

FAQ Questions and Answers:

1. When can I expect to be able to access the What's New, Front Store, Pharmacy, and Store Owner tabs?

We are adopting a phased approach to the rollout of the portal, starting with Pharmacy. The What's New, Pharmacy, and Store Owner tabs will be available in Phase 2, and the Front Store tab will be available in Phase 3. Please see the coming soon section on the Pharmasave Portal home page for further information and ongoing updates <http://portal.pharmasave.com>.

2. When do I need to change my password?

Your store was issued with three user accounts, if a staff member had access to any of those accounts, and is no longer with the store, the password for that account must be changed.

- a. How can I change my password?

1. On the Pharmasave Portal, click on the Change Password icon
2. On the Change Password screen, type in your old password and your new password, and click on Change Password button



3. How can I bookmark this site?

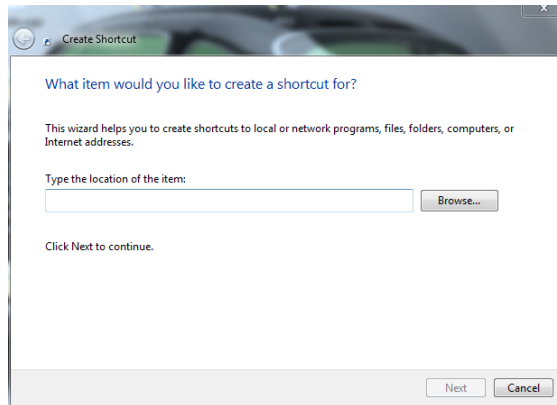
1. If you are using Internet explorer 8 or higher please use the following steps:
2. Once you have navigated to the page which you wish to bookmark, click on the

Favorites button

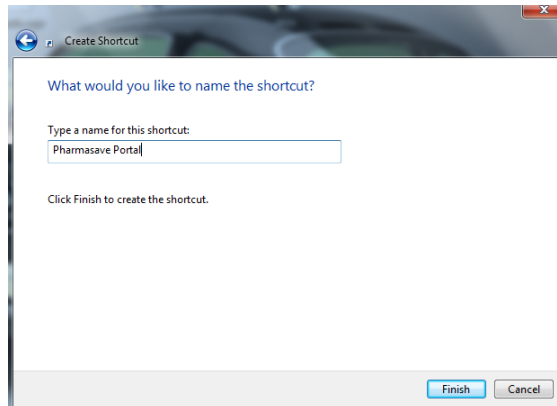
3. Click the Add to Favorites button, and in the pop up window type in the name you would like to give your bookmark link and click Add

4. How can I put a link to this site on my desktop?

1. On your desktop right click and click New > Shortcut
2. On the Create Shortcut window, type in the Pharmasave Portal address (<http://psreference.secureflow.com/>) and click Next



3. In the next window type in name you would like to give the link (it will be the name that appears on your desktop) for example (Pharmasave Portal), and click Finish



4. You can now access the Pharmasave Portal from the shortcut link on your desktop.



5. Do I always have to logon to the Pharmasave Portal in order to access the Reference links?
For your convenience Pharmasave has arranged for a single sign on with the Pharmacist References providers. In order for the single sign on feature to function, you will need to access the references through the Pharmasave Portal.
6. Can I access the Pharmasave Portal and Pharmacist References from another computer if I am not in the store?
As long as the computer has internet access and a supported web browser such as Internet Explorer 8 (or higher), you will be able to access the Pharmasave Portal and Pharmacist References from any computer by typing in the following URL: <http://portal.pharmasave.com>
7. Who can I contact if I am having issues accessing the Pharmacist References?

For access support you can contact:

Customer Support at 1-800-667-4605 or support@positec.com

8. Who can I contact if I have feedback regarding the site?

For providing feedback you can contact:

Customer Support at feedback@pharmasave.ca