


Rx Samples Quick Instructions

1. Go to www.hsrxss.com first time in click “**Check Eligibility & Register.**”
2. Enter prescriber’s “**NPI Number**” and “**Last Name**”, click “**Submit.**”
3. Complete profile information, click “**Save**” then “**Submit.**”
 - a. Email address **becomes** the **Username** and may only be used **once**.
 - b. Password must be at least 8 characters and contain at least 1 letter, 1 number.
4. **Select Brands of Interest:**
 - a. Click desired physical samples on left-hand side of page. For a full list of samples and dosing levels click “**Available Samples Summary**” located in box on the right side of page under headline “**My Account.**” (Ctrl P to print for prescriber review)
 - b. Click “**Continue.**”
 - c. **Ignore coupons and vouchers** in the center of the page, system will bring you back to this at the end.
5. Brands selected appear
 - a. Click the “**Recurring Request**” box at the top of the page. **Recurring Request** prompts an automatic fax of a completed sample request form when the new allocation is available. Samples are **only** sent when the form is **signed by the prescriber** and **returned to the fax number** on the form. **Recurring Request** is **discontinued** if no forms are returned over a **90-day** period.
 - b. Where **number** of units equal “0” (zero) see maximum quantity note nearby. Spread total over all dosing levels for that brand.
 - c. Choose **shipping address**.
 - d. Click “**Continue.**”
6. Add/confirm the prescriber’s “**State License Number**” and click “**Submit.**”
7. Click “**Confirm Sample Request.**”
8. Click “**Print Request Form.**”
9. Have the prescriber **sign and date** the form.
10. **Fax** the form to the **number on the form**.
 - a. Most common customer error is faxing to the wrong number.
11. System **returns** you to “**My Sample Center**” page.
 - a. Select coupons/vouchers in center column, **click the**  **button** to select. Popup page appears with maximum print quantities.
 - b. Enter **quantities** of coupons/vouchers to print.

Need help?

Contact Henry Schein Rx Samples dedicated customer service

Toll Free: **866-772-1580** Hours: 9 AM – 8 PM ET M-F

Email: henryscheinRxsamples@emedsample.com

Logging on to Website after Initial Registration

- Go to www.hsrxss.com
- Enter username which is the email address that was used to register
- Enter password
- Click “Sign In”

Forgot and/or Change Username (email) and/or Password

- Go to www.hsrxss.com
- Click “Forgot your username or password?”
- Enter username which is the email address that was used to register.
(Email address used to register is listed on your *Henry Schein Sales Consultant’s Eligibility List*)
- Click “Submit” and a link to reset the password will be sent to that email address.
- **If the email address is no longer valid, or it is forgotten**, call dedicated customer service at **866-772-1580** to update the email. They will ask for a new email address and send a link to that email address to reset the password **or**, if need be, **assign a new password**. Customer service will need the **NPI number** and prescriber **last name**.

Checking Eligibility

If you want to know if a particular prescriber is eligible, and that prescriber is **not** listed on your **Henry Schein Sales Consultant’s Eligibility List**:

- Go to www.hsrxss.com
- Click “Check Eligibility & Register”
- Enter prescriber’s “NPI Number” and “Last Name”
- Click “Submit”
- If eligible, the Registration page appears
 - **VERY IMPORTANT-** if eligible, **Henry Schein Sales Consultant** needs to email rxsamples@walshplus.com with the prescriber’s “NPI Number”, “Last Name” and “JDE ship to” so prescriber can be assigned to them.
 - If a prescriber is **not eligible**, the system will indicate that. There is no mechanism to create eligibility.

Email/Username

During the registration process, the system asks for an email address. The email address will **become the username** and may only be used **once**.

- The email address is **not shared** and is only used in connection with the service
- A “**Welcome to the Service**” email will be sent, no confirmation required
- Emails will be transactional in nature, for example, “Your order has shipped”
- Up to, but no more than, 4 emails a month are sent

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