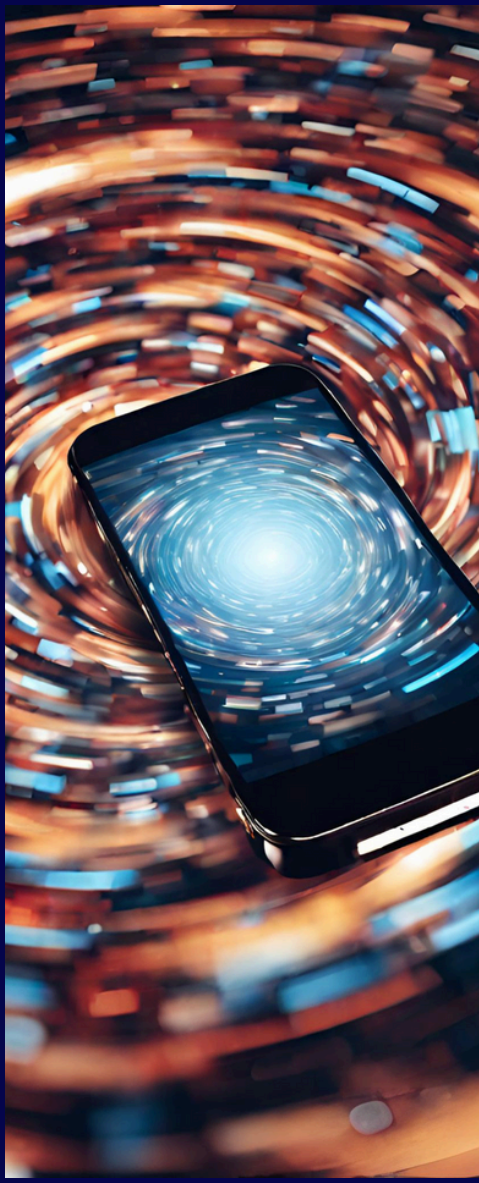


# BOOTS APOTHEEK APP MANUAL

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## BOOTS

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# BOOTS APOTHEEK ONBOARD PROCESS NEW USER

---

# 4

# BOOTS APOTHEEK ONBOARD PROCESS



## GENERAL INFORMATION

---

### THE ONBOARD PROCESS IS DIVIDED INTO TWO STEPS:

1. Email validation: Creating an account by entering an email and password or by using an existing Google, Microsoft, or Apple account.
2. Identity validation: Once the email has been validated, the your identity will be verified using the DigiD validation method or through in-person identification, conducted at the selected pharmacy. Following successful identity validation, you can proceed with the onboard process.

Note that registration with a pharmacy is required before initiating the onboarding process.

The onboarding process will be detailed in the following slides.

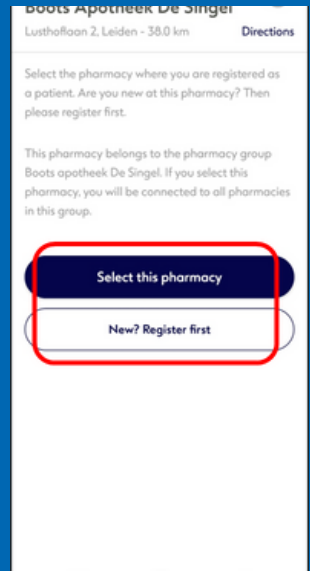
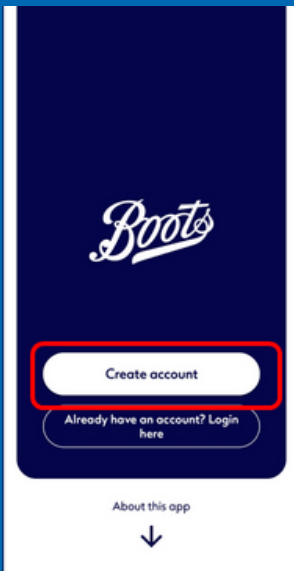
# BOOTS APOTHEEK ONBOARD PROCESS

## NEW USER

After downloading the App, the onboarding process can be started by clicking on "Create New Account"

Search for the pharmacy where you are registered by typing the pharmacy name or address

After finding the pharmacy, click on 'Select this pharmacy'. Please note that if you're not yet registered and want to send the pharmacy a registration form (by clicking on 'New? Register first'), it will be necessary to wait for the pharmacy to take action so that before you can proceed with the onboarding process.



# BOOTS APOTHEEK ONBOARD PROCESS

## NEW USER

To be able to use the app you need to click on 'I agree to the Terms and Conditions & Privacy Statement'. It is possible to access the documents in full by clicking on the respective links.

On the new account creation page, you can select the language (English or Dutch).

The new account can be created by typing a valid email and password or sign in using existing Apple, Microsoft or Google accounts.


When you select an existing Apple, Microsoft, or Google account, an app account will be automatically created.



**Accept our conditions**  
Please read and accept our terms and conditions and privacy statement.

I agree to the  
Terms and Conditions & Privacy Statement ☐

Create account



English  
English  
Nederlands

Create new account

Email

Password

Confirm password

Password policies:  
• minimum length: 8 characters;  
• must contain at least 1 numerical digit;  
• must contain at least 1 lower case character;  
• must contain at least 1 upper case character;  
• must contain at least 1 special character;  
[Already have an account? Login](#)

Create account

Email


Password


Confirm password


Password policies:  
• minimum length: 8 characters;  
• must contain at least 1 numerical digit;  
• must contain at least 1 lower case character;  
• must contain at least 1 upper case character;  
• must contain at least 1 special character;  
[Already have an account? Login](#)

Create account

Or sign in with

 Sign in with Apple

 Microsoft

 Google

# BOOTS APOTHEEK ONBOARD PROCESS

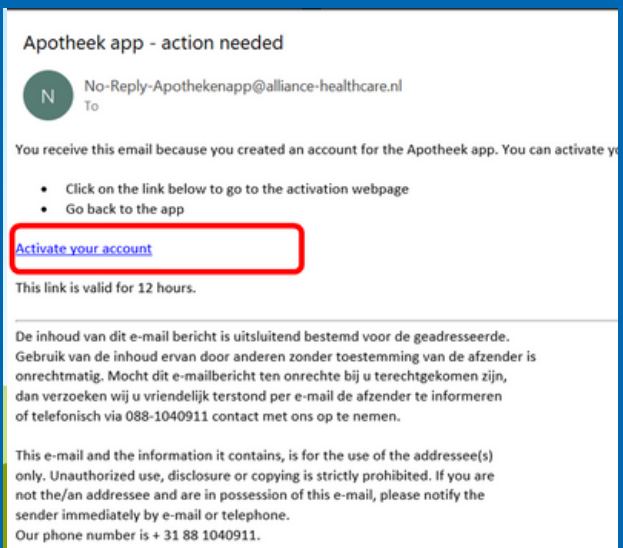
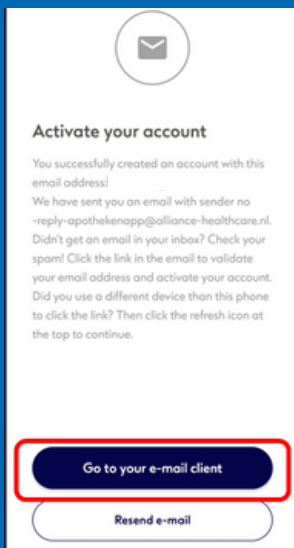
## NEW USER

When typing email and password, an email from 'No-Reply-Apothekenapp@alliance-healthcare.nl' will be sent to you for validation.

You must have access to your mailbox (go to the same email address used to create the account).

It is necessary to click on 'Activate your Account' to be able to proceed with the onboarding process.

Note that the link is valid for 12 hours. To be able to proceed validation after this period, you must click on 'Resend email' to receive a new validation link.





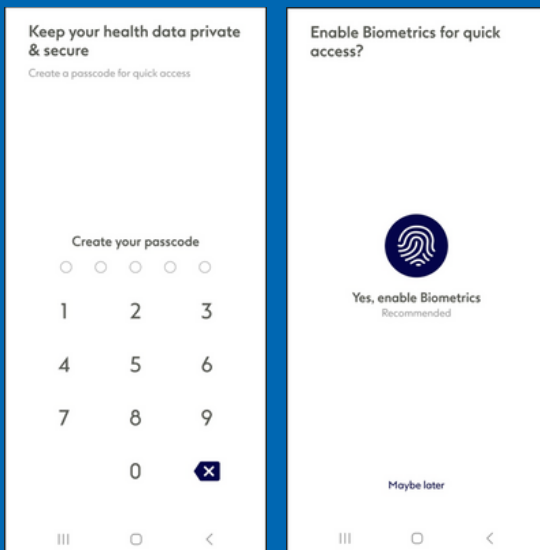
# BOOTS APOTHEEK ONBOARD PROCESS

## NEW USER

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After validating the email, it will be necessary to set a PIN (Passcode) and biometrics can also be enabled.

The next stage of onboarding consists of identity validation and will be described in the next slides.



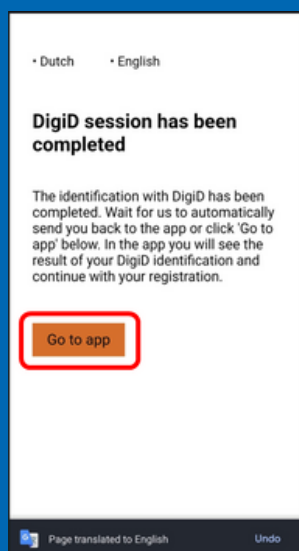
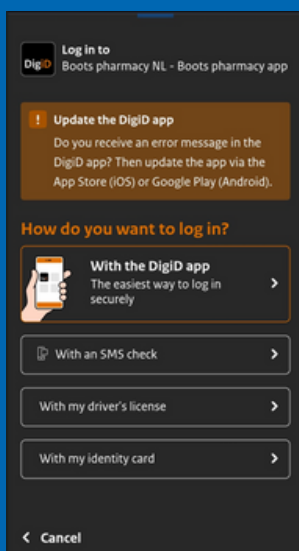
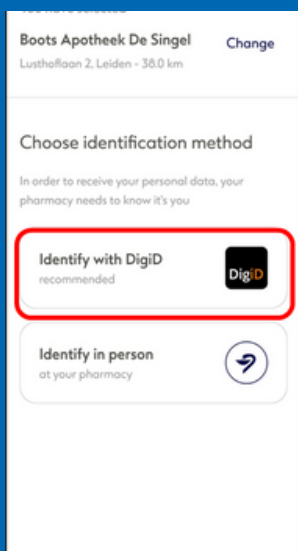
# BOOTS APOTHEEK ONBOARD PROCESS

## NEW USER

Identity validation can be carried out in 2 ways.

We recommend the identity validation via DigiD. In this case, the validation process will take place through the DigiD App.

When finished the identity validation, you need to click on 'Go to App'.



# BOOTS APOTHEEK ONBOARD PROCESS

## NEW USER

Another way to do the identity validation is the option 'Identify in Person'.

When selecting this option, the you need to enter the BSN number and go in person to the pharmacy selected at the beginning of the onboard process.


After completing identity validation at the pharmacy, you need to click on 'Refresh after identity confirmation' to proceed.


You will remain on this page until validation is done, or until you click on 'Cancel' and completes the process via DigiD.

Boots Apotheek De Singel  
Lusthoflaan 2, Leiden - 38.0 km Change

Choose identification method

In order to receive your personal data, your pharmacy needs to know it's you


Identify with DigiD  
recommended 

**Identify in person  
at your pharmacy** 

Identify in person at your pharmacy


In order to complete your registration, please enter your BSN number below.

Enter your BSN number

 If your BSN has 8-digits, please input the leading zero

**Important!**  
You will have to go to the pharmacy in person to identify yourself

Proceed



Go to your pharmacy

Go to your pharmacy and confirm your identity. Show this screen with your email address:

Bring your identification document!

You can check the location of Boots Apotheek De Singel in your maps app.

Go to maps app

**Refresh after identity confirmed**  
or  
Cancel

# BOOTS APOTHEEK ONBOARD PROCESS

## NEW USER

To validate your identity, the pharmacy should access the website <https://alliance-platform.smartmed.cloud/>, find your email, and proceed with approval.

If the pharmacy rejects the request, you will receive an error message and must restart the pharmacy connection process.

### Identiteit controleren

E-mail

BSN

Controleer de identiteit volgens de onderstaande stappen

☐

 Patiënt heeft eigen identiteitsbewijs bij zich (foto controle)

☐

 Identiteitsbewijs is geldig

☐

 Opgegeven BSN klopt met identiteitsbewijs

☐

 BSN is bekend in het AIS

Voor het documentnummer van het identiteitsbewijs in

ANNULEREN

AFKEUREN

GOEDKEUREN

### Connection to pharmacy failed

There was a technical error when connecting to your pharmacy.

This means your app account is not yet connected to your pharmacy file. Please try again. Or contact your pharmacy if you got this message more than once.

Restart connect to pharmacy

# BOOTS APOTHEEK ONBOARD PROCESS

## NEW USER

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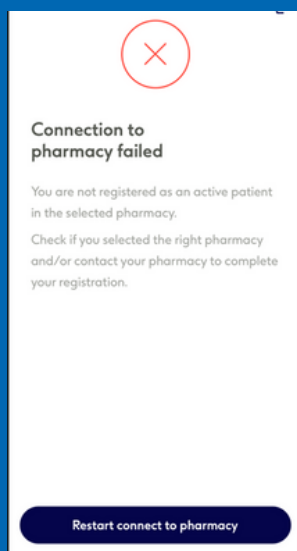
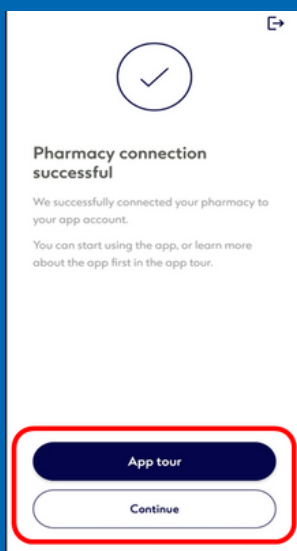
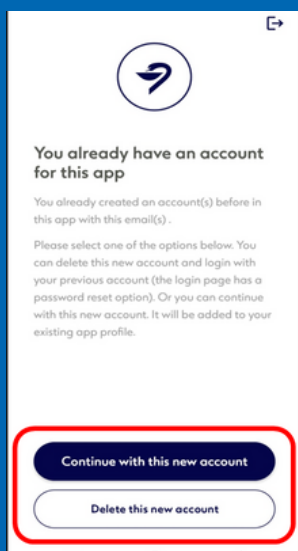
If you have already completed the onboarding process with a different email, you will be notified and must choose one of the following options:

- Continue with creating a new account (in this case, the same BSN will have two accounts in the app) or
- Delete the new account created and proceed with logging in with the existing account

The registration with the pharmacy will be completed successfully when you perform the previous validations.

Note that the registration at a pharmacy is required for the onboard to be completed successfully.

If you're not registered at the pharmacy where you are onboarding, then this error message will be shown



BOOTS APOTHEEK  
LOGIN PROCESS  
EXISTENT USER

---

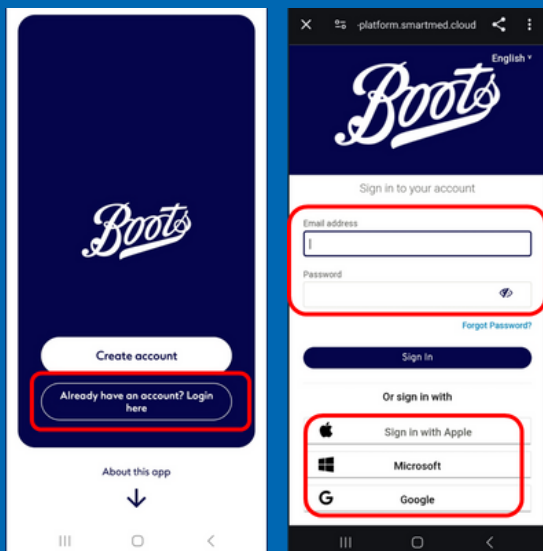
14

# BOOTS APOTHEEK LOGIN PROCESS

## EXISTENT USER

---

If you already have an account created (onboard process completed successfully) and want to use the app, the option to choose when opening the app is 'Already have an account? Login here', then you need to type the email and password to access the account or sign in using social accounts (Apple, Microsoft or Google).



# BOOTS APOTHEEK LOGIN PROCESS

## EXISTENT USER

If the email or password entered is incorrect, you will receive a notification.

It is also possible to use the 'Forgot password' button, provide the email, and if it is registered, you will receive an email with instructions to set a new password and access the app.

Boots Apothek

Sign in to your account

Email address

Invalid email address or password.  
Forgot your password? Click on 'Forgot Password?' below.  
Forgot email address? You can use 'Forgot password?' to try different email addresses.

Password

[Forgot Password?](#)

Sign In

Or sign in with

Sign in with Apple

Microsoft

Google

Boots Apothek English

Forgot Your Password?

Email address

+ Already have an account? Login

Submit

Enter your username or email address and we will send you instructions on how to create a new password.

Boots Apothek

Sign in to your account

✔ If this email address is known to us, you will receive an email within a few minutes with further instructions. Did not receive email?

- Is the email address correct?
- Is the email message in your spam folder?
- Maybe you used another email address for this account? Try to request a new password for other email address you may have used.

Email address

Password

[Forgot Password?](#)

Sign In

Or sign in with



# BOOTS APOTHEEK MAIN FEATURES HOMEPAGE

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# 17

# BOOTS APOTHEEK MAIN FEATURES

## HOME PAGE

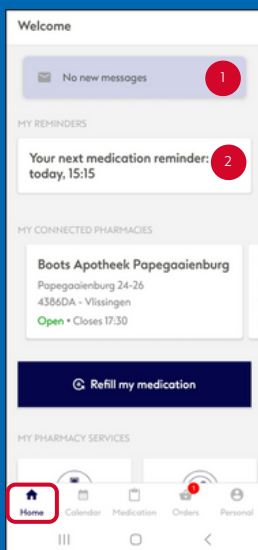
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1 The section called "My Messages" allows you to access the inbox for messages related to your medication.

Note: the inbox messages available in the app is independent of external email inboxes, even when logging in the App using Apple, Google, or Microsoft accounts.

2 The 'My Reminders' section displays the reminder for your next medication. If no medication has intake information defined, then nothing will be shown.

Note: reminder is displayed in this section even if notifications are disabled in the settings.



# BOOTS APOTHEEK MAIN FEATURES

## HOME PAGE

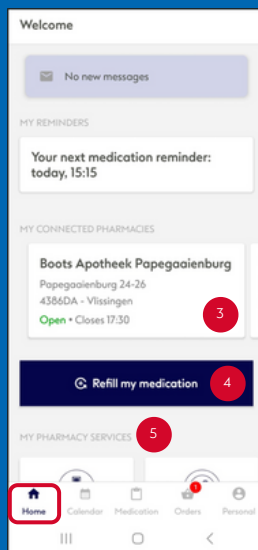
---

3 The 'My Connected Pharmacy' section displays the name of the pharmacy with which you is registered and completed the onboarding process. If the pharmacy is part of a group, you will be connected to all the pharmacies within that group, shown in the "My Connected Pharmacies" section as a carrousel of pharmacies.

By clicking on the pharmacy, you will be able to access pharmacy's details, such as opening hours, address, email, telephone number and the services enabled to that pharmacy.

4 By clicking on the 'refill my medication' button, you're directed to the medication selection page for refill.

5 When a pharmacy is part of a group, the services will be shown one at a time. Switching the pharmacy in the carousel will automatically change the list of services to display those of the pharmacy currently selected in the carousel.



# BOOTS APOTHEEK MAIN FEATURES OFFLINE MODE

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# 20

# BOOTS APOTHEEK MAIN FEATURES

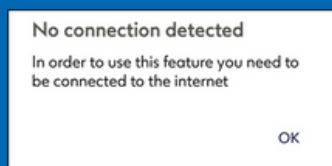
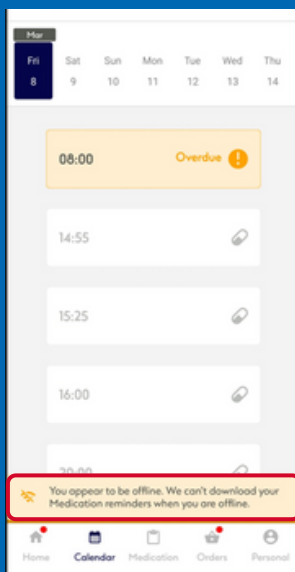
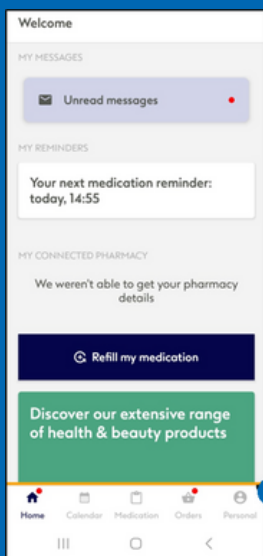
## OFFLINE MODE

To ensure that all app functions are active, it is essential to be online (internet connection).

If the app is offline, it will only work in a 'read only' mode. A yellow line on the home page indicates the absence of an internet connection.

A message is also displayed to you when this occurs.

Reminders remains working (notifications will be sent); however, it will not be possible to register any actions (take or skip).



BOOTS APOTHEEK  
MAIN FEATURES  
INBOX MESSAGE

---

22

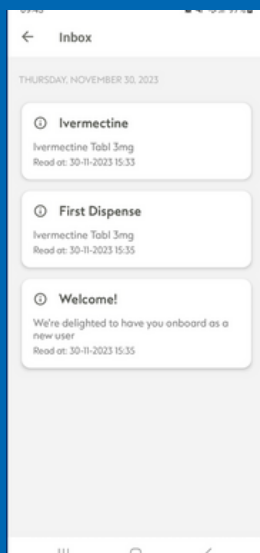
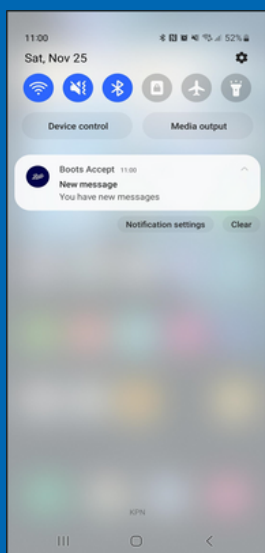
# BOOTS APOTHEEK MAIN FEATURES

## INBOX MESSAGE

---

A welcome message will be sent when you complete the onboarding process or when an existing user updates the app to the version that supports this functionality.

Also, when you receive medication for the first time, a First Dispense message will be sent. Clicking on the message, you will be redirect to the Medication details page, where you can find extra information, for example the patient leaflet.



# BOOTS APOTHEEK MAIN FEATURES

## INBOX MESSAGE

---

If the pharmacy supports the services, you will be able to access all Pharmi MedicijnWijz Base content. When you click on the message, it goes to the right date in the calendar view where the daily information and/or questions are shown. If the daily information contains question(s) you can answer the question .

Note that for all messages the you will receive only one notification (if the notifications are enabled in the settings).



# BOOTS APOTHEEK MAIN FEATURES CALENDAR

---

# 25

# BOOTS APOTHEEK MAIN FEATURES

## CALENDAR

---

On the calendar page, you can see the upcoming medication doses related to the intake information that was defined in the app.

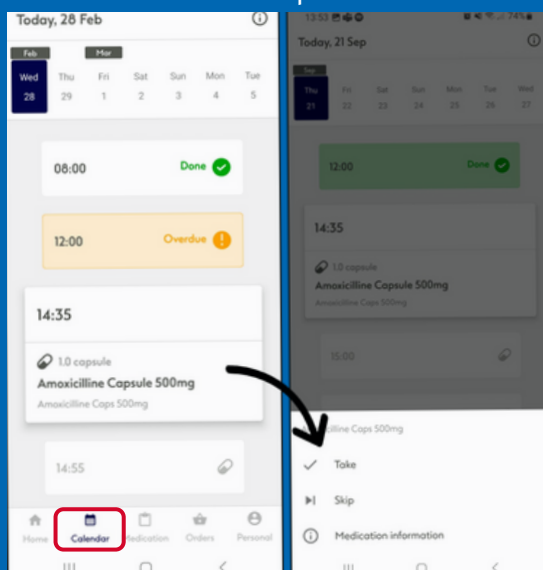
For each medication it is possible to record an action as 'take' or 'skip'.

After taking the action, the medication will be marked as 'done'.

The medication will be displayed on the calendar as 'overdue' when the time to take it has passed and no action has been taken.

It is not possible to record any actions for doses in the future, but doses in the past can be recorded at any time.

Note that the calendar can be accessed up to one month in the past or one month in the future.

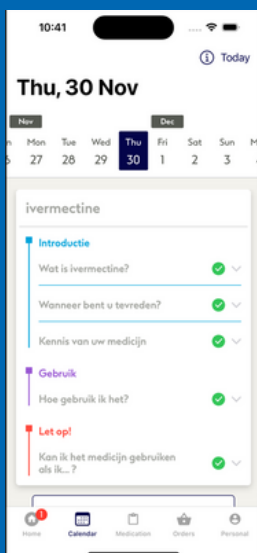


# BOOTS APOTHEEK MAIN FEATURES

## CALENDAR

---

Additionally, when a pharmacy has the 'Pharmi Medicijnwijs-  
license' and a care plan is defined  
for the medication, you will  
receive messages from  
Medicijnwijs, containing relevant  
information about the  
medication. These messages may  
include questions, indications, or  
general information. You will  
receive information throughout  
the duration of the care plan for  
each medication.



# BOOTS APOTHEEK MAIN FEATURES REMINDERS

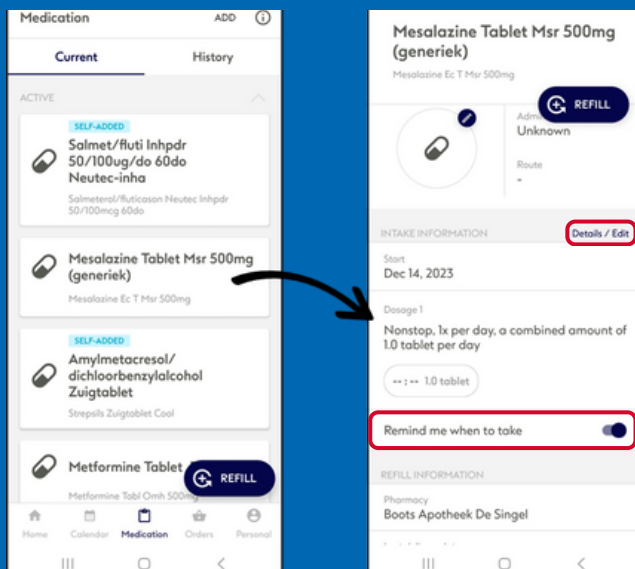
---

# 28

# BOOTS APOTHEEK MAIN FEATURES

## REMINDERS

To set a reminder, you must access the medication via the medication overview, enable the 'Remind me when to take' option, and set the schedule by clicking 'edit' in the Intake Information field. To receive notifications, it is required to have notification reception enabled in the settings.

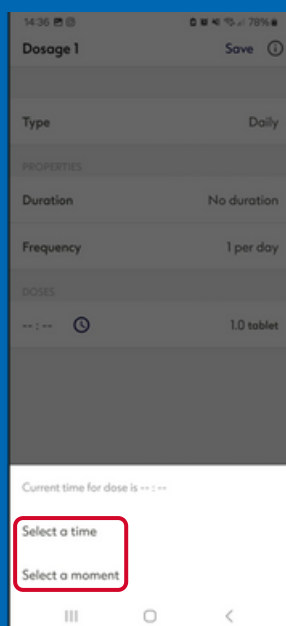
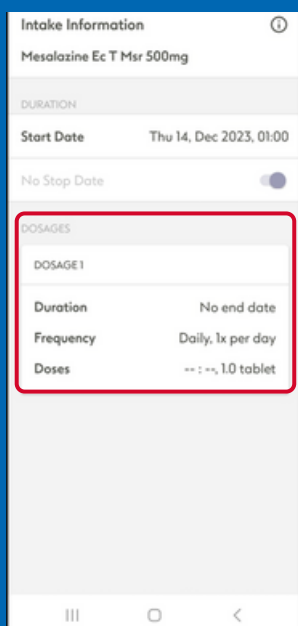


# BOOTS APOTHEEK MAIN FEATURES

## REMINDERS

---

The reminders must be set per dose for any medication dispensed by the pharmacy or for self-added medication.



# BOOTS APOTHEEK MAIN FEATURES MEDICATION OVERVIEW

---

# 31

# BOOTS APOTHEEK MAIN FEATURES

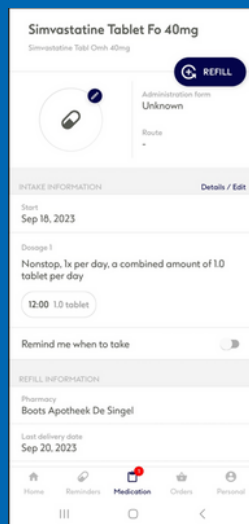
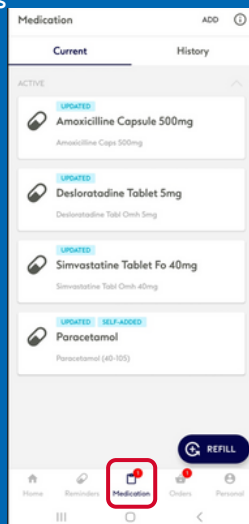
## MEDICATION OVERVIEW

The medication overview displays in the 'Current' tab all medications dispensed by the pharmacy as well as self-added medications by you.

When the medication is stopped by the pharmacy or by you, the medication is moved from the Current tab to the History tab.

In cases where you're connected to a pharmacy that belongs to a group, you will see all medications dispensed by pharmacies belonging to that group.

Through the medication overview you also have access to intake information, refill information and also medication information such as MedicijnWijjs, Instructions leaflet and Instructions videos (when the service is available for the pharmacy).





# BOOTS APOTHEEK MAIN FEATURES SELF-ADD MEDICATION

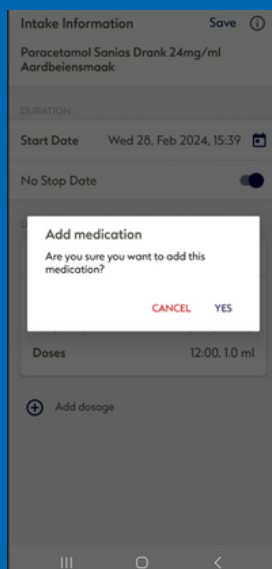
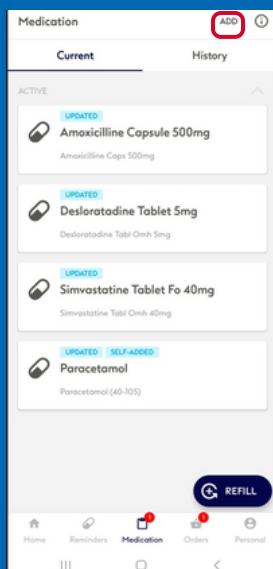
---

# 33

# BOOTS APOTHEEK MAIN FEATURES

## SELF-ADD MEDICATION

To self-add a medication, you must go to the medication overview and click on 'ADD'. You must then type the name of the medication or scan the medication barcode and, after selecting the medication, confirm its inclusion.



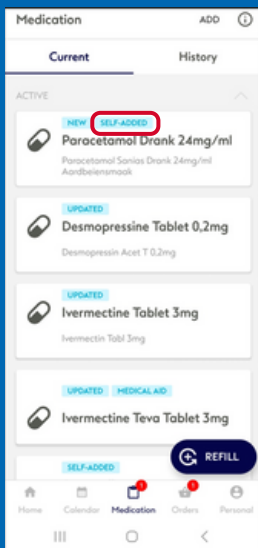
# BOOTS APOTHEEK MAIN FEATURES

## SELF-ADD MEDICATION

---

Medication self-added to the medication overview will be displayed in the medication overview with the tag 'self-added'.

Note: self-added medication is not informed to the pharmacy.



# BOOTS APOTHEEK MAIN FEATURES PAUSE OR STOP MEDICATION

---

# 36

# BOOTS APOTHEEK MAIN FEATURES

## PAUSE OR STOP MEDICATION

---

To PAUSE a medication, you must go to the medication overview and scroll down the page until you find the option to pause the medication. Any medication present in the 'Current' tab can be paused.

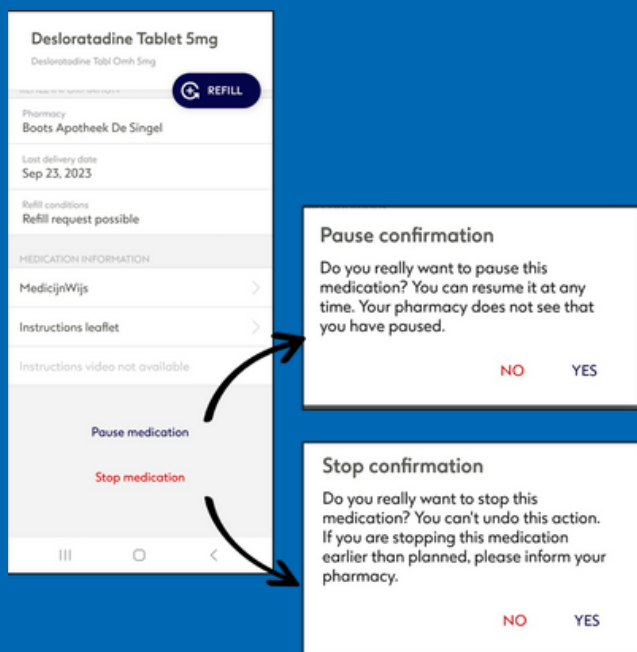
When clicking on the confirmation to pause a medication, it will be paused and will be displayed in the medication overview in a specific section for paused medications.

You can RESUME medication at any time, just go to medication and click on 'resume medication'. This action is not informed to the Pharmacy.

# BOOTS APOTHEEK MAIN FEATURES

## PAUSE OR STOP MEDICATION

The procedure for **STOPPING** a medication is the same, however, when confirming to stop a medication, it is immediately moved to the 'history' tab with the 'stopped' tag. No action can be performed after the medication has been stopped.



# BOOTS APOTHEEK MAIN FEATURES REFILL

---

# 39

# BOOTS APOTHEEK MAIN FEATURES

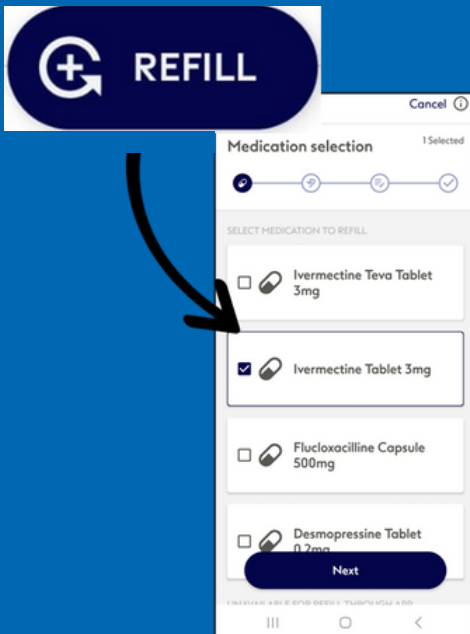
## REFILL

---

By clicking on the 'refill' button, you're directed to the medication selection page for refilling. The medication available for selection are medication available for refill.

You must select the medications for which you want to request a refill and click on "Next".

Note: self-added medication is not refillable.





# BOOTS APOTHEEK MAIN FEATURES

## REFILL

The next screen will display the pharmacy that will be responsible for processing the refill and it is also the place where you will pick up the medication.

When placing a refill request and the pharmacy is part of a group, you can select the preferred pick up pharmacy within a defined pharmacy group.

You must then confirm the refill to submit the request.

The refill will be shown in the 'Orders' page with the status 'Requested'.

Note that once the refill has been submitted it is not possible to remove it.

The screenshot shows the 'Refills' screen with a 'Location selection' section. At the top, there is a progress bar with four steps: a first step with a checkmark, a second step with a question mark, a third step with a question mark, and a fourth step with a checkmark. Below the progress bar, the text 'SELECT A PHARMACY TO PICK-UP MEDICATION' is displayed. There are three pharmacy options, each with a checkbox and a name: 'Boots Apotheek Paauwenburg', 'Testapotheek', and 'Boots Apotheek Papegaaienburg'. At the bottom, there is a 'Next' button.

The screenshot shows the 'Refills' screen with a 'Confirm' section. At the top, there is a progress bar with four steps: a first step with a checkmark, a second step with a question mark, a third step with a question mark, and a fourth step with a checkmark. Below the progress bar, the text 'Please confirm your selections before make the order' is displayed. There are two sections: 'MEDICATION TO REFILL' showing 'Ivermectine Tablet 3mg' with a pill icon, and 'PHARMACY TO PICKUP' showing 'Testapotheek'. At the bottom, there is a 'Confirm' button.

# BOOTS APOTHEEK MAIN FEATURES ORDERS

---

# 40

# BOOTS APOTHEEK MAIN FEATURES

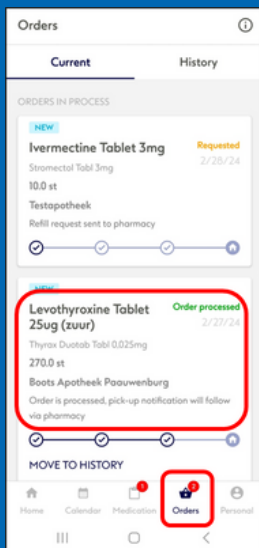
## ORDERS

Submitted refills are displayed on the Orders page (under the Current tab) with the status 'Requested'.

Information regarding the requested medication and the pharmacy to which the request was sent is also available on this page.

The status will change when the pharmacy begins processing the request and when it is ready for pick-up. However, you will not receive any notification. Updates will be indicated with a red badge overlaying the icon on the respective page.

Once the request is collected by you from the pharmacy, it will be moved to the 'History' tab with the status 'Delivered'.



# BOOTS APOTHEEK MAIN FEATURES PERSONAL PAGE

---

# 44

# BOOTS APOTHEEK MAIN FEATURES

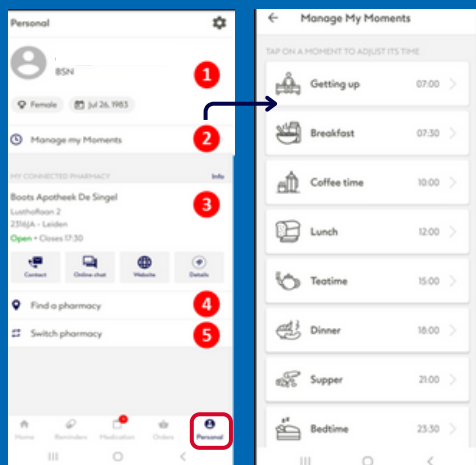
## PERSONAL PAGE

1 On the Personal page, you find your name and BSN, as well as gender and date of birth. This data is not editable by the . If any changes are necessary, you must contact the pharmacy.

2 In 'Manage my moments', you can define the time for each "moment" so that you are associated with medication reminders.

3 In the 'My connected Pharmacy' section, you will see information about the pharmacy with which you are registered. In the case of pharmacies that belong to a group, all pharmacies in the group will be listed.

4 In 'Find a pharmacy', you can locate a pharmacy and obtain information such as opening hours, address, email, telephone number and the services enabled to that pharmacy. Selecting a pharmacy through the locator does not change the pharmacy you're logged into.

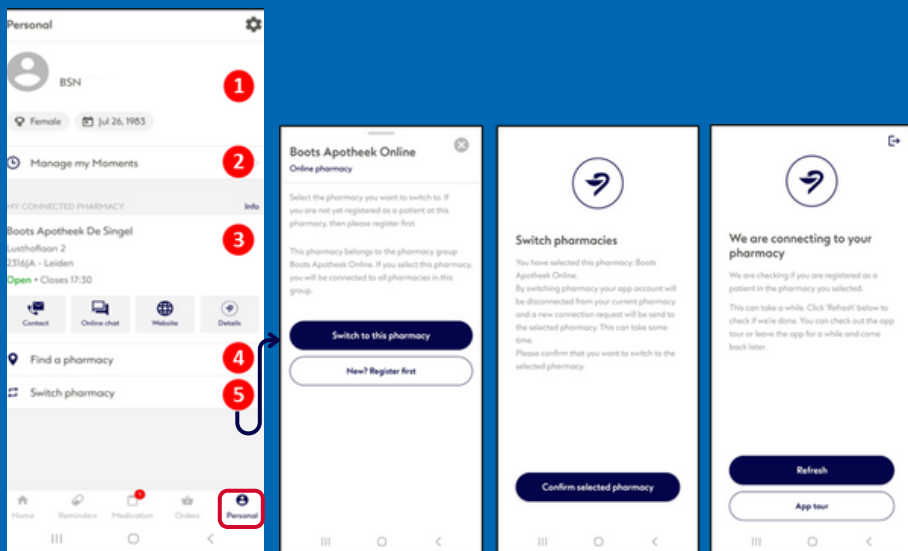


# BOOTS APOTHEEK MAIN FEATURES

## PERSONAL PAGE

5 By selecting 'Switch pharmacy' you will start a new onboarding process at the selected pharmacy to switch. The onboard process is the same as described at the beginning of this material and requires you to be registered at the pharmacy.

If you confirm the switch to a pharmacy for which you are not registered, then an error message will be displayed, and you must onboard again at a pharmacy where you are registered, so that you can use the app again. If you're not registered at the pharmacy where you are onboarding, then an error message will be shown.



# BOOTS APOTHEEK MAIN FEATURES SETTINGS

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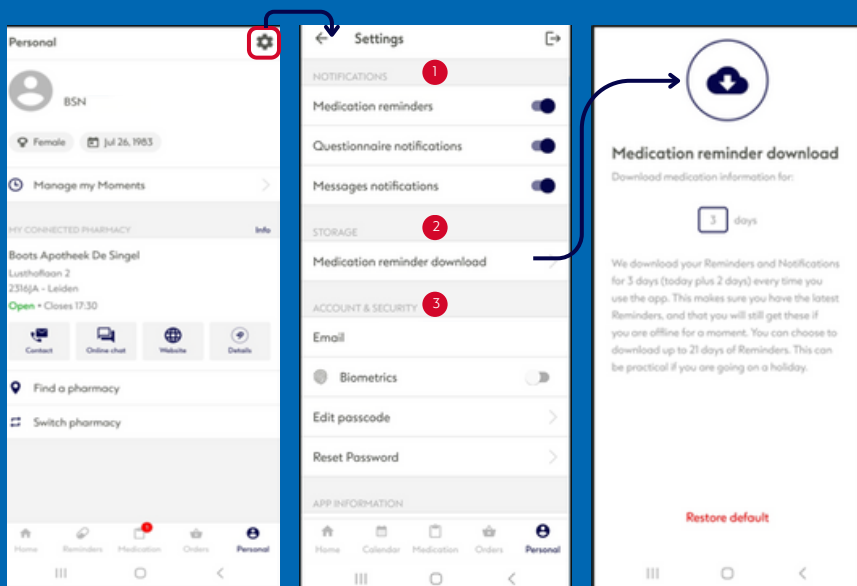
47

# BOOTS APOTHEEK MAIN FEATURES

## SETTINGS

1 On the settings page, you can enable or disable receiving notifications. These are 'push notifications' that direct you to the app settings.. Disabling the receipt of notifications does not impact the update or use of the app

2 The 'Storage' section is a reminder for app inactivity. You will receive a notification to open the app so that it can be updated. By default, it is set to 3 days, but you can change it anytime.





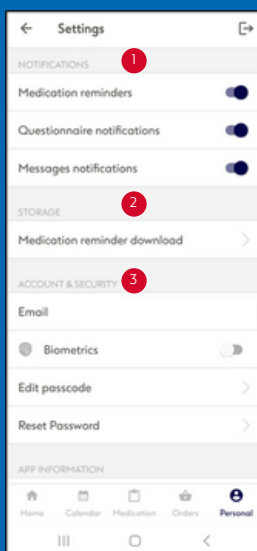
# BOOTS APOTHEEK MAIN FEATURES

## SETTINGS

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3 In Account & Security, the email with which you're logged into the app will be displayed. The email is not editable by you. If any changes are necessary, you must contact the pharmacy.

In this section it is also possible to enable or disable biometrics, edit the pass code or reset password, simply by following the app's instructions.



# BOOTS APOTHEEK MAIN FEATURES

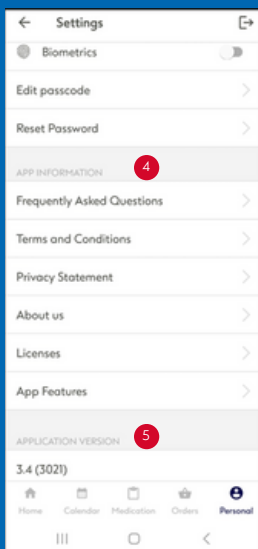
## SETTINGS

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### 4 The App Information section has links to:

- Frequently asked questions, which redirects to a form that will be sent to the Alliance Service Desk.
- Terms and Conditions, Privacy Statement, which contain the general terms of use and the privacy policy already accepted by you to be able to use the app.
- About Us, which redirects to Boots/Alphaga information.
- Licenses, which redirects to Android or iOS licenses.
- App features, which contains a short explanation about the main features implemented in the app.

### 5 The Application version displays the app version installed on your device



# BOOTS APOTHEEK MAIN FEATURES LOGOUT AND DELETE ACCOUNT

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# 51

# BOOTS APOTHEEK MAIN FEATURES

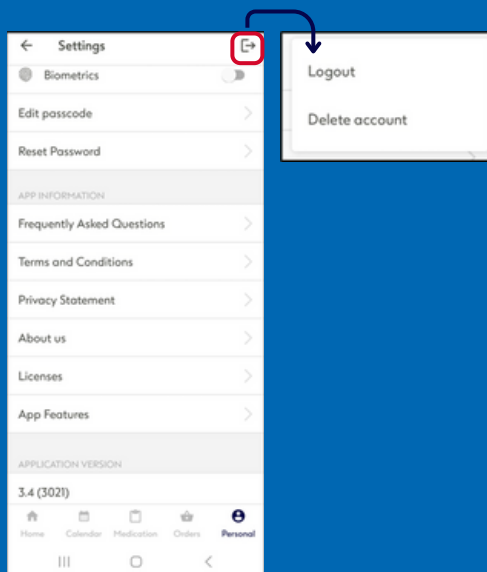
## LOGOUT AND DELETE ACCOUNT

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When you select 'Logout', it means that the session will be terminated, and you will need to provide your email and password to access the app again.

When you choose 'Delete account', it means that all data will be deleted on app side. If you want to use the app again, a new onboarding process will be required.

Note that your record at the pharmacy will not be deleted.



# BOOTS APOTHEEK MAIN FEATURES MAINTENANCE MODE

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# 53

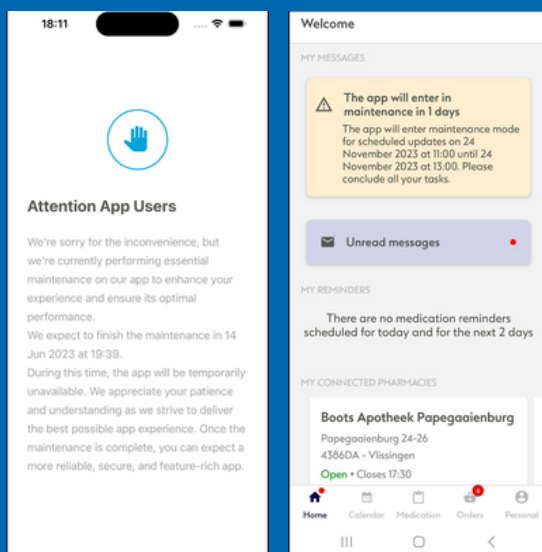
# BOOTS APOTHEEK MAIN FEATURES

## MAINTENANCE MODE

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During maintenances in the app you will be redirected to the maintenance page.

For all active sessions during the maintenance time, you will be able to perform any action in the app, however, when closing the app and trying to access it again, you will be directed to the maintenance mode page.



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## CONTACT US

If it doesn't work, please fill in the [contact form](#).  
We will then contact you as soon as possible.

