

Walgreens Mail Service Website Frequently Asked Questions

Online Access/Website Support

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 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.

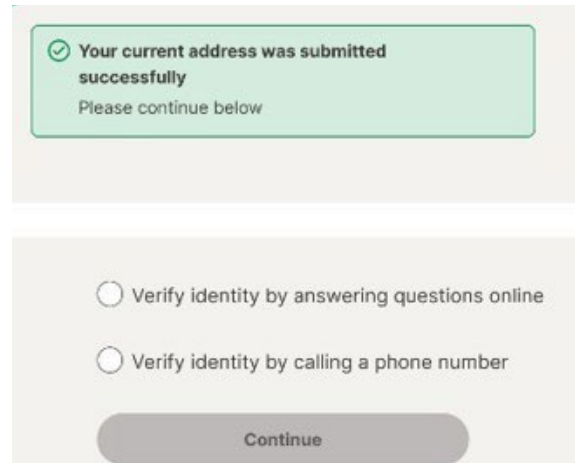
The image shows two screenshots of the Walgreens Mail Service website. The top screenshot is the 'Create your account' page, which has a progress bar at the top with 'Account' selected, 'Identity', and 'Confirmation'. The form includes fields for 'First name', 'Last name', 'Email', and 'Password'. Below these are fields for 'Date of birth' (MM/DD/YYYY), 'Phone' number, 'Phone type' (Cell, Home, Work), 'Security question' (a dropdown menu), and 'Security answer'. The bottom screenshot shows a consent screen with a checkbox for 'By checking this box, I agree to Walgreens Mail Service TCPA Communication Policy, which includes the use of automatic calls and text.' Below this is a paragraph of terms and conditions, and a red 'Continue' button.

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

The image shows a heading 'Verify your identity' in bold. Below it is a short paragraph: 'To access your pharmacy records and health information, please verify your identity below.'

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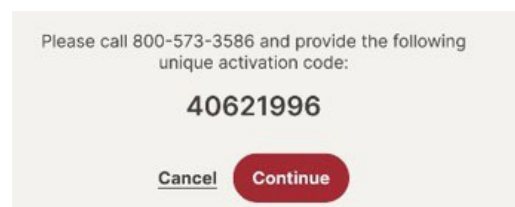
Once the system has matched the information you provide with the details we have on file, you will be asked to verify your identity. This can be done online or by telephone. Verification is important to help ensure the protection of your confidential information.



The screenshot shows a green success message box with a checkmark icon, stating: "Your current address was submitted successfully. Please continue below." Below this, there are two radio button options: "Verify identity by answering questions online" and "Verify identity by calling a phone number". At the bottom of the options is a grey "Continue" button.

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.



The screenshot shows a grey box with the text: "Please call 800-573-3586 and provide the following unique activation code:" followed by the code "40621996" in a larger font. At the bottom, there are two buttons: a grey "Cancel" button and a red "Continue" button.

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.

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How to View Your Transferred Prescriptions

Sign in to your account using your username/email and password on 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.**

The screenshot shows the 'My Account' page of the Walgreens Mail Service website. At the top left is the Walgreens Mail Service logo. Navigation links include 'My Account' (underlined), 'Rx Menu' with a dropdown arrow, and a user greeting 'Hi, Kyla' with a 'Sign out' button. A 'Family member' dropdown menu is set to 'Kyla Morra'. A blue alert banner contains the message: 'Welcome to Walgreens Mail Service. If your prescriptions have been transferred to us recently, [Click here](#)'. Below this is the 'Your Prescriptions' section with buttons for 'Refill prescriptions' and 'Check status'. A 'Settings' tab is active, showing 'Messages (0)'. The page is divided into two columns: 'Account Links' with sub-links for 'Personal Information' and 'Security Information', and 'Prescription' with 'Insurance Information' (marked 'Not on File') and a note: 'Insurance is required to refill a Mail service prescription.'

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

Insurance plan name

Member number

Rx group number

Primary cardholder name

Primary cardholder date of birth

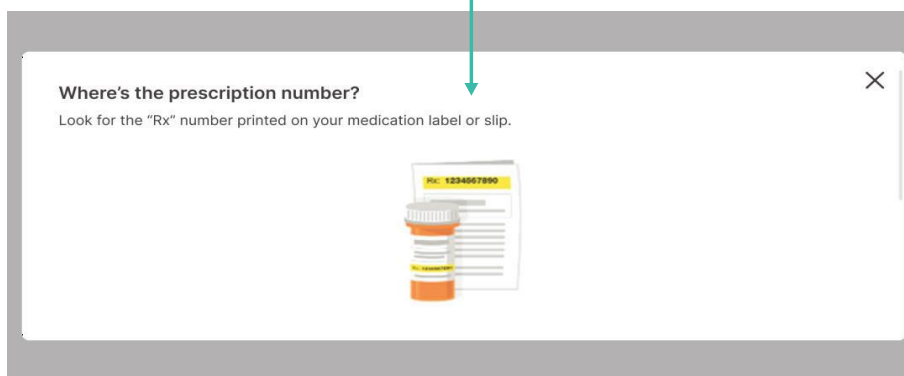
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Next, you will be prompted to enter or review your health information and/or medication allergies.

The screenshot shows the 'Health History' section of the Walgreens Mail Service website. At the top, there is a navigation bar with the Walgreens logo, 'Mail Service', 'My Account', and 'Rx Menu'. The user is logged in as 'Hi, Chris' with a 'Sign out' button. Below the navigation bar, there is a 'Family member' dropdown menu set to 'Chris Stevenson'. The main content area is titled 'Health History for Chris Stevenson' and includes a disclaimer: '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', 'SOFT TISSUE - KPEIS SRCMA', 'KIDNEY ANOMALY NEC', and 'CARDIAC ARREST'), and 'Allergies' (listing 'DRY SKIN MOISTURE LOTION 173ML', 'LORAZEPAM 1MG TABLETS', and 'TLG-FOLIOS TABLETS'). An 'Edit' button is located at the bottom left of the content area.

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

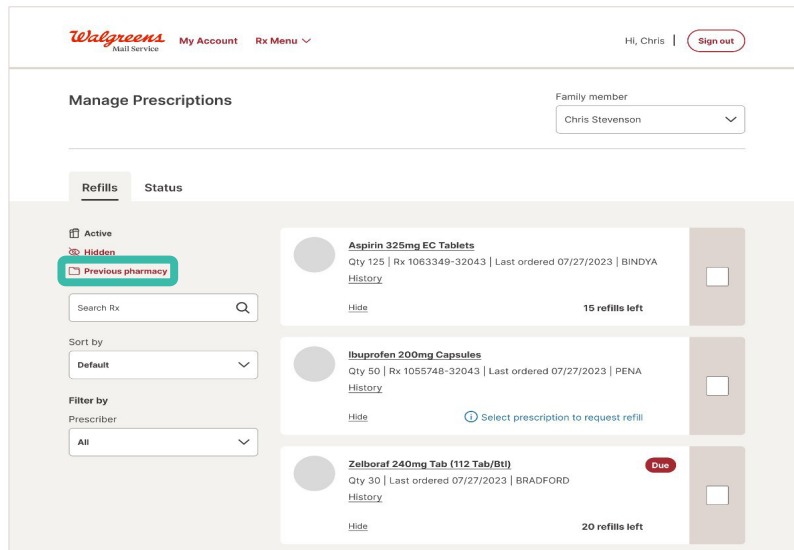
The screenshot shows the 'One prescription number all access (Step 3 of 3)' screen. The user is prompted to 'Enter one prescription (“Rx”) number from any of your medication labels.' There is a text input field labeled 'Prescription number' and a red 'Continue' button below it.



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 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 or by calling our pharmacy customer care team at 888-273-6100.

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.