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.
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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)

Select the type of care you provide.
Choose Vision Care. Creating a Surgical Care or dual profile? Please be sure to view our Surgical Care 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

- Practice/Business Information

- Your Role*
  - Ophthalmologist (MD)
  - Optometrist (OD)
  - Optician
  - Technician
  - Administrative

- Your Title*

- First Name*
- Last Name*
- E-mail Address*
- Date of Birth*
- Password*
- Repeat Password*

By submitting my information, I agree that Johnson & Johnson Vision Care, Inc. and Johnson & Johnson Surgical Vision, Inc. may use it to contact me via email to respond to my inquiry. I understand my personal information will be governed by the Privacy Policy found on www.JNJVISIONPRO.com.
Create a Profile/Account (cont’d)

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.
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.
Select “My Practice” in the upper right area of your dashboard. On the pop-up, click the “Link a New Practice” button.
Linking your Practice (cont’d)

Enter the Account Number and Zip Code for your practice and select whether or not you currently order ACUVUE® contacts online. When finished, click “LOOK UP MY ACCOUNT”

Now, review your practice information and click “ADD 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

- **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 Image]
Profile Completion/Profile Strength (cont’d)

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.
View the full catalog of Johnson & Johnson Vision Pro products by selecting **Products** from the main navigation bar at the top.
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”
You can order ACUVUE® products in 2 ways:

1. Clicking “Order Center” in the far right corner of the main navigation bar at the top will take you to the Order Center homepage.

2. Select the “Order Now” button from an individual product page. This will take you to the specific product page within Order Center.
Select **Education Center** from the main navigation bar at the top to access resources like:
- Online Learning & Certifications
- Resource Library
- Johnson & Johnson Institute
Online Learning & Certifications

Are you interested in registering for **Online Learning & Certifications**? Select this content area.

Find the course that most interests you by entering a keyword or sorting through topics.

You can also view all available courses.

When you begin a course but do not finish, the course will appear under "**In-Progress Courses**". Plan to resume? Click “Continue course”.

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**In-Progress Courses**

You don’t have current in-progres.

**Find a Course**

Browse by Keyword: Search

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**Introducing ACUVUE® OASYS with Transitions™ - Optical Practice Staff Version**

This course helps optical practice staff members understand the importance of the first contact lens that seamlessly adapts to changing light.

Duration: 36 minutes

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**Introducing ACUVUE® OASYS with Transitions™ Light Intelligent Technology™**

This course helps optical practice staff members understand the importance of the first contact lens that seamlessly adapts to changing light.

Duration: 36 minutes

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**ACUVUE OASYS with Transitions™ Optical Practice Staff Version**

Duration: 36 minutes

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**ACUVUE OASYS with Transitions™ Light Intelligent Technology™**

Duration: 36 minutes

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**ACUVUE OASYS with Transitions™ Optical Practice Staff Version**

Duration: 36 minutes

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**ACUVUE OASYS with Transitions™ Light Intelligent Technology™**

Duration: 36 minutes
How much do you know about eye health, disease, and timely topics that affect patients of all ages? Select the Resource Library

Use the “Browse Library” selections and “Browse by” features to find specific resources that meet your needs
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 that are available to you, click the text link at the bottom of the page.
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 business 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 tab and “Browse by” features to find specific resources that address your patient’s needs.

You can easily email an article directly to your patients by clicking on the envelope and then entering their information.
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 tab and “**Browse by**” features to find specific tips.
Promotional Materials

Download an office display or print a brochure when you need it. Choose Promotional Materials from the Business Center area and browse through a catalog of topics or media.

Use the tab and “Browse by” features 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 TECNIS® Toric IOL, which provides incredible accuracy to tailor intraocular lenses to a patient’s needs.
Notifications & Recommended Resources

If we need your attention, we’ll send you a notification. You can access your alerts by clicking on the bell located in the utility navigation bar at the top of the page. When you wish to read the notifications, we will list them here in the center of the page.

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.

Recommended Resources for Jane

- Virtual Eye Model
- Measurement and Evaluation
- Contact Center
- Refractive Development
- Antioxidants
- Active B-vitamin

Browse Resources By Topic:

- Antioxidant Fitting Tips
- Communicating with Returns
- Emmeter Techniques
- Extended Wear Fitting Tips
- Light Management
- Growth Factors
- Monthly Fitting Tips
- Monthly Training
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
- My Team
- My Rewards
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.

You can also assign training courses and monitor their progress.
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:

1. **Enter the “My Practice” menu and click on “Practice Details”**
2. **Then click “List My Practice”**
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 – 9pm EST

**Ordering / Professional Rebate Questions**
1-800-876-4596
M-F 8am – 9pm 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 – 8pm 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 – 9pm EST

**Solutions, Drops & Lid Wipes**
1-877-266-4543
www.surgicalordering.jnjvision.com
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.