

# Engage Customer Portal

How To User Guide

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# Overview

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*This section provides a brief overview of this document and what is covered.*

## *What is covered*

AlixRx Engage is a web-based application to assist your facility in communicating more efficiently with the pharmacy. The purpose of this document is to provide a high level understanding of AlixRx Engage and its use. Here is a list of things you can find in this document:

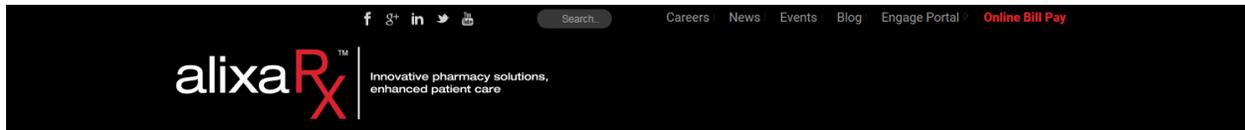
- First time Log in
- Medicine Pricing Calculator
- Resident Maintenance
- Reorder/Refill Medication
- Drug Monographs
- Compose messages to Pharmacy

# Log in Instructions

This section explains how to log in to AlixaRx Engage.

## How to Log in

1. Navigate to [www.AlixaRx.com](http://www.AlixaRx.com)
2. Hover your mouse over *Engage Portal* and select your respective pharmacy location. (Ex. Atlanta, Fresno, Pittsburgh, etc.)



3. You will be redirected to the AlixaRx Engage website.
4. Enter your assigned User ID and Password.



### AlixaRx User Login

User ID: \*

Password: \*

5. Click the *Login* button.
6. You will then be taken to the Home screen.

Welcome to AlixaRx Engage

Messages

Unread Messages: 24

News

Date/Time	Message
11/9/2016 1:29:35 PM	Welcome to AlixaRx Pharmacy's Link to FrameworkLTC

## Medicine Pricing Calculator

*This section explains how the Drug Quote function in AlixaRx Engage provides a quote for one or multiple drugs based on the facilities price plan and how to print and/or save the quote.*

### How to Access

1. Hover your mouse over or click on *Drug Orders*.
2. From the drop down menu click *Drug Quote*.

Drug Orders

<a href="#">Drug Quote</a>	Create a quote for specific drug products
<a href="#">New Drug Order</a>	Enter a new drug order for a resident
<a href="#">Reorder/Refill</a>	Request a reorder/refill of an existing order
<a href="#">D/C Existing Order</a>	Discontinue an existing drug order
<a href="#">Order Status</a>	See the status of existing orders in the pharmacy queue
<a href="#">New Drug Order Query</a>	Display a list of new pharmacy orders for a specific date
<a href="#">Order Return</a>	Return drugs to pharmacy
<a href="#">Order Return Inquiry</a>	View orders returned within a specific date range.
<a href="#">Return Packing Slip Inquiry</a>	View returns based on specified search criteria.
<a href="#">Return Orders History</a>	View detailed history on returns based on specified search criteria.
<a href="#">Pending Billing Transactions</a>	See the transactions that will appear on the next invoice
<a href="#">Invoice Inquiry</a>	View the detail from previous invoices
<a href="#">Therapeutic Scan</a>	View active orders by therapeutic type
<a href="#">Top Dispensed Products</a>	View prescriptions for the top dispensed products
<a href="#">Top Prescribers By Rx Count</a>	View the top prescribers based on number of prescriptions
<a href="#">Top Prescribers By Rx Price</a>	View the top prescribers based on the total price of prescriptions
<a href="#">Controlled Substance Destruction</a>	Print Controlled Substance Destruction Log

3. You may now input the *Name* of the drug, click *List*, select a matching product along with *Form* and *Strength*.

- **Note:** You must select a drug from *Matching Products* to continue on to the next step.

**Drug Quote**

Quote: \*\*\*New\*\*\* New Quote My Quotes Save Quote Description:

Add items to quote:

Search the pharmacy inventory Name:  List

GLUMETZA  
**METFORMIN HCL**  
 METFORMIN HCL ER  
 RIOMET

Form:  Strength:

Matching Products:  

**METFORMIN TAB 1000MG [Generic]**

Select a compound product

Select an IV drug product

Quantity Ordered:

Days Supply:

Add item to quote

4. Type in *Quantity Ordered*, *Day Supply* and click *Add item to quote*.

5. Once processed, items added to the drug quote will display above the item selector.

**Drug Quote**

Quote: \*\*\*New\*\*\* New Quote My Quotes Save Quote Description:

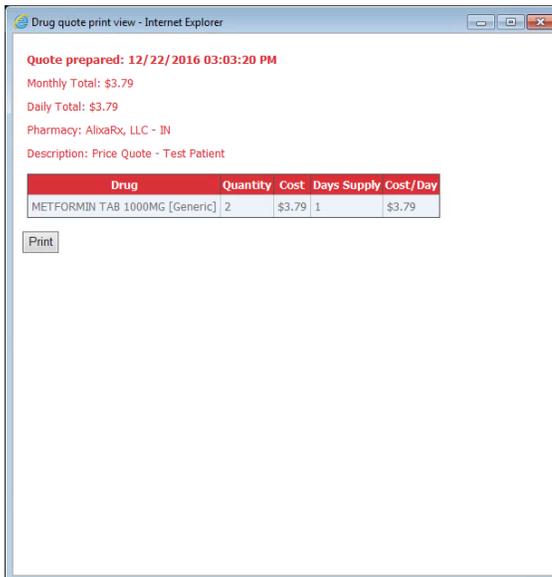
Monthly Total: \$3.79

Daily Total: \$3.79

Drug	Quantity	Cost	Days Supply	Cost/Day	
METFORMIN TAB 1000MG [Generic]	2	\$3.79	1	\$3.79	<span>✕ Delete</span>

Show Printable View

6. After all of the required items for the quote have been added, the quote can be printed by clicking *Show Printable View*. The printable view will open in a new window.



## Resident Maintenance

*This section explains how to Add/Remove Resident Drug Allergy, Add/Remove Resident Medical Condition, Update Resident Part A Status and Reorder Medication via Resident Profile.*

### *How to Add/Remove Resident Drug Allergies*

1. Hover your mouse over or click *Resident Maintenance* to see your available options.



### Resident Maintenance

<a href="#">Resident Admission</a>	Inform the pharmacy about new resident admitted to the facility
<a href="#">Resident Profile</a>	View a residents profile information
<a href="#">Change Resident Demographics</a>	Change a residents general demographics
<a href="#">Add/Remove Resident Methods of Payment</a>	Add/remove insurance plans and other methods of payment to/from the residents profile
<a href="#">Update Resident Part A Status</a>	Add/change/remove Part A coverage periods for a resident
<a href="#">Add/Remove Resident Drug Allergy</a>	Add/remove drug allergies to/from the residents profile
<a href="#">Add/Remove Resident Medical Condition</a>	Add/remove a new medical condition to/from the residents profile
<a href="#">Add/Change Non-Drug Order</a>	Add or change a non-drug order for a resident
<a href="#">Transfer Resident</a>	Change the Nursing Station, Room and Bed for a resident
<a href="#">Discharge Resident</a>	Discharge a resident
<a href="#">Readmit Resident</a>	Readmit a resident that had previously been discharged
<a href="#">Print Discharge Summary</a>	Print discharge summary forms for selected residents
<a href="#">Patient Literals by Category</a>	View/Print Patient Literal Orders by Category

1. Select *Add/Remove Resident Drug Allergy*.
2. Enter Patient Name.

Home Messages ▶ Resident Maintenance ▶ Drug Orders ▶ Utilities ▶ User Maintenance ▶ Help Logout Contact Us

Select Resident

Patient Name:  x

	ID	Name	Nickname	Station	Room	Bed	Med. Rec. No.
Select	3014101	Washington,George		AACU	00024	D	1234

3. Once the patient has been selected, the following screen will allow you to enter the Drug Allergy by *Class* or *Drug* & including allergy symptoms such as *Asthma*, *Skin Rash/Redness*, etc.

Home Messages ▶ Resident Maintenance ▶ Drug Orders ▶ Utilities ▶ User Maintenance ▶ Help Logout Contact Us

Add/Remove Resident Drug Allergy

Resident Name	Nursing Station	Room	Bed	Medical Record Number	
Washington,George	AACU (AACU)	00024	D	1234	Change

Type	ID	Name	Rash	Shock	Asthma	Nausea	Anemia	Other	Desc	Pending	Queue ID	
C	00026	Penicillins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		ADD PENDING	32	<input type="button" value="Delete"/>

Class

Busulfan  
 Persulfates  
 Sulfa Antibiotics

Skin rash/Hives  
 Shock/Unconsciousness  
 Asthma  
 Nausea/Vomitting  
 Anemia  
 Other

4. When complete, click *Add Drug Allergy to Resident Profile*.

### How to Add/Remove Resident Medical Conditions

1. Select *Add/Remove Resident Medical Conditions*.
2. Enter Patient Name.

Select Resident

Patient Name:

	ID	Name	Nickname	Station	Room	Bed	Med. Rec. No.
Select	3014101	Washington,George		AACU	00024	D	1234

- Once the patient has been selected, the following screen will allow you to enter the medical condition.

Add/Remove Resident Medical Condition

Resident Name	Nursing Station	Room	Bed	Medical Record Number	
Washington,George	AACU (AACU)	00024	D	1234	Change

ID	Name	Primary DX	Physician	Date Resolved	
0000149	Diabetes Mellitus	<input checked="" type="checkbox"/>	ABDELHAMEED,MOHAMED		Show ICD10s Mark Resolved

Medical Condition Name

- Severe Hypertension
- Hypertension in Babies Less Than 1 Month Old
- Neonatal Arterial Hypertension
- Neonatal Hypertension
- Accelerated Hypertension
- Malignant Arterial Hypertension
- Malignant Hypertension
- Severe Rapidly Progressing Hypertension
- Moderate to Severe Arterial Hypertension
- Moderate to Severe Hypertension
- Moderate-Severe Hypertension
- Hypertension, Edema and/or Proteinuria of Pregnancy

Related ICD10 Codes

ICD10	Description
Select I10	Essential (primary) hypertension

Diagnosed By:

First Diagnosed:

Primary Diagnosis

- Select the appropriate *Medical Condition Name*.
- A *Related ICD-10 Code* must be selected.
- When complete, click *Add Medical Condition to Resident Profile*.

*How to Update Resident Part A Status*

- Select *Update Resident Part A Status*.
- Enter *Patient Name*.

Select Resident

Patient Name:  x

	ID	Name	Nickname	Station	Room	Bed	Med. Rec. No.
Select	3014101	Washington,George		AACU	00024	D	1234

- Once the patient is selected, the following screen contains a calendar that will allow you to select the days during the month where the patient is/was eligible.

Submit this months medicare days

December 2016						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- When complete, click *Submit this months medicare days*.

How to Reorder Medication via Patient Profile

- Select *Resident Profile*.
- Enter *Patient Name*.

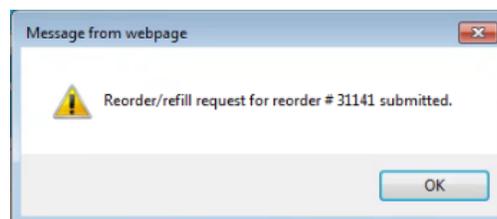
Select Resident

Patient Name:

- Once the patient is selected, the Patient profile will appear. Scroll down to *Drug Orders*.

Reorder #	Rx #	Last Fill Date	Original Date	Drug Name	Directions	Physician	Refills	Next Fill Date	Pending		
29694	31803974	8/4/2016	8/4/2016	ACETAMINOPHEN 325MG TAB	TAKE TWO (2) TABLETS (650 MG) BY MOUTH EVERY 6 HOURS AS NEEDED FOR PAIN	JOVEN,JOHN	0.00				Times  Reorder
29695	31803976	8/4/2016	8/4/2016	NATURAL BAL SOL TEARS	INSTILL 1 DROP IN BOTH EYES EVERY 4 HOURS AS NEEDED FOR DRY EYES	JOVEN,JOHN	0.00				Times  Reorder
29696	31803977	8/4/2016	8/4/2016	BIOfREEZE 4% GEL	APPLY TO AFFECTED AREA TOPICALLY EVERY 12 HOURS AS NEEDED FOR PAIN	JOVEN,JOHN	0.00				Times  Reorder
29697	31803978	8/4/2016	8/4/2016	BISAC-EVAC SUP 10MG	UNWRAP AND INSERT ONE (1) SUPPOSITORY RECTALLY ONCE DAILY AS NEEDED FOR CONSTIPATION	JOVEN,JOHN	0.00				Times  Reorder
29698	31962581	10/7/2016	8/4/2016	TRI-BUFF ASA TAB 325MG	TAKE ONE TABLET BY MOUTH ONCE DAILY	JOVEN,JOHN	0.00				Times  Reorder
29699	31803981	8/4/2016	8/4/2016	DULOXETINE CAP 30MG	TAKE ONE (1) CAPSULE BY MOUTH ONCE DAILY	JOVEN,JOHN	0.00				Times
29700	31803986	8/4/2016	8/4/2016	BISACODYL TAB 5MG EC	TAKE TWO (2) TABLETS BY MOUTH AT BEDTIME	JOVEN,JOHN	0.00				Times  Reorder
29701	31803988	8/4/2016	8/4/2016	BISACODYL TAB 5MG EC	TAKE TWO (2) TABLETS BY MOUTH ONCE DAILY AS NEEDED FOR CONSTIPATION	JOVEN,JOHN	0.00				Times  Reorder
29702	31803989	8/4/2016	8/4/2016	FERROUS SULF TAB 325MG	TAKE ONE TABLET BY MOUTH TWICE DAILY	JOVEN,JOHN	0.00				Times  Reorder
29703	31803990	8/4/2016	8/4/2016	HYDROCHLOROT CAP 12.5MG	TAKE ONE (1) CAPSULE BY MOUTH ONCE DAILY	JOVEN,JOHN	0.00				Times  Reorder
29704	31803991	8/4/2016	8/4/2016	DIGOX TAB 0.125MG	TAKE ONE TABLET BY MOUTH ONCE DAILY	JOVEN,JOHN	0.00				Times  Reorder

4. You may sort alphabetically by clicking *Drug Name* or numerically by clicking *Reorder#*.
5. Select the requested medication by clicking *Reorder* on the appropriate row.
6. Reorder is complete when this pop-up appears:



## Drug Orders

*This section explains a second method for Reordering/Refilling medication.*

*How to access*

1. Hover your mouse over or click *Drug Orders* to see your available options.
2. Click on *Reorder/Refill*.

Home Messages Resident Maintenance Drug Orders Utilities User Maintenance Help Logout Contact Us

Welcome to AlixaRx Engage

Messages  
Unread Messages: 24

News

Date/Time	
11/9/2016 1:29:35 PM	Welcome to AlixaRx F

- Drug Quote
- New Drug Order
- Reorder/Refill
- D/C Existing Order
- Order Status
- New Drug Order Query
- Order Return
- Order Return Inquiry
- Return Packing Slip Inquiry
- Return Orders History
- Pending Billing Transactions
- Invoice Inquiry
- Therapeutic Scan
- Top Dispensed Products
- Top Prescribers By Rx Count
- Top Prescribers By Rx Price
- Controlled Substance Destruction

Request a reorder/refill of an existing order

3. Enter the *Reorder # / Refill #*, preceded by the resident's initials.

- **Note:** reorder 810 for resident George Washington must be entered as GW810.

### Refill/Reorder Prescription

Rx # / Reorder #

4. Once the reorder is entered, you may proceed by clicking *Request Refill/Reorder*.

### Refill/Reorder Prescription

Rx # / Reorder #

**Order Details**

**Order was discontinued on 9/28/2015**

Reorder # 2027  
 Resident ID 1234  
 Resident George Washington  
 Drug Name DILTIAZEM TAB 120MG  
 Directions TAKE ONE TABLET BY MOUTH ONCE DAILY  
 Last Filled 9/8/2015  
 Days Supply 15.00

5. The reorder/refill will be sent to the pharmacy. When the request has been processed, it will be removed from the *Refills Requested* list.

# Print Drug Monographs

This section explains how to print drug monographs by Drug or by Patient from AlixaRx Engage.

How to access

1. Hover or Click on *Utilities*.
2. Select *Print Monographs*.

## Utilities

<a href="#">Print Monographs</a>	Print the Integrated Medfacts Module Monographs
<a href="#">Review DTMS History</a>	Review DTMS History
<a href="#">DUR Report</a>	Print DUR Report
<a href="#">Black Box Warnings for Medical Professionals</a>	Print Black Box Warnings for Medical Professionals

3. Monographs *By Drug* or *By Patient* are available, make your selection.

## Print Monographs

<a href="#">By Drug</a>	Print Monograph for the requested drug product
<a href="#">By Patient</a>	Print Monographs for the requested patient

*By Drug*

1. Enter by name of the medication or NDC in the blank *Drug* box.

### Print Monograph by Drug

Drug

Please Select 

- 00185441601 METFORMIN TAB 500MG ER
- 00378718505 METFORMIN TAB 500MG
- 23155010201 METFORMIN TAB 500MG
- 23155010205 METFORMIN TAB 500MG

Gender  Not Specified  Male  Female

2. Framework Link will provide options in the *Please Select* box.
3. Select *Gender* if necessary or the default *Not Specified* will automatically be selected.
4. Click *Print*.

- A second screen will appear with a PDF file. You may then print your requested monograph.

http://fwlinkalpha/FrameworkLink/Forms/MonographReport.aspx?Type=Drug&NDC=00378718505&Gender...

AlixaRx, LLC - IN  
5635 West 96th Street DEA #: FA3378797 Indianapolis, IN 46278 (877)612-8747

Facility: GL-BRANDYWINE

Read this medicine information sheet carefully each time you get this medicine filled. You must carefully read the "Consumer Information Use and Disclaimer" below in order to understand and correctly use this information.

**Metformin Tablets**  
Pronunciation (met FOR min)  
Brand Names: US Glucophage.  
Product Dispensed: METFORMIN TAB 500MG (NDC: 00378-7185-05)

**Warning**

- Rarely, metformin may cause an acid health problem in the blood (lactic acidosis). The risk of lactic acidosis is higher in people with kidney problems and in people who take certain other drugs like topiramate. The risk is also higher in people with liver problems or heart failure, in older people (65 or older), or with alcohol use. If lactic acidosis happens, it can lead to other health problems and can be deadly. Lab tests to check the kidneys may be done while taking this drug. Talk with the doctor.
- Call your doctor right away if you have signs of too much lactic acid in the blood (lactic acidosis) like fast breathing, fast heartbeat, a heartbeat that does not feel normal, very bad upset stomach or throwing up, feeling very sleepy, shortness of breath, feeling very tired or weak, very bad dizziness, feeling cold, or muscle pain or cramps.
- Do not take this drug if you are 80 years of age or older and have not had your kidneys tested.
- Do not take this drug if you have a very bad infection, low oxygen, or a lot of fluid loss.
- If you have liver disease, talk with your doctor.
- Talk with your doctor before you drink alcohol.
- If you are having an exam or test with dye or have had one within the past 48 hours, talk with your doctor.
- Tell all of your health care providers that you take this drug. This includes your doctors, nurses, pharmacists, and dentists.

**What is this drug used for?**

- It is used to lower blood sugar in patients with high blood sugar (diabetes).

**What do I need to tell my doctor BEFORE I take this drug?**

- about the allergy and what signs you had, like rash; hives; itching; shortness of breath; wheezing; cough; swelling of face, lips, tongue, or throat; or any other signs.
- If you have any of these health problems: Acidic blood problem, kidney disease, or liver disease.
- If you have had a recent heart attack or stroke.

This is not a list of all drugs or health problems that interact with this drug.

Tell your doctor and pharmacist about all of your drugs (prescription or OTC, natural products, vitamins) and health problems. You must check to make sure that it is safe for you to take this drug with all of your drugs and health problems. Do not start, stop, or change the dose of any drug without checking with your doctor.

**What are some things I need to know or do while I take this drug?**

- Do not drive if your blood sugar has been low. There is a greater chance of you having a crash.
- Check your blood sugar as you have been told by your doctor.
- Have blood work checked as you have been told by the doctor. Talk with the doctor.
- It may be harder to control your blood sugar during times of stress like when you have a fever, an infection, an injury, or surgery. A change in level of physical activity or exercise and a change in diet may also affect your blood sugar. Talk with your doctor.
- Be careful in hot weather or while being active. Drink lots of fluids to stop fluid loss.
- If you have been taking this drug for a long time or at high doses, it may not work as well and you may need higher doses to get the same effect. This is known as tolerance. Call your doctor if this drug stops working well. Do not take more than ordered.
- If you are 65 or older, use this drug with care. You could have more side effects.

### By Patient

- A list of all active patients from the facility will appear.
- Select the patient by clicking the box in the *Select* column.
  - Note:** *New Orders* are the default. You may include the complete profile by selecting *Active Reorders* as well.

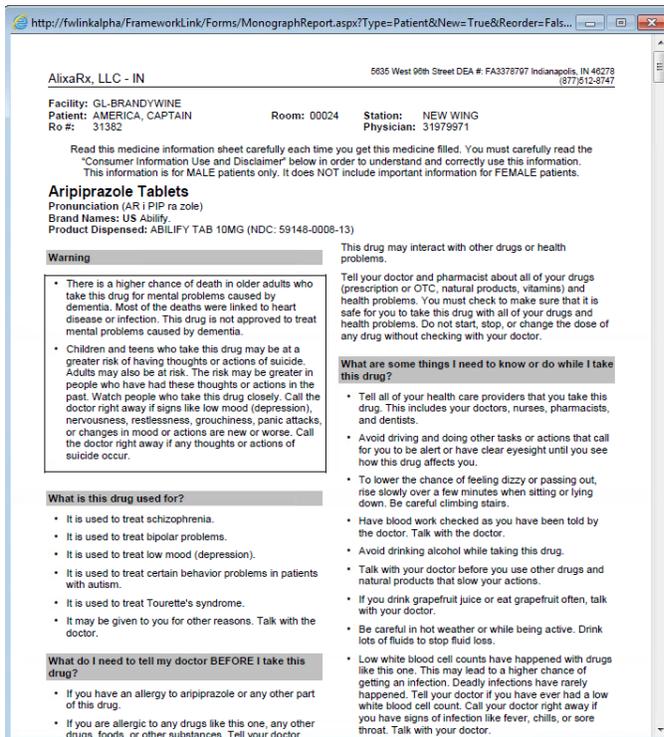
### Print Monograph by Patient

Include:

- New Orders**  
 **Active Reorders**

ID	Name	Nickname	Station	Room	Bed	Med. Rec. No.	Select
3014089	AMERICA, CAPTAIN X		NewWng	00024	D	1234	<input checked="" type="checkbox"/>

- Click *Print*.
- A second screen will appear with a PDF file. You may then print your requested monograph.



## Messages

*This section explains how AlixaRx Engage users can compose and send messages to the pharmacy, and read messages sent from the pharmacy.*

### How to Compose

1. Hover your mouse over or click on *Messages*.

#### Messages

<a href="#">Compose Message</a>	Page for creating a new message to send to the pharmacy
<a href="#">Read Messages</a>	Read your incoming messages from the pharmacy
<a href="#">Read Deleted Messages</a>	Read messages that you have previously deleted
<a href="#">Read Sent Messages</a>	Read messages that you have previously sent

2. Select *Compose Message*.
3. Fill in the required information.

- **Note:** The *Reply To:* section is defaulted to *My Nursing Station*. By selecting *My Facility* other individuals may receive the reply from the pharmacy. We suggest this option as a shift change may cause a reply to be missed.

### Compose Message

Category:

Subject:

Reply To:  Me  My Nursing Station   My Facility

---

Message:

4. Click on *Send*.

### How to Read

1. You may view your message from the following screen by clicking on *Read Messages*.

### Messages

<a href="#">Compose Message</a>	Page for creating a new message to send to the pharmacy
<a href="#">Read Messages</a>	Read your incoming messages from the pharmacy
<a href="#">Read Deleted Messages</a>	Read messages that you have previously deleted
<a href="#">Read Sent Messages</a>	Read messages that you have previously sent

2. A history of messages will appear.

### Read Messages

Show Unread Messages Only

<input type="button" value="Refresh"/>					<input type="button" value="Delete All"/>
	ID	Sent	Category	Subject	
	32	12/21/2016 12:50:11 AM	General	<a href="#">Processed Request</a>	<input type="button" value="Delete"/>
	31	12/21/2016 12:50:06 AM	General	<a href="#">Processed Request</a>	<input type="button" value="Delete"/>

3. Click on the Envelope to view the details of the message.

# Password Change

This section will explain how the user can change their current password when logged into AlixaRx Engage.

## How to Change User Password

1. Click or hover over *User Maintenance*.
2. Select *Change User Password*.

The screenshot shows a navigation bar with the following items: Home, Messages, Resident Maintenance, Drug Orders, Utilities, User Maintenance (highlighted), Help, Logout, and Contact Us. Below the navigation bar, the 'User Maintenance' section is titled. A table lists the following options:

<a href="#">Create User Account</a>	Create a new FrameworkLink user for your facility
<a href="#">Change User Account</a>	Change an existing FrameworkLink user account
<a href="#">Disable User Account</a>	Disable an existing FrameworkLink user account
<a href="#">Change User Password</a>	Change the password associated with the current user account

3. Enter your *New Password* and *Confirm New Password*.

The screenshot shows the 'Change Password' form. The navigation bar is the same as in the previous screenshot. The form title is 'Change Password'. Below the title, it says 'Enter the new password for the following user account'. The form contains the following fields:

User ID:	01267
Name:	Mcgregor, Conor
New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>

At the bottom right of the form, there is a 'Change' button.

4. Click *Change* and the password change is complete.

Change

**The password for this account has been updated.**

## Questions

The top right corner of the initial Login webpage has Contact & Help Menu for your convenience.

The screenshot shows the top of the AlixaRx website. On the left is the 'alixaRx engage' logo. On the right is a navigation bar with 'Home', 'Contact', and 'Help Menu' links. Below the navigation bar is a date and time display: 'Thursday, December 22, 2016 03:26'. The main content area is titled 'AlixaRx User Login' and contains a form with the following elements:

- User ID:
- Password:
- Login  Cancel

### Contact

5. The Contact Us form should be used for general information and specifically states that it should not be used to transfer resident information.

Please feel free to contact us by any of the following:

Address: **AlixaRx LLC - GA**  
3100 Northwoods Place

Norcross, GA 30071

Phone: 855-428-3564

Fax:

Email: NOTE: Please do not send protected health information (PHI) in this email message. Please navigate to the Messages menu and select the Messaging Tool for communicating patient specific information. The area below should be used for general information only. Please allow up to two business days for a response from the pharmacy. .

The screenshot shows a contact form with the following fields and a button:

- Your Name:  \*
- Your email address:  \*
- Your Phone Number:
- Message:
- Send Email

### Help Menu

1. The *Help Menu* contains the User Guide in PDF format for your convenience.



## Welcome to AlixaRx Help Page

[Help FAQ PDF](#) |

2. Select *Help FAQ PDF*.
3. A second screen will appear with a PDF file. You may then print your *AlixaRx Engage User Guide*.