

# AccordConnects

—

# User Manual

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## Purpose

This user manual provides comprehensive instructions for effectively using the AccordConnects platform. This document includes the following details: installation, setup, navigation, and key functionalities, enabling users to efficiently manage doses in the back office through both the mobile app and web.

## Introduction

The AccordConnects is an inventory management system designed to help healthcare practices manage Accord BioPharma product inventory and utilization. The platform is designed to streamline inventory management, improve efficiency, and provide accurate tracking and reporting capabilities.

The IMS platform consists of a mobile application and a web interface, providing flexibility and accessibility for users.

## Key Features of the Accord IMS:

1. User Registration & Login (SSO)
2. Inventory Management
3. Electronic Ordering
4. Reordering Alerts
5. Account Management
6. Reports
7. Resources

## AccordConnects Access Points for Healthcare Professionals

1. Browser-based (<https://www.accordconnects.com>)
2. iOS/iPhone (via App Store  
<https://apps.apple.com/us/app/accordconnects/id1617675122>)
3. Android (via Play Store  
<https://play.google.com/store/apps/details?id=com.ims.accordconnects>)

## Account Creation Process

### Browser-based AccordConnects (<https://www.accordconnects.com>)

Step 1: open: the browser (Chrome recommended) with link

<https://www.accordconnects.com>;

Step 2: click: *Register now*

Step 3: Select user role and platform to register

Step 4: enter the following:

First Name: [name]

Last Name: [name]

Professional Email: [Email address]

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Contact Number: [phone number]  
Fax Number: [fax number]  
Create Password: [The password must contain a minimum of 6 characters, at least one uppercase, a digit, and no special characters.]  
Confirm Password: [match above password]  
Practice Office Name: [name]  
Practice NPI Number: [1234567890]  
Address Line 1: [1009 SLATER ROAD SUITE 210B]  
Address Line 2: [1009 SLATER ROAD SUITE 210B]  
City: [DURHAM]  
State: [NC]  
Zip: [27703]  
Contact Number: [phone number]  
Fax Number: [fax number]  
Add additional sites if available

Step 5: check: *By checking the box, I understand that I will be receiving promotional email communications.*

check: *\* I read and accept Accord Terms of Use.*

check: *\* I read and accept Accord Data & Privacy Policy.*

check: *I'm not a robot*

Step 6: click: *Register*

Step 7: log in: [enter email address] and [password used above]

Step 8: click: *Keep me logged in*

Step 9: click: *Login*

The browser-based application opens, and you are logged in as the details entered above.

### iOS/iPhone or Android AccordConnects

Step 1: open apple store or play store (based on the device type):

Step 1.a. type AccordConnects and click on the download app button (ensure wireless or Wi-Fi is active) for both iOS (iPhone) & Android

Step 1.b. once the app is downloaded, find the AccordConnects application and follow the instructions below:

Step 2: click: *Create Account*,

Step 3: enter the following:

First Name: [name]

Last Name: [name]

Login Email: [Email address]

Contact Number: [phone number]

Fax Number: [fax number]

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Create Password: [The password must contain a minimum of 6 characters, at least one uppercase, a digit, and no special characters.]

Confirm Password: [match above password]

Practice Office Name: [name]

Practice NPI Number: [1234567890]

Address Line 1: [1009 SLATER ROAD SUITE 210B]

Address Line 2: [1009 SLATER ROAD SUITE 210B]

City: [DURHAM]

State: [NC]

Zip: [27703]

Contact Number: [phone number]

Fax Number: [fax number]

Add additional sites if available

Step 4: check: *By checking the box, I understand that I will be receiving promotional email communications.*

check: *I read and accept Accord Terms of Use.*

check: *I read and accept Accord Data & Privacy Policy.*

Step 5: click: *Continue*

Step 6: click: *Confirm To Submit*

Step 7: click: *Skip Tutorial Video, and Go To Your Account (you can visit this later)*

Step 9: log in: [enter email address] and [password used above]

Step 10: click: *Remember me on this device*

Step 11: click: *Log in*

The iOS/Android App opens, and you are logged in as the details entered above.

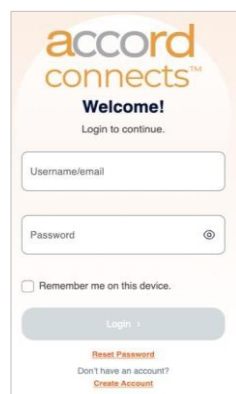
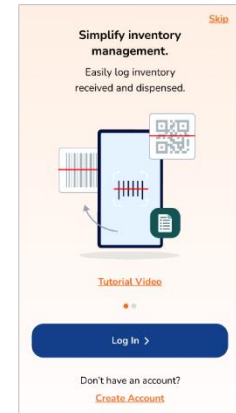
## AccordConnects Mobile Application User Flow

### User Registration and Login

#### App Intro

For new users, to begin using the IMS app, users must first download and register by using the above steps.

For existing users who have already registered, they have the option to skip the registration step by clicking the "Skip" option. They can proceed to the Login screen by clicking the "Login" option.



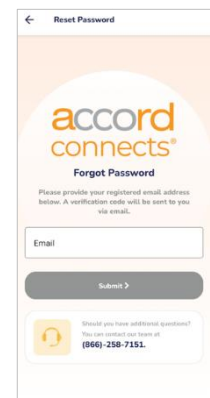
#### Login Screen

On the Login screen, existing users can enter their username and password to access their account.

#### Reset Password

In case a user forgets their password, they can navigate to the reset password screen by clicking the "Reset Password" link on the Login screen.

On the reset password screen, users need to enter the email address associated with their account. After providing the email address, users can click on the "Reset Password" button to initiate the password reset process.



### Practice Registration and Confirmation:

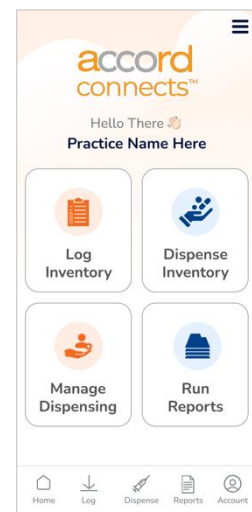
The Practice Registration screen contains a form where users can enter the mandatory information to register their practice within the IMS system.

Users will have the ability to verify the details entered on the review screen to ensure accuracy before clicking the submit button.

### Home Screen

Upon successful login, users will be directed to the Home Screen, which serves as the main dashboard of the app. On this screen users will have the following features as shown in the screenshot:

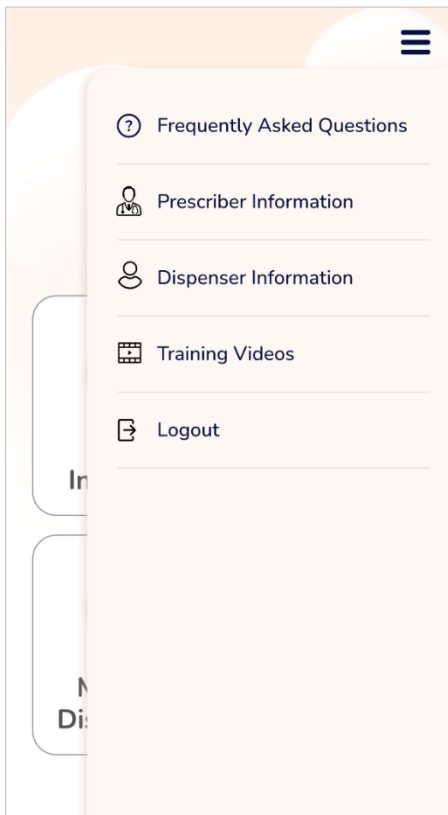
1. Log Inventory
2. Dispense Inventory
3. Manage Dispensing
4. Run Reports



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## Hamburger Menu

The hamburger menu serves as a user-friendly navigation tool accessible from all screens. Users can access it by clicking on the menu icon situated in the top-right corner of the interface.



The hamburger menu presents the following options:

- **FAQ:** This section compiles a list of frequently asked questions. Users can quickly find answers to common inquiries related to the system and its functionalities.
- **Prescriber Information:** Users have the capability to add or modify Prescriber details from this option. It allows efficient management of Prescriber-related data.
- **Dispenser Information:** Through this option, users can conveniently add or edit details pertaining to their dispensers (example: Medical Assistants, Nurse Practitioners, and etc.,). This feature facilitates streamlined management of dispenser's information.
- **Training Videos:** This section hosts a collection of instructional videos designed to guide users through the system's usage and basic workflow. These videos offer valuable insights to help users navigate and interact effectively with the system.
- **Logout:** Users have the option to log out from the system by selecting this feature.

## Log Inventory

### Scan QR code and Tutorial Video

To log the inventory, the user is required to scan the QR code which is available on the Camcevi dose box as shown in the screenshot.

This can be accomplished by clicking the "Click to scan the QR code" button, as demonstrated in the provided image. Users have the option to watch the tutorial video by clicking the provided Tutorial Video link.

**Note:** If the QR code is not visible or is damaged, the application will be unable to scan it. The user will need to enter the details manually.



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← Log Inventory

Please confirm the inventory details to see updated Inventory reports.

NDC  
<<NDC>>

Serial Number  
<<Serial Number>>

Lot Number  
<<Lot Number>>

Expiry Date  
<<yyyy-mm-dd>>

Total Doses  
<<Total Doses>>

Location  
<<Location>>

User (Optional)  
<<User>>

Confirm to Receive >

Home Log Dispense Reports Account

### Enter Data Manually

Alternatively, users have the option to manually input the data. All mandatory fields must be completed. Once all necessary data is entered, the user can click the "Submit" button to save the data.

### Review Information

Following data entry, users will be presented with a screen displaying the recorded information. Here, users can review the details and make any edits if necessary. It's important to note that the "Total Doses" field cannot be edited, as it is automatically set to "Qty 1."

Users are empowered to select the appropriate location from a dropdown menu, specifying where the inventory is being logged.

Additionally, users have the option to designate the responsible dispenser (MAs and NPs) from the provided list, indicating the individual who is performing the inventory logging action.

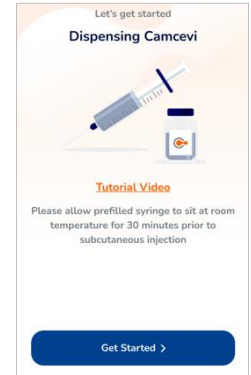
Once all the details are entered, users can click the "Confirm and Receive" button to finalize and save the information.

## Dispense Inventory

### Tutorial Video

For first-time users accessing the “Dispense Inventory” section from the homepage, a tutorial video will be presented. As soon as the user clicks on this section, the tutorial video will initiate.

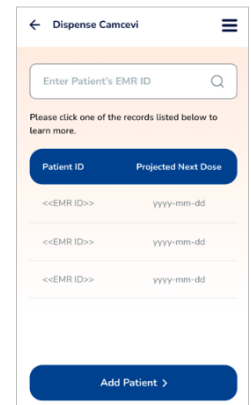
Users have the option to watch the tutorial video by clicking the provided link or can choose to skip it by clicking the "Get Started" button.



### Patient List

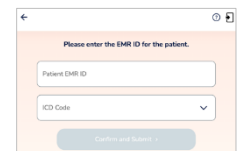
In this section, users can view a list of existing patients EMR ID that were previously entered into the system.

To dispense a dose, users can select the patient's EMR ID from the available list. If the desired patient is not present, users can easily add a new patient EMR ID by clicking the 'Add Patient' button.



### Add Patient

To add a new patient's information, users should enter the relevant details such as the patient's EMR ID and select the appropriate ICD Code. Once these details are inputted, users can finalize the process by clicking the "Confirm and Submit" button.



### Dispensing a Dose

Users can search for a specific patient using the patient's EMR ID from the list screen (or adding a new patient) and continue with the dispensing.

Once the patient is identified, the user can proceed by either scanning the QR code or manually entering the required details to dispense the dose. This process remains consistent and offers users the choice to use their preferred method for dispensing.

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### Review Information

Once users select their preferred method for dispensing, the system will present the Dispense Inventory confirmation screen, where all the details related to the dose that is about to be dispensed are displayed.

During dose dispensing, users need to select/insert the Location where the dose is dispensed from, the Prescriber who is the authorizing medical professional (optional), the Dispenser (optional) who is administering the dose, and the Injection Site the patient's specific site.

Users should review the information presented on this confirmation screen to ensure its accuracy. If the displayed details match the intended dose accurately, users can proceed to finalize the dispensing process.

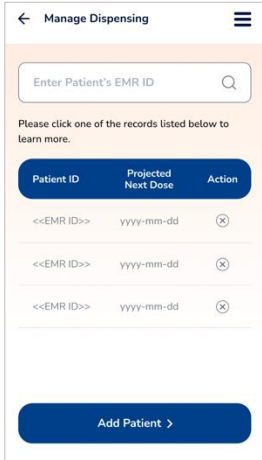
### Schedule Next Dose

After successfully dispensing the dose, users will be directed to the next screen, where the system automatically calculates and displays the next dose date, set to 6 months from the administered date.

Users can reschedule the next dose date for the respective patient if any adjustments are needed.

If the patient does not require a subsequent dose for any reason, users can simply select the 'Skip if No Next Dose Required' option.

## Manage Dispensing



On the Manage Dispensing page, users can view a list of all the patient's EMR IDs, Projected Next Dose Date, and Action options.

To remove a patient's details from the list, the user can simply click on the cross icon in the Action column, initiating the deletion process. If any changes or updates need to be made to a patient's information, users can click on the patient's record itself to access the Edit Patient Details page.

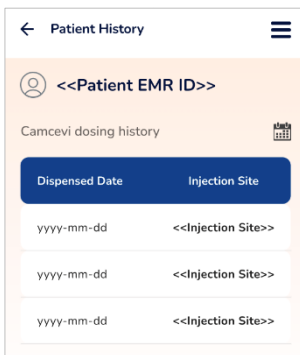
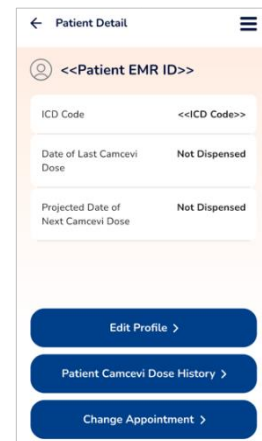
Additionally, users have the ability to add a new EMR ID directly from this page by clicking the "Add Patient" button.

## Edit Patient Details

To initiate the editing process, users can click the 'Edit Profile' button and then click the edit icon located at the end of each field. Users can modify information such as the EMR ID and ICD code on this screen.

Additionally, the 'Date of Last Camcevi Dose' can be edited by clicking on the date field.

For the 'Projected Date of Next Camcevi Dose,' users can change it using the 'Change Appointment' feature available at the bottom of the page, allowing them to update and adjust the projected date as needed.



## Patient History

Users can access the patient's dose history (past doses) by selecting the 'Patient Camcevi Dose History' button. The Patient History page presents information such as the patient's EMR ID, the date of dispensation, and the Injection Site.

Users can also filter the data with the date filter available on the top.

## Reports

In the Run Reports section, users have the ability to both view and download reports related to:

1. Available Inventory Report
2. Dispensed Inventory Report, and
3. Projected Dose Report.

### Available Inventory Report

The available inventory report displays the current stock available with the practice.

Users can view the details of inventory available at the practice by using the location and date filter options located on the top in filter by option.

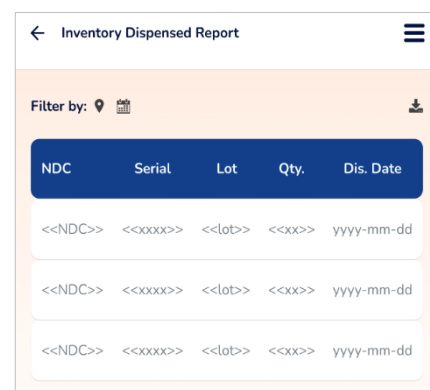
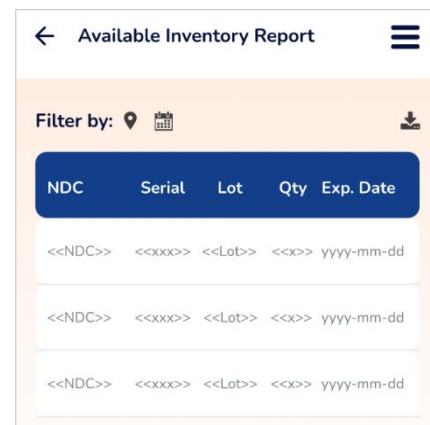
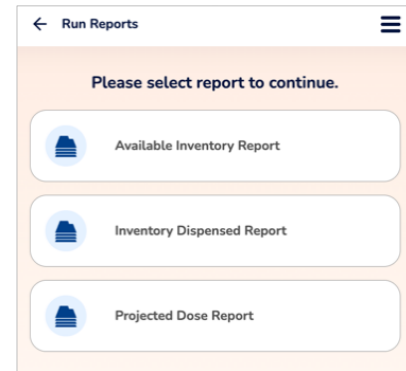
Additionally, users have the option to download the report by clicking on the download icon next to the filter option. The download link will be sent to the registered email address, from where users can easily access and download the report of the available inventory.

### Inventory Dispensed Report

The Inventory Dispensed Report provides a list of all the doses dispensed by the practice.

Users can access the details of doses that have been dispensed by the practice manager. To facilitate easy data filtering, users can utilize the date and location options available on the top in filter by option of the report.

Additionally, the report can be downloaded by clicking on the download icon adjacent to the filter option.



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### Projected Dose Report

The Projected Dose Report offers a list of patients who are scheduled for their next dose on future dates.

This report includes essential details such as the EMR ID, the date of the last administered dose, and the projected date for the next dose.

To simplify data management, users have the option to apply date filters. Additionally, for convenience, the report can be downloaded by clicking the download icon located next to the filter option.

EMR ID	Last Dispensed Date	Projected Next Dose
<<EMR ID>>	yyyy-mm-dd	yyyy-mm-dd
<<EMR ID>>	yyyy-mm-dd	yyyy-mm-dd
<<EMR ID>>	yyyy-mm-dd	yyyy-mm-dd

### Account

The Account section serves as a user profile section, providing users with the ability to manage their profile details and information.

Upon accessing this page, users can review their existing profile details, and if required, they can edit and update the information. To make changes, users can simply click on the edit icon located on the right side of each field.

For users belonging to multi-location practices, there is an additional feature available. They can add new locations to their profile by clicking the "Add New Location" button. Similarly, if needed, they have the option to remove a location from their profile directly from this page.

### How to Upgrade the AccordConnects App

For devices managed by ABI, the AccordConnects app will be auto upgraded to the latest version 3.4. For personal devices, users will need to manually upgrade the app themselves. Below are the steps to upgrade to the latest version:

- For Apple App Store
  - Open App Store: Tap the App Store icon on your home screen.
  - Find AccordConnects: Search to find the AccordConnects app in the list.
  - Update App: Tap "Update" next to AccordConnects.
  - Confirm: Enter your Apple ID password or use Face ID/Touch ID if prompted.
  - Wait: Allow the update to download and install.
  
- For Google Play Store
  - Open Play Store: Tap the Play Store icon on your home screen.
  - Access Menu: Tap the menu icon (three horizontal lines) or your profile icon.
  - My Apps & Games: Select "My apps & games" under the Manage apps and devices.
  - Find AccordConnects: Locate the AccordConnects app under the "Updates" tab.
  - Update App: Tap "Update" next to AccordConnects.
  - Wait: Allow the update to download and install.

## Website Specific Functionalities

The following functionalities are available exclusively on the website and are not accessible to App users.

System Requirements: To use the AccordConnects on the website, ensure your device meets the following requirements:

- Modern web browser (Chrome, Firefox, Safari, Edge)
- Internet connection
- Updated operating system (Windows, macOS, Linux)

Accessing the System: You can access the registration/login screen through the following URLs:

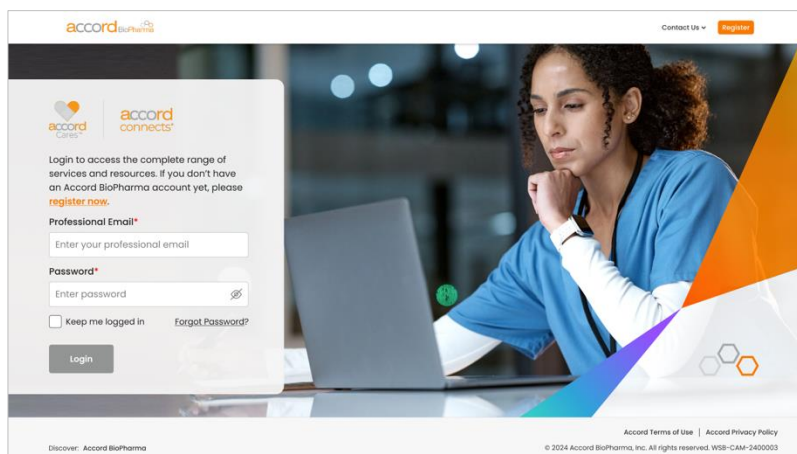
- [www.accordconnects.com](http://www.accordconnects.com)
- [www.accordcaresportal.com](http://www.accordcaresportal.com) (redirects to AccordConnects home page)

## Hybrid Hub

The Hybrid Hub is an integrated platform combining the registration/login functionality of AccordConnects and AccordCares. The goal of this integration is to offer a seamless and efficient user experience, enabling users to perform their tasks with ease and accuracy. This user manual will help to navigate through the system and understand its features.

## Single Sign-On (SSO)

The Hybrid Hub uses Salesforce as the Identity Provider (IDP) to authenticate user identities through the OAuth protocol. This ensures secure, streamlined access to both AccordConnects and AccordCares with a single set of login credentials.



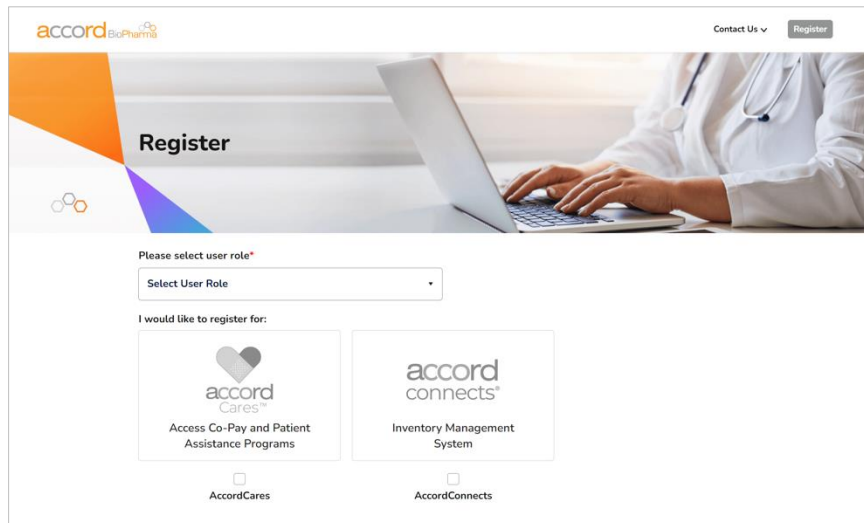
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## Registration

### User Roles and Permissions

There are two user roles within the Hybrid Hub system:

- Provider
- Office Staff (Practice Administrator/ Non-Practice Administrator role)



### Registration Details

- **Registration:** Users register directly on the AccordConnects/AccordCares platform from the common registration page, depending on their roles
  - AccordConnects Registration: Exclusively for the Office Staff – Practice Administrator role.
  - AccordCares Registration: For all roles, including Providers and Office Staff (both Practice Administrators and Non-Practice Administrators).
- **Verification Process:**
  - **AccordConnects:** Verification is automatic, allowing immediate access to the platform.
  - **AccordCares:** Verification is conducted offline, requiring additional validation steps before access is granted.

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### Registration Steps

- Visit the registration page (<https://www.accordconnects.com/register>)
- Select your user role from the dropdown menu.
- Select the platform you would like to register for. Fill in the required fields, including personal and practice details.
- Submit the registration form.
- Await verification (automatic for AccordConnects, offline for AccordCares).

The screenshot shows the registration interface. At the top, there's a navigation bar with the AccordBioPharma logo, a 'Contact Us' dropdown, and a 'Register' button. The main heading is 'Register'. Below this, there's a form with a dropdown menu for 'Select User Role' showing 'Provider' and 'Office Staff' as options. Underneath, there are two registration cards. The first is for 'accord cares™' with the subtext 'Access Co-Pay and Patient Assistance Programs' and a checkbox labeled 'AccordCares'. The second is for 'accord connects®' with the subtext 'Inventory Management System' and a checkbox labeled 'AccordConnects'.

### Navigation Menu

The navigation menu includes:

- Contact Us (for AccordConnects and AccordCares)
- Register

### Login

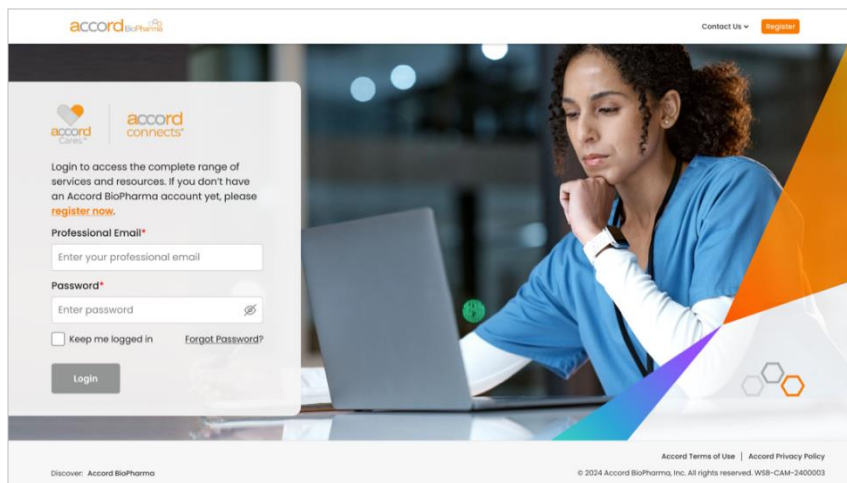
#### Login Details

- **Centralized Login:** Users log in through the Hybrid Hub portal, which serves as the central authentication point for both systems.
- **Post-Login Navigation:** After logging in, users are directed to a landing screen where they can choose to access either AccordConnects or AccordCares based on their roles and permissions.

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## Login Steps

- Navigate to the login page. (<https://www.accordconnects.com/>)
- Enter your registered email address and password.
- Click **'Login'**.



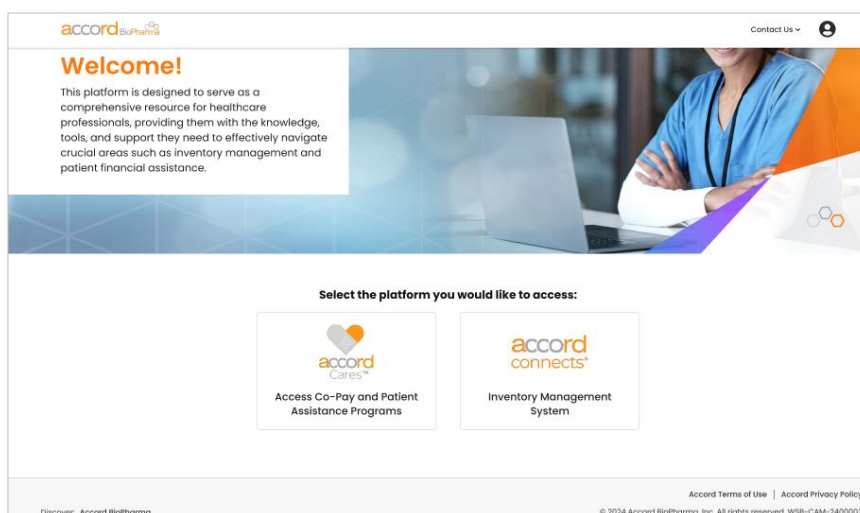
## Navigation Menu

The navigation menu includes:

- Contact Us (AccordConnects, AccordCares)
- Register

## Landing Page

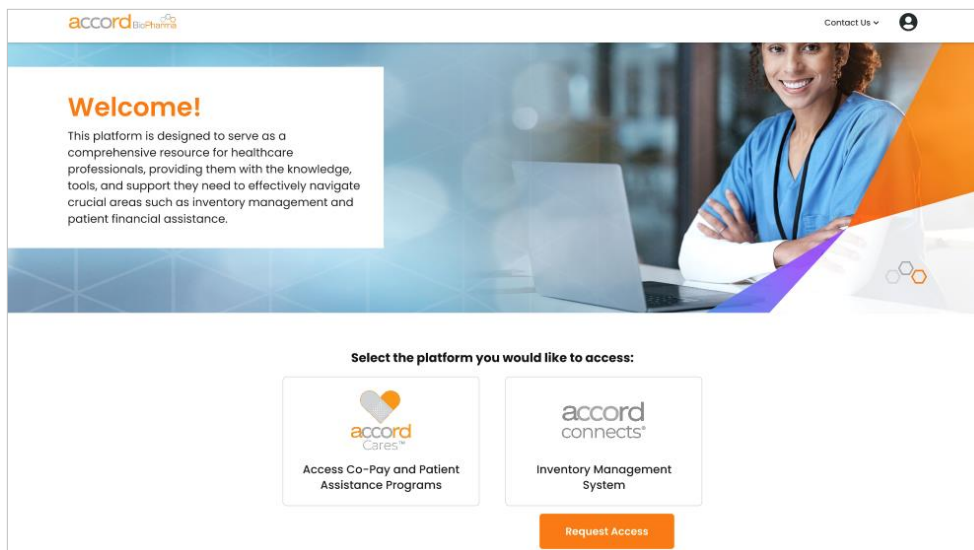
After logging in, users are directed to a landing page where they can choose between AccordConnects and AccordCares, based on their access rights.



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### Request Access Functionality

The **'Request Access'** functionality allows users to request additional access to the AccordConnects or AccordCares platforms, depending on their roles. This process ensures that users who need additional permissions or access to specific platform can easily obtain them through a streamlined, secure process.



### Navigate to Request Access

Users can find the Request Access option on the landing page after log in.

### Select Access Type

Users must choose the type of access they are requesting:

- AccordConnects Access: Available for Office Staff – Practice Administrator role.
- AccordCares Access: Available for Providers and Office Staff (both Practice Administrators and Non-Practice Administrators).

### Fill Out the Access Request Form

- The user's basic information available in the database will be prepopulated in the request access form as read-only fields.
- Users should add additional required information in the editable fields.

### Submit the Request

- Users should review the prepopulated information, fill in any additional required details, and then click on the "Request Access" button to submit the form.
- A confirmation message will appear, indicating that the request has been received or authorized.

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### Verification and Approval Process

- Initial Review: The request is reviewed by the system administrators to ensure all necessary information is accurate.
- Verification:
  - **AccordConnects Requests:** Automatic verification allows immediate access upon submission.
  - **AccordCares Requests:** Offline verification, where the request is evaluated by the administrative team for additional validation steps.
- Approval Notification: Users receive an email notification once their request has been approved, along with any additional instructions or next steps.

### Access Granted

- Once the request is approved, the user's account is updated with the new access permissions.
- Users can now log in and access the features and functionalities associated with their new role.

## Reset/Forgot Password Functionality

The Reset/Forgot Password functionality allows users to regain access to their accounts if they forget their password. This process ensures users can securely reset their passwords and continue using the AccordConnects/AccordCares platforms without interruption. Below are the steps to reset/forgot password:

### Navigate to Reset/Forgot Password Functionality

- Go to the Hybrid Hub login page.
- On the login page, click the "Forgot Password" link below the login form.
- In the "Forgot Password" form, enter the email address associated with your AccordConnects/AccordCares account.
- Click the "Submit" button.

The screenshot shows a web form titled "Forgot Password" from Accord BioPharma. The form prompts the user to "Please provide your registered email address below. A verification code will be sent to you via email." There is a text input field labeled "Email Address\*" and a blue "Submit" button. Below the form, there is a note: "If you encounter any technical issues, please contact our customer support team at +1 (866) 258-7151 (M-F 8:00 AM - 8:00 PM EST) or reach out to your dedicated Account Representative." The footer contains "Discover: Accord BioPharma", "Accord Terms of Use | Accord Privacy Policy", and "© 2024 Accord BioPharma, Inc. All rights reserved. WSB-CAM-2400003".

### Receive Password Reset Email

- An email with password reset instructions will be sent to the provided email address.
- Check your inbox (and spam/junk folder if necessary) for an email from AccordConnects.
- Open the reset password email and copy the verification code.

### Reset Your Password

- On the password reset page, enter the verification code provided in the email.
- Enter a new password and confirm the new password by entering it again.
- Click the "Reset Password" button to finalize the password reset process.
- Password Requirements: To ensure security, the new password must meet the following requirements:
  - Minimum of 8 characters
  - At least one uppercase letter
  - At least one lowercase letter

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- At least one number
- At least one special character (e.g., !, @, #, \$)

### Welcome Page/Landing Screen

Once the user successfully logs in, they will be redirected to the welcome page containing list of practice locations, including their available inventory count and the number of patients scheduled in the next 30 days.

Practice Location	Available Camcevi Inventory	No. of Patients Scheduled (next 30 days)
Street 12, New York, New York-23232	1	0
Street98, New Jersey, New Jersey-30003	3	0
635, Street One, New City, New Mexico-84638	4	0

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## Electronic Ordering

The AccordConnects application offers practice administrators the option to use the Electronic Ordering features to initiate orders for purchasing Camcevi units from the distributor of their choice (McKesson and Besse).

### Prerequisites

- **Practice Administrator Role:** Only users with the practice administrator role can access this feature.
- **Feature Activation:** This feature is not enabled by default. It must be requested and activated by AccordConnects support.

### Set up Electronic Ordering

This feature is not provided to users by default, and they should reach out to their respective OAS/KAM team to enable this feature.

The screenshot shows the 'Set up Electro' page in the AccordConnects application. The page has a navigation bar at the top with 'Electronic Ordering' selected. The main heading is 'Set up Electro' and the subtitle is 'Manage Electronic Ordering'. The text below the heading says 'Set up electronic ordering with our user-friendly system to easily streamline the ordering process with your distributor. With our intuitive platform, you can set up electronic ordering in no time.' There is a checkbox labeled 'I read and accept Electronic Ordering AccordConnects Terms of Use'. Below this is a dropdown menu labeled 'Select your distributor from the list below' with 'McKesson' selected. The page also includes three numbered steps: Step 1: Fill in your Bill To and Ship To ID below by contacting your McKesson account representative or call McKesson Customer Support. Step 2: Download the completed form by clicking the 'Save and Download' button. Step 3: Send the completed form via email to gordering@accord-healthcare.com for verification.

Once the feature is made available, the user should follow the following steps to set-up the Electronic Ordering feature with one of the distributors. In the initial release, the application will support both McKesson and Besse Medical.

- The user should check the new 'Electronic Ordering AccordConnects Terms of Use' box to initiate the set-up process.
- Once the terms of use box is checked, the option to 'Select your distributor from the list below' will be enabled.
- After successfully selecting the distributor, the user should follow the steps to continue by entering the Bill To and Ship To information in the provided table. The system will prepopulate all the locations that users have added at the time of registration.

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**Note:** If the user decides to update or add any new locations, they can simply navigate to the 'Account' section to make the necessary changes. The updated address or newly added address will be displayed in this section automatically.

- Once the user enters the Bill To and Ship To information, they need to click on the 'Save and Download' button to generate and download a PDF.
- The user should send the downloaded PDF file to the provided email address '**eordering@accord-healthcare.com**' for verification.
- Once the PDF is received, the Accord support team will reach out to the respective distributors to verify the details provided by the user, which will require 24 to 48 hours. The user will receive an email confirming that the verification process is complete, and they can now visit the site to place the order.

**Note:** The Accord support team will rely on the information verified and shared by the Distributor if any inconsistencies found. Additionally, an email informing the identified disparities will be sent to the users.

### Manage Electronic Ordering

- The 'Manage Electronic Ordering' option becomes available only after successful completion of the set-up process.
- The user will see all verified locations on this page.
- The user will have to select the location and the required quantity to proceed and place the order with the distributor.

**Note:** In the initial release, the maximum quantity that a user can select is set to 20. However, the user can revisit this page and place multiple orders as needed. The Accord business team will review this, and if necessary, the quantity will be updated based on field feedback.

accord connects

Electronic Ordering ▾ Reordering Alerts Inventory Management ▾ Reports ▾ Resources ▾ Customer Support

### Manage Electronic Ordering

Our electronic ordering management system makes it easy to place a one-time order and set up reordering alerts. With our system, you can:

- **Place orders quickly and easily:** Our system is designed to be user-friendly, so you can place orders with just a few clicks.

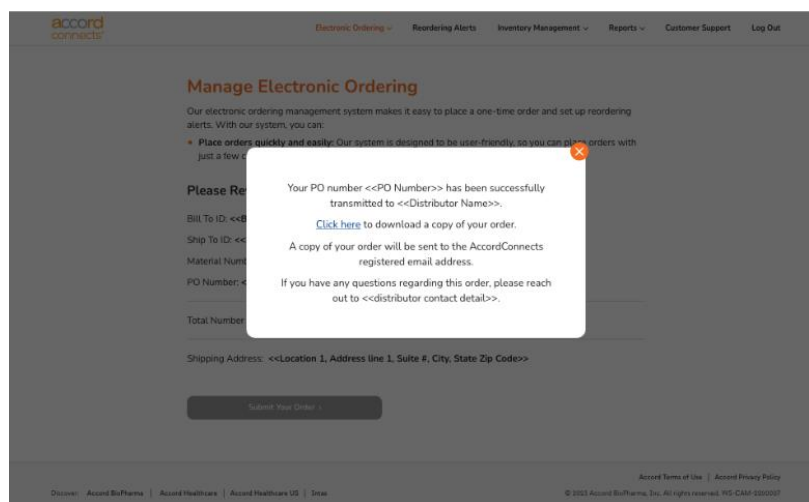
**Place a One Time Order with McKesson**

Please select the Ship To Location

<input type="radio"/> Street 12, New York, New York-23232	BILL To ID: 34534 Ship To ID: 88489
<input type="radio"/> Street98, New Jersey, New Jersey-30003	Ship To ID: 8848944
<input type="radio"/> 635, Street One, New City, New Mexico-84638	Ship To ID: 1212 NN

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- By clicking the proceed button will redirect the user to the review order page, which provides details regarding the order placed. This helps to check for accuracy before proceeding with the order.
- The user can click the edit icon next to the purchase order (PO), which helps them modify the number if needed.  
**Note:** The PO number should be a unique alphanumeric numeric number with no spaces or special characters, and with a maximum character limit of twenty.
- After the user has verified all the information, they can proceed to place the order by clicking the '**Submit your order**' button.
- A confirmation pop-up will be displayed once the order is placed.



- The pop-up will have PO number along with a clickable link to download the PDF copy of the order.
- A copy of the order will be sent to the registered email address.

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## Reordering Alerts

The practice administrators receive timely alerts when Camcevi units approach a specified par level, customizable to each practice's preference. These alerts enable quick and easy initiation of new orders.

### Prerequisites

- **Practice Administrator Role:** Only users with the practice administrator role can access this feature.
- **Feature Activation:** This feature is not enabled by default. It must be requested and activated by AccordConnects support.

The screenshot shows the 'Reordering Alerts' configuration page. At the top, there is a navigation bar with the Accord Connects logo and menu items: Electronic Ordering, Reordering Alerts (highlighted), Inventory Management, Reports, Customer Support, and Log Out. The main heading is 'Reordering Alerts'. Below the heading, there is a brief description: 'Sign up for our Reordering Alerts, and put an end to the need for manual inventory checks and concerns about stockouts. Our system diligently monitors your inventory levels and sends you email alerts when it's time to reorder.' The page contains two location configuration sections. Each section starts with a location selector (a location pin icon) followed by a text input field for '<<Location 1, Address line 1, Suite #, City, State Zip Code>>'. Below each location input is a 'Threshold-level:' label and a numeric input field with a dropdown arrow, currently showing '<<0>>'. An 'Update' button is located below the second location section. At the bottom of the page, there is a footer with links for 'Discover', 'Accord BioPharma', 'Accord Healthcare', 'Accord Healthcare US', and 'Index', along with 'Accord Terms of Use' and 'Accord Privacy Policy'. Copyright information for 2023 Accord BioPharma, Inc. is also present.

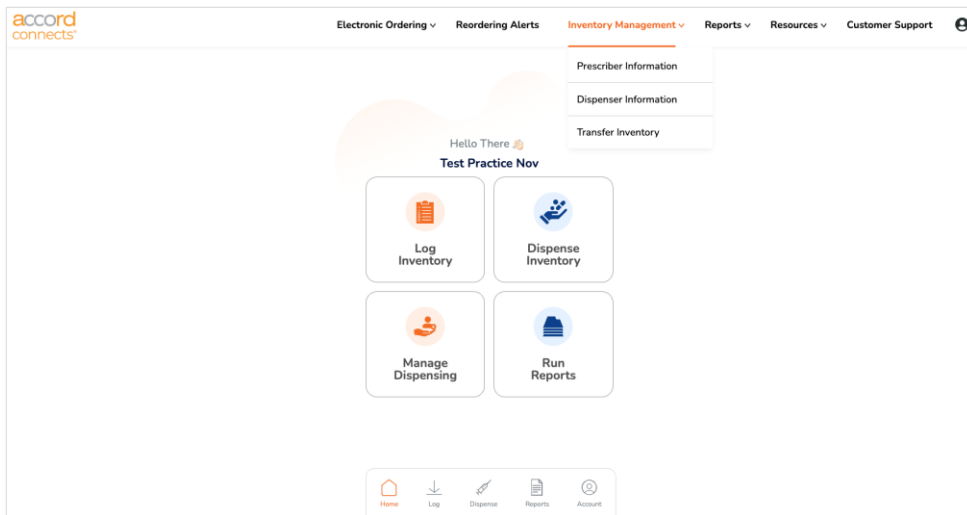
This new feature enables users to set up reordering alerts for multiple practice locations (if available), receiving an email notification at the registered email address whenever the inventory reaches the specified par level.

**Note:** The threshold level is set to '3' by default, but the user will have an option to edit this as per their choice.

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### Inventory Management Section

All features in this section are already covered under the mobile application section. Users can click on the "Inventory Management" option in the main menu to log inventory, dispense inventory, manage dispensing, and run reports.



Similarly, the "Prescriber Information" and "Dispenser Information" submenu options are also described under the mobile application section. Please refer to that section for detailed information.

## Transfer Inventory Feature

This feature allows practice administrators to transfer doses of inventory from one location to another within the same practice, ensuring accurate tracking and dispensing of doses.

### Prerequisites

- **Practice Administrator Role:** Only users with the practice administrator role can access this feature.
- **Feature Activation:** This feature is enabled by default.

### Steps to Access

- **Login:** Go to the AccordConnects website ([www.accordconnects.com](http://www.accordconnects.com)) and log in as a practice administrator.
- **Navigate to Reports:** In the top navigation bar, hover over the "Inventory Management" menu.
- **Select Transfer of Inventory:** Click on the "Transfer of Inventory" submenu option.

### Using the Transfer of Inventory Feature

- After selecting "Transfer of Inventory" from the menu, you will be directed to the transfer of inventory interface.
- Enter the serial number of the dose you want to transfer and review the details.
- Choose the location to which you want to transfer the dose.
- Click on the "Transfer Inventory" button to initiate the transfer process.
- A confirmation message will appear to reconfirm the serial number and locations, please review and click on Yes button.
- A success message will display indicating the success of the transfer.

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## Reports

On web application, Reports section offers following five reports.

- Available Inventory Report
- Inventory Received Report
- Dispensed Inventory Report
- Projected Next Dose Report
- Purchase Order History Report

These different pages will have some common features such as option to filter data by date, a clear button to remove data, a dropdown to select number of results per page and pagination to navigate between pages, search option, and export options as below:

- Copy: Copy the report data to the clipboard.
- CSV: Export the report as a CSV file.
- Excel: Export the report as an Excel file.
- PDF: Export the report as a PDF file.
- Print: Print the report.

### Available Inventory Report

This report displays the list of available stock within the practice. The report consists of information such as Practice Name, Email, NDC, LOT #, Serial #, Location (includes all practice locations), Date of inventory received, and Quantity.

Practice Name	Email	NDC	LOT	Serial No	Location	Date Received	Expiry Date	Quantity
Test Practice New	daynha20@gmail.com	6944801463	P00002	SERIALA0104	New City_84638, NM	2024-08-01	2025-01-31	1
Test Practice New	daynha20@gmail.com	6944801463	P00002	SERIALA0103	New City_84638, NM	2024-08-01	2025-03-31	1
Test Practice New	daynha20@gmail.com	6944801463	P00002	SERIALA0102	New Jersey_30003, NJ	2024-08-01	2025-01-31	1
Test Practice New	daynha20@gmail.com	6944801463	P00002	SERIALA0101	New York_23232, NY	2024-08-01	2024-09-30	1
Test Practice New	daynha20@gmail.com	6944801463	P00001	SERIAL1801	New City_84638, NM	2024-07-18	2024-08-31	1
Test Practice New	daynha20@gmail.com	6944801463	P00001	SERIAL0701	New Jersey_30003, NJ	2024-07-02	2024-12-31	1
Test Practice New	newdisp@gmail.com	6944801463	P00001	SERIAL05W11	New Jersey_30003, NJ	2024-05-30	2025-07-31	1

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### Inventory Received report

This report will showcase the list of all inventories received within the practice. The report consists of the information such as Practice Name, Email, NDC, LOT #, Serial #, Location (includes all the practice locations), Date of inventory received, Quantity available in stock.

**Inventory Received Report**

Received Date From:  Received Date To:  Clear

Copy CSV Excel PDF Print Search:  Show 10 entries

Practice Name	Email	NDC	LOT	Serial No	Location	Date Received	Expiry Date	Quantity
Test Practice Nov	deyneha20@gmail.com	6944801463	P00002	SERIALA0104	New City, 84638, NM	2024-08-01	2025-01-31	1
Test Practice Nov	deyneha20@gmail.com	6944801463	P00002	SERIALA0103	New City, 84638, NM	2024-08-01	2025-03-31	1
Test Practice Nov	deyneha20@gmail.com	6944801463	P00002	SERIALA0102	New Jersey, 30003, NJ	2024-08-01	2025-01-31	1
Test Practice Nov	deyneha20@gmail.com	6944801463	P00002	SERIALA0101	New York, 23232, NY	2024-08-01	2024-09-30	1
Test Practice Nov	deyneha20@gmail.com	6944801463	P00002	SERIAL2305	New York, 23232, NY	2024-07-22	2024-08-31	1
Test Practice Nov	deyneha20@gmail.com	6944801463	P00001	SERIAL1801	New City, 84638, NM	2024-07-18	2024-08-31	1
Test Practice Nov	deyneha20@gmail.com	6944801463	P00001	SERIAL0701	New Jersey, 30003, NJ	2024-07-02	2024-12-31	1
Test Practice Nov	deyneha20@gmail.com	6944801463	P00004	SERIAL020246	New City, 84638, NM	2024-06-04	2024-12-31	1

### Dispensed Inventory Report

This report will show the dispensed inventory data. The report consists of the information such as Practice Name, Email, NDC, EMR ID, LOT #, Serial #, Location (includes all the practice locations), Injection Site, Prescriber Name, Dispense Date.

**Dispensed Inventory Report**

Dispense Date From:  Dispense Date To:  Clear

Copy CSV Excel PDF Print Search:  Show 10 entries

Practice Name	Email	NDC	EMR ID	LOT	Serial No	Location	Injection Site	Prescriber
Test Practice Nov	deyneha20@gmail.com	6944801463	EMRPL0021	P00002	SERIAL2305	New York, 23232, NY	Upper body	
Test Practice Nov	deyneha20@gmail.com	6944801463	EMR34DDR34	P00004	SERIAL020246	New Jersey, 30003, NJ	Upper body	
Test Practice Nov	deyneha20@gmail.com	6944801463	EMRG004456	P00003	SERIAL020244	New York, 23232, NY	Upper Body	
Test Practice Nov	deyneha20@gmail.com	6944801463	EMR002234	P00003	SERIAL020245	New City, 84638, NM	Upper body	
Test Practice Nov	deyneha20@gmail.com	6944801463	EMRHG4675K	P00003	SERIAL020243	New York, 23232, NY	Hand	
Test Practice Nov	deyneha20@gmail.com	6944801463	EMRDRE455D2	P00003	SERIAL020242	New Jersey, 30003, NJ	Upper Body	

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### Projected Next Dose Report

This report will display a list of all the patients scheduled for the next dose within the feature. The report consists of the information such as Practice Name, Email, EMR ID, Last Dose date, Location, Injection Site, Total Doses, Next Dose date.

Practice Name	Email	EMR ID	Last Dose	Location	Injection Site	Total Dose	Next Dose
Test Practice Nov	sameer@gmail.com	EMR0015WEAV	2024-04-30	New Jersey, 30003, NJ	Hand	1	2024-10-30
Test Practice Nov	daymeha20@gmail.com	EMR002234	2024-05-03	New City, 84638, NM	Upper body	1	2024-11-04
Test Practice Nov	maharna789@mailinator.com	EMR989NK	2024-05-10	New York, 23232, NY	Arm	2	2024-11-10
Test Practice Nov	daymeha20@gmail.com	EMR001ASEV	2024-05-12	New City, 84638, NM	Upper body	1	2024-11-12
Test Practice Nov	sameer@gmail.com	EMR001ARTU	2024-05-12	New Jersey, 30003, NJ	Arm	2	2024-11-12
Test Practice Nov	maharna789@mailinator.com	EMR045232	2024-05-13	New Jersey, 30003, NJ	Upper body	1	2024-11-13
Test Practice Nov	daymeha20@gmail.com	EMR846RT	2024-05-13	New Jersey, 30003, NJ	Lower Body	1	2024-11-13
Test Practice Nov	maharna789@mailinator.com	EMR136AY1	2024-05-13	New Jersey, 30003, NJ	Arm	2	2024-11-13
Test Practice Nov	sameer@mail.com	EMR023DES	2024-05-13	New	Arm	2	2024-11-13

### Purchase Order History Report

The "Purchase Order History Report" provides essential details such as Practice Name, Email, NPI, Previous Order Date, PO Number, Quantity, and Location.

**Note:** This report is accessible exclusively to practice administrators.

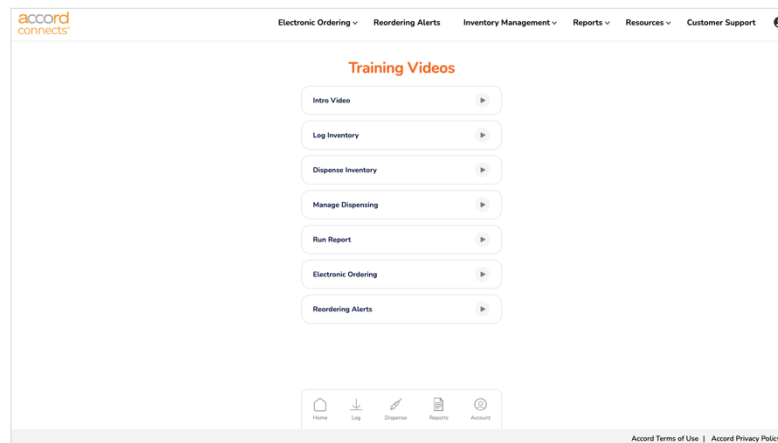
Practice Name	Email	PO Number	Distributor	Quantity	Status	Location	Order Date
<<Practice Name>>	<<Email>>	<<PO Number>>	<<Distributor>>	<<Quantity>>	<<Status>>	<<Location>>	<<Next Dose>>
<<Practice Name>>	<<Email>>	<<PO Number>>	<<Distributor>>	<<Quantity>>	<<Status>>	<<Location>>	<<Next Dose>>

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## Resources

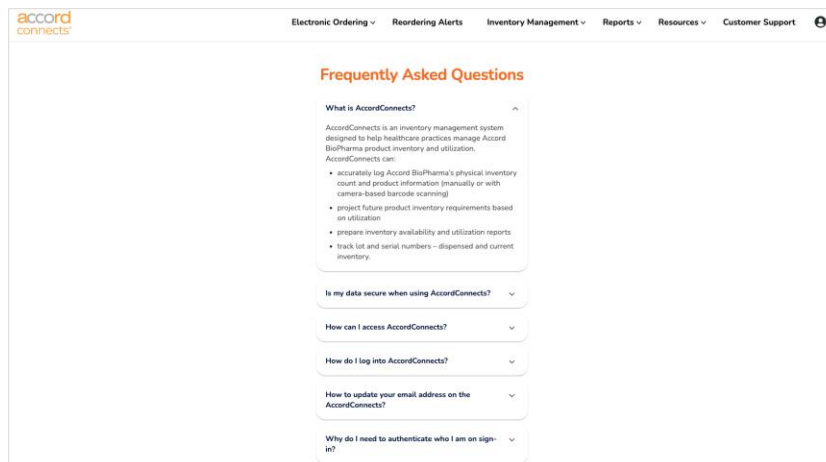
### Training Videos

This section hosts a collection of instructional videos designed to guide users through the system's usage and basic workflow. These videos offer valuable insights to help users navigate and interact effectively with the system.



### Frequently Asked Questions

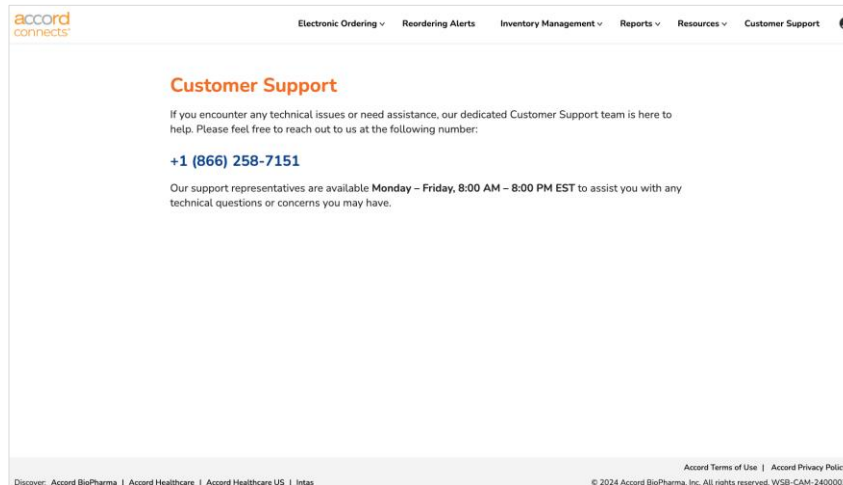
This section compiles a comprehensive list of frequently asked questions. Users can quickly find answers to common inquiries related to the IMS system and its functionalities.



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## Customer Support

This static page provides users with the contact details for customer support, along with their operational hours. Users can make use of this information to request help with technical problems or address any concerns they may have.



## Profile Section

### My Account

Upon accessing this page, users can review their existing profile details, and if required, they can edit and update the information. To make changes, users can simply click on the edit icon located on the right side of each field.

For users belonging to multi-location practices, there is an additional feature available. They can add new locations to their profile by clicking the "Add New Location" button. Similarly, if needed, they have the option to remove a location from their profile directly from this page.

### Logout Functionality

Users can log out from the platform they are currently using. Logging out from AccordConnects or AccordCares will end the session for both the platforms.

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## Resources

### FAQs

The below is a collection of commonly asked questions and their answers to help users quickly resolve issues or understand features of the IMS system.

#### **What is AccordConnects?**

AccordConnects is an inventory management system designed to help healthcare practices manage Accord BioPharma product inventory and utilization. AccordConnects can:

- accurately log Accord BioPharma's physical inventory count and product information (manually or with camera-based barcode scanning)
- project future product inventory requirements based on utilization
- prepare inventory availability and utilization reports
- track lot and serial numbers – dispensed and current inventory.

#### **Is my data secure when using AccordConnects?**

Yes. The AccordConnects data is securely stored in the cloud and uses current industry standards. You can learn more about our privacy policy and terms of use by visiting <https://www.accordbiopharma.com>

#### **How can I access AccordConnects?**

You can access AccordConnects by:

1. downloading and installing the AccordConnects app on your Android or iOS smartphone. To download, visit the iOS App Store or Google Play Store; or
2. use your internet browser and type <https://www.accordconnects.com> to get started.

#### **How do I log into AccordConnects?**

Please be aware that to log in, the AccordConnects App must be present and open on your smartphone, or you must be connected to your internet browser ([www.accordconnects.com](http://www.accordconnects.com)). Once you launch AccordConnects, take the following steps as needed:

- **Step 1:** If this is your first time, you must create an account for your healthcare practice (use the "Create Account" option). We recommend appending your practice location to your account name, especially if you have multiple locations.
- **Step 2:** If you have an account and have not preselected "Remember me on this device," enter your email and password.
- **Step 3:** Click "login" and your account will open. Thereafter, your account information will be present and accessible.

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#### How to update your email address on AccordConnects?

Follow the steps below to change your email address.

- **Step 1:** Log into the account
- **Step 2:** Tap and select the account icon from the bottom right corner
- **Step 3:** Scroll to Email and select "Edit"
- **Step 4:** Enter the new email address and confirm to save the record.

#### Why do I need to authenticate who I am on sign-in?

Completing multi-factor authentication when signing in adds a layer of security. For example, AccordConnects will send a code to the mobile phone number registered with your AccordConnects account. This process adds an additional layer of security, and you will need to enter the authentication code provided. After successfully signing in, you may grant AccordConnects permission to remember you by tapping "Remember me on this device." Then, when you sign in on AccordConnects in the future, you may not need a code to confirm your identity.

#### How do I reset my password?

- **Step 1:** Open AccordConnects.
- **Step 2:** Select "Reset Password"
- **Step 3:** Enter your email address and click "Submit."
- **Step 4:** You will receive a password reset code by text. Enter code provided.
  - For help with resetting your password call (866) 258-7151.

#### How do I log inventory using AccordConnects?

- **Step 1:** From the home screen, tap "Log Inventory"
- **Step 2:** A screen will appear with directions to begin logging inventory. Tap "Click to scan the QR Code", and click the camera icon to activate the camera or tap "Enter data manually"
- **Step 3:** Follow the prompts on the screen to verify the information recorded. Here you will see the NDC number, serial number, expiration date and lot number for the batch of doses received
- **Step 4:** On the next screen, 'Enter Quantity', which will be prefilled with the value '1', and then Click Next. Inventory must be scanned one at a time.
- **Step 5:** Check to see that this information is correct and tap "Confirm to Receive." A pop-up alert will appear confirming you successfully logged your inventory  
You are now ready to begin dispensing your doses from your stock of inventory

#### How do I dispense inventory using AccordConnects?

- **Step 1:** From the home screen tap "Dispense Inventory".
- **Step 2:** Tap "Get Started"
- **Step 3:** First, you will select the patient's EMR ID, if available. If not, tap "add Patient". When searching for patients (patient search), the user should be able to search by EMR number
- **Step 4:** Enter EMR ID, and ICD code and tap "Confirm and Submit" and tap "Confirm Patient to Continue"
- **Step 5:** Tap "Start Scanning" then Tap "Click to scan the QR Code", and click the camera icon to activate the camera or tap "Enter data manually"
  - Enter NDC, Serial Number, Dispense Date, Expiry Date, Lot Number, Location, Prescriber, Dispenser, and Injection Site.
- **Step 6:** Tap "Confirm & Submit barcode"

#### How to Run Reports?

You can export your AccordConnects inventory reports too.

Tap "Available Inventory Report", "Inventory Dispensed Report" or "Projected Dose Report"

- **Step 1:** Tap "Available Inventory Report"
  - Click on the "download" icon at the top right corner of the screen.
  - You will receive a pop-up alert that your report is being prepared and will be sent to the Email on record shortly.
- **Step 2:** Tap "Inventory Dispensed Report"
  - Click on the "download" icon at the top right corner of the screen.
  - You will receive a pop-up alert that your report is being prepared and will be sent to the email on record shortly.
- **Step 3:** Tap "Projected Dose Report"
  - Click on the "download" icon at the top right corner of the screen.
  - You will receive a pop-up alert that your report is being prepared and will be sent to the email on record shortly.

**Note:** Reports are typically more easily view on the desktop at <https://www.accordconnects.com/>

**Why is the quantity field set to 1 by default?**

The quantity field is set to a default value of 1 to simplify the reconciliation process. The user currently scans one dose at a time and makes it easier to verify the quantity of medication that has been logged and dispensed.

**What is the Administrative Module for AccordConnects? When should I use it?**

The Administrative Module for AccordConnects is a platform that is designed primarily for use by Practice Administrators. It allows practice administrators to run inventory received, available inventory, dispensed, and projected dose reports.

**How do I gain access to the AccordConnects Administrative Module?**

The AccordConnects Administrative Module is designed primarily for use by practice administrators. To gain access, please give us a call at (866) 258-7151 (M-F, 8:00 am-8:00 pm EST).

**Can I use the AccordConnects Desktop tool the same way as the AccordConnects app?**

The AccordConnects Desktop tool is essentially a mirror image of the AccordConnects App. Inventory scanned or dispensed via the App can be viewed in real-time on the Desktop version. It is typically a better venue for viewing reports than the App as it offers better viewability of the generated reports.

**When dispensing, can I record a patient's injection site?**

Yes. When dispensing Camcevi within the AccordConnects mobile app or desktop version, a patient's injection site can be recorded. Under "Dispense Camcevi" section, once you have scanned and dispensed, you will be able to select the "Injection site" on the "Dispensing Confirmation" screen. At the bottom of the screen, you will see "Injection Site". Click on the pencil icon to record the patient's injection site.

**Can I add and select a physician or dispenser information to AccordConnects?**

Yes. Once you have logged into AccordConnects, you will find the menu icon on the top right of screens consisting of three stacked lines. Upon clicking this icon, you will see selections for "Prescriber Information" and "Dispenser Information". By selecting either of these, you can select the "Add Prescriber" or "Add Dispenser" and add as many individuals as you like. Once you've added an individual's information, you will be able to select any individual on the "Dispense Camcevi" screens. You can also add a physician or dispenser in the "Dispense Camcevi" section on the "Dispensing Confirmation" screen.

**Can I add a patient's next scheduled dose to AccordConnects?**

Yes. Once you've completed dispensing Camcevi within the AccordConnects mobile app or desktop version, you can add a patient's next scheduled dose on the "Add Patient's Next Scheduled Dose" screen. This will enable you to capture and confirm the patient's next schedule Camcevi dose. AccordConnects also automatically adds a projected date for the next dose. The NDC code sets the frequency to help practices better forecast their future supply needs. This information will then be available on-screen when dispensing the patient's next dose.

**How do I report an issue with AccordConnects?**

If you are having trouble using the AccordConnects, please give us a call at (866) 258-7151 (M-F, 8:00 am-8:00 pm EST).

**Training Videos**

These short instructional videos that guide users step-by-step on how to use different features of the IMS system effectively.

<https://www.accordconnects.com/videos>