



# **USER MANUAL**

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**Please Use The Following Steps to Sign Up to Pharmalearn.ie**

Click on the green “Sign Up” button on the homepage.

The screenshot shows a web browser window with the URL <https://pharmalearn.ie/product/pharmalearn-otc-counter-training-course-2/>. The browser's address bar also shows the email [info@pharmalearn.ie](mailto:info@pharmalearn.ie) and phone number 0766224888. The website header features the Pharmalearn logo, a 'Welcome' message, and a prominent green 'Sign Up' button. Navigation links for 'About The Site', 'Mission', 'FAQ', 'Feedback', and 'Contact' are visible, along with social media icons for Facebook, Twitter, LinkedIn, Instagram, and Email. The main content area displays the course title 'PHARMALEARN OTC COUNTER TRAINING COURSE' and a price of '€10.00 / month'. A descriptive paragraph states: 'This is the pharmalearn course for OTC Counter Staff Training. There is a minimum of 5 users. You can add more if you wish at €10 extra per user.' Below this text is a user selection interface with a minus sign, the number '5', and a plus sign, followed by a green 'Sign Up Now' button. A 'Description' tab is active, showing the text 'DESCRIPTION' and 'This is the pharmalearn course for OTC Counter Staff Training.' The browser's address bar at the bottom of the screenshot shows the URL <https://pharmalearn.ie/product/pharmalearn-otc-counter-training-course-2/#top>.

You will then be brought to the following page. Select the number of users you wish to sign up to the training. Click the green “Sign Up Now” button when you are happy with the number of users and you wish to proceed.

The screenshot shows a web browser window with the URL <https://pharmalearn.ie/product/pharmalearn-otc-counter-training-course-2/>. The page features a green header with the Pharmalearn logo, contact information (Email: info@pharmalearn.ie | Phone: 0766224888), and a navigation menu with links for Welcome, Sign Up, About The Site, Mission, FAQ, Feedback, and Contact. A shopping cart icon in the top right corner shows a quantity of 5. Below the header, a green notification box states: "5 x 'pharmalearn OTC Counter Training Course' have been added to your cart." with a "View cart" button. The main content area displays the product title "PHARMALEARN OTC COUNTER TRAINING COURSE" and the price "€10.00 / month". A description reads: "This is the pharmalearn course for OTC Counter Staff Training. There is a minimum of 5 users. You can add more if you wish at €10 extra per user." Below the text is a quantity selector showing "- 5 +" and a "Sign Up Now" button. An illustration of two people is visible on the left side of the product area.

If successful you will then see a message in a green box saying it has been added to your cart. In the top right hand corner you will see a shopping cart icon. Click on this to continue to the next step.

Cart - PharmaLearn.ie

https://pharmalearn.ie/cart/

Email: info@pharmalearn.ie | Phone: 0766224888

Welcome [Sign Up](#) [About The Site](#) [Mission](#) [FAQ](#) [Feedback](#) [Contact](#)

	PRODUCT	PRICE	QUANTITY	TOTAL
	pharmalearn OTC Counter Training Course Group Registration	€10.00 / month	- 5 +	€50.00 / month

Coupon code  [Apply coupon](#) [Update cart](#)

**CART TOTALS**

SUBTOTAL	€50.00
TOTAL	€50.00
<b>RECURRING TOTALS</b>	
SUBTOTAL	€50.00 / month
RECURRING TOTAL	€50.00 / month First renewal: July 13, 2017


[Proceed to checkout](#)


You will be brought to the above page. Here you can add more users if you wish and also add a discount coupon to your order. Click “Apply Coupon” after entering to make sure it is applied to your basket. Click “proceed to checkout” to continue to the next page.

Checkout - PharmaLearn x Daniel

https://pharmalearn.ie/checkout/

Email: info@pharmalearn.ie | Phone: 0766224888 Log In

 Welcome **Sign Up** About The Site Mission FAQ Feedback Contact

f t in i e 

Returning customer? [Click here to login](#)

Have a coupon? [Click here to enter your code](#)

**BILLING DETAILS**

First name \*  Last name \*

Company name

Country \*

Address \*

**ADDITIONAL INFORMATION**

Order notes

Notes about your order, e.g. special notes for delivery.

On this page you will be asked to enter in order and billing details. Follow the on screen instructions as required.

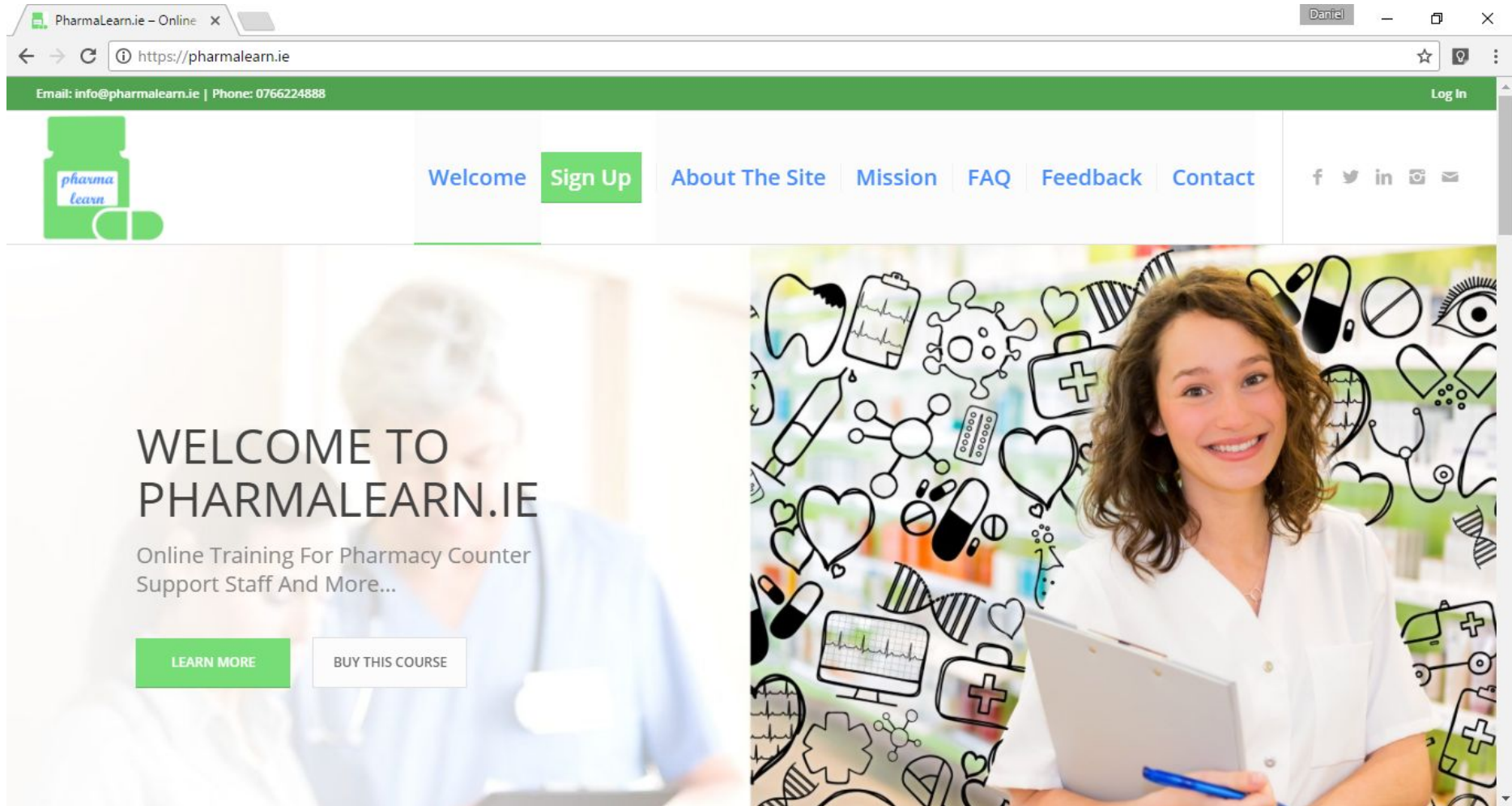
The screenshot shows a web browser window with the URL <https://pharmalearn.ie/checkout/>. The page header includes contact information: Email: [info@pharmalearn.ie](mailto:info@pharmalearn.ie) | Phone: 0766224888 and a Log In button. The navigation menu contains links for Welcome, Sign Up, About The Site, Mission, FAQ, Feedback, and Contact. A shopping cart icon with a '5' notification is visible. The main content area displays a 'SUBTOTAL' and 'RECURRING TOTAL' section with a price of €50.00 / month and a first renewal date of July 13, 2017. Below this is a credit card payment form titled 'Credit card (Stripe)' with logos for VISA, Mastercard, and American Express. The form includes a text box for the card number (displayed as '\*\*\*\* \*'), and separate text boxes for the expiry date (MM / YY) and the card code (CVC). A checkbox labeled 'I've read and accept the [terms & conditions](#) \*' is located at the bottom right of the form. A green 'Sign Up Now' button is positioned at the bottom left of the form area.

At the end of the page you will be asked to enter in your credit card details. Click on “Sign Up Now” to complete your order. You will then be issued with an email with your login details and a confirmation email of your order.

**Please Note:** If you are using a one month free trial coupon, credit card details are only taken for future subscriptions and your card will not be charged for the free trial month. If you would like to cease using [pharmalearn.ie](http://pharmalearn.ie) before the regular subscription commences you can easily cancel your subscription in the “my account section”. See page 19 of this user manual for more information.

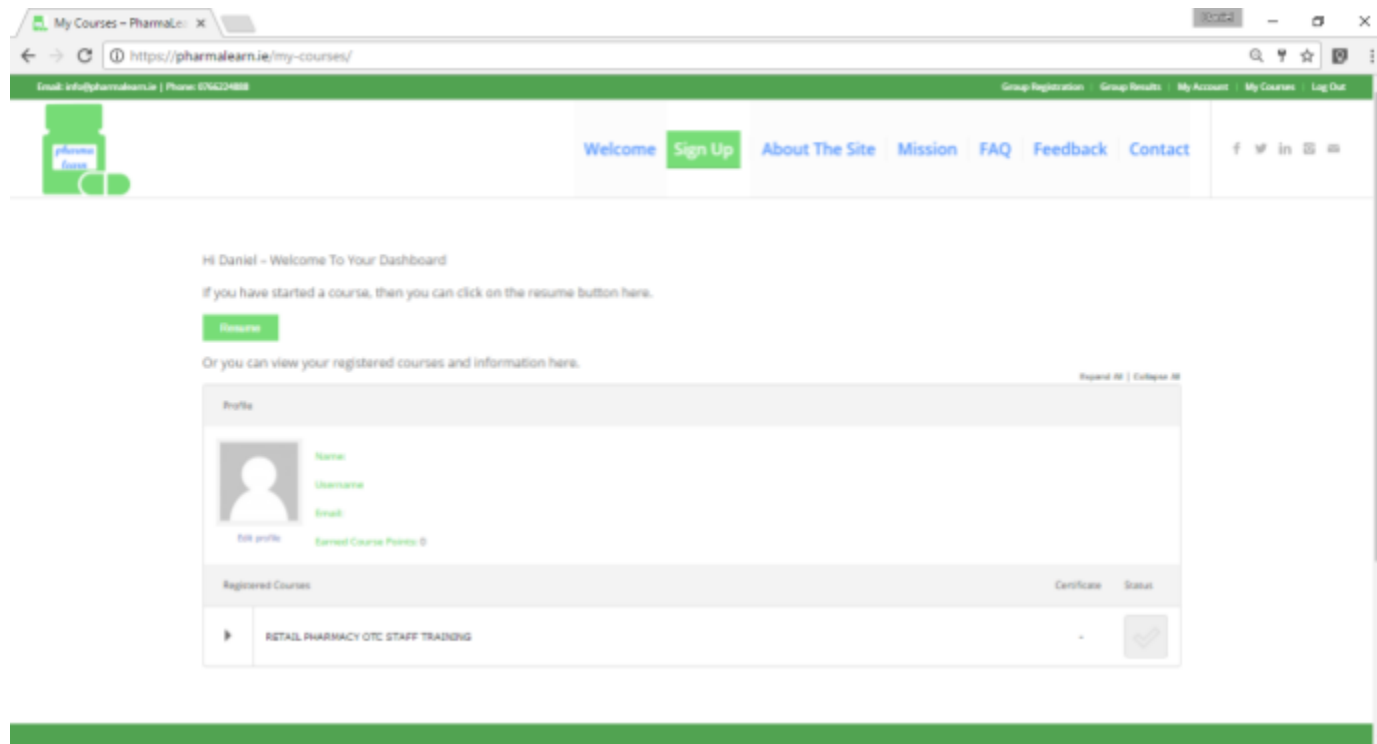


# Please Use The Following Steps to Sign Up Your OTC Staff Members to the Site

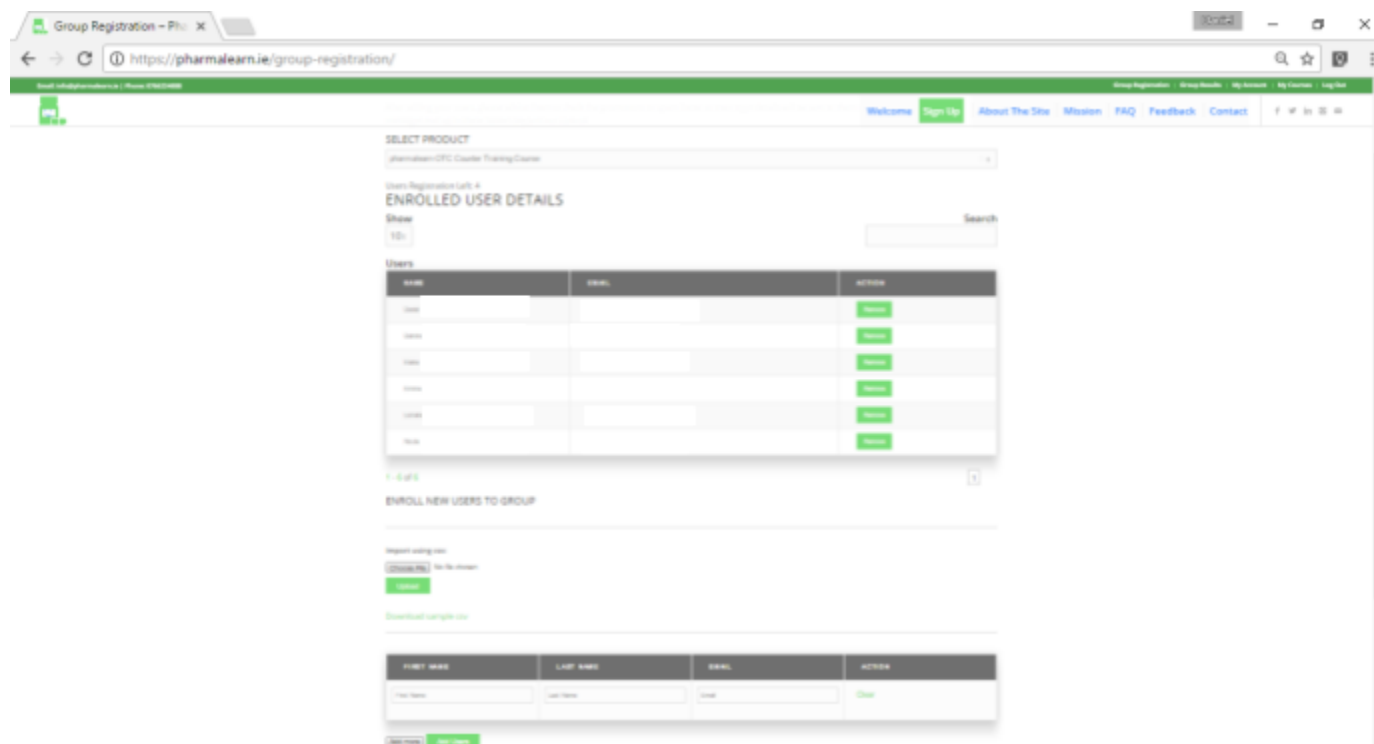


In the top right hand corner click on “Log In”

You will then be brought to this page. Log in using the details you created when you signed up. Your username is the email address you provided during the signup process. If you have forgotten your password or wish to change it. Simply click on the “Forgot Your Password?” link in green and follow the on screen prompts.



After signing in you will be brought to your profile page. In the top right hand corner you will see “Group Registration”. Click here to register your OTC staff for the website.

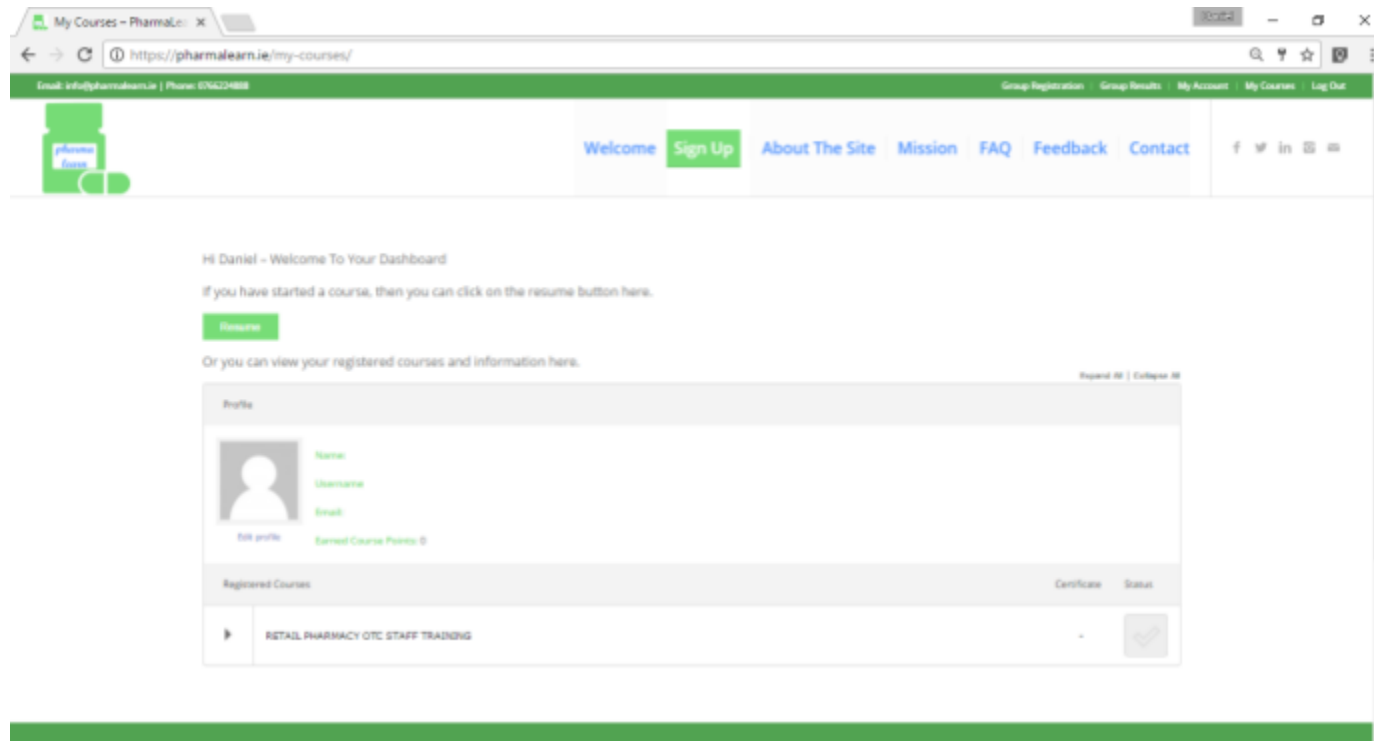


On this page you will see any users you have already enrolled (if previously done so). At the bottom of the page you will see an “Enroll new users to Group” section. Key in the staff member's First Name, Surname and email address and click on the green “add users” button when complete. You can also click the “Add More” button if you wish to add more staff members. The staff member will then be automatically sent a password for logging into the website. Their username is their email address.

**IMPORTANT:** If the email does not appear in their inbox please advise them to check their SPAM folder for the email and remove the email from their spam filter.

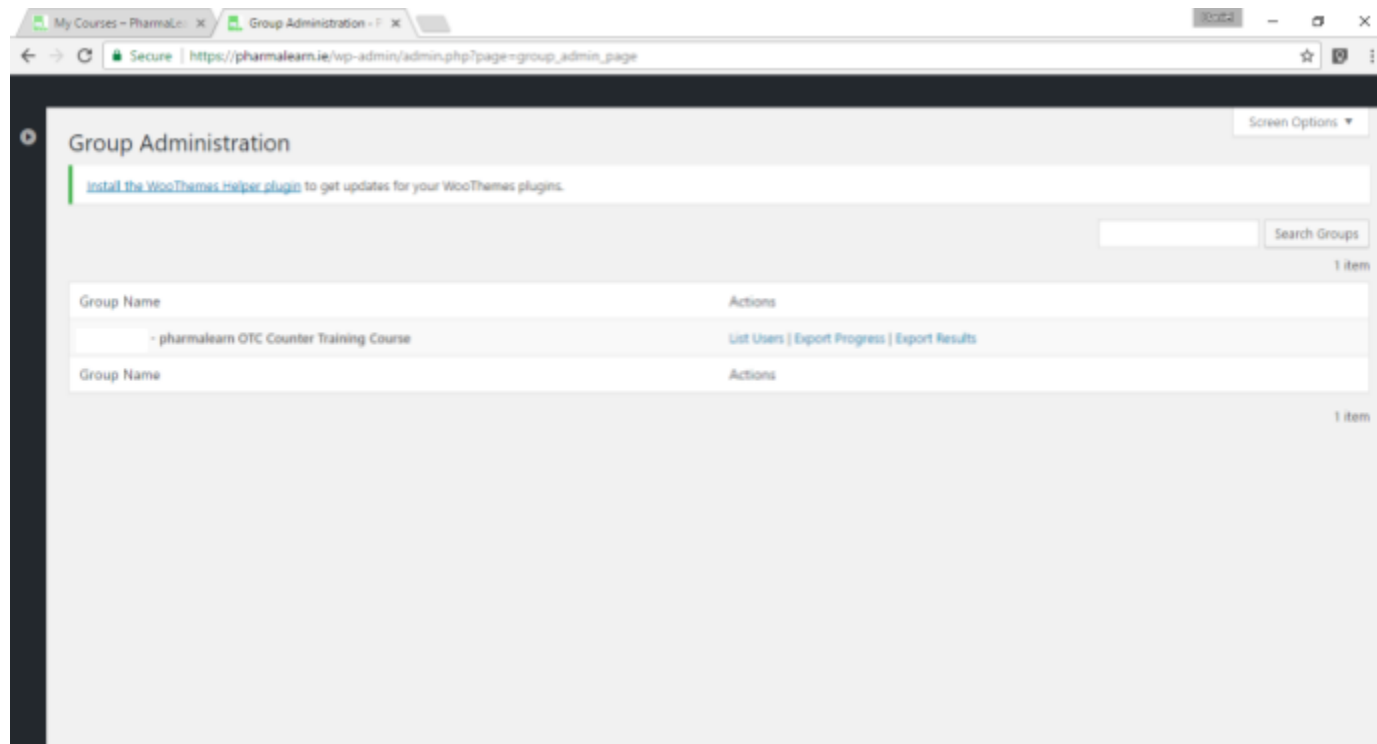
Each staff member will have their own personal login and password for confidentiality and security.

## How to Check My Staff Progress with the Online Course?



The screenshot shows a web browser window with the URL <https://pharmalearn.ie/my-courses/>. The page features a green header with navigation links: [Group Registration](#), [Group Results](#), [My Account](#), [My Courses](#), and [Log Out](#). Below the header, there is a navigation bar with links: [Welcome](#), [Sign Up](#), [About The Site](#), [Mission](#), [FAQ](#), [Feedback](#), and [Contact](#). The main content area displays a welcome message: "Hi Daniel - Welcome To Your Dashboard". It provides instructions on how to resume a course and view registered courses. A "Resume" button is visible. Below this, there is a "Profile" section with fields for Name, Username, Email, and Earned Course Points (0). A "Registered Courses" table is shown with one entry: "RETAIL PHARMACY OTC STAFF TRAINING". The table has columns for "Certificate" and "Status".

In the top right hand corner you will see a “Group Results” link. Click here and a new page will open in your web browser.



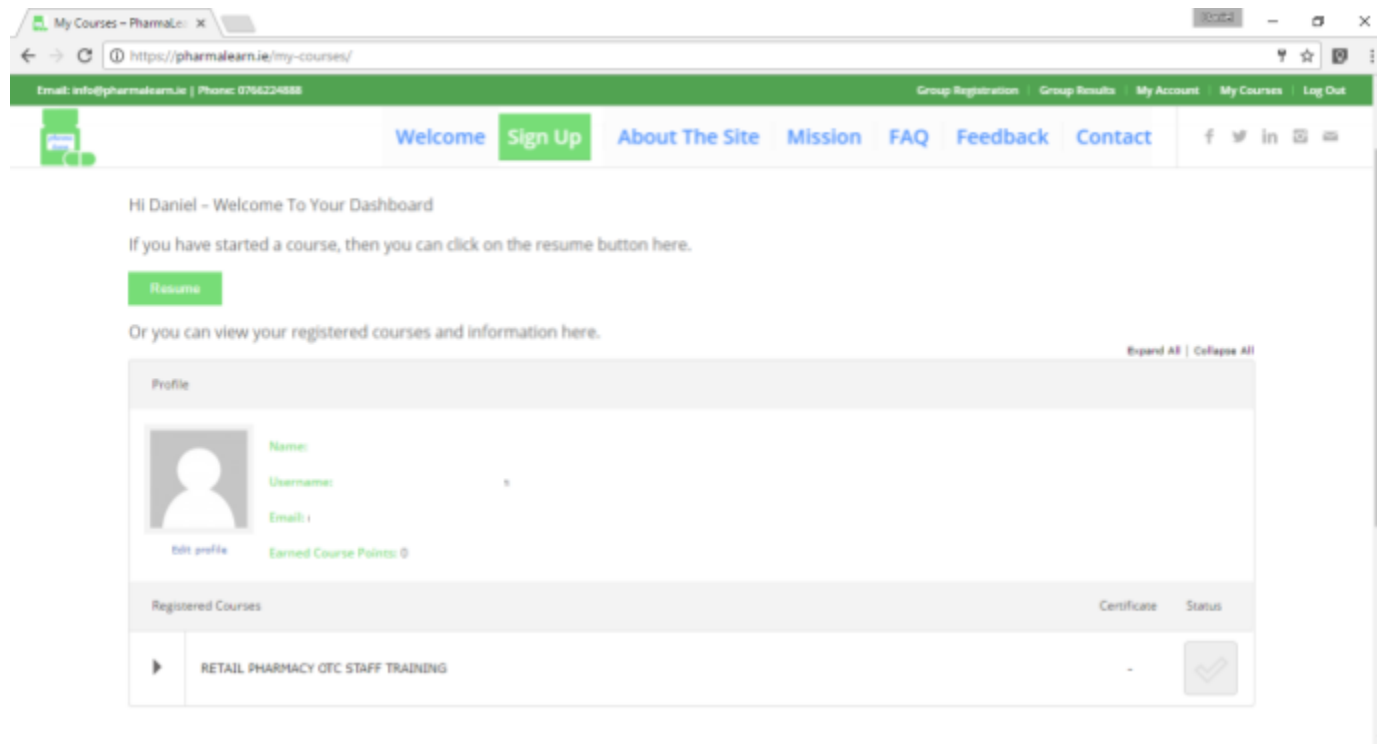
Click on “List Users” to see an individual list of each user. Click on “Export Results” to be issued with a Spreadsheet of your Staff results and tests attempted.

## **How Do Users Access The Course Content?**

In the top right hand corner click “Log In”

The Staff member will then sign into the above page using their username (Their Email Address) and their password that was issued to them via email during the group registration process.





They will then be brought to the above page. Beneath their profile segment they will see a “Registered Courses” section. Click on the “Retail Pharmacy OTC Staff Training” link to continue.

Retail Pharmacy OTC Staff Training

https://pharmalearn.ie/courses/retail-pharmacy-otc-staff-training/

Email: info@pharmalearn.ie | Phone: 0756224858

Group Registration | Group Results | My Account | My Courses | Log Out

Welcome **Sign Up** About The Site Mission FAQ Feedback Contact

**RETAIL PHARMACY OTC STAFF TRAINING**

**COURSE STATUS:** In Progress

Online outsourced training for over the counter staff members of retail pharmacies to keep knowledge up to date regarding medicines, medical conditions and good professional practice.

**COURSE CONTENT** [Expand All](#) [Collapse All](#)

Lessons	Status
1 JANUARY: SMOKING CESSATION & WEIGHT LOSS AVAILABLE ON: JANUARY 1, 2018 12:00 AM	
2 FEBRUARY: PAIN CONTROL / ANALGESIC MEDICINES	

**COURSE PROGRESS**

**COURSE NAVIGATION**

- ▶ January: Smoking Cessation & Weight Loss
- ▶ February: Pain Control / Analgesic Medicines
- ▶ March: Skin, Scalp & Hair Conditions
- ▶ April: Eyes, Ears & Nose Conditions
- ▶ May: Allergies & Sunburn
- ▶ June: OTC Medicines & Pregnancy
- ▶ July: WHAM Questioning Technique
- ▶ August: Coughs & Colds
- ▶ September: Dental Conditions
- ▶ October: Vitamins & Minerals
- ▶ November: Customer Service
- ▶ December: Gastro-Intestinal Problems

**YOUR CERTIFICATES**

June Certificate

They will be then brought to the above page which is an overview of the monthly modules. The right hand side panel enables quick access to each month. Bear in mind that each month is only released and accessible during its assigned month.

Retail Pharmacy OTC Staff Training

https://pharmalearn.ie/courses/retail-pharmacy-otc-staff-training/

Email: info@pharmalearn.ie | Phone: 0766224858

Group Registration | Group Results | My Account | My Courses | Log Out

Welcome Sign Up About The Site Mission FAQ Feedback Contact

1	JANUARY: SMOKING CESSATION & WEIGHT LOSS	AVAILABLE ON: JANUARY 1, 2018 12:00 AM	
2	FEBRUARY: PAIN CONTROL / ANALGESIC MEDICINES	AVAILABLE ON: FEBRUARY 1, 2018 12:00 AM	
3	MARCH: SKIN, SCALP & HAIR CONDITIONS	AVAILABLE ON: MARCH 1, 2018 12:00 AM	
4	APRIL: EYES, EARS & NOSE CONDITIONS	AVAILABLE ON: APRIL 1, 2018 12:00 AM	
5	MAY: ALLERGIES & SUNBURN		
6	JUNE: OTC MEDICINES & PREGNANCY		
7	JULY: WWHAM QUESTIONING TECHNIQUE	AVAILABLE ON: JULY 1, 2017 12:00 AM	
8	AUGUST: COUGHS & COLDS	AVAILABLE ON: AUGUST 1, 2017 12:00 AM	
9	SEPTEMBER: DENTAL CONDITIONS	AVAILABLE ON: SEPTEMBER 1, 2017 12:00 AM	
10	OCTOBER: VITAMINS & MINERALS	AVAILABLE ON: OCTOBER 1, 2017 12:00 AM	

YOUR CERTIFICATES

- June Certificate
- May Certificate
- May Certificate

A green tickbox next to the assigned month indicates that the material and assessment has been completed for that particular month. Also note that the users certificates are available for viewing and printing in the right hand side of the page. Just click on the respective link to access the required certificate.

## How To Change My Method Of Payment or Cancel My Subscription

The screenshot shows the 'My Account' page of the PharmaLearn website. At the top, there is a green header bar with contact information on the left and navigation links on the right. Below the header, the main content area is divided into a left sidebar with a menu and a main content area with a welcome message and a list of account management options.

Email: info@pharmalearn.ie | Phone: 0766224888

Group Registration | Group Results | My Account | My Courses | Log Out

pharma learn

Welcome Sign Up About The Site Mission FAQ Feedback Contact

f t in i e

Dashboard

Orders

Subscriptions

Downloads

Addresses

Payment methods

Account details


Logout

Hello | (Log out)

From your account dashboard you can view your recent orders, manage your shipping and billing addresses and edit your password and account details.

In the top right hand corner click on “my account” and you will be brought to the above page.

Email: info@pharmalearn.ie | Phone: 0766224888 Group Registration | Group Results | My Account | My Courses | Log Out



[Welcome](#)
[Sign Up](#)
[About The Site](#)
[Mission](#)
[FAQ](#)
[Feedback](#)
[Contact](#)

[f](#)
[t](#)
[in](#)
[ig](#)
[m](#)

- [Dashboard](#)
- [Orders](#)
- [Subscriptions](#)
- [Downloads](#)
- [Addresses](#)
- [Payment methods](#)
- [Account details](#)
- [Logout](#)

SUBSCRIPTION	STATUS	NEXT PAYMENT	TOTAL	
	Active	August 17, 2017 <small>Via Visa card ending in</small>	€50.00 / month	<a href="#">View</a>

Click on subscriptions to view or modify your active subscriptions. You should then see the above page. Click on the green “View” button to expand on your subscription settings.



- [Dashboard](#)
- [Orders](#)
- [Subscriptions](#)
- [Downloads](#)
- [Addresses](#)
- [Payment methods](#)
- [Account details](#)
- [Logout](#)

Status	Active
Start Date	June 13, 2017
Last Order Date	July 17, 2017
Next Payment Date	August 17, 2017
Actions	<a href="#">Cancel</a> <a href="#">Change Payment</a>

### SUBSCRIPTION TOTALS

PRODUCT	TOTAL
pharmalearn OTC Counter Training Course x 5 Group Registration: ON	€50.00 / month
<b>SUBTOTAL:</b>	<b>€50.00</b>

If you would like to modify your subscription payment method click on the green “Change Payment Button”. If you would like to cancel your current subscription (Paid or Free Trial) click on the green “Cancel” button.

**I have queries that are not covered by this user manual. How can I get assistance?**

Please contact the pharmalearn.ie team via email at [info@pharmalearn.ie](mailto:info@pharmalearn.ie) where we will endeavour to respond to your query as quickly and efficiently as possible.

