



welio

better together

# Questions + Troubleshooting

V1.2.0 - SEPTEMBER 2020



## REGISTRATION

### **Do I need to register each family member separately?**

We recommend all patients over the age of 18 years to register their own account. Welio only allows one mobile number per registration. If you are sharing a mobile number, you will need to use the same account. In most cases, this will be for parents of dependents e.g. children under 18 years of age.

### **My daughter tried to register her own Welio account but it won't accept it as she doesn't have a mobile number. She tried to put my mobile number in but it says 'The mobile number you entered already exists in Welio'.**

Welio uses your mobile number as one of your unique identifiers. Each registrant will need to put in their own mobile number. If they don't have one, your family member can use your Welio account for their appointments.

### **My credit card has changed. How do I update my details?**

Click on settings then Payment Details. Here you can add another credit card. Your old card details will still stay there, and you can change which card you wish to pay with at any point in time by clicking on it. The current card number will have a tick next to it.

### **I tried to register by get the error message "cannot connect to server"**

This usually means that you have only entered 9 numbers for your Medicare instead of 10. You will need to enter the 10-digits on the top of your Medicare card. The position number is the number to the left of your name on the card.

### **I registered but I didn't receive the OTP code**

Simply click on Resend Code and you should then receive your OTP.

### **I've registered but when I go to my messages to get the OTP, then go back to Welio it takes me back to the sign-up screen and wants me to put in a different OTP**

This happens if you click on the home button on your phone which will close the Welio app. Instead of clicking on the home screen:

- On Android - use the 3 lines to the bottom left of your screen to navigate to your text messages then do the same to navigate back to Welio
- On iPhone - touch slide bar on bottom of phone screen to navigate to text message. Do the same to navigate back to Welio to enter OTP.

### **I registered but can't get passed the credit card payment details section**

When you put in your credit card details, you also need to put in your post code. This is a unique feature in Welio but is required before you can click Done and move into the main dashboard of the App.



### **I no longer want to use Welio. How do I unregister?**

We understand you may at some point no longer need or want to use Welio. To unregister, go to settings and click on unregister. You will be prompted to confirm your wish you unregister. If you wish to use Welio again after this, you will need to re-register but you won't be able to see you past appointment history.

## **PRIVACY & SECURITY**

### **Why do I need to register my full name, date of birth, gender, phone number, email and address and mobile number?**

In accordance with the Australian Privacy Act (1998) and Australian Privacy Principles, Welio only records personal details that are required for the purposes of using the platform. Some of these personal details are required for you to be able to use the platform and the others are required for identification purposes and to match with your health care provider's record of you. For more information, please refer to our Privacy Policy on the main page of our website.

### **How is my privacy protected?**

Welio does not disclose information to anyone except the relevant Health Professional and your clinic staff. Welio utilises platforms that meet international standards for information management security including Microsoft Azure, Twillio, Firebase and Stripe.

### **Are my credit card details secure?**

Your credit card details are not made available to Welio. They are kept in a PCI compliant payment gateway called Stipe in an encrypted format. Only you can access your credit card details. Your card can only be charged at the end of a booked consultation with your doctor.

### **What is the PIN for?**

The PIN is so that you can log back into Welio quickly without having to put in your email and password each time.

## **VIDEO APPOINTEMENTS**

### **I received an error message when I tried to enter my appointment. What can I do?**

Log out and log back in. This sometimes happens if you have been logged in for a long time.

### **I can't find how to book an appointment in Welio.**

Currently Welio is not set up as an online booking platform with clinic software. You will need to book with your healthcare provider via your practice's usual booking processes e.g., by phoning the practice or using their online booking platform.

### **How do I cancel my Welio appointment?**

Currently all appointments need to be made via your practice's normal booking processes e.g., by phone or the practices online booking system. If you need to cancel your appointment, please do so via your practices usual processes for cancelling an appointment i.e., call the practice or cancel via their online booking platform if you have booked online. Your practice will then cancel the appointment in Welio for you.



### **I'm in the waiting room but I can't see my doctor.**

Just like an actual waiting room, your doctor or health care provider may sometimes run a bit late. We recommend you continue to wait. If your wait time is too long, we recommend you call the reception team at your practice to ask about your waiting time.

### **My doctor can hear me but can't see me.**

Make sure when you enter the virtual waiting room that you click OK to your mobile device accessing your camera

### **My doctor can see me but can't hear me.**

Make sure when you enter the virtual waiting room that you click OK to your mobile device accessing your microphone.

### **Can I send attachments to my health care provider through Welio?**

Currently you can message your health care provider during your consultation, but you are not able to upload attachments such as documents. If you need to send your doctor a document, we recommend you email it to your practice.

### **I've sent my health care provider a message during the consultation. How do I get back to the video?**

After you send a message, click on the video icon on the top right-hand side of your screen to return to the video. Don't click on the back arrow as this will end the consultation. If you do, simply click on the appointment then re-enter the waiting room to re-connect with your health care provider.

### **I've finished the consultation; how do I get back to the dashboard?**

Click on the back arrow at the top right-hand side of the screen. This will take you back to your scheduled appointments. To return to the main dashboard, click the back arrow again.

### **How can I see what past appointments I've had and how much I was charged?**

Your past appointment history can be accessed via settings. Click on the cog wheel then click on Appointment History. You will see a list of all completed appointments that have been conducted via Welio. Click on a particular appointment to find out more details about it.

### **I can't remember my password. How do I get back in?**

If you have forgotten your password to access the app, click on Sign in then click on Forgotten Password. You will then be prompted to put in your mobile phone number and will be sent a re-set code by SMS. You will now be prompted to enter a new password. Enter the new password then click on Save. You will now be taken to the dashboard and can use Welio.

## **PAYMENTS**

### **How will I get my Medicare rebate?**

Welio will process your payment for your consultation with your doctor but does not process your Medicare rebate. If you are eligible for a Medicare rebate, your doctor's reception team will send your claim to Medicare on your behalf. This usually takes 24-48 hours to be processed back in to



your bank account. To ensure you receive your Medicare rebate, you have your current bank details registered with Medicare.

### **My doctor normally bulk bills me. Will I still be charged by Welio?**

At the moment, if your doctor bulk bills you there will be no charges made against your credit card, including the normal Welio fee.

### **I was bulk billed but received an email saying payment successful.**

Welio still sends you a successful payment email but the amount billed says \$0. This is confirmation for you that no charge has been made against your credit card for that particular appointment.

## **SETTINGS**

### **How do I turn notifications off?**

Go to settings (the cog wheel). Click on permissions then click on notifications. The bar will slide to the left and turn grey. However, this will stop you receiving any text or email reminders/notifications from Welio.

### **How do I set up my PIN?**

If you didn't set up your PIN during the initial registration process, you can set it up anytime by going into settings (clicking on the cog wheel) then clicking on notifications. Click on the grey bar to the left of Enable Pin. Now enter a 4-digit PIN. The slide bar will now appear green.

### **I can't change my email or mobile phone number in Edit profile.**

These are currently locked as they are used by Welio as unique identifiers. If you need to change your email or phone number, please contact our support team at [support@welio.com](mailto:support@welio.com)

### **I want to delete my old credit card but can't see how to do this**

Got to Settings then Payment Details. Hold your finger down on the credit card you want to delete and swipe right. This will ask you to confirm if you want to delete it.

### **Some of the other functions in the dashboard don't work.**

#### **How do I get access to these?**

Below 'My Appointments' on your app, you will see 'My Clinics', 'My Teams' and 'My Messages'. These functions are currently still in the development phase and will be released in the near future to further enhance how and when you engage with your healthcare providers



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