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

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

- For password assistance, click **Forgot Your Password**.
- For more information, refer to **Troubleshooting** (page 12).

Placing an Order

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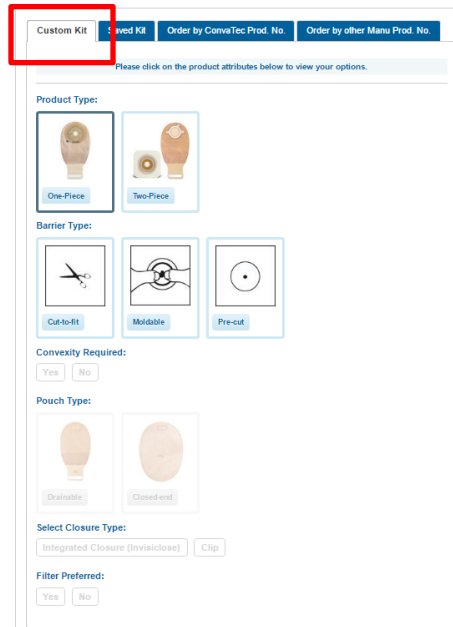
Building a Kit

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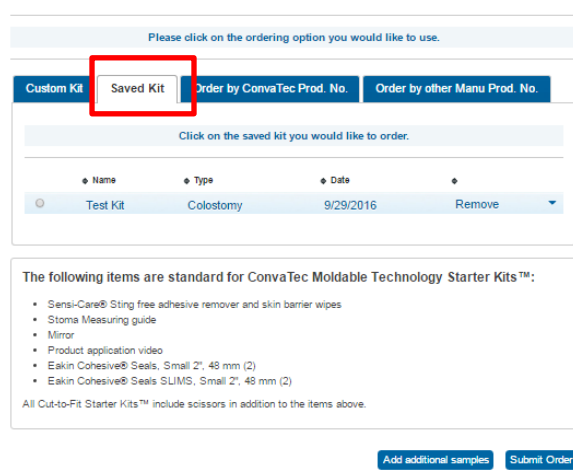
  - **Saved Kit** -- allows the user to select a previously constructed and saved kit

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

- o **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.

Submitting an Order

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

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.

[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
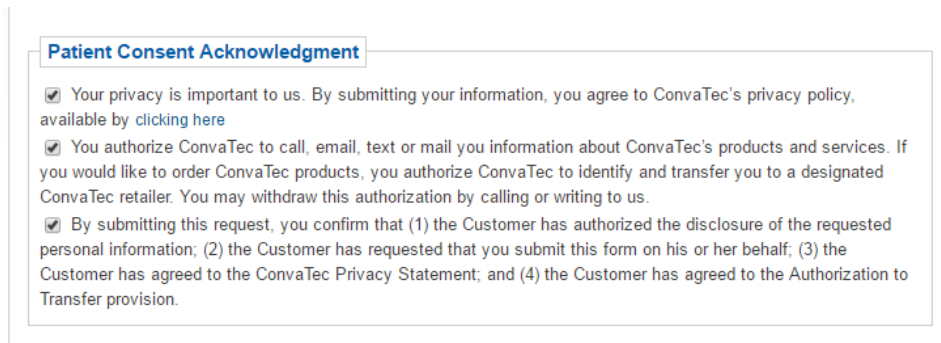
[**Edit Order**]

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 acknolwedgements are not checked, the order will not be submitted.

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

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.
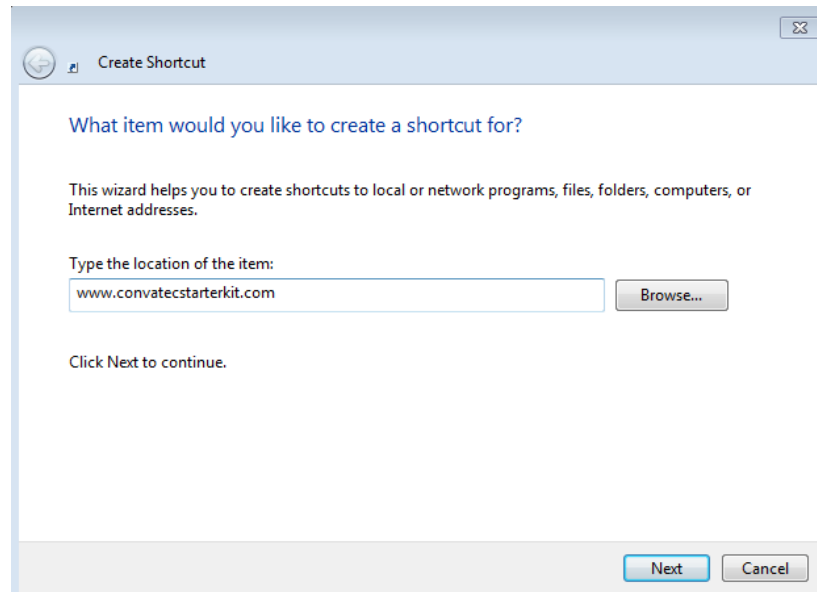
Patient History

- 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

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.**

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
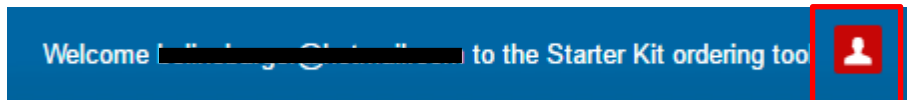- Confirm that plugins are not installed on I.E. browser. Starterkit.com will not function properly with plugins.
    - Refer to local IT support for assistance.
- Confirm that internet connection is available via wireless internet access or hardwire Ethernet cord. Starterkit is a web-based program and 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**.
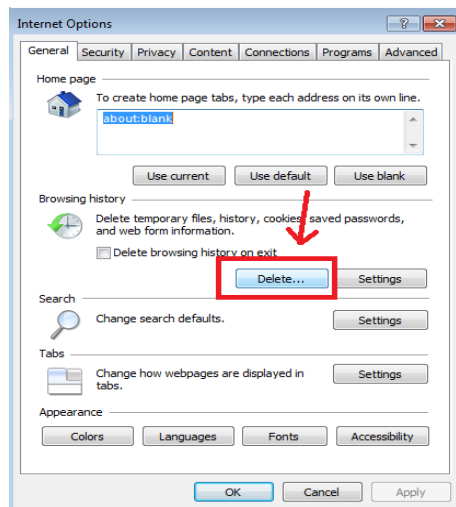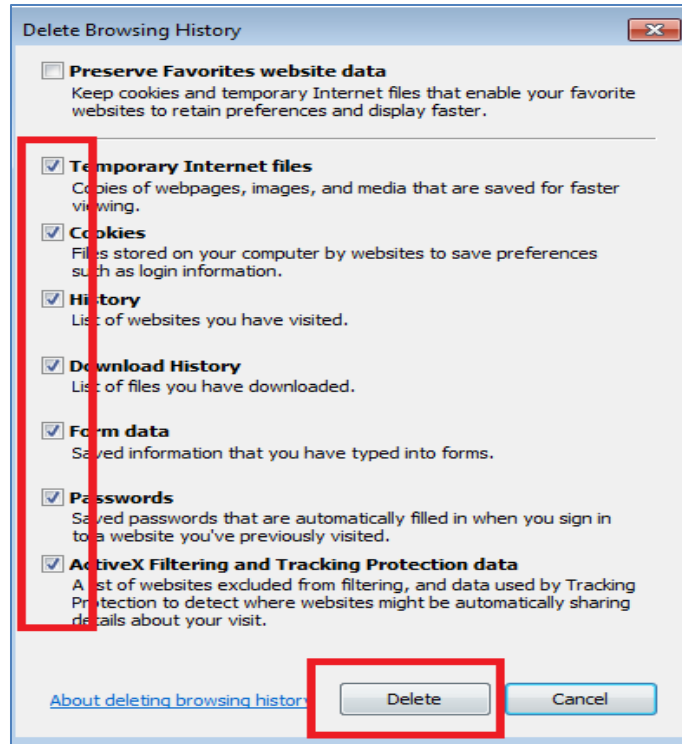
- Once complete, you will get a message that states: "Internet Explorer has finished deleting the selected browsing history."
- Close browser and reopen before attempting to login to Starterkit.com again.

- Resetting a password
  - From Login page:
    - Select **Forgot Your Password?**
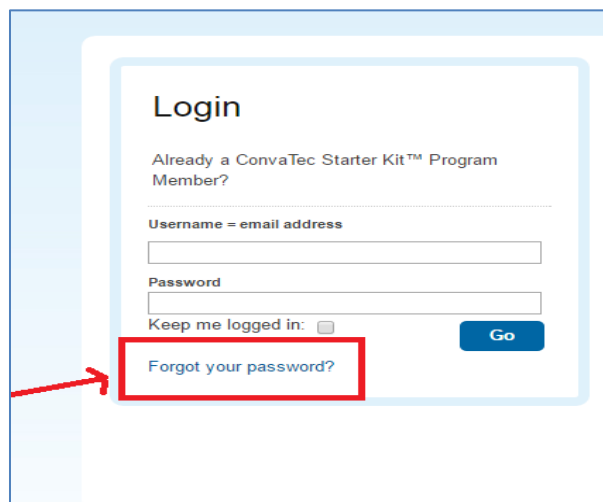
- Enter user name (email address) under box labeled **Email address***, then select **Send**

- 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

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