



Pharmacy Manager



We know that changing your PMR can cause stress and anxiety, our aim is to make your move to Pharmacy Manager as smooth and straightforward as possible.

We are working in partnership with you and have prepared this short guide that includes everything you need to know leading up to your move to Pharmacy Manager.

Your Move to Pharmacy Manager



We understand that changing your PMR system can feel overwhelming, but rest assured, our experienced team is here to support and guide you through every step of the process. We'll provide comprehensive training for you and your pharmacy team, ensuring you are fully prepared and ready for Pharmacy Manager. Our program is designed around three key stages to help you go live with confidence:



Preparation

Before install, it's important to set aside time to complete some housekeeping tasks in your current PMR system. Our useful checklist [here](#), details all the essential tasks you need to carry out to ensure a smooth transition.



Training

Our online Help Centre offers all the training you need, including video tutorials, guides and tips! Access it anytime [here](#). Or request a webinar with one of our trainers to learn more about topics including, Electronic Dispensing, MDS, and Dispensing. Contact the training team on crx-training@cegedimrx.co.uk to discuss your team's training needs.



Support

Our training and support teams are here to assist you in the first few days and beyond, helping with new workflows, answering any 'how do I' questions, and ensuring you get the most out of your new PMR system.

Things To Consider

To ensure you do not lose any of your documentation or passwords in the process we suggest the following:

- Move all your documentation to either the **My Documents** folder or onto your **Desktop** so the engineer can make sure they are copied across on Installation day.
- Set up a **Google Mail** account for your pharmacy and sign in on all machines. Set the account to sync your passwords and save frequently used websites.



NHS Mail Account (England only)

Click '[Setting up your NHS Mail Application Account](#)' and '[Registering for Real Time Exemption Checking \(RTEC\)](#)' for more details.

Have a think about how you would like Pharmacy Manager set up. Consider the following and have this information available on Installation day:

- How many owing labels would you like to print?
- What is your Private Prescription minimum charge? What is your Private Prescription mark up, % or £?
- List of staff members that require a **Pharmacy Manager** user account.
- List of Wholesalers and Account Numbers used for ordering. Who is your default wholesaler?
- If you are using Alliance what is the Terminal ID number?
- You need to register for an NHS Mail Application Account and also for Real Time Exemption Checking (RTEC) on your NHS Manage Your Service (MYS) portal (England only). See links opposite.
- Your NHS Mail Application Account email and password? (England only)



Provide a copy of your PMR data for our Hardware Engineers to test so that the move can go ahead as smoothly as possible. We will contact you to arrange this.

Key Contacts and Resources



The key contacts and resources below are available to help you with your move to Pharmacy Manager:

Customer Onboarding Team

Your main contact during your move to **Pharmacy Manager**

 0330 303 3342 Option 2

 CustomerOnBoarding@cegedimrx.co.uk.

Service Desk

Provide technical support after your move to **Pharmacy Manager**

Opening Hours:

Monday to Friday: 6:30am - 8:00pm

Saturday: 9:00am - 1:00pm

 0330 303 3340

 Alternatively, use our live chat service on our website.

Online Help (F1)

Within the software, press **F1** on your keyboard to access our online help centre, alternatively, view all our comprehensive **Help Centres** [here](#).

Training Team

The trainers that you meet during your training leading up to Installation day. They are also available remotely to assist you during your first days of using your new PMR

 0330 818 1619