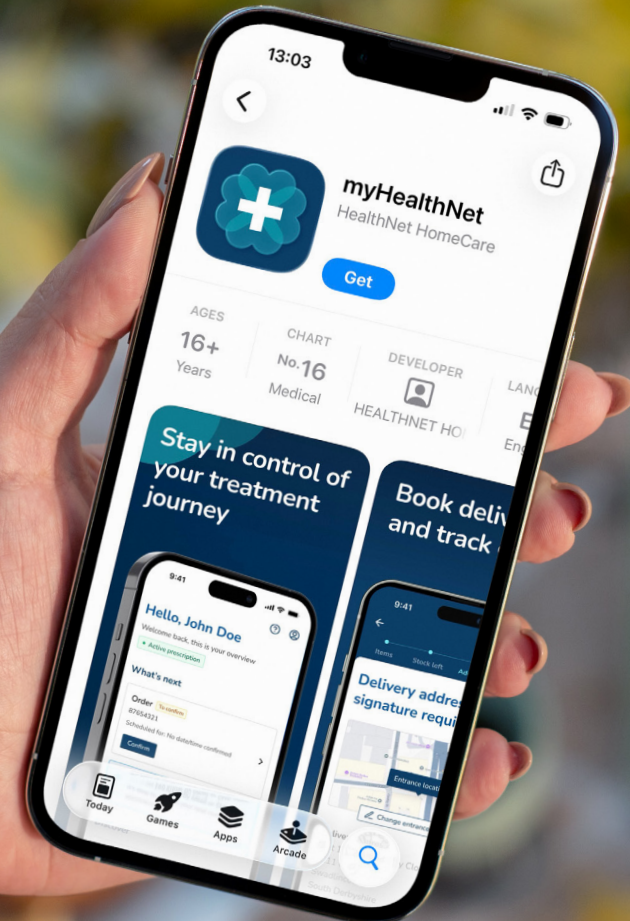




User Guide

MyHealthNet

HealthNet's Mobile App & Online Portal



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Click a section to be taken to the right page.

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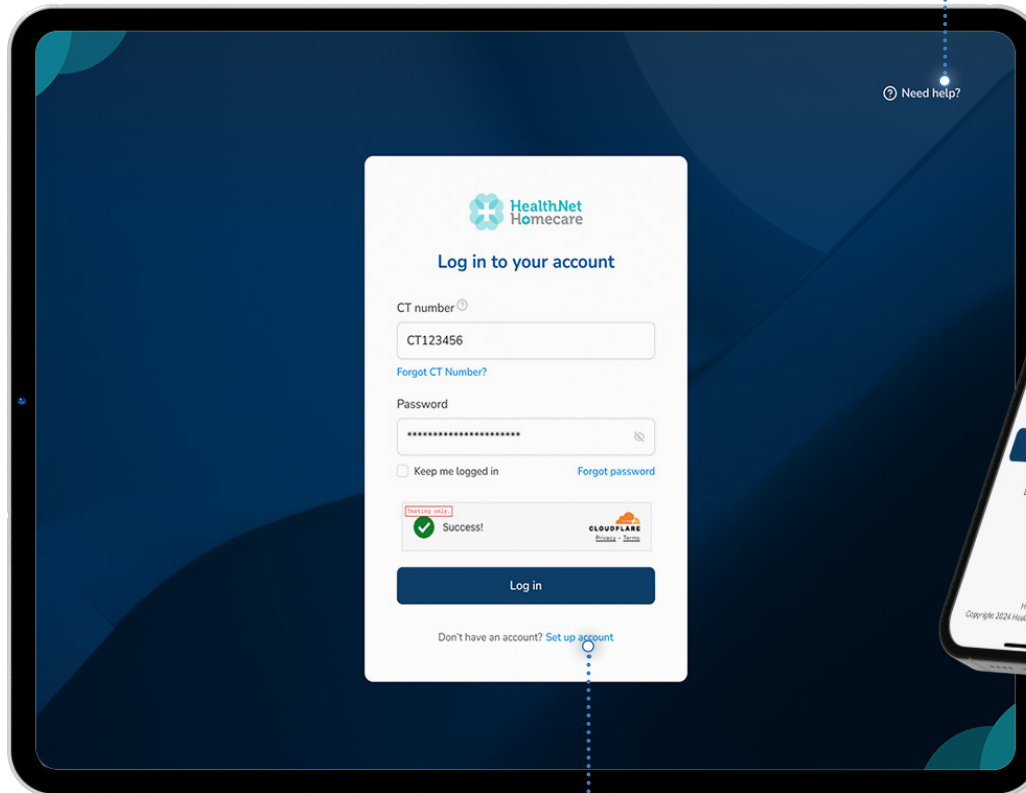
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This guide shows both mobile and tablet mockups to demonstrate two ways to access the platform. The steps and screens are the same on both, except for Two-Factor Authentication, which is only available through the desktop portal.



Get Started

To download the app search for 'MyHealthNet'



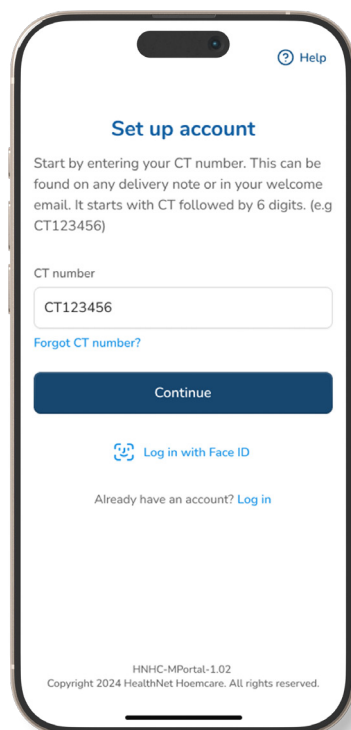
Click '**help**' to go to our frequently asked questions on our website.

Your **CT number** can be found on correspondence from HealthNet Homecare.

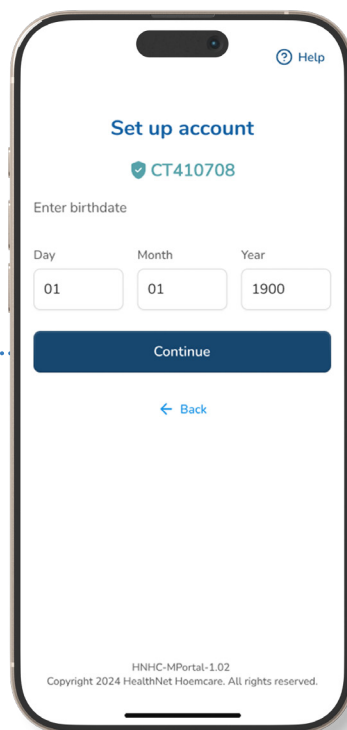
If you have never logged into our tools before, please click here to set up your account and create a password.



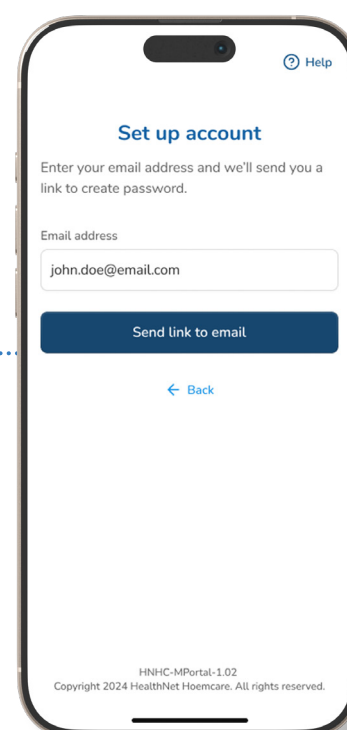
Account Setup



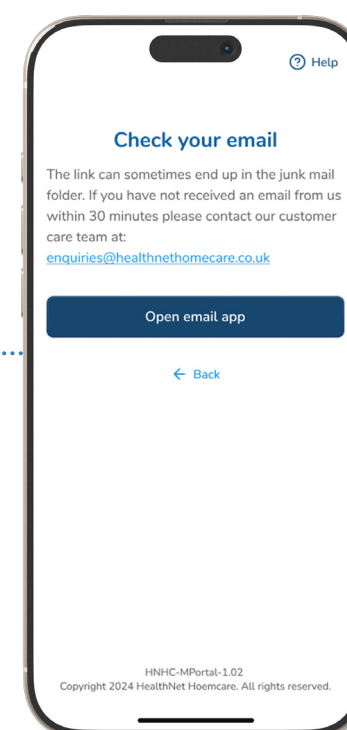
Enter your CT Number. It can be found on correspondence from HealthNet Homecare.



Enter your birthdate to help us identify you with your account. Format: **DD/MM/YYYY**.



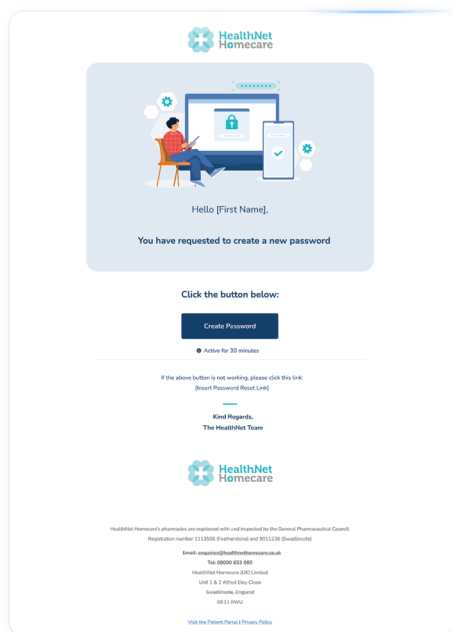
Enter the email you used when the hospital registered you to our service.



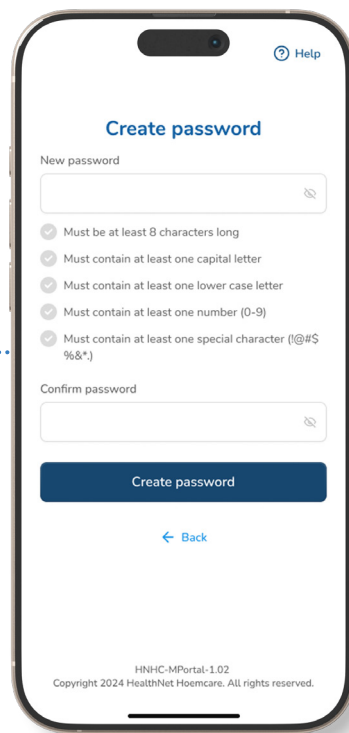
Click 'Open email app' or just go to your email inbox directly.



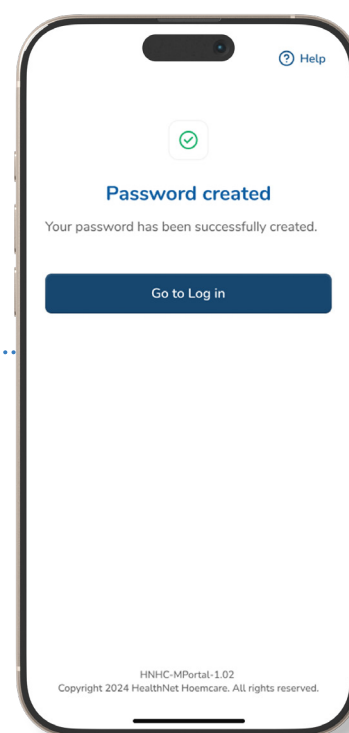
Account Setup (CONTINUED)



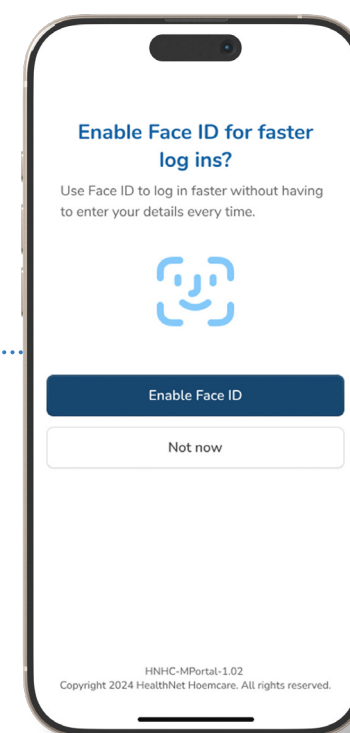
You should receive an email that looks like this. Click the 'Create Password' button, or there's a link below if the button doesn't work.



Enter a password that meets the criteria listed.



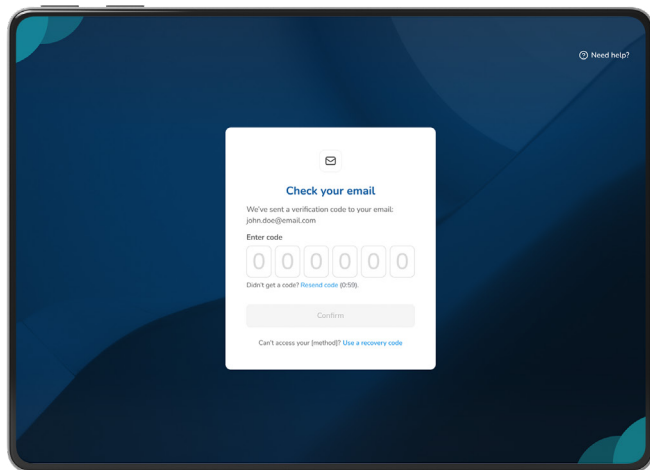
You will see this screen when your password has been created. You can now login with your CT number and password.



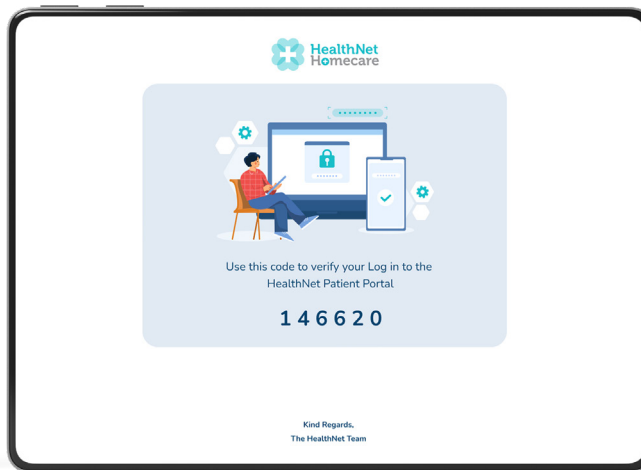
On the mobile app, you'll be asked to enable Face ID or Biometrics (on Android). You can turn this off anytime in 'My Account'.

Two-factor Authentication

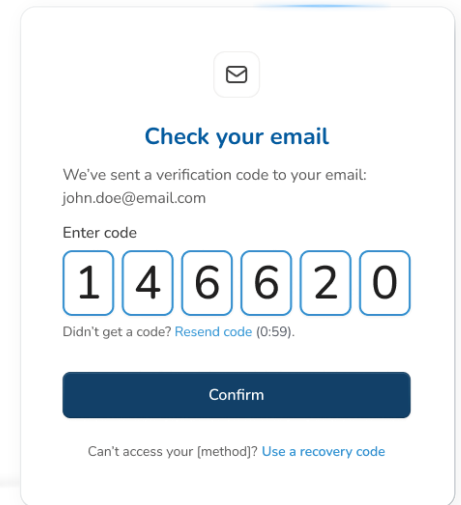
LOG IN



After logging in on desktop a Two-Factor Authentication code will be sent to your email, SMS or WhatsApp account.



You should receive an email that looks like this, showing you your verification code.



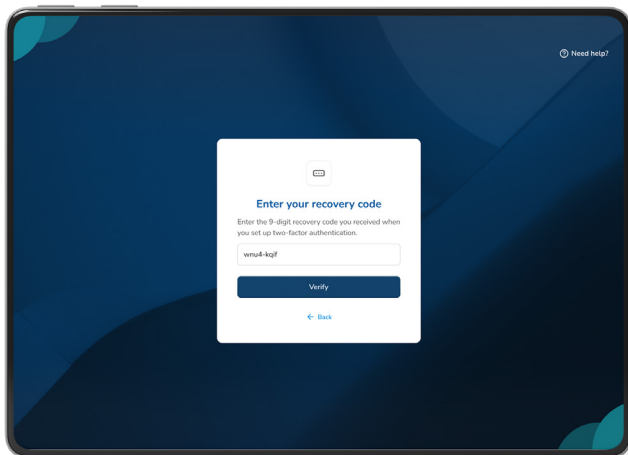
Enter your authentication code and click confirm



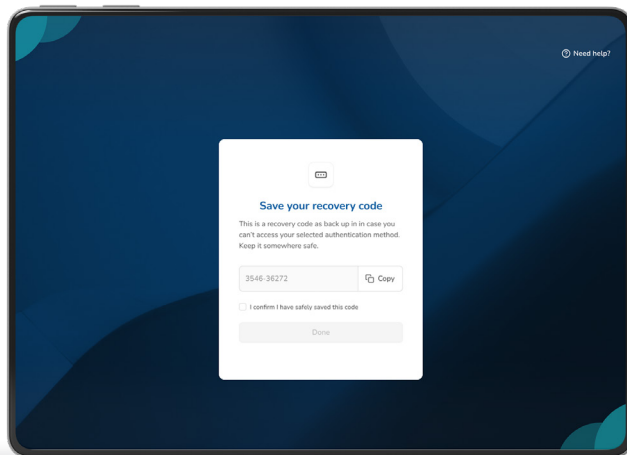
Two-factor Authentication

RECOVERY CODE

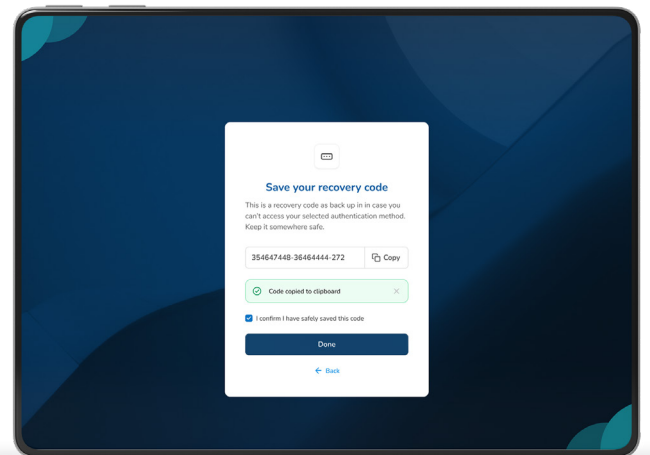
If you can't access your Two-factor Authentication code via the method you set up (Email, SMS or WhatsApp) You will need to use a recovery code instead.



Enter the 9-digit recovery code you received when you set up two-factor authentication.



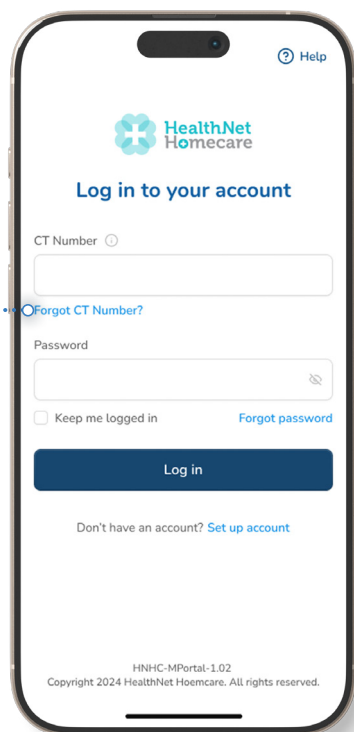
Save your code somewhere safe so you can use it when logging in if you can't access your original method (Email, SMS or WhatsApp).



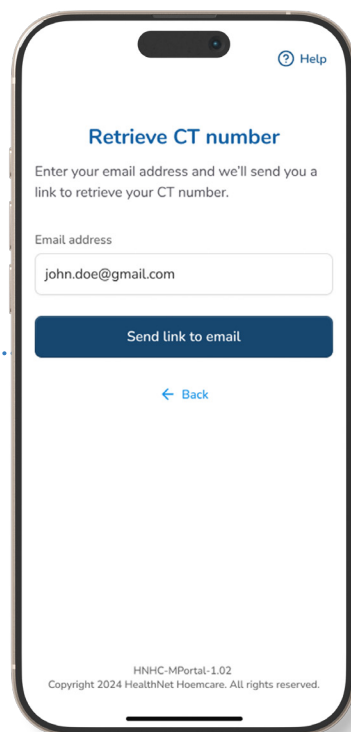
Click the check box to confirm you have saved the code, and then proceed to login.



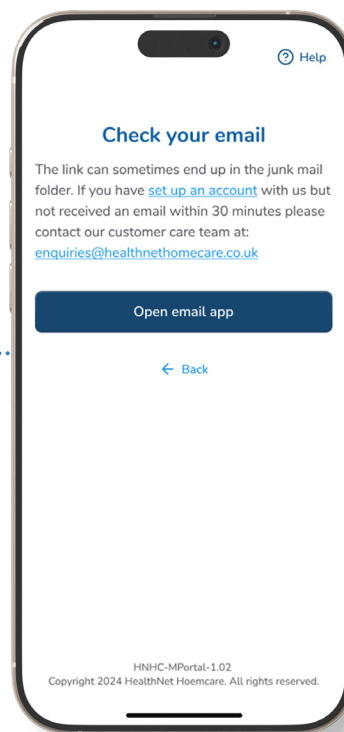
Retrieve CT Number



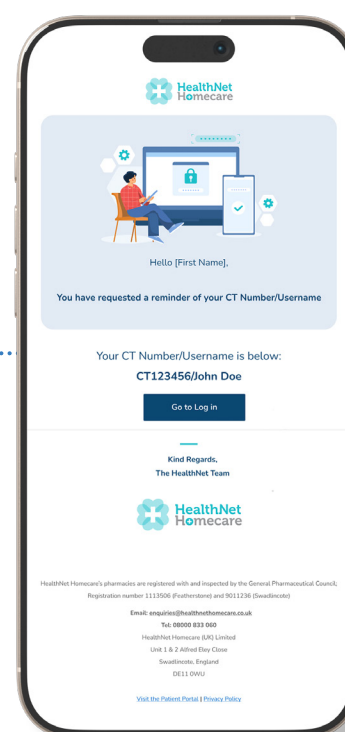
On the log in page, Tap 'Forgot CT Number?'.



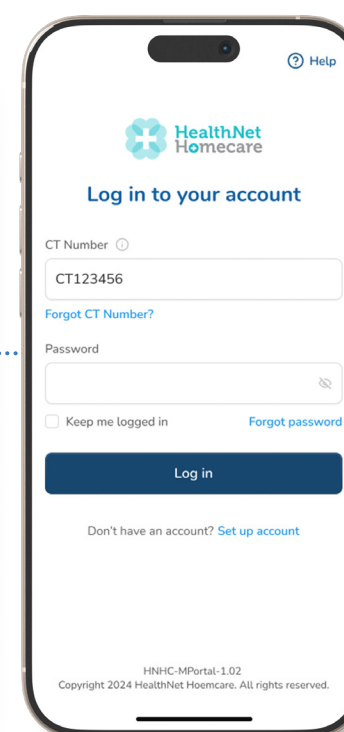
Enter your email address and tap send link.



Tap 'Open email app' or just go to your email inbox directly.



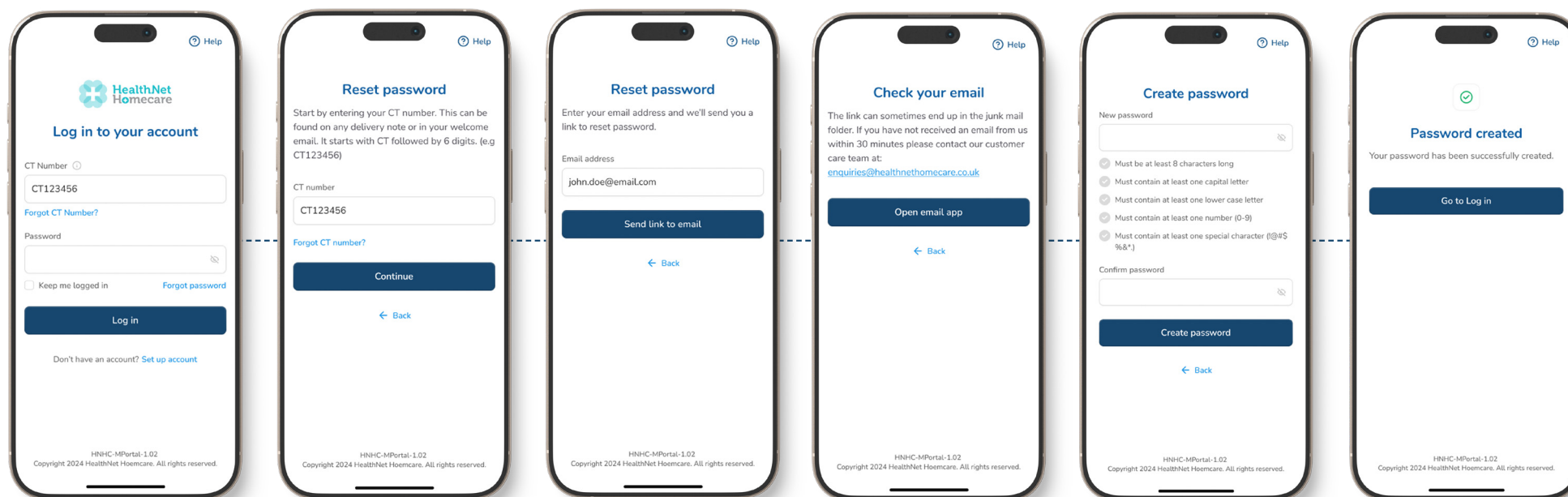
You will receive an email that looks like this. Tap 'Go to Log in'.



Your CT number will auto populate. You can now login using the CT number given and your password.



Reset Password



To reset your password tap 'Forgot password'

Enter your CT number to continue or press 'forgotten CT Number' and refer to the 'Retrieve CT Number' page.

Enter your email address. Press the button to send a link to reset a password to your email.

Tap 'Open email app' or just go to your email inbox directly.

Enter a password that meets the criteria listed.

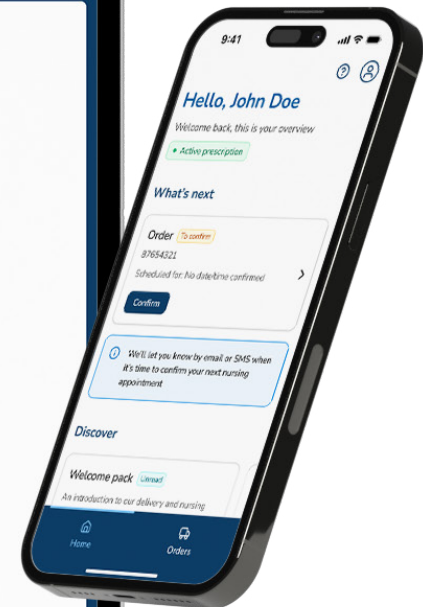
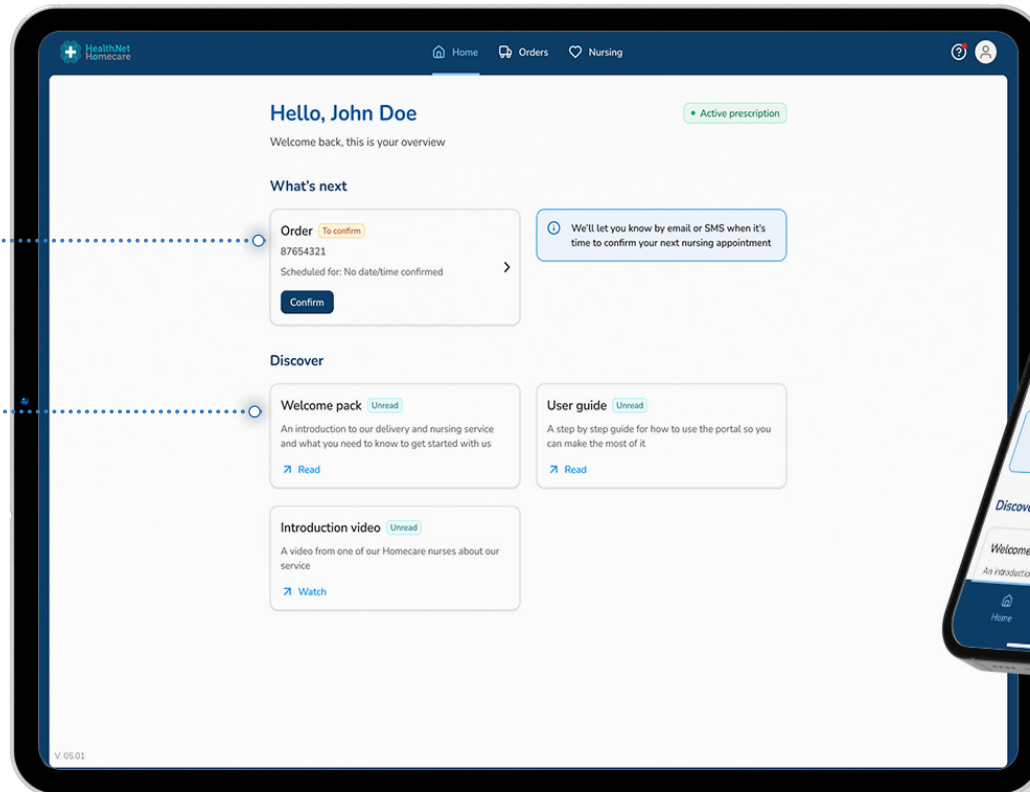
You will see this screen when your password has been created. You can now login with your CT number and new password.



Your Home

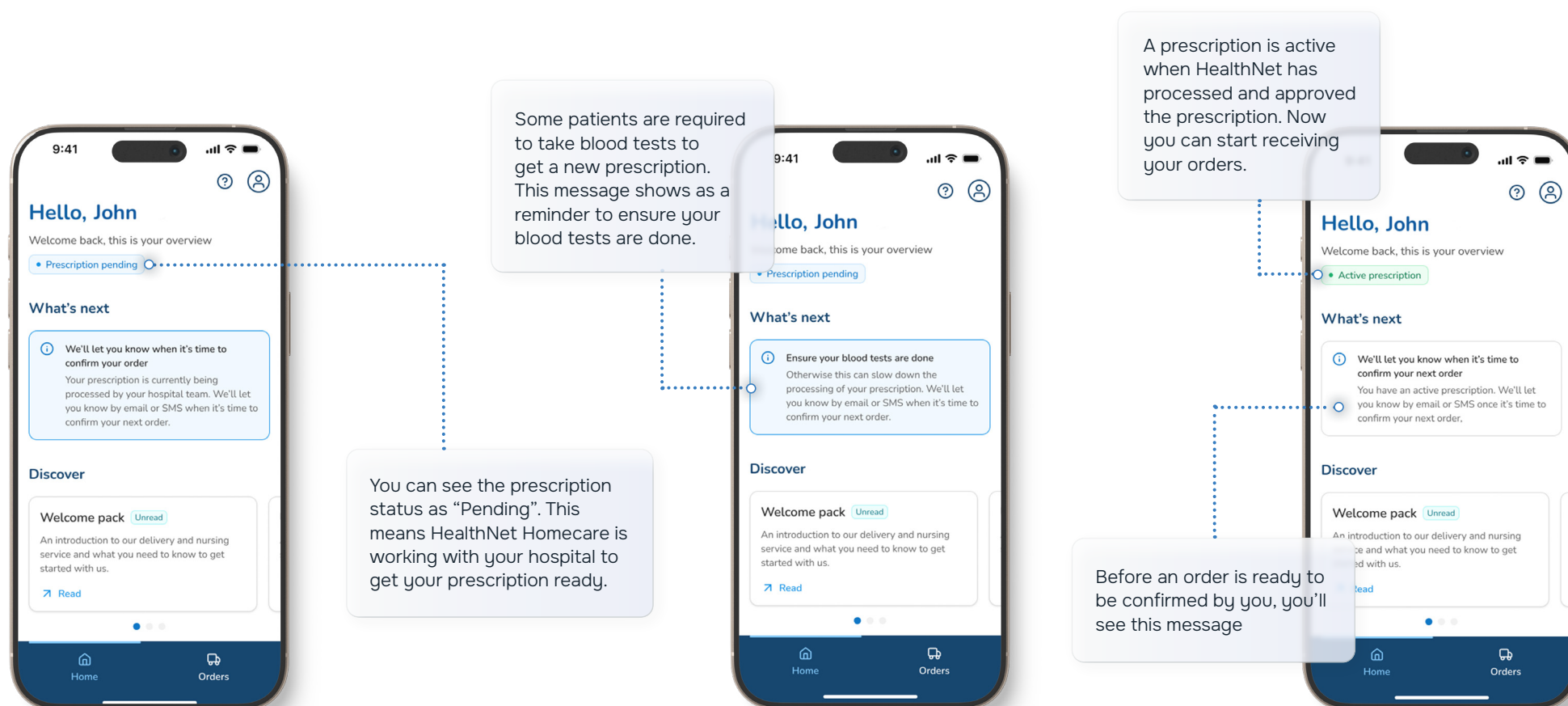
Easily see an overview of your ongoing orders.

Discover your digital welcome pack, introduction video and access this user guide all in one place.





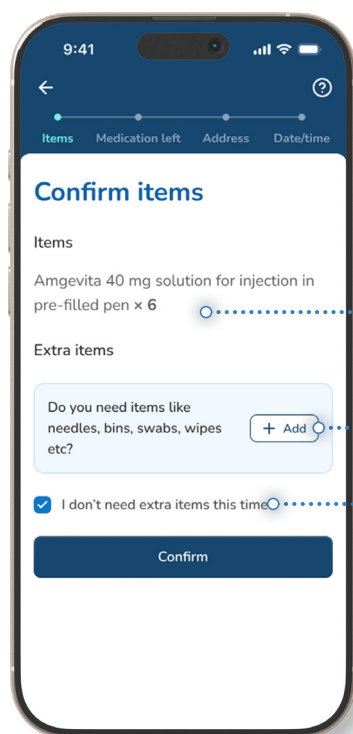
Prescription Status





Placing Order

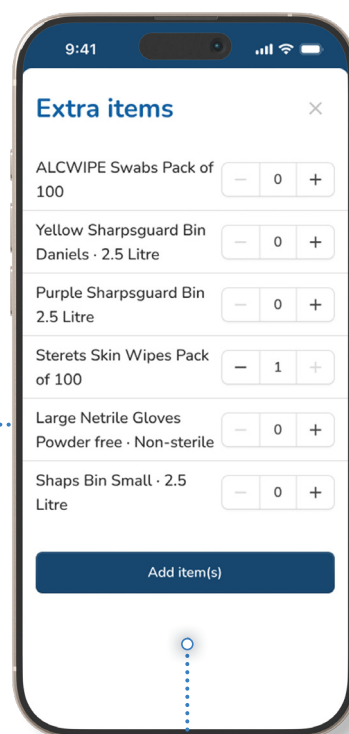
ADD EXTRA ITEMS



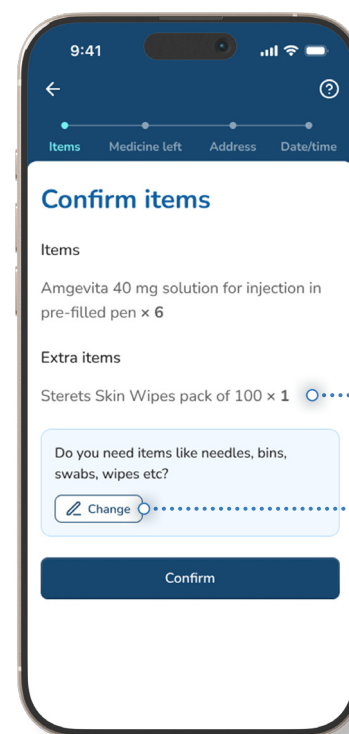
Please review the items and quantity that will be sent in your delivery.

To add any extra items to your order tap here.

Tick this box if you don't need any extra items.



Use the + and - signs to add and remove the quantity you want. Then tap 'Add items'.



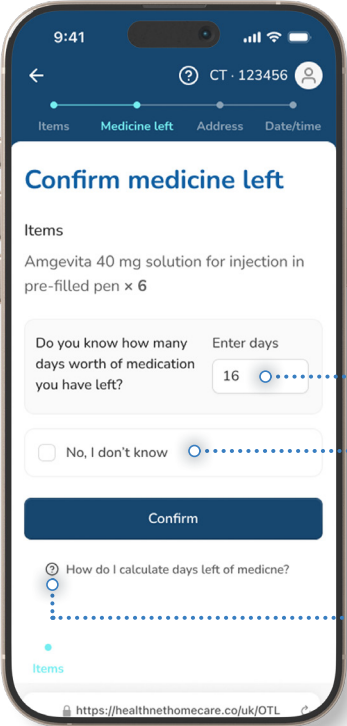
Review the extra items you have added to your order.

This button allows you to go back to the list to remove or change the quantity.



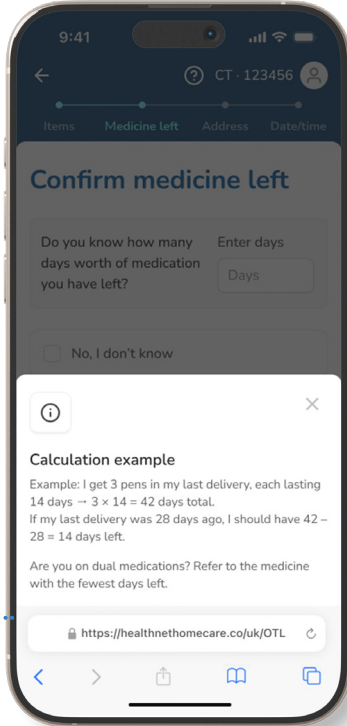
Placing Order

MEDICINE LEFT



Enter how many days left of medication you have. HealthNet is asking for this information so that we can better estimate when you need your next delivery.

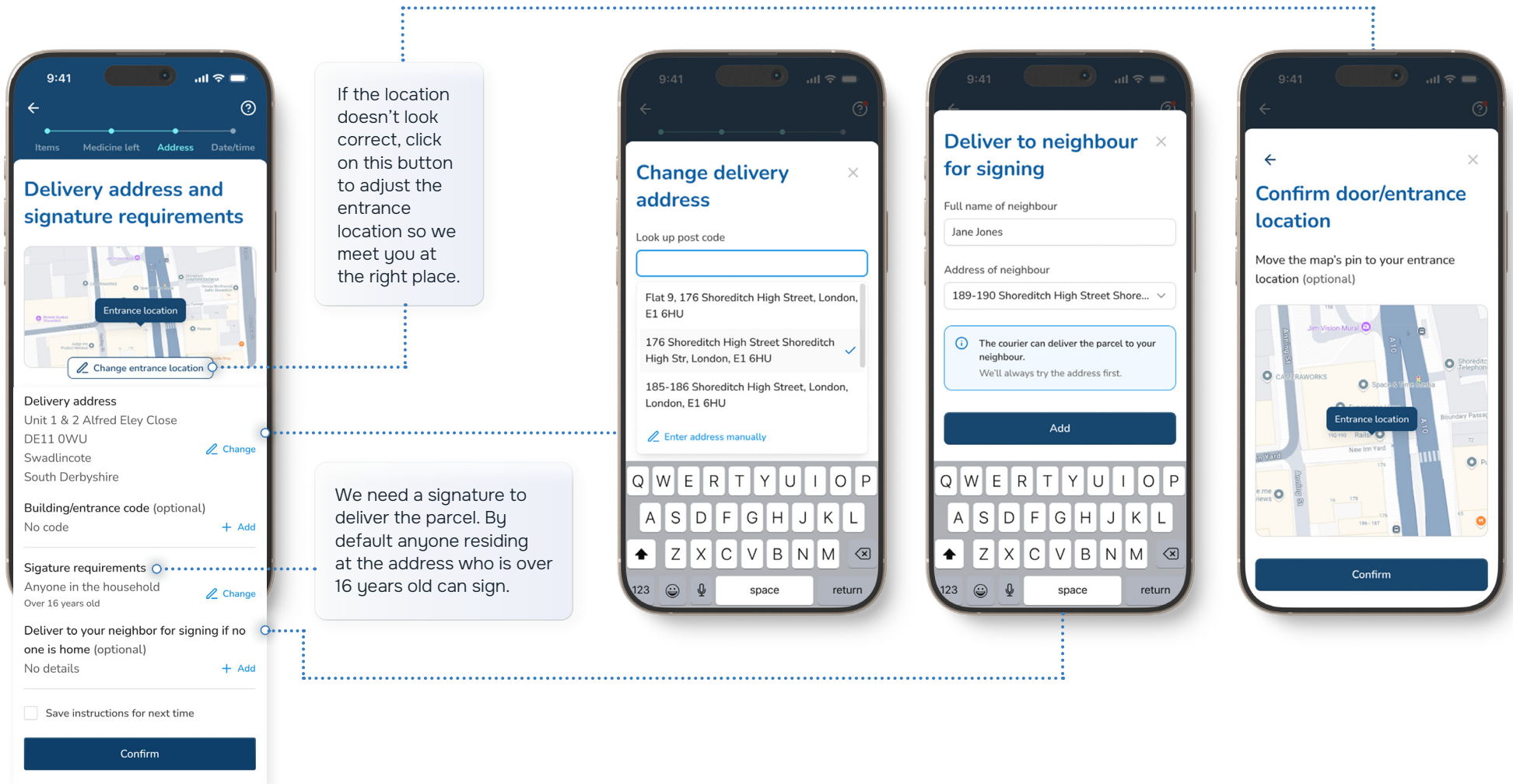
Tick this box if you're not sure how many days you have left.





Placing Order

ADDRESS





Placing Order

DELIVERY & REVIEW ORDER

9:41

Items Medicine left Address Date/time

Choose delivery date and time window

January 2025

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

All day
7:30 AM - 6 PM

Before 1 PM
7:30 AM - 1 PM

After 1 PM
1 PM - 6 PM

i We will try to accommodate your preferred time window, but it is not guaranteed. We will confirm a 2 hour time slot the evening before your delivery is due.

Confirm

Any available dates for delivery are shown in black. Unavailable dates are shown in grey and cannot be selected.

Please select a preferred time slot (availability varies by location); for LF&E deliveries, a 2-hour delivery window will be confirmed the evening before your scheduled delivery.

9:41

Please review your order before submitting

SO1234567 To confirm

Items
Amgevita 40 mg solution for injection in pre-filled pen x 6

Extra items
Sterets Skin Wipes pack of 100 x 1

Do you need items like needles, bins, swabs, wipes etc? Change

Storage information
Please ensure your medicine is stored correctly as per the medicine packaging

How many days worth of medication do you have left? Change
16

Delivery address and signature requirements Change
154-158 Shoreditch High Street
London E1 6HU

Building/entrance code
1234

Signature requirements
Jane Doe
Mother

You can still make changes to all sections before submitting your order. You can change Extra items, Address and Signature instructions until your order is picked in pharmacy/In transit. You can request to reschedule the delivery date/time up until 17.00 the evening before your delivery.

Delivery address and signature requirements Change

154-158 Shoreditch High Street
London E1 6HU

Building/entrance code
1234

Signature requirements
Jane Doe
Mother

Deliver to a neighbour for signing
Jane Jones, 179 Shoreditch High Street

Delivery date and preferred time window Change
10th of Jan, 2025, All day

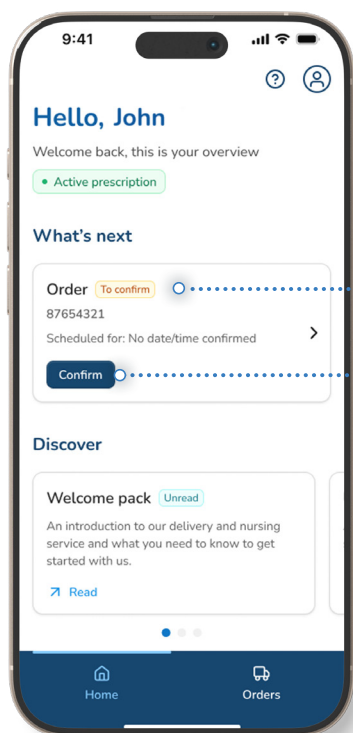
i You can change your order until it has been picked up in the pharmacy. We'll let you know in an email or SMS.

Submit

If everything looks ok, please tap the button to submit the order to us.

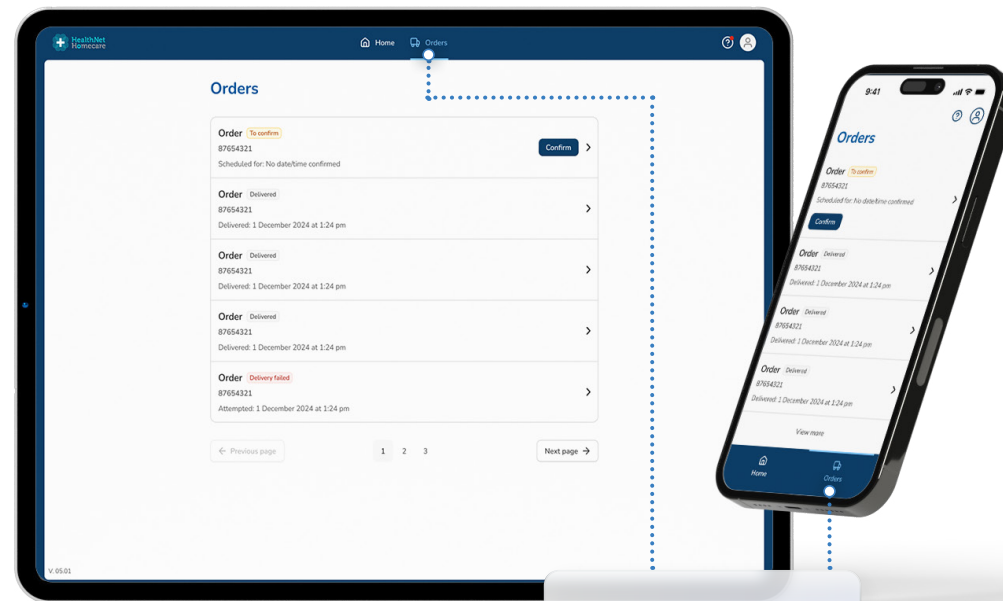


Confirm an Order



Once an order is ready for you to confirm you'll see it on the home page. (you will also get a notification over Email, Whats app or SMS).

Tap on the button or on the whole order card to start the steps to confirm an order.

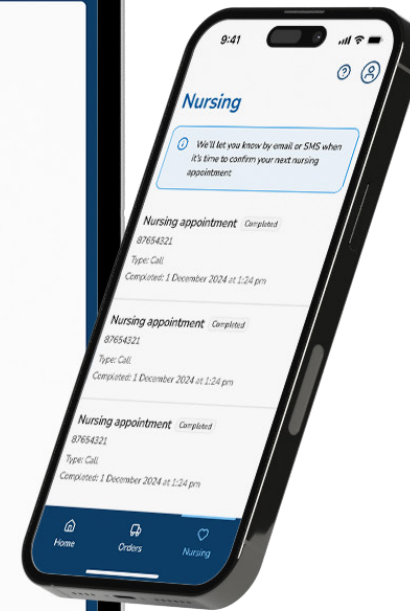
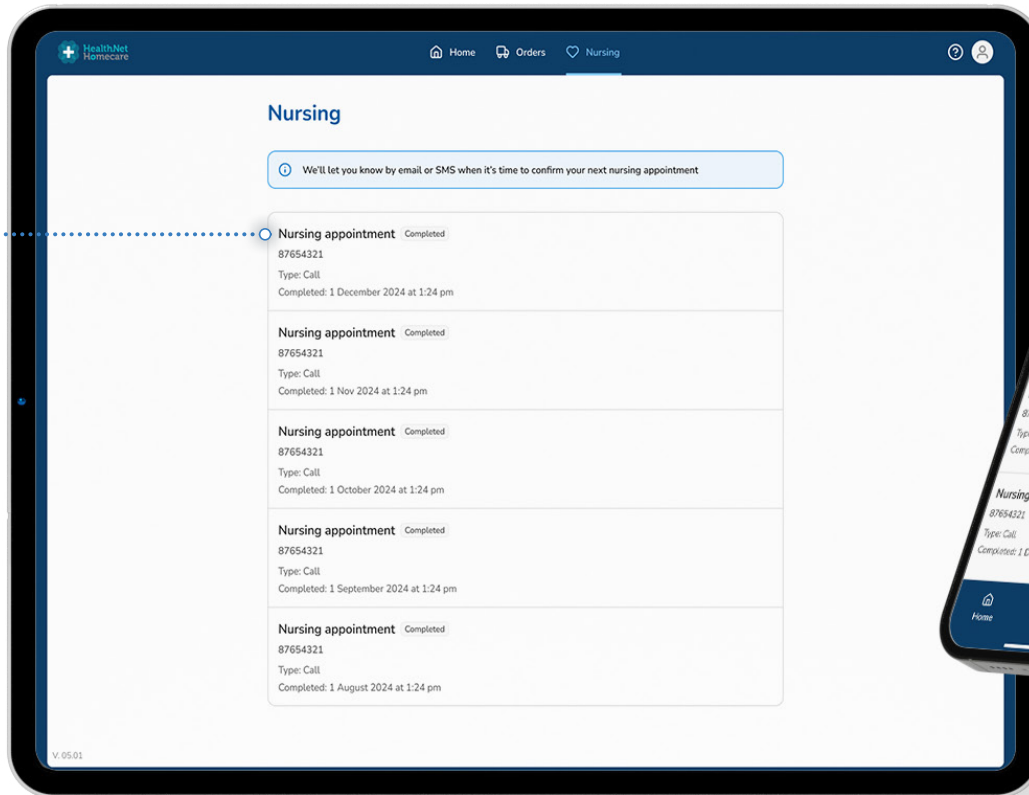


You can also confirm an order via the orders tab

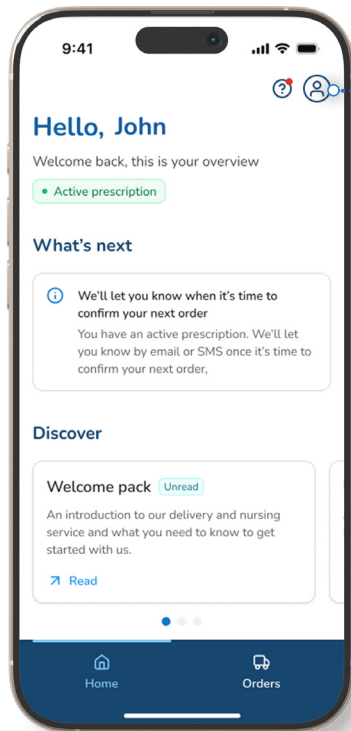
Nursing



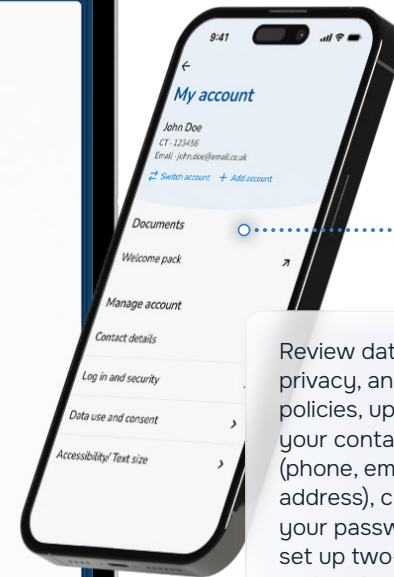
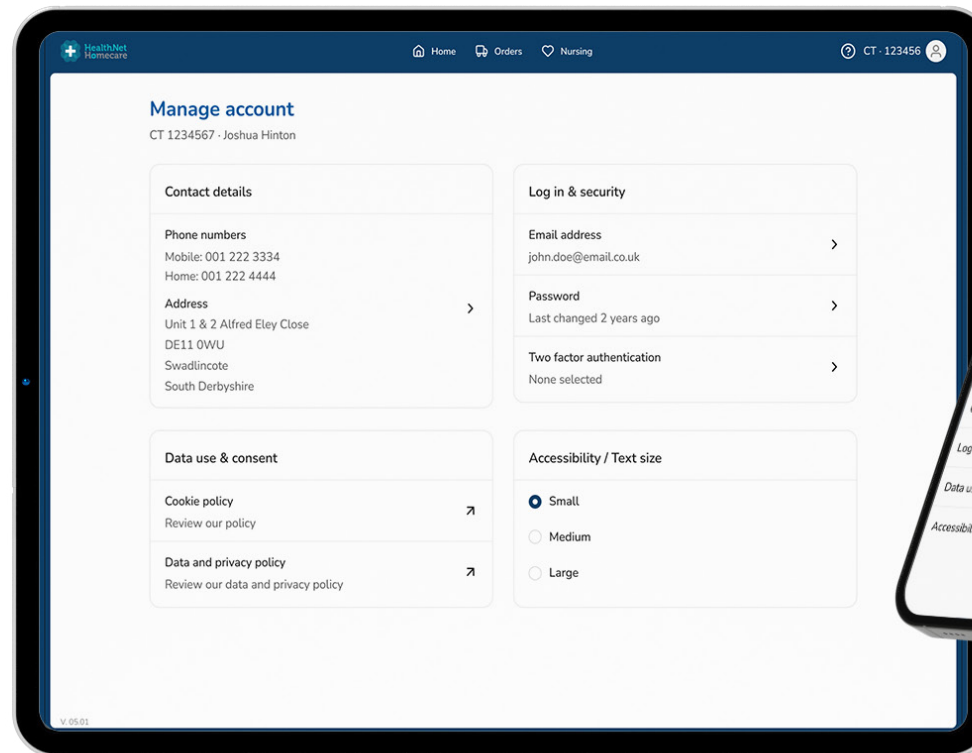
Track the status of your nursing appointments. You'll have the ability to amend or cancel your nursing appointments.



Manage Account



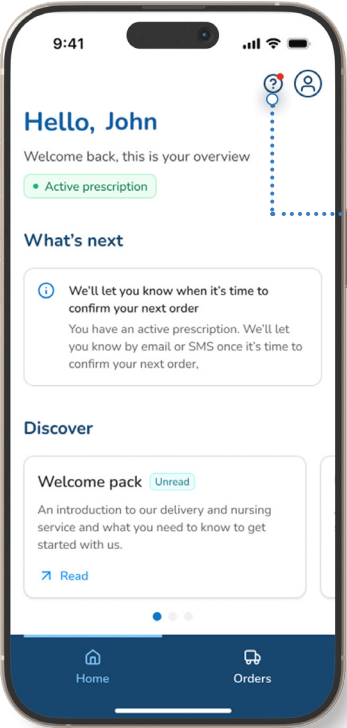
To navigate to the 'Manage Account' section tap here.



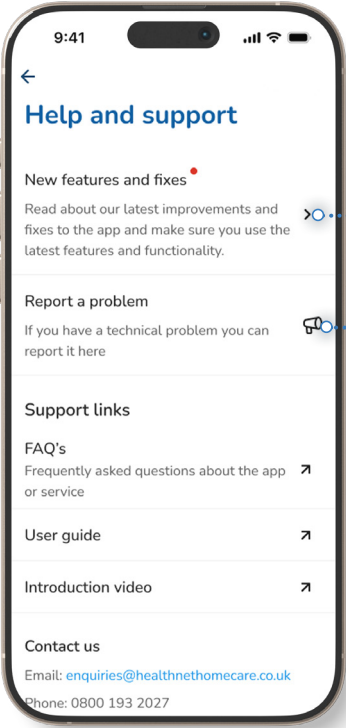
Review data, privacy, and cookie policies, update your contact details (phone, email, address), change your password, set up two-factor authentication for security (desktop only), set up face/touch ID (app only) and adjust text size for better accessibility.



Help & Support



Tap the help icon to go to help and support page. When you see the red dot it's indicating that there are new features and fixes available in this release.



Tap to view release notes. The red dot indicates that you have not read about the newest release.

Tap here to report a technical problem to HealthNet Homecare. You will be asked to describe the issue.



Still having problems?

If you're still having any difficulties please contact Patient Support on:

0800 083 3060

enquiries@healthnethomecare.co.uk

The telephones are manned from 08:00am to 18:00pm
Monday to Friday, and 8:00am to 17:00pm on Saturdays.