

medEbridge[®]

Customer User Guide

Medical Information
Retrieval Services



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For any further enquiries, please email [**support@medEbridge.com.au**](mailto:support@medEbridge.com.au)



Glossary of terms

Terminology

Customer	The organisation/business requesting a service or product in medEbridge®
Department (+Team)	The structure of your organisation on medEbridge® into separate business unit/s; scheme/s; etc where applicable
Requester	The user's name who the case is allocated to
Product	The service/product you are needing delivered
Service Provider	The business entity/company/brand delivering various products/services
Organisation	The medical clinic/location allocated to your case
Provider Person	The individual provider (Specialist, GP, Allied Health etc where applicable) who is completing your case

medEbridge®

Mandatory fields	Shown in medEbridge® as an asterisk * at the end of the data field
	Allows you to move to the next page of medEbridge®. If clicking on the 'next' button does not move to the next page, you will have missed a mandatory field. Mandatory fields will be highlighted in RED if further information needs to be entered
	Allows you to move back through your order, save your order, or delete
Order	Every order will be made up of 1 or more cases. An order is identified as M1111111
Case	Where services and/or product/s will be delivered by an individual Provider/Service Provider medEbridge® divides these into a case. A case is identified with a hyphen after the order number ie M1111111-1; M1111111-2 etc
Evidence	Where applicable, the documentation which completes your request

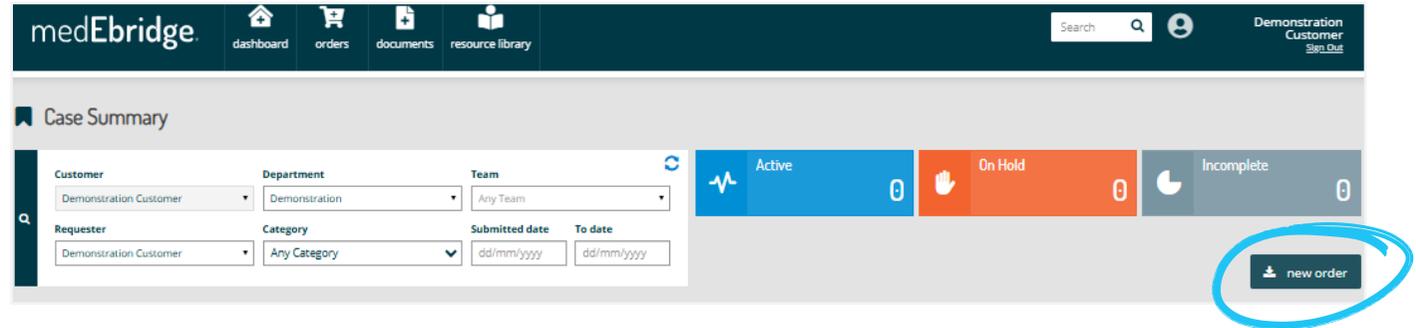
Unified Healthcare Group (UHG) – your Service Provider

UHG's Medical Information Exchange service, powered by medEbridge®, provides a secure platform for customers to access and exchange medical reports and file copies from healthcare providers. UHG remove the administrative burden – freeing you up to focus on high-value activities. UHG will send the request to the provider, follow-up to gather the evidence, pay the providers and conduct a quality assurance check prior to making the evidence available to you for download.

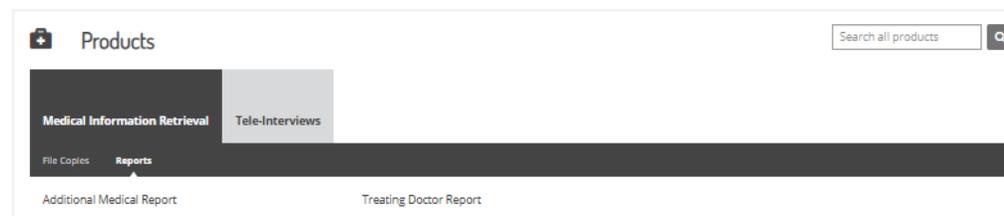
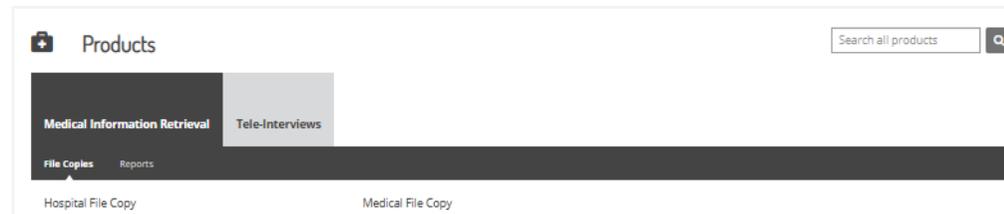
How to place an order

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- 1 The 'new order' button is on the dashboard.



- 2 Select the product/s and/or services required for your order.



Depending on your customer configuration, you may have more or less Products visible on this page.



If you require more than 1 product you can add each one and increase the volume as required (up to a maximum of 18 products in total).

How to place an order

2/8

3

Search for your individual Provider Person or Provider Organisation.

Enter the name of the Provider, their discipline and the state to enable a refined listing of providers that meet your criteria.

A Provider Person search

Search for a Provider request a new provider

Samuel

Organisation Name Organisation Phone/Fax

Organisation Street Address

Organisation Postcode

3 results found

Person Name	Person Type	Organisation Name	Organisation Type	Address	Suburb / Postcode	State	Phone/Fax
Dr Samuel Craven	General Medical Practitioner	Midland Medical Centre	General Practitioner Clinic	126 Ballarat Road	Hamlyn Heights 3215	Victoria	p: 0352917271 f: 0352210379
Dr Samuel Craven	General Medical Practitioner	Medical One - Waurm Ponds	General Practitioner Clinic	160 Colac Road	Waurm Ponds 3216	Victoria	p: 0352436111 f: 0352434533
Dr Samuel Craven	General Medical Practitioner	First Point Medical Centre	General Practitioner Clinic	28-32 Cox Road	Corio 3214	Victoria	p: 0352749090 f: 0352749011

When you find the Provider needed to undertake your request, click on the row (this will highlight in a deeper shade of blue) and click 'confirm provider' to proceed.

How to place an order

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A Provider Organisation search

Search for a Provider

request a new provider

Person First Name

Person Surname

Any Person Type ▼

First Point medical centre

Any Organisation Type ▼

Organisation Phone/Fax

Organisation Street Address

Organisation Suburb

Victoria ▼

Organisation Postcode

reset Q search providers

12 results found

Person Name	Person Type	Organisation Name	Organisation Type ↑	Address	Suburb / Postcode	State	Phone/Fax
		First Point Medical Centre	General Practitioner Clinic	28-32 Cox Road	Corio 3214	Victoria	p: 0352749090 f: 0352749011
		First Point Medical Centre - Meredith	General Practitioner Clinic	32 Staughton Street	Meredith 3333	Victoria	p: 0352861369 f: 0352749011
Dr Ganes Kunjidapaadhun	General Medical Practitioner	First Point Medical Centre	General Practitioner Clinic	28-32 Cox Road	Corio 3214	Victoria	p: 0352749090 f: 0352749011
Dr Ganes Kunjidapaadhun	General Medical Practitioner	First Point Medical Centre - Meredith	General Practitioner Clinic	32 Staughton Street	Meredith 3333	Victoria	p: 0352861369 f: 0352749011
Dr Swati Mitra	General Medical Practitioner	First Point Medical Centre	General Practitioner Clinic	28-32 Cox Road	Corio 3214	Victoria	p: 0352749090 f: 0352749011
Dr Neha Gupta	General Medical Practitioner	First Point Medical Centre - Meredith	General Practitioner Clinic	32 Staughton Street	Meredith 3333	Victoria	p: 0352861369 f: 0352749011
Dr Ahmed Shukran	General Medical Practitioner	First Point Medical Centre	General Practitioner Clinic	28-32 Cox Road	Corio 3214	Victoria	p: 0352749090 f: 0352749011
Dr Neha Gupta	General Medical Practitioner	First Point Medical Centre	General Practitioner Clinic	28-32 Cox Road	Corio 3214	Victoria	p: 0352749090 f: 0352749011
Ms Krystyne Pniewski	Allied Health Professional (Psychologist)	First Point Medical Centre	General Practitioner Clinic	28-32 Cox Road	Corio 3214	Victoria	p: 0352749090 f: 0352749011
Dr Samuel Craven	General Medical Practitioner	First Point Medical Centre	General Practitioner Clinic	28-32 Cox Road	Corio 3214	Victoria	p: 0352749090 f: 0352749011

How to place an order

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A Hospital search

Search for a Provider

[request a new provider](#)

Person First Name	Person Surname	Any Person Type
Linacre	Hospital	Organisation Phone/Fax
Organisation Street Address	Organisation Suburb	Victoria
Organisation Postcode		

[reset](#) [search providers](#)

4 results found

Person Name	Person Type	Organisation Name	Organisation Type	Address	Suburb / Postcode	State	Phone/Fax
		Linacre Private Hospital	Hospital	12 Linacre Road	Hampton 3188	Victoria	f: 0395982667 p: 0395989666
		Linacre Private Hospital - Medical Records	Hospital	12 Linacre Road	Hampton 3188	Victoria	p: 0385305400 f: 0395995584

When selecting a hospital, use the entry where the name includes 'Medical records' or 'FOI'.

How to place an order

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Unable to find the required Provider

In the event you are unable to find the Provider required, click on the 'request new provider' button and complete the details.

The Service Provider's team will review your request and update the case with the correct Provider details.

Search for a Provider

request a new provider

Tester
Organisation Name
Organisation Street Address
Organisation Postcode

Person Surname
Any Organisation Type
Organisation Suburb

Any Person Type
Organisation Phone/Fax
Any Organisation State

reset search providers

Select Provider

Request a New Provider search for a provider

To enable UHG to locate the correct provider, please list provider details including:

Provider Name	Tester *	<input type="checkbox"/> Unknown
Organisation Name	Sample Organisation *	<input type="checkbox"/> Unknown
Organisation Phone Number	08088888888 *	<input type="checkbox"/> Unknown
Street Address		
Suburb		
State	Victoria	<input type="checkbox"/> Unknown
Postcode		
Provider Speciality		

confirm provider

How to place an order

6/8

4 Completing the additional fields

Specific date range

Optional field used for File Copy products where medical evidence is only required for a specific date range.

Specific Date Range
Start Date

End Date

 Current

RE

A Mandatory field for most Reports and some file copies and requires you to enter the question set you would like the Provider to action.

Some customers will have inbuild question sets that replace this field with one called Questions to Provider.

RE

Sample Question 1
Sample Question 2
Sample Question 3

Case attachments

Medical Report products also allow you to attach any document you want passed onto the Provider. This can include your questions, supporting evidence. You can utilise the Drag and Drop OR *Browse* functionality to do this.



Drag & Drop
your files into this box to upload, or

Browse...

(Up to 1 GB allowed)

Instructions to UHG

Optional field to outline any information you feel UHG's Case Manager would find helpful to manage the request.

Instruction to UHG

(Maximum characters: 4000)

How to place an order

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5 Entering Participant details

The details entered within this section are those of the individual whose information is being retrieved from the Provider.

Participant Personal Details		Address Details	
Given Name	<input type="text" value="Daffy"/>	Country	<input type="text" value="Australia"/>
Family Name	<input type="text" value="Duck"/>	Street Address	<input type="text" value="1 Sample Street"/>
Previous Name	<input type="text"/>	Suburb	<input type="text" value="Box Hill South"/>
Date of Birth	<input type="text" value="16/01/1963"/>	State	<input type="text" value="Victoria"/>
Gender	<input type="text" value="Male"/>	Postcode	<input type="text" value="3128"/>

6 Attach the appropriate authority to the case.

Authorities Required

Duck, Daffy

This order requires an authority before you can proceed

Authority Type:

(Up to 1 GB allowed)

Life insurance customers have an alternate consent that populates to meet the needs of the Life Insurance Code of Practice.

How to place an order

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7 Review order

The last part of placing the order is to ensure medEbridge® captures any additional relevant data. This information will be customised based on individual customer requirements (i.e. claim number, matter number, injury description).

You are able to edit any information at this point by clicking on the 'edit' icon.

If you are satisfied with the summary of your order, click on the 'submit order' button.

Review your order Below

Review all your order details below and make sure they're correct before you submit it for processing. You can jump back and change any of the options using the edit icons below.

Customer Options

Customer	Demonstration Customer	Claim Number	<input type="text" value="1234"/>	Date of Injury	<input type="text" value="01/06/2025"/>
Department	Demonstration Dept MIE		*		*
Team	N/A				
Requester	Demonstration MIE User MIE@demo.com				
	<input type="checkbox"/> Private and Confidential				

Products

Non Bundled Products

Treating Doctor Report

Please only tick the Private and Confidential box if the order is a sensitive matter only viewable by authorised personnel.



Once you review and submit your order, the Service Provider will be notified.

How to use your dashboard

Your dashboard will display all your inflight cases where you are the Requester.

This includes cases where the status is Active, On Hold, Incomplete.

The screenshot shows the medEbridge dashboard interface. At the top, there is a navigation bar with icons for dashboard, orders, documents, and resource library, along with a search bar and user profile information for 'Demonstration MIE User'. Below the navigation bar is a 'Case Summary' section with filters for Customer, Department, Team, Requester, Category, Submitted date, and To date. To the right of the filters are three status cards: 'Active' (3 cases), 'On Hold' (1 case), and 'Incomplete' (0 cases). A 'new order' button is located at the bottom right of the filters. Below the filters is a section titled 'Cases requiring your attention' with a notification icon. It contains two case cards. The first card is for 'Daffy Duck, 12/02/1959' with claim number 158, requester 'Demonstration MIE User', and status 'On Hold' with '0 DAYS' remaining. The second card is for 'Daffy Duck, 12/02/1959' with claim number 158, requester 'Demonstration MIE User', and status 'Active' with '1 DAY' remaining. Both cards include details for participant, products, service provider, and provider. To the right of each card is a checklist of actions: Case Created, Provider assigned, Request sent to provider, Case On Hold, Evidence received, and Case Complete. An 'Actions' button is located at the bottom right of each card.

1

To open a case, just click on the medEbridge® Case number or through the 'Actions' button.

This is a close-up view of the case card for 'Daffy Duck, 12/02/1959' with claim number 158. The card displays the same information as in the dashboard screenshot. The 'Actions' button at the bottom right is circled in blue, indicating it is the focus of the instruction.

How to search for all Orders/Cases you or colleagues have requested

1

How to search for all Orders/Cases you or colleagues have requested.

Enter your CRN (Claim, Matter, Policy, Employee number) to find all orders associated with your participant.

The screenshot shows the medEbridge search interface. The top navigation bar includes 'medEbridge', 'dashboard', 'orders', 'documents', 'resource library', a search bar, and a user profile for 'Demonstration MIE User'. The main search area has several filter sections: 'Customer' (Demonstration Customer, MIE, Team), 'Participant' (Family Name, Given Name, DOB), 'Customer Reference' (Reference Number, Member Number), 'Provider' (Family Name, Given Name, Organisation), 'Service Provider' (Service Provider), 'Order / Case ID' (Order / Case ID, Requester), 'Category' (Any Category), 'Adviser' (Adviser), 'Adviser Group' (Adviser Group), and 'Fund' (Fund). A 'Filters' section on the right includes 'from date' and 'to date' (dd/mm/yyyy) with a 'GO' button, and 'Order Status' with checkboxes for Draft, Active, On Hold, Incomplete, Complete, and Cancelled. A 'My Orders' checkbox is also present. Below the filters, a table shows '2 results found' with columns for Order Id, Date Created, Requester, Customer, Department, Team, Participants, Products, Status, and Actions. The results include Order Id M21055504 and M21054952. A second table shows '4 results found' with columns for Case Id, Participant, Products, Provider, Customer, Date Created, Status, and Actions. The results include Case Ids M21054952-4, M21054952-3, M21054952-2, and M21054952-1.

If you only want to view your orders/cases click on the *My Orders* checkbox.

How to action a case On Hold

1/2

When a case status is 'On Hold' to you, as the customer, there is an action that requires your attention.

On Hold cases will display on your dashboard and can be actioned directly from the dashboard case.

The screenshot shows a case dashboard for a participant named Daffy Duck. The case is in 'On Hold' status with a 0-day timer. The progress bar indicates the following steps: Case Created (checked), Provider assigned (checked), Request sent to provider (checked), Case On Hold (checked), Evidence received (unchecked), and Case Complete (unchecked). An 'Actions' dropdown menu is open, showing options: Respond, View Case, and View Case Notes. A 'Cases in progress' indicator shows 5 cases.



All On Hold cases will email you a notification.

1

Simply click on the *View Details* button to proceed.

The screenshot shows an email notification titled 'CASE ON HOLD ACTION REQUIRED'. It provides details for participant DUCK, DAFFY and claim number 158. The message states that the case has been placed on hold and requires action. The reason for the hold is 'Confirmation of Participant details required'. A blue button labeled 'View Details' is highlighted with a red circle. At the bottom, there is a contact information for the UHG Customer Service Team on 1300 558 583.

How to action a case On Hold

2/2

2

Provide resolution – Action required (this will take the case Off Hold).

If you are able to resolve the issue, use the drop-down list to select the resolution reason and add in any free text to support this.

Send Response

On Hold Details

On Hold Reason
Confirmation of Participant details required

On Hold Days 0

Total On Hold Days 0

Date placed on hold 02/06/2025 03:23:16 PM

On Hold Note
The clinic has a patient on file with the same name but not the same DOB. Please confirm the DOB for us to continue to pursue.

[view case](#) [view case notes](#) [request cancellation](#)

Case Details

Case ID	Claim Number	Order Date
M21054952-3	158	02/06/2025 03:15:39 PM

Customer	Demonstration Customer	Priority
Department	Demonstration Dept MIE	Fund / Adviser
Team		
Requester	Demonstration MIE User	

Participant Details

Details	Address
Given Name Daffy	Country Australia
Family Name Duck	Street Address 1 Sample Street
Date of Birth 12/02/1959	Suburb/Town Box Hill South
Gender Other	State Victoria
	Post Code 3128

Provide resolution – Action required

Once you have all the information required as outlined in the 'On Hold Note', let us know by providing your answers here

Details Provided

DOB is 21/02/1959

[send response](#)

The 'send response' button will only surface when you have made your selection and added in your notes.

How to cancel a case

1

From the Dashboard click on the medEbridge® case ID. Click on the 'request cancellation' button and enter the reason for the cancellation. Upon receipt the UHG case manager will review and action accordingly.

Duck, Daffy

Active

case # M21054952-2

Service Provider Days -1
Business -1
Calendar -1
Provider -1
On Hold 0
Total On Hold 0

Hospital File Copy

Participant Details
DOB: 12/02/1959

Demonstration Customer
Demonstration Dept MIE
Claim Number: 158

The Sydney Private Hospital
63 Victoria Street, Ashfield NSW 2131
Australia

Unified Healthcare Group
(1300 558 583)

request cancellation

Cancel Case

Please enter a reason for cancelling this case:

Other

No longer required

ok cancel

How to clone an order

medEbridge® allows you to create a new order by prepopulating your participant details and customer details.

- 1 To access the clone order functionality, on the case details page click on the 'clone order' button.

The screenshot displays a user interface for a case titled "Duck, Daffy". The page is divided into several sections:

- Participant Information:** Includes "Participant Details" with a date of birth (DOB) of 12/02/1959, and "Demonstration Customer" information for "Demonstration Dept MIE" with a "Claim Number: 158".
- Address and Contact:** Lists "The Sydney Private Hospital" at "63 Victoria Street, Ashfield NSW 2131 Australia" and "Unified Healthcare Group" with a phone number "(1300 558 583)".
- Status Table:** A table on the right side shows the status of various components:

Active	
Service Provider	-1
Days	
Business	-1
Calendar	-1
Provider	-1
On Hold	0
Total On Hold	0
- Case Details:** Shows the "case #" as "M21054852_2". A blue circle highlights a "clone order" button, and a red button labeled "request cancellation" is visible below it.

How to locate your colleagues' cases

1/2

- 1 Go to the 'orders' tile and use the filters to find cases belonging to your colleagues within the same Customer/Department. This page will surface all cases you have permission to see.

The screenshot shows the medEbridge 'orders' page. The 'orders' tab in the top navigation bar is highlighted with a blue circle. The page features a search filter section on the left with various dropdowns and input fields for Customer, Participant, Provider, and Order details. On the right, there is a 'Filters' section with date pickers and checkboxes for 'My Orders' and 'Order Status' (Draft, Active, On Hold, Incomplete, Complete, Cancelled). Below the filters, a table displays 3 results found, with one result expanded to show a detailed view of a match found.

Order Id	Date Created	Requester	Customer	Department	Team	Participants	Products	Status	Actions
- M21055579	03/06/2025	Customer Case Manager	Demonstration Customer	Demonstration Dept MIE		Mouse, Mickey	Hospital File Copy	Active	>
1 match found									
Case Id	Participant	Products	Provider	Customer	Date Created	Status	Actions		
M21055579-1	Mouse, Mickey	Hospital File Copy	Sydney Children's Hospital TBA	Demonstration Customer	03/06/2025	Active	>		
+ M21055504	03/06/2025	Demonstration MIE User	Demonstration Customer	Demonstration Dept MIE		Duck, Daffy	Treating Doctor Report	Active	>
+ M21054952	02/06/2025	Demonstration MIE User	Demonstration Customer	Demonstration Dept MIE		Duck, Daffy	Hospital File Copy Medical File Copy Treating Doctor Report	On Hold	>

How to locate your colleagues' cases

2/2

If you want to, search by your customer reference number (Matter Number, Claim Number, Policy Number, Employee Number etc).

Customer Demonstration Customer | Demonstration Dept MIE | Team

Participant Family Name | Given Name | DOB

Customer Reference 1111 | i.e. Policy, Claim, Matter or Member Number

Provider Family Name | Given Name | Organisation

Service Provider

Order / Case ID Order / Case ID | Requester

Category Any Category

Adviser

Adviser Group

Fund

[reset search](#)

Filters

from date: **to date:**

My Orders

Order Status:

Draft Active

On Hold Incomplete

Complete Cancelled

1 match found

Order Id	Date Created	Requester	Customer	Department	Team	Participants	Products	Status	Actions
M2105579	03/06/2025	Customer Case Manager	Demonstration Customer	Demonstration Dept MIE		Mouse, Mickey	Hospital File Copy	Active	▶

1 match found

Case Id	Participant	Products	Provider	Customer	Date Created	Status	Actions
M2105579-1	Mouse, Mickey	Hospital File Copy	Sydney Children's Hospital TBA	Demonstration Customer	03/06/2025	Active	▶

How to communicate with your Service Provider

medEbridge® enables you to communicate securely with your Service Provider so you are not required to send unsecure emails.

1

Go to the relevant case by finding it on your Dashboard (if the case is inflight), or by searching in the 'orders' page.

You can use the 'Add a New Note' feature to send secure communication to the service provider by typing into this box and clicking 'add note'.

You can export the case notes should you need them.

The screenshot displays the 'Case Notes' interface. At the top, there are tabs for 'Participant', 'Attachments', 'Details', and 'Related Cases'. Below the tabs, the 'Case Notes' section is visible. On the right side, there is an 'Add a New Note' form with a text input field and an 'add note' button. Above the input field, there are buttons for 'export case notes' and '+ add attachment'. A callout box points to the '+ add attachment' button with the text 'You can also add an attachment to an existing case.' Another callout box points to the 'export case notes' button with the text 'You can export the case notes should you need them.'

You can also add an attachment to an existing case.



The Service Provider will review your communication and, as appropriate, will update the case and/or provide a reply. If the Service Provider wishes to communicate with you directly you will receive an email notification with the email subject line:

Provider has updated your case - [M21049341-1] [Montague, Romeo] [158]

How to access your evidence

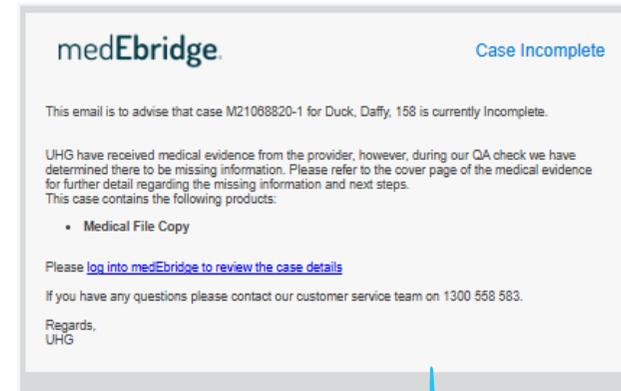
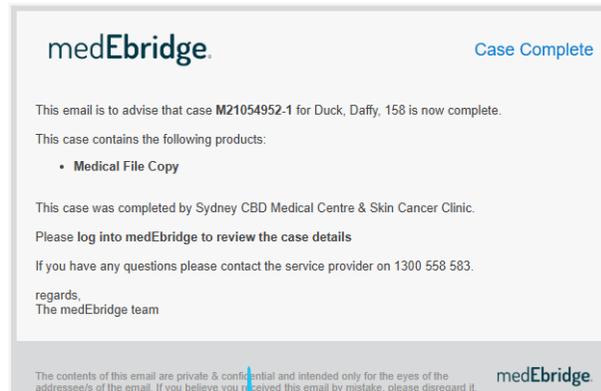
1/2



medEbridge® will email you a Case Complete or Case Incomplete notification when the Service Provider has uploaded your evidence. This may be the completed evidence or incomplete evidence.

1

Click on the 'log into medEbridge® to review the case details' link in the email and you will be taken to the Completed documents page.



Completed

Completed Evidence

Customer: Demonstration Customer, Demonstration Dept MIE, team, order requester, option

Order: case Id, submitted from, submitted to, Any Category, products, case status

Participant: given name, family name, DOB, state, contact number

Document: uploaded from, uploaded to, Any Document Category, Downloaded, Non-downloaded

Active Filters: customer department: Demonstration Customer, Demonstration Dept MIE

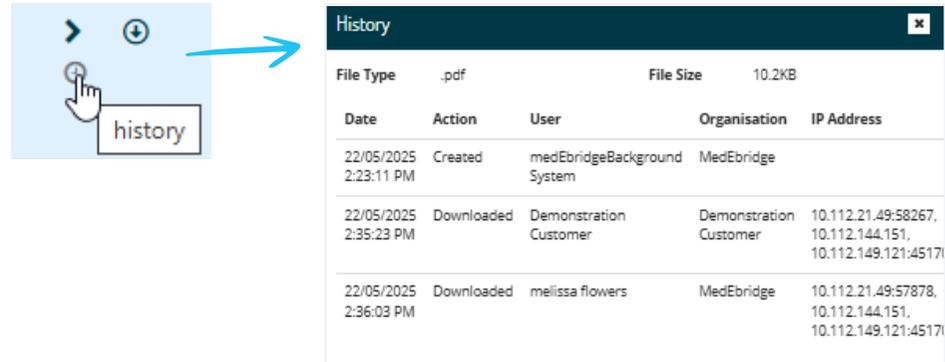
1 match found

Customer	Department (Team)	Case ID	Order Requester	Participant Name	Case Status	Case Products	Uploaded	Service Provider	Document Category	Actions
Demonstration Customer	Demonstration Dept MIE	M21054952-1	Demonstration MIE User	Duck, Daffy	Complete	Medical File Copy	02/06/2025 03:20 PM	Unified Healthcare Group	Evidence	>

How to access your evidence

2/2

From here you can download the PDF evidence, you can also view an audit trail to see who has accessed the evidence.



The image shows a user interface element on the left, a light blue square containing a right-pointing chevron, a plus sign, and a hand cursor icon over a key icon. A white box with the text 'history' is positioned below the hand cursor. A blue arrow points from this icon to a 'History' window on the right. The window has a dark header with the title 'History' and a close button. Below the header is a table with the following data:

Date	Action	User	Organisation	IP Address
22/05/2025 2:23:11 PM	Created	medEbridgeBackground System	MedEbridge	
22/05/2025 2:35:23 PM	Downloaded	Demonstration Customer	Demonstration Customer	10.112.21.49:58267, 10.112.144.151, 10.112.149.121:45171
22/05/2025 2:36:03 PM	Downloaded	melissa flowers	MedEbridge	10.112.21.49:57878, 10.112.144.151, 10.112.149.121:45171

Completing your medEbridge® user profile

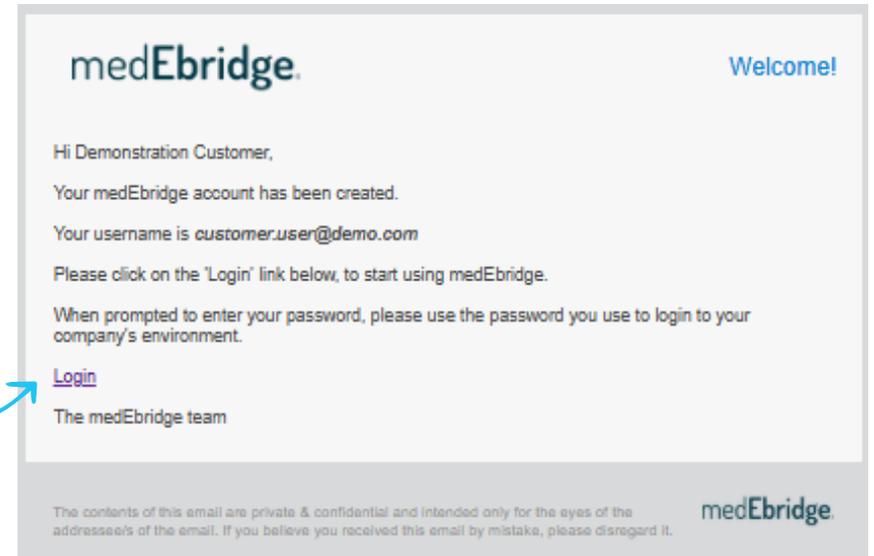
To access medEbridge® an account must be created for you under your Company.

There are 2 main user logins in medEbridge®, a 'federated' and a 'non-federated' customer user.

Federated user

This is where your company and medEbridge® are using integrated authentication. You will receive your activation confirmation email from **donotreply1@medEbridge.com.au**

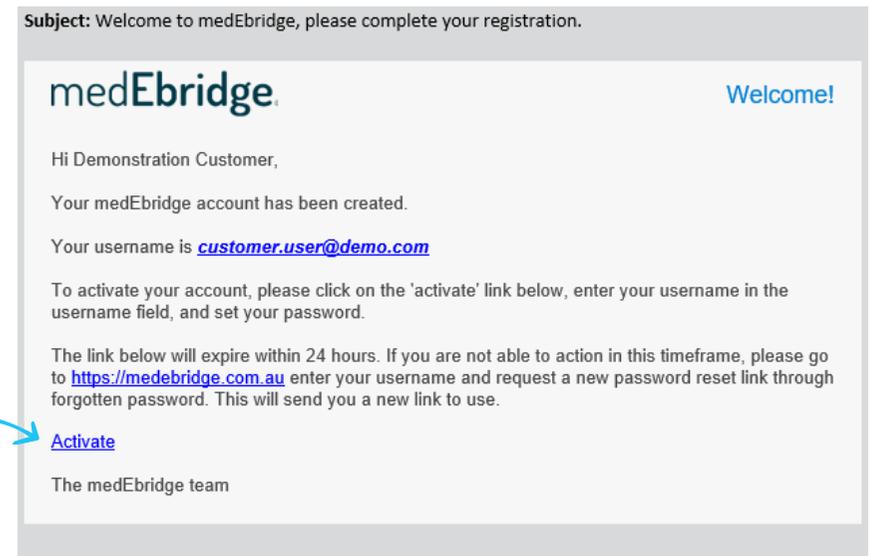
To log in click on the '*login*' link and enter your email address and your usual company password.



Non-federated user

This is where your company has elected to use the standard Microsoft MFA option for medEbridge®. In this instance, when you receive your activation confirmation email from **donotreply1@medEbridge.com.au**

To log in click on the '*activate*' link (within 24hrs of the email receipt) and enter your email address in the username field.



Creating your password

In this instance you will need to create a new password every 60 days and the password will need to meet the following criteria.

- A minimum of 8 and maximum of 20 characters
- At least 1 non alphanumeric character (special character set eg. %@#)
- At least 1 number and 1 letter
- A mix of upper and lower case
- Should **NOT** contain sequential digits in your password (eg. 1234 or 4321)

medEbridge

Your new password should:

- contain a minimum of 8 characters
- have at least one non-alphanumeric (special) character e.g. *#!
- contain at least one uppercase and at least one lowercase character
- have no single sequential numbers after the other e.g. 1234
- not be the same as any of your 24 previously used passwords

Reset Password

Enter your username, followed by your new password.

username

password

confirm password

6-digit code

Click the resend button if you did not receive the email after 1 minute

RESEND CODE

set password cancel



To set up your MFA, you can elect to have the code sent to you via your email or phone app.

Multifactor Authentication (MFA)

Phone app authentication

An authenticator app helps verify your identity by providing a code to pass for each user session. The unique code is refreshed every 30 seconds.

Instructions

1. Install and open either the Microsoft Authenticator app or Google Authenticator app on your mobile phone
2. Select 'Setup Account' or 'Add New Account' or + button
3. Scan the QR code which displays on screen
4. Enter the 6-digit verification code displayed on your chosen authenticator app and continue to complete the registration

Unable to scan the QR code?

1. Open your chosen authenticator app
2. Select 'Setup Account' or 'Add New Account'
3. Select the manual setup process
4. Enter your account name and the key



Email authentication

With this option, an email will be sent with a unique code for each user session.

Instructions

1. Click 'send' to send an email to your email address
2. Click the 'send' button again if you do not receive the email after 1 minute
3. Enter the 6-digit code sent to your email address and continue to complete the registration

Please note that if you select Email Authentication and your organisation has firewalls which delay the receipt of emails from external organisations, this may not be the best option for you.

Troubleshooting Common FAQs

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I clicked 'forgotten password', but I am not receiving my new reset link email



If you have not activated your account or have not logged on for a few months you may be unable to reset your password and need to request we reset it for you. Please email support@medEbridge.com.au or contact your Service Provider.



My MFA is not working/I have a new phone



If you have changed mobile devices your MFA will not work as it is associated with a single device. You cannot reset this yourself and must request an MFA reset from by emailing support@medEbridge.com.au. Alternatively, if you email MFA and have not logged on in a few months this may also require a reset.

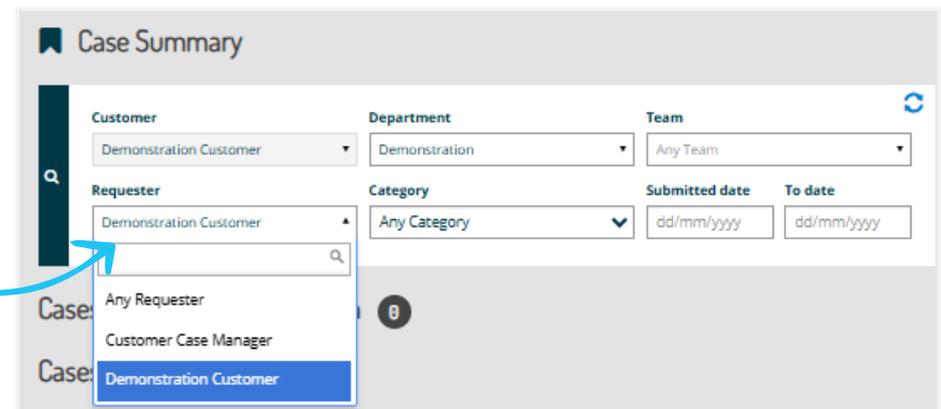


I can't find my case on the Dashboard



The dashboard only displays active cases. If your case is complete, you will find it in the 'orders' page. Alternatively, if your case is still active, you may need to review any filters applied to the dashboard.

Check the 'Requester' filter, and ensure you clear any dates in the submitted date fields.



Troubleshooting Common FAQs

2/2



I can't find my evidence



Evidence is in the 'documents' tile. You will be able to access any evidence which belongs to departments you are a member of. Check which filters you have entered in the search, sometimes less is more.

Note: you can do partial name searches as well.

Completed Evidence

Customer: Demonstration Customer, Demonstration, team, order requester, option, option

Order: case id, submitted from, submitted to, Any Category, products, case status

Participant: romeo, family name, DOB, state, contact number

Document: uploaded from, uploaded to, Any Document Category, Downloaded, Non-downloaded

Active Filters: customer: Demonstration Customer, department: Demonstration, given name: romeo

2 results found

Customer	Department (Team)	Case ID	Order Requester	Participant Name	Case Status	Case Products	Uploaded	Service Provider	Document Category	Actions
Demonstration Customer	Demonstration	M21049341-1	Demonstration Customer	Montague, Romeo	Complete	Independent Medical Examination (IME)	22/05/2025 02:23 PM	Demonstration Service Provider	Invoice	>
Demonstration Customer	Demonstration	M21049341-1	Demonstration Customer	Montague, Romeo	Complete	Independent Medical Examination (IME)	22/05/2025 02:22 PM	Demonstration Service Provider	Evidence	>

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