Registration

To begin Registration, on the home page of www.medimpactdirect.com, select the blue “Register Now” button.
Registration: Entering Your Member Number

You will need your MedImpact ID and a credit/debit card.

Enter **Member ID Number** (found on your MedImpact card), **First Name**, **Last Name**, **DOB**, and then select the blue “**Continue**” button.

If you receive a message that you are already registered, return to [www.medimpactdirect.com](http://www.medimpactdirect.com) and Sign In with your **MedImpact2Go** user name and password. If you do not have your MI2Go username and password, call 855-873-8739. Press 4 to speak to a pharmacy staff person.
Registration: Creating Your Sign In

Enter Email Address and create a Username. You can use your CWRU email address.

The Username must be between 8 and 20 alphanumeric characters and must start with a letter.

Usernames are not case sensitive and cannot include special characters like # * % $

Next, create a password.

Password cannot include username, first name or last name. It also cannot be any of 5 last passwords used.

Password must have:
• At least 8 characters
• A lowercase letter
• An uppercase letter
• A number
• A symbol (examples: # $ ! %)
After **Username** and **Password** are set, the screen on the left will appear, asking the member to check his or her email to **Confirm Your Email Address**.

When he or she receives the email, he or she should select the blue "**Confirm Email**" button.

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**Confirm Your Email Address**

Hi Myesha,

Please confirm your email address to finish activating your account.

Click this link to confirm account activation for username, jnewton12:

![Confirm Email Button]

To complete your registration, please click the link. In order to complete the registration process, you may need to log in with your user name and password if prompted.

If you are still having problems registering, call us at: (855) 873-8739

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Account Setup: Completion Confirmation

After you confirm your email, you will receive an account setup confirmation email. Click on the link to MedImpact Direct and log in using your new username and password.

From: "MedImpact Direct Customer Service" <noreply@medimpactdirect.com>, "MedImpact Direct Customer Service" <noreply@medimpactdirect.com>
Date: May 24, 2019 at 8:54:48 AM EDT
To:
Subject: Account Setup Complete for MedImpact Direct

Account Setup Complete

You have successfully completed setting up your account for online access to manage your prescriptions with MedImpact Direct. You can sign in to your account at www.medimpactdirect.com.

With MedImpact Direct, you can:

- Order maintenance medication prescriptions for custom delivery
- Get free standard shipping
- Request expedited shipping for an additional fee
- Talk to a friendly pharmacist if you have any questions
- Request refills online or just call us to order more
- Manage your medications online
- View and document payment information
Signing In

After the member registers, he or she will return to the website to manage his or her profile.

When the member arrives at www.medimpactdirect.com, he or she will go to the Sign In section on the far left, and enter Username and Password, and then select white Sign In button.

The next screen the member will be brought to is My Medications.
My Profile: Personal Information

Select “My Profile” on the menu bar at top.

On this screen, the member can do a number of things:

- Change his or her **Password**
- Update or Add Address
  - Including a **Vacation** Address or a **Temporary** Address
- Update or Add Phone Numbers
  - Including **Mobile** or **Work** Numbers
- The member’s **Email Address** is also posted on this screen.
My Profile: Medical Information

• On this screen, the member will:
  • Identify any **Allergies** he or she has
  • Identify any **Health Conditions** he or she has
  • PLEASE NOTE: There are lists of Allergies and Health Conditions for the member to choose from, as well as space to include an allergy or health condition that may not be listed.

• Once the member completes checking boxes, or adding other conditions, remind them to select the blue “Save” box.
My Profile: Payment Methods

This screen is where members can add credit card information.

He or she will simply click on the “+ADD” white box, and be prompted to add:
- First and last name
- Card number
- Expiration date

The member can decide which of his or her credit cards will be the default payment method for refills.

Members will be able to choose from these card types:
- American Express
- Discover
- Master Card (credit)
- Master Card (debit)
- Visa (credit)
- Visa (debit)
My Profile: Notification Settings

This screen is where members can manage how to be notified by MedImpact Direct about:

1. New Prescriptions
2. Refill Notifications
3. Shipping Notifications

For each of these notifications, members can choose to be:

- Called
- Emailed
- Texted

Members can so choose to receive “Automated Call Notifications,” and will be prompted to select “Yes” if he or she wants to receive these automated calls.

Once the member completes selections, remind them to choose the blue “Save” box.

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Family Members

• Each family member must be set up with his/her own account.
• Each account must have a unique username.
• Family members can use the same email and password.
HIPAA Release and Other Forms

Additional information and forms can be found by clicking Get Started Today on the MedImpact Direct homepage.
Contacting MedImpact Direct

• By Phone
  • MedImpact Direct Mail®: 1-855-873-8739

• By Email
  • customerservice@medimpactdirect.com