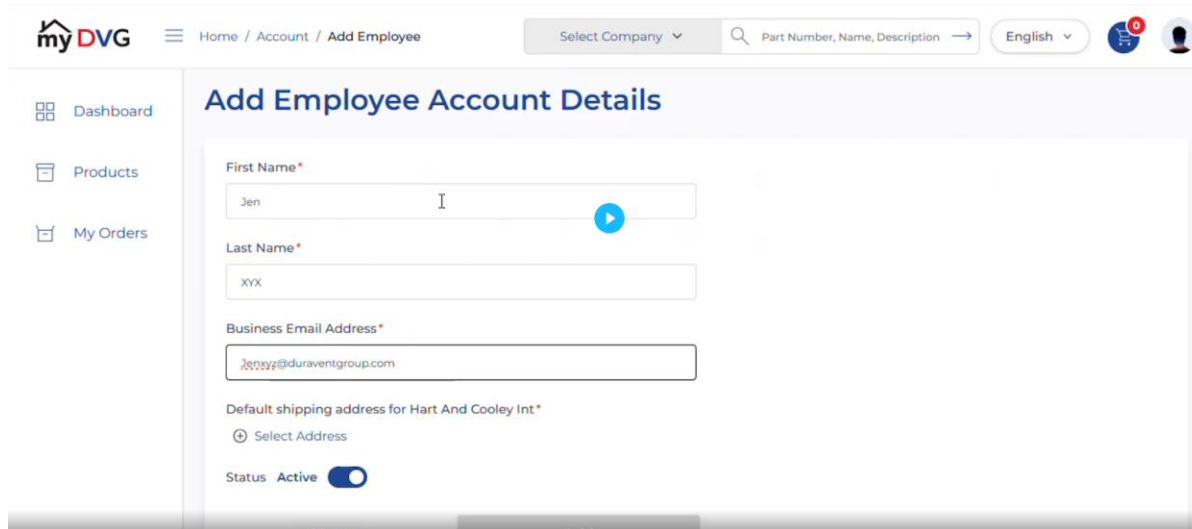
Step 3: Click Add Employee.



The screenshot shows the 'Account Management' page with a sidebar containing 'Dashboard', 'Products', and 'My Orders'. The main content area has tabs for 'Employee Accounts', 'Billing Address', and 'Shipping Addresses'. The 'Employee Accounts' tab is active, displaying a table with two employees: Sarah Aitken (Admin, Active) and Keith ABC (Buyer, Active). An 'Add Employee' button is located in the top right corner of the table, and a mouse cursor is pointing at it. Below the table, there is a 'Show on Page' dropdown set to 'Row: 10' and pagination controls.

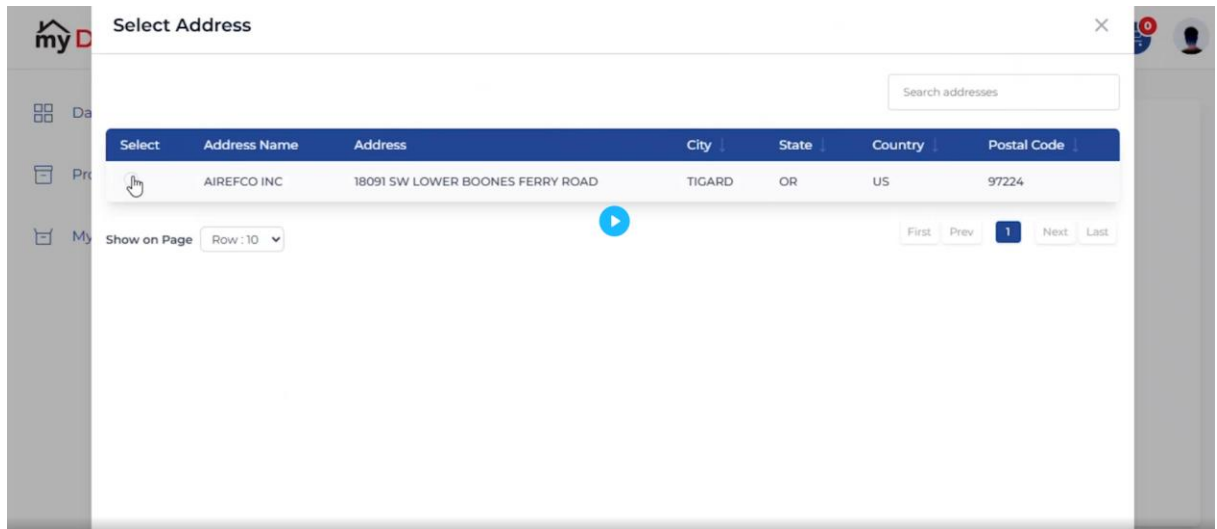
Step 4: Fill in the new employee's details in the form:

- First Name
- Last Name
- Business Email Address



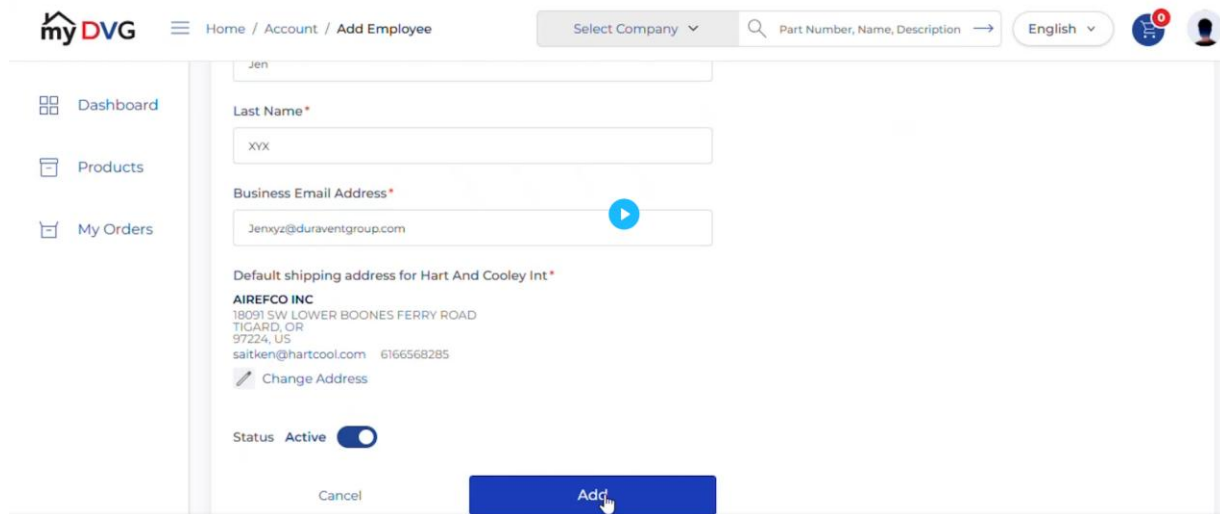
The screenshot shows the 'Add Employee Account Details' form. The form fields are filled with 'Jen' for First Name, 'XYZ' for Last Name, and 'Jenny@duraventgroup.com' for Business Email Address. The 'Status' is set to 'Active' with a toggle switch. Below the email field, there is a section for 'Default shipping address for Hart And Cooley Int*' with a 'Select Address' button. The form is part of the 'myDVG' application, with a sidebar containing 'Dashboard', 'Products', and 'My Orders'. The top navigation bar includes a 'Home / Account / Add Employee' breadcrumb, a 'Select Company' dropdown, a search bar, and a language selector set to 'English'.

- Default shipping address — select the appropriate address for your organization



- Status — ensure the toggle is set to Active

Step 5: Click Add to save the new buyer.



The new employee will receive an email to reset their password after approval and will appear in the Employee Accounts list with Active status.

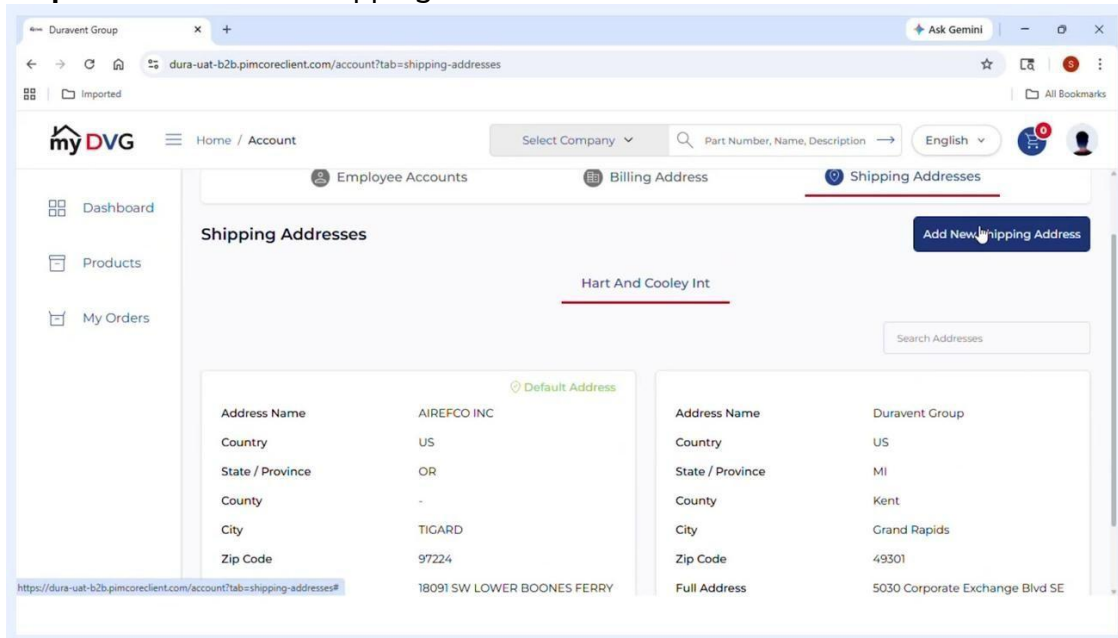
ADDING A NEW SHIPPING ADDRESS



NOTE: Shipping addresses can only be added from the Account Management section. You cannot add a new address while adding items to your cart.

Step 1: In the Account Management section (located by clicking the **person icon**), click the Shipping Addresses tab.

Step 2: Click Add New Shipping Address.



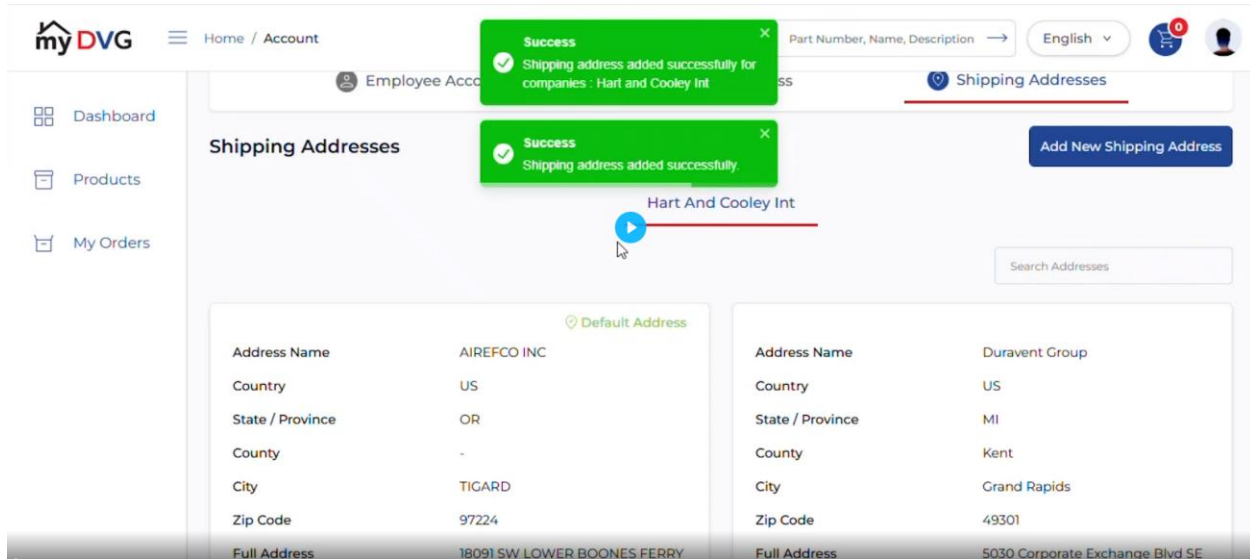
Step 3: Complete the Add New Address Information form with the following details:

- Company
- Address Name
- Address Line 1
- Country
- State / Province
- County
- City
- Zip / Postal Code

Step 4: If applicable, check Is Drop Ship to mark this as a drop-ship address.

Step 5: If you want this to be your default shipping address, check **Make this my default address**.

Step 6: Click **Add** to save the new shipping address.



SETTINGS & CONFIGURATION

Setting	Description
Status toggle	Sets a new employee account to Active or Inactive at the time of creation.
Is Drop Ship	Optional flag to mark a shipping address as a drop-ship location.
Make this my default address	Optional setting that makes the new address the default selection when placing orders.
Default shipping address	Assigned to a new employee account during setup; determines which address is pre-selected for that buyer.

FAQ

Q: Can I add a new shipping address while placing an order?

No. Shipping addresses can only be added through the Account Management section. Make sure to add any new addresses there before you begin the checkout process.

Q: What happens after I add a new employee account?

The new buyer will appear in the Employee Accounts list with an Active status and will be able to place orders using the assigned default shipping address.

Q: Can I change an employee's status after they've been added?

The draft does not cover editing existing employee accounts. Refer to your account administrator or Duravent Group support for guidance on this.

Q: Will the new shipping address be available immediately?

Yes. Once you click Add to save the address, it becomes available for selection on future orders.

Q: Who should use this guide?

This guide is intended for account administrators who manage buyer accounts and shipping address configurations within the myDVG portal.