ChampionX and Artificial Lift Online Store Login and Site Guide

1. Access the championxstore.merchorders.com. You will be automatically brought to the main landing page. Here you will see a “Select Your Group” button.
2. When you press on that button you will see a drop down with different groups available. There are a total of six groups.

- **ChampionX Personal Orders** – Purchase ChampionX branded items with personal credit card.
- **CHX Artificial Lift Personal Orders** – Purchase Artificial Lift and Co-Branded Items with personal credit card.
- **ChampionX Business Orders** – Purchase ChampionX branded items with company credit card (Approval Required).
- **CHX Artificial Lift Business Orders** – Purchase Artificial Lift and Co-Branded items with company credit card (Approval Required).
- **ChampionX Admin** – Restricted Access for select personnel to make bulk company purchases
- **CHX Artificial Lift Admin** – Restricted Access for select personnel to make bulk company purchases
3. Select the group that you belong to or wish to order under. If you selected a business/admin group, then please see steps 4.A – 4.B below for login instructions. If you selected a personal order group, then please look at the retail checkout guide for site and ordering instructions. If you are not sure which group to select, please look at the center graphic for a breakdown of each group.

4. If you select a business/admin group, then you will be brought to a sign in page. Type in your email and password (If this is your first time accessing the site then you will have a temporary password. Your temporary password is your Last name and first initial). If you are a new user, please jump to step 4.A. If you are not a new user and do not remember your password or need to reset it, please press reset/forgot password, and see steps 4.A - 4.E.
If after you press log in, you see the below screen and are prompted to a “web registration” this means that you are not registered under the group that you are trying to access. Please double check and make sure you selected the correct group. The admin groups are closed to specific personnel. If you believe you have selected the correct group, complete the registration form (as seen below). A store agent will reach out to you with further instructions.

To Register, please fill out the following

Name

Company name

Email address

Phone

Request account

Cancel

Assuming you are qualified, you will be added to our website within a few minutes. We will then contact you by email or phone to let you know that you can logon to the site.

Thank you for your patience!

Customer Service:
972.471.5400 or 977.471.5410
Monday - Friday
7:30a - 5:30p Central
A.) New users: Type in your email and your temporary password. This is the first step in creating your account.

Temporary Password: last name followed by first initial.
EX: smithj
B.) If you have access to the group, then you will be prompted to send a code to your email. Click on the send code button.

C.) Once the code has been generated press continue and check your email for the code. **Note:** Be sure to check your spam folder. We recommend that you whitelist Advanced Online to ensure you receive all future emails.

The reset code is does have a time limit and expire after 10 minutes. If 10 minutes have passed and you have not reset your password, you will need to request a new code.
D.) Type in the code in the Reset Code box. Then Type in the password you wish to use in the following boxes. **Note:** The password criteria will turn green once your password has met the rules.
E. Once you have set up your password the account creation process is complete. You will be prompted back to the original login screen. Login once again with your email and newly created password.

You have successfully completed registration!