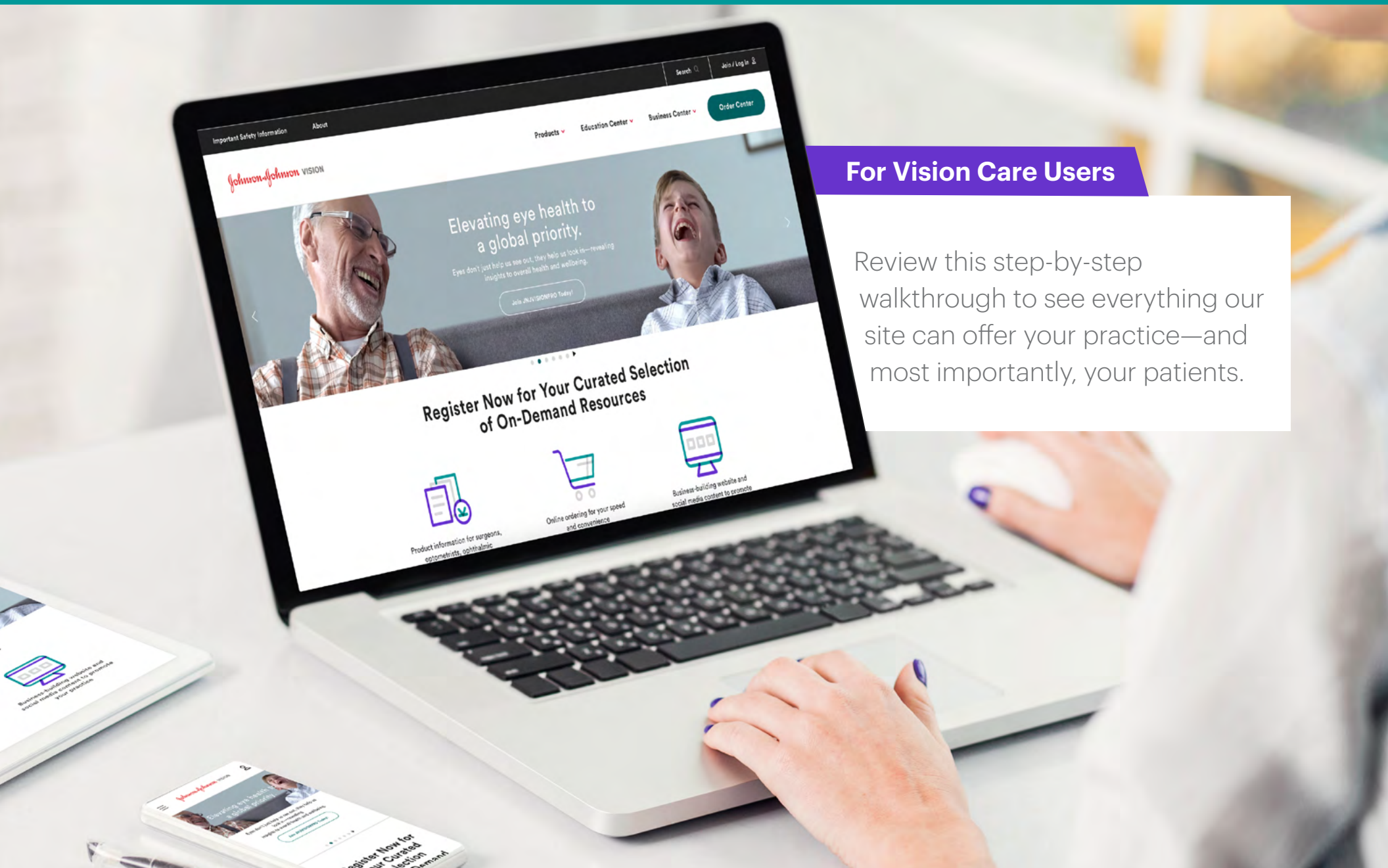


Welcome to the **Johnson & Johnson Vision Pro** User Guide

For Vision Care Users

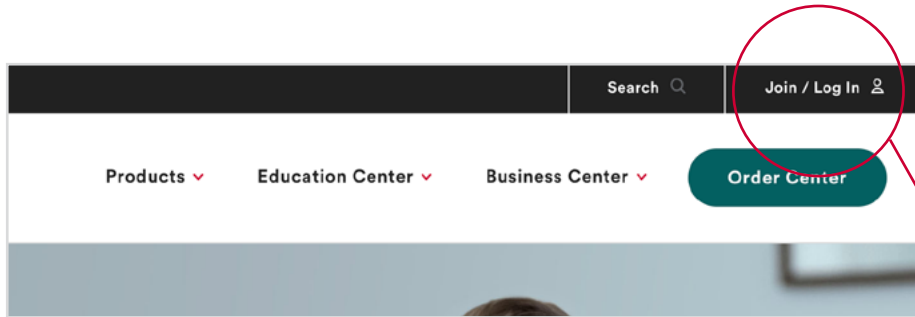
Review this step-by-step walkthrough to see everything our site can offer your practice—and most importantly, your patients.



What's inside this guide?

Create a Profile/Account	3-5
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Linking Your Practice	7-8
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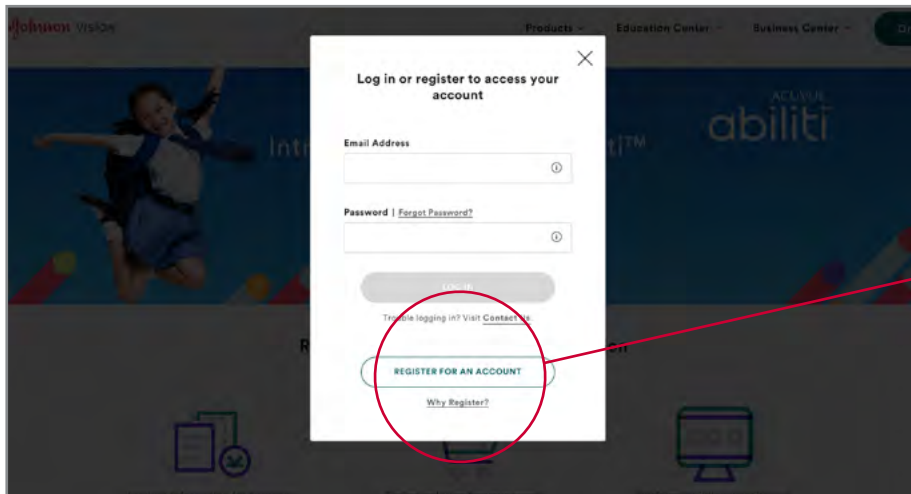
Create a Profile/Account



Let's begin with creating (i.e., registering) your personal profile that will act as your personal account.

Whether you're an eye care professional or a member of the office staff, you will want to register yourself so we know who you are at login and can offer you content that applies to you and your role. This account allows you to access our professional and patient resources, expand your education, order products, and/or download materials to help promote your practice. Follow the instructions below to register your profile (account):

- Click **"Join/Log In"** in the upper right corner of the homepage to begin the process.
- Click on **"REGISTER FOR AN ACCOUNT"** at the bottom of the pop-up.



Create a Profile/Account (cont'd)

Important Safety Information About

Search Join / Log In

Products Education Center Business Center Order Center

Register for JNJVISIONPRO

By registering you'll get access to a variety of tools and resources, all in one place: online catalog, online learning and research, and resources for you and your patients.

Step 1 of 3

Practice/Business Information

* Required Field

* Tell us the main focus of your practice/business so we can ensure that the resources and tools you'll have access to are relevant, informative and helpful.

☒ Vision Care: We primarily provide optical vision care.

☐ Surgical Vision: We primarily provide surgical vision.

☐ Binocular Vision & Vision Care: We provide both medical vision care and surgical vision.

Next

Select the type of care you provide.

Choose Vision Care. *Creating a Surgical Vision or dual profile? Please be sure to view our Surgical Vision User Guide to follow a different set of instructions for registration.*

Enter information to establish your profile (account).

This information, which includes your name and email address, will always be the information that represents YOU.

Choose your password. NOTE: Your password must be between 8–15 characters, including one digit, one upper-, and one lowercase letter.

Tell Us About Yourself

* Required Field

Title

* First Name

* Last Name

* Email Address

* Date of Birth

* Your Role

☐ Optician ☐ Technician

☐ Administrative ☐ Optometrist (OD)

☐ Ophthalmologist (MD) ☐ Student

☐ Other

By submitting my information, I agree that Johnson & Johnson Vision Care, Inc. and Johnson & Johnson Surgical Vision, Inc. may use my personal information to register me for JNJVISIONPRO. I understand my personal information will be governed by the [Privacy Policy](#).

Next

Password

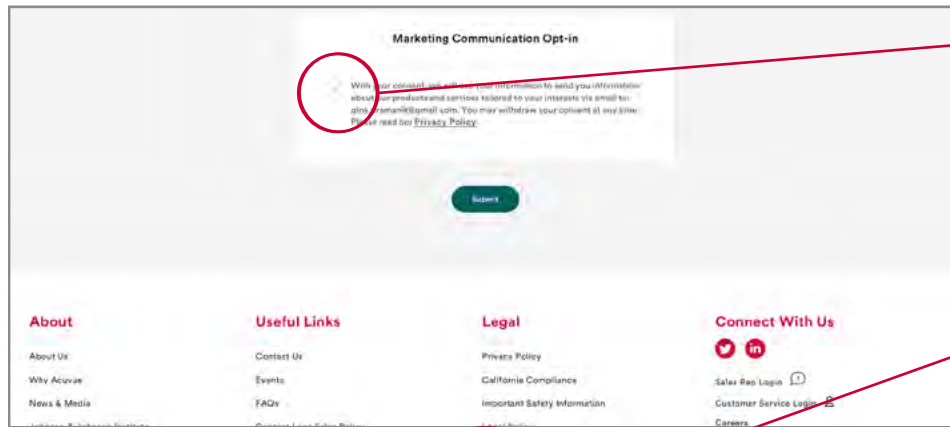
* Password

The password must be between 8 and 15 characters, including at least one digit, one upper and one lower case letter.

* Repeat Password

Next

Create a Profile/Account (cont'd)



Marketing Communication Opt-in

☒ With your consent, we will use your information to send you occasional alerts for promotional services tailored to your interests via email to: link@stanfordjmi.com. You may withdraw your opt-in at any time. Please read our [Privacy Policy](#).

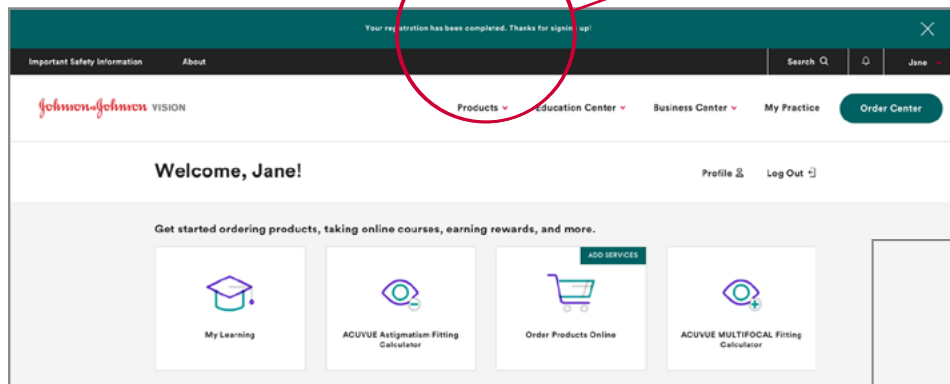
Submit

About
About Us
Why Acuvue
News & Media

Useful Links
Contact Us
Events
FAQs

Legal
Privacy Policy
California Compliance
Important Safety Information

Connect With Us
Sales Rep Login
Customer Service Login
Careers



Your registration has been completed. Thanks for signing up!

Important Safety Information About Search Jane

Johnson & Johnson VISION Products Education Center Business Center My Practice Order Center

Welcome, Jane! Profile Log Out

Get started ordering products, taking online courses, earning rewards, and more.

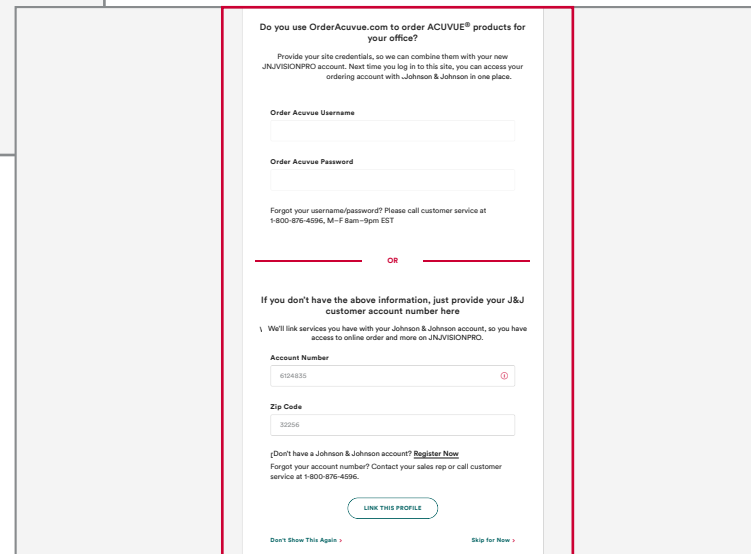
My Learning ACUVUE Astigmatism Fitting Calculator Order Products Online ACUVUE MULTIFOCAL Fitting Calculator

- **Check box** to opt-in to the marketing email and agree to the mandatory Terms of Use.

Why? Johnson & Johnson Vision offers a broad range of eye health solutions for everyone—products and services that help with protection and treatment. Your agreement allows us to email you from time to time about these opportunities.

- **Congratulations! You have completed your registration for your profile/account.** You should see a confirmation message in the green bar atop the next screen.

NOTE: If you're ready to start ordering Johnson & Johnson Vision products online, link your personal profile to your practice's Business Account. Enter your ACUVUE® Username and Password. Don't have those login credentials right now? Try entering your account number and zip code. Or, if you're not ready, skip this step.



Do you use OrderAcuvue.com to order ACUVUE® products for your office?

Provide your site credentials, so we can combine them with your new JNVISIONPRO account. Next time you log in to this site, you can access your ordering account with Johnson & Johnson in one place.

Order Acuvue Username
Order Acuvue Password

Forgot your username/password? Please call customer service at 1-800-876-4596, M-F 8am-9pm EST

OR

If you don't have the above information, just provide your J&J customer account number here

We'll link services you have with your Johnson & Johnson account, so you have access to online order and more on JNVISIONPRO.

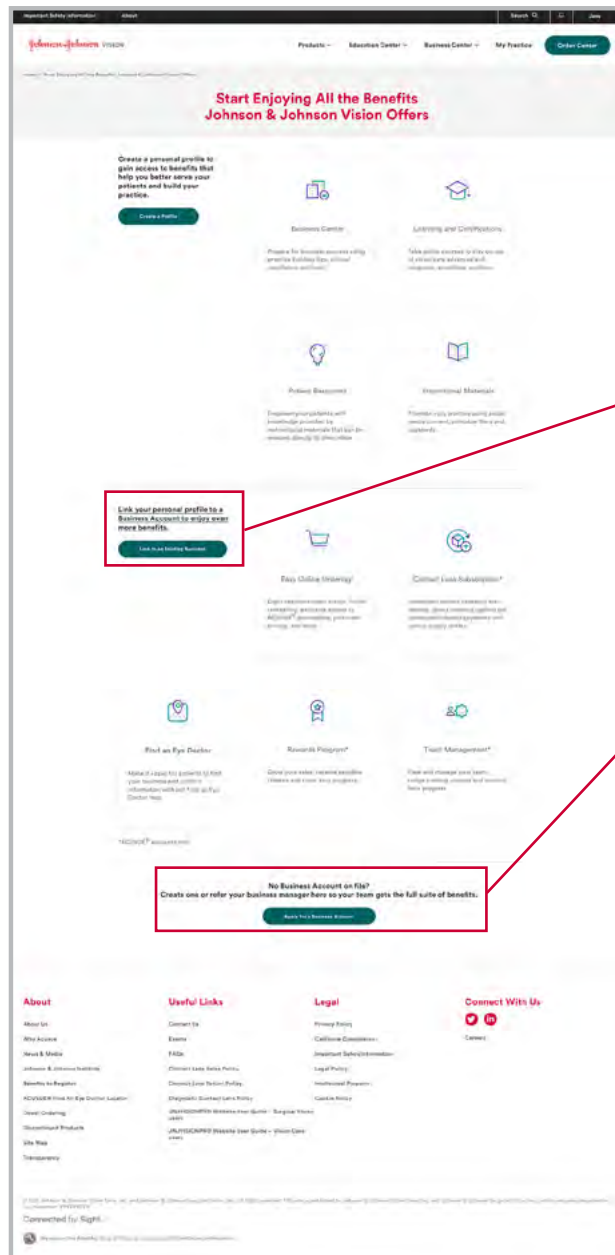
Account Number
Zip Code

(Don't have a Johnson & Johnson account? [Register Now](#))
Forgot your account number? Contact your sales rep or call customer service at 1-800-876-4596.

LINK THIS PROFILE

Don't Show This Again Skip for Now

Benefits of Linking



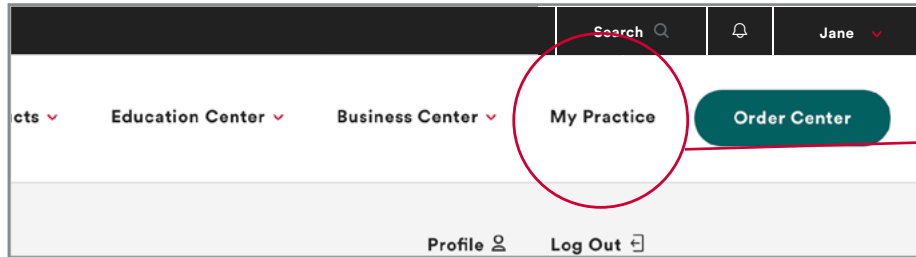
After you've created your personal profile (account), you may want to link it (i.e., connect) to your professional practice's Business Account in our system so you can take advantage of many benefits that can help you and the rest of your office staff.

If your practice has a Business Account registered with us, select **"Link to an existing business."**

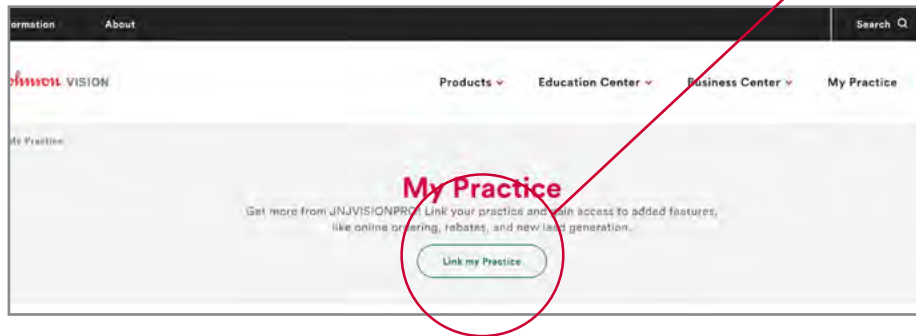
If your practice is not registered in our system, select **"Apply for a business account"** or direct your business manager to this page to apply.

Linking your personal profile with a Business Account gives you access to preferred pricing and product promotions, a rewards program, and a real-time inventory dashboard—which makes ordering products for all your offices efficient. You will also be able to list your practice on our locator directory.

Linking your Practice



Select **"My Practice"** in the upper right area of your dashboard. Then click the **"Link a New Practice"** button in the center of the screen.



Linking your Practice (cont'd)

Supply Your Johnson & Johnson Account Information

Search for an Existing Business Account

Account Number:

Business Account Number:

TEST ACCOUNTS

Do not have an Ordering Account?

Select a way to search for an existing business account and enter the corresponding information for your practice. When finished, click **“GO.”** When your practice appears, click **“LINK TO THIS BUSINESS”**. **NOTE:** If you don't have an ordering account, you may apply for one under **“Do not have an Ordering Account?”**

After selecting **“LINK TO THIS BUSINESS,”** you will see a confirmation message at the top of your screen.

Your account has been successfully linked. Now you can start enjoying all the benefits of Johnson & Johnson Vision has to offer.

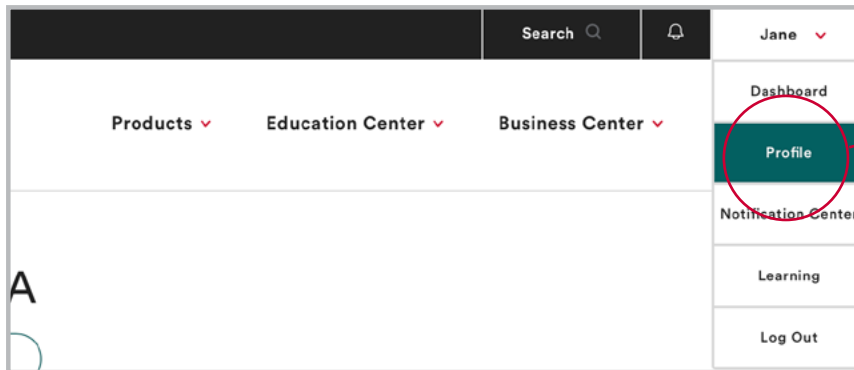
My Practice (1234567)

Overview Practice Details Find an Eye Doctor Map

Your account Admin:

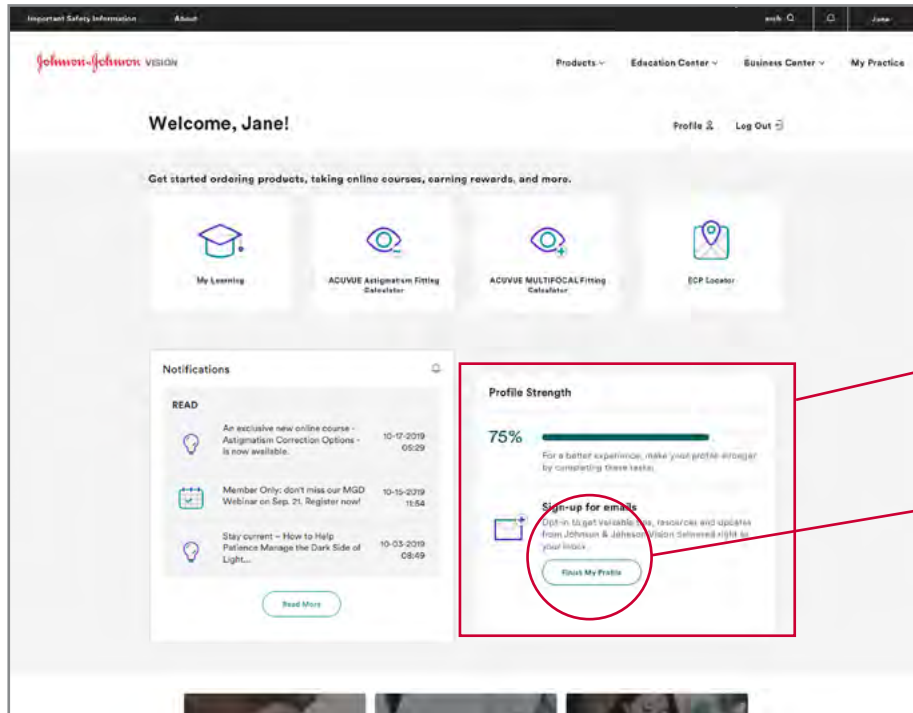
My Practice

Accessing Your Profile Information



Do you need to make changes to your personal profile? For example, a name change, a job title change, or to change your preferences for receiving marketing communications? Click on your name and the drop-down menu will appear. Select **Profile**.

Profile Completion/Profile Strength



From the dashboard, you can find:

- **Profile strength**

View the status of your profile completion. A complete profile will provide you with a better experience.

- **Profile completion**

To complete your profile, click **“Finish My Profile.”**

Profile Completion/Profile Strength (cont'd)

Johnson & Johnson VISION

Products ▾ Education Center ▾ Business Center ▾ My Practice ▾

Home / Profile

Profile

Personal Information
*Required Fields

With your consent, we will use the information you provide for your registration in accordance with our [Privacy Policy](#).

Title ▾

* First name

* Last name

* Date of Birth

* Email Address

* Your Role

<input type="radio"/> Optician	<input type="radio"/> Technician
<input checked="" type="radio"/> Administrative	<input type="radio"/> Otolaryngologist (OT)
<input type="radio"/> Ophthalmologist (MD)	<input type="radio"/> Student
<input type="radio"/> Doctor	

Not sure? [Look up your NPI](#)

Marketing Communication Opt-in

With your consent, we will use your information to send you information about our products and services tailored to your interests. We will not sell your information to any third party. You may withdraw your consent at any time. [Review our Privacy Policy](#)

☐ Yes, I want to receive marketing communications from Johnson & Johnson.

Could this be why your profile is not complete? Be sure to check this area so you can receive valuable updates.

When finished, click **“Update.”**

You should see a confirmation message in the green bar atop the next screen.

Johnson & Johnson VISION

Products ▾ Education Center ▾ Business Center ▾ My Practice ▾

Home / Profile

Profile

Personal Information
*Required Fields

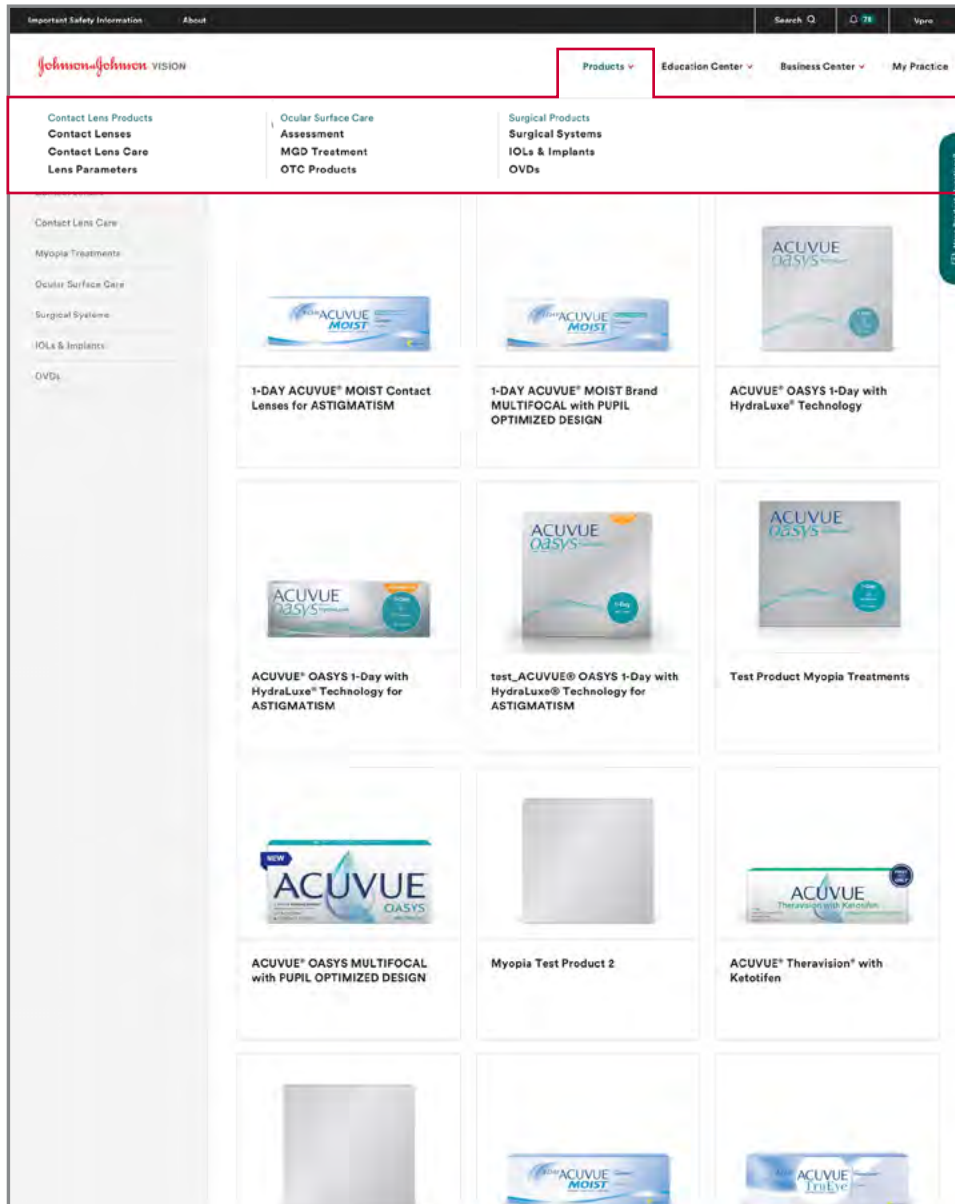
With your consent, we will use the information you provide for your registration in accordance with our [Privacy Policy](#).

Title ▾

* First name

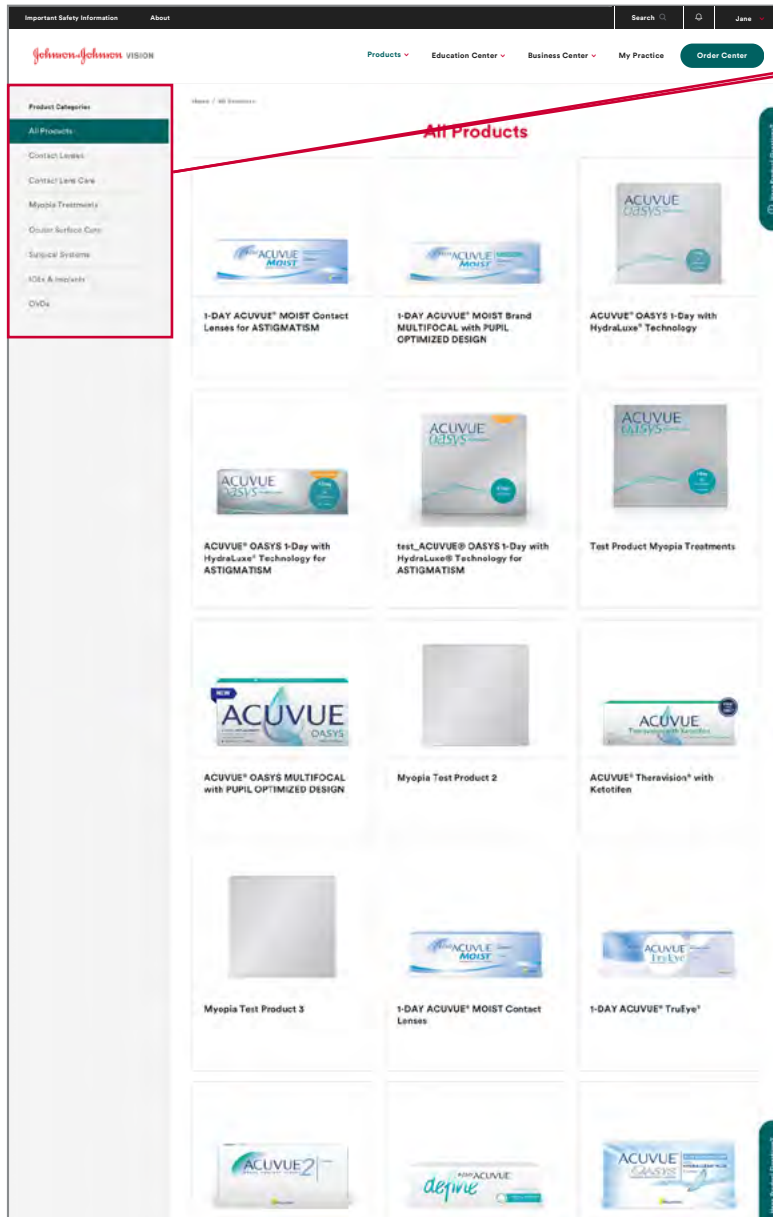
* Last name

Products



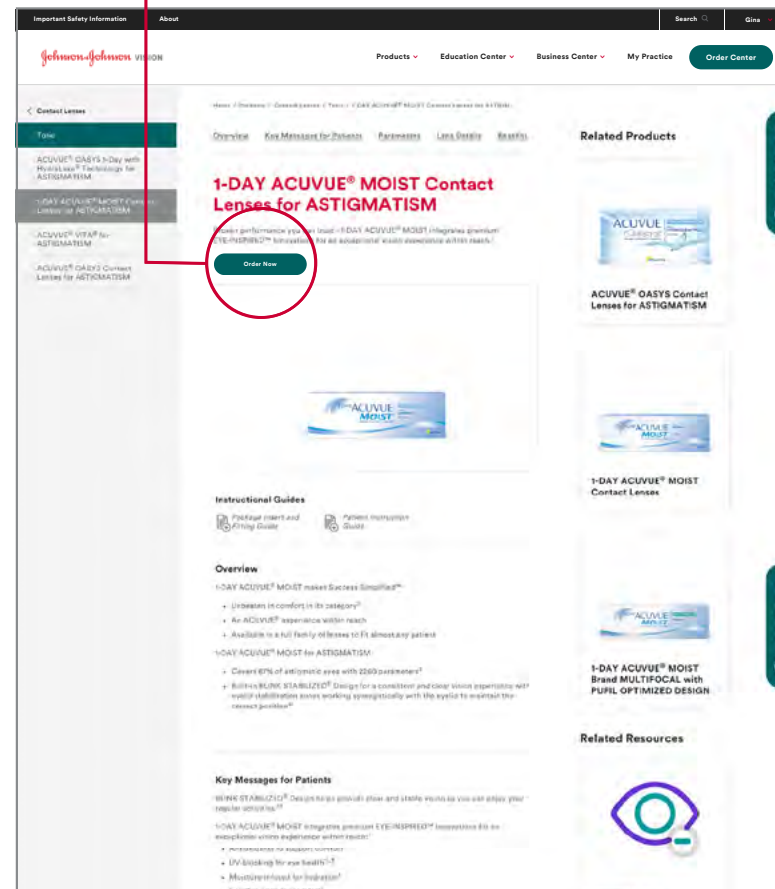
View the full catalog of Johnson & Johnson Vision Pro products by selecting **Products** from the main navigation bar at the top.

Products (cont'd)

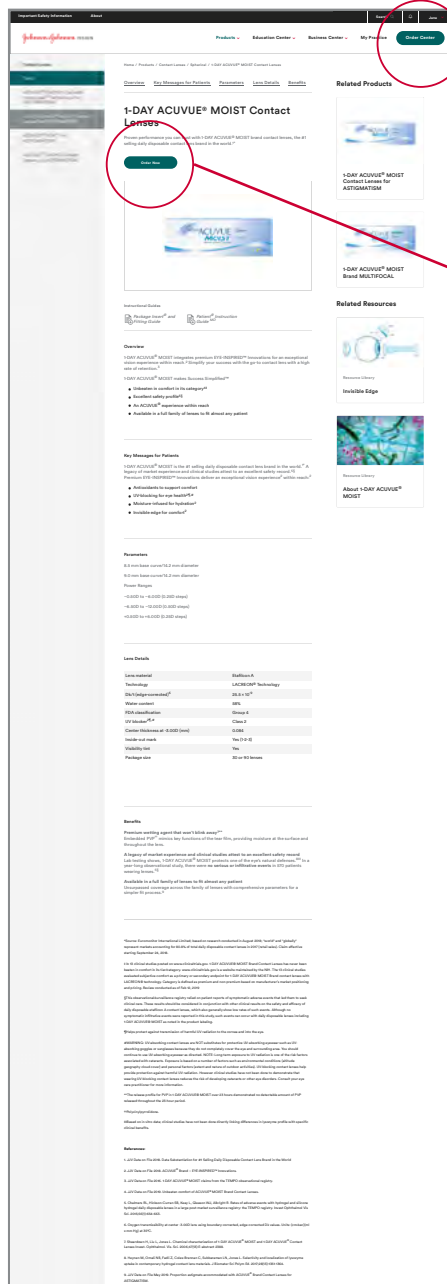


You can browse by **All Products** or select a product category.

Once you select a product of interest, you will be able to view product specifics and place an order by clicking **"Order Now."**



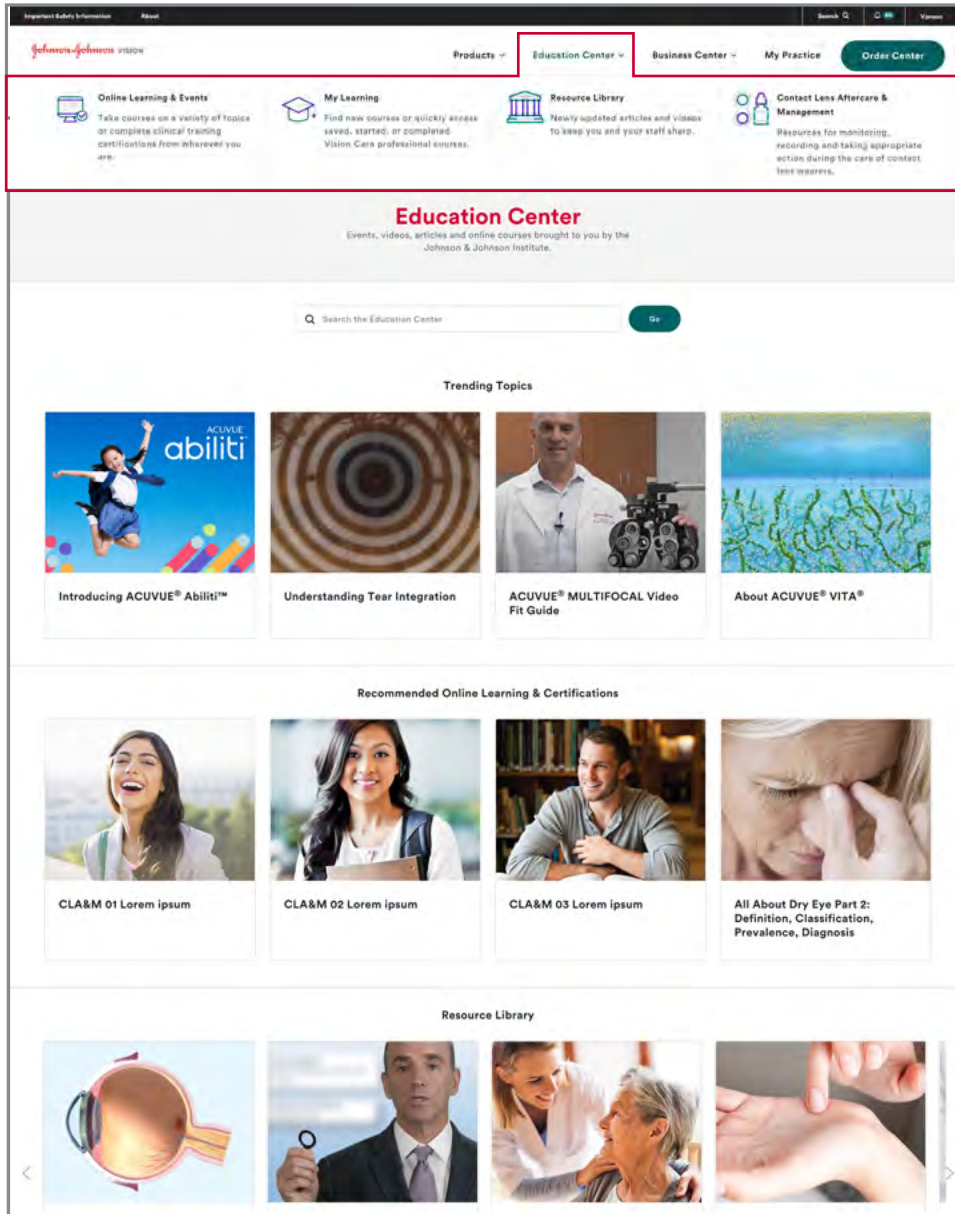
Ordering Products



You can order ACUVUE® products in two ways:

1. Click **“Order Center”** in the top right corner of the main navigation bar. This will take you to the Order Center homepage.
2. Click on the Products tab. After you’ve selected an individual product, click **“Order Now”** from that product page.

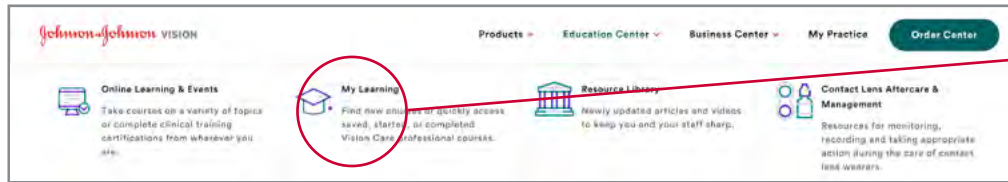
Education Center



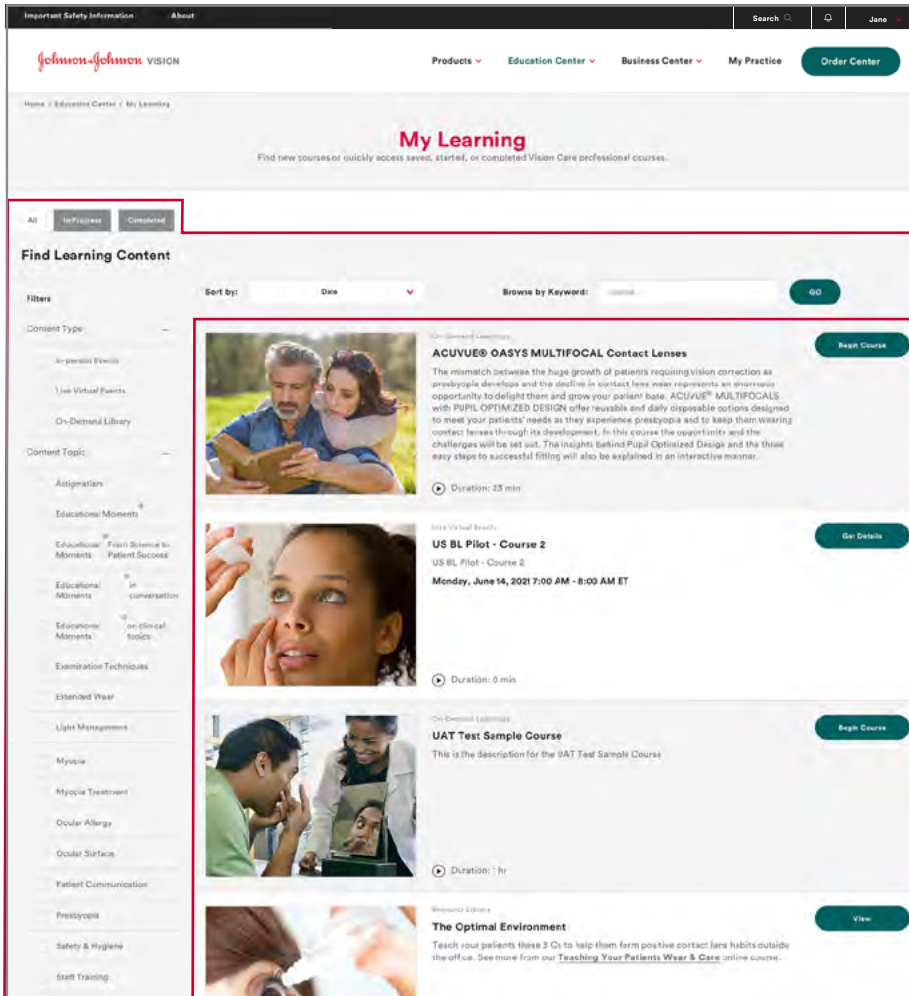
Select **Education Center** from the main navigation bar at the top to access resources like:

- Online Learning & Events
- My Learning
- Resource Library
- Contact Lens Aftercare & Management

My Learning



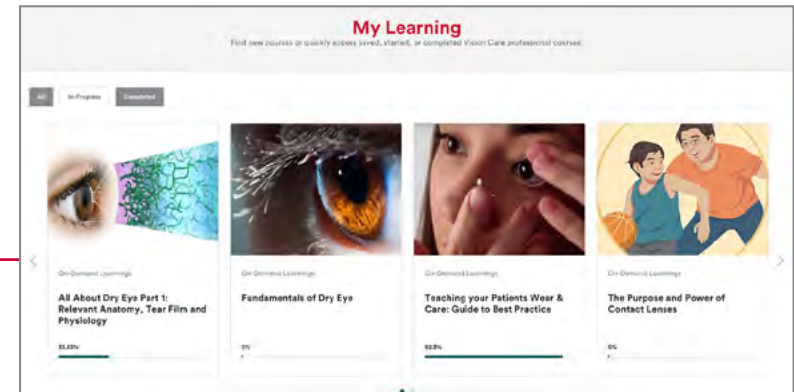
Find live events and new courses or quickly access saved, started, or completed Vision Care professional courses by selecting this content area.



Find the courses or events that interest you most by entering a keyword or using the filters to sort through topics. You can also view all in-progress and completed courses by selecting these tabs.

When you begin a course but do not finish, the course will appear under **"In-Progress"**.

Note: Surgical & Vision Care users have different experiences for digital education.

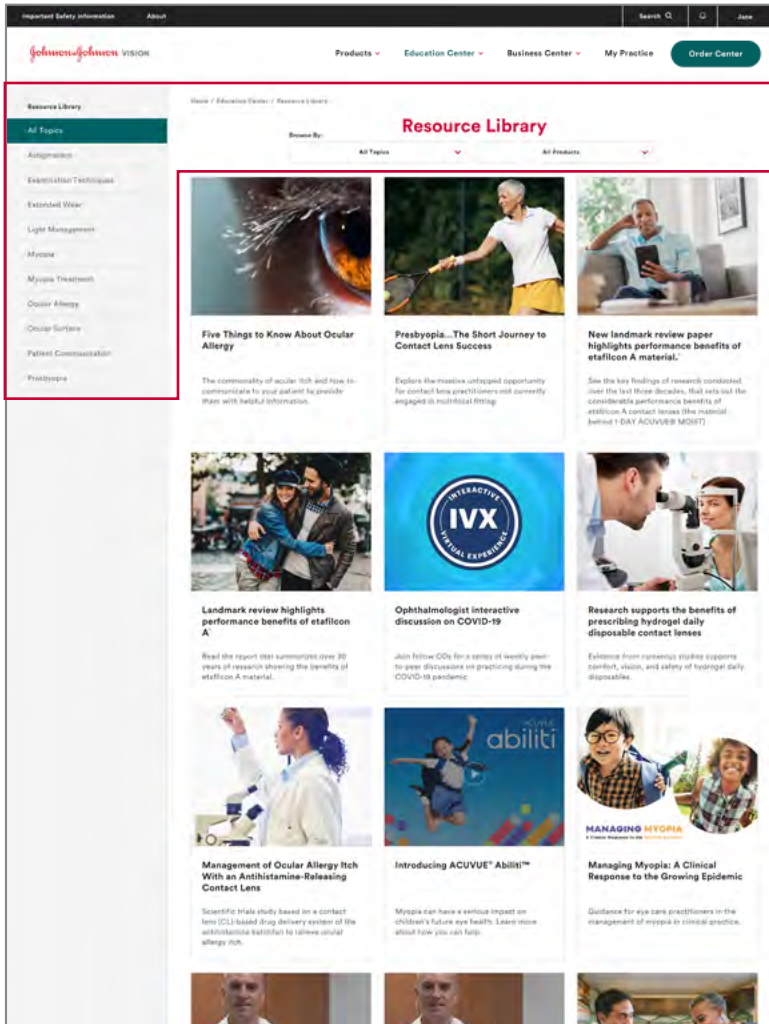


Resource Library



How much do you know about eye health, disease, and timely topics that affect patients of all ages? Select the **Resource Library**.

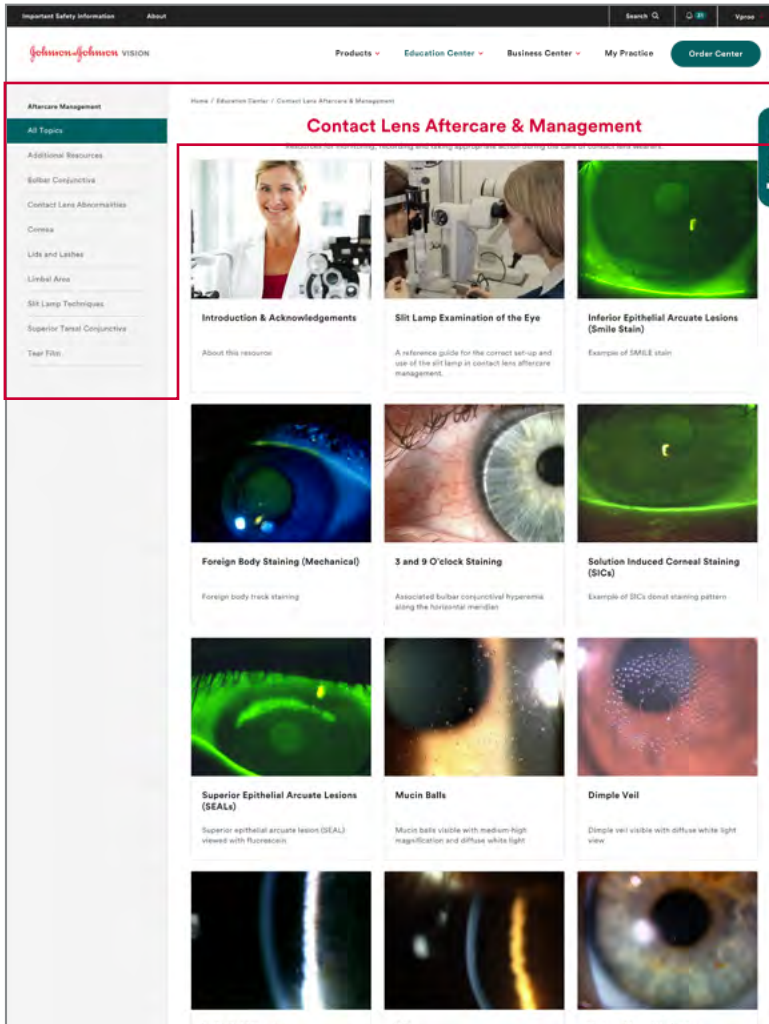
Use the topic selections to find specific resources that meet your needs.



Contact Lens Aftercare & Management

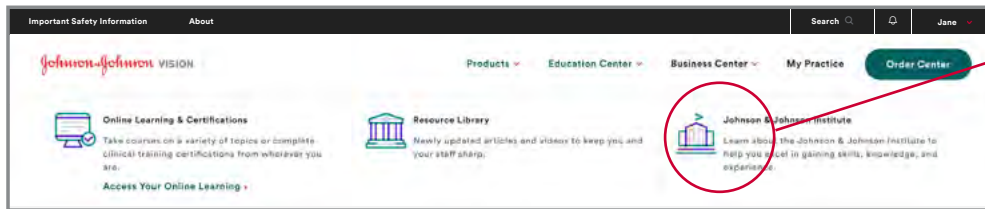


How do we care for our contact lens wearers?
Select **Contact Lens Aftercare & Management**.

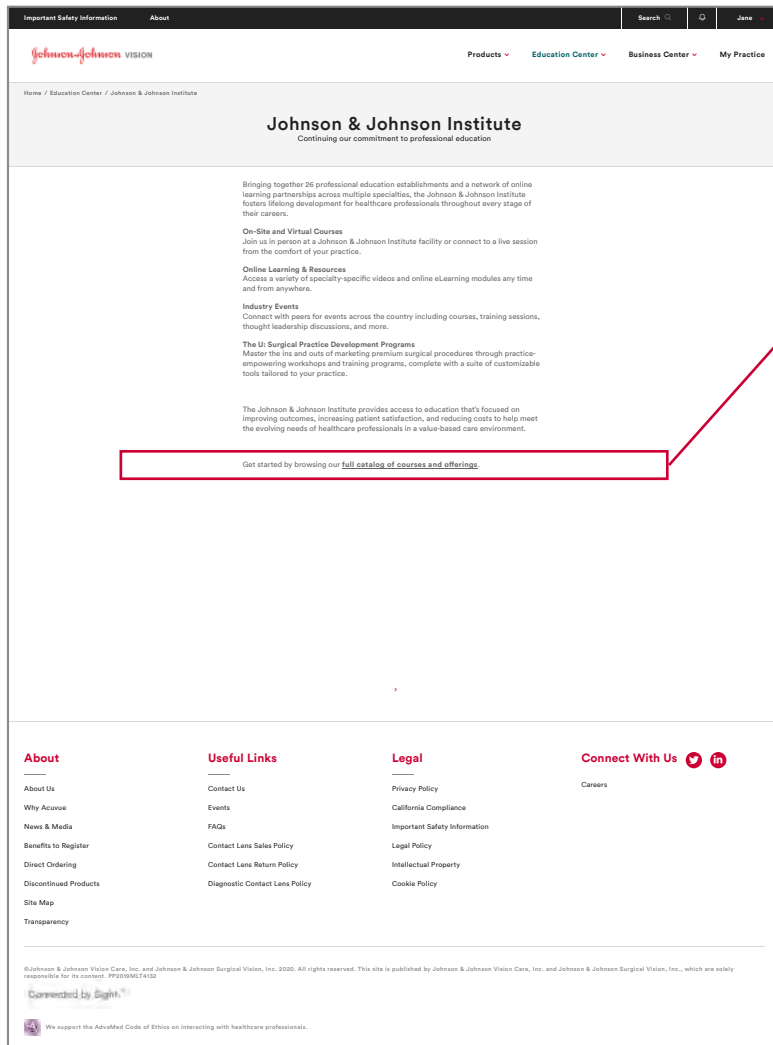


Use the topic selections to find specific resources that meet your needs.

Johnson & Johnson Institute



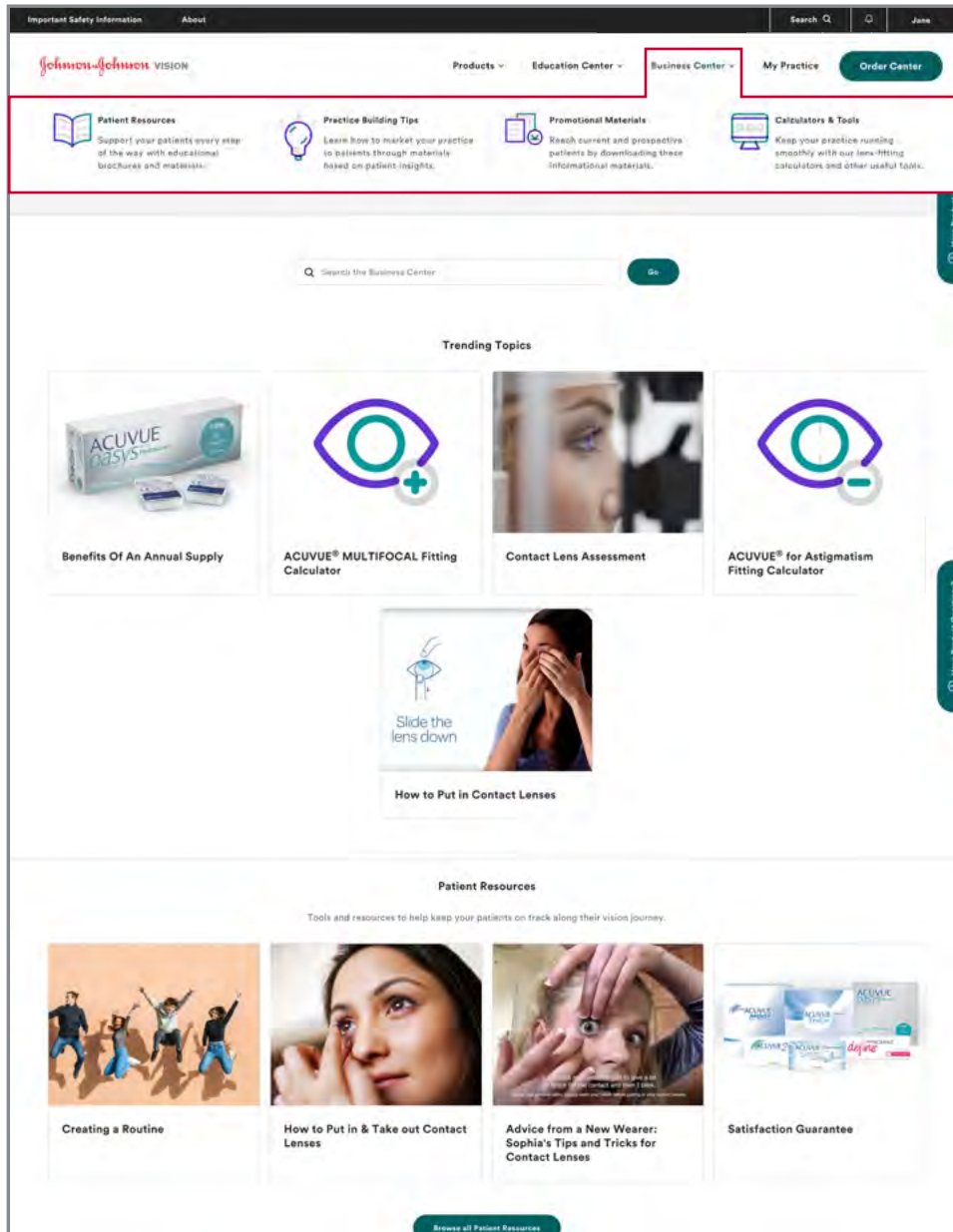
When you or your office staff need to access the latest medical news, educational information, clinical insights, or analytical perspectives, you can come to **JJI** for online learning, online programs, virtual events, etc.



To see what courses and offerings are available to you, **click the text link at the bottom of the page.**

NOTE: JJI is not in the Global Maser version of the site and only currently only available in the US and CA at this time.

Business Center



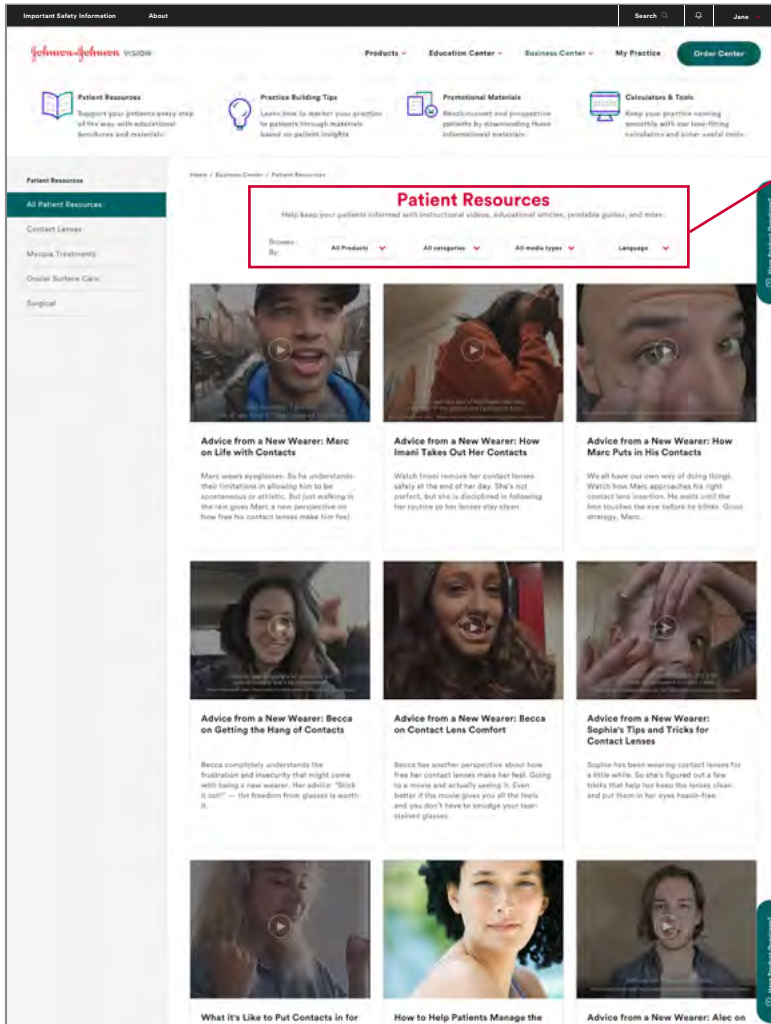
If you or your staff members need help communicating with patients on various eye health topics, like contact lenses, or you'd like to print your own resources or promo materials, select **Business Center** from the main navigation area up top. We can help your practice with:

- Patient Resources
- Practice Building Tips
- Promotional Materials
- Calculators & Tools

Patient Resources

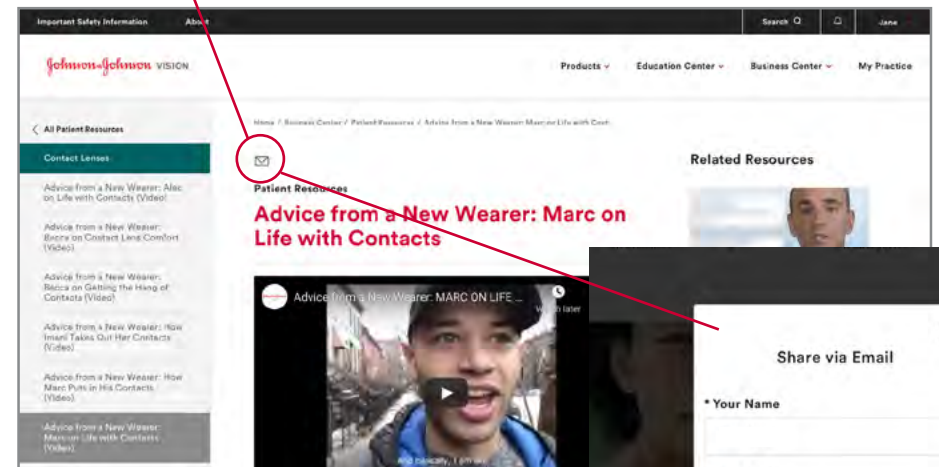


We can help you guide your patients. Choose **Patient Resources** in the **Business Center** area and browse through a catalog of instructional videos, product guides, etc.



Use the filter features to find specific resources that address your patients' needs.

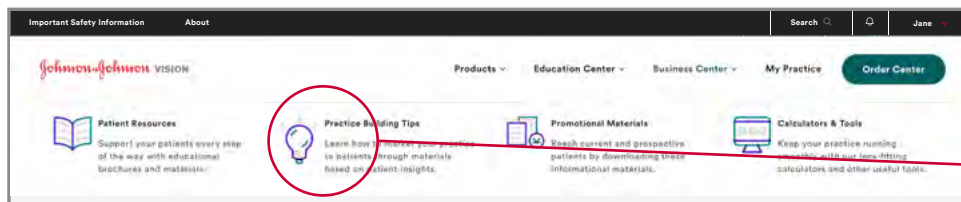
You can easily email an article directly to your patients by clicking on the envelope on an article page and then entering their information.



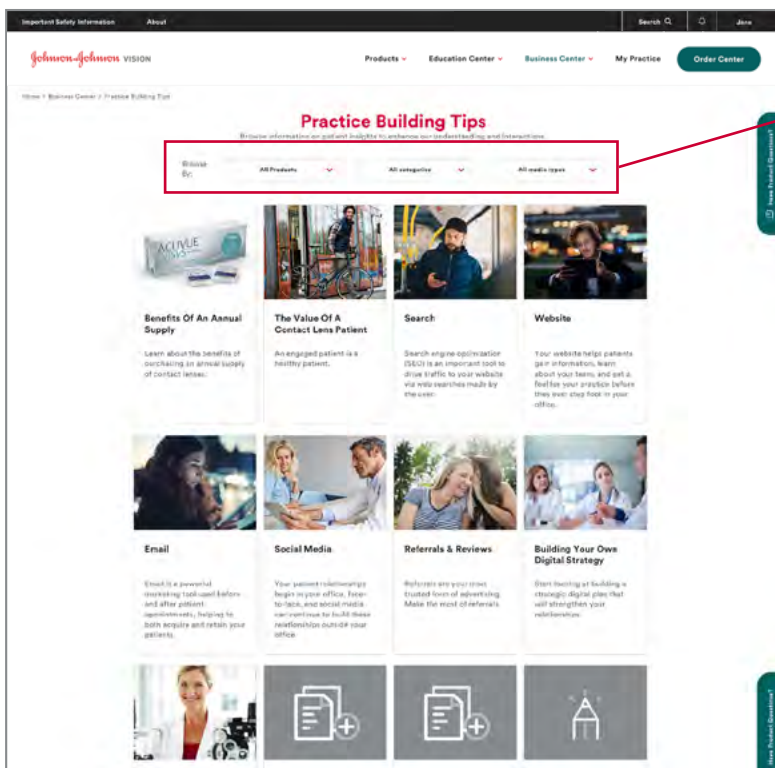
This screenshot shows the 'Share via Email' form. It includes fields for 'Your Name', 'Your Email', 'Recipient's Name', and 'Recipient's Email'. A red arrow points from the email icon in the previous screenshot to this form.

Practice Building Tips

We can help you build your practice by offering both physician and patient perspectives on subjects like using social media to drive business, patient preferred communication tactics, generating referrals, and more.

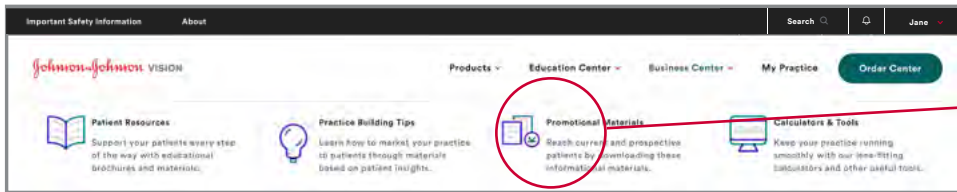


Choose **Practice Building Tips** from the **Business Center** area and browse through a catalog of topics or media.

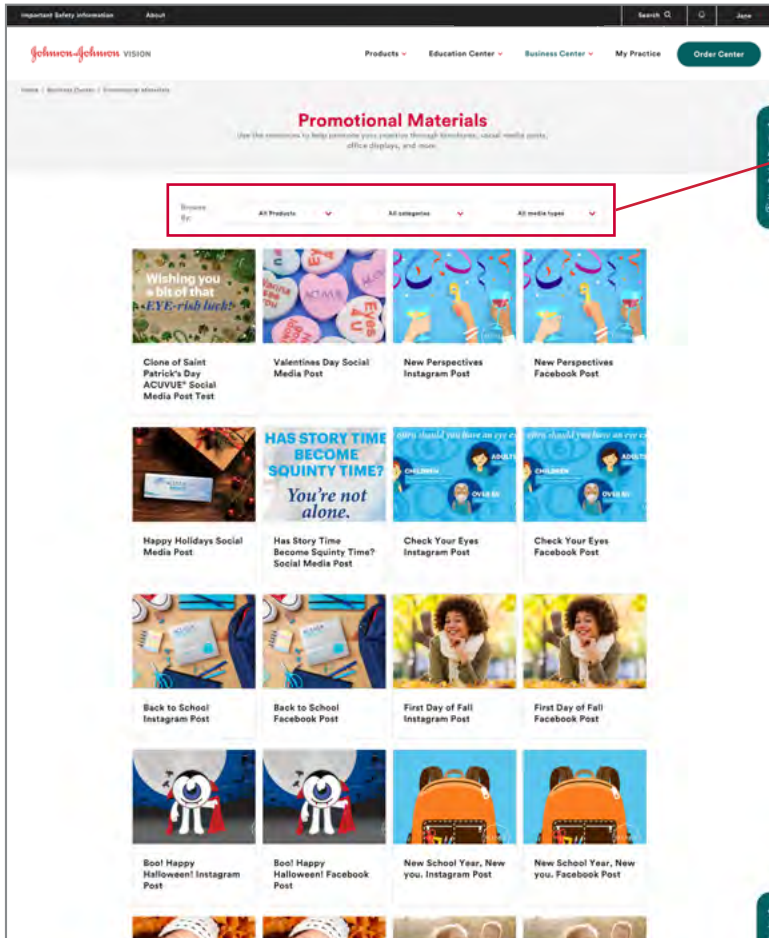


Use the filters to find specific tips.

Promotional Materials

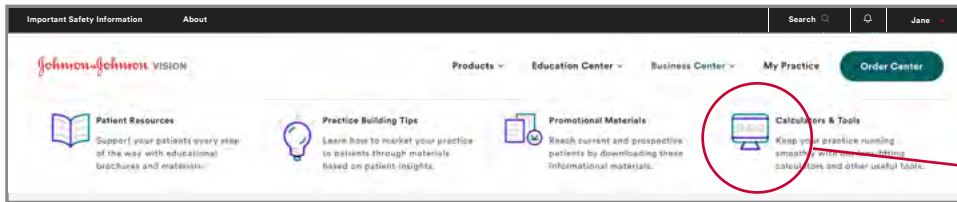


Download materials such as engaging images for use in social media posts, office displays or emails to patients. Choose **Promotional Materials** from the **Business Center** area and browse through a catalog of topics or media.

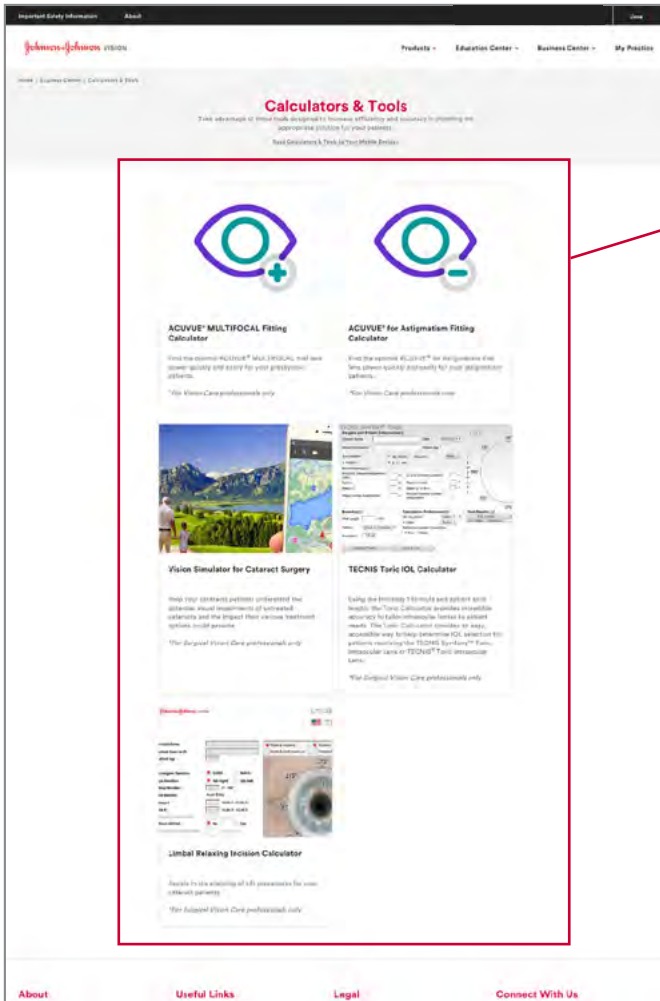


Use the filters to find specific materials to meet your office needs.

Calculators & Tools

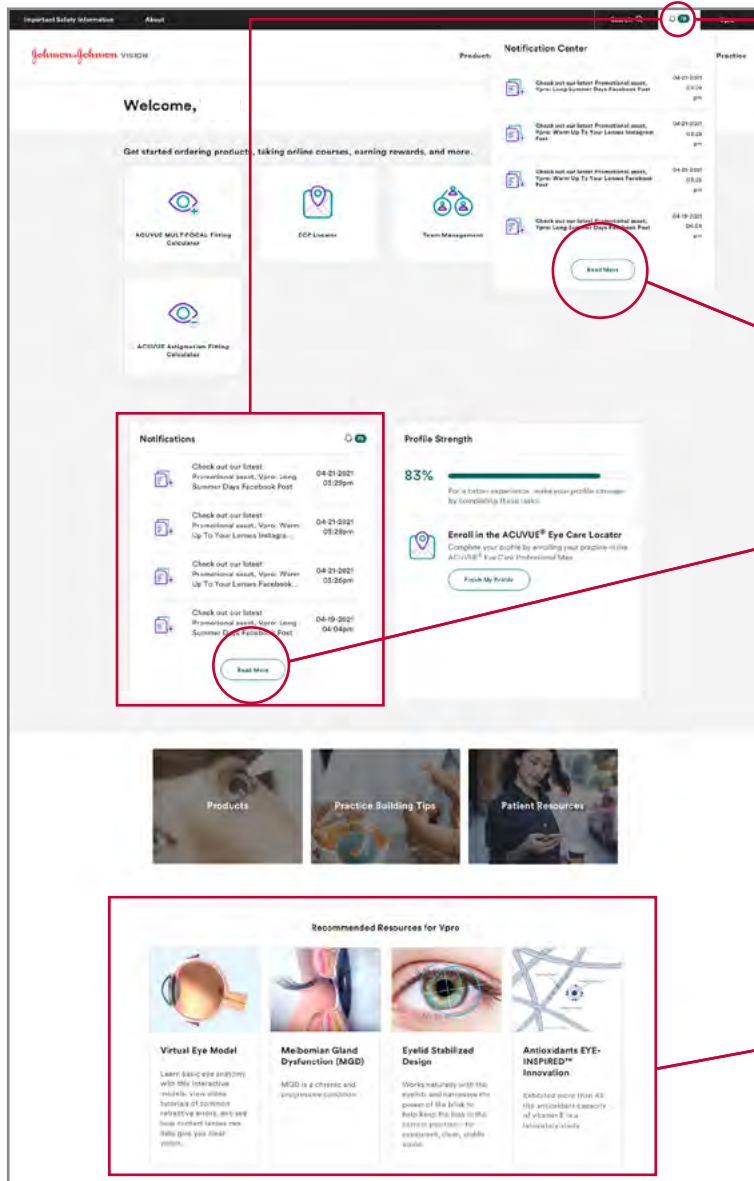


We know a busy office is an efficient office. Try using these lens-fitting calculators by choosing **Calculators & Tools** from the **Business Center** area.

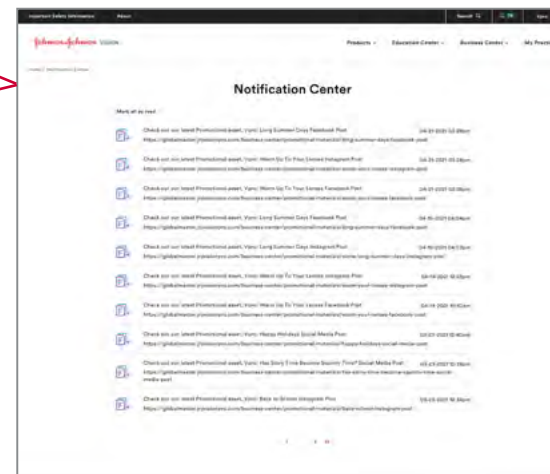


Here, you can access tools like the **ACUVUE® MULTIFOCAL Fitting Calculator**, which helps you find the right multifocal lenses for your presbyopic patients—quickly and easily.

Notifications & Recommended Resources

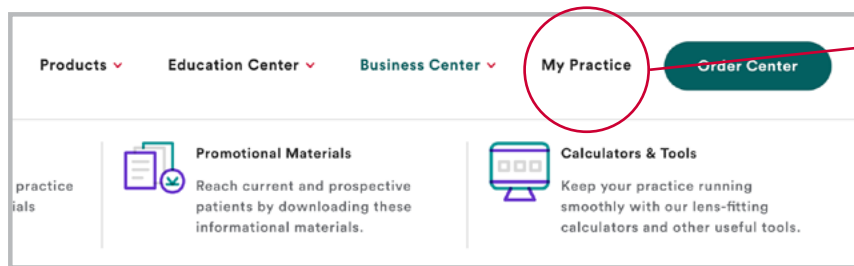


If we need your attention, we'll send you a notification. You can access your notifications by clicking on the bell icon in the utility navigation bar at the top of the page. If you then click **"Read More"** at the bottom of the drop down, you will be taken to the Notification Center. You can also access the Notification Center from the dashboard. Simply scroll down and click **"Read More"** in the Notifications box on the left-hand side.



We also like to make recommendations. Based on details you have provided in your profile and about your practice, including your ordering patterns, we will recommend resources (science or product information) that might interest staff or patients.

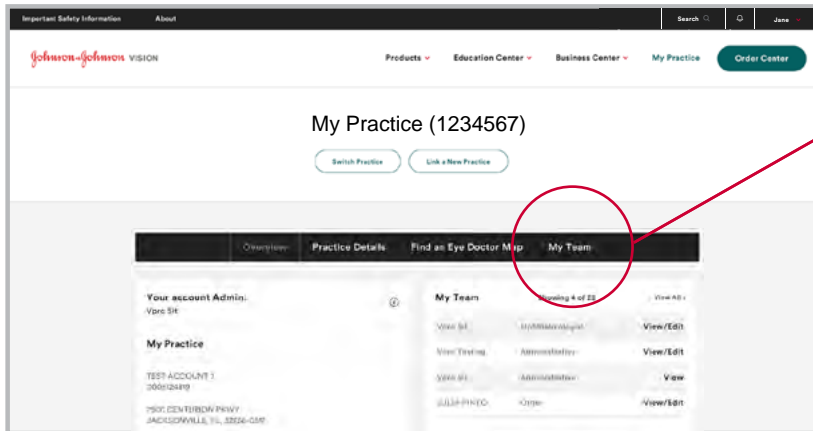
Manage Practice Details



Click on **“My Practice”** to manage areas of your eye care practice, as well as details of staff members. This area provides you with the following information:

- Overview
- Practice Details
- Find an Eye Doctor Map
- My Team

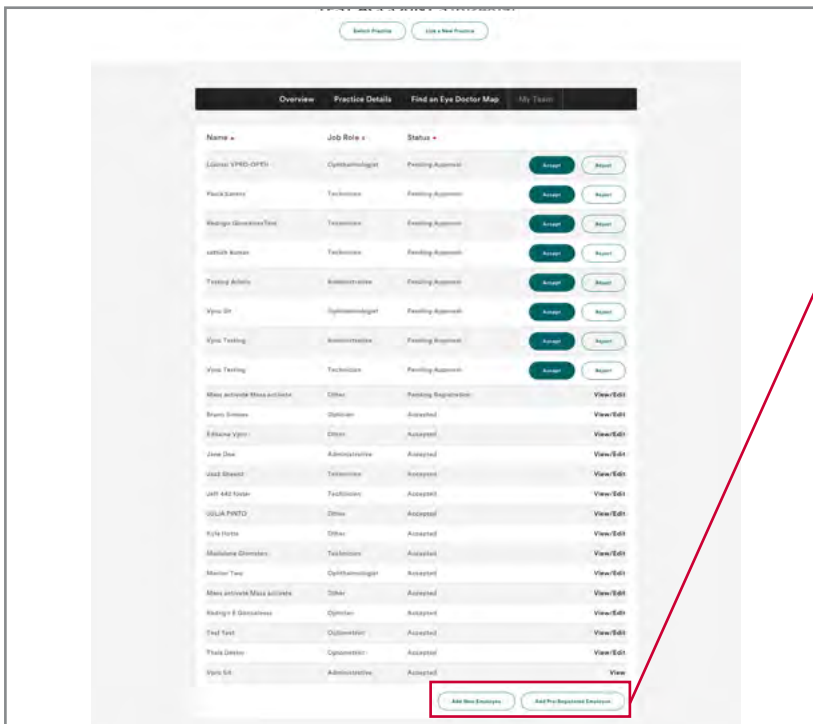
Manage Team Details



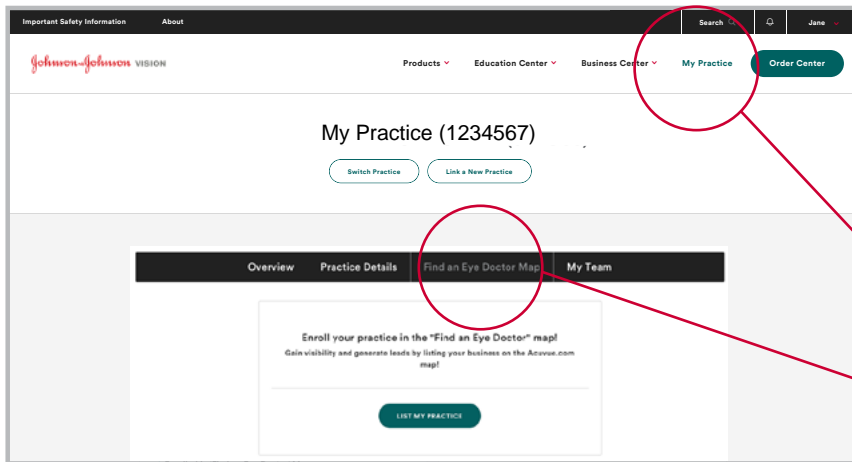
Under **"My Practice"** (if you have team management permissions), you'll have the opportunity to preview staff personnel and edit their status under **"My Team."** Here, you can:

- Add a new employee or add a pre-registered employee who already has a profile with Johnson & Johnson Vision Pro.

Assign training courses and monitor their progress.



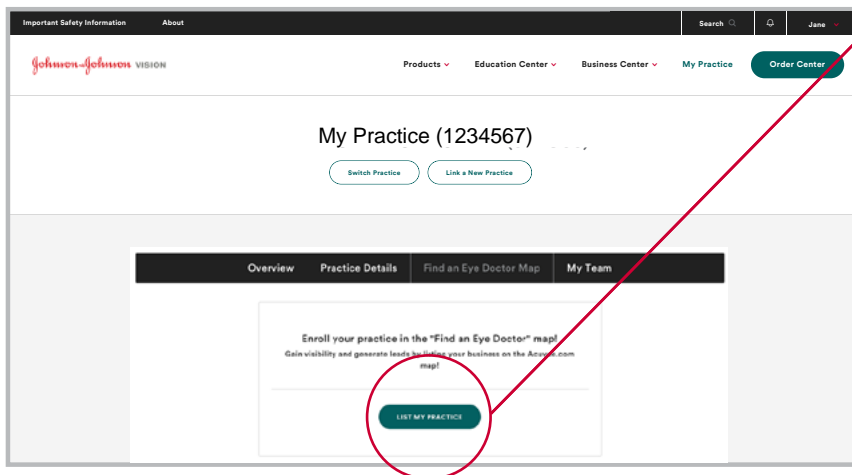
ECP Locator/Find Eye Doctor



If you are the owner of a practice, you will want potential patients to find your practice when looking online. To ensure your practice is listed in our **“Find an Eye Doctor”** directory, follow these steps:

• Enter the **“My Practice”** menu and click on **“Find an Eye Doctor Map.”**

• Then click **“List My Practice.”**



ECP Locator/Find Eye Doctor (cont'd)

Overview Practice Details Find an Eye Doctor Map My Team

"Find an Eye Doctor" Map Information

Practice Display Name
[Field]

* Practice Phone
[Field]

* Practice Email
[Field]

Contact Type
[Radio Buttons: Optometrist, Ophthalmologist]

Specialty
[Radio Buttons: All, Pediatrics, Adult/GER, Senior (60+), Presbyopia / Multifocal, Contact Lens]

Languages spoken at your office other than English
[Field]

+ Add a language

Insurance plans accepted
[Checkboxes: None, Vision, Medical, PPO, VSP, Traditional Vision Care, Medicare, Medicaid]

+ Add a insurance

* Office Hours
Day: [Field] From: [Field] To: [Field]
[Field] [Field] [Field] [Field]

+ Add a time

* Practice Website URL
[Field]

Online Schedule Exam URL
[Field]

Practice Logo:
[Image Upload Area]
[Get Practice Logo]

Upload your practice logo (png or jpg, less than 200k, 100x100 pixels)
[Text]

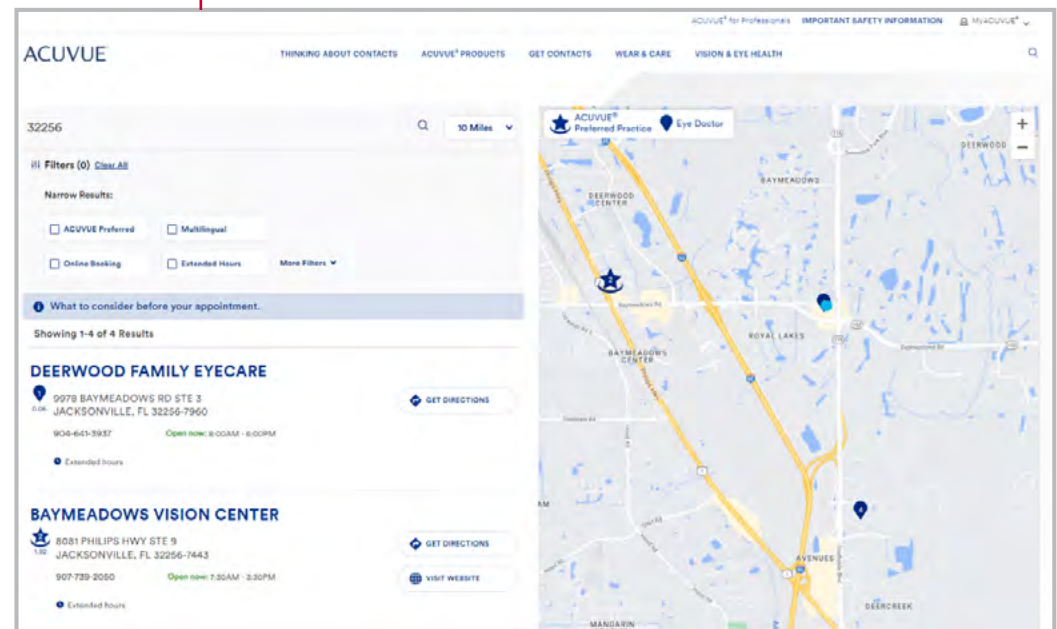
By providing a practice location, you agree to be listed in the directory.
[Text]

[Save Changes](#)

Enter your practice information.

To finish, click **"Save Changes."**

What will your practice look like in our directory?
Here is an example:



Have questions? We're here to help.

General Questions

1-800-874-5278

M-F 8am – 7:30pm EST

Ordering / Professional Rebate Questions

1-800-876-4596

M-F 8am – 7:30pm EST

Consumer Questions

Money Back Guarantee: 1-888-565-8474

Rewards Program: 1-888-998-6290

Billing Questions

1-800-876-6610

M-F 8am – 5pm EST

Product Use & Fitting Questions

1-877-334-EYES (3937)

M-F 8am – 7:30pm EST

Product Quality, Technical or Medical Questions

vpiweb@visus.jnj.com

1-800-843-2020

M-F 10am – 5pm EST

Website Questions

eyesite@visus.jnj.com

1-800-876-4596

M-F 8am – 7:30pm EST

Solutions, Drops & Lid Wipes

1-877-266-4543

www.surgicalordering.jnjvision.com

Johnson & Johnson Vision Pro— your continued source of information and support

Keep engaging to see how we evolve

You should be ready now to hop on and engage with everything Johnson & Johnson Vision Pro has to offer. But know that we won't stop here. The site will be updated regularly with improvements and additional information, resources, and tools. So keep coming back, and together we'll build your best practice!

**For more information on the site, please reach out
to your Johnson & Johnson Vision Representative.**

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