# Web User Manual

onelink
connected to health

# Table of Contents

# Login Instructions

- Enter your email address
- Enter your password
- Click on the 'Login' button

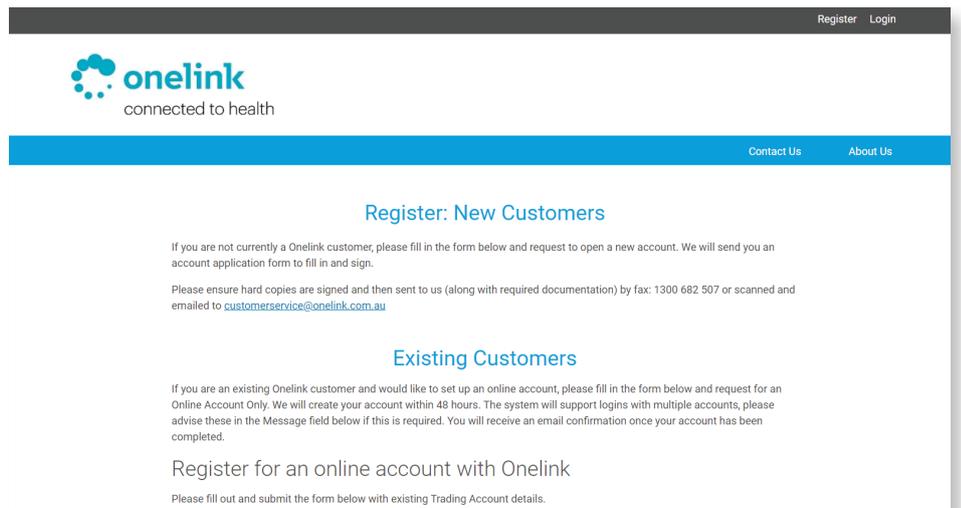* Please note: on your first login, we ask that you reset your password for security purposes.

Fill in your 'Username' and then click on 'Forgot your password' link to reset your password.



# New to the Onelink Website?

## How to Register: Existing Customer

- Are you an existing customer wanting access to online?

- Under the Existing Customer section, please fill out the Register for Online Account Form and your Online account will be created within 48 hours.



**Register: New Customers**

If you are not currently a Onelink customer, please fill in the form below and request to open a new account. We will send you an account application form to fill in and sign.

Please ensure hard copies are signed and then sent to us (along with required documentation) by fax: 1300 682 507 or scanned and emailed to customerservice@onelink.com.au

**Existing Customers**

If you are an existing Onelink customer and would like to set up an online account, please fill in the form below and request for an Online Account Only. We will create your account within 48 hours. The system will support logins with multiple accounts, please advise these in the Message field below if this is required. You will receive an email confirmation once your account has been completed.

Register for an online account with Onelink

Please fill out and submit the form below with existing Trading Account details.

# Logged in Screen

1. Once you have logged in, you will notice your account name will show in the left hand side of the screen together with the user that is logged in.

2. If you have access to more than one account, a drop down box will be provided where the account name is shown, which will allow you to swap between the accounts you have access to.  If the account is not showing up in the drop down box, it could be that this is the account you are already in.

3. Once you are logged in all the information that is relevant to your business will be displayed to you on the home page including banners, links and specific information for you to review and action.
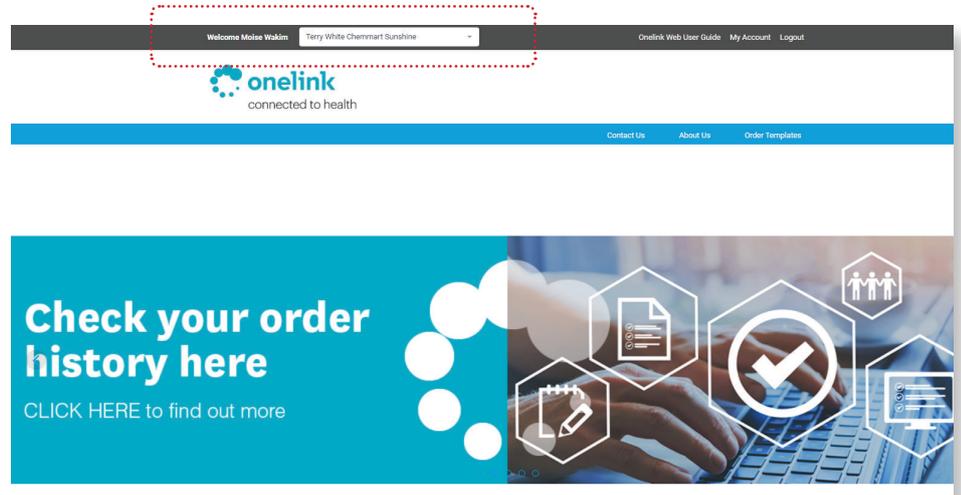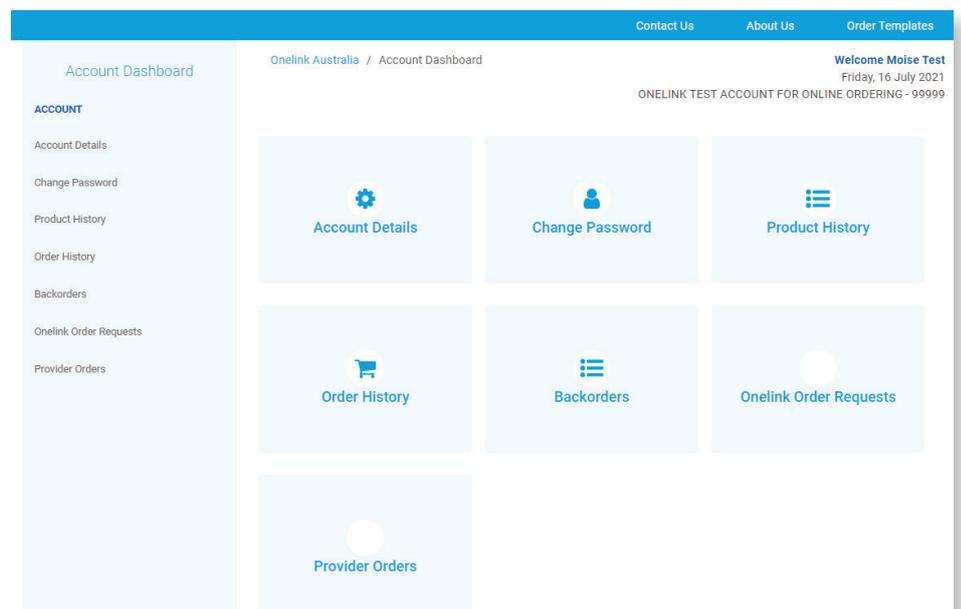


# My Account Dashboard

## Accessing the My Account Dashboard

Simply click on 'My Account' to view the Account dashboard  This is where you can manage and view your:

- Account details
- Passwords
- Order History
- Backorders
- Product History
- Templates
- Onelink Order Requests
- Provider Requests

# Account Details

- Click on the "My Account" button in the header of the website near the logout button.

- Select – Account Details – This shows the current status of your account with Onelink.

- You can update your address by clicking on the 'Request Address Change' tab.

- You can see the contacts that are connected to your account.
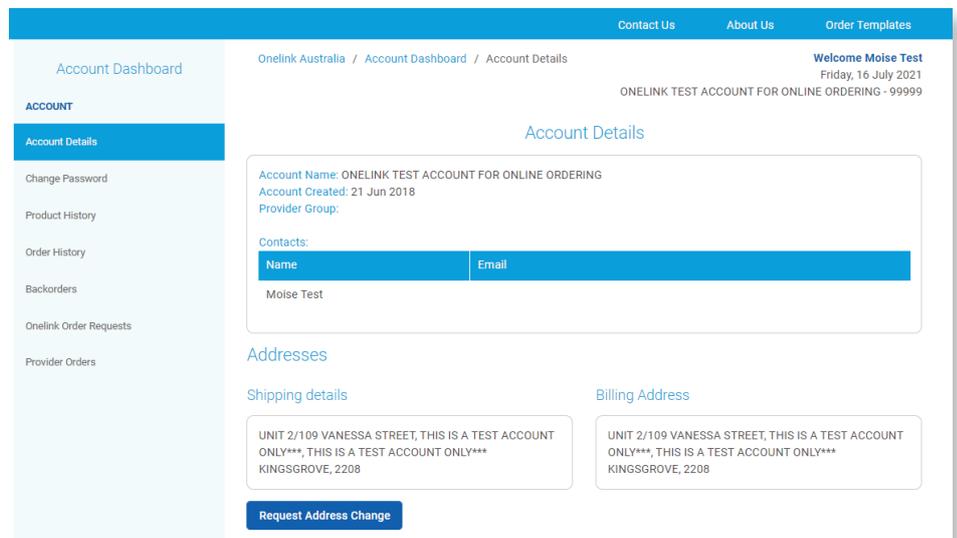


# Changing Your Password

From the 'My Account' menu, click on the 'Change Password' button and enter your old and new password details.
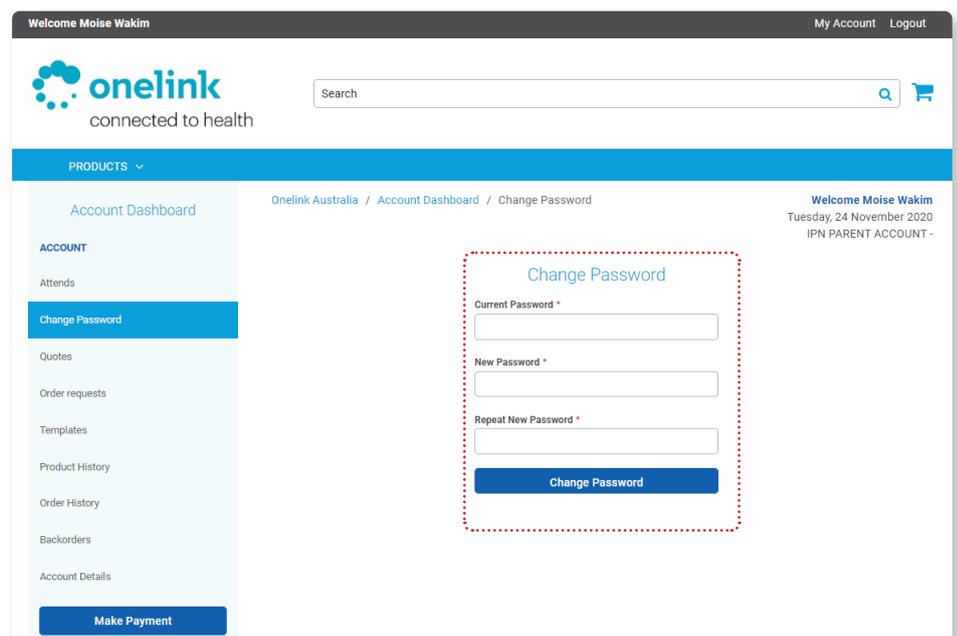
# Order History

From the 'My Account' menu, click on the 'Order History' button, here you can download PDF invoices and search past orders.

1. You can use the Search Filters to locate previous Orders.

2. Click on Download Invoice to download PDF copies of your invoices, please note orders need 24hrs before they are available to be downloaded.

Order History

**❶**

FILTERS

| Purchase Order No. | Web Reference No. | Invoice/Credit No. |
|---|---|---|

| Date From | Date To | |
|---|---|---|
| dd/mm/yyyy | dd/mm/yyyy | Apply   Clear |

Date: Thursday, December 10, 2020          $0.00

Purchase Order No: FAX
Web Reference No: 7237907
Invoice No: 5605463
Download Invoice

| Unposted (1) | Delivered (1) | Backorder (0) | Despatched |
|---|---|---|---|

Date: Monday, December 7, 2020          $0.00

Purchase Order No: FAX
Web Reference No: 7230952
Invoice No: 5599752
Download Invoice

| Unposted (12) | Delivered (12) | Backorder (0) | Despatched |
|---|---|---|---|

# Backorders

- From the 'My Account' menu, click on the 'Backorders' button, here you can view all your backorders.

- You can click on the product code to view what the product is.

- Most products will also have an ETA for you to view.

Backorders

| Product Code | Description | Unit | Remaining | ETA | Reference No. | Order No. |
|---|---|---|---|---|---|---|
| GUGN001 | GOWNS LONG-SLEEVED BLUE 50's | CT | 50 | | | 56696 |
| KI6835 | ISOWIPE 75's | EA | 30 | | | BO |
| CO420798 | NILTAC STING FREE ADHESIVE REMOVER 150mL | EA | 1 | 25/06/2020 | | 56689 |

# Product History

From the 'My Account' menu, click on the 'Product Use Summary' button, here you can view the last 12 months product purchases per month.

1. You can download a CSV copy.

2. You can download a PDF copy.



Product History

| Product Code | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 20AFLU10 | | - | - | 15 | - | - | - | - | - | - | - | - | 1 | 16 |
| 20FLUADQ10 | | - | - | 30 | 65 | 20 | - | - | - | - | - | - | - | 115 |
| 20FLUQ5 | | - | - | - | 30 | 14 | - | - | - | - | - | - | - | 44 |
| 20FRXT | | - | - | - | - | 30 | - | - | - | - | - | - | - | 30 |
| 20FRXT10 | | - | - | 15 | 5 | - | - | - | - | - | - | - | - | 20 |
| 20VAXT10 | | - | - | 3 | - | - | 5 | - | - | - | - | - | - | 8 |
| ACTHIB | | - | 30 | - | - | 2 | 5 | 2 | - | 4 | 5 | - | - | 48 |
| ADACL | | - | - | 60 | - | - | - | - | - | - | - | - | - | 60 |
| BOO | | - | - | 30 | - | - | - | - | - | - | - | - | - | 30 |
| ENGBNIP | | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 |
| ENGPNIP | | - | - | - | - | - | - | 2 | - | - | - | 2 | - | 4 |
| HEXA | | - | 26 | - | 4 | 4 | 9 | 3 | 8 | 2 | 2 | 4 | 2 | 64 |
| HPV | | - | - | - | - | 2 | 2 | 2 | - | 4 | 5 | 2 | 3 | 20 |
| INFANRIX | | 20 | - | - | - | 2 | 5 | 3 | 4 | - | - | 3 | - | 37 |
| INFIPV | | - | - | - | 5 | 1 | 4 | 3 | 6 | - | - | 4 | - | 23 |
| MMR | | - | - | - | - | - | - | 4 | - | - | 5 | - | - | 9 |
| NMRX | | - | - | - | 6 | 4 | 6 | 5 | - | - | 4 | 3 | - | 28 |

# Onelink Order Requests

- You can see pending order requests

- Details you can see include
  - Who submitted the order,
  - Which Template was used,
  - Date and time stamp on the order request



# Provider Orders

- Here you can see past orders online

# Template Orders

- Placing your orders is easy through the approved Templates

- First click "Order Templates" in the navigation bar on the top right

- Then simply select the appropriate Template to access the order form

- All orders are Date and Time stamped to help you see quickly when the last order was placed
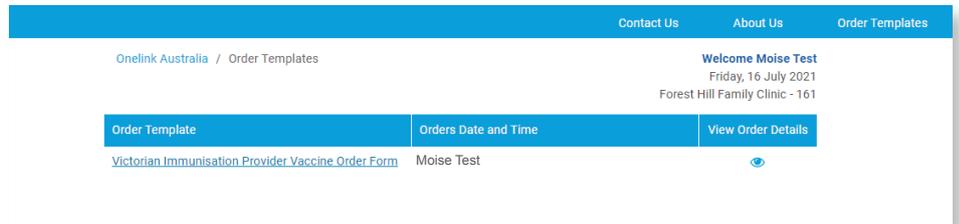


- You can also see the previous orders at a quick glance by clicking the little eye

- Depending on your service provider type you will see your specific template assigned to you

# Order Template - How to

1. To correctly fill in this form you must enter:
   - Your first name, last name and phone number
   - Your must also tick either "Yes" or "No" depending if this order is to replace stock lost due to a cold chain breach

2. Please enter your stock on hand in doses for each of the product groups. If you have no stock on hand you can enter 0. If there is a product group which you do not need to order, please leave the fields blank for this group

3. The system will recommend a suggested order based on your purchase history of the products in that group

4. Enter your requested order per product group

5. If singles are available for you to order there will be a check box allowing you to ONLY order singles. If selected this will override the order and only send you single dose packs.



6. The system will notify you if there are any alerts or notes associated with each product group, in a red box in the far right column

7. Once you have requested all the products you require, please click "Place Order" its a blue floating button that would be following you on the screen to the right

8. You will need to select the check box that you agree to all terms and conditions before you can confirm your order

9. Your order has been submitted and you will be notified if any changes are required to the order

# Contact Us

From any screen viewed, you can click on the 'Contact Us' tab to phone, fax, or email us with your queries or feedback.

Following Enquiry Types are available:

- Order Enquiry
- Account Enquiry
- Product Enquiry
- Registration Enquiry
- Website Feedback
- Delivery Breach

## Contact Us

If your enquiry relates in any way to a clinical question, please click here to contact your local State Government Deparment of Health, Immunisation Unit

### Contact Us Onelink

Please fill in the form below and we'll be in touch to answer your query.

**Enquiry Type** *

-- Select an option --

**Full Name** *

Enter your full name

**Business Name** *

What is your business name?

**Department**

Which department are you from?

**Account Number**

Do you have an account number?

**Email Address** *

What is your email address?

**Phone Number** *

Include area code

**Message** *

Enter your message to us here

**Send Message**

# About Us

From any screen view, click on the 'About Us' link to know more about our Company, Onelink Healthcare divisions and our values.

## About Us

Onelink is a division of the EBOS Group Limited. The EBOS Group is a large and diversified provider of healthcare logistics services to hospitals, medical centres, pharmacies and aged care facilities across Australia and New Zealand. EBOS is dual listed on the ASX and NZX stock exchanges with its head office based in Melbourne.

EBOS, through its various operating businesses, provides a range of patient focused supply chain services especially designed to support the specific needs of healthcare providers. In NSW, EBOS has established supply chain solutions across the health industry, including the hospital sector.

Onelink's focus is on providing specialist solutions to the public and private hospital sector. Onelink has been providing these services to parts of the public hospital system in New Zealand for over 20 years and last year was appointed the exclusive logistics service provider to the NZ national public hospital network.

Onelink Victoria is the distributor for the National Immunisation Program in Victoria. Working in conjunction with the Deptartment of Health and Human Services to distribute the NIP vaccine program, Onelink distributes vaccines to all regions of Victoria.

Onelink is based in Clayton, Victoria and is a division of the EBOS Group.

Onelink distribute vaccines to all different types of cohorts from GP clinics and Pharmacies to Councils and Community Health Centres as well as Public and Private Hospitals.

Onelink are on hand Monday-Friday 9-5pm.

# Notes

For more information
contact your Account
Manager or call
Customer Service on
**1800 014 207**

**www.onelinkonline.net**

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