



Sonic
Health*Plus*

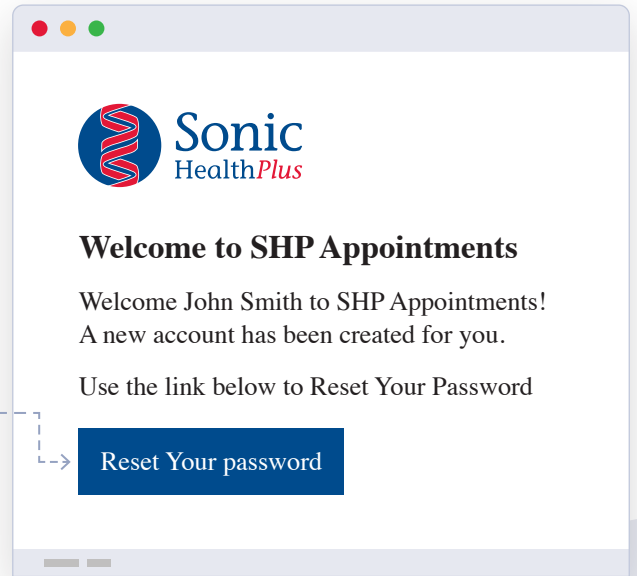


STEP ONE

Setting your password for the first time

- When you receive the below email, please select **'Reset your password'**.

If you don't receive an email asking for you to reset your password, please contact systems@sonichealthplus.com.au or speak to your Client Partner.



STEP TWO

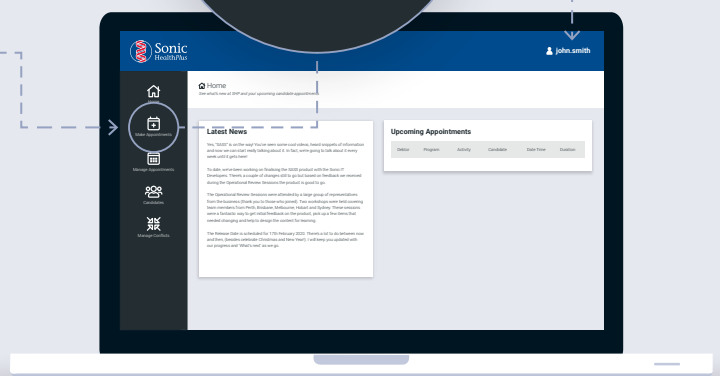
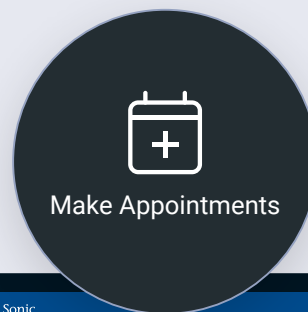
Logging in to SASS

- Once you have set your password, please continue to the Booking Portal <https://online.sonichealthplus.com.au> and enter your username and password. Your username is the name that appears in your email. As per box in the image to the left.
- If you forget your password choose the **'Forgot Password?'** option and follow the steps to renew your password.
- Once you have successfully logged in you will be directed to the SASS Client Dashboard.

STEP THREE

Select the 'Make Appointments' tab on the left of the Homepage.

- Enter your Client name or Client ID and press **'Enter'**. Select your Client name and select **'Next'** to continue.
- Your **'Company Campaign'** will provide the list of Activities set up to suit your company specific medical requirements. Select the Activity from the list of activities.
- Filter the list of clinics by using the Location Group or go directly to a clinic location and select **'Next'**.



STEP FOUR

Select an Appointment time

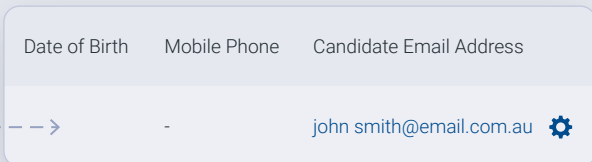
- Appointment times are grouped in morning and afternoon sessions with the number of available appointment slots indicated in blue next to each session. Once you click on a session time you will be provided with the list of available time slots. Select the requested appointment time and continue to the next page to enter your candidate information.



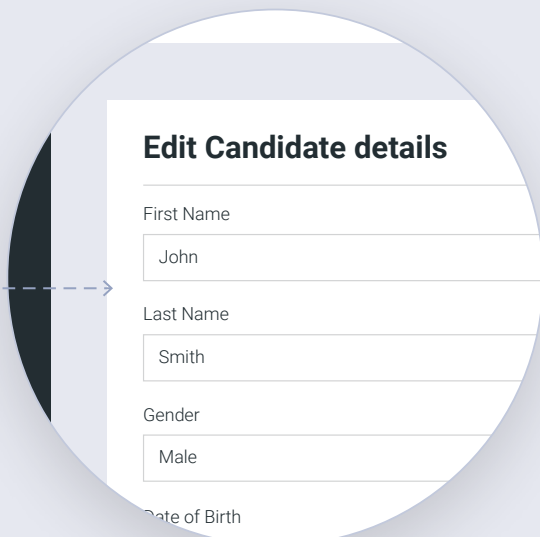
STEP FIVE

Search and Select a Candidate

- Always search for the candidate first. Enter the Candidate's first and last name and other information if available then select **'Search'**. If your Candidate has had an appointment with your Company in the recent past the Candidate's name will appear in the search display.
- Select the Candidate from the Search display, please ensure it is the correct candidate by checking the mobile and email address listed. If there is no mobile or email, or the fields need updating, you may select to edit (cog wheel on right) and make any required updates.



- If the candidate does not appear in the search, proceed to **'Create a new'** Candidate.
- Enter the Candidates details as requested.



Candidate Email Address

john.smith@email.com

- The Candidate email address is mandatory and will determine if a Candidate's appointment confirmation email is sent. If you do not have the Candidate email address please enter the email address of the person making the booking.
- If you would prefer the Candidate does not receive email information or a SMS prior to their appointment simply un-select the **'Email Send'** and **'SMS Send'** check boxes in the Candidate details screen and the notifications will not be sent.
- The SMS and email messaging includes a confirmation of time and place of appointment and reminds the Candidate that they must bring photo ID with them.
- Select **'Save'** to create the candidate and click **'Next'** to complete the **'Registration Questions'**.

Also visible when making an appointment is the status ribbon. Hover your mouse over any booking stage to show details that have been entered for this booking.

STEP SIX

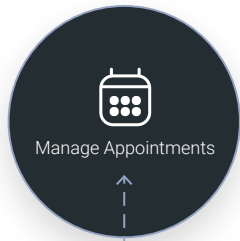
Appointment Confirmation

- Please enter your Client email address in the **'Appointment Confirmation'** screen. This must be entered to ensure you receive an email confirming this appointment
- The Appointment confirmation screen also allows you to review the details of the booking.
- To complete select **'Confirm'**.

Confirm

FURTHER INFORMATION

Modify or Cancel an Appointment



- Choose **'Manage Appointments'** from the left side menu.
- Enter the search information into any or multiple fields and select search. The search will display a list containing a number of icons.



The calendar icon means that the appointment is confirmed.



This icon indicates the appointment has been cancelled.



This icon indicates the appointment is unconfirmed. Meaning the appointment booking has not been completed and is not a valid appointment. However you can use these unconfirmed appointments to recommence a booking if the process was interrupted to save entering the booking data again.



The cog on the right of the History tab is to change details of the appointment. When you select this you will be returned to the date and time of the appointment so you can make any changes required. Including modifying the appointment date, time and providers, editing candidate details and registration questions.



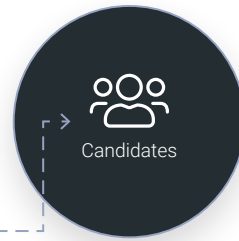
You can cancel an appointment using this icon.



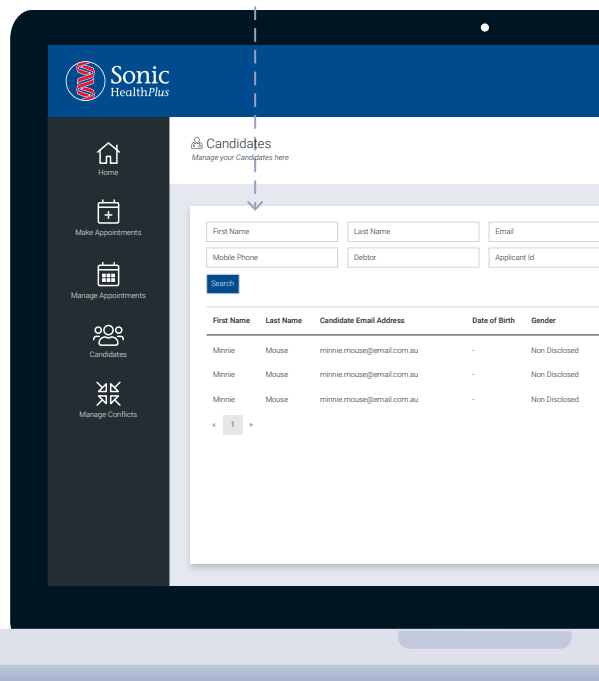
You can simply change the Registration questions by clicking here.

FURTHER INFORMATION

Candidate Search



- The **'Candidates'** tab on the left of the screen is where you can search and manage Candidate information.
- Search for the Candidate by using, first and last name, email address, phone number.
- Enter the search criteria and press enter.
- Select a Candidate profile by clicking on the cog icon and make any updates on their profile as necessary. Note, to make any changes to a Candidate booking, use the **'Manage Appointments'** screen.



Support

If you need to book an appointment and are experiencing issues with SASS, please call the Contact Centre on 1300 763 822 so the team can assist you.

When calling please have your Client ID number ready to give to your Contact Centre team member.