



# Walgreens Mail Service Website Frequently Asked Questions

## Online Access/Website Support

**NOTE:** You cannot use the Walgreens app to manage your mail-order or specialty prescriptions. To manage your prescriptions, visit [www.walgreensmailservice.com](http://www.walgreensmailservice.com) or access Walgreens through the Rightway app.

### Why should I create an online account, and how do I get started?

Online account access makes prescription management easy. You can refill prescriptions, check order status, and track shipments. Additionally, you can manage family prescriptions, make payments, and update your health information.

### If I need help creating an online account or if I am experiencing technical issues on the website, how do I get assistance?

For assistance, please go to [www.walgreensmailservice.com](http://www.walgreensmailservice.com) **Home** or **How it Works** page. You may also contact the pharmacy customer care team at 888-273-6100.

To create a new account, you will need to provide the following details and create a username and password:

- **Name**
- **Date of Birth**
- **Phone Number**
- **Email**

You will also be asked to agree to our Terms of Use and TCPA Communication Policy.

**Walgreens**  
Mail Service

Account Identity Confirmation

**Create your account**

Already have a Walgreens.com account?  
[Sign in](#)

First name  
[Text Field]

Last name  
[Text Field]

Email  
[Text Field]

Password  
[Text Field]

Date of birth  
MM/DD/YYYY [Calendar Icon]

Phone  
[Text Field]

Phone type  
☐ Cell ☐ Home ☐ Work

Security question  
Select [Dropdown]

Security answer  
[Text Field]

☐ By checking this box, I agree to Walgreens Mail Service TCPA Communication Policy, which includes the use of automatic calls and text.

I have read and agree to the Walgreens Mail Service Pharmacy Terms of Use and acknowledge that my online credentials will grant account access on WalgreensMailService.com and Walgreens.com websites. By continuing, I also agree to Walgreens Mail Service Pharmacy Online Privacy and Security Policy and Notice of Privacy Practices.

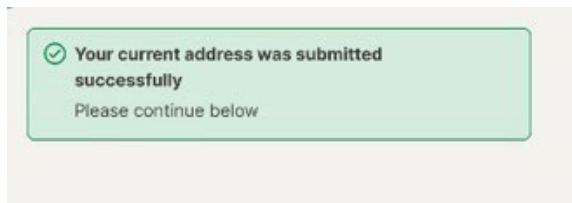
**Continue**

## Walgreens Mail Service Website Frequently Asked Questions

Next, you will be asked to verify your identity by providing an address.

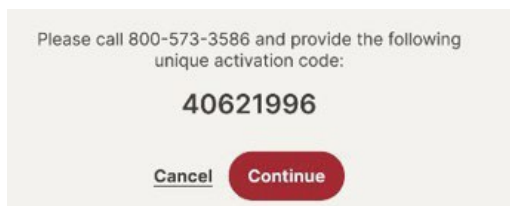


Once the system has matched the information you provide with the details we have on file, you will be asked to verify your identity. This can be done online or by telephone. Verification is important to help ensure the protection of your confidential information.



**Online Verification** – if you choose to verify online, you will be asked questions regarding past or current details. Questions can range from addresses you have or have not resided at, cars you have or have not owned, phone numbers you have or have not utilized, etc.

**Phone Verification** – if you choose to verify by phone, you will be provided an activation code and a phone number to call. The phone number will direct you to call the Walgreens Call Center where you will be asked to provide the activation code and verify your name, date of birth and address.



### Why do I have to verify my identity and/or answer security questions for online access?

We take your privacy very seriously. We use an industry leading service to conduct identity verification to make sure that the person requesting access is really you. This process helps to ensure that unauthorized individuals do not have access to your pharmacy records online.

### If I already have a Walgreens.com account, do I need to create another online account for Walgreens Mail Service?

You do not need to create another account. Your credentials from Walgreens.com will be the same for [www.walgreensmailservice.com](http://www.walgreensmailservice.com).



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## How to View Your Transferred Prescriptions

*\*Note: All names used in this website guide are not real patients*

Sign in to your account using your username/email and password on [www.walgreensmailservice.com](http://www.walgreensmailservice.com).

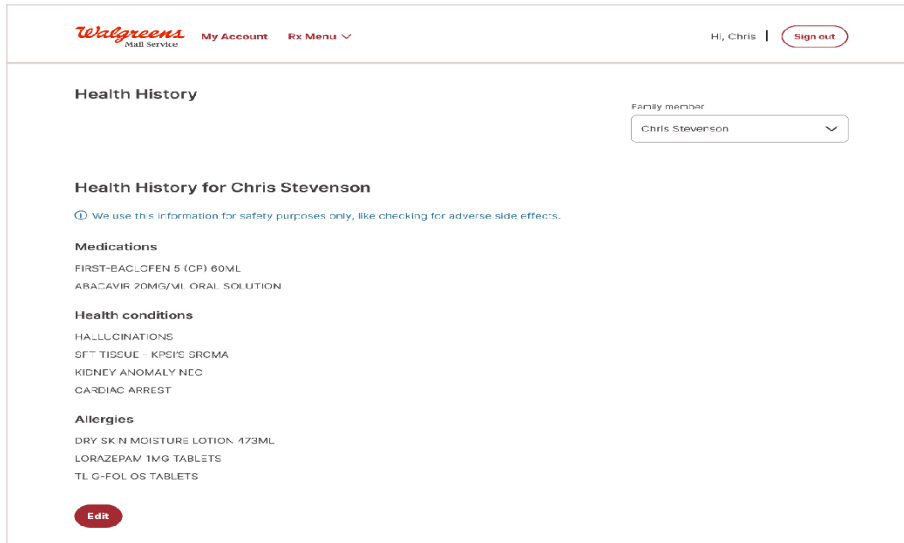
Verify your identity by requesting a security code or by answering your security question.

To access transferred prescriptions, click the **My Account** Page. Then select **Click Here** within the alert banner. **Note: if you have family members on your account, you will need to do the following steps for all the members with transferred prescriptions. Select the family members from the dropdown box.**

Once you select **Click Here**, you will be prompted to enter or review your insurance information.

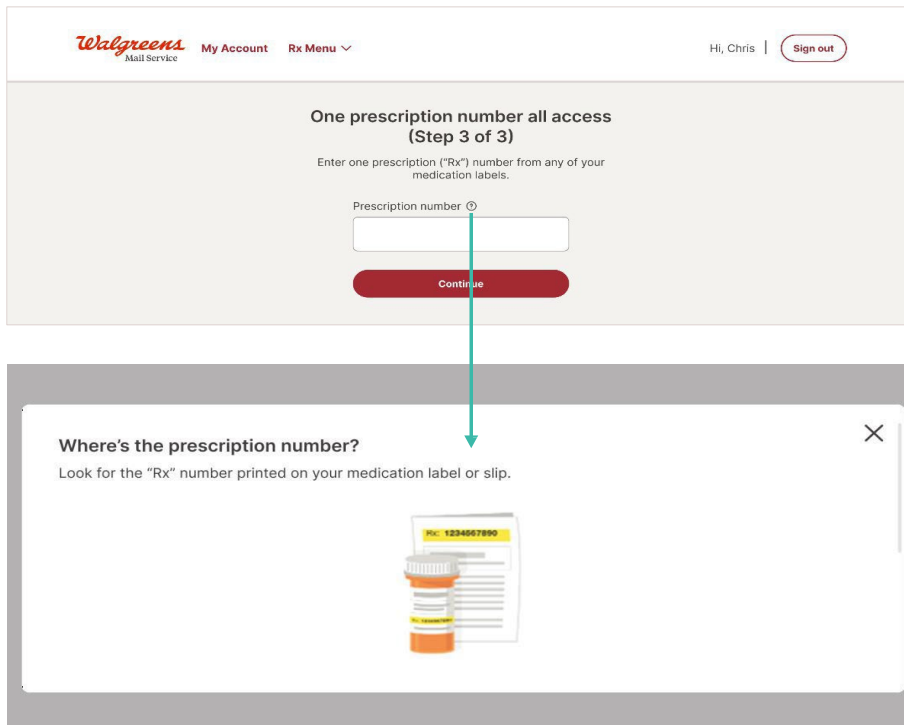
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Next, you will be prompted to enter or review your health information and/or medication allergies.



The screenshot shows the Walgreens Mail Service website interface. At the top, there is a navigation bar with the Walgreens logo, "Mail Service", "My Account", and "Rx Menu". On the right, it says "Hi, Chris" and has a "Sign out" button. The main content area is titled "Health History" and includes a dropdown menu for "Family member" with "Chris Stevenson" selected. Below this, it says "Health History for Chris Stevenson" and includes a note: "We use this information for safety purposes only, like checking for adverse side effects." The section is divided into three categories: "Medications" (listing FIRST-BACLOFEN 5 (CP) 60ML and ARACAVIR 20MG/ML ORAL SOLUTION), "Health conditions" (listing HALLUCINATIONS, STOMACH TISSUE - KIDNEY'S BROMA, KIDNEY ANOMALY NEG, and CARDIAC ARREST), and "Allergies" (listing DRY SKIN MOISTURE LOTION 473ML, LORAZEPAM 1MG TABLETS, and TL G-FOL OS TABLETS). There is an "Edit" button at the bottom left.

You will then “unlock” your transferred prescriptions by entering a prescription (“Rx”) number from one of your medications from your previous pharmacy.

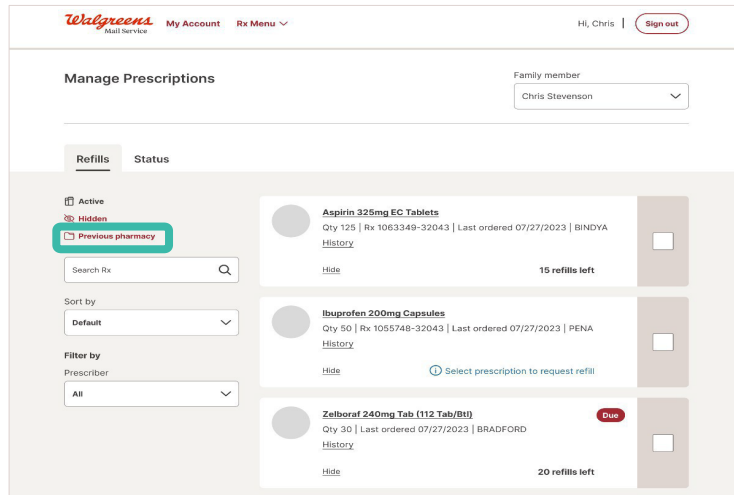


The screenshot shows the Walgreens Mail Service website interface. At the top, there is a navigation bar with the Walgreens logo, "Mail Service", "My Account", and "Rx Menu". On the right, it says "Hi, Chris" and has a "Sign out" button. The main content area is titled "One prescription number all access (Step 3 of 3)" and includes the instruction: "Enter one prescription ('Rx') number from any of your medication labels." Below this is a text input field labeled "Prescription number" and a "Continue" button. A blue arrow points from the "Continue" button to a popup window. The popup window is titled "Where's the prescription number?" and includes the instruction: "Look for the 'Rx' number printed on your medication label or slip." Below this is an image of a medication bottle and a label with the Rx number 1234567890.

After entering your previous prescription number and clicking **Continue**, you must select the **Previous Pharmacy** folder to view and select a refill of the transferred prescription. Once the prescription has been selected and submitted for refill, the status will change to processing.

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The default view of your prescription profile is the **Active** folder. You must click on the **Previous Pharmacy** folder to view transferred prescriptions. Note: Once you refill a transferred prescription, it will display in the **Active** folder for future refills.



### How do I request to refill a prescription(s)?

You can request a refill by visiting [www.walgreensmailservice.com](http://www.walgreensmailservice.com) or by calling the pharmacy's customer care team at 888-273-6100.

### If my prescription was set up to automatically refill at my previous pharmacy, will my transferred prescription continue to automatically refill at Walgreens Mail Service?

No. Prescriptions that were set up to automatically refill at your previous pharmacy will not carry over to Walgreens Mail Service with the transfer of the prescription. However, we encourage you to opt-in for auto refills of your prescriptions at mail service via our website at [www.walgreensmailservice.com](http://www.walgreensmailservice.com) or by calling our pharmacy customer care team at 888-273-6100.

*\*FOR CALIFORNIA PATIENTS: Before Walgreens Mail Service can turn on Auto Refill for California patients, patients must agree in writing or by electronic notice. Enrollment will remain active for one year from the date you selected.*

### Can I check the status of my order online?

Order status updates and tracking information are visible online. Simply sign in and click on **Check Status** under the **My Account** tab.

## Use the Rightway App to Manage Your Prescriptions

Once you are registered with Walgreens Mail Service, you can manage your prescriptions and specialty medications with the Rightway app. [Download the Rightway app](#) and go to the "Coverage" tab to find "Mail Order Pharmacy" and "Specialty Pharmacy".

