

NASSAU OOGP™
VISION GROUP

UPDATED 5/9/2022

Dear Valued Eyecare Professional,

On Thursday, May 5th, NASSAU OOGP Vision Group ("Nassau") experienced a service interruption to our online ordering platform.

We wanted to inform you that our Nassau247.com website has been fully restored. We would like to thank you for your patience over the last few days and apologize for any impact or inconvenience to you and your patients.

You may now resume ordering through Nassau247.com for finished single vision, contacts and more. We expect our other Nassau Business Websites, including eloastock.com and iof.mylensorder.com, to be fully restored shortly. We will notify you at that time.

In order to log back into Nassau247.com or any other Nassau site for the first time, you will be required to update your password by following the "Forgot Password?" sequence detailed below. We thank you for this additional time required.

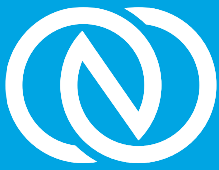
As always, we will continue to offer alternative methods to ordering online:

Phone: 800.526.0313 x 1

Email: nassau@nassaulens.com

Thank you,

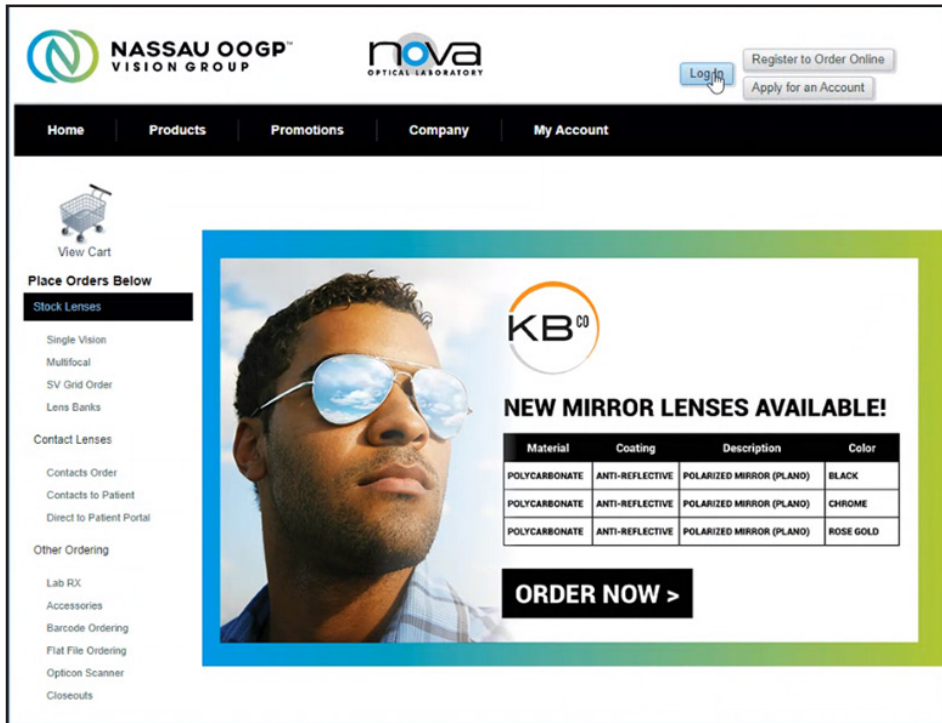
NASSAU OOGP Vision Group



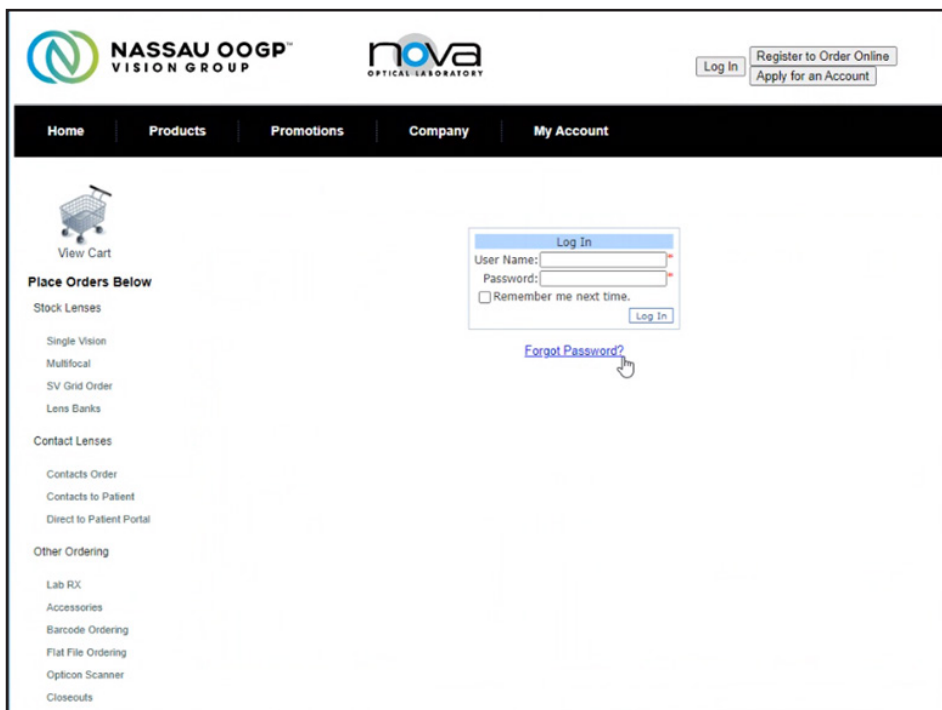
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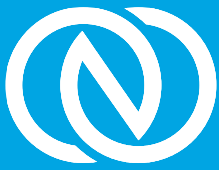
HOW TO RESET YOUR PASSWORD ON NASSAU247.COM

STEP 1: Visit www.nassau247.com and click “Log In” on the top right hand section of the screen.



STEP 2: Click the “Forgot Password?” link under the log in credential section.





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STEP 3: Enter your User Name and click “Submit”.

If you do not remember your User Name please reach out to Customer Service at 800.526.0313

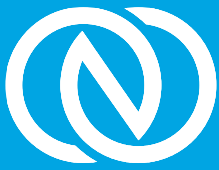
The screenshot shows the Nassau OOGP website header with the logo, navigation menu (Home, Products, Promotions, Company, My Account), and a 'Log In' button. Below the header, there is a 'View Cart' button and a 'Place Orders Below' section with links for Stock Lenses, Single Vision, Multifocal, SV Grid Order, Lens Banks, Contact Lenses, Contacts Order, and Contacts to Patient. A modal form titled 'Forgot Your Password?' is displayed, asking the user to enter their User Name to receive their password. The form includes a text input field with 'test' entered and a 'Submit' button.

STEP 4: You will receive an email at the email address associated with your account with your User Name and a 1-time temporary password. **Check your spam folder if you don't see the email appear in your inbox. You will see which email destination was sent the information in the format below.**

Ex: s****e@gmail.com

If you do not have access to the email on file or need assistance please contact Customer Service at 800.526.0313

The screenshot shows the Nassau OOGP website header with the logo, navigation menu, and 'Log In' button. Below the header, there is a 'View Cart' button and a 'Place Orders Below' section with links for Stock Lenses, Single Vision, Multifocal, SV Grid Order, Lens Banks, Contact Lenses, Contacts Order, Contacts to Patient, Direct to Patient Portal, and Other Ordering. A message states: 'Your password has been sent to the email address you signed up with.' An email preview is shown for '[External] Nassau247 forgot Pswd.' from 'noreply@nassau247.com' to 'me' on 'Sun, May 8, 6:20 PM (15 hours ago)'. The email body contains the instruction to return to the site and log in using the provided User Name and Password: TEMPPASSWORD123. The email preview includes 'Reply' and 'Forward' buttons.



STEP 5: You will be automatically redirected to change your password after log in. Input your temporary password in the “Current Password” section and then type in a new password in the “New Password” and “Confirm Password” sections.

The screenshot shows the Nassau OOGP Vision Group website interface. At the top, there are logos for Nassau OOGP Vision Group and Nova Optical Laboratory. Navigation links include Home, Products, Promotions, Company, My Account, and Secure. A 'Log Off' and 'View Cart' button is visible. The main content area features a 'View Cart' button with a shopping cart icon. Below this, there is a 'Place Orders Below' section with links for Stock Lenses (Single Vision, Multifocal, SV Grid Order, Lens Banks) and Contact Lenses (Contacts Order, Contacts to Patient, Direct to Patient Portal). Other Ordering options include new Frame Order, StockEdgeLink, Lab RX, Accessories, Barcode Ordering, Flat File Ordering, and Opticon Scanner. A 'Change Your Password' form is prominently displayed in the center, with fields for Current Password, New Password, and Confirm New Password, and buttons for Change Password and Cancel. A password requirement note is also present: 'Password Requirement: Minimum of 12 characters, at least 1 uppercase letter, 1 lowercase letter, 1 Number and 1 special character (%*?&). Previously used passwords may not be used.'

STEP 6: You are now set up with your new password and can proceed to placing your orders on-line.