

Airgas.com User Guide

Airgas.com User Guide for Brown University

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SAY HELLO TO AIRGAS.COM

Welcome Brown University!

Tech Air is now a part of Airgas, an Air Liquide company, a leading single-source U.S. supplier of gases, welding and safety supplies. We have created this job aid to assist you in navigating Airgas.com and your new online account features.



Need help?

For account questions, please call Wendy Baxter 203-948-7287 (wendy.baxter@airgas.com) or Christa Alkas at 860-707-9180 (christa.alkas@airgas.com).

Equipment orders can now be placed online at Airgas.com. If you need assistance placing an equipment order, email Christa Alkas at christa.alkas@airgas.com.

If you have questions or need assistance logging in to your new account, email Airgas.com Site Tech Support at eservice@airgas.com or call 866-935-3370 and select option 2. Our technical support team is here to help you get the most out of your Airgas.com experience. Representatives are available M-F, between 8am and 5pm ET.

To learn more about how Airgas.com can put more time back in your day, view our [video tutorial](#) and [user guide](#) libraries.

Quick Links

- [Account Dashboard](#)
- [Cylinder Balance Reports](#)
- [Requesting Quotes](#)

ACCESSING YOUR NEW AIRGAS.COM ACCOUNT

How to access your new Airgas.com account:

- Go to www.airgas.com/login in your web browser
 - Enter your username & password
 - Your username is your email address
 - Your temporary password can be found in an email sent to you from Airgas with the subject line: **Your Airgas.com account access details**

Please note: The first time you log in with your temporary password, you will be prompted to update your password and set up your security question and answer.

Note: Passwords and the answer to your security question are case sensitive.

SHOP INDUSTRIES SOLUTIONS RESOURCES

Search Products or Manufacturers...

Safety Products Welding Products Tools & Hardware Gas Equipment Gases View All

Home / Set Your Security Question

Set Your Security Question

Create a security question*

Create an answer to the security question above*

SUBMIT

Managing Multiple Accounts:

- If you manage multiple accounts, you will be prompted to select which account you would like to access
 - Select Account
 - Scroll to bottom and choose "Select"

Home / Select Account

Print

Select account

ACCOUNT #	LOCATION NAME	ADDRESS
<input checked="" type="radio"/> 0002559710	BROWN UNIV CHEMISTRY	324 BROOK ST, PROVIDENCE, RHODE ISLAND 02912-9019
<input type="radio"/> 0003813864	BROWN UNIVERSITY - ENGINEERING	184 HOPE STREET, FRANKLIN GOLDSMITH LAB - BERT 344, PROVIDENCE, RHODE ISLAND 02912-9037
<input type="radio"/> 0003830700	BROWN UNIVERSITY - SHP	70 SHIP STREET, PATHOLOGY & LABORATORY MEDICINE, PROVIDENCE, RHODE ISLAND 02903-4220
<input type="radio"/> 0003854777	BROWN UNIVERSITY	88 NIAN TIC AVE, UNIVERSAL PRICING ACCOUNT, PROVIDENCE, RHODE ISLAND 02917-3116

By switching your accounts, your catalog and pricing may change.

SELECT

MANAGE YOUR LISTS

Once you've created your lists on Airgas.com, you can manage them by adding products from across the site.

Please note: When accessing your new Airgas.com account, your previous Tech Air orders will not be available in your Order History. Personalized lists have been created in your account that include your most frequently purchased products to help you get started. Your list can be found under the My Lists dropdown menu.

Can I sort my lists? Yes. Each of the column titles ('List Name,' 'Date Created' and 'Items') can be sorted ascending or descending. Just click on the arrow to the right of the column name to sort.

I have a lot of lists. How can I search for them? Search functionality is available on the 'My Lists' page. Type the name of the list into the 'List Search' box and select search to find your list.

Can I quickly select all the products in a list? Click on the 'Select All' link to select all the products in the list.

Can I sort the products in a list? Yes. The column titles 'Product(s)' and 'Price' can be sorted ascending or descending. Just click on the arrow to the right of the column name to sort.

Where will I see the 'Add to List' button? The 'Add to List' button is shown on products across the entire Airgas website. You can see it when you are looking for products, in the shopping cart, in your previous orders and several other places.

Why can't I find the 'Add to List' button? Lists are only available for registered customers, so if the 'Add to List' button doesn't appear while you're shopping, you may not be logged in.

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How to order from a list:

- Login to Airgas.com
- On the toolbar, select 'My Lists'
- Your 5 most recent lists are shown along with a link to view all lists
- Select 'View All' to see all your lists at once
- From the 'My list' screen you can delete a list, change the name of the list and add all the items from the list to the cart
- Click on a list name to view its details and see all the products in the list
- From the 'List Detail' screen you can remove items, change the quantity of an item, add selected items to your cart or add all items from the list to cart
- To add additional items to any list, simply find the product on Airgas.com by using the search function and select the 'Add to List' button on the product detail page

SELECT ALL	PRODUCT(S) ▶	AVAILABILITY	QTY	PRICE ▶	
<input type="checkbox"/>	North® by Honeywell P100 Filter For 5400, 5500, 5500, 7600 And 7700 Series Respirators Airgas Part #: N057580P100	Typically in Stock Check Availability	2	\$8.87 \$4.435 /Each	ADD TO CART

HOW TO SEARCH FOR PRODUCTS

Airgas.com makes it easy to search for and find our products online. Just type in the name, manufacturer or part number to get started.

Please note: Under relevant files, there is a lookup document of mapping Tech Air part numbers to Airgas part numbers for your reference.

What if I don't know the exact name of the product? Type in as much of the name as you know and our search function will show you the closest matches.

What if I want to browse similar products? Type in a search term such as 'Gloves' or 'Solder'.

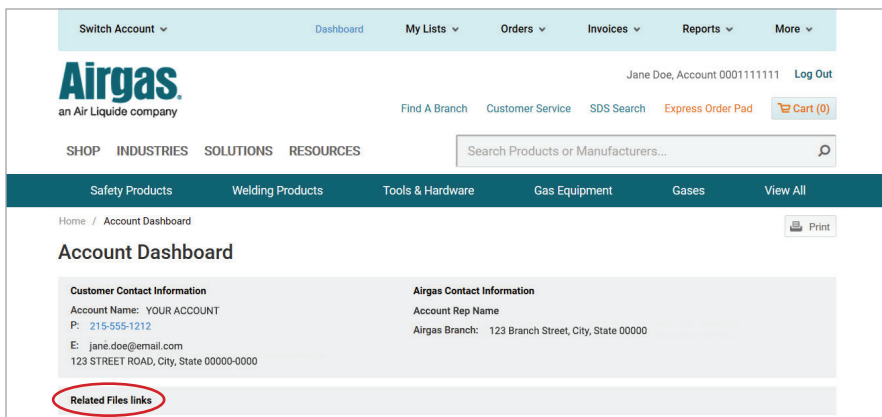
What if I know the Airgas part number or Manufacturer number? Type in the full part number, the manufacturer number or the customer part number into the search bar, and select search. You will be taken directly to the product.

Why was my search autocorrected? We did not recognize your search term, but it was close to one we did recognize so we searched for that instead.

There are a lot of products, can I narrow down the list? The 'Narrow Results' bar on the left of the screen can be used to shorten the list. See our 'Filtering and Sorting' instruction sheet.

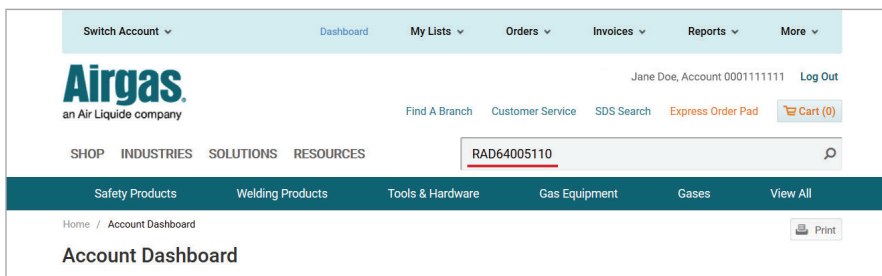
I didn't find the product I was looking for? Try using a different word or term as we may not have recognized your term.

Can I browse through products instead of searching? Select 'Products' at the top of the page then select the category you wish to browse. Products in that category will then be displayed.



How to search for products on Airgas.com:

- Click or tap inside the search bar on the top right of the screen
- Start typing either the name of the product or manufacturer that you want to find
- A list of helpful suggestions will appear as you type, which you can select instead of typing
- Either click on the search button (magnifying glass) or press enter to perform the search
- Your search results will be shown in a list
- You can refine the results further using the 'Narrow Results' bar on the left hand side of the screen.



CREATING A NEW ORDER FROM ORDER HISTORY

Here at Airgas.com, we recognize that our customers regularly order the same products again and again. So to make things fast and easy, shopping carts can be created from previous orders.

Please note: When accessing your new Airgas.com account, your previous Tech Air orders will not be available in your Order History. Personalized lists have been created in your account that include your most frequently purchased products to help you get started. Your list can be found under the My Lists dropdown menu.

Do you keep a record of my frequent purchases? Yes, we do. Login to your account, click on 'Dashboard' on the top and scroll down to see your frequent purchases. These can also be selected and added to the cart.

Do I have to individually select all the products in the order? If you want to select all the products in the order quickly, use the 'Select All' button located above the checkbox for the first product. Click this and all products in the order will be selected.

Can I only add products from the order to the cart? No, you can continue shopping and add products as usual.

Can I create a shopping list from my order rather than add to cart? Yes, you can. Simply check the product(s) you want to add and click the 'Add to List' button. A pop up will appear giving you further instructions.

Can I combine multiple previous orders into a shopping list? Yes, you can. Simply go into each order in turn, select the product(s) you want to add and click the 'Add to List' button. On the pop up, select the the list. The products are added!

Creating your cart from a previous order:

- Login to Airgas.com
- Select 'Orders' from the top toolbar and 'Order History' from the dropdown
- Search for and click on the 'View' button for the order you want to repeat
- View the order detail
- Click on the checkbox to the left of the product description to select the product(s)
- Click on the 'Order Selected' button
- All the selected products are added to your cart and ready for purchase

MANAGING YOUR SHOPPING CART

At Airgas we make it easy to build your order with our shopping cart features. The cart can be used to place the order immediately or to request a quote.

What happens if I place products in my cart as a guest and then login?

The products are saved in your cart and the pricing will update to reflect your contract pricing.

Is my cart saved if I log out? Yes, if you are logged in, add products to your cart and then logout. The products you added are saved and ready for your next login.

What is the number shown next to the cart at the top of the screen?

This shows the number of products currently in your cart.

If I am in the cart can I change quantities of products? Yes, select the quantity box, enter in the new quantity and click either the 'Update' link on the product or click the 'Update All' link if you are changing multiple product quantities.

How do I add products from the cart to a List? You can either add single products by clicking the 'Add to List' button shown against each product or you can click 'Add Cart to List' to add the entire cart to the list.

Do I have to add a PO number? Yes, please add your PO number in the box at the top of the cart.

Can I add Shipping Notes? Yes, you can, these are printed on the packing slip/ delivery ticket.

What if I need more help? Please contact either eservice@airgas.com or phone [866-935-3370](tel:866-935-3370) to speak to a representative.

How to checkout on Airgas.com:

- Enter one of the following Driver Worktag Numbers in the PO field:
 - Cost Center (CC#)
 - Grant (GR#)
 - Project (PJ#)
 - Spendable Gift (GFT#)
 - Endowment (EN)
- If needed, type any order related comments in the Shipping Notes field. If optional worktag(s) are required, enter up to three optional worktags on a new line.
 - Beginning with "WT:"
 - Location (LOC#)
 - Program (PRG#)
 - Assignee (A#)