

Tip Sheet: eMedical Account Activation and Logon -How to Activate eMedical Account (first time)

A. Account activation process

If your user account has been created by the U.S. Department of State (DOS), or by your clinic administrator, you will be required to activate your account as outlined below:

- Step 1: You will receive an email titled eMedical Account Activation from emedical@state.gov
- Step 2: Press the web address hyperlink in this email

The **eMedical account activation** screen will open in your web browser with your user name displayed in the **Name** field.

- Step 3: Enter your Date of birth
- Step 4: Enter a password of your choice in the New Password field
- Step 5: Re-enter the password to confirm it

Create password	
New password *	0
Re-enter password *	

Note: Your password must be a minimum of 9 characters. It must consist of at least one character from following four groups:
Lower case letters (a - z)
Upper case letters (A - Z)

- Digits (0 – 9)

- Punctuation and special characters ~ `! @ # \$ % ^ & * () _ + = - { } \ , . ? /

- For example: Rwilliam7, WILLIAM7\$, william123#
- Step 6: Select two Security questions from the drop down lists
- Step 7: Enter an Answer for each question

Secret Questio	ns
The secret que account manage eMedical suppo	astions you define here will be used to reset your password and perform other rement functions. They may also be used to identify you when you speak to rt by phone.
Question 1	* Select an Option
Answer 1	*
Question 2	* Select an Option
Answer 2	*

Note: This step is very important as the answers will be used to verify if you need to reset your password at a later stage. To reset your password, you will need to type in your answer in exactly the same way as you did during account activation.

For example if your answer was 'Cat' for a question 'What is your favourite animal?' then you must type 'Cat' as your answer. Typing your answer as 'cat' will not be accepted by the system and you will not be able to reset your password.

Consequently, we recommend that you use **all lower case letters** when entering your answers to avoid confusion later on (i.e. so you don't have to remember where you used upper case letters).

Step 8: Press the OK button

A success message displays, confirming that the process completed successfully. You will also be sent an email to your primary email account confirming your account activation. The email will contain your user ID and a link to the eMedical logon page.

e .Medical	E	nglish <u>França</u>
⊘ Success		
 You have successfully initiated account registratio email and click on the access link provided to proc 	n to eMedical. An email has been sent to your registered email account with your User ID and a link to the eMedical application Logon page. eed to the eMedical application.	Open your
	Logon	
	Image: Ward with the second	
	Logon	
Terms & Conditions 9.0.086:I1-01		

B. The logon process

Step 1: Press the web address hyperlink in this email. The **Logon** screen displays

e Medical		English	<u>Français</u>	US English
	Legon			
	User id Required Forgotten User ID2 () Password Required () Forgotten Password2 ()			
	Logon			
Terms & Conditions 18.0.034:I1-01				

Step 2: Enter your User ID as supplied within the email you just received

- Step 3: Enter your Password as set during the previous step
- Step 4: Press the Logon button

A Terms & Conditions window displays.

Step 5: Press the I agree button

The eMedical Home Screen will then display.

e	Medical						<u>Security details My account Loqout</u> Mr ClericalMedical USA USA - UAT Clinic English Français US English
linic inbox	Case search	Administration -	eMedical Support	Contact us			
Case	search						
Sea	rch			● Using Health Case Identifier ○	Using Applicant Details		
Usir ID ty	ng Health Case I pe	dentifier		* Select an Option			Ø
ID				Required			
Defau	ilt screen						
							Reset Search
Netw	ork news						

Note: If you use eMedical at more than one clinic, an additional window will appear first asking you to select the clinic which you are logging in for.

Select clinic
Please select the clinic that you will be working in this session.
Clinic Location *
Cancel GO

C. Troubleshooting: Questions and Answers

1. What do I do if I get this error message?

Warning Oops! The page you were trying to find might have had an error. Please try again!

• Oops! La page que vous essayez de trouver peut-être eu une erreur. S'il vous plaît essayer de nouveau!

This will not prevent you from proceeding. Please continue with the action you are completing and/or try and logon again. If you still can't proceed please contact Home Affairs at <u>health@homeaffairs.gov.au</u>

2. What if I did not receive an eMedical account activation email?

Please check the trash/spam folder of your mailbox for an email from noreply@border.gov.au If you still can't find it, please contact your Clinic administrator who will be able to resend the account activation email for you.

If you are a 'Clinic administrator' and have not received an account activation email, contact Home Affairs at <u>health@homeaffairs.gov.au</u>

3. What do I do if the Logon screen doesn't appear and a message 'You are in a

Compatibility Mode. Please use Standard Mode' displays, or what if the logon screen appears like the screenshot below?

	Loading
Gameului	
Logon	
U ser id	Ø
Password C Forgotten User ID?	
Eorgotten Password?	
	Logon

To fix this, you need to switch off 'compatibility mode'. To do this, with Internet Explorer open:



Step 1: Go to Tools and then select Compatibility View Settings (as per the picture below).

Step 2: In the Compatibility View Settings Window, highlight immi.gov.au from the websites you've added to Compatibility View list and click Remove. Please also ensure that the "Display Intranet sites in Compatibility View" box is not ticked (as per below).

Compatibility View Settings	×	C	ompatibility View Settings	×
Change Compatibility View Settings			Change Compatibility View Settings	
Add this website:			Add this website:	
	<u>A</u> dd			<u>A</u> dd
Websites you've added to Compatibility View:			Websites you've added to Compatibility View:	
immi.gov.au	<u>R</u> emove			<u>R</u> emove
Display intranet sites in compatibility view			Display intranet sites in Compatibility View	
			Use Microsoft compatibility lists	
Learn more by reading the <u>Internet Explorer privacy stat</u>	<u>tement</u>		Learn more by reading the <u>Internet Explorer privacy s</u>	tatement
Γ	Close			Close
L				

Step 3: Press the Close button, and re-try the link in the email you have received; you should now be able to access the eMedical website

4. What if I am still having problems with the account activation process?

There may be a problem with your internet browser settings. Please follow the instructions below to delete all the browsing cookies, and temporary internet files, clear your cache and ensure 'active scripting' in your internet browsers are enabled:

Step 1: With the internet browser window open go to Tools

Step 2: Select Internet Options

🧲 eMedical - Internet Explor	er			
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Eile Edit View Favorites	Tools Help			
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	View downloads Pop-up Blocker SmartScreen Filter Manage add-ons	Ctrl+J		
	Compatibility View settings		-	
	Subscribe to this feed Feed discovery	Þ		0
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	OneNote Linked Notes Lync Click to Call Send to OneNote		L	.ogon
	Report website problems			
	anternet options			

Step 3: Under General > Browsing history press the Delete button

ternet Options			<u>?</u> ×			
General Security	Connections Adv	anced				
Home page						
To create home name tabs, type each address on its own line.						
https://bordernet.immi.local/						
	Use gurrent	Use de <u>f</u> ault	∐se new tab			
Startup						
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Start with h	ome page		_			
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Step 4: Ensure that at least the Temporary Internet files and Cookies boxes are checked then press the Delete button

Delete Browsing History	×
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.	
✓ Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
List of websites you have visited.	
Download History List of files you have downloaded.	
Saved information that you have typed into forms.	
✓ Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
✓ Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing deta about your visit, and exceptions to Do Not Track requests.	ils
About deleting browsing history Delete Cancel	

Step 5: Now select the Security tab within the Internet Options window

Step 6: Press the Custom level button

Internet Options	<u>?</u> ×
General Security Connections Advanced	
Select a zone to view or change security settings.	- []
Internet Local intranet Trusted sites Restricted sites	
Internet Sites	
except those listed in trusted and restricted zones.	-
Security level for this zone	
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.	
Custom level Default level	
Reset all zones to default level	
Some settings are managed by your system administrator	
Joine <u>settings</u> are managed by your system administrator.	
OK Cancel Ap	ply

Step 7: Select the Enable button as shown below, then press the OK button

Step 8: A warning may appear asking you if you want to change this setting. Press the Yes button

Step 9: Press the OK button on the Internet Options window and then try clicking on the link in your email again to open the eMedical Account Activation page

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