



Frequently Asked Questions

FAQ – About VISAVY®

Why changing from MyProcornea into VISAVY®?

As CooperVision Specialty EyeCare prepares to roll out and make available its unique and innovative fitting tool to most ECPs around the world, the MyProcornea look and feel has been redesigned and rebranded as VISAVY® internationally, to underline our partnership with and commitment to eye care practitioners: **face-to-face** and **hand-in-hand**.

The comprehensive functionalities remain the same.

What are the benefits of using VISAVY®?

- . Lens advice for optimal lens choice
- . Compatible with most topographers
- . Fluorescence simulation
- . Myopia Management Module
- . Easy ordering
- . Integrated chat feature

For whom is VISAVY®?

VISAVY® is exclusively available for ECPs who are working with the products of CooperVision Specialty EyeCare.

One account per optician store can be created and used.

FAQ – Login

What do I have to do to switch from MyProcornea to VISAVY®?

- Go to visavy.com and use your username and password of your MyProcornea account.
- If you go to myprocornea.com you will automatically be redirected to visavy.com.
- Tip: change your bookmarks on your computer into visavy.com.

Can I login to VISAVY® with the same username and password for MyProcornea?

YES.

Can I use both MyProcornea and VISAVY®? Can I switch back from VISAVY® to MyProcornea?

NO.

If you go to myprocornea.com you will automatically be redirected to visavy.com.

I forgot my password. What to do?

- You can request a new password via the login screen.
- You can ask our Professional Services team to send you a link to reset your password.
- You can find it in your 'Password manager' in Settings of your browser.

I forgot my username. What to do?

- . Your username is sent to you in the emailing you received from CooperVision SEC regarding the launch of VISAVY® (March 2023).
- . You can request your username from our Professional Services team. They can look it up in the system and send it to your email address.

Can I change my username and password in VISAVY®?

- . Your username cannot be changed, because this is linked to your practice name.
- . You can change your password in Settings/ Account in VISAVY®.

Tip: Change your MyProcornea bookmarks on your computer into visavy.com

Please note that toposervice needs to be linked again once you have reset your password

FAQ – Data and Patients files

Will my current data in MyProcornea be available in VISAVY®?

YES, all your data from MyProcornea will be automatically and securely transferred to VISAVY®. You do not have to do anything yourself.

Are all old MyProcornea patient files still accessible in VISAVY®?

YES, all your data from MyProcornea will be automatically and securely transferred to VISAVY®. You do not have to do anything yourself.

How is the privacy of end users ensured?

In the User Regulations you can find information about the way customers/users shall use VISAVY® and information concerning how the end user's privacy rights are safeguarded.

This information can be found in the 'Terms and Conditions' in the footer section of VISAVY®.

Please note that the License Agreement needs to be approved in the system by the user after April 3rd, 2023.

FAQ – How does the platform work?

Is there a manual available?

YES, in the user manual you can find step-by-step instructions of how the system works. You can find the manual in the footer section of VISAVY® and on our website: www.coopervisionsec.eu/visavy

Where can I find the tutorial explaining VISAVY®?

- You can find the tutorial video in the footer section of VISAVY®.
- The tutorial video is also available on our website: www.coopervisionsec.eu/visavy

Any questions?

If you have any questions about VISAVY® you can contact our Professional Services team via:

ps.emea@coopervisionsec.com

+31 (0)313 677 677

ONE CLICK ACCESS TO OUR
PROFESSIONAL SERVICES TEAM



STATE OF THE ART FITTING
VISAVY

CooperVision®
Specialty EyeCare

REVOLUTIONIZING CUSTOM LENS FITTING!

VISAVY.COM