



Convatec



Starterkit.com

User Guide

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Getting Started

Browser Compatibility

Starterkit.com is designed to work within an internet browser. Compatible browsers include Internet Explorer (version 10 or greater) and Mozilla Firefox (all versions).

Login

- Type www.convatecstarterkit.com into your internet browser.
A username and password will be required to access starterkit.com. If

Login

Already a ConvaTec Starter Kit™ Program Member?

Username - email address

Password

Keep me logged in: ☐

Go

Forgot your password?

ConvaTec Starter Kit™ Web Ordering Tool

- Free product samples for your patients
- Printable, Customized Patient Care Plan
- Send multiple product samples to existing patients
- Save your favorite kits for faster checkout
- Email order confirmation with shipment tracking

JOIN NOW

Have questions?

Contact us by phone (1-877-585-0470 ext. 1) or email concierge@convatec.com

- Enter username and password, then select **Go**.

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- ## Login

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Have questions?

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Before building a kit, complete the Patient Information form. All sections with an asterisk must be completed.

Welcome to the ConvaTec Starter Kit™ Ordering Tool. With this tool, you will be able to order free product samples for your patients, make customizable patient care plans, and send product sample to your patients. If this is your first time using the ConvaTec Starter Kit™ Ordering Tool, we encourage you to review [this guide](#) that will help you get started.

Order **Confirm** **Care Plan**

Patient Information

First Name: * Last Name: *

Birth Date: * / / 

MM DD YYYY

Phone: * - -

####

Email Address:


Address Line 1: * Address Line 2:

Zip Code: * City: *

State: *

Ship To: ☐ Click here if shipping address is different from home address

Surgery

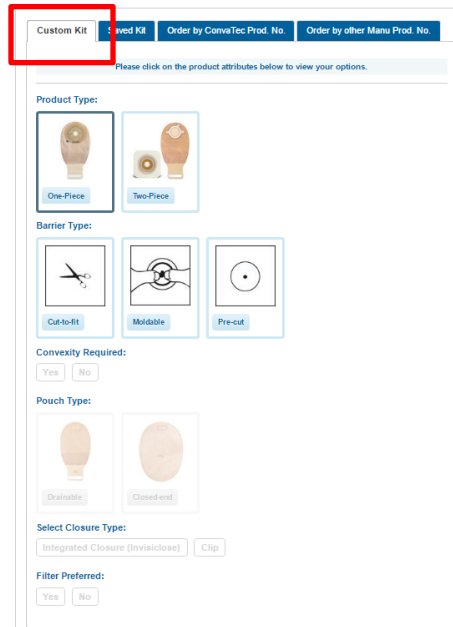
Surgery Date: * / / 

MM DD YYYY

Surgery Type: * Pediatric Products:

Building a Kit

- Choose one of four ordering options:
 - **Custom Kit** -- the default option which allows the user to build a kit through a logical sequence of questions based on product attributes



Custom Kit | Saved Kit | Order by ConvaTec Prod. No. | Order by other Manu Prod. No.

Please click on the product attributes below to view your options.

Product Type:

One-Piece | Two-Piece

Barrier Type:

Cut-to-fit | Moldable | Pre-cut

Convexity Required:

Yes | No

Pouch Type:

Drainable | Closed-end

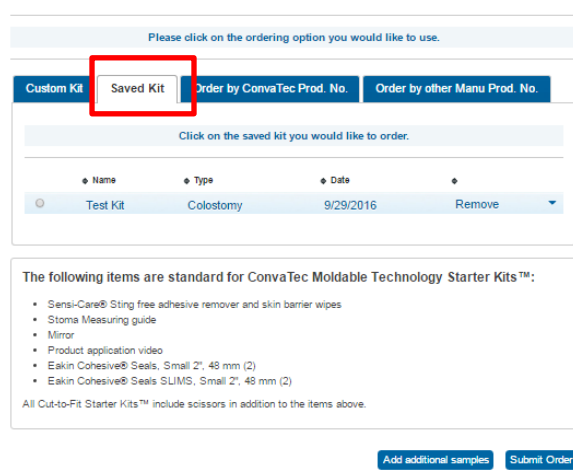
Select Closure Type:

Integrated Closure (Invisiclose) | Clip

Filter Preferred:

Yes | No

- **Saved Kit** -- allows the user to select a previously constructed and saved kit



Please click on the ordering option you would like to use.

Custom Kit | **Saved Kit** | Order by ConvaTec Prod. No. | Order by other Manu Prod. No.

Click on the saved kit you would like to order.

Name	Type	Date	
Test Kit	Colostomy	9/29/2016	Remove

The following items are standard for ConvaTec Moldable Technology Starter Kits™:

- Sensi-Care® Sting free adhesive remover and skin barrier wipes
- Stoma Measuring guide
- Mirror
- Product application video
- Eskin Cohesive® Seals, Small 2", 48 mm (2)
- Eskin Cohesive® Seals SLUMS, Small 2", 48 mm (2)

All Cut-to-Fit Starter Kits™ include scissors in addition to the items above.

Add additional samples | Submit Order

- **Order by ConvaTec Product No.** -- allows the user to add a specific ConvaTec product by typing in the sku number.

Please click on the ordering option you would like to use.

Custom Kit Saved Kit **Order by ConvaTec Prod. No.** Order by other Manu Prod. No.

Type in the ConvaTec product SKU in the field below.

SKU:

The following items are standard for ConvaTec Moldable Technology Starter Kits™:

- Sensi-Care® Sting free adhesive remover and skin barrier wipes
- Stoma Measuring guide
- Mirror
- Product application video
- Eakin Cohesive® Seals, Small 2", 48 mm (2)
- Eakin Cohesive® Seals SLIMS, Small 2", 48 mm (2)

All Cut-to-Fit Starter Kits™ include scissors in addition to the items above.

- **Order by Other Manufacturer Product No.** -- allows the user to find the ConvaTec product most comparable to another brand by typing in the sku number of the other manufacturer.

Please click on the ordering option you would like to use.

Custom Kit Saved Kit Order by ConvaTec Prod. No. **Order by other Manu Prod. No.**

Type in the Competitive Product Number in the field below.

Competitive Product Number: Competitor Name: Coloplast


The following items are standard for ConvaTec Moldable Technology Starter Kits™:

- Sensi-Care® Sting free adhesive remover and skin barrier wipes
- Stoma Measuring guide
- Mirror
- Product application video
- Eakin Cohesive® Seals, Small 2", 48 mm (2)
- Eakin Cohesive® Seals SLIMS, Small 2", 48 mm (2)

All Cut-to-Fit Starter Kits™ include scissors in addition to the items above.

Submitting an Order

- After completing the patient information form and selecting product, select the **Submit Order** button.



Moldable, Stomahesive™ Skin Barrier; Opaque 12" pouch with 2-sided comfort panel, InvisiClose™ Tail Closure and filter

Select a Size:

413521 Tan

The following items are standard for ConvaTec Moldable Technology Starter Kits™:


- Sensi-Care® Sting free adhesive remover and skin barrier wipes
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- Mirror
- Product application video
- Eakin Cohesive® Seals, Small 2", 48 mm (2)
- Eakin Cohesive® Seals SLIMS, Small 2", 48 mm (2)

All Cut-to-Fit Starter Kits™ include scissors in addition to the items above.

[Add additional samples](#)
[Submit Order](#)

- The next page allows users to review and edit the order.
 - To save a kit for future use, add a name in the field provided and click **Save this Kit**.

Esteem™ + One-Piece Moldable Drainable Pouch

Description	Size	SKU	Color
 Moldable, Stomahesive™ Skin Barrier; Transparent 12" pouch with 1-sided comfort panel, InvisiClose™ Tail Closure and filter	Fits stoma sizes 20-30mm	413515	Transparent

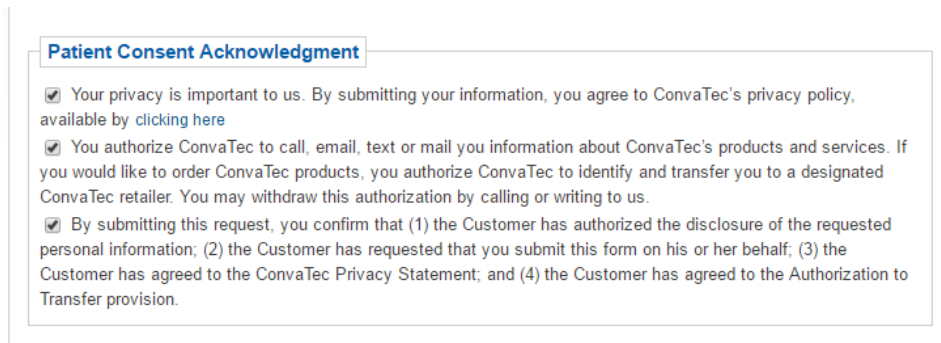
[Edit Order](#)

Save your favorite kits for future orders.
 Name:
[Save this Kit](#)

Patient Consent Acknowledgment

- Users must read the Patient Consent Acknowledgement and check the box beside all three statements.

NOTE: if all three acknowledgements are not checked, the order will not be submitted.

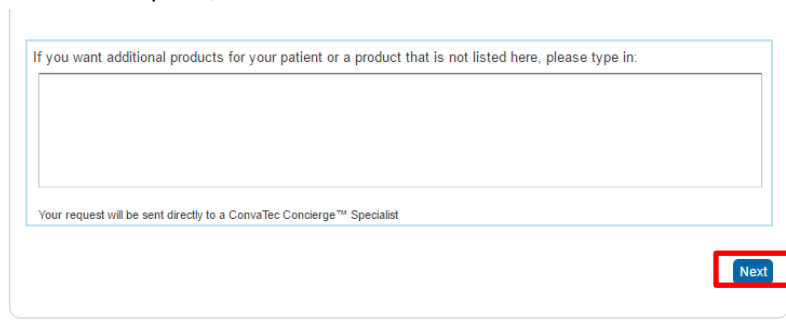


The screenshot shows a form titled "Patient Consent Acknowledgment" with three checkboxes, all of which are checked. The first checkbox is for privacy policy agreement, the second is for authorizing ConvaTec to contact the user, and the third is for confirming the request details. A "Next" button is visible at the bottom right of the form.

Patient Consent Acknowledgment

- ☒ Your privacy is important to us. By submitting your information, you agree to ConvaTec's privacy policy, available by [clicking here](#)
- ☒ You authorize ConvaTec to call, email, text or mail you information about ConvaTec's products and services. If you would like to order ConvaTec products, you authorize ConvaTec to identify and transfer you to a designated ConvaTec retailer. You may withdraw this authorization by calling or writing to us.
- ☒ By submitting this request, you confirm that (1) the Customer has authorized the disclosure of the requested personal information; (2) the Customer has requested that you submit this form on his or her behalf; (3) the Customer has agreed to the ConvaTec Privacy Statement; and (4) the Customer has agreed to the Authorization to Transfer provision.

- The user may request products not listed or submit additional requests by typing them into the box pictured below. Once complete, click **Next**.



The screenshot shows a form with a text input field for additional requests. Below the input field is a "Next" button, which is highlighted with a red box. The form also includes a note about the request being sent to a ConvaTec Concierge Specialist.

If you want additional products for your patient or a product that is not listed here, please type in:

Your request will be sent directly to a ConvaTec Concierge™ Specialist

Next

Confirmation and Care Plan

- The Care Plan page acts as both a confirmation page and a care plan.
- The reference number is prominently displayed on the top of the page.
- Print or save the care plan for future review and reference.

Order

Confirm

Care Plan

Your order has been successfully submitted. You will receive notification once your order has shipped.

For your reference, your order number is 30105542.

The care plan below can be given to your patient as a reference guide upon discharge and may also be used as a prescription for supplies.

Personal Information

Patient Name
test test

Date of Birth
11/11/1980

Patient Address
ff test
Trenton
08648, NJ

Surgery

Surgery
Colostomy

Surgery Date
9/30/2016

Nurse & Hospital


WOCN Contact
Bridget Lineberger

Physician Name

Facility
STONEBRIDGE AT
MONTGOMERY
SKILLMAN
08558, NJ

Kit Details

Esleem™ • One-Piece Moldable Drainable Pouch

Description	Size	SKU	Color
 Moldable, Stomahesive™ Skin Barrier, transparent 12" pouch with 1-sided comfort panel, InstaClose™ 1st Closure and filter	Fits stoma sizes 25-30mm	413515	transparent

Recommended Accessories

☐ Esleem Colostomy® Accessories

☐ Stomahesive® Pads

☐ Stomahesive® Protective Powder

☐ Sorex-Care™ Sore Free Skin Barrier Wipes

Notes

Additional Comments

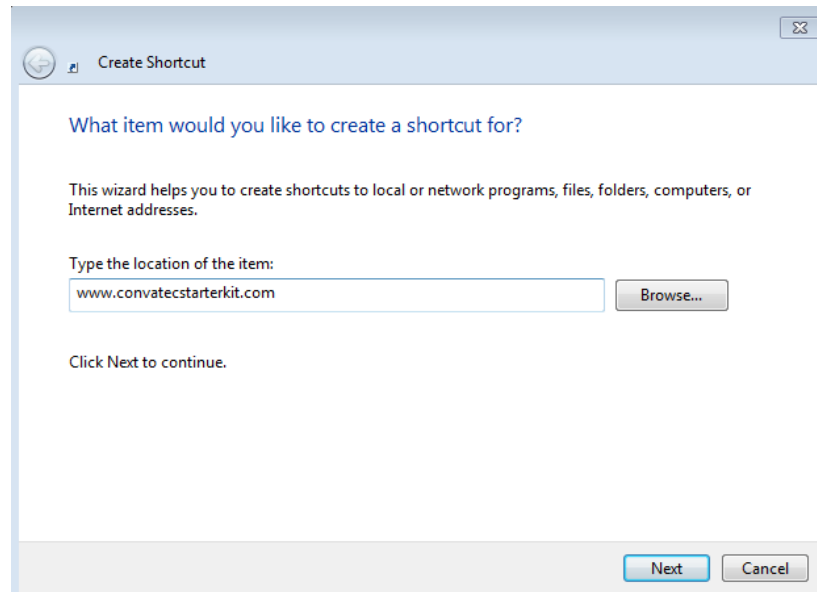
Physician Signature _____ Date _____

Save and Print

Additional Functions

Create a Shortcut on your Desktop

- Using your mouse, right click and select **New**; then select **Shortcut**.
- In the box, type: www.convatecstarterkit.com, then click **Next**.
Name the shortcut.



Patient History

- To access patient history, click on the **Patient History** tab on the left.
 - Click on the appropriate button to:
 - Export patient history records to Excel
 - Order new samples
 - View order history
 - Edit patient information

My Patients				
Export to Excel				
Created	First Name	Last Name	Action	
10/7/2016	test	test	Order New Samples	View Order History
				Edit

Create a New Kit

- A user can create and save a new kit (follow the steps in **Placing an Order > Custom Order** or **Order by ConvaTec Product No. , page 4-6**).
At the bottom, **name the kit and** select **surgery type**; then select **Create**. This kit can now be found under **Saved Kits**.

Kit

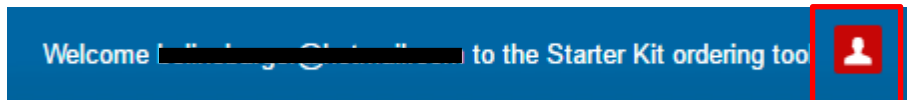
Name:

Surgery Type:

Create

Update User Profile

- To update user profile, click on the red icon on the top bar.




- Update as appropriate, including address, facility and password..
- When changes have been made, click **Submit**.

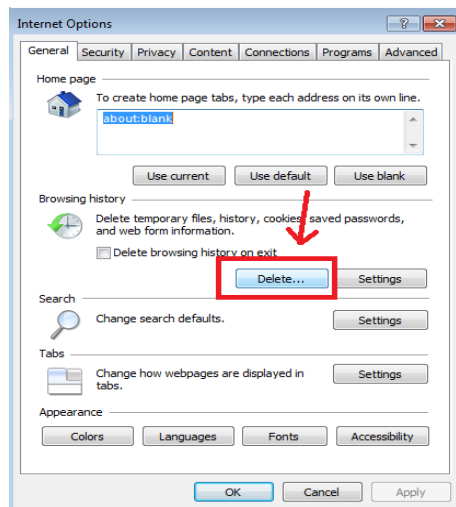
Troubleshooting

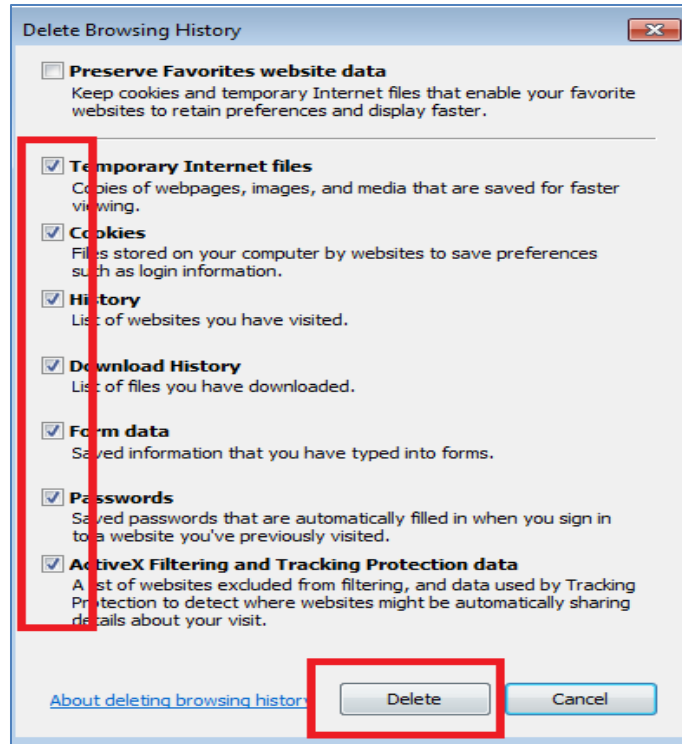
If you Cannot Access Starterkit.com

- If using Internet Explorer (I.E.), only version 11 will work on Starterkit.com. If version 11 is not in use, download before trying again.
 - To check I.E. version, go to <https://support.microsoft.com/en-us/help/17295/windows-internet-explorer-which-version>
 - To download I.E. version 11, go to <https://www.microsoft.com/en-us/download/internet-explorer-11-for-windows-7-details.aspx>
- Confirm that plugins are not installed on I.E. browser. Starterkit.com will not function properly with plugins.
 - Refer to local IT support for assistance.
- Confirm that internet connection is available via wireless internet access or hardwire Ethernet cord. Starterkit is a web-based program and will not function without access to the internet.
- Confirm that workplace or facility has not denied access to the starterkit website.
 - Refer to local IT support for assistance.

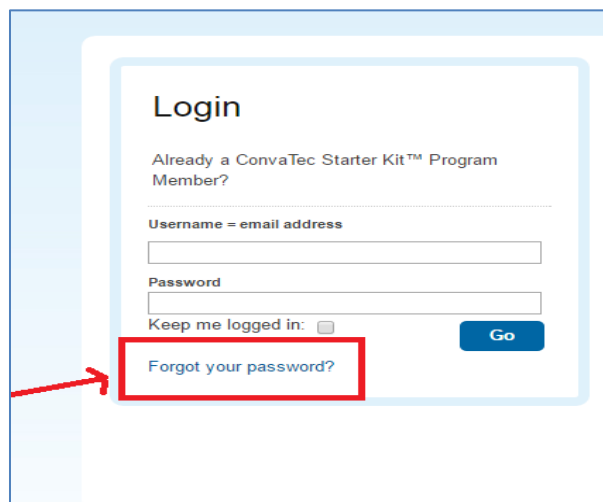
If you Cannot Login to Starterkit.com

- Delete internet cookies from Internet Explorer:
 - From Internet Explorer browser, select the **Tools** icon  and choose **Internet Options**.
 - Select **Delete**.
 - Check all the boxes and select **Delete**.





- Once complete, you will get a message that states: “Internet Explorer has finished deleting the selected browsing history.”
 - Close browser and reopen before attempting to login to Starterkit.com again.
- Resetting a password
 - From Login page:
 - Select **Forgot Your Password?**



- Enter user name (email address) under box labeled **Email address***, then select **Send**

Having trouble signing in?

To reset your password, enter the email address that you use to sign.

Email address*

DEMOUSER@convatec.com

SEND >

- A confirmation email containing a new password will immediately be sent to the user's email inbox.
- Login directions can be found in the **Getting Started** section of this manual (page 3).

Additional Support

Questions regarding Starterkit.com can be directed to ConvaTec's dedicated team of Concierge Specialists.

Phone: 1-877-585-0470, option 1

Email: concierge@convatec.com