

## How To Enroll Patients in Auto Refill

**EyePromise Insight** is a series of patient-focused emails designed to educate them about their EyePromise product. These emails:

- Explain the product benefits
- Emphasize compliance
- Encourage reordering



- 1 Go to your custom Auto Refill URL. Select the **"Auto Refill Orders"** icon.
- 2 Select the EyePromise product your patient is ordering.
- 3 Scroll down to 2. Billing Details.
- 4 Indicate if the customer is buying the first one or three bottles at your practice via the bubbles below "2. Billing Details".
- 5 Complete the fields in "Billing Details" (i.e. first name, last name, email address, phone, country, address, city, state & zip).
- 6 Patients are enrolled in EyePromise Insight by default. If they do not want these, uncheck the box below the "State" field.
- 7 If "Shipping Address" differs from "Billing Address," check the box below "ZIP". Complete the fields (i.e. first name, last name, country, address, city, state & zip).
- 8 Enter the patient's payment information (i.e. credit card number & expiration date).
- 9 For those uncomfortable giving credit card information, go to the top of the page, hover your mouse over the "Safe to provide Credit Card?" button and read them the answer provided.
- 10 Click the ORANGE "Place Order" button. Note: the button will turn blue when your mouse hovers over it.
- 11 Upon completion, click the ORANGE "Print Receipt" button in the upper right quadrant of the screen. Note: the button will turn BLUE when your mouse hovers over it.



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1

If a patient chooses to sign up for EyePromise Insight and NOT Auto Refill, click on the “**Educational Emails**” icon in the orange bar at the top of the page.

2

Complete the form fields.

3

Click the ORANGE “Submit” button. Note: the button will turn BLUE when your mouse hovers over it.



Auto Refill Orders



Educational Emails