Pharmacy Partner Hub Registration and Order Instructions
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Step 1: Registration

Visit https://pharmacypartnerprograms.vdh.virginia.gov/cph/r/web/naloxone-org-registration/home
and complete the registration form.

Please note the following:

- The primary point of contact (POC) for your organization should complete registration steps as the POC will receive Account Administrator user rights. The POC/Account Administrator does not have to be the individual who executed, or signed, your agreement. We recommend the POC/Account Administrator is the person most involved in daily oversight of your naloxone program operations.

Step 2: First Time Login

Within 48 business hours of your application being approved, you should receive an email with a temporary password for the Pharmacy Partner Hub. Please log into your account at
https://pharmacypartnerprograms.vdh.virginia.gov/cph/r/web/pharmacy-partner-hub/login using your email as your username and the temporary password provided.

Please note the following:

- **The temporary password expires in 24 hours**. Please log into your account as soon as possible after you receive your temporary password.
- You will be prompted to change your password and complete security questions when you first log in.

Step 3: Create Accounts for Other Users

As the Account Administrator, you will have the ability to add/modify users and add/modify organization shipping addresses, in addition to the ability to order naloxone.

- To create user accounts for other people to order naloxone in your organization, follow the steps below. If you are the only person who has the ability or authority to order naloxone, you may skip this step and follow the instructions in **Step 4**.
    - Log into the Pharmacy Partner Hub and click "**Maintenance**" on the left-hand sidebar, then click "**User Administration**".
    - Near the top right, click "**Add User**"
    - Complete the fields and select whether the user should be an **Administrator**, or an **Ordering** User.
        - **Administrator:** Primary contact at the organization. This user will have the ability to add/modify users, modify addresses and order naloxone.
        - **Ordering:** The role allows this user to access the Create Order and Address List pages only.
    - Individuals who are added as users to your organizations Pharmacy Partner Hub account will receive an email with a temporary password and should follow the instructions in **Step 2** to log in.

Step 4: Order Naloxone

Your organization is now successfully registered in the Pharmacy Partner Hub. You and other added users will have the ability to order naloxone through the Pharmacy Partner Hub moving forward.

- To order naloxone, follow the steps below:
  - Click on "**Orders**" on the left-hand sidebar.
  - Near the top right, click "**Create Order**".
  - Complete all required fields, as indicated with a red triangle in the upper left corner of required fields.
  - To choose which products to order, click "**Add Row**" under **Products**, select a product and add the quantity you would like to order.
  - Repeat this step if you would like to order additional items.
- All naloxone orders must include a description of how previous VDH-supplied naloxone was used. Click "**Add Row**" under "**What Happened to the Naloxone You Previously Received**" box to inform the VDH team the quantity of naloxone that was administered, provided to patients, wasted, expired or damaged.
- You can save this order at any time by clicking the "**Save**" button at the top right. Your order will be saved, *__not submitted__*, and you can return to the order at any time.
- When you are ready to submit your order, click "**Save**" and then a "**Submit Order**" button will appear. (If you have not completed all required fields, the Submit button will not appear.)
- Click "**Submit Order**" and the Naloxone Distribution Team will begin processing your order.