

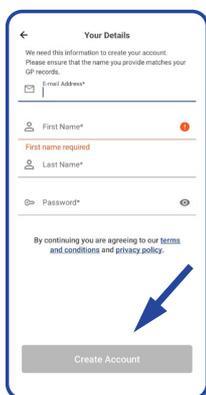
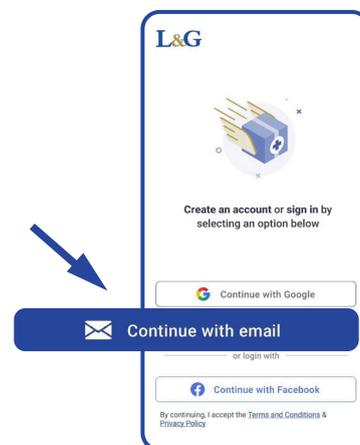
How to use your new Lindsay and Gilmour App



How To Create A New Account on the L&G App

After you've successfully downloaded and installed the new app, open it up and you'll be taken to the login screen as shown to the right. To continue, choose which login method best suits you.

For this guide, we'll be clicking **"Continue with email"**.



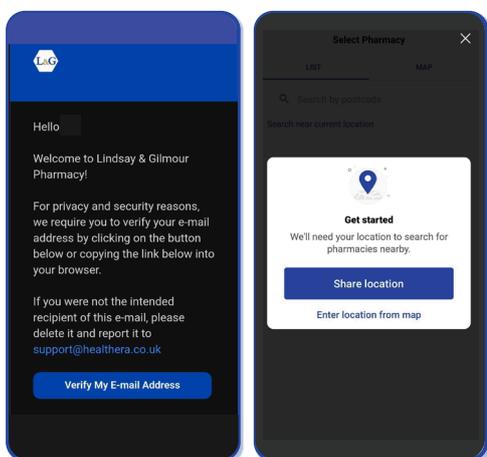
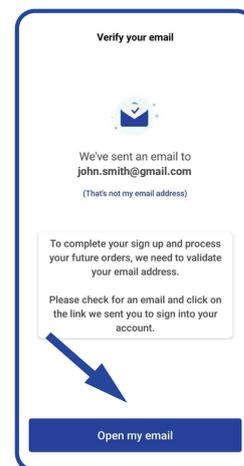
Next, you'll need to fill out your details and choose a password.

For your personal security, we require your password to contain at least 8 characters which include at least one capital letter, number and special character in your password.

Now that you've filled out the form, simply click **"Create Account"** to proceed.

Next, you'll need to verify your email address so we can complete your sign up and process your future prescription orders.

To open your email inbox quickly, click the **"Open my email"** button.



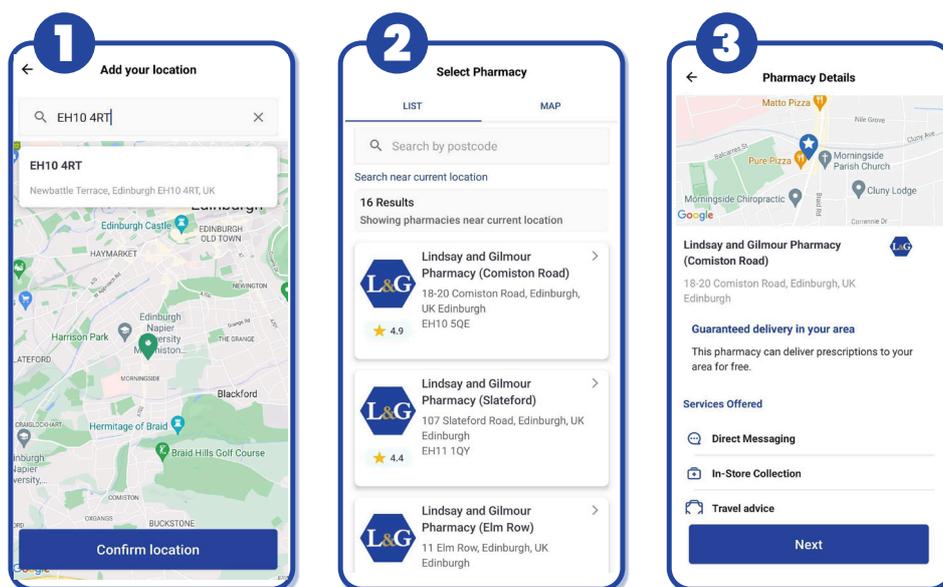
When you open your inbox, you should already have an email from us asking you to verify your email.

Once you've verified your email, go back to the L&G app to connect with your local branch.

To show you the nearest L&G pharmacies, we'll need to know your location - the simplest way to do this is to **"Share location"** and confirm.

If you're unable to do this, click **"Enter location from map"** and follow these steps:

1. Type your postcode into the search bar at the top of the screen to unlock the **"Confirm location"** button, and simply press it to continue to see your nearest L&G branches.
2. Once you're on this page, choose the Lindsay & Gilmour pharmacy that you'd like to use on the app.
3. When you've clicked the pharmacy you'd like to use, we'll give you more information about the branch (including what services they offer). Click **"Next"** to start ordering your first prescription.

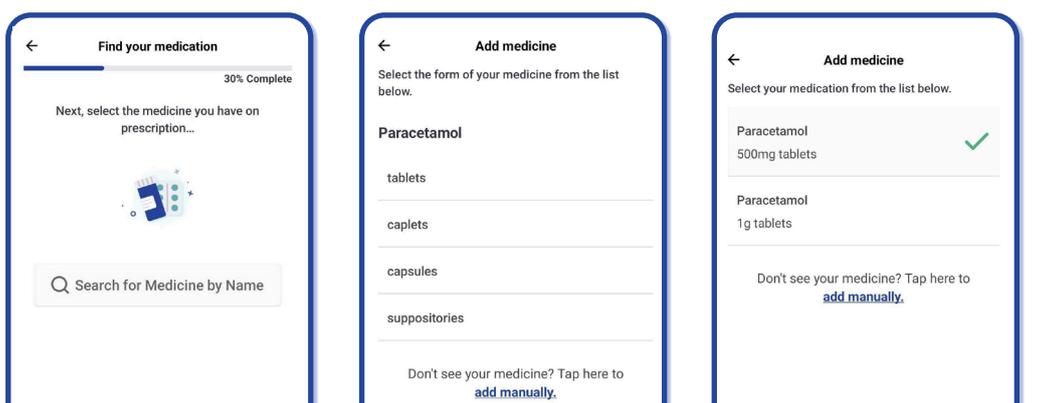


How to Order Your First Prescription

Now you've successfully created your account on the app and selected your preferred Lindsay & Gilmour pharmacy, it's time to set up your medicine reminders and order your first prescription.

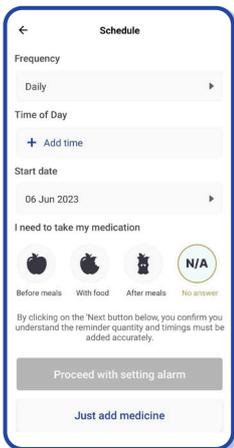
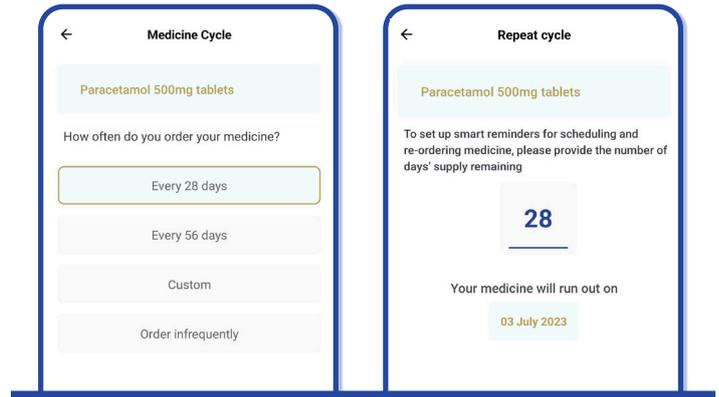
In this section of the guide, we'll be ordering paracetamol tablets but you can search for your specific medicine by typing the name into the search bar.

Next, simply choose the correct form of your medicine and on the following page choose the dosage strength that you've been prescribed.



Once you've added your medicine to the app, we'll help you set up medicine reminders, so you know when to take and when to order your medicine.

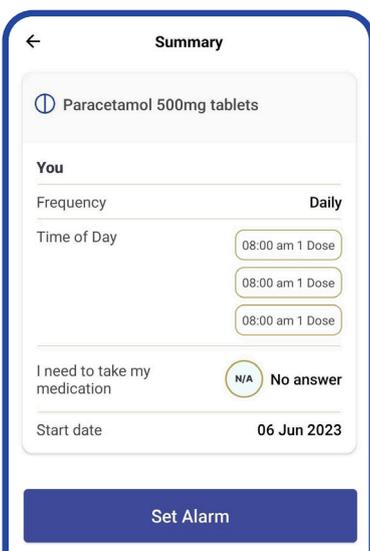
To begin, simply click the correct medicine cycle, and then on the following screen, input how many days' supply you have remaining.



After you've entered your medicine and repeat cycles, you can set up your medicine alarms by choosing the frequency, time of day, start date and how you need to take your medicine.

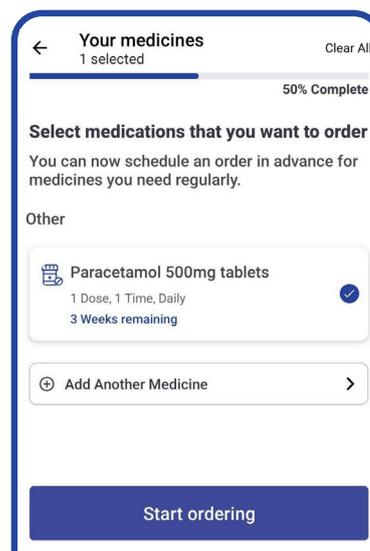
If you don't want to set medicine alarms, you can skip this step by clicking "**Just add medicine**".

To confirm your medicine reminders, simply click "**Set Alarm**" (as shown in the first picture below) and you'll be notified when it's time to take your medicine.



Now that you've set your medicine reminders or clicked "Just add medicine", let's get your first prescription ordered.

To get started, click "**Start ordering**".



Before proceeding, you'll need to choose whether you'd like to schedule your order or order your prescription now. In this guide, we'll be setting up a scheduled order.



1 My Details 50% Complete

Personal Details
This information is required by your pharmacy and GP to process the order.

First Name*

Last Name*

Date of Birth*
01 January 1980

Male* (at birth) Female* (at birth)

Telephone (for pharmacy records)

Next

2 Select GP 70% Complete

LIST MAP

Search by name or postcode

Morningside Medical Practice
Morningside Medical Practice 2 Morningside Place
Edinburgh EH10 5ER
0.1 miles away

Morningside Medical Practice
2 Morningside Place Edinburgh Midlothian EH10
5ER
0.1 miles away

Hermitage Medical Practice
5/6 Hermitage Terrace Edinburgh EH10 4RP
0.3 miles away

Drs Rigg, Seagrave & Mckechnie
Drs Rigg, Seagrave & Mckechnie Hermitage
Medical Practices 5-6 Hermitage Terrace
Edinburgh, EH10 4RP
0.3 miles away

Your pharmacy and GP will need your personal details to process the order, so it's important to make sure that you add the correct information in the form on the left (1).

Once you've added your personal information, click **"Next"**.

Your GP will need to know your home address in order to approve your prescription request. To find your address, start by typing in your postcode and then select your home from the drop-down list.

On the following page (2), choose the GP surgery that you're currently registered with.

Now that you've finished adding all of the necessary information required by your GP and pharmacy to process your prescription order, choose how you'd like to receive your medicine.

You can have it **delivered to your door at no cost**, or if you'd prefer to **collect it in person** you can select the second option.

Schedule your order

Next order will be scheduled on

28 Jun 2023
(in 22 days)

This is 7 days before your medicines run out.

Prescription Item(s)

Paracetamol 1g tablets Free

Paracetamol 500mg tablets Free

Delivered by:
Lindsay and Gilmour Pharmacy (Comiston Road)
18-20 Comiston Road, Edinburgh, UK EH10 5QE
★ 4.9

Morningside Medical Practice

Delivery Address
1F 32 Newbattle Terrace Edinburgh EH10 4RT
Add delivery note

Schedule Order

Receiving your order 85% Complete

Showing results for: EH10 4RT

Free delivery
Your order will be delivered by your pharmacy to your door at no cost.
Choose Delivery

Collect in-store
18-20 Comiston Road, Edinburgh, UK, Edinburgh EH10 5QE
Collect your medicines in store. Your pharmacy will let you know when it's ready to collect.
Lindsay and Gilmour Pharmacy (Comiston Road)
0.42 miles
See on map
Collect at this pharmacy

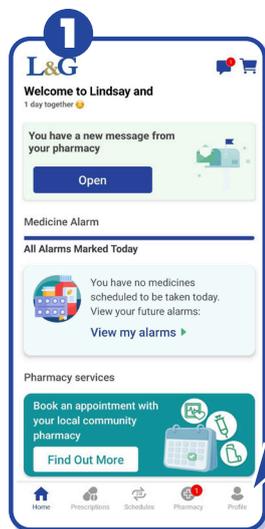
Before completing your order, check to make sure that all the information is correct.

You can also add a delivery note to your order by clicking **"Add delivery note"**, in case you have a special requirement.

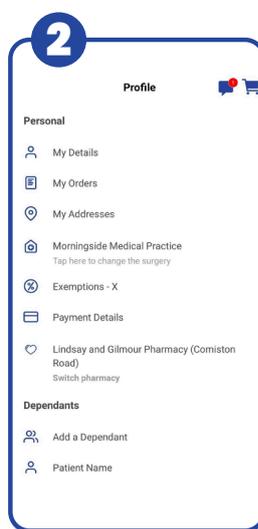
Once you're sure that everything is good to go, click **"Schedule Order"** and we'll send you a notification when it's time to approve your order.

How to Add a Dependant to Your App

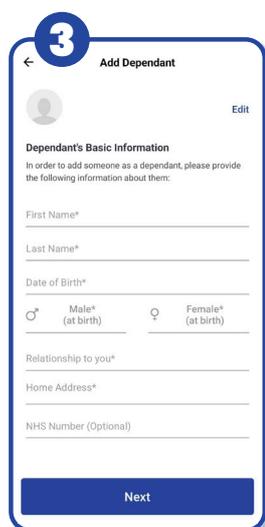
If you need to order on someone's behalf, you can do this easily on the app by following these simple steps.



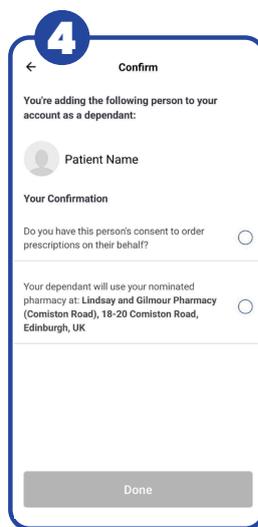
From the homepage of the page, click **"Profile"** at the bottom right of the screen (this is also where you can edit your personal information).



Now that you're on the "Profile" tab of the app, click the **"Add a Dependant"** button to add their information.



As with ordering your own medicine on the app, we'll need your dependant's personal details to ensure that their prescription is approved by the GP and pharmacist.



You'll need to confirm that you have your dependant's consent to order on their behalf and that they'll be using the same Lindsay & Gilmour branch you're nominated to.

Once you've clicked **"Done"**, you can navigate to the **"Prescription"** tab at the bottom of the screen to switch between you and your dependants' profiles.

From there you'll be able to order prescriptions on their behalf by following the same ordering process shown in this guide.

