

UWE Bristol IT Reuse Scheme – DTP Tech Store User Guide

Date: 13 March 2026

Version: 1.0

Owner: Head of Circular Economy, UWE Bristol

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DTP Tech Store Walkthrough

1. Overview

Welcome to the **DTP Tech Store** User Guide

This guide will help you buy a refurbished laptop or desktop computer from the DTP Tech Store. This is an online shop run by our IT partner, DTP Group, as part of the UWE Bristol IT Reuse Scheme. It is available to all current UWE Bristol Students and Staff.

This guide takes you through each step of the buying process, from creating your account to paying for your chosen device.

You can use the DTP Tech Store on a laptop, desktop computer, keyboard and/or mouse.

If you need help at any point, please contact:

ITReuseScheme@uwe.ac.uk or Sustainability@uwe.ac.uk

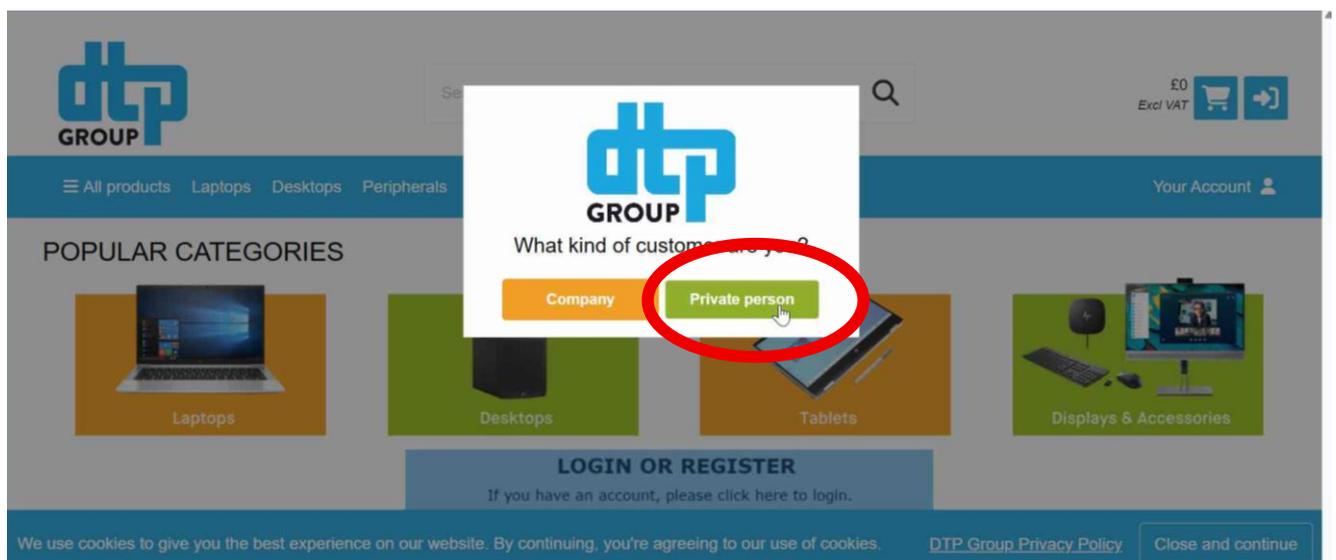
2. Registration

STEP 1:

To access the Tech Store, type in the following address into your browser's address bar:

<https://techstore.dtpgroup.co.uk/>

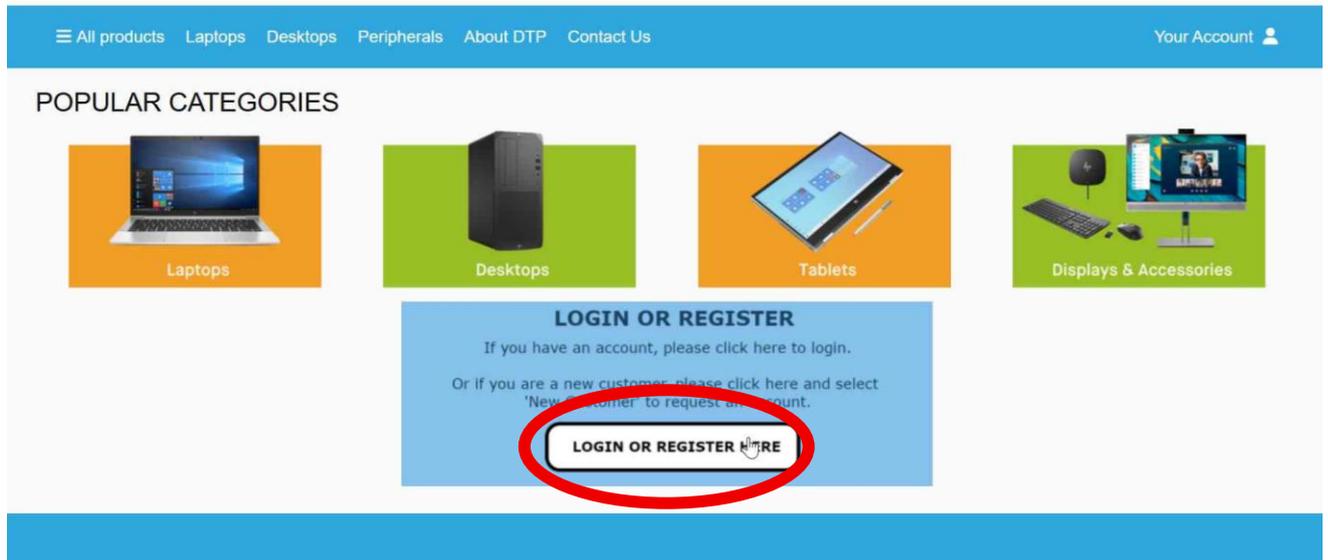
When visiting the Tech Store for the first time, a pop-up will ask you what type of customer you are. Please select **Private Person**.



STEP 2:

You now have access to the Tech Store homepage.

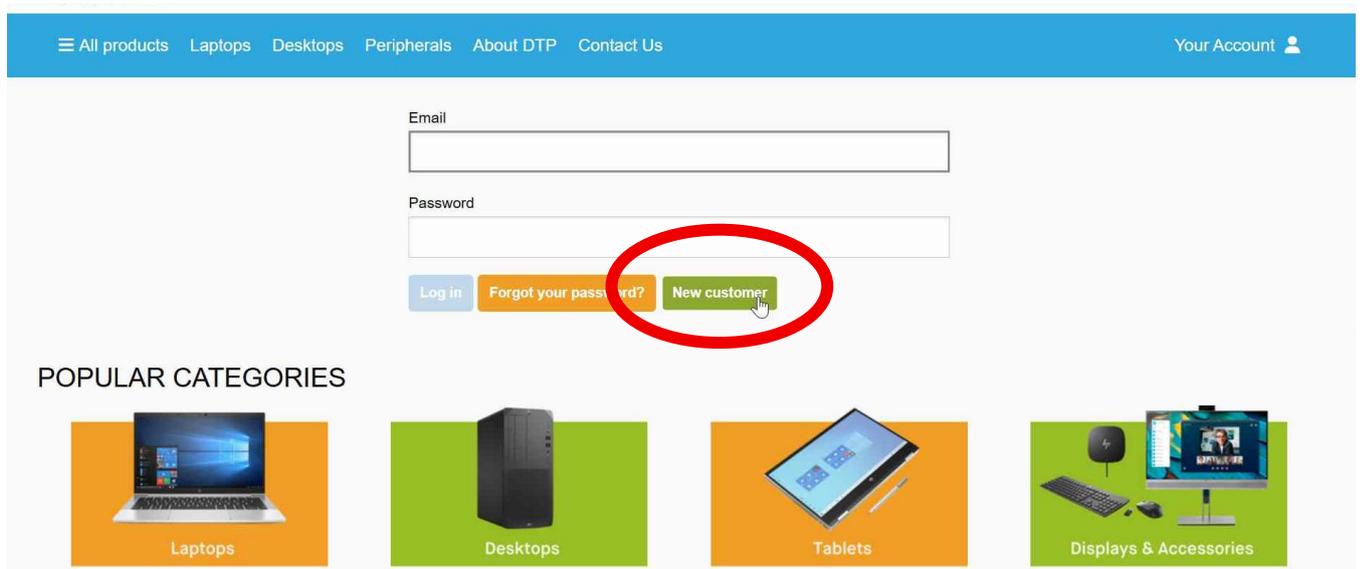
At this point, press the **LOGIN OR REGISTER HERE** button.



STEP 3:

A log in form will then open.

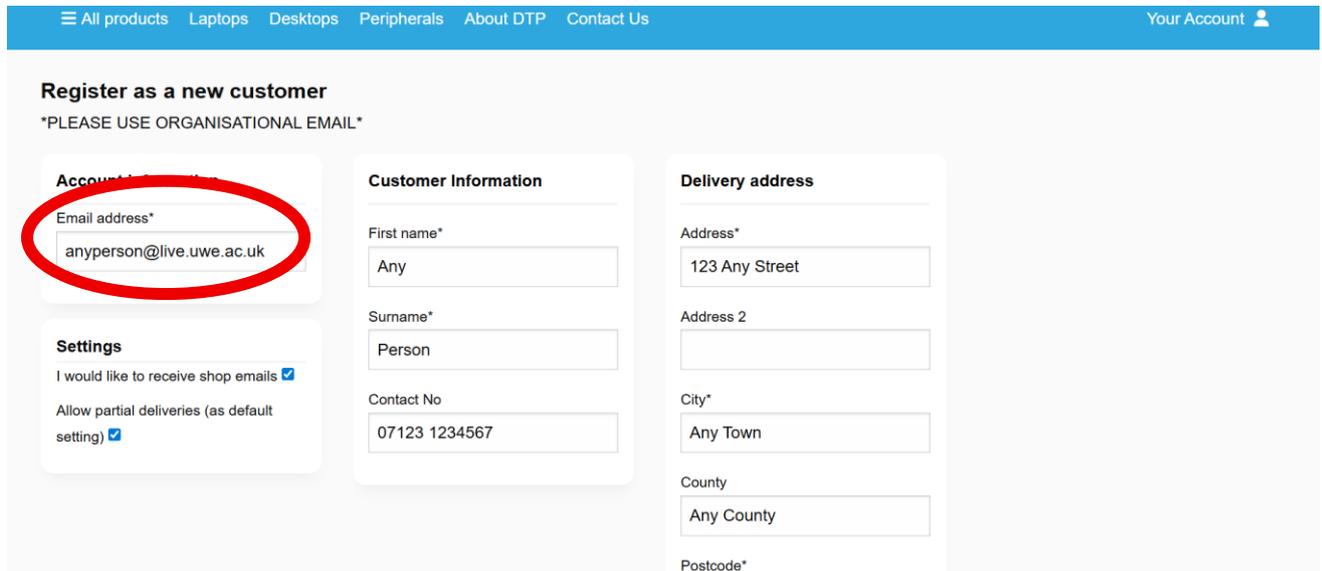
Here you need to press the **New Customer** button.



Step 4:

You will be redirected to a blank registration form.

Please use your **UWE EMAIL ADDRESS** and fill out all fields (i.e. @uwe.ac.uk for staff, or @live.uwe.ac.uk for students)

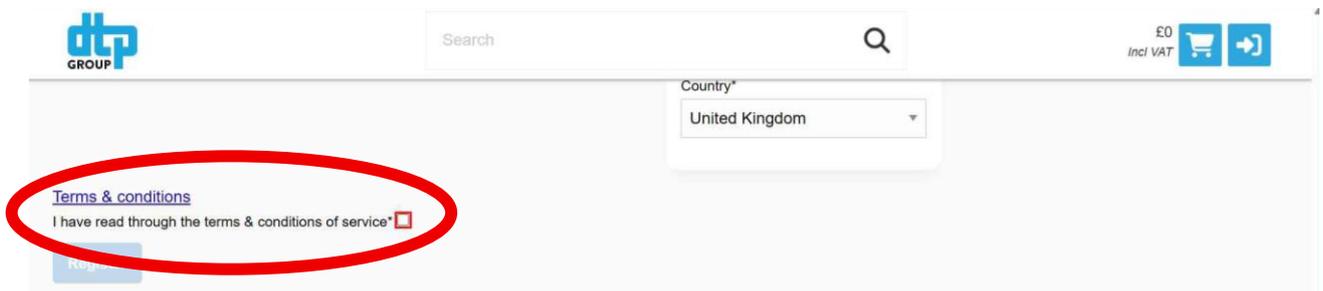


The screenshot shows a registration form titled "Register as a new customer" with a sub-header "*PLEASE USE ORGANISATIONAL EMAIL*". The form is divided into three main sections: "Account Information", "Customer Information", and "Delivery address".

- Account Information:** Contains an "Email address*" field with the value "anyperson@live.uwe.ac.uk" entered. This field is circled in red. Below it is a "Settings" section with two checked checkboxes: "I would like to receive shop emails" and "Allow partial deliveries (as default setting)".
- Customer Information:** Contains fields for "First name*" (Any), "Surname*" (Person), and "Contact No" (07123 1234567).
- Delivery address:** Contains fields for "Address*" (123 Any Street), "Address 2", "City*" (Any Town), "County" (Any County), and "Postcode*".

Step 5:

Once you have filled out all fields, you can find the **terms and conditions** at the bottom of the form. Select the link to read over the terms and conditions, and if you are happy to proceed, confirm by **checking the box**.

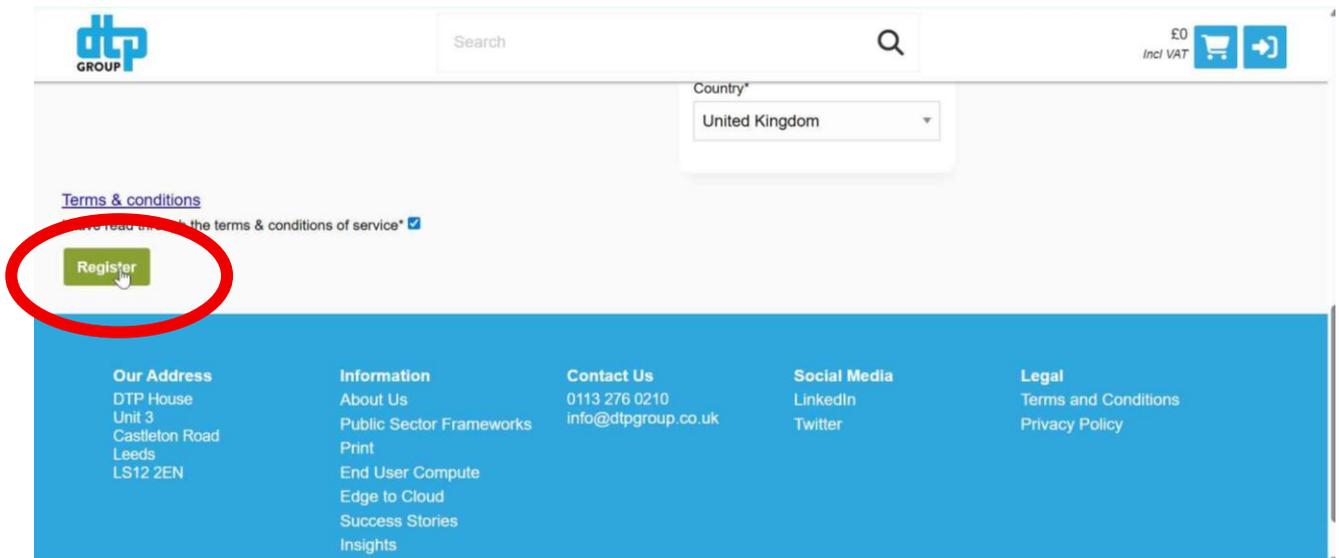


The screenshot shows the bottom portion of the registration form. At the top left is the "dtp GROUP" logo. A search bar is visible. On the right, there are icons for currency (€0), VAT (Incl VAT), a shopping cart, and a refresh button. Below these is a "Country*" dropdown menu set to "United Kingdom".

At the bottom, there is a link for "[Terms & conditions](#)" and a checkbox next to the text "I have read through the terms & conditions of service". Both the link and the checkbox are circled in red. A "Register" button is partially visible at the bottom left.

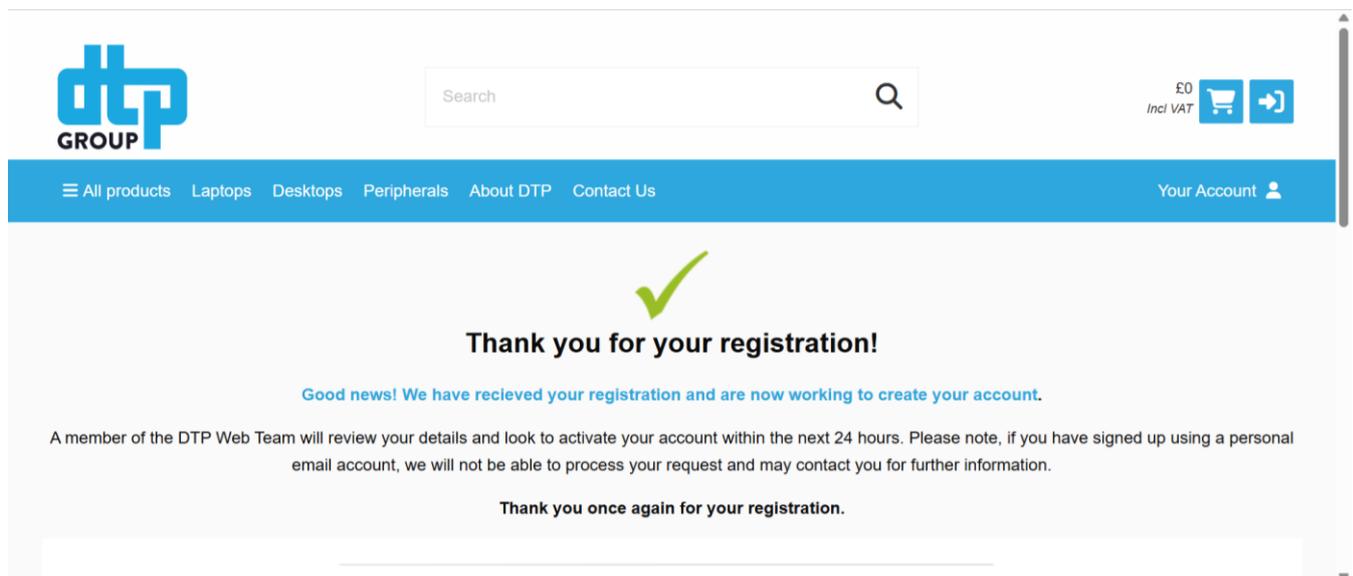
Step 6:

Once the terms and conditions have been agreed to, the **Register** button will now be clickable to confirm your registration.



Step 7:

You will be redirected to a confirmation screen to let you know that DTP has received your registration request will now be reviewing this.



Step 8:

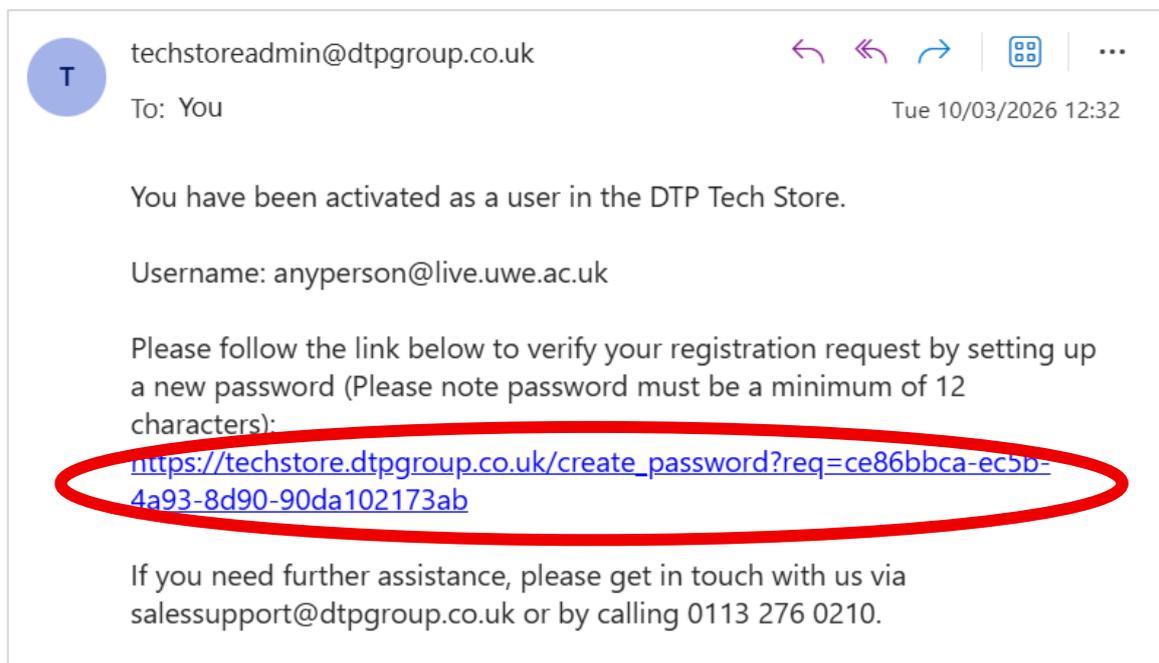
You will also receive an email confirming your registration request.



Step 9:

Once your request is **approved** another email will be sent to your registered email with instructions on how to complete sign-up.

Click the **link** to set up your password.



Step 10:

Following the link in the email will open a new window in your browser to the DTP Tech Store

Here you can set up your new password, which **must be at least 12 characters long**.

Once you have entered your chosen password, click **Create Password**.

dtp GROUP

Search

£0 Excl VAT

☰ All products Laptops Desktops Peripherals About DTP Contact Us Your Account

Username
Anyperson@live.uwe.ac.uk

New password*
.....

Verify password*
.....

Create Password

3. Logging In

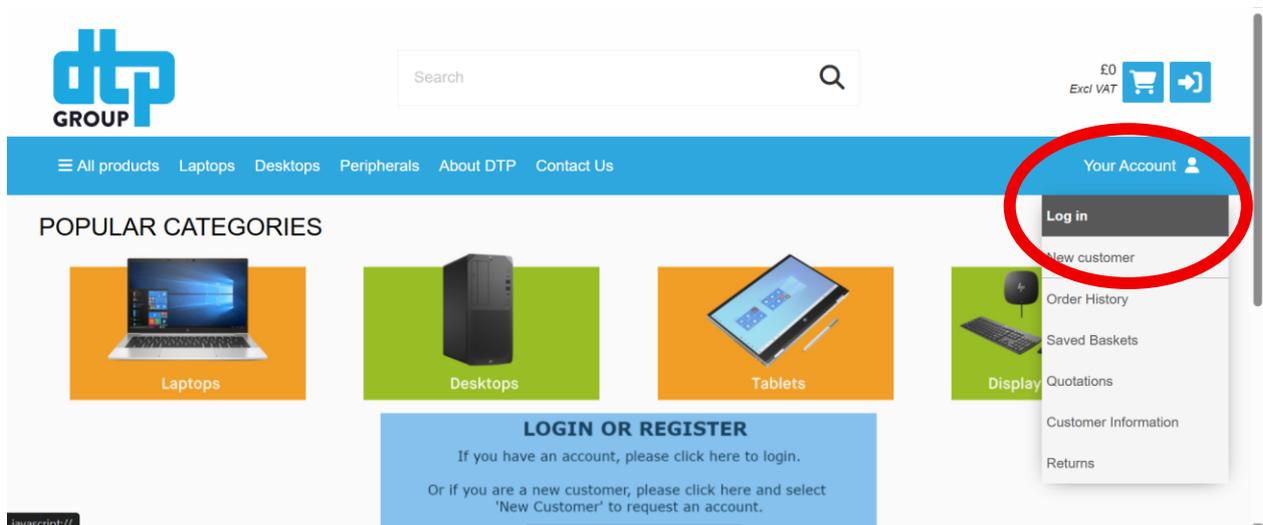
Step 1:

Firstly, access the Tech Store via your browser: <https://techstore.dtpgroup.co.uk/>

Then, to reach the login screen from the Tech Store home page, you can either select the large **LOGIN OR REGISTER** button at the bottom of the page or select **Your Account** in the top right navigation bar, which will bring up a drop-down menu allowing you to log in.

Please note:

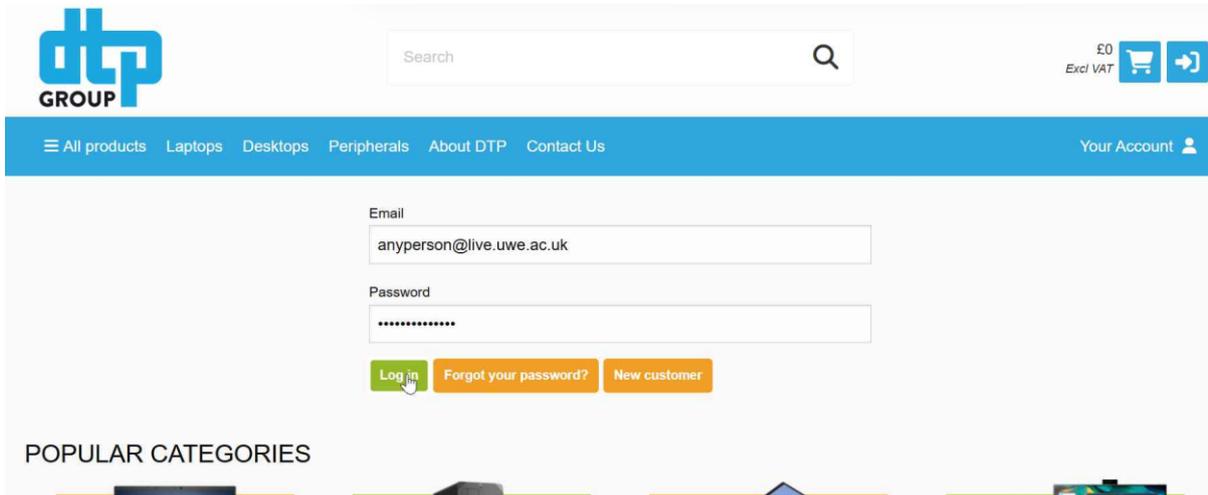
The same will also apply if you have just registered or reset your password. Once credentials are set up you will be redirected to the home page and will need to log in.



Step 2:

A login form will open within the same home page.

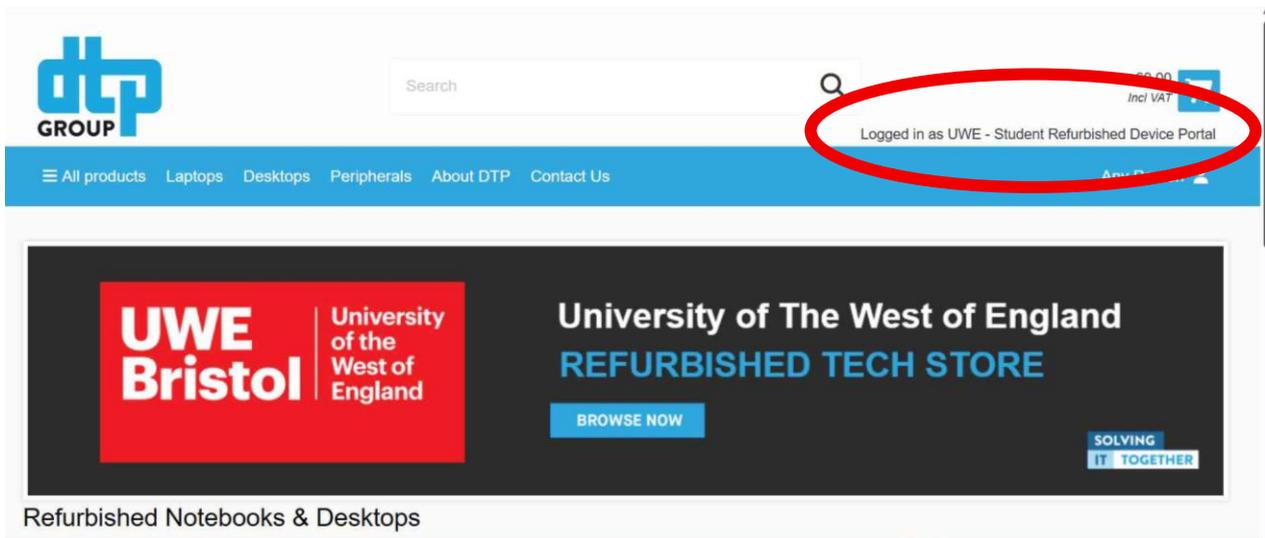
Please enter your credentials and click **Log in**.



The screenshot shows the DTP GROUP website's login page. At the top left is the DTP GROUP logo. A search bar is located at the top center. On the top right, there is a currency indicator (£0 Excl VAT), a shopping cart icon, and a user profile icon. Below the search bar is a navigation menu with links: All products, Laptops, Desktops, Peripherals, About DTP, and Contact Us. On the far right of the navigation bar is a link for 'Your Account' with a user icon. The main content area features a login form with an 'Email' field containing 'anyperson@live.uwe.ac.uk' and a 'Password' field with masked characters. Below the password field are three buttons: 'Log in' (highlighted with a mouse cursor), 'Forgot your password?', and 'New customer'. Below the login form is a section titled 'POPULAR CATEGORIES' with several product category cards.

Step 3:

If your login credentials are correct, you will be redirected to the UWE home page. At this point, you will also be able to see your account name in the navigation bar.

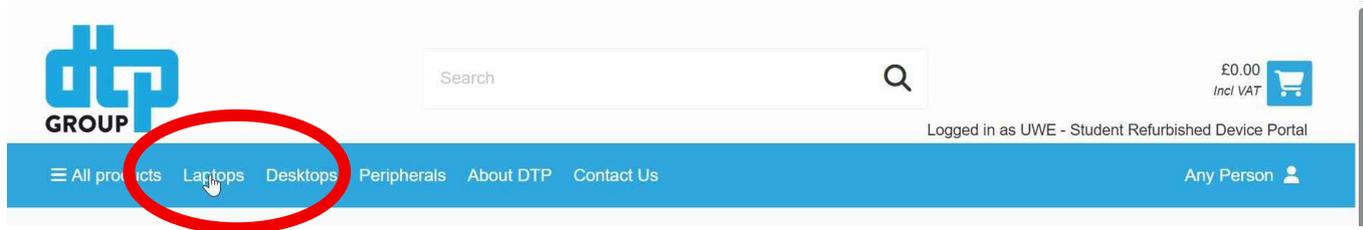


The screenshot shows the DTP GROUP website after a successful login. The top navigation bar now includes the text 'Logged in as UWE - Student Refurbished Device Portal' next to the user profile icon, which is circled in red. Below the navigation bar is a large banner for the 'University of The West of England REFURBISHED TECH STORE'. The banner features the UWE Bristol logo on the left, the store name in the center, and a 'BROWSE NOW' button. On the right side of the banner, there is a logo that says 'SOLVING IT TOGETHER'. Below the banner, the text 'Refurbished Notebooks & Desktops' is visible.

4. Purchasing A Device

Step 1:

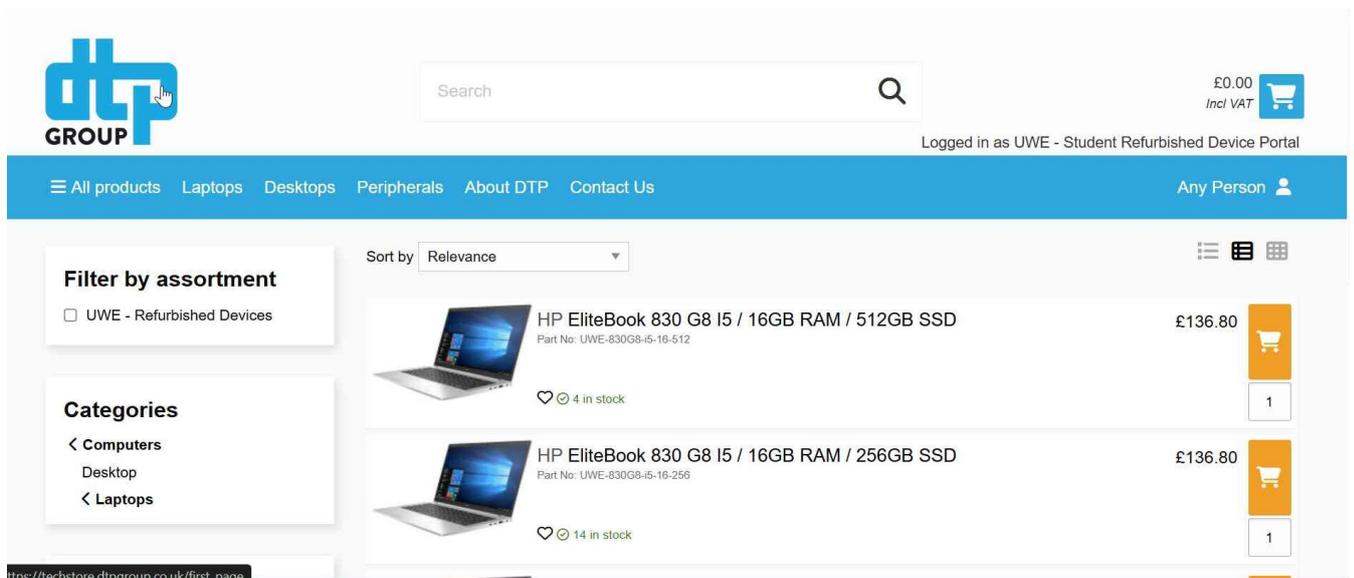
When logged in, you will be able to select from the product category options shown in the top navigation bar.



Step 2:

Once you have selected a category, all related products will be presented in a list, which you can then sort according to your preferred view.

From here you can click on a listed product for more information.



Step 3:

This will then open a product page, which shows further information about the selected product.

The screenshot shows the DTP GROUP website interface. At the top left is the DTP GROUP logo. A search bar is located at the top center. On the top right, it displays '£0.00 Incl VAT' and a shopping cart icon. Below this, it says 'Logged in as UWE - Student Refurbished Device Portal'. A blue navigation bar contains links for 'All products', 'Laptops', 'Desktops', 'Peripherals', 'About DTP', and 'Contact Us', along with a user profile icon labeled 'Any Person'. The breadcrumb trail reads 'Computers > Computers > Laptops > HP'. The product image shows a silver HP laptop. The product title is 'HP EliteBook 830 G8 I5 / 16GB RAM / 512GB SSD - Refurbished'. Below the title, it indicates '4 in stock', 'Manufacturer: HP', and 'Part number: UWE-830G8-i5-16-512'. The price is listed as '£136.80'. To the right of the price is a quantity selector set to '1' and a shopping cart icon.

Step 4:

More detailed product information is then available in the collapsible information boxes, which are opened or closed by selecting the adjacent **+ or – icon**.

This screenshot shows the same product page as above, but with the information boxes expanded. The 'Information' box is open, showing 'HP EliteBook 830 G8 - Refurbished' and a note: 'The device is supplied with a brand-new AC adapter and a fully trackable DPD delivery service is included.' Below this, there are two more expandable sections: 'Specifications' and 'Downloadable files', both with a '+' icon next to them. The rest of the page layout, including the navigation and product details, remains the same.

Step 5:

When you are ready to add an item to your basket, just select the basket icon on the product page.

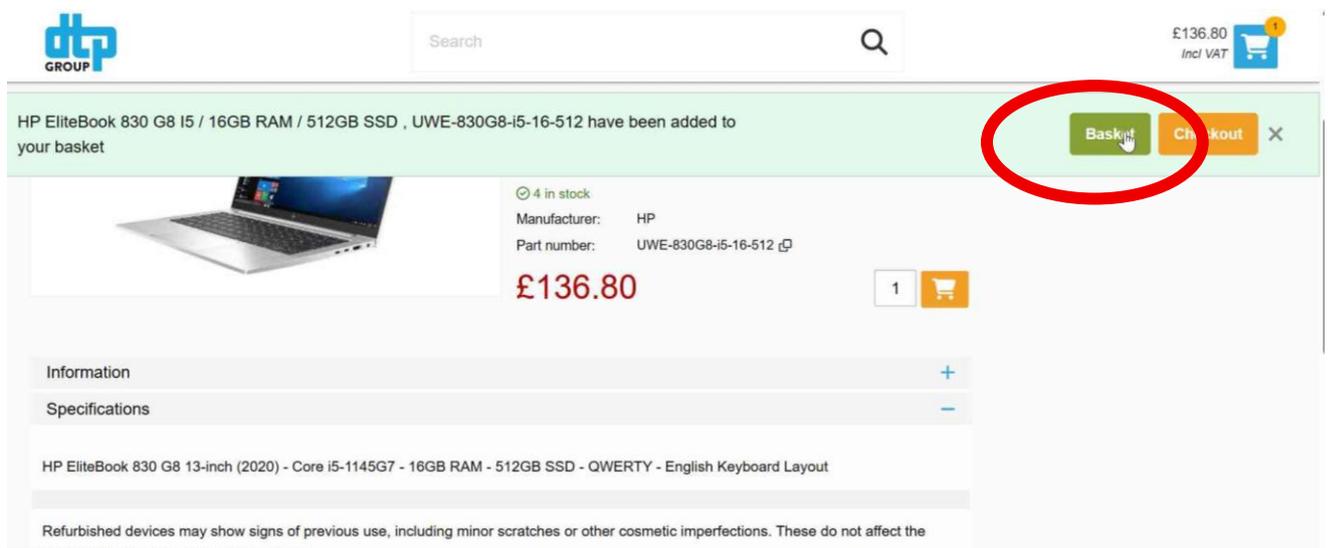
Please note, strict limits apply to the number of devices that can be purchased as defined within the Terms & Conditions of purchase.



Step 6:

A notification will pop up once an item is in your basket.

You will also see the cart icon in the top right-hand corner indicating how many items are in your basket.

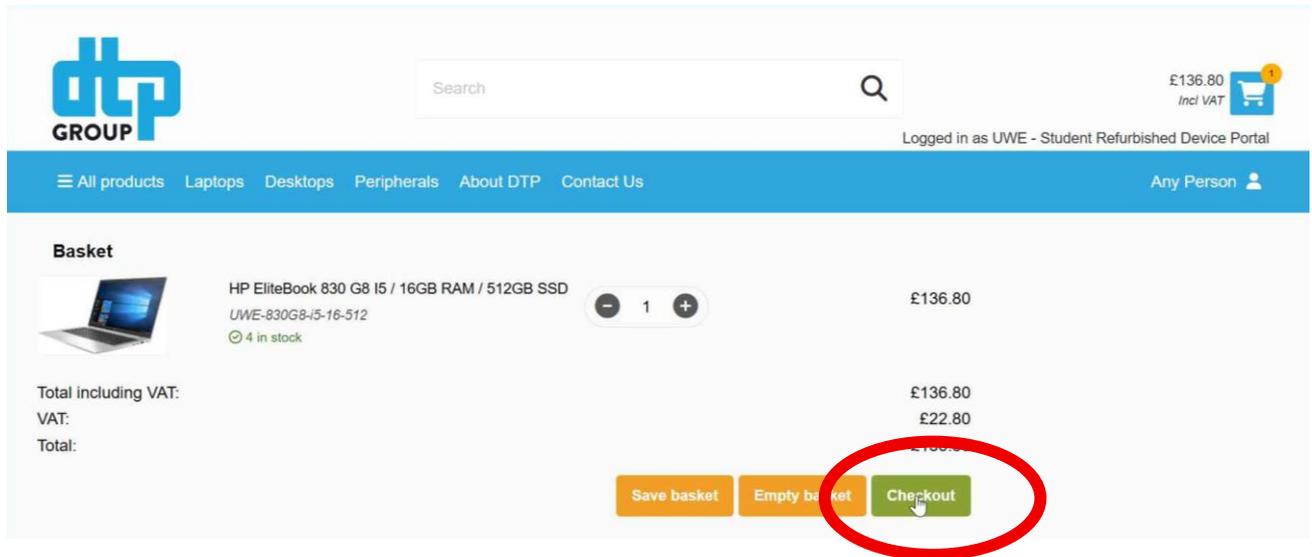


Step 7:

Click on the notification or cart icon which will take you to your basket.

Here you have the option to **Save the Basket** for later use, **Empty the Basket**, or go to **Checkout**.

If you are happy with your basket, select **checkout** and you will be redirected to the checkout and shipping page.



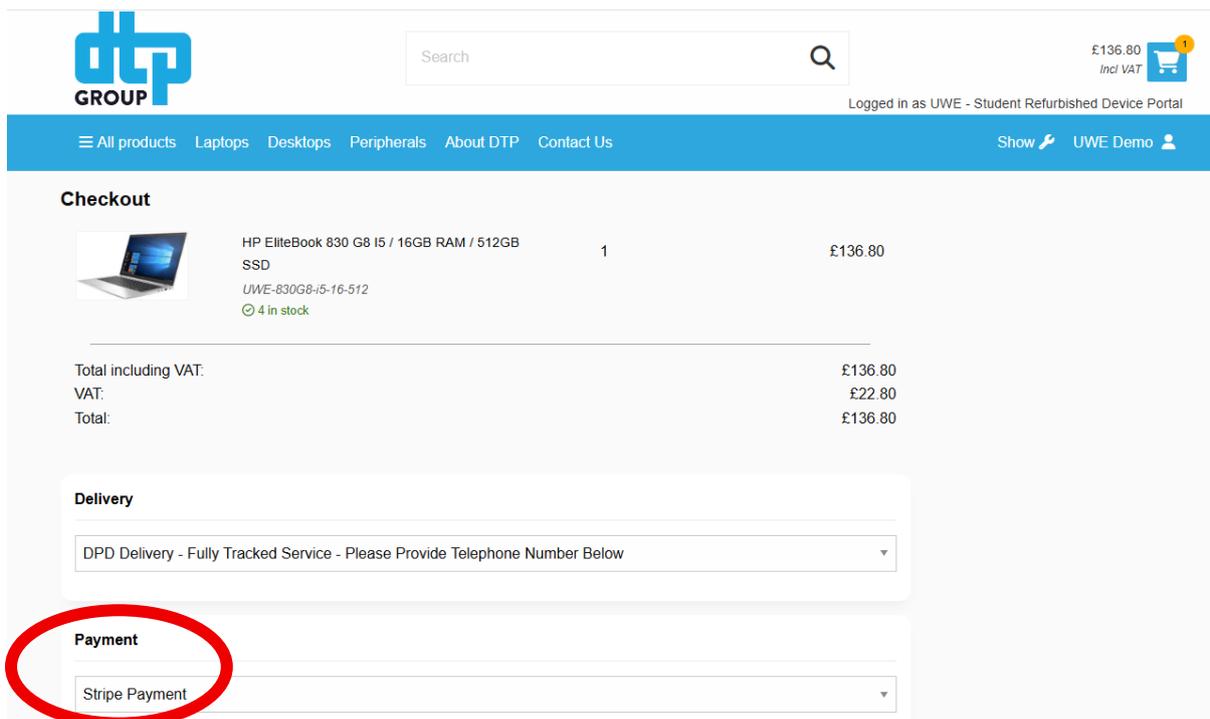
The screenshot shows the DTP GROUP website's basket page. At the top left is the DTP GROUP logo. A search bar is in the top center. In the top right, the price £136.80 (Incl VAT) and a shopping cart icon with a '1' are visible. Below the search bar, the user is logged in as 'UWE - Student Refurbished Device Portal'. A blue navigation bar contains links for 'All products', 'Laptops', 'Desktops', 'Peripherals', 'About DTP', and 'Contact Us', along with a user profile icon labeled 'Any Person'. The main content area is titled 'Basket' and features a product card for an HP EliteBook 830 G8 I5 / 16GB RAM / 512GB SSD. The product card includes a laptop image, the product name, model number 'UWE-830G8-i5-16-512', and a '4 in stock' indicator. To the right of the product card is a quantity selector showing '1'. Below the product card, a summary table shows: 'Total including VAT: £136.80', 'VAT: £22.80', and 'Total: £136.80'. At the bottom of the basket are three buttons: 'Save basket' (orange), 'Empty basket' (orange), and 'Checkout' (green), with the 'Checkout' button circled in red.

5. Checkout

Step 1:

Please review and fill out all fields in the shipping form to ensure the delivery information is correct.

IMPORTANT: Be sure to **include your mobile phone number**, as this will be used for sending you delivery updates.



The screenshot shows the DTP GROUP website's checkout page. At the top left is the DTP GROUP logo. A search bar is in the top center. In the top right, the price £136.80 (Incl VAT) and a shopping cart icon with a '1' are visible. Below the search bar, the user is logged in as 'UWE - Student Refurbished Device Portal'. A blue navigation bar contains links for 'All products', 'Laptops', 'Desktops', 'Peripherals', 'About DTP', and 'Contact Us', along with a 'Show' icon and a user profile icon labeled 'UWE Demo'. The main content area is titled 'Checkout' and features a product card for an HP EliteBook 830 G8 I5 / 16GB RAM / 512GB SSD. The product card includes a laptop image, the product name, model number 'UWE-830G8-i5-16-512', and a '4 in stock' indicator. To the right of the product card is a quantity selector showing '1'. Below the product card, a summary table shows: 'Total including VAT: £136.80', 'VAT: £22.80', and 'Total: £136.80'. Below the summary table is a 'Delivery' section with a dropdown menu showing 'DPD Delivery - Fully Tracked Service - Please Provide Telephone Number Below'. Below the delivery section is a 'Payment' section with a dropdown menu showing 'Stripe Payment', which is circled in red.

If you wish to use the 3 monthly payment option you need to select Payment: PayPal Express

The screenshot shows the 'Order information' section of the DTP GROUP website. The 'Mobile no for Delivery updates*' field is circled in red. Below it is a 'Comments' field. The 'Customer details' section is also visible.

Customer details	
First name	Any
Surname	Person
Contact No	071231234567
Email	Anyperson@live.uwe.ac.uk

The screenshot shows the 'Delivery address' section of the DTP GROUP website. The fields are filled with placeholder text.

Delivery address	
Address*	1 Any Street
Address 2	
City*	Any Town
County	Any County
Postcode*	AN1 1AN
Country*	United Kingdom

Terms & conditions
By placing this order you accept the [terms & conditions](#)

Step 3:

Once all fields have been filled out, **please read and make sure you are happy with the Terms and Conditions** before proceeding, as these will be deemed to have been accepted when placing an order.

Step 4:

With all fields filled out, and assuming you are happy with the Terms and Conditions, you can then click **Place Order**.

dtp GROUP

Search

£136.80
Incl VAT

Address 2

City* Any Town

County Any County

Postcode* AN1 1AN

Country* United Kingdom

Terms & conditions

By placing this order you accept the [terms & conditions](#)

Place order

Step 5

At this point you will be redirected to the card payment service.

Enter your payment details, review the amount, and if happy to proceed click **Pay**.

Checkout VISA

You're almost there! Fill out your payment details below to complete your purchase.

Card

Secure, fast checkout with Link

Card number
1234 1234 1234 123

Expiry (MM/YY) Security code
04 / 26 123

Country
United Kingdom

Postal code
AN1 1AN

Pay £136.80

At this point, you will be returned to the DTP Tech Store and may continue browsing or otherwise log out.

6. Order Acknowledgement

Once you have placed your order you will receive an email from DTP Tech Store confirming the details of the order.

DTP will then get to work on your order ASAP.

Please note that DTP aim to ship most products within 3 working days of purchase.

DTP Tech Store - Order Confirmation

DTP Group

Thank you for your order.

Your order has been received and will be processed shortly. If you have any queries relating to your order, please contact salesupport@dtpgroup.co.uk

Customer information Customer no: 503858 Company: UWE - Student Refurbished Device Portal Name: Any Person Phone: Mobile: 07123 1234567 Fax: Email: anyperson@live.uwe.ac.uk	Order reference Order no: 6925 Ordered by: Any Person Shipment reference Payment method: Stripe Payment Delivery: DPD Fully Tracked Partial delivery: No Order date: 11/03/26 16:47
Billing address Name: Any Person Company: Address: 123 Any Street Address 2: County: Any County Postcode: AN1 1AN City: Any Town Country: United Kingdom	Shipping address Name: Any Person Company: Address: 123 Any Street Address 2: County: Any County Postcode: AN1 1AN City: Any Town Country: United Kingdom

Quantity	Part no	Product	Price	Total Price
1	UWE-830GB-i5-16- HP Elitebook 830 GB i5 / 16GB RAM / 512	HP Elitebook 830 GB i5 / 16GB RAM / 512GB	136.80 GBP	136.80 GBP
Total Excl. VAT:			136.80 GBP	
VAT:			22.80 GBP	
Total:			136.80 GBP	

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