


RX365 App Update – Important Information for Patients

What You Need to Know

We recently identified and fixed a temporary connection issue between our pharmacy system and the RX365 patient app.

Because of this issue, some patients may have seen:

- Missing medications in the mobile app (RX365)
- New prescriptions not showing up

 **Good news:** This issue has been resolved, and your information should now sync correctly.

What You Should Do

Please follow these steps to refresh your account, if needed:

Step 1: **Refresh** Your Account

1. Log out of the RX365 app
 2. Log back in
 3. Check your medication list
-

Step 2 (If Needed): **Reset** Your Account

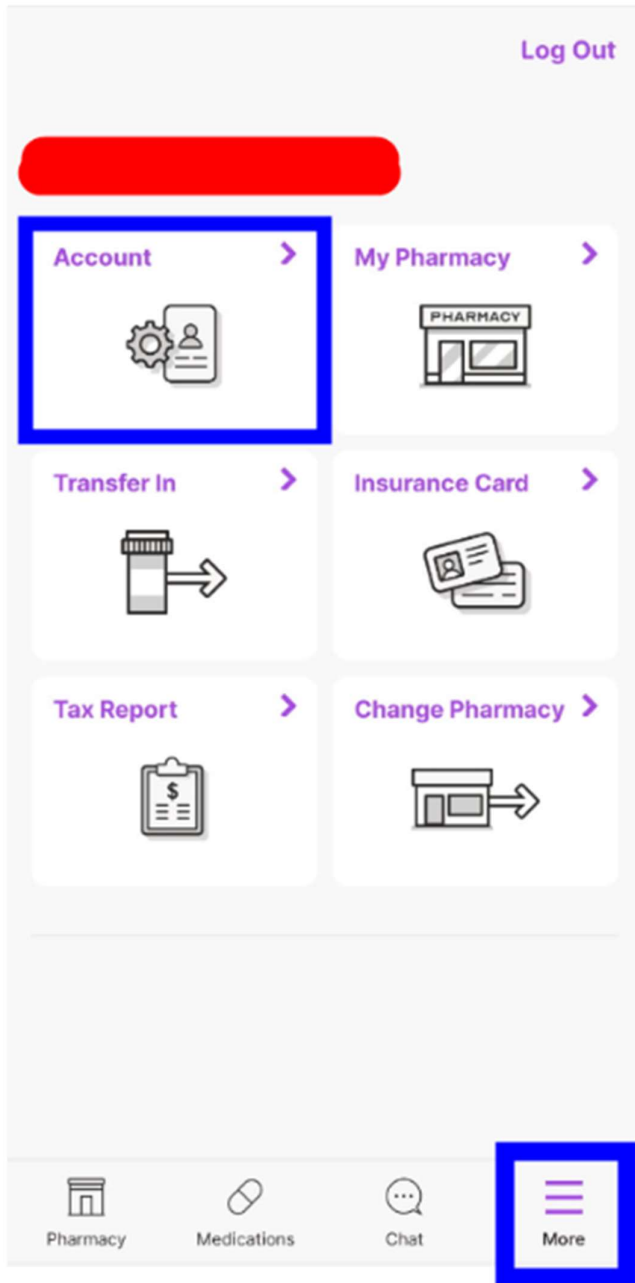
If your medications still don't look correct:

1. Delete (remove) your RX365 account
2. Re-register in the app (create a new account)

This gives the app a fresh reset and usually resolves the issue.

How to delete your account:

1. When logged into the RX365 app - Click on the **More** menu in the bottom right corner of the app. Then select the **Account** button.



2. Click **Delete Account**.

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Account

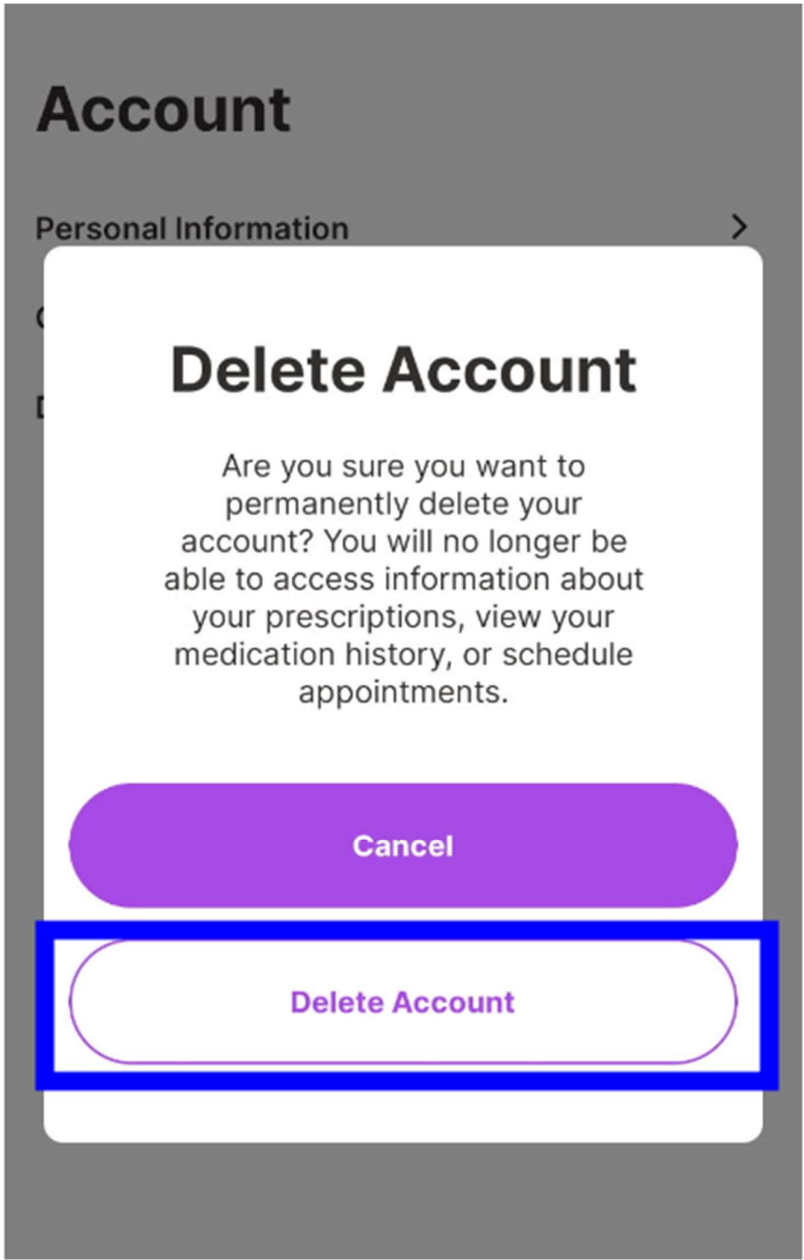
Personal Information >

Change Password >

Delete Account >

3. If you see a pop up, select **Delete Account** on that pop-up.

Note: This does not delete your prescriptions - only your user account info. Your account information will be available to you again, once you re-create your account.



4. **Close and re-open** the mobile app. On the main page, click **Register**.

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[Register](#)

Oneida Community Health Center Pharmacy

Login

Email

5. Proceed through the process of re-creating your account.

- If you need assistance on re-creating your account, please find our **user guide** here: <https://oneida-nsn.gov/resources/health/pharmacy/>
- Once on the web link, Click on the **Click here** button for a copy of the guide.

Pharmacy

Download on the App Store

GET IT ON Google Play

Rx365

Our pharmacy software update is complete. Please download the new app. Stay connected with your pharmacist - get status updates, submit refills, and message securely through the Liberty RX365 app, free for Oneida patients. Scan the QR code to download the app.

[Click Here](#) for Rx365 App userguide.

 **Need Help?**

Please contact us if:

- You still don't see your medications after completing these steps
- You're having trouble logging in or re-registering
- You have urgent questions about your prescriptions

We're here to help and make sure everything is working correctly for you.

Stop in to see us in person, or call us at (920) 869-4960
