

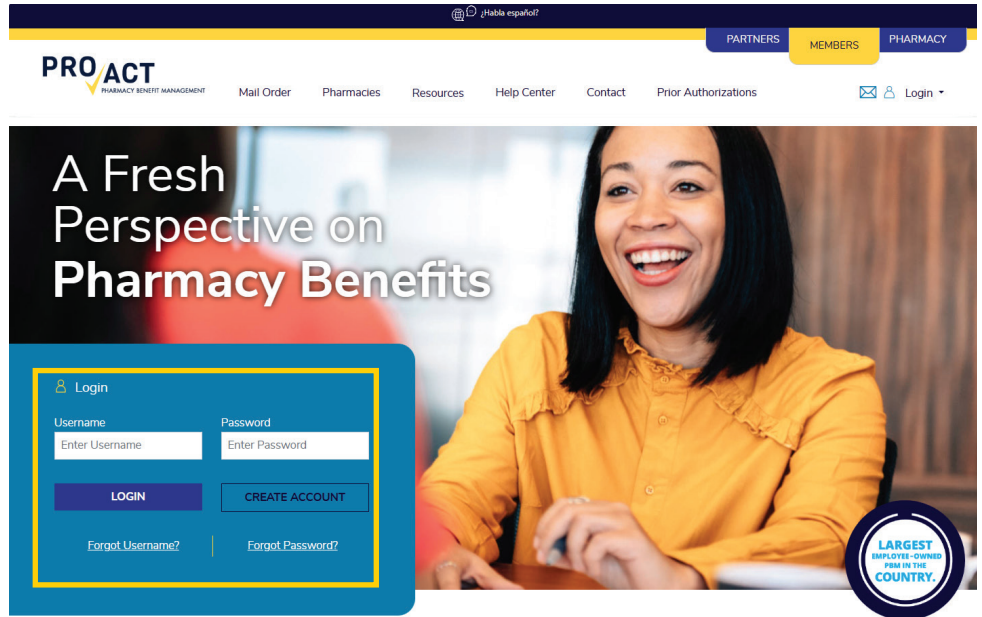
Step-by-Step Guide

This guide provides basic instructions for on how to update your address with our mail order pharmacy.

TO BEGIN THE PROCESS:

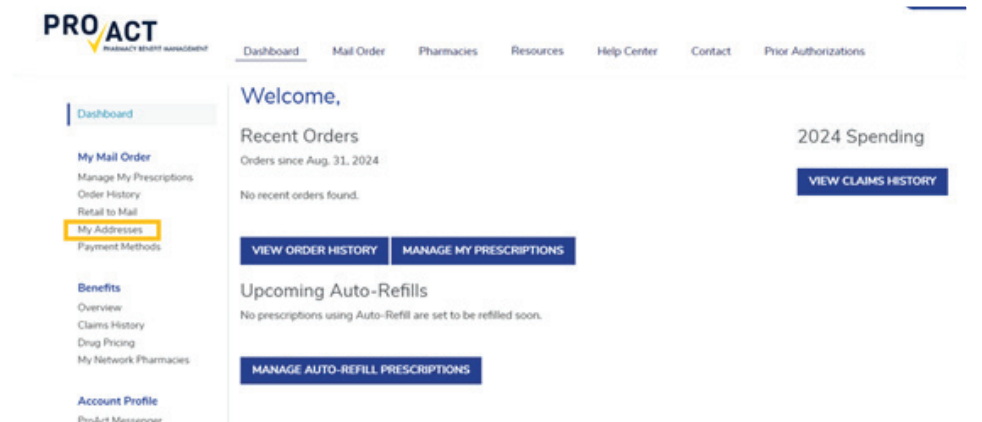
Visit www.proactrx.com and log into your account by entering your username and password in the large blue login box.

Once logged in, you will be on the **DASHBOARD** page.



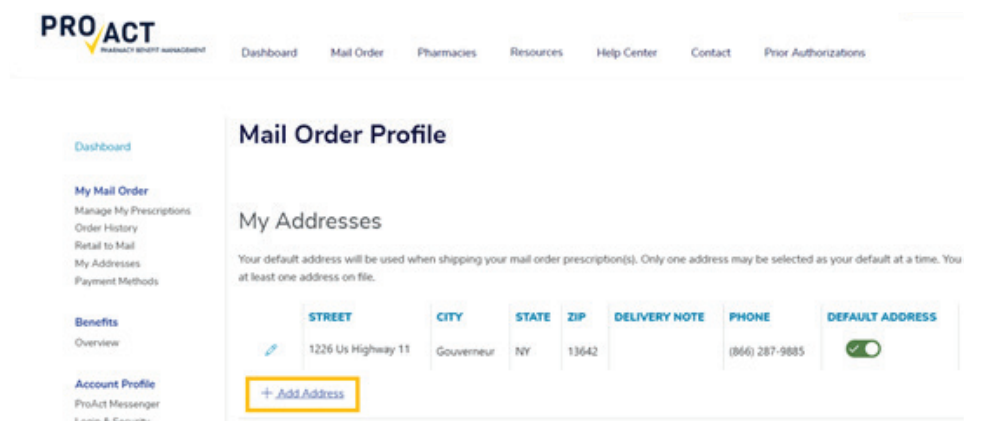
STEP 1: MY ADDRESSES

Upon logging in, click on **MY ADDRESSES** on the left navigation pane.



STEP 2: ADD ADDRESS

Now that you are on the mail order profile screen you will click the **ADD ADDRESS** link below.



QUESTIONS? The ProAct Help Desk is available to serve you 24 hours a day, 7 days a week. Our knowledgeable customer service representatives can assist you with account creation and *much more*. Call **877-635-9545**

STEP 3: SAVE ADDRESS

Fill out the **ADD ADDRESS** form and click **SAVE ADDRESS**.

PROACT
PHARMACY BENEFIT MANAGEMENT

Dashboard Mail Order Pharmacies Resources Help Center Contact Prior Authorizations

Dashboard

My Mail Order
Manage My Prescriptions
Order History
Retail to Mail
My Addresses
Payment Methods

Benefits
Overview

Account Profile
ProAct Messenger
Login & Security

Add Address

Street Address *
6333 NY-298

City * State * Zip *
East Syracuse NY 13057

Phone *
877-635-9545
Example: 555-555-5555

Delivery Note
Delivery Note

CANCEL SAVE ADDRESS

STEP 4: SAVE ADDRESS

Once you have added the new address, you will need to mark it as your default address by clicking the toggle under **DEFAULT ADDRESS**.

Your new address has been marked as default; you can either keep the old address on file as a seasonal address or delete the address completely by clicking on the **TRASH CAN ICON**.

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Dashboard

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Benefits
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Account Profile
ProAct Messenger
Login & Security

Mail Order Profile

My Addresses

Your default address will be used when shipping your mail order prescription(s). Only one address may be selected as your default at a time. You at least one address on file.

	STREET	CITY	STATE	ZIP	DELIVERY NOTE	PHONE	DEFAULT ADDRESS
	1226 Us Highway 11	Gouverneur	NY	13642		(866) 287-9885	☒
	6333 Ny-298	East Syracuse	NY	13057		(877) 635-9545	☐

[+ Add Address](#)

Fill out the **ADD ADDRESS** form and click **SAVE ADDRESS**.

Frequently Asked Questions:

Should I update my address before or after refilling my prescription?

You should update your address prior to refilling any prescriptions to ensure we are shipping your prescription to the correct address.

What do I do if I have a prescription already in process and I need to change my address?

Please call our help desk and speak with a customer service representative to see if the address can be changed.

Can I have more than one address on file?

You can have up to two addresses on file, but always make sure that the address you would like your medications shipped to is marked as the default address prior to refilling a prescription.