## GDPR, AUDIT LOG, ACCOUNT RECOVERY

	SETTINGS OVERVIEW & STATISTICS (1)	
М	ain Street Pharmacy Mobile Orders 2 Website Orders Patients Refills Messages Statistics Appointments	Settings -
1	Statistics: number of active users; reminders, orders by month, time of day & type of phone.	Main Street Pharmacy Audit Log 2 Recover, Export, Lock Account 3
2	Audit log: search for a patient booking or order.	Des PIC
3	Recover, Export, Lock Accounts: GDPR settings. Account recovery for users who upgraded or lost phone or forgot PIN.	Notification Settings (4) Sign Out
4	Browser notifications: Browser notification when a new order or booking has been received. Google "enable sound notifications on chrome browser" for details on how to add a sound to the notification.	

tay 30, 2024, 12.01 p.m. View Appointment Image: Des PIC P. D. – Video Co   tay 30, 2024, 9:39 a.m. View Appointment P. D. Video Consultation   tay 30, 2024, 9:21 a.m. Book Appointment P. D. Video Consultation   tay 30, 2024, 9:20 a.m. New Order P. D. 8693ff10   tay 17, 2024, 1:17 p.m. Close Account P. D. 16d6c966   pril 16, 2024, 3:17 p.m. Close Account P. D. 16d6c966   pril 12, 2024, 11:39 a.m. New Order P. D. 9395630d 5   1. Enter patients initials in the format: P. D. (Patient Des). Staff Actions   2. Select a timeframe. Install App   3. If needed select Staff Actions or Customer Actions Filters.	ate	Event	User	Object	Comment	P. D.	
Hay 30, 2024, 9:39 a.m. View Appointment A Des PIC P. D. – Video Co   Hay 30, 2024, 9:21 a.m. A Book Appointment P. D. Video Consultation   Hay 30, 2024, 9:20 a.m. A New Order P. D. 8693ff10   Hay 30, 2024, 9:20 a.m. A New Order P. D. 8693ff10   Hay 17, 2024, 3:08 p.m. Close Account P. D. 9895630d   Close Account P. D. 16d6c966   pril 12, 2024, 11:39 a.m. New Order P. D.   Hay 12, 2024, 11:39 a.m. New Order P. D.   I. Enter patients initials in the format: P. D. (Patient Des).   2. Select a timeframe.   3. If needed select Staff Actions or Customer Actions Filters.	flay 30, 2024, 12:01 p.m.	View Appointment	A Des PIC	P. D. – Video Co		Derivi	
tay 30, 2024, 9:21 a.m. A Book Appointment P. D. Video Consultation   tay 30, 2024, 9:20 a.m. New Order P. D. 8693ff10   tay 17, 2024, 3:08 p.m. Close Account P. D. 9395630d   tay 17, 2024, 1:17 p.m. New Order P. D. 16d6c966   pril 16, 2024, 3:17 p.m. Close Account P. D. 16d6c966   pril 12, 2024, 11:39 a.m. New Order P. D. 9395630d 5   1. Enter patients initials in the format: P. D. (Patient Des). Staff Actions Customer Actions   2. Select a timeframe. Install App Install App   3. If needed select Staff Actions or Customer Actions Filters. Close Account	1ay 30, 2024, 9:39 a.m.	View Appointment	A Des PIC	P. D. – Video Co		Any Time	
Aay 30, 2024, 9:20 a.m. A New Order P. D. 8693ff10   Aay 17, 2024, 3:08 p.m. Close Account P. D. Past Week   Aay 17, 2024, 1:17 p.m. New Order P. D. f6d6c966   april 16, 2024, 3:17 p.m. Close Account P. D. f6d6c966   april 12, 2024, 11:39 a.m. New Order P. D. 9395630d 5   1. Enter patients initials in the format: P. D. (Patient Des). Complete Account Setup Staff Actions   2. Select a timeframe. Install App Recover Actions   3. If needed select Staff Actions or Customer Actions Filters. Close Account	/lay 30, 2024, 9:21 a.m.	Book Appointment	P. D.	Video Consultation		O Past Day	
Alay 17, 2024, 3:08 p.m. Close Account P. D.   Alay 17, 2024, 1:17 p.m. New Order P. D.   April 16, 2024, 3:17 p.m. Close Account P. D.   Close Account P. D. 9395630d   April 12, 2024, 11:39 a.m. New Order P. D.   April 12, 2024, 11:39 a.m. New Order P. D.   Staff Actions Complete Account Setup   Sign In     I. Enter patients initials in the format: P. D. (Patient Des).   2. Select a timeframe.   3. If needed select Staff Actions or Customer Actions Filters.	/lay 30, 2024, 9:20 a.m.	30, 2024, 9:20 a.m. A New Order P. D. 8693ff10					
May 17, 2024, 1:17 p.m. New Order P. D. f6d6c966   April 16, 2024, 3:17 p.m. Close Account P. D.   April 12, 2024, 11:39 a.m. New Order P. D.   9395630d 5     1. Enter patients initials in the format: P. D. (Patient Des).   2. Select a timeframe.   3. If needed select Staff Actions or Customer Actions Filters.	May 17, 2024, 3:08 p.m.	🛱 Close Account		O Past Month			
April 16, 2024, 3:17 p.m.    Close Account        <	May 17, 2024, 1:17 p.m.	A New Order	P. D.	f6d6c966			
April 12, 2024, 11:39 a.m. New Order P. D. 9395630d 5 Complete Account Setup 1. Enter patients initials in the format: P. D. (Patient Des). 2. Select a timeframe. 3. If needed select Staff Actions or Customer Actions Filters.	April 16, 2024, 3:17 p.m.	🛱 Close Account	P. D.			Staff Actions	(
1. Enter patients initials in the format: P. D. (Patient Des).       •         2. Select a timeframe.       □ Install App         3. If needed select Staff Actions or Customer Actions Filters.       □ Recover Account	April 12, 2024, 11:39 a.m.	New Order	P. D.	9395630d 5		Complete Account Setup	
	<ol> <li>Enter patien</li> <li>Select a tim</li> <li>If needed se</li> </ol>	Customer Actions Install App Recover Account Close Account					
		Apply Filters					

	A customer has forgotten PIN	A customer has changed phone	A customer wants to export data	A customer wants to restrict processing		
	Pati	ent Des	Se	arch 2		
Website visitor					Restrict Processing	3
Desmond Patient						
Date of Birth: March	17, 1958					

ACCOUNT	RECOVERY	– NFW PHOI	NF / FORGO	)T PIN						
Customer Accoun	ts Console									
1	A customer has forgotten PIN	A customer has changed phone	A customer wants to export data	A customer wants to restrict processing						
	Pat	ient Des		Search 2						
Unknown device, last active 4 hours ago 3 Create Recovery Code										
Patient Des		Date		Status						
Date of Birth:	April 8, 1989	30 May, 2024		New						
Phone:	0868062740									
Address:	Main St					]				
Verify Customer's lo Important: Make sure yo I have verified custom I have verified orderin I have verified orderin Verify the cus S. Press Create	lentity u are talking to the right pe er's Date of Birth ig dates of customer's ord stomer's identity Recovery Code t	rson! ers 4 5 Create Reco using date of birt o open a Recove	very Code h and order date ry Code window	es with customer.	≎ 02 5:35 <b>1</b>	<b>? 0</b>				
	971 630 1 valid for next 15 m	L28 6	,	Refiil Assistant	C Back      If you have forgotten yo new phone, don't wory Please call your pharm Please call of the pharm Please call of th	ur PIN, or have moved to a —your patient data is secure. nacy and ask them to wery code for you. Then use at your information:				
Next Steps: now instruct t can access their old order	he customer to enter this c s.	ode in their pharmacy app.	Verify they Close		Recovery code from the 9-digit number	pharmacy:				
<ol> <li>6. The recovery</li> <li>7. On the app, t</li> <li>8. On the app, t</li> <li>recovery cod</li> <li>9. On the app, t</li> </ol>	code is valid for he customer pre- he customer ent e within the 15-n he customer pre-	15 minutes. sses Recover Exis ers a 4-digit PIN a hinute window. sses Recover My	sting Account. and the Account.	Already have an account?     Recover Existing Account     Not in European Union?     Switch Region	Recove	9 r My Account				
<ul> <li>BROWSER</li> <li>1. Go www.refi</li> <li>2. After 1 worki</li> <li>Browser Notifications</li> <li>Disabled</li> <li>Enabled – receive no browser.</li> </ul>	NOTIFICATIO	DNS pport/ and enter t tings -> Notificati ers and new appointment 2 Save Ch	the login emails on Settings -> E s to this anges	that require notific nable & Save	ations.	SUPPORT				