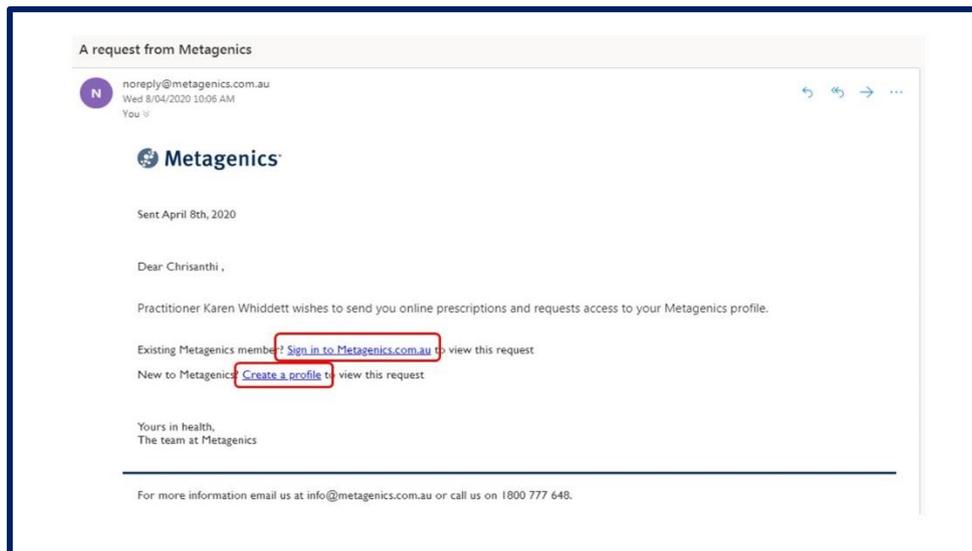


Completing a Prescription Request – A Guide for Patients

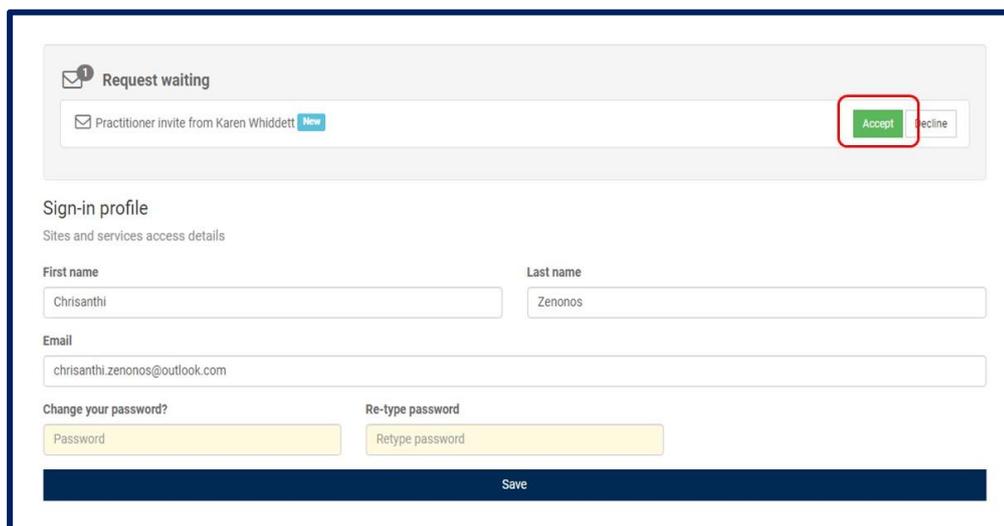
The below guide will step you through the process to complete a prescription request from your Practitioner.

To ensure a smooth process, please complete your patient profile details in full and refrain from navigating away from the web page or clicking the 'back' button on your browser throughout any stages of the process.

1. An email request from your Practitioner will come through to your inbox. If you have previously used the Patient Order System, click **'Sign in to metagenics.com.au or metagenics.co.nz'** or click **'Create a profile'** if you are new to Metagenics.



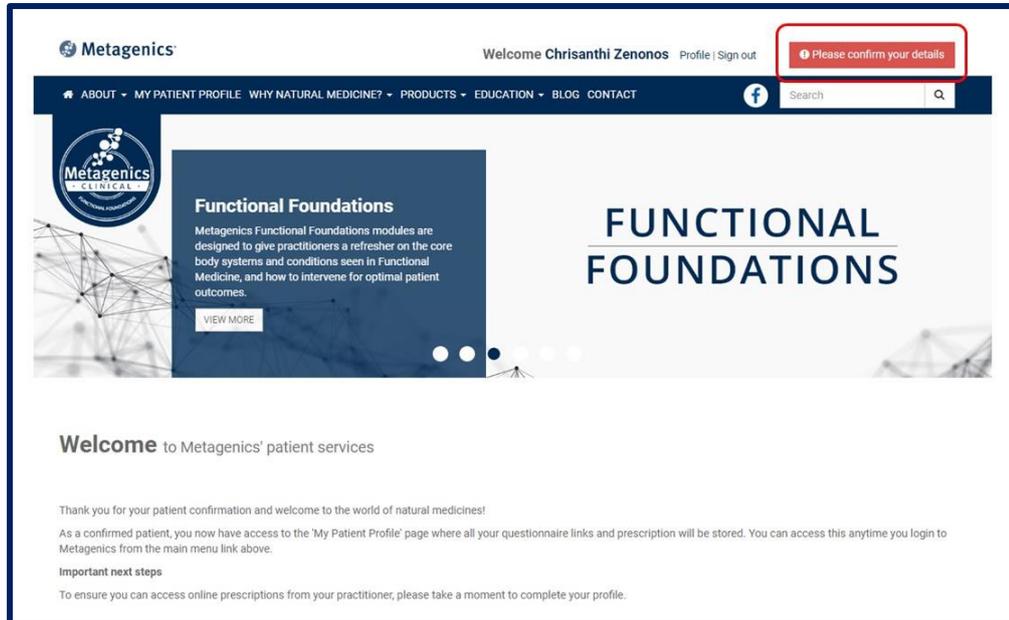
2. Once you are logged in, you will find your Practitioner's request awaiting approval. Press **'Accept'** to proceed to the next step.



A screenshot of the Metagenics patient portal interface. At the top, there is a notification banner titled "Request waiting" with a mail icon and a "1" badge. Below the banner, a list item shows "Practitioner invite from Karen Whiddett" with a "New" tag and two buttons: "Accept" (highlighted with a red box) and "Decline". Below this is the "Sign-in profile" section, which includes "Sites and services access details" and several input fields: "First name" (filled with "Chrisanthi"), "Last name" (filled with "Zenonos"), "Email" (filled with "chrisanthi.zenonos@outlook.com"), "Change your password?" (with a "Password" field), and "Re-type password" (with a "Retype password" field). A dark blue "Save" button is located at the bottom of the form.

Completing a Prescription Request – A Guide for Patients

- If this is your first time using the Patient Order System, you will need to confirm your details by clicking '**Please confirm your details**' on the top right of the page (proceed to Step 4). Previous users proceed to Step 5.



My Patient Profile

Profile Questionnaires Prescriptions My practitioner

Sign-in profile
Sites and services access details

First name: Chrisanthi Last name: Zenonos

Email: chrisanthi.zenonos@outlook.com

Change your password? Password Re-type password Retype password

Postal details
Information for shipping goods and services

Street: 741 Nudgee Road Suburb/City: Northgate

State: Qld Postcode: 4013 Country: Australia Contact telephone: 042222222

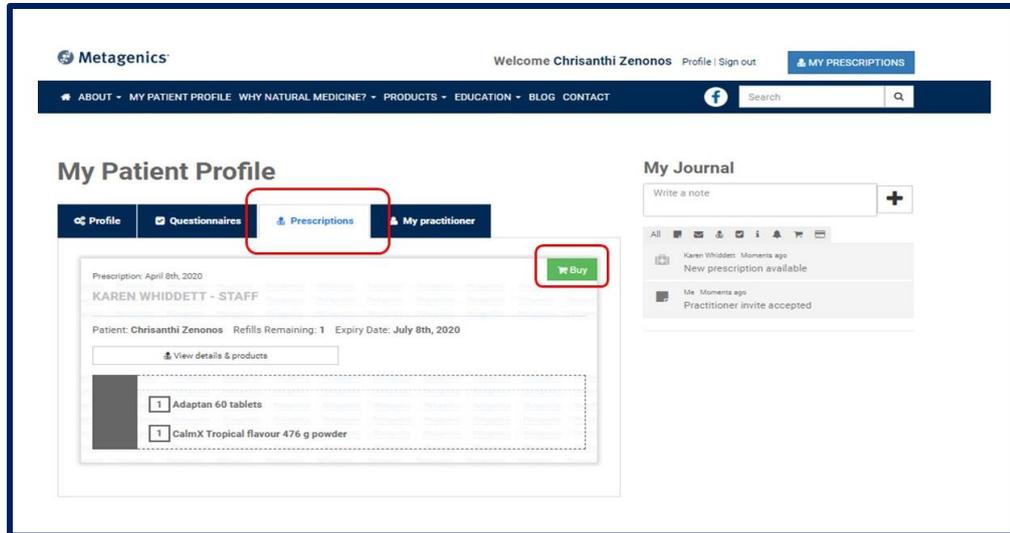
Please complete your profile so you can make online purchases.
We need a little more information, address, contact phone...

Save

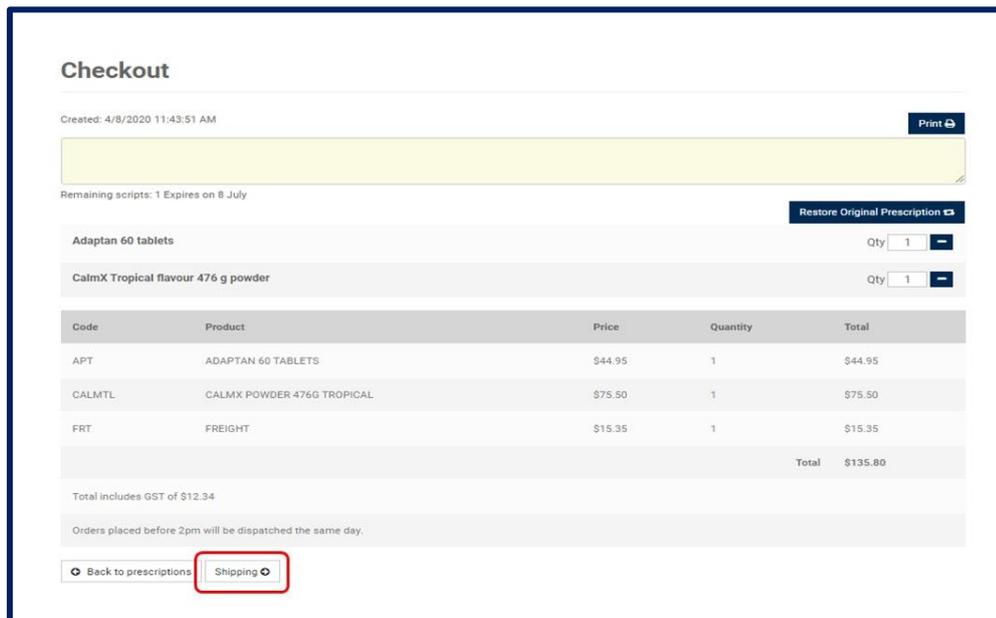
To ensure a smooth process, it is essential that you use the same email address that your Practitioner has on file.

Completing a Prescription Request – A Guide for Patients

- Once you have entered your details, click on the '**Prescriptions**' tab to see your prescription.
- Click '**Buy**' to proceed to the Checkout.

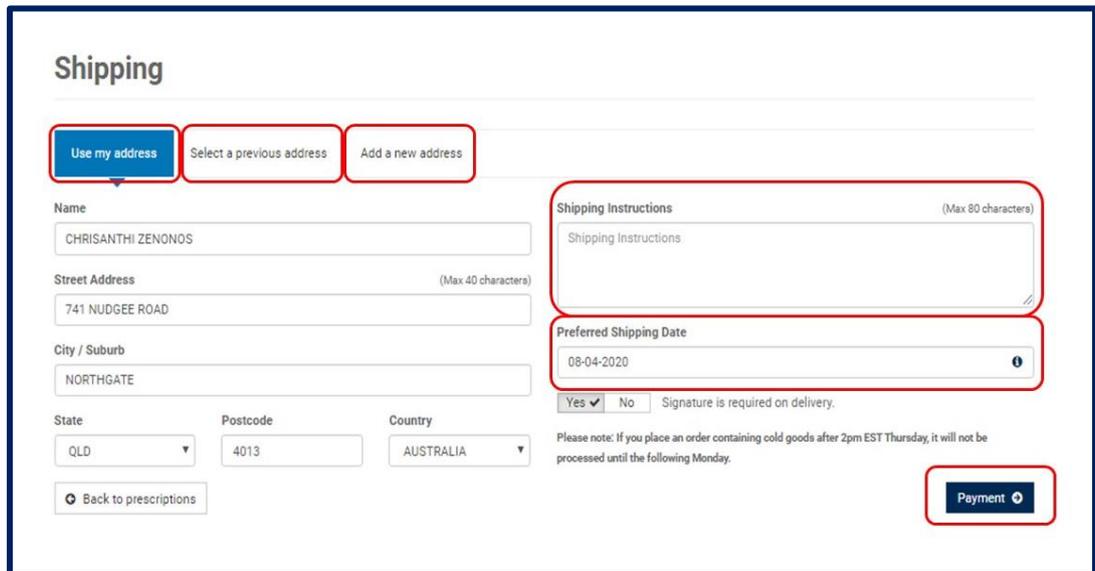


- In the Checkout screen, review your prescription order and click '**Shipping**'.



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7. Fill in your delivery address by selecting **'Use my address'**, **'Select a previous address'** or **'Add a new address'**. Add **'Shipping Instructions'**, (e.g. 'Authority to leave at the front door without a signature') and select your **'Preferred Shipping Date'**.



Shipping

Name
CHRISANTHI ZENONOS

Street Address (Max 40 characters)
741 NUDGE ROAD

City / Suburb
NORTHGATE

State
QLD

Postcode
4013

Country
AUSTRALIA

Shipping Instructions (Max 80 characters)
Shipping Instructions

Preferred Shipping Date
08-04-2020

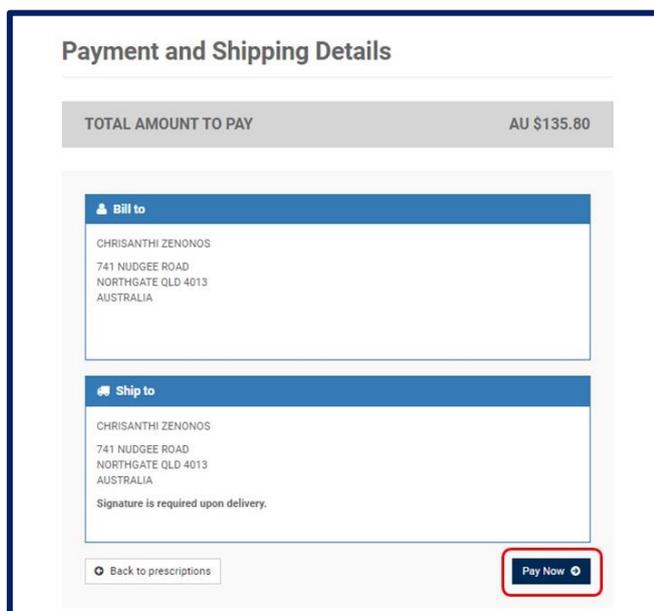
Yes No Signature is required on delivery.

Please note: If you place an order containing cold goods after 2pm EST Thursday, it will not be processed until the following Monday.

If your order is placed prior to 2 pm, it will be shipped on the same day. Orders placed after 2 pm, or outside business hours, will be shipped on the next business day. Furthermore, orders containing cold goods placed after 2 pm Thursday, will not be shipped until the following Monday.

Please note that due to the recent outbreak of COVID-19, we are experiencing higher levels of demand. For this reason, our usual overnight delivery service may be impacted. We appreciate your patience during this time.

8. Click **'Payment'** and then **'Pay Now'**.



Payment and Shipping Details

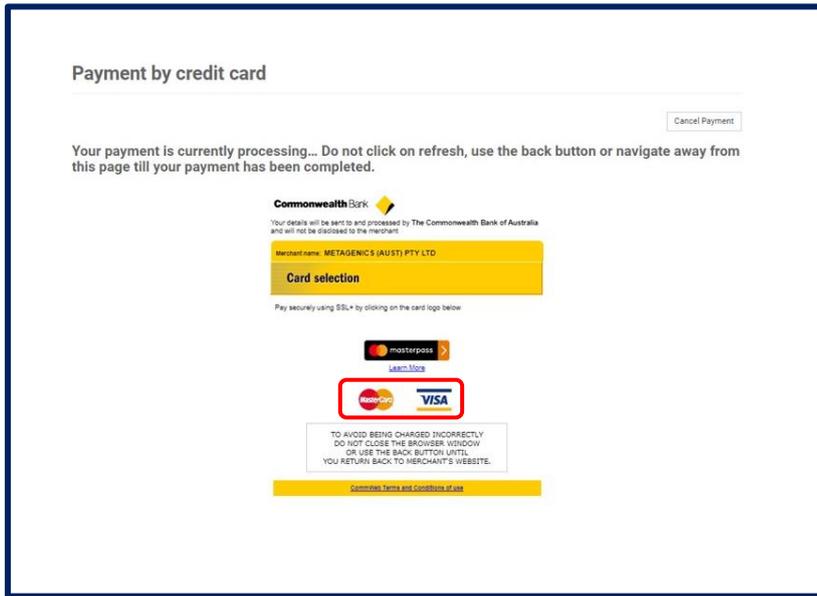
TOTAL AMOUNT TO PAY AU \$135.80

Bill to
CHRISANTHI ZENONOS
741 NUDGE ROAD
NORTHGATE QLD 4013
AUSTRALIA

Ship to
CHRISANTHI ZENONOS
741 NUDGE ROAD
NORTHGATE QLD 4013
AUSTRALIA
Signature is required upon delivery.

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9. Fill in your credit card details by selecting '**MasterCard**' or '**Visa**'.



Payment by credit card

[Cancel Payment](#)

Your payment is currently processing... Do not click on refresh, use the back button or navigate away from this page till your payment has been completed.

Commonwealth Bank

Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant.

Merchant name: METAGENICS (AU ST) PTY LTD

Card selection

Pay securely using SSL* by clicking on the card logo below

TO AVOID BEING CHARGED INCORRECTLY
DO NOT CLOSE THE BROWSER WINDOW
OR USE THE BACK BUTTON UNTIL
YOU RETURN BACK TO MERCHANT'S WEBSITE.

[Click here to view Terms and Conditions of Sale](#)

Please do not navigate away from payment screen or hit 'back' before your payment is confirmed.

10. Your order is complete!