

Frequently Asked Questions

LOGIN REQUIRED

Please log into your account, or create an account if you are a new customer. A loginID is your email address, or any other account name that will be easy for you to remember.

I am a new customer (You'll create a password later).

I am a returning customer, and my password is:

loginID:

Remember my Login ID

[Forgot your password? Click here.](#)

If you have trouble logging in, please contact our support staff at: 1.866.467.9276, or email us at orderdesk@ionprintsolutions.com.

Why am I getting an error when I try to create a new account?

Regardless of if you are creating a new account, or are a returning user you will have to input a username. Please input the username that you plan on using before clicking on the 'Create Account' button.

What is the code that I need to enter?

On the Create a New account screen there is a box that asks you to enter a code. The code that it is asking for is randomly generated and appears in a darker grey before the input box. Please use this code, as it acts as a recaptcha to ensure that you are not a robot.

This is the code you will need to enter. It is randomly generated and will not be the same as the one pictured.

CREATE A NEW ACCOUNT

Enter your full name and login ID and choose a password for your account.

Full Name:

loginID:

E-mail:

Choose a Password:

Re-enter Password:

Enter Code: * — This is the box where you will input the generated code

Choose your Production Turnaround Time:

TURNAROUND OPTION	PRODUCTION TIME
<input type="radio"/> 5 to 7 Days 5 to 7 Business Days	5 business days
<input checked="" type="radio"/> 2 Day Imprint Bookstore Imprint Bookstore 2 days	2 business days

Please select this option, failing to do so may result in your order being delayed.

What is 'Production Turn-around Time'? What option should I select?

This is something that is required for our production crew. Please select the 2 Day InPrint Bookstore option, if for some reason you do not choose the InPrint bookstore option you may experience a slight delay with your product being delivered.