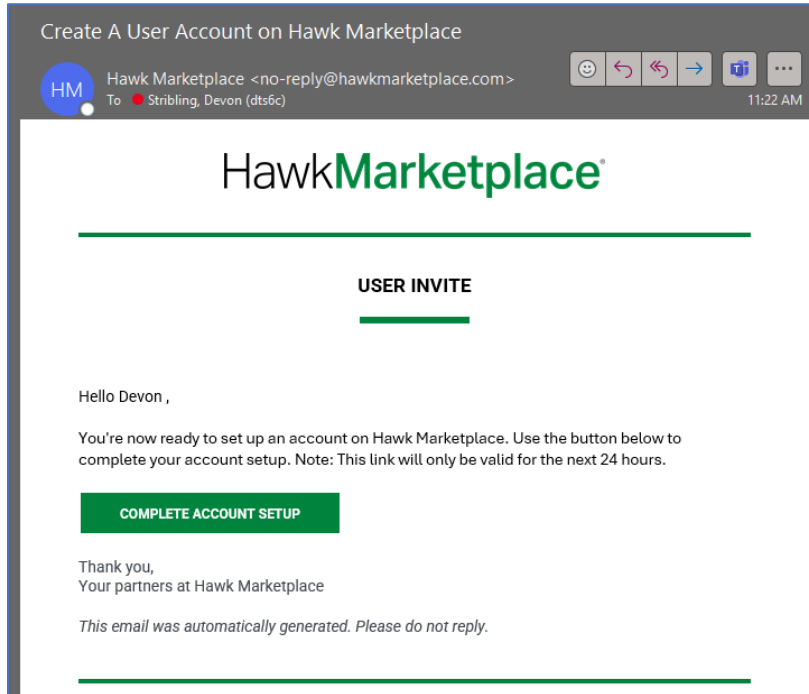


Hawk Marketplace Account Registration Guide

1. Complete the Microsoft Form here: <https://forms.office.com/r/0E9Zhm4CWX>
2. You will receive a Hawk Marketplace Account Invite by email, where you will have 24 hours to 'Complete Account Setup'.



3. In Order to 'Create Your Account', you will need to:
 - a. Create and Confirm a Password
 - b. Select and Answer a Security Question

The screenshot shows the 'Create My Account' page on HawkMarketplace. The page has a header with the HawkMarketplace logo and a language dropdown set to 'English (US)'. Below the header is a 'LOGIN' link. The main heading is 'Create My Account'. The form is titled 'Account Information' and contains the following fields:

- USERNAME:** devon.stribling
- EMAIL:** dts6c@virginia.edu
- FIRST NAME:** Devon
- LAST NAME:** Stribling
- PASSWORD:** (Redacted)
- CONFIRM PASSWORD:** (Redacted)
- SECURITY QUESTION:** Favorite pet's name?
- SECURITY ANSWER:** (Redacted)

At the bottom right of the form are two buttons: 'CREATE' and 'CANCEL'.

4. You will be prompted to 'Confirm Your Account' by selecting 'Log In'. Enter the details from the previous page, and you will be taken to the next step of verification.

The screenshot shows the 'Account Confirmation' page on HawkMarketplace. The page has a header with the HawkMarketplace logo and a language dropdown set to 'English (US)'. Below the header is a 'LOGIN' link. The main heading is 'Account Confirmation'. The form is titled 'Account Information' and contains the following text:

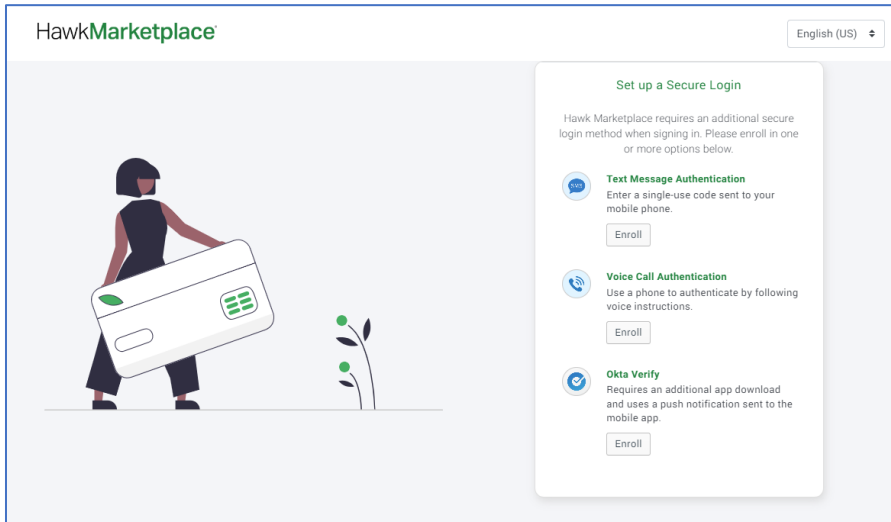
Thank you, Devon Stribling
Your account has been successfully created.

REGISTERED USER NAME: devon.stribling
REGISTERED EMAIL ADDRESS: dts6c@virginia.edu

At the bottom center of the page is a green 'LOG IN' button. There is also a 'PRINT' icon in the top right corner of the form area.

5. 'Set up a Secure Login' using one of the three options for two factor authentication – text, voice call, or Okta. You will need to use this method of verification each time you log in to Hawk Marketplace.

Example for first time set-up:

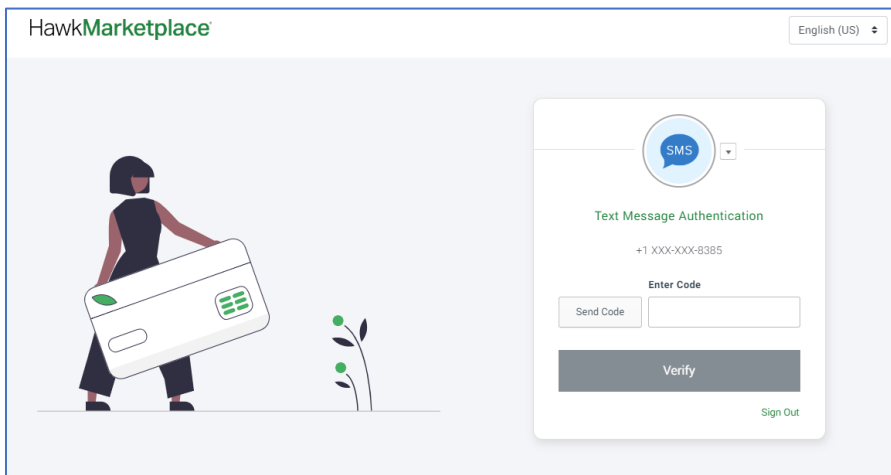


The screenshot shows the HawkMarketplace interface during a first-time setup. On the left, there is an illustration of a woman in a black dress carrying a large white card with a green leaf icon. On the right, a white panel titled "Set up a Secure Login" contains the following text: "Hawk Marketplace requires an additional secure login method when signing in. Please enroll in one or more options below." Below this text are three options, each with an "Enroll" button:

- Text Message Authentication**: Enter a single-use code sent to your mobile phone.
- Voice Call Authentication**: Use a phone to authenticate by following voice instructions.
- Okta Verify**: Requires an additional app download and uses a push notification sent to the mobile app.

The top left of the page displays the "HawkMarketplace" logo, and the top right shows a language selector set to "English (US)".

Example when you log-in:

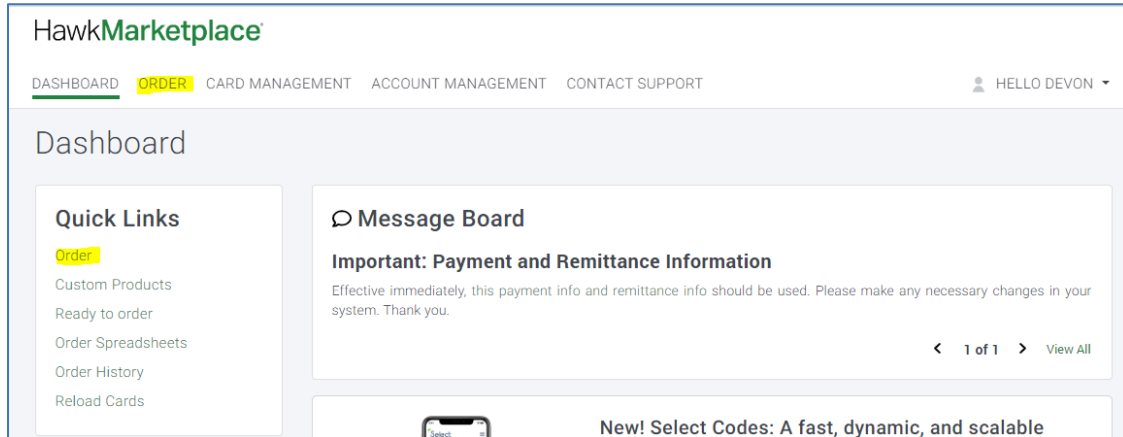


The screenshot shows the HawkMarketplace interface during a login process. On the left, the same illustration of a woman carrying a large white card is present. On the right, a white panel titled "Text Message Authentication" is displayed. At the top of this panel is a blue circular icon with "SMS" and a dropdown arrow. Below the title, the phone number "+1 XXX-XXX-8385" is shown. Underneath is a section labeled "Enter Code" with a "Send Code" button and an empty input field. A large grey "Verify" button is positioned below the input field. In the bottom right corner of the panel, there is a "Sign Out" link.

The top left of the page displays the "HawkMarketplace" logo, and the top right shows a language selector set to "English (US)".

Ordering in Hawk Marketplace

1. The first page upon logging in will be the Hawk Marketplace Dashboard. On this page you can,
 - a. Order History – Check status of existing orders.
2. Go to the 'Order' tab at the top of the page or in the Quick Links.



3. You will have four (4) options/categories of gift cards to purchase. **NOTE:** You cannot order from multiple gift card categories in a single transaction, so please complete separate orders if this is needed.
 1. Merchant Plastic – *This is for physical gift card purchases where a specific merchant will be selected, rather than an open-loop (VISA) option. These do not have card fees associated with purchases and can only be shipped to one bulk shipping address for distribution.*
 2. Merchant Virtual – *This is for digital gift card purchases where a specific merchant will be selected, rather than an open loop (VISA) option. These do not have card fees associated with purchases and have two options for email distribution (reward links to a single contact or rewards directly to recipients).*
 3. VISA Plastic – *This is an open-loop option for physical VISA gift card purchases where no specific merchant will be selected. These do have card fees associated with purchases (\$2.95 per card) and can only be shipped to one bulk shipping address for distribution.*
 4. VISA Virtual – *This is an open-loop option for digital VISA gift card purchases where no specific merchant will be selected. These do have card fees associated with purchases (\$2.95 per card) and have two options for email distribution (reward links to a single contact or rewards directly to recipients).*

NOTE: Please see specific ordering guides for the gift card option/category you are looking to procure.