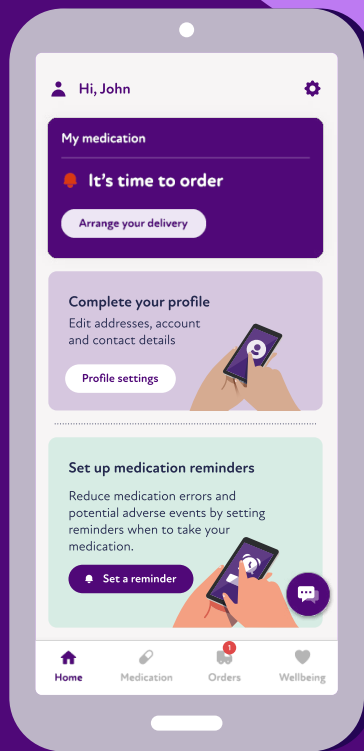


Arrange medication delivery

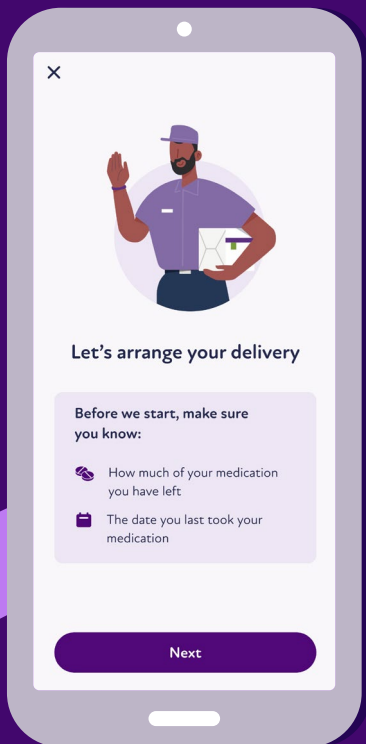
Use this guide if you have been asked to confirm a medication delivery.



1 Tap "Arrange your delivery".



- 2 Get ready by checking how much medication you have and when you last took your medication.



i Please note, if this is your first order you can move on to step 11.

- 3 Verify your estimated stock level.

Based on your last delivery we estimate you should have 10 pens left. Is this correct?

Yes

No



If correct, select **Yes** and proceed to the next step.

X

If incorrect, select **No** and confirm how many doses you have left.

Based on your last delivery we estimate you should have 10 pens left. Is this correct?

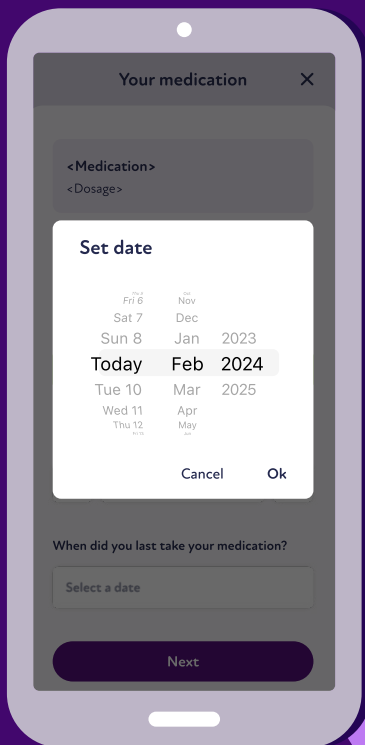
Yes

No

How many do you have?

← 2 →

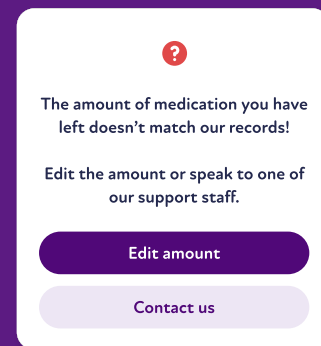
- 4 Scroll to pick the date when you last took your medication.



- 5 Check that the amount of medication you have left and the date you last took it are accurate. Then tap 'Next'.



If the amount of medication you have left does not match with our records, we ask you to contact us.



- 6 Add any additional supplies you need, such as sharps bins or cotton wool balls.

The smartphone screen displays the 'Extra equipment' section. At the top, there is a back arrow, the title 'Extra equipment', and a close 'X' icon. Below the title, the text reads 'Add any supplies needed with your medication'. There are three items listed, each with a quantity selector (minus, number, plus) and a 'Yes' toggle switch:

- 4L Yellow Sharps Bin - 1 + (Yes toggle is on)
- Cotton wool balls - 0 +
- Spot plasters - 0 +

A purple 'Next' button is located at the bottom of the screen.

- 7 Confirm your delivery address or enter a temporary one, and add any notes for the driver.

The smartphone screen displays the 'Your address' section. At the top, there is a back arrow, the title 'Your address', and a close 'X' icon. Below the title, the text reads 'Confirm the address for this delivery'. There are two radio button options:

- 5 Pleasant St
London
E1 234
- I need to use a temporary address

Below the options, the text reads: 'Only individuals named as signatories will be able to accept your delivery.' A horizontal dashed line separates this from the next section. Below the line, the text reads: 'Add any notes for the driver that will make it easier for you to receive your delivery.' There is a warning icon and text: 'It's not possible to change signatories, set a safe place or time of delivery here.' Below this is a text input field with the example text: 'e.g. I'm hard of hearing so please knock loudly'. A purple 'Next' button is located at the bottom of the screen.



Please note that you cannot change signatories, set a safe place or choose a time of delivery.

- 8 Review your medication, ancillaries, delivery date, and address before confirming.

Order summary

Medication	Qty
My Medication	200

Ancillaries [Edit](#)

4L Sharps Bin	1
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Delivery date [Edit](#)


Sat 9th Dec 2026


Delivery address [Edit](#)

5 Pleasant St
London
E1 234

Confirm

- 9 Your order is placed!





Order confirmed

We'll notify you when your medication is scheduled for delivery. Tracking info is available on the day of delivery.

[See storage instructions](#)

[Close](#)

You'll be given a time slot for your delivery a couple of days before the date.

You can also track it in the app on the day.