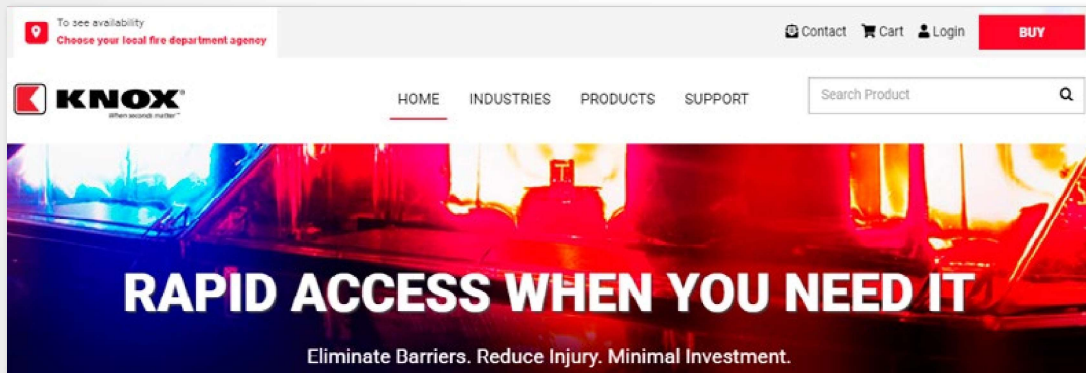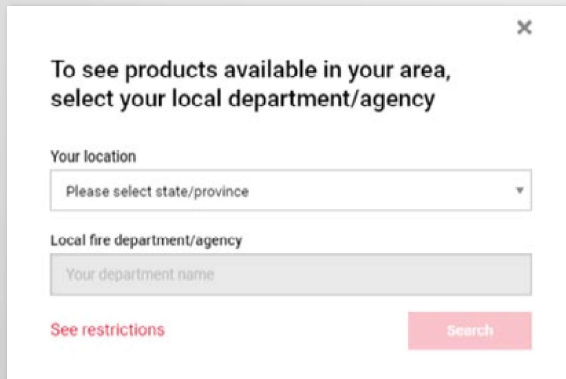**1** To purchase a product, click the red **BUY** button located at the top right of the page.
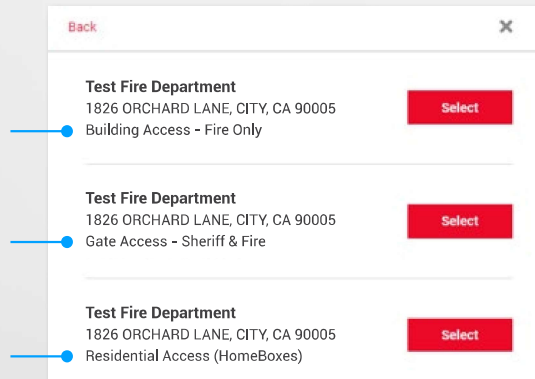

2 To view products available in the area where you're installing the Knox product, select the **State/Province** and **type in your local fire department or responding agency**. Then, click on the Search button.
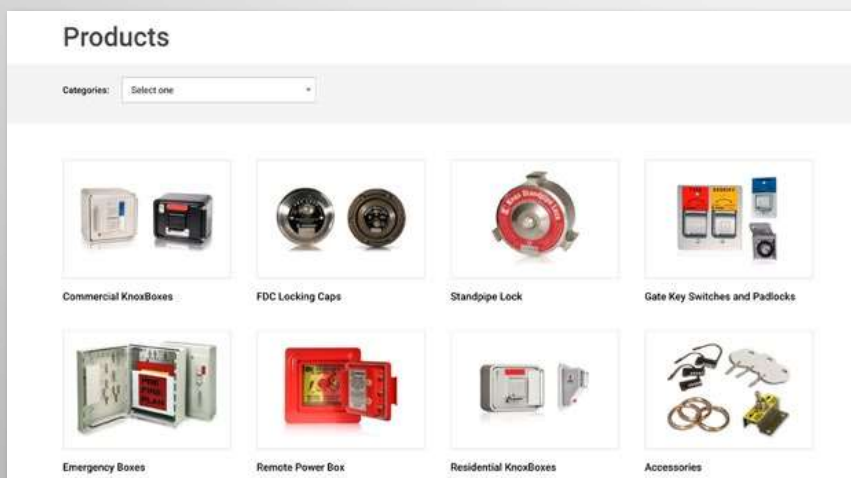
3 A list of fire departments will appear. **Select** your responding fire department or public agency.
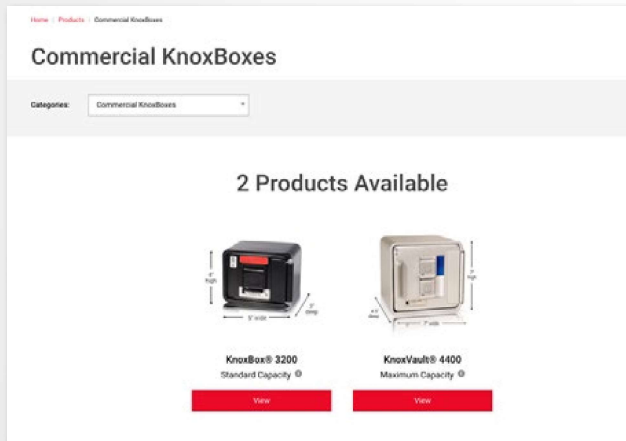
NOTE: For duplicate fire department names, pay closer attention to the last line of each fire department listing, which may indicate specific access programs that have specific products available for that particular program.

4 Once the selection has been made, you will be routed to the product category page. Product categories displayed may differ depending on your fire department.
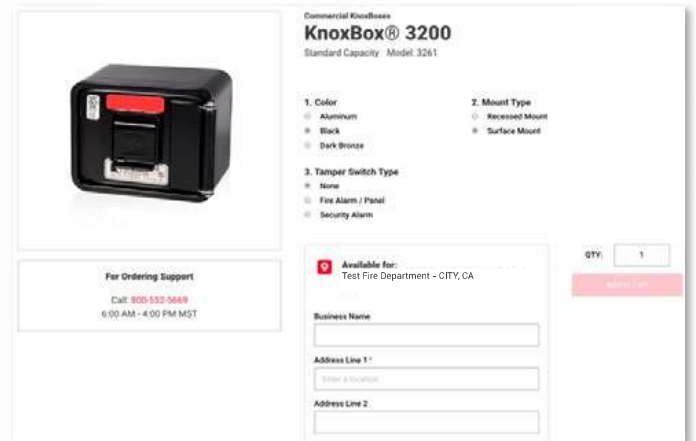
5 To view products, click on a product category which will take you to the corresponding product page. Under the first section of the page, the system will indicate whether or not the product is available in the responding jurisdiction that you have selected. If the product is available, you will be able to view and configure the product.

6 To view the product, click on the **View** button which will take you to the configuration tool. Here you will be able to configure the product.

Please note: Accessories do not have a configuration tool.
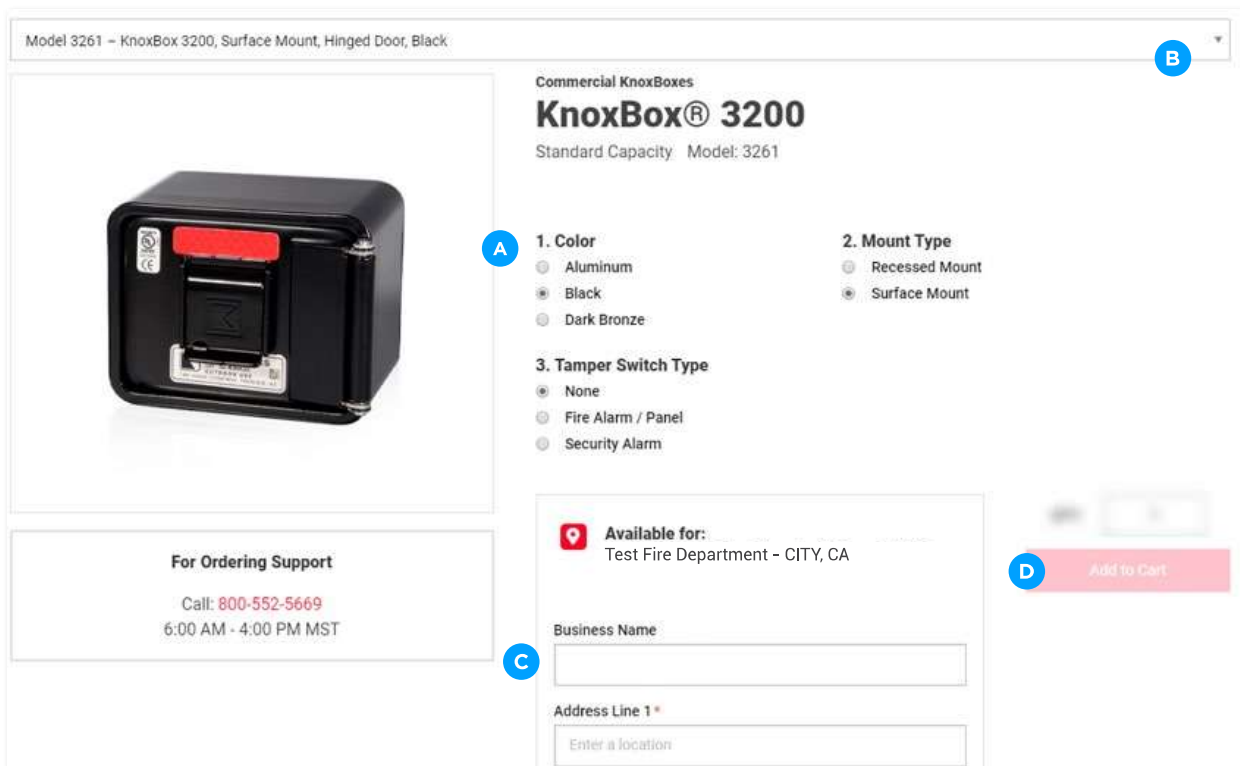

7 **Start configuring your product:**
  a. Customize your product by selecting the various attributes **(A)**.

  If you know the specific model number that want to purchase, you can bypass the attribute selection by using the drop-down menu **(B)** to select the exact product.

  b. Once you've selected or configured the product, enter the installation address **(C)** for this item and click **Submit**.
   i. You will be asked to confirm that you have selected the correct Fire Department (the Fire Department is listed above the Business Name field).
   ii. **Note:** If you need more than one of any item, each item requires an installation address. Note: Some items may not require an installation address.

  c. Click the **Add to Cart** button **(D)**.

8 To continue the process, you will be asked to log in. If you are a new customer, complete the fields in the New Customer area.

9 Once you have logged on or created a new account, you will be returned to the Shopping Cart. To add more products, click **Continue Shopping** or if you're done adding products, click on **Checkout**.

10 During Checkout:

a. Enter or confirm your Billing Address.

b. If the shipping address is different from the billing address, select the 'Ship to a different address' check box:

c. Click on the **Submit** button to proceed to the Shipping Method screen.

d. Choose your Shipping Method and click on the **Continue** button to proceed to the Payment screen.

e. Enter your Payment Information and click on the **Continue** button to proceed.

f. Confirm your order or make changes to it.

g. To complete your order, you MUST click the **Complete Order** button to complete your purchase.

Note: If your fire department needs to approve your purchase, your credit card or purchase order will not be charged until the department has approved your order.