

# 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

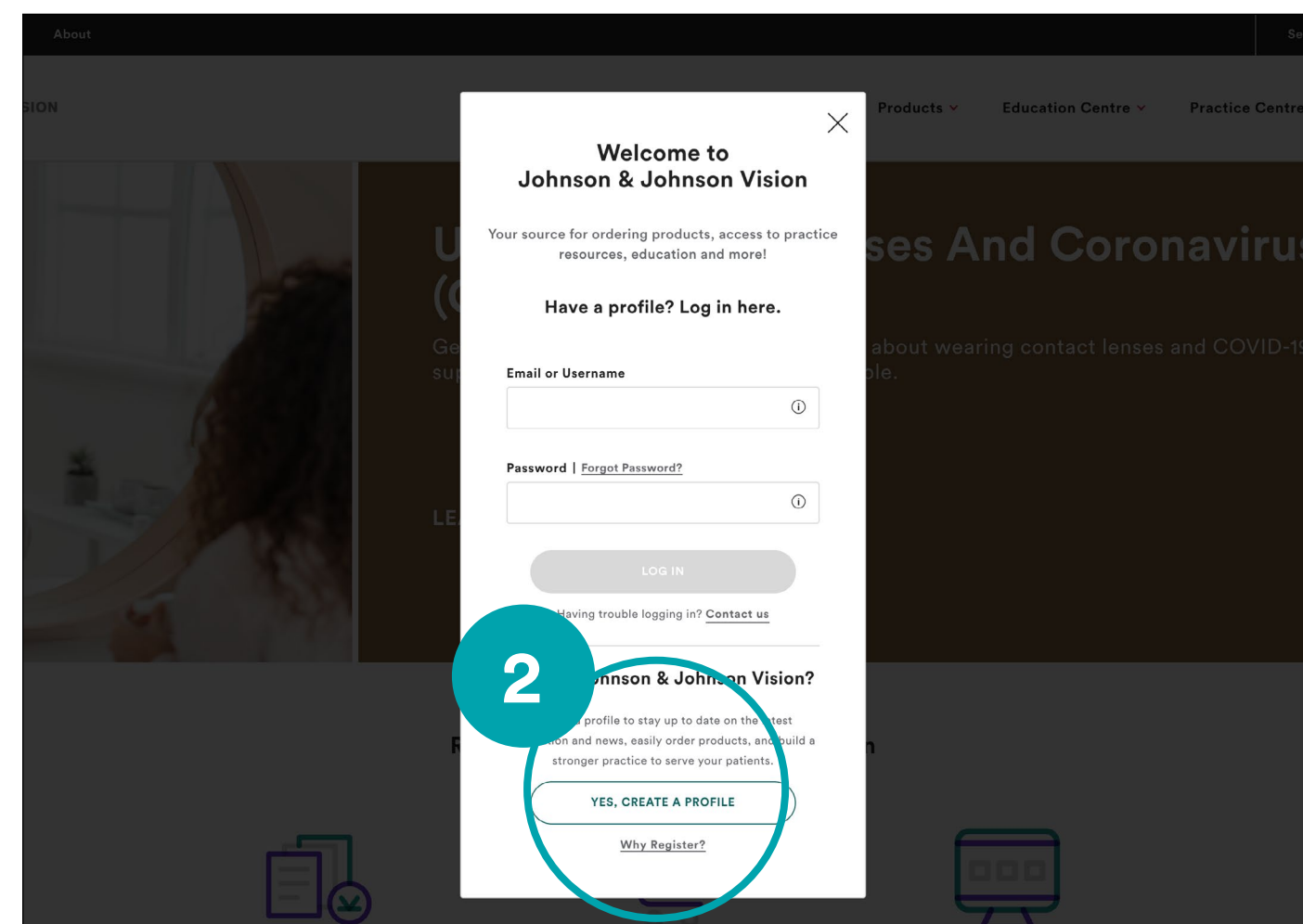
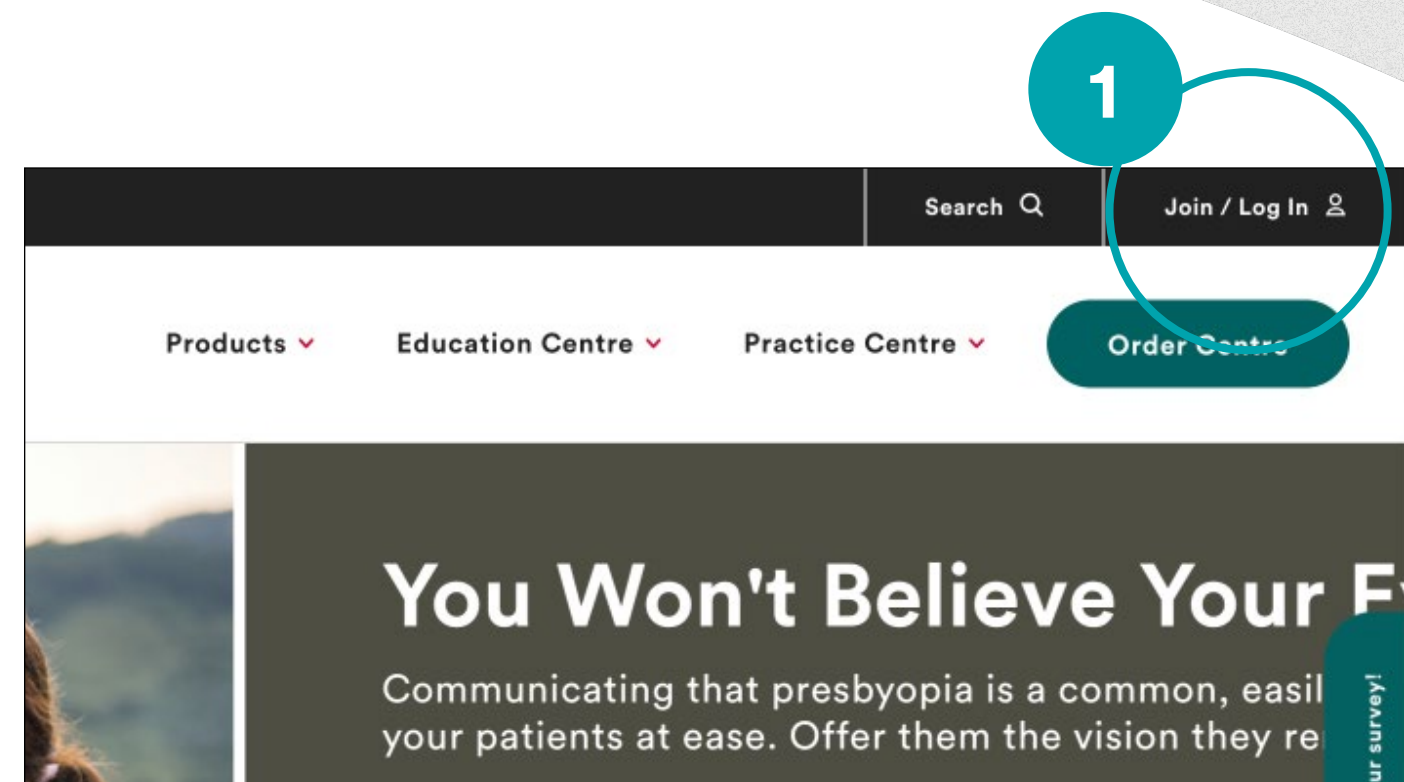
Let's begin with creating your account and filling in your personal profile.

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.

The screenshot displays the Johnson & Johnson Vision registration process across two screens. The top screen shows the registration form with a large teal circle containing the number '3' on the left. The form is titled 'Register for JNJVISIONPRO' and includes a 'Tell Us About Yourself' section with fields for Title, First Name, Last Name, Email Address, and Country. Below these are radio buttons for 'Your Role' with options: Academic, Contact Lens Optician, Dispensing Optician, Locum Optometrist, Optical Assistants, Optometrist, Ophthalmologist, Retail Manager, Student, Technician / Administrative, and Other. A 'Password' section follows with fields for Password and Repeat Password. At the bottom, there are checkboxes for marketing and education communications and a 'Submit' button. A large teal circle with the number '4' is positioned to the left of the form. The bottom screen shows a confirmation message in a green bar at the top: 'Your registration has been completed. Thanks for signing up!'. Below this, a large teal circle with the number '5' is on the left, and a section titled 'Link your accounts to gain ordering access!' is on the right, with a note about linking existing accounts. A large teal circle with the number '6' is positioned to the left of the confirmation message.



# 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

Go

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 or 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 shows the Johnson & Johnson VISION website. At the top, there's a navigation bar with links for Products, Education Centre, Practice Centre, My Practice, and Order Centre. Below this, a banner reads "Start Enjoying All the Benefits Johnson & Johnson Vision Offers". The main content area is divided into two primary actions, highlighted with numbered callouts:

- Callout 1:** "Link your personal profile to a Practice Account to enjoy even more benefits." This section includes a "Create a Profile" button and a "Link to an Existing Practice" button.
- Callout 2:** "No Practice Account on file? Create one or refer your practice manager here so your team gets the full suite of benefits." This section includes an "Apply for a Practice Account" button.

Surrounding these callouts are several benefit cards:

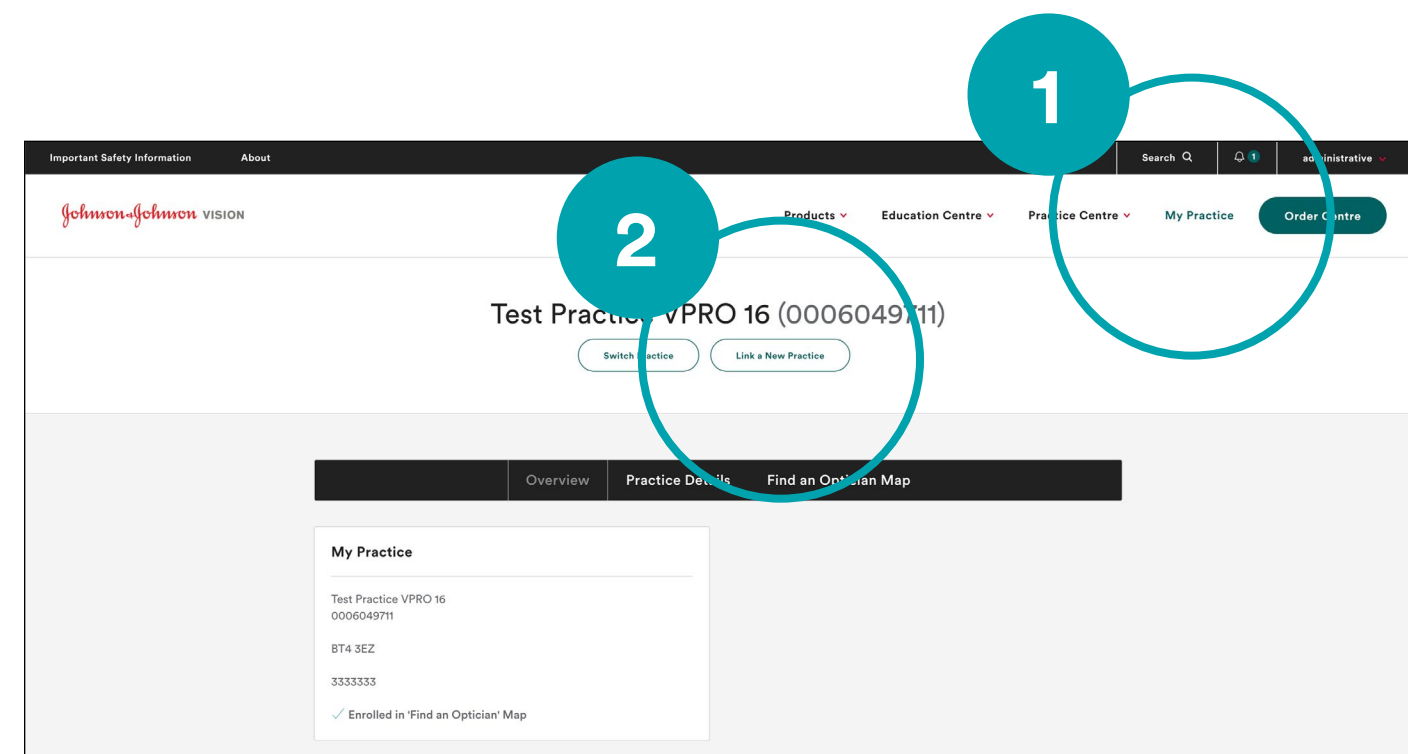
- Practice Centre:** Prepare for practice success using practice building tips, clinical calculators and tools.
- Learning and Certifications:** Take online courses to stay on top of vision care advances and programmes, anywhere, anytime.
- Patient Resources:** Empower your patients with knowledge provided 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.
- Team Management:** View your team, assign training courses, and monitor their progress.

The footer contains four columns of links: About (About Us, News & Media, Benefits to Register, ACUVUE® Find An Optician, Direct Ordering, Discontinued Products, Site Map), Useful Links (Contact Us, FAQs, Contact Lens Sales Policy, Contact Lens Return Policy, JNJVISIONPRO Website User Guide), Legal (Privacy Policy, Modern Slavery Act, Instructions for Use, Important Safety Information, Legal Policy, Intellectual Property, Cookie Policy, Cookie Settings), and Connect With Us (Careers).



# 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

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

Important Safety Information About Search 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 & 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.

The screenshot illustrates the process of accessing a user's profile information. It is divided into two main sections: a top navigation bar and a main content area.

**Top Navigation Bar:** Contains a 'Search' icon, a notification bell with a '1' badge, and a user profile dropdown menu. The dropdown menu is open, showing options: 'administrative' (with a checkmark), 'Dashboard', 'Profile' (highlighted in teal), and 'Notification Centre'. A teal circle with the number '1' points to the user profile icon, and a teal circle with the number '2' points to the 'Profile' option in the dropdown.

**Main Content Area:** The header shows 'Practice Centre' with a checkmark and 'My Practice'. Below this, a teal circle with the number '3' points to the 'Profile' section. The 'Profile' section is titled 'Profile' and contains the following fields:

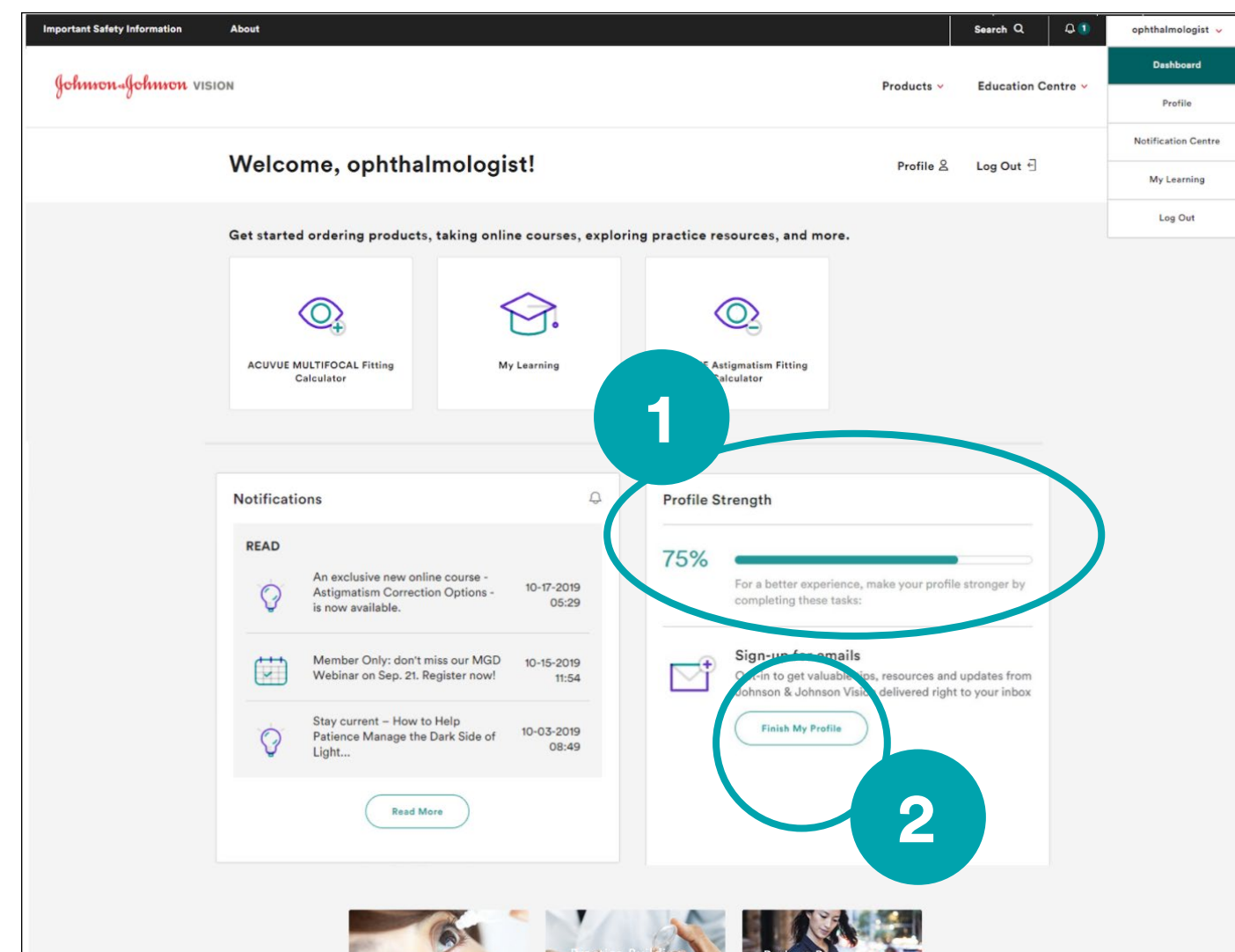
- Personal Information** (Required Field):
  - Title: A dropdown menu with '-Select-' and a checkmark.
  - \* First name: A text input field containing 'administrative'.
  - \* Last name: A text input field containing 'ukdev'.
  - \* Email Address: A text input field containing 'administrativeukdev@clandt.com' with a 'Change Email' link.
  - \* Country: A dropdown menu with 'United Kingdom' and a checkmark.
  - \* Your Role: A group of radio buttons with the following options:
    - Academic
    - Dispensing Optician
    - Optical Assistants
    - Ophthalmologist
    - Student
    - Other
    - Contact Lens Optician
    - Locum Optometrist
    - Optometrist
    - Retail Manager
    - Technician / Administrative (selected)
- Password**: A section with a 'Change my Password' link.
- Marketing and Education Communications**: Two checkboxes, both checked, for 'I agree to receive Johnson & Johnson Vision Care Professional Marketing communications' and 'I agree to receive Johnson & Johnson Vision Care Professional Education communications'.
- Update**: A teal button at the bottom.



# 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"**.





# 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 shows the 'Profile' page on the Johnson & Johnson VISION website. The page is divided into three main sections: Personal Information, Password, and Marketing Communication Opt-in. The 'Marketing Communication Opt-in' section is highlighted with a red circle and a red '1' callout. The 'Update' button is highlighted with a red circle and a red '2' callout. A green confirmation message 'Your profile has been updated!' is shown at the top of the page, highlighted with a red circle and a red '3' callout.

**Profile**

**Personal Information**  
\*Required Field

With your consent, we will use the information you provide for your registration in accordance with our [Privacy Policy](#).

Title  
-Select-

\* First name  
administrative

\* Last name  
ukdev

\* Email Address  
administrativeukdev@ciandt.com [Change Email](#)  
Please use an individual email address, to which only you have access, as verification will be required as part of the next step.

\* Country  
United Kingdom

\* Your Role  
☐ Academic ☐ Contact Lens Optician  
☐ Dispensing Optician ☐ Locum Optometrist  
☐ Optical Assistants ☐ Optometrist  
☐ Ophthalmologist ☐ Retail Manager  
☐ Student ☒ Technician / Administrative  
☐ Other

**Password**  
[Change my Password](#)

**Marketing Communication Opt-in**

From time to time, we would like to contact you by email with helpful tips, product updates, professional education and other relevant information. You can update your communication agreement at any time in your profile after logging in.

☒ I agree to receive Johnson & Johnson Vision Care Professional Marketing communications

☒ I agree to receive Johnson & Johnson Vision Care Professional Education communications

**Update**

**3** Your profile has been updated!

**Profile**



# Products

Browsing Products

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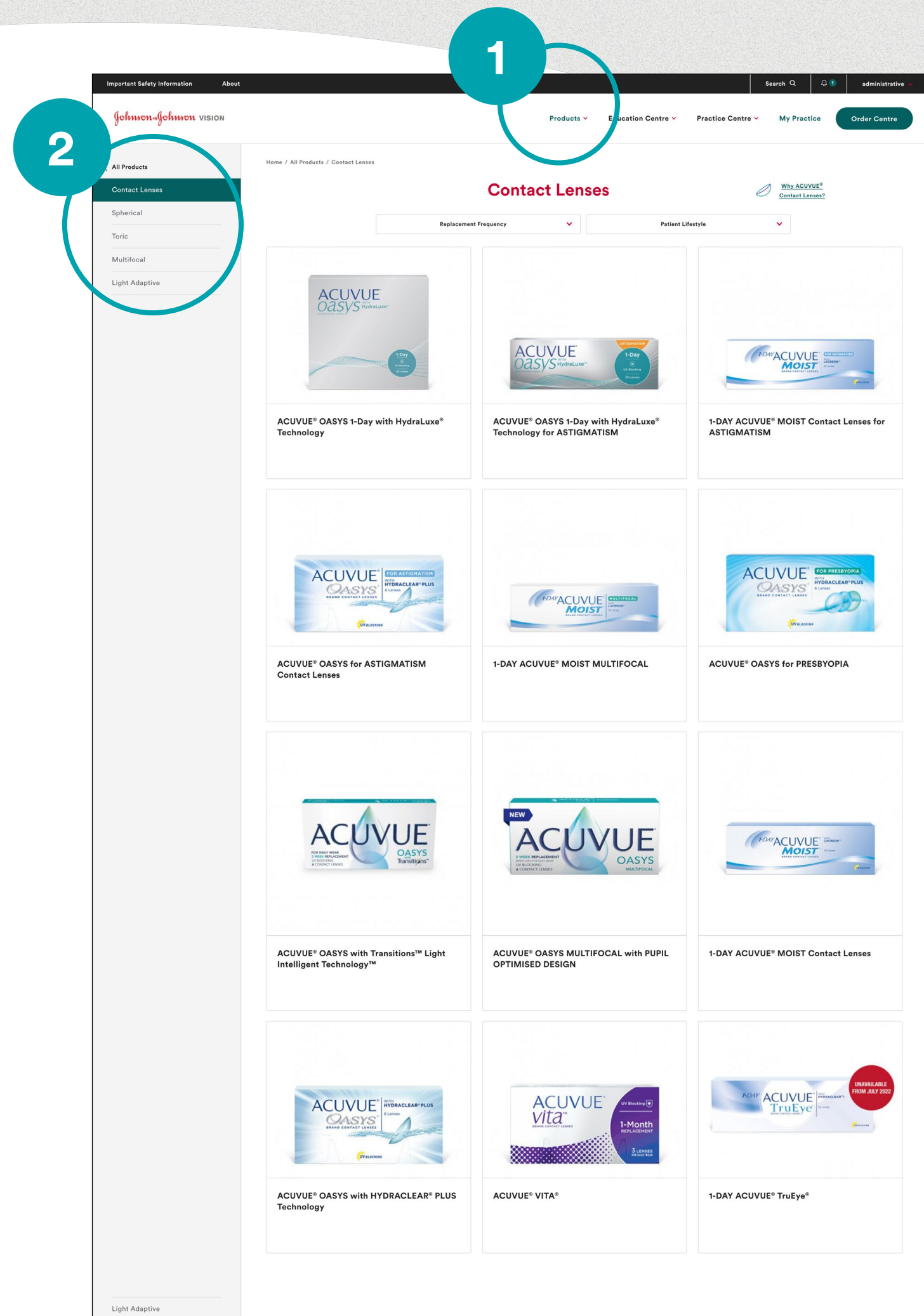
Ordering Products

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# 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.

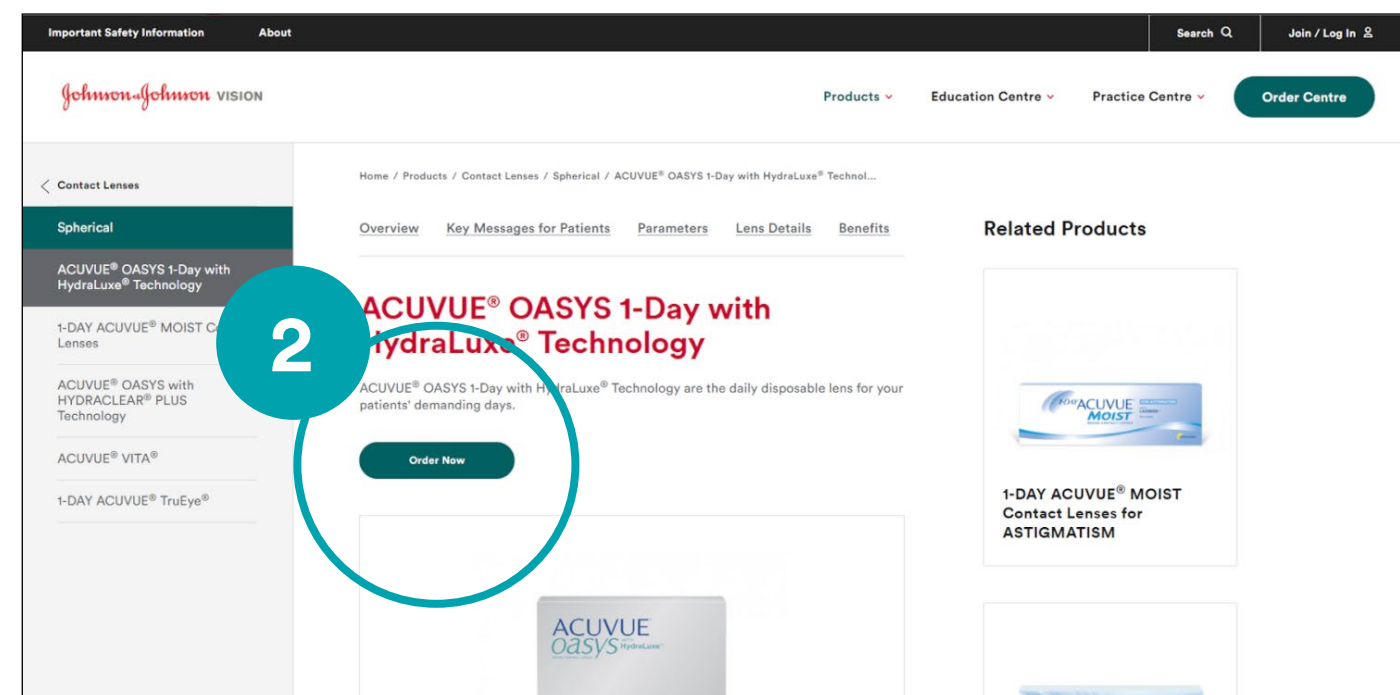
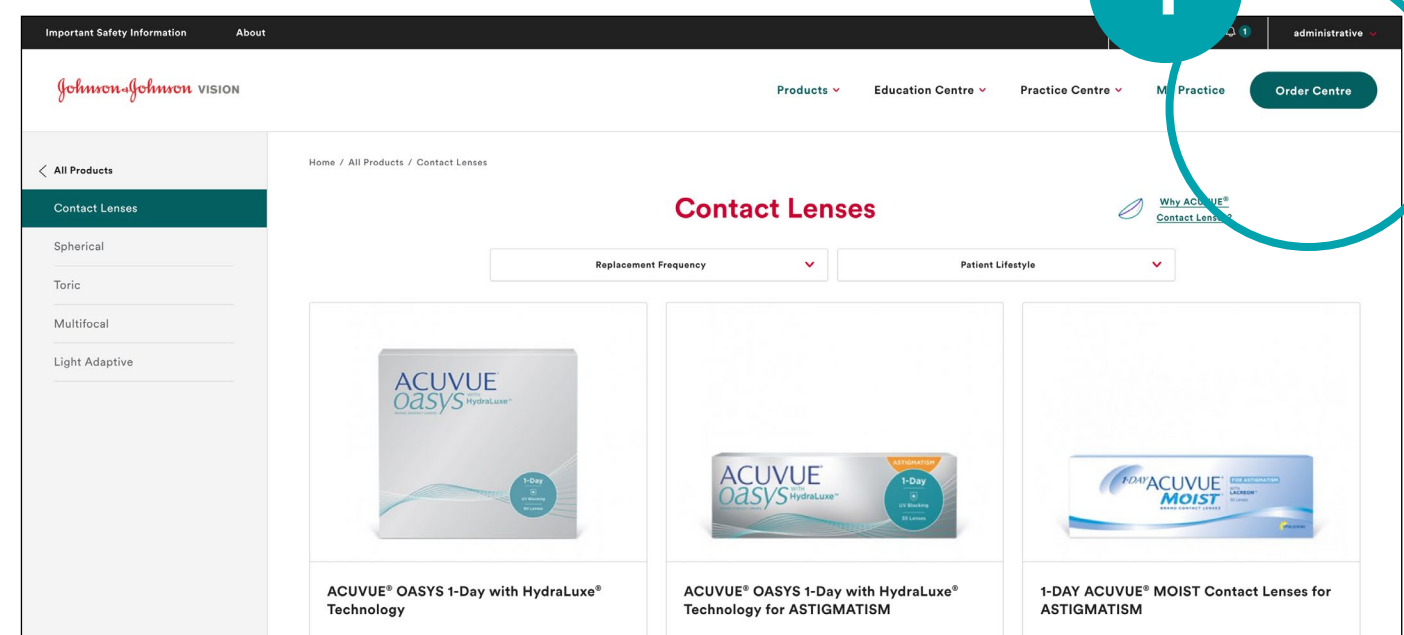




# ORDERING PRODUCTS

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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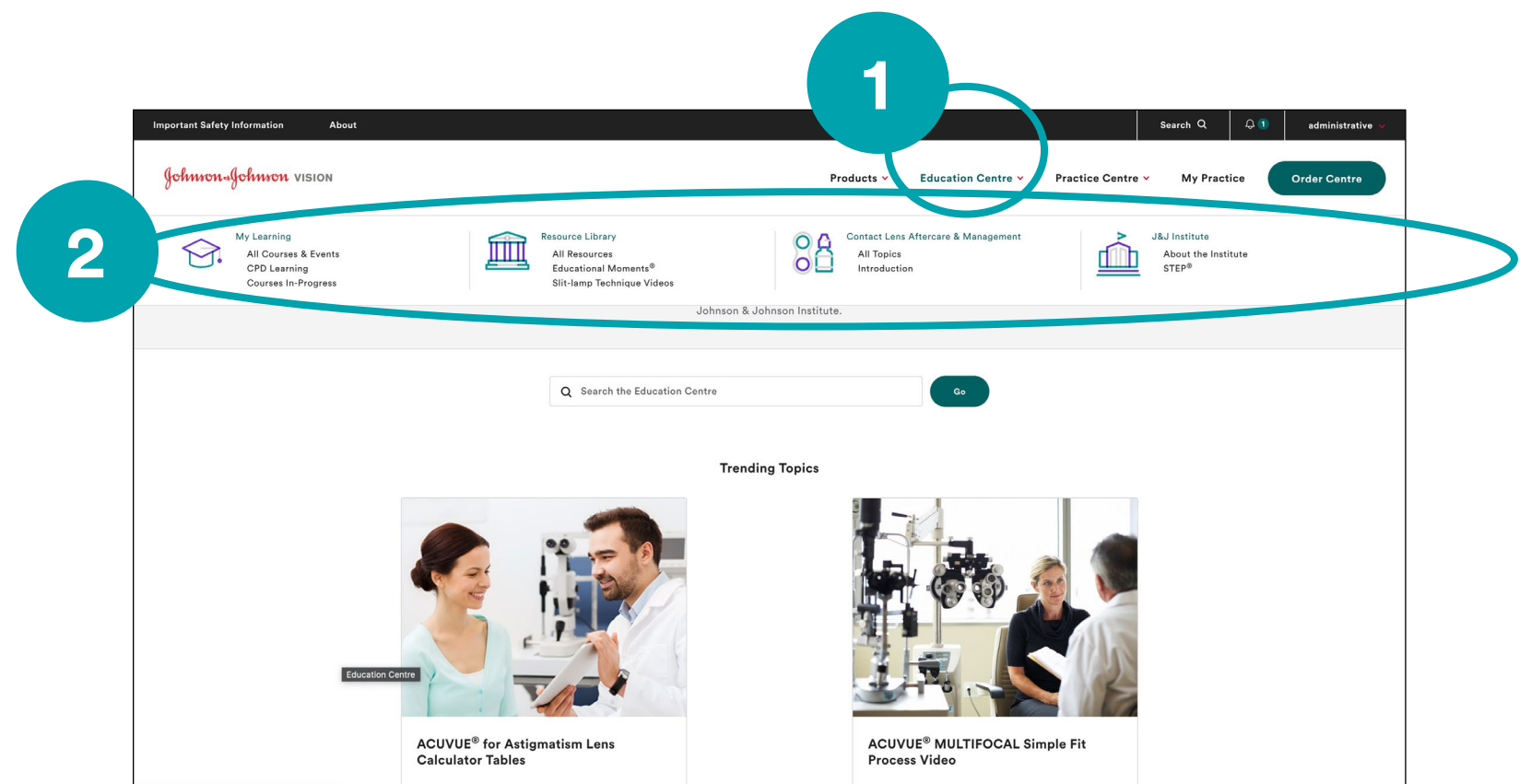
# EDUCATION CENTRE NAVIGATION

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

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

**For access to education resource:**

- 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

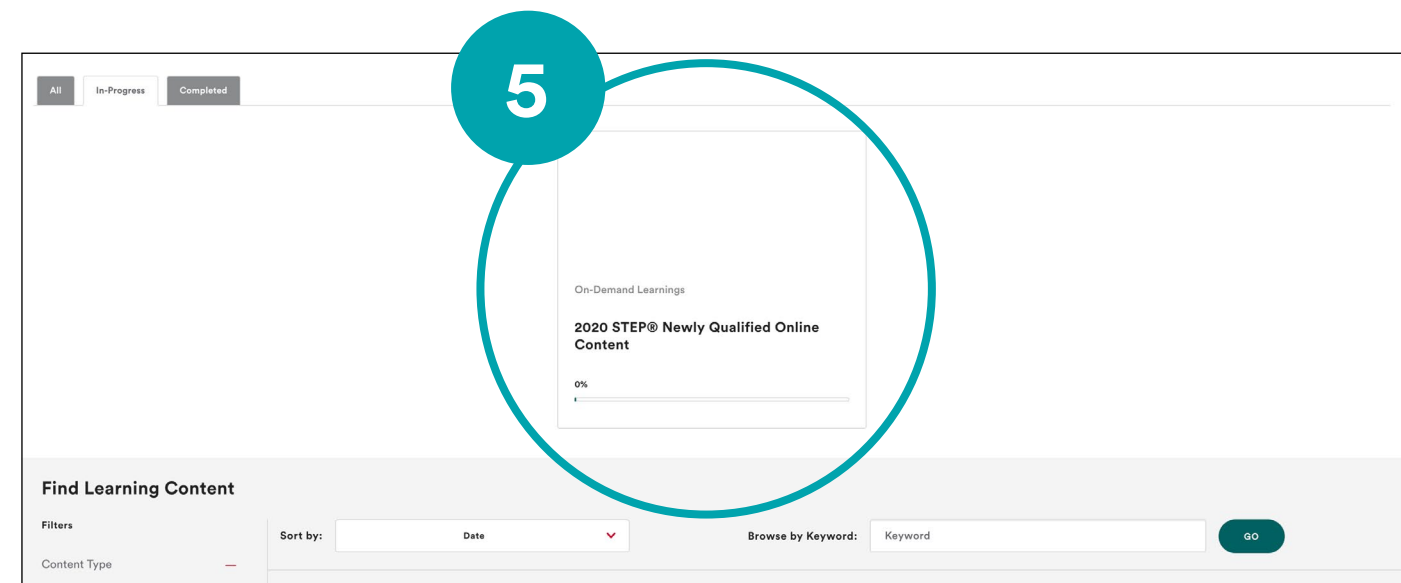
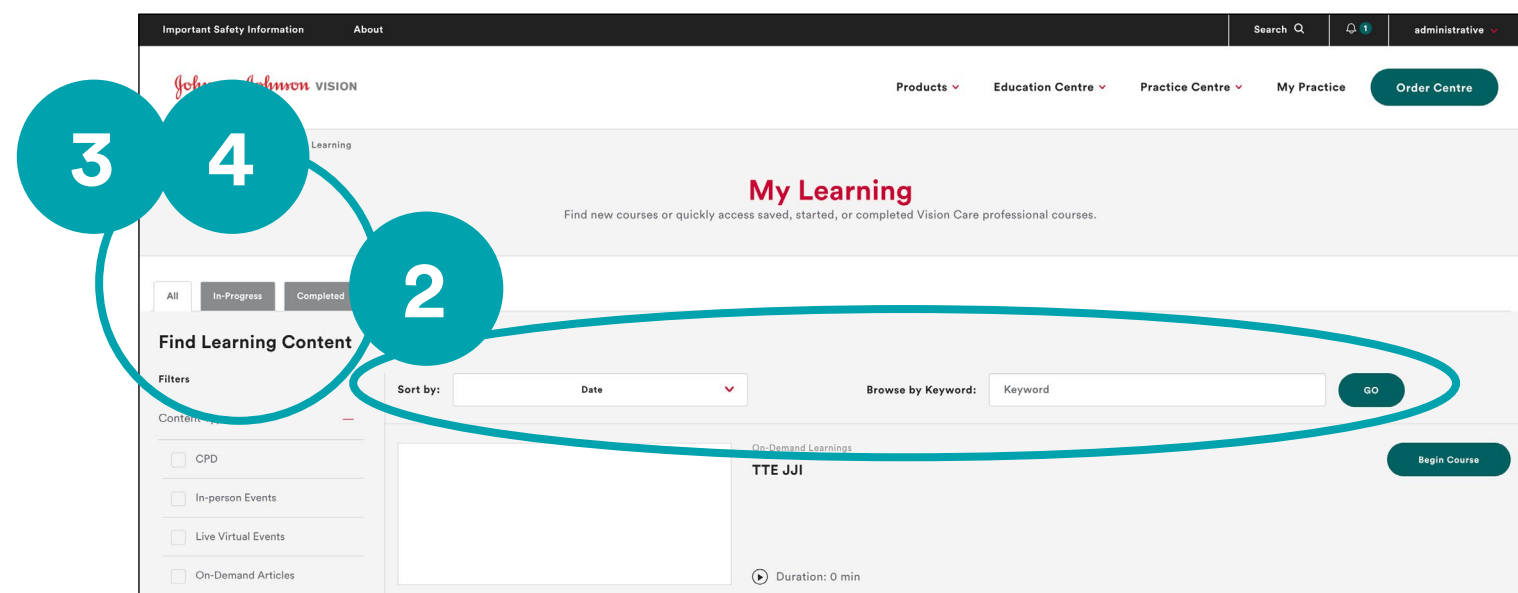
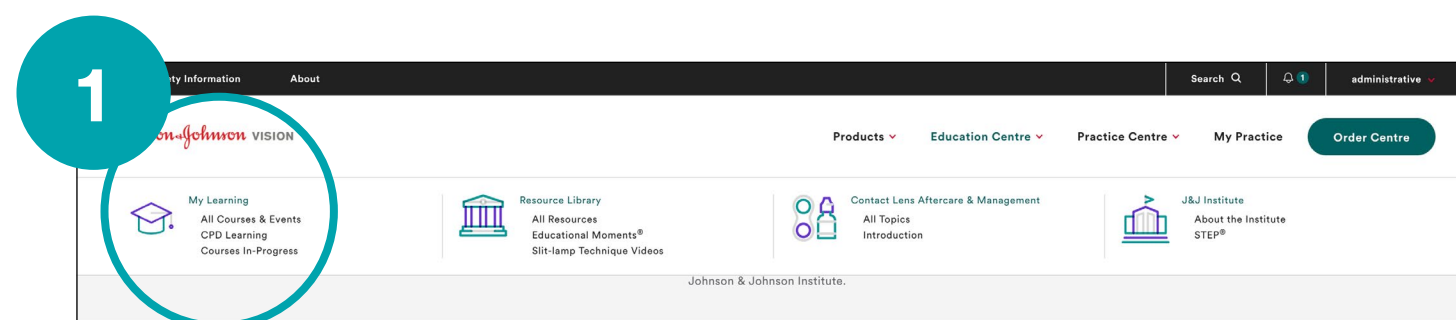
- 1 Select the content area shown.
- 2 Find the course that most interests you by entering a keyword or sorting through topics.

## 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.

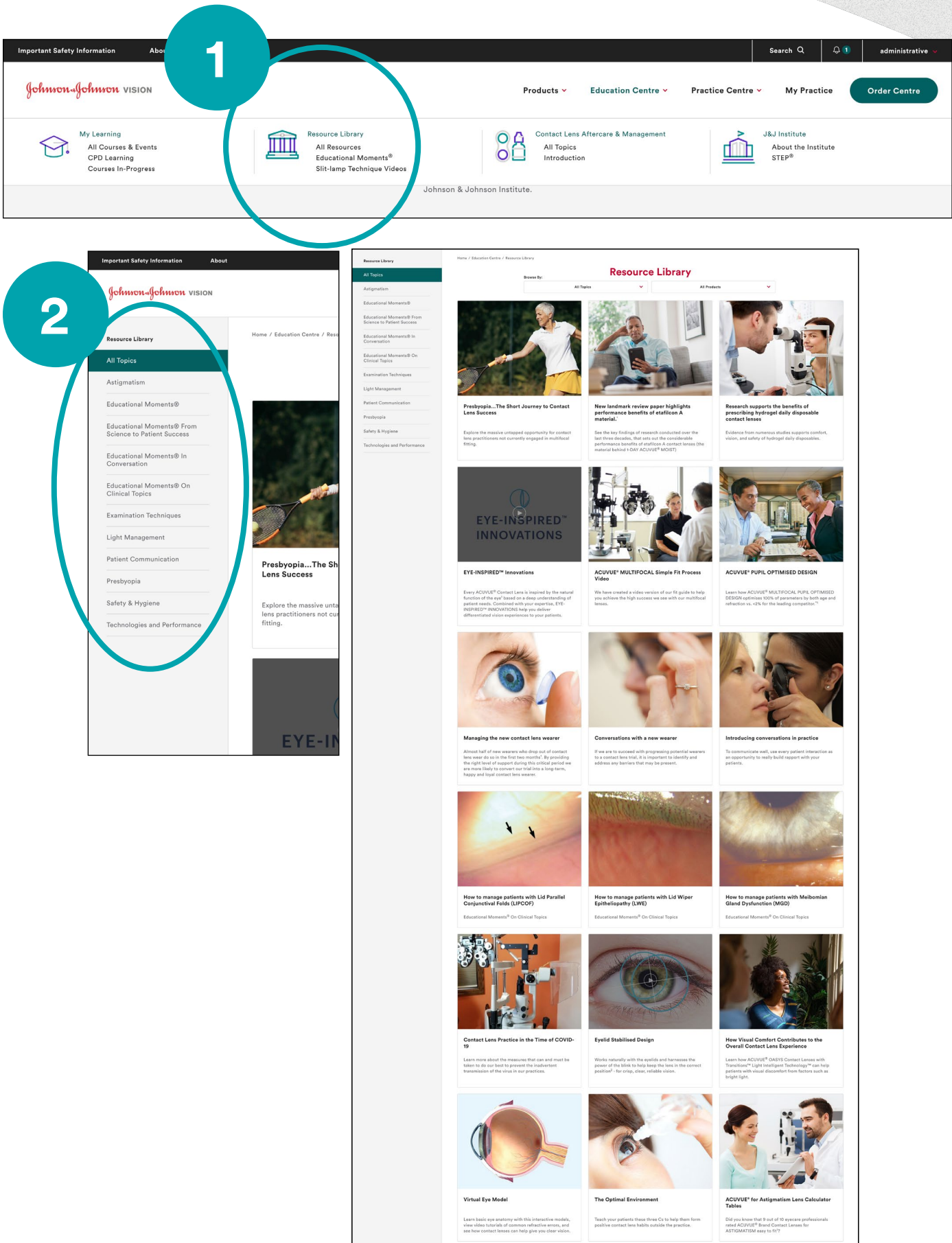




# RESOURCE LIBRARY

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.

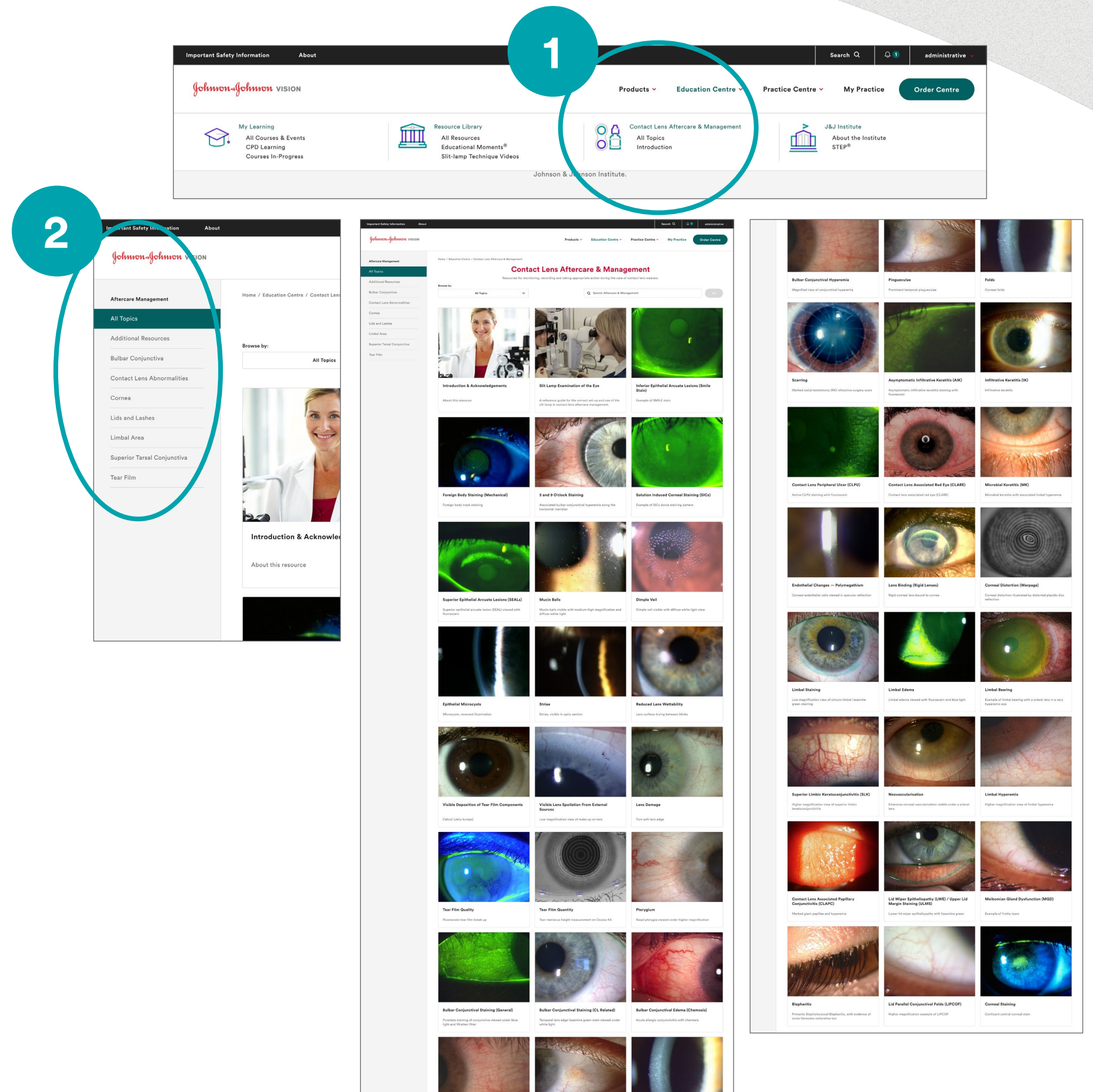




# CONTACT LENS & AFTERCARE MANAGEMENT

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.

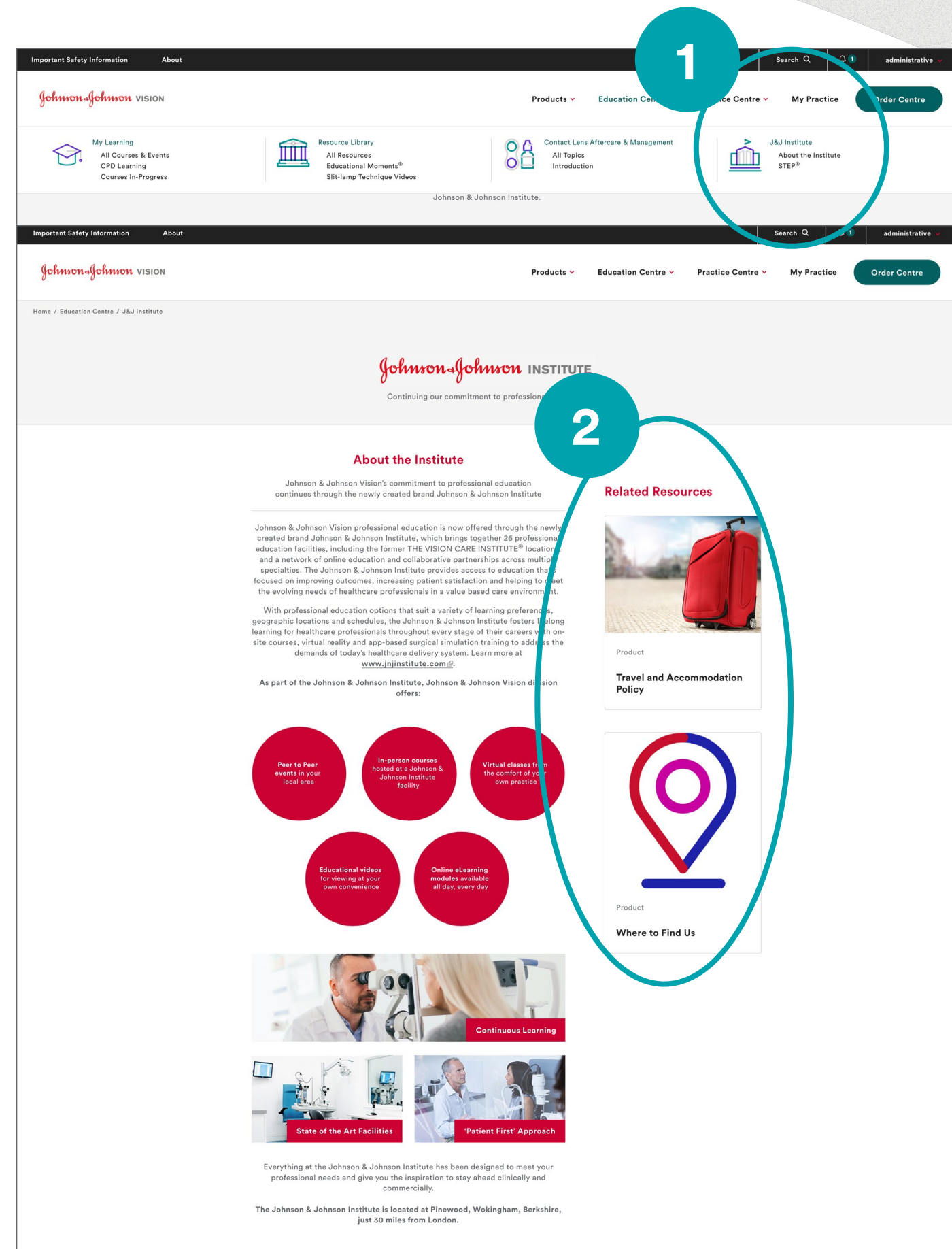
- 1 To access, select the **"Contact Lens Aftercare & Management"** from the top bar.
- 2 Use the **Browse Library** selections and **"browse by"** features to find specific resources that meet your needs.





# JOHNSON & JOHNSON INSTITUTE

- 1 To see information about 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.





# 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 screenshot shows the Johnson & Johnson VISION website. The top navigation bar includes links for 'Important Safety Information', 'About', 'Search', and 'administrative'. The 'Education Centre' dropdown menu is open, showing options like 'My Learning', 'Resource Library', 'Contact Lens Aftercare & Management', and 'STEP®'. A red circle with the number 1 highlights the 'STEP®' link. Below the navigation bar, the 'STEP®' logo is displayed, followed by a description of the programme and a list of links: 'How STEP® Can Help You', 'STEP® Student', 'STEP® Pre-Reg', 'STEP® Newly Qualified', 'Meet the Team', and 'Charitable Support'. The main content area features a video titled 'How Can STEP® Help You?' and a section titled 'The Goals of STEP®' with four icons representing different goals: supporting undergraduate learning, developing confidence and independent learning, building effective communication skills, and strengthening professionalism and clinical judgement. A 'Related Resources' section on the right lists 'Slit-Lamp Technique Videos' and 'How to manage patients with Meibomian Gland Dysfunction (MGD)'.



# Practice Centre & Resources

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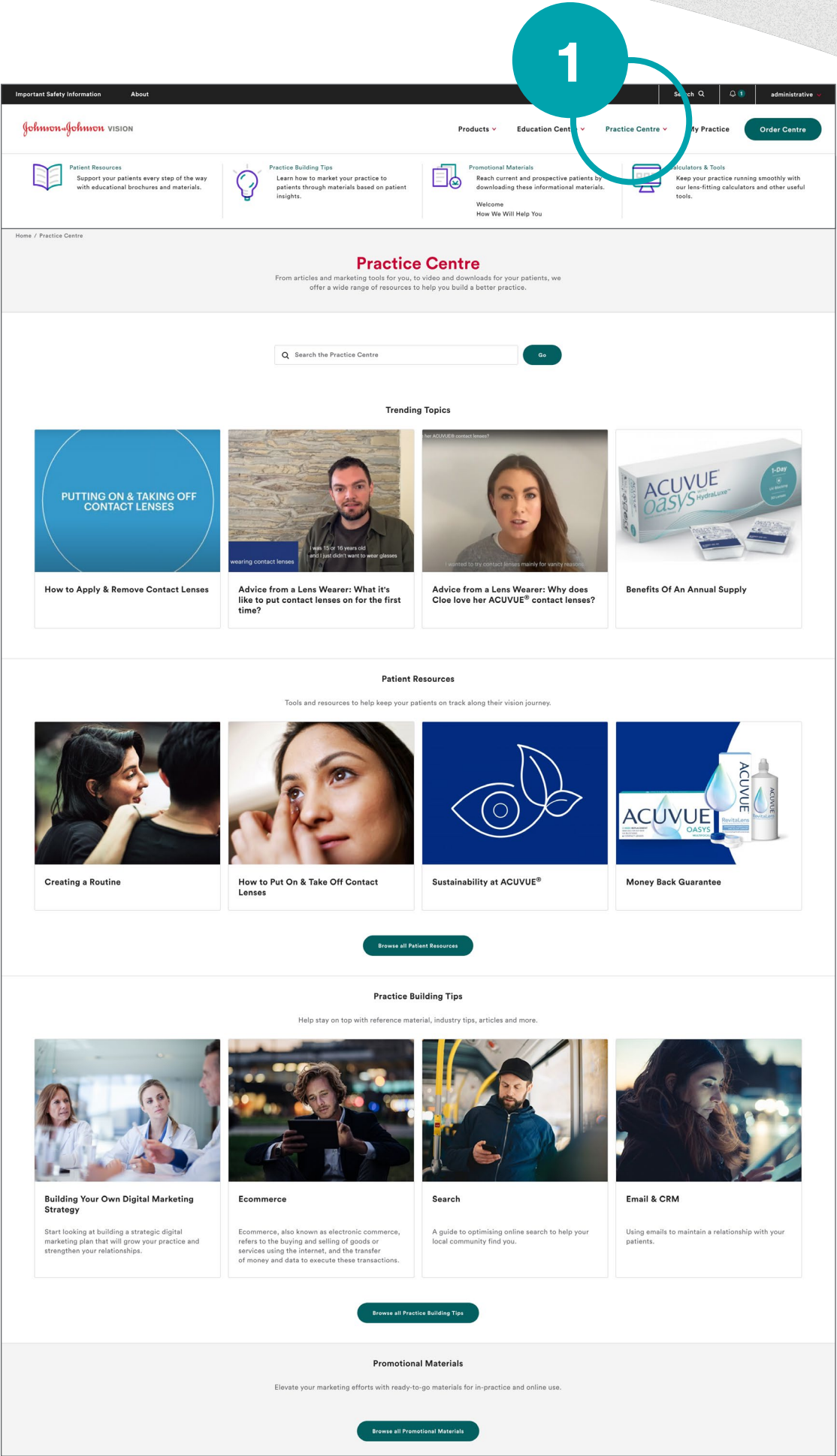


# PRACTICE CENTRE

If you or someone in your team need 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 patient's needs

To email an article directly to your patients:

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

**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 patient's needs

**3** Click on the envelope.

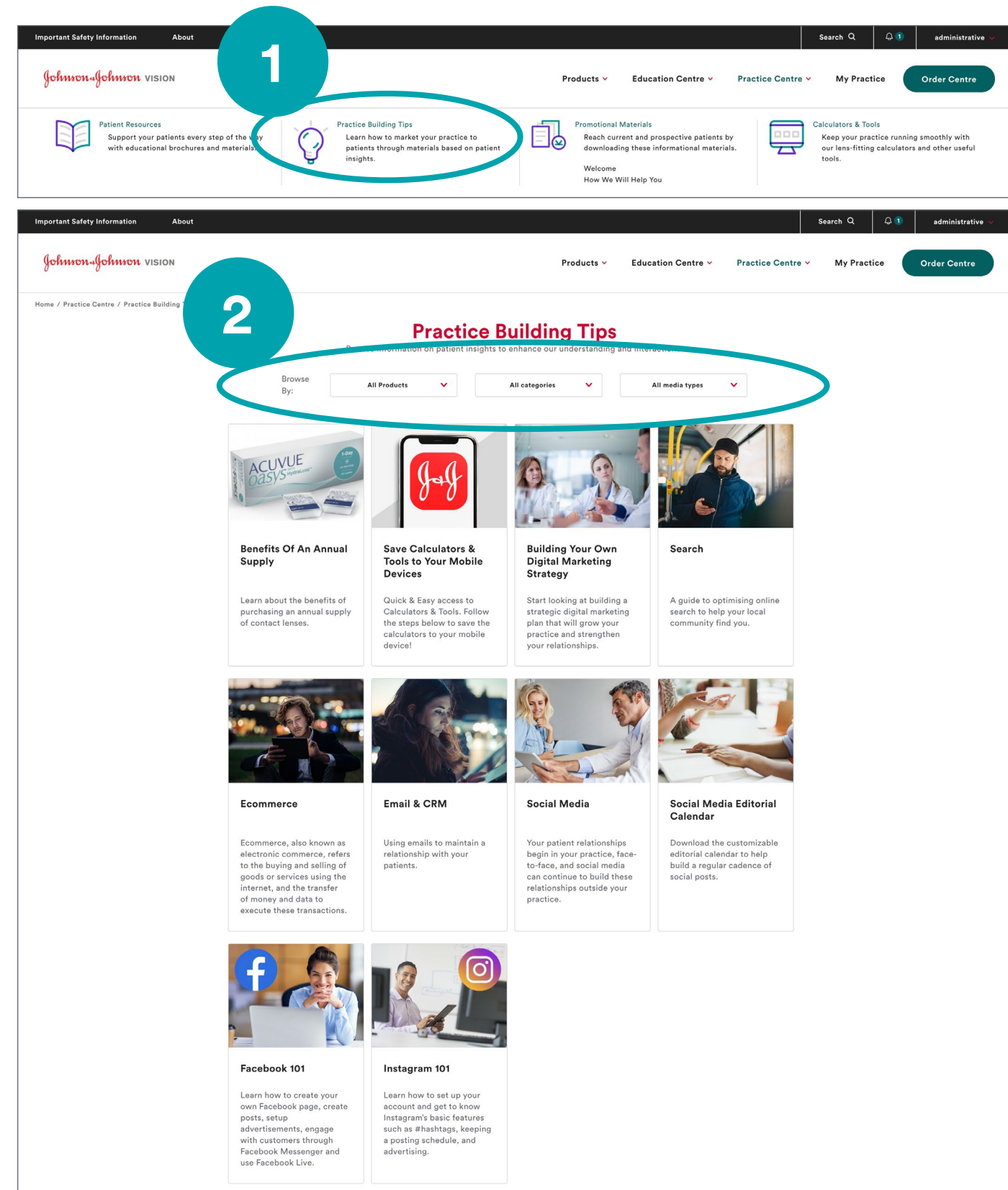
**4** Enter the required information.



# 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.

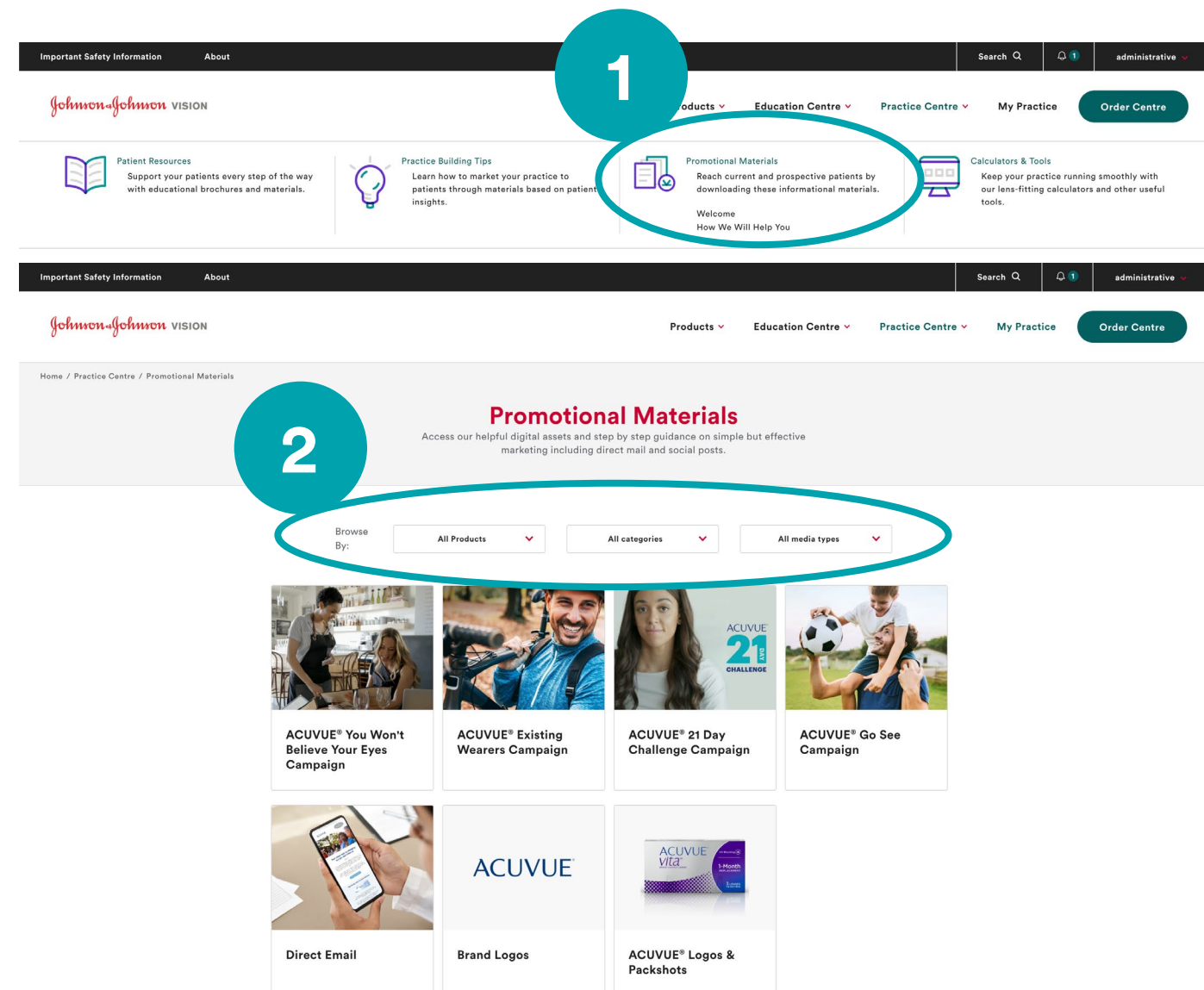




# PROMOTIONAL MATERIALS

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.

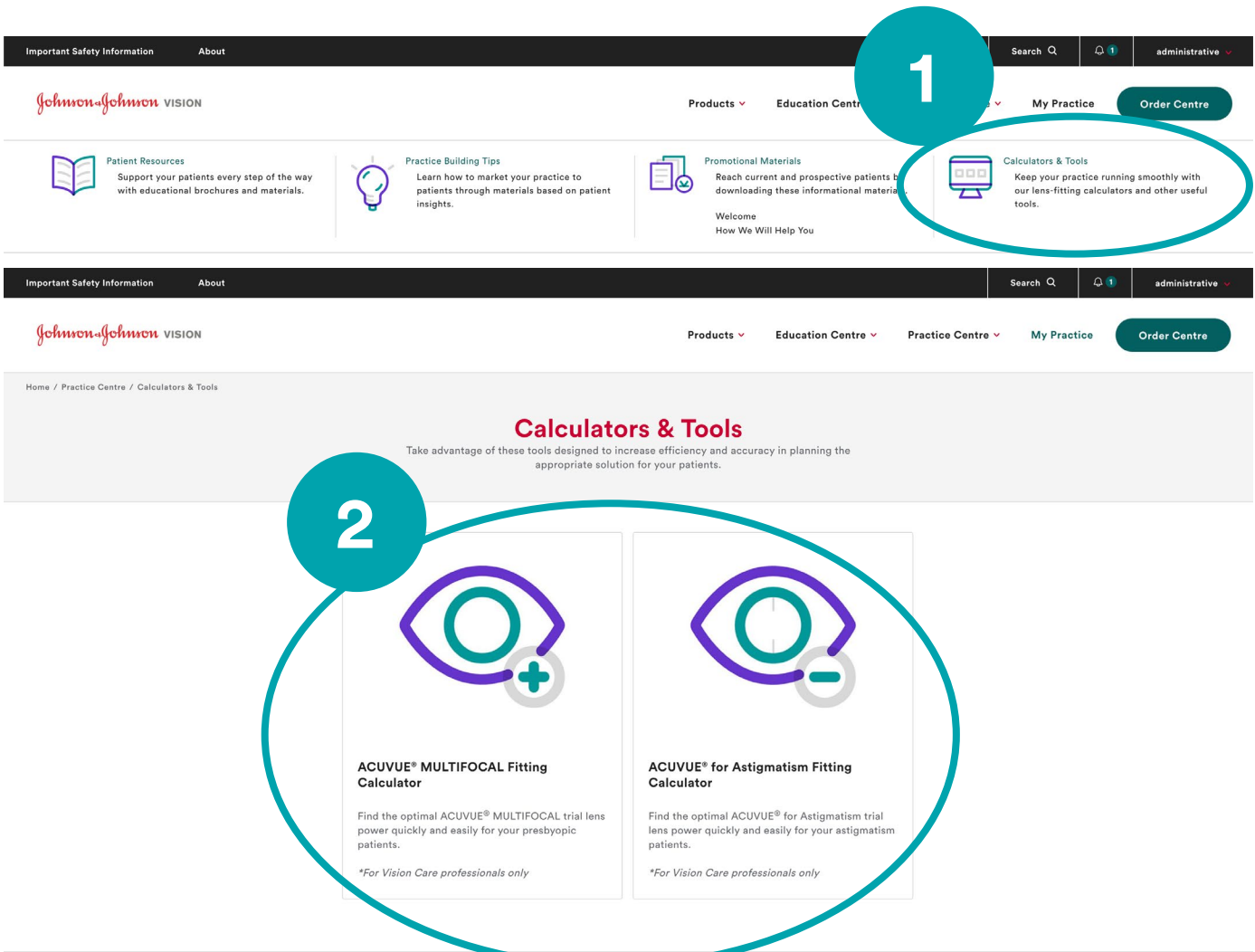




# CALCULATORS & TOOLS

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 providing incredible accuracy to tailor lenses to a patient’s needs.





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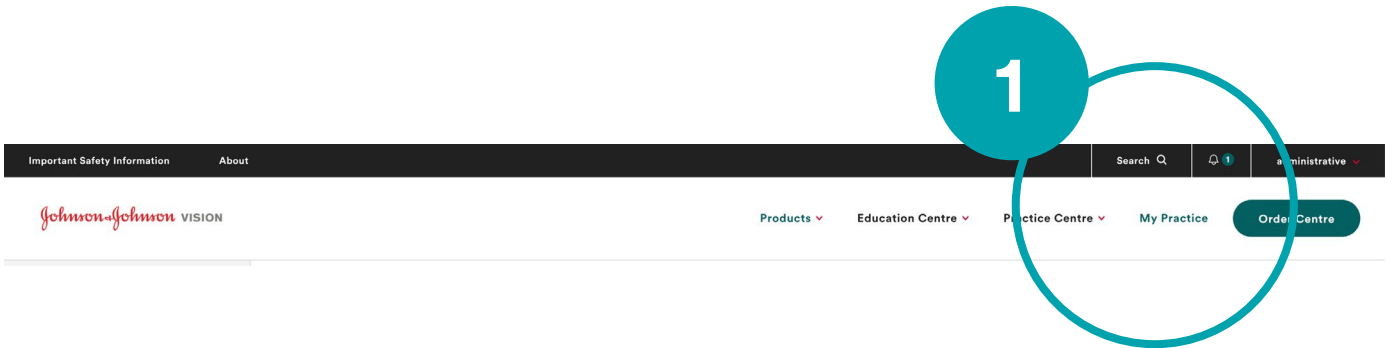
# MANAGE PRACTICE INFORMATION

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

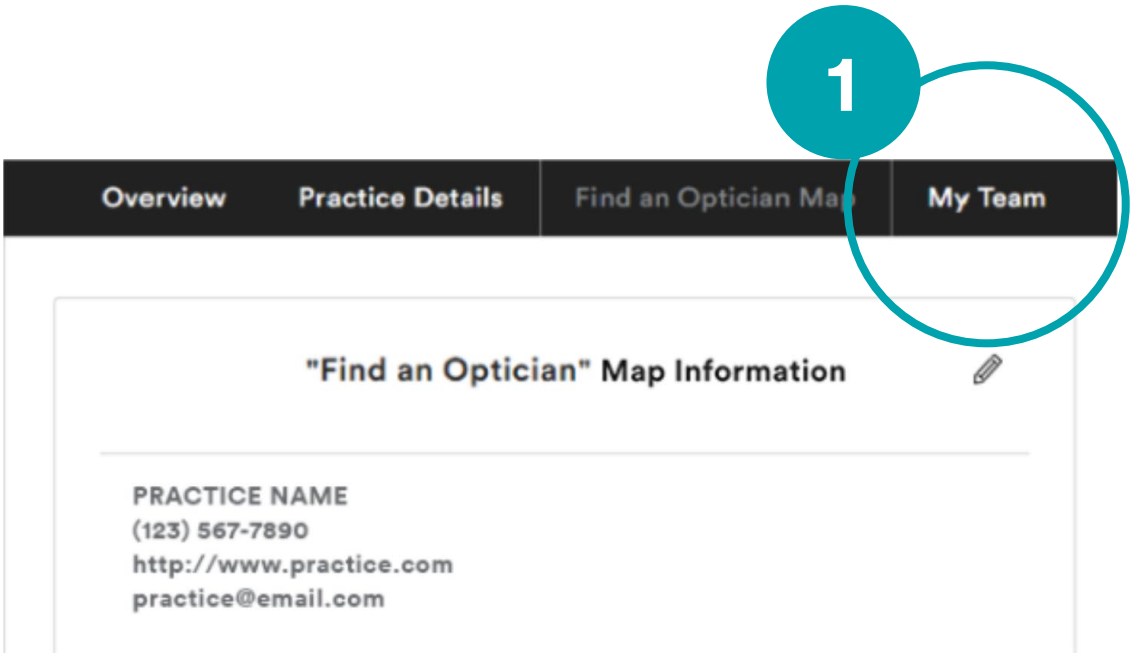
If you have team management permissions you'll have the opportunity to manage team members and edit their status

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.

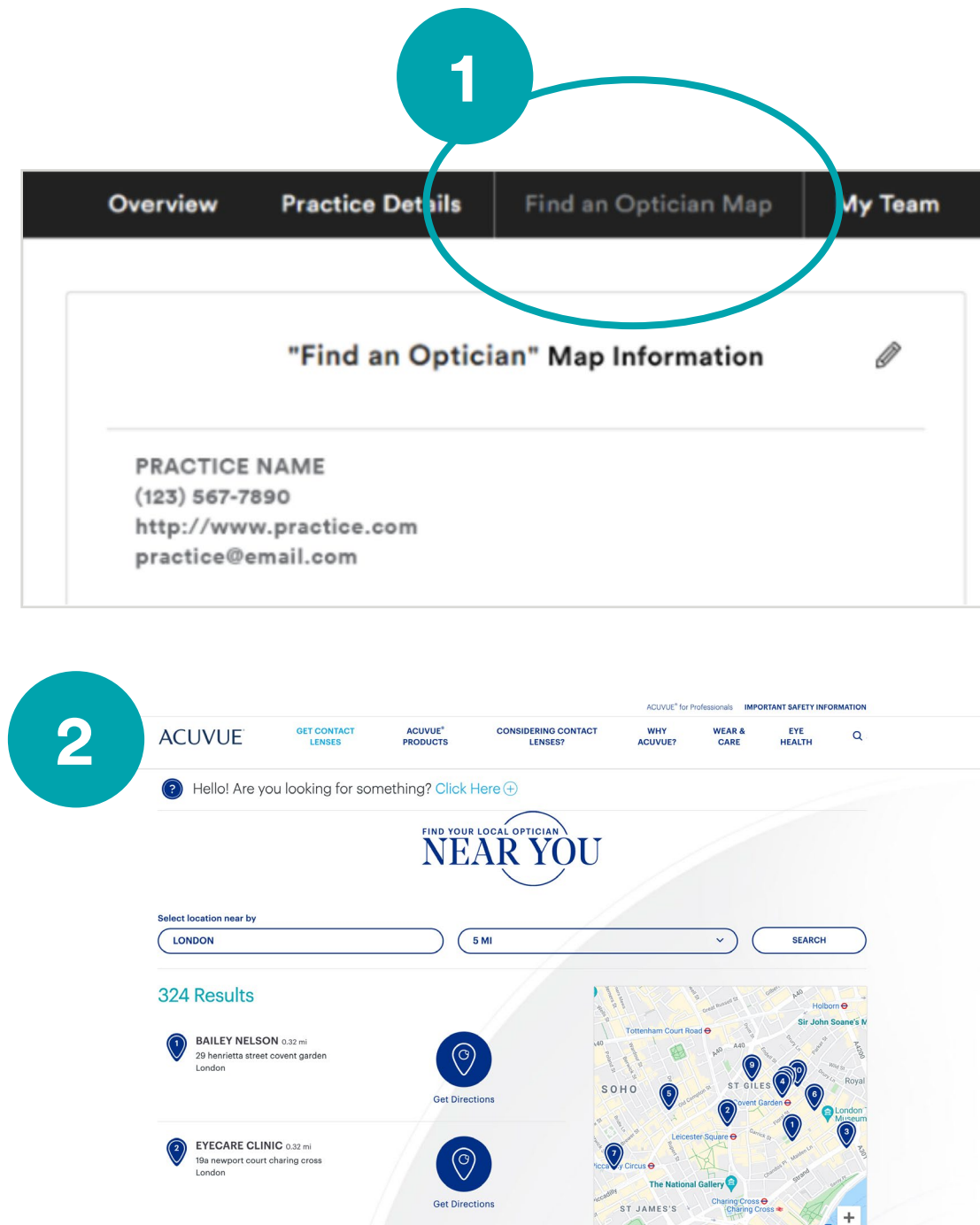
To edit practice info, navigate to **"My Practice"**.

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.

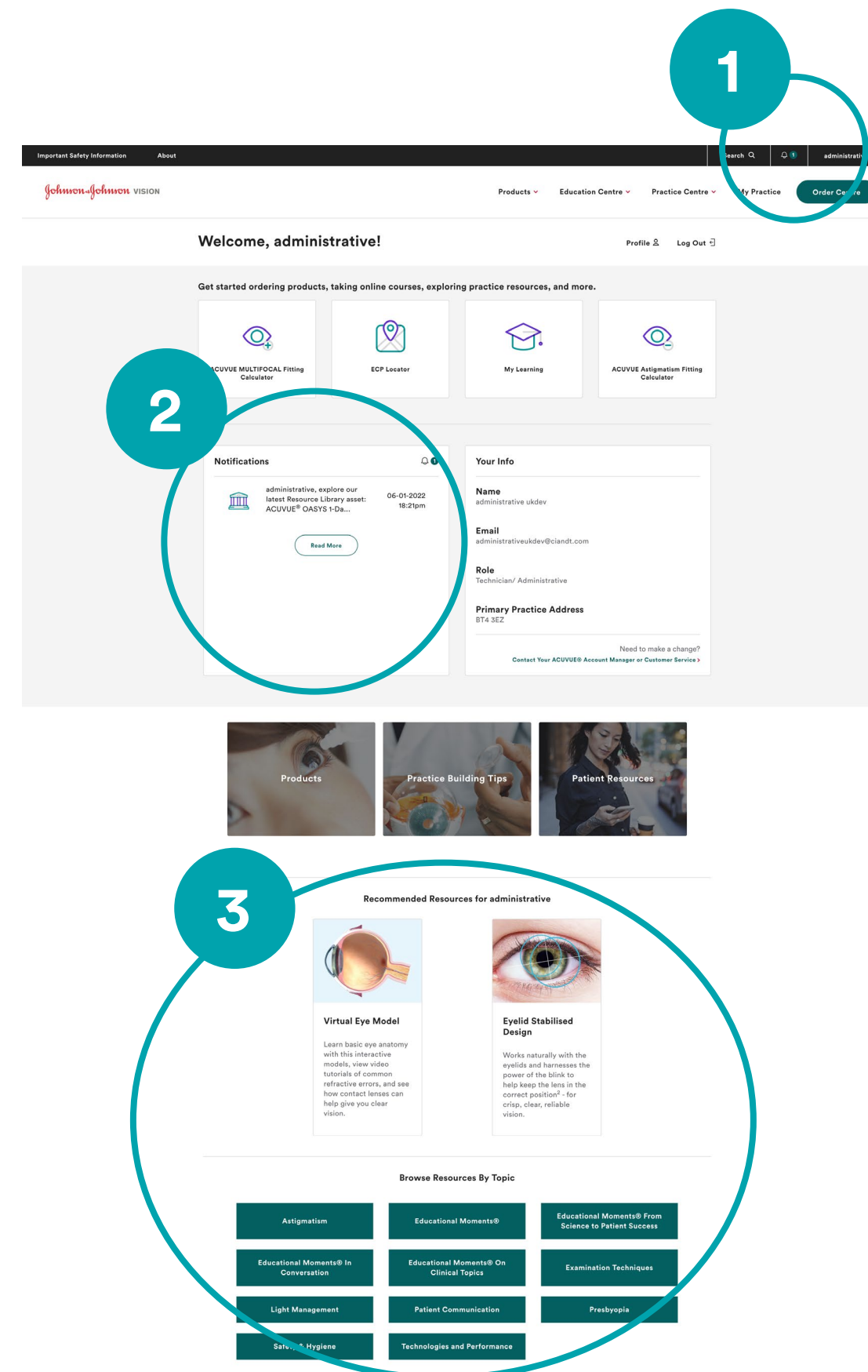




# NOTIFICATIONS & RECOMMENDED RESOURCES

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.





# 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)



# Keep engaging to see how we evolve

You should be ready now to hop on and engage with everything  
JNJVISIONPRO.CO.UK has to offer.

But know that we won't stop here. The site will be updated regularly  
with improvements and additional information, resources, and tools.  
So keep coming back, and together we'll build your best practice!

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