

# An introduction to the **Alcura Online Booking System**



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Member of Walgreens Boots Alliance

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# **How to Register** for the Alcura Online Booking System

## How to Register for the Alcura Online Booking System

You will receive a notification from Alcura inviting you to register online at the Alcura Self booking system.

### Step 1 Complete personal information

**Alcura**  
Dedicated to patient care

About ▾ Services ▾ Contact Us Self Booking System ▾ Search...

Registration  
Home > Patients > Self Booking System > Registration

Patients ▾ Alcura United Kingdom ▾

#### Complete your personal information

To register onto the Alcura Patient Self Booking system, please fill in the below fields in order for us to validate your account. Where you know that our system recognises you by a clinic number instead of your name, please insert your clinic number in the First Name and Surname fields in place of your name.  
Changes to your profile must be carried out by the Alcura Patient Services team, if you require any amendment to your details please contact us on 0800 g8o 0686.

First Name (Mandatory) @

Surname (Mandatory) @

Date of Birth (Mandatory) @

Post Code (Mandatory)

Mobile Number (Mandatory)

E-mail (Mandatory)

The data you enter here will be used by us to verify your account, validate the existing contact data we hold, organise your deliveries and to seek feedback from you about our service. Where we use a courier company, we may share with them your name, address, mobile telephone number and email address to allow them to fulfil and keep you updated about your delivery. You can read more information about how we process your data and your legal rights in our Privacy Notice

When you click "Send PIN" below, a PIN will be sent to your mobile once your information is validated. You will be required to enter this PIN into the system to complete registration. You will be presented with the terms which apply to your use of our service, which must be accepted before your registration is confirmed and active.

**Get in touch**

Patient Services Team, please call:  
0800 g8o 0686

8:00am to 6:30pm Monday - Friday  
9:00am to 1:00pm Saturday

If you experience any side effects or product quality issues, please contact Alcura on 0800 g8o 0686. You can also contact Alcura by email at [patient.services@alcura-health.co.uk](mailto:patient.services@alcura-health.co.uk).

If you have a problem which is not covered above in the first instance please call Alcura Patient Services team.

**Send PIN**

Once you have accessed the registration page, you will be asked to complete your personal information, once complete please click **Send PIN**

## How to Register for the Alcura Online Booking System

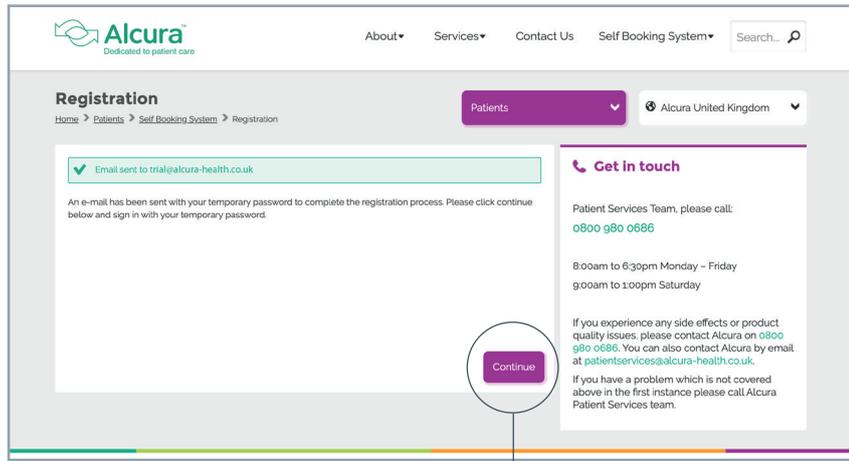
### Step 2 Complete personal information

The screenshot shows the Alcura website's registration process. At the top, there is a navigation bar with 'About', 'Services', 'Contact Us', and 'Self Booking System' menus, along with a search bar. Below the navigation, the page title is 'Registration' with a breadcrumb trail: 'Home > Patients > Self Booking System > Registration'. There are two dropdown menus: 'Patients' (set to 'Patients') and 'Alcura United Kingdom'. The main content area is titled 'Enter your PIN' and includes instructions: 'Please enter the PIN number received on your mobile and click continue. Please note that your PIN number may take several minutes to arrive, if you don't receive it after 5 minutes, please register again.' Below this is a text input field labeled 'PIN (Mandatory)'. To the right, there is a 'Get in touch' section with contact information for the Patient Services Team, including a phone number (0800 980 0686), email (patientservices@alcura-health.co.uk), and operating hours (8:00am to 6:30pm Monday - Friday, 9:00am to 1:00pm Saturday). A 'Continue' button is located at the bottom of the PIN input section. A callout box with a purple border and arrow points to the 'Continue' button.

Your PIN will be sent to you via text message. Once received, please enter your pin in the **PIN (Required) box** and click **continue**

## How to Register for the Alcura Online Booking System

### Step 3 Complete personal information

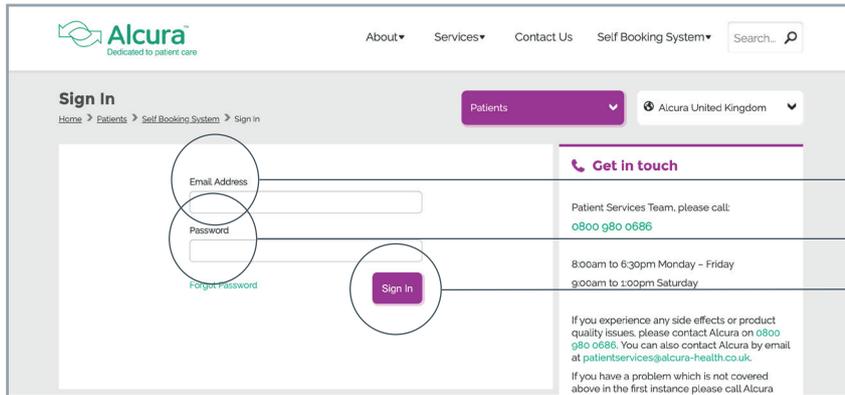


The screenshot shows the Alcura website's registration page. At the top, there is a navigation bar with the Alcura logo (Dedicated to patient care) and links for About, Services, Contact Us, and Self Booking System. A search bar is also present. Below the navigation, the page title is "Registration". There are two dropdown menus: "Patients" and "Alcura United Kingdom". A green notification box states: "Email sent to trial@alcura-health.co.uk". Below this, a message reads: "An e-mail has been sent with your temporary password to complete the registration process. Please click continue below and sign in with your temporary password." A purple "Continue" button is highlighted with a circle. To the right, a "Get in touch" section provides contact details for the Patient Services Team, including a phone number (0800 980 0686) and operating hours (8:00am to 6:30pm Monday - Friday, 9:00am to 1:00pm Saturday). It also includes contact information for product quality issues and a note about contacting Alcura by email at patient.services@alcura-health.co.uk.

Once you have entered **your PIN** you will receive an email containing your **temporary password**. To complete your online registration click **continue**

## How to Register for the Alcura Online Booking System

### Step 4 Complete personal information



The screenshot shows the Alcura website's sign-in page. The Alcura logo is at the top left, with the tagline "Dedicated to patient care". Navigation links include "About", "Services", "Contact Us", and "Self Booking System". A search bar is on the right. The main heading is "Sign In" with a breadcrumb trail: "Home > Patients > Self Booking System > Sign In". Below the heading are two dropdown menus: "Patients" and "Alcura United Kingdom". The sign-in form has two input fields: "Email Address" and "Password". A "Forgot Password" link is below the password field. A purple "Sign In" button is at the bottom of the form. To the right of the form is a "Get in touch" section with contact information for the Patient Services Team, including a phone number (0800 980 0686), operating hours (8:00am to 6:30pm Monday - Friday, 9:00am to 1:00pm Saturday), and email (patientservices@alcura-health.co.uk). A large purple arrow points from the "Sign In" button to the text box on the right.

When you receive the email, log in using **your registered Email Address** and your **temporary Password**. Then click **Sign In**

# How to Register for the Alcura Online Booking System

## Step 5 Terms of use

**Alcura**  
Dedicated to patient care

Self Booking System    FAQ   

### Terms of Use

Welcome to our site. We maintain this web site as a service to our members. By using our site, you are agreeing to comply with and be bound by the following terms of use. Please review the following terms carefully. If you do not agree to these terms, you should not use this site.

**1 Acceptance of Agreement**  
You agree to the terms and conditions outlined in this Terms of Use Agreement ("Agreement") with respect to our site (the "Site"). This Agreement constitutes the entire and only agreement between us and you, and supersedes all prior or contemporaneous agreements, representations, warranties and understandings with respect to the Site, the content, products or services provided by or through the Site, and the subject matter of this Agreement. This Agreement may be amended at any time by us from time to time without specific notice to you. The latest Agreement will be posted on the Site, and you should review this Agreement prior to using the Site.

**2 Copyright**  
The content, organization, graphics, design, compilation, magnetic translation, digital conversion and other matters related to the Site are protected under applicable copyrights, trademarks and other proprietary (including but not limited to intellectual property) rights. The copying, redistribution, use or publication by you of any such matters or any part of the Site, except as allowed by Section 4, is strictly prohibited. You do not acquire ownership rights to any content, document or other materials viewed through the Site. The posting of information or materials on the Site does not constitute a waiver of any right in such information and materials.

**3 Service Marks**  
Products and names mentioned on the Site may be trademarks of their respective owners.

**4 Limited Right to Use**  
The viewing, printing or downloading of any content, graphic, form or document from the Site grants you only a limited, nonexclusive license for use solely by you for your own personal use and not for republication, distribution, assignment, sublicense, sale, preparation of derivative works or other use. No part of any content, form or document may be reproduced in any form or incorporated into any information retrieval system, electronic or mechanical, other than for your personal use (but not for resale or redistribution).

The Site contains information and press releases about us. While this information was believed to be accurate as of the date prepared, we disclaim any duty or obligation to update this information or any press releases. Information about companies other than ours contained in the press release or otherwise, should not be relied upon as being provided or endorsed by us.

**19 Miscellaneous**  
This Agreement shall be treated as though it were executed and performed in Los Angeles, CA, and shall be governed by and construed in accordance with the laws of the State of California (without regard to conflict of law principles). Any cause of action by you with respect to the Site (and/or any information, products or services related thereto) must be instituted within one (1) year after the cause of action arose or be forever waived and barred. All actions shall be subject to the limitations set forth in Section 8 and Section 20. The language in this Agreement shall be interpreted as to its fair meaning and not strictly for or against either party. All legal proceedings arising out of or in connection with this Agreement shall be brought solely in Los Angeles, CA. You expressly submit to the exclusive jurisdiction of said courts and consents to extra-jurisdictional service of process. Should any part of this Agreement be held invalid or unenforceable, that portion shall be construed consistent with applicable law and the remaining portions shall remain in full force and effect. To the extent that anything in or associated with the Site is in conflict or inconsistent with this Agreement, this Agreement shall take precedence. Our failure to enforce any provision of this Agreement shall not be deemed a waiver of such provision nor of the right to enforce such provision.

[I Disagree](#)

[I Agree](#)

Please read the Terms of Use  
and if you accept then click  
**I agree**

### Step 6 Self booking portal

**Alcura**  
Dedicated to patient care

Self Booking System    FAQ   

### Self Booking System

#### Communication Preference

Please select the way(s) in which you would prefer Alcura to communicate with you in connection with your deliveries and to obtain feedback about our service. We will use your selected communication method(s) for these purposes wherever possible.

Please tick both boxes if you are happy for us to use both methods.

We will not use your email address or mobile number for sending marketing communications to you (unless you have separately agreed to this). You can read more about how we process your personal data and your legal rights in our Privacy Notice.

Receive notifications by Email

Receive notifications by Text Message

[Continue](#)

Please tick the **relevant check box** on how you want to receive notifications about your delivery. Then click **Continue**

### Step 7 New password

**Alcura™**  
Dedicated to patient care

Settings Search...

#### New Password

##### New Password

Please set a new password.

Your password must:

- Be a minimum of 8 characters in length
- Be at least four classes: upper and lower case alphabetic characters, numbers and special characters (including punctuation marks or symbols)
- Be different to your previous 4 passwords

Please ensure you can remember your password and keep it safe.

Password

Enter Again

Save

You will now need to create your own **password**, to complete your online registration then click **Save**



# **How to book a delivery** on the Alcura Online Booking System

## How to book a delivery on the Alcura Online Booking System

### Step 1 Check contact details

**Alcura™**  
Dedicated to patient care

Self Booking System    FAQ   

#### Patient details

[Home](#) > [My Area](#) > Patient details

#### Welcome to Alcura Self Booking System

You can use this service to arrange your delivery of medication, request a travel letter or clinical waste collection.

Alcura recommend you change your password every 6 months for security by using the forgotten / re-set password.

- Patient details**
- Delivery history
- Arrange delivery
- Requests

#### Personal data

Patient name:

*Changes to your profile must be carried out by the Alcura Patient Services team. If you require any amendment to details please contact us on 0800 980 0686*

#### Contact details

Email address:

Mobile number:

Main address:

#### My therapies and prescriptions

Neurology

Neurology

**Book**

Before booking a delivery, ensure that your contact details are correct. If they are correct select **Book** to proceed \*

\*If your details are incorrect please call our Alcura patient services team on **0800 9800686**

## How to book a delivery on the Alcura Online Booking System

### Step 2 Arrange delivery

**Alcura**  
Dedicated to patient care

Self Booking System    FAQ   

### Arrange delivery

[Home](#) > [My Area](#) > [Arrange delivery](#)

**Welcome to Alcura Self Booking System** ✕

You can use this service to arrange your delivery of medication, request a travel letter or clinical waste collection.

Alcura recommend you change your password every 6 months for security by using the forgotten / re-set password.

**1. Prescription**    2. Address    3. Date    4. Confirmation

**Stock check**

Alcura require an accurate update of your existing medication stock held at home, please complete the stock check for each item on your prescription as accurately as you can by adding the number of days of medication you have left. If your stock check entry does not match our data, you may be contacted by the Patient Services Team.

**Drug / Consumable**

56 unit(s) of TECFIDERA 240MG CAPS 56    Days left (Mandatory)

*If the prescription or consumables items or volumes allocated to this delivery require changing, please contact Alcura Patient Services on 0800 980 0688*

[Cancel](#)    [Next](#)

Here you can select which medication and consumables you would like delivered.

You must complete the **stock check** before proceeding.

Once this has been completed click **Next**

## How to book a delivery on the Alcura Online Booking System

### Step 3 Select delivery address

**Alcura**  
Dedicated to patient care

Self Booking System   FAQ  

### Arrange delivery

Home > My Area > Arrange delivery

#### Welcome to Alcura Self Booking System

You can use this service to arrange your delivery of medication, request a travel letter or clinical waste collection.  
Alcura recommend you change your password every 6 months for security by using the forgotten / re-set password.

Selected therapy: Neurology [Change therapy](#)

1. Prescription   **2. Address**   3. Date   4. Confirmation

Choose the address where you would like to receive your delivery

**Deliver to**

Patient only can sign

Anyone signing for a delivery must be over the age of 18

**Available addresses**

PatientAddress

[Cancel](#)   [Previous step](#)   [Next](#)

Now select which **Address** you would like your medication/consumables delivered to.

And then click **Next**



## How to book a delivery on the Alcura Online Booking System

### Step 4 Select a date and time

Alcura  
Dedicated to patient care

Self Booking System FAQ

#### Arrange delivery

Home > My Area > Arrange delivery

**Welcome to Alcura Self Booking System**

You can use this service to arrange your delivery of medication, request a travel letter or clinical waste collection.  
Alcura recommend you change your password every 6 months for security by using the forgotten / re-set password.

Selected therapy: Neurology [Change therapy](#)

1. Prescription 2. Address 3. **Date** 4. Confirmation

#### Delivery day

October 2019							November 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5						1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28	29	30

**Time slot**

Pre 12:00  
 All Day

[Cancel](#) [Previous step](#) [Next](#)

You can now select which **date and time** you would like your medication and consumables delivered.

Then click **Next**



## How to book a delivery on the Alcura Online Booking System

### Step 5 Review and confirm your booking

**Alcura**  
Dedicated to patient care

Self Booking System    FAQ   

#### Arrange delivery

Home > My Alcura > Arrange delivery

**Welcome to Alcura Self Booking System** ✕

You can use this service to arrange your delivery of medication, request a travel letter or clinical waste collection.  
Alcura recommend you change your password every 6 months for security by using the forgotten / re-set password.

Patient details    Selected therapy: Neurology    [Change therapy](#)

Delivery history    1. Prescription    2. Address    3. Date    **4. Confirmation**

**Arrange delivery**    Check your booking details. After confirming the booking you won't be able to modify it unless you call to Alcura Patient Services on 0800 980 0686.

Requests    **Prescription**  
Neurology

**Drug / Consumable**  
• 56 units(s) of TECFIDERA 240MG CAPS 66, you have advised you have 5 days of remaining stock.

**Deliver to**  
Patient only can sign (Must be over 18)

**Delivery address**  
No

**When**  
19/10/2019 - PM 12:00

The data you enter will be used by us to organise your delivery. We may share this data with our courier only for the purpose of securing your delivery. Please click [here](#) for more information on how we use your personal data.

[Cancel](#)    [Previous steps](#)    **Confirm**

Here you can review your delivery before confirming. Once you are ready to book your delivery please click **Confirm**.

A checkbox will then appear. Please click **Yes** to confirm your booking.





# **How to** reset your password

## How to reset your password

### Step 1 Resetting your password

**Alcura**  
Dedicated to patient care

About ▾ Services ▾ Contact Us Self Booking System ▾ Search...

**Sign In**

Home > Patients > Self Booking System > Sign In

Patients ▾ Alcura United Kingdom ▾

Email Address

Password

[Forgot Password](#)

**Get in touch**

Patient Services Team, please call  
**0800 980 0686**

8:00am to 6:30pm Monday - Friday  
9:00am to 1:00pm Saturday

If you experience any side effects or product quality issues, please contact Alcura on **0800 980 0686**. You can also contact Alcura by email at [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk).

If you have a problem which is not covered above in the first instance please call Alcura Patient Services team.

**Self booking registration**   
This service allows you to arrange your delivery

We recommend that you change your password every 6 months using the **forgotten and re-set password** button.





# **How to** arrange collection of your clinical waste

## How to arrange collection of your clinical waste

### Step 1 Arranging clinical waste collection

The screenshot shows the 'Requests' page in the Alcura Self Booking System. The page title is 'Requests' and the breadcrumb is 'Home > My Area > Requests'. A welcome message states: 'Welcome to Alcura Self Booking System. You can use this service to arrange your delivery of medication, request a travel letter or clinical waste collection. Alcura recommend you change your password every 6 months for security by using the forgotten / re-set password.' The left sidebar has tabs for 'Patient details', 'Delivery history', 'Arrange delivery', and 'Requests' (which is highlighted). The main content area is titled 'Clinical Waste Collection' and has a sub-tab 'Travel Letter'. The form fields are: 'Personal Information' (Patient name: Redacted), 'Collection Address' (Address (Mandatory), Patient Address), 'Bins' (Number of bins to be collected (Mandatory)), 'Bin size of bins for collection (Mandatory)', and a text area for 'Additional any notes regarding the collection you feel would benefit our driver:'. A 'Send' button is at the bottom. A footer note says: 'The data you enter will be used by us to organise your clinical waste collection. We share this data with our clinical waste collection partner only for the purpose of arranging your clinical waste collection. Please click here for more information on how we use your personal data.'

You will need to complete an online form via the Requests tab, entering the following information:

- The address you want the waste collected from
- The amount of bins to be collected
- The litre size of your bins for collection
- Any information that you feel will help the driver for the collection

Then click **Send**

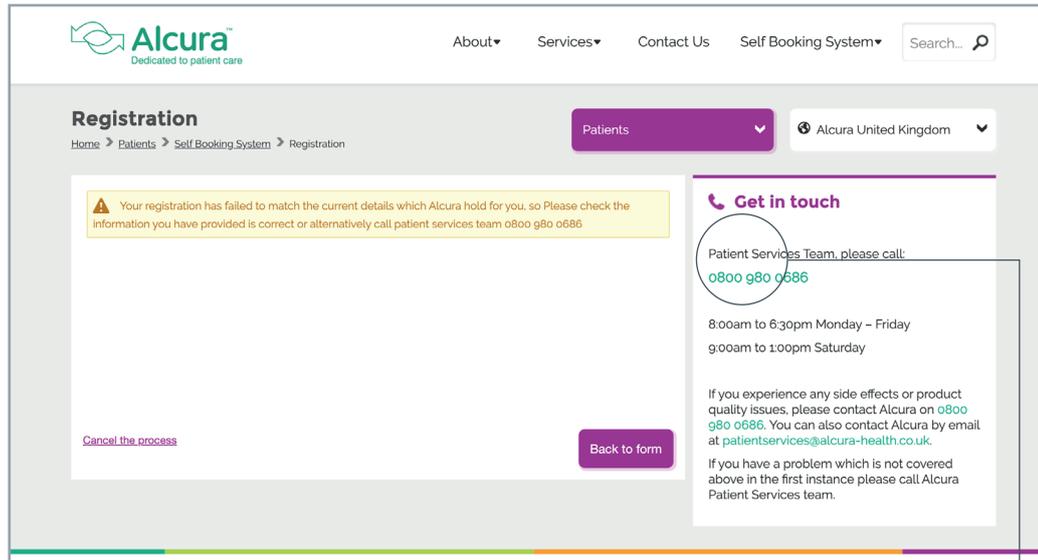




# **Problems with registering** for the Alcura Online Booking System

## Problems with registering for the Alcura Online Booking System

### Registration details don't match



The screenshot shows the Alcura website's registration page. At the top, there is a navigation bar with the Alcura logo (Dedicated to patient care) and menu items: About, Services, Contact Us, and Self Booking System. A search bar is also present. Below the navigation, the page title is "Registration" with a breadcrumb trail: Home > Patients > Self Booking System > Registration. A purple dropdown menu is set to "Patients" and a location dropdown is set to "Alcura United Kingdom".

A yellow warning box contains the message: "Your registration has failed to match the current details which Alcura hold for you, so Please check the information you have provided is correct or alternatively call patient services team 0800 980 0686". Below this message are links for "Cancel the process" and a "Back to form" button.

To the right, a "Get in touch" section provides contact details for the Patient Services Team, including the phone number 0800 980 0686, operating hours (8:00am to 6:30pm Monday - Friday, 9:00am to 1:00pm Saturday), and email address (patientservices@alcura-health.co.uk). A red circle highlights the phone number, and a line connects it to the text in the summary box below.

If your registration details are not the same as the ones we currently hold for you, please contact our **Patient Services Team** on **0800 980 0686**  
Once they have resolved the issue go back and repeat **Step 1** on **page 4**

## Problems with registering for the Alcura Online Booking System

### Invalid PIN

The screenshot shows the 'Register' page of the Alcura Online Booking System. At the top, there is a navigation bar with 'Home > Patients > Register', a 'Patients' dropdown menu, and a location selector set to 'Alcura United Kingdom'. The main content area is divided into two columns. The left column has a heading 'Invalid PIN' and a message: 'Your PIN has failed its verification, please try again or contact Alcura Patient Services team on 0800 980 0686'. Below this is a text input field labeled 'PIN (Required)'. At the bottom of this column are links for 'Cancel the process' and a 'Continue' button. The right column has a heading 'Get in touch' and a phone icon. It contains the text: 'Patient Services Team, please call: 0800 980 0686'. Below this is the operating hours: '8.00am to 6.30pm Monday – Friday' and '9.00am to 1.00pm Saturday'. At the bottom of this column is a paragraph: 'If you experience any side effects or product quality issues, please contact Alcura on 0800 980 0686. You can also contact Alcura by email at [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk). If you have a problem which is not covered above in the first instance please call Alcura Patient Services team.'

If your PIN fails its verification, please contact Alcura **Patient Services Team** on **0800 980 0686**.

Once your **PIN** has been reset, go back and repeat **Step 2** on **page 5**



# **How to** order your travel letter

## How to order your travel letter

# Request and receive a Travel Letter

**Alcura**  
Dedicated to patient care

Self Booking System    FAQ   

### Requests

Home > My Area > Requests

#### Welcome to Alcura Self Booking System

You can use this service to arrange your delivery of medication, request a travel letter or clinical waste collection.

Alcura recommend you change your password every 6 months for security by using the forgotten / re-set password.

Clinical Waste Collection    **Travel Letter**

**Personal information**

Patient name:  
Redacted\_113504 Redacted

**What is Travel Letter request?**

A Travel Letter can be provided to support you carrying your medication when travelling abroad. The travel letter will provide details of your prescribed medication and validate that you are an Alcura patient. For patients travelling abroad, please note the travel letter does not negate the need for security checks on your luggage containing medication. Please refer to your airport/airline for further information.

**How can I request and receive a Travel Letter?**

You can request a travel letter by ticking the box below and clicking on "Request Travel Letter". We will email your travel letter to the email address which you used to register.

Please allow 7 working days for us to process your request. If you need a Travel Letter within the next 7 days, please contact Alcura Patient Services by telephone on 0800 980 0686.

I want to receive my Travel Letter

**Request Travel Letter**

In the Requests section, click on the tab called **Travel Letter**.

Here you can request a letter to be provided to support you carrying your medication when travelling abroad.

**Tick** the box that states 'I want to receive my Travel Letter'

Finally, click **Request Travel Letter**



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**Member of Walgreens Boots Alliance**