



## **Fifth Community Pharmacy Agreement: Frequently Asked Questions - General**

### **How can I contact the 5CPA team for help or more information?**

You can contact the 5CPA Helpline at [support@5cpa.com.au](mailto:support@5cpa.com.au) or call **1300 555 262**.

Standard Helpline operating hours are 9.00am–5.00pm (AEST) Monday to Friday.

### **I have been issued with a temporary password, what do I need to do next?**

Follow the instructions set out in the email that was sent to you to log on to the portal and set a password of your choice. **Please note, if you have not reset your password within 7 days your account will be locked.**

- Login to the **5CPA Registration and Claiming Portal** using the temporary password provided in the email
- Click the **Update Details** tab at the top of the page
- Click **Your Password**
- Complete the required fields and click the **Update Password** button
- A message will display to indicate that you have successfully updated your password.

The 5CPA Programme Team will notify you by email once your registration has been approved.

### **I have been locked out of the 5CPA Registration and Claiming Portal, what do I do?**

You can unlock your own account, via the **5CPA Registration and Claiming Portal** using the following steps:

#### **Unlock Account**

- Go to the [5CPA Registration and Claim Portal](#) home page
- Click on the **Forgot your Password?** link at the bottom of the **LOG IN** box
- Enter the first email address you provided during the registration process
- Click on **Get Question** link
- Answer the security question – the question will be the one you nominated during the registration process
- Click on the **RESET PASSWORD** button

### **Activate Account – Set Your Own Password**

- Check your emails for an email with the subject **5CPA Registration and Claiming Portal – Temporary Password**
- Log on to the **5CPA Registration and Claiming Portal** using the temporary password provided in the email
- Click on the **Update Details** tab at the top of the page
- Click on **Your Password**
- Complete the required fields and click the **UPDATE PASSWORD** button

### **Why have I been locked out of the 5CPA Registration and Claiming Portal?**

Your 5CPA Registration and Claiming Portal account has been locked due to one of the following reasons:

- Your temporary password has expired
- Three incorrect login attempts have been made.

### **How will the Pharmacy Guild ensure that privacy is respected in relation to information provided by my pharmacy/business?**

The Pharmacy Guild operates in accordance with the *Australian Privacy Principles* (APPs), which regulate the handling of personal information by Australian government agencies and some private sector organisations. The APPs cover the collection, use, disclosure and storage of personal information and are very specific about ensuring individuals' information is protected and not shared without their consent. All data collected by the Pharmacy Guild will be appropriately managed in accordance with these principles, including the requirement that it be stored appropriately.

For more information about the APPs, visit the [Office of the Australian Commissioner of Information](#) website or refer to the [Privacy Fact Sheet](#) which provides the text of the 13 APPs from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

