Take control of your medicine deliveries.

SCAN ME

- Confirm or amend your **delivery date**
- Add or order the **supplies** you need
- Easily **track** your delivery
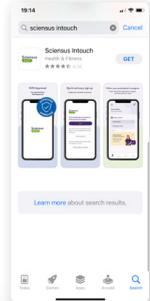- Check your **prescription status**

Sciensus®

Intouch

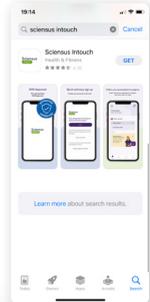# Download the Sciensus Intouch app in 4 simple steps from the App Store.

1. On your iPhone or iPad, open the Apple App Store.

2. Tap the search bar and look for "Sciensus Intouch".

3. Tap on "Sciensus Intouch App".
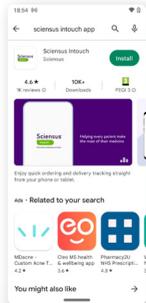

4. Tap or click the "Get" button.

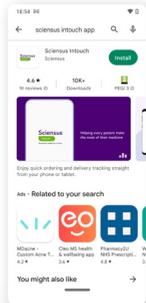# Download the Sciensus Intouch app in 4 simple steps from Google Play Store.

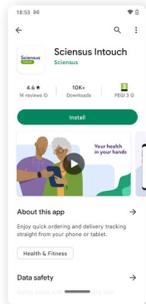1. On your tablet or smartphone, open the Google Play Store.

2. Tap the search bar and look for "Sciensus Intouch".

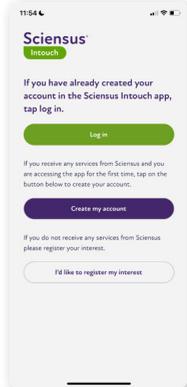3. Tap on "Sciensus Intouch App".

4. Tap or click on "Install" button.

How to easily register onto the Sciensus Intouch app.

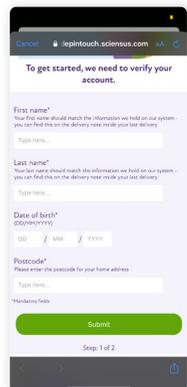1. Once you have downloaded the app, click **Create my account**.

2. Fill in the required information and press submit.

   Tips:
   - Make sure that your details match the ones we have on our system for you.
   - If you already received a delivery, you can find your first and last name on the delivery note.

3. Provide an email, create your personal username and password, then click **create my account**.
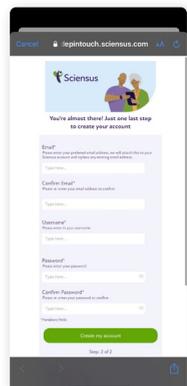
4. Continue to log in page and use your new username/email address and password to sign in.
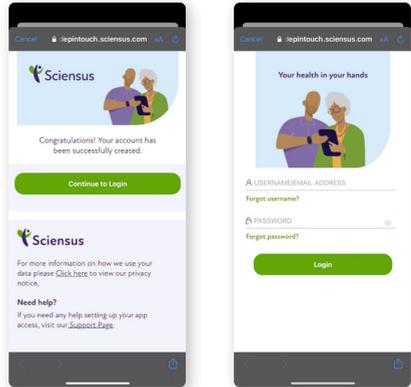
5. Read and accept the T&C's and privacy notice.
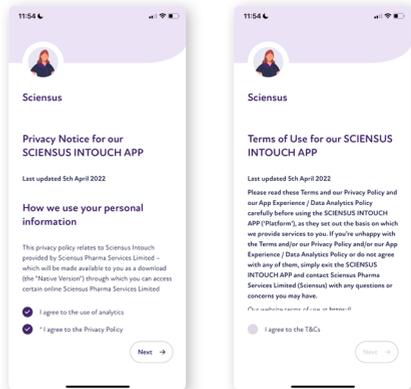
6. Create a **login code** to make future log in access easier.

7. Provide your current motivation status and press **submit**. This will help us to provide you with more personalised content in the future.
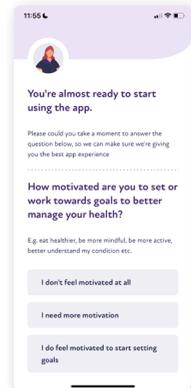
8. Enjoy your access to **Sciensus Intouch App**.
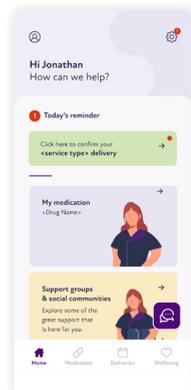
How to confirm your order.

1. To begin, tap the green box titled **click here to confirm your delivery**.
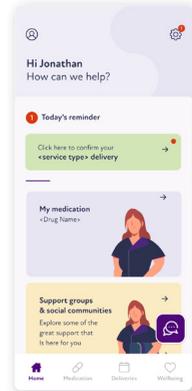
2. Confirm you have the correct information on hand and press **start →**

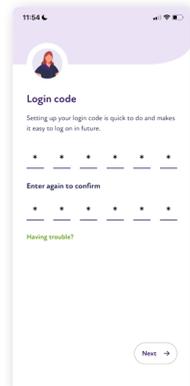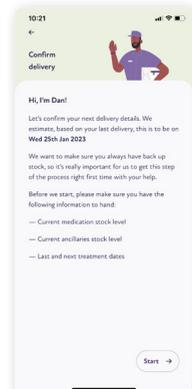3. Provide your current medication information, including dose, and medication dates, then press **next →**
To ensure you don't miss a dose, please check that all your information is correct, as this will let us know when to deliver your medication by.
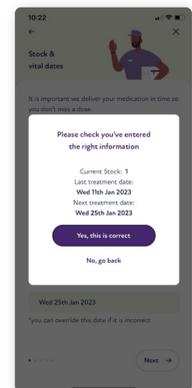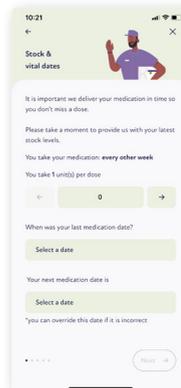
4. If you require ancillaries, toggle the button and provide your details, then proceed to click **next →**
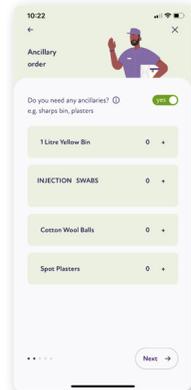
5. Confirm your delivery address then proceed to tap the **next →** button.
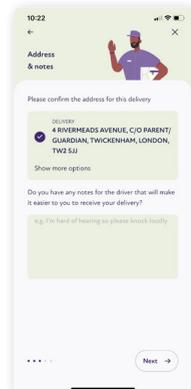
6. Confirm your preferred date of delivery.

7. Have a final check of all details then click **confirm delivery**.
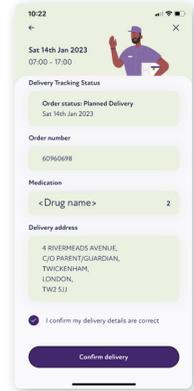
Download the Sciensus Intouch app

What devices do I need to use the app?

The app has been designed to work on smartphones and tablets. It is compatible with the following:

- Tablets: Apple iPad (iOS v11 or later), Android tablet (v8 or later.)
- Mobiles: iOS (v11 or later), Android (v8 or later.)

To allow you to get the best out of our app, please enable "push notifications," so that you can save time and receive the latest updates on your delivery from us.

Why isn't the app downloading?

Please make sure that your internet connection is strong by checking your Wi-Fi or mobile data. Additionally, verify that your device has enough storage space by checking its storage capacity. To ensure a smooth experience, please make sure that your device is not low on space, as this may prevent apps from downloading and installing properly.

To check storage space:

- iOS – Go to Settings > General > iPhone storage.
- Android – Go to Apps > Settings > Device maintenance or device care.

With this step, you will be able to see how much storage is left on your device, so you can make sure that there is enough room for the app to be downloaded and installed.

Can I download the app on more than one device?

Yes, you can easily download the app on multiple devices. You'll need to set up a PIN for each of these devices. To do this, simply go to settings on the top right of the home screen and click on 'change login code' and follow the instructions.

Account creation

When I try to register, it tells me that my account cannot be located – why is that?

To correctly create your account, we need to match your details with the ones we are holding in our patient record system.

Please make sure that your first name and last name match with the ones we have on your account: you can find this on the delivery note inside your last delivery.

When I try to register, it tells me I am not eligible – why is that?

Our app is being made available to patients, over 18, in phases, to make sure we get it right for everyone. The majority of the 230,000 patients receiving our services are prescribed medications and ancillaries which integrate with our app.

Other patients receive medications which are a little more complex. This means that they may require a call from one of our team to arrange the delivery and conduct a stock check.

Currently, these patients are not eligible to use the app, but we are working hard to develop the app so it can eventually serve those patients in the future.

I don't think the delivery status showing in the app is correct. What should I do?

Please log out of the app and log back in again, then your delivery status will be updated.

For further FAQs, visit: **www.sciensus.com/appfaqs**

Order Confirmation

Can I request my delivery to be left in a safe place?

Due to the contents and for safety reasons, we are unable to leave your delivery in a safe place.

To ensure you receive your delivery and don't miss a dose, please ensure you provide as much notice as possible if you are not going to be able to receive your delivery.

You can nominate additional named people who can sign and receive your delivery on your behalf or have your delivery sent to another address (where you are available to receive it i.e., workplace).

Can I choose a specific time slot for my delivery?

The app allows you to book a delivery date which is an 8 am to 8 pm slot. If you have signed up to our text messaging service and you have a valid mobile number, you will receive, an SMS with your 2-hour delivery slot 24 hours before your delivery.

Your delivery contains vital medication. Therefore, we would ask that when you choose your 8 am to 8 pm slot, please ensure you select a date when you will either be able to receive your delivery, or when your nominated person can receive it on your behalf.

This is to ensure we are able to support as many patients as possible and keep medicines wastage to a minimum.

Can I request an evening or weekend delivery using the app?

There are a variety of different delivery dates (which are Monday to Saturday- 8 am until 8 pm) that are available for you to book in the app.

We support over 230,000 patients across the UK which means that our drivers may not be in your area every day. With over 5,000 deliveries of medication made each day, we cannot guarantee an evening or Saturday slot.

To ensure you are available to receive your delivery, to prevent any disruption

to your treatment and reduce wastage of vital medication, please ensure you choose a date where you can be sure yourself or your nominated person will be in to receive your medication.

Can I get reminders for my delivery date?

Yes, if you have signed up to our text reminder service, you will receive a text message and an in-app notification (if enabled) with a two-hour delivery time window 24 hours before.

We cannot guarantee this will be an evening or a Saturday slot and you must ensure your app push notifications are switched on to receive updates on your delivery.

For further FAQs, visit: **www.sciensus.com/appfaqs**

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