TEXAS HEALTH STEPS WEBSITE

ONLINE ORDERING PROCEDURES
To place an order for publications, you must have an account with an email address, a user log in and a password. The publications are available at no charge for eligible organizations such as Medical and Dental Providers, Schools, Community Based Organizations (CBO's), Case Managers and other Texas Health Steps Partners.

If you do not have a login and password, please email a request to txmailhouse@maximus.com

Please make sure you include the following information:

- Organization Name
- Physical Street Address (We cannot ship to PO Boxes)
- City, State, Zip Code
- Contact Person
- Telephone (with area code)
- Email address (an email address is required to receive an online account to order publications)
- Even if you have ordered before, we may need this information again to create an online account for you.
Once we receive your request, we will review it and notify you by email when your request is approved.

You will receive your user ID and password information and you can place an order at any time.

If your request is denied, we will contact you with the reason why your request was denied.
These are the procedures for entering orders in the online Texas Health Steps Publications website ordering system.

Enter the following IP address into your browser: http://www.dshs.texas.gov/thsteps/default.shtm

Click the “THSteps Catalog” on the left.
The screen below will appear. Bookmark or save as a favorite so you can access it quickly for future ordering. Choose “Log In” to place an order or “Browse only” to view and print publications.
Once you receive your login information and password, enter them in the boxes on the log-in screen, and select "Sign in."
Main Menu

This is the beginning order screen. You may click “place order“ either from the top center or under “Main Menu“ on the left.
To find your publications, click on one of the three sections on the left:

- Texas Health Steps
- Newborn Hearing
- Case Management

There are sub sections under each section. Select the area that meets your material needs or you can also scroll down the page:

Remember, all the publications are available as a PDF download that can be printed.

Click on the yellow Starburst button to bring it up as a PDF.
Alternatively, if you know the item you are looking for you can search by Stock # or Description-

Entering an Order:

**Stock#:** [ ] You can search for items by code which is the stock number, or

**Desc:** [ ] You can search for item by description

After your search results are shown, you can enter the quantity for the items that you want to order. The Unit of Measure will all reflect as each. If there is a maximum amount listed for an item, that is the amount allowed per order. Your order may be adjusted to reflect maximum amount allowed for that item.

If you have a valid reason for exceeding the maximum order quantity for an item, please send your justification to txmailhouse@maximus.com. Valid reasons can include: Health Fairs, conferences, Trainings, presentations etc. We will review your request and submit to the Texas Health and Human Services Commission (HHSC) for approval. Please include your order number with any communications to us so we can look up your information.
You may enter quantities for one item and select *Add to Cart* at the top, or you may enter quantities for several items and add all of them to the cart at once. After all selected items are added to your cart, click *shopping cart* at the top of the page.

**SHOPPING CART**

This screen allows you to edit or delete any line items entered incorrectly. Any changes must be “*Updated*” before continuing the order process. Once all items are correct, select “*checkout*” at top right.
Check Out

The checkout screen is the last chance to change your order. Once your order is correct, scroll down to the bottom of the screen, and select Next.
The email address used for submitting an order will automatically receive a confirming email.

If this order is shipping to a different location than shown on the screen, you will need to **uncheck** the box to clear the fields to allow you to enter the proper information. If you enter an email address under *Ship To*, that person will also receive an email confirmation of the order entered. **Now scroll down the page and select Next.**
Order Information

Scroll down this next screen to the “Shipping Comments” box. If you enter any comments into the “Shipping Comments” box, the comments automatically print on the packing list. If you wish, you may add additional instructions or special notes to the shipper here such as “No Dock,” “Inside delivery,” “Around Back,” “Leave on Dock/Front door,” etc. When finished, select *Submit* at the bottom of the screen.
As the order processes PLEASE DO NOT USE THE BROWSER’S BACK BUTTON OR HIT ANY OTHER KEY.
Email Confirmation

• The following is an example of the email confirmation that you will receive. This provides you an order number if you want to track an order. The email will come from: THStepsmaterials@donotreply.com (please do not reply to this email)
  • The following items will be shipped as per your order, to the following address.
  • First Name, Last Name
  Organization
  • 123 STREET
  AUSTIN , TX 78704

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Order Qty</th>
<th>Price</th>
<th>Item Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-322_0311</td>
<td>Hearing Screening Result Fact Sheet (Eng)</td>
<td>10</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>1-322A_0311</td>
<td>Hearing Screening Result Fact Sheet (Span)</td>
<td>10</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>1-323_0312</td>
<td>Hearing Checklist Fact Sheet (Eng)</td>
<td>10</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Thank you.
Order Tracking

Track your order anytime by going to the Login Screen. Select the *Track Order* button at the top of the screen.

Enter the order number provided at the end of the ordering process in the *Order #* box or click on the order number in the order history.
Click on the Tracking # at the bottom on the right. This will take you to the UPS website for detailed tracking information.
The UPS site will give detailed results to check if your order has been initiated, picked up, in transit or delivered.
Need help?

If you have trouble placing or receiving an order online, please email: txmailhouse@maximus.com or call (512) 919-1623. Please include your order number with any communications to us so we can look up your information.

If you have any question about products, titles, or previous orders not placed online, or need assistance with placing an order, contact us at email: txmailhouse@maximus.com or call (512) 919-1623.

You can also fax an order to us by using the THSteps Materials Order form. The form can be found on the main page of the website. Fax your completed order form to (512) 533-3860.

Thank you.