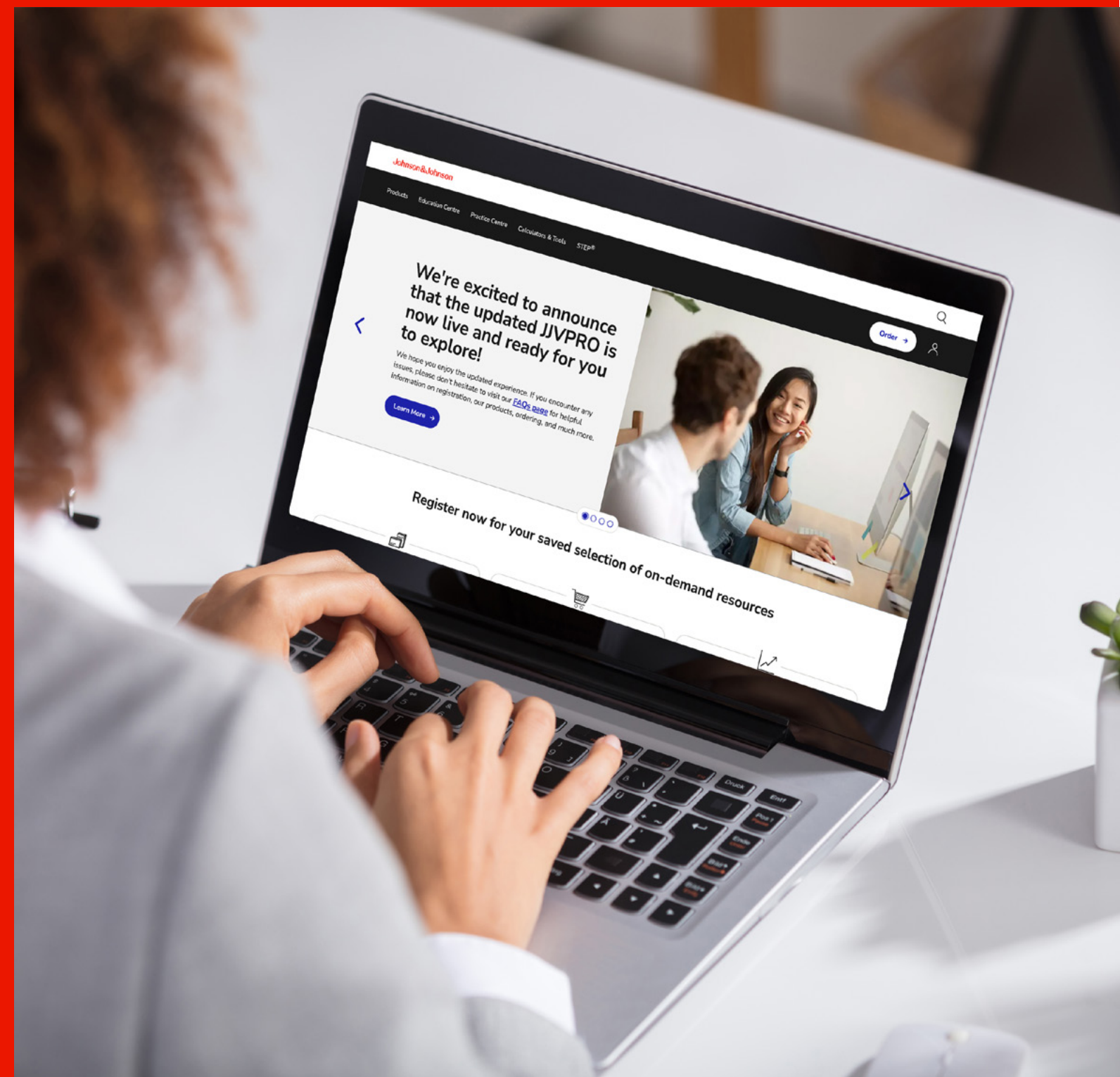


Welcome to the Johnson & Johnson Vision Pro Website User Guide

For Users

Use this step-by-step guide to see everything our site can offer your Practice and most importantly, your patients.



What's inside this guide?

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Account & Profile

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Creating an account

Let's begin with creating your account and filling in your personal profile.

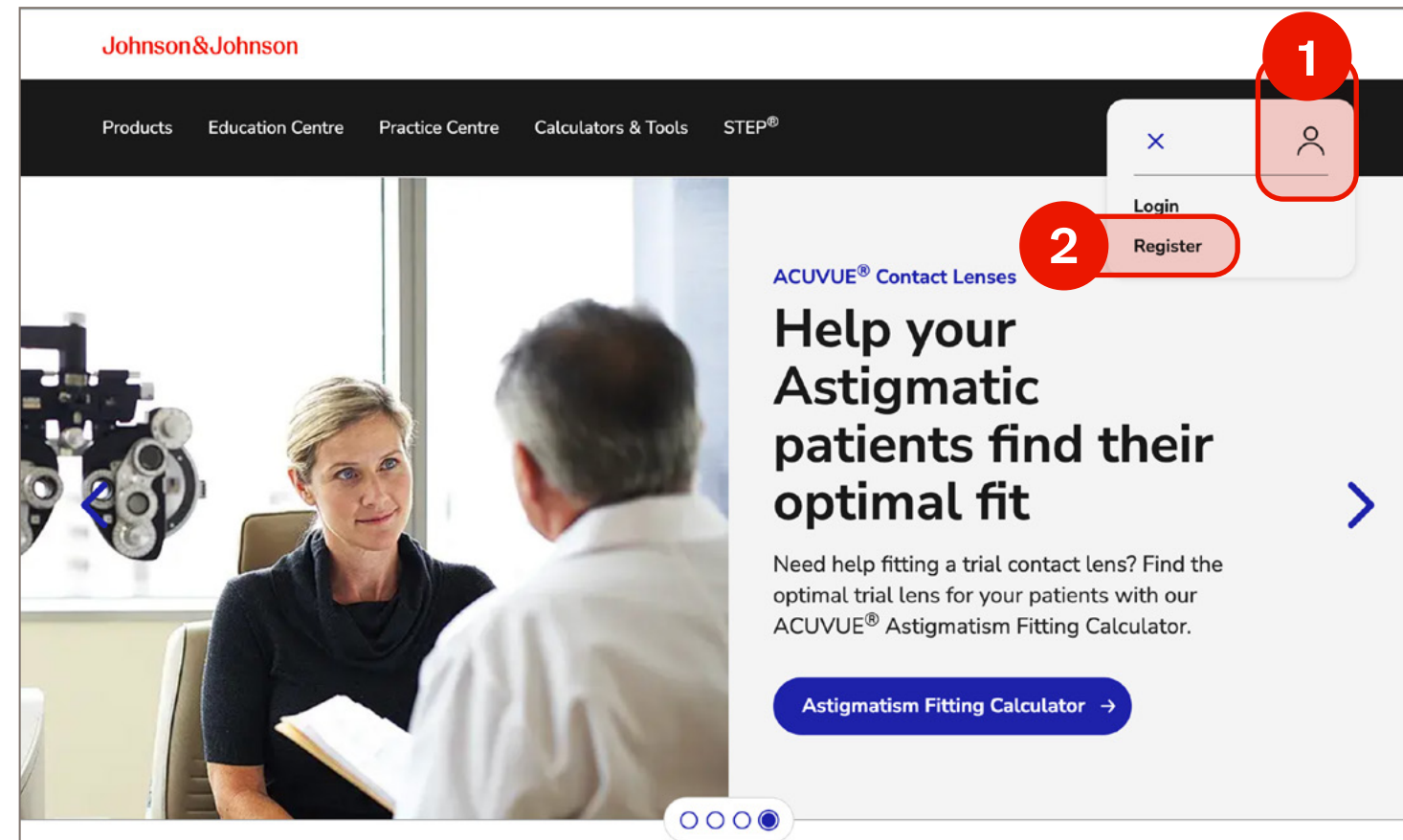
Whether you're an Eye Care Professional or a member of the wider Practice team, you will want to create your own account/profile so we can offer you content that applies to you and your role.

This account allows you to access our professional and patient resources, expand your education, order products and download materials to help promote your Practice.

Follow the instructions below to register your account (profile):

1 Click the user icon in the upper right corner of the homepage to begin the process.

2 Click on **“Register”**.



Creating an account

3 Fill in your details. Remember: this information (which includes your name and email address) should be bespoke to you - having your own login allows us to tailor content to you.

4 Choose your password.
NOTE: Your password must be between 8-15 characters, including one digit, one uppercase letter and one lowercase letter.

5 Check the box to opt-in to the marketing or education emails and agree to the Terms of Use and click **“Register”**.

Why sign up for emails?

Johnson & Johnson Vision offers a broad range of eye health solutions for everyone - supporting eye health at every stage of life. Your agreement allows us to email you from time to time about these opportunities.

6 Verify your email address.
An email will be sent to the address you used for registering. Check your inbox, and once received, click on the verification link in it to complete your registration.

Johnson & Johnson

Products Education Centre Practice Centre Calculators & Tools STEP® Order →

Register for Johnson & Johnson Vision Professional Website

By registering you'll get access to a variety of tools and resources all in one place: online ordering, online learning and courses, and resources for your practice and your patients. The information submitted on this form will be used to manage your account and to improve the products and services we provide to you as set out in our [Privacy Policy](#).
Required fields are marked with an asterisk *

Title
Select

First Name *
Enter your name

Last Name *
Enter your last name

Email *
Enter email

Country *
Select Country

Your Role *

☐ Academic ⓘ ☐ Dispensing Optician
☐ Optical Assistants ☐ Ophthalmologist
☐ Student ⓘ ☐ Contact Lens Optician
☐ Locum Optometrist ☐ Optometrist
☐ Retail Manager ⓘ ☐ Technician/ Administrative ⓘ
☐ Other ⓘ

Password *
Enter password

The password must be between 8 and 15 characters, including at least one digit, one upper and one lower case letter. Your password should NOT contain your first name, last name or (a portion of) the email address.

Repeat Password *
Confirm password

By submitting my information, I agree that Johnson & Johnson Vision Care, Inc. and Johnson & Johnson Surgical Vision, Inc. may use my personal information to register me for JNVisionPro and send me information about products and services. I understand my personal information will be governed by the [Privacy Policy](#).

☐ I agree to receive Johnson & Johnson Vision Care Professional Marketing communications

☐ I agree to receive Professional Education Johnson & Johnson Vision Care communications

Register →

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Verify your email address

Email verification is required to continue on JNVISIONPRO.CO.UK

A verification link has been sent to janesmith+test@mail-test.xena.dev.
Please click the link that has been sent to your email address to verify your email.

This link will expire in 72 hours.

[Resend Verification link](#) ↻

Creating an account

Once you've signed up you'll be offered the opportunity to link your account to your Practice.

Ready to start ordering products online?

If you're ready to start ordering Johnson & Johnson Vision products online you'll need to link your account to your Practice.

To do this enter your Practice Account Number (this can be found on an invoice or statement).

Don't have your Practice Account Number available?

Try entering your account Practice Name & Postcode or Practice Phone & Postcode.

Not ready?

If you're not ready to order yet, simply skip this step.

The screenshot shows the Johnson & Johnson website's account creation interface. At the top, the Johnson & Johnson logo is on the left, and a search icon is on the right. Below the logo is a navigation bar with links for Products, Education Centre, Practice Centre, Calculators & Tools, and STEP®. To the right of these links is an 'Order →' button and a user icon. The main heading is 'Supply Your Johnson & Johnson Account Information'. Below this, a sub-heading reads 'Use the following information to connect your Business Account and start enjoying all the benefits of Johnson & Johnson Vision.' The first section is 'Search for an Existing Business Account', with a note that 'Required fields are marked with an asterisk *'. It features a 'Search by *' section with two radio button options: 'Account Number' (which is selected and highlighted with a red box) and 'Phone & Postcode'. Below this is a 'Business Account Number *' field with a text input box containing the placeholder 'Enter account number'. A note below the input box states 'Your Business Account number can be found on an invoice or statement. [See example](#)'. A blue 'Go →' button is at the bottom right of this section. The second section is 'Do not have an Ordering Account?', which includes a text input box and a note: 'Apply for an account to receive exclusive access to promotions, preferred pricing and news on our latest resources for your business.' A blue 'Apply Now →' button is at the bottom of this section.

Benefits of linking to your Practice

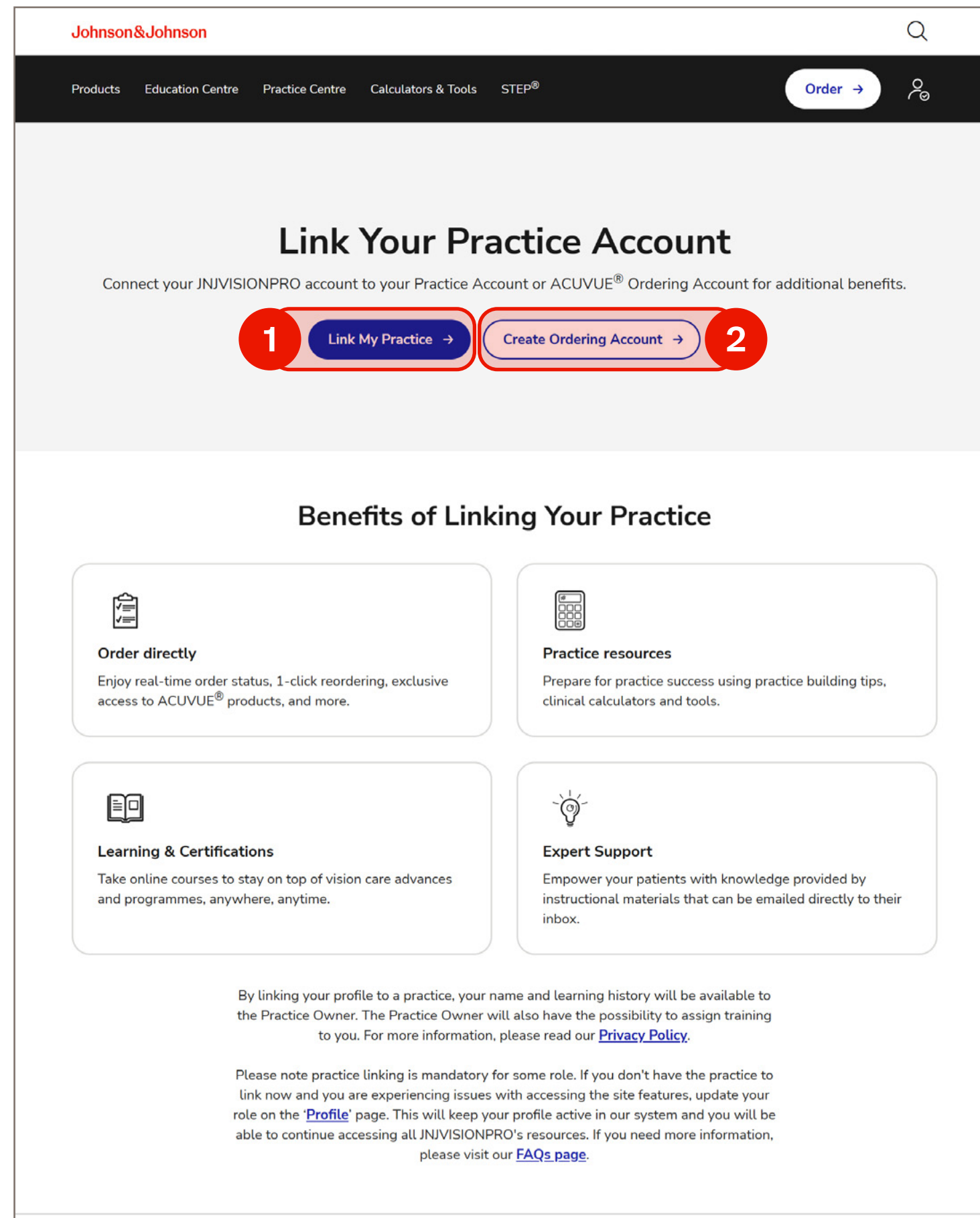
Linking your account to your Practice opens up a wealth of benefits that can help you and your team:

- ✓ Easy online ordering and a real-time inventory dashboard
- ✓ Quick and easy product ordering for all your Practices
- ✓ List your Practice on our 'Find an Optician' locator

Signing up

If you didn't link your Practice to your account when you first signed up, don't worry - you can do it any time.

- 1 If your Practice has a Practice Account registered with us, select **"Link My Practice"**.
- 2 If your Practice is not registered in our system, direct your Practice manager to this page and click **"Create ordering Account"** to apply.



Linking your Practice

- 1 Select **“My Account”** in the upper right area of your dashboard.
- 2 On the drop down menu, click **“Account Linking”**.
- 3 Enter the **Account Number** for your Practice or enter **Practice Phone & Postcode**. When finished, click **“Go”**.
- 4 Now, review your Practice information and click **“Link to this Practice”**.

The top screenshot shows the Johnson & Johnson user dashboard. The navigation bar includes 'Products', 'Education Centre', 'Practice Centre', 'Calculators & Tools', and 'STEP®'. The main content area says 'Hello, User!' and '[PRACTICE DETAILS]' with a 'Switch Practice' button. The 'My Account' dropdown menu is open, showing options: 'Dashboard', 'Account Linking', 'Profile', 'My Practice', and 'Log Out'. Red circles with numbers 1 and 2 highlight the 'My Account' button and the 'Account Linking' option respectively.

The bottom screenshot shows the 'Supply Your Johnson & Johnson Account Information' page. It includes a search bar and a 'Link to this Practice' button. The 'Search by' section has two radio buttons: 'Account Number' (selected) and 'Phone & Postcode'. The 'Business Account Number' field is highlighted with a red circle and the number 3. The 'Practice Name' field is highlighted with a red circle and the number 4. The 'Go' button is at the bottom right.

Apply for Ordering Account

1 You can create an Ordering Account by completing the Online Registration form.

Or

2 You can also download a copy of the form from the website and submit it by emailing UKCS@visgb.JNJ.com.

1

Create an Account to Order

To create your business account and start ordering, you'll need: Company registration number, Registered company name, VAT number and documentation. Your personal information will be governed by the [Privacy Policy](#).

Online Account Registration

By registering you'll get access to a variety of tools and resources all in one place: online ordering, online learning and courses, as well as resources for you and your patients.

1

2

3

4

5

Account Type

Account Information & Practice Details

Billing & Shipping Details

ECP Locator Tool

Payment Details, Terms & Conditions

Select Account Type

Required fields are marked with an asterisk *

Account Type *

☒ Company Registration Number ☐ Sole Trader

Registered Company Name *

Full Trading Name (if different) (Optional)

Next →

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

2

How to create an Ordering Account

Ordering Account

Creating an ordering account is quick and easy. In just a few steps you'll be on your way to ordering ACUVUE® products, accessing exclusive resources, and more.

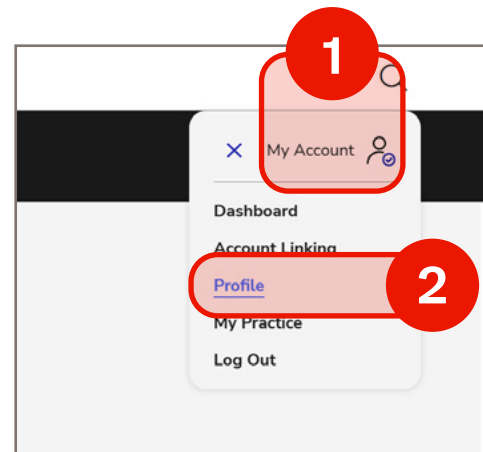
- Complete [ONLINE REGISTRATION FORM](#)
- Or you can also download a copy of this form [here](#) and submit this by emailing UKCS@visgb.JNJ.com. Please note to place an order in our system, you will need to create a JUVISIONPRO account.
- If you wish to pay via Direct Debit, please [download and complete this form](#).
- Once we receive your information, our customer service will contact you to verify your details.
- If you have any questions, please get in touch with us at UKCS@visgb.JNJ.com

Accessing your profile information

Do you need to make changes to your personal profile?

For example, a name change, a job role change, or to change your preferences for receiving marketing and education communications?

- 1 Click on **“My Account”** and the drop-down menu will appear.
- 2 Select **“Profile”**.
- 3 Once on your profile you can make updates to your personal information.

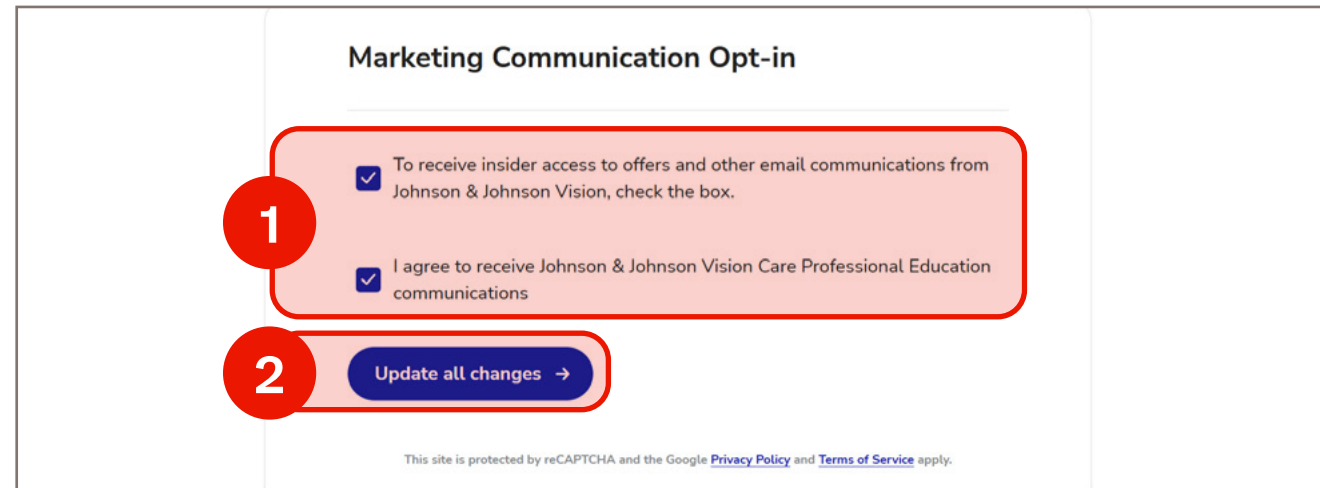
A screenshot of the 'Personal Information' profile page on the Johnson & Johnson website. The page is titled 'Personal Information' and includes a sub-header 'Add or Change Email' and a link 'Change Password'. The main content area is a red-bordered box containing a form. The form has fields for Title, First Name, Last Name, and Country. Below these is a 'Select Role' section with radio buttons for Academic, Optical Assistants (selected), Student, Locum Optometrist, Retail Manager, Other, Dispensing Optician, Ophthalmologist, Contact Lens Optician, Optometrist, and Technician/ Administrative. At the bottom of the form is a 'Marketing Communication Opt-in' section with two checkboxes: 'To receive insider access to offers and other email communications from Johnson & Johnson Vision, check the box.' and 'I agree to receive Johnson & Johnson Vision Care Professional Education communications'. A blue 'Update all changes' button is at the bottom of the form. A red circle with the number 3 is placed over the form area. The footer of the page includes the Johnson & Johnson logo and links for About, Useful Links, Legal, and Connect With Us.

Accessing your profile information

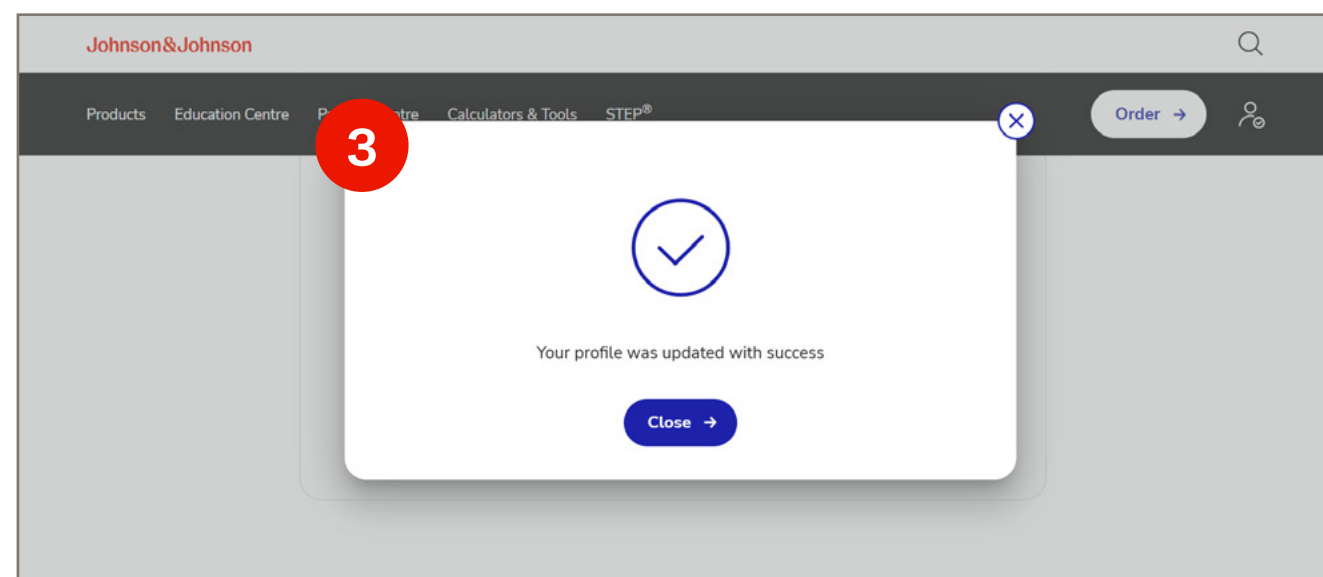
Have you opted in?

If you haven't yet opted in for marketing communications, follow the steps below.

- 1 Check the boxes to opt in and receive valuable updates.
- 2 When finished, click **"Update"**.
- 3 You should see a pop-up message.



The image shows a 'Marketing Communication Opt-in' form. It has two checkboxes, both of which are checked. The first checkbox is labeled 'To receive insider access to offers and other email communications from Johnson & Johnson Vision, check the box.' The second checkbox is labeled 'I agree to receive Johnson & Johnson Vision Care Professional Education communications'. Below the checkboxes is a blue button labeled 'Update all changes →'. A red circle with the number '1' is next to the first checkbox, and a red circle with the number '2' is next to the 'Update all changes' button. At the bottom, there is a small text line: 'This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.'





Products

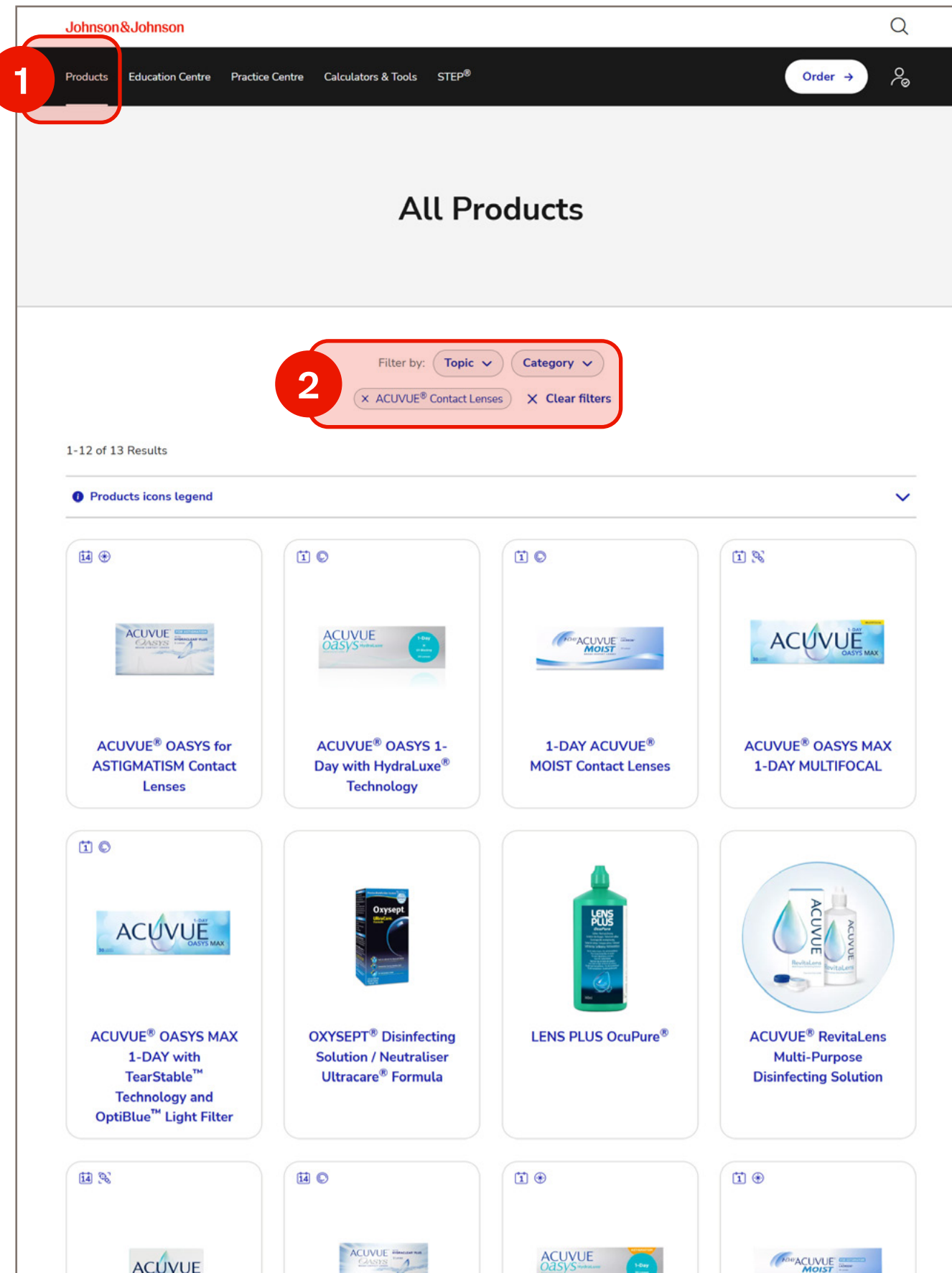
Browsing products
Ordering products

11
12



Browsing products

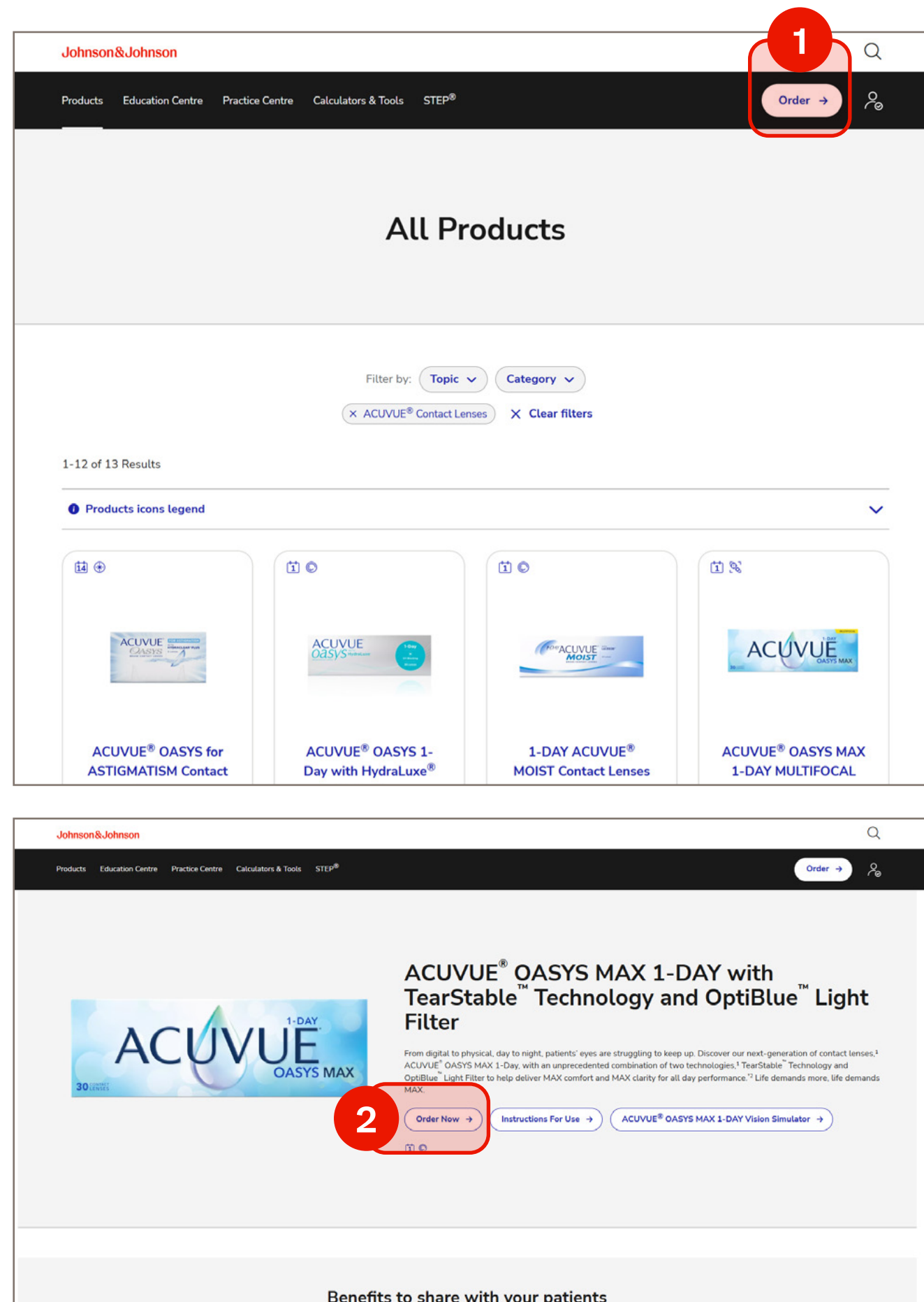
- 1 View the full catalogue of Johnson & Johnson Vision products by selecting **“Products”** from the main navigation bar at the top.
- 2 You can browse by **All Products** or filter by product category.



Ordering products

- 1 You can order ACUVUE® products by clicking **“Order”** in the far right corner of the main navigation bar at the top, taking you to the Order Centre homepage.
- 2 Select the **“Order Now”** button from an individual product page once logged in. This will take you to the specific product page within Order Centre.

If you have further questions about the order centre, please contact the customer support team.





Education

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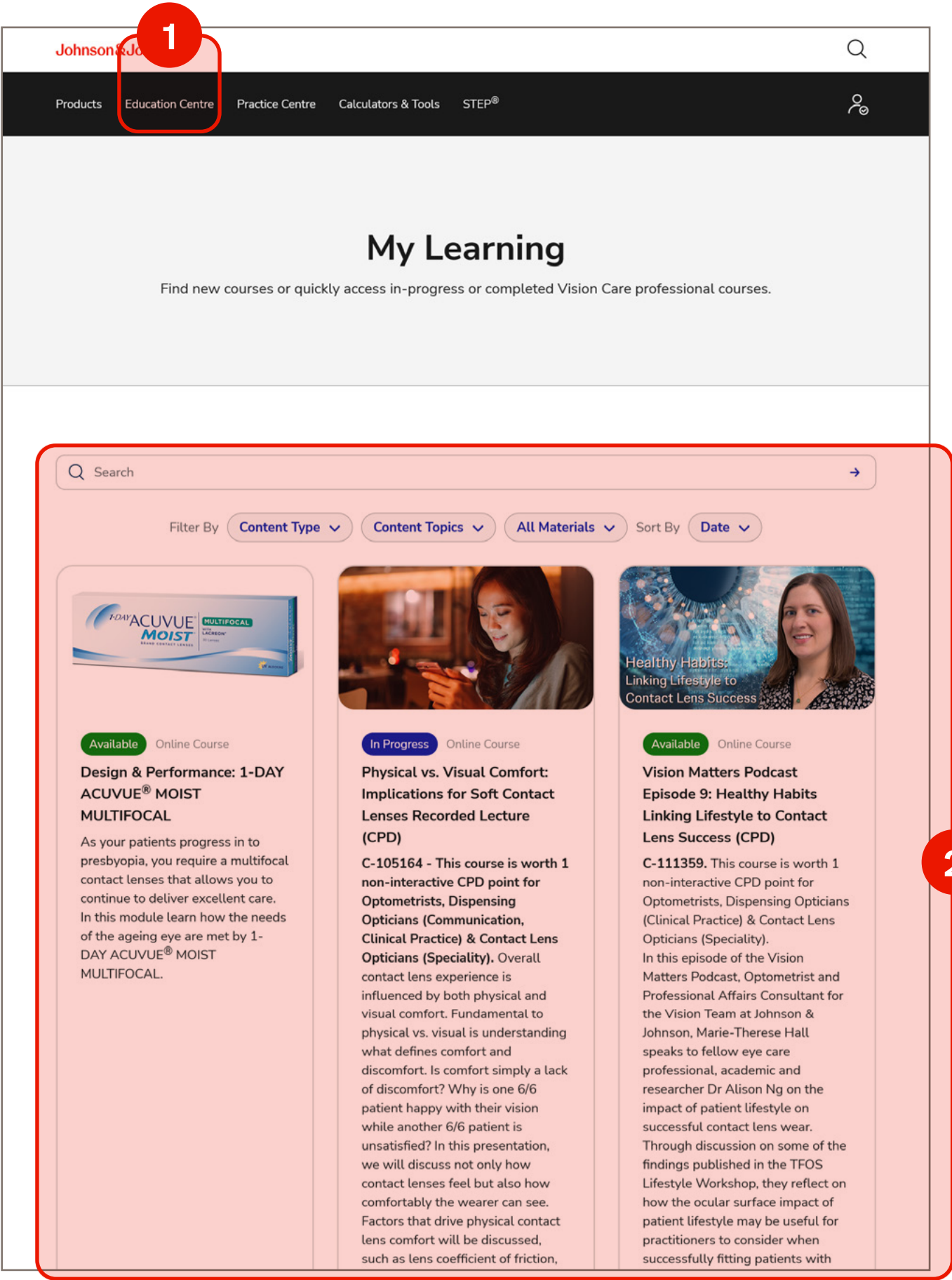
Education centre navigation

The Education Centre within Johnson & Johnson Vision Pro gives you access to resources including:

- ✓ My Learning (All Courses & Events, CPD)
- ✓ Content Library (Clinical Articles & Videos)
- ✓ Contact Lens Aftercare & Management
- ✓ Johnson & Johnson Institute & STEP®

For access to educational resources:

- 1 Select “**Education Centre**” from the main navigation bar.
- 2 Choose your preferred area.



Online learning

We have an abundance of online learning available through the platform.

Registering for online learning

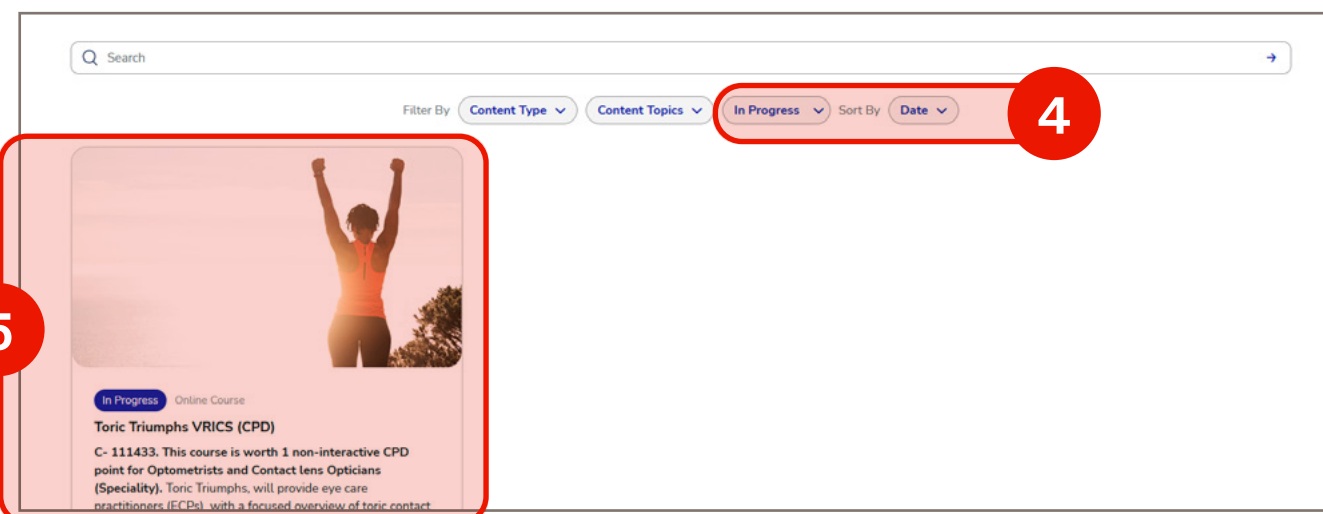
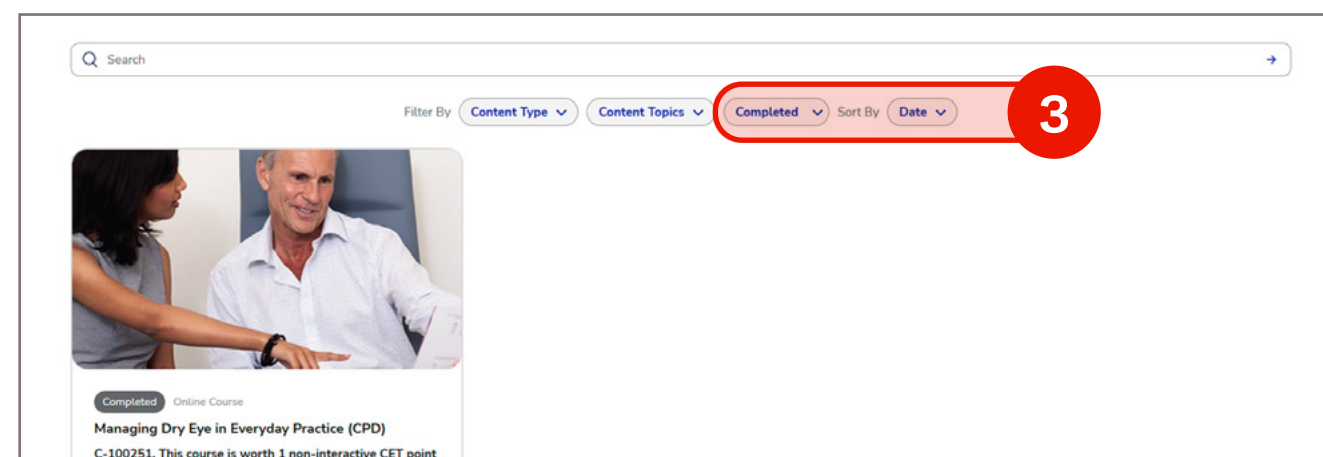
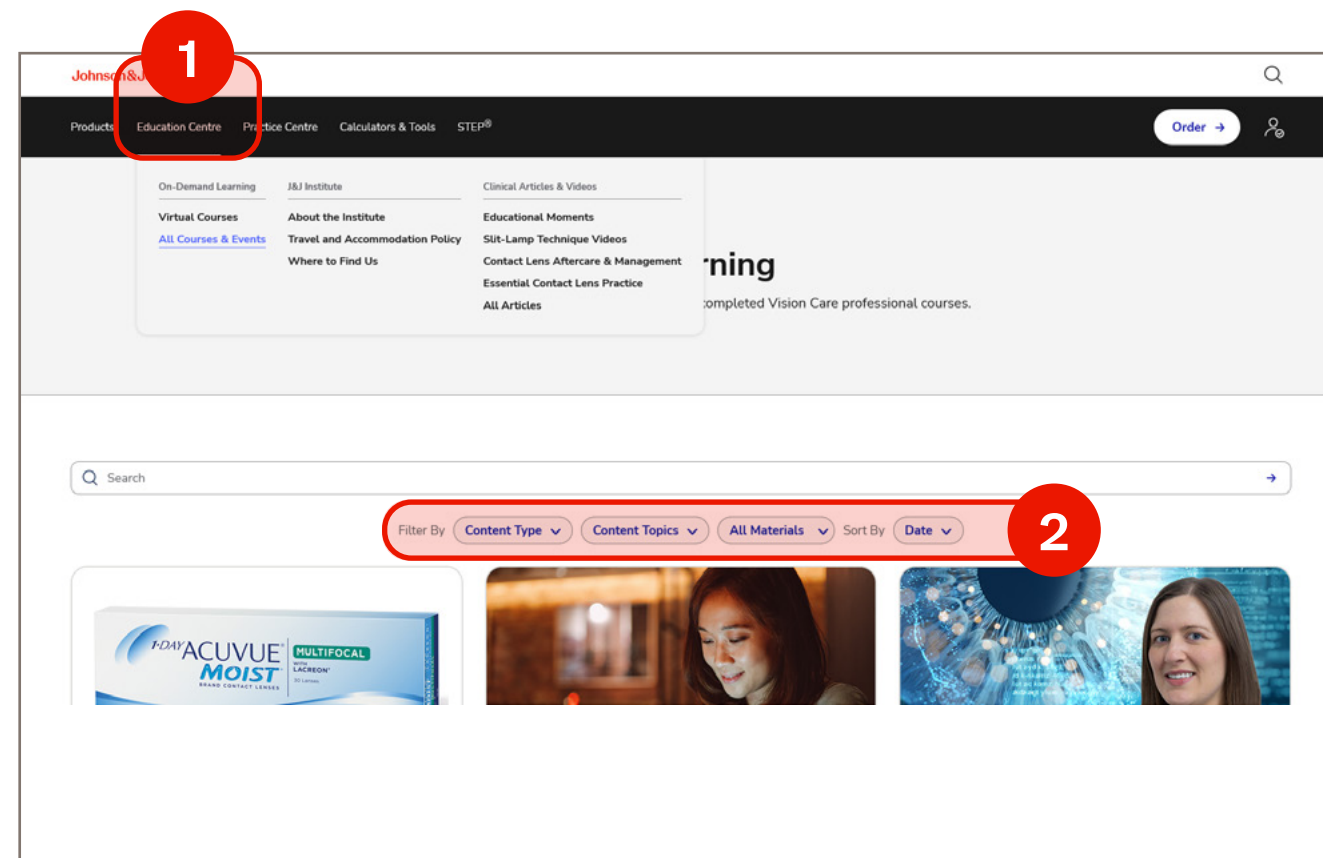
- 1 Navigate to **“Education Centre”** > **“On Demand Learning”** > **“All Courses & Events”**
- 2 Find the course that most interests you by entering a keyword or filtering by **“Content Type”** and **“Content Topics”**. You can also sort by date.

Reviewing your online learning

- 3 Use the tabs to get an overview of your **“Completed”** or **“In Progress”** courses.
- 4 When you begin a course but do not finish, the course will appear under **“In-Progress”** courses.

Continuing unfinished courses

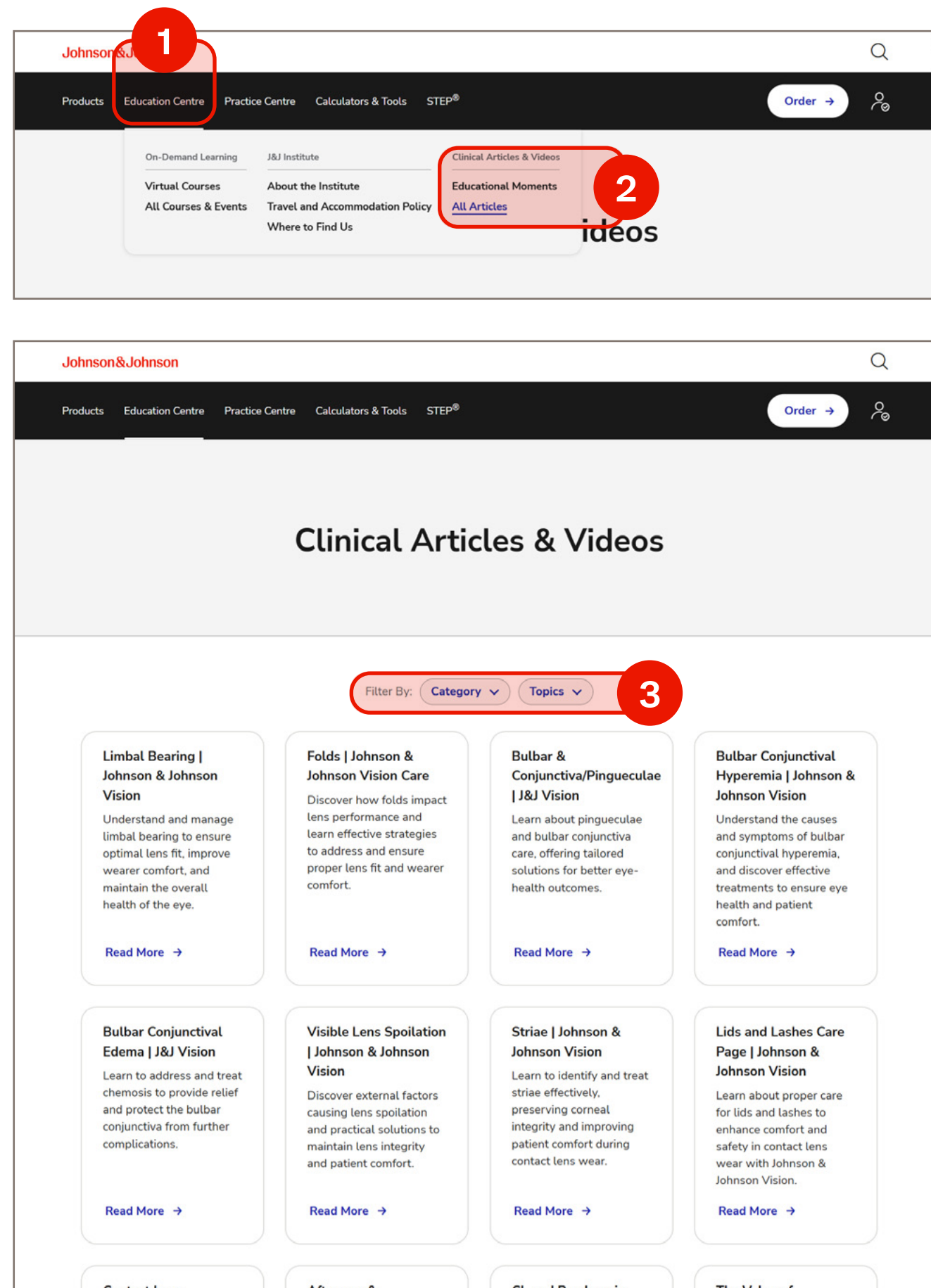
- 5 Plan to resume? Click on the course and continue learning.



Content library

A content library is available with information on a range of topics such as eye health and disease.

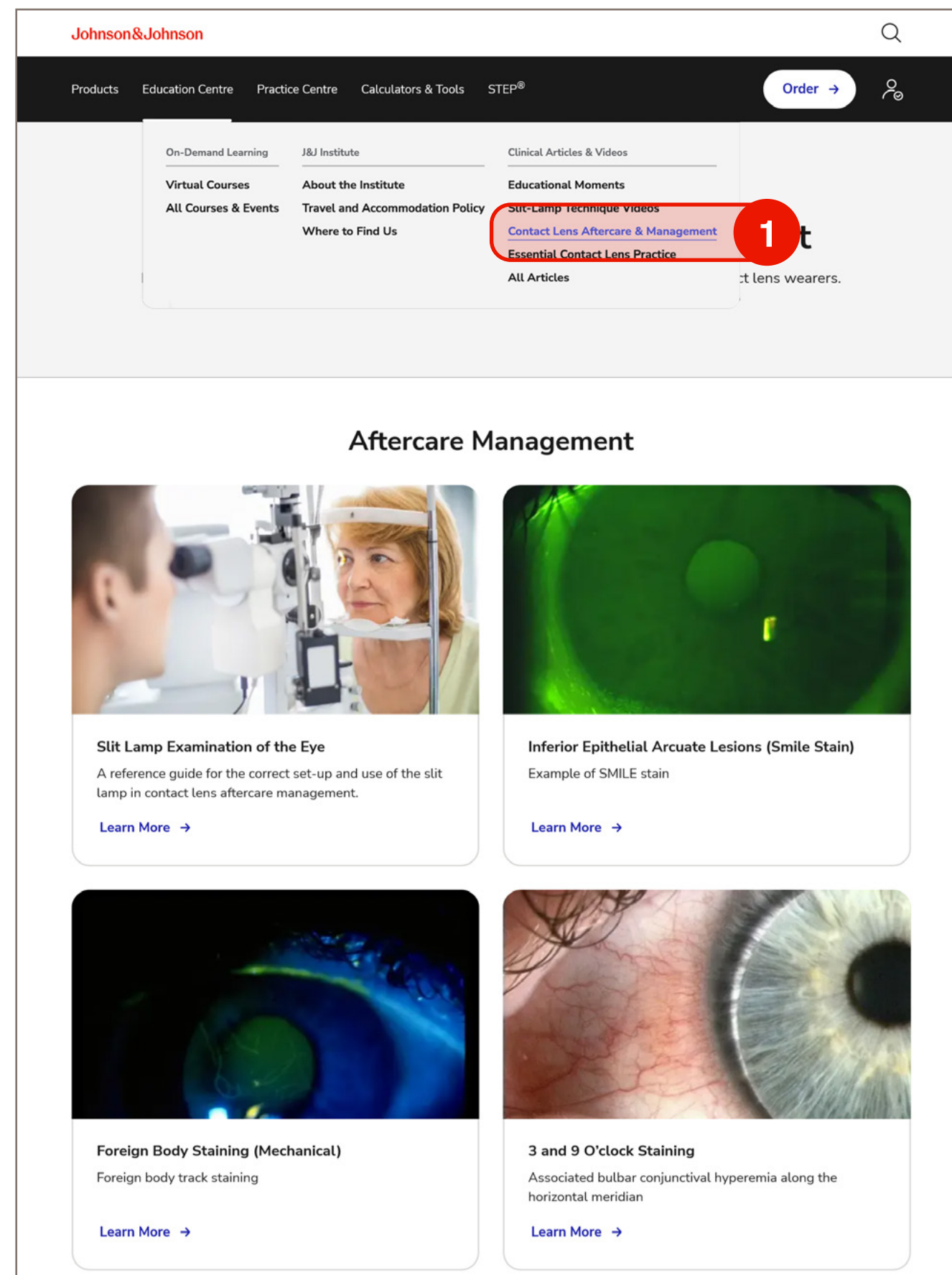
- 1 To access, select **“Education Centre”** from the top bar.
- 2 Under **“Clinical Articles & Videos”**, click on **“All Articles”**.
- 3 Use the **“Category”** and **“Topics”** to filter and find specific resources that meet your needs.



Contact lens aftercare & management

Our Contact Lens Aftercare and Management Clinical Guide is available to help you with monitoring, recording and taking appropriate action during the care of your contact lens patients.

- 1 To access, navigate to **“Education Centre”** > **“Clinical Articles & Videos”** > **“Contact Lens Aftercare & Management”** from the top bar.

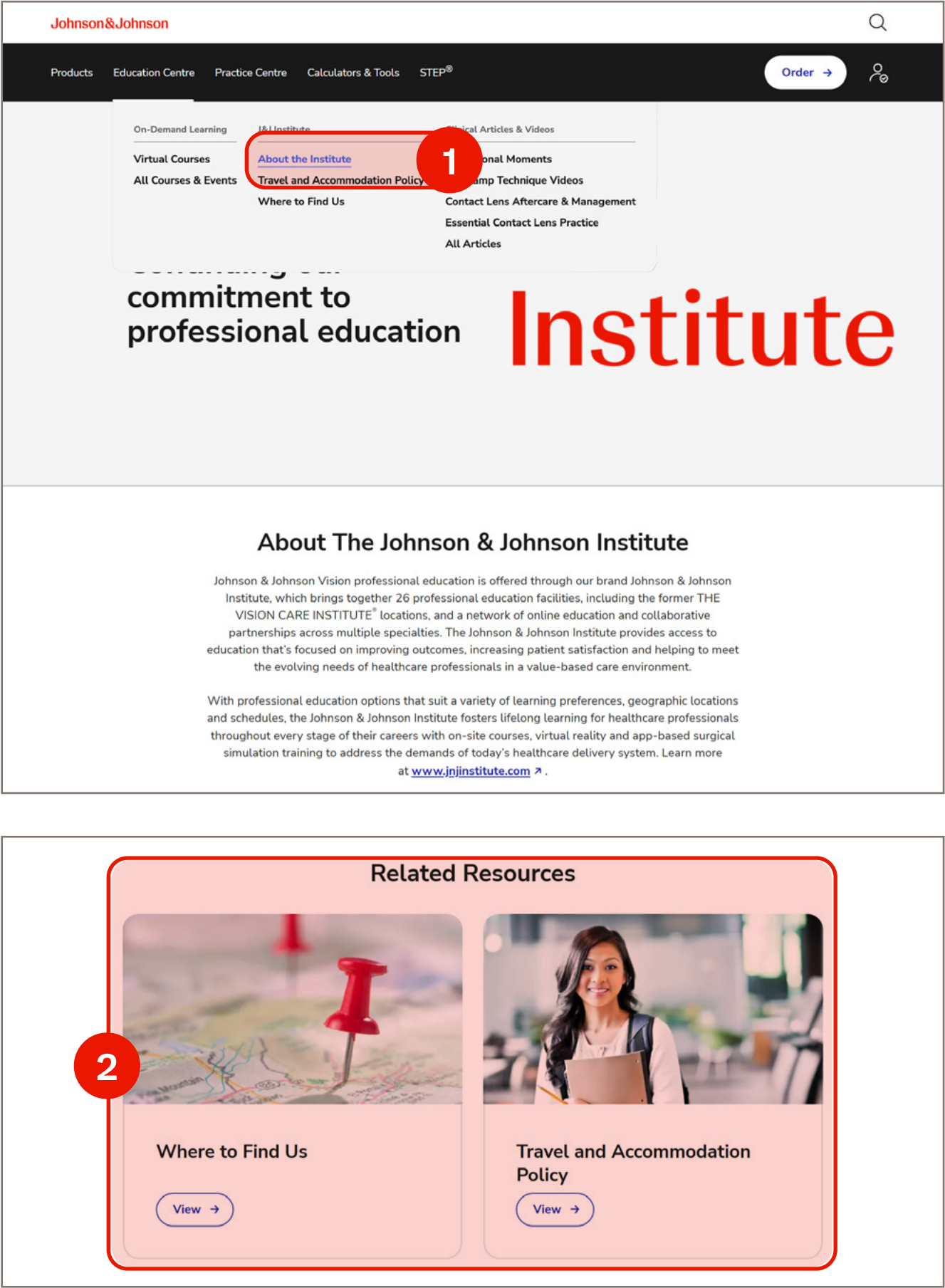


Johnson & Johnson Institute

- 1

To see information about the Johnson & Johnson Institute, select the “Education Centre”, click on “About the Institute” in the dropdown menu under “J&J Institute”.
- 2

You can learn about support for travel and accommodation for classes at the Johnson & Johnson Institute or where to find us.



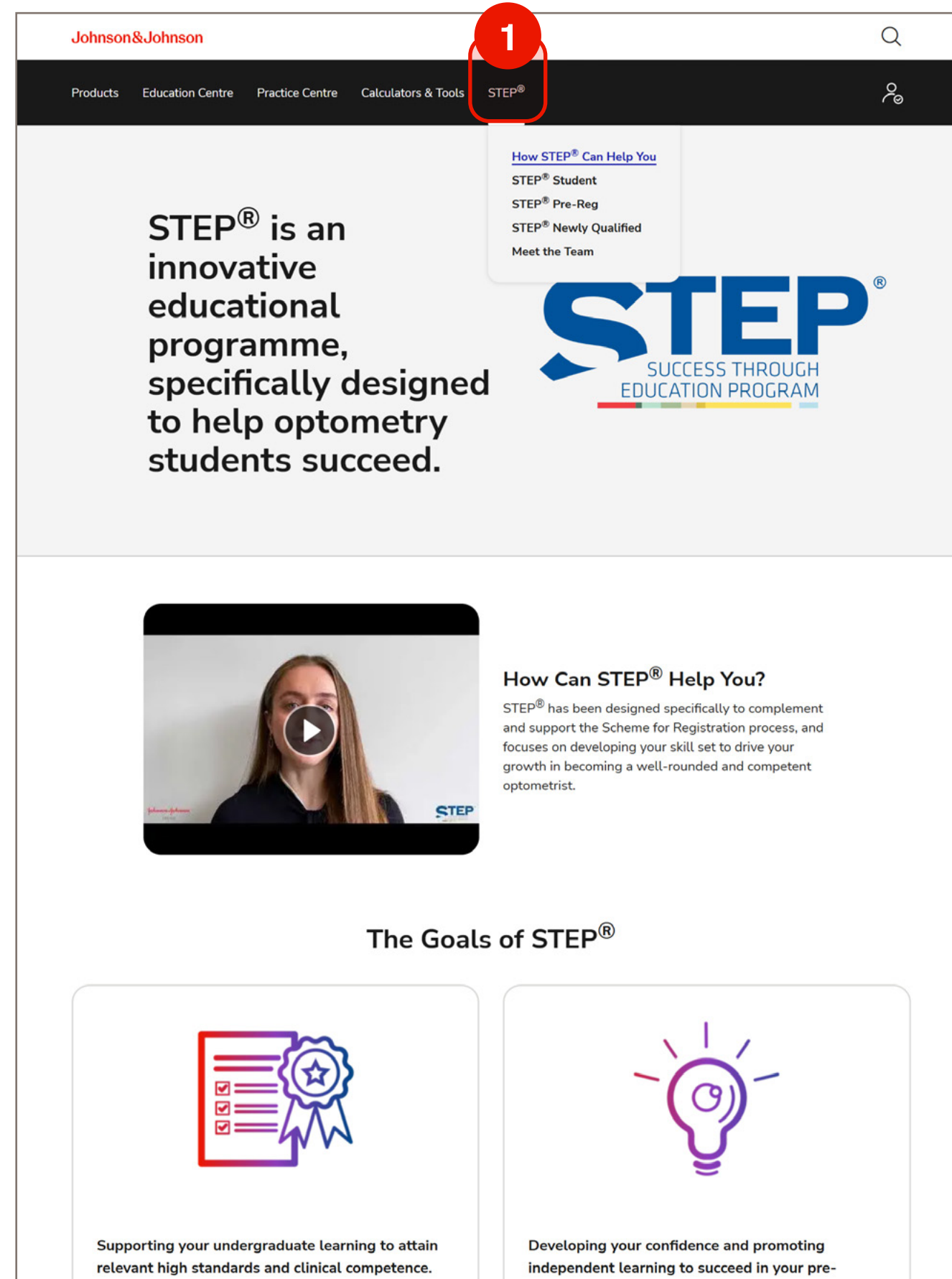
STEP[®] Education Programme

STEP[®] has been designed specifically to complement and support the Scheme for Registration process and focuses on developing your skill set to drive your growth in becoming a well-rounded and competent Optometrist.

In this section you will be able to find:

- ☒ How Can STEP[®] Help You?
- ☒ STEP[®] Student
- ☒ STEP[®] Pre-Reg
- ☒ STEP[®] Newly Qualified
- ☒ Meet the Team
- ☒ Charitable Support

1 To see information about STEP[®] Education Programme, click on **STEP[®]** in the top menu.





Practice Centre & Resources

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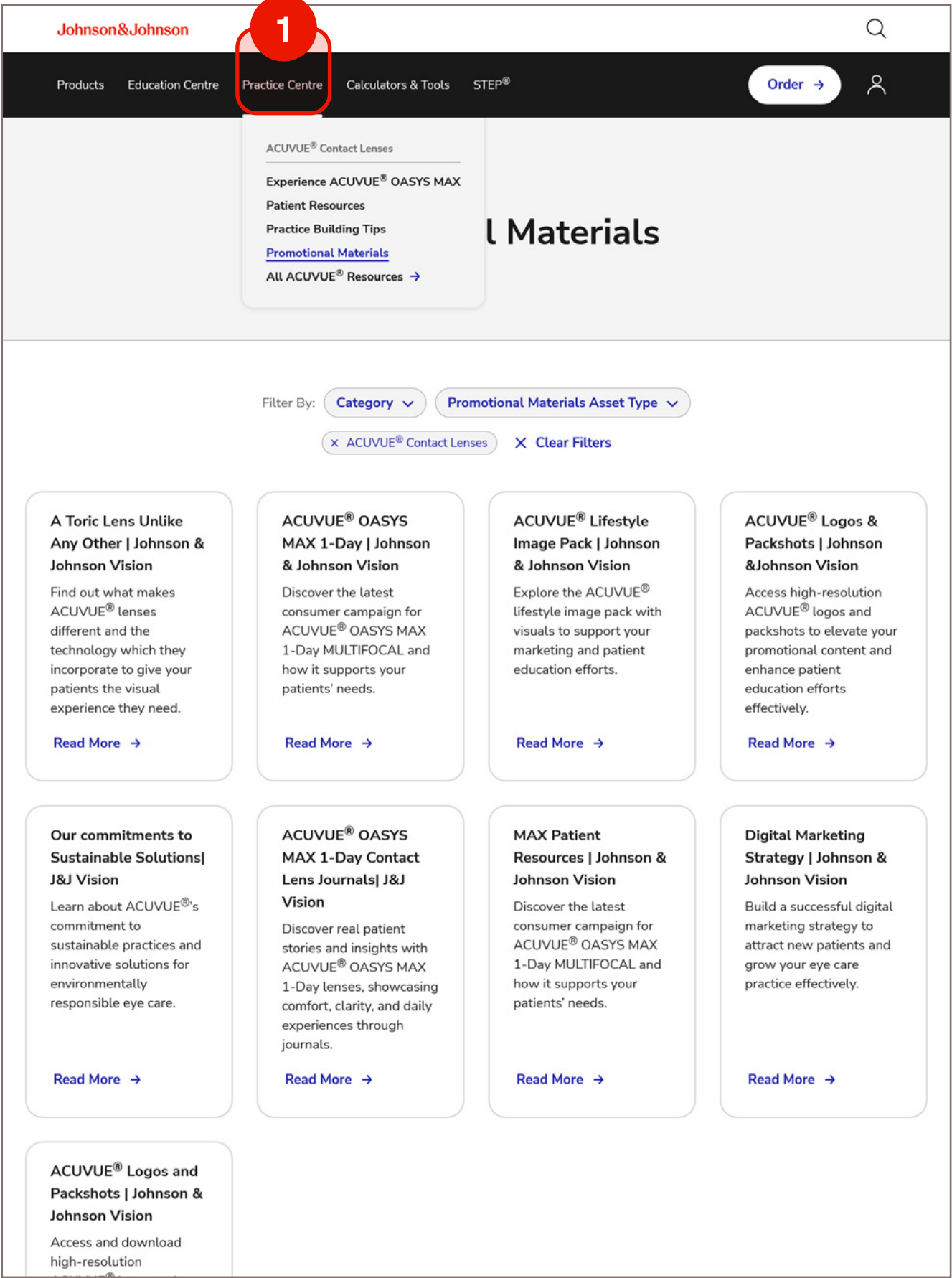
Practice centre

If you or someone in your team needs help communicating with patients on eye health topics (like contact lenses), or if you'd like to print your own resources or promo materials, we have a Practice Centre full of tools and resources.

We can help your Practice with:

- ☒ Patient Resources
- ☒ Practice Building Tips
- ☒ Promotional Materials
- ☒ Calculators & Tools

1 To access, select **“Practice Centre”** from the main navigation area.

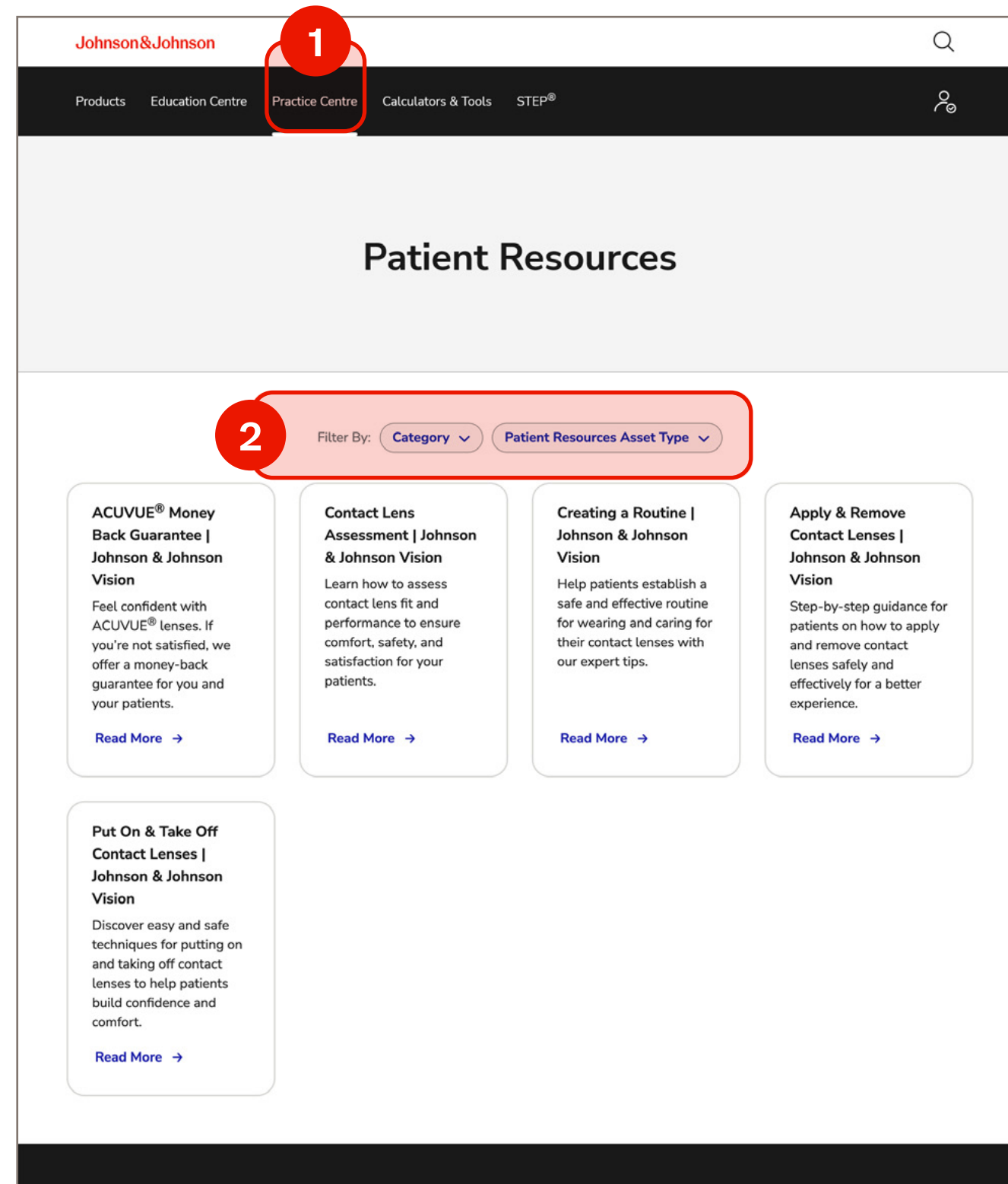


Patient resources

We have resources available to help you communicate with patients on a range of eye health topics such as application and removal.

To explore the topics simply:

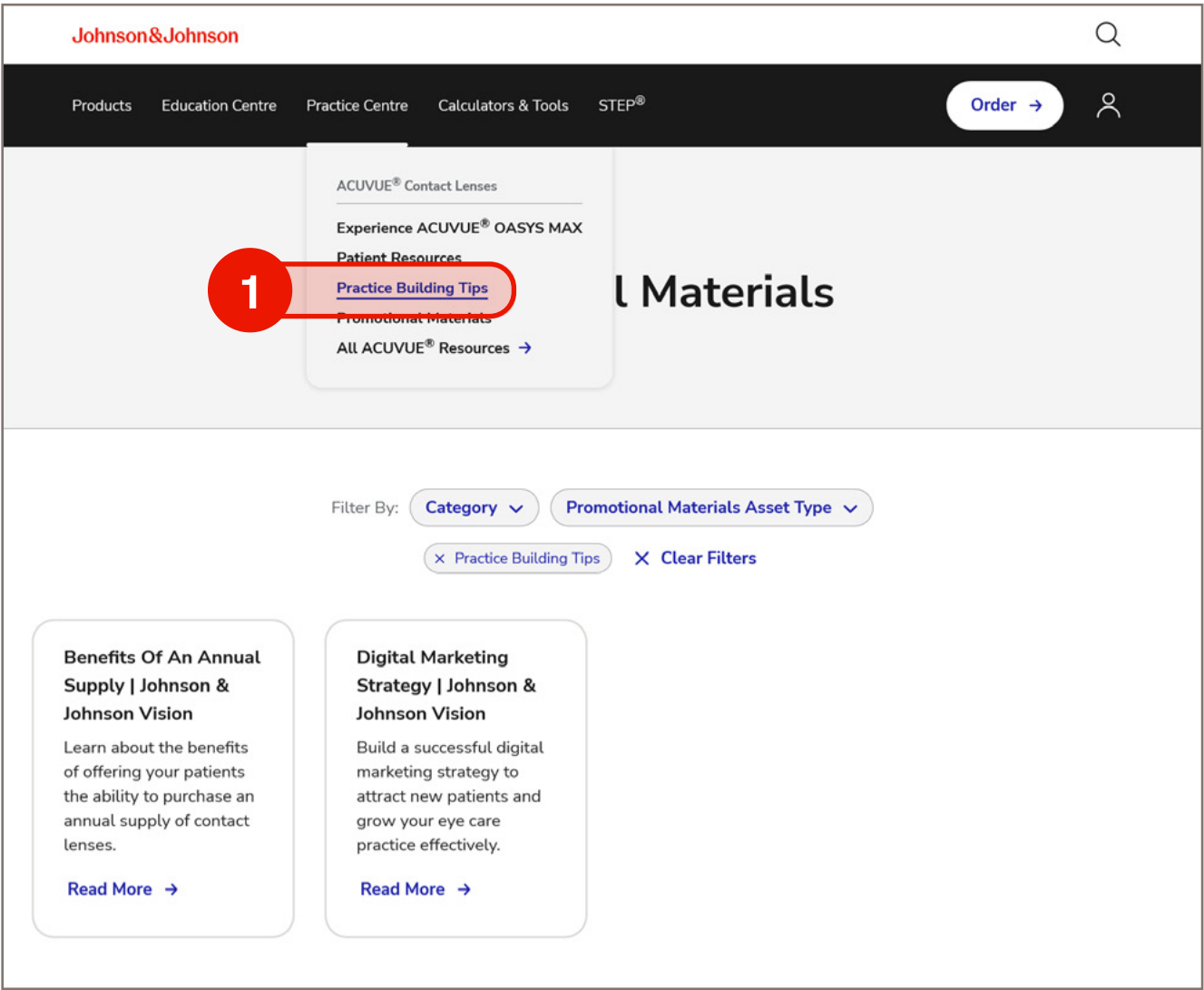
- 1 Choose **“Patient Resources”** in the **“Practice Centre”** area and browse through a catalogue of instructional videos, product guides and more.
- 2 Use the **“Filter by”** feature to find specific resources that address your patients' needs.



Practice building tips

We can help you build your Practice by offering both Eye Care Professional and patient perspectives on subjects like using social media to drive business, patient preferred communication tactics, generating referrals, and more.

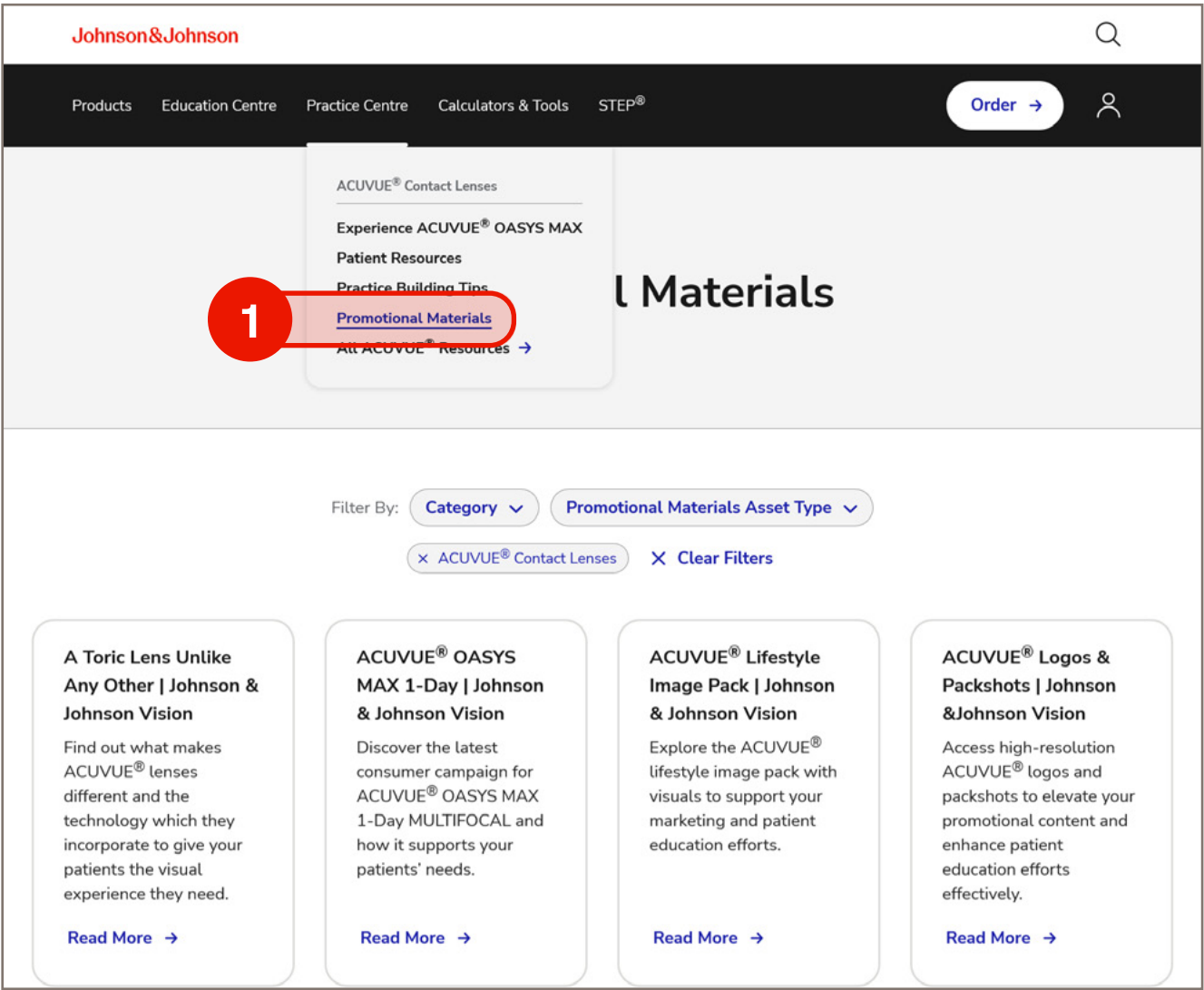
- 1
- Choose **“Practice Building Tips”** from the **“Practice Centre”** area and browse through a catalogue of topics.



Promotional materials

Assets and step-by-step guidance are available on simple but effective marketing including direct mail and social posts.

- 1
- Choose “Promotional Materials” from the “Practice Centre” area and browse through a catalogue of topics or media.



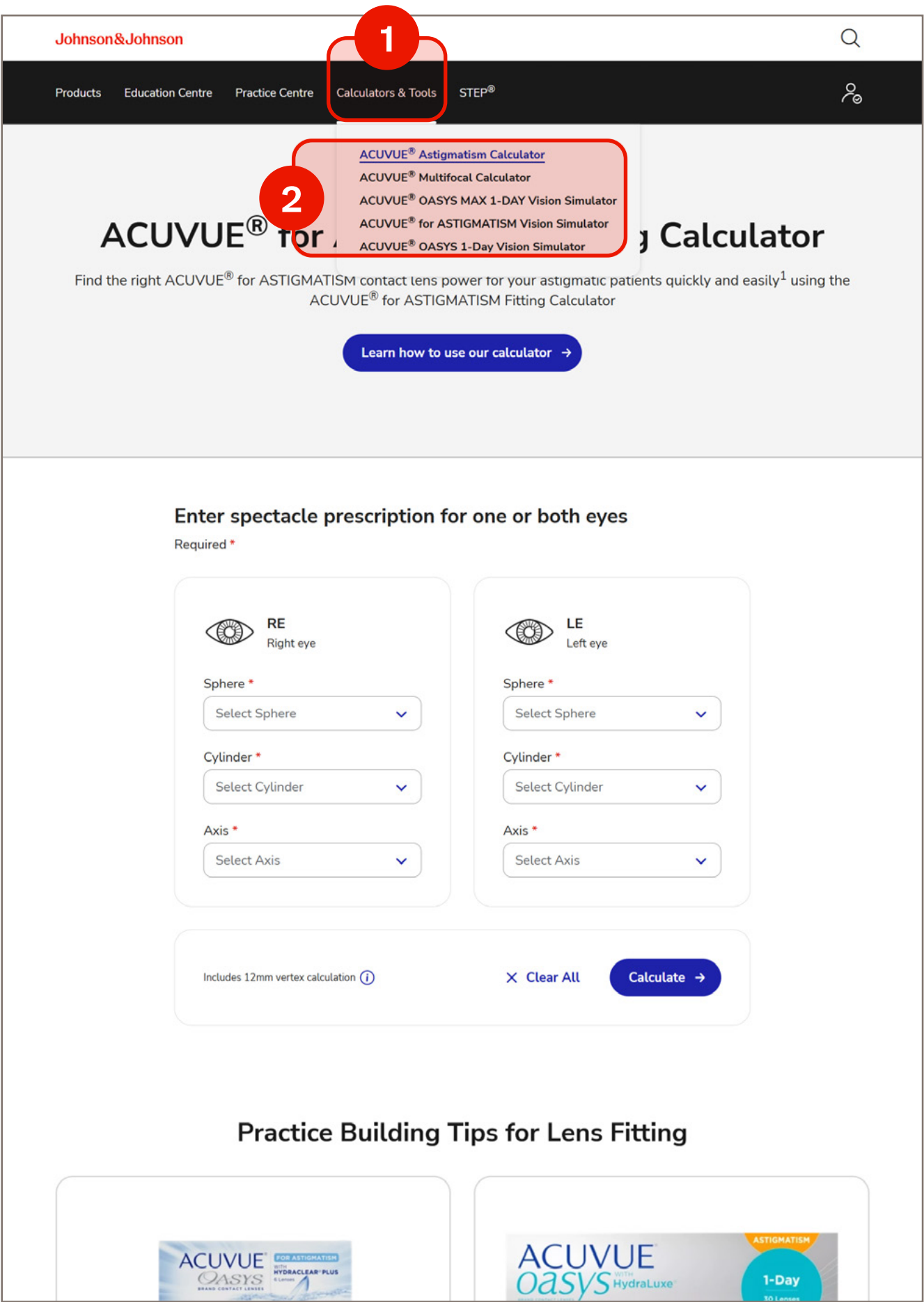
Calculators & tools

We know a busy Practice is an efficient Practice, that's why we've developed a range of lens-fitting calculators to make your life easier.

- 1

To try them select “Calculators & Tools” from the top bar.
- 2

Here, you can access the **ACUVUE® MULTIFOCAL Fitting Calculator** and the **ACUVUE® for Astigmatism Fitting Calculator**, which help provide incredible accuracy to tailor lenses to a patient's needs. This also includes the **ACUVUE® Vision Simulators**, which enable you and your patients to experience the benefits of ACUVUE® Contact Lenses.





Practice & Team Details

Manage Practice information

27

Manage team information

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Find an Optician

29



Manage Practice information

To manage your Practice details:

- 1
- Click on **“My Practice”** under the profile icon to manage areas of your eye care Practice, as well as details of team members.

This area provides you with the following information:

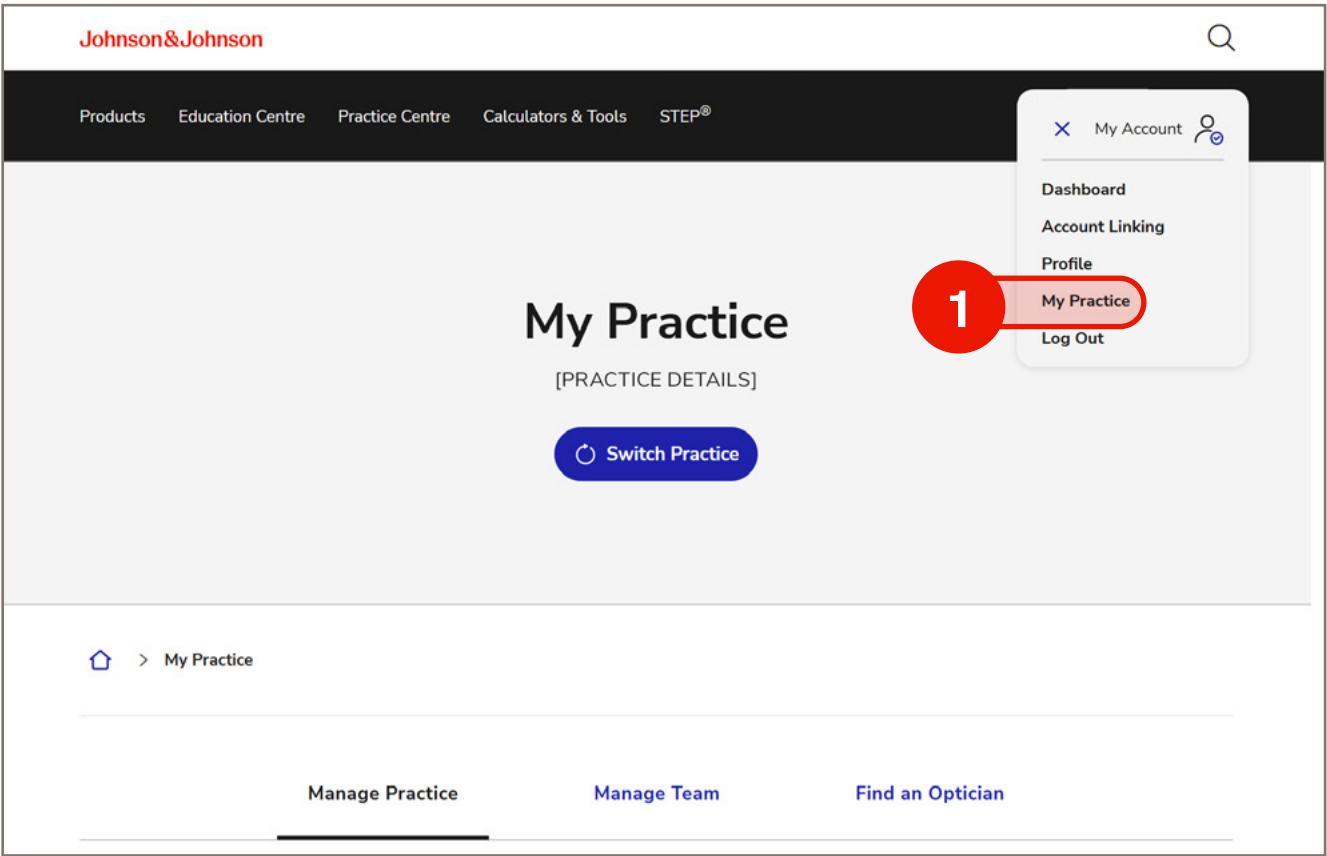
- ☒

Manage Practice
- ☒

Manage Team
- ☒

Find an Optician

Note: This section only appears if you're enrolled in the 'Find an Optician' directory.



Manage team details

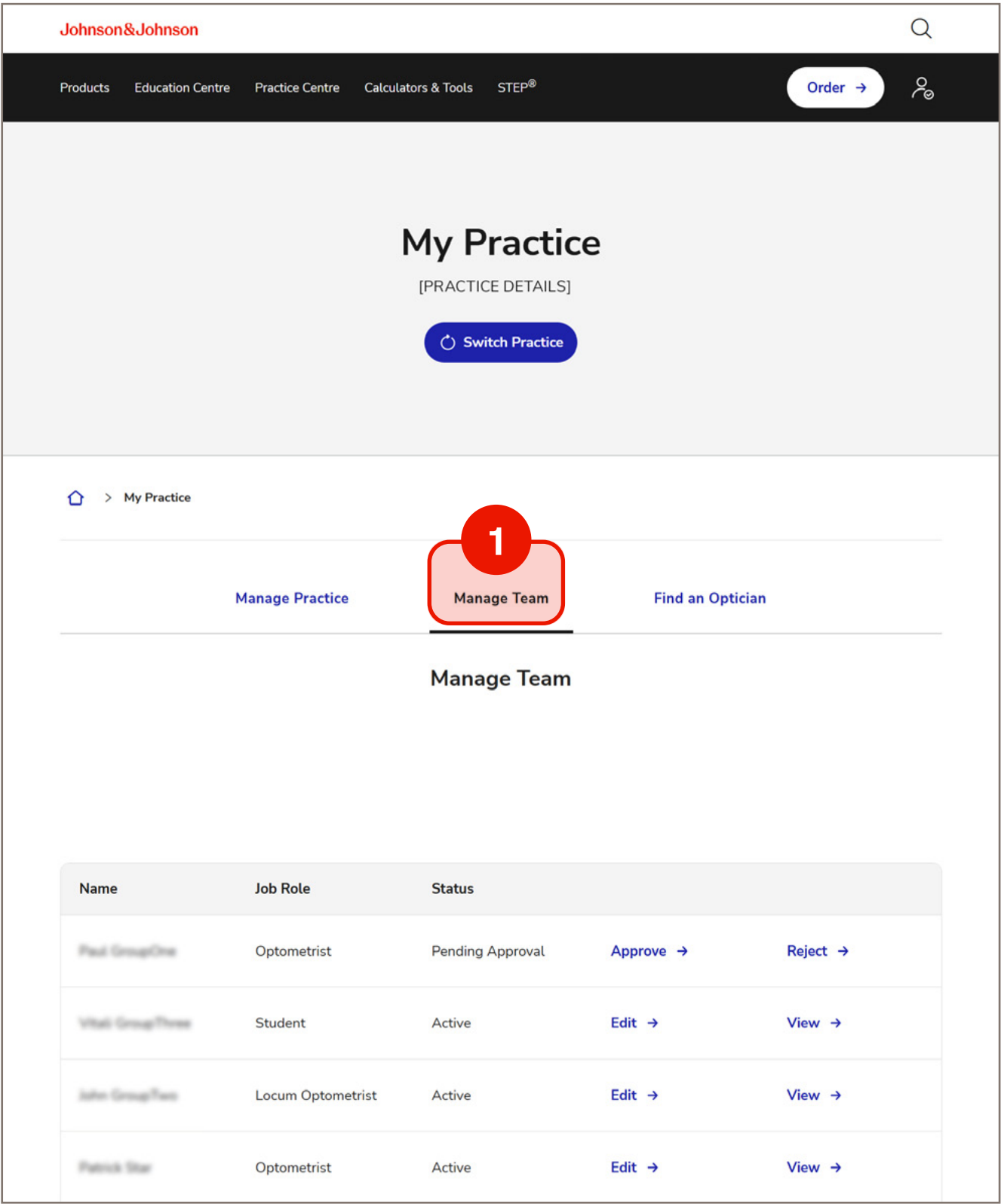
If you have team management permissions, you'll have the opportunity to manage team members and edit their status.

To edit team info

- 1
- Navigate to **“My Practice”** then click **“Manage Team”**.

Here, you can:

-
- A registered member with team management permissions can **'Approve'** or **'Reject'** a request of a preregistered team member who is trying to link to the Practice.



Find an Optician

1 If you are enrolled in the “Find an Optician” directory, you will be able to update your Practice information too.

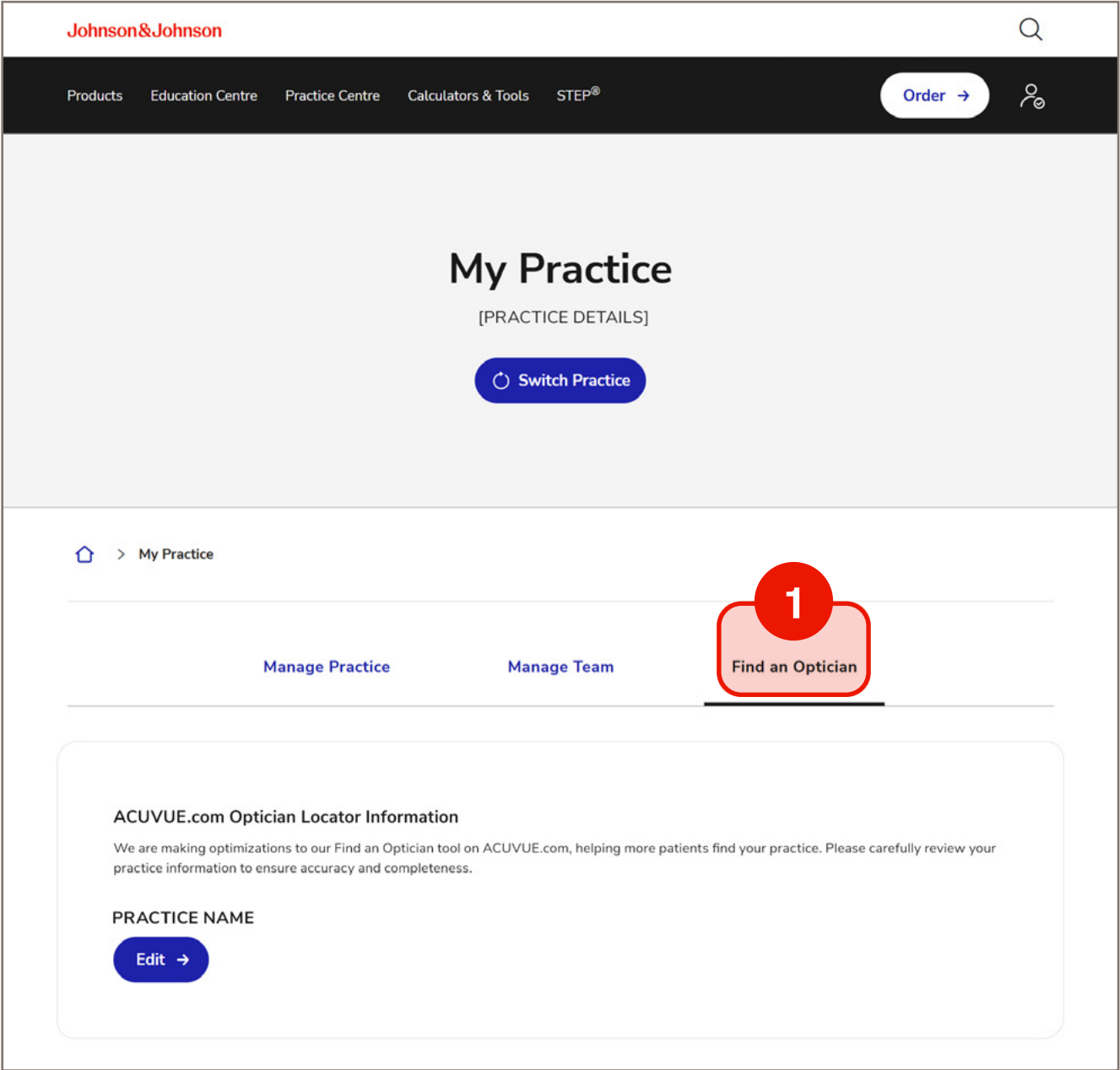
To edit Practice info, navigate to “My Practice” and click on “Find an Optician”.

If you would like to be enrolled in ‘Find an Optician’, please talk to your ACUVUE® Account Manager about activating this functionality for your Practice.

Why sign up?

‘Find an Optician’ locator drives traffic to your Practice at no cost and makes it easier for patients to find your Practice, contact information and Practice details on www.acuvue.com/en-gb/

2 Here’s how it would look.



Have questions?

We're here to help



Customer Service UKCS@visgb.JNJ.com

United Kingdom

General & Website Questions

0800 026 5880

Mon-Thurs 9.00-17.30; Fri 9.00-17.00

Consumer Questions / Ordering

0800 022 4222

Mon-Thurs 9.00-17.30; Fri 9.00-17.00

Ireland

1800 812 100

Mon-Thurs 9.00-17.30; Fri 9.00-17.00

Data & Privacy Questions

DataPrivacyJJVC@ITS.JNJ.com

Frequently Asked Questions

www.jnjvisionpro.com/en-gb/faq/vision-care-faqs/

Keep engaging to see how we evolve

You should be ready now to hop on and engage with everything www.jnjvisionpro.com has to offer.

But know that **we won't stop here**. The site will be updated regularly with improvements and additional information, resources, and tools.

So keep coming back, and together we'll **build your best Practice!**



For more information on the site, please reach out to your ACUVUE® Account Manager.

Important Safety Information: ACUVUE® Contact Lenses are indicated for vision correction. As with any contact lenses, eye problems, including corneal ulcers, can develop. Some wearers may experience mild irritation, itching or discomfort. Contact lenses should not be used in case of eye infections or any other eye conditions, or in case of a systemic disease that may affect the eye. For detailed product information, including contraindications, precautions and adverse reactions, please consult the Instructions for Use available on the Johnson & Johnson website www.e-ifu.com

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2025PP09532