



On-Line Catalogue Ordering Solution

accessible User Guide

Ministry of Health Users
(MOH)

April 2012

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Document Control

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This Guide is Applicable To	accessible website for <ul style="list-style-type: none"> • MOH Users
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25/5/2011	1.10	Jenna Jacobsen	Separating document information specific to MOH User guide.	
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ICONS & LABELS USED IN THIS GUIDE

You will see helpful icons used in this guide to draw attention to a subject, action or information.



The light bulb icon indicates information that is likely to make your job easier.



The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention and proceed with caution.



The '*i*' for information icon indicates an area that assists in a decision.

GENERAL INFORMATION


The **accessible** Catalogue & eReferral Form solution has been created to facilitate the request for “List” equipment ordered by Ministry of Health (MOH) Assessors and Accident Compensation Corporation (ACC) Case Managers and Case coordinators.

The Catalogue is made up of the MoH Equipment List and functions like an “On-Line shopping” application similar to Amazon.com.

The eReferral Form aims to fit into the larger process as seamlessly as possible while reducing the workload for the user and recipient of the eReferral Form information.

The user is required to log-in to the accessible website using specific MOH and ACC logins to put forth an order request using the following website

accessible WEBSITE: <https://www.accessable.co.nz>

This will take you to our home page. To get to the On-Line Catalogue, click on this icon: 

This will take you to a landing page with training videos, user guides and a link to the On-Line Catalogue.

This solution has been a collaborative approach between major parties Hothouse, Zeta, HealthLink and Cornerstone who have each contributed to different parts of the overall solution.

Hothouse – Provides data extraction management.

Zeta – Provides the up-to-date reference of all the **MoH Equipment List** that can be ordered.

HealthLink – Provides a standard On-Line eReferral Form that users complete when ordering equipment.

Cornerstone – Provides **accessible** with a client database for management & processing.

High-Level workflow



System Requirements - Browser Compatibility



As this is a web based form application you will need a secure connection to the internet.

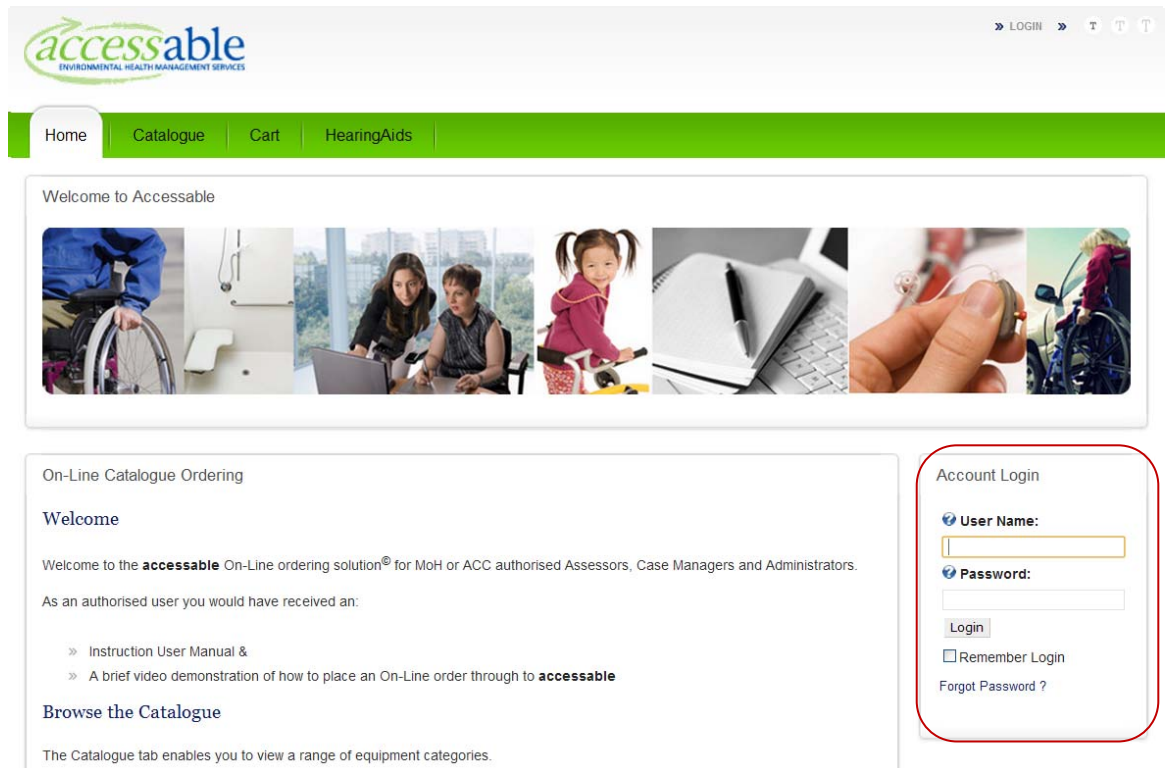
Your internet browser will need to be **Internet Explorer version 7.0 or greater, or Mozilla FireFox version 6.0 or greater. The solution will also work with Google Chrome as well.**

Health Alliance, this regions IT Managers are well aware of the need to upgrade to a higher version that is sometimes available. If you are experiencing performance problems contact your IT helpdesk.

USING THE SYSTEM

Logging On

Login – Login to the **accessible** website using your MOH username and password



The screenshot shows the homepage of the 'accessible' website. The header includes the logo and navigation links. Below the header is a banner with images of people using assistive technology. The main content area is divided into two sections: 'On-Line Catalogue Ordering' and 'Account Login'. The 'Account Login' section is highlighted with a red box and contains the following elements:

Account Login

User Name:

Password:

Login

Remember Login

[Forgot Password ?](#)

The 'On-Line Catalogue Ordering' section includes a 'Welcome' message and a list of links:

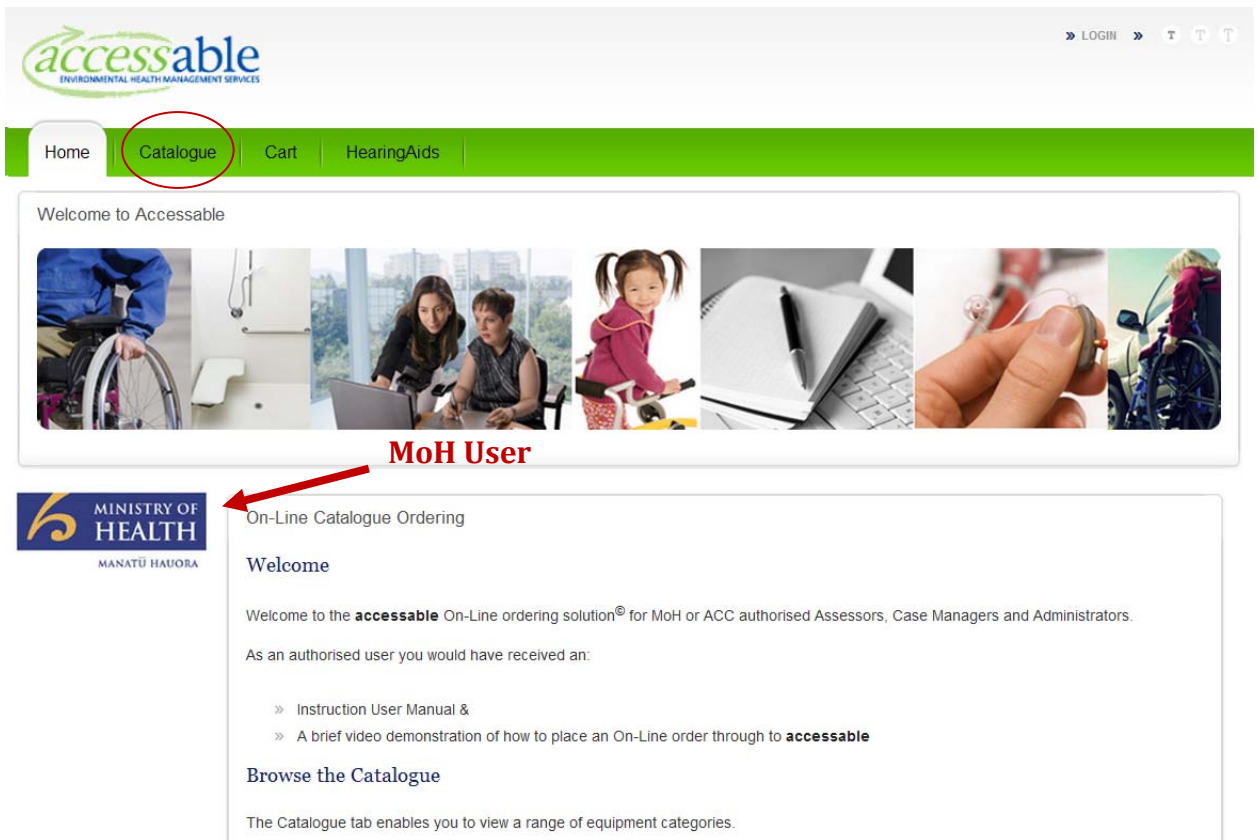
- » [Instruction User Manual &](#)
- » [A brief video demonstration of how to place an On-Line order through to accessible](#)

Below this is a 'Browse the Catalogue' section with the text: 'The Catalogue tab enables you to view a range of equipment categories.'

Catalogue Selection

Select Catalogue – This selection will take you to the catalogue section

Upon logging in an organisation logo (ACC or MOH) will be displayed on the homepage.



The screenshot shows the Accessable website interface. At the top left is the logo for 'accessible ENVIRONMENTAL HEALTH MANAGEMENT SERVICES'. In the top right corner, there are links for '» LOGIN »' and three small icons. Below the logo is a green navigation bar with the following menu items: 'Home', 'Catalogue' (circled in red), 'Cart', and 'HearingAids'. Below the navigation bar, the main content area starts with 'Welcome to Accessable' followed by a row of six small images: a person in a wheelchair, a doctor with a stethoscope, two people at a computer, a young girl on a bicycle, a hand holding a hearing aid, and another person in a wheelchair. Below these images is the text 'MoH User' with a red arrow pointing to the 'MINISTRY OF HEALTH' logo on the left. The main content area contains the following text:

On-Line Catalogue Ordering

Welcome

Welcome to the **accessible** On-Line ordering solution® for MoH or ACC authorised Assessors, Case Managers and Administrators.

As an authorised user you would have received an:

- » Instruction User Manual &
- » A brief video demonstration of how to place an On-Line order through to **accessible**

Browse the Catalogue

The Catalogue tab enables you to view a range of equipment categories.

Browse Catalogue & Order items

1. Browse the catalogue to locate the item/s of your choice. On the left are two boxes, Search and Equipment Categories. If you click on an item it will take you to a more detailed view.

To look for a specific item or category use the Search box

To browse the entire catalogue use the Equipment Categories

The screenshot shows the 'accessable' website interface. At the top, there is a navigation bar with 'Home', 'Catalogue', 'Cart', 'OrderHistory', and 'HearingAids'. Below this is the 'MINISTRY OF HEALTH' logo. On the left side, there is a 'Search' box with a dropdown menu set to 'All Products' and a search input field. Below the search box is the 'Equipment Categories' list, which includes 'Bathroom (31)', 'Bedroom (28)', 'Office', 'Manual Handling (3)', and 'Kitchen & Living Room (28)'. The 'Bedroom (28)' category is expanded, showing sub-categories like 'Bed (2)', 'Cotside Cover (1)', 'Cotsides (2)', 'Mattress (7)', 'Over Bed Pole (3)', 'Backrest (1)', 'Bed Cradle (1)', 'Bed Lever (2)', 'Overlay (1)', 'Over Bed Table (1)', 'Bed Raiser (2)', 'Sock Aid (0)', 'Heel Protector (1)', 'Bed Rail (1)', 'Cotside Covers (1)', 'Ultra Lo Bed (1)', and 'Cotside (1)'. A red arrow points to the 'Sock Aid (0)' item. On the right side, there are two product listings. The first is 'BACKREST HE10780020' with a blue backrest image and a description: 'Strong steel construction, Durable mesh covering, 5 variable positions. Adjustable backrest for comfortable positioning, Adjustable angle 25 degrees - 75.. MoH Low Cost Equipment: Under \$50 incl. GST'. Below the description is a table with product details: PRODUCT NUMBER (BEDINHE10780020N), SIC CODE (EC001), FUNDING AGENCY (MOH), ACCREDITATION (PSCHSM), EQUIP WEIGHT/MAX CAPACITY (2.5 kg / 100 kg), and SIZE (L: 650mm H: 570mm). There is an 'ADD TO CART' button and an 'order it now!' button. The second product listing is 'BED - SCAN 385/4 WITH ENDS' with a metal bed frame image and a description: '0 - 70 degrees Backrest angle, 0 - 20 degree thigh angle. 0 - 25 degree legrest lift Light, 11 degree tilt option. Warranty: 5 yr frame, 2 year motors & electronics'. Below the description is a table with product details: PRODUCT NUMBER (BEDIN385N), SIC CODE (EC102), FUNDING AGENCY (MOH), and ACCREDITATION (PSCHSM). There is an 'ADD TO CART' button and an 'order it now!' button. At the top right of the page, there is a 'Transfer to e-Form >>' button with a red arrow pointing to it.

Once you login some products will have a (0) next to them. These are products that are not available on your equipment list.



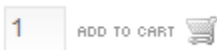
Transfer to e-Form >>

This option will take you directly to the **eReferral order form** if you already know the SIC codes of the product you wish to order and want to skip the catalogue.

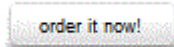
2. To order your equipment click on “Add to cart” or “Order it now!”.

The screenshot shows the 'accessible' website interface. At the top, there is a navigation bar with 'Home', 'Catalogue', 'Cart', 'OrderHistory', and 'HearingAids'. Below this is the 'MINISTRY OF HEALTH' logo. The main content area is titled 'BEDROOM' and shows a list of products. The first product is 'BACKREST HE10780020', which is a blue adjustable backrest. The product details include a description, a table of specifications, and two buttons: 'Add item & Quantity to cart' and 'order it now!'. A red arrow points to the 'Transfer to e-Form >>' button, and another red arrow points to the 'Add item & Quantity to cart' button, which is highlighted with a red box and a red arrow pointing to the quantity input field.

PRODUCT NUMBER	BEDINHE10780020N
SIC CODE	EC001
FUNDING AGENCY	MOH
ACCREDITATION	PSCHSM
EQUIP WEIGHT/MAX CAPACITY	2.5 kg / 100 kg
SIZE	L: 650mm H: 570mm



Quantify how many items you require and click “Add to cart” icon this will update your order accordingly. You can continue ordering through the catalogue as normal.



Selecting this option will take you directly to viewing your full order list in the Cart.

Amending ordered items - Update cart

Amendments can be made by changing the **"Quantity"** of your product.
To **"Delete"** a selected product place a tick within the tick box

Select for the changes to take effect. This will update your order.

To continue ordering select **"Continue back to Catalogue"** or **"Transfer to e-Form"** if you have completed your order.

accessible
ENVIRONMENTAL HEALTH MANAGEMENT SERVICES

» LOGOUT » HK2333896.MOH

Home Catalogue **Cart** OrderHistory HearingAids

Cart

[Continue back to the Catalogue](#)

» Order Details

Please review your order details

TO CHANGE THE QUANTITY: TYPE IN THE NEW QUANTITY AND SELECT [UPDATE CART]. TO REMOVE AN ITEM: CHECK THE [DELETE] BOX AND THEN CLICK [UPDATE CART].

PRODUCT ID	PRODUCT NAME	PRODUCT NUMBER	SIC CODE	QUANTITY	DELETE
30859	ASHBY TWO STEP 124	SHOCB124N	EB070	<input type="text" value="2"/>	<input checked="" type="checkbox"/>
30861	BACKREST HE10780020	BEDINHE10780020N	EC001	<input type="text" value="2"/>	<input type="checkbox"/>
30850	BATH BOARD COSBY 243	BTHCB243N	EB001	<input type="text" value="1"/>	<input type="checkbox"/>

Change quantity

Select "Update cart" for changes to take effect.

[Transfer to e-Form >>](#)

accessible

NAVIGATE THROUGH THE eREFERRAL FORM



To easily navigate your way through completing the eReferral Form - simply click on the Section Tabs and fill in the information required.

SECTION TABS:

- Equipment
- Person/Eligibility
- Delivery
- EMS Assessor
- Specification Details



Do not use the Back button on your internet browser to navigate through the section tabs (displayed below). This will result in losing all your order information.

If you want to go back into the On-Line Catalogue select the “**Browse Catalogue button**”. This will take you back to the catalogue without losing any information.

Accessible Equipment MOH - Windows Internet Explorer provided by Microsoft

https://www.accessibleonline.co.nz/accessible/moh/referralFormFrames.jsp?formScopeId=MOH-109348..._fsk=261208756

BACK BUTTON - DO NOT USE!

SECTION TABS - Click on tab to edit

Equipment
7 items selected

Person / Eligibility
Information Required claimant name

Delivery
Information Required recipient name

EMS Assessor
Harish Kala

Specification Details
Information Required

Equipment Items: ⓘ PDF Preview

Code	Quantity	Description	Accreditation	Comments	
EB070	1	ASHBY TWO STEP 124	PSCHSM,LST		✗
EB040	1	SHOWER CHAIR WITH ARMS	PSCHSM,LST		✗
ET905	1	OVER TOILET FRAME 394 500MM XTR WID	PSCHSM,LST		✗
EM038	1	SUPER STROLLER 1846	WLKSTD		✗
EC001	1	BACKREST HE10780020	PSCHSM		✗
ET930	1	OVER TOILET FRAME 410Z	PSCHSM,LST		✗
EM824	4	CUSHION ABSOLUTE 18X18	WMPML1,WMPML		✗

Rationale

Note: Wheelchair or Commode selected, please completed fields in the "Specification Details" tab

Wheelchair equipment selected? Yes No

Shower Commode equipment selected? Yes No

Browse Catalogue

Select this option if you want to go back into the Online Catalogue

eREFERRAL FORM ORDER

eReferral Form Order - The entire order form will be presented in this window.

Code ¹	Quantity ²	Description	Accreditation	Comments ³	⁴
EB070	1	ASHBY TWO STEP 124	PSCHSM,LST		⁴ +
EB040	1	SHOWER CHAIR WITH ARMS	PSCHSM,LST		⁴ -
ET905	1	OVER TOILET FRAME 394 500MM XTR WID	PSCHSM,LST		⁴ -
EM038	1	SUPER STROLLER 1846	WLKSTD		⁴ -
EC001	1	BACKREST HE10780020	PSCHSM		⁴ -
ET930	1	OVER TOILET FRAME 410Z	PSCHSM,LST		⁴ -
EM824	4	CUSHION ABSOLUTE 18X18	WMPML1,WMPML		⁴ -





Rationale ⁶
 Rationale comments added in here...

Specification Details ⁷
 Note: Wheelchair or Commode selected, please completed fields in the "Specification Details" tab
 Wheelchair equipment selected? Yes No
 Shower Commode equipment selected? Yes No


1. CODE: Add item code by editing and saving this field.

2. QUANTITY: Add item quantity by editing and saving this field.

3. COMMENTS: Add item comments by typing comments in the text box and save. You can also use this area to request special changes to the list item.

4. **ADD ITEM:** To manually add to your order select  icon and enter the correct ACC item code and Quantity.
5. **SUBTRACT ITEM:** Or to delete simply select the  icon which will subtract the item code from the order form.
6. **RATIONALE:** Please write in here a brief rationale of essential need if you include any Special/Multiples/Low Cost equipment. You can also use this area to request special changes to the list item.
7. **WHEELCHAIR/SHOWER COMMUNE:** If either radio button  Yes  No is selected "Yes" for Wheelchair equipment selected or Shower Commode selected the Specification Details Section tab must be completed.




You can also click on the  icon for more information about the form.


PERSON/ELIGIBILITY

Enter in client details in this section tab

(*) Red asterisk - Indicate "Mandatory information" is required.



Application for MoH List Equipment



Equipment
7 items selected

Person / Eligibility
Joe Bloggs

Delivery
Information Required recipient name

EMS Assessor
Harish Kala

Specification Details
Wheelchair

PDF Preview



Person details		
First Name*	<input type="text" value="Joe"/>	NHI Number*
Last Name*	<input type="text" value="Bloggs"/>	<input type="text" value="MMZ7486"/>
Address Line One*	<input type="text" value="52 HILLSIDE ROAD"/>	Suburb*
Address Line Two	<input type="text"/>	Area*
Postcode	<input type="text"/>	Phone Number*
		<input type="text" value="8450077"/>
Date of Birth:*(dd / mm / yyyy)	<input type="text" value="11/2/1940"/> <small>19</small>	The person is*
Gender*	<input type="text" value="Male"/>	<input type="text" value="Over 65 Years"/>
		Ethnicity*
		<input type="text" value="NZ European or Pakeha"/>
Eligibility Criteria		
Disability Type*	<input type="text" value="Age-related"/>	
Primary Diagnosis*	<input type="text" value="Details here..."/>	
The List Equipment is for*		
Mobility in the Home	<input checked="" type="radio"/>	Remaining in the Home
Fulltime Education	<input type="radio"/>	Fulltime Employment
Main Carer	<input type="radio"/>	Vocational Training
Communication	<input type="radio"/>	Voluntary Work
Residence		
Residence criteria*	<input type="text" value="Private Ownership"/>	
By ticking this box the assessor confirms that rationale has been kept on file for audit purposes which demonstrates how EMS criteria has been met*		
		<input checked="" type="checkbox"/>

DELIVERY



Specify the individual who will be the recipient of the items. Supplying contact/delivery details and specific comments for delivery.



Select the radio button specifying delivery to the “Person, Assessor, Other”. Once you have made your selection the Contact details fields and the Delivery Address fields will appear underneath.


Application for MoH List Equipment


Equipment 7 items selected	Delivery Details <input checked="" type="checkbox"/> PDF Preview	
Person / Eligibility Joe Bloggs	Person <input checked="" type="radio"/> Assessor <input type="radio"/> Other <input type="radio"/>	
Delivery Jenny Jones	Delivery Address same as Person's Residential Address? <input checked="" type="checkbox"/>	
EMS Assessor Harish Kala	Contact Name* <input type="text" value="Jenny Jones"/>	Mobile <input type="text" value="0210456878"/>
Specification Details Wheelchair	Phone Number* <input type="text" value="098556445"/>	Ext <input type="text"/>
	Delivery Instructions <input type="text" value="Please leave at front door if home unattended"/>	
	Delivery Address Address Line One* <input type="text" value="52 HILLSIDE ROAD"/>	Suburb* <input type="text" value="MT ALBERT"/>
	Address Line Two <input type="text"/>	Area* <input type="text" value="Auckland Metro"/>
	Postcode <input type="text" value="8045"/>	

SPECIFICATION DETAILS

Specific details for Wheelchair/Shower Commode must be completed in this section.


Application for MoH List Equipment


Equipment
7 items selected

Person / Eligibility
Joe Bloggs

Delivery
Jenny Jones

EMS Assessor
Harish Kala

Specification Details
Wheelchair

Specification Details PDF Preview

Person Height* Person Weight*

WHEELCHAIR SPECIFICATIONS

Backup (Manual for Powerchair)

Eligibility Criteria
Ministry of Health eligibility criteria as described in the EMS assessor equipment manual must be met for all wheelchair applications made to **accessible**.

Where a wheelchair is only for community access, e.g. doctors visit, medical appointment, church trip, family outing, it falls outside Ministry of Health criteria and cannot be funded

Which of the following criteria has been identified as being essential for the person to do*

The wheelchair is required to get around safely in their home*

The wheelchair is required for full time employment, study, voluntary work or main carer responsibilities (please provide supporting evidence)

Can the wheelchair be used within the home without any housing modifications?* Yes No

Will the wheelchair be the person's primary mobility aid?* Yes No

Wheelchair Type*

Self Propelling Transit Amputee

Note: Any variations to the below specifications must be requested using a full Complex Equipment Application. Allied Medical (Karma 8020/8520) & Invacare (A3) are the preferred suppliers of self propelling & transit wheelchairs, or accessible will supply similar refurbished stock

Seat Size*

35cm(14")W x 40cm(16")D <input type="radio"/>	40cm(16")W x 45cm(18")D <input type="radio"/>
45cm(18")W x 45cm(18")D <input type="radio"/>	40cm(16")W x 40cm(16")D <input type="radio"/>
45cm(18")W x 40cm(16")D <input type="radio"/>	50cm(20")W x 45cm(18")D <input type="radio"/>

W = Width and D = Depth

Arm Rests*

Desk Adjustable-Standard Full Adjustable

Legrests & Footplates*

Standard Hangers

Stump Support

Accessories

Seat Belt Anti-Tips

Calf Strap

These come standard with the above preferred supplier wheelchairs

FORM SUBMISSION

Submit form (accessible to fulfill order request)

These icons located on the top right of the order form screen.

Application for MoH List Equipment

Preview Park **Submit** Cancel

Equipment
7 items selected

Person / Eligibility
Joe Bloggs

Delivery
Jenny Jones

EMS Assessor
Harish Kalia

Specification Details
Wheelchair

Please fix the following errors:

- Specification Wc Anti Tips is a required field
- Specification Wc Calf Straps is a required field
- Specification Wc Criteria1 is a required field
- Specification Wc Criteria2 is a required field
- Specification Wc Seat Belt is a required field

PDF Preview

Specification Details
Person Height* 1.75 Person Weight* 90

WHEELCHAIR SPECIFICATIONS
Backup (Manual for Powerchair)

Eligibility Criteria
Ministry of Health eligibility criteria as described in the EMS assessor equipment manual must be met for all wheelchair applications made to **accessible**.

Where a wheelchair is only for community access, e.g. doctors visit, medical appointment, church trip, family outing, it falls outside Ministry of Health criteria and cannot be funded

Which of the following criteria has been identified as being essential for the person to do*

The wheelchair is required to get around safely in their home*


The wheelchair is required for full time employment, study, voluntary work or main carer responsibilities (please provide supporting evidence)

Can the wheelchair be used within the home without any housing modifications?* Yes No

Will the wheelchair be the person's primary mobility aid?* Yes No

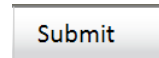
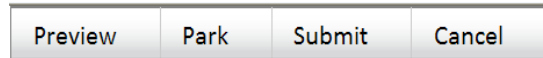
Submission failure



Upon submission should the form fail to submit due to mandatory fields not filled in indicated by this icon , **information in the error text box, highlighted in yellow** or red asterisk (*) fill in these requirements and **submit** again

(Refer to form submission screenshot)

SUBMIT, PARK, PREVIEW, CANCEL



'Submit' will validate the information and submit the form to the **accessible** database, exit from the eReferral Form and return the user back to the On-Line catalogue. If any mandatory fields are *not completed* or *completed incorrectly*, a **red error message** will be displayed at the top of the form with specific details on where the problem lies. Forms can be submitted again once any field issues have been rectified.



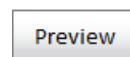
A 'Print Preview' copy of the form will be displayed, which can be printed by the user or saved for future record. To do this, click **File -> Save As** or **File -> Print** in your browser. You can also save as a PDF (see Save as PDF section below).

If submission of the form to **accessible** is successful, a standard message will be displayed onscreen confirming the form submission and indicating when a confirmation of the order can be received from **accessible**. If the submission is unsuccessful, an appropriate error message will display.

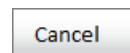


'Park' will not send your application to accessible but will store it in your history (See Order History below). This is convenient if you want to save your application to work on it later. Please note that once you open the eReferral form it times out after one hour and you will not be able to submit it.

After you park your order you will then be able to open up your parked order via your Order History. Simply click on the **Edit** button next to it (see Order History section below).



'Preview' allows the user to view a partially completed form for review, printing and/or saving before submission.



Users who are unable to fully complete the form or do not want to submit electronically may use the cancel function to exit.

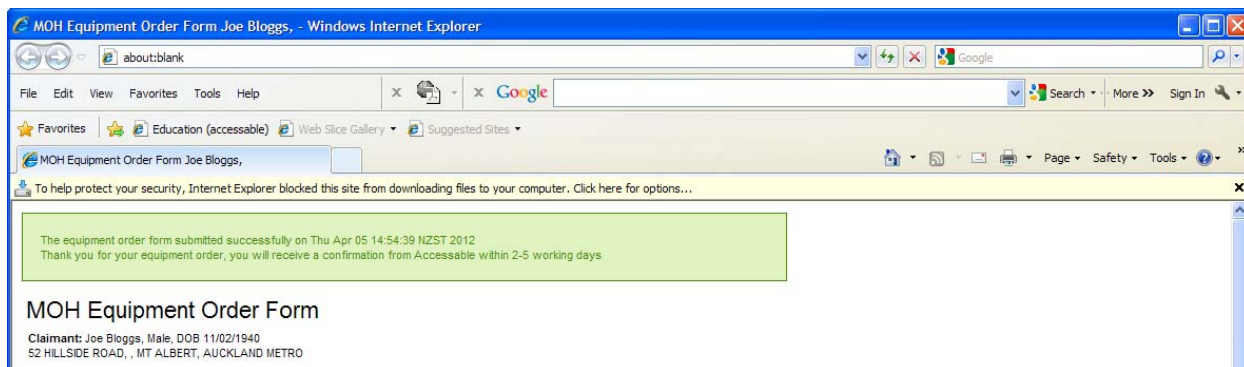
Upon cancelling you will be presented with a 'Print Preview display' of your order, you can print a copy of this cancelled form

SAVE AS PDF

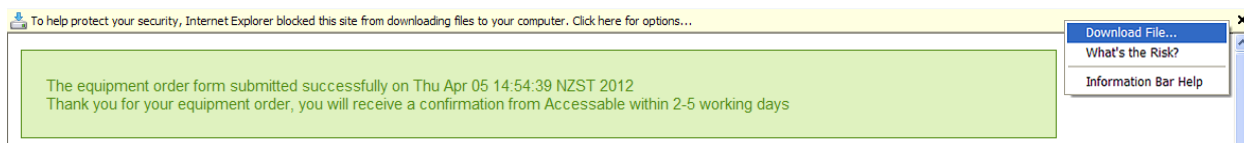
PDF Preview – You will see this box throughout the application: PDF Preview

If you leave it ticked, you will be able to save the application printout as a PDF

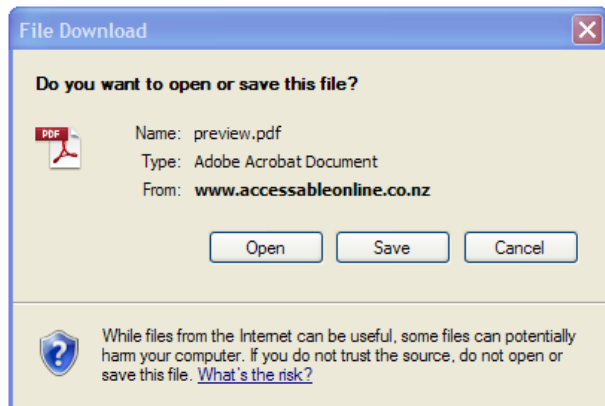
Once you have pressed Submit, you will be presented with the 'Print Preview' screen. If you have left the PDF Preview box ticked, you will see the popup 'To help protect your security, Internet Explorer blocked this site...Click here for options':



Simply right click on the popup with your mouse and choose 'Download File':



You will be presented with this screen and you can then open it up in Adobe Reader or Save it to your computer as a PDF. Adobe Reader has a print function as well.



Different versions of IE go through this process slightly differently. Mozilla Firefox automatically gives you the option of opening or saving the PDF file upon submission. If you encounter any difficulties contact us and we can assist.

ORDER HISTORY

After submission of your order, you will automatically be taken back to the Catalogue, and your cart will be empty, ready for your next order. All of your past orders are able to be found by clicking on the tab **Order History**.

To search for a specific order you can use the Order Filter to narrow down your selection. In the Account History, next to each order is an arrow on the left. Click on this to find out more information about the order.

As you can see in this Assessors Order History, one order has been “Completed” meaning it has been sent through to **accessible** and the other order has been “Parked”. To open up the Parked order, with all the information that you had previously filled out, click on the **Edit** button. This will open up the eReferral form and you can continue where you left off.

Home
Catalogue
Cart
OrderHistory
HearingAids

Order Filter

Search: From: 13/01/2012 To: 13/04/2012 RecordStatu

Order History

	ACC-OrderId	InternalReference	LastDateModified	ClientName	FundingSrc	RecordStatus	OrderTotal	Resume
▼	MOH-12127		13/04/2012	Joe Bloggs	MOH	Parked	\$0.00	Edit
	SicCode		Price			Quantity		
		EC123	\$0.00			1		
		EB922	\$0.00			1		
		EB070	\$0.00			2		
>	MOH-13415		29/02/2012	John SMITH	MOH	Completed	\$0.00	
>	MOH-12968		14/02/2012	Allan Smith	MOH	Completed	\$0.00	

After you submit the Parked order, you will see in your order history that it has been submitted and the Status will show “Completed”.

Home | Catalogue | Cart | **OrderHistory** | HearingAids

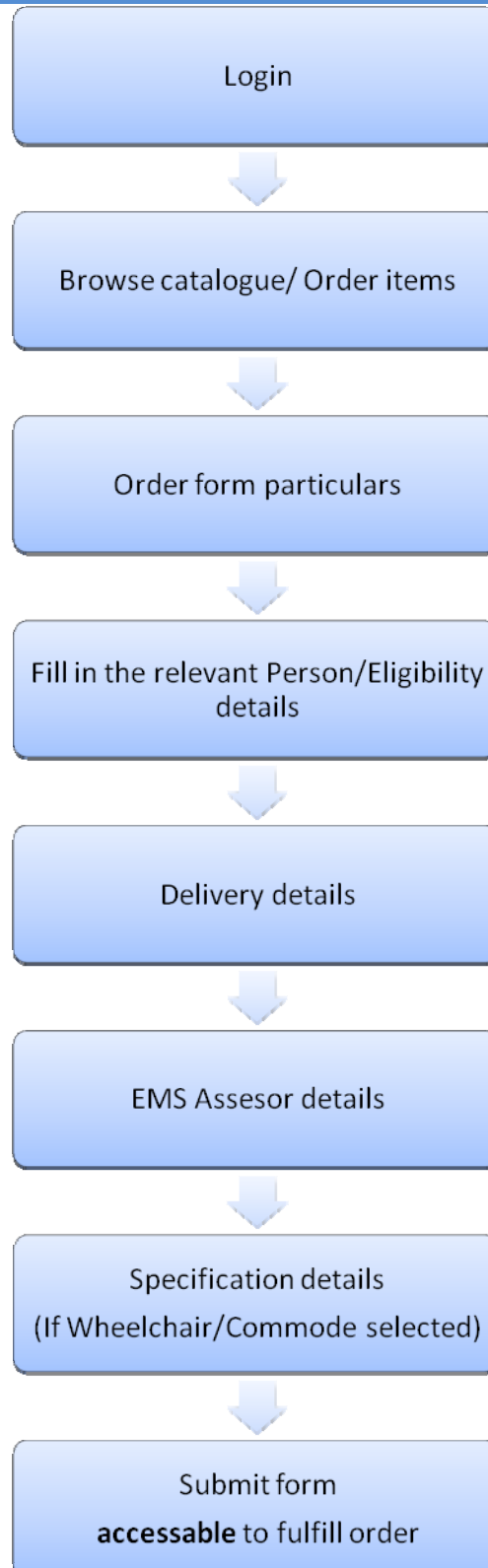
Order Filter

Search: From: 13/01/2012 To: 13/04/2012 RecordStatus

Order History

							<input type="button" value="Refresh Grid"/>
ACC-OrderId	InternalReference	LastDateModified	ClientName	FundingSrc	RecordStatus	OrderTotal	Resume
▼	MOH-12127	13/04/2012	Joe Bloggs	MOH	Completed	\$0.00	
	SicCode	Price		Quantity			
	EC123	\$0.00		1			
	EB922	\$0.00		1			
	EB070	\$0.00		2			
>	MOH-13415	29/02/2012	John SMITH	MOH	Completed	\$0.00	
>	MOH-12968	14/02/2012	Allan Smith	MOH	Completed	\$0.00	

QUICK STEPS TO FORM SUBMISSION (FLOW CHART)



FREQUENTLY ASKED QUESTIONS (FAQ'S)

Q: How do I get a User name and password?

A: As a MoH assessor you will need to ensure that you are registered with Enable New Zealand (0800 17 19 81). Your Username is based on the details that we have. Once we have identified you as an accredited assessor we will send you your Username and a generic password that you can change to one of your choosing.

Q: Why do I need to log in via the catalogue?

A: To make the process more efficient, there is one login point for both the catalogue and the browser. The Catalogue is also a place that stores your past history where you can check any orders you have made through this system.

Q: Why does my eReferral Form empty when I click the back button on my browser?

A: The "back" button on your internet browser should not be used in any instance. To safely go back to the On-Line Catalogue select this button displayed on your eReferral Form. See contents "[Navigate through eReferral Form page](#)" for further information.

Q. What is the Product Number?

*A: This is **accessible's** internal product code. The first three letters refers to the type of product, the next two letters refers to the Supplier, after is the suppliers own code for that product. As it is a new product then it ends with an 'N'. **accessible** will issue refurbished product if available as a first option.*

Q. Who can I contact if I have any questions relating to the accessible eReferral Forms?

*A: For further assistance please contact **accessible**. Contact details are provided on the contact details page.*

Q: Confirmation of order from accessible

A: *After submission, you should receive confirmation that your order has been received by **accessible** via email within 2-5 working days.*

Q: What if I want to add to this order after submission?

A: *Unfortunately once your order has been submitted it clears the order and sends it to your past history. You will have to create a new order.*

Q: What if I have complex equipment as well for my client?

A: *Currently OCO is just for List equipment. You can still order complex equipment using the Application for Complex Equipment forms on our website (<http://www.accessable.co.nz/manualsforms.php>)*

Q: Where can I access my history of what I ordered for my client?

A: *Login to the Catalogue. Along the top you will see four tabs, Home, Catalogue, Cart and Order History. Click on Order History and your past orders will be located here.*

CONTACT DETAILS FOR HELP DESK

Tim Choy OCO Administrator	Phone: 09 620 1700 ext 815 Mobile: 021 231 9538 Email: tchoy@accessible.co.nz
Allan Smith OCO Manager	Phone: 09 620 1700 ext 823 Mobile: 021 959 397 Email: asmith@accessible.co.nz