

Go Construct Shop

Quick Start Guide

This guide will provide you with information to get started using the Go Construct Shop.

Account types

The products available to you within the Go Construct Shop will depend on your account type.

Go Construct STEM Ambassador

This account is for registered Go Construct STEM Ambassadors and contains exclusive products only available to approved Ambassadors.

STEM Delivery Partner

This account is for employees of STEM Learning Delivery Partners only.

CITB Colleague

This account is for employees of CITB only.

Create your account

1. **Open your web browser.** Enter www.shop.goconstruct.org
2. **Register for a new account.** Select the Register button.
3. **Fill in your details.** Select your account type role from the dropdown options.
4. **Create a password.** Your password must contain one uppercase letter, one number (0-9) and one symbol (not A-Z or 0-9).
5. **Submit your request.** Read and confirm the terms and conditions and privacy policy and select **Submit**.
6. **Your request has been submitted.** You will receive an email notifying you your account request has been submitted. Once your account has been approved you will be notified by email.



Place an order

1. **Log into your account.** Enter www.shop.goconstruct.org and log into your account.
2. **Choose a category.** Select a **category** and **sub-category** from the options at the top of the page.
3. **Choose a product.** Select your product from the available list to view **product** and **delivery information**.
4. **Choose a language.** Select the **language** for your product from the available dropdown list (where applicable).
5. **Add to basket.** Add your chosen product to your basket by selecting **Add to basket**. Continue until all the products you want to order are added.
6. **Go to checkout.** Select the **Basket icon** at the side of the page. Your chosen products are displayed, check the details are correct and select **Proceed to checkout**.
7. **Delivery address option.** For **physical products** the **Deliver to the same address** checkbox is pre-selected, alternatively de-select the checkbox and select **Add new delivery address** to enter details for an alternative delivery address.
8. **Agree to the terms.** Review and agree to the **Terms and conditions** by selecting the checkbox.
9. **Place your order.** Select **Place my order**.
10. **Answer additional questions.** If you are ordering **Rewards** (only available to Go Construct STEM Ambassadors) you must have registered your activity in the STEM Learning portal **first**. Enter the **title** and **date of the activity** you have logged for the reward.
 - 11.1 **Your order has been approved for digital products.** You will receive an order confirmation email which includes link(s) to the digital product(s). Select the link(s) to view the digital product(s). You will receive an order completion notification by email.
 - 11.2 **Your order has been submitted for physical products.** You will receive an order confirmation email that your order has been requested. Once your order has been processed you will be notified by email and will receive an order completion notification when your order has been dispatched.



Troubleshooting

- **Forgotten your password?** Open www.shop.goconstruct.org and select **Forgot my password**. You will receive an email asking you to re-set your password.
- **Have you got the wrong account type?** Contact us and we can change your account type for you.
- **Can't find the product you're looking for?** Check in another category or sub-category or use the search bar at the top.

Additional support

Check out the [FAQs](#) for additional information. Need some extra support? Contact us at goconstructshop@citb.co.uk and a member of the team will be happy to help.

