Be Well™/MC

Find it at Rexall™/MC

# User Guide

Be Well™ is a loyalty program that brings health, wellness and rewards together in one program. It lets you earn and redeem points on your Rexall in-store purchases, and offers innovative health and Pharmacy features.

Instantly refill prescriptions.

Easily submit prescriptions with a photo.

Get notified when your prescription is ready.

Earn 10 points on every dollar spent.

Enjoy personalized & bonus offers.

For further questions and more information, visit **rexall.ca/bewell**

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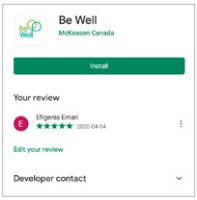
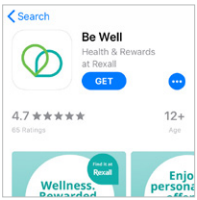
# Downloading the App & Registering a Profile

# How do I download the Be Well™ app?

1. On Android devices, open the **Google Play Store** app. OR on iOS devices, open the **App Store.**




2. Search for **'Be Well'** and tap this app icon from the list of results (Be Well from McKesson Canada).




3. Tap **'Install'.** Once installation is complete, the Be Well™ app should appear on your phone or tablet menu screen.

   NOTE: you can also visit **play.google.com** OR **apple.com/ca/ios/app-store.**

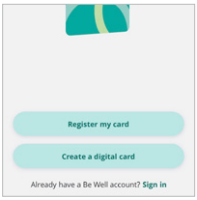
# How do I launch the Be Well™ app?

1. Tap the **Be Well™ app icon** on your phone or tablet menu screen to launch the app.

2. Tap **'Create Account'** to begin.

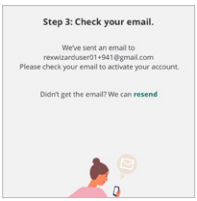
# How do I create my Be Well™ account?

1. Tap **'Register my card'** if you already have a physical Be Well™ card. If not, tap **'Create a digital card'.**




2. Enter your **email address** and create a **password.** Enter your **birthdate** and **postal code.**

3. Check the 1st box to agree to the **Privacy Policy and Terms and Conditions (mandatory).** Check the 2nd box if you would like the app to **keep you logged in (optional).**

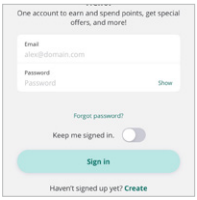



4. Tap **'Create account'.** Within minutes, you should receive a **Be Well™ activation email** at the email address you signed up with.

5. Open the activation email and click the **'Accept & Activate Account'** button to confirm your registration.

# How do I log in to my Be Well™ account?

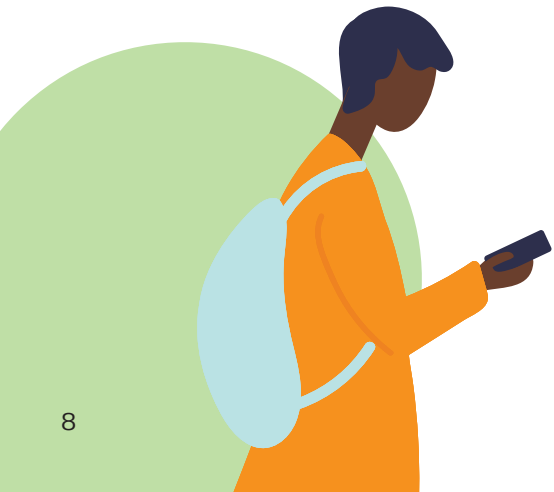
1. **Tap the Be Well™ app icon** on your phone or tablet menu screen to launch the app.




2. Tap **'Sign in'.**

3. Enter your **email address** and **password.**

4. Check the box if you would like the app to keep you logged in (optional).

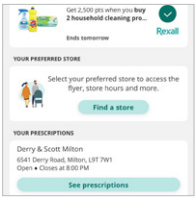


# Earning Rewards & Personalized Offers

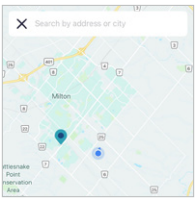
# How do I pick my preferred Rexall store?

By setting your preferred Rexall store, you will have access to their local flyer, store hours and more.

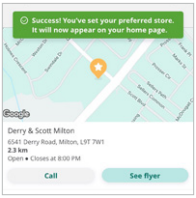
1. On the Be Well™ app menu, tap **'Home'**. Scroll down and tap **'Find a store'.**




2. A map will automatically pop up and display the Rexall stores closest to you. If you prefer a different store location, you can enter the address in the top white bar.



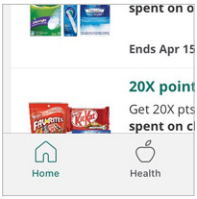

3. Once you've found your preferred location, **select that pin** on the map and click on the store information at the bottom of the screen.



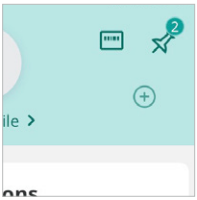

4. Once you're in the **'Store Details'** screen, locate the **'Star' icon** labeled **'Set as Preferred Store'. Tap the icon** and the store pin will turn yellow to indicate it is now your preferred store.

# How do I load Personalized Offers?

1. On the Be Well™ app menu, tap **'Home'** to see a list of the current available offers.

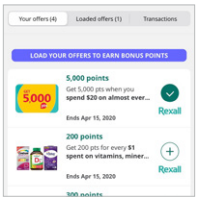



2. To load an offer to your personal list, tap on the **'+'** symbol beside it. A **'check mark'** will appear to indicate the offer has been loaded.



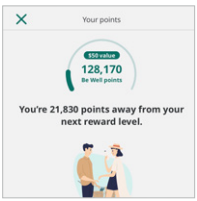

3. To see all the current offers, your loaded personal offers, and your recent transactions – tap the **'pin'** at the top right corner of the screen.

4. You will see **3 Tabs – Your Offers, Loaded Offers & Transactions.** Tap the tab you would like to view.




# How do I review my Points Balance?

Your Be Well™ points balance is displayed at the **top of the app's 'Home' screen.** Points will be available for redemption 12 hours after they are earned. **Points can only be redeemed in increments of 25,000** (which are valued in increments of $10).



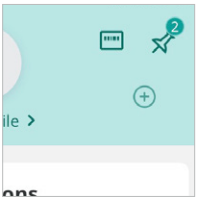
# How do I access my Digital Card?

1. On the Be Well™ app menu, tap **'Home'.**

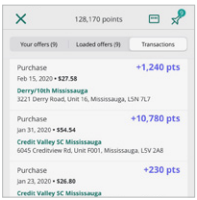
2. **Tap the card/barcode** icon at the top right corner of the screen.

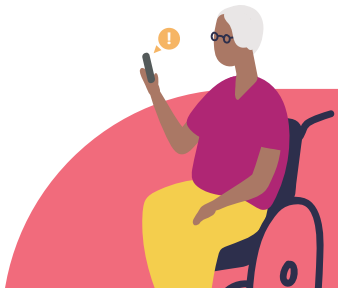
# How do I review my Offers and Transactions?

1. To see all the current offers, your loaded personal offers, and your recent transactions – tap the **'pin'** icon at the top right corner of the screen.




2. You will see 3 tabs above the offers. Tap on the **'Transactions'** tab to view.



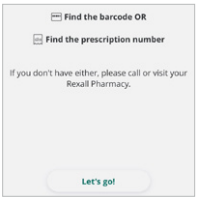



# Using Pharmacy Features

# How do I connect to my Pharmacy?

To connect to a Pharmacy, you will need a prescription label with your name on it (located on your medication container). The label contains a barcode that you can scan with the Be Well™ app to initiate a Pharmacy connection. For security purposes, you will be asked to confirm your date of birth and postal code to validate your identity before you are able to connect with your Pharmacy or access your prescription history.

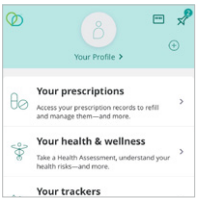
1. On the Be Well™ app menu, tap the **'Health'** icon found on the bottom bar.




2. Tap **'Link Pharmacy'.**

3. **Scan the barcode** located on your prescription. OR you can enter the prescription number manually.

4. Once your personal info is validated and confirmed, tap **'Your Prescriptions'** to see a list of all your medications at this Pharmacy.



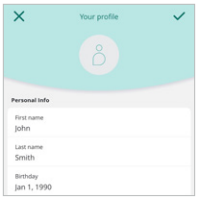

OR

5. You can connect to your Rexall Pharmacy in-store by having your **Pharmacist scan your Be Well™ app digital card into our Nexxsys system.**

*To **connect to multiple Pharmacies,** simply follow the same process to add each additional Pharmacy.*

# How do I set-up my Personal Profile?

1. On the Be Well™ app menu, tap the **'Health'** icon found on the bottom bar.

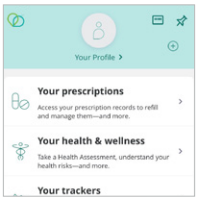



2. Tap **'Your Profile'** at the top of the screen.

3. Fill in your personal information and tap **'Save'** by the checkmark icon at the top corner of the screen.

# How do I access my Prescriptions?

1. Once you have connected to your pharmacy, on the Be Well™ app menu, tap the **'Health'** icon found on the bottom bar.



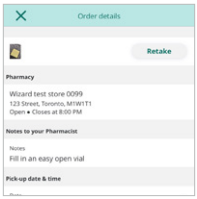

2. Tap **'Your Prescriptions'.**

3. You can manage your prescriptions from here.

# How do I Submit a Prescription?

1. After connecting to your pharmacy, open the Be Well™ app menu, tap the **'Health'** icon, the **'Your Prescriptions'.**

2. For Android, tap the **'+'** symbol at the bottom left corner of the screen. For iOS tap **'Add a new prescription'** at the top right corner of the screen.



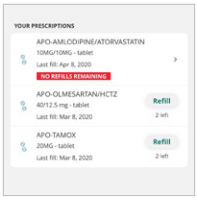

3. Take a clear and legible picture of your prescription and tap **'Use photo'**.

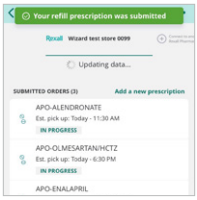
4. Review your information, select your pickup date/ time, tap **'Confirm'.**

5. You will automatically **receive a notification when your prescription is ready** for pick-up at your Rexall Pharmacy.

# How do I Refill my Prescriptions?

1. On the Be Well™ app menu, tap **'Health'.**
2. Tap **'Your Prescriptions'.**
3. You will see a list of all your prescriptions.
4. Tap **'Refill'** next to the prescription you wish to refill.
5. Review your information, then tap **'Confirm'.** You can also select a custom date and time for pick up.
6. You will automatically **receive a notification when your prescription is ready** for pick-up at your Rexall Pharmacy.

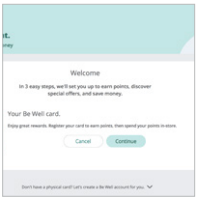


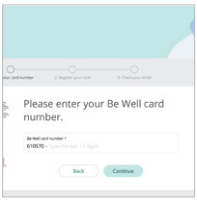



# Using The Be Well™ Website & Registering A Profile

# How do I create a Be Well™ account online?

1. Visit **letsbewell.ca/register**
2. Select **'Create Account'.**
3. Enter your **Be Well™ card number.** It's located on the back of your physical card.
4. Enter your **email address** and create a **password.** Enter your **birthdate** and **postal code.**
5. Check the 1st box to agree to the **Privacy Policy and Terms and Conditions.** Check the 2nd box if you would like to be kept logged in.
6. Tap **'Create account'.**
7. Within minutes, you should receive an **activation email** to your email address.
8. Open the activation email and click the **'Accept & Activate Account'** button to confirm your registration.



# How do I log in to my online Be Well™ account?

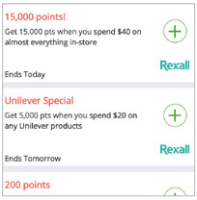
1. Go to **letsbewell.ca** and select **'Log in or Sign up'** at the top right corner of the page.
2. Select **'Sign in'**, enter your **email & password.**
3. Check the box if you would like to be kept logged in (optional).

# Earning Rewards & Personalized Offers

# How do I pick my preferred Rexall store?

Unfortunately, this feature is **only available on tablet or mobile** devices.

## How do I load Personalized Offers?




1. On the **Be Well™ homepage,** you will see a list of the current available offers.

2. To load an offer to your personal list, click on the **'+'** symbol beside it. A **'check mark'** will appear to indicate the offer has been loaded.

To see all the current offers, your loaded personal offers, and your recent transactions – click either **'Your Offers', 'Loaded Offers'** or **'Transactions'.**

# How do I review my Points Balance?

Your Be Well™ points balance is displayed at the **top of the homepage.** Points will be available for redemption 12 hours after they are earned. **Points can only be redeemed in increments of 25,000** (which are valued in increments of $10).

## How do I access my Digital Card?

Unfortunately, this feature is **only available on tablet or mobile** devices.

## How do I review my Offers and Transactions?

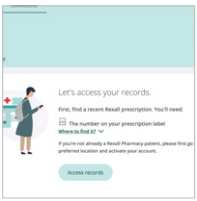
To see all the current offers, your loaded personal offers, and your recent transactions – click either **'Your Offers', 'Loaded Offers'** or **'Transactions'.**

# Using Pharmacy Features

# How do I connect to my Pharmacy?

To connect to a Pharmacy, you will need a prescription label with your name on it (located on your medication container). The label contains a prescription number that you can enter manually into the Be Well™ website. For security purposes, you will be asked to confirm your date of birth and postal code to validate your identity before you are able to connect with your Pharmacy or access your prescription history.

1. Click the **'Pharmacy'** tab at the top of the homepage.
2. Click **'Add a new Rexall Pharmacy'.**
3. Click **'Access Records'.**
4. Click to **accept the Terms and Conditions.**
5. Manually **enter your prescription number.**
6. **Pick the Rexall Pharmacy location** your prescription is from. You can use the search bar.
7. **Validate your personal info** by entering your **date of birth & postal code.**
8. Click **'Submit'.**



9. Now click **'Your Prescriptions'** to see a list of all your medications at this Pharmacy.

OR

10. You can connect to your Rexall Pharmacy by having your **Pharmacist scan your Be Well™ app digital card in-store.**

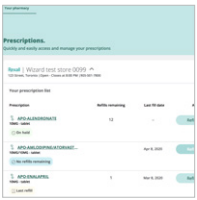
*To **connect to multiple Pharmacies,** simply follow the same process to add each additional Pharmacy.*

# How do I setup my Personal Profile?

1. On the Be Well™ homepage, click **'profile'.** Then select **'contact information'.**
2. Fill in your personal information and click **'save'** at the bottom.

# How do I access my Prescriptions?

1. On the Be Well™ homepage, click **'Health'.**
2. Click **'Your Prescriptions'.**
3. You can manage your prescriptions from here.




# How do I Submit a Prescription?

Unfortunately, this feature is **only available on tablet or mobile** devices.

# How do I Refill my Prescriptions?

1. On the Be Well™ homepage, click **'Health'.**
2. Click **'Your Prescriptions'.**
3. You will see a list of all your prescriptions.
4. Click **'Refill'** next to the prescription you wish to refill.
5. You will automatically **receive a notification when your prescription is ready** for pick-up at your Rexall Pharmacy.

Find it at Rexall TM/MC