

# PTS RESOURCES

Welcome to your comprehensive resource hub.



## PTS Website

Know someone who's interested in our products and services? The [PTS website](#) is ideal for prospective customers that want to learn more about PTS, its solutions, and how to contact us.



Dive into our Resources menu. Check out our free [Propel Rx Essentials](#) course.

## Retail Learning Academy

Our free, online courses (login required) on the [Retail Learning Academy](#) equip new hires and existing team members with the skills necessary to use our Rx and POS software. See our [FAQ](#) for more information.



Earn our [digital badges](#) and showcase your skills on LinkedIn. Be sure to tag us.

## PTS Portal

Looking for financial documents, information on PTS offerings, or self-service options? Log into the [PTS Portal](#) to:

- Learn about [products](#), [services](#), and [training](#)
- Place a sales order including [consumables](#)
- Open a [Customer Care](#) or [Drug Add](#) request
- View [financial reports](#)



Partner Manager users can [create and manage user accounts](#) for their team.

## Propel Rx Insider

Stay ahead of the curve with our bi-weekly Propel Rx newsletter. [Subscribing](#) is free. The Propel Rx Insider keeps you informed on Propel Rx including:

- Latest updates
- Actionable tips and tricks
- Upcoming events and webinars



The Propel Rx Insider alternates with the PTS Connector every other Wednesday.

## Videos

Want to see Propel Rx and Propel POS in action? Our videos are curated by our team of experts and demonstrate the power of our software in practice.

- [Propel Rx showcase](#)
- [Propel POS showcase](#)



For short, high-impact videos, see our [Ignite video series](#).

## PTS Connector

Get caught up on all things PTS. [Subscribing](#) is free. The PTS Connector is our biweekly newsletter that showcases:

- Promotions and events at PTS
- Smarter and faster ways of working in PharmaClik Rx, Propel Rx, and Propel POS



A list of Rx Messages sent over the past 2 weeks is included in each edition.

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## Online Help

Need in-depth information or a quick answer about our Rx and POS software? Think of the Online Help as your trusty companion. It's always there to answer your questions and guide you through features.

- [Propel Rx Online Help](#)
- [Propel POS Online Help](#)
- [PharmaClik Rx Online Help](#)



When there's a new release, the enhancements and fixes are posted on the Online Help.

## Emails

Don't miss out. In addition to our newsletters, we use email to keep you in the loop.

- Breaking news that can't wait for the next newsletter
- Sales and promotions that'll save you money and unlock valuable features
- POS related information including scheduled updates, tips, and more



Opening our emails is necessary to be deemed an active subscriber and to continue to receive our notifications.

## Messages

Stay informed while working in the dispensary. When we need to communicate something important to our Rx users, we send a Message directly to PharmaClik Rx and Propel Rx. This includes:

- Scheduled updates and actions required
- Best practices
- Reported issues and interim solutions
- Scheduled maintenance
- Provincial formulary updates
- And more



In Propel Rx, you can organize Messages into [sub-folders](#) for easier retrieval.

## Customer Care

Need more help? We're here to support you.

For non-urgent issues:

- Create a ticket on the [PTS Portal](#)
- Email [ptscustomer@ckare@mckesson.ca](mailto:ptscustomer@ckare@mckesson.ca)

For urgent issues:

- Call 1-800-387-6093
  - Option 1: Hardware
  - Option 2: Rx
  - Option 3: POS
  - Option 5: Sales



Print a copy of our [contact card](#) and keep it behind the counter for quick reference.