

# Welcome to the Johnson & Johnson Vision Pro User Guide

## For Users

Use this step-by-step guide to see everything our site can offer your Practice and most importantly, your patients.



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# Account & Profile

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# CREATING AN ACCOUNT

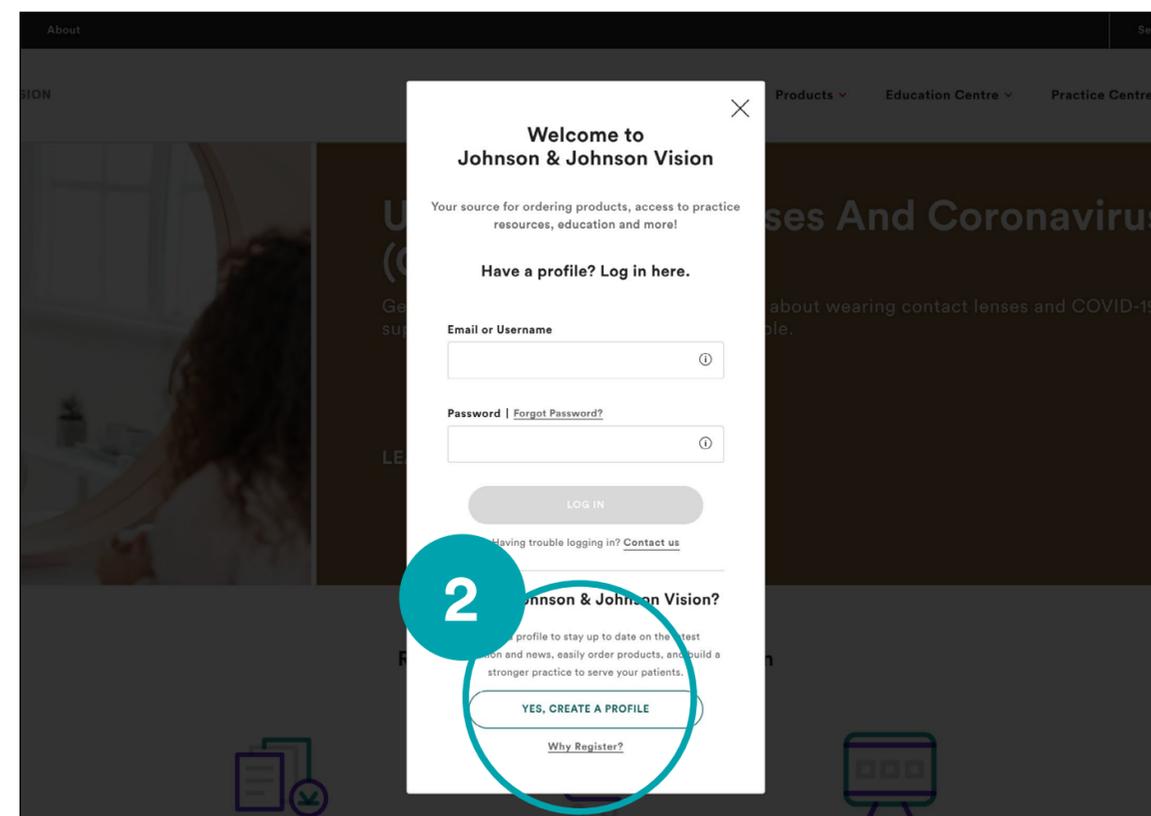
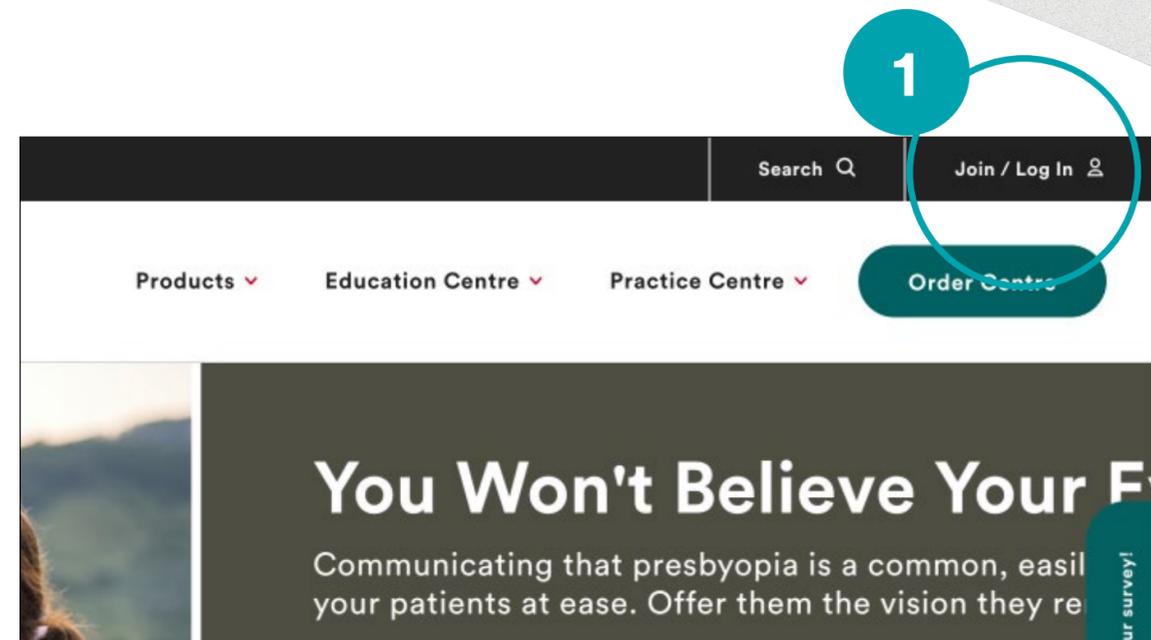
## Let's begin with creating your account and filling in your personal profile.

Whether you're an Eye Care Professional or a member of the wider Practice team, you will want to create your own account/profile so we can offer you content that applies to you and your role.

This account allows you to access our professional and patient resources, expand your education, order products and download materials to help promote your Practice.

## Follow the instructions below to register your account (profile):

- 1 Click **“Join/Log In”** in the upper right corner of the homepage to begin the process.
- 2 Click on **“YES, CREATE A PROFILE”** at the bottom of the pop-up.



# CREATING AN ACCOUNT

- 3 Fill in your details.** Remember: this information (which includes your name and email address) should be bespoke to you - having your own login allows us to tailor content to you.
- 4 Choose your password.**  
**NOTE:** Your password must be between 8-15 characters, including one digit, one uppercase letter and one lowercase letter.
- 5 Check the box** to opt-in to the marketing or education emails and agree to the Terms of Use and click "**Submit**".

## Why sign up for emails?

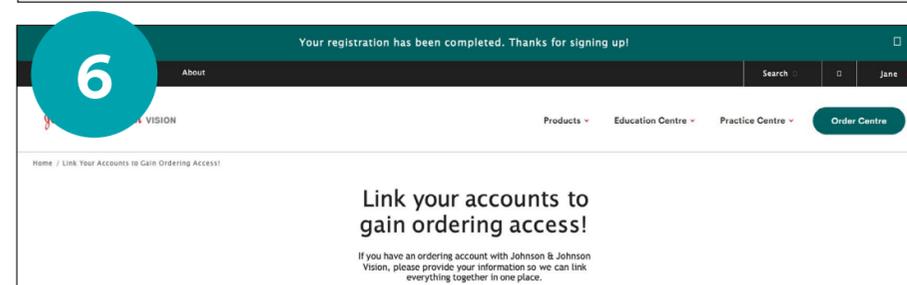
Johnson & Johnson Vision offers a broad range of eye health solutions for everyone - supporting eye health at every stage of life. Your agreement allows us to email you from time to time about these opportunities.

- 6 Congratulations! You have completed your registration for your account.** You should see a confirmation message in the green bar at the top of the next screen.

**3**

**4**

**5**



# CREATING AN ACCOUNT

Once you've signed up you'll be offered the opportunity to link your account to your Practice.

## Ready to start ordering product online?

If you're ready to start ordering Johnson & Johnson Vision products online you'll need to link your account to your Practice.

To do this enter your Practice Account Number (this can be found on an invoice or statement).

## Don't have your Practice Account Number available?

Try entering your account Practice Name & Postcode or Practice Phone & Postcode.

## Not ready?

If you're not ready to order yet, simply skip this step.

**Supply Your Johnson & Johnson Account Information**

Use the following information to connect your Practice Account and start enjoying all the benefits of Johnson & Johnson Vision.

By linking your profile to a practice, your name and learning history will be available to the practice owner. The practice owner will also have the possibility to assign trainings to you. For more information, please read our [Privacy Policy](#).

**Search for an Existing Practice Account**

Account Number     Phone & Postcode     Practice Name & Postcode

\* Practice Account Number

Your Practice Account number can be found on an invoice or statement. [See example](#)

[< Back](#)

# BENEFITS OF LINKING TO YOUR PRACTICE

Linking your account to your Practice opens up a wealth of benefits that can help you and your team:

- ✓ Easy online ordering and a real-time inventory dashboard
- ✓ Quick and easy product ordering for all your Practices
- ✓ List your Practice on our 'Find an Optician' locator

## Signing up

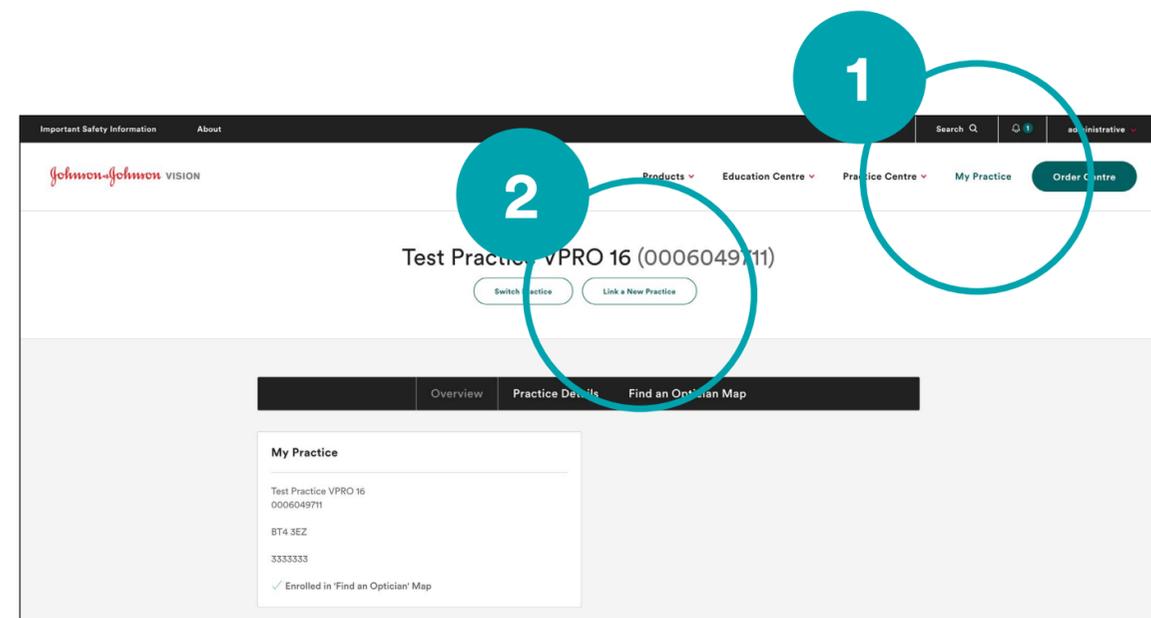
If you didn't link your Practice to your account when you first signed up, don't worry - you can do it any time.

- 1 If your Practice has a Practice Account registered with us, select **"Link to an Existing Practice"**.
- 2 If your Practice is not registered in our system, select **"Apply for a Practice Account"** or direct your Practice manager to this page to apply.

The screenshot displays the Johnson & Johnson Vision website interface. At the top, there's a navigation bar with 'Products', 'Education Centre', 'Practice Centre', 'My Practice', and 'Order Centre'. The main heading is 'Start Enjoying All the Benefits Johnson & Johnson Vision Offers'. Below this, a central message says 'Create a personal profile to gain access to benefits that help you better serve your patients and build your practice.' with a 'Create a Profile' button. A grid of seven benefit cards follows: 'Practice Centre' (Prepare for practice success using practice building tips, clinical calculators and tools.), 'Learning and Certifications' (Take online courses to stay on top of vision care advances and programmes, anywhere, anytime.), 'Patient Resources' (Empower your patients with knowledge provided by instructional materials that can be emailed directly to their inbox.), 'Promotional Materials' (Promote your practice using a range of digital and in-store materials.), 'Easy Online Ordering' (Enjoy real-time order status, 1-click reordering, exclusive access to ACUVUE® products, and more.), 'Find an Optician' (Make it easier for patients to find your practice and contact information with our Find an Optician map.), and 'Team Management' (View your team, assign training courses, and monitor their progress.). Below the grid, a section titled 'No Practice Account on file?' offers to 'Create one or refer your practice manager here so your team gets the full suite of benefits.' with an 'Apply for a Practice Account' button. Two callout boxes with numbers 1 and 2 highlight the 'Link to an Existing Practice' and 'Apply for a Practice Account' buttons respectively. The footer contains 'About', 'Useful Links', 'Legal', and 'Connect With Us' sections.

# LINKING YOUR PRACTICE

- 1 Select **“My Practice”** in the upper right area of your dashboard.
- 2 On the pop-up, click the **“Link a New Practice”** button.



# LINKING YOUR PRACTICE

- 3 Enter the Account Number for your Practice or enter Practice Phone & Postcode or Practice Name & Postcode. When finished, click “Go”.
- 4 Now, review your Practice information and click “Link to this Practice”.

Important Safety Information About Search Q administrative

Johnson & Johnson VISION Products Education Centre Practice Centre My Practice Order Centre

Home / Supply Your Johnson & Johnson Account Information

### Supply Your Johnson & Johnson Account Information

Use the following information to connect your Practice Account and start enjoying all the benefits of Johnson & Johnson Vision.

By linking your profile to a practice, your name and learning history will be available to the practice owner. The practice owner will also have the possibility to assign trainings to you. For more information, please read our [Privacy Policy](#).

Search for an Existing Practice

Account Number  Phone Number & Postcode  Practice Name & Postcode

\* Practice Account Number

Go

Your Practice Account number can be found on an invoice statement. [See example](#)

[Back](#)

Do not have an Ordering Account?

Apply for an account to receive exclusive access to promotions, preferred pricing and news on our latest resources for your practice.

Apply Now

\* Practice Account Number

0006052885 Go

Your Practice Account number can be found on an invoice statement. [See example](#)

### Results

Test Practice 0006052885

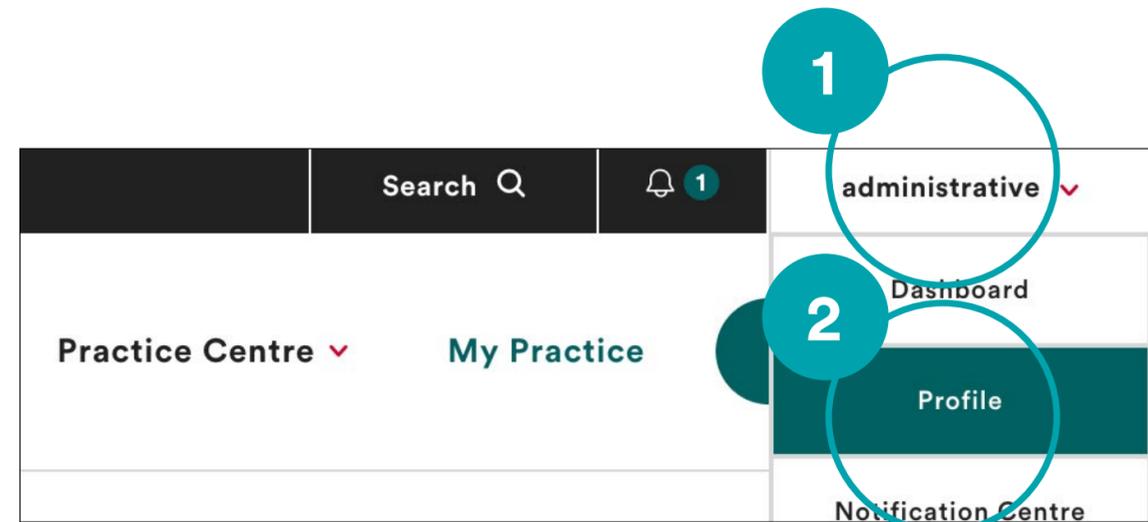
Link to this practice

[Back](#)

# ACCESSING YOUR PROFILE INFORMATION

**Do you need to make changes to your personal profile?** For example, a name change, a job role change, or to change your preferences for receiving marketing and education communications?

- 1 Click on your name and the drop-down menu will appear.
- 2 Select **"Profile"**.
- 3 Once on your profile you can make updates to your personal information.



A screenshot of the 'Profile' page. The page has a white background with a teal header. The title 'Profile' is in red. Below the title, there is a section for 'Personal Information' with a red asterisk and 'Required Field' text. A consent message reads: 'With your consent, we will use the information you provide for your registration in accordance with our [Privacy Policy](#).' The form fields are: 'Title' (dropdown menu), 'First name' (text input with 'administrative'), 'Last name' (text input with 'ukdiv'), 'Email Address' (text input with 'administrativeukdiv@ciandt.com' and a 'Change Email' link), 'Country' (dropdown menu with 'United Kingdom'), and 'Your Role' (radio button group with options: Academic, Dispensing Optician, Optical Assistants, Ophthalmologist, Student, Other, Contact Lens Optician, Locum Optometrist, Optometrist, Retail Manager, and Technician / Administrative). Below the form is a 'Password' section with a 'Change my Password' link. At the bottom, there are two checkboxes for marketing and education communications, both checked. An 'Update' button is at the bottom right. A teal circle with the number 3 is overlaid on the top left of the form.

# PROFILE COMPLETION/PROFILE STRENGTH

The more complete your account, the easier it is for us to deliver content tailored to your needs so you can have a **better online experience.**

- 1 Profile strength**  
View the status of your profile completion in your dashboard.
- 2 Profile completion**  
To complete your profile, click **"Finish My Profile"**.

The screenshot displays the Johnson & Johnson Vision Ophthalmologist dashboard. At the top, there is a navigation bar with 'Important Safety Information', 'About', 'Search', and 'ophthalmologist' dropdown. Below this, the dashboard greets the user with 'Welcome, ophthalmologist!' and provides links for 'Profile' and 'Log Out'. A central section titled 'Get started ordering products, taking online courses, exploring practice resources, and more.' features three cards: 'ACUVUE MULTIFOCAL Fitting Calculator', 'My Learning', and 'Astigmatism Fitting Calculator'. A large teal circle with the number '1' highlights the 'Profile Strength' section, which shows a progress bar at 75% and a message: 'For a better experience, make your profile stronger by completing these tasks:'. Below this, a 'Sign-up for emails' section includes a 'Finish My Profile' button, which is highlighted by a teal circle with the number '2'. A 'Notifications' section on the left lists several unread messages with dates and times, and a 'Read More' button at the bottom.

# PROFILE COMPLETION/PROFILE STRENGTH

## Have you opted in?

If you haven't yet opted in for marketing communications, follow the steps below.

- 1 Check the boxes to opt in and receive valuable updates.
- 2 When finished, click "Update".
- 3 You should see a confirmation message in the green bar at the top of the next screen.

The screenshot displays the 'Profile' page on the Johnson & Johnson VISION website. The page is titled 'Profile' and contains several sections: 'Personal Information', 'Password', and 'Marketing Communication Opt-in'. The 'Marketing Communication Opt-in' section includes a consent message and two checked checkboxes: 'I agree to receive Johnson & Johnson Vision Care Professional Marketing communications' and 'I agree to receive Johnson & Johnson Vision Care Professional Education communications'. A green 'Update' button is located below these checkboxes. A green bar at the top of the page displays the message 'Your profile has been updated!'. Three numbered callouts (1, 2, 3) are overlaid on the image, corresponding to the steps in the text: 1 points to the checkboxes, 2 points to the 'Update' button, and 3 points to the confirmation message in the green bar.

# Products

Browsing Products

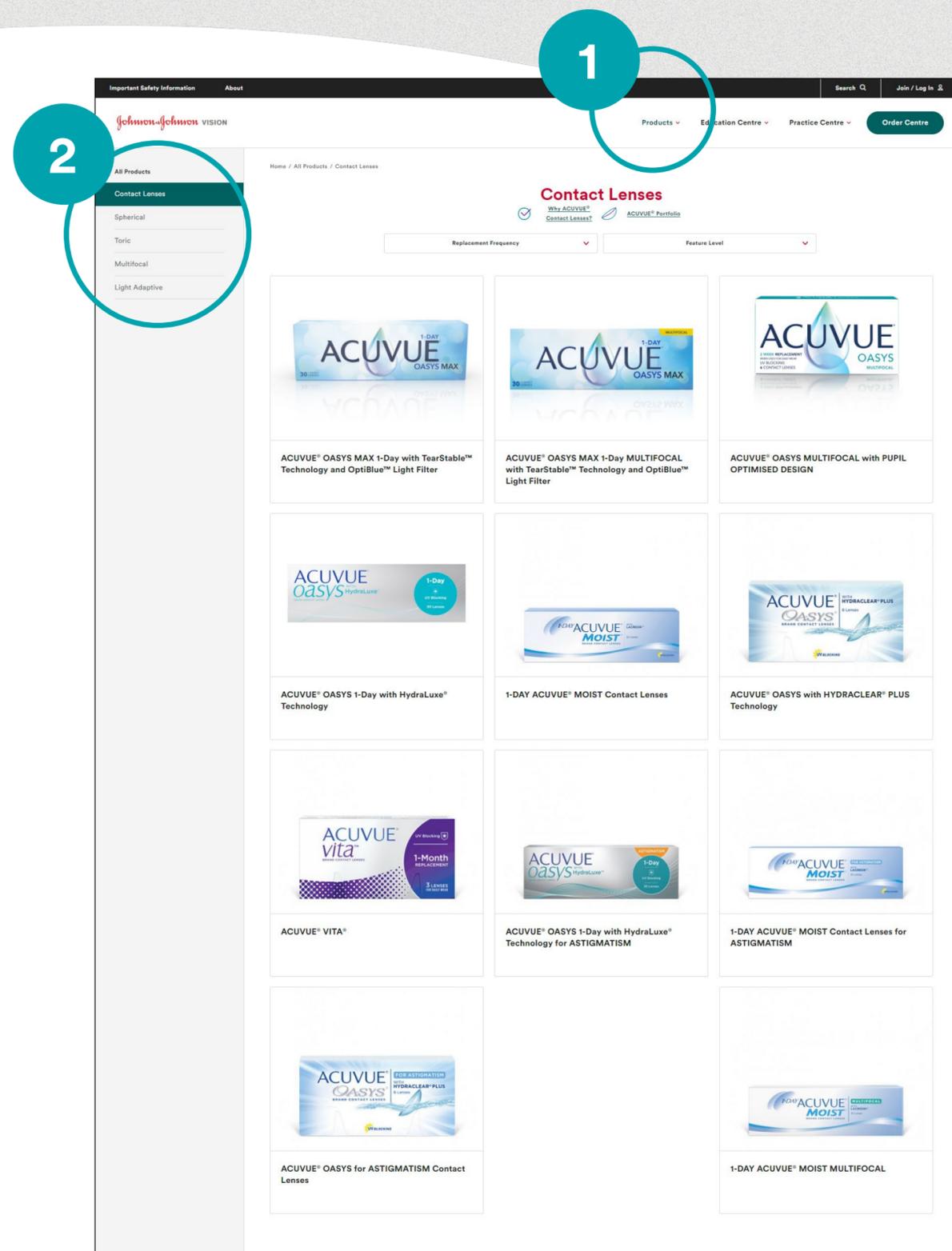
14

Ordering Products

16

# BROWSING PRODUCTS

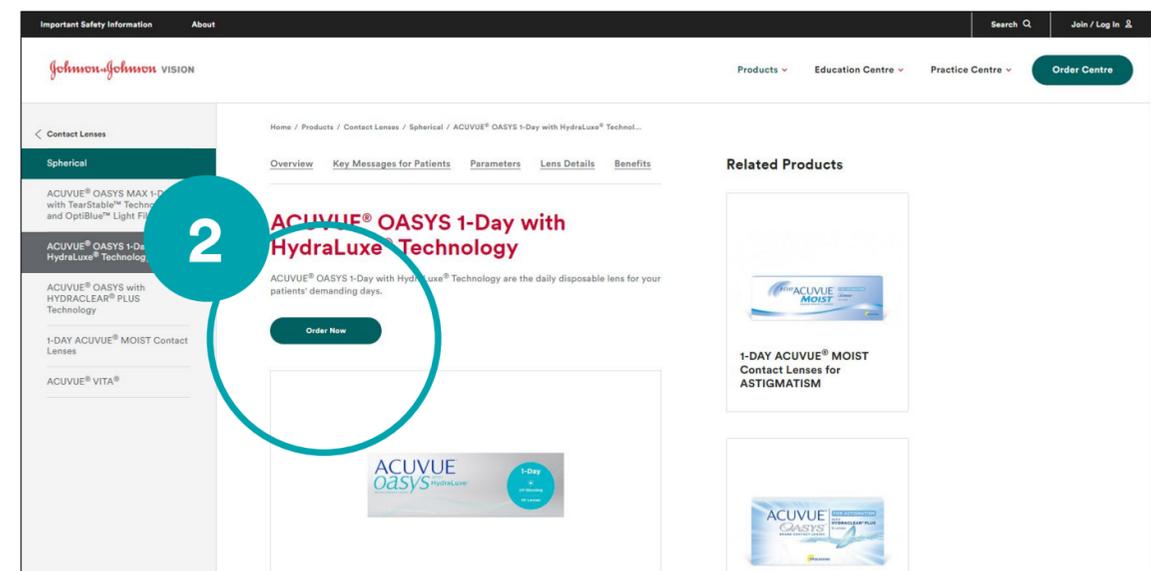
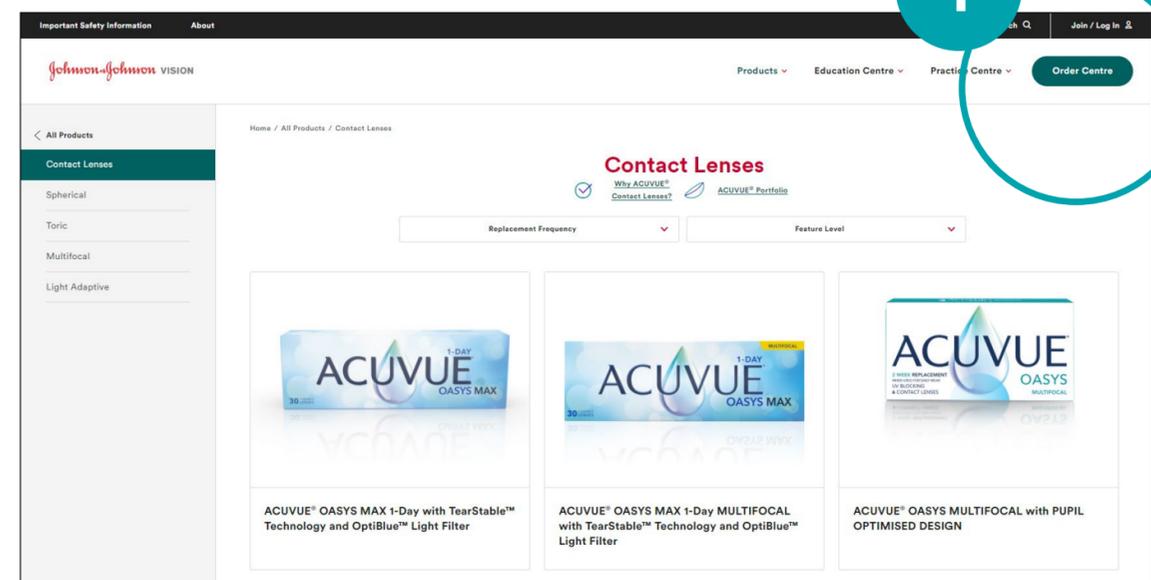
- 1 View the full catalogue of Johnson & Johnson Vision products by selecting "Products" from the main navigation bar at the top.
- 2 You can browse by **All Products** or select a product category.



# ORDERING PRODUCTS

You can order ACUVUE® products in 2 ways:

- 1 Clicking “**Order Centre**” in the far right corner of the main navigation bar at the top will take you to the Order Centre homepage.
- 2 Select the “**Order Now**” button from an individual product page. This will take you to the specific product page within Order Centre.



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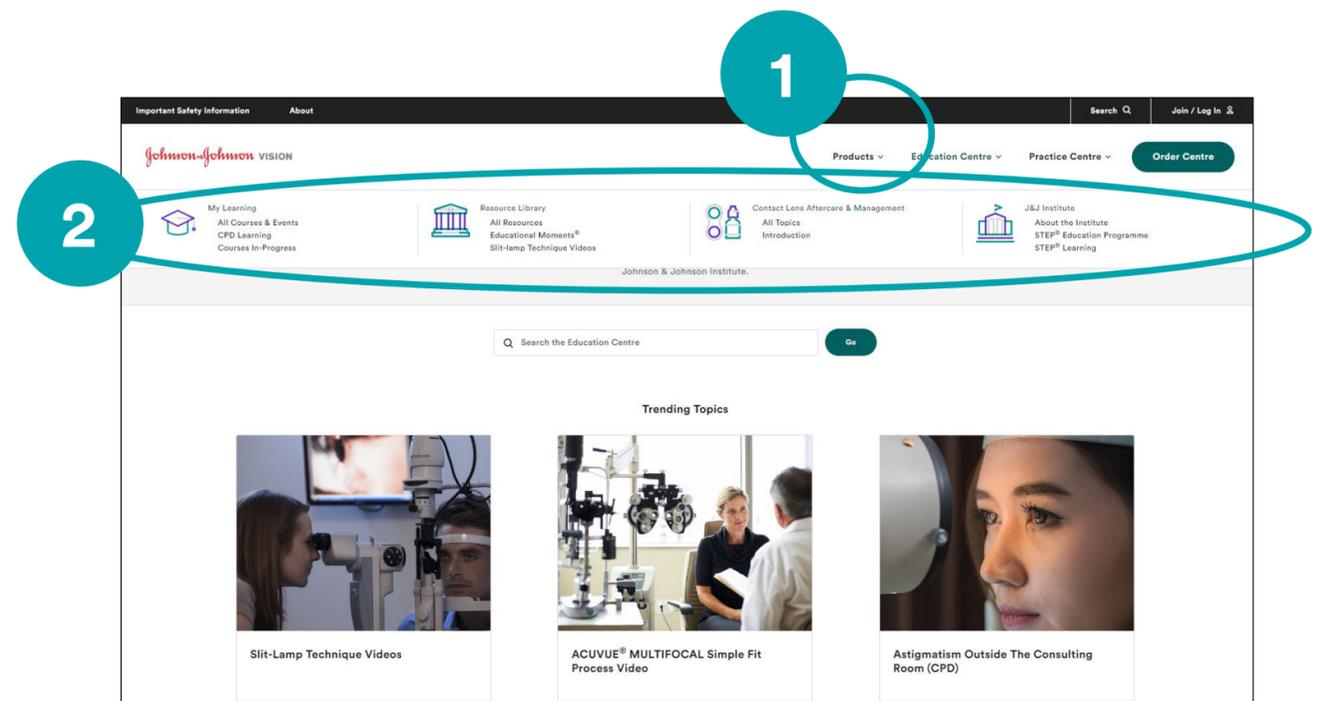
# EDUCATION CENTRE NAVIGATION

The Education Centre within Johnson & Johnson Vision Pro gives you access to resources including:

- My Learning (All Courses & Events, CPD)
- Resource Library
- Contact Lens Aftercare & Management
- Johnson & Johnson Institute & STEP®

**For access to educational resources:**

- 1 Select "**Education Centre**" from the main navigation bar.
- 2 Choose your preferred area.



# ONLINE LEARNING

We have an abundance of online learning available through the platform

## Registering for online learning

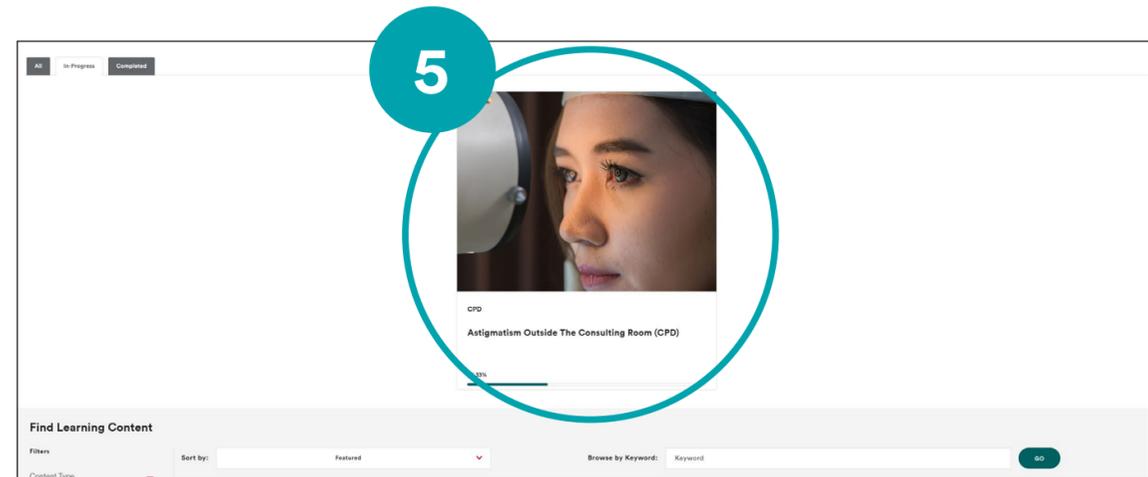
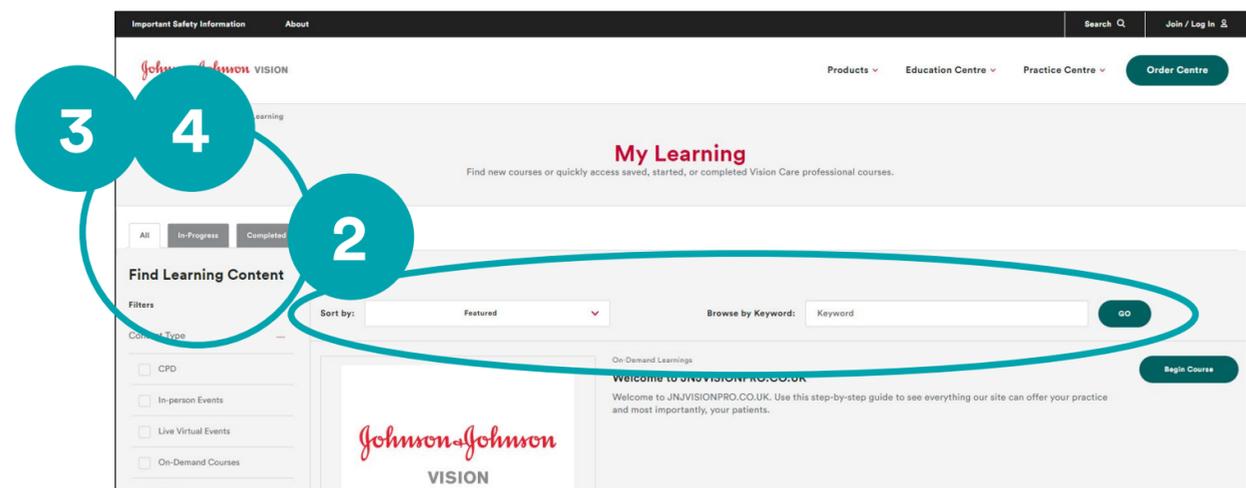
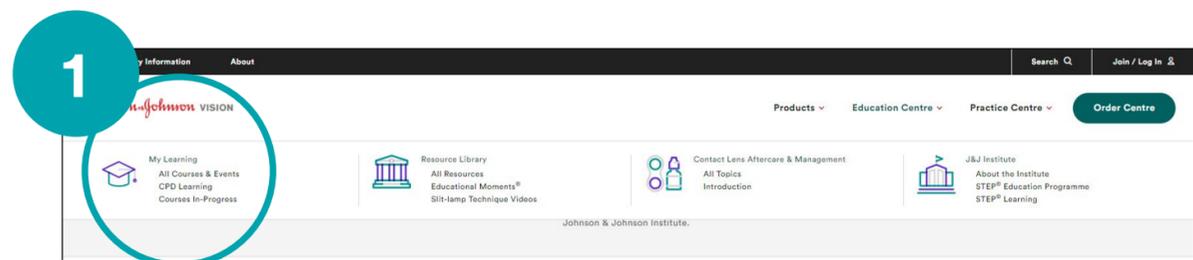
- 1 Select the content area shown.
- 2 Find the course that most interests you by entering a keyword or sorting through topics.

## Reviewing your online learning

- 3 Use the tabs to get an overview of your **"Completed"** or **"In Progress"** courses.
- 4 When you begin a course but do not finish, the course will appear under In-Progress Courses.

## Continuing unfinished courses

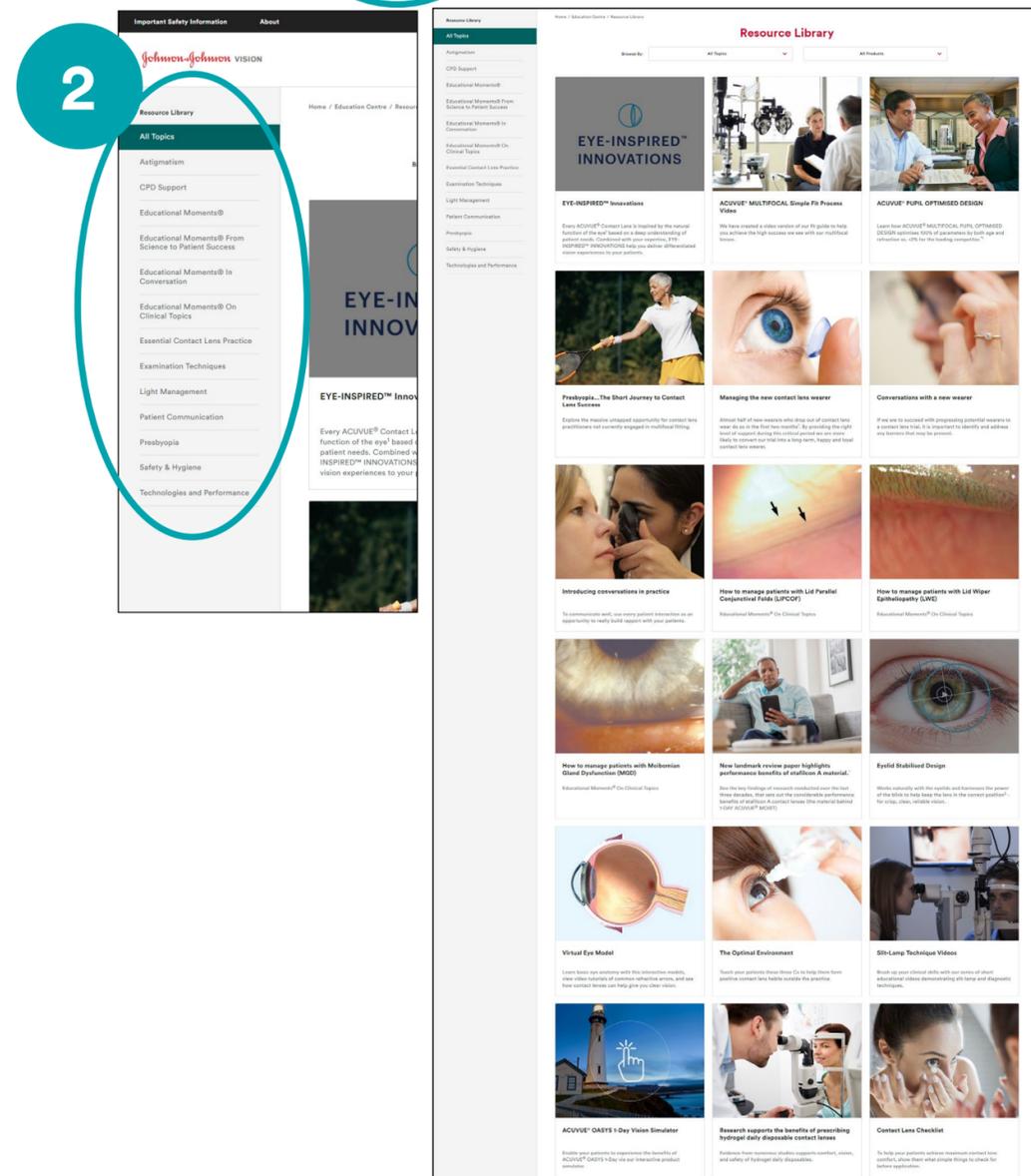
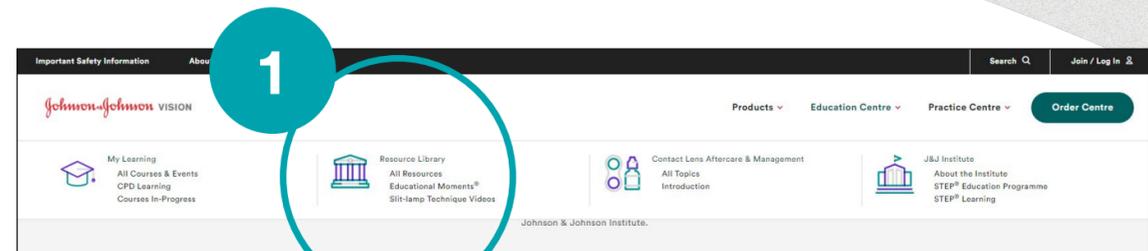
- 5 Plan to resume? Click on the course and continue learning.



# RESOURCE LIBRARY

A resource library is available with information on a range of topics such as eye health and disease.

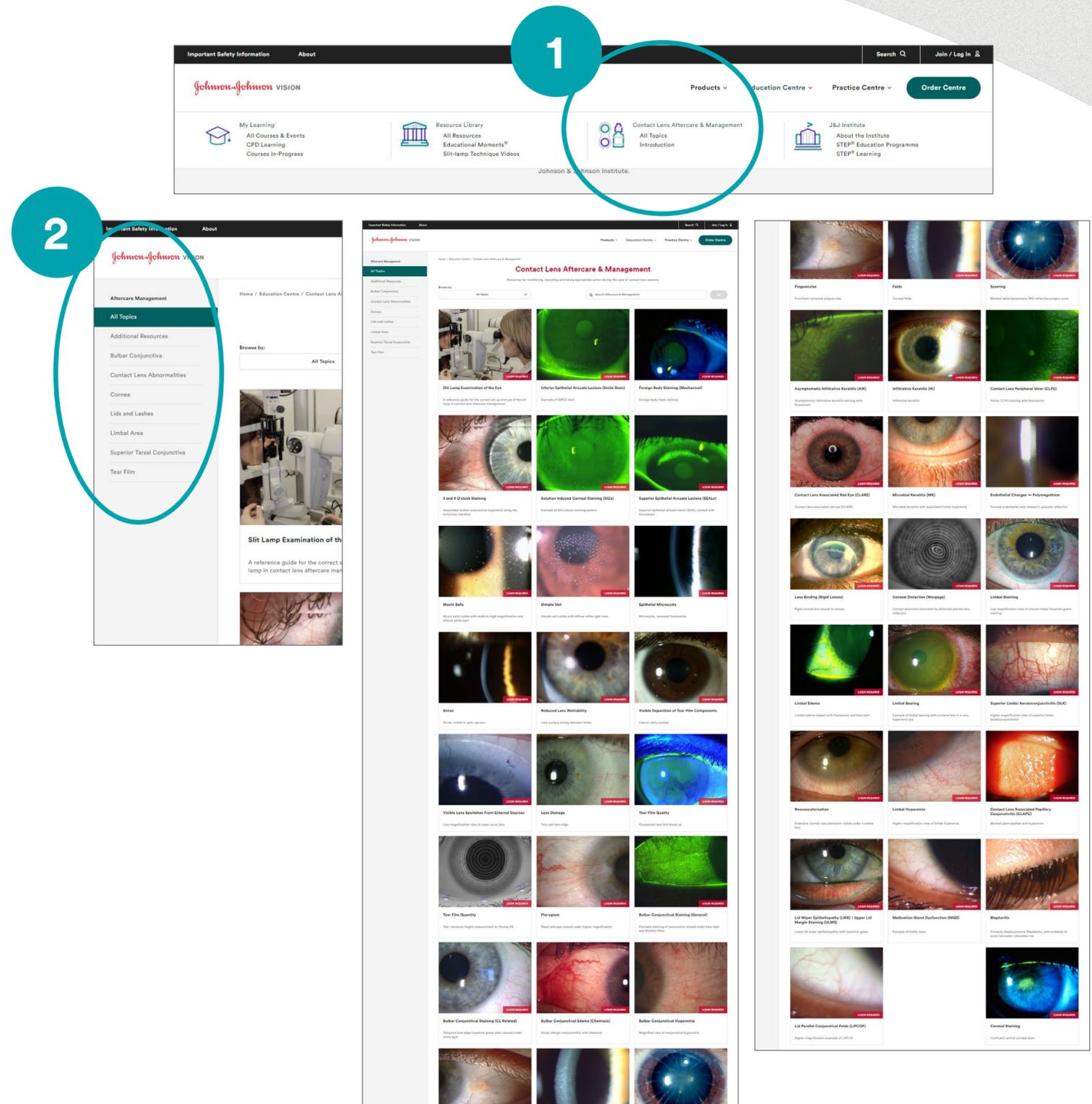
- 1 To access, select Resource Library from the top bar.
- 2 Use the "Browse Library" selections and "browse by" features to find specific resources that meet your needs.



# CONTACT LENS AFTERCARE & MANAGEMENT

Our Contact Lens Aftercare and Management Clinical Guide is available to help you with monitoring, recording and taking appropriate action during the care of your contact lens patients.

- 1 To access, select the **"Contact Lens Aftercare & Management"** from the top bar.
- 2 Use the **Browse Library** selections and **"browse by"** features to find specific resources that meet your needs.



# JOHNSON & JOHNSON INSTITUTE

- 1 To see information about the Johnson & Johnson Institute, Select the "**J&J Institute**" in the top bar or click on "**About the Institute**" in the dropdown menu.
- 2 To learn about support for travel and accommodation for classes at the Johnson & Johnson Institute or where to find us, click on the "**Related Resources**" tout on the right.

The image shows two screenshots of the Johnson & Johnson Institute website. The top screenshot, labeled with a teal circle containing the number '1', shows the main navigation bar. A teal circle highlights the 'J&J Institute' link in the top right corner, and another teal circle highlights the 'About the Institute' link in the 'Education Centre' dropdown menu. The bottom screenshot, labeled with a teal circle containing the number '2', shows the 'About The Johnson & Johnson Institute' page. A teal circle highlights the 'Related Resources' section on the right side of the page, which includes a 'Where to Find Us' link and a 'Travel and Accommodation Policy' link. The page content includes text about professional education, a list of resources (Peer-to-Peer events, In-person courses, Virtual classes, Educational videos, Online eLearning), and a 'Vision Matters Podcast' section.

# STEP® EDUCATION PROGRAMME

STEP® has been designed specifically to complement and support the Scheme for Registration process, and focuses on developing your skill set to drive your growth in becoming a well-rounded and competent optometrist.

In this section you will be able to find:

- How Can STEP® Help You?
  - STEP® Student
  - STEP® Pre-Reg
  - STEP® Newly Qualified
  - Meet the Team
  - Charitable Support
- 1** To see information about STEP® Education Programme, click on **STEP®** in the dropdown menu.

The image shows two screenshots of the Johnson & Johnson VISION website. The top screenshot shows the main navigation menu with a red circle and the number '1' highlighting the 'STEP®' dropdown menu. The bottom screenshot shows the 'How Can STEP® Help You?' page, which features a video player, a 'Related Resources' section with links to 'Slit-Lamp Technique Videos' and 'How to manage patients with Meibomian Gland Dysfunction (MGD)', and a section titled 'The Goals of STEP®' with four icons representing different educational objectives: supporting undergraduate learning, developing confidence and independent learning, building effective communication skills, and strengthening professionalism and clinical judgement.

# Practice Centre & Resources

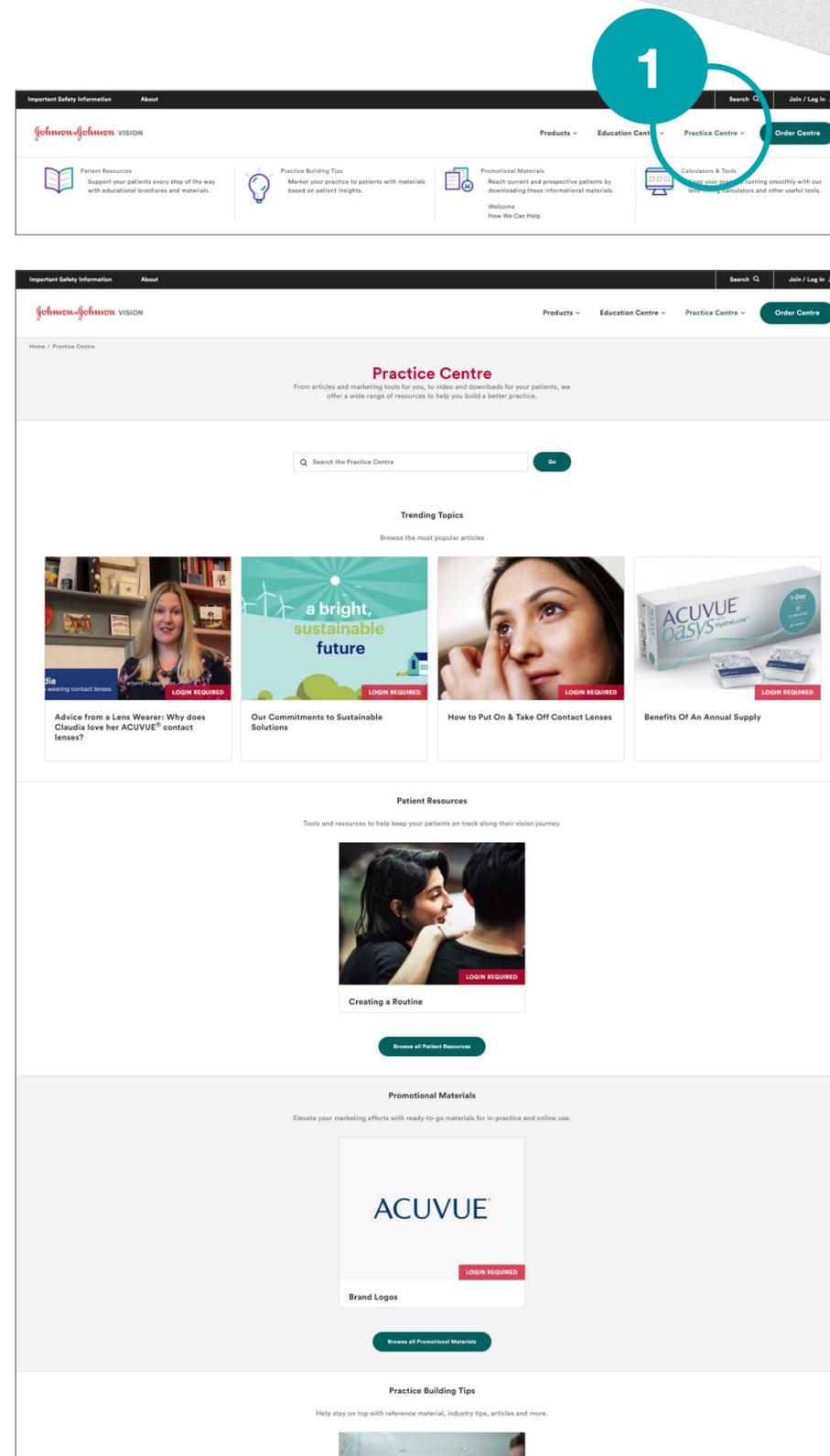
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# PRACTICE CENTRE

If you or someone in your team needs help communicating with patients on eye health topics (like contact lenses), or if you'd like to print your own resources or promo materials, we have a Practice Centre full of tools and resources.

We can help your Practice with:

- Patient Resources
  - Practice Building Tips
  - Promotional Materials
  - Calculators & Tools
- 1 To access, select "**Practice Centre**" from the main navigation area.



# PATIENT RESOURCES

We have resources available to help you communicate with patients on a range of eye health topics such as application and removal. To explore the topics simply:

- 1 Choose "**Patient Resources**" in the "**Practice Centre**" area and browse through a catalogue of instructional videos, product guides and more.
- 2 Use the tab and "**Browse by**" features to find specific resources that address your patients' needs

To email an article directly to your patients:

- 3 Click on the envelope.
- 4 Enter the required information.

1

2

3

4

# PRACTICE BUILDING TIPS

We can help you build your Practice by offering both Eye Care Professional and patient perspectives on subjects like using social media to drive business, patient preferred communication tactics, generating referrals, and more.

- 1 Choose "**Practice Building Tips**" from the "**Practice Centre**" area and browse through a catalogue of topics or media.
- 2 Use the tab and "**Browse by**" features to find specific tips.

1

2

Johnson & Johnson VISION

Products Education Centre Practice Centre Order Centre

Important Safety Information About

Search Q Join / Log In

Patient Resources Support your patients every step of the way with educational brochures and materials.

Practice Building Tip Market your practice to patients with materials based on patient insights.

Promotional Materials Reach current and prospective patients by downloading these informational materials.

Calculators & Tools Keep your practice running smoothly with our lens-fitting calculators and other useful tools.

Welcome How We Can Help

Home / Practice Centre / Practice Building Tips

Practice Building Tips

Browse by: All Products All categories All media types

Learn how to use eCommerce to grow your business

Follow the five steps in this eCommerce guide to maximise online sales and leverage the latest ACUVUE® product pages for your website.

Benefits Of An Annual Supply

Learn about the benefits of purchasing an annual supply of contact lenses.

Building Your Own Digital Marketing Strategy

Start looking at building a strategic digital marketing plan that will grow your practice and strengthen your relationships.

Facebook 101

Learn how to create your own Facebook page, create posts, setup advertisements, engage with customers through Facebook Messenger and use Facebook Live.

Instagram 101| Johnson & Johnson Vision

Learn how to set up your account and get to know Instagram's basic features such as #hashtags, keeping a posting schedule, and advertising.

About

About Us

News & Media

Benefits to Register

ACUVUE® Find An Optician

Home Delivery

Useful Links

Contact Us

FAQs

Contact Lens Sales Policy

Contact Lens Return Policy

Legal

Privacy Policy

Modern Slavery Act

Instructions for Use

Important Safety Information

Legal Policy

Connect With Us

Account Manager Login

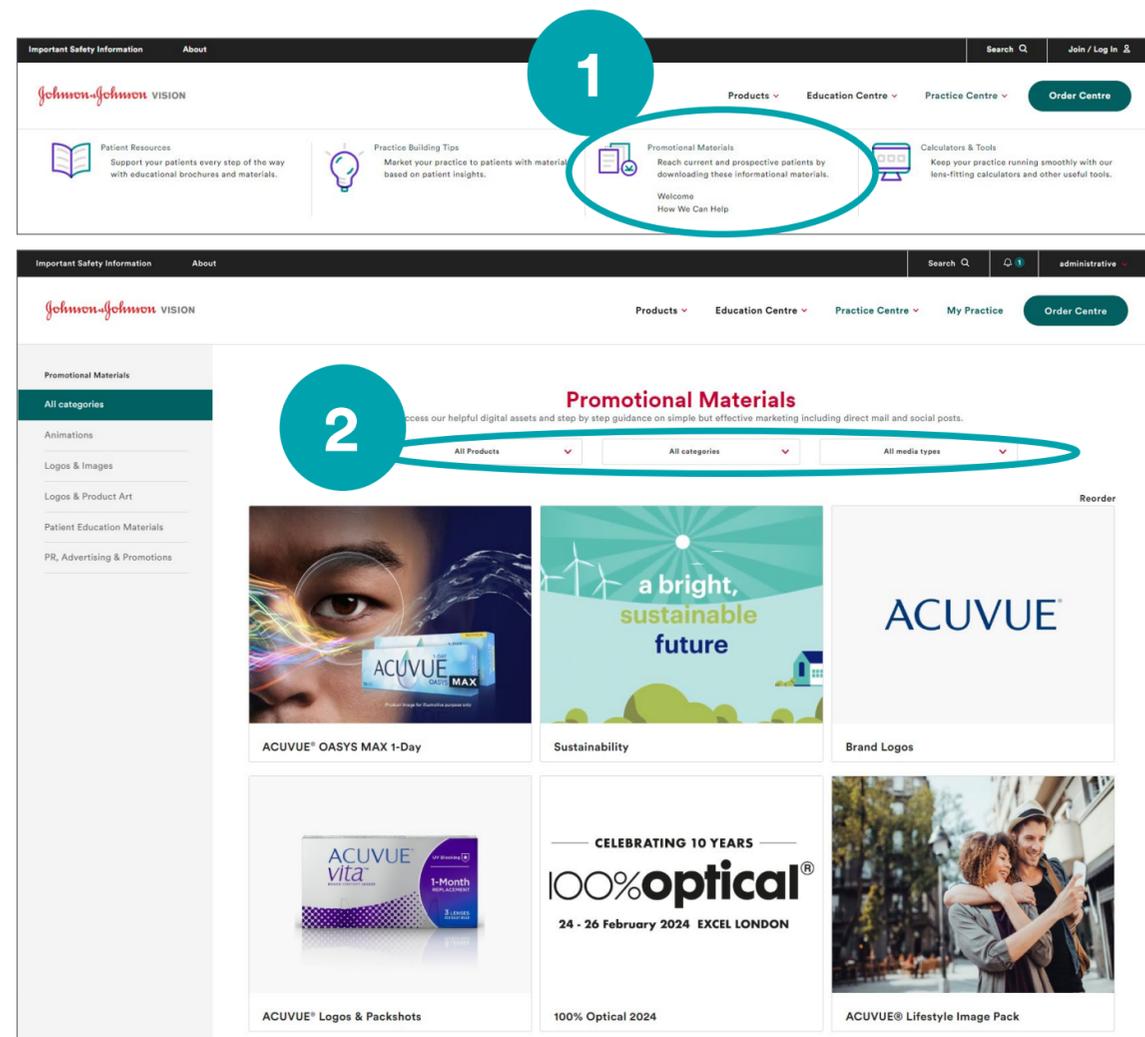
Customer Service Login

Careers

# PROMOTIONAL MATERIALS

Assets and step-by-step guidance are available on simple but effective marketing including direct mail and social posts.

- 1 Choose "**Promotional Materials**" from the "**Practice Centre**" area and browse through a catalogue of topics or media.
- 2 Use the tab and "**Browse by**" features to find specific materials to meet your Practice needs.



# CALCULATORS & TOOLS

We know a busy Practice is an efficient Practice, that's why we've developed a range of lens-fitting calculators to make your life easier.

- 1 To try them select "**Calculators & Tools**" from the Practice Centre area
- 2 Here, you can access the **ACUVUE® MULTIFOCAL Fitting Calculator** and the **ACUVUE® for Astigmatism Fitting Calculator**, which help provide incredible accuracy to tailor lenses to a patient's needs.
- 3 This also includes the **ACUVUE® OASYS Vision Simulators**, which enable you and your patients to experience the benefits of ACUVUE® contact lenses.

The screenshot displays the Johnson & Johnson Vision website interface. At the top, there is a navigation bar with 'Important Safety Information', 'About', 'Products', 'Practice Centre', and 'Order Centre'. A search bar and 'Join / Log In' link are also present. Below the navigation bar, there are several promotional tiles for 'Patient Resources', 'Practice Building Tips', 'Promotional Materials', and 'Calculators & Tools'. The 'Calculators & Tools' tile is circled in red and labeled with a '1'. Below this, the 'Calculators & Tools' section is highlighted, showing a heading and a brief description. Two calculator cards are visible: 'ACUVUE® MULTIFOCAL Fitting Calculator' and 'ACUVUE® for Astigmatism Fitting Calculator', both circled in red and labeled with a '2'. Below these, there are three simulator cards: 'ACUVUE® OASYS MAX 1-DAY Vision Simulator', 'ACUVUE® OASYS 1-Day Vision Simulator', and 'ACUVUE® for ASTIGMATISM Product Simulator', all circled in red and labeled with a '3'.

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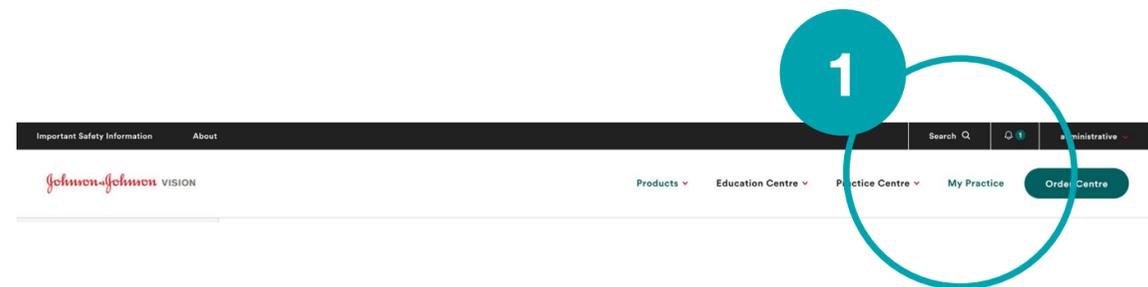
# MANAGE PRACTICE INFORMATION

To manage your Practice details:

- 1 Click on **"My Practice"** to manage areas of your eye care Practice, as well as details of team members.

This area provides you with the following information:

- Overview
- Practice Details
- Find an Optician  
**Note:** This section only appears if you're enrolled in 'Find an Optician' directory.
- My Team



# MANAGE TEAM DETAILS

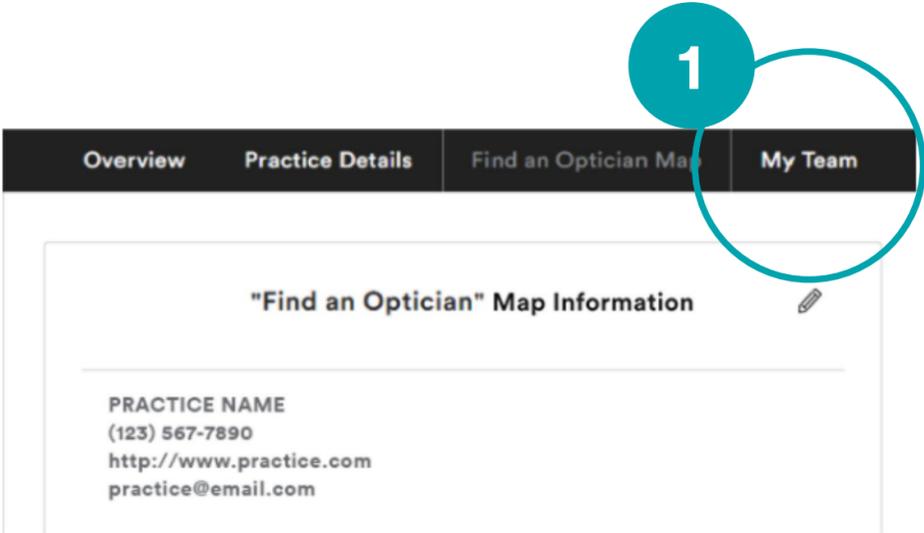
If you have team management permissions you'll have the opportunity to manage team members and edit their status

To edit team info:

- 1 Navigate to "My Practice" then click "My Team".

Here, you can:

- Add a team member or add a pre-registered team member who already has a profile with JNJVISIONPRO.
- Assign training courses and monitor their progress.



# FIND AN OPTICIAN MAP

- 1 If you are enrolled in "Find an Optician" directory, you will be able to update your Practice information too.

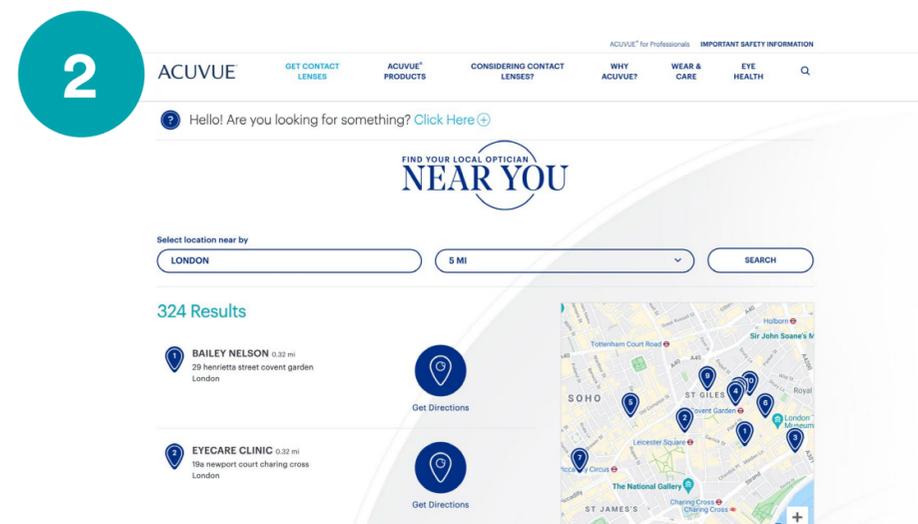
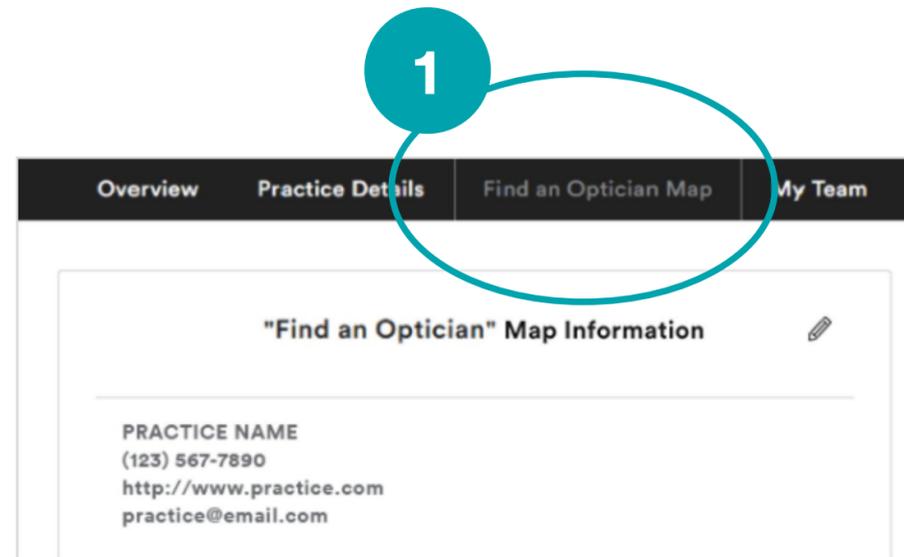
To edit Practice info, navigate to "My Practice".

If you would like to be enrolled in 'Find an Optician', please talk to your ACUVUE® Account Manager about activating this functionality for your Practice.

## Why sign up?

'Find an Optician' locator drives traffic to your Practice at no cost and makes it easier for patients to find your Practice, contact information and Practice details on acuvue.co.uk or acuvue.ie.

- 2 Here's how it would look.



# NOTIFICATIONS & RECOMMENDED RESOURCES

If we need your attention, we'll send you a notification - here's what to look out for:

- 1 Access alerts by clicking on the bell located in the navigation bar at the top of the page.
- 2 When you wish to read the notifications, we will list them here in the centre of the page.
- 2 We also like to make recommendations. Based on details you have provided in your profile and about your Practice, including your ordering patterns, we will recommend resources (education or product information) that might interest you & your team or your patients.

The screenshot shows the administrative dashboard of the Johnson & Johnson VISION website. The page is titled "Welcome, administrative!" and features a navigation bar at the top with a search icon and a bell icon. A callout "1" points to the bell icon. Below the navigation bar, there are several sections: "Get started ordering products, taking online courses, exploring practice resources, and more." with icons for ECP Locator, Team Management, Promotional Materials, My Learning, ACUVUE Astigmatism Fitting Calculator, Order Products Online, and ACUVUE MULTIFOCAL Fitting Calculator. Below this is a section titled "Enjoy more services and benefits when you link your profile to a practice account" with icons for Find an Optician, Team Management Tool, and Easy Online Ordering. A callout "2" points to the "Link to Practice Account" button. Below this is a "Notifications" section with a notification from "administrative, explore our latest Resource Library asset: ACUVUE® OASYS 1-Da..." and a "Your Info" section with fields for Name, Email, Role, and Primary Practice Address. A callout "2" also points to the "Your Info" section. Below this is a "Recommended Resources for administrative" section with three cards: "Products", "Practice Building Tips", and "Patient Resources". A callout "3" points to the "Recommended Resources" section, which includes "Virtual Eye Model" and "Eyelid Stabilised Design".

# HAVE QUESTIONS? WE'RE HERE TO HELP.

## Customer Service

[UKCS@visgb.JNJ.com](mailto:UKCS@visgb.JNJ.com)

### United Kingdom

#### General & Website Questions

0800 026 5880

Mon-Thurs 9.00-17.30; Fri 9.00-17.00

#### Consumer Questions / Ordering

0800 022 4222

Mon-Thurs 9.00-17.30; Fri 9.00-17.00

### Ireland

1800 812 100

Mon-Thurs 9.00-17.30; Fri 9.00-17.00

## Data & Privacy Questions

[DataPrivacyJJVC@ITS.JNJ.com](mailto:DataPrivacyJJVC@ITS.JNJ.com)

## Frequently Asked Questions

[injvisionpro.co.uk/faq](http://injvisionpro.co.uk/faq)

## Online Contact Us Form

[injvisionpro.co.uk/contact-us/send-us-a-message](http://injvisionpro.co.uk/contact-us/send-us-a-message)

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