STEP #1:
Go to: www.knoxbox.com

STEP #2:
Click BUY on top right hand corner of the Knox home page

STEP #3:
- In Your Location box, select CALIFORNIA
- In the Local fire department/agency box, type the following: Long Beach Fire Prev Bur.
- Click Search.

STEP #4:
Select the first option Long Beach Fire Prev Bur to show the Knox Box products.
**STEP #5:**
**SELECTING THE KNOX BOX**
- Scroll the page and select either Residential Knox Boxes (ie. 1658) or Commercial Knox Boxes (ie. 3200, 4400);

- Click **View** under appropriate Knox Box being ordered.

**STEP #6:**
Make the appropriate selections for the Knox Box, fill out the Installation Address information, check the box to confirm the correct department was selected and click **Submit**.

**STEP #7:**
Click **Add to Cart**.

**STEP #8:**
Sign in to your account. If you are a new customer, create an account by filling out the fields in the New Customer section and click **Register**.
STEP #9:
After signing in or creating an account, it will prompt you back to the Shopping Cart page.

- To add more items, click **Continue Shopping**.  
*Note: You can add another address for an item by adding a new installation address.*

- When you are done adding the product(s), click **Checkout**.

STEP #10: CHECKOUT

- Complete the fields for Checkout – Billing Address.  
*Note: Check the Ship to a different address box if you want it to be shipped to a different address.*

- Click **Continue** to proceed to the shipping method screen.

- After choosing a shipping method, click **Continue** to proceed to the payment screen.

- Enter the payment information and click **Continue**.

Review all items for accuracy, and click **Complete Order** to complete your purchase.

For any further questions regarding Knox Box eApproval, please contact the Fire Prevention Bureau via email: **LBFDKnoxRequests@longbeach.gov** or telephone **(562) 570-2563**.