



GalenDesk Pro

Intelligent pharmacy management.

App Manual

Every screen, step by step. GalenDesk Pro runs the shelf, the till, the dispensary and the books for a pharmacy — one counter or several branches — and this covers every function it has, from setting the premises up on a device to reading a year of history, in the order you would actually meet them.

ANYONE SIGNED IN

OWNER ONLY

CHANGES RECORDS

CANNOT BE UNDONE



GALEN AFRICA
TECHNOLOGIES LTD.

GalenDesk Pro is built and published by **Galen Africa Technologies Limited**, its parent company. The shared mark above is the family it belongs to, alongside GalenDesk.

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How GalenDesk Pro thinks

Six rules explain most of what the app does. Knowing them first makes every screen below read as obvious rather than surprising.

DAY ONE

Set up the premises

Name, address, owner account, recovery answer.

THEN

Fill the shelf

Add products, then receive a batch against each one.

EVERY DAY

Work the counter

Search, cart, tender, done. Stock moves when the sale is completed.

EVERY MONTH

Read the business

Reports, Assistant, History. All of it from the same records.

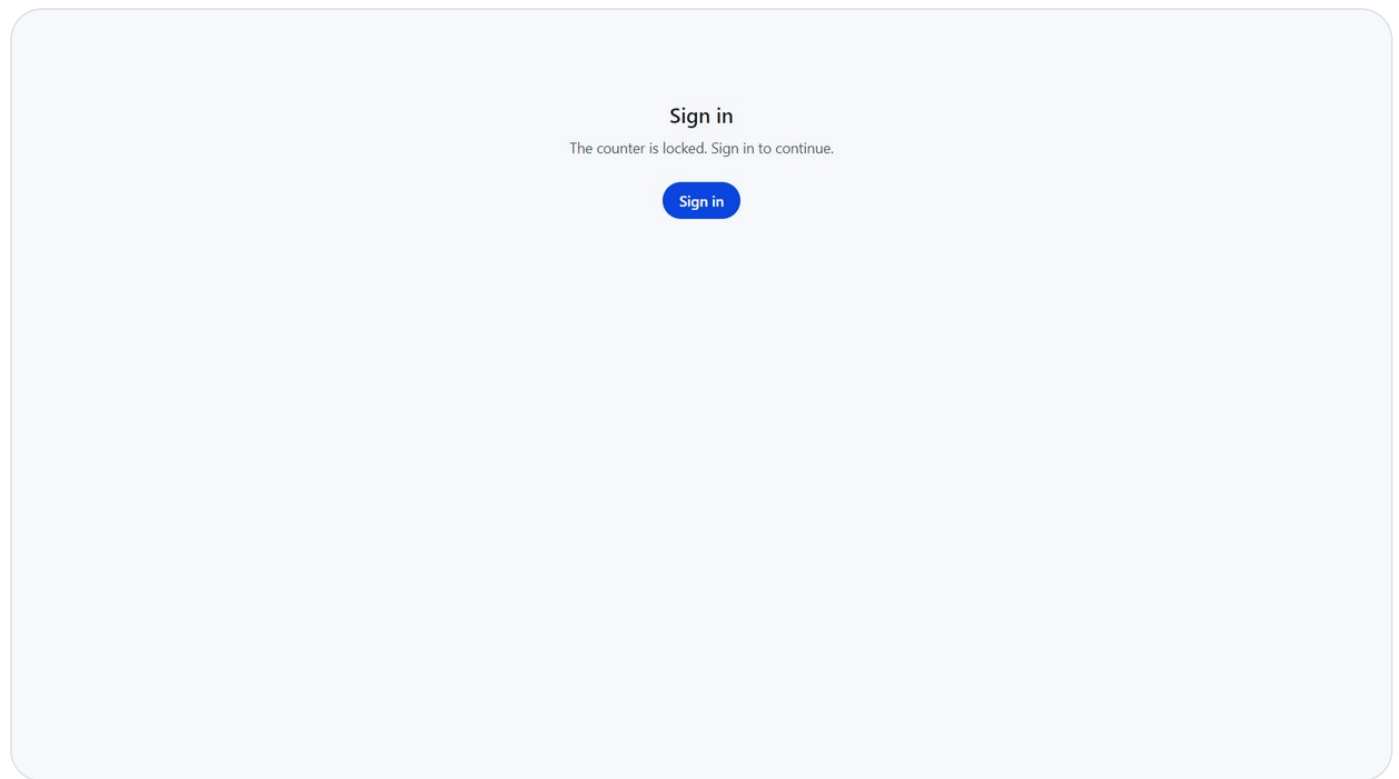
The six rules

- 1 **Your records live on your devices.** The pharmacy is a database file on the machine in front of you, not an account on somebody else's server. The app works with the internet off, the power flickering, and the network down — because in the markets it is built for, that is a Tuesday.
- 2 **A product is not stock.** A *product* is the thing you sell — a name, a strength, a form. A *batch* is a consignment of it, with its own cost, its own price and its own expiry date. You add a product once and receive batches against it for years. Selling takes from the batch that expires first.
- 3 **Nothing is deleted, things are hidden.** A customer who stops coming, a payment method you no longer take, a product you have stopped stocking — all are deactivated, not removed, because last year's sales through them are still on the books and a report that quietly changes is worse than one that shows an old name.
- 4 **Roles are data, not code.** Eight roles ship with the app, but what each one may do is a table you can edit. A pharmacy that wants its senior technician approving purchase orders changes a row; nobody has to ship a new version.
- 5 **Every change is recorded, with its before and after.** Not just "the price changed" but "1,200 to 900", who did it and when. That is what makes History evidence rather than a list.
- 6 **Money is exact.** Amounts are held as whole units of the smallest coin, never as decimals that drift. Currencies without a minor unit — the CFA franc, for one — are handled as themselves rather than being divided by a hundred that does not exist.

The sidebar is shorter for some people, and that is deliberate. Screens you have no permission for are not shown at all — a cashier sees four links, not four headings over one link each. Nothing is hidden as a trick: the service refuses the work as well, so a hidden screen is a screen that would have said no.

Getting in

The first screen a device ever shows asks one question: does this pharmacy already exist somewhere else? Answering it wrongly is the one mistake that is genuinely annoying to undo, so it is asked first and asked plainly.



The first thing a new device shows: a short tour of what the app is for, and the two ways in — set up a new premises, or join one that already exists.

Set up a brand new premises

OWNER ONLY

- 1 Open the app on the machine that will be the pharmacy's first device. Choose `Set up a new premises`.
- 2 Enter the **premises name** and address. These print on every receipt and head every report, so spell them the way you want customers to see them.
- 3 Create the **owner account**: full name, username, password. The username is how you sign in; it is not shown to customers.
- 4 Choose a **recovery question** and answer it. This is not optional, and the reason is on the screen: there is no server behind your password. Nobody at Galen Africa can reset it, because there is nothing to reset it from.
- 5 Finish. The pharmacy opens on the dashboard, empty and ready.

Answer the recovery question with something you will still know in two years. It is lower-cased before it is checked, so capitals do not matter — but a forgotten answer and a forgotten password together mean a pharmacy nobody can open.

Bring this device into a pharmacy that already exists

DO THIS INSTEAD OF SETTING UP AGAIN

If a phone or another till already has this pharmacy, join it. Setting up again makes a *second, separate* pharmacy that shares nothing with the first — the commonest and most expensive mistake there is with software like this.

- 1 On the first screen, choose `Join a pharmacy already running`.
- 2 Enter the **server address** and the **pharmacy key** — the same ones already entered on the pharmacy's other device, under `Settings → Synchronisation`.
- 3 Press `Join this pharmacy`. The records and the staff accounts are copied across. On a pharmacy with a year of trading this takes a minute or two.
- 4 Sign in with an account that *already exists* in that pharmacy. You are not creating a new one.

Simpler still: on a device with nothing on it, you can just type the username and password of an existing account into the sign-in screen. The app asks the server which pharmacy those details belong to, pulls it down and signs you in. The password is checked again on this device afterwards, against the record that travelled with it — so the local check is always the one that decides.

"No accounts came across." The pharmacy was reached, but nobody could sign in on this device. It means the other device has never synchronised. Open the app there, let it sync, then try again.

Sign in, day to day

ANYONE

- 1 Type your **username** and **password** and press **Sign in** .
- 2 If you have set a PIN on this device, the screen offers **Unlock** instead — four digits, no username, because a PIN belongs to a device and a person rather than to a name somebody types. Asking for both would make it slower than the password it exists to skip.
- 3 Forgotten it? **I forgot my password** asks your recovery question and lets you set a new one.

Five wrong attempts on one username hold that account for fifteen minutes, and a PIN is destroyed after five wrong tries — after that the password is the only way back in. Both are recorded and visible under **Settings → Security** .

Sign in

Username

Password

Sign in

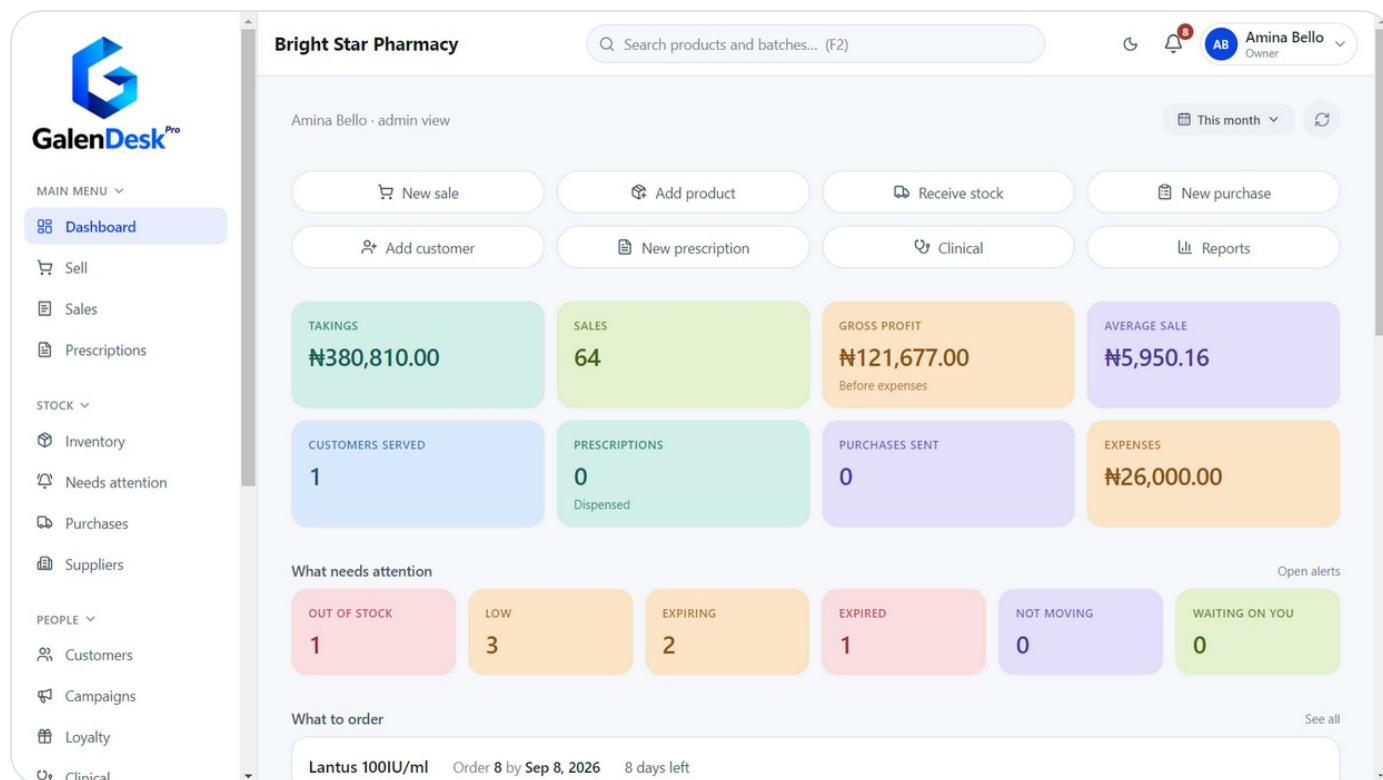
[I forgot my password](#)

No pharmacy on this device? [Sign up](#)

Signing in. A device that holds no pharmacy yet can use the credentials of an account on another one, and the pharmacy is copied across before the password is checked again here.

Dashboard

The first screen after signing in, and the one an owner should be able to read in thirty seconds.



The dashboard for a month's trading. Takings, profit and what needs attention are the first things on the page; the quick actions above them are the four jobs a counter does most.

Read the figures for a period ANYONE

- 1 Pick the period at the top — today, this week, this month, or a range you choose. Every tile, chart and list below reads the same period.
- 2 The tiles cover what came in and what is left of it: takings, profit, sales made, what is owed, and what needs attention on the shelf.
- 3 Under them sit the trend and the recent sales, so a figure that looks wrong can be traced to the sale behind it without leaving the page.
- 4 Anything coloured is a link. Press a tile to land on the screen that explains it.

"Today" means today where you are. Days are cut at your device's own midnight, not at a server's. A sale rung up at 11pm belongs to that day, and the hour on the receipt is the hour on the clock behind the counter.

Choose what the dashboard shows

CHANGES RECORDS

Settings → Dashboard decides which tiles appear and in what order. An accountant and a storekeeper want different first screens, and this is where that is arranged.

MAIN MENU

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Sell

The counter. The whole screen is built around one measurement: how many actions a sale takes. Scan or type, Enter, tender, Enter. Everything else — a customer, a discount, splitting the payment — is there and out of the way until it is wanted.

The screenshot shows the 'Sell' interface of GalenDesk Pro for 'Bright Star Pharmacy'. The interface is divided into three main sections:

- Left Sidebar (Main Menu):** Contains icons and labels for 'MAIN MENU', 'Dashboard', 'Sell' (highlighted), 'Sales', 'Prescriptions', 'STOCK', 'Inventory', 'Needs attention', 'Purchases', 'Suppliers', 'PEOPLE', 'Customers', 'Campaigns', 'Loyalty', and 'Clinical'.
- Top Header:** Displays the pharmacy name 'Bright Star Pharmacy', a search bar 'Search products and batches... (F2)', and user information 'Amina Bello Owner'.
- Main Content Area:**
 - A search input field with the placeholder 'Scan a barcode, or type a product name'.
 - A central message box stating 'Nothing in the sale yet' with the instruction 'Scan a pack, or start typing a product name.'
- Right Panel (Sale Summary):**
 - 'Customer (optional)' input field.
 - 'Total' amount: '₦0.00'.
 - 'Discount' input field with value '0'.
 - 'COUPON CODE' input field with an 'Apply' button.
 - Payment method buttons: 'Cash' (selected), 'Bank transfer', 'Card / POS', 'Mobile money', and 'Customer credit'.
 - 'Cash received' input field.
 - A large blue 'Complete sale' button.
 - A link 'Hold this sale' at the bottom.

The counter, waiting. One field has the focus, and a barcode scanner types into it exactly as a keyboard would.

Ring up a sale

ANYONE WHO MAY SELL

- 1 **Scan a barcode, or type a product name** into the box at the top. Only sellable stock is offered — anything out of stock, expired, or already spoken for by a prescription is not.
- 2 Press a result to add one unit. Press again to add another, or set the quantity on the line in the cart.
- 3 Add a **discount** on the whole sale if you are giving one.
- 4 Enter a **coupon code** if the customer has one, and press **Apply** .
- 5 Attach a **customer** if this is an account you invoice or a loyalty member. Most sales are walk-ins and need nobody.
- 6 Choose how they are paying. *Cash* asks what you were handed and works out the change; less than the total is refused. *Transfer, card and mobile money* settle elsewhere and are recorded as taken. *Customer credit* posts to an account and needs a customer attached.
- 7 Press **Complete sale** . Stock leaves the shelf, first-to-expire first, and a receipt number is issued.
- 8 On **Sale complete**, the change due is shown large. Print or share the receipt, then press **Next sale** .

The screen never does the arithmetic. Pricing, stock, permissions and the minimum price are all decided once, in one place, and this screen only shows the answer. What you see and what the till charges cannot drift apart.

Park a sale and come back to it

ANYONE WHO MAY SELL

- 1 Press **Hold this sale** and give it a name — whose it is, so you can find it again.
- 2 The counter is free for the next customer.
- 3 Open **Held sales** and press **Continue** to pick it back up.

A held sale has touched nothing. Stock is checked and taken when the sale is completed, so a cart parked for an hour cannot quietly hold packs off the shelf from somebody else.

Sell something that is not on file yet

CHANGES RECORDS

If the search finds nothing, the screen offers **Add it to the catalogue** — but only when the cart is empty. Adding a product mid-sale would lose the sale, so it says so and asks you to finish first.

Bright Star Pharmacy Search products and batches... (F2)

Scan a barcode, or type a product name

Emzor Paracetamol 500mg	-	1	+	N250.00	
Amoxil 500mg	-	1	+	N1,300.00	
Vitamin C 100mg	-	1	+	N260.00	

Customer (optional)

Total **N1,810.00**

Discount 0

COUPON CODE Apply

Cash Bank transfer Card / POS

Mobile money Customer credit

5000

Change **N3,190.00**

Complete sale

Hold this sale

Three lines in the cart and the cash counted. The change is worked out as you type the amount handed over, and less than the total is refused rather than accepted quietly.

Sales

Every sale the pharmacy has ever made, newest first, and the place a receipt gets reprinted.

Bright Star Pharmacy Search products and batches... (F2)

Sales
Every transaction, most recent first.

From To ☐ Include voided sales

RECEIPT	DATE	SOLD BY	CUSTOMERS	ITEMS	VALUE	
20260905-0008	Sep 5, 04:56 PM	Amina Bello	—	3	₦4,260.00	Receipt
20260905-0007	Sep 5, 03:49 PM	Amina Bello	—	1	₦4,200.00	Receipt
20260905-0015	Sep 5, 02:45 PM	Amina Bello	—	2	₦3,500.00	Receipt
20260905-0006	Sep 5, 02:42 PM	Amina Bello	Hauwa Sani	1	₦3,600.00	Receipt
20260905-0014	Sep 5, 01:38 PM	Amina Bello	—	3	₦3,770.00	Receipt
20260905-0005	Sep 5, 01:35 PM	Amina Bello	—	3	₦2,410.00	Receipt
20260905-0013	Sep 5, 12:31 PM	Amina Bello	—	1	₦250.00	Receipt
20260905-0004	Sep 5, 12:28 PM	Amina Bello	—	2	₦6,390.00	Receipt
20260905-0003	Sep 5, 11:21 AM	Amina Bello	—	1	₦4,950.00	Receipt

Every sale, newest first. The receipt number, what it came to and who served it — and any sale here can be reopened and reprinted.

Find a sale and reprint its receipt

ANYONE WHO MAY SEE SALES

- 1 Search by receipt number or customer name, or narrow by period.
- 2 Open the sale. It shows the lines as they were sold, the prices actually charged, how it was paid and who served it.
- 3 Press **Print receipt** for another copy. The receipt is sized for a 72 mm till roll and prints the same on the counter machine and a phone.

Prices on an old sale never change. The price charged is copied onto the line at the moment of sale, so re-pricing a product next month does not rewrite what a customer actually paid last month.

Void a sale and put the stock back

CANNOT BE UNDONE

- 1 Open the sale and press **Void**.
- 2 Give a reason. It is required, and it is kept.
- 3 The stock returns to the batches it came from, the takings drop, and the sale stays visible, marked as voided.

A voided sale is never erased. It stays in the list, in the reports and in History, with the reason and the person who voided it — which is exactly what makes the figures trustworthy.

MAIN MENU

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Prescriptions

A queue, oldest first, because the prescription that has waited longest is the one somebody is standing at the counter about. The status chip is the whole navigation.

The screenshot shows the GalenDesk Pro interface for Bright Star Pharmacy. The sidebar menu on the left includes options like Dashboard, Sell, Sales, Prescriptions (highlighted), STOCK, Inventory, Needs attention, Purchases, Suppliers, PEOPLE, Customers, Campaigns, Loyalty, and Clinical. The top bar shows the pharmacy name, a search bar, and user information for Amina Bello. The main content area is titled 'Prescriptions' and shows '1 waiting to be checked'. Below this is a status filter bar with 'In progress' (selected), 'Prepared', 'Ready to collect', and 'Dispensed'. A table lists three prescriptions with columns for Reference, Patient, Prescriber, Stage, Still Owed, and Taken In.

REFERENCE	PATIENT	PRESCRIBER	STAGE	STILL OWED	TAKEN IN
RX-2026-0001	Hauwa Sani	Not recorded	Needs checking	41	Sep 5, 2026
RX-2026-0002	Fatima Yusuf	Not recorded	Reviewed	30	Sep 5, 2026
RX-2026-0003	Blessing Otu	Not recorded	Received	15	Sep 5, 2026

The prescription queue, oldest first. The status chip is the whole navigation: what has just come in, what is being prepared, and what is ready to collect.

Take in a prescription

CHANGES RECORDS

- 1 Press **New prescription**.
- 2 Choose the **patient**. A patient is a customer record — if they are new, add them here without leaving the screen.
- 3 Record the **prescriber** and the prescription's own details.
- 4 Add each **item**: the product, the quantity, and the directions as written.
- 5 Save. It joins the queue and the stock it needs is marked as spoken for, so the counter cannot sell it out from under the patient.

Check, dispense and hand over

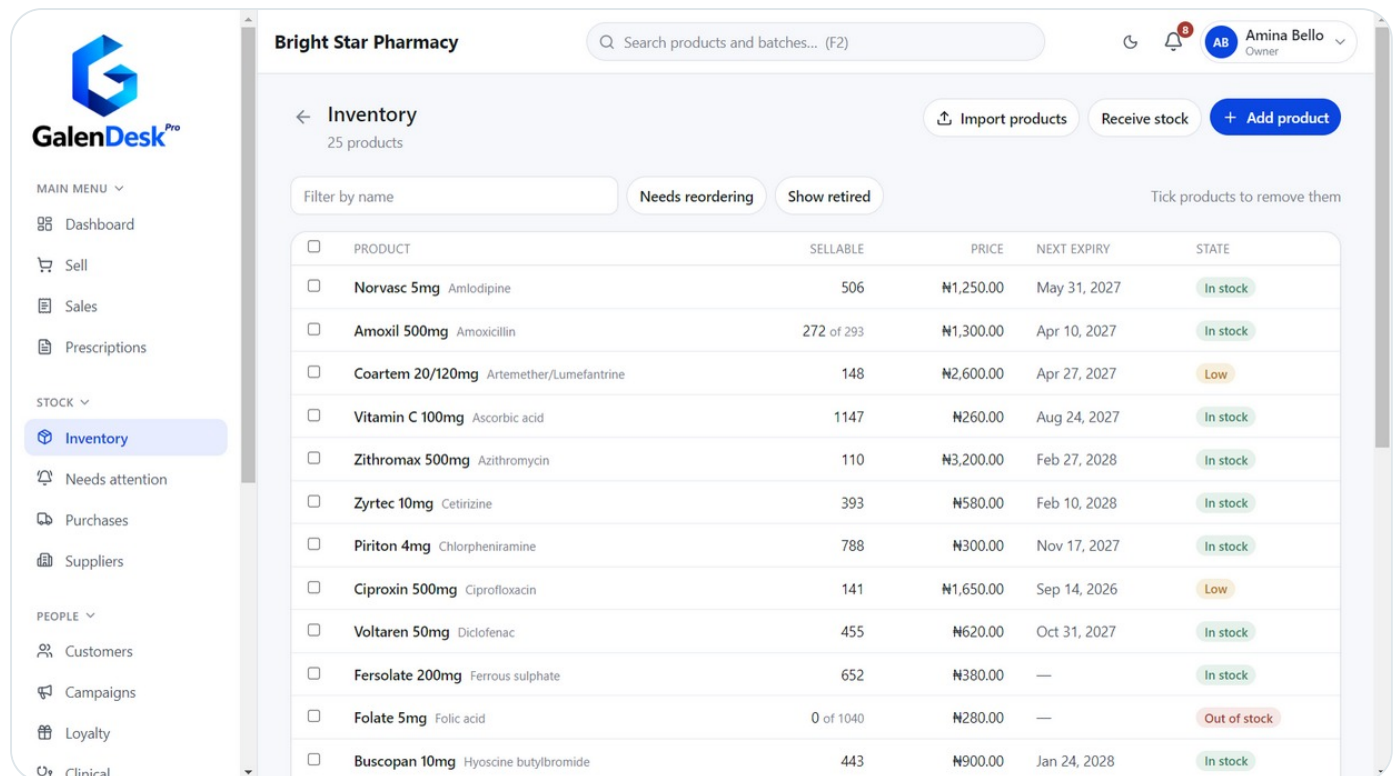
CLINICAL WORK

- 1 Open the prescription from the queue.
- 2 Work through the **clinical check**. Interactions, duplication and dose warnings are raised against what the patient is already on.
- 3 Dispense the items. Stock moves at this point, from the batches reserved for it.
- 4 Mark it **ready**. If the patient's device notifications are on, that is one of only two things the app will interrupt somebody about.
- 5 Hand it over and mark it collected.

Clinical wording stays in English. The rest of the app translates; dispensing and clinical copy does not, because a mistranslated dose instruction is a different order of mistake from a mistranslated button. It will be translated when a pharmacist who speaks the language has reviewed it.

Inventory

What the pharmacy holds. The column that matters is **Sellable**, not "quantity" — expired packs and packs reserved for a prescription are left out, so the list answers "what can I sell" rather than "what is somewhere in the building".



Bright Star Pharmacy Search products and batches... (F2)

Inventory 25 products

Filter by name Needs reordering Show retired Tick products to remove them

☐	PRODUCT	SELLABLE	PRICE	NEXT EXPIRY	STATE
☐	Norvasc 5mg Amlodipine	506	₦1,250.00	May 31, 2027	In stock
☐	Amoxil 500mg Amoxicillin	272 of 293	₦1,300.00	Apr 10, 2027	In stock
☐	Coartem 20/120mg Artemether/Lumefantrine	148	₦2,600.00	Apr 27, 2027	Low
☐	Vitamin C 100mg Ascorbic acid	1147	₦260.00	Aug 24, 2027	In stock
☐	Zithromax 500mg Azithromycin	110	₦3,200.00	Feb 27, 2028	In stock
☐	Zyrtec 10mg Cetirizine	393	₦580.00	Feb 10, 2028	In stock
☐	Piriton 4mg Chlorpheniramine	788	₦300.00	Nov 17, 2027	In stock
☐	Ciproxin 500mg Ciprofloxacin	141	₦1,650.00	Sep 14, 2026	Low
☐	Voltaren 50mg Diclofenac	455	₦620.00	Oct 31, 2027	In stock
☐	Fersolate 200mg Ferrous sulphate	652	₦380.00	—	In stock
☐	Folate 5mg Folic acid	0 of 1040	₦280.00	—	Out of stock
☐	Buscopan 10mg Hyoscine butylbromide	443	₦900.00	Jan 24, 2028	In stock

What is on the shelf. The column that decides everything is Sellable — expired packs and packs reserved for a prescription are already left out of it.

Add a product CHANGES RECORDS

- 1 Press **New product**.
- 2 Start typing the generic name. The built-in catalogue offers matches with the strength, form and class already filled in — take one and the work is done.
- 3 Nothing matching? Fill it in yourself: generic name, brand, strength, form, class, and whether it is prescription-only.
- 4 Save. The product now exists, but there is *no stock* yet. That is the next step, and it is a separate one on purpose.

Receive stock

CHANGES RECORDS

- 1 Press **Receive stock** , on the product or from the top of the inventory.
- 2 Enter the **quantity**, what it **cost** you, and what you will **sell** it for. Cost and price belong to the consignment, not to the product: the same item bought twice at different prices is two batches, and pretending otherwise is what makes profit figures untraceable.
- 3 Enter the **expiry date**. It is required, and a date already in the past is refused — a batch received expired is always a typo or a supplier problem, and the counter is the right place to notice it.
- 4 Record the supplier and the invoice number if you keep them.
- 5 Save. The packs are on the shelf and sellable.

Import a stock list from a spreadsheet

OWNER ONLY

- 1 Go to **Settings → Import data** .
- 2 Choose your file. Columns are matched by name, and you are shown what was understood before anything is written.
- 3 Read the summary. Rows that could not be understood are listed with the reason rather than skipped silently.
- 4 Confirm.

Imported stock often arrives with no expiry date. Those packs cannot raise an expiry warning until one is recorded, so they are collected in their own list on

Needs attention rather than being left to look fine.

Retire a product, or remove it CANNOT BE UNDONE

- 1 Tick the products in the list and press **Remove** .
- 2 The app sorts them into two piles and tells you which is which:
 - Products **nothing refers to** are deleted completely.
 - Products that appear in past sales, orders or prescriptions are **kept but hidden**, because deleting them would rewrite history.
- 3 Hidden products come back with **Show retired** , and **Restore** puts one back on the shelf.

The screenshot shows the 'Receive stock' form in the GalenDesk Pro application. The interface includes a sidebar menu with options like Dashboard, Sell, Sales, Prescriptions, Inventory (highlighted), Needs attention, Purchases, Suppliers, Customers, Campaigns, Loyalty, and Clinical. The main form area is titled 'Receive stock' and includes a search bar for products and batches. The form fields are organized into sections: Product (with a search input), Quantity and Batch number (with input fields and a note 'From the pack, if it has one.'), Cost each and Selling price each (with input fields), Expiry date (with a date input field and a note 'On the pack. A date in the past is refused.'), Supplier (with a dropdown menu showing 'Not recorded' and a note 'Who this consignment came from.'), and Shelf or bin (with an input field and a note 'Optional — where it is kept.'). The user's profile 'Amina Bello Owner' is visible in the top right corner.

Receiving a consignment. Cost, price and expiry belong to the batch rather than to the product, which is what keeps profit traceable to the packs it came from.

Needs attention

The state of the shelves right now — not a list of things you have not been told yet. Someone who dismissed a warning last week still needs to see the stock is still low.

Bright Star Pharmacy Search products and batches... (F2) AB Amina Bello Owner

Needs attention

1 out of stock · 3 low · 2 expiring · 1 expired Check again

Stock with no expiry date
Imported without a date. Until one is recorded, these packs cannot raise an expiry warning.

Fersolate Batch B2417	652	Taken in Sep 5, 2026	mm/dd/yyyy
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Running out

Folate	0 of 234 wanted	Out of stock
Lantus	11 of 60 wanted	Critical
Ciproxin	141 of 275 wanted	Low
Coartem	148 of 300 wanted	Low

Expiring and expired

Folate Batch B2416	1040	Aug 25, 2026 11 days ago	₦166,400.00	Expired
Ciproxin Batch B2408	141	Sep 14, 2026 in 9 days	₦155,100.00	Expiring
Glucophage Batch B2403	422	Sep 29, 2026 in 24 days	₦295,400.00	Expiring

Three lists, and each one is a job: what to reorder, what is going out of date, and stock that arrived with no date on it at all.

Work the lists

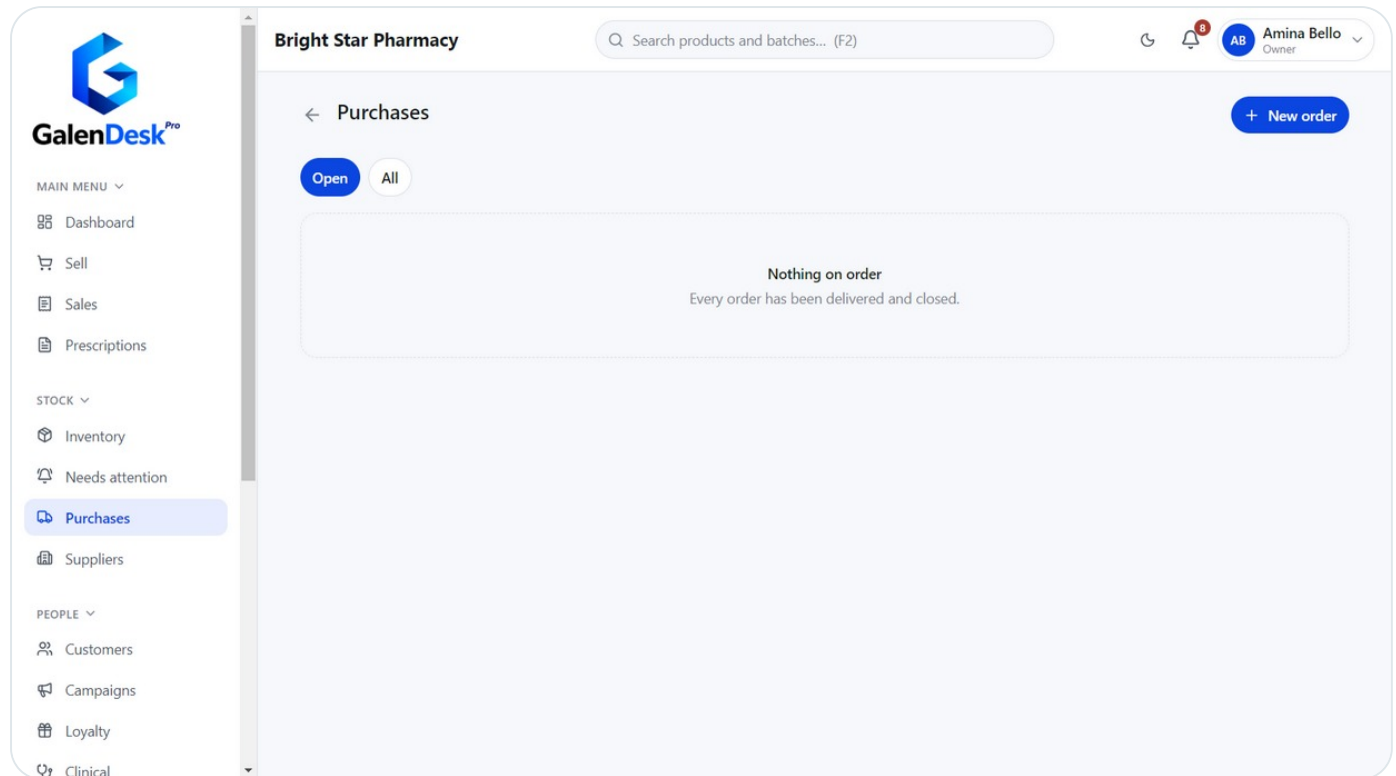
ANYONE WHO MAY SEE STOCK

- 1 **Running out** — at or below its reorder level. This is the order you should be placing.
- 2 **Expiring and expired** — inside the warning window you set, or past the date. Expired packs are already excluded from what the counter can sell.
- 3 **Stock with no expiry date** — usually imported. Record a date and they join the list above; until then they cannot warn anybody.

The windows are yours. A pharmacy selling fast-moving generics wants a different reorder window from one dispensing chronic medication quarterly, and neither is wrong. Set both under **Settings → Alert thresholds**; every screen and badge in the app reads them.

Purchases

Orders placed with suppliers. Opens on what is still owed rather than a year of closed paperwork.



Orders with suppliers, opening on what is still owed rather than on a year of closed paperwork.

Raise an order CHANGES RECORDS

- 1 Press **New order** and choose the supplier.
- 2 Add the products and quantities. What is running out is the obvious place to start — see Needs attention.
- 3 Save it. The order is open, and the quantities show as **on order** in reports.

Receive against an order

CHANGES RECORDS

- 1 Open the order when the delivery arrives.
- 2 Record what actually came, line by line — a short delivery is recorded as short, not quietly closed.
- 3 Each line received becomes a batch, with its cost, price and expiry date, exactly as if you had received it by hand.
- 4 The order closes when everything on it has arrived.

STOCK

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Suppliers

Who you buy from, and what you have bought from them.

The screenshot shows the 'Suppliers' page in the GalenDesk Pro application. The interface includes a sidebar menu on the left with categories like MAIN MENU, STOCK, and PEOPLE. The main content area displays a table of suppliers with columns for SUPPLIER, RATING, DELIVERIES, PRODUCTS, SPENT, and LAST DELIVERY. A search bar at the top allows for finding products and batches. The user profile 'Amina Bello' is visible in the top right corner.

SUPPLIER	RATING	DELIVERIES	PRODUCTS	SPENT	LAST DELIVERY
Emzor Distributors Emzor Pharmaceutical Industries	Unrated	13	13	₦2,458,880.00	Sep 5, 2026
Kaduna Medical Supplies	Unrated	7	7	₦1,855,600.00	Sep 5, 2026
Zenith Pharmaceuticals Zenith Pharma Ltd	Unrated	9	9	₦2,156,000.00	Sep 5, 2026

The supplier book. Open one to see what has been ordered from them and what actually arrived.

Keep the supplier book

CHANGES RECORDS

- 1 Press **New supplier** and record the name, contact and terms.
- 2 Open a supplier to see the orders placed with them and the batches that came in.
- 3 A supplier you have stopped using is deactivated rather than deleted, because last year's orders still point at them.

PEOPLE

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Customers

Accounts, patients and anybody you want to see a history for. The same record is a customer at the till and a patient in the dispensary.

The screenshot shows the GalenDesk Pro interface for Bright Star Pharmacy. The left sidebar contains a 'MAIN MENU' with options like Dashboard, Sell, Sales, Prescriptions, and a 'STOCK' section with Inventory, Needs attention, Purchases, and Suppliers. Under 'PEOPLE', 'Customers' is selected. The main area displays a 'Customers' list with 8 entries. A search bar at the top right shows 'Search products and batches... (F2)'. A user profile for 'Amina Bello Owner' is in the top right corner. The table lists customer details including name, phone number, standing, sales, spent, last seen, and balance.

CUSTOMER	STANDING	SALES	SPENT	LAST SEEN	BALANCE
Blessing Otu 08030000105	Never bought	0	₦0.00	—	—
Emeka Nwosu 08030000102	New	1	₦960.00	Aug 31, 2026	—
Fatima Yusuf 08030000103	Never bought	0	₦0.00	—	—
Garki Clinic 08030000106	Never bought	0	₦0.00	—	—
Hauwa Sani 08030000101	New	142	₦743,750.00	Sep 5, 2026	—
Sabon Gari Chemists 08030000108	Never bought	0	₦0.00	—	—
St Luke Medical Centre 08030000107	Never bought	0	₦0.00	—	—
Tunde Adeyemi 08030000104	Never bought	0	₦0.00	—	—

Customers and accounts. The same record is a customer at the till and a patient in the dispensary.

Add a customer

CHANGES RECORDS

- 1 Press **New customer** .
- 2 Enter the name and choose the **category** — a walk-in retail customer, a wholesale buyer, or a hospital or institution. Business categories require a phone number; a retail customer does not.
- 3 Set a credit limit if you will invoice them.
- 4 Save.

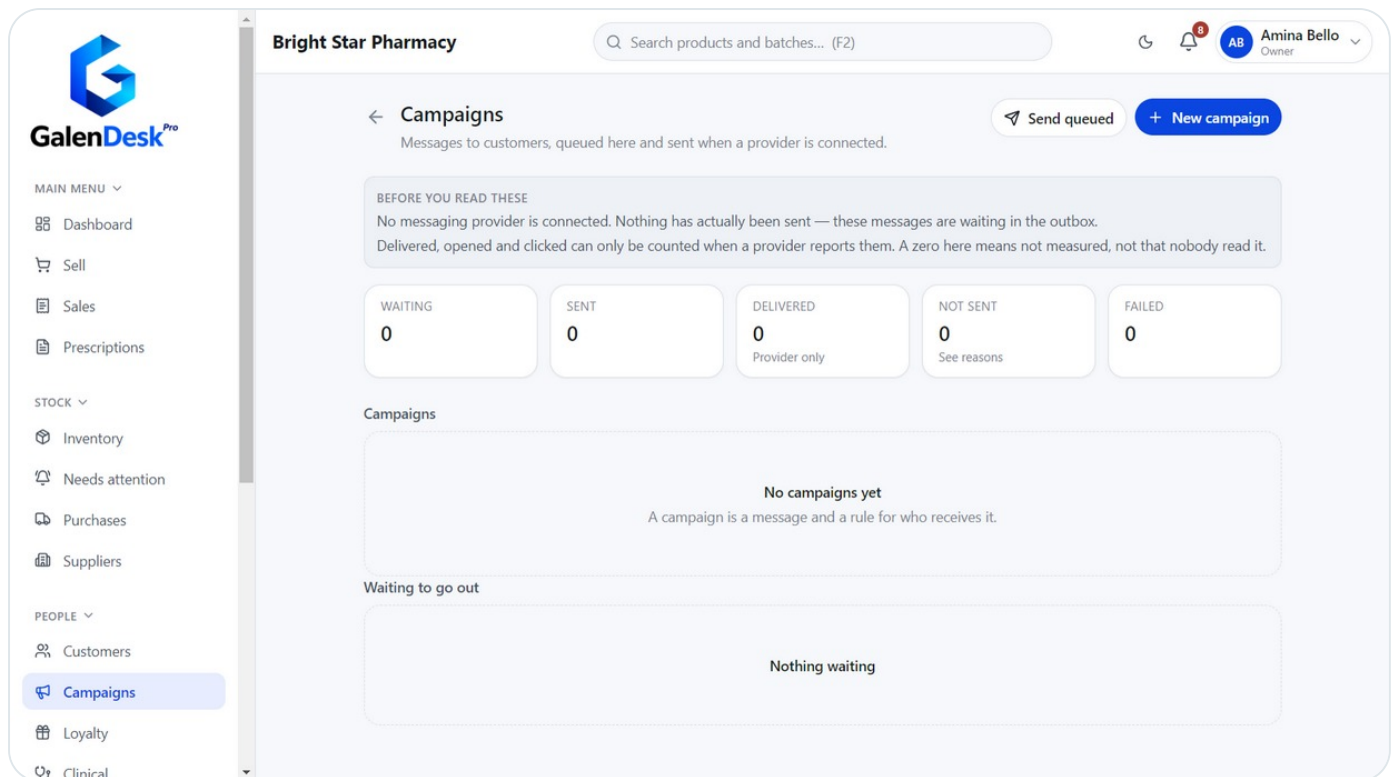
Read an account

ANYONE WHO MAY SEE CUSTOMERS

- 1 Open the customer. Their balance, what they have bought, and what is owed are all on one page.
- 2 Their prescriptions and their loyalty points, if any, are here too.
- 3 Record a payment against the account when they settle.

Campaigns

Messages to a group of customers — a refill reminder, a health day, a new service.



Campaigns, with the caveats before the numbers: until a messaging provider is connected, messages wait in the outbox rather than being marked failed.

Send to a group

CHANGES RECORDS

- 1 Press **New campaign**.
- 2 Choose who it goes to and write the message.
- 3 Send. Messages queue in the **outbox** and go out through your own server once a messaging provider is connected to it.

Delivered, opened, clicked and responded are not shown, and that is deliberate.

Those are facts only a messaging provider observes. Showing them as zero would read as "nobody opened it" rather than "nothing was measured", which is the wrong thing to teach an owner about their customers. Until a provider is connected, messages wait in the outbox rather than being marked failed.

Loyalty

Points and coupons — and, at the top of the page, what they are costing you.

The screenshot shows the 'Loyalty' management page in GalenDesk Pro. At the top, the pharmacy name 'Bright Star Pharmacy' and a search bar are visible. The user 'Amina Bello' is logged in as the owner. The main section is titled 'Loyalty' and indicates it is 'Switched off — no points are being earned.' Below this, there are three summary cards: 'POINTS OUTSTANDING' showing 0 points for 0 customers, 'WHAT THAT IS WORTH' showing ₦0.00 (Money the pharmacy owes), and an 'Expire old points' button. The 'Points scheme' section is currently 'Off' and shows settings: 1 point per ₦100.00 spent, each worth ₦1.00. It includes input fields for 'Spend that earns a point' (set to 100), 'What a point is worth' (set to 1), 'Points expire after (months)' (set to 12), and 'Fewest points redeemable at once' (set to 100). A checkbox for 'Earn points on prescription-only medicines' is unchecked, with a note that it is off by default. At the bottom, there is a 'Coupons' section with a '+ New coupon' button.

Points and coupons, with the outstanding liability at the top — unredeemed points are money owed, and it is the figure an owner is least often shown.

Run a points scheme OWNER ONLY

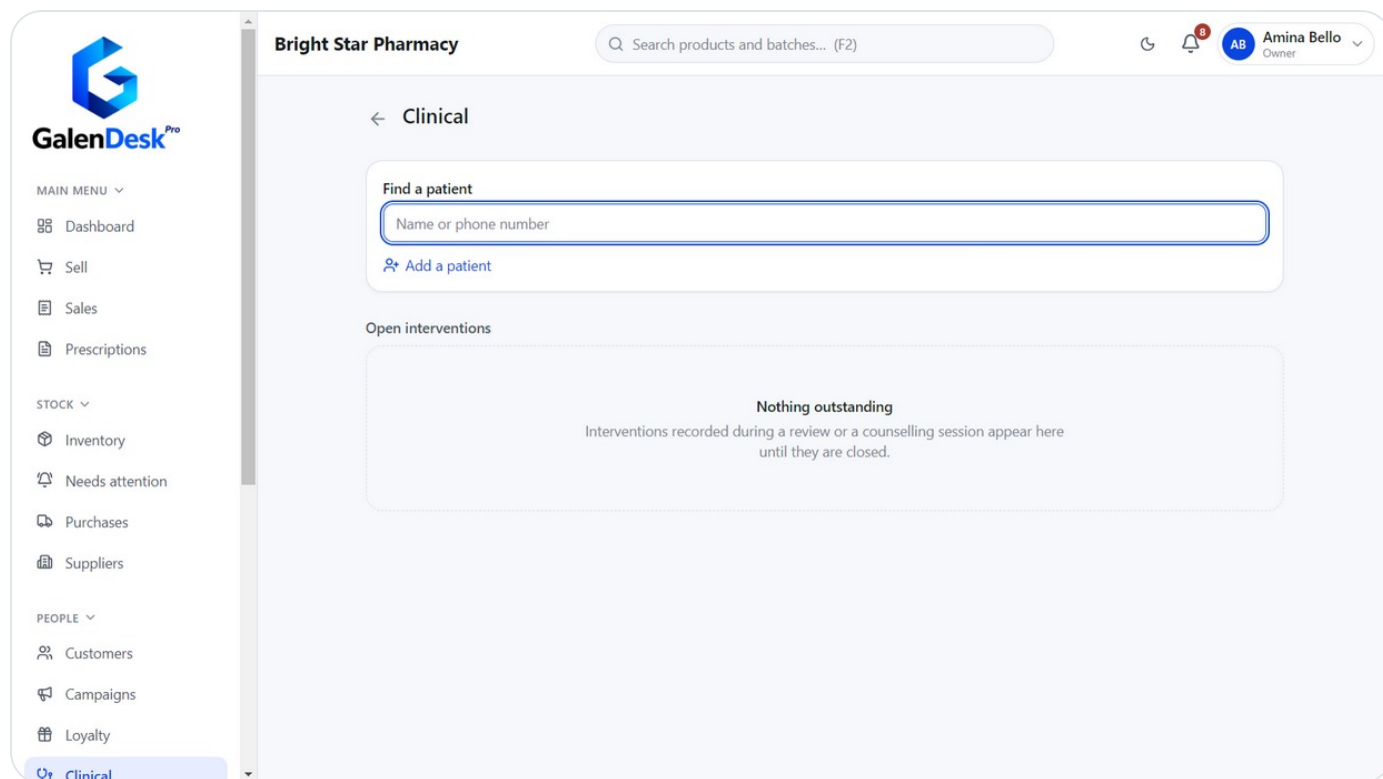
- 1 Set what a point is worth and what earns one.
- 2 Points accrue when a sale is attached to a customer, and are spent at the counter.
- 3 Issue **coupon codes** here; they are entered on the Sell screen and recorded as used.

The liability is the first thing on the page. Unredeemed points are money owed, and an owner who has never been shown the figure is one who will be surprised by it.

Clinical

Two things a pharmacist arrives here to do: find a patient, or clear the interventions still open. Open work comes first, because an intervention nobody closed is a job outstanding

rather than a historical note.



The clinical front door. Open interventions come before the patient search, because an intervention nobody closed is a job outstanding rather than a note.

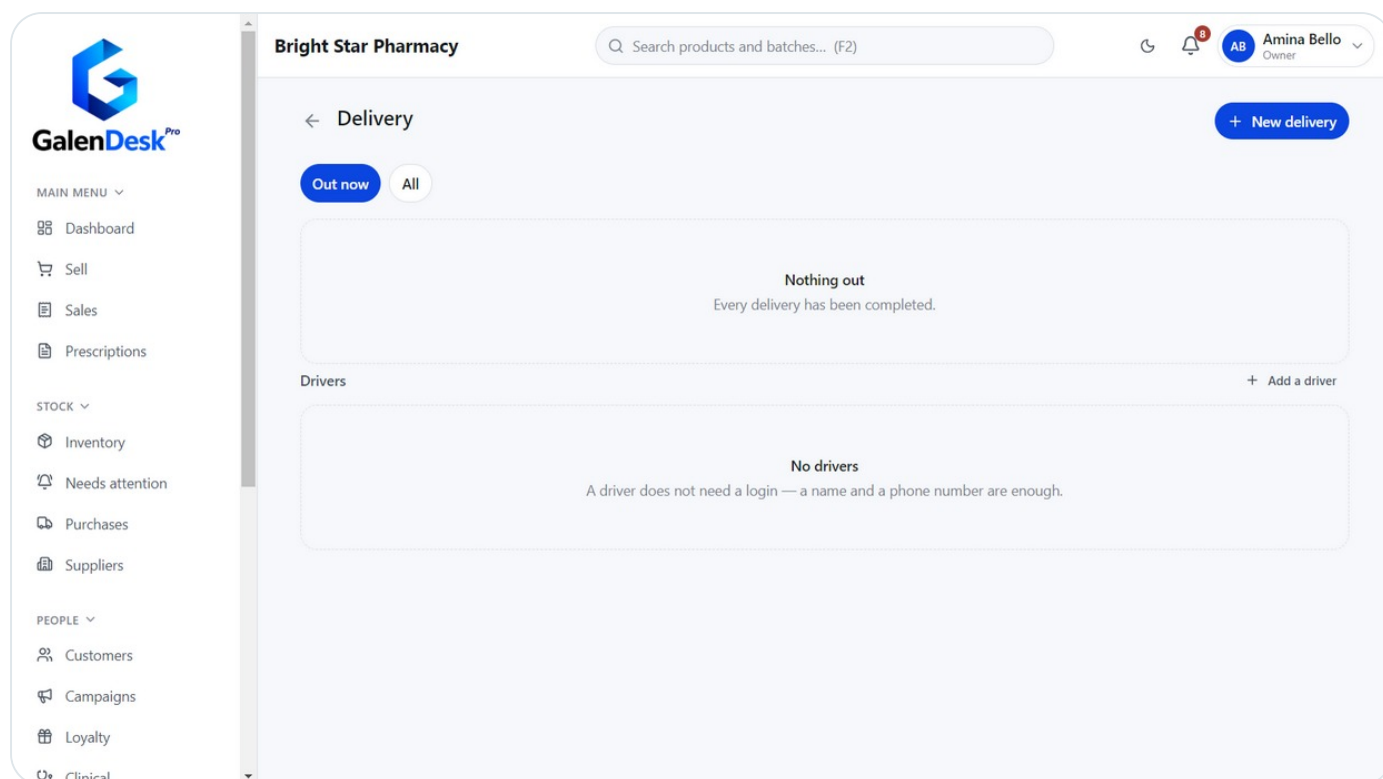
Open a patient record CLINICAL WORK

- 1 Search for the patient — the same record as the customer at the till.
- 2 Their medication history, allergies and conditions are on the page, with the prescriptions that produced them.
- 3 Record an **intervention** when you act on something: what you found, what you did, and whether it is resolved.

Clinical screens are in English only, for the reason given under Prescriptions.

Delivery

Orders going out to doorsteps, and — first on the page — the cash your drivers are holding.



The delivery board. Cash held by drivers sits at the top: money collected at a doorstep and not yet handed in is in neither the till nor the bank.

Send an order out and close it off

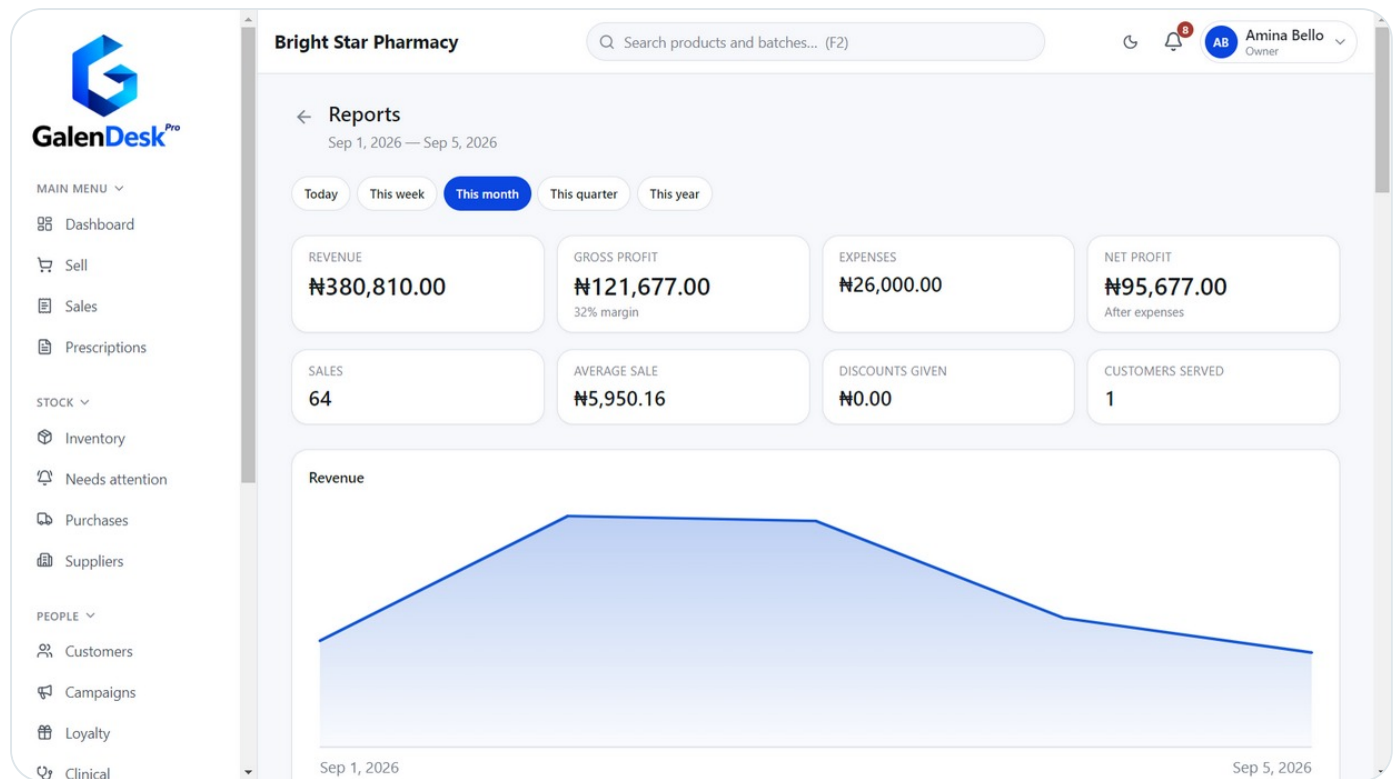
CHANGES RECORDS

- 1 Press **New delivery**, attach the sale or prescription, and record the address.
- 2 Assign a driver. The order moves to out-for-delivery.
- 3 When the driver returns, mark it delivered and record the money collected.

Cash held by drivers is the first figure on the page for a reason. Money collected at a doorstep and not yet handed in is neither in the till nor in the bank, and the only way to notice it drifting is to look at it every day.

Reports

Arranged around one question: can an owner understand the business in thirty seconds?
So the order is what came in and what was left of it, then the trend, then the detail behind it.



A month of trading. Gross and net profit sit side by side rather than as one figure — healthy margins with rent eating the difference is a different problem from selling too cheap.

See what the shop actually made

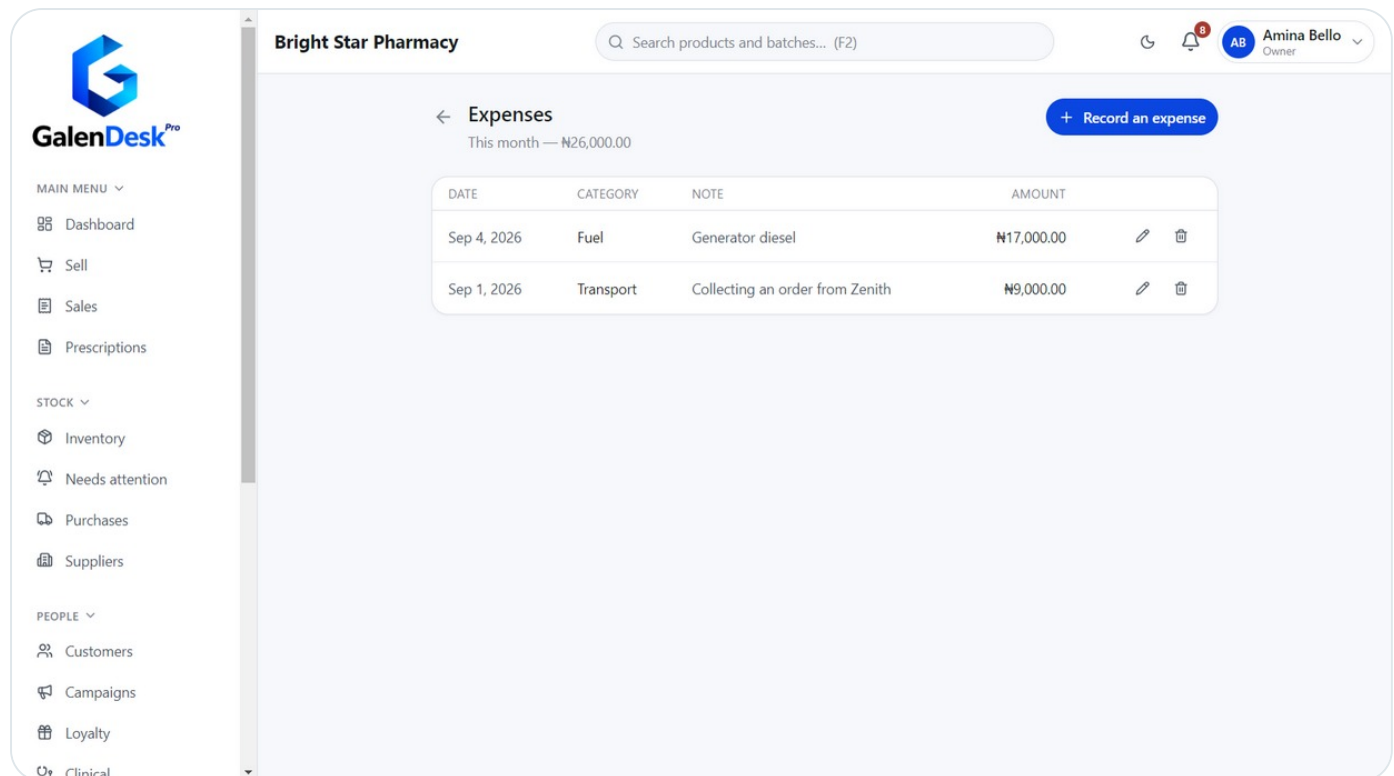
OWNER AND MANAGERS

- 1 Choose the period at the top.
- 2 **Gross and net profit sit side by side**, not as one "profit" figure. Margins being fine while rent eats the difference is a completely different problem from selling too cheap, and one number hides which you have.
- 3 Below: discounts given, what customers owe, stock on hand and stock on order.
- 4 Then the detail — most profitable products, fastest moving, what has been running out, and stock that is not moving at all.
- 5 **How hard the stock is working** shows stock turns and days of supply at this period's rate.
- 6 **How customers paid** breaks the takings down by method.
- 7 Export any of it to work on elsewhere.

Reports are never switched off by a lapsed subscription. Your records are yours to read whatever the licence says.

Expenses

What the pharmacy spends that is not stock — rent, diesel, wages, licences. Deliberately kept off the reports page: reading a report and recording a diesel purchase are different jobs, done by different people, at different times.



The screenshot shows the GalenDesk Pro interface for Bright Star Pharmacy. The left sidebar contains a main menu with options like Dashboard, Sell, Sales, Prescriptions, Inventory, Needs attention, Purchases, Suppliers, Customers, Campaigns, Loyalty, and Clinical. The main area displays the 'Expenses' page, which includes a search bar, a 'Record an expense' button, and a table of expenses for the current month.

DATE	CATEGORY	NOTE	AMOUNT		
Sep 4, 2026	Fuel	Generator diesel	₦17,000.00		
Sep 1, 2026	Transport	Collecting an order from Zenith	₦9,000.00		

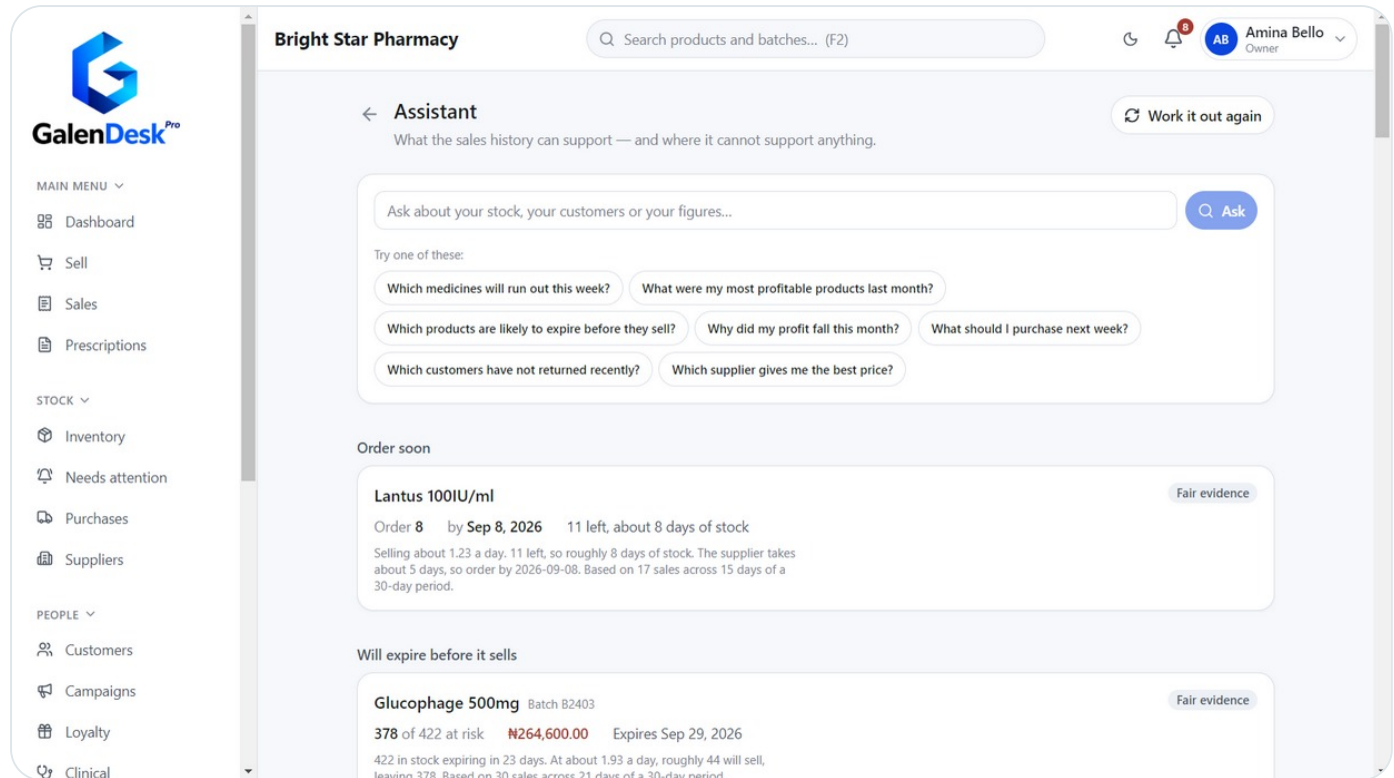
What the pharmacy spends that is not stock. It comes straight off net profit in Reports.

Record what you spent CHANGES RECORDS

- 1 Press **New expense** .
- 2 Choose a category, enter the amount and the date, and say what it was for.
- 3 Save. It comes straight off net profit in Reports.

Assistant

Three questions a pharmacist would otherwise answer by feel: what to order, what is going to expire on the shelf, and whether anything odd happened this week.



The Assistant. Every number carries the reasoning behind it in the row it explains, always visible — the failure to avoid is not being wrong but being believed.

Read the three answers OWNER AND MANAGERS

- 1 **What to order** — a suggested quantity per product, from how fast it has actually been selling.
- 2 **What will expire unsold** — packs whose date will arrive before the shelf clears at the current rate.
- 3 **What looks unusual** — a week that does not match the weeks before it.

Every number carries its reasoning, in the row, always visible. The failure this screen exists to avoid is not being wrong — it is being *believed* while extrapolating from one unusual fortnight. There is no chat box: the answers are arithmetic you can check by hand, and wrapping them in generated prose would add a confident register to figures whose whole point is knowing how far to trust them.

Branches

The one screen that deliberately ignores the branch you are working in, and shows every branch at once.

The screenshot shows the 'Branches' management interface in GalenDesk Pro. The header includes the pharmacy name 'Bright Star Pharmacy', a search bar for products and batches, and a user profile for 'Amina Bello, Owner'. The main content area is titled 'Branches' and includes a sub-header 'Every branch at once. Use the switcher in the header to work in one.' and an 'Add a branch' button. Below this, there are two sections: 'This month' and 'All branches'. The 'This month' section contains a table with the following data:

BRANCH	REVENUE	SALES	STOCK AT COST	STAFF
Bright Star Pharmacy	₦380,810.00	64	₦5,025,603.00	0

The 'All branches' section shows a switcher for 'Bright Star Pharmacy' (selected), 'MAIN', and '0 people'. A note below states: 'A branch holding stock cannot be closed. Packs at a branch nobody can select have left the books without leaving the shelf — transfer them out first.'

The one screen that ignores the branch you are working in, because nothing scoped to a single branch can answer which branch is performing.

Work in a branch, and compare them

OWNER AND MANAGERS

- 1 The **switcher in the header** sets the branch you are working in. Stock, sales, expenses and orders everywhere else follow it.
- 2 This screen ignores it. Nothing scoped to one branch can answer which branch is performing, so the comparison is the whole point of the page.
- 3 Add a branch here when you open one. Each device works as one branch, which is what keeps two tills from ever writing the same stock row.

Staff and roles

Who works here is one screen; what a role may do is another. Keeping them apart matters — putting a permission matrix in front of somebody adding a cashier is how the matrix gets changed by accident.

The screenshot shows the GalenDesk Pro interface for Bright Star Pharmacy. The main content area is titled 'Staff' and includes a sub-header 'Who works here and what they sign in as.' and an 'Add someone' button. A checkbox 'Include people who have left' is present. Below this is a table listing staff members:

NAME	SIGNS IN AS	ROLE	LAST SEEN
Amina Bello you	amina	Owner	Sep 5, 2026
Chinwe Okafor	chinwe	Pharmacist	Never
Grace Eze	grace	Storekeeper	Never
Musa Danjuma	musa	Cashier	Never

Each staff member row has a 'Password' link and a 'Switch off' button. Below the table, a note states: 'Somebody who leaves is switched off, never deleted — every sale and dispensing recordpoints at whoever made it, and the history is only evidence while those names still resolve.' A link 'What each role is allowed to do' is also present. The sidebar menu on the left includes sections for MAIN MENU (Dashboard, Sell, Sales, Prescriptions), STOCK (Inventory, Needs attention, Purchases, Suppliers), and PEOPLE (Customers, Campaigns, Loyalty, Clinical).

Who works here, and what role each of them holds.

Add somebody, or take them off OWNER ONLY

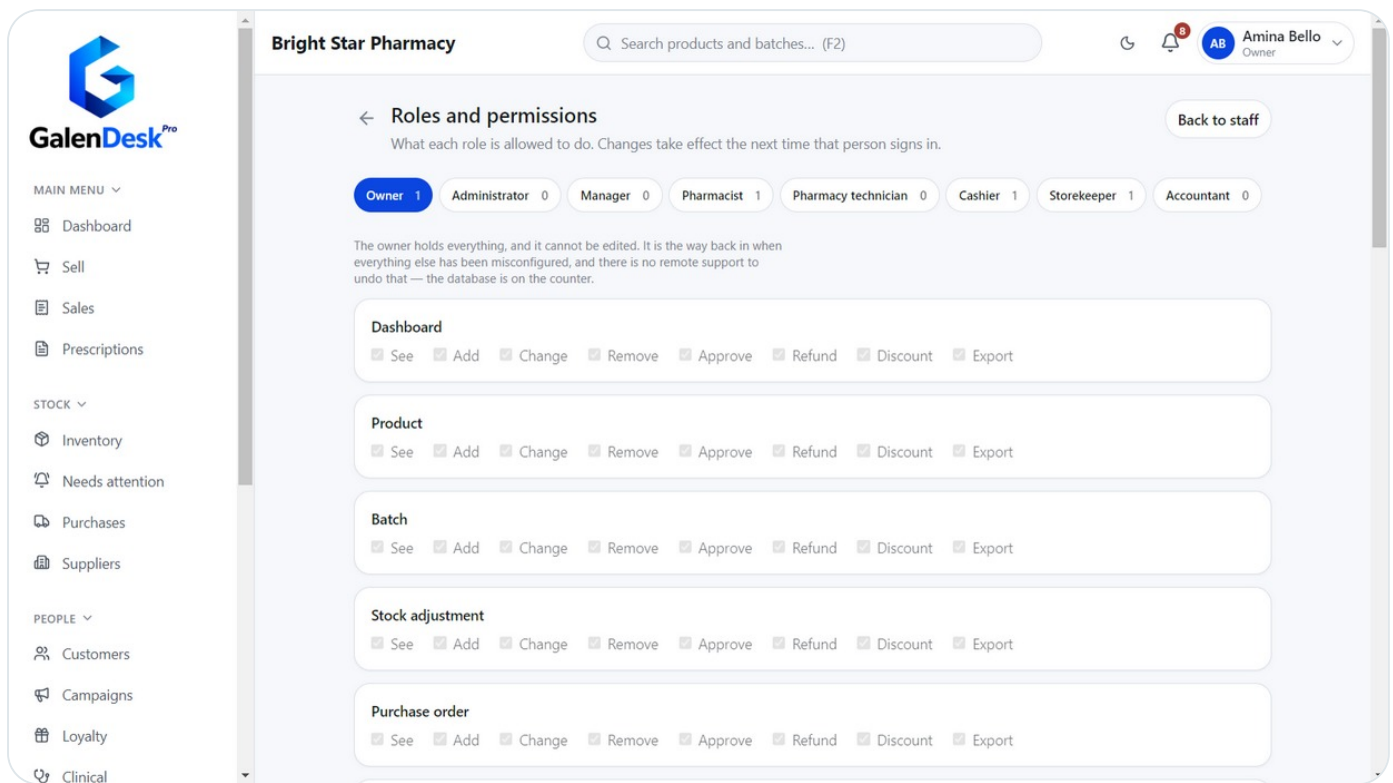
- 1 Press **New staff member**. Name, username, first password.
- 2 Give them a **role**. Eight ship with the app: Owner, Administrator, Manager, Pharmacist, Pharmacy technician, Cashier, Storekeeper and Accountant.
- 3 When somebody leaves, deactivate them. Their sales and their entries in History stay exactly where they are.

Change what a role may do

CANNOT BE UNDONE LIGHTLY

- 1 Open **Roles** from the staff screen.
- 2 Choose **one role**. It is deliberately one at a time, not a grid: eight roles across twenty-four subjects is over fifteen hundred checkboxes, and a grid that size is one nobody reads before clicking.
- 3 Tick and untick. It saves as you go.

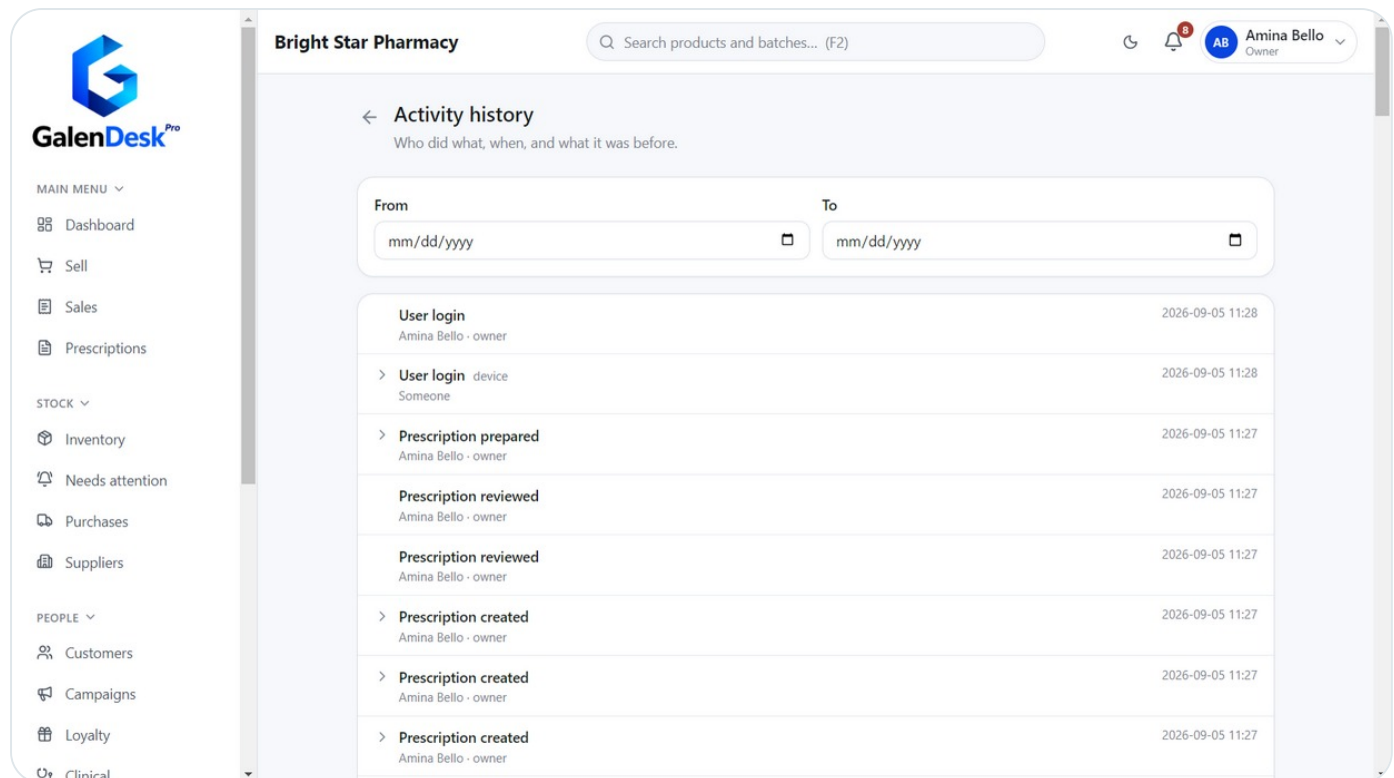
Two rules the app will not bend on, stated on the page rather than left to be discovered by a refusal: **the Owner role cannot be edited**, and **nobody can grant a permission they do not hold themselves**. This is the one screen that can quietly hand somebody the cost prices.



The permission editor: one role at a time, never a grid. Eight roles across twenty-four subjects would be over fifteen hundred checkboxes, and nobody reads a grid that size before clicking.

History

Everything anybody has done to the pharmacy's records, with the value before and the value after.



Every change, with the value before and the value after. "Price changed" answers nothing; the old figure beside the new one answers the question somebody came with.

Check who did what OWNER AND MANAGERS

- 1 Filter by person, by kind of change, or by date.
- 2 Read the row. "Price changed" answers nothing; **"1,200 to 900"** answers the question you actually came with — so the before-and-after is on the row, not behind a detail page.
- 3 It is paginated, because this is the one table that only ever grows.

VOIDS, price changes, permission grants, stock adjustments and sign-ins all land here. It is the record you would want if money ever went missing, which is why nothing in the app can edit it.

Settings

Everything about how this pharmacy runs, in one place. Some of it changes what customers see; some of it changes what the app does.

The screenshot shows the 'Settings' page for 'Bright Star Pharmacy' in the GalenDesk Pro application. The interface includes a left sidebar with a 'MAIN MENU' containing 'Dashboard', 'Sell', 'Sales', and 'Prescriptions', a 'STOCK' section with 'Inventory', 'Needs attention', 'Purchases', and 'Suppliers', and a 'PEOPLE' section with 'Customers', 'Campaigns', 'Loyalty', and 'Clinical'. The main content area is titled 'Settings' and features a 'Premises' section. This section contains a form with the following fields: 'Name' (Bright Star Pharmacy), 'Address' (14 Ahmadu Bello Way, Kaduna), 'Phone' and 'Email' (empty), 'Premises registration number' (PCN/KD/2019/0442), and 'Currency' (NGN — ₦). A 'Save' button is located at the bottom right of the form. A note at the bottom of the form states: 'Money is already recorded in this pharmacy. Every amount is stored as a whole number of the currency's smallest unit, so changing it now would reinterpret every past price rather than convert it. Restore a backup or start a fresh pharmacy to change currency.'

Bright Star Pharmacy AB Amina Bello Owner

← Settings

Premises
What appears on receipts and reports.

Name

Address

Phone
Email

Premises registration number

Printed on receipts where required.

Currency

Money is already recorded in this pharmacy. Every amount is stored as a whole number of the currency's smallest unit, so changing it now would reinterpret every past price rather than convert it. Restore a backup or start a fresh pharmacy to change currency.

Alerts

Settings. Everything about how this pharmacy runs, including the thresholds every alert in the app reads.

What is in here

MOSTLY OWNER ONLY

- 1 **Premises** — name, address and registration number. These appear on receipts and reports.
- 2 **Receipt footer** — what prints under the totals on every receipt.
- 3 **Alert thresholds** — how many days before an expiry counts as a warning, when it becomes urgent, and what counts as running out.
- 4 **Payment methods** — a pharmacy in Lagos takes bank transfer and POS; one in Accra takes mobile money. Add what you take. A method is switched off rather than removed, because last year's payments through it are still on the books.
- 5 **Dashboard** — which tiles appear, and in what order.
- 6 **Import data** — bring a product or stock list in from a spreadsheet.
- 7 **Security** — the devices this pharmacy has been opened on, and recent sign-ins.
- 8 **Synchronisation** — see More than one device.
- 9 **Notifications** — see Notifications.
- 10 **Subscription** — see Subscription & payment.
- 11 **Sharing** — partners you have allowed to read this pharmacy's data through the API. Nothing is readable until you enable it here.

Roles that may see settings but not change them get the screen read-only, with a line saying so, rather than a screen full of controls that refuse.

Check the devices on your pharmacy OWNER ONLY

- 1 Open **Settings** → **Security** .
- 2 Every machine the pharmacy has been opened on is listed, with when it was first and last seen. A device you do not recognise is the signal worth acting on.
- 3 Read the recent sign-ins, successful and failed.
- 4 Mark a device as not trusted if you need the record.

Marking a device as not trusted is a record, not a remote wipe. This software cannot reach out and erase a machine, and saying otherwise would be a dangerous thing to believe. If a device is lost, change the passwords.

AROUND THE APP

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Subscription & payment

What it costs to keep trading, and how long is paid for.

The screenshot shows the GalenDesk Pro app interface for 'Bright Star Pharmacy'. The left sidebar contains a 'MAIN MENU' with options: Dashboard, Sell, Sales, Prescriptions, STOCK (Inventory, Needs attention, Purchases, Suppliers), PEOPLE (Customers, Campaigns, Loyalty, Clinical). The main content area is titled 'Subscription' with a subtitle 'What it costs to keep trading, and how long is paid for.' and a 'Back to settings' button. A warning box states: 'The free sales are used up. Selling, receiving stock, taking in a prescription and dispensing are paused until this is paid. Your records are not affected. Reports, history and export all still work.' Below this, the 'Pay for a year' section indicates 'One payment of ₦150,000 covers twelve months. Nigerian price, charged in naira.' The 'Email for the receipt' section has a text input field containing 'owner@pharmacy.com' and a 'Pay ₦150,000' button. A note at the bottom states: 'Paystack sends the receipt here. It is not used for anything else. Enter an email address to continue.'

The subscription screen. It says what is paid for and until when, and what would stop if it were not — reading, reports and export never do.

The free sales, and what happens after them

EVERYONE SHOULD KNOW THIS

- 1 A new pharmacy gets **five sales** — one to test the till, and four more — with everything working.
- 2 After that, a subscription is needed to **sell, receive stock, take in a prescription or dispense one**.
- 3 Everything else keeps working: reading, reports, history and export are never switched off.

Your records are never held hostage. A lapsed subscription stops new trade. It does not lock a pharmacy out of its own books, and it never will.

Pay for a year

OWNER ONLY

- 1 Open [Settings](#) → [Subscription](#) .
- 2 The price is set for you: **₦150,000 a year** for a pharmacy in Nigeria, **\$120 a year** for one outside it. There is no monthly option.
- 3 Enter an email for the receipt. Paystack sends it there and it is used for nothing else.
- 4 Press the pay button. Paystack opens in the same tab — not a popup, because a popup is what a blocker eats, and a pharmacist who sees nothing happen presses the button again, which starts a second payment.
- 5 Pay. You are brought back to the app and the year is applied automatically. There is nothing to copy.

Renewing early loses nothing — a year is added to the date you already have, not to today.

How it works when the internet is down

WORTH KNOWING

The licence is a signed file held on your device, not a check made over the network. The till works out for itself whether the pharmacy may trade, so a shop that cannot reach the internet on a Tuesday morning still opens and still sells. The only moment a connection is needed is the payment itself.

AROUND THE APP

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More than one device

One counter needs nothing here. A pharmacy with a phone at the counter and a machine in the office, or with two branches, needs this page.

The screenshot shows the 'Synchronisation' screen in the GalenDesk Pro app for 'Bright Star Pharmacy'. The interface includes a sidebar menu with categories like MAIN MENU, STOCK, and PEOPLE. The main content area has a header with the pharmacy name and a search bar. Below this, a 'Synchronisation' section explains the purpose of the screen and provides a 'Synchronise now' button. A 'Server' section contains input fields for 'Address' (https://sync.example.com) and 'Pharmacy key' (gdp_live...). An 'Overwritten changes' section at the bottom states 'Nothing has been overwritten'.

Bright Star Pharmacy

Synchronisation [Back to settings](#)
Keeping this device in step with the pharmacy's other branches.

Not connected to a server
Everything is saved on this device. A single pharmacy needs nothing else.
3394 changes on this device have not been sent. They are safe here until they are. [Synchronise now](#)

Server
Only needed for a pharmacy with more than one device. Leave both empty and everything stays on this machine.

Address

Pharmacy key

Given to you when the pharmacy was registered. [Save](#)

Overwritten changes
Nothing has been overwritten
When two devices edit the same record while apart, the older version is kept

Synchronisation. It says whether this device is in step, how many changes are still waiting to be sent, and keeps anything that was overwritten.

Connect a pharmacy to its server

OWNER ONLY

- 1 Open `Settings` → `Synchronisation` .
- 2 Enter the **server address** and the **pharmacy key** you were given when the pharmacy was registered.
- 3 Save. The page then shows whether this device is up to date, and how many changes are still waiting to be sent.
- 4 Do the same on every other device, with the *same* key.

Leave both empty and everything still works. A single-counter pharmacy is a complete product, not a crippled one.

How synchronising actually behaves

WORTH KNOWING

- 1 **It happens by itself.** A few seconds after this device changes something — a sale, a delivery received, a price edited — it sends. It also does one round when the app opens, so what the other till did overnight is there before you look.
- 2 Nothing polls the server while the counter is quiet, which matters on a phone paying for its own data.
- 3 `Synchronise now` is still there for when you want to be sure. One press sends everything queued and brings down everything waiting, however much that is.
- 4 No signal is not an error. Changes stay on the device, the page keeps showing how many are waiting, and the next attempt sends them.

Two tills cannot lose each other's work. Stock, sales and orders belong to the branch that made them, so two devices never write the same row. For the things that *are* shared — the product list, customers, suppliers — the newer edit wins and the older one is kept under `Overwritten changes` , so "the price changed and nobody knows why" has an answer.

Overwritten changes

ANYONE WHO MAY SEE SYNC

The list at the bottom of the synchronisation page. Each row says what happened and keeps the version that lost, in full, so you can read it or put it back. Press **Seen** to clear one once you have looked.

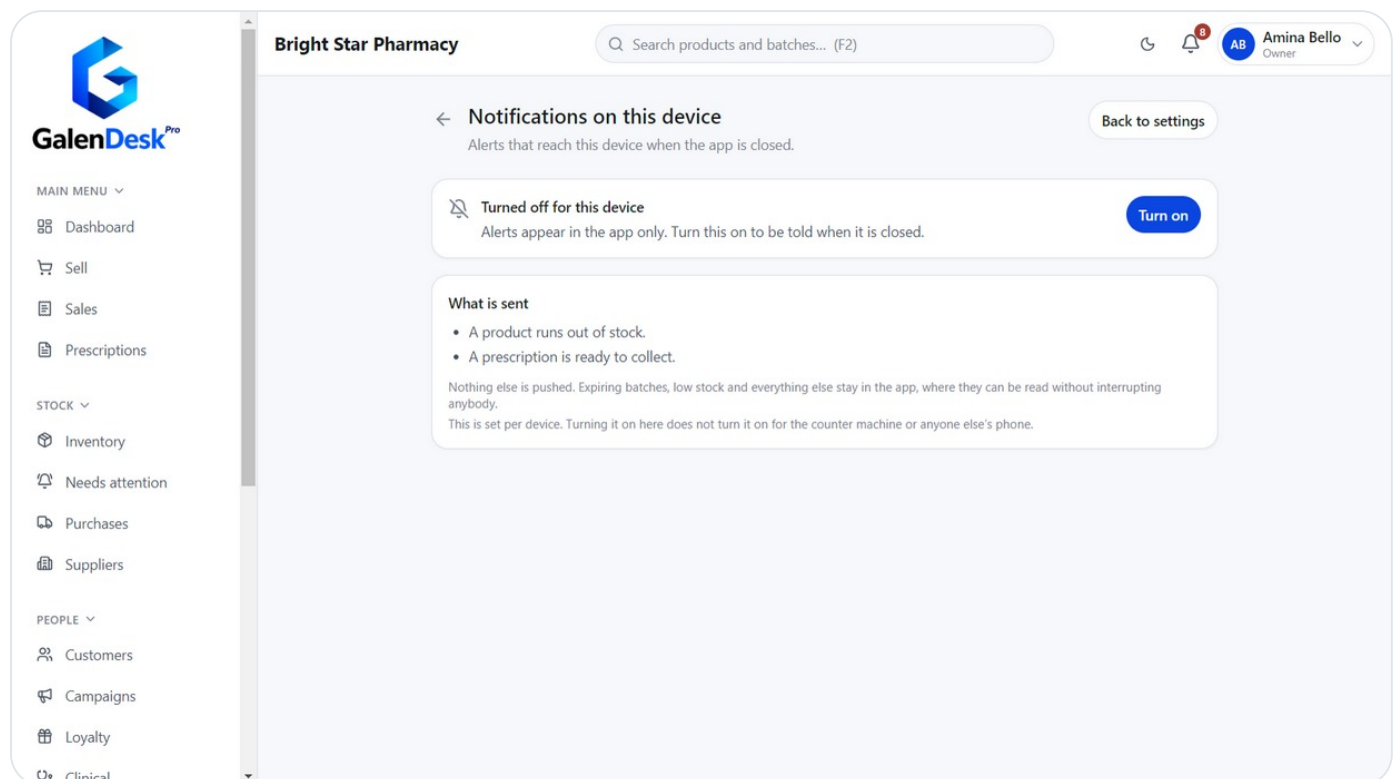
One entry you may see is a **renumbered receipt**. If two tills both sold while neither could see the other, they can issue the same receipt number; when they meet, one sale keeps the number and the other has four characters added to it. Both sales are kept — the renumbering is recorded here so nobody is left wondering why a receipt looks unusual.

AROUND THE APP

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Notifications

The bell inside the app, and the two things worth interrupting somebody about when it is closed.



Notifications on this device. Two things are ever pushed — a product running out, and a prescription ready to collect — and the screen says so rather than offering switches that do nothing.

Be told when the app is closed

PER DEVICE

- 1 Open `Settings → Notifications` on this device .
- 2 Press `Turn on` and allow it when the browser asks.
- 3 Only two things are ever pushed: **a product runs out of stock**, and **a prescription is ready to collect**.

Nothing else is pushed. Expiring batches, low stock and everything else stay in the app, where they can be read without interrupting anybody. A phone that buzzes about everything is a phone people stop looking at.

This is **set per device**. Turning it on here does not turn it on for the counter machine or anybody else's phone. If the browser has already refused notifications for the site, only your browser settings can allow them again — look for the padlock beside the address. The desktop app cannot show them at all, and says so rather than pretending.

Choose what the bell shows

YOURS ALONE

`Settings → Notifications` controls what appears in the bell on this device. It is yours — other staff keep their own. Security and subscription warnings cannot be switched off.

Theme, language, phone

Setting up your own till the way you like it.

Make it yours

ANYONE

- 1 **Light and dark** follow the machine. A phone that goes dark at night takes the app with it.
- 2 **Language** — English, French and Arabic, with Arabic laid out right-to-left throughout. Clinical and dispensing wording stays in English.
- 3 **On a phone**, the sidebar is a drawer: the button at the top left opens it, tapping beside it or pressing Escape closes it.
- 4 **On a wide screen**, the sidebar scrolls on its own and stays put while the page moves. Fold the groups you do not use; it remembers per device.
- 5 Set a **PIN** for this device if you unlock it often. Four digits, and it is destroyed after five wrong tries.

At the bottom of the sidebar is **the forum** — a WhatsApp group of other pharmacies running GalenDesk and GalenDesk Pro. Often the fastest answer to a question about how a shop actually uses it day to day.

When something looks wrong

The handful of things that actually come up, and what they mean.

Common messages

WHAT YOU SEE	WHAT IT MEANS
The free sales are used up	Five sales have been made and no subscription is paid. Reading and reports still work. See Subscription.
Your role cannot ...	Not a fault. Someone with the Owner or Administrator role can grant the permission under Staff and roles.
Changes waiting to be sent	This device has work the server has not taken yet — usually no connection. Nothing is lost. It sends itself when the connection returns.
Not connected to a server	No synchronisation is set up. Correct and expected for a single-counter pharmacy.
A product does not appear when selling	It has no sellable stock: none received, all expired, or all reserved for a prescription. Check it in Inventory.
Storage is not persistent	The app is running somewhere it cannot save — a private window, or a browser blocking site data. Use the installed app, or a normal window.
This browser is blocking notifications	Permission was refused for the site once. Only the browser can allow it again — the padlock beside the address.

Habits worth keeping

- **Receive stock as it arrives**, not at the end of the week. Every figure in the app is downstream of this one.
- **Put a real expiry date on every batch**. A batch without one cannot warn anybody.
- **Void rather than delete**. A voided sale with a reason is a record; a deleted one is a hole.
- **Give people their own account**. History is only worth reading if the names in it are real.
- **Open the app on the second device now and then**, even if nobody sells on it, so it stays in step.

AROUND THE APP

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Getting help

If the table above does not cover it, there is a person at the other end of all of these.

EMAIL

contact@galen.africa

General questions about GalenDesk Pro.

EMAIL

admin@galen.africa

Accounts, licences and anything to do with your subscription.

APP

galendesk-pro.web.app

GalenDesk Pro in a browser, and where the apps are downloaded.

COMPANY

galen.africa

Galen Africa Technologies Limited, who build it.

There is also a **Forum** link at the bottom of the sidebar inside the app. It opens a WhatsApp group of other pharmacies running Galen software — often the fastest answer for a question about how a shop uses it day to day.

When you write in, say what you were doing and what the screen said. A receipt number, a product name, or the exact wording of a message gets to an answer far quicker than “it is not working”.