

## How to Set Up a PharmOutcomes Account

### Information for Practices Participating in the Waste Reduction/Repeat Prescription Optimisation Scheme

Practices will receive an email to the address provided to pinnacle from **PINNACLE HEALTH** ([helpdesk@phpartnership.com](mailto:helpdesk@phpartnership.com)) with the subject: **PharmOutcomes – New Password**.

This email will contain a username and a temporary password which is **only valid for 7 days**. If not actioned within this timeframe, the account will need to be reset.

#### To Activate the Account:

1. Go to [PharmOutcomes](#) on your internet browser (hint: save a bookmark for future use).
2. Enter the username in the email and the temporary password provided.
3. You can then change the password to something more memorable, choose a 6-digit security word that is used throughout the system and complete the Multi Factor Authenticator (MFA) on either a mobile device or desktop application.
4. User accounts that have Admin as one of their permissions can add / remove users from the site and reset any lost credentials. Please see link [here](#) for the user guide on how to do this.

#### Support

If you require any support with the account or have queries, you can contact the support team via the Optum Help Centre under the **Help / Contact Us** tab on the top toolbar in PharmOutcomes, use the Live chat on the bottom right of the login page, or alternatively, call 0345 450 6279.