Web User Manual

onelink
connected to health

Table of Contents

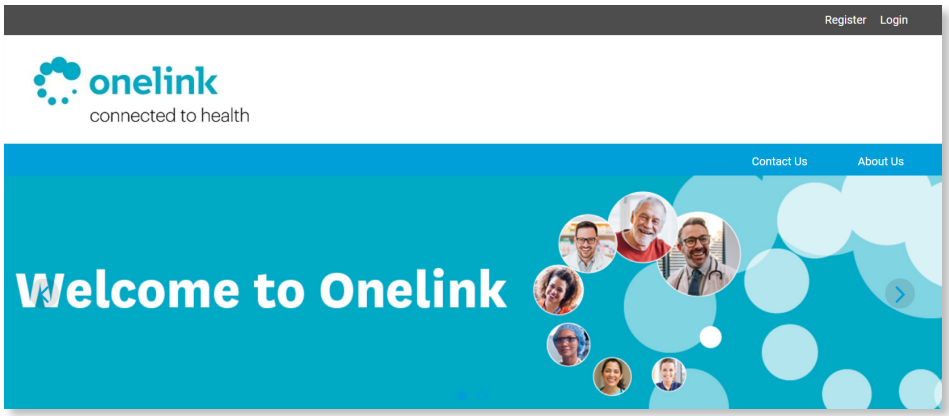
Login Instructions 3
New to the Onelink Website 3
Logged in Screen 4
My Account Dashboard 4
Account Details 5
Changing your Password 5
Order History 6
Backorders 6
Product History 7
Ordering Online 8
Contact Us 9
About Us 9

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.

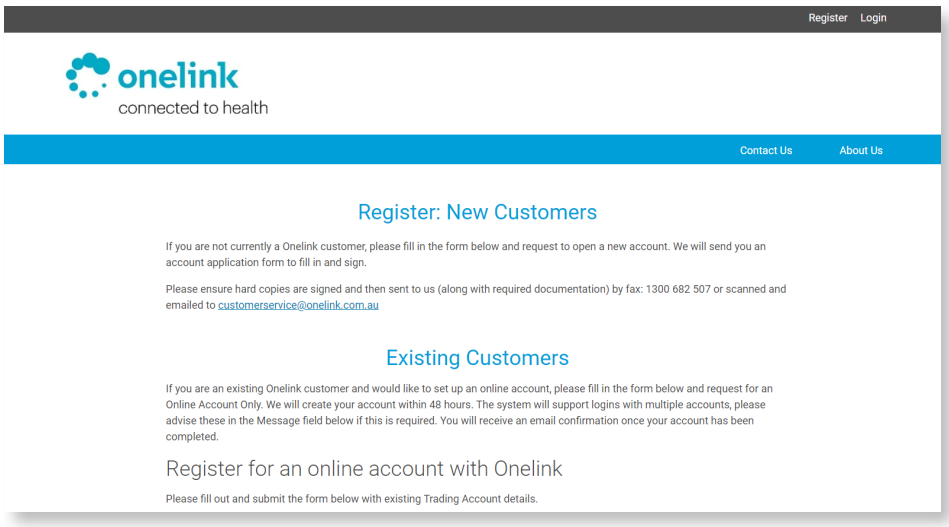
Fill in your ‘Username’ and then click on ‘Forgot your password’ link to reset your password.



New to the Onelink Website?

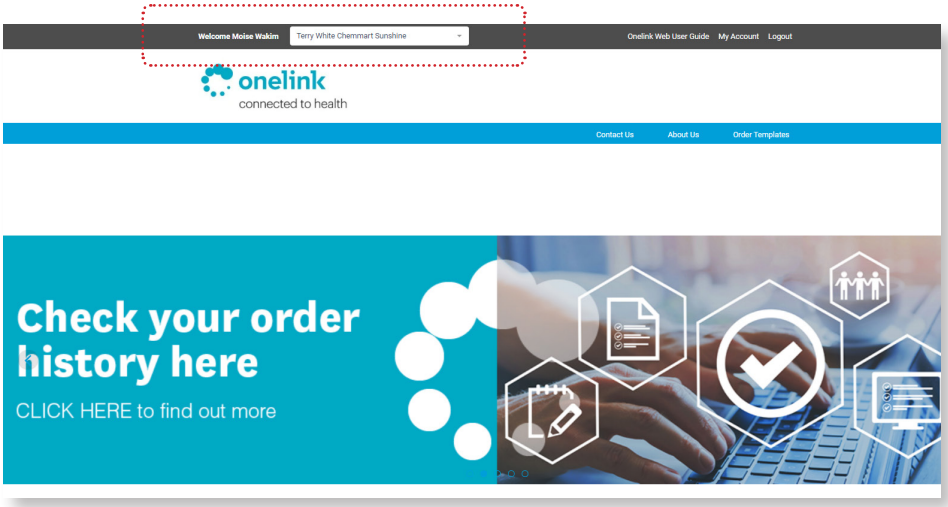
How to Register: Existing Customer

- 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.

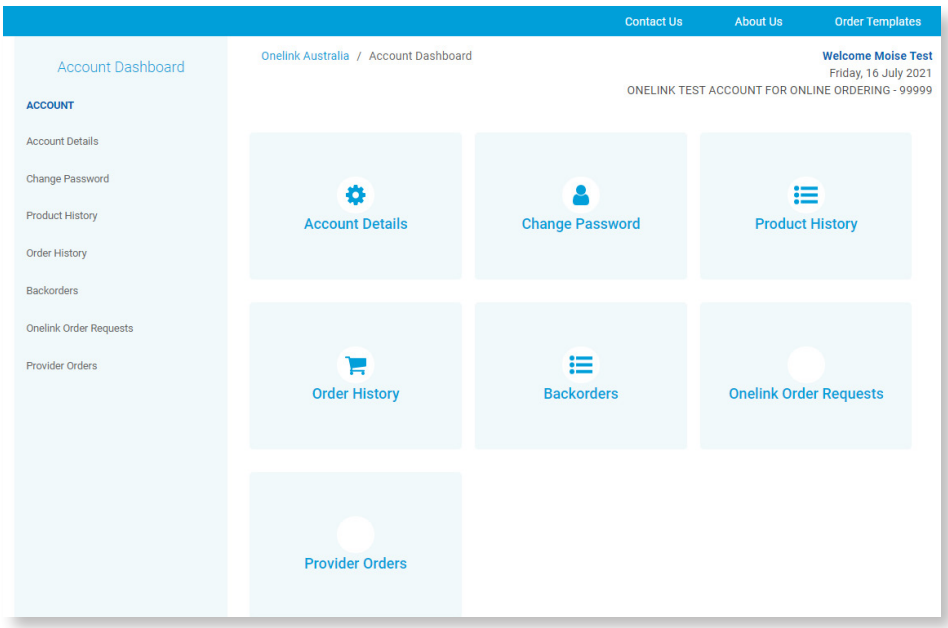


My Account Dashboard

Accessing the My Account Dashboard

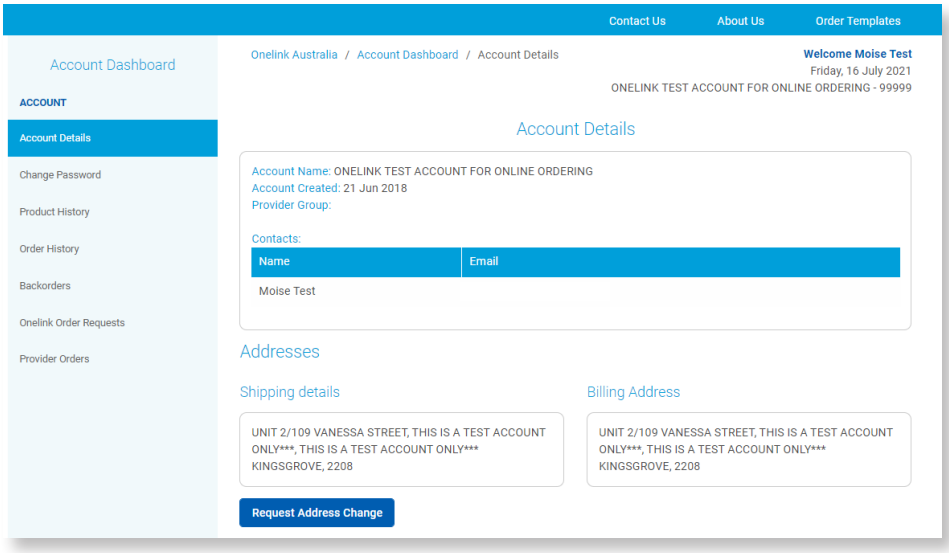
Simply click on 'My Account' to view the Account dashboard This is where you can manage and view your:

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



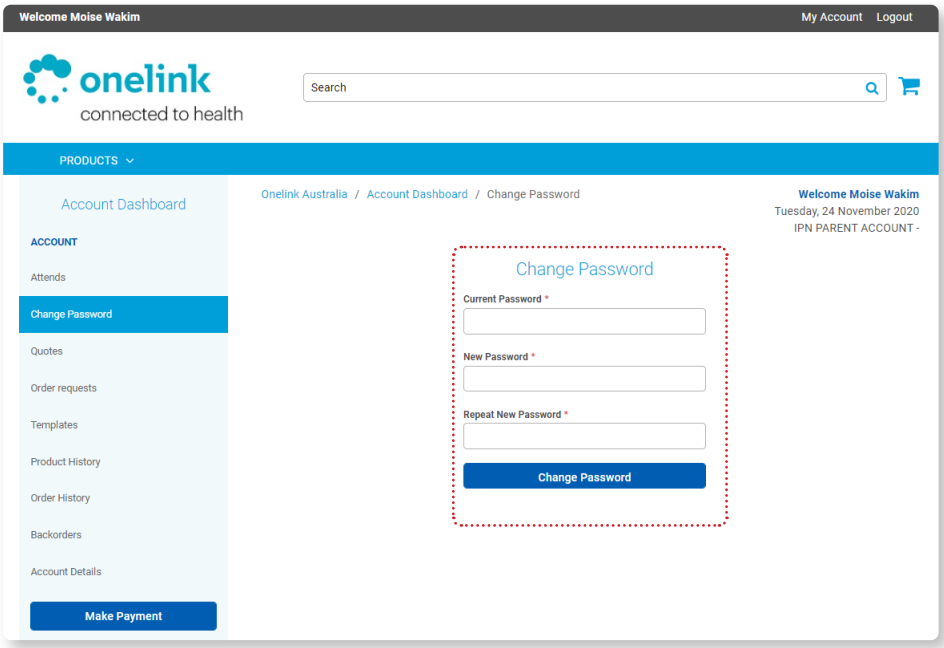
Account Details

- 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

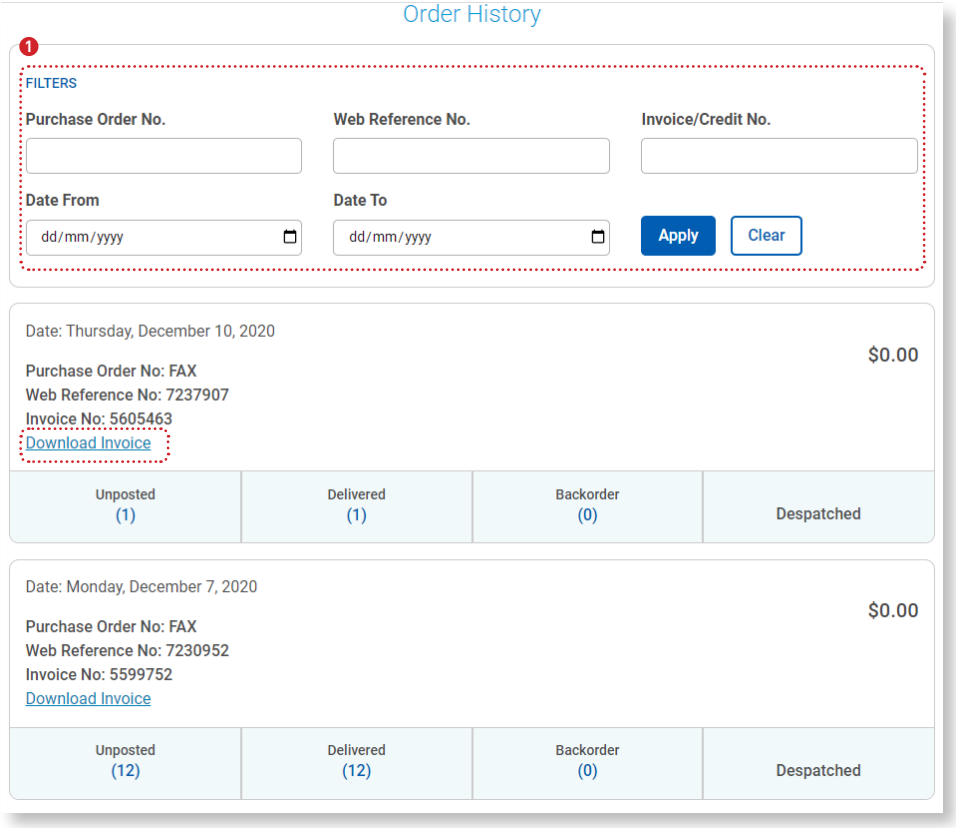
From the ‘My Account’ menu, click on the ‘Change Password’ button and enter your old and new password details.



Order History

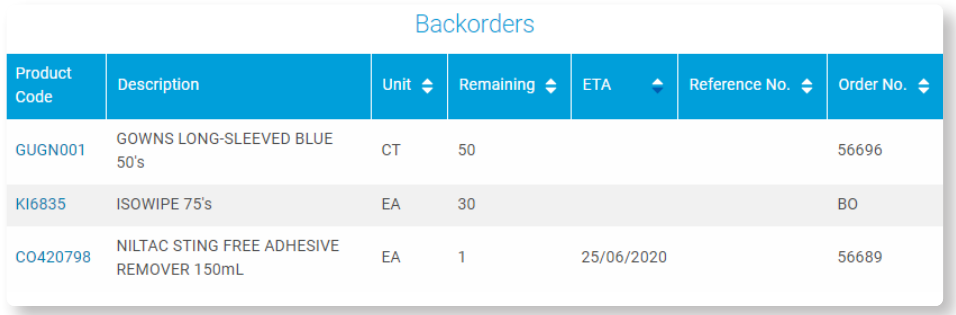
From the 'My Account' menu, click on the 'Order History' button, here you can download PDF invoices and search past orders.

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.



Backorders

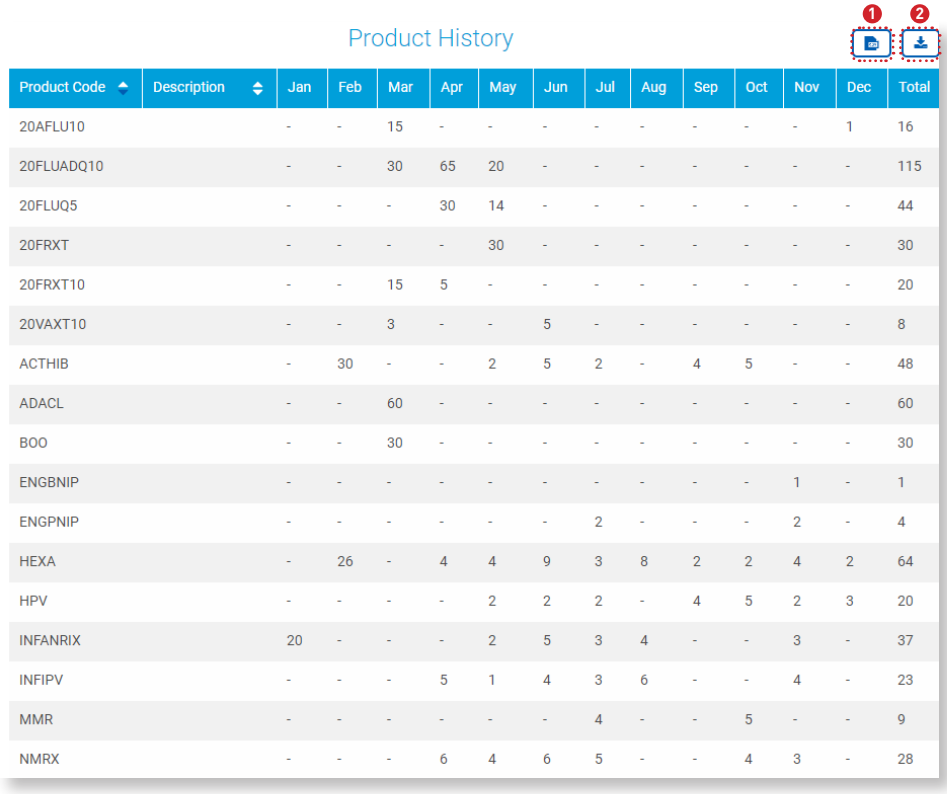
- From the 'My Account' menu, click on the 'Backorders' button, here you can view all your backorders.
- You can click on the product code to view what the product is.
- Most products will also have an ETA for you to view.



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.

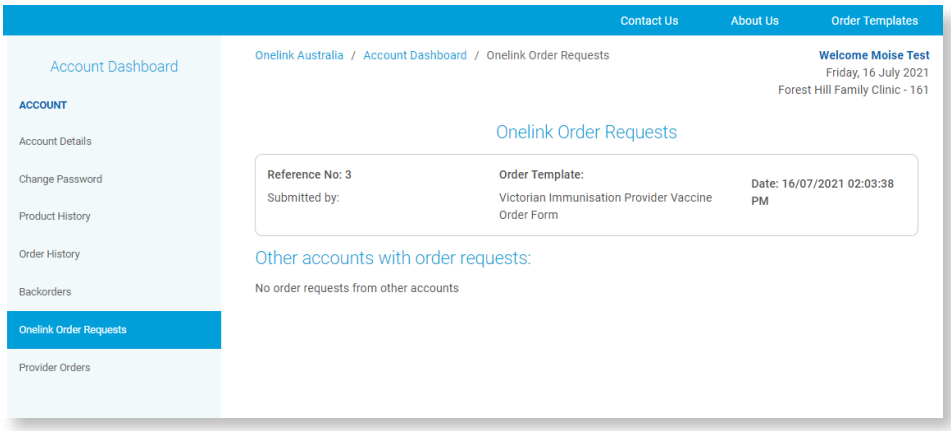
1. You can download a CSV copy.
2. You can download a PDF copy.



Product 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

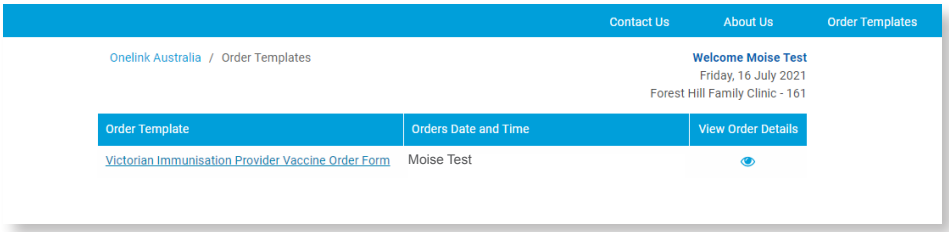


Provider Orders

- Here you can see past orders online

Template Orders

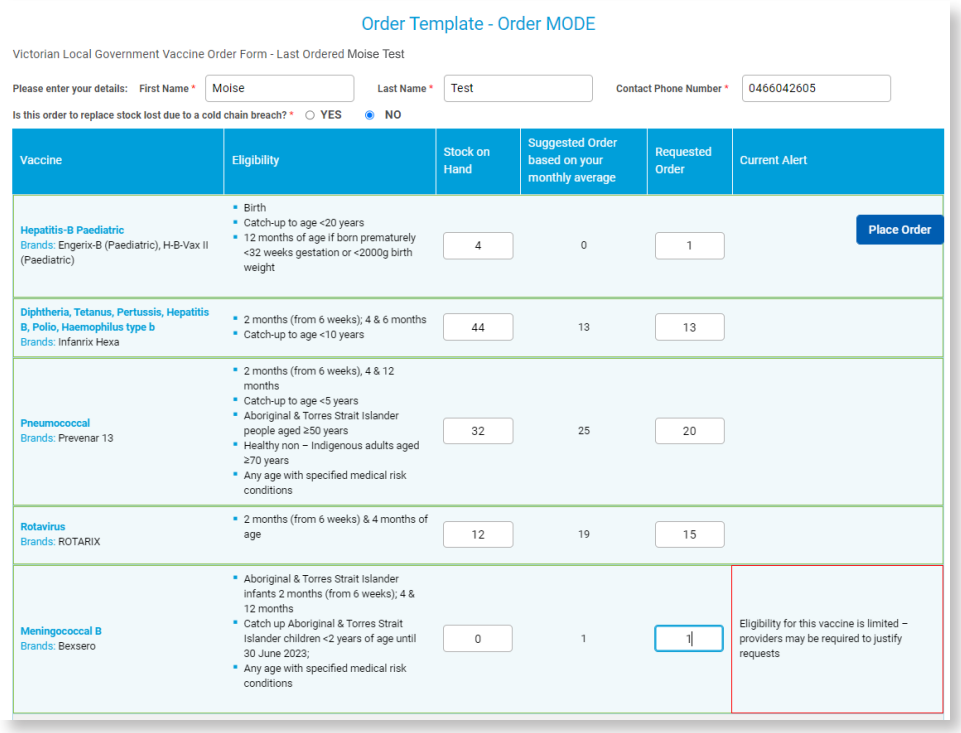
- Placing your orders is easy through the approved Templates
- First click “Order Templates” in the navigation bar on the top right
- Then simply select the appropriate Template to access the order form
- All orders are Date and Time stamped to help you see quickly when the last order was placed



- 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.



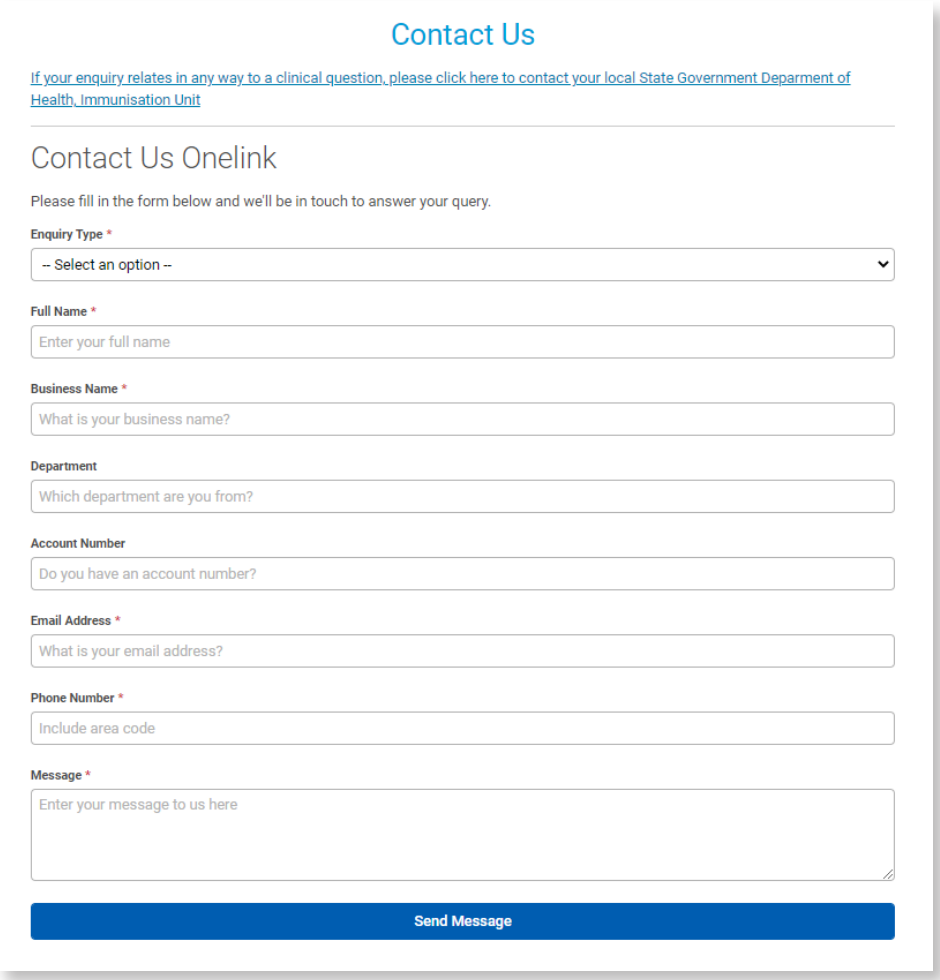
6. The system will notify you if there are any alerts or notes associated with each product group, in a red box in the far right column
7. Once you have requested all the products you require, please click “Place Order” its a blue floating button that would be following you on the screen to the right
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.

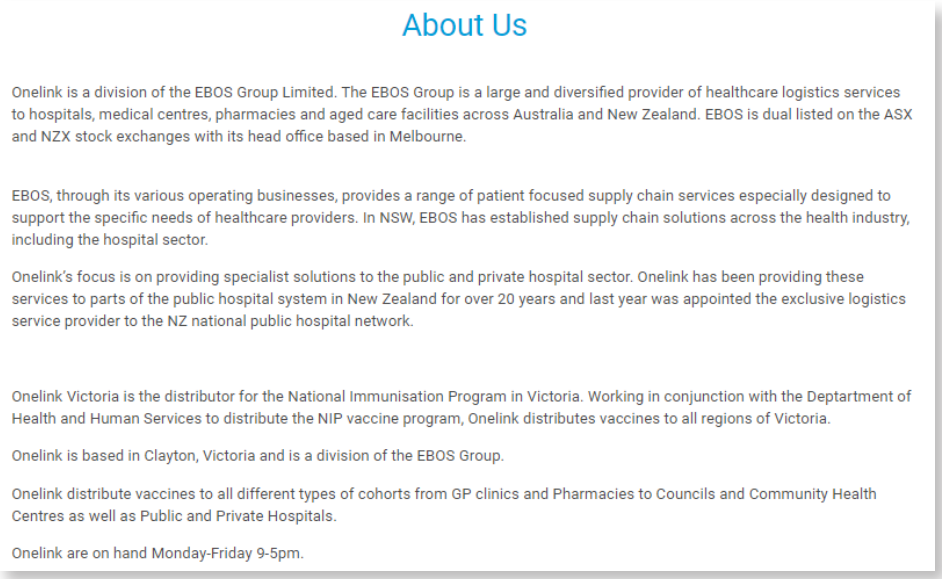
Following Enquiry Types are available:

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

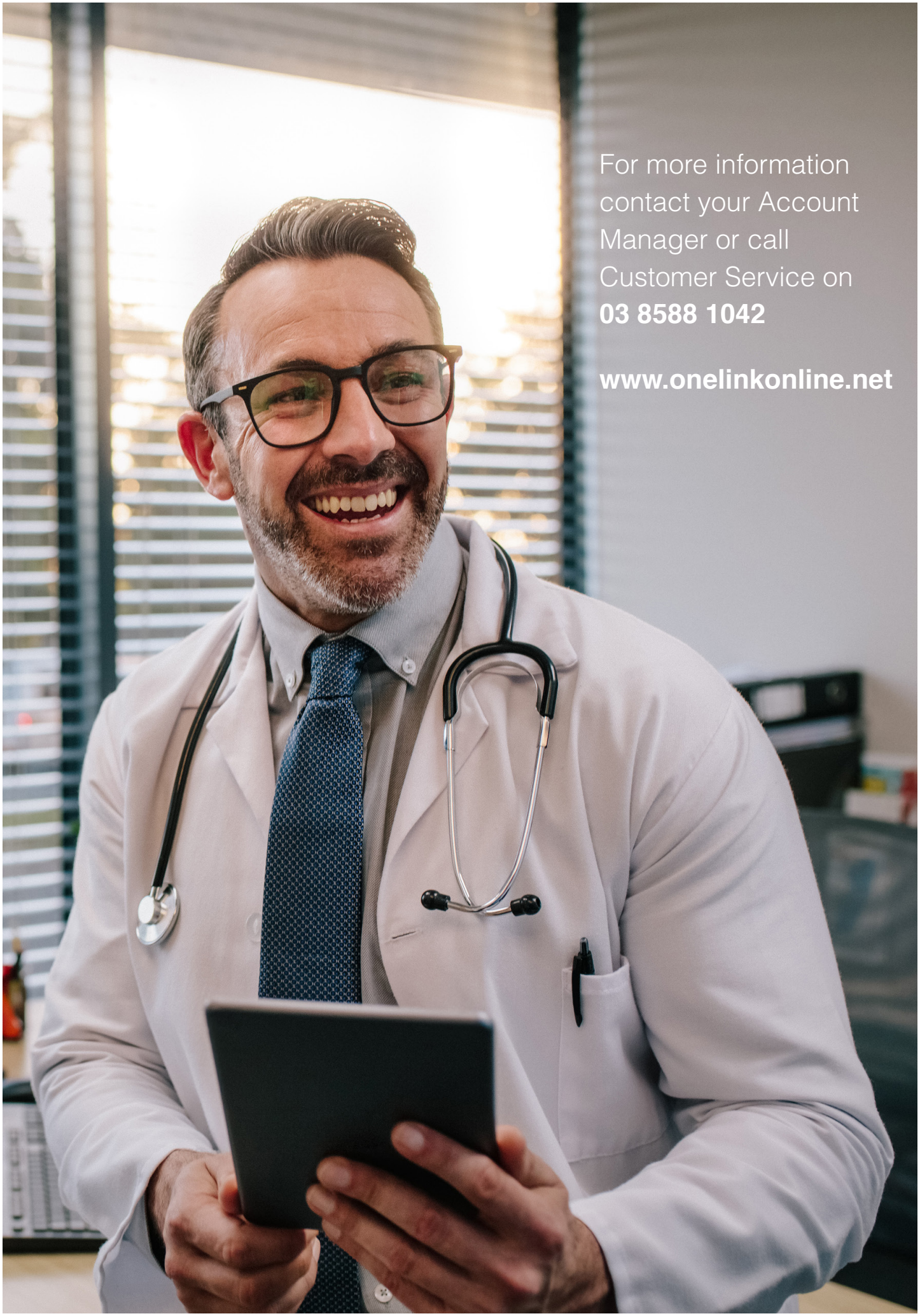


About Us

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



Notes



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

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