

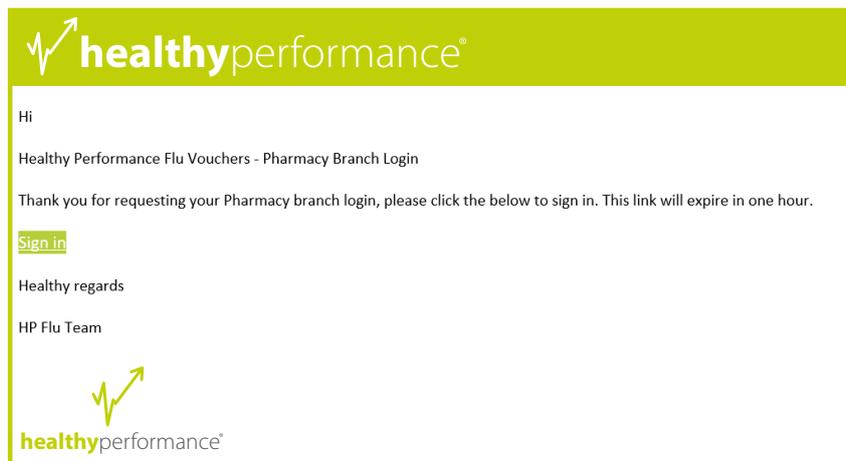
Digital Flu Vouchers

Admin Area



Step 1: How to log in

- Go to <https://manage.digitalflu.co.uk/pharmacy-branch/login> and enter your **BRANCH email address**
- You will receive the email link below – click this to log in (no password required)



Step 2: How to redeem and check flu voucher codes

- Enter the unique Voucher Code (using format FE12345678) and press **Redeem Voucher**

Enter Voucher Code into the area below (starting FE...)

Redeem voucher

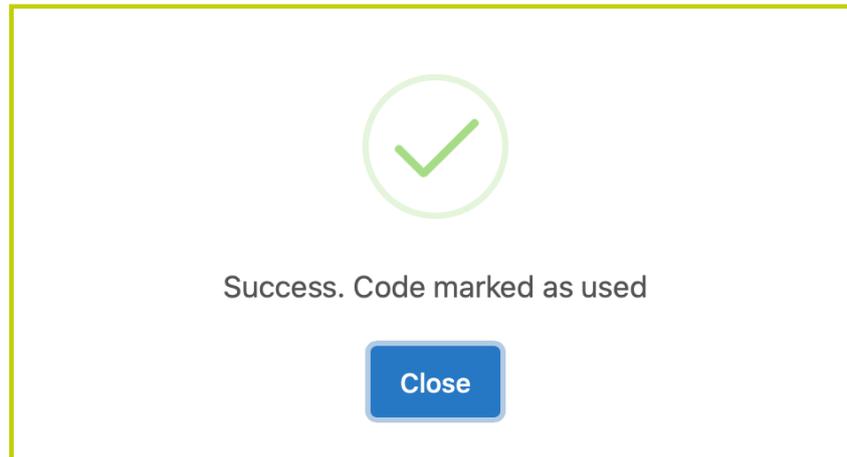
If you have any problems, please email flu@healthyperformance.co.uk

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b. **If the code is valid/unused you will receive the below success message**, so please continue to administer the vaccine in your normal process



c. **An error message will appear if an invalid code has been entered or it has been used before.** Contact flu@healthyperformance.co.uk if you have any issues and ensure the correct unique code is provided to our team

Enter Voucher Code into the area below (starting FE...)

Voucher code

ERROR Sorry. Code not found

!

Redeem voucher

If you have any problems, please email flu@healthyperformance.co.uk

Any Questions?

Please email flu@healthyperformance.co.uk where our team will be more than happy to help

Frequently Asked Questions

How do we know if the voucher code is genuine?

All codes being FE followed by 8 numbers and no two codes are the same. Once you enter the unique voucher code into your PharmOutcomes® or Healthy Performance Pharmacy Admin area, the system confirms whether it is valid or if it has been used before. We have generated the codes using a specific formula so it's unlikely a code can be guessed and the unique code informs us which employee, at which company, has used their voucher.

What happens if I enter codes at the end of the day and it has already been used but we've provided a vaccination?

As part of our contract with corporate clients, if any employees use a code more than once, we will charge them. It is very unlikely this can happen however if this occurs because you enter codes at the end of the day, then simply email flu@healthyperformance.co.uk with your pharmacy details (store, name, phone number) along with the unique voucher code and the date/approximate time of vaccination. Please ensure that the voucher code is written correctly as we can only pay you for valid codes (see above voucher codes being genuine).

Do you recommend people phone us for an appointment?

Your head office has confirmed your preferred method for making an appointment and we have also made our clients aware that it could be the biggest flu season ever so patience may be required if they arrive for a drop in clinic (if you offer drop in clinics).

My pharmacy have run out of stock of vaccinations, what shall I do?

Please contact flu@healthyperformance.co.uk and we can remove your pharmacy details from our location finder meaning you won't continue to receive calls from people trying to make an appointment.

The details on your Pharmacy Finder are incorrect, how is this amended?

This can easily be amended by contacting flu@healthyperformance.co.uk with your correct details.

We would like to offer Drop In clinics immediately, can this be updated on your Pharmacy Finder?

Please contact flu@healthyperformance.co.uk and we can update your pharmacy details to show drop in clinics.

Do you have contact details if we have any questions?

We pride ourselves on excellent customer service and our dedicated team can be contacted at flu@healthyperformance.co.uk where we will normally reply on the same working day. Our normal operating hours are 08.30 – 17.00 Monday to Friday however we are monitoring this inbox in the evenings and weekends to ensure a speedy reply.