



# EssilorPro.

Your self-service platform.

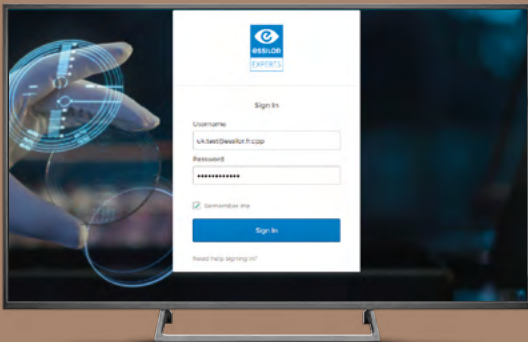


# EssilorPRO

An easy-to-use platform to provide you with one single point of access for all Essilor Services, powered with personalised experiences. You will have access to all our resources at your fingertips, both from desktop or tablet.

## Main benefits for you in EssilorPRO:

- A personalised experience
- Time saving and maximised efficiency for you to spend more time on what really matters to you: taking care of your patients
- Proactive communications from Essilor to stay up-to-date
- Reduced effort to manage business activities, like order management
- Access to added-value services enabling more traffic driven to store



## New digital tools to support your business:

### Track my lens orders

Following up on orders has never been so simple and you can do this directly inside the EssilorPRO portal. Easy-to find, accurate order tracking data and documents will help you follow-up on orders (eg. return requests, reorder).

At a glance, key information on your ongoing lens orders will be displayed, including the status of the orders (in delivery, delayed) but also what you can expect with regards to the timing of your delivery.

### Browse my lens catalogue

Browsing the lens catalogue has just got a whole lot easier. With this service, you gain access to technical and detailed product information (range, options, treatments, technical features, design information and more!).

Are you searching for a specific product? In just two clicks, you will find everything you need to know.

### Manage my store and employees

Your EssilorPRO portal will allow you to manage your profile and your employees. You will now be able to monitor who has access to which services in a click of a button.

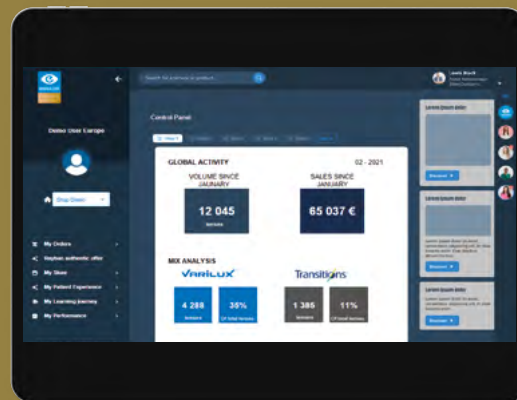


## Monitor my Partnership

Inside the EssilorPRO portal, you will be presented with a monthly dashboard helping you to monitor your partnership with Essilor.

## Boost my online visibility

Essilor will help you maximise your organic visibility online and ultimately drive more footfall into practice through the new service "YEXT". With this service, you can keep an eye on your online reviews and provide quick and targeted responses. YEXT also ensures that your company is visible on over 100 online platforms, with one central place to manage your shop information (opening days/hours, etc.) and update it on multiple online platforms at once, enhancing your position in search rankings. Available to Essilor Ambassadors only.



# Accessing other existing services inside EssilorPRO:

### Place an order

For order entry, your existing service (Opsysweb) will be accessible through EssilorPRO, in one click and without the need to login twice - saving you crucial time in your daily activities.

### Manage my bookings

Enabling you to manage the appointments consumers have booked through your website or through the Essilor website, your Live Calendar back-office service will be accessible, without the need to login twice.

### Access Marketing Support

Access your Marketing Hub from the portal, in order to browse support material for all of your marketing needs. You will find POS, digital assets, recall material and more!

### Manage my Loyalty points

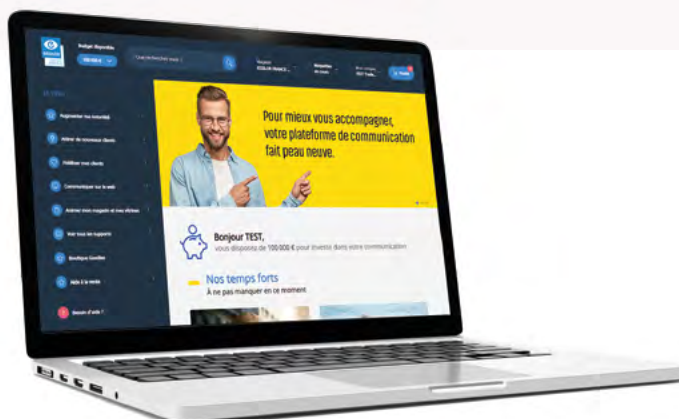
Access your Essilor Loyalty portal to track and spend your points.

### Earn my CPD points

Sign up to our CPD platform to earn your CPD points from home. It's easy to sign up and free to use! Start learning and earning points today!

### Order my tools & supplies

Access M'eye e.store to purchase all of your instrument consumables at a click of a button.



Login to  
EssilorPRO now!  
[www.essilor-pro.com](http://www.essilor-pro.com)





## EssilorPRO FAQ's

Discover the most frequently asked questions and take full advantage of your portal.

### How can I change my EssilorPRO password?

You can go to your profile section, under "My profile" and select "Change password".

### My phone number is not correct, how can I change it?

You can go to your profile section, under "My profile" and change it directly from there. Don't forget to save the changes!

### I forgot the answer to my security question to log in to EssilorPRO. How can I reset it?

At the creation of your account following the reception of the Welcome email in your mailbox, you have selected a security question and its answer. To be able to change it, you need to contact your [digitalmarketing@essilor.co.uk](mailto:digitalmarketing@essilor.co.uk)

### How can I change my email address?

If you are an owner, you can ask your [digitalmarketing@essilor.co.uk](mailto:digitalmarketing@essilor.co.uk) to change it. You will then receive an email notification on your new mailbox and will be able to log in with the same password as before. If you want, when changing the email address you can also ask to reset your password at the same time.

If you are an employee, you can ask your shop manager or the owner of your store to change it directly in EssilorPRO. Otherwise, you can contact your [digitalmarketing@essilor.co.uk](mailto:digitalmarketing@essilor.co.uk)

### I need to provide an access to an employee of my practice, how can I do this?

You can go to your profile section, under "Employee management" and select "Add an employee". You fill in the relevant information (name, email address, role in store), choose the shop(s) to associate this user to and the services to enable. And you save!

After confirming, your employee will then receive an email to sign up and confirm their account.



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EXPERTS

### **I need to edit information about one of my employees. How can I change the rights I gave to an employee? How can I edit an employee?**

From your employee management tab, you can edit and delete employees on your own.

To edit information about one employee, search and select the employee, click on "Actions" dots and select "Edit". It opens a pop-up and from there you can change any information you want on this employee: names, email address, role in store, associated shops, default shop and the list of services enabled.

### **How can I delete an employee that no longer works for me?**

From your employee management tab, you can edit and delete employees on your own.

To delete an employee, please search and select this employee, click on "Actions" dots and choose "Delete". Don't forget to confirm to be able to proceed.

### **I don't see all my shops, how can I add a shop? / I recently acquired a new shop and it doesn't appear in the portal.**

First, as a reminder, to see the list of all your shops available, you can see them from the dropdown list on the homepage navigation menu or from the "Shops" section under my profile.

If you don't see one of your shops, you are not able to add a shop directly from the EssilorPRO portal.

**Please contact BDM or [digitalmarketing@essilor.co.uk](mailto:digitalmarketing@essilor.co.uk)**

### **The content does not appear in my own language, how do I switch to another language?**

From my profile dropdown menu, you will find the list of languages available for the portal.

You can change the language from here. And for next logins, the new selected language will become your default language.

*PS: You will still be able to change it at any time later on.*

### **How do I log into EssilorPRO from another device?**

We recommend using the portal on a desktop device only.

### **I get an error when trying to connect to one of my services**

First, as a reminder, to see the list of the services you are enabled to, you can see them from the dropdown list on the homepage navigation menu or from the "Services" section under my profile.

If you encounter an error when opening the service within the portal or from an external tab, please reach out to your [digitalmarketing@essilor.co.uk](mailto:digitalmarketing@essilor.co.uk)

