Switching to Customer Account to Pay Online

This step guide is for customers who arrive at the gallery and have NOT paid online for their auctions yet and are unable to access their email from their own device in the gallery. I'll show you how to temporarily switch to the customer's account to trigger an online payment. Then, access their Dashboard's Add to cart link to finally select a payment type in the checkout online. This releases the auction to the Orders section where it can be completed.

1. First, log into the **shopmanager** user account on a computer in the gallery.

2. Head to the backend navigation area by selecting the **GALLERY ROUTE ONE** link in top left corner > **Users**.

3. **Search on the username or email** to find the customer's account.

4. Hover over the account user name and select **Switch To**.
   Alternately, select the user name text link and scroll down to select User Switching > Switch To.

5. You should see the customer's **Dashboard**, now select the **Auctions** link. Under My Auctions header, you should see the auction won and an **Add to cart** button. Select it.
   Alternately, you can visit the auction product page (when switched to the customer's account) and find an Add to cart button there.

6. The page should refresh to the **checkout** for the auction. User **contact information** is required to be entered as well as the payment method below. A valid **credit card** can be entered here or chose **Cash** or **Check** radio buttons, then select the **Place order** button.
   Unfortunately, there's no setting for choosing a credit card that you manually run through a card reader in the gallery.

7. You're done with the customer account now and must switch back the shopmanager profile. Do that by scrolling to the bottom of the page and selecting the **Switch back to shopmanager** link.

8. Finally, head over to the GALLERY ROUTE ONE link in top left again > **Woocommerce** > **Orders** section. Fnd the order by **searching on artist title, box title, customer account name or email**, select the **order text link**, and select **Status** > **Completed** from the drop menu. Select the **Update** button in top right column to finalize the transaction.

A completed confirmation email will be sent to the customer.