

Help

Automated Help Functions

Clicking the help tab provides support for the user. This page provides a lost password tool. If a user has forgotten or lost a password they can insert user name and e mail address in the boxes provided and click the button "Send Password".

PharmOutcomes Delivering Evidence

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User Guides

The following user guides can help first-time users find their way around the system and remind more seasoned users how to do tasks that they might not do regularly.

[Quick Start Users Guide](#)

Click here to download a user guide

Lost your password?

If you have lost your password, then you can fill in the two answers below and a new password will be emailed to you immediately

Your username:

Your email address:

Send Password

Frequently Asked Questions For Providers... and their Solutions

If the solutions provided don't solve your problem, please get in touch using the contact form at the bottom of this page or you can leave a message on our helpdesk line...

Only my pharmacist has a log on - how can I use the computer for alcohol, etc?

Your pharmacist should have the ability to create you as a user. Go to Admin on the top menu and select

This will reset login details for the user with the new login details being sent to the e mail supplied when the user was set up. This support enables continuity of service delivery without the need to contact a help desk.

The help page also provides the answers to frequently asked questions, a means of sending e mail messages to the help desk and means of accessing a user guide. This can be downloaded by clicking the link in the left hand tool bar.

The pharmacist that had the password has left - how do we get on?

If there is no-one in the pharmacy that can log on, you should contact the individuals within the organisation that commission PharmOutcomes - this is the PCT Medicines Management Team typically but might be the NHS Local Commissioning Board or your LPC in some cases.

Send a Message

For support or suggestions, questions or problems please send us a message using the form below - we'll get back to you as soon as we can with an answer, usually within the same day.

Your name:

Your email address:

Type your message

Please remember to tell us what pharmacy and which PCT you are in.

Send Message

You can send messages to the help desk from the bottom of the help page

For urgent support, please call the helpdesk on 0330 660 0679 and leave a message clearly stating your location, your phone number and a brief description of the problem you are experiencing.