ERAP USER GUIDE

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TABLE

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1. OVERVIEW

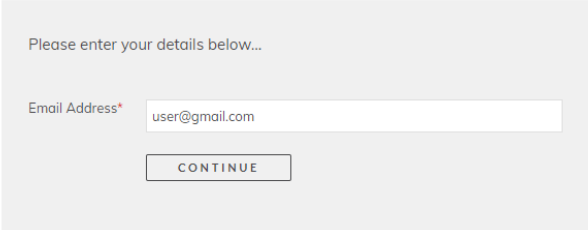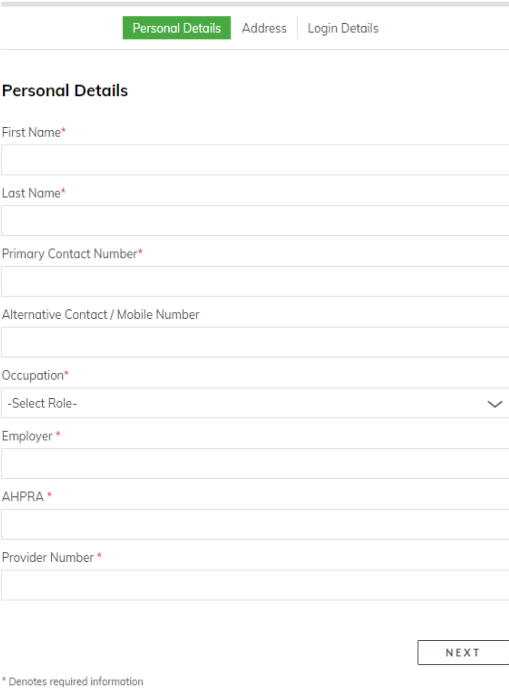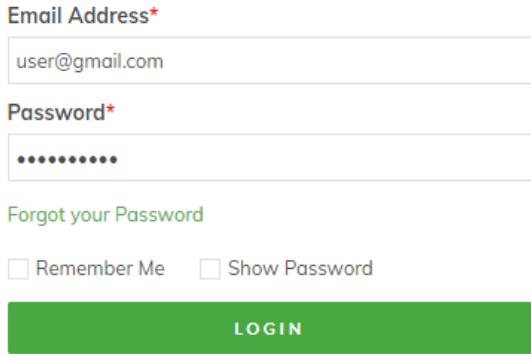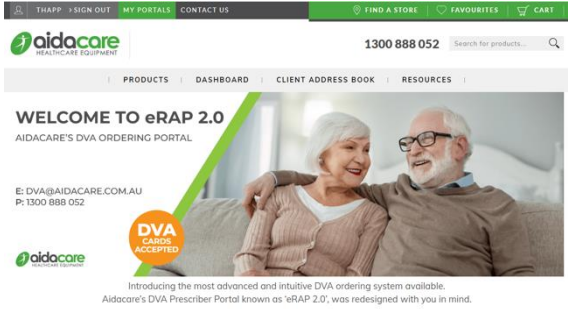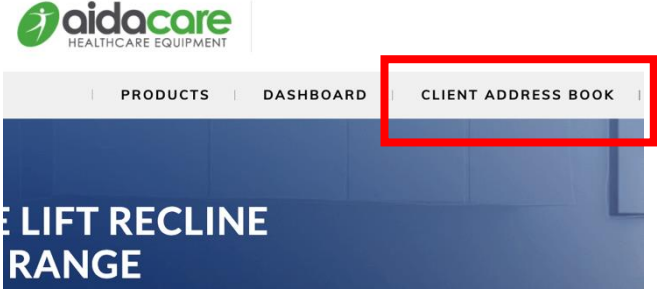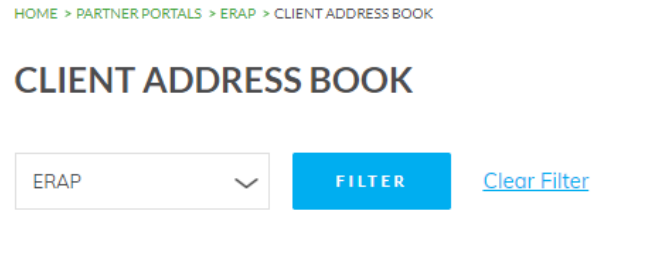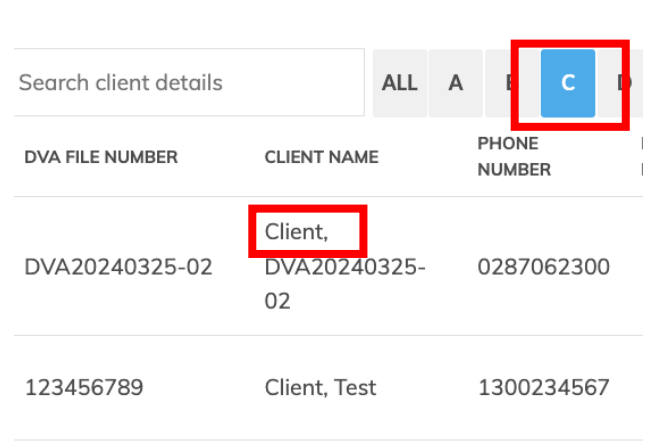| DESCRIPTION |
| --- |
| This document is intended to help you understand how to use the new Aidacare ERAP portal and to gain insight into some of the features and benefits.

Here are what we see as some of the new features:

1. Responsive design, so it will adapt on multiple devices (Laptop, Tablet, and Mobile), multiple Operating Systems (Windows, IOS, and Android) and compatible with most browsers (Google Chrome, Safari, MS Edge, and Firefox)

2. Look and feel. Built on the same platform as the main website, so the product information is synced with the main website

3. Multiple Portal capability. If you have other Aidacare portal, you can view Clients and Orders on any portal.

4. Trial. You can easily tick a product for Trial and mark as Successful or unsuccessful on the Dashboard |

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2. HOW TO LOGIN

DESCRIPTION	VISUALS
From the main Aidacare website, navigate to 'Partner Portals' link on the top of the page and choose 'Aidacare ERAP – DVA Prescriver Portal' or you can go directly to https://erap.aidacare.com.au/ If you are an active user on the previous portal, your account has been migrated to the new portal and you need to reset the password to login by clicking 'Forgot Your Password' from the login page or you can go directly to https://erap.aidacare.com.au/partner-portals/erap/forgotten-password/	
To set up a password, click on **Forgot your Password** link	**Email Address*** **Password*** Forgot your Password ☐ Remember Me ☐ Show Password **LOGIN** Aidacare Staff Login
Enter your email address and select **CONTINUE**	**FORGOTTEN PASSWORD** Please enter your details below... Email Address* user@gmail.com CONTINUE
You will receive an email with the password reset link, set up a new password.	
If you are a first time user then click "here" on the login page and follow the registration process or you can go directly to https://erap.aidacare.com.au/partner-portals/erap/registration	

Go to login page and click **"here"**	**Welcome to the ERAP DVA Portal** Please register if you do not have an account - click here.
Follow the registration process and we will activate your account by the end of the next business day	Personal Details Address Login Details **Personal Details** First Name* Last Name* Primary Contact Number* Alternative Contact / Mobile Number Occupation* -Select Role- Employer * AHPRA * Provider Number * NEXT * Denotes required information
If you have registered or reset your password, you can now login	
Login to the ERAP portal using your email and the password you have set up.	**Email Address*** user@gmail.com **Password*** •••••••••• Forgot your Password ☐ Remember Me ☐ Show Password LOGIN
Once you have logged in successfully, you will be presented with the home screen of the ERAP Portal.	THAPP · SIGN OUT MY PORTALS CONTACT US FIND A STORE FAVOURITES CART aidacare HEALTHCARE EQUIPMENT 1300 888 052 Search for products... PRODUCTS DASHBOARD CLIENT ADDRESS BOOK RESOURCES **WELCOME TO eRAP 2.0** AIDACARE'S DVA ORDERING PORTAL E: DVA@AIDACARE.COM.AU P: 1300 888 052 aidacare DVA CARDS ACCEPTED Introducing the most advanced and intuitive DVA ordering system available. Aidacare's DVA Prescriber Portal known as 'eRAP 2.0', was redesigned with you in mind.

3. CLIENT ADDRESS BOOK

DESCRIPTION	VISUALS
The client address book is where you can manage your clients. You will be able to see all the clients you have, and you can add different clients if you need to. You can also see client from different portals (like Kincare or iCare) if you are linked to more than one portal	
Select **CLIENT ADDRESS BOOK** from the top navigation menu to access it.	

3.1. SEARCHING CLIENTS

DESCRIPTION	VISUALS
If you are linked to more than one portal, you will be presented with dropdown box to choose which portal (like Kincare or iCare)	
In the client address book, you can filter the client by selecting the first letter of the client's first name from the list	

You can also search a clients details using the **Name**, **DVA number. Search the client details** in the search bar	

3.2.   EDIT CLIENTS

DESCRIPTION	VISUALS
To edit the details of a client, select **ACTIONS** from the right and select **View/Edit** from the dropdown menu	
You will be presented with the details of the client	

To edit the details, select **EDIT** on the top right corner
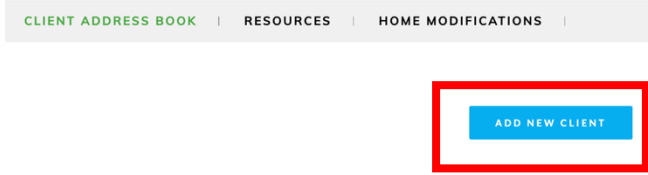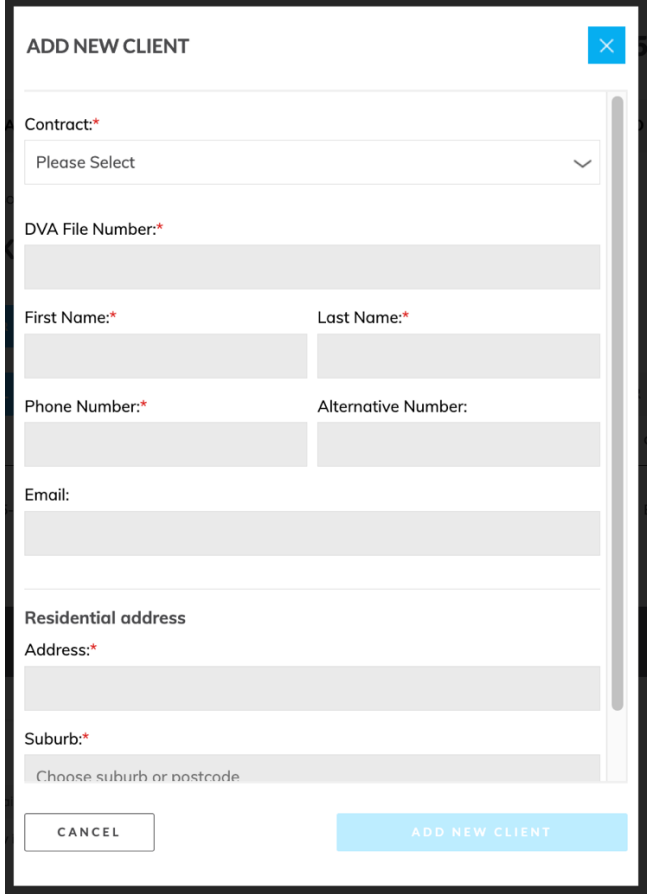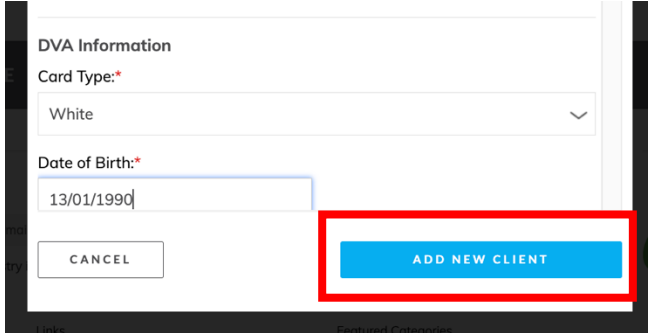
Update the required information and SELECT **SAVE CHANGES** button to update the details successfully
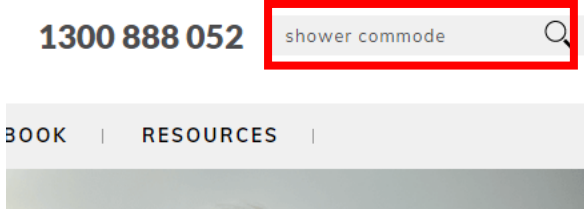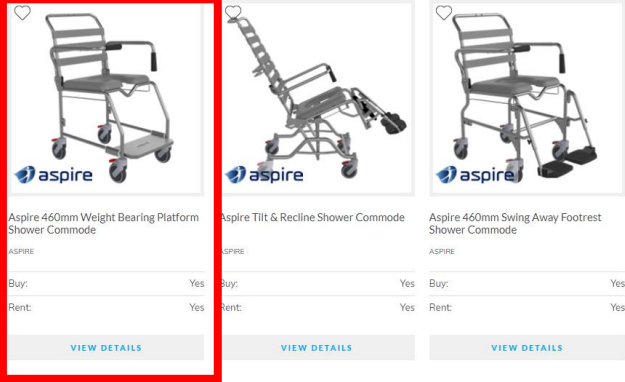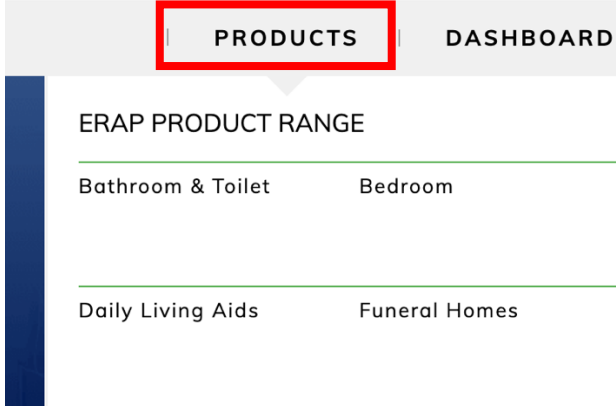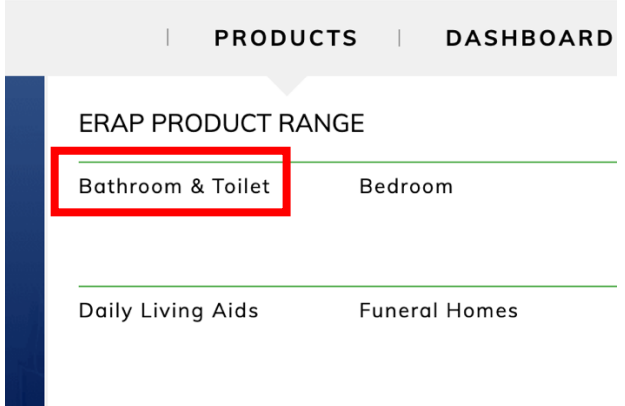
3.3. ADDING CLIENTS

DESCRIPTION	VISUALS
To add a new client, go to the client address book and select **ADD NEW CLIENT** on the top right-hand corner	CLIENT ADDRESS BOOK | RESOURCES | HOME MODIFICATIONS | ADD NEW CLIENT
Fill out the client information in their respective fields.	**ADD NEW CLIENT** ✕ Contract:* Please Select ⌄ DVA File Number:* First Name:* Last Name:* Phone Number:* Alternative Number: Email: **Residential address** Address:* Suburb:* Choose suburb or postcode CANCEL ADD NEW CLIENT
Once done, select **ADD NEW CLIENT** to add them successfully	DVA Information Card Type:* White ⌄ Date of Birth:* 13/01/1990 CANCEL ADD NEW CLIENT

4. PRODUCTS

4.1. SEARCHING PRODUCTS
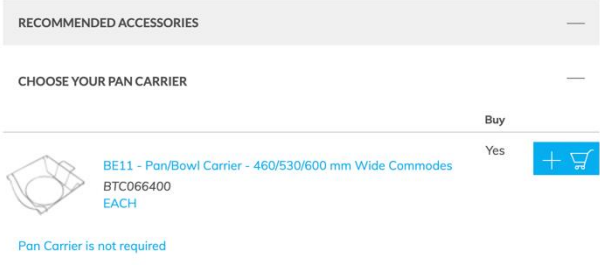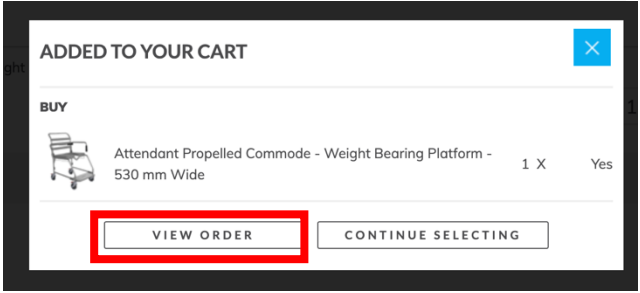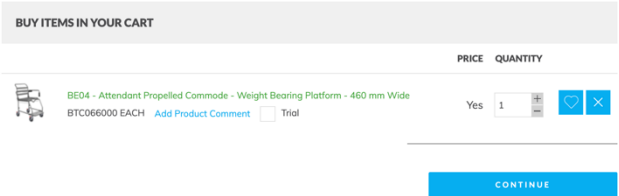
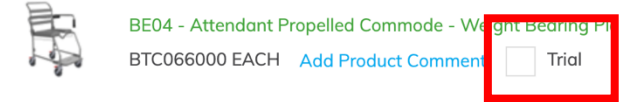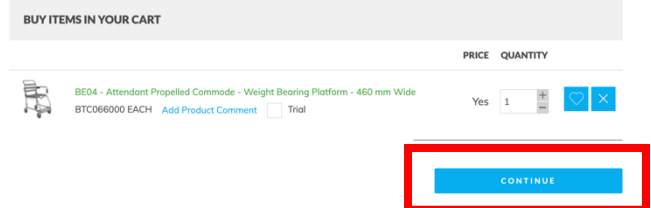| DESCRIPTION	VISUALS
Type the product name in the search bar located at the top right-hand corner to search for a specific product	
The results will be presented, from there you can select the product you are looking for	
You can also hover your mouse over **PRODUCTS** from the navigation menu and the product categories will be shown in the drop-down menu	
Select the product category your product belongs to	

All the products in the category will be presented. Select the product you are searching for	
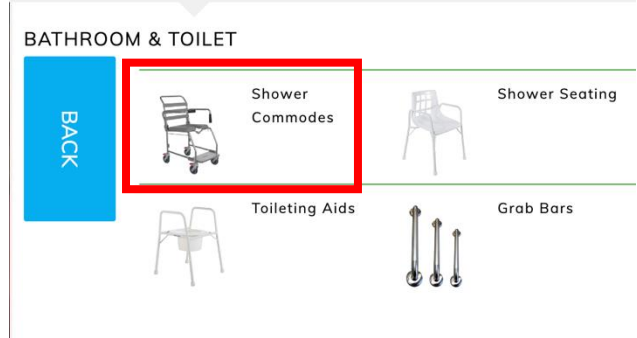
4.2.   CHECKING OUT PRODUCTS

DESCRIPTION	VISUALS
Once you have located the product	
Click on the **+Cart** icon underneath the product	
Select Buy (or Rent) from the dropdown menu	

You will be suggested **Recommended Accessories** for the product you are checking out. Click on the **+Cart** icon if you wish to add the accessory as well	RECOMMENDED ACCESSORIES — CHOOSE YOUR PAN CARRIER — Buy Yes BE11 - Pan/Bowl Carrier - 460/530/600 mm Wide Commodes BTC066400 EACH Pan Carrier is not required
Select **ADD TO ORDER** button	**ADD TO ORDER**
A pop up will appear notifying you that the product has been added to the cart. Select **VIEW ORDER**	**ADDED TO YOUR CART** ✕ **BUY** Attendant Propelled Commode - Weight Bearing Platform - 530 mm Wide 1 X Yes **VIEW ORDER** **CONTINUE SELECTING**
Your cart will be presented	**BUY ITEMS IN YOUR CART** PRICE QUANTITY BE04 - Attendant Propelled Commode - Weight Bearing Platform - 460 mm Wide BTC066000 EACH Add Product Comment ☐ Trial Yes 1 CONTINUE
Click on the **Trial** check box if this product is for trial. Otherwise leave it unchecked.	BE04 - Attendant Propelled Commode - Weight Bearing Pl BTC066000 EACH Add Product Comment ☐ Trial
Select the **CONTINUE** button	**BUY ITEMS IN YOUR CART** PRICE QUANTITY BE04 - Attendant Propelled Commode - Weight Bearing Platform - 460 mm Wide BTC066000 EACH Add Product Comment ☐ Trial Yes 1 CONTINUE

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Customer & Healthcare Details section will be presented	
Select whether you would like to dd a new client or use an existing client. *If you would like to add a new client, this process will be covered later in this guide.*	
Select the existing client details from the list	
The existing client details will be populated	

If you would like to add an alternative contact person, click the **Add alternative contact person** check box	Hospital Discharge **Residential address** Address:* 4 Noonan Rd Suburb:* INGLEBURN, NSW, 2565 Add alternative contact person
Fill in the information. Once done, select continue	Add alternative contact person **Alternative contact information** First Name:* Last Name:* Phone Number:* Email Relationship to client:* Contact notes: (e.g. contact wife's mobile between 9 to 5, landline outside these hours)

The home modification section will appear	**HOME MODIFICATION** ∧ Preferred Installer: VIC ⌄ Action Aids Australia ⌄ **Action Aids Australia** 2-4 Dooen Road Horsham VIC, 3400 Phone: 1800 819 992 HOME MODIFICATION INSTRUCTIONS: Home Mode Blurb ADD HOME DRAWING MODIFICATION TO YOUR ORDER TAKE/CHOOSE PHOTO MODIFY EXISTING PHOTO CHOOSE A TEMPLATE DELETE IMAGE
Add any home modification instructions if required	**HOME MODIFICATION INSTRUCTIONS:**
Add any drawings to your home modification if required	**ADD HOME DRAWING MODIFICATION TO YOUR ORDER** TAKE/CHOOSE PHOTO MODIFY EXISTING PHOTO CHOOSE A
Upload any home modification documents if required	**UPLOAD DOCUMENTS:** ⬆ Drop your files here or click to browse Allowed files types: doc, docx, xlsx, jpg, jpeg, png, svg, pdf,csv. Maximun individual file size : 20 MB
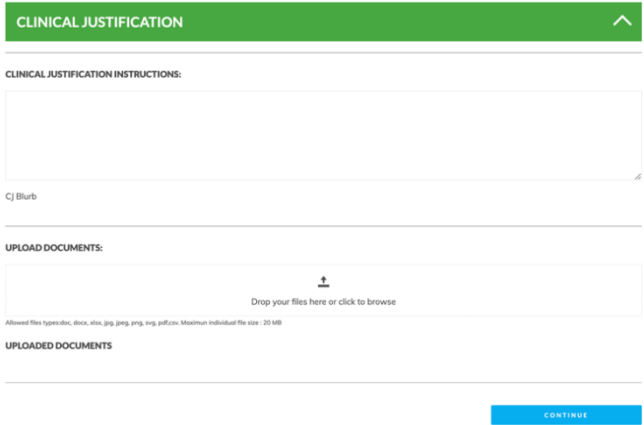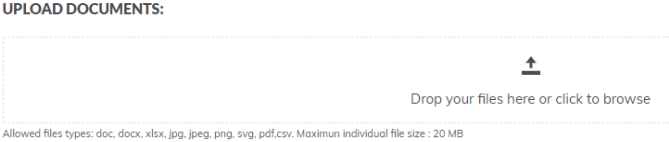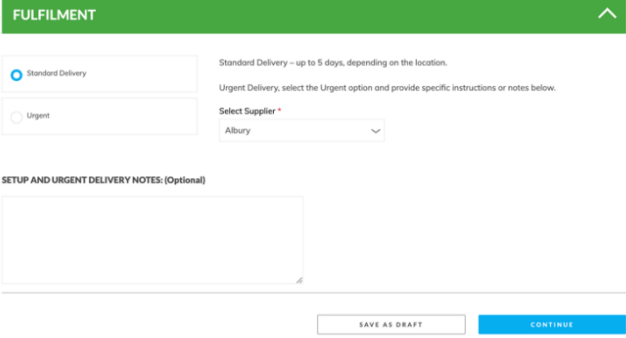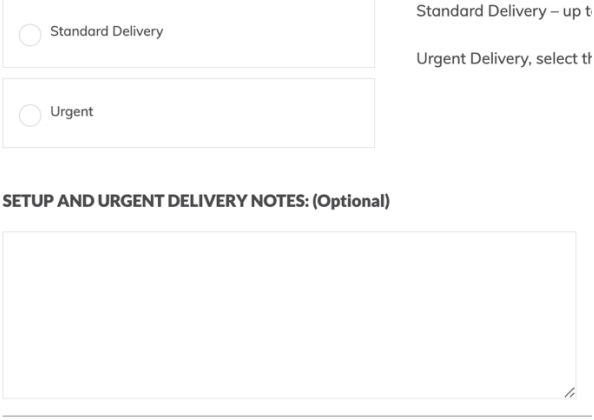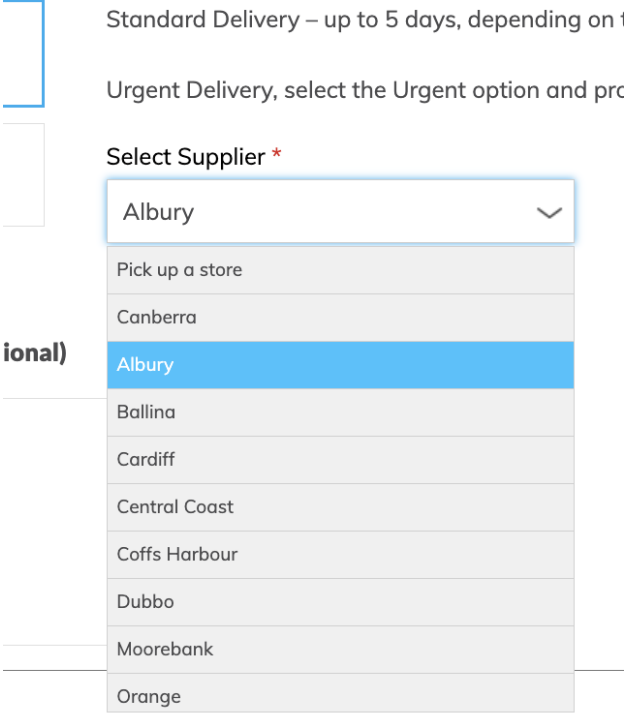
Add you signature in the authority to install section. Select save signature	**AUTHORITY TO INSTALL SIGNATURE** CLEAR **SAVE SIGNATURE**
Once done, select 'continue' Or select 'No Home Mod Required' if home modification is not required	NO HOME MOD REQUIRED CONTINUE
Clinical justification section will be presented	**CLINICAL JUSTIFICATION** **CLINICAL JUSTIFICATION INSTRUCTIONS:** CJ Blurb **UPLOAD DOCUMENTS:** Drop your files here or click to browse Allowed files types:doc, docx, xlsx, jpg, jpeg, png, svg, pdf,csv. Maximun individual file size : 20 MB **UPLOADED DOCUMENTS** CONTINUE
Add any clinical justification instructions if required	**CLINICAL JUSTIFICATION INSTRUCTIONS:**
Upload any clinical justification documents if required	**UPLOAD DOCUMENTS:** Drop your files here or click to browse Allowed files types: doc, docx, xlsx, jpg, jpeg, png, svg, pdf,csv. Maximun individual file size : 20 MB

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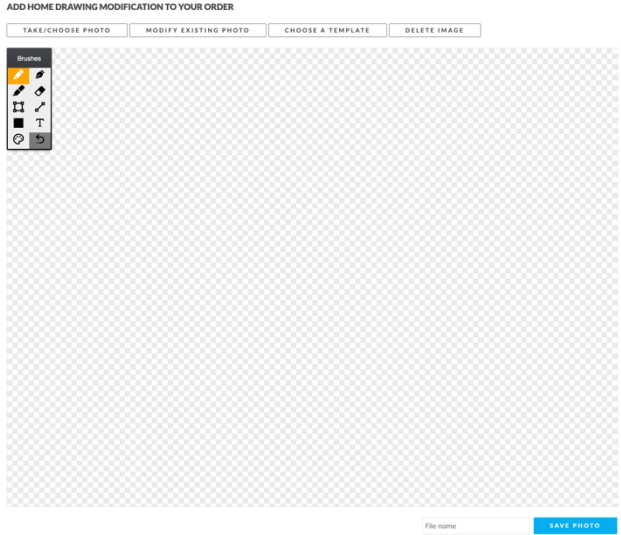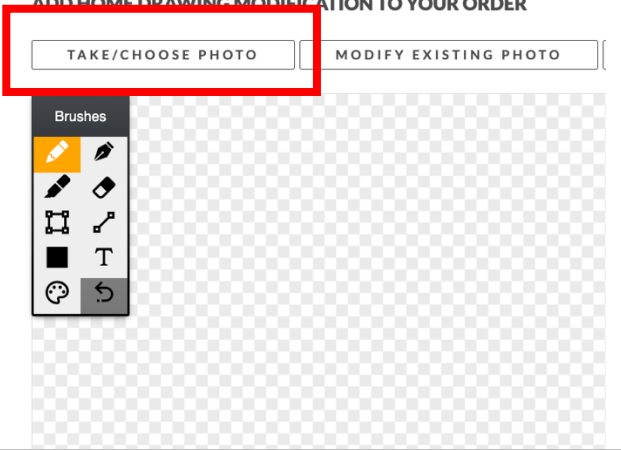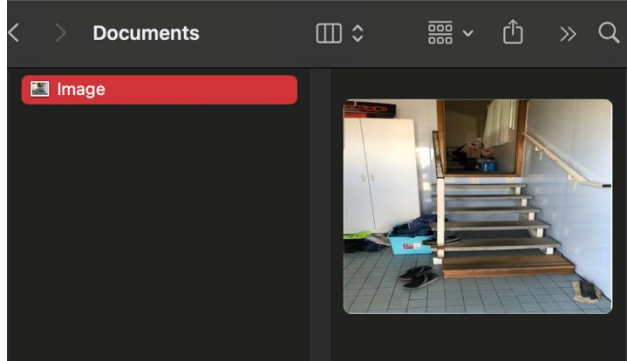
Fulfilment section will be presented	**FULFILMENT** ︿
	
	○ Standard Delivery Standard Delivery – up to 5 days, depending on the location.
	
	   Urgent Delivery, select the Urgent option and provide specific instructions or notes below.
	
	○ Urgent Select Supplier *
	     Albury ∨
	
	SETUP AND URGENT DELIVERY NOTES: (Optional)
	
	[ ]
	
	SAVE AS DRAFT CONTINUE

Select the delivery type. And add any delivery instructions If required	○ Standard Delivery Standard Delivery – up t Urgent Delivery, select th ○ Urgent **SETUP AND URGENT DELIVERY NOTES: (Optional)** [ ]
Select a supplier from the drop-down menu. Once done, select continue	Standard Delivery – up to 5 days, depending on Urgent Delivery, select the Urgent option and pro Select Supplier * Albury ∨ Pick up a store Canberra **Albury** Ballina Cardiff Central Coast Coffs Harbour Dubbo Moorebank Orange

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Your order summary will be presented, please review to make sure all the details are correct	
Once reviewed, select **SUBMIT ORDER**	
You will be presented with the **YOUR ORDER HAS BEEN SUBMITTED** screen	

4.3.   CREATING A TRIAL

DESCRIPTION	VISUALS
On the cart, if a product is eligible for Trial, you will see the 'Trial' checkbox. Please tick **Trial** if you want this product for a trial.	

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5.   HOME MODS DRAWING

DESCRIPTION	VISUALS
When you are checking out a product, you have an option to add a drawing to your home modification.	
Once you get to the **HOME MODIFICATION** section in your checkout process, you will be presented with this screen	
Select **TAKE/CHOOSE PHOTO** to upload a photo of the location	
Select the photo from your local drive	

If you accidently select the wrong image, you can select **DELETE IMAGE** from the top menu and reupload the correct image

Once the image has been uploaded, you can proceed with the modifications
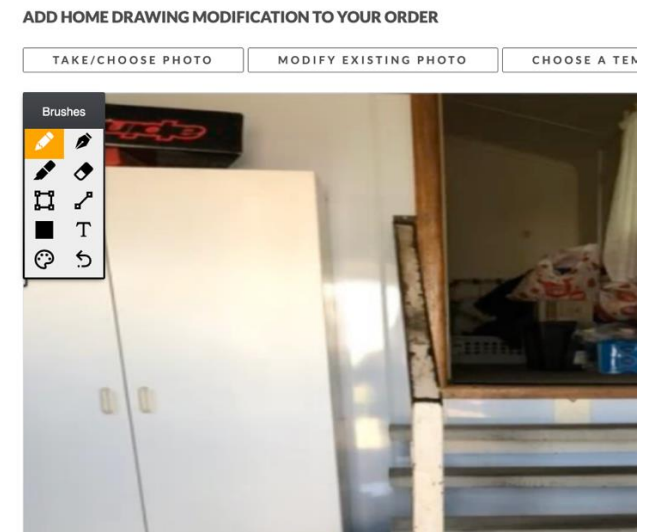
There are tools that you can use to modify your drawings. These tools are located on the left-hand side
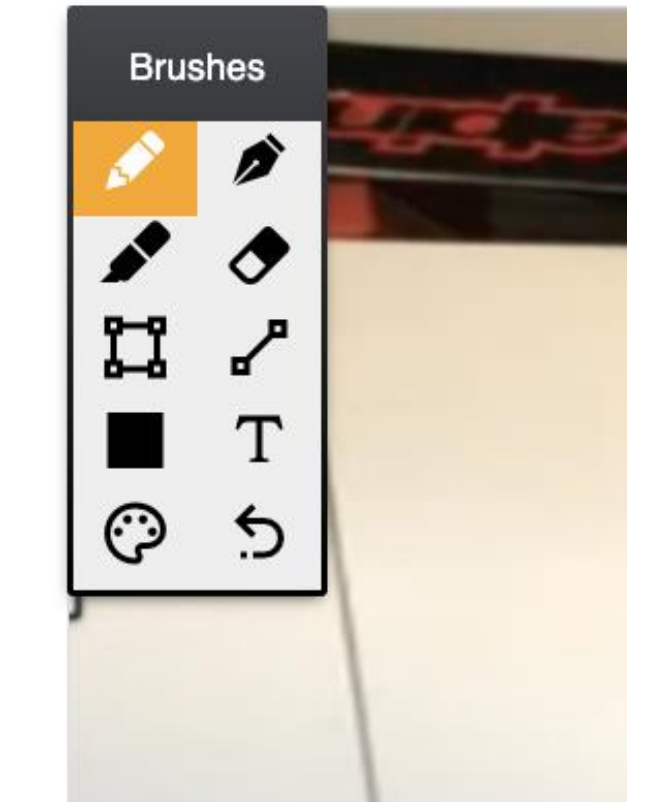
You can use the pencil, pen and highlighter tool to draw on the image

You can use the shape tools to draw shapes

You can use the text tool to add any instructions. Click on the check mark to save your text
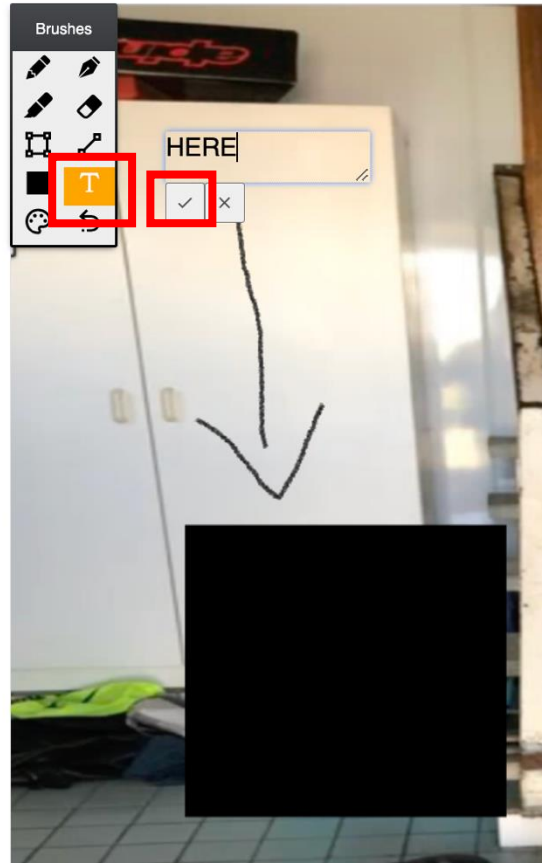
You can use the eraser tool to erase any unwanted parts from your image

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To undo your last action, select the back arrow icon to undo your last action	
Once done, give your image a file name and select **SAVE PHOTO**.	
The file will be added to your uploaded documents.	**UPLOADED DOCUMENTS** ☐ Image1.png ☐ signature-20240710_160558.png ☐ Image Home.png
Later, if you need to amend your image you can come back to the home modifications and select **MODIFY EXISITNG PHOTO** from the top menu	
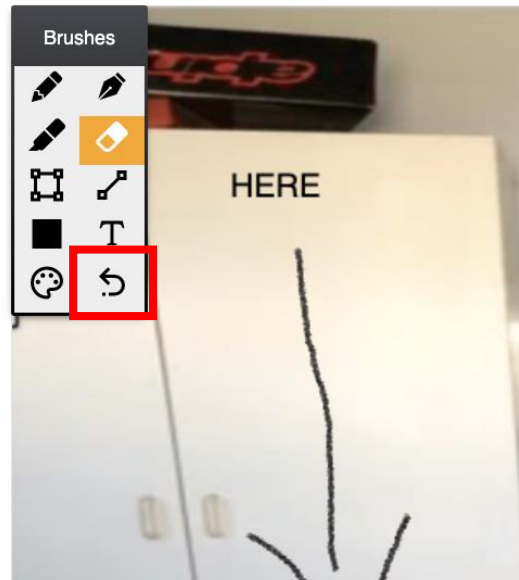
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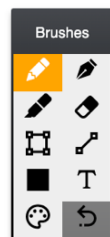
Select the image from your exisiting documents	
You can add any additional modifications to your photo	
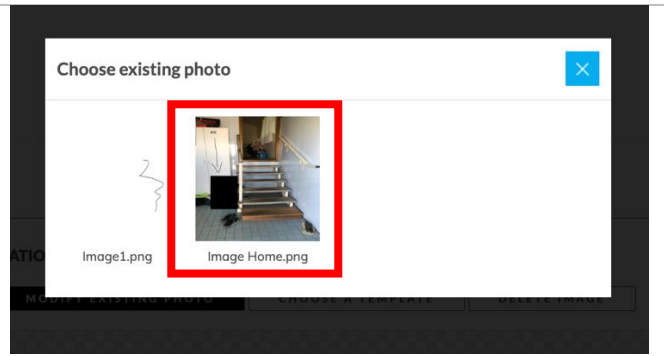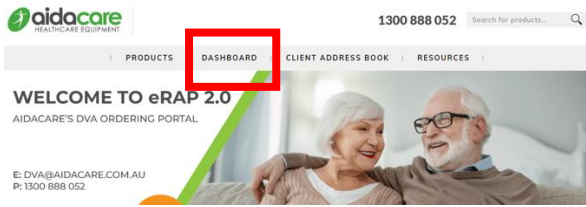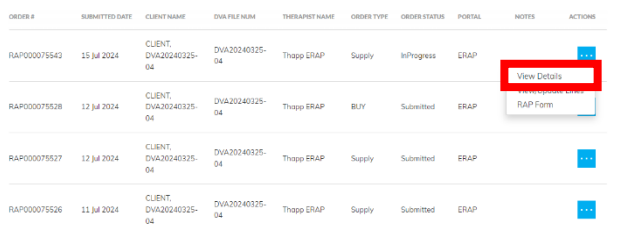
6. DASHBOARD

DESCRIPTION	VISUALS
From the dashboard you can do the following: • View the status of your order and then view details of the individual order • Search order by entering order number or client name or client number • Edit your draft order • Export your order to a PDF RAP form • Mark your trial order as Successful or Unsuccessful • View other portal orders	
Go to the Mega Menu and there is a link called 'Dashboard' or you can directly to https://erap.aidacare.com.au/partner-portals/erap/dashboard/	

6.1. VIEWING ORDERS

DESCRIPTION	VISUALS
On the Dashboard landing page, you can view the list of orders and their statuses	
Then you can view the details of the order by clicking 'View Details'	

6.2. SEARCHING ORDERS

DESCRIPTION	VISUALS
You can enter the order number, client name, and DVA File number to narrow down the listing	

6.3. EDITING DRAFT ORDERS

DESCRIPTION	VISUALS
You can edit your draft order, by going to the 'Draft' tab, then click 'Edit Draft'	

6.4. EXPORT TO A PDF RAP FORM

DESCRIPTION	VISUALS
Any orders on the Dashboard, can be exported as a RAP form by clicking on 'RAP Form'	

6.5.   MARK TRIAL ORDERS AS SUCCESSFUL OR UNSUCCESSFUL

DESCRIPTION	VISUALS
You can view any 'Open Trial' orders by clicking on 'Open Trial' tab on the Dashboard	
Then, click on 'View/Update Lines' to view more details about the order	
If your trial order has been marked as 'Trial Delivered', you can then mark it as 'Successful' or 'Unsuccessful'	

6.6.   VIEW OTHER PORTAL ORDERS

DESCRIPTION	VISUALS
If you are linked to more than one portal, you will be able to filter and choose between different portals on the Dashboard. Using the drop down menu, you can choose which portal you would like to see	

7.   Support

We are here to help you with any issues or feedback.

For portal enquiries
Ecommerce team:
1300 243 248
ecommerce@aidacare.com.au

For order status, stock availability or operational issues:
Aidacare DVA team
1300 888 052
dva@aidacare.com.au