

Horizon Online App Instructions

How to Create a Mobile User Account



MOBILE APP INSTRUCTIONS



Download the Horizon app from the [Apple App Store -iPhone](#) and on [Google Play - Android](#). Install the app on your mobile device. **Follow the steps below to Create a User Account Request.** All account - requests must be verified and approved by Horizon's AR department.

horizon
ONLINE

Email
Enter your email

Password
Enter your password

[Forgot your password?](#)

Sign In

1 → [Don't have an account? Sign up here](#)

Need Help? Contact us at: tel: 604-524-6610
Toll free: 1-800-663-1838
Fax: N/A

Create Horizon Online App Account

Account Request - Existing Customer
All Horizon customers must create an account request for app access. You will be notified once your request has been reviewed and approved.

2 → Create Account Request

OR

Account Request - New Customer
Horizon Online is only open to our existing customers. Please visit our website to apply to become a Retail Customer or Buying Club.

Become a Retail Customer

Become a Buying Club

Back to Login

CREATE ACCOUNT REQUEST

Click the app icon to open the log in screen.

1) Scroll down to click the **“Don't have an account? Sign up here”** link.

The **Create Horizon Online App Account** page opens.

2) Click the blue **“Create Account Request”** button if you are an existing Horizon customer.

horizon
ONLINE

Create Account Request

Store Information

Customer Code*
Code

Account Information

First Name*
John

Last Name*
Doe

Cell Phone* (for Multi-factor Authentication)
778 555 1234

3 →

Enter password here...

Confirm Password*
Re-enter password here...

For a strong password use:

- At least 8 characters
- At least one number
- A combination of upper and lower case letters
- Special characters such as (! , % , A , # , etc.)

I agree to Horizon's Terms of Use and Privacy Policy

Once an account has been requested, you will receive a verification email.

4 → Request Account Access

Back to Login

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Toll free: 1-800-663-1838
Fax: N/A
Email: onlineappsupport@horizononline.com

5 →

SUBMIT ACCOUNT REQUEST

The **Create Account Request** form opens.

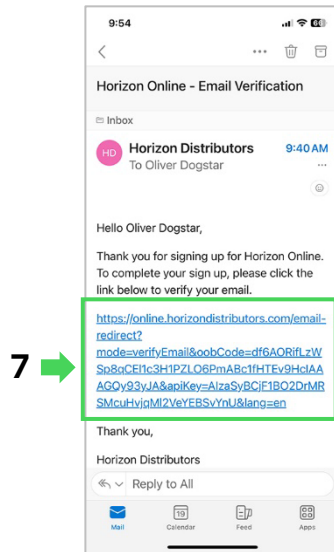
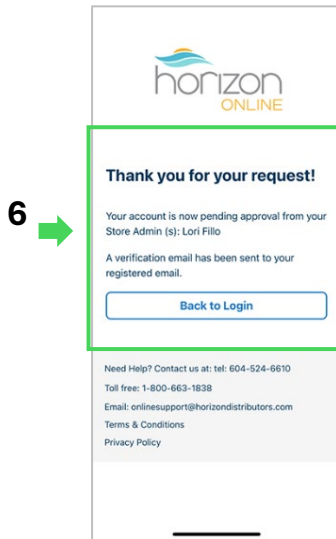
3) Fill out all the required fields and create/confirm a password.

4) Check the **box** next to “I agree to Horizon's Terms of use and Privacy Policy.”

5) Click the blue **Request Account Access** button to submit your request.

Horizon Online App Instructions

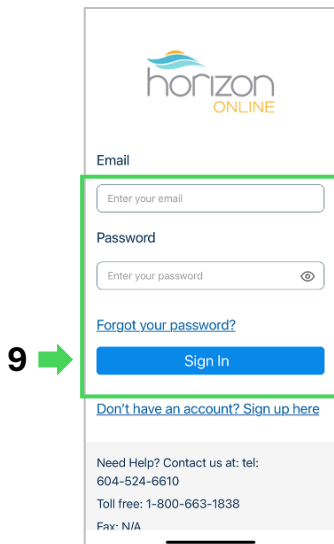
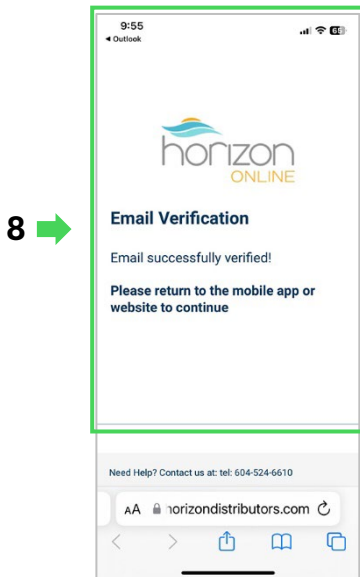
How to Create a Mobile User Account



VERIFY ACCOUNT EMAIL

6) A notification screen opens to inform you that your access request is now either pending approval with your Store Admin or Horizon Accounts Receivable. And that a verification email has been sent to you.

7) Open the verification email and click the link.



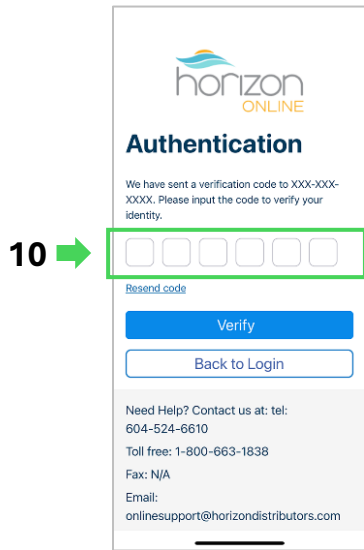
8) The Email verification screen will appear indicating that your email address has been verified by the system.

Your Store Admin or Horizon Accounts Receivable will notify once your account has been activated.

9) Open the login screen and use the same **email** and **password** you registered with. Click the **Sign in** button.

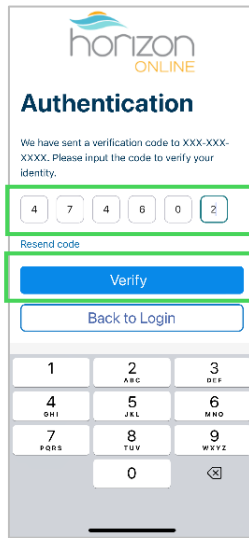
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11 →

12 →



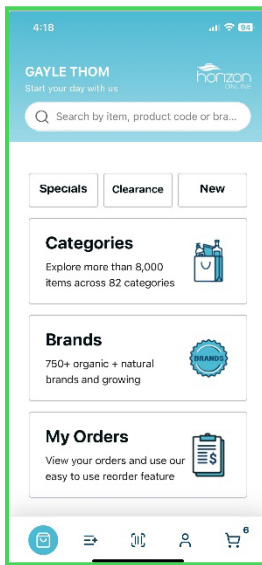
TWO-FACTOR AUTHENTICATION

10) The Authentication screen opens. A verification code will be sent to your mobile device.

11) Enter the verification code.

12) Click the blue **Verify** button.

13 →



HORIZON ONLINE MOBILE APP OPENS

13) The Mobile app front page will open, and you can start exploring the app.

For concerns or questions about how to sign up for your user account please contact us at 604-524-6610 or by email at onlinesupport@horizondistributors.com.