



# WalgreensHealth.com User Transition

*Guide for users with a pre-existing Walgreens.com account*

5-28-2013

*Walgreens*

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# How to migrate from WalgreensHealth.com to Walgreens.com

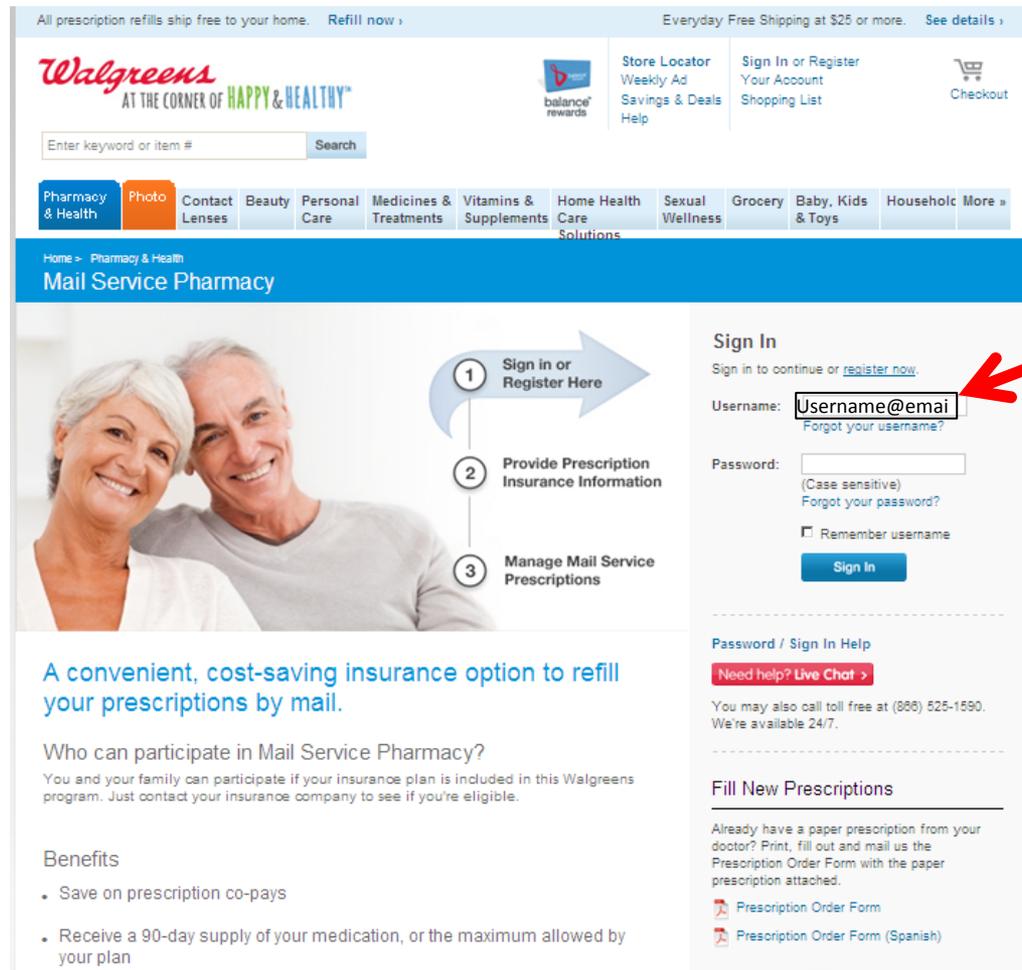
**Step 1:** Begin the migration process by entering your username and password on WalgreensHealth.com. Once successfully signed in, you will see the page on the right asking you to ‘Sign in at Walgreens.com’. Continue on by clicking *Sign in at Walgreens.com*

The image shows two screenshots from the Walgreens website. The left screenshot is from WalgreensHealth.com, featuring a navigation bar with 'Home', 'Members & Patients', 'Businesses & Organizations', and 'Healthcare Professionals'. A yellow banner reads: 'ATTENTION Walgreens Mail Service and Specialty Rx Users! Important site changes. If you have already registered on Walgreens.com, click here to learn more.' Below this are two main sections: 'Products and Solutions for Payers' and 'Support for Healthcare Professionals'. A blue box on the right contains a sign-in form with fields for 'User ID' and 'password', a 'sign in' button, and a link for 'I forgot my user ID or password'. Below the form is a 'Register for an account' section with a dropdown menu for 'Please select a service' and a 'register now' button. A red arrow points from the 'sign in' button to the right screenshot.

The right screenshot is from Walgreens.com, displaying the Walgreens logo at the top. A blue bar contains 'a a Larger Text'. The main content area has a heading: 'Mail Service Pharmacy & Specialty Pharmacy have moved to Walgreens.com'. Below this, it states: 'Walgreens.com is now your one destination for:' followed by a list of services: 'Mail Service Pharmacy', 'Specialty Pharmacy', 'Prescription Refills', 'Family Prescriptions', 'Account and Insurance Management', and 'And more!'. It then says: 'Sign in to your Walgreens.com account to access these convenient services.' and 'If you've viewed your Walgreens.com account recently, you may have noticed your Mail Service and Specialty Pharmacy prescriptions can now be managed here.' Below this is a reminder: 'As a reminder, your Walgreens.com username is <Username>'. A diagram shows 'WalgreensHealth.com' with 'Username: <username>' and an arrow pointing to 'Walgreens.com' with 'Username: <username>'. A blue button labeled 'Sign in at Walgreens.com' is highlighted with an orange box and a red arrow. At the bottom, it says: 'We encourage you to visit Walgreens.com. However, you may still access your WalgreensHealth.com account.' and a link: 'Go to my WalgreensHealth.com account »'.

# How to migrate from WalgreensHealth.com to Walgreens.com

**Step 2:** You will then be redirected to this transition page on www.walgreens.com. Your walgreens.com username will be pre-populated. Enter your Walgreens.com password to continue.



All prescription refills ship free to your home. [Refill now](#) » Everyday Free Shipping at \$25 or more. [See details](#) »

**Walgreens**  
AT THE CORNER OF **HAPPY & HEALTHY**™

[Store Locator](#) [Weekly Ad](#) [Sign In or Register](#) [Your Account](#) [Shopping List](#) [Checkout](#)  
[Savings & Deals](#) [Help](#)

balance rewards

Enter keyword or item #

[Pharmacy & Health](#) [Photo](#) [Contact Lenses](#) [Beauty](#) [Personal Care](#) [Medicines & Treatments](#) [Vitamins & Supplements](#) [Home Health Care](#) [Sexual Wellness](#) [Grocery](#) [Baby, Kids & Toys](#) [Household](#) [More »](#)

Solutions

Home > Pharmacy & Health

## Mail Service Pharmacy

**1** Sign in or Register Here

**2** Provide Prescription Insurance Information

**3** Manage Mail Service Prescriptions

**Sign In**

Sign in to continue or [register now](#).

Username:  [Forgot your username?](#)

Password:   
(Case sensitive)  
[Forgot your password?](#)

Remember username

[Password / Sign In Help](#)

[Need help? Live Chat >](#)

You may also call toll free at (888) 525-1590. We're available 24/7.

### Fill New Prescriptions

Already have a paper prescription from your doctor? Print, fill out and mail us the Prescription Order Form with the paper prescription attached.

[Prescription Order Form](#)

[Prescription Order Form \(Spanish\)](#)

**A convenient, cost-saving insurance option to refill your prescriptions by mail.**

**Who can participate in Mail Service Pharmacy?**

You and your family can participate if your insurance plan is included in this Walgreens program. Just contact your insurance company to see if you're eligible.

**Benefits**

- Save on prescription co-pays
- Receive a 90-day supply of your medication, or the maximum allowed by your plan

# How to migrate from WalgreensHealth.com to Walgreens.com

**Step 3:** Once signed in, you will land on your “Manage Prescriptions” page. Your transition is complete! You can now manage all of your Walgreens prescriptions from one easy location.

Home > Pharmacy

## Manage Prescriptions

Pharmacy Chat >

Family Member : **Family Member 1**

Choose Family Member:

[New Rx](#) [Transfer Rx](#) [Auto Refills](#) [Rx Settings](#) [Print Rx Records](#)

**Active Prescriptions** Prescription History (8)

Enter Prescription, Prescriber Name or RX#

Prescription	Last Filled	Status and Price	Refills
<b>Past Prescriptions</b>			
<b>HYDROCODONE /ACETAMINOPHEN 10-500 T</b> RX #: 3770454-59525 Prescriber: AXE QTY: 30	05/17/2012	<a href="#">View Status and Price</a>	0 refills remaining. If you'd like to refill, we'll call your doctor for you.

Prescription not available for refill

## How to add family members to your account

On Walgreens.com you will be able to add and manage family member's prescriptions from your account. Below is a description of how to add family members to your account.

### 1. Add an Adult – ages 18 & over

- To add an adult to your account you must invite them to join a “family account.” Adults, ages 18 & over, can only grant you access to view, order and manage their prescriptions on their behalf by accepting your invitation.
- Adults, ages 18 & over, are required to create their own unique account on Walgreens.com.

### 2. Add a Child – ages 17 & under

- To add a child to your account you must provide the child's name, date of birth, and a valid Walgreens prescription less than 18 months old.
- Children, ages 13 – 17, are not required to but may choose to create their own account on Walgreens.com.
- You may add a child, ages 13 – 17, who has an account on Walgreens.com, only after an invitation is accepted by the child.
- Children, ages 12 & under, are not eligible to create their own account on Walgreens.com.

# How to add family members to your account

**Step 1:** Log into walgreens.com, select *Manage Family Participation on the Mail Service pharmacy page.*

**Step 2:** Add a family member by selecting *Add an Adult* or *Add a Child* as shown on the right side.

Welcome to Mail Service Pharmacy  
Prescriptions delivered directly to your home or office.

Status: **Registration Complete**

Start enjoying all the great benefits and features Mail Service Pharmacy has to offer.

Manage Your Prescriptions

- Refill from Account >
- View Order Status >
- View or Edit Insurance Information >
- Manage Family Participation >**

Welcome Brochure

Download our welcome brochure for additional information about Mail Service Pharmacy.

- Welcome to Mail Service Pharmacy >
- Welcome to Mail Service Pharmacy (Spanish) >

Refill from Account

**Manage Family Participation**

Welcome to Mail Service Pharmacy  
Prescriptions delivered directly to your home or office.

Status: **Registration Pending**

Please allow up to 24 hours for insurance processing. You will not have access to Mail Service Pharmacy features until your insurance plan is confirmed.

Manage Your Prescriptions

- Refill from Account >
- View Order Status >
- Manage Family Participation >

Welcome Brochure

Download our welcome brochure for additional information about Mail Service Pharmacy.

- Welcome to Mail Service Pharmacy >
- Welcome to Mail Service Pharmacy (Spanish) >

Refill from Account

**Manage Family Participation**

Home > Pharmacy & Health > Mail Service Pharmacy  
Manage Family Participation

Choose an option below to register additional family members in Mail Service Pharmacy:

Option 1: Register Online

Here you can register, view, or edit family member information for Mail Service Pharmacy online. Individuals must first be added to your account before you can register them for mail service.

**i** You have not yet added any family members to your Walgreens.com account. Click the buttons below to add a family member to your Family Prescriptions. You will then be able to register the family member for Mail Service Pharmacy online once they have been successfully added to your account.

Need to add someone to your Family Prescriptions account? [Learn more >](#)

**Add an Adult** (18+)

**Add a Child** (17 & Under)

Option 2: Register by Phone

Please call 1-800-797-3345 to register your family member in Mail Service Pharmacy by telephone. Please have their prescription insurance card handy before calling to register.

Option 3: Register by Mail

Print, fill out, and mail us the Mail Service Registration Form if you prefer to register your family member by mail. Send the completed form to:

Walgreens  
P.O. Box 29061  
Phoenix, AZ 85038-9061

- Mail Service Registration & Prescription Order Form >
- Mail Service Registration & Prescription Order Form (Spanish) >

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# How to add family members to your account

**Step 3:** Add an adult to the family account. Review the information and submit.

**Step 4:** Add a child to the family account. Provide name, date of birth and prescription number.

## Step 3

Home > Pharmacy > Mail Service Pharmacy  
**Invite Adult**

**You have 3 ways to register an adult (18 or older) to Mail Service Pharmacy:**

Your family member will need a Walgreens.com account in order to participate in Mail Service Pharmacy. If they do not have an account they can [register here](#).

### 1. Register Online

You will need to send an invitation to the family member in order for them to participate in Mail Service Pharmacy. Please fill out their name and email address in the form below. They will also need to be logged into their Walgreens.com account.

Send to:

Email Address:

From: Chris Stevenson

Email Address: chris.stevenson@yahoo.com

Message: Hi, I'm inviting you to register with Walgreens Mail Service Pharmac. Please visit [www.walgreens.com/mailservicepharmacy](http://www.walgreens.com/mailservicepharmacy) to take advantage of this benefit and have your prescription insurance information with you when you register.

**Review**

### 2. Register by Phone

You can also call us at 1-888-555-555.

### 3. Register by Mail

1. Print and mail a [Mail Service Registration and Prescription Order Form](#) for the New Adult in your family.
2. Once their registration is validated, ask the New Adult in your family to create a Walgreens account online.
3. Request to link to cardholder's account through a [Family Account](#).

## Step 4

Home > Pharmacy > Mail Service Pharmacy  
**Register a New Child**

### Register a child (17 or younger)

#### Child Information

First Name

Last Name

Date of Birth    ?

#### Prescription Information

Prescription Number  --  ?

For security reasons, please enter a Walgreens prescription number from the last 15 months for this child.

**Cancel** **Review**

## How to add or modify Auto Refill prescriptions

Mail Plan Auto Refill is also available on Walgreens.com. If you were enrolled in Auto Refill on WalgreensHealth.com, then those same prescriptions will automatically be enrolled in Auto Refill on Walgreens.com. You can access the Auto Refill page by clicking the links on the Pharmacy Home Page, clicking on the *Auto Refills* link in the left hand navigation, or by clicking *Set Up Auto Refills* under the display image.

The screenshot shows the Walgreens Pharmacy website interface. At the top, there is a navigation bar with the Walgreens logo, links for 'Health Information take care clinic', 'Store Locator' (Weekly Ad, Savings & Deals, Help), 'Sign In or Register Your Account Shopping List', and a 'Checkout' button. Below this is a search bar and a category menu including 'pharmacy', 'shop', 'photo', and various product categories like 'Contact Lenses', 'Beauty', 'Personal Care', etc. The main content area features a 'Pharmacy' header with 'Online Pharmacy Tour' and 'Pharmacy Chat' buttons. A central banner reads 'Welcome to Walgreens Pharmacy!' and promotes a 'FREE \$25 Walgreens Card'. Below the banner are three service tiles: 'Refill Prescriptions', 'Set Up Auto Refills' (highlighted with an orange box and a red arrow), and 'In-Store Express Refills'. A left-hand navigation menu includes 'Manage Your Prescriptions' with sub-links for 'Refill Prescriptions', 'Use Express Refills', and 'Auto Refills' (also highlighted with an orange box and a red arrow). A 'My Pharmacy Account' section on the right lists options like 'Login to your account', 'Order Status', and 'Email Reminders'. The bottom of the page is labeled 'Popular Pharmacy Services'.

## How to add or modify Auto Refill shipping information

To edit your Auto Refill shipping information, click on *Edit Shipping Information* from the Auto Refill homepage. Continue on to update your street address, city, state, and zip code. Finish modifying your Auto Refill shipping information by clicking *Save*.

Home > Pharmacy

### Mail Service Auto Refill Prescriptions

Current Family Member: **John Q. Public**

Change Family Member:

Now showing:  [Lorem ipsum?](#)

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#### Current Shipping and Billing Information

All auto refilled prescriptions will be shipped to:

Shipping information	Billing information
John Q. Public	*****1111
36 S. WABASH AVE	10111
CHICAGO, IL 60607	60609

[Edit Shipping Information](#) [Edit Billing Information](#)

### Edit Mailing Address

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus ut convallis diam. Aliquam commodo omare dui in consectetur. Suspendisse potenti. Vestibulum a risus at felis vestibulum luctus at placerat ante. Donec lobortis suscipit sem, eget malesuada metus accumsan vitae.

Street Address:

City:

State:

ZIP Code:

[Cancel](#) [Save](#)

## How to add or modify Auto Refill billing information

To edit your Auto Refill billing information, click on *Edit Billing Information* from the Auto Refill homepage. Continue on to update your credit card number, expiration date, and zip code associated with that credit card. Finish modifying your Auto Refill billing information by clicking *Save Changes*.

Home > Pharmacy

### Mail Service Auto Refill Prescriptions

Current Family Member: **John Q. Public**

Change Family Member:

Now showing:  [Lorem ipsum?](#)

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#### Current Shipping and Billing Information

All auto refilled prescriptions will be shipped to:

Shipping information	Billing information
John Q. Public	*****1111
36 S. WABASH AVE	10/11
CHICAGO, IL 60607	60609

[Edit Shipping Information](#) [Edit Billing Information](#)

### Credit Card Information

Use your existing credit card or update your credit card information below.

**Cardholder's Credit Card**

Use existing credit card number: \*\*\*\*\*xxxx

Enter a new credit card:

Expiration Date:

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**Cardholder's ZIP Code**

Use an existing ZIP code: [% zip code %]

Enter a new ZIP code: