




A DETAILED STEP-BY-STEP GUIDE TO ORDERING ONLINE

HOW TO REGISTER AND PLACE YOUR ORDER ONLINE

A STEP-BY-STEP GUIDE

A circular graphic with a blue-to-purple gradient border contains a screenshot of the Nutricia Homeward website. The screenshot shows a green field with a blue sky in the background. A semi-transparent white box is overlaid on the image, containing the following text:

Welcome to Nutricia
Homeward

Welcome to the Nutricia Homeward website.
Login or register to place your order online.

LOGIN REGISTER

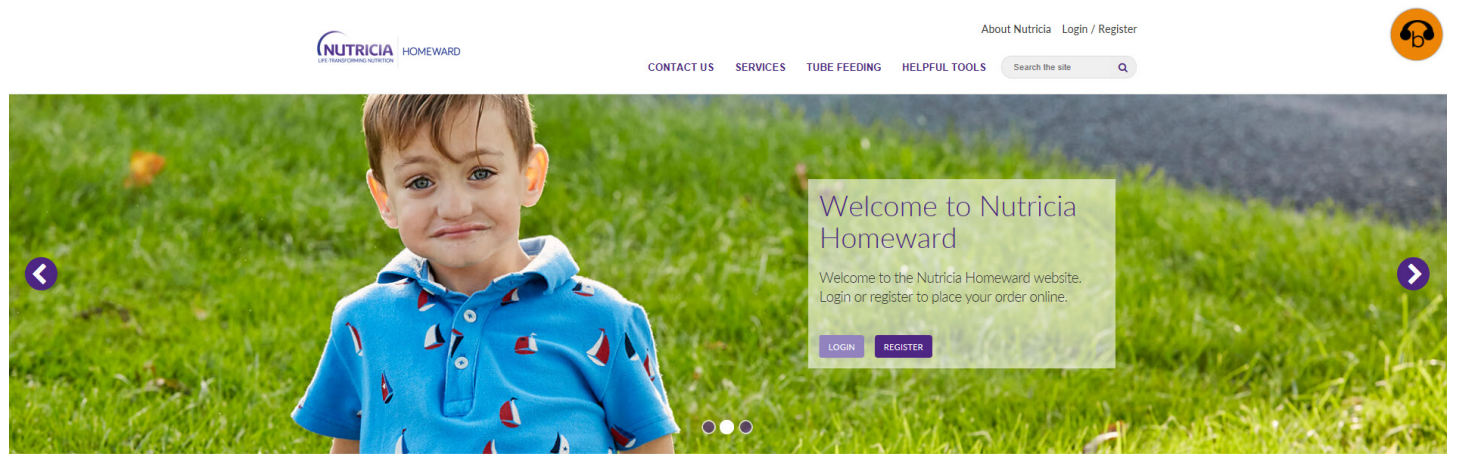
This information is intended for patients, and carers, registered on Nutricia Homeward.

Accurate at time of publication:
August 2019

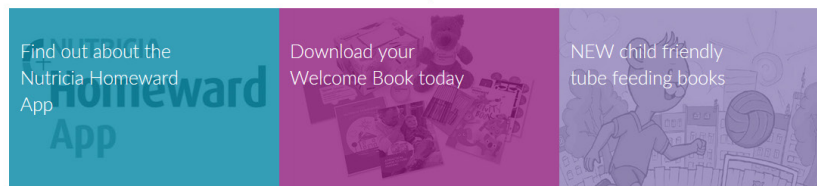
DO YOU KNOW:

- How to set up your online registration
- Your login details
- When to place your order
- How to place your order
- What you need to order
- What to do if you don't need something this time
- What the order form looks like
- Which parts do you need to complete
- How to check what you ordered last time or the time before
- How to update your details
- Who to contact if you have any questions

1. Visit nutriciahomeward.co.uk

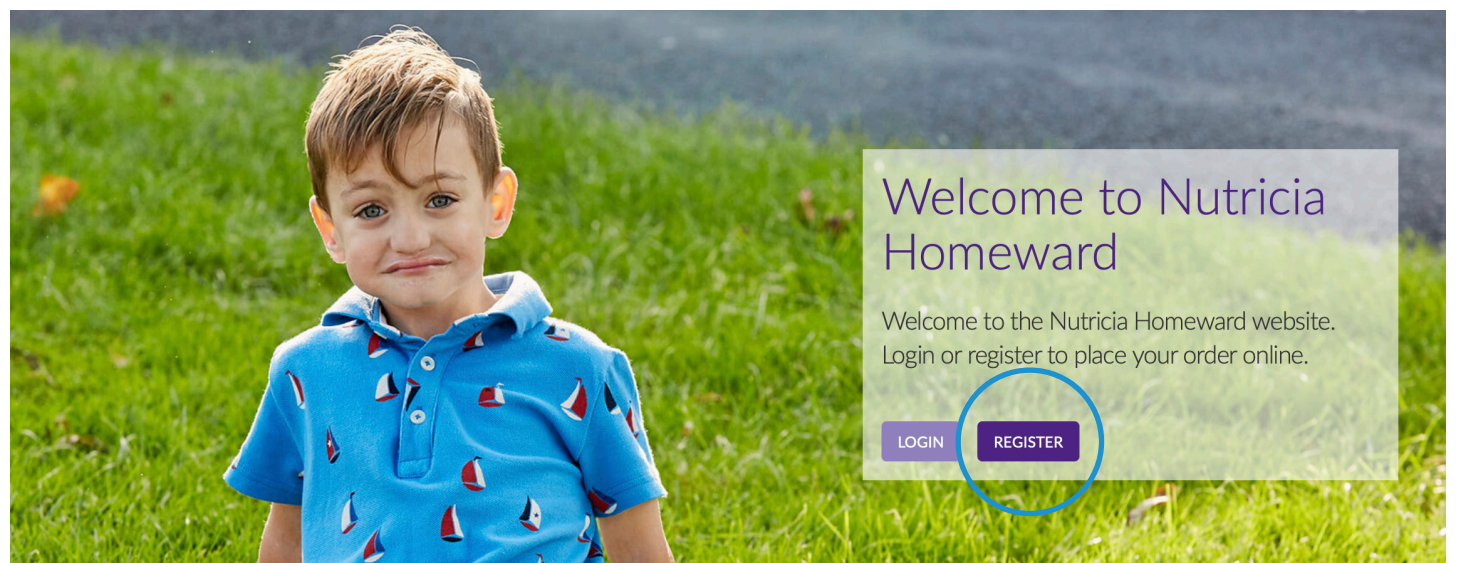


Latest Updates




2. Now you need to set up your **online registration**

3. Click on **Register**



4. Click on **Single Patient Sign Up**

Single Patient Sign Up Multi-Patient Sign Up Login



REGISTER FOR A NEW SINGLE PATIENT ACCOUNT

Online support for people registered with Nutricia Homeward Service.
Enter the patient details first and then if required enter the carer details in the separate carer section. Only one email address can be used for each Nutricia Homeward account.
If there is a problem with your registration Nutricia Homeward will contact you.

Patient Details

Title *

First Name *

Last Name *

Date of Birth *

Email Address *

Confirm Email *

Please use the 01234567890 format for UK phone numbers.

Telephone Number *

Mobile Number

Street 1 *

Street 2

Street 3

City *

Postcode *

County

Country


About You

I Am *

Adult Consent

I am over 18 / I have permission from a parent or guardian *

Confirmation

I'm not a robot 

5. **Complete** the details

6. **Confirm** you are not a robot

7. **Submit** your registration

8. Once you have **submitted your registration** you will receive an email that looks like the one below

Single Patient Sign Up Multi-Patient Sign Up Login

THANK YOU FOR SUBMITTING YOUR DETAILS

Your registration was successfully submitted, but you still need to validate your email address.

A verification email has been sent to you.

To validate your email address, click on the link within the email. If this does not work, copy and paste the whole link into the address bar of your browser.

If you do not see an email from Nutricia Homeward in your inbox, it may have mistakenly been sent to your spam or junk folder. Please open this folder and look for it there.

9. You will need to **click on the link** to finish off the registration process



Dear ,

Thank you for registering with Nutricia Homeward.

Please click on the link below to confirm your email address.

https://uat-nutricia.cs108.force.com/Homeward/PMS_Homeward_EmailVerification?id=a4z1i00000021K3&verificationkey=784457693171489

If email link clicking is disabled, please copy the link and paste into your browser.

10. Complete the account creation process

Single Patient Sign Up Multi-Patient Sign Up Login

CREATE NEW ACCOUNT

Please complete the information below to complete the account creation process.

Confirm Patient Details

Please re-enter the following patient details.

Telephone Number *

Date of Birth *


Choose Login Password

Your password must be a minimum of eight characters long and contain upper and lowercase letters, as well as at least one number.

New Password *

Confirm New Password *

Confirmation

I'm not a robot  reCAPTCHA
Privacy - Terms

Create Account

11. You will then receive this message and a confirmation email

Single Patient Sign Up Multi-Patient Sign Up Login

ACCOUNT CREATED

Your account has been successfully created.

Dear ,

Thank you for registering with Nutricia Homeward.

Please click on the link below to login using your userid and chosen password

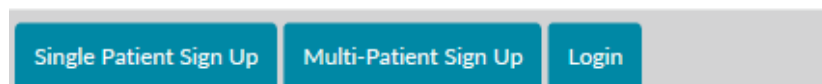
<https://iframe.homewardonline.co.uk/Homeward>

Username:

If email link clicking is disabled, please copy the link and paste into your browser.

You will receive a monthly email reminder from Nutricia Homeward. Please complete your next order online within 7 days of receipt of this email. If we don't receive your next order within this time frame, we will call you to check your supplies with you

12. If for any reason the details don't match, or there is a **problem with your registration**, you will get a message that looks like this. Someone will telephone you to ask a few questions and finish setting up your registration

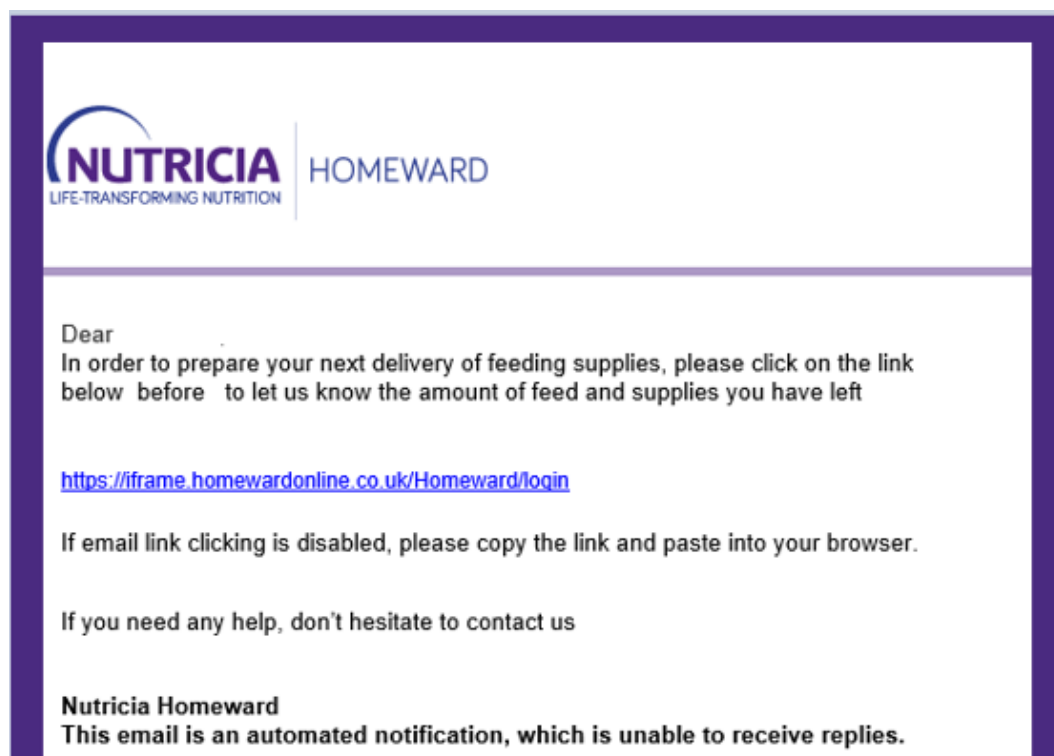


WE'LL BE IN CONTACT SOON

Nearly done! Please see details of the final steps below

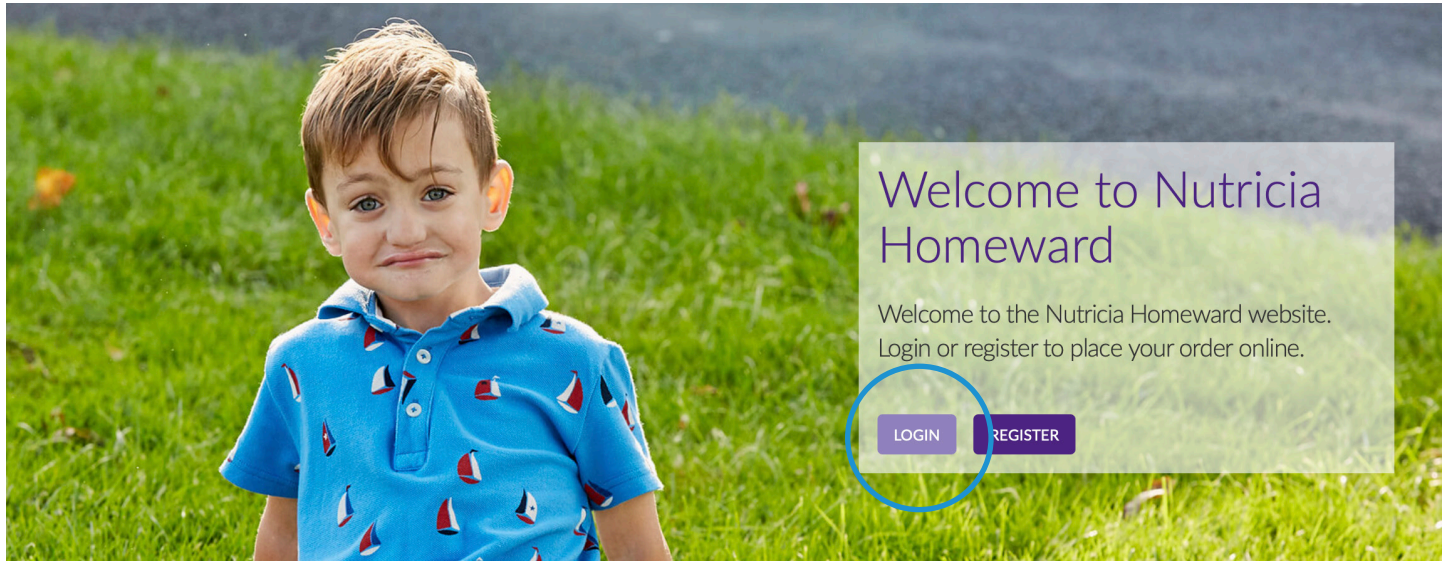
13. Make sure you keep a note of your **password**
14. Once you have registered, Nutricia Homeward will email you every month to remind you to place your order.

You won't have to register again, you can just log on to place your order.



15. How to place your order

Visit nutriciahomeward.co.uk and click on **Login**



16. Enter your **username** (this is your email address) and your **password** (remember your password is case sensitive)



To access this page, you have to log in to Nutricia Homeward.

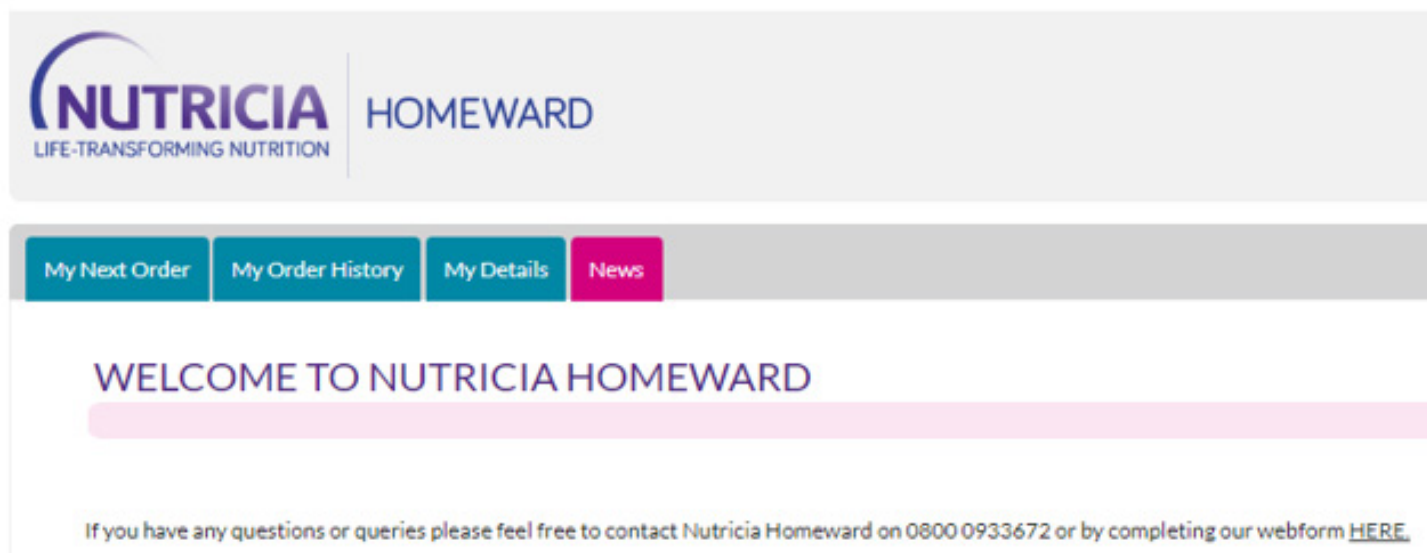
Username

Password

Remember me

[Forgot Your Password?](#) [Sign Up](#)

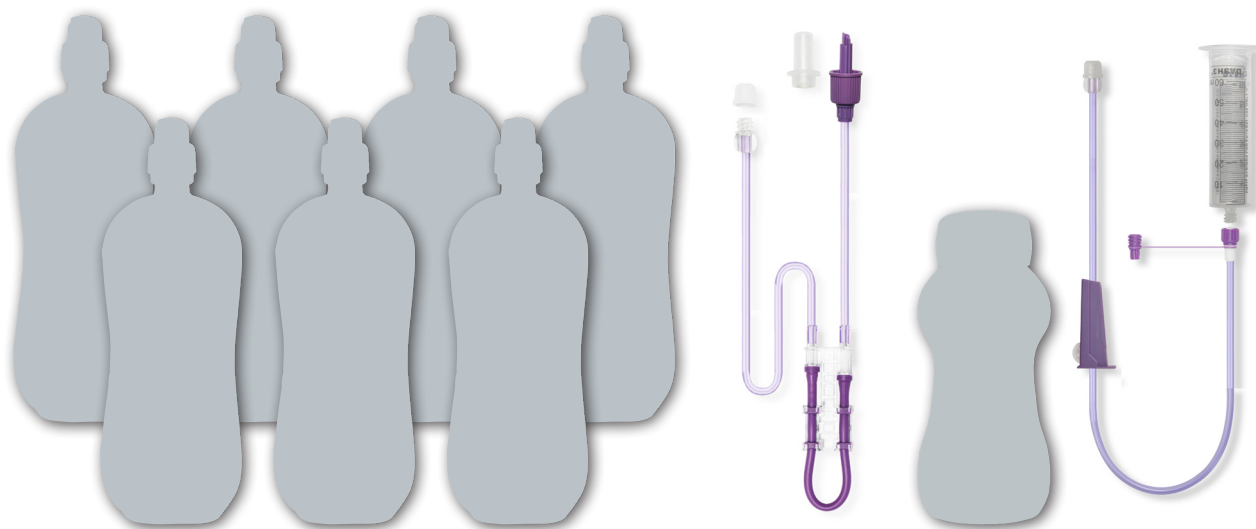
17. Once you have **registered** you will see this:



18. Click on **My Next Order**



19. Before you start, **check how many** bottles/packs, giving sets and other equipment you have left



20. This is what an **order form** looks like

Order S11382550

Delivery Details

Your next delivery is due: 11/04/2019

Delivery Address: Nutricia Ltd
Newmarket Avenue
White Horse Business Park
Trowbridge, Wiltshire

Delivery Instructions: If out, please leave in porch

Please tell us the stock that you have left for each item. Input the figure in the "Items left" field

RESET ORDER

NO ORDER REQUIRED

Order

Item Description	Product Code	28 Days Supply	Items left?	We will send	Item not required
NUTRISON 1000 COMPLETE MULTI FIBRE LIQ 1000ml PACK	54547	28	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>
FLOC INFINITY PACK SET W/O DC Y-PORT ENF	95347	28	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>
60ml DASH3 SYRINGE 7 DAY ENFIT	113807	4	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>

The below products are on your requirements, however, they are not due for delivery this time. If you require any of these items please contact us at nutriciahomeward@nutricia.com.

Product Code	Item Description	Frequency	Quantity
94814	CH10 FLOCARE G-TUBE ENFIT	Every 3 Orders	1

CONTINUE

If you need additional stock as a buffer amount or other queries related to your order or list of products, please contact us at nutriciahomeward@nutricia.com.

21. If you need to **reset the figures** you have entered click Reset Order

Please tell us the stock that you have left for each item. Input the figure in the "Items left" field

RESET ORDER

NO ORDER REQUIRED

22. If you **don't need something**, click on the item you don't need 'X'. You will then have to choose the reason why you don't need something

Item Not Required

Please provide a reason for not requiring a delivery:

- Have enough feed and supplies (More than 35 days supply)
- In hospital
- Deliveries no longer required
- Other

Nutrison 1000 Complete Multi Fibre is a Food for Special Medical Purposes for the dietary management of disease related malnutrition in patients with low energy and/or low fluid requirements, and must be used under medical supervision.

23. If you don't need a delivery this month, please let us know by clicking on **No Order Required**

Please tell us the stock that you have left for each item. Input the figure in the "Items left" field

24. You will have to **select a reason** why you don't need anything

No Delivery Required

Please provide a reason for not requiring a delivery:

- Have enough feed and supplies (More than 35 days supply)
- In hospital
- Deliveries no longer required
- Other

PLEASE NOTE: You will not be able to edit this order if you select a cancellation reason and click **CONTINUE**. To continue editing the order please click **CANCEL**.

25. Filling in the form: Enter the amount you still have in the **Items Left** box for each product. The system will automatically work out how much to send you

Order

Item Description	Product Code	28 Days Supply	Items left?	We will send	Item not required
10ml GBUK SYRINGE MULTI USE ENFIT	113823	28	<input type="text" value="20"/>	<input type="text" value="28"/>	<input type="checkbox"/>
NUTRISON 1000 COMPLETE MULTI FIBRE LIQ 1000ml PACK	54547	28	<input type="text" value="20"/>	<input type="text" value="28"/>	<input type="checkbox"/>
CH14 1.7cm 22cm AMT G-JET LOWP GJ ENFIT	122644	1	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="checkbox"/>

The below products are on your requirements, however, they are not due for delivery this time. If you require any of these items please contact us at nutricia.homeward@NHS.net.

Product Code	Item Description	Frequency	Quantity
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If you need additional stock as a buffer amount or other queries related to your order or list of products, please contact us at nutricia.homeward@NHS.net.

If you have some product that you don't need every 28 days they will be shown **here**
When you have entered everything you need, click on **Continue**

26. When you have clicked Continue you will be taken to the **confirmation page**. You must click **Submit Order**

My Next Order My Order History My Details News

MY NEXT ORDER CONFIRMATION

Please double check the information you have submitted. You can then submit your completed order.

Patient:

Order S11592542

Delivery Details

Your next delivery is due: 13/08/2019

Delivery Address: Nutricia Homeward
Newmarket Avenue
White Horse Business Park
Trowbridge, Wiltshire

Delivery Instructions:

Order

Item Description	Product Code	28 Days Supply	Items left?	We will send	Item not required
10ml GBUK SYRINGE MULTI USE ENFIT	113823	28	20	28	
NUTRISON 1000 COMPLETE MULTI FIBRE LIQ 1000ml PACK	54547	28	20	28	
CH14 1.7cm 22cm AMT G-JET LOWP GJ ENFIT	122644	1	1	1	

The below products are on your requirements, however, they are not due for delivery this time. If you require any of these items please contact us at nutricia.homeward@NHS.net.

Product Code	Item Description	Frequency	Quantity
--------------	------------------	-----------	----------

BACK SUBMIT ORDER

If you need additional stock as a buffer amount or other queries related to your order or list of products, please contact us at nutricia.homeward@NHS.net.

27. When you see this page you need to click **Finish**

My Next Order My Order History My Details News

MY NEXT ORDER COMPLETED

Thank you for submitting your order.

Patient: Jon Aries (C002229)

BACK FINISH

If you need additional stock as a buffer amount or other queries related to your order or list of products, please contact us at nutricia.homeward@NHS.net.

28. You will receive an email to confirm your order has been placed

Subject: You have successfully completed your Nutricia Homeward stock check



Dear

Thank you for submitting your order details as shown below.

Item Name	Nutricia Product Code	28 Days Supply	Items Left	We will Send
10ml GBUK SYRINGE MULTI USE ENFIT	113823	28	20	28
NUTRISON 1000 COMPLETE MULTI FIBRE LIQ 1000ml PACK	54547	28	20	28
CH14 1.7cm 22cm AMT G-JET LOWP GJ ENFIT	122644	1	1	1

Your delivery is scheduled for 13/08/2019 .

If you have any questions please contact Customer Services.

Nutricia Homeward

This e-mail is an automated notification, which is unable to receive replies.

We're happy to help you with any questions or concerns you may have. Please contact us by completing the Webform [HERE](#) or by telephone on 0800 093 3672

29. You can check previous orders for up to 12 months

My Orders

Order History

Personal Details

News

MY ORDER HISTORY

Details of up to 12 of your previous orders are shown below.

Orders Due

09-Sep-2019

[±]

12-Aug-2019

[☺]

Product Code	Product Name	28 Day Supply	Ordered Quantity
113828	20ml GBUK SYRINGE MULTI USE ENFIT	10	10
86484	FLOC INFINITY PK MOBILE SET W/O MP ENFIT	30	0
79749	FORTISIP COMPACT LIQUID VANILLA 125ml BTL	84	84
113843	EXT SET RHT ANGLE CAP 12" BALLOON ENFIT	5	5
88701	GBUK CE pH INDIC 2-9 (100)	2	0
63281	HYPAFIX TRANSPARENT FILM 10cm x 10m	1	0
113830	60ml GBUK SYRINGE MULTI USE ENFIT	8	0

Previous Orders

30. If you need to **change your information**, like your address or anything else, click on Edit



MY DETAILS

Patient details and preferences are shown below.

Preferred Language English
Preferred Language Other Details

Login Details

Login ID aries@nutricia.com
Account Created 13-May-2016

[Change Password](#)

[Unsubscribe](#)

Patient Details

Title Mr
First Name
Last Name Aries
Date Of Birth 27-Jun-1969
Prescription Exemption NHS Exemption / Medical
Address Type Carers Address
Address Nutricia Homeward
Newmarket Avenue
White Horse Business Park
Trowbridge , Wiltshire
Postcode BA14 0XQ
Delivery Instructions
Telephone Number 01225 71
Mobile Number
Email Address @hotmail.co.uk
Preferred Contact Time 08:00 - 11:00

Consent and Preferences

Phone Numbers - Call
Mobile number - Text for delivery
Email Address Yes
Consent/Preferences provided by
Time & Date Fri May 25 03:15:25 GMT 2018

[Edit](#)

**IF YOU HAVE ANY QUESTIONS
PLEASE CONTACT US ON**

**nutricia.homeward@nhs.net, or
0800 093 3672**



NUTRICIA | HOMEWARD

Nutricia Advanced Medical Nutrition
White Horse Business Park, Trowbridge, Wiltshire BA14 0XQ
AMN0496-08/19