

Portal User Guide

1. Many of the common queries asked which is delaying your order is answered in the FAQs document, The Portal User Guide and by the ChatBot. Please help us to ensure you get your order in time by familiarizing yourself with the new process.
2. Visit <https://specialist-pharmacy.com/patients/>
3. Here you can
 - a. (1) Request Portal Access
 - b. (2) Review the Portal User Guide
 - c. (3) Log in to the New Portal **once you've successfully registered**
4. Please carefully follow the instructions in the **PORTAL GUIDE** and use the **FAQs** and **ChatBot** to answer questions

The screenshot shows the 'specialist pharmacy' website with a navigation menu including PRESCRIBERS, PATIENTS, FAQ, EDUCATION, ABOUT, NEWS, CONTACT, and a LinkedIn icon. The main heading is 'A New Way to Manage Your Prescription' with subtext: 'Our updated portal is now live. You can continue to request and manage your prescriptions online through the new system.'

How It Works

- 1**
REQUEST PORTAL ACCESS
If you haven't registered for the new portal yet, request a secure link for registration here
- 2**
PORTAL USER GUIDE
Portal Instructions
- 3**
NEW PORTAL LOGIN
Log in if you've already created an account for the new portal

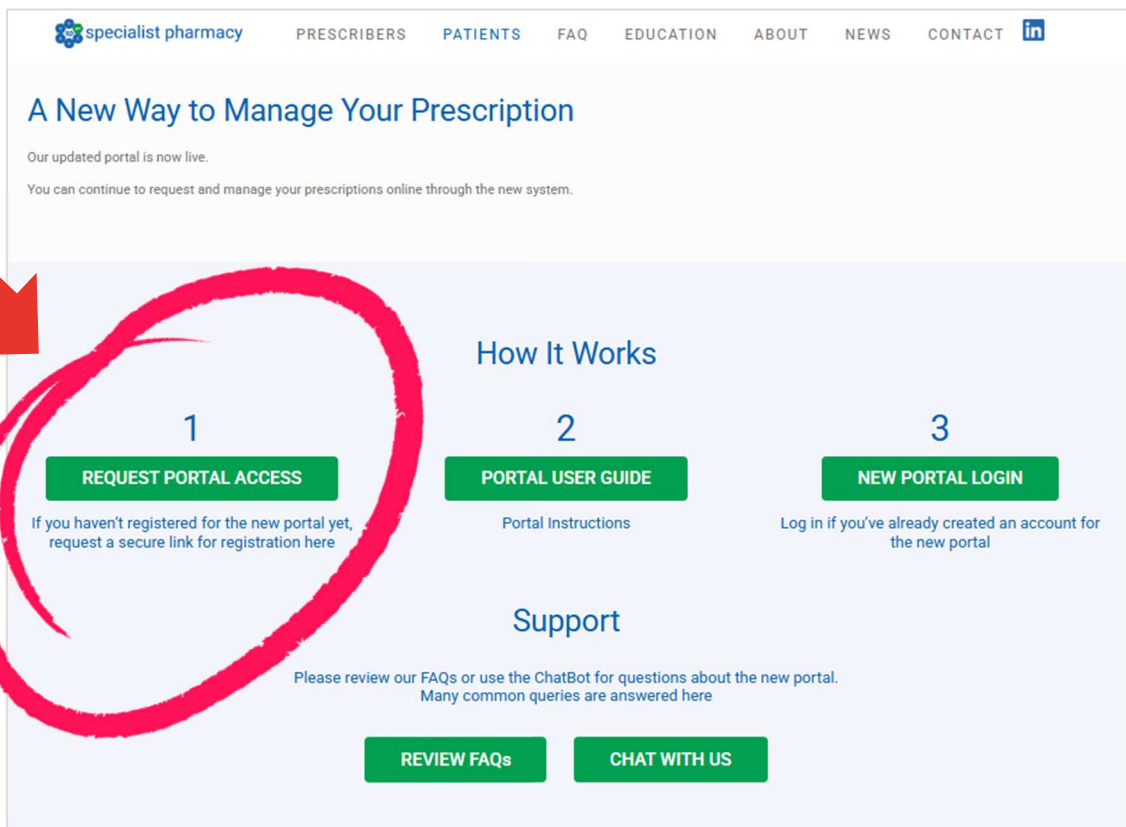
Support

Please review our FAQs or use the ChatBot for questions about the new portal. Many common queries are answered here

REVIEW FAQs **CHAT WITH US**

Register

1. Visit <https://specialist-pharmacy.com/patients/>
2. Click on **“Request Portal Access”**
3. Complete the form with your Name, Surname, E-mail, Date of Birth and a Message to request access
4. Click **Submit**
5. The registration email will be sent from **notifications@pharmetika.com**
Please check your Spam or Junk folders if you do not see it in your inbox
6. For security reasons, your registration link will remain active for 5 days from the time it is received. Please use it as soon as possible to complete your registration and access your account.



The screenshot shows the 'specialist pharmacy' website with a navigation menu including PRESCRIBERS, PATIENTS, FAQ, EDUCATION, ABOUT, NEWS, CONTACT, and a LinkedIn icon. The main heading is 'A New Way to Manage Your Prescription' with subtext: 'Our updated portal is now live. You can continue to request and manage your prescriptions online through the new system.'

Under the heading 'How It Works', there are three numbered steps:

- 1 REQUEST PORTAL ACCESS**
If you haven't registered for the new portal yet, request a secure link for registration here
- 2 PORTAL USER GUIDE**
Portal Instructions
- 3 NEW PORTAL LOGIN**
Log in if you've already created an account for the new portal

Under the heading 'Support', there is text: 'Please review our FAQs or use the ChatBot for questions about the new portal. Many common queries are answered here' and two buttons: 'REVIEW FAQs' and 'CHAT WITH US'.

A red arrow points to the 'REQUEST PORTAL ACCESS' button, which is circled in red.

specialist pharmacy PRESCRIBERS PATIENTS FAQ EDUCATION ABOUT NEWS CONTACT

Request Portal Access

For security reasons, your registration link will remain active for 5 days from the time it is received. Please use it as soon as possible to complete your registration and access your account.

First Name*

Last Name*

Email*

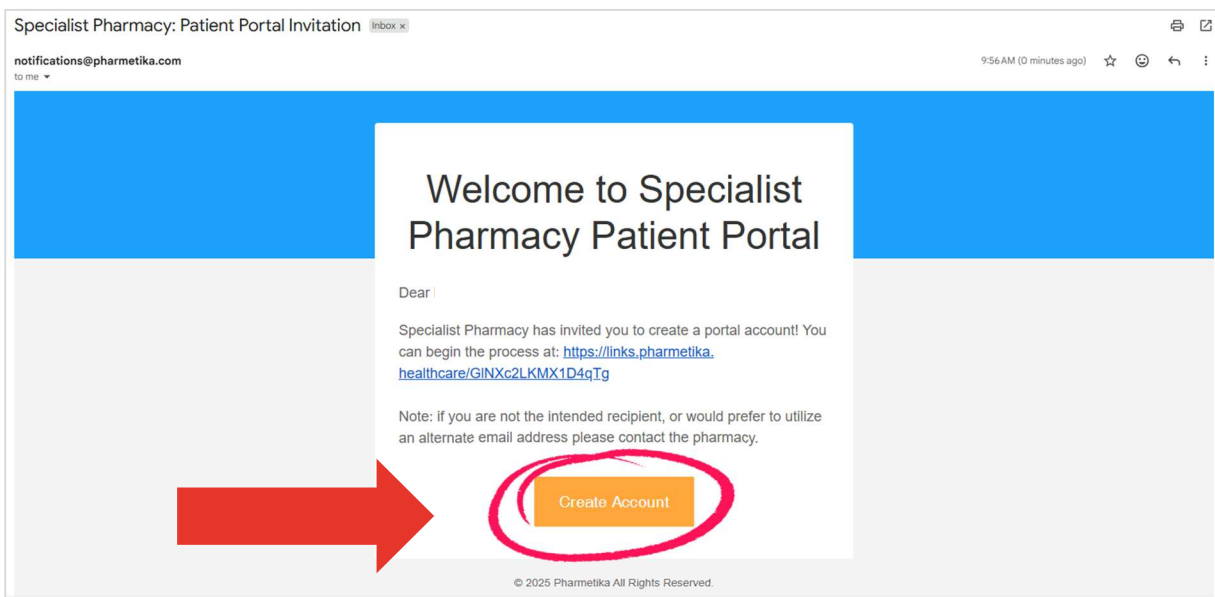
Date of Birth
dd / mm / yyyy

Message*

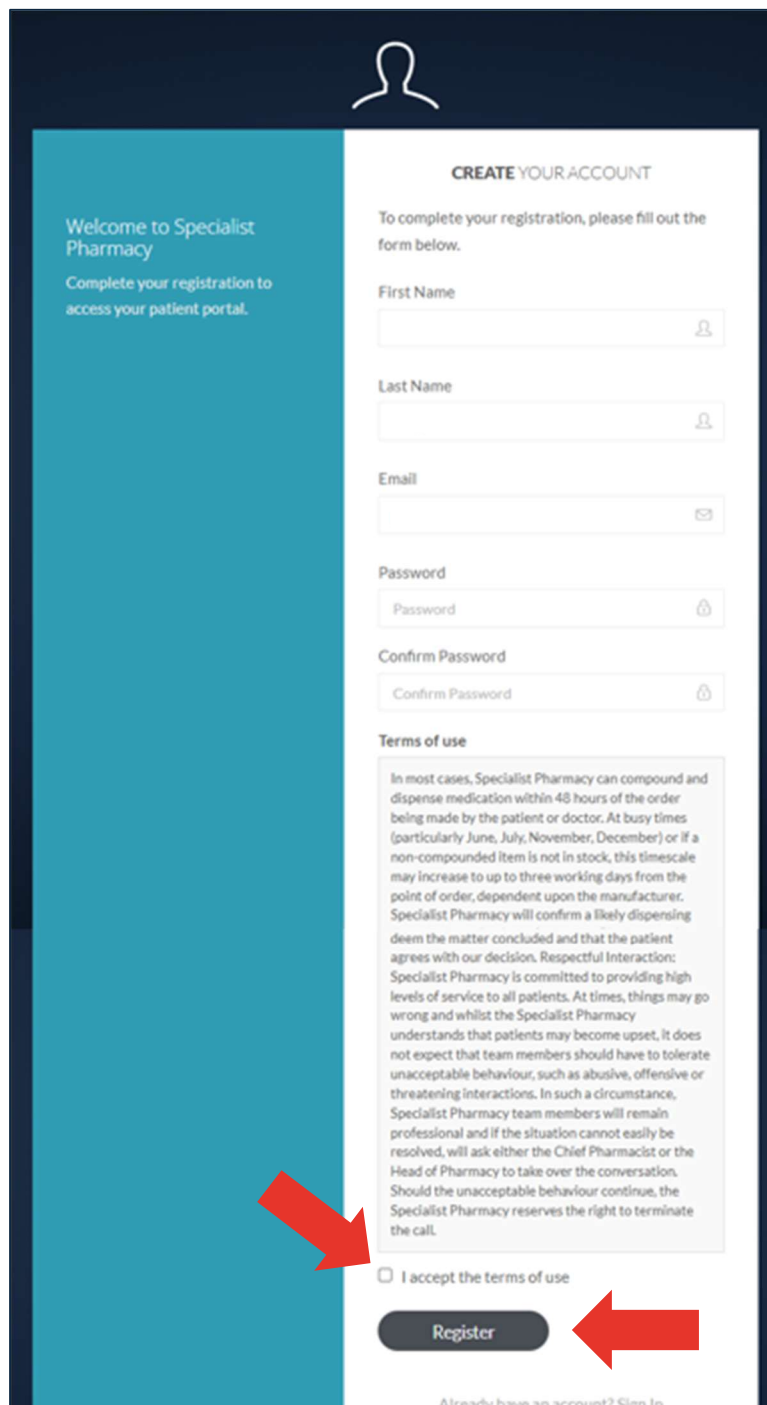
SUBMIT

7. Open the email invitation sent from **notifications@pharmetika.com**

8. Click the **Create Account** button.



9. Create a password and enter it in both the Password and Confirm Password fields. **This password must contain at least eight characters.**
10. Select the **I accept** the terms of use checkbox.
11. **Click Register** to complete the registration process. Your browser automatically redirects you to the login page for the Patient Portal. Make sure to bookmark this login page for easy access.



Welcome to Specialist Pharmacy
Complete your registration to access your patient portal.

CREATE YOUR ACCOUNT

To complete your registration, please fill out the form below.

First Name

Last Name

Email

Password

Confirm Password

Terms of use

In most cases, Specialist Pharmacy can compound and dispense medication within 48 hours of the order being made by the patient or doctor. At busy times (particularly June, July, November, December) or if a non-compounded item is not in stock, this timescale may increase to up to three working days from the point of order, dependent upon the manufacturer. Specialist Pharmacy will confirm a likely dispensing deem the matter concluded and that the patient agrees with our decision. Respectful Interaction: Specialist Pharmacy is committed to providing high levels of service to all patients. At times, things may go wrong and whilst the Specialist Pharmacy understands that patients may become upset, it does not expect that team members should have to tolerate unacceptable behaviour, such as abusive, offensive or threatening interactions. In such a circumstance, Specialist Pharmacy team members will remain professional and if the situation cannot easily be resolved, will ask either the Chief Pharmacist or the Head of Pharmacy to take over the conversation. Should the unacceptable behaviour continue, the Specialist Pharmacy reserves the right to terminate the call.

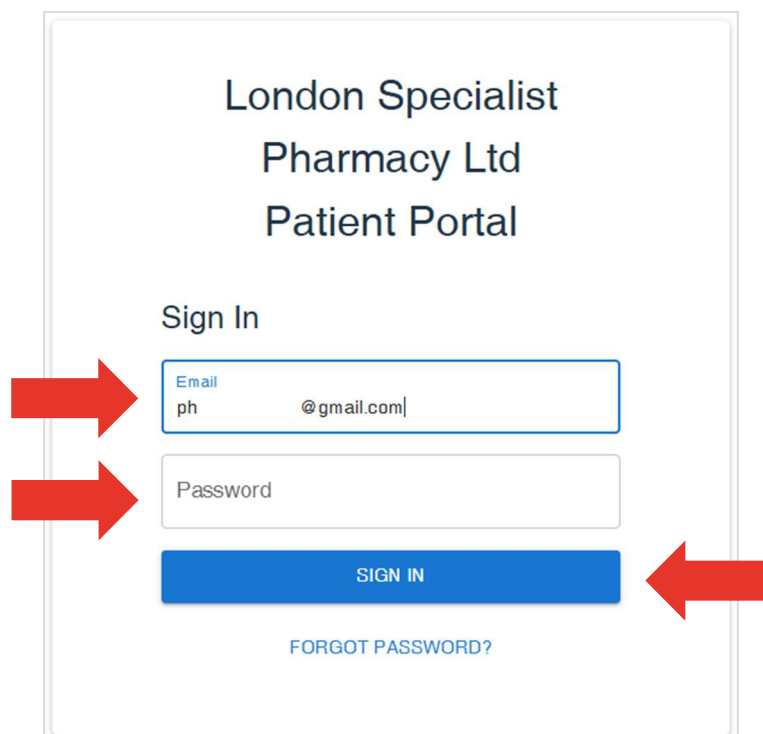
I accept the terms of use

Register

Already have an account? [Sign In](#)

Log In

1. Visit https://spuk.pharmetika.com/patient_access/portal/login
2. In the Email field, enter the **Email address** you have registered with.
3. In the Password Field, enter the **Password** you have registered with
4. If you have forgotten your password, Click on **“Forgot Password?”** to Reset your Password



London Specialist
Pharmacy Ltd
Patient Portal

Sign In

Email
ph @gmail.com|

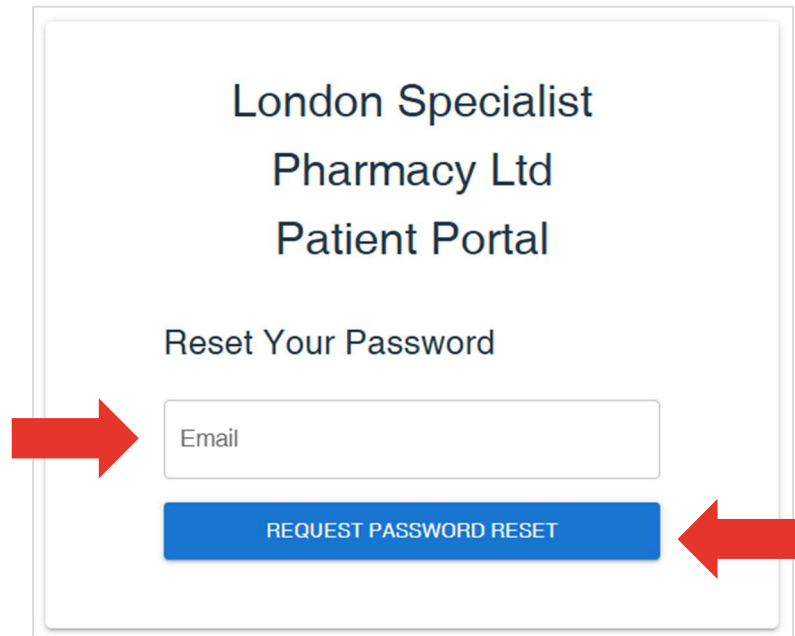
Password

SIGN IN

FORGOT PASSWORD?

Password Reset

1. If you have forgotten your password, Click on “Forgot Password?” to Reset your Password



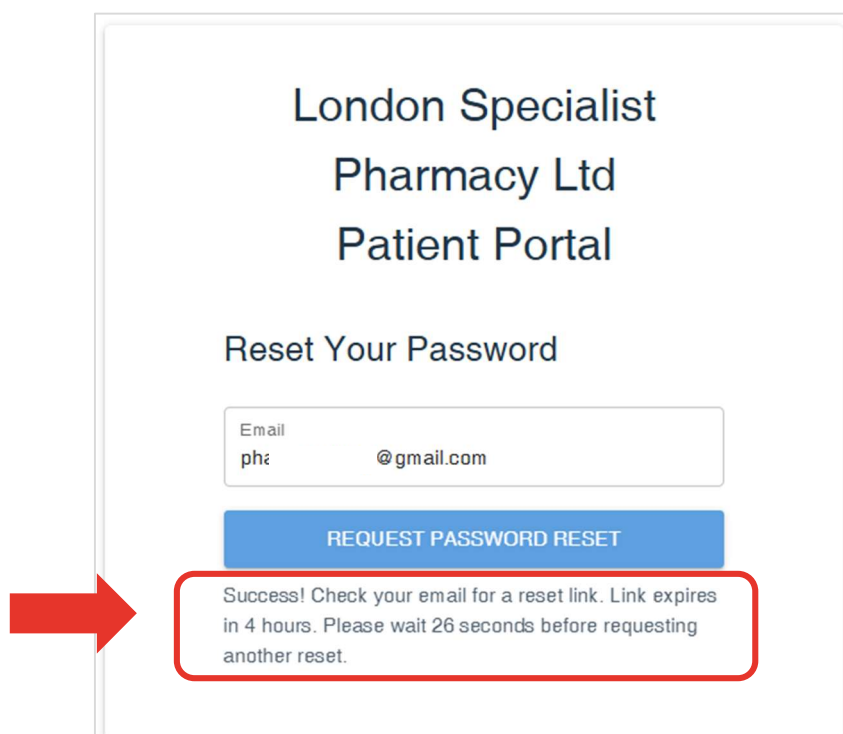
London Specialist
Pharmacy Ltd
Patient Portal

Reset Your Password

Email

[REQUEST PASSWORD RESET](#)

2. Enter the E-mail you’ve registered with
3. Click on “Request Password Reset”



London Specialist
Pharmacy Ltd
Patient Portal

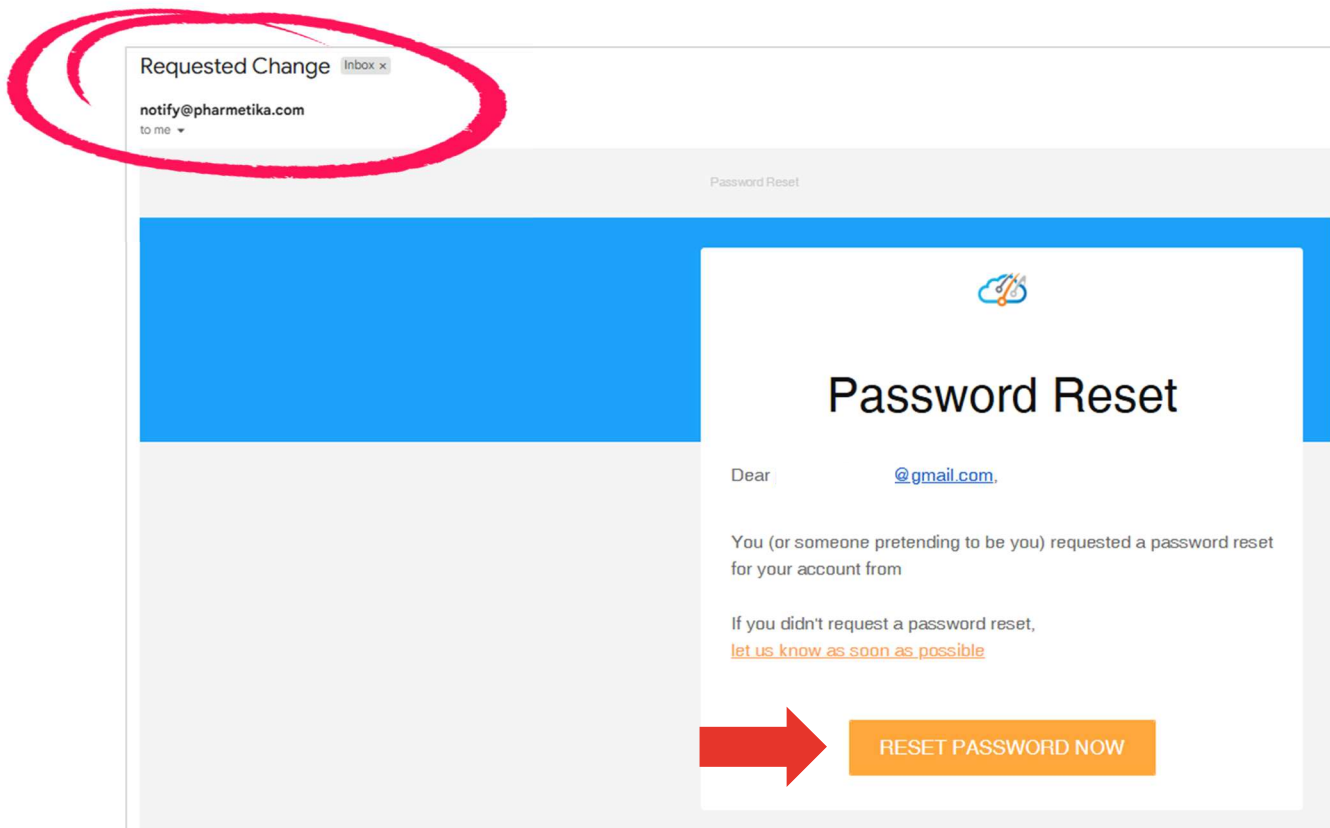
Reset Your Password

Email

[REQUEST PASSWORD RESET](#)

Success! Check your email for a reset link. Link expires in 4 hours. Please wait 26 seconds before requesting another reset.

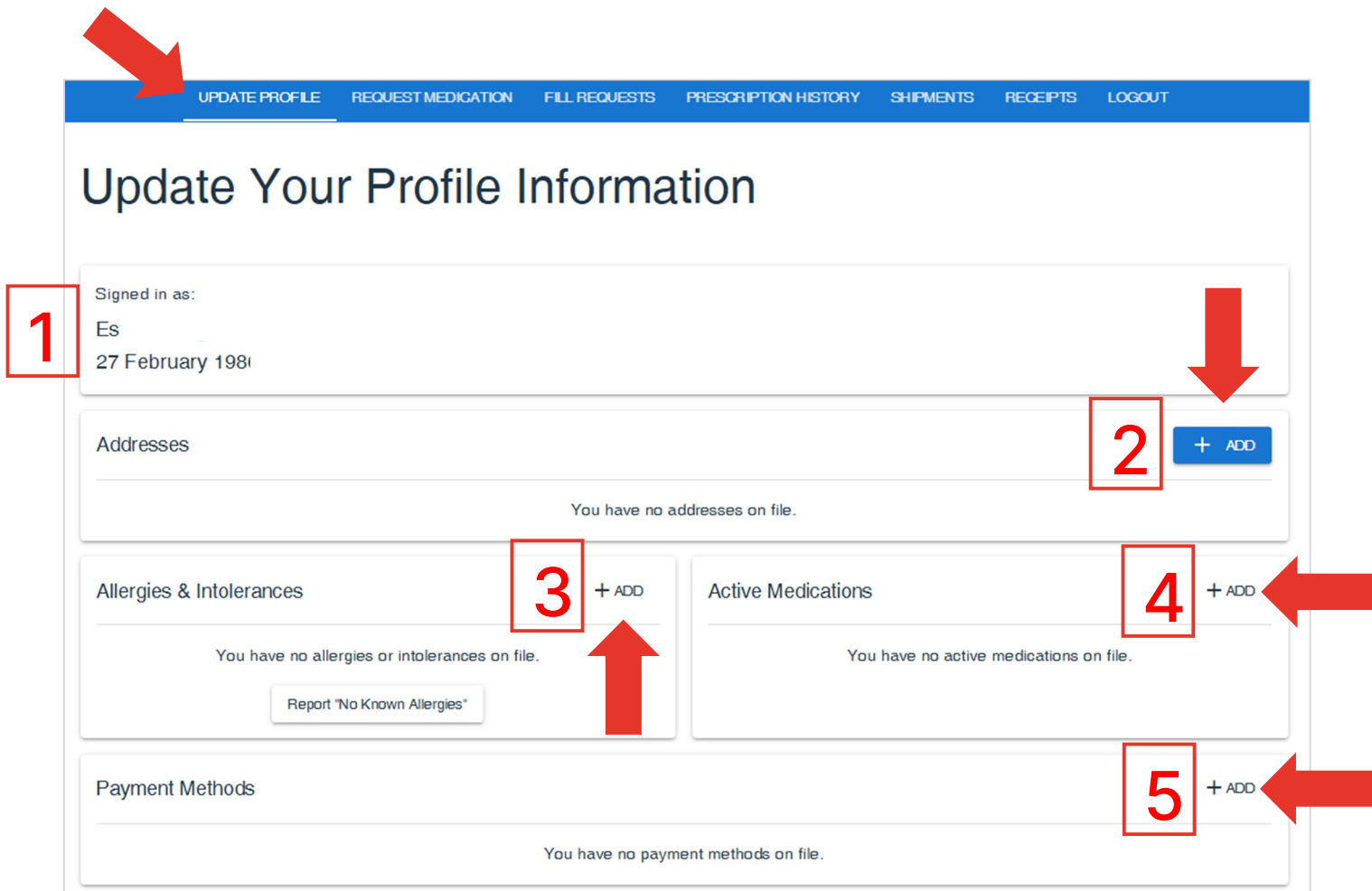
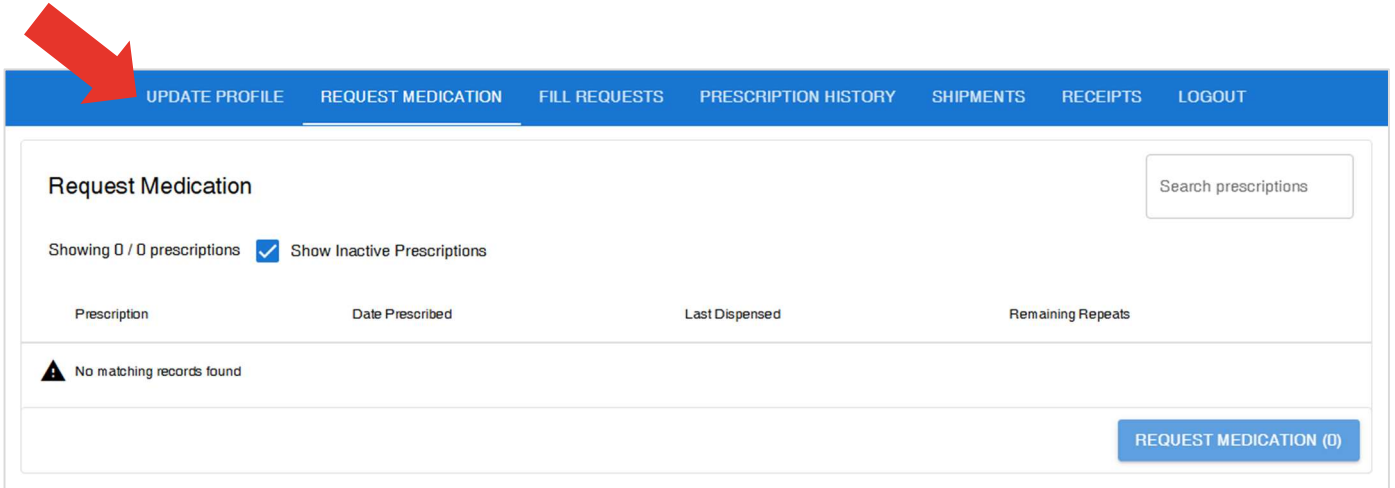
4. A message will be displayed saying **“Success! Check your e-mail for a reset link. Link expires in 4 hours. Please wait 26 seconds before requesting another reset”**.
5. You will have received an e-mail from **notify@pharmetika.com** titled **Requested Change**



6. Click on **Reset Password Now** and Enter a new password, confirm new password. **This password must contain at least eight characters.**
7. A message will appear stating your password was updated successfully
8. Go back to https://spuk.pharmetika.com/patient_access/portal/login to log in

Once Logged In

1. Update your Profile
2. Click on **UPDATE PROFILE** on the left of the top menu



1. Your Name, Surname and Date of Birth
 - a. These details are entered by the Pharmacy
 - b. Patients cannot change these details
 - c. If the details are incorrect please contact the Pharmacy

2. **+ ADD** your delivery Address(es)
 - a. Click on the text which says **+ ADD**

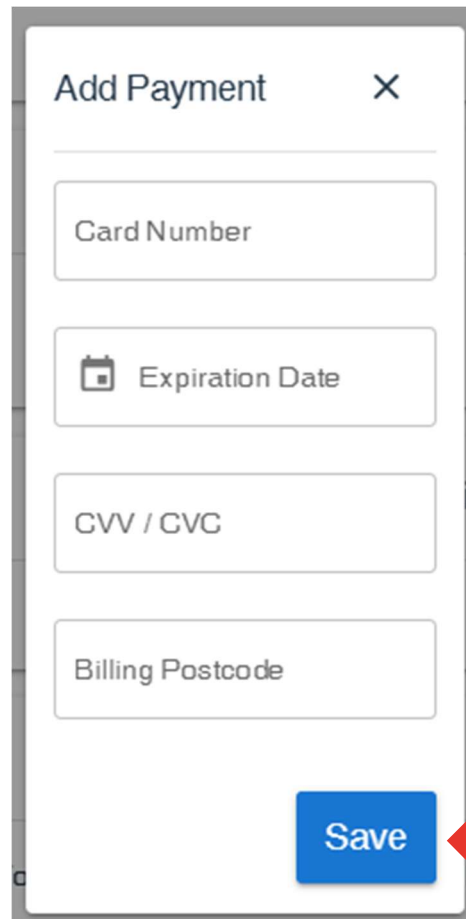
The image shows a screenshot of a web form titled "Edit Address". At the top right of the form is a close button (X). Below the title is a search bar with the placeholder text "Search for an Address". The form contains several input fields: "Line 1", "Line 2", "Line 3", "Postal Code", "City", and "State/Region/Province". At the bottom, there is a "Country" dropdown menu with "UK" selected. A blue "Save" button is positioned at the bottom right of the form, and a red arrow points to it from the right side.

3. **+ ADD** any Allergies & Intolerances
 - a. **+ ADD** Allergies & Intolerances
 - b. If "No Known Allergies", click on "No Known Allergies"

4. **+ ADD** Active Medications
 - a. **+ ADD** Active Medications which are not supplied by the London Specialist Pharmacy

5. + **ADD** Your Payment Methods

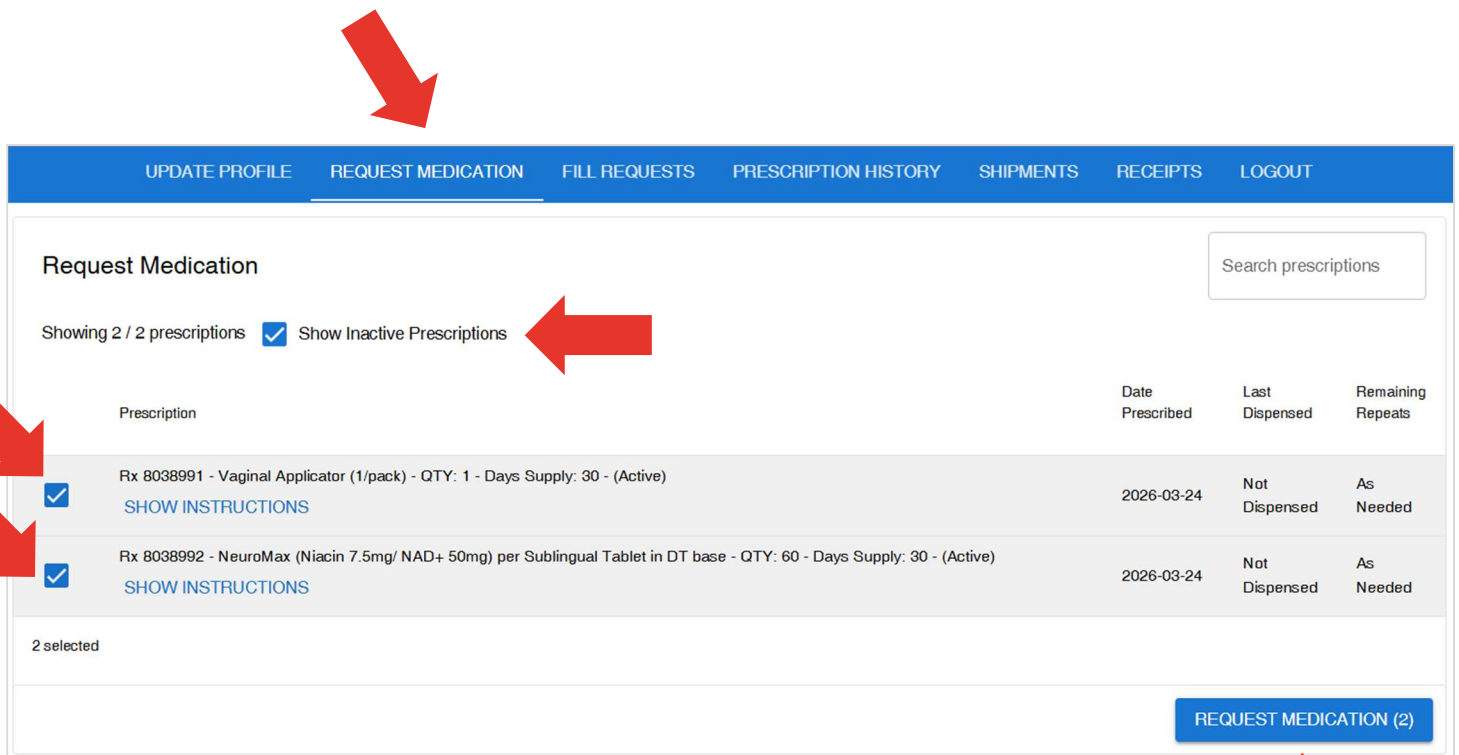
a. + **ADD** Your Card details for Payments



The image shows a mobile application interface for adding a payment method. The form is titled "Add Payment" and includes a close button (X) in the top right corner. Below the title, there are four input fields: "Card Number", "Expiration Date" (with a calendar icon), "CVV / CVC", and "Billing Postcode". At the bottom right of the form is a blue "Save" button, which is highlighted by a red arrow pointing to it from the right.

Request Medication

1. Click on **REQUEST MEDICATION** on the left of the top menu
2. If not selected, make sure “**Show Inactive Prescriptions**” is selected
3. Select the checkbox next to the medication you want to refill. You can also select the top checkbox to select all listed medications.
4. Click **Request Medication**



The screenshot shows the 'Request Medication' page. At the top, a blue navigation bar contains the following menu items: UPDATE PROFILE, REQUEST MEDICATION, FILL REQUESTS, PRESCRIPTION HISTORY, SHIPMENTS, RECEIPTS, and LOGOUT. Below the navigation bar, the page title 'Request Medication' is displayed on the left, and a search box labeled 'Search prescriptions' is on the right. The main content area shows 'Showing 2 / 2 prescriptions' and a checked checkbox for 'Show Inactive Prescriptions'. Below this is a table with the following columns: Prescription, Date Prescribed, Last Dispensed, and Remaining Repeats. Two prescriptions are listed, both with checked checkboxes in the left margin. The first prescription is 'Rx 8038991 - Vaginal Applicator (1/pack) - QTY: 1 - Days Supply: 30 - (Active)' with a date of 2026-03-24 and 'As Needed' remaining repeats. The second is 'Rx 8038992 - NeuroMax (Niacin 7.5mg/ NAD+ 50mg) per Sublingual Tablet in DT base - QTY: 60 - Days Supply: 30 - (Active)' with a date of 2026-03-24 and 'As Needed' remaining repeats. Below the table, it says '2 selected'. At the bottom right, there is a blue button labeled 'REQUEST MEDICATION (2)'. Red arrows point to the 'REQUEST MEDICATION' menu item, the 'Show Inactive Prescriptions' checkbox, the checkboxes for the two prescriptions, and the 'REQUEST MEDICATION (2)' button.

Prescription	Date Prescribed	Last Dispensed	Remaining Repeats
<input checked="" type="checkbox"/> Rx 8038991 - Vaginal Applicator (1/pack) - QTY: 1 - Days Supply: 30 - (Active) SHOW INSTRUCTIONS	2026-03-24	Not Dispensed	As Needed
<input checked="" type="checkbox"/> Rx 8038992 - NeuroMax (Niacin 7.5mg/ NAD+ 50mg) per Sublingual Tablet in DT base - QTY: 60 - Days Supply: 30 - (Active) SHOW INSTRUCTIONS	2026-03-24	Not Dispensed	As Needed

2 selected

REQUEST MEDICATION (2)

5. After clicking on **Request Medication**, a window will appear with the heading **Medication Request Confirmation**

Medication Request Confirmation ✕

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions

2 Selected Medications

Rx 8038991 - Vaginal Applicator (1/pack)
Quantity: 1
Status: Active

Rx 8038992 - NeuroMax (Niacin 7.5mg/ NAD+ 50mg) per Sublingual Tablet in DT base
Quantity: 60
Status: Active

CONTINUE GO BACK TO PRESCRIPTION SELECTION

- Choose a Handoff Method
Pick up or delivery options
- Payment
- Select Date Needed
- Additional Notes
- Confirmation

6. Confirm your selected medications by clicking on **CONTINUE**
7. Or go back to change your selected medication by clicking on **GO BACK**
8. Choose a Handoff Method for Shipping

Medication Request Confirmation ✕

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options

Select Delivery Method

- Fridge - Royal Mail UK Special Delivery Guaranteed by 1pm (order value up to £750) (£20.00)
- Royal Mail UK Special Delivery Guaranteed by 9am (order value up to £750) - Mon-Fri (£58.00)
- Royal Mail UK Tracked 24 (Aims to deliver in one to two working days) (£5.00)
- Royal Mail International Tracked and Signed Delivery (Excluding Import Taxes Payable to Customs) (£25.00)
- Royal Mail UK Special Delivery Guaranteed by 1pm (order value up to £750) (£15.00)

Confirmation

9. Select Continue

Medication Request Confirmation

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options

Select Delivery Method
Royal Mail UK Tracked 24 (Aims to deliver in one to two working days) (£5.00)

CONTINUE BACK

- Choose Shipping Address
- Payment
- Select Shipping Date
- Additional Notes
- Confirmation

10. Choose your shipping address or add a new address

Medication Request Confirmation

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options
- ✓ Choose Shipping Address

122
Blac
Lonr
London, _____

ADD ADDRESS

CONTINUE BACK

- Payment
- Select Shipping Date
- Additional Notes
- Confirmation

If the address you want to use doesn't appear, you can add it by clicking Add Addresses. When you've selected the correct address, click Continue.

11. Review the payment details and costs

Medication Request Confirmation

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options
- ✓ Choose Shipping Address
- ✎ Payment

Prescription	Price
Rx 8038991 - Vaginal Applicator (1/pack)	£2.00
Rx 8038992 - NeuroMax (Niacin 7.5mg/ NAD+ 50mg) per Sublingual Tablet in DT base	£63.00
	Subtotal: £65.00
	Shipping: £5.00
	Total: £70.00

Select a Payment Method

No payment methods available. Please add a payment method.

ADD PAYMENT METHOD

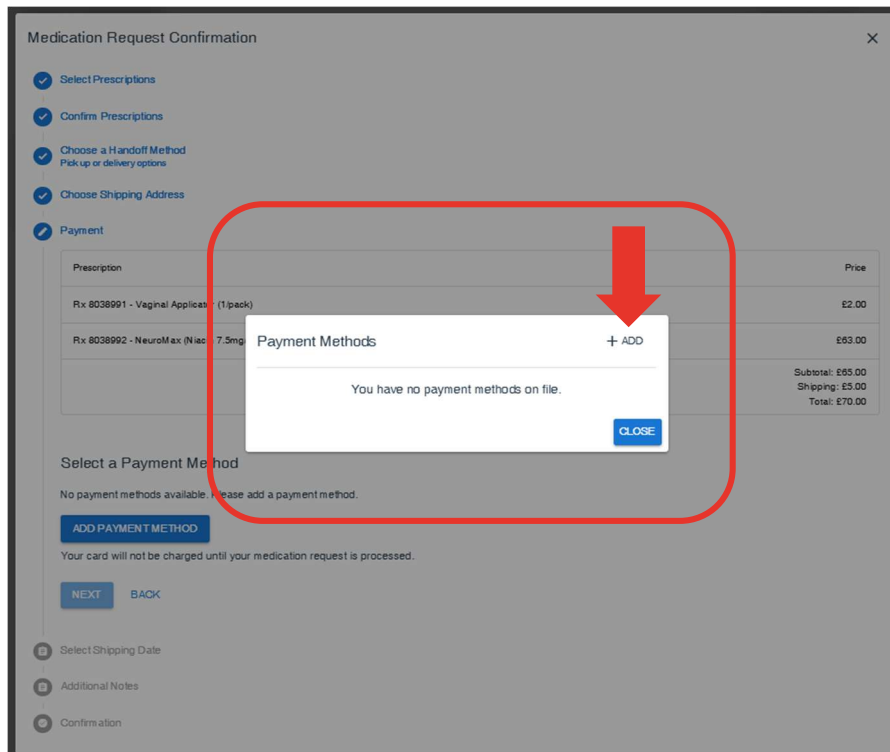
Your card will not be charged until your medication request is processed.

NEXT **BACK**

Select Shipping Date

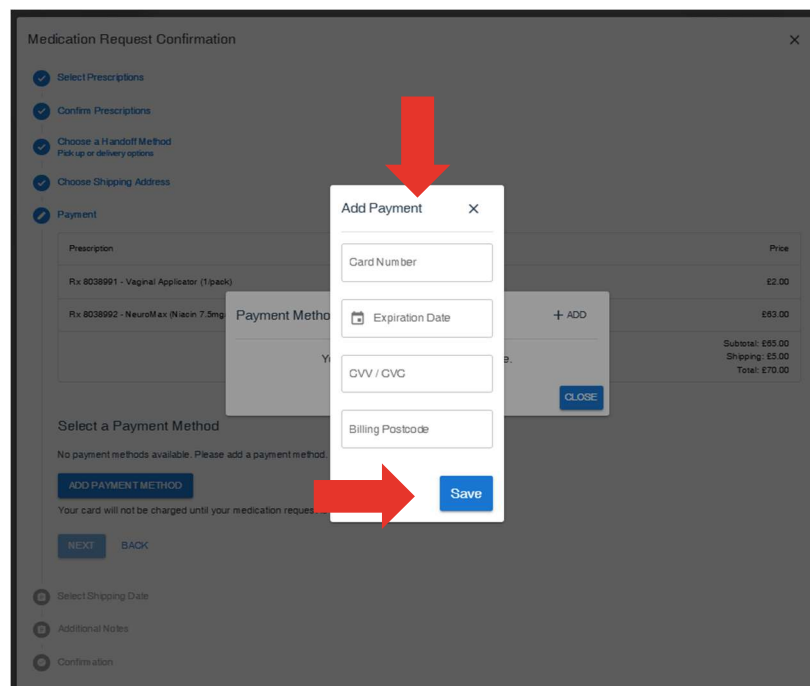
Additional Notes

12. If you haven't added a Payment Method in your profile, you can add your payment details under **Select a Payment Method** in the **Medication Request Confirmation Window** and then **ADD PAYMENT METHOD**

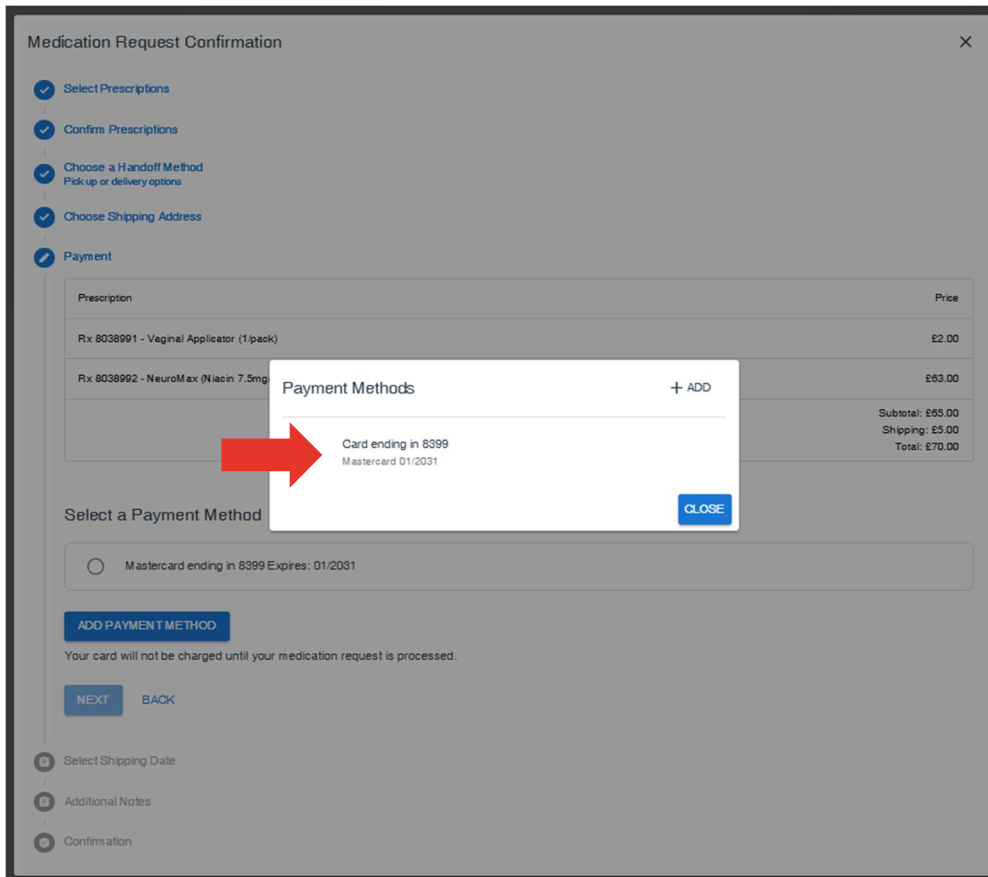


13. When this window appears, click on **+ ADD** in the right hand corner

14. Add your Payment details and click on **SAVE**



15. This view shows you have successfully added your card



Medication Request Confirmation

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options
- ✓ Choose Shipping Address
- ✓ Payment

Prescription	Price
Rx 8038991 - Vaginal Applicator (1(pack)	£2.00
Rx 8038992 - NeuroMax (Niacin 7.5mg	£63.00
Subtotal: £65.00	
Shipping: £5.00	
Total: £70.00	

Payment Methods + ADD

Card ending in 8399
Mastercard 01/2031

Select a Payment Method

Mastercard ending in 8399 Expires: 01/2031

ADD PAYMENT METHOD

Your card will not be charged until your medication request is processed.

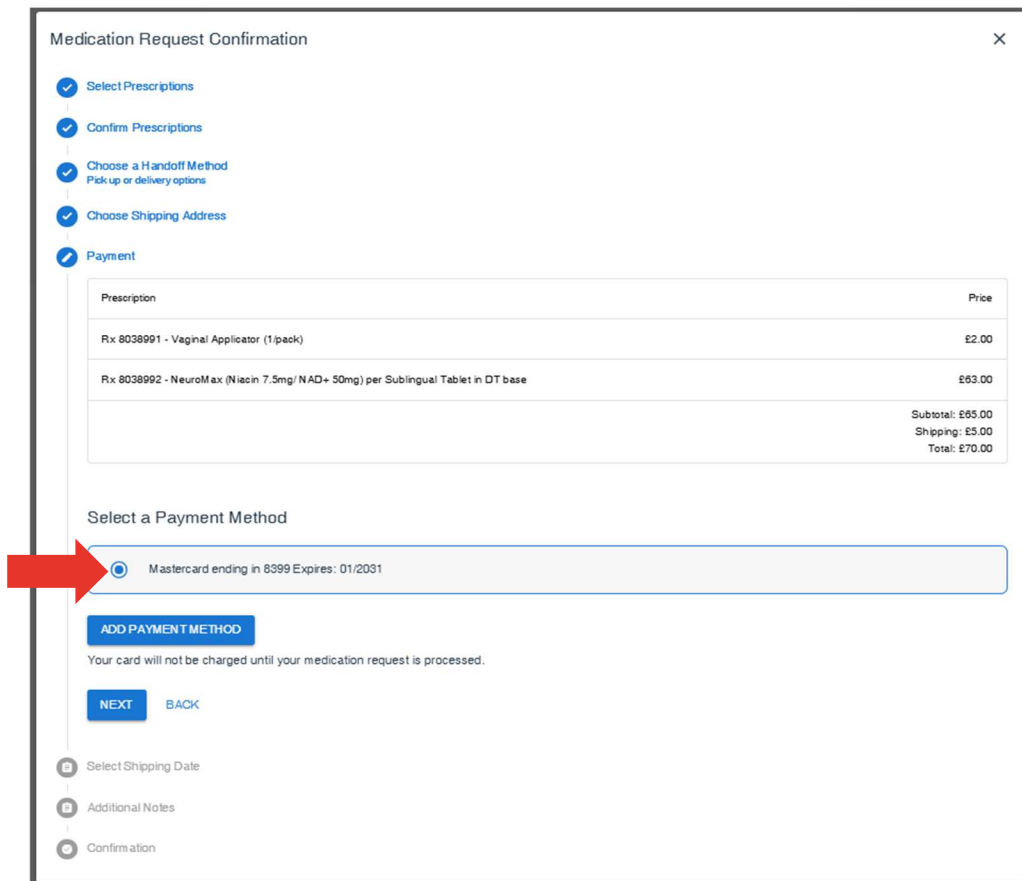
NEXT BACK

Select Shipping Date

Additional Notes

Confirmation

16. Select the added card as your payment method and click NEXT



Medication Request Confirmation

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options
- ✓ Choose Shipping Address
- ✓ Payment

Prescription	Price
Rx 8038991 - Vaginal Applicator (1(pack)	£2.00
Rx 8038992 - NeuroMax (Niacin 7.5mg/ NAD+ 50mg) per Sublingual Tablet in DT base	£63.00
Subtotal: £65.00	
Shipping: £5.00	
Total: £70.00	

Select a Payment Method

Mastercard ending in 8399 Expires: 01/2031

ADD PAYMENT METHOD

Your card will not be charged until your medication request is processed.

NEXT BACK

Select Shipping Date

Additional Notes

Confirmation

17. Select your Shipping Date and continue

Medication Request Confirmation

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options
- ✓ Choose Shipping Address
- ✓ Payment
- ✓ Select Shipping Date

Select Shipping Date

Please select the date you need your medication to be shipped out by the pharmacy. Your medication request will be processed as soon as possible; however, due to shipping and compounding times, it may take longer to receive your medication.
You will receive a notification when your medication has shipped.

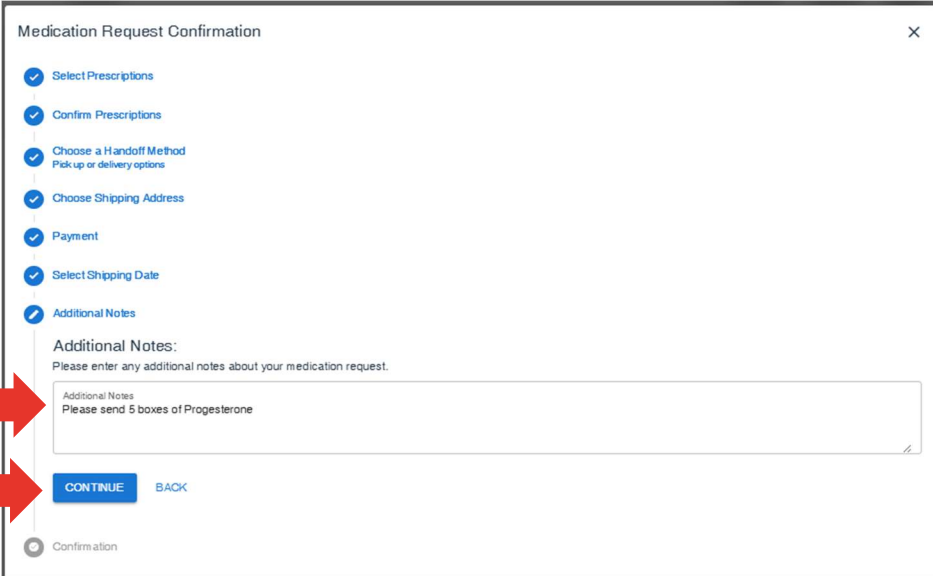
< March >		< 2026 >				
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

CONTINUE BACK

- Additional Notes
- Confirmation

18. Add Additional Notes

- a. Here you can request multiple quantities of your medicines. e.g. -
“Please send 5 boxes of Progesterone Capsules”
- b. Add any other information you would like to accompany this request



Medication Request Confirmation

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options
- ✓ Choose Shipping Address
- ✓ Payment
- ✓ Select Shipping Date
- ✓ Additional Notes

Additional Notes:
Please enter any additional notes about your medication request.

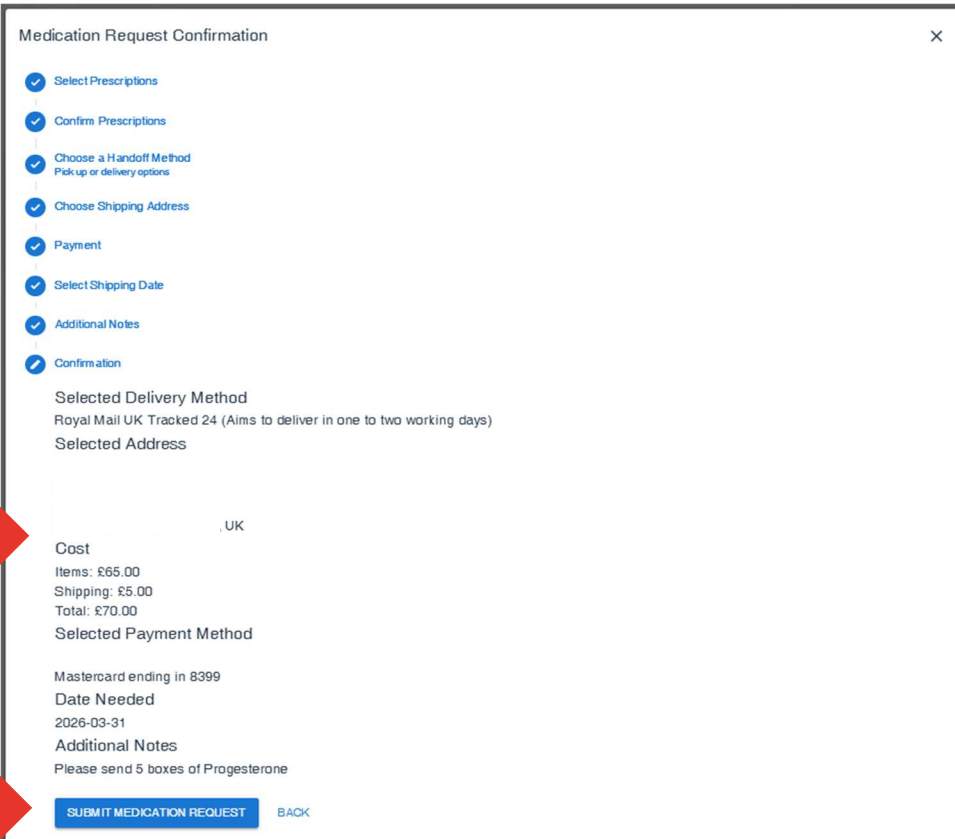
Additional Notes
Please send 5 boxes of Progesterone

CONTINUE BACK

Confirmation

19. Confirmation

- a. Review your complete order request before submitting
- b. Click on **SUBMIT MEDICATION REQUEST** to submit



Medication Request Confirmation

- ✓ Select Prescriptions
- ✓ Confirm Prescriptions
- ✓ Choose a Handoff Method
Pick up or delivery options
- ✓ Choose Shipping Address
- ✓ Payment
- ✓ Select Shipping Date
- ✓ Additional Notes
- ✓ Confirmation

Selected Delivery Method
Royal Mail UK Tracked 24 (Aims to deliver in one to two working days)

Selected Address

Cost
Items: £65.00
Shipping: £5.00
Total: £70.00

Selected Payment Method
Mastercard ending in 8399

Date Needed
2026-03-31

Additional Notes
Please send 5 boxes of Progesterone

SUBMIT MEDICATION REQUEST BACK

20. Confirmation Notification

- a. A window will appear stating **“Success!”** – this means the **Pharmacy has received your request**



- b. Navigate to **FILL REQUESTS** in the top menu



Date Requested	Rx Numbers	Handoff Method	Payment Method	Notes
24/03/2026, 13:00	8038991, 8038992	Royal Mail UK Tracked 24 (Aims to deliver in one to two working days)	Mastercard ending in 8399	Please send 5 boxes of Progesterone

Records per page: 10 ▾ 1-1 of 1

- c. Here you can see your request has been sent to the Pharmacy, the date requested, prescription numbers, shipping option selected, your payment method and your additional comments

Review your Prescription History

1. Navigate to the **Prescription History** tab in the top menu
2. To search for a specific prescription, enter the medication name in the search box (1).
3. To review the name of the prescriber and the medication instructions, click the arrow next to the prescription number (2).
4. To see the date the prescription was originally written, find the Date Prescribed column (3).
5. To see the date the prescription was last filled, find the Last Filled column (4).



UPDATE PROFILE REQUEST MEDICATION FILL REQUESTS **PRESCRIPTION HISTORY** SHIPMENTS RECEIPTS LOGOUT

Prescription History

Showing 2 / 2 prescriptions

Search prescriptions **1**

Prescription	Date Prescribed ↓ 3	Last Dispensed 4
2 Rx 8038991 - Vaginal Applicator (1/pack) (Active) Prescriber: Instructions: As Directed	2026-03-24	Not Dispensed
 Rx 8038992 - NeuroMax (Niacin 7.5mg/ NAD+ 50mg) per Sublingual Tablet in DT base (Active) Prescriber: Instructions: One under the tongue daily	2026-03-24	Not Dispensed

Track a Shipment

1. Navigate to the **SHIPMENTS** tab in the top menu
2. Click the shipment you want to review to open the Shipment Details window, where you can see the address to which the shipment was sent, the contents of the shipment, the tracking number and carrier, and more.
3. If there are no Shipments listed here, the pharmacy has not dispatched your order yet. Tracking details will be available only once dispatched



UPDATE PROFILE REQUEST MEDICATION FILL REQUESTS PRESCRIPTION HISTORY **SHIPMENTS** RECEIPTS LOGOUT

View Shipments

My Shipments

Address	Date Shipped	Shipping Status	Date Delivered	Carrier	Tracking ID
▲ No data available					

View Shipments

My Shipments

Address	Carrier	Tracking ID
128 West Fifth St., Institute, WV	FedEx	289426523510

Records per page: 10 1-1 of 1

Shipment Details

Ship To
Adam McCluskey
128 West Fifth St., Institute, WV

Shipment Contents

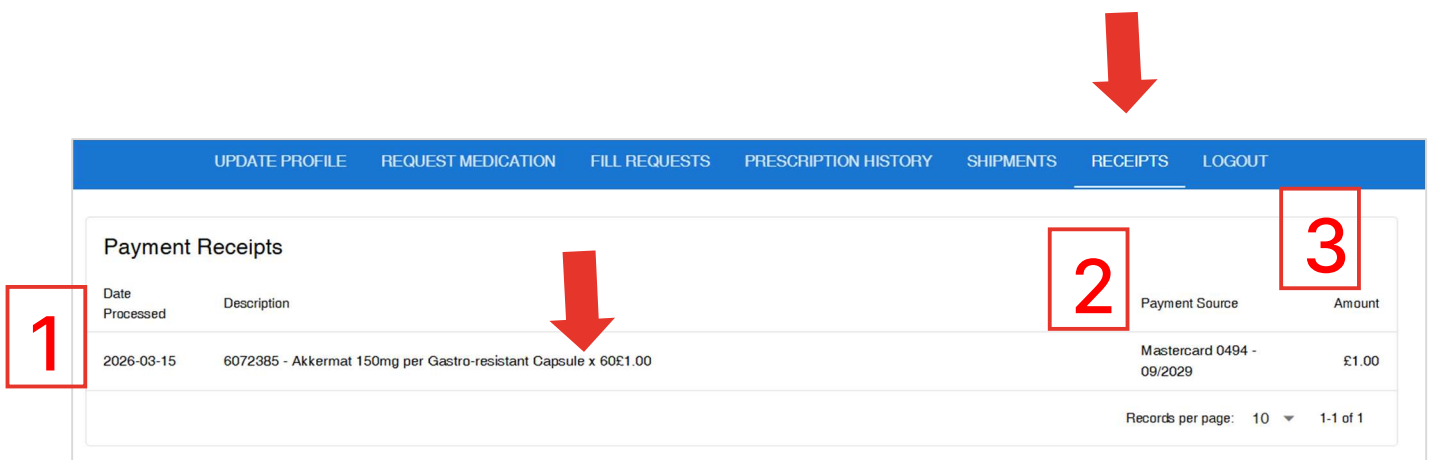
Rx# 6123868 - GABAPENTIN 300 MG CAPSULE

Tracking
Tracking Number: [289426523510](#)
Carrier: FedEx
Service Type: Fedex Express Saver
Date Shipped: 2025-06-04 20:34:45

[CLOSE](#)

Review Receipts


1. Navigate to the **RECEIPTS** tab in the top menu
2. Your receipt will only be generated and visible in the “Receipts” section once your payment has been successfully processed and the request has been approved by a pharmacist.
3. Receipts are issued after the pharmacy has completed the final dispensing process and your card has been successfully charged. Please allow some time for this process to be completed before checking for your receipt.
4. The Date Processed column shows the date the payment was processed (1).
5. The Payment Source column shows the payment method used (2).
6. The Amount column shows the total amount charged for the transaction (3).



Date Processed	Description	Payment Source	Amount
2026-03-15	6072385 - Akkermat 150mg per Gastro-resistant Capsule x 60£1.00	Mastercard 0494 - 09/2029	£1.00

Records per page: 10 1-1 of 1


7. Click the payment row to open a detailed receipt for the transaction.



specialist pharmacy

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Specialist Pharmacy
Londoneast-UK Business & Technical Park
Dagenham, Essex RM10 7FN
Email: info@specialist-pharmacy.com
SMS: 02076371055
Phone: 02076371055
www.specialist-pharmacy.com
Hours: M-F 9am-5pm

Hen
122
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Pho

Details
Reference ID: 137936
Payment Date: 2026-03-15 7:54 pm
Payment Method:  041

Date	Item	Description	Quantity	Total Price	Due
2026-03-15 7:48 pm	6072385	Akkermat 150mg per Gastro-resistant Capsule x 60	60 Each	£1.00	£1.00

Subtotal	£1.00
Tax	£0.00
Total	£ 1.00