PWW: Troubleshooting Tips

"What is my username?"

- Your username is your agency number. You will need to enter your agency number twice to login.

"I can't login to my account"

- Your password is case sensitive and must be entered in all lowercase letters.
- Try using Internet Explorer or Mozilla Firefox as your web browser (theses web browsers can be downloaded for free from the web browser's websites).
- You should be able sign into PWW using a Mac, just ignore the red warning screen when signing in.

"How do I enter my statistics?"

- Click on the statistics tab, scroll to the bottom of the page, and click on "Enter statistics"
- Choose the last date of the month you are entering statistics for, enter your data, and click submit statistics. For example to enter December's statistics, you will enter 12/31/20XX.

"How can I view inventory without making an appointment?"

- Under the home tab, click on "Print Shopping List." You can view or print a hard copy (pdf) of the inventory.

"How do I place an order?"

- Place an order by clicking on the green "Order Entry" button to the right of the tabs.
- You will need to choose your pick up or delivery date prior to ordering inventory, so be sure to schedule an appointment before adding items to your cart.
- Once you have added all items to your cart, click on view cart (at the top and bottom of shopping list) and then click on the check out button.
- If you are having trouble sorting the inventory go to the Partner Agencies tab on our website and then click the Downloads and Resources page and view the Sorting Shopping List materials.

"How long are my items saved in my cart?"

- All items in the cart are "saved" for your agency within our system's inventory.
- The items will be stored for up to 48 hours before being deleted. Also, you can place 2 orders per pick-up or delivery date.

"Where can I find my invoices?"

- In PWW, your invoices are under the "My Docs" tab, then under invoices. Just click on the PDF link for the invoice that you would like to view.

"What does PWW stand for?"

- Primarius Web Window

"Where can I learn more about PWW?"

- Go to our Downloads & Resources section under Partner Agencies on our website: you will find user manuals and demo videos.