Frequently Asked Questions

Why did Project STOP move?

To align with the newly updated **Australian Privacy Principles** and ensure patient data protection, **Project STOP** has moved to **GuildCare**. Improvements and upgrades to our technology were necessary to offer pharmacies a simpler workflow whilst using a single, more robust platform.

I'm a PGA member. Why do I have to pay for Project STOP?

Project STOP is now part of the **GuildCare Lite** subscription.
This will provide you access to – one **Sponsor Program**,
Guild Corp Vax (Flu & COVID-19) and **Project STOP**.

If you need adhoc COVID-19 and bookings along with all the other Professional Services please reach out to our Support for complete GuildCare subscription.

What are the charges for Project Stop?

Project STOP has been integrated with the GuildCare platform, and is available as part of the base version of GuildCare – **GuildCare Lite**.
The standard pricing for GuildCare Lite is:

- $400 + GST/year for Non-PGA members

- $300 + GST/year for PGA members

However, this year the Pharmacy Guild has negotiated special discounted rates as follows:

- $300 + GST/year for Non-PGA members

- $195 + GST/year for PGA members

Why doesn't the new Project STOP pre-populate patient's name and address based on the previous details like it used to in the old Project STOP?

Unfortunately, we can no longer pre-populate the purchaser's details based on previously captured information due to Australian Privacy Principles.

Where can I find the unique reference number?

The unique reference number will be displayed on the top right hand side of the screen, upon commencing a new transaction for a Product Request.

Are there any plans to shorten the unique reference number?

We are currently working on shortening the unique reference number.
It will be available in the near future.

Why can't I search pseudoephedrine products by scanning it's barcode?

We are currently working on implementing the function of scanning the barcodes of pseudoephedrine products. This will be available in the near future.

Why is there a new question - "Is this person known to you?"

As an outcome of the legislation for some Australian states and territories, not all purchaser details are mandatory depending on if the pharmacist knows the purchaser.

How do I login?

Within Google Chrome, go to **www.guildcareng.com.au**

If you are an **existing GuildCare user**, log in as usual.

If you are **not an existing GuildCare subscriber**,
go to **www.guildcareng.com.au**
and click 'Forgot your password' enter your email address that is registered with Project STOP and click 'Recover'.

An email will be sent to the email address containing instructions on how to reset your password to log into GuildCare.

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What to do if I am not able to login?

If you have forgotten your password, click "Forgot password" in the login screen. Enter your email, and instructions will be sent to you.

If you are still encountering issues, please contact the GuildCare Support team by phone on **1300 647 492** or email **support@guildcare.com.au**

Can I add an additional user?

Yes. Please see the following steps:

1. Within GuildCare, in the top menu click the Admin tab
2. In the left menu pane, click "Users"
3. Click "Add User". A Create account window will appear
4. Choose the account type.
   We recommend selecting "User (local) for having multiple users
5. Click "Next"
6. Enter the mandatory fields for the account details
7. Click "Next". This will display the account summary
8. Click "Done" to complete the creation of the account

For more information, please refer to the Project Stop User Guide.

How to remove an incorrect transaction?

If a Safety sale or an Approved sale was incorrectly entered, the pharmacist can remove that transaction by clicking 'Product Return' and continue with returning the product. Once returned, they can put the correct transaction through 'Product Request'.

Do I need to fill out all the details about the product including the dosage?

No, when processing a transaction within Project STOP, under Current Request you will need to scan/select the product and ensure that the quantity is correct.

The 'Directions of Use' field is only mandatory for pharmacies in South Australia.

The 'Script ID' field is to be completed if the pseudoephedrine was prescribed.

The pharmacist can add any additional notes in the 'Notes/Comments' field.

For further information, please refer to our Project STOP User Guide.

How do I add in a product manually?

If you are unable to find the product in the list when processing a product request, you are able to add the new product manually by clicking 'Add New Product' within the 'Scan/Select Product' field.

This newly added product is only for that sale and will not be saved for future transactions.

For further information, please refer to our Project STOP User Guide.

I can't find the product I'm looking for. What should I do? Can I add products that are not on the drop-down list?

If you are unable to find the product in the list when processing a product request, you are able to add the new product manually by clicking 'Add New Product' within the 'Scan/Select Product' field.

This newly added product is only for that sale and will not be saved for future transactions.

For further information, please refer to our Project STOP User Guide.

Am I allowed to add in other products containing codeine/S8s/s4Ds?

No, Project STOP is to be used for the recording and monitoring of pseudoephedrine product transactions only.

How do I access the log book?

We are currently working on this feature, which will be available in the near future.