

Your new Healthxchange e-pharmacy™



Key Features & Next Steps

NEW

**IMPROVED DESIGN
LETTING YOU FOCUS
ON YOUR PATIENTS**

Getting Started

- Existing users
- New users
- Logging in for the first time

Key Features & Improvements

- Order Builder
- Basket
- Check-out & payment
- Purchasing Offers
- Your Account



Your new Healthxchange e-pharmacy™

Getting Started: Existing Users



Q: What do I need to do now?

Nothing - just yet! Once the new site launches you will automatically be redirected there when you visit the [Healthxchange e-pharmacy™](#). Once there you will be asked to re-enter or change your password and log in for the first time. Once you have done this you can access the new site and carry on ordering.

Q: What's the difference?

The new Healthxchange e-pharmacy™ has been redesigned to make it easier for you to create, pay and sign for your orders. It is now fully mobile responsive so it works across all types of devices. A lot of time has been spent improving the website and your ordering experience. It looks very different to the existing site, however all of the functionality remains and there are a host of new features to make it easier for you to use.

Q: What about my old account and order history?

If you are an existing Healthxchange e-pharmacy™ user your account will automatically upgrade to the new e-pharmacy™. All of your previous orders, patient history and account information will be transferred across, you simply need to log-in and carry on as normal.

Q: Will my old log-in work?

Your current username will remain the same, however your password will need to be re-set the first time you log in. Please refer to the section called "Logging on for the first time" to see how this works.

Q: What if I need help?

If you have any questions or need any assistance with the new Healthxchange e-pharmacy™ you can call our dedicated helpline on +44 (0)808 169 1650 during normal working hours.

Q: How do I register a new account?

If you want to register an account with Healthxchange Pharmacy and be able to place orders online with the Healthxchange e-pharmacy™ you will need to visit <https://shop.healthxchange.com> and submit the registration form.

Q: Do I need any documentation to register?

Yes - If you are registering as a medical professional you will need to attach your photographic ID. A passport or driving licence is required to complete your registration. Non-Medical professionals do not need to attach Photographic ID. If you are an RGN you are also required to upload a copy of your Medical Indemnity Certificate. Please note only accounts with an existing Healthcare Provider can apply.

Q: What if I am an existing Healthxchange Pharmacy Customer

If you are an existing customer of Healthxchange Pharmacy, but have not yet requested your online account please email orders@healthxchange.com and request that your account be activated online.

Q: How long does it take to approve my account

Typically it takes 2-3 working days for you to receive your account approval notifications. If you need your account opened any sooner than that please contact us and we will endeavour to speed up the approval process.

Q: I've submitted my registration online, what now?

Your application will be reviewed by our team and should be approved within 2-3 working days. If there is any further information that is required to process your application one of our team will be in touch with you to complete your approval.

Q: What if I need help?

If you need to talk to a member of Healthxchange Pharmacy about the new e-pharmacy™ you can call our helpline between normal working hours: +44 (0)808 169 1650

Your new Healthxchange e-pharmacy™

Next Steps: Logging in for the first time



When you first log into the new Healthxchange e-pharmacy™ you will be asked to re-set your password. Once you have re-set your password you will be logged into your e-pharmacy account. You may use your existing password but you will need to re-enter it.

Depending on what type of user you are, Prescriber, Order Creator etc, the next screen you will see after you have re-set your password will ask you to agree to our Terms and Conditions.

Prescribers will see

ACCEPT TERMS & CONDITIONS AND PROVIDE ADDITIONAL INFORMATION

In order to proceed to the HealthXchange ePharmacy website you will need to accept our latest terms and conditions. Also, please can you fill out your missing field(s), thank you.

MOBILE NUMBER *

07798123456

PRESCRIBER TERMS & CONDITIONS

I am fully responsible for all aspects of the medical devices and prescription medication and will ensure their administration in line with MHRA and other regulatory authority guidelines and the law.

I agree to the use of my data as set out in the [Privacy Policy](#)

I will keep my login and password confidential and secure at all times.

I will inform you immediately [in writing by email to orders@healthxchange.com should my authority to act on this account cease or change

I agree to the Terms and Conditions

SUBMIT

Non-Prescribers will see

ACCEPT TERMS & CONDITIONS AND PROVIDE ADDITIONAL INFORMATION

In order to proceed to the HealthXchange ePharmacy website you will need to accept our latest terms and conditions. Also, please can you fill out your missing field(s), thank you.

ACCOUNT TERMS & CONDITIONS

I am fully responsible for all aspects of supply for goods ordered on this account and will ensure proper management and administration of medicines in line with MHRA and other regulatory authority guidelines and the law. I will keep my login and password confidential and secure at all times.

I agree to the Terms and Conditions

SUBMIT

Your new Healthxchange e-pharmacy™

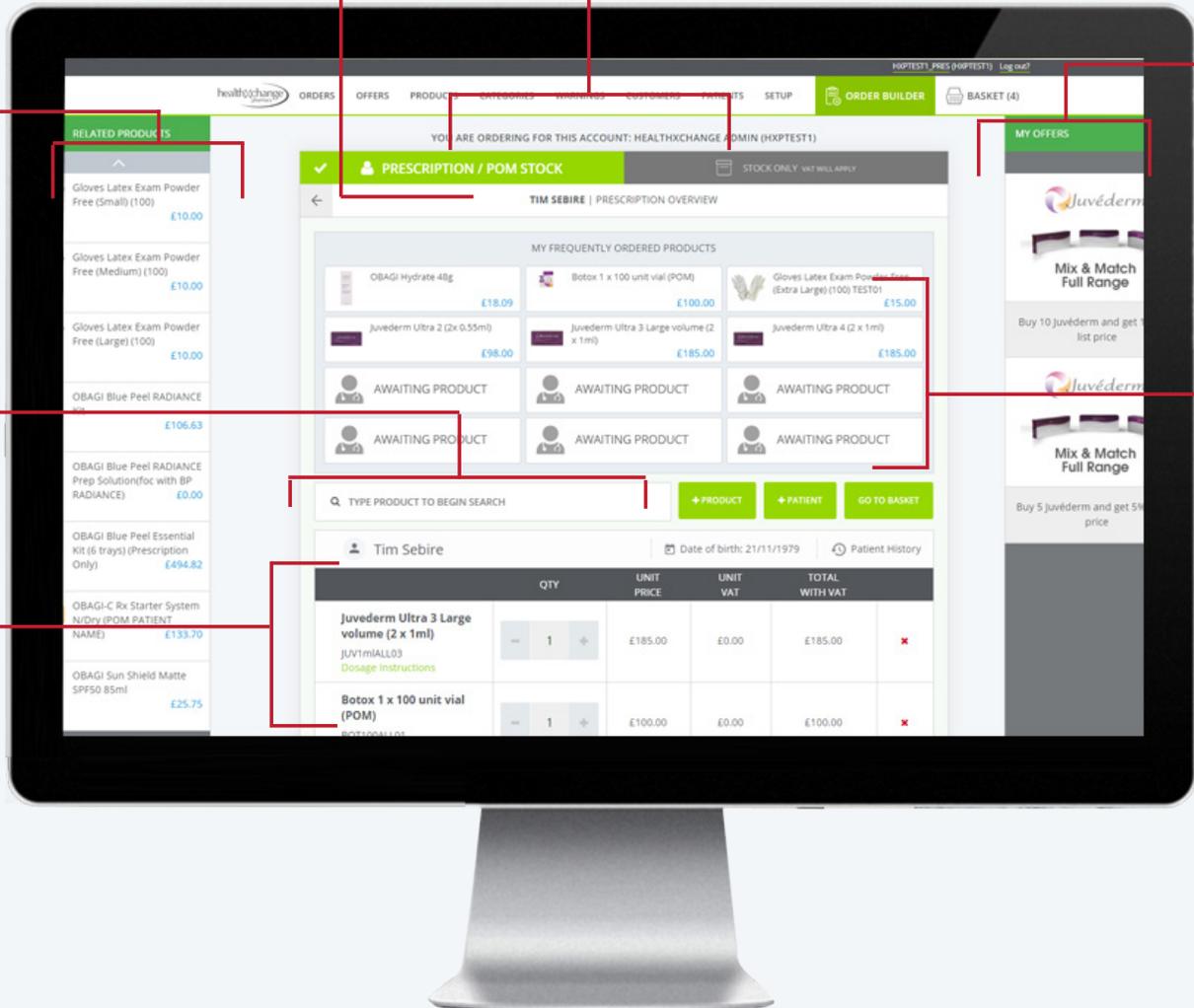
Key Features: Order Builder

Current Patient is shown here

View Products related to your order & click to add

Type here to search for products

Items you have added to your patient will show here



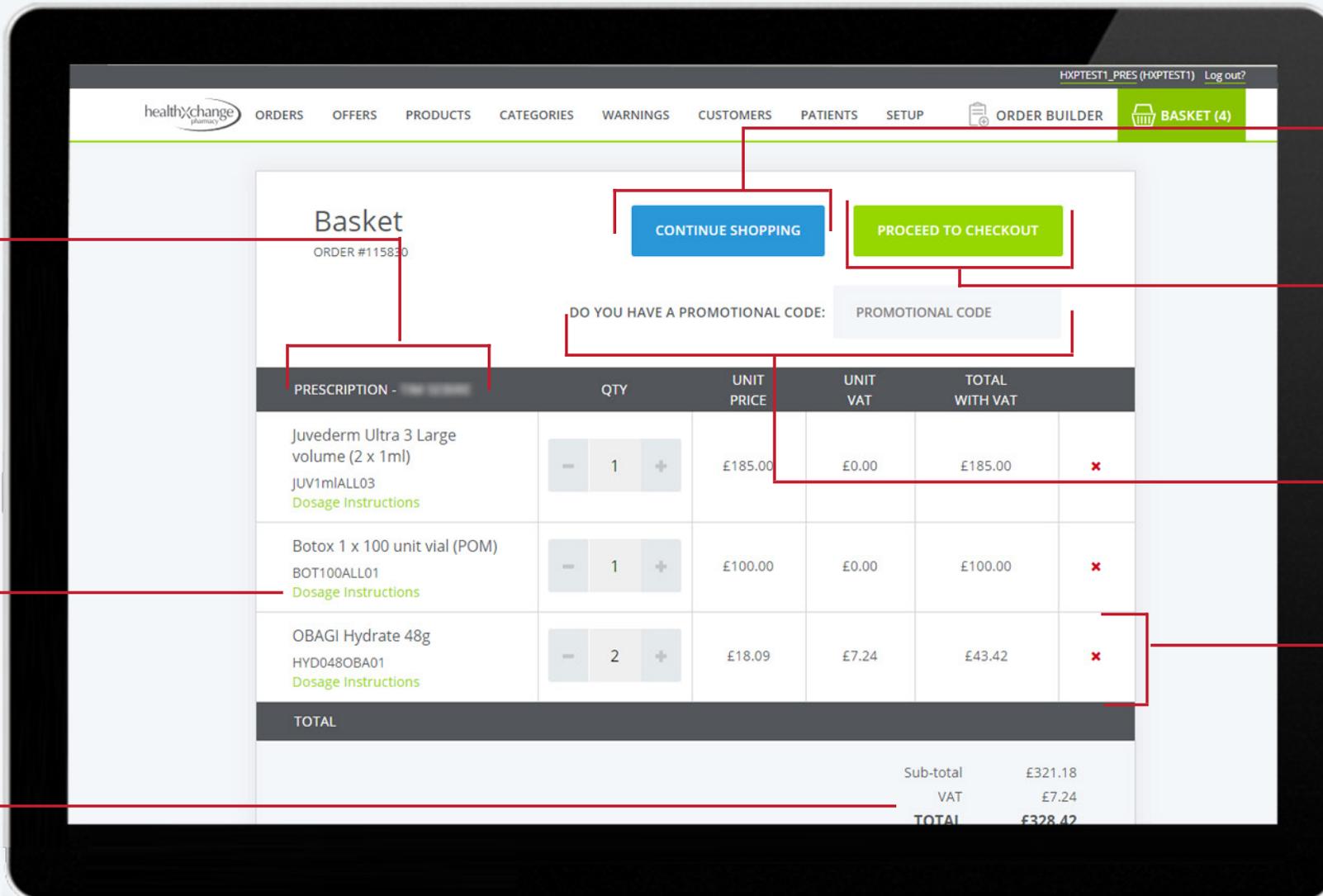
Choose your order type

View offers and click to configure how you order them

View your 'Frequently Ordered Items' and add to order with one simple click

Your new Healthxchange e-pharmacy™

Key Features: Basket



Your order is arranged by patient name

Click 'Dosage Instructions' to add or edit the instructions

Scroll down to see your order totals including VAT & Postage

Click here to add more items to your order

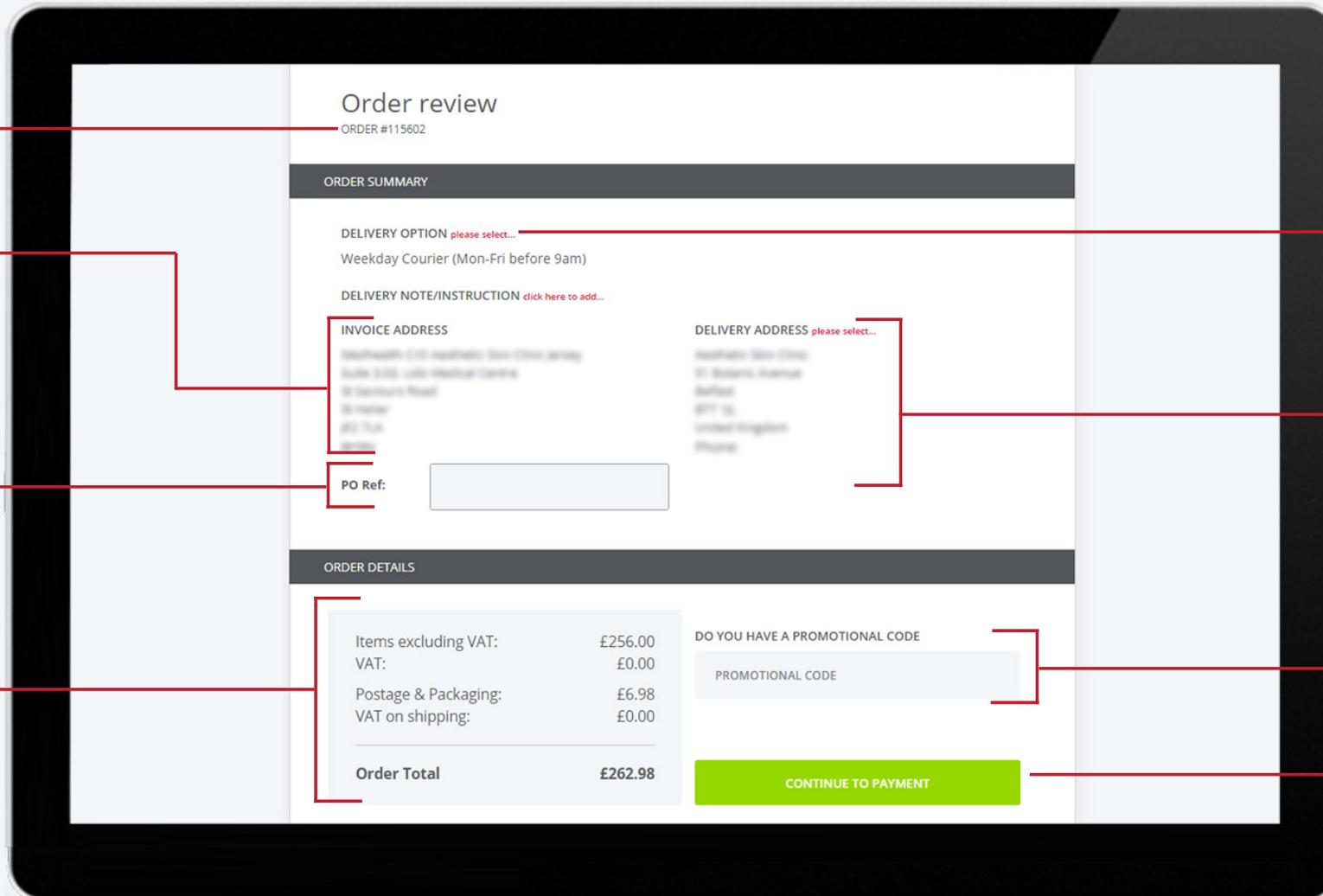
Click here to add more items to proceed to checkout

If you have a promotional code add it here

Click the red cross to remove an item from your order

Your new Healthxchange e-pharmacy™

Key Features: Check-out



Your Order Number

Order review

ORDER #115602

ORDER SUMMARY

DELIVERY OPTION [please select...](#)

Weekday Courier (Mon-Fri before 9am)

DELIVERY NOTE/INSTRUCTION [click here to add...](#)

INVOICE ADDRESS

Healthxchange Ltd
Suite 1.05, Lids Medical Centre
25 St Albans Road
St Albans
Herts
AL1 1JL
United Kingdom

DELIVERY ADDRESS [please select...](#)

Healthxchange Ltd
25 St Albans Road
St Albans
Herts
AL1 1JL
United Kingdom

PO Ref:

ORDER DETAILS

Items excluding VAT:	£256.00
VAT:	£0.00
Postage & Packaging:	£6.98
VAT on shipping:	£0.00

Order Total £262.98

DO YOU HAVE A PROMOTIONAL CODE

PROMOTIONAL CODE

CONTINUE TO PAYMENT

Add an optional Purchase Order Reference here

Your order totals will be displayed here

Click here to choose your shipping type

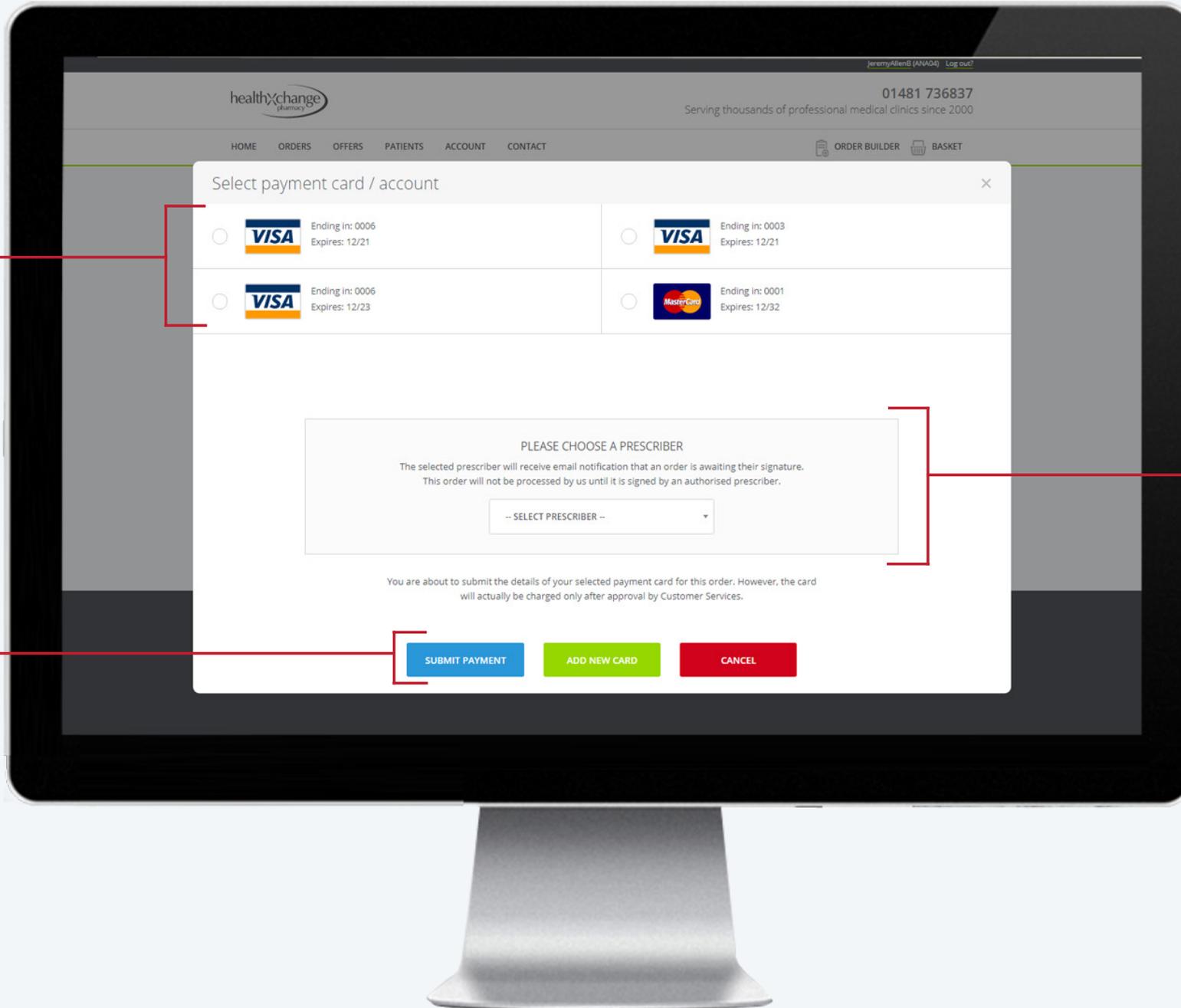
Click here to change your delivery address or add a new one

You can add a promotional code here if you have one

Click here to confirm your order and proceed to payment

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Key Features: Payment



Select the Credit or Debit card you want to use

Submit Payment: Click here to complete the order

Add New Card: Click here to add a new card to your account

Cancel: Click here to cancel the order

If your order contains prescription items you will need to choose a prescriber to sign the order.

All prescribers on the account will be shown in this drop down list.

Once you have chosen a prescriber and submitted payment the prescriber will receive an email notification asking them to sign your order

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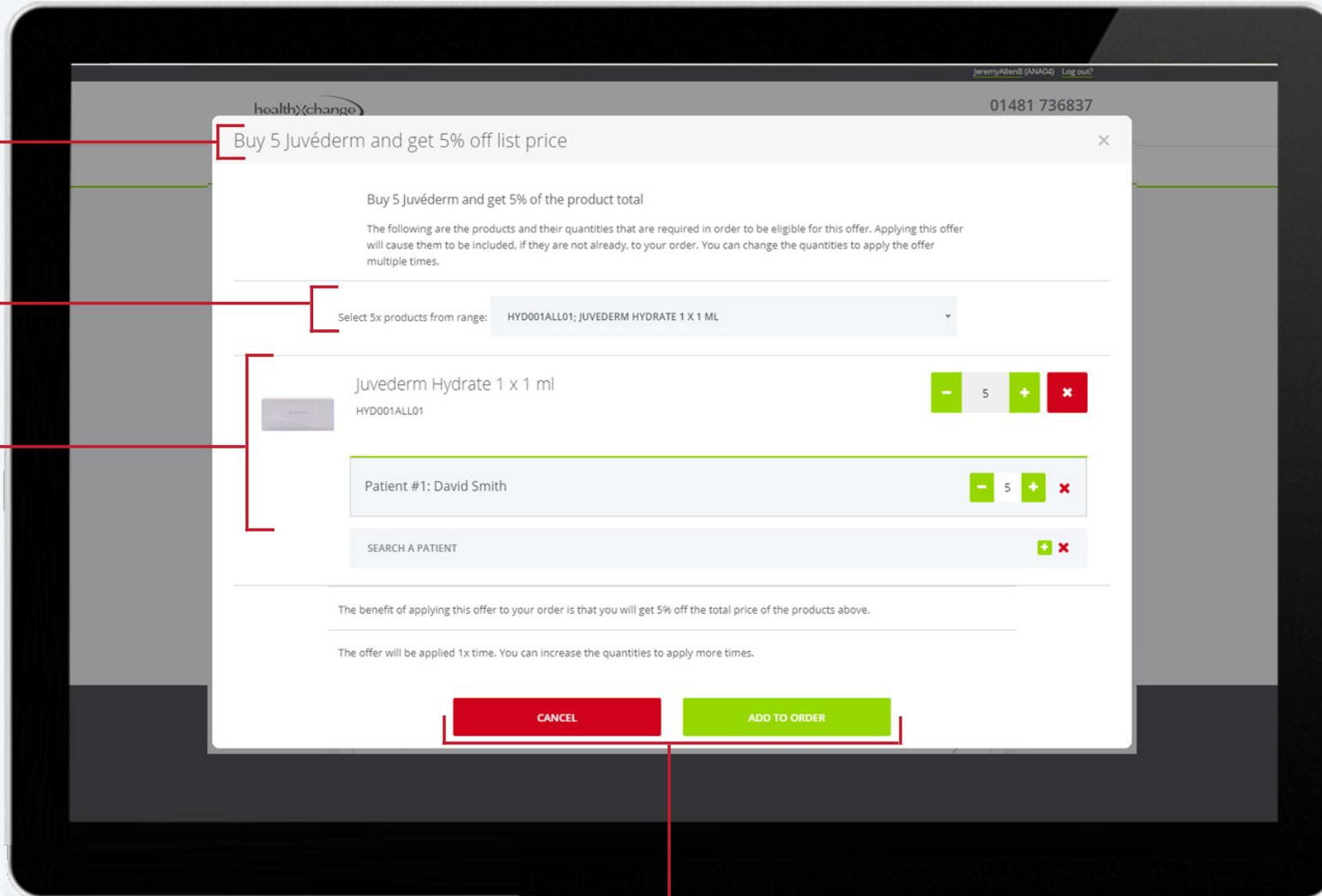
Key Features: Purchasing Offers

Offer name displayed here

Create your choice of products within the offer

Adjust the quantities of the products to build the offer

Select a patient* name/s to apply the offer. If no patient name is selected the offer will be applied as a stock item



Click here to add the offer to your order or cancel if you don't want to take advantage of this offer

* Please note not all offers will be available to order on a patient name, where this is the case you will not see the option to choose a patient.

^ Some offers, such as buy 4 get 1 free will only allow you to choose a quantity of 1 for the product on offer. You can increase the number of times the offer can be added to your order to purchase in multiples.

Your new Healthxchange e-pharmacy™

Key Features: Your Account



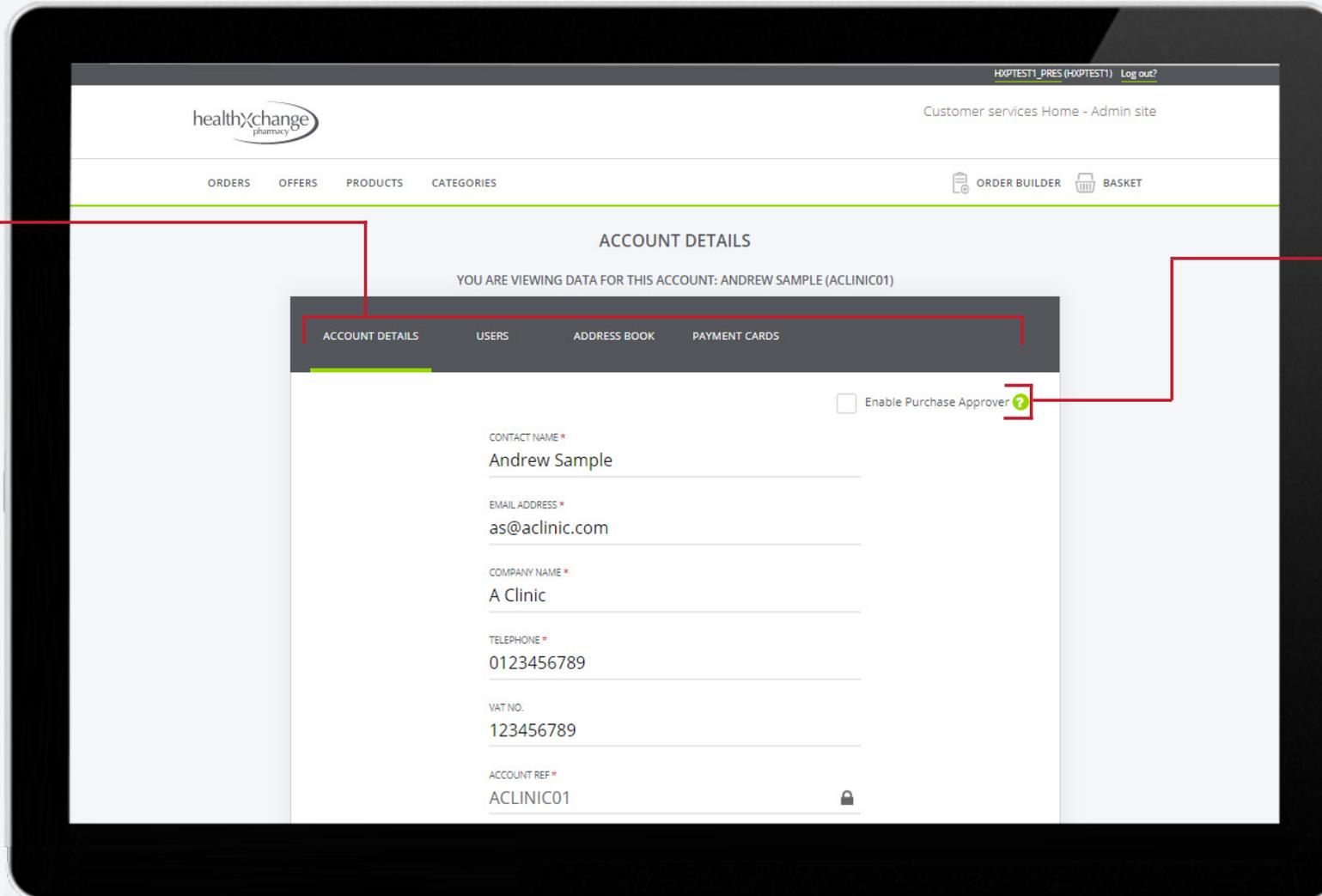
From here you can access and manage your account.

Account Details:
Your clinic Information

Users:
Manage users and user roles from here

Address Book:
Your addresses

Payment Cards:
Your Credit and Debit cards



Click here to enable the "Purchase Approver" feature on your account*

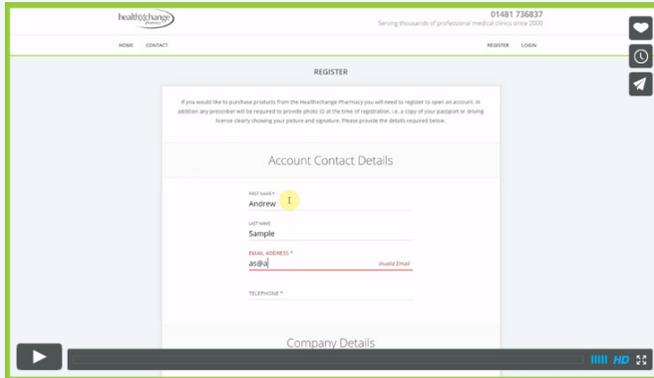
* The Purchase Approver role should only be activated if you need a dedicated person to receive email notifications of all orders that are being created on the account.

Once this box is ticked you will also need to set up a user as a Purchase Approver, they will then need to sign off all orders within your account before they can come to Healthxchange Pharmacy for further processing. Generally the Purchase Approver role would be activated by those accounts/business who have centralised purchasing that needs to sign off all business purchases.

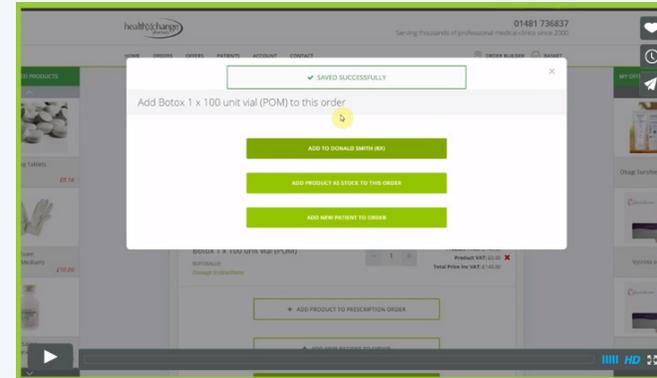
Your new Healthxchange e-pharmacy™ Video Tours



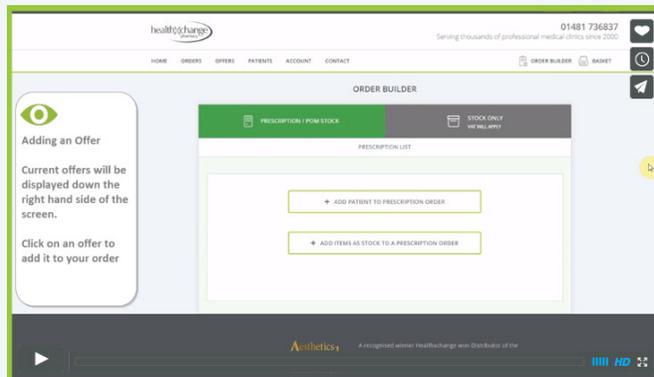
If you would like to explore some of the key areas of the Healthxchange e-pharmacy™, click on the video link below.



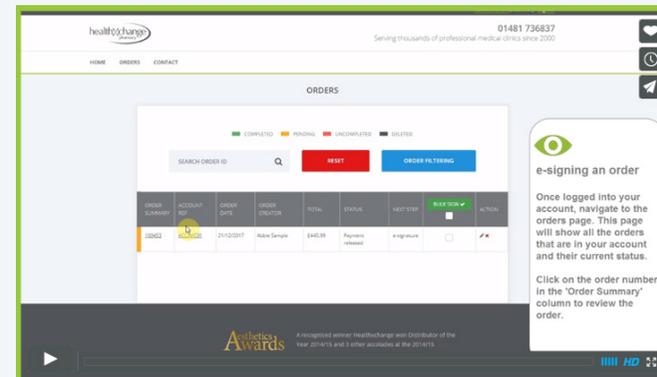
How to register an account
🕒 5 mins



Building an order
🕒 6 mins



Adding an offer
🕒 2 mins



e-signing an order
🕒 2 mins