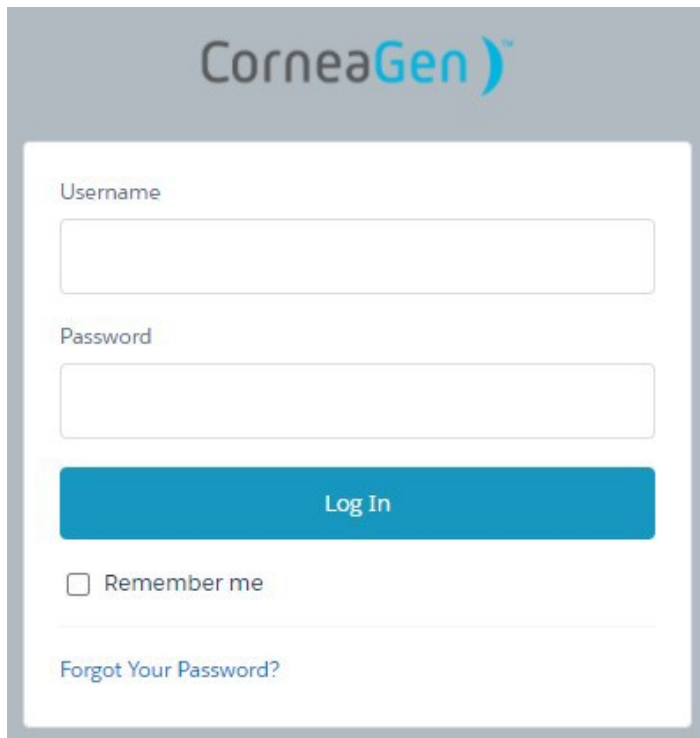# CorneaGen) Ordering Portal Quick Start Guide

Ordering Portal

Simplify Your Ordering Process

The Ordering Portal Login Screen
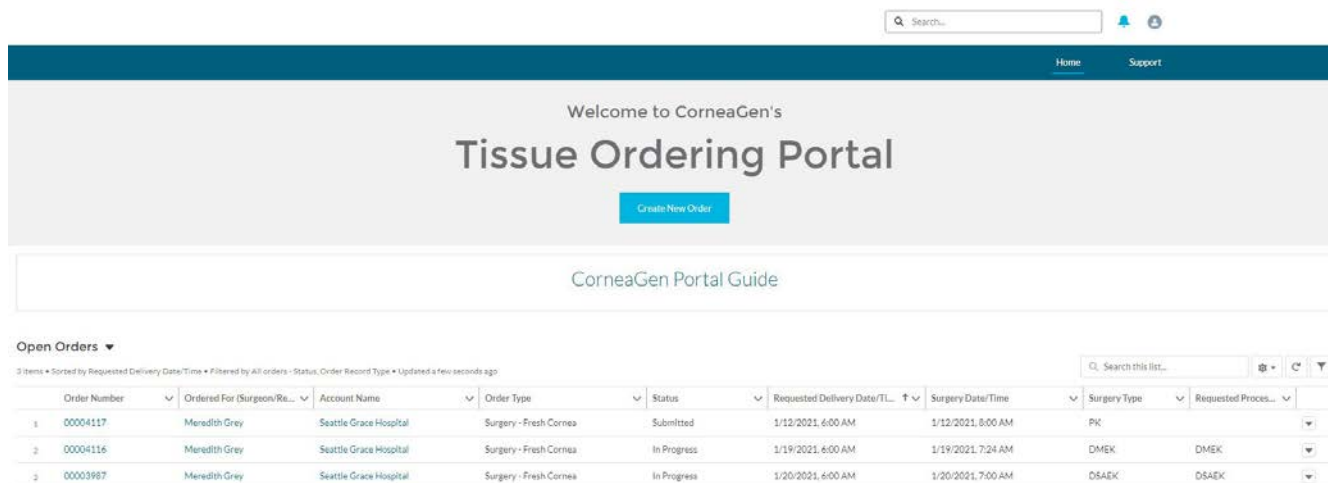
Welcome to the CorneaGen Ordering Portal

Through this portal you will be able to:

- Order Fresh Corneas for Surgery
- Order BioTissue for Surgery
- Order Research Tissue, Devices or Supplies
- Update or Cancel Tissue Orders
- Get help with any questions you may have

Please note that the Portal works best using the following internet browsers: Firefox, Google Chrome, Safari, and Microsoft Edge.

Contents

1. How to View Current and Past Orders

1. Log in to the Portal at https://corneagen.force.com/SurgeonPortal/login
2. Enter your Username and Password, then click Login
3. You will land on the "Open Orders - All" list by default
   a. The list view can be changed to view:
      i. All Orders
      ii. Closed Orders - Fresh Cornea (canceled or shipped fresh cornea orders)
      iii. Closed Orders - Long Term and Other (canceled or shipped other orders)
      iv. Open Orders - Fresh Cornea (fresh cornea orders newly submitted or in progress)
      v. Open Orders - Long Term and Other (all other orders newly submitted or in progress)
      vi. Recently Viewed orders
   b. The search field can be utilized to search for patient first or last name. You can sort the list by clicking on any column name
4. To view an order, click on the Order Number
   a. To print a summary of the order, click the Printable View button
   b. To submit an update, or cancel an order click the "Update or Cancel this Order" button
   c. To exit this page, click on Home at the top right, or use your browser's back button
5. Included in these lists are all orders that have been received by CorneaGen whether they were submitted via portal, email or fax
6. CorneaGen staff will review orders for alignment with surgeon preferences on file, including add-on services and products. We may update an order within 24 hours of receipt or follow-up with the submitter for clarification.

2. How to Order Fresh Cornea for Surgery

1. Log in to the Ordering Portal at https://corneagen.force.com/SurgeonPortal/login
2. Enter your Username and Password, then click Login
3. Click on the Create New Order button
   a. If using a mobile device, be sure to still click the "Create New Order" button and do not use the "New" button.
4. **Order Type** - select Surgery - Fresh Cornea (this is the default option) and click Next
5. **Order Logistics - Surgeon and Account** - Select the appropriate surgeon and surgery facility from the Ordered For (Surgeon/Researcher) and Account Name drop-down lists and click Next
   a. The Account Name is the facility where the surgery will take place
   b. If a surgeon or account is missing, please click the check box next to Surgeon or Account Unavailable?. This will submit a help case to CorneaGen to help resolve the issue
   c. You may receive an error message "This Surgeon - Account Relationship is not currently active." Please contact CorneaGen to update the relationship for successful ordering
6. **Order Information** - select the appropriate option in the drop-down menu for Surgery Type
   a. Most surgeons prefer CorneaGen processing teams to prepare their DSAEK or DMEK tissues to their standard preferences on file. In this case, please select the Pre-Cut Type Requested from the drop-down menu
   b. You may select Devices and Services to Include for the appropriate selected surgery type. Multiple selections can be made. (These options require surgeon in-service prior to the first request - please contact CorneaGen to schedule)
   c. CorneaGen will default to the surgeon's custom preferences on file (including processing requirements, devices/services to include and donor parameters). However, if there are special requests for the particular order, please write them in the Submitter Comments field
   d. Click Next
7. **Patient Information** - Patient information will appear on the paperwork sent with the tissue. For accuracy and reliability, please fill out as much patient information as possible and click Next
8. **Order Scheduling** - Fill in the details and click Next
   a. Confirm the Ship To location is accurate (other options may be listed in the drop down, or you can provide alternate details in the Submitter Comments field)
   b. Requested Delivery and Surgery Date/Time are required fields
   c. The Surgery Date/Time must be in the future, and must be after the Requested Delivery Date/Time. CorneaGen staff will refer to the facility's standard delivery instructions or confirm prior to surgery
   d. Date and Time must be entered in mm/dd/yyyy HH:mm AM/PM format. Please note the drop-down time options are in 15 minute increments. If needed, any time can be manually typed in the HH:mm AM/PM format
   e. Please note any additional special requests CorneaGen should know about in the Submitter Comments field
9. **Order Details** - Please review for accuracy. You may click Previous to make edits. To submit the order, click Submit
10. The order has now been submitted to CorneaGen
    a. For your reference, the order number is displayed.
    b. You, and any pre-determined contacts, will automatically receive an order confirmation email. Please contact CorneaGen to add or remove notification contacts
    c. Click Home or to start another order, click Create New Order

3. How to Order BioTissue for Surgery

1. If you would like to order VisionGraft or Sclera tissue, please submit orders via email to bal.tissue@corneagen.com
2. Log in to the Ordering Portal at https://corneagen.force.com/SurgeonPortal/login
3. Enter your Username and Password, then click Login
4. Click on the Create New Order button
5. Order Type - select Surgery - Long Term Tissue

Order Type

*Order Type

Surgery - Fresh Cornea	▼

Surgery - Fresh Cornea
Surgery - Long Term Tissue
Research
Devices
Supplies

[Next]

6. **Order Logistics - Surgeon and Account** - Select the appropriate surgeon and surgery facility from the Ordered For (Surgeon/Researcher) and Account Name drop-down lists and click Next
   a. Both the Ordered For (Surgeon/Researcher) and Account Name fields are required; Account Name is the facility where the surgery will take place
   b. If a surgeon or account is missing, please click the check box next to "Surgeon or Account Unavailable?". This will submit a help case to CorneaGen to help resolve the issue
7. **Order Information** - select the appropriate tissue option from the Long Term Tissue Requested drop-down menu
   a. If you would like to order VisionGraft or Sclera tissue, please submit orders via email to bal.tissue@corneagen.com
   b. For any special requests, please make a comment in the Submitter Comments field
8. **Patient Information** - Patient info will appear on the paperwork sent with the tissue. For accuracy and reliability, please add as much patient information as possible and click Next
9. **Order Scheduling** - Fill in the details and click Next
   a. Confirm the Ship To location is accurate (other options may be listed in the drop down, or you can provide alternate details in the Submitter Comments field)
   b. Requested Delivery Date/Time are required fields. The Date and Time must be entered in mm/dd/yyyy HH:mm AM/PM format. Please note the drop-down time options are in 15 minute increments. If needed, any time can be manually typed in the HH:mm AM/ PM format
   c. A PO is almost always required for our BioTissue items. Please provide the PO to assign to this order in the PO Number field
   d. Please note any additional special requests in the Submitter Comments field
10. **Order Details** - Please review for accuracy. To submit the order click Submit
11. The order has now been submitted to CorneaGen
    a. For your reference, the order number is displayed
    b. You, and any pre-determined contacts, will automatically receive an order confirmation email
    c. If needed, please forward the email you received to anyone who should be notified
12. Click Home or to start another order, click Create New Order

4. How to Update or Cancel Orders

1. If you need to make changes to or cancel an order that has been submitted, you can submit the case online or call the phone numbers listed in this guide
2. To submit an update or cancellation case online, view the order by clicking the order number and press the Update or Cancel this Order button to the upper right of the order details
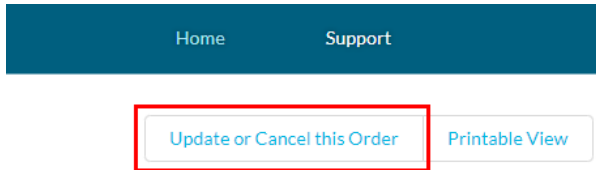
   a. Enter a short Subject line and the details for the change in the Description field. CorneaGen will update the order accordingly
   b. These cases can be viewed while viewing the order under Cases, or by clicking the Support button
3. The CorneaGen Ordering Portal is tied to CorneaGen's internal system for donor and tissue management. Requested changes will be updated to your portal view, but may take one business hour to appear after the update is made

5. How to Order Research Tissue, Devices or Supplies

1. Log in to the Ordering Portal at https://corneagen.force.com/SurgeonPortal/login
2. Enter your Username and Password, then click Login
3. Click on the Create New Order button
4. **Order Type** - select Research, Devices or Supplies from the drop-down menu and click Next
5. **Order Logistics - Surgeon and Account** - The Account Name is required and is the facility where the tissue, device, or supply will be utilized. Select the appropriate Account from the drop- down menu and click Next
6. **Order Information** - Enter the preferred quantity. Add details to the Submitter Comments field and click Next
7. **Order Scheduling** - Fill in the details and click Next
   a. Confirm the Ship To location is accurate (other options may be listed in the drop down, or you can provide alternate details in the Submitter Comments field)
   b. Requested Delivery Date/Time are required fields. The Date and Time must be entered in mm/dd/ yyyy HH:mm AM/PM format. Please note the drop-down time options are in 15 minute increments. If needed, any time can be manually typed in the HH:mm AM/PM format
8. **Order Details** - Please review for accuracy. To submit the order click Submit
9. The order has now been submitted to CorneaGen
   a. For your reference, the order number is displayed
   b. You, and any pre-determined contacts, will automatically receive an order confirmation email when both Surgeon and Account are entered
      i. If just the Account was entered, the notification email will only go to the person submitting the order
      ii. If needed, please forward the email you received to anyone who should be notified
   c. Click Home or to start another order, click Create New Order

6. How to Get Help

1. Log in to the Ordering Portal at https://corneagen.force.com/SurgeonPortal/login
2. Enter your Username and Password, then click Login
3. Click on Support in the upper right corner
   a. For support on a specific order, please see section 4 - How to Update or Cancel Orders
   b. Utilize this general support function for non-order specific concerns
4. Enter in pertinent details and click Submit

Note that you may always call us between 6 a.m. and 9 p.m. Eastern time to reach a CorneaGen staff member

7. Contact Phone Numbers

CorneaGen Seattle: …………………..….1-206-682-8502
CorneaGen Winston-Salem: 1-336-516-9602
CorneaGen Toll Free: ………...............…..1-877-682-8502

8. How to Reset Your Password

1. Go to the Ordering Portal at https://corneagen.force.com/SurgeonPortal/login
2. Click on Forgot Your Password?
3. Enter your Username in the field provided and press Continue
   a. Your Username is your email address
   b. If you have forgotten your email address that is used in this system, please email us at tissue@corneagen.com or call us at 1-877-682-8502
4. You will receive an email from the system. Follow the link in the email to reset your password
   a. Occasionally, these emails can be routed to your Spam/Junk folder. Please check in those folders
   b. If you still have not received the password reset email, please contact CorneaGen for support