

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



The screenshot shows a form titled "Create password" with two input fields. The first field is labeled "New password" and the second is labeled "Re-enter password". Both fields have a red asterisk to their left and a question mark icon to their right. The fields are currently empty.

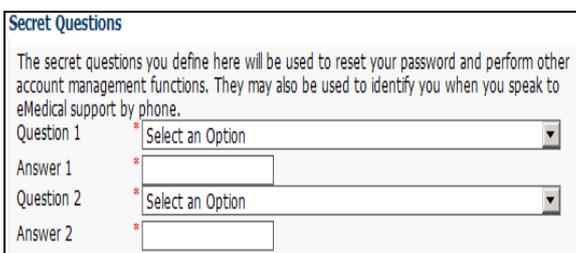
Note: Your password must be a minimum of 9 characters. It must consist of at least one character from following four groups:

- 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



The screenshot shows a form titled "Secret Questions". It contains a paragraph of text explaining the purpose of the questions. Below the text are two sets of questions. Each set consists of a dropdown menu for the question and a text input field for the answer. The first question is labeled "Question 1" and the second is labeled "Question 2". The dropdown menus currently show "Select an Option". The answer fields are empty.

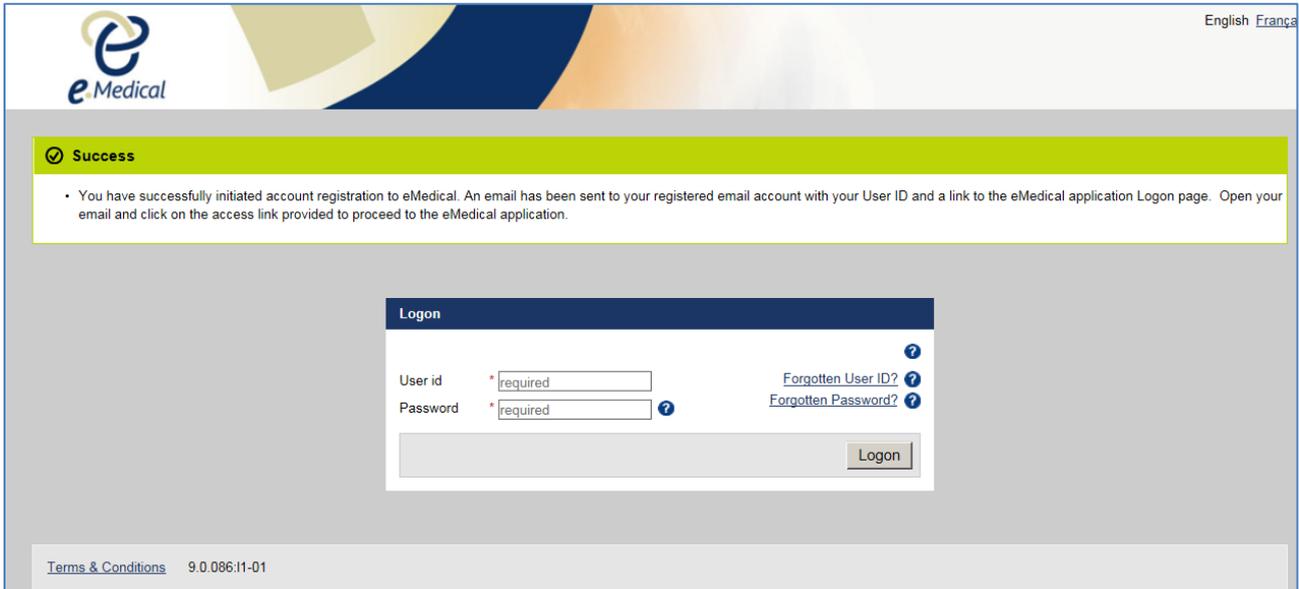
Note: This step is very important as the answers will be used to verify if you need to reset your password at a later stage. To reset your password, you will need to type in your answer in exactly the same way as you did during account activation.

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).

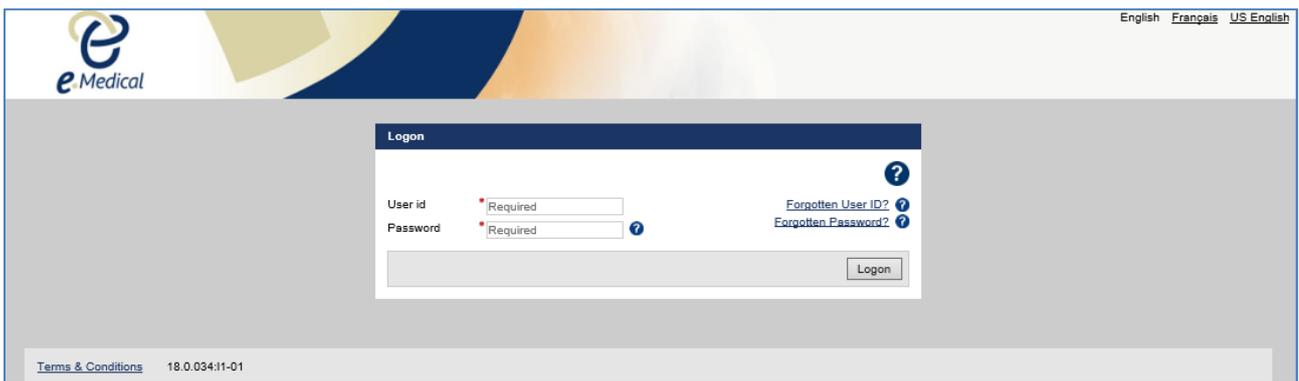
Step 8: Press the **OK** button

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.



B. The logon process

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



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.

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.

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!

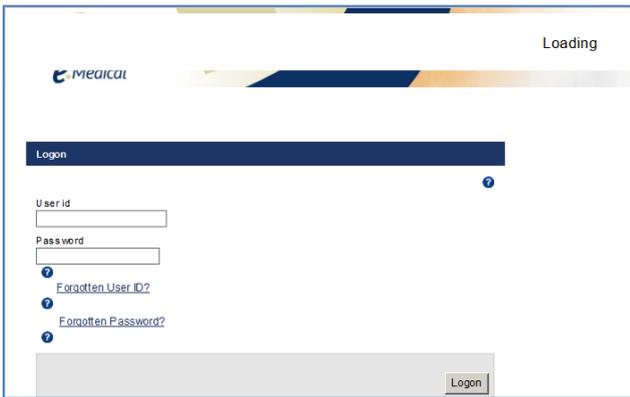
This will not prevent you from proceeding. Please continue with the action you are completing and/or try and logon again. If you still can't proceed please contact Home Affairs at health@homeaffairs.gov.au

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.

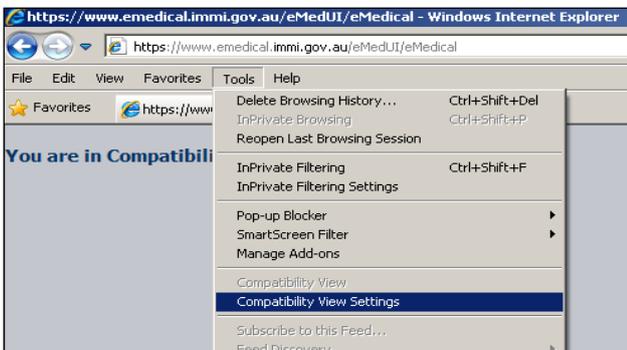
If you are a 'Clinic administrator' and have not received an account activation email, contact Home Affairs at health@homeaffairs.gov.au

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?

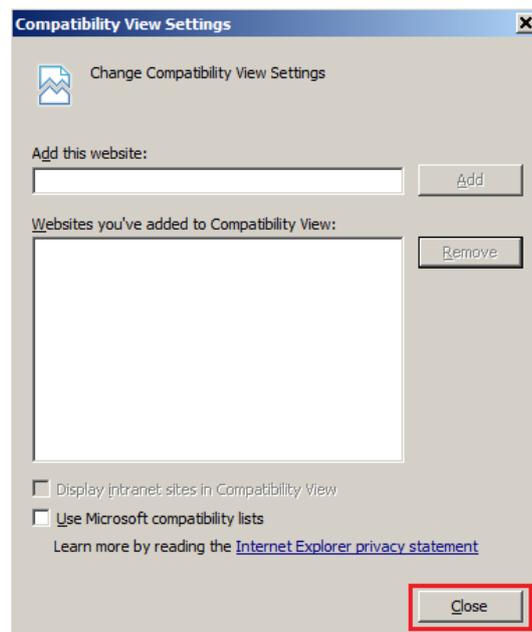
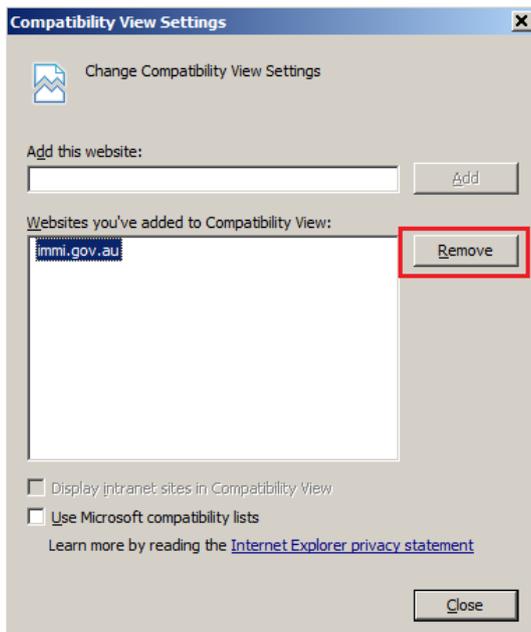


To fix this, you need to switch off 'compatibility mode'. To do this, with Internet Explorer open:

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).



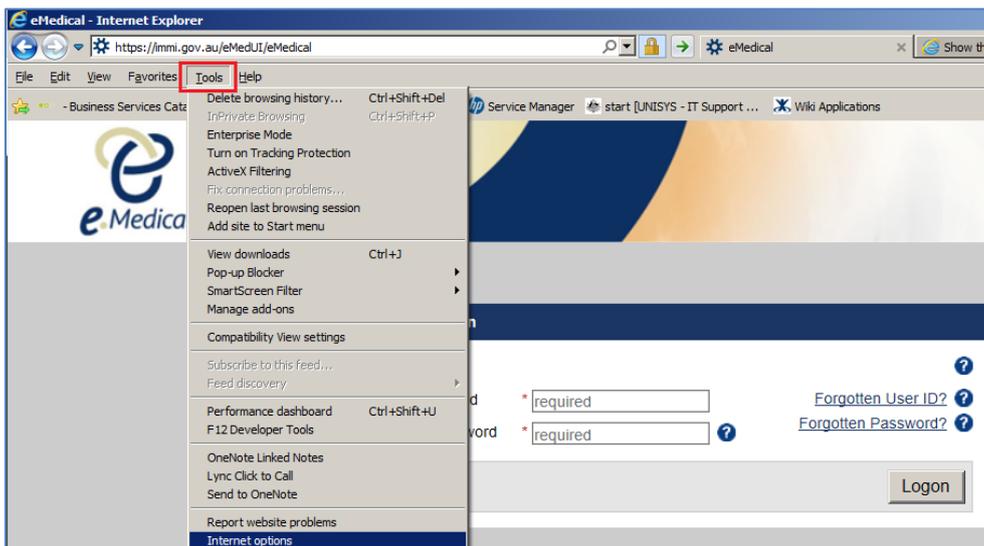
Step 3: Press the **Close** button, and re-try the link in the email you have received; you should now be able to access the eMedical website

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

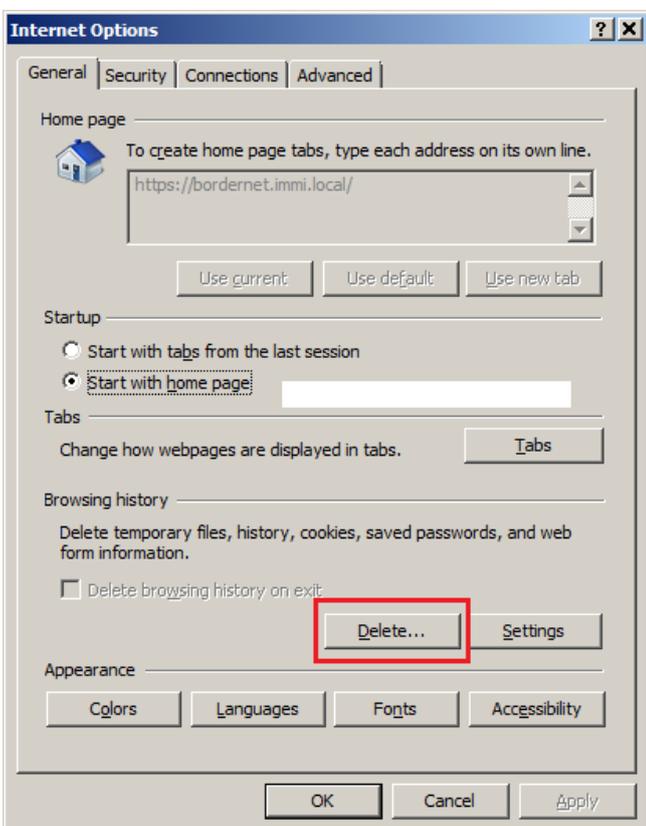
There may be a problem with your internet browser settings. Please follow the instructions below to delete all the browsing cookies, and temporary internet files, clear your cache and ensure 'active scripting' in your internet browsers are enabled:

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

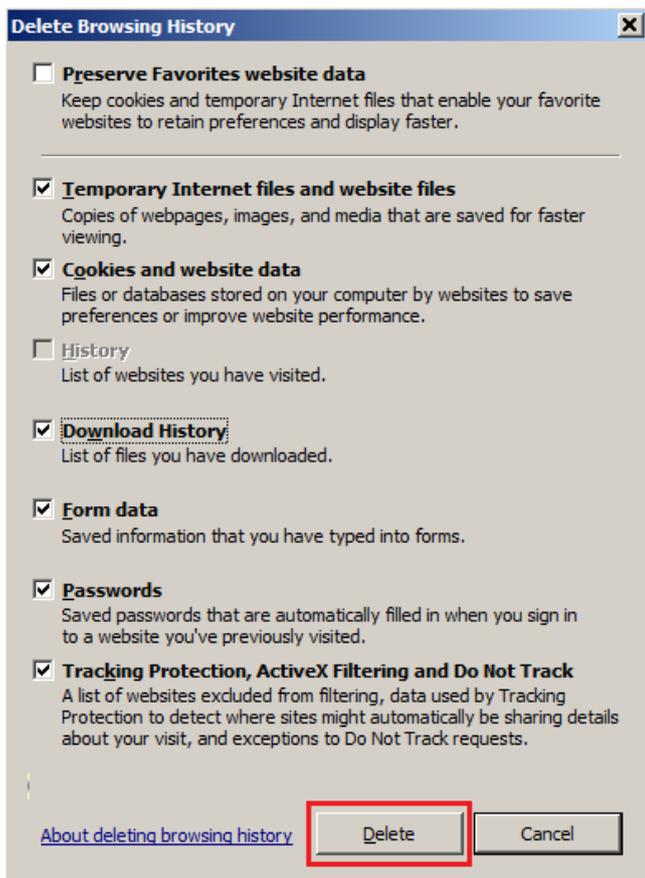
Step 2: Select **Internet Options**



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

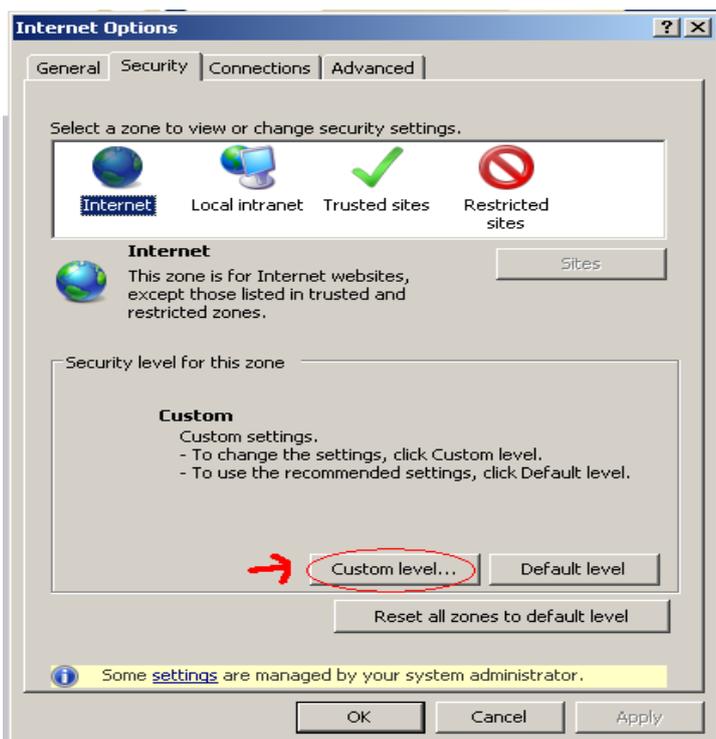


Step 4: Ensure that at least the **Temporary Internet files** and **Cookies** boxes are checked then press the **Delete** button



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

Step 6: Press the **Custom level** button



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

