



User Training Guide

Allianz Global Assistance

Mobility Services Tablet & Phone App

Global Assistance

Allianz 

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1. Our commitment to You

As one of the world's leading assistance companies, we connect people in need with professionals who can help. Whether that is with emergency medical events, health or home assistance - we put the needs and wellbeing of the people we serve first. It is at the heart of everything we do. It is this assistance philosophy, and our desire to help others that sets us apart from the rest.

The Allianz Global Assistance Health and Lifecare Assistance team have been providing services to the Australian Veteran community since 1999. As a nationally contracted supplier to the DVA Rehabilitation Appliance Program, we can provide via our Australian wide dealer network in excess of 3000 mobility and functional support aids and appliances, of which nearly 500 are within this catalogue.

With over 20 years of home modifications experience, we have an extensive trade network that are industry leaders in clinical and practical inhome modifications. You can rely on us to provide safety and independence to your DVA clients in a timely manner. Our case management approach will ensure you are kept informed of your order until it is in the hands of your client. You can rely on Allianz Global Assistance for quality healthcare support through our inhouse medical experts and network of more than 1000 health professionals. We are experienced in understanding what you need to provide the highest quality care for your clients and patients.

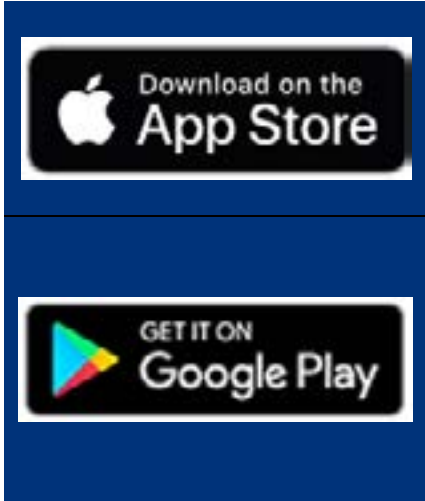
Interested in more information on Allianz Partners?

phone		1800 857 715
email		mfs@allianzassistance.com.au

2 Downloading the Mobility Services App

The first step in using our App is downloading!

The Allianz Global Assistance Mobility Services App is free and can be downloaded via:



Search 'Mobility Services' in the search field of the App Store on your Apple device and look for the following logo. Then click download.



Search 'Mobility Services' in the search field of the Play Store on your device and look for the following logo. Then click download.



Important information about your download

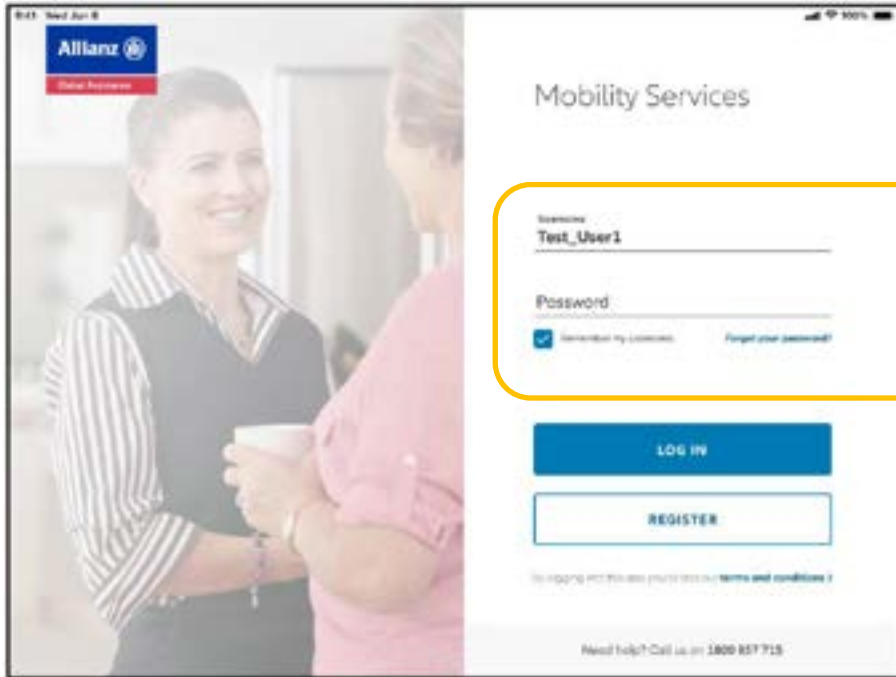
- You will require data to download the application – whether this is mobile data (3G, 4G or 5G) or via WiFi
- For the App to work best, we recommend updating your device software to the latest version. For example, if you have an Apple device, [click here to access a software update guide](#). If you have an android device refer to your user manual.
- If you have the previous Allianz Global Assistance Mobility Services App, we recommend deleting or removing this from your device. It will no longer be required.
- Be aware of and take the time to review the Allianz Partners Privacy Policy and Terms of Use

Our Mobility Services App uses the **same account information** (that means, same username and password) as our website - <https://www.mobilityservices.com.au/>

3 Navigating the App

After you have downloaded the App, you will then need to log in.

Log into the App with the same credentials in which you access our website - <https://www.mobilityservices.com.au/>. You will then need to log in to the App each time you reopen it.

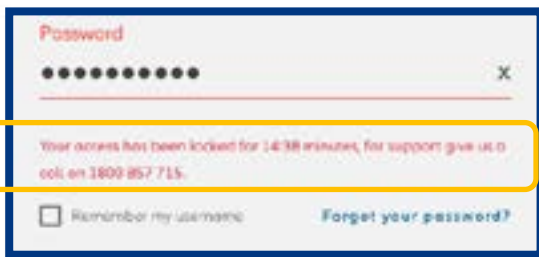


Enter your details here then click 'LOG IN'

Note:

If you do not have an account, click here to create one <https://www.mobilityservices.com.au/register.aspx>
You will need your Medicare Provider #, OT Registration and your preferred contact information.

If you have forgotten your username or password, contact our Customer Care team on 1800 857 715
mfs@allianzassistance.com.au



Our App has builtin security protocols to protect your data. This means if you enter your login credentials incorrectly more than 3 times, your account will be temporarily locked. A notice will appear and support is available. Please also note that specific password criteria exists which is displayed when setting your password.

You can use the App both online and offline

Your first login to the App will require you to be **connected to the internet** ('online') via WiFi. After you have successfully logged in for the first time you will then be able to utilise the App offline (where no mobile data or WiFi is available).

App Home Page

Every time you open the App, this is the screen you will be presented with. It contains links to all important areas, which are described below.



Click here to manage your account or Log out of the App

This is the navigation panel

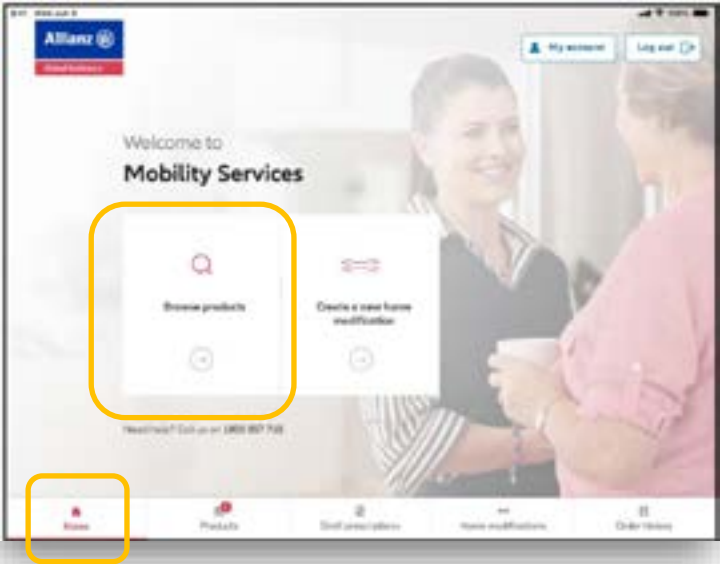
The navigation panel is stagnant and will appear in all areas of the App – allowing you to navigate easily between separate sections. The functionality of each button is as follows:

Home	This button takes you back to the screen above – your home screen. If you are ever 'stuck' in a screen clicking this button will take you back to the main screen.
Products	This button takes you directly to our product catalogue where you can search for products. It has the same functionality as the button 'Browse products' on the Home screen.
Draft prescriptions	This button will take you to prescriptions which have been opened/started but not yet submitted/completed – that means – draft prescriptions. Prescriptions will remain in the draft section indefinitely. You can also create new prescriptions here, which is described further in Section 5.
Home modifications	This button will start a new Home modification request.
Order history	This button takes you to your history for all orders (including those pending and submitted). You can search for orders by veteran name, prescription name or date.

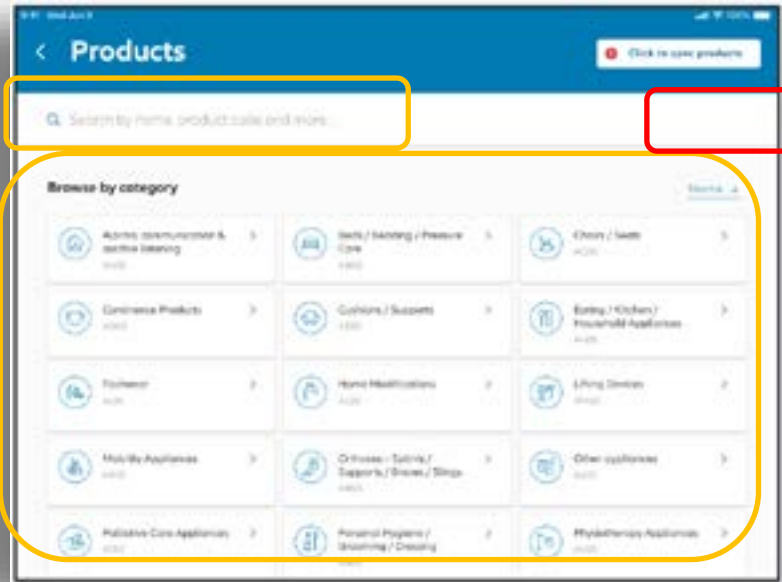
4. Product Catalogue

You can view and search our product catalogue in realtime.

1. From the Home page, click either 'Browse products' or 'Products'



1. You can either search for the Product via its name or code (a). Alternatively, you also search for available products by the category they fall within (b): a b



TIP!
When searching, you must select the search category using the dropdown on the righthand side. This will optimize your search results. For example – if you are searching for a product by the Brand, you should:

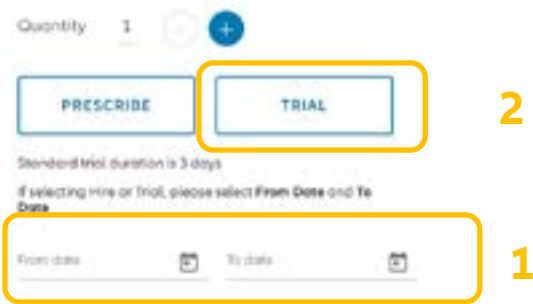
- 1) Ensure you select 'Brand' in the Search By dropdown box, then
- 2) Type the Brand name into the free text field. Then, hit Enter search.

3. Once you find the product you are looking for, you can then find out more detail on the product, including the brand and prescribers. Where appropriate, each Product will contain the following information:



- ▢ Measurements
- ▢ Brand
- ▢ Specifications
- ▢ Product code
- ▢ Product
- ▢ Detailed product information
- ▢ Any additional comments

4. Once you have found the product required, you can:

Trial the product	Prescribe the product
<p>Where applicable, products can be trialled for suitability with the veteran / requirement. To request a product trial, you must:</p> <ol style="list-style-type: none"> 1. First enter a Trial 'From date' and a Trial 'To date' (this must be a minimum of 3 days) 2. Once you have entered the dates, then select the 'Trial' button to proceed to the next step (creating a prescription)  <p>Note: if you select the 'Trial' button first, red text will appear asking you to enter the trial/hire From and To dates. Ensure you enter these dates and then select the Trial button again to proceed.</p>	<p>You can create a Prescription directly from the Product Catalogue. Once a prescription is created, you can then add additional products and if appropriate, a home modification.</p> <p>Refer to Section 5 for more information on how to Create, Edit and Submit Prescriptions.</p>

Product information – Syncing

Key points:

- On your very first log in to the App, ensure you are connected to the internet via WiFi for a comprehensive sync
- Every time you then log into the App, it will automatically update key product information ('the catalogue'). At least weekly, we also recommend performing a manual sync.
- To update product images, perform a manual sync. Manual syncs will utilise approximately 300MB of data and can take up to 10 minutes.
- If you receive an error during syncing, a popup message will appear. Retry the sync manually.
- If you work offline (not connected to the internet). We recommend regularly completing a manual sync of your app to stay up to date.

Manual Sync

Syncing the product catalogue will update available products and images. You can do this via:

1. From the Home page, click 'Browse products' or 'Products' in the navigation bar 2. Note: Synchronising will take up to 10 minutes. We recommend doing this over WiFi as it can use a lot of data. In the top righthand corner, click 'Click to sync products' 3. You will be presented with the following notification 'Products updating'

Top tips:

If you ever notice a Product has an exclamation mark in place of an image (or no image at all), conduct a manual sync You can continue to use the App whilst a sync is occurring. That means, you can continue to create prescriptions, including product orders and home modifications. The sync status bar will provide an overview of syncing You can stop (or cancel) a sync at anytime by selecting the X button in the sync status bar



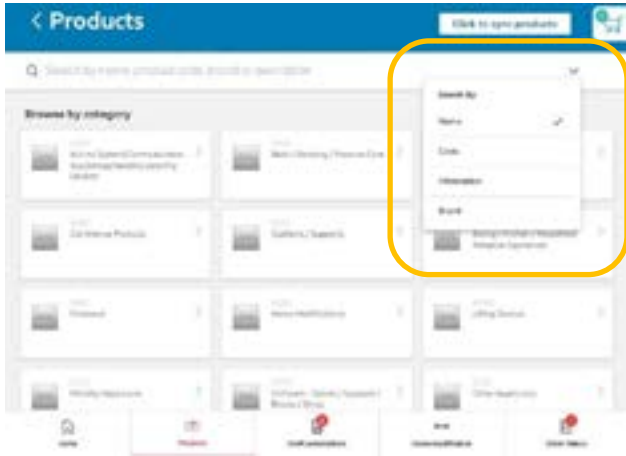
5 Best Practice Catalogue Use

- Sync your product catalogue as often as possible to ensure your catalogue remains up to date. If you are always working online – this is not necessary.
- When you are new to the App, we encourage familiarising yourself with our Products by clicking through the catalogue. This will help match individual products into the Category in which they have been placed.
- When multiple Products are listed, use the view filter to change the display sequence
- When viewing a Product, look for the words 'read more' for more detailed product information

Product categories:

You can search for

 Favourites	 AA00 Alarms System / Communication Appliances / Assistive Listening Devices
 AB00 Beds / Bedding / Pressure Care	 AC00 Chairs / Seats
 AD00 Continence Products	 AE00 Cushions / Supports
 AH00 Eating / Kitchen / Household Adaptive Appliances	 AJ00 Footwear
 AL00 Home Modifications	 AM00 Lifting Devices



- When using the Product search bar, the default option will be Search By Name.
- Each time you log out off and back in to the App, your Search By criteria will be reset
- If you are having difficulty finding a product in search results, we recommend resetting the Search By field and broadening the terms used

Favourites Button

If you have products that you regularly order for your clients, you can save these using the **Favourites** button located on the product description page.

(CUR-2701) Cura1 Standard Falls Monitor with SafeTime Secure Reset



If you no longer wish to have a product included as a favourite you can select the Remove my Favourites button on either the product page or in the Favourites List.

(CUR-2701) Cura1 Standard Falls Monitor with SafeTime Secure Reset



The full list of your **Favourites** can be located on the product page which you can directly place orders from.

Find Your Product

 Favourites	 AA00 Alarms System/Communication Appliances/Assistive Listening Devices
 AB00 Beds / Bedding / Pressure Care	 AC00 Chairs / Seats
 AD00 Continence Products	 AE00 Cushions / Supports

6 Creating a New Prescription

You can create a new prescription in two ways

For all prescriptions, we require the veteran's **DVA File Number**.

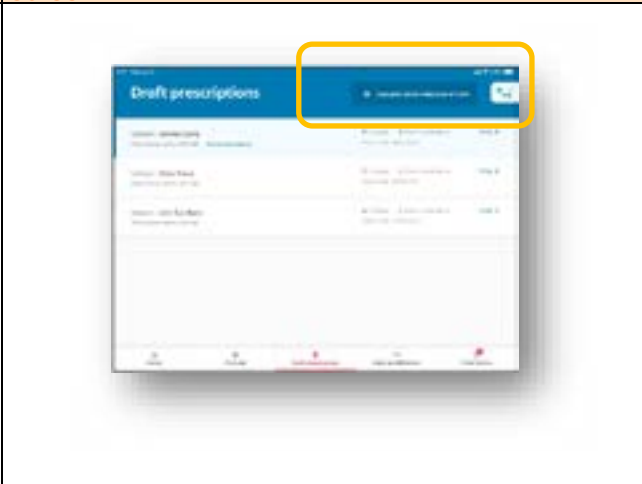
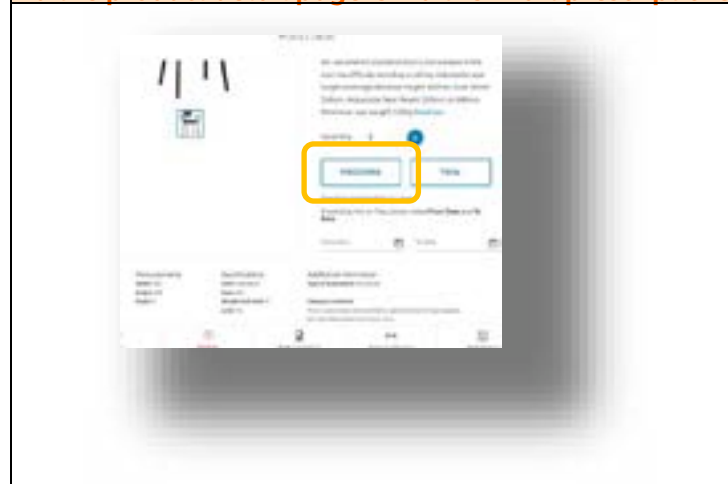
If you **are** an authorized user and the veteran has ordered through Allianz Global Assistance before, the veteran's details will automatically populate (including personal details). You can search for veterans by File Number or by Name.

If the veteran has not ordered through Allianz Global Assistance before, the veteran's details will not appear, and you will be required to manually enter them. The information you require is as follows:

Veteran's DVA File Number	
Veteran's Personal details	Full name, Date of Birth and Gender
Veteran's DVA Card type (Gold/White)	
Veteran's contact details	Residential address (that means, where the equipment is required) Contact Phone number Shipping address for items (each item can have a different address)
Veteran's additional details	- Whether they reside in an Aged Care Facility - ACFI Classification (if assigned) - If the client has received aids, equipment and/or modifications from NDIS, Home Care Package or CHSP.
If applicable, Hospital discharge details	Is item required for discharge? If so, the Date of Discharge

The first way you can create a new prescription is direct via the product detail page is via the Draft prescriptions screen

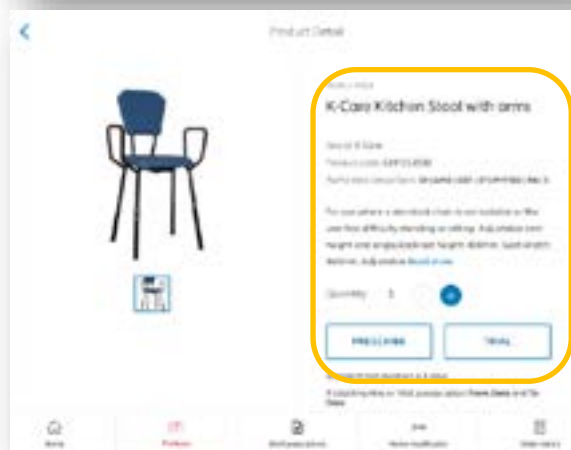
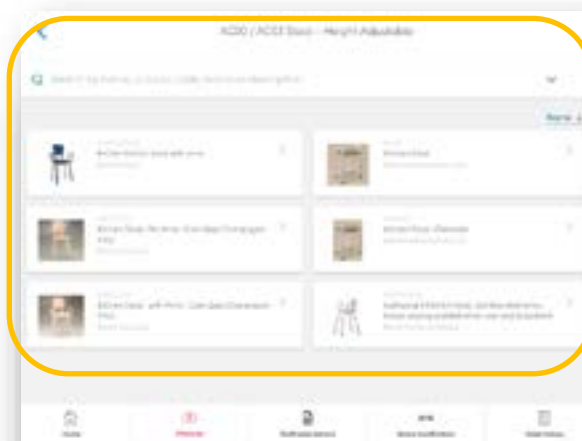
The second way you can create a new prescription is via the Draft prescriptions screen



Creating a New prescription from the Product Detail Page

1. To open a new prescription, select 'Browse products' from the main screen, or, via selecting 'Products' from the navigation bar
2. Find the product by browsing through the categories or by searching by the Name, Code, information or Brand. When searching, remember to adjust the 'Search By' dropdown menu to ensure the search results are accurate

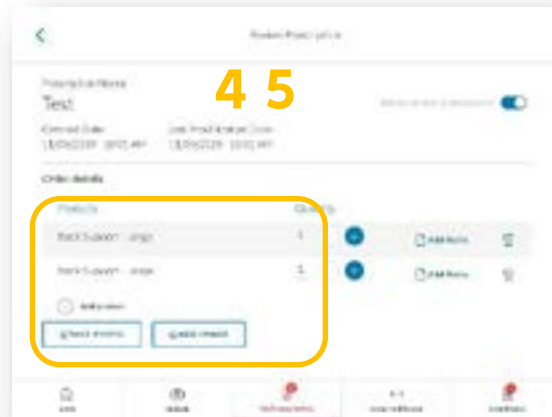
3. Click the product you are interested in to learn more information. **12367**



4. If you have the product you are looking for, select 'Prescribe'



5. A pop up window will appear asking for you to name the Prescription. Enter the Prescription name of your choosing. This name is for your reference only and does not appear on the Direct Order Form (DOF). Select 'Ok'



Note: If you have an existing prescription already in place, you can also add a Product to this via selecting the prescription from the drop down menu

6. You can continue adding multiple products to this same prescription by returning to the main catalogue screen and searching as necessary. Products added to this Prescription will appear in the Shopping Cart.



7. Once you are satisfied all products have been added and you are ready to submit the prescription, you can either select the Shopping cart icon on the top right which will take you straight to the prescription, or, navigate to the 'Draft prescriptions' section and manually select the prescription to edit

8. As you now are the edit mode of the Prescription, you can now add any additional information to support the request – such as taking or attaching an image of the location or adding a Note to each item to support the review or request for a specific dealer to be allocated the request processing e.g QLD Aids and Equip



9. Before submitting your prescription, you also have the opportunity to create a home modification. To do so, click 'Add home modification' and follow the process (note: this is outlined further in Section 6)
10. Once you are confident all Products and Home modifications have been added to the Prescription, click 'Continue to submit Prescription'

PRESCRIPTION SUBMISSION PROCESS:

11. You will then be taken to a screen where you must search the veteran's details by file number or name. You can search by First Name or Surname. Once you enter the file number or select a name from the list, select 'Search' to validate

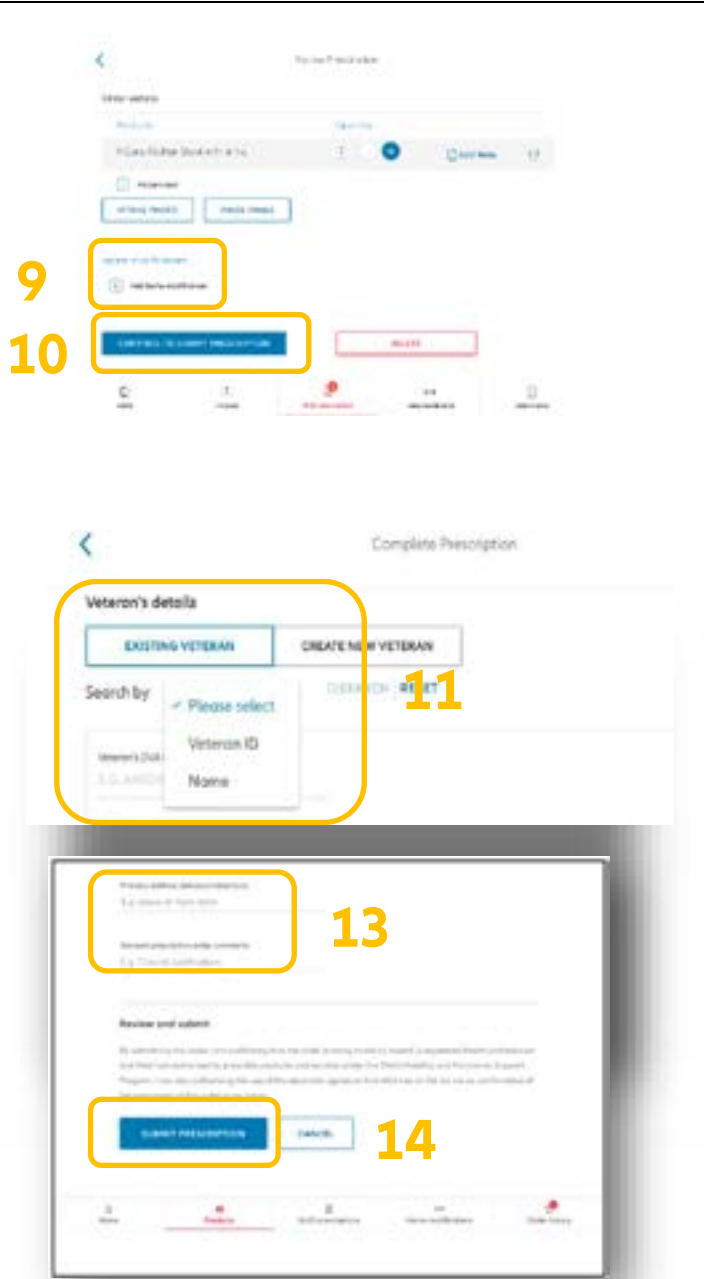
Note: If the veteran has not placed an order previously, select "Create New Veteran" and enter all the details manually. You must be connected to the internet to enter veteran information.

12. Review and confirm all Veteran's details. Continue scrolling down.
13. Add any additional comments to the order – such as delivery or general instructions.
14. Once satisfied the order request is complete, select 'Submit Prescription'

Note: If any fields are incomplete you will be taken back to this field to complete.

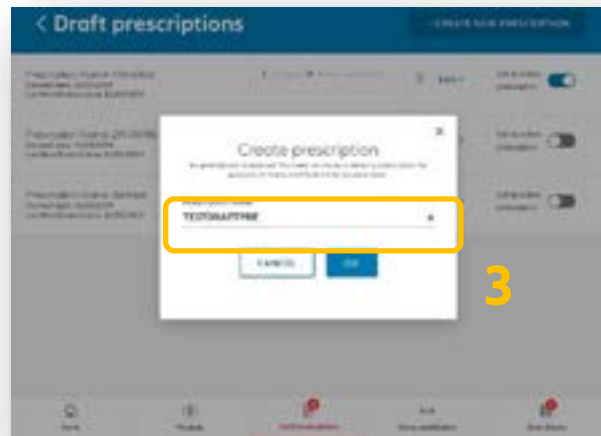
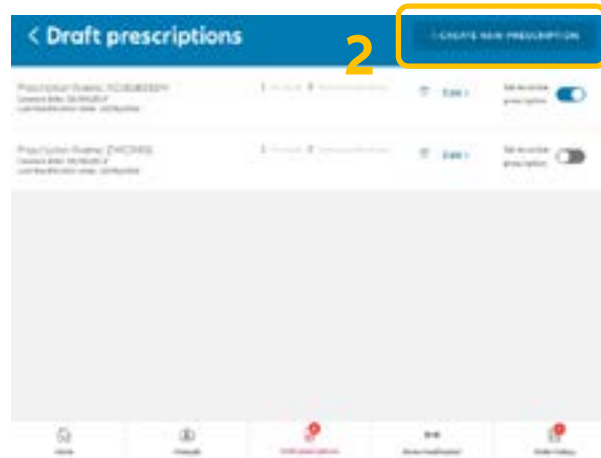
Your prescription will then be submitted and you will be taken to the Order history screen

Note : If the order fails to send, a status error will appear, such as 'Failure to send'. Review as necessary and if you require assistance contact our Customer Care Team.

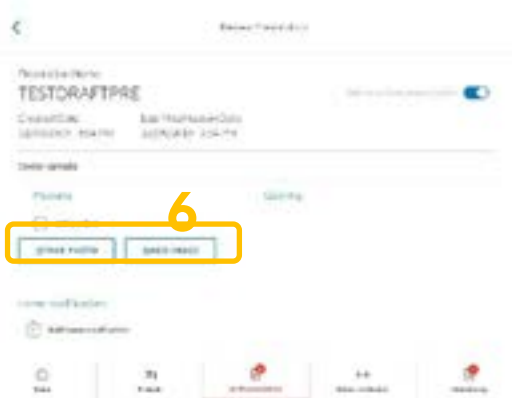


Creating a New prescription from the Draft Prescriptions Page

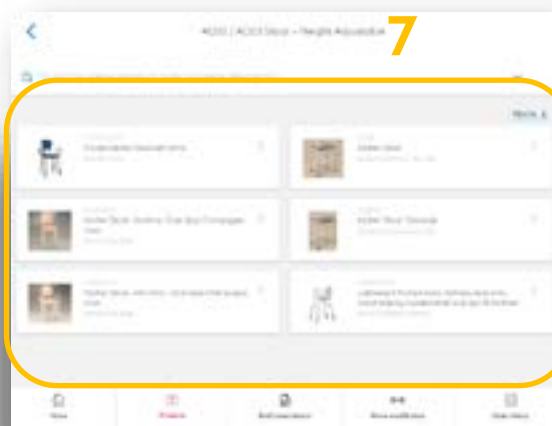
1. To open a new prescription, navigate to 'Draft prescriptions'
2. Click the button in top right hand corner, 'CREATE NEW PRESCRIPTION'
3. Enter the Prescription name of your choosing. This name is for your reference only and does not appear on the Direct Order Form (DOF). Select 'Ok'
4. The prescription will then appear as the top row under the Draft prescription page and be set as 'active prescription'
5. To add products and/or home modification to this prescription, select 'Edit'



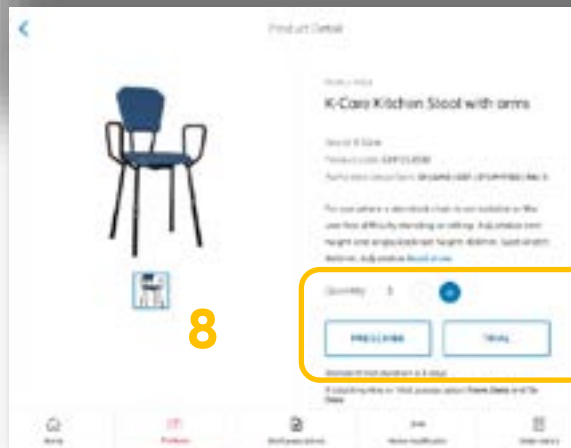
6. The prescription will then open. To add a product, select 'Add product'



7. Find the product by browsing through the categories or by searching by the Name, Code, information or Brand or via your Favourites section



8. Once you identify the product, select 'Prescribe' which will automatically add the item to the prescription

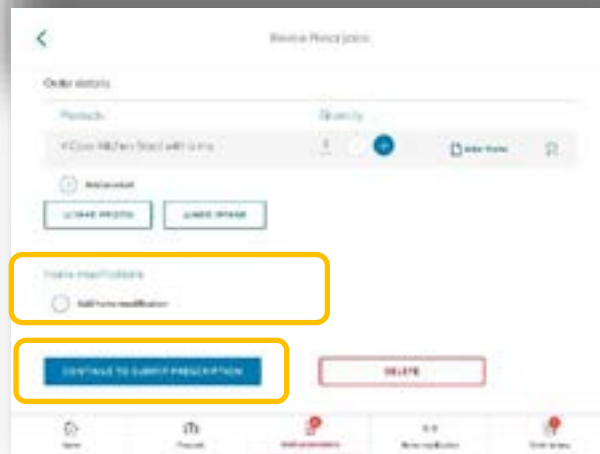
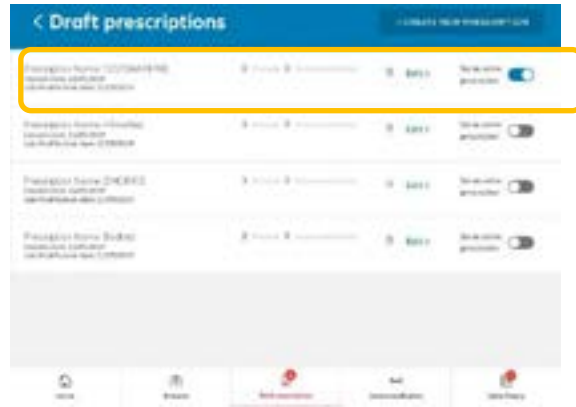


9. You can continue adding additional products, as per Steps 7 and 8. Once you are finished, you can revert back to your prescription by selecting the 'Draft prescriptions' button on the navigation panel and selecting your active prescription (as per step 4 & 5), or, by simply selecting the 'Shopping cart' icon in the top right.

10. Your prescription will be updated with all products. You can now add any additional information to support the request – such as taking or attaching an image of the location or adding a Note to each item to support the review.

11. Prior to submitting your prescription, you also have the opportunity to create a home modification. To do so, click 'Add home modification' and follow the process (note: this is outlined further in Section 6)

12. Once ready, click 'Continue to submit prescription'. Note: you can also Delete the Prescription at this point if it is no longer required. Once a Prescription is deleted it cannot be retrieved. **1112**



PRESCRIPTION SUBMISSION PROCESS:

13. You will then be taken to a screen where you must search the veteran by name or enter the Veteran's DVA File Number. Once you enter the details, select 'Search' to validate.

Note: if the veteran has not placed an order previously, select the create new veteran option and manually enter the details. You must be connected to the internet to enter veteran details.

14. Review and confirm all Veteran's details. Continue scrolling down.

Note: If ordering multiple products, you can elect to deliver each product to a different address.

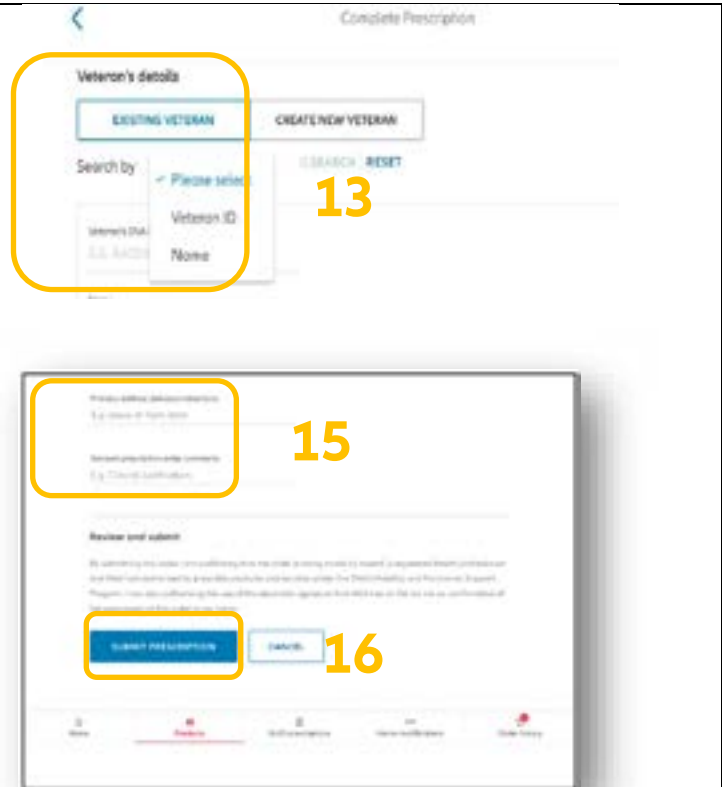
15. Add any additional comments to the order – such as delivery or general instructions.

16. Once satisfied the order request is complete, select 'Submit Prescription'

Note: if any fields are incomplete, you will not be able to submit. Scroll up and review any sections that have read text and amend.

17. Your prescription will then be submitted and you will be taken to the 'Order history' screen

If you **are connected to the internet**, the order will automatically be sent to our Customer Care team. However, please check the order status – if any details were incomplete or incorrect, the order will not be submitted and a status error will appear, such as 'Failure to send'. Review as necessary and if you require assistance, contact our Customer Care team.



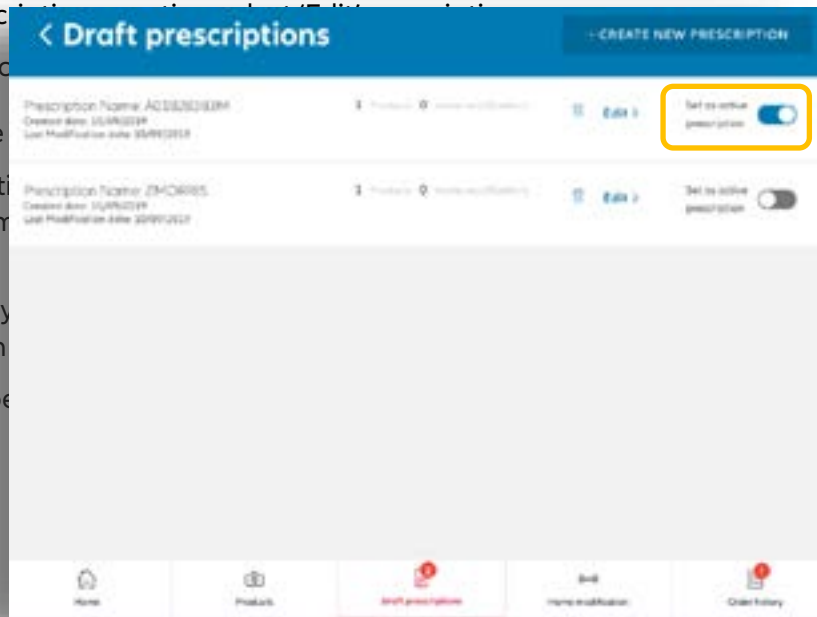
Finding that the 'Submit prescription' button isn't working? Scroll up to see any fields that are incomplete.

7 Managing Prescriptions

You can save and edit a prescription – but only before submitting

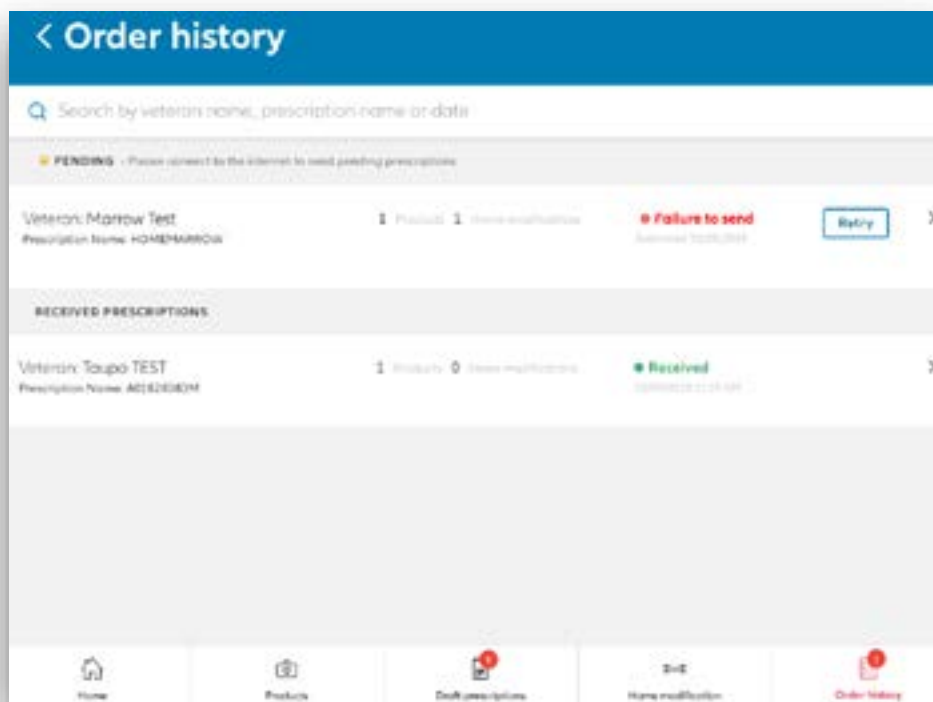
A great feature of our App is the ability to start Prescriptions at any time and return to them when convenient. This is particularly useful if you commence a prescription during a home visit but then would like to finalise the prescription later. Once you create a Prescription, follow the below process to edit as appropriate:

1. From the home screen (or using the navigation panel wherever you are in the App), select 'Draft prescriptions'
2. All your Draft prescriptions ('not yet submitted') will appear. You can only edit 1 Prescription at a time and this is managed by the toggle box 'Set as active prescription'. Therefore, once you have located the Prescription you are wishing to edit, select 'Set as active prescription'
3. Once you have set the prescription as active, you can edit the prescription.
4. You can now: Add new products
5. You can continue to edit the prescription.
6. If you are working on multiple Prescriptions, you can only ever be actively editing 1 at a time.
7. Once you are satisfied with your changes, select 'Set as active Prescription' and follow the steps outlined in Section 8.
8. Your prescription will now be saved.



	Edit existing products (including quantity and notes)	Remove existing products	Add a home modification to the prescription, if appropriate	Delete the Prescription in full
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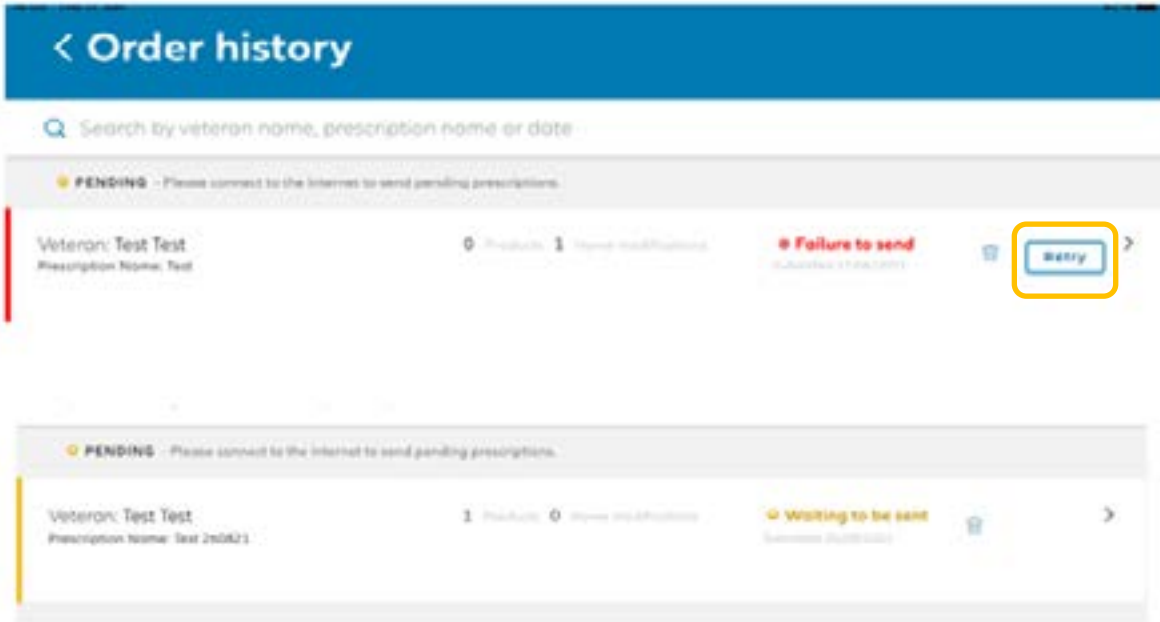
8 Understanding a Prescription Status in the Order History Screen



<p>● Waiting to be sent</p>	<p>Prescriptions which have been submitted by yourself but have not been sent to Allianz Global Assistance. This is maybe because you are not connected to the internet.</p>
<p>● Received</p>	<p>Prescriptions which have been submitted and received by Allianz Partners and under review.</p>
<p>● Failure to send</p>	<p>Prescriptions in this status have encountered an error sending to Allianz Partners. You should click 'Retry' if you believe all information entered is correct.</p>
<p>● Sending...</p>	<p>Orders that have been submitted by yourself and in the process of being sent to the Allianz Global Assistance Customer Care team.</p>

Notes on an order status and deleting history:

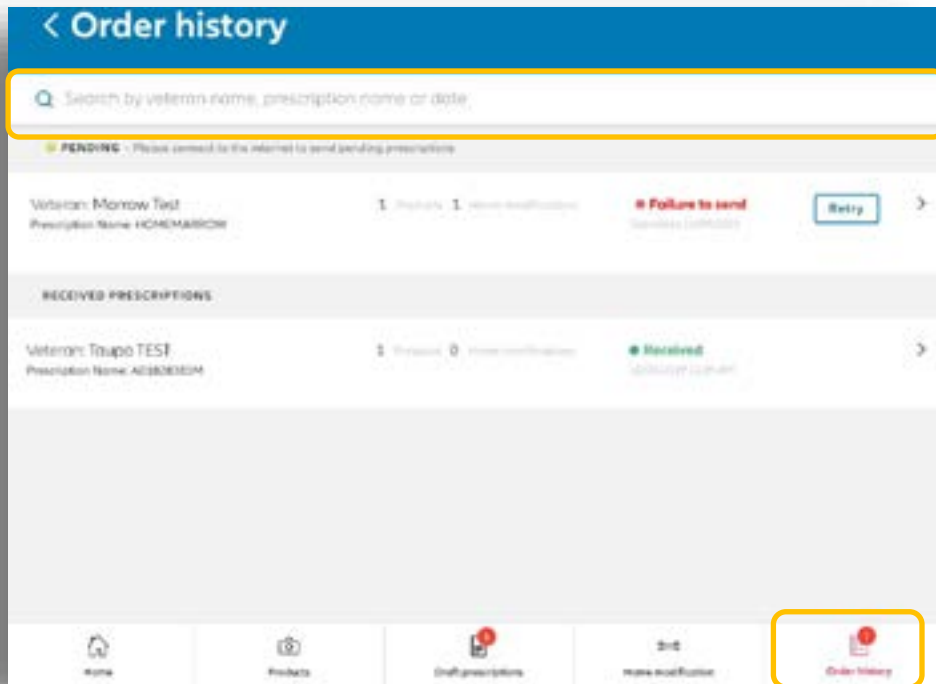
- Waiting to be sent, Failure to send and Sending will appear at the top of the Order history screen, followed by Received orders at the bottom. Always use the search bar where appropriate.
- Orders may fail to send based on a network quality issue. Check your connection is stable and retry submission. If in doubt, submit whilst connected to WiFi. You can remove any failed or waiting to send orders in your history by clicking on the delete button (see below)



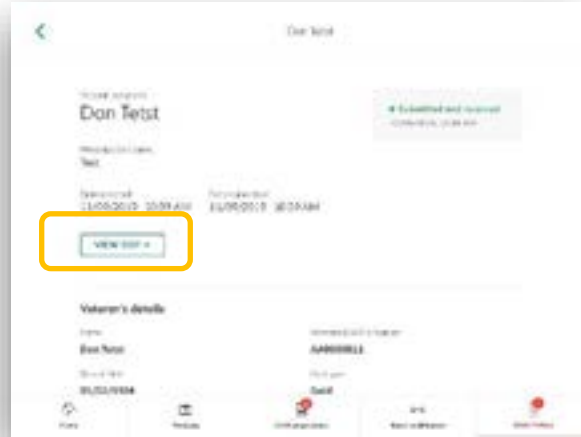
9 Viewing Submitted Prescriptions

The App allows you to view any existing orders based on the following criteria:

- Any prescriptions or modifications you have requested, and
- By searching the Veteran, any prescriptions or modifications ordered



1. To view existing prescriptions, from the Home Page, select 'Order History'
1. Search for any orders via either the veteran's name, prescription name or date. Alternatively, you can also scroll through the records and locate.
3. Once you have found the order, click the arrow on the righthand side to view more information
4. From here, you can view all details on the order and view the Direct Order Form (DOF). You can also Delete the Order from the App.



10 Viewing a DOF – Direct Order Form

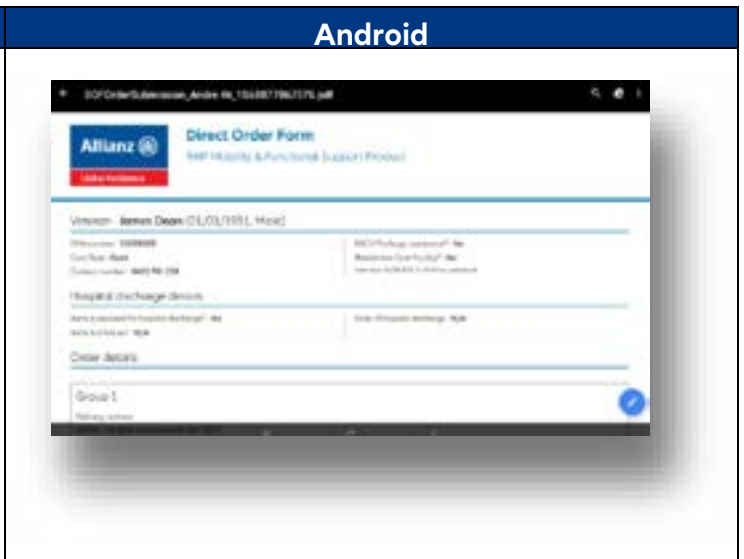
Direct Order Forms (DOF) are available via viewing the Prescription in the Order history screen. To do so:

1. Locate the Order via the 'Order history' button on the navigation panel
2. Once you have found the order, click the arrow on the righthand side to view more information
3. Select the button 'VIEW DOF'

Apple



Android

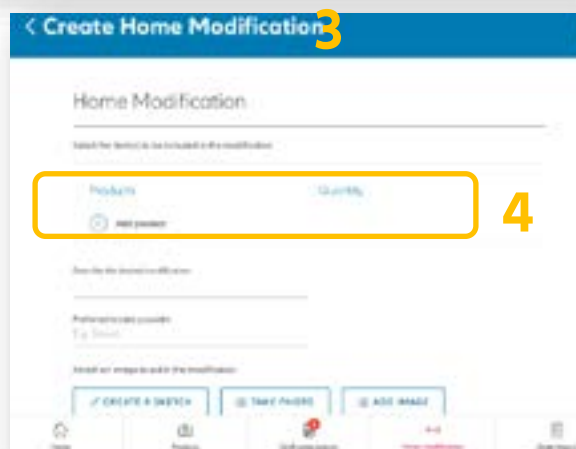
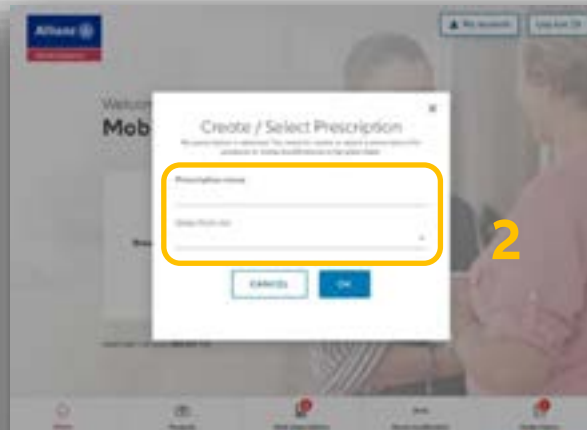
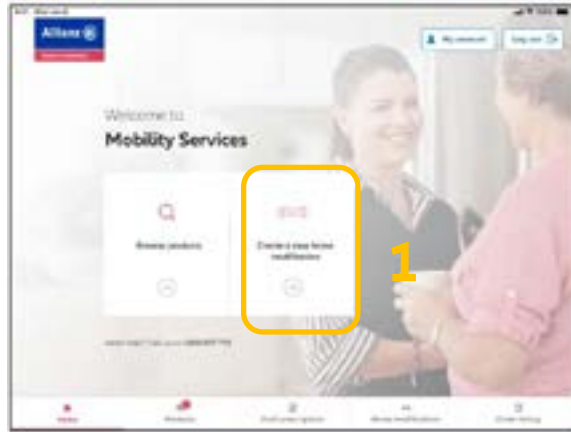


11 Home Modifications

You can create home modifications on the App with ease

To create a new standalone home modification:

1. From the Home page, select 'Create new home modification' or if you are in another screen, select the 'Home modification' button on the navigation panel
2. A Home modification must be placed under a Prescription. If you have an existing Prescription in Draft, select it from the drop down menu. Otherwise, create a new Prescription by entering your chosen Prescription name.
3. You will then be taken to a 'Create Home Modification' screen.
4. If you are aware of the specific product required, you can add this first. Do this by selecting 'Add Product', searching for the product and then selecting Prescribe.
5. You can continue adding Products as necessary. Once you have finished adding products, proceed to the next step.



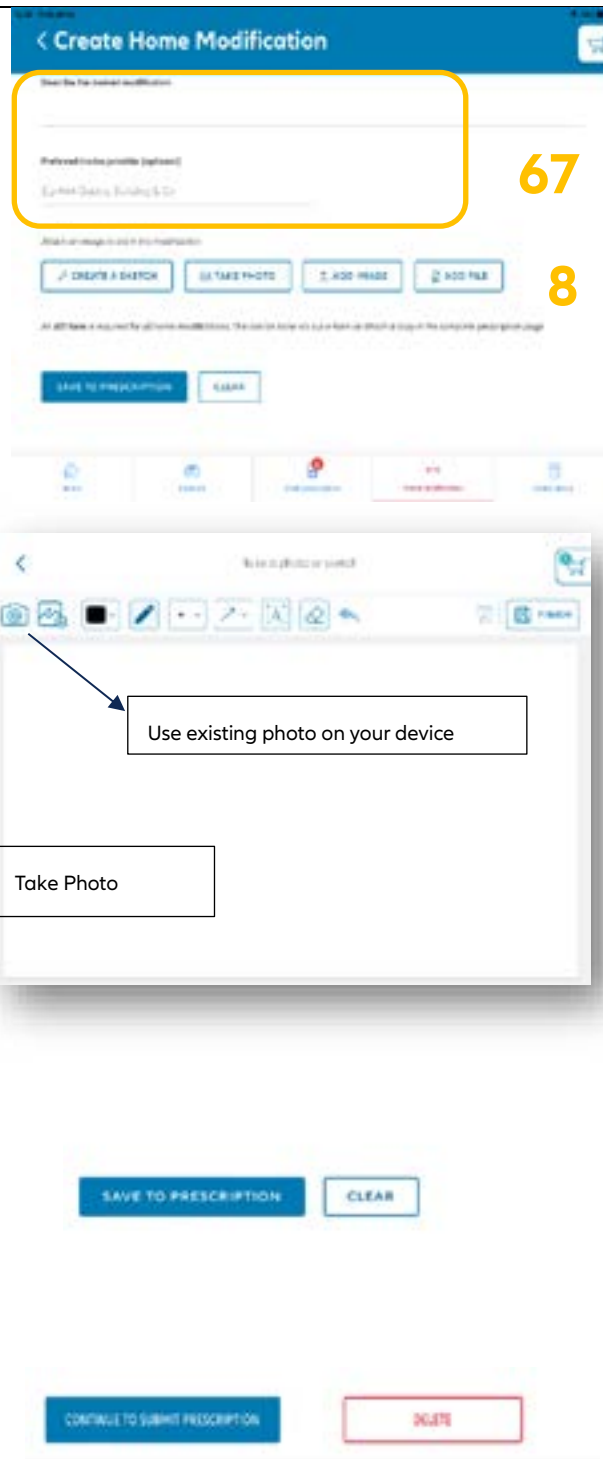
6. You must now describe, in as much detail as possible, the desired modification. You will be required to support this request with a sketch or photo (refer pt 8) or file. 7. If you would like to request a preferred trade provider, you can nominate their details here. Enter as much detail (full name or company, contact number). 8. Select the button based on your desired additional information:

Sketch – allows you to draw, on your device, the situation. You can also upload a photo within the sketch and draw on this. More information on how to use the Sketch functionality is included on page 33. **Take photo** – if a photo is sufficient, you can take a photo directly via the App using your device’s camera. **Add Image** – If you have an existing photo on your device, select Add Image to upload. **Add File**– You can add additional information in file formats such as pdf, word or excel.

Once all attachments have been added to aid the Home Modification Request select “save to prescription” button.

The next screen will allow you review your prescription. You can add more product, edit your Home Modification description or attach further images and files.

Once all confirmed click the “continue to submit prescription” button to enter veteran details. (see prescription process)



9. You then must attach a copy of the 'Clinical Justification: You can:

Take photo – take a photo of the authority to install directly from the App using your device's camera, or

Add Image – upload an existing photo from your device's photo library

Add File – upload a file type in pdf, excel or word format

10. For Home Modifications you must attach a copy of the 'Authority to Install'. Similar to step 9, you can:

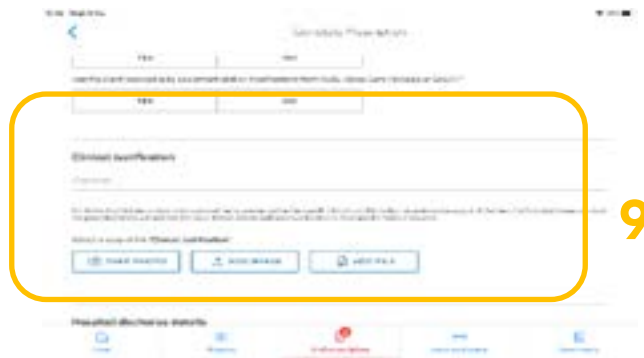
Take Photo – take a photo of the clinical justification directly from the App using your device's camera, or

Add Image – upload an existing photo from your device's photo library

Add File – upload a file type in pdf, excel or word format

You can also use the **E Form** option.

When you select this option, the form will pop up on screen and will have the veterans details pre populated.



Authority to Install

Attach e-form of the 'Authority to install'

[/CREATE ATI E-FORM](#)

11. Select days you are available and enter the date you are completing the form.

12. List the details of the Home Modification required.

13. Select if request is a lift or ramp

14. Confirm type of residence

15. Confirm Ownership (this will determine who needs to sign the form)

11

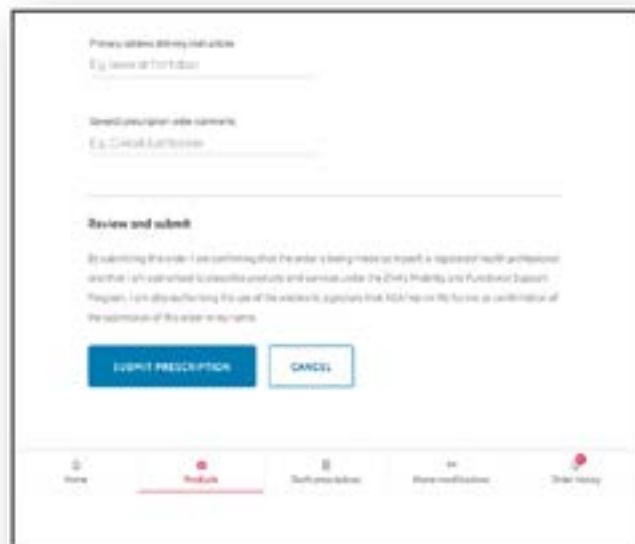
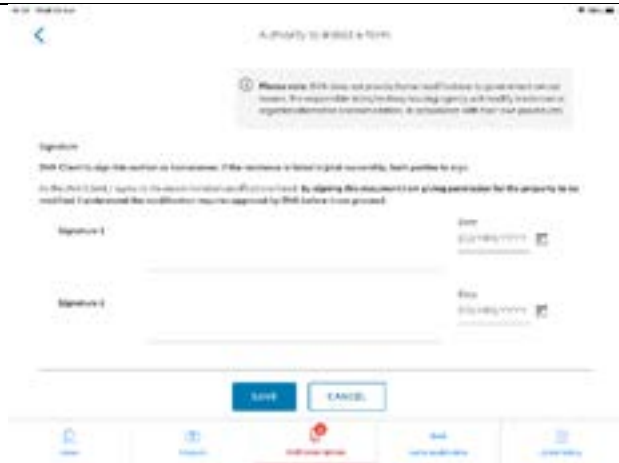
12 13

14 15

15

16. Select Signature. If the veteran does not own the home further details are required to be completed with an authorisation signature. The signature box will open to a full screen to allow for signing. Hit the save button to attach the ATI form to your order. Once satisfied, enter the date and select 'Save to Prescription'

17. Review the Prescription and confirm all elements are as requested. If you are ready to proceed, click 'Submit Prescription'.¹⁶



To create a new home modification as part of an existing prescription:

1. Open an existing Prescription via the Draft prescription screen, ensuring you have set the Prescription as 'active'.
2. You can continue adding Products and a Home Modification as necessary. Once you have finished proceed to the next step to enter Veteran Details, a Clinical Justification and ATI Form
3. Review the Prescription and confirm all elements are as requested. If you are ready to proceed, click 'Submit Prescription'.



12 Important Things to Know

How to add an address in a Veteran's Profile

You can add a new address to a Veteran's profile during the prescription submission process. To do so, click 'Add a new address'. A popup will appear as follows – manually type as necessary and click 'Save'. Then, in the address dropdown menu, then select the appropriate address.



Several addresses can exist under a Veteran's profile. To select the correct address for deliveries, ensure you utilise the dropdown menu under the Veteran's contact details.

Ordering multiple products in the same prescription – you can deliver separately!

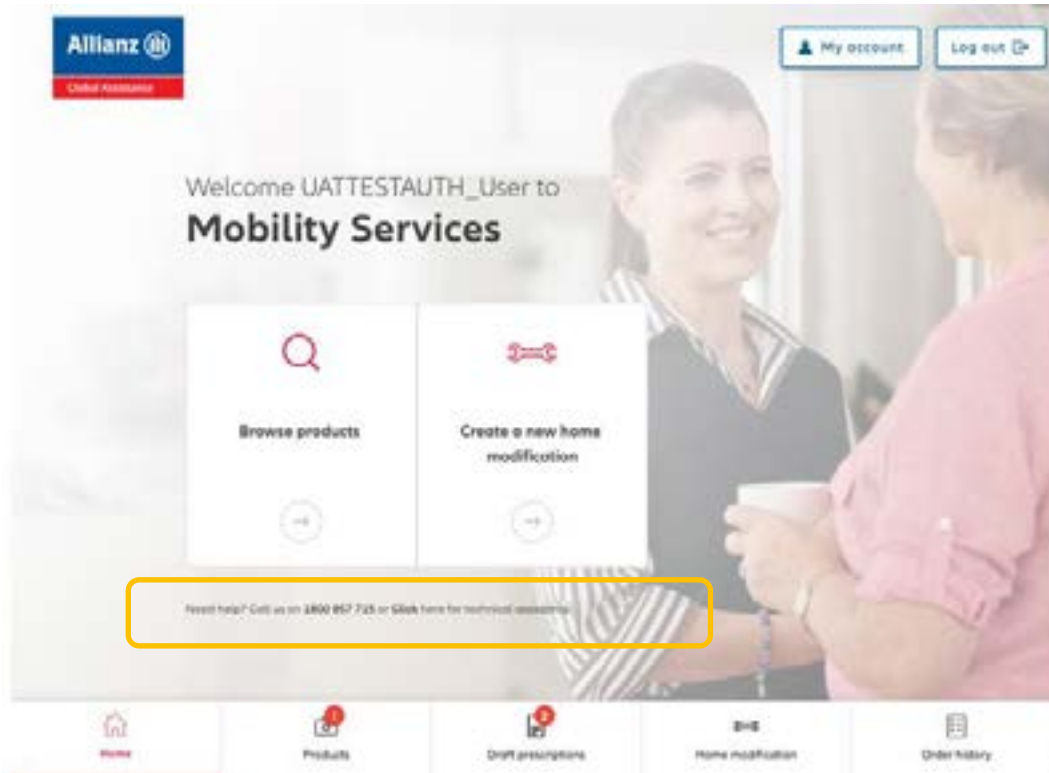
When ordering multiple products the ability exists to have each product shipped to a separate address, with individual shipping instructions for each delivery. To do so:

- Add all desired products to a subscription. Click 'submit prescription' and enter the veteran's DVA file number.
- Validate the veteran's contact information is correct, including the available addresses. If you would like to add an additional address, click the button 'Add address'
- After validating all profile information is correct, scroll down to 'Prescribed products and delivery details' where you will see the veteran's primary address and question 'Ship all products to this address'
- Assuming we are delivering the products to different addresses, select 'No'
- Each product will then appear in an individual box. For each product, in the field 'Select Address' select the icon on the far right to then select the chosen shipping address.
- After selecting an address for each product, a field will appear below with Delivery instructions. Each shipping address will have the opportunity to include delivery instructions.

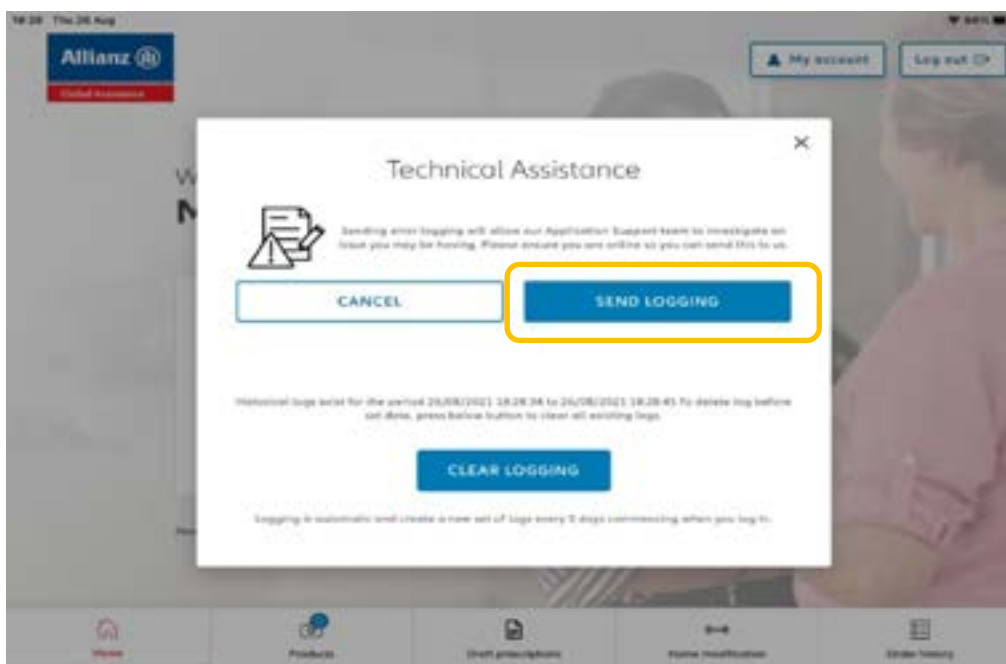
Having trouble in the App?

Our first recommendation if you are experiencing any errors in the App is to log out and close the app completely. Then, reopen the app and log back in to refresh your session.

If you are still experiencing issues, you can send a request to our IT team to investigate the issue by clicking on the word **Click** on the main screen, (see screen shot below)

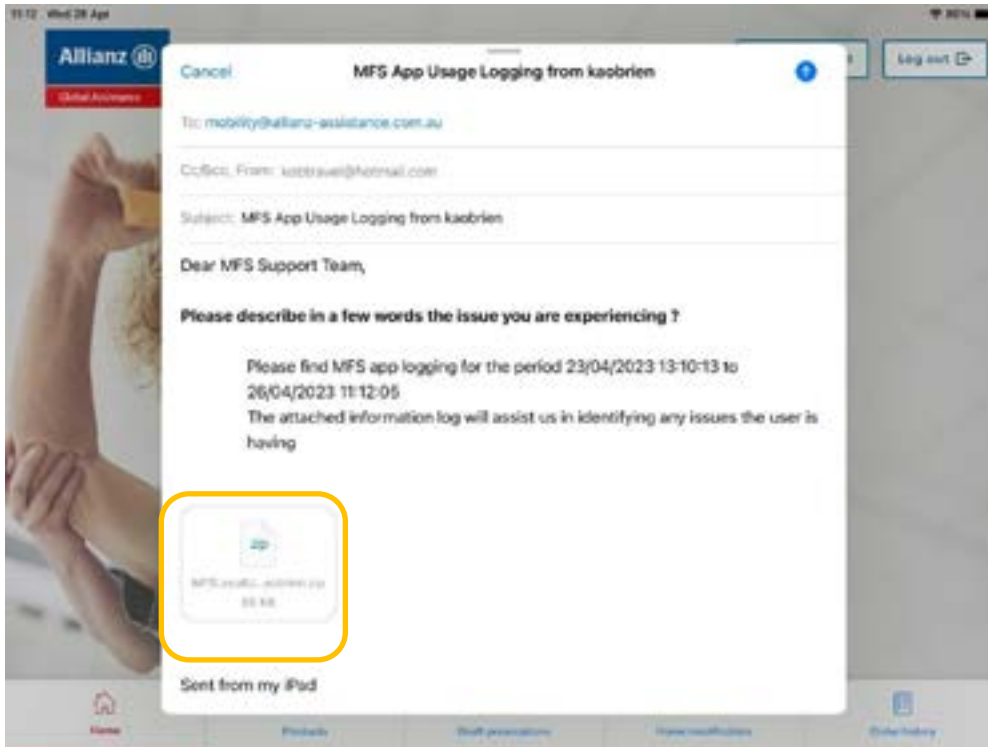


On screen will appear the below, select **Send Logging**. This will provide our technical support team an information log so they can investigate further.



The log will automatically attach as a secure zip file in an email (see below screen shot).

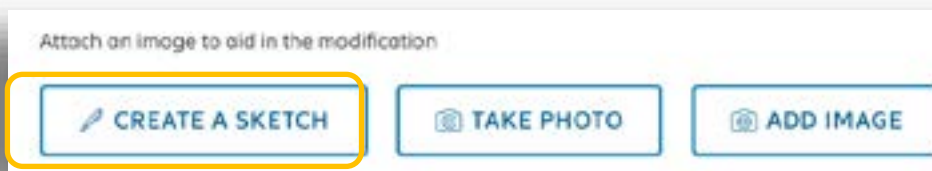
In the email, add a few words describing the issue you are facing e.g messages failing to send, order not showing in history. This will assist our team to identify the problem and provide a fix.



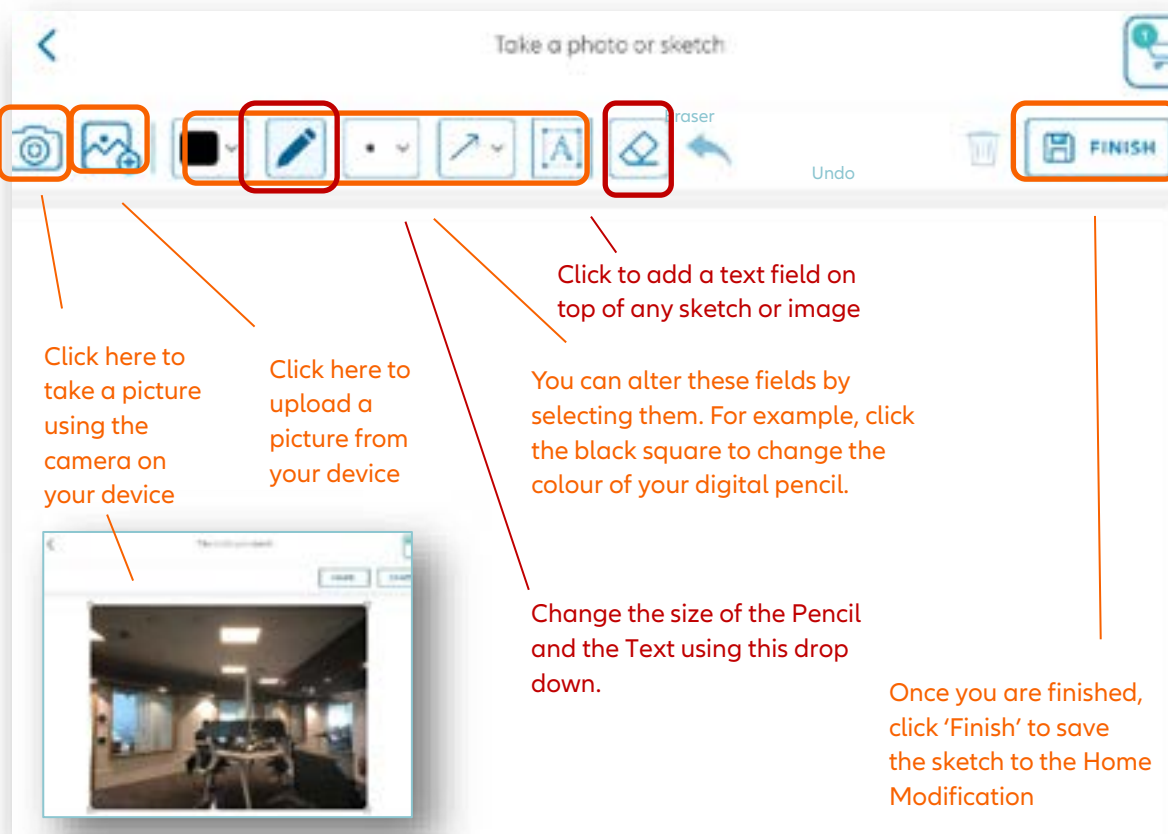
Once the email is received, our support team will investigate the issue and respond. If your order is urgent please call our team on 1800 857 715 for assistance.

How to add a Sketch to a Home Modification

When creating a Home Modification request, the ability exists to create a Sketch to describe the changes required. To do so, select 'Create a Sketch':



The following screen will appear:



Sketch functionality examples include:

- Taking a photo and adding explanatory text
- Taking a photo and drawing an example mockup of the desired modification (using the pencil)
- Utilise the sketch functionality freehand

Questions and Support

At Allianz Global Assistance, we understand sometimes you need a simple answer and sometimes you need a detailed one. That is why we provide the following options for support, available from **Monday – Friday 8am to 5pm (AEST)**:

Telephone support	1800 857 715 Option 1: To speak with a Customer Care consultant Option 9: To hear our privacy policy
Email support	mfs@allianz-assistance.com.au

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