

# QUICK START GUIDE

[www.guardianhub.com](http://www.guardianhub.com)

## 1 Get Started

A pharmacy team member will create an administrator account for your community. The administrator may create all other facility-level user accounts.

- You will receive an email with a password link from GHUnoreply. This link will expire after 72 hours.
- Follow the link to set your password and log in to GuardianHub, or go to [guardianhub.com](http://guardianhub.com) and click Forgot Password.
- Read and accept the Terms of Service.
- Follow the prompts to set up multi-factor authentication (MFA). Use of an authenticator app (Google Authenticator or Microsoft Authenticator) is recommended.
- For help, visit [guardianpharmacy.com/guardianhub-welcome/](http://guardianpharmacy.com/guardianhub-welcome/)
- **Welcome to GuardianHub!**

## 2 Add a User

Navigate to the **Admin** tab on the lower left of the screen.

- Choose **Users** from the drop-down menu.
- Click **Create New** in the upper right-hand corner.
- Add the user's email address and name.
- Choose the appropriate user role from the guide below.
- Select the facilities the user should have access to.
- Scroll to the bottom and click **Create**.



GuardianHub is a secure, web-based pharmacy portal that makes coordinating pharmacy services simple and convenient. Real-time connection to the pharmacy's dispensing system means you see what pharmacy sees, reducing phone calls and saving your staff's time. Bookmark [guardianhub.com](http://guardianhub.com) in your browser and follow these steps to get started.

## 3 Explore

To change facilities, click the facility name on the top of the screen. Explore more menu options on the left.

- **Order Tracking.** Track order status in real-time.
- **Resident Information.** View resident profiles, including active medications and drug information.
- **Refill Requests.** Submit refill requests directly to pharmacy and view refill history.
- **Proof of Delivery.** View delivery manifests.
- **Reports.** Access and subscribe to clinical and financial reports.
- **Alerts.** View and take action on new eRx's, refill too soon, and other alerts.
- **eRx's & Faxes.** View recent documents received by pharmacy.
- **Training & Resources.** View How-To videos and access files uploaded by pharmacy.

Report any discrepancies in orders or census to pharmacy.



## FACILITY USER ROLES

When creating a new user, choose the facility role that best represents the user's role in your community. Not sure which is the best user role? Ask your Guardian Account Manager. We're here to help!

**FacilityAdmin:** Has access to all sections of Guardian Hub, including the Admin menu for creating new facility users, accessing finance features and creating facility messages. Best for leadership staff in the community.

**FacilityUser:** Has access medication management features such as resident profiles, order tracking, drug information, viewing faxes, and delivery manifests. Best for nurses, med techs and med aides.

**FinanceUser:** Has the same access as FacilityUser, plus access to financial reports and invoices. Best for business office managers.