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

For Surgical Vision 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?

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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.
Creating a Surgical Vision or Vision Care profile? If you have **not** selected **Surgical Vision**, please be sure to view our Vision Care User Guide instead to follow a different set of instructions for registration. You can select both roles (Surgical & Vision Care) if you provide surgical vision care as well as prescribe or sell contact lens and contact lens products.

If your selection is **Surgical Vision**, you will be prompted to **Select your Country**. If however, your selection is **Surgical Vision & Vision Care** (a dual profile), you will be prompted to **select your Primary Account** (ACUVUE® Contact Lens or Johnson & Johnson Surgical) from the drop-down.

**Next, select your role.** **NOTE:** if you select M.D./D.O. or O.D., please have your National Provider Identifier (NPI) number ready for entry.
Create a Profile/Account (cont’d)

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 uppercase, and one lowercase letter.

Check boxes 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.
Enter your practice ZIP Code and click “Search”. You can enter a practice or link to a practice, and you can make this your primary practice.

Next, select all of the surgical products used in your practice. You must enter a corresponding Serial number (or Account number) for each product you select.

Congratulations! You have completed your registration for your profile/account. A dual user will see a confirmation as a pop-up and a confirmation message in the green bar atop the next screen.
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.

During the registration process, you will be asked to link the practice you own (or work for) to the JJVPRO Order Center so that you can use features like “online ordering”. To do this, simply do the following:

1. Go to “My Practice” in the upper right area of your dashboard and select.
2. Next, click “Link My Practice” button on the pop-up.
3. Enter zip code of your practice and select “Search.”
Next, select your practice within your zip code and select “Add Practice.”

You will then confirm and submit your main practice. When finished, click “Submit.”
Accessing Your Profile Information

Do you need to make changes to your personal profile? For example, a name change or change to 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 (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.
To order products, click "Order Center" in the top right corner of the main navigation bar and it will take you to the ordering site where you can sign in or register. You can also order products by contacting your sales representative.

**NOTE:** If you are a dual user and are currently using your Vision Care Profile, clicking the Order Now button will bring you to the ACUVUE® Order Center product page.

If you are not logged in and you click Order Center, a modal will ask if you want to order Contact Lens Products or Surgical Products.
Select **Education Center** from the main navigation bar at the top to access resources like:
- Online Learning & Certifications
- Resource Library
- Johnson & Johnson Institute
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
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.
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 Calculator.
Notifications & Recommended Resources

If you are a dual Vision Care and Surgical Vision user, we might send you notifications. To access them, toggle to your Vision Care profile and click the “bell” in the utility navigation bar at the top of the page. You can also view them from your dashboard.

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.
Click on “My Practice” to manage areas of your eye care practice. Depending on your level of access, you can:

- View an Overview
- View Location Details
- Switch Locations
- Link a new practice
Doctor Finder

As a surgeon/doctor, you can opt-in to the Doctor Finder. Access your profile from the main utility navigation as noted on page 10. Check the box found under the “Opt-in to Doctor Locator” section.

To finish, click “Update” and a Johnson & Johnson Surgical Vision representative will reach out to you to confirm your details and eligibility before your practice appears in the directory.

By signing up for the doctor finder, you will appear in Johnson & Johnson Vision’s portfolio of websites: BackInFocus.com, IntraLaseFacts.com, PersonalBestVision.com, and BeyondCataracts.com. Here is an example of BackInFocus.com:
Have questions? We’re here to help.

**Customer Service - Consumables & OSD**
JJV-US-SurgicalOrders@its.jnj.com
1-877-266-4543 (prompt #1)
M-F 8:30am - 8:00pm EST

**Customer Service - Surgical Equipment**
JJV-US-Equipment.Support@its.jnj.com
1-877-266-4543 (prompt #3)
M-F 8:30am - 8:00pm EST

**Surgical Product Complaints**
JJV-US-ProductExperience@its.jnj.com
1-877-266-4543 (prompt #2)
M-F 8:30am - 8:00pm EST

**Sales Operations**
ContractCoordinator@its.jnj.com
M-F 12:00am - 9:00pm EST

**Service Contracts**
JJV-US-ServiceContracts_US@its.jnj.com
1-877-266-4543 (prompt #4)
M-F 11:00am - 8:00pm EST

**Technical Support**
1-800-511-0911
M-F 8:00am - 8:00pm EST

**Accounts Receivable**
JJSV_Remittance@its.jnj.com
1-866-881-5704
M-F 12:00pm - 8:00pm EST
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 Surgical Vision Representative.