

# Frequently asked questions:

## Ordering promotional materials

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How do I order promotional materials

Go to [saferoads.com](http://saferoads.com) and click the order icon on the right hand side of your screen. To select items to order update the quantity of the items that you would like to receive and add them to your basket. When you are finished selecting your items you can click the basket at the top right hand side of the screen. You will be asked to login or select your user type and complete the registration process.

What are users types

The user types are used to identify the main stakeholders that are allowed to order from [Saferoads.com](http://Saferoads.com). Each user will have access to certain items based on community need. The users that can order from our e-store are schools, public agencies, not-for-profit groups, industry and enforcement.

How long will my order take

All orders will take approximately 10 business days.

Why am I not allowed to order certain items

In the current environment of fiscal restraint we have struggled to find a balance between filling large orders and ensuring that all our stakeholders have a chance to access the items.

Can I request an order larger than the maximum amounts

A larger request for promotional materials will be accommodated based on the quantity of items in stock and community need.

I forgot my login password

To update your password go to the login page on the e-store. Click the person icon on the top right hand side of your screen. You should see a 'forgot password button' below the login information.

