



Web User Manual



onelink
connected to health

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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.

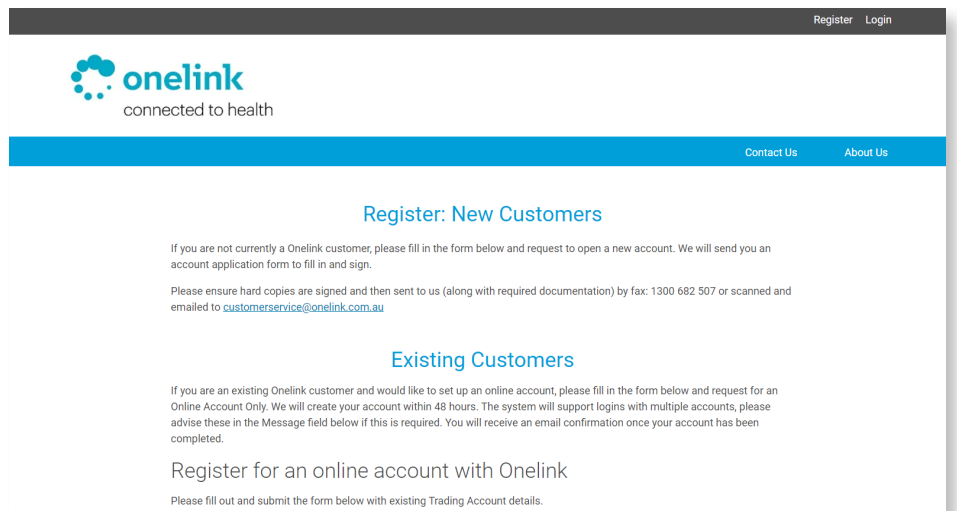
Fill in your 'Username' and then click on 'Forgot your password' link to reset your password.



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.



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.

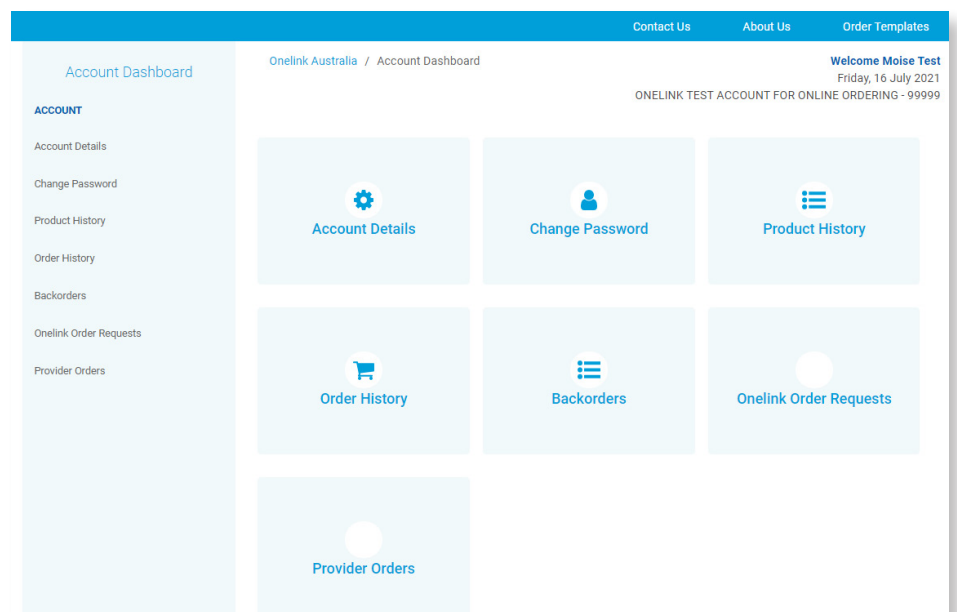


My Account Dashboard

Accessing the My Account Dashboard

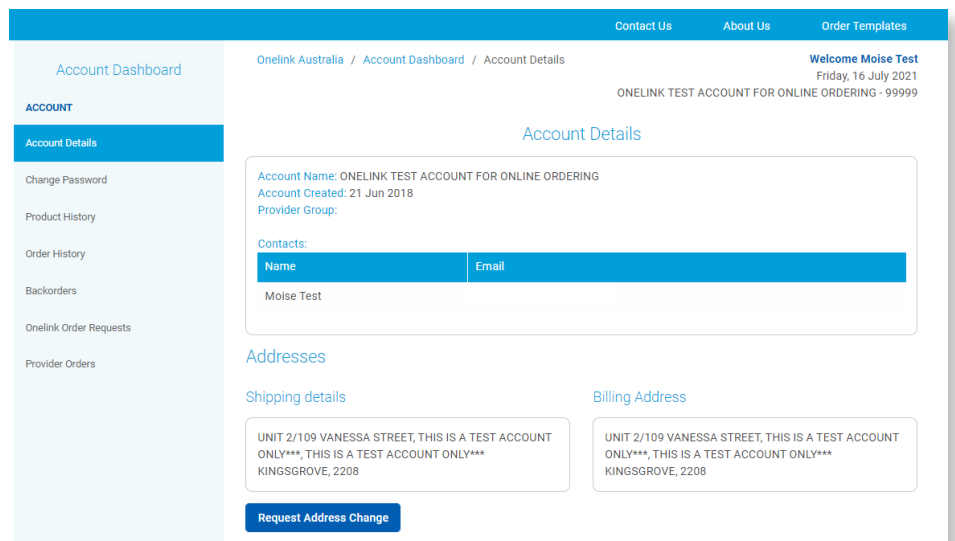
Simply click on 'My Account' to view the Account dashboard. This is where you can manage and view your:

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



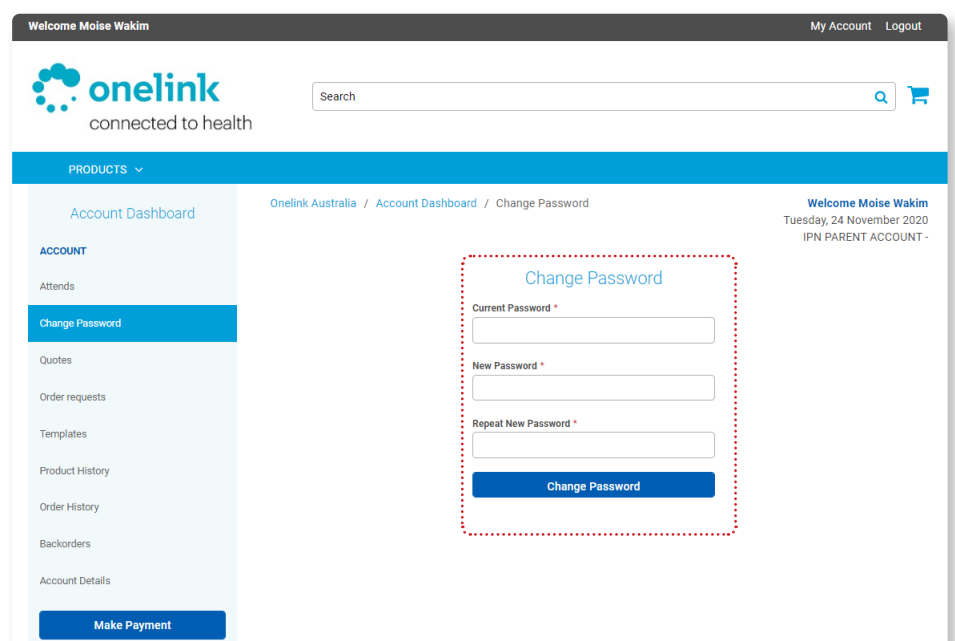
Account Details

- 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

FILTERS

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

Date From Date To

[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
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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
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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 1 2

Product Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
20AFU10		-	-	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
ENGNIP		-	-	-	-	-	-	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

Contact Us About Us Order Templates

Account Dashboard

Onelink Australia / Account Dashboard / Onelink Order Requests

Welcome Moise Test
Friday, 16 July 2021
Forest Hill Family Clinic - 161

Onelink Order Requests

Reference No: 3
Submitted by:

Order Template:
Victorian Immunisation Provider Vaccine Order Form

Date: 16/07/2021 02:03:38 PM

Other accounts with order requests:
No order requests from other accounts

ACCOUNT

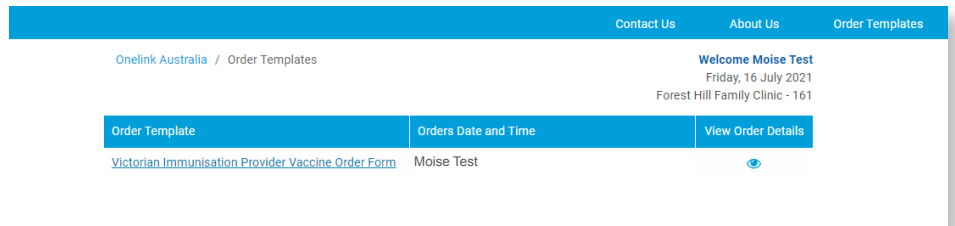
- Account Details
- Change Password
- Product History
- Order History
- Backorders
- Onelink Order Requests**
- Provider Orders

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

- To correctly fill in this form you must enter:
 - Your first name, last name and phone number
 - You must also tick either “Yes” or “No” depending if this order is to replace stock lost due to a cold chain breach
- 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
- The system will recommend a suggested order based on your purchase history of the products in that group
- Enter your requested order per product group
- 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.

Order Template - Order MODE

Victorian Local Government Vaccine Order Form - Last Ordered Moise Test

Please enter your details: First Name * Last Name * Contact Phone Number *

Is this order to replace stock lost due to a cold chain breach? * YES NO

Vaccine	Eligibility	Stock on Hand	Suggested Order based on your monthly average	Requested Order	Current Alert
Hepatitis-B Paediatric Brands: Engenix-B (Paediatric), H-B-Vax II (Paediatric)	<ul style="list-style-type: none"> • Birth • Catch-up to age <20 years • 12 months of age if born prematurely <32 weeks gestation or <2000g birth weight 	<input type="text" value="4"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="checkbox"/>
Diphtheria, Tetanus, Pertussis, Hepatitis B, Polio, Haemophilus type b Brands: Infanrix Hexa	<ul style="list-style-type: none"> • 2 months (from 6 weeks); 4 & 6 months • Catch-up to age <10 years 	<input type="text" value="44"/>	<input type="text" value="13"/>	<input type="text" value="13"/>	<input type="checkbox"/>
Pneumococcal Brands: Prevenar 13	<ul style="list-style-type: none"> • 2 months (from 6 weeks), 4 & 12 months • Catch-up to age <5 years • Aboriginal & Torres Strait Islander people aged ≥50 years • Healthy non – Indigenous adults aged ≥70 years • Any age with specified medical risk conditions 	<input type="text" value="32"/>	<input type="text" value="25"/>	<input type="text" value="20"/>	<input type="checkbox"/>
Rotavirus Brands: ROTARIX	<ul style="list-style-type: none"> • 2 months (from 6 weeks) & 4 months of age 	<input type="text" value="12"/>	<input type="text" value="19"/>	<input type="text" value="15"/>	<input type="checkbox"/>
Meningococcal B Brands: Bexsero	<ul style="list-style-type: none"> • Aboriginal & Torres Strait Islander infants 2 months (from 6 weeks); 4 & 12 months • Catch up Aboriginal & Torres Strait Islander children <2 years of age until 30 June 2023; • Any age with specified medical risk conditions 	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="checkbox"/>	Eligibility for this vaccine is limited – providers may be required to justify requests

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



For more information
contact your Account
Manager or call
Customer Service on
03 8588 1042

www.onelinkonline.net



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