Signing into eShop for the First Time: Profile & Default Address

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FINANCIAL ADMINISTRATION
COMMUNITY TRAINING & SOLUTIONS

This how-to sheet outlines the steps required to:
- Log into eShop from a laptop or desktop computer.
- Review your eShop profile.
- Verify your default address (i.e. the goods you purchase will be shipped to this address).
- Log out of eShop.

What is eShop used for?
eShop is Carleton's eProcurement solution. It provides shoppers with access to online catalogues and forms to seamlessly place orders with both internal and external vendors. eShop is enabling the university to improve operational efficiencies and gain a better understanding of university spending. By simplifying and improving the purchasing process, shoppers are able to shop from anywhere and track purchases.
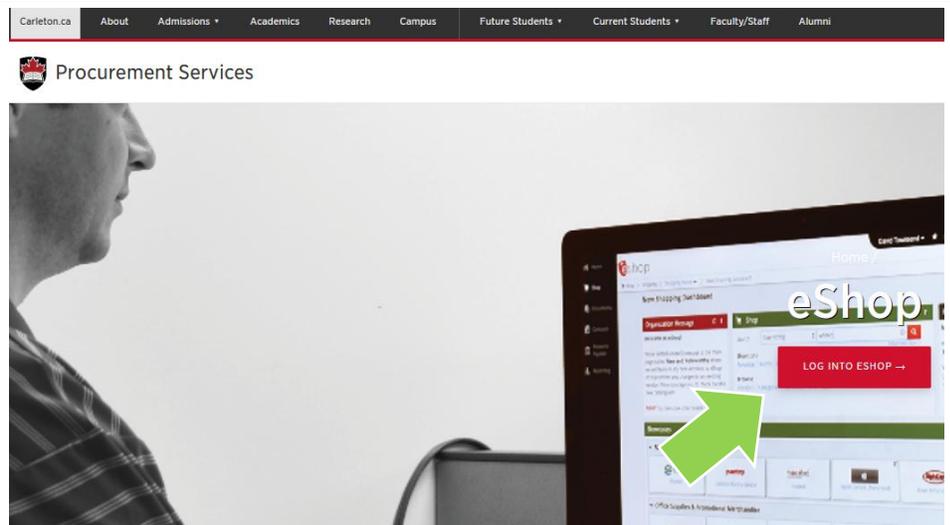
Last updated February 9, 2026

THESE INSTRUCTIONS ASSUME YOU ARE WORKING FROM A DESKTOP COMPUTER/ LAPTOP

1.	Enter this URL into an internet browser.	carleton.ca/eshop/

2.	When the eShop webpage opens, click on the red 'LOG INTO ESHOP' button in the banner. **Tip:** If you have an issue, take a look at the FAQs on the eShop homepage for trouble shooting tips.	

3. Enter your MyCarletonOne credentials.

   Tip: Your MyCarletonOne credentials are the username and password that you use to sign into your Carleton workstation and many other applications on campus.

   If you don't know what your MyCarletonOne username and password are, click on the blue 'https://myone.carleton.ca' hyperlink.

eshop

Carleton University

SIGN IN

Please enter your MyCarletonOne credentials in the fields below to sign in to the application. Remember your password is case-sensitive. If you have forgotten your password, visit https://myone.carleton.ca.

If you do not have an eShop account, please use the **FAAM** service to request it. Need Help? Email financial.systems@carleton.ca.

Due to restricted building access under the Essential Services Order pronounced by the Government of Ontario, Mail Services continues to act as centralized receiving for the University. Most couriers have been instructed to deliver shipments to Mail Services at 124PA rather than individual locations on campus.

For **gases, perishable, hazardous, chemical, radiological, and bioharzdous items** please have them delivered to the Science Stores at 118 Steacie Building as The Stores remain open to support the University's critical research needs.
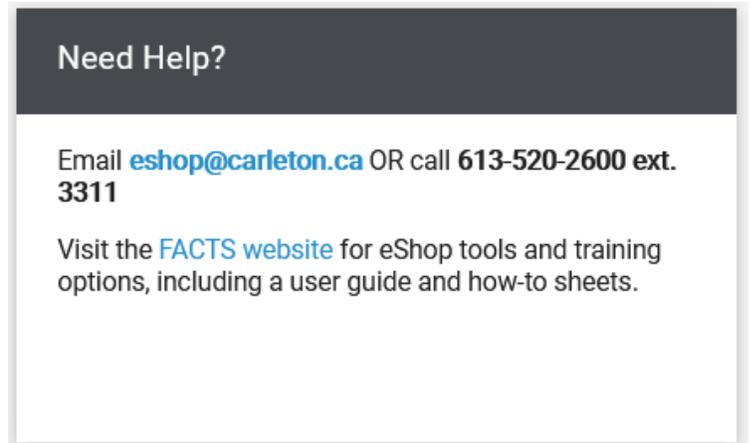
User Name *

Password *

SIGN IN

4. The eShop landing page contains a 'Need Help?' box.

   Questions? Reach out to the eShop team or visit the FACTS website for how-to sheets and user guides.

Need Help?

Email **eshop@carleton.ca** OR call **613-520-2600 ext. 3311**

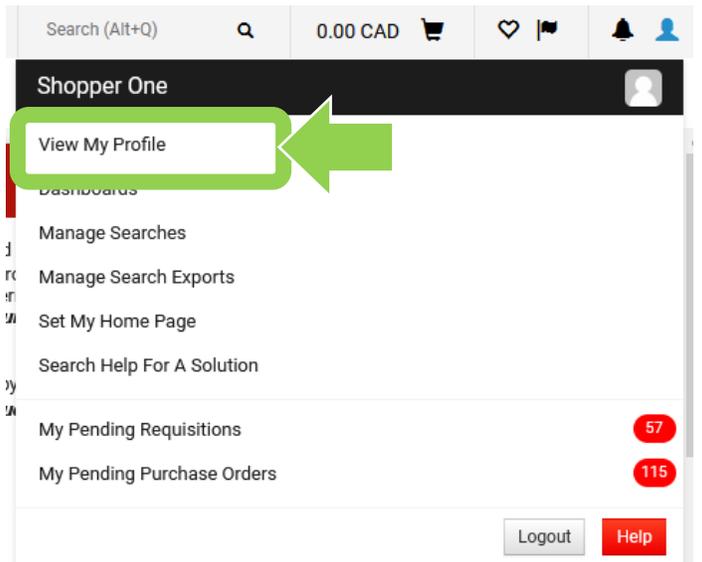Visit the FACTS website for eShop tools and training options, including a user guide and how-to sheets.

5. The first time you log in, review your profile.

   To find your profile, click on the person icon in the top right corner of the landing page.
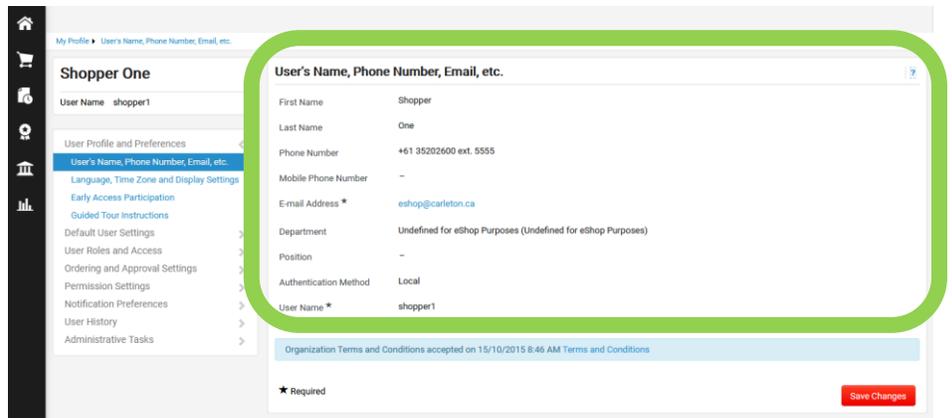
All ▾   Search (Alt+Q)   🔍   0.00 CAD 🛒   ♡ 🏳   🔔 👤

Shop · Shopping Dashboard

6. From the drop-down menu, click on 'View My Profile'.
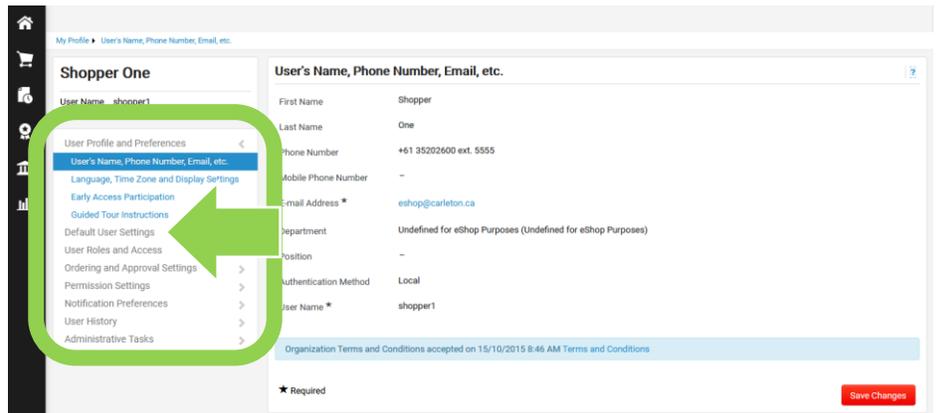

7. Review this information, taken directly from your Carleton records, to ensure that it is correct.

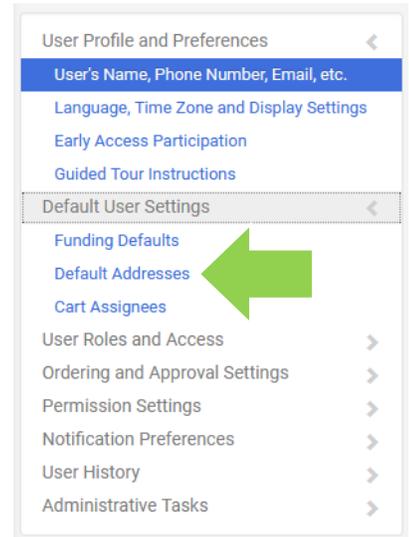   If there are any issues, email eshop@carlton.ca.

8. The menu on the left-hand side of the screen allows you to find everything in your profile. In this how-to sheet, our focus is your default address.

   Click on 'Default User Settings'.

9. Click on 'Default Addresses'.

   Tip: In the next how-to sheet, we'll review funding defaults.


10. The default address will be in bold font.

    IMPORTANT! Ensure that your default address is correct. This is the address that all of your purchases will be shipped to. This should be the address that you want to use most of the time.

    Click on the default shipping address to view the details.
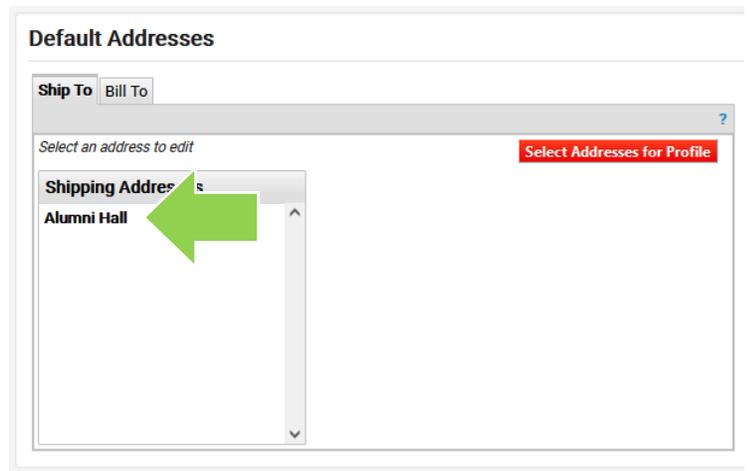
11. To choose a different 'default address', click off the check beside the word 'default' then click on the red 'Save' button.
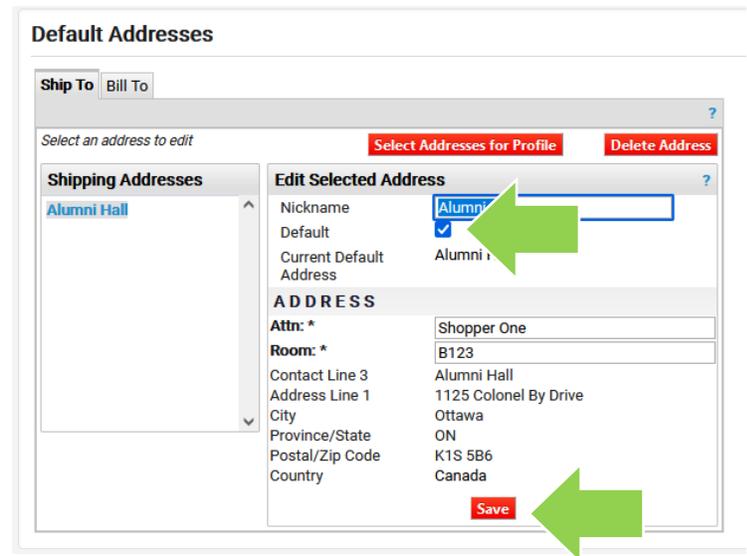

12. To add a new address, click on the red 'Select Addresses for Profile' button and follow the prompts.

   **Tip:** You may want to choose 'off campus' if you are shipping to your home or a field site.

    Remember! Click on the box beside the word 'default' and the red 'Save' button to make the new address your default.

    Note! While the default address is automatically applied, you can choose another address from your list of shipping addresses.
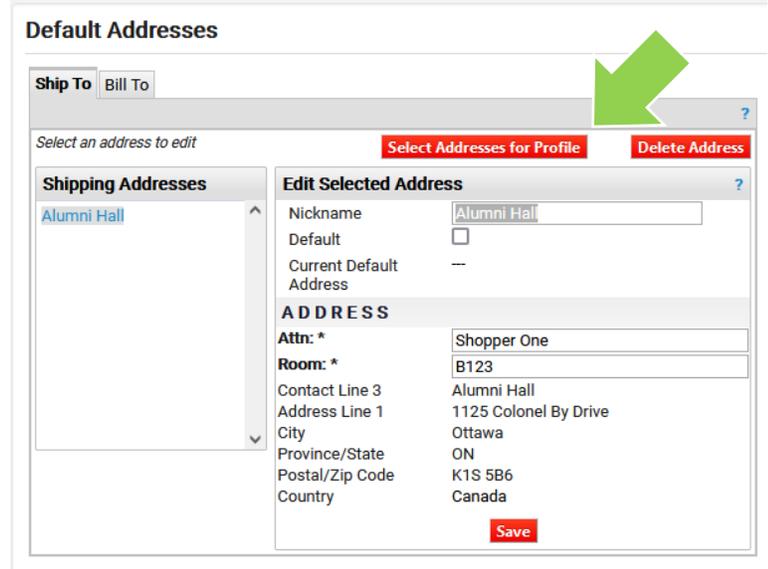
13. To log out of eShop, click on the person icon in the upper right-hand corner of the screen.

    In the window that opens, click on the grey 'Logout' button.
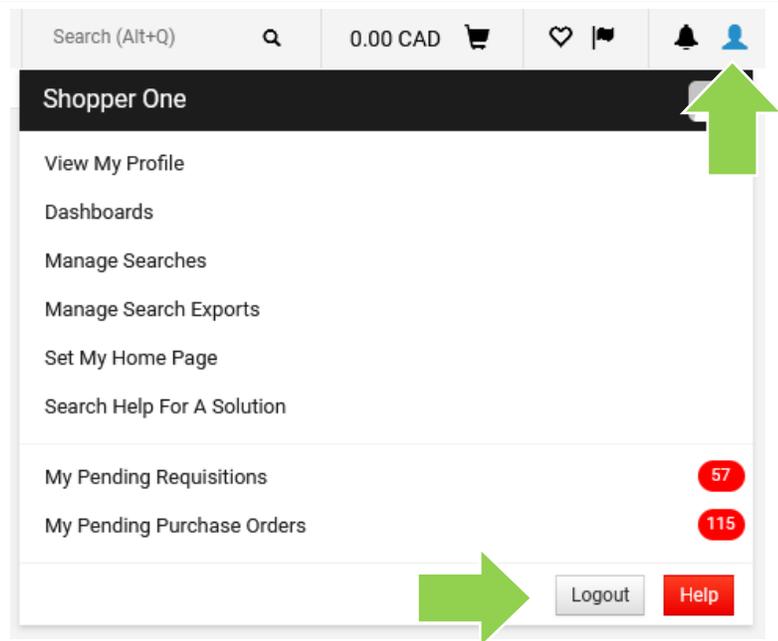
What next?
- Visit carleton.ca/facts/eshop to find more how-to sheets.
- Questions about the system? Email eshop@carleton.ca or call 613-520-2600 ext.3311.