

Help Client

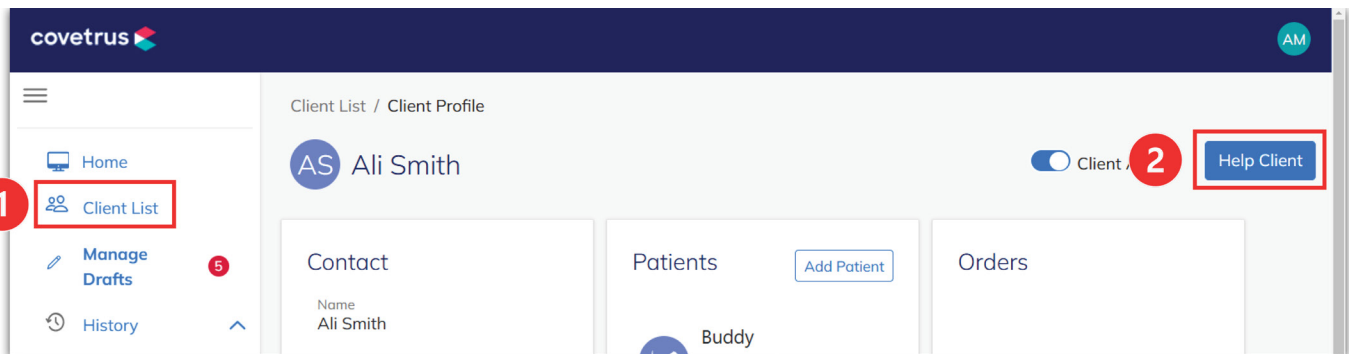
Accessing Help Client

vRxPro allows users with the Help Client permission to assist clients with a variety of actions including updating shipping and payment details, managing AutoShip subscriptions, and placing orders.

Locating the Help Client Button

In order to perform any functions on the client's behalf, you must first launch **Assisted Service Mode** via the **Help Client** button located in the **Client's Profile**.

1. Navigate to the **Client's Profile** via the **Client List**.
2. Click the **Help Client** button on the top right corner of the **Client Profile**.

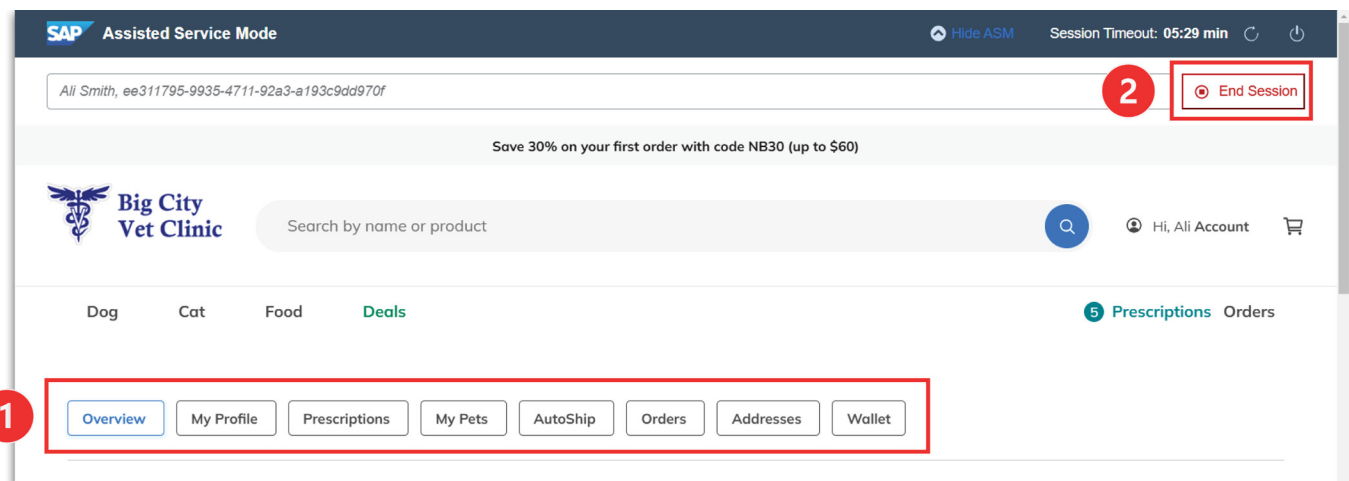


If you do not see the Help Client button, reach out to your vRxPro User Administrator for the correct permissions.

Navigating Assisted Service Mode

Once you have clicked **Help Client**, you will be redirected to the client's storefront account via **Assisted Service Mode**.

1. Use the **buttons** at the top the page to navigate sections.
2. Once you are finished, click **End Session** to exit **Assisted Service Mode**.



Placing Orders

After creating a **ProScript**, use **Help Client** to place the order for the client. This helps to ensure compliance and can also be used if the client is not very technologically savvy.

Why should I use Help Client?



Improve Compliance



Grow Customer Loyalty



Accelerate Efficiency

How to place an order for a client:

1. First, create a **ProScript** for the item.
2. Next, launch **Assisted Service Mode** via the **Help Client** button.*
3. From the client's storefront account, click the **Prescriptions** button.
4. Click **Add to Cart**, and then **Proceed to Checkout**.
5. Follow the prompts to place the order.

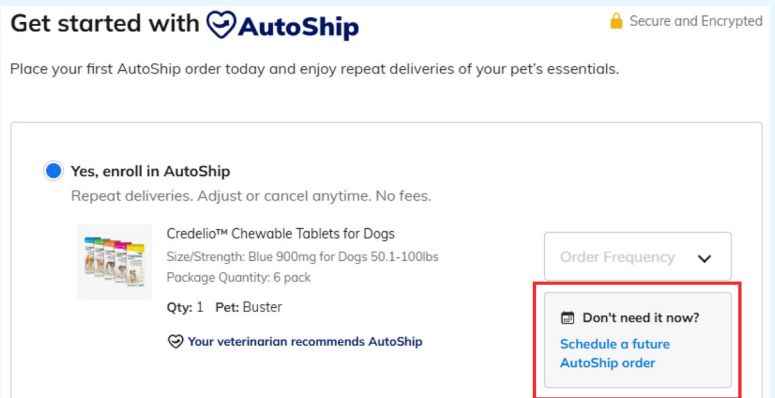
*See page one for directions on navigating to Help Client.


What if the client doesn't need the product today?

In some cases a client may want to sign up for AutoShip, but they do not need the item immediately. In these scenarios, you can setup a AutoShip, but set the initial order to a future date.

How to setup future AutoShip:


1. Follow the steps for **How to place an order for a client** above.
2. Once on the **Get Started with AutoShip** page, click **Schedule a future AutoShip order**.
3. Follow the prompts to complete the order.



Get started with  **AutoShip** Secure and Encrypted

Place your first AutoShip order today and enjoy repeat deliveries of your pet's essentials.

Yes, enroll in AutoShip
Repeat deliveries. Adjust or cancel anytime. No fees.

 Credelio™ Chewable Tablets for Dogs
Size/Strength: Blue 900mg for Dogs 50.1-100lbs
Package Quantity: 6 pack

Qty: 1 Pet: Buster

Your veterinarian recommends AutoShip

Order Frequency ▼

Don't need it now?
[Schedule a future AutoShip order](#)

This feature is only available for single-item orders.

Managing Existing Orders

Assisted Service Mode allows you to view and manage existing orders on the client's behalf. To access existing orders, click on the **Orders** button from the client's storefront account.

From here you can:

- **Cancel Order:** If the client no longer needs a product, you can cancel the order on their behalf.
- **Reorder:** Easily place a new order for the same items (if there is not an active prescription on file, new Client Requests will be created).
- **View Order Details:** View additional information including AutoShip and Payment Details.

Help Client

Additional Functions

In addition to placing new orders for clients, you can also manage existing prescriptions, AutoShip subscriptions, and account details.

Manage Existing AutoShip Subscriptions

From the client's storefront account via Assisted Service Mode, you can edit existing AutoShips.

1. From the client's storefront account, click the **AutoShip** button.
2. Click **Manage AutoShip** on the corresponding subscription.

Adjust Schedule

- **Adjust Frequency:** Change the frequency in which the client receives the product.
- **Change Order Date:** Update the date that the next order will be placed.

Edit Item Details

- **Change Strength:** Edit the strength of the product (*this will trigger a new Client Request for your approval*).
- **Adjust Quantity:** Change the quantity of the item (*if the quantity is larger than previously prescribed it will trigger a new Client Request*).

Cancel AutoShip

If the client no longer requires AutoShip for that product, you can cancel the subscription on their behalf.

Update Account Details



Edit Addresses

Add new shipping address or update preferred address.

The preferred address will be used for all AutoShip orders.



Update Wallet

Add new payment method and update preferred payment.

The preferred payment will be used for all AutoShip orders.

Manage Prescriptions



Remove Recommendation

If the client no longer needs the product, you can remove the recommendation from their **Prescriptions**.

This will archive the prescription, the client will need to place a new request for the product.



Turn Off Reminders

If the client may still need the product, but does not want to be notified about it, you can turn off the email reminders.

The product will remain under the client's Prescriptions section.