

## GP2U – ONLINE DOCTORS

### A PHARMACY GUIDE



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## HOW CAN GP2U HELP YOUR BUSINESS?

GP2U is a service that allows patients to see doctors using video conferencing, so rather than the patient going to the doctor, the doctor comes to the patient, wherever they are. This could be at home, the office, or your Pharmacy. Our service is available 7 days a week, 365 days a year, so can work well to fill in some of the gaps in GP availability.

When a patient sees a GP there is a 70-80% probability that a script will be issued, so at its simplest, Pharmacies participate simply by registering. All we ask is that you accept faxed prescriptions, with the PBS paperwork arriving promptly by mail.

It is also possible to offer the service directly to patients from within your pharmacy. This requires a suitable area to be available, typically with a ≤\$1000 laptop connected to the Internet. With this in place patients can then see a doctor online, with a common outcome being prescriptions flowing to the host pharmacy.

At the moment this service is not Medicare funded so patients will not be able to claim for the cost of the consultation. The consultation cost will vary depending on the service required. A full consultation would cost approximately between \$69 - \$90. Many patients find the convenience of rapid access to a GP is a worthwhile trade off, for example, if you have an expired script and simply need a repeat, or a simple issue like a UTI, URTI, etc why spend several hours travelling and waiting to see a GP only to have to return to the pharmacy to get the necessary medication?

The nitty gritty about these two possibilities follows below. It looks long, but it's really like a comic book with a lot of pictures (screenshots) and only a few words.

## REGISTERING WITH GP2U IS EASY AND IT'S FREE!

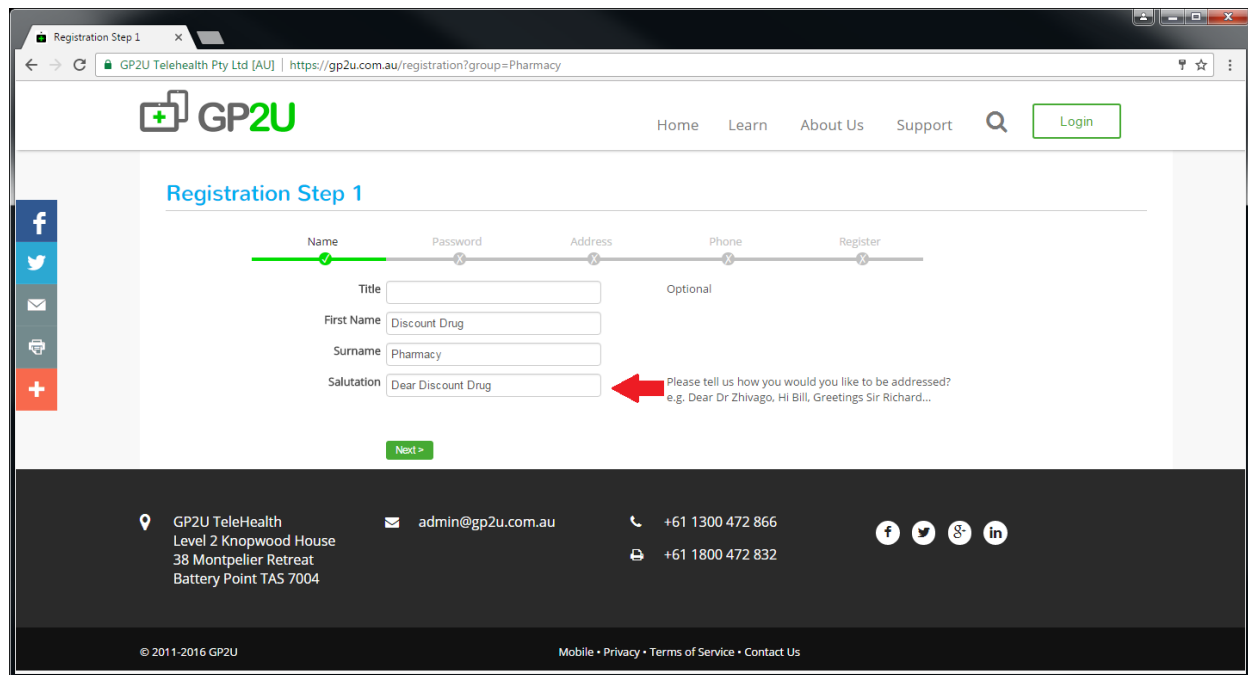
Registration as a Pharmacy with GP2U is free. If your Banner Group has registered your Pharmacy, you will already have all the details, if not simply click this link to register.

<https://gp2u.com.au/registration?group=Pharmacy>

Registration takes less than two minutes.

### Registration Step 1: Name

Just start off by entering a Title you prefer to be called by (Mr, Mrs, Miss, Ms, Master, Dr, etc.) then your First Name and Surname as they would appear on your mailing address (Such as "Chemist.Pharmacy"). Then enter a Salutation in the final field such as Dear Mr Doe or Hello John. Then click Next.



The screenshot shows a web browser window with the URL <https://gp2u.com.au/registration?group=Pharmacy>. The page title is "Registration Step 1". The GP2U logo is in the top left, and navigation links for Home, Learn, About Us, Support, and a Login button are in the top right. A progress bar at the top of the form indicates the steps: Name (completed), Password, Address, Phone, and Register. The form fields are: Title (empty), First Name (Discount Drug), Surname (Pharmacy), and Salutation (Dear Discount Drug). A red arrow points to the Salutation field with the text: "Please tell us how you would you like to be addressed? e.g. Dear Dr Zhivago, Hi Bill, Greetings Sir Richard...". A "Next >" button is at the bottom of the form. The footer contains contact information for GP2U TeleHealth, including the address, email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, and LinkedIn are also present.

## Registration Step 2: Password

For this step, just fill out a Username you can remember (eg. Chemist.Australia) and an alphanumeric password and a preferable non-hotmail email account, such as a gmail account. Then click Next.

The screenshot shows the GP2U registration process at the 'Registration Step 2' stage. The browser address bar shows the URL <https://gp2u.com.au/registration/step2>. The page features the GP2U logo and navigation links: Home, Learn, About Us, Support, and a Login button. A progress bar at the top indicates the current step: Name (checked), Password (checked), Address (unchecked), Phone (unchecked), and Register (unchecked). The form fields and their values are as follows:

Field	Value	Validation
Username	DiscountDrug	Available
Password	.....	
Password	.....	Passwords match
Email Address	admin@gp2u.com.au	
Email Address	admin@gp2u.com.au	Email addresses match

A green 'Next >' button is located below the form fields. The footer contains contact information for GP2U TeleHealth, including the address (Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004), email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present. Copyright information (© 2011-2016 GP2U) and links for Mobile, Privacy, Terms of Service, and Contact Us are at the bottom.

### Registration Step 3: Address

For this step, please enter your business address. This will also make it easier for our doctors to fax scripts through to you directly. If you have a PO Box, please register as you would normally and ring us on 1300 472 866 to let us know. This address is for our patients to be able to find your exact location.

The screenshot shows a web browser window with the URL <https://gp2u.com.au/registration/step3>. The page title is "Registration Step 3". The GP2U logo is in the top left, and navigation links for Home, Learn, About Us, Support, and a Login button are in the top right. A progress bar at the top of the form shows five steps: Name, Password, Address, Phone, and Register. The first three steps are marked with green checkmarks, while the last two are marked with red X's. The "Address" section contains the following fields:

- Address:  (Optional)
- City/Town:  (Optional)
- Postcode:
- State:  (Australia Only)
- Country:
- Time Zone:

A green "Next >" button is located below the form fields. The footer of the page is dark and contains contact information for GP2U TeleHealth, including the address (Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004), email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present.

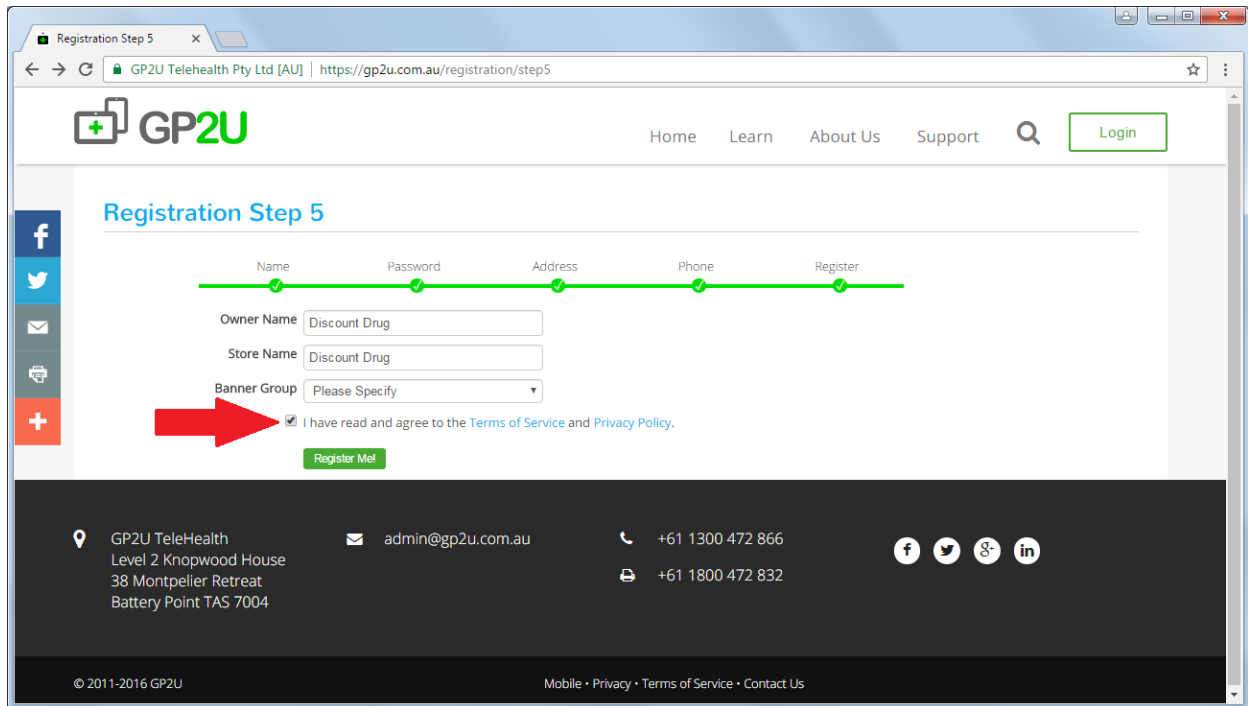
## Registration Step 4: Phone & Fax numbers

For this step, just enter at least one work phone number where patients can contact you. We will also need your FAX number and make sure you enter an area code (0755554444) for both numbers too. Our doctors and patients are located all over Australia and will be trying to ring your pharmacy to make sure that you have received the faxed script.

The screenshot shows a web browser window with the URL <https://gp2u.com.au/registration/step4>. The page title is "Registration Step 4". The GP2U logo is in the top left, and navigation links for Home, Learn, About Us, Support, and a Login button are in the top right. A progress bar at the top of the form shows five steps: Name, Password, Address, Phone, and Register. The first four steps are completed, indicated by green checkmarks. The "Phone" step is currently active, with a "Phone (Work)" field containing "1300472866" and a "Fax (Work)" field containing "1800472832". A green "Next >" button is below the fields. A vertical sidebar on the left contains social media icons for Facebook, Twitter, Email, Print, and a plus sign. The footer contains contact information for GP2U TeleHealth, including the address "Level 2 Knopwood House, 38 Montpeller Retreat, Battery Point TAS 7004", email "admin@gp2u.com.au", and phone numbers "+61 1300 472 866" and "+61 1800 472 832". Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present. Copyright information "© 2011-2016 GP2U" and links for "Mobile", "Privacy", "Terms of Service", and "Contact Us" are at the bottom.

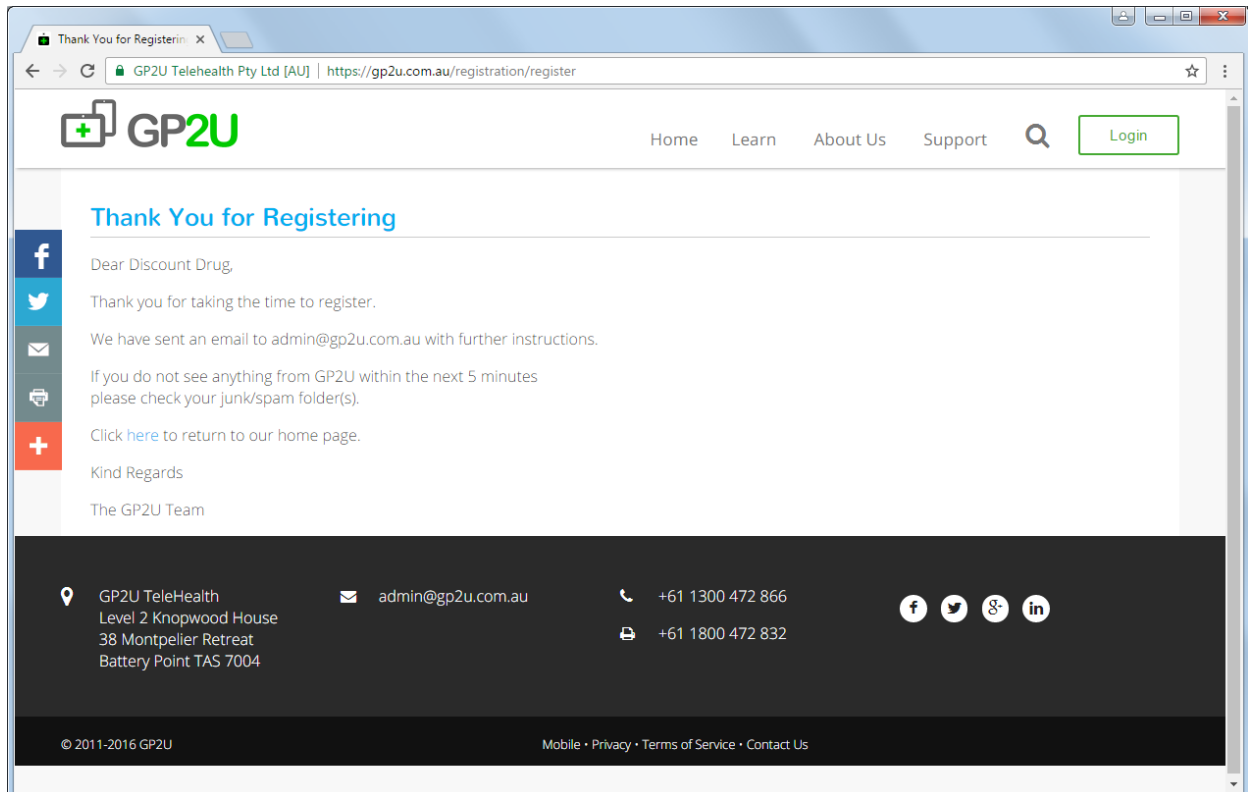
## Registration Step 5: Register

The final step is to just give us the owner's name or the pharmacist on duty of your pharmacy, the name of your pharmacy and if you belong to a banner group. Make sure you read the Terms of Service and Privacy Policy, once you have, please tick the tick box and click on "Register Me!"



The screenshot shows the 'Registration Step 5' form on the GP2U website. The form is titled 'Registration Step 5' and includes a progress bar with five steps: Name, Password, Address, Phone, and Register. The 'Name' step is currently active. The form fields are: Owner Name (Discount Drug), Store Name (Discount Drug), and Banner Group (Please Specify). A red arrow points to the checkbox labeled 'I have read and agree to the Terms of Service and Privacy Policy.' Below the checkbox is a green 'Register Me!' button. The footer of the page contains contact information for GP2U TeleHealth, including the address, email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832).

You should receive this following message:



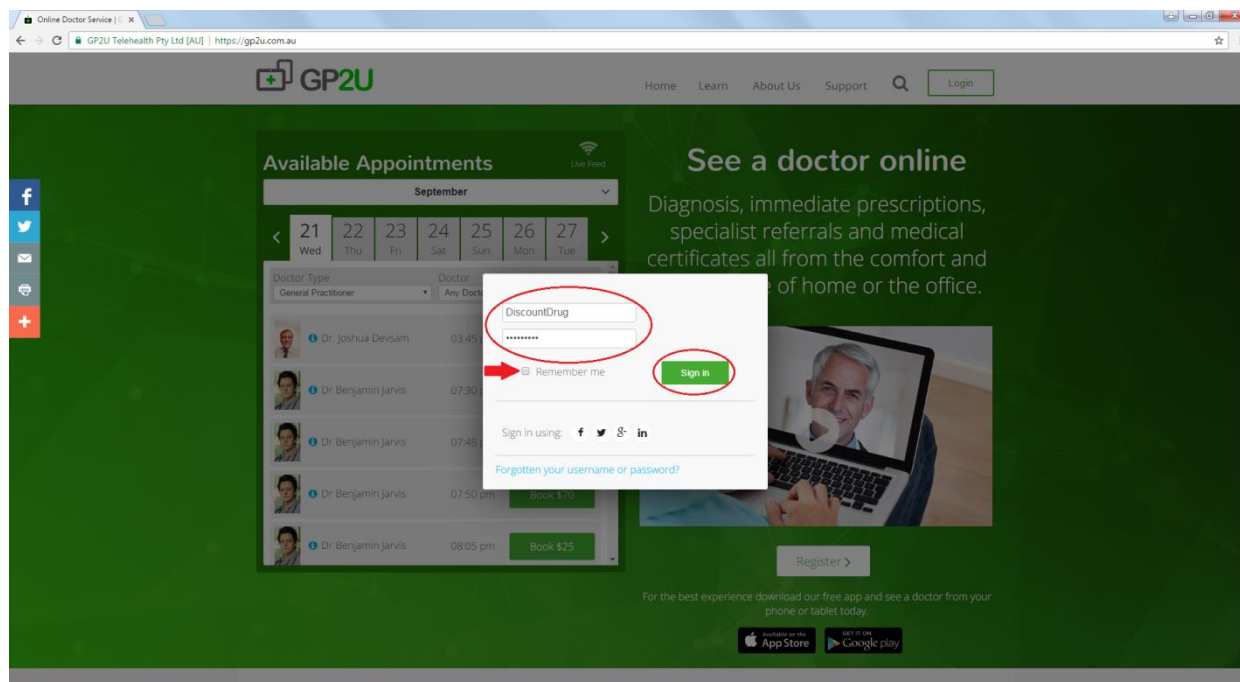
The screenshot shows the 'Thank You for Registering' message on the GP2U website. The message is titled 'Thank You for Registering' and is addressed to 'Dear Discount Drug'. The message text is: 'Thank you for taking the time to register. We have sent an email to admin@gp2u.com.au with further instructions. If you do not see anything from GP2U within the next 5 minutes please check your junk/spam folder(s). Click [here](#) to return to our home page. Kind Regards The GP2U Team'. The footer of the page contains contact information for GP2U TeleHealth, including the address, email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832).

Once you are registered you will become visible to patients so they can choose to fax their script through to you.

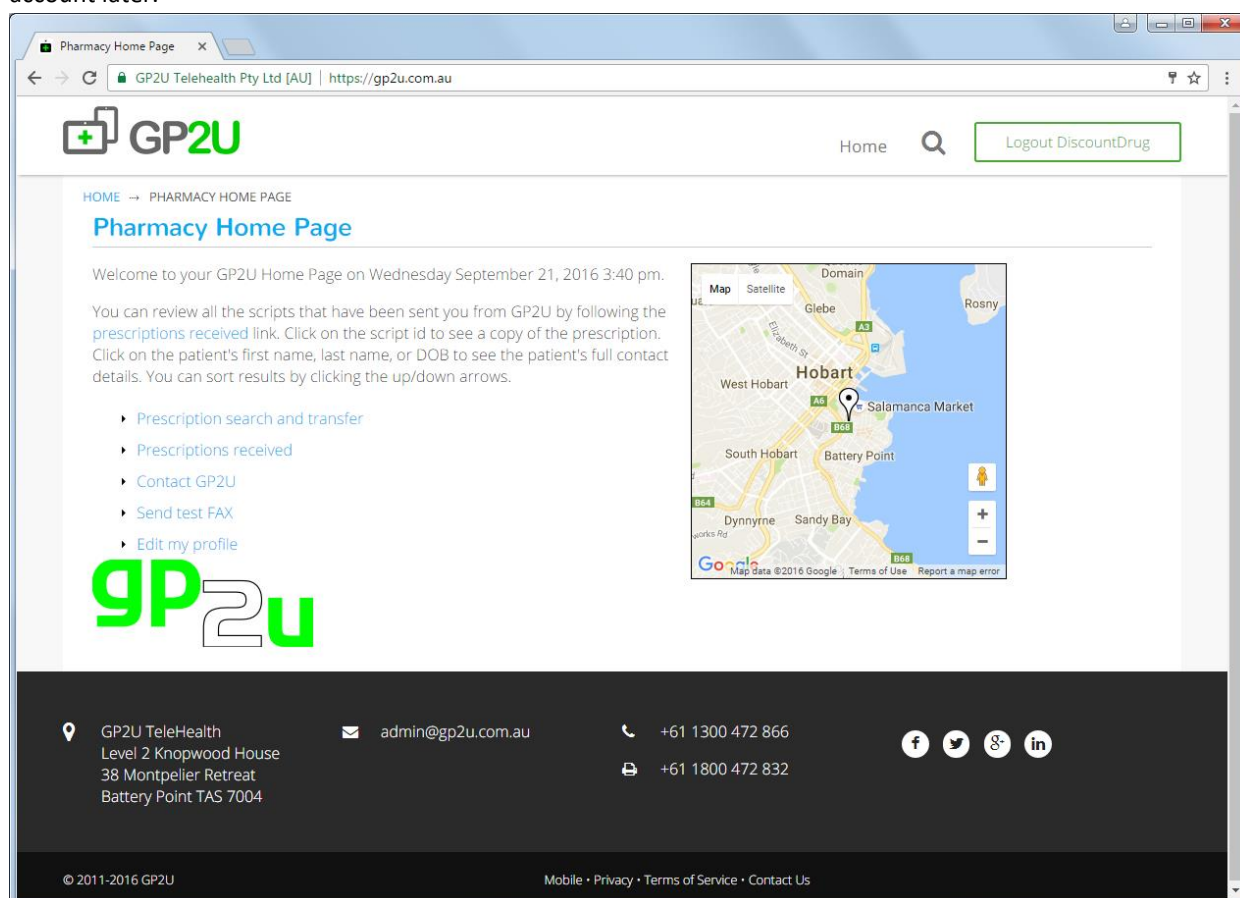


## LOGGING IN

Log into your account using your username and password. You can tick the checkbox next to “Remember Me” if you wish to stay logged into your account.



This will take you to your home page. There is more detail about what you can do from within your secure account later.

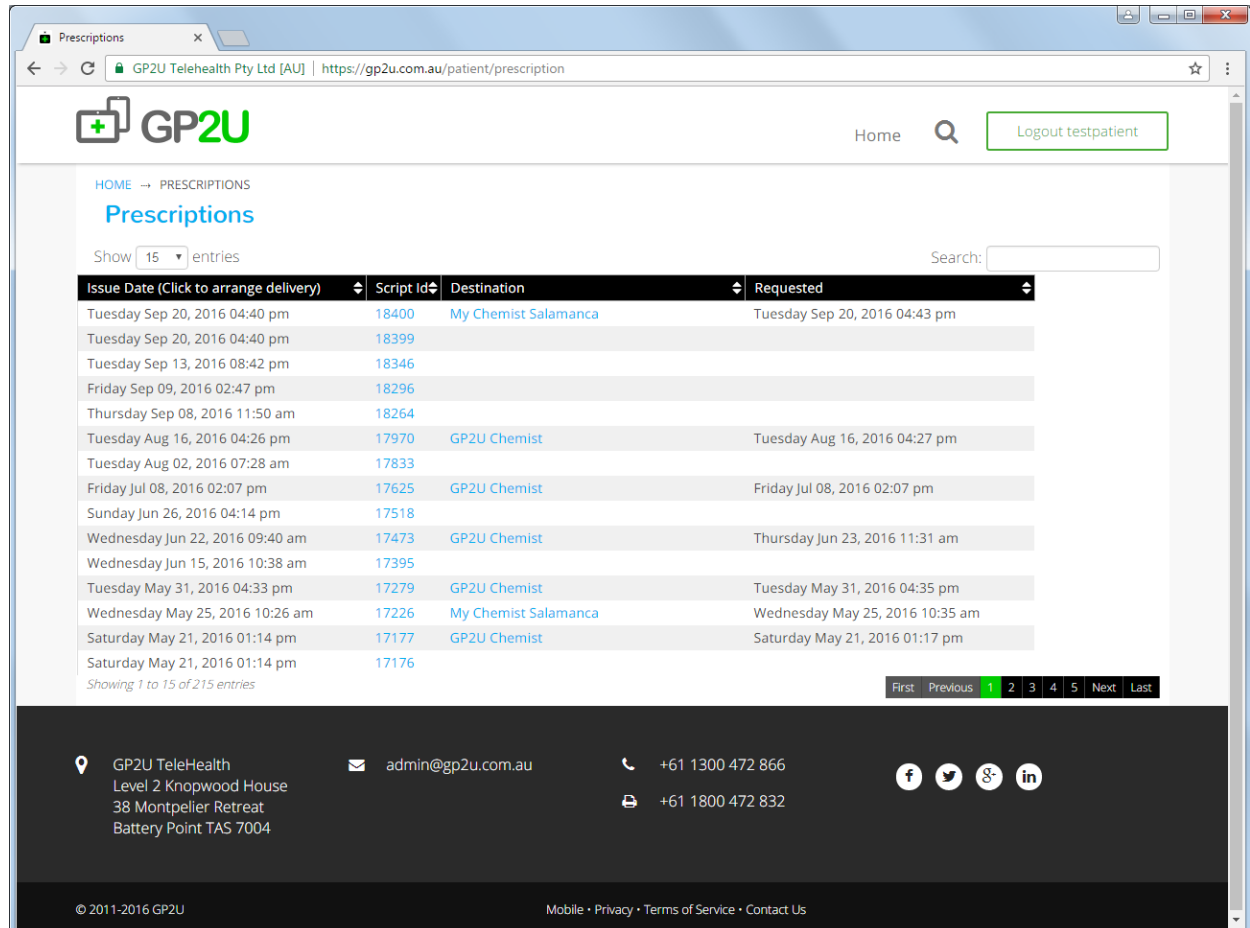


# PRESCRIPTIONS FROM GP2U

Doctors working through GP2U can prescribe medications. Patients are offered several options for pickup.

1. Scripts can be posted out.
2. Scripts can be faxed to a convenient local chemist with the PBS paperwork sent promptly by mail.

Here is a screenshot showing the patient's options:

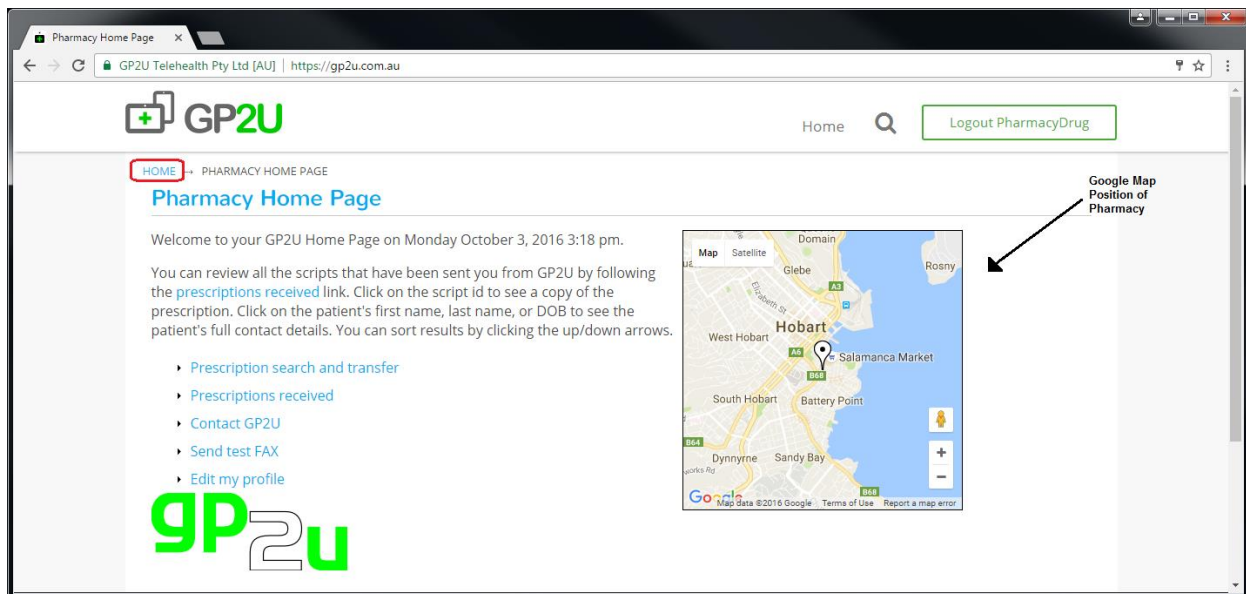


The screenshot shows a web browser window displaying the GP2U patient portal. The page title is "Prescriptions" and the URL is "https://gp2u.com.au/patient/prescription". The page features a navigation bar with "Home", a search icon, and a "Logout testpatient" button. Below the navigation bar, there is a breadcrumb trail "HOME → PRESCRIPTIONS" and a "Prescriptions" heading. A search bar is present with the text "Search:". The main content area displays a table of prescriptions with columns for "Issue Date (Click to arrange delivery)", "Script Id", "Destination", and "Requested". The table contains 15 entries, with the first entry being "Tuesday Sep 20, 2016 04:40 pm" with Script Id "18400" and Destination "My Chemist Salamanca". The table is paginated, showing "Showing 1 to 15 of 215 entries" and a navigation bar with "First", "Previous", "1", "2", "3", "4", "5", "Next", and "Last". The footer of the page includes contact information for GP2U TeleHealth, including the address "Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004", email "admin@gp2u.com.au", and phone numbers "+61 1300 472 866" and "+61 1800 472 832". There are also social media icons for Facebook, Twitter, Google+, and LinkedIn. The footer also includes "© 2011-2016 GP2U" and links for "Mobile", "Privacy", "Terms of Service", and "Contact Us".

Issue Date (Click to arrange delivery)	Script Id	Destination	Requested
Tuesday Sep 20, 2016 04:40 pm	18400	My Chemist Salamanca	Tuesday Sep 20, 2016 04:43 pm
Tuesday Sep 20, 2016 04:40 pm	18399		
Tuesday Sep 13, 2016 08:42 pm	18346		
Friday Sep 09, 2016 02:47 pm	18296		
Thursday Sep 08, 2016 11:50 am	18264		
Tuesday Aug 16, 2016 04:26 pm	17970	GP2U Chemist	Tuesday Aug 16, 2016 04:27 pm
Tuesday Aug 02, 2016 07:28 am	17833		
Friday Jul 08, 2016 02:07 pm	17625	GP2U Chemist	Friday Jul 08, 2016 02:07 pm
Sunday Jun 26, 2016 04:14 pm	17518		
Wednesday Jun 22, 2016 09:40 am	17473	GP2U Chemist	Thursday Jun 23, 2016 11:31 am
Wednesday Jun 15, 2016 10:38 am	17395		
Tuesday May 31, 2016 04:33 pm	17279	GP2U Chemist	Tuesday May 31, 2016 04:35 pm
Wednesday May 25, 2016 10:26 am	17226	My Chemist Salamanca	Wednesday May 25, 2016 10:35 am
Saturday May 21, 2016 01:14 pm	17177	GP2U Chemist	Saturday May 21, 2016 01:17 pm
Saturday May 21, 2016 01:14 pm	17176		

# PHARMACY HOME PAGE

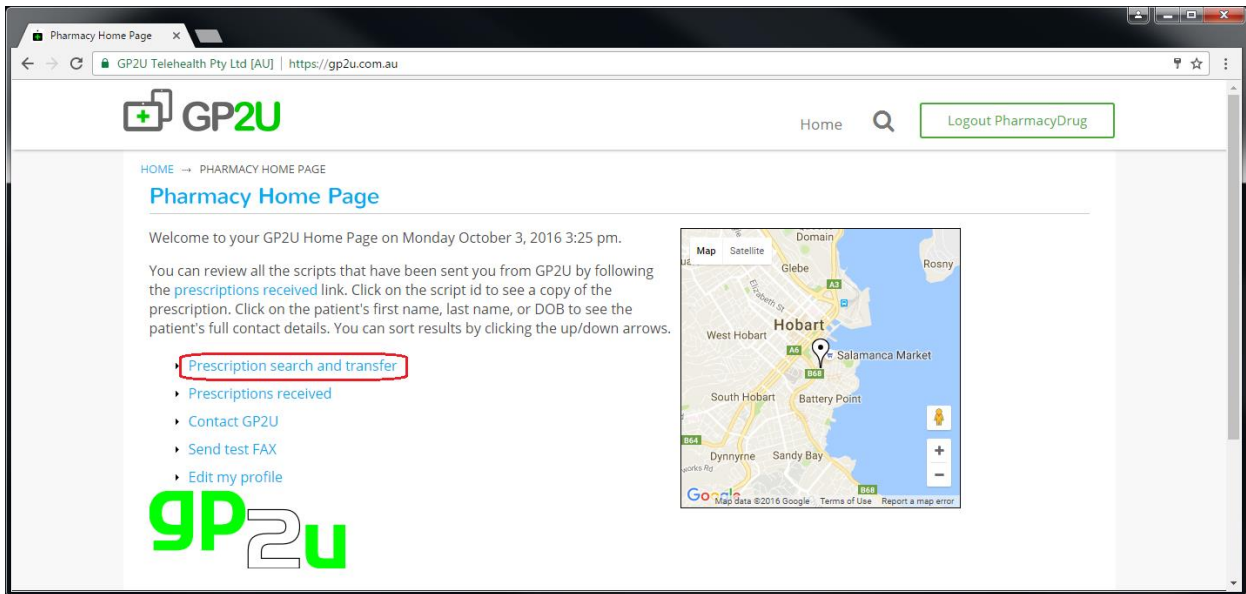
From here you will see your pharmacy located on our google maps window and some options for utilizing your login.



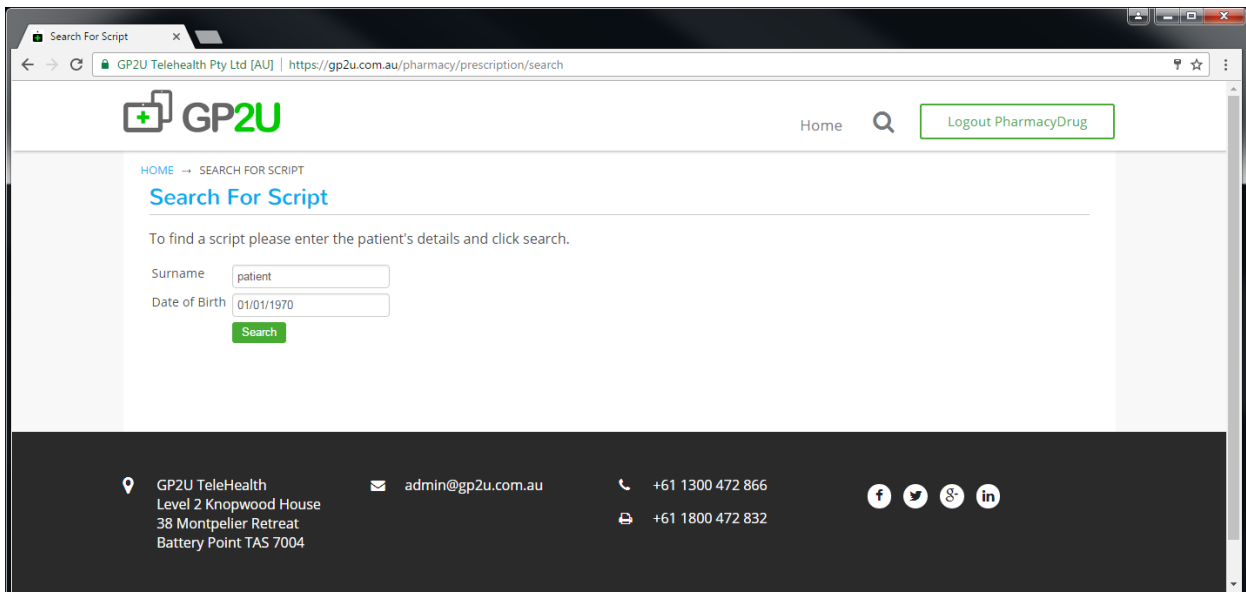
If you get lost, you can click on the “Home” link at the top left, to return to the “Pharmacy Home Page”

## PRESCRIPTION SEARCH AND TRANSFER

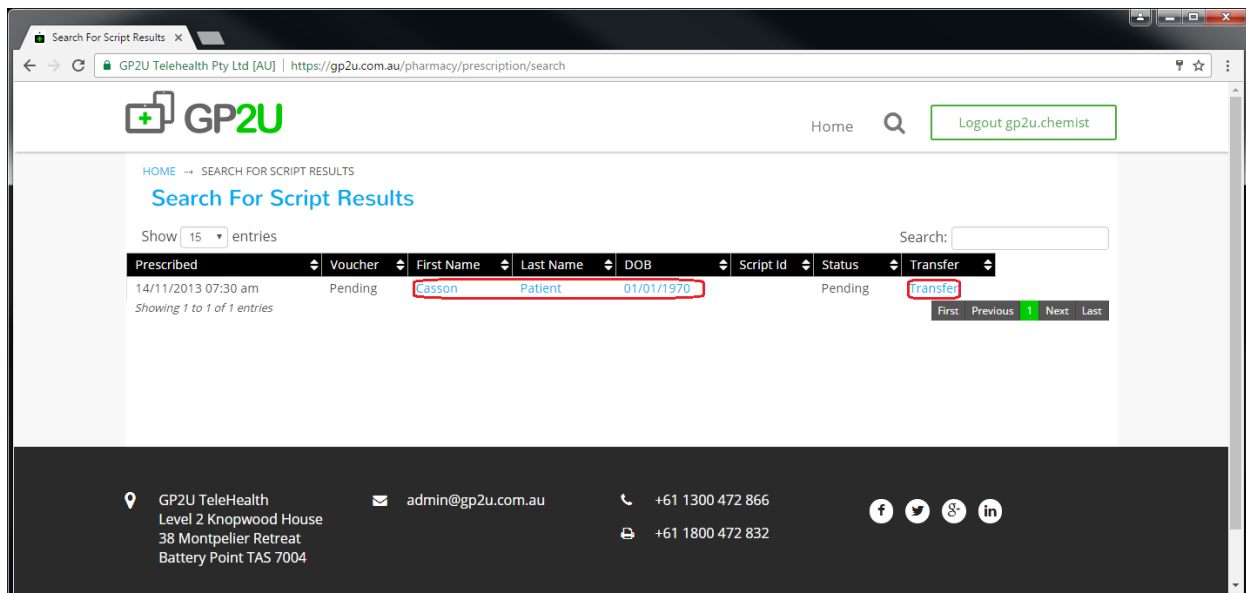
From this link, you will be able to search for a prescription and if needed, transfer this script to another pharmacy. Just click on this link from the home page:



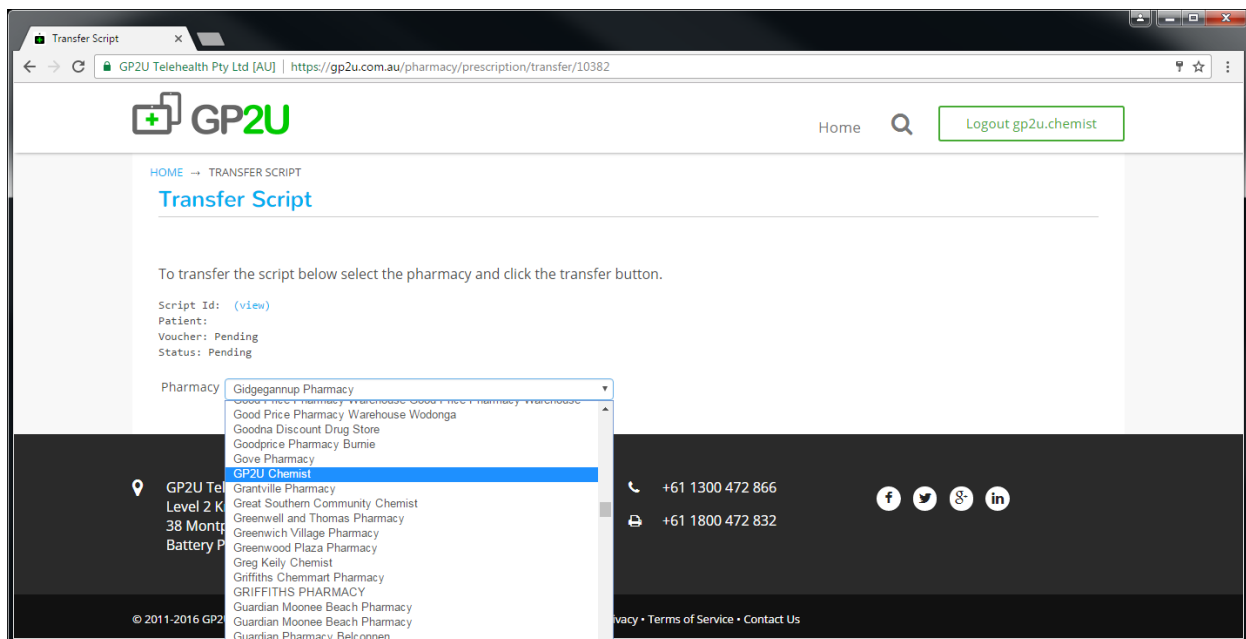
This will take you to a search page, where you can search by the patient's Surname and DOB:



Just remember to click on the "Search" button and this will bring up the following page:



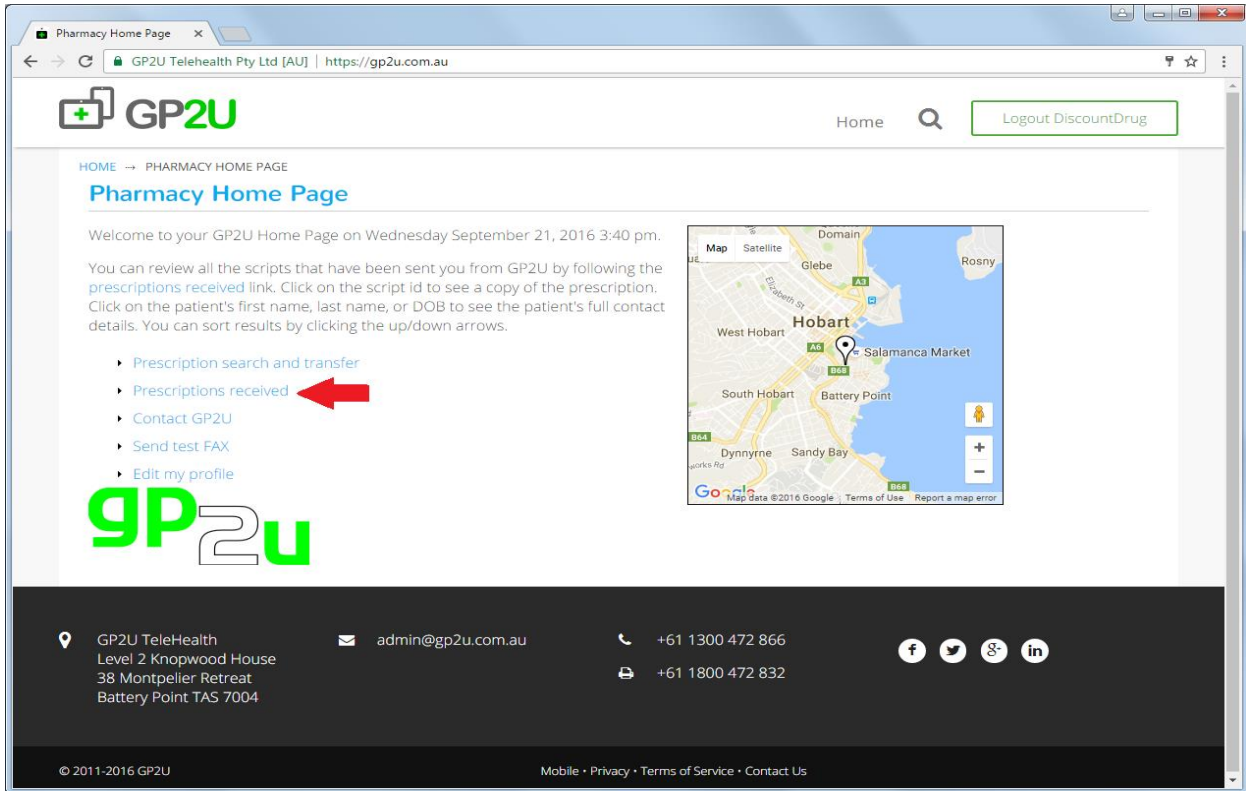
From here, if you click on any of the blue text in First Name, Last Name or DOB, it will bring up a pop up window of the patient’s information. But if you click on “Transfer:



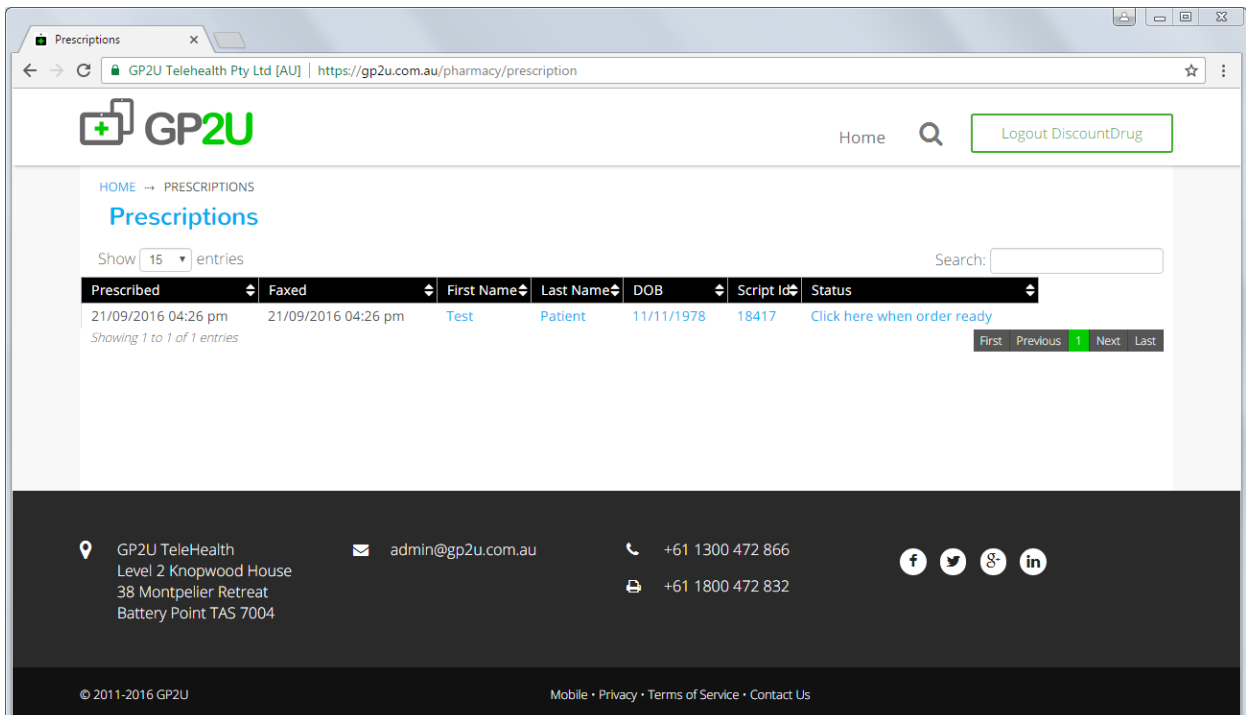
This will bring up a drop down menu for you to look for another chemist/pharmacy on our system. If you do not see the pharmacy you are looking for, please notify us on 1300 472 866 and we will add it to our system or you can register them from <https://gp2u.com.au/registration?group=Pharmacy>

# PRESCRIPTIONS RECEIVED

If a faxed script comes through to you and you can't read it, you can either give us a call on 1300 472 866 for clarification or login to your GP2U account. Here you will find the ability to view a copy of the script that has been faxed through. Here is a typical home page:



Click on the "Prescriptions received" link to see this page:



Click on the "Script Id" to see a high resolution copy of the script. This is not an electronic script, simply a copy of the fax that was originally sent.

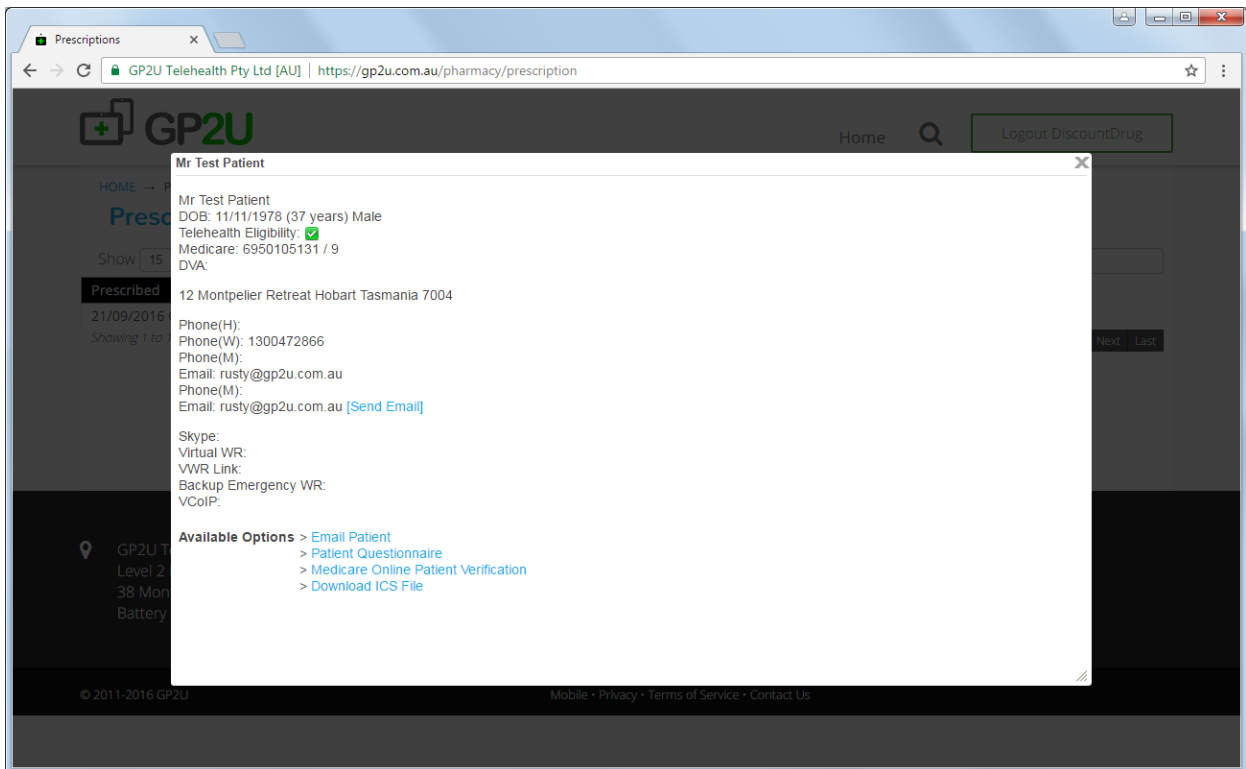
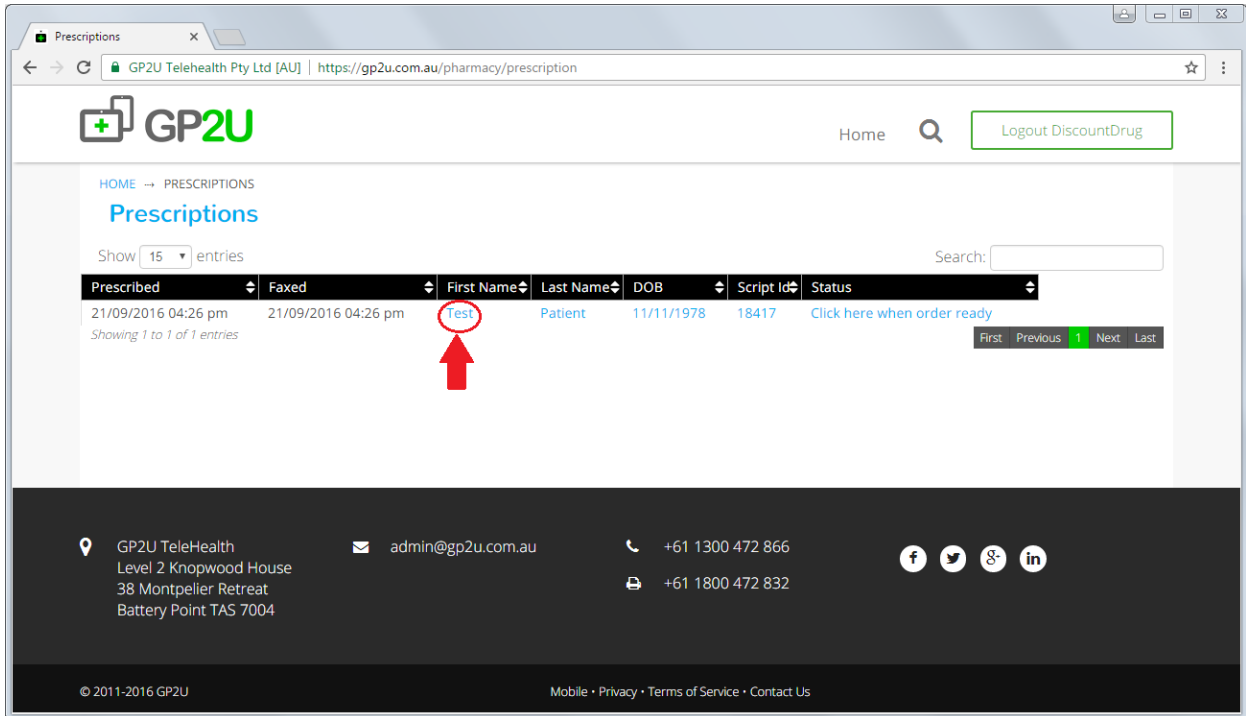
GP2U Telehealth Pharmacy Prescriptions page. The table below shows the prescription details:

Prescribed	Faxed	First Name	Last Name	DOB	Script Id	Status
21/09/2016 04:26 pm	21/09/2016 04:26 pm	Test	Patient	11/11/1978	18417	Click here when order ready

GP2U Telehealth Pharmacy Prescription Preview page for Script ID 18417. The form displays the following details:

- Prescriber:** Dr Test Gp, 2/38 Montpellier Retreat, Battery Point TAS 7004, Australia, Phone: 1300472966, Prescriber no. 2062855
- Patient:** Mr Test Patient, 12 Montpellier Retreat, Hobart TAS 7004, Australia, Phone: 1300472866
- Medication:** Kryptonite 1 lump, 1 Oral In the morning with food left side, Qty: 50, 1 repeat
- Script Type:** Private Script
- Date:** 21/09/2016
- Signature:** Dr Test Gp, MBBS

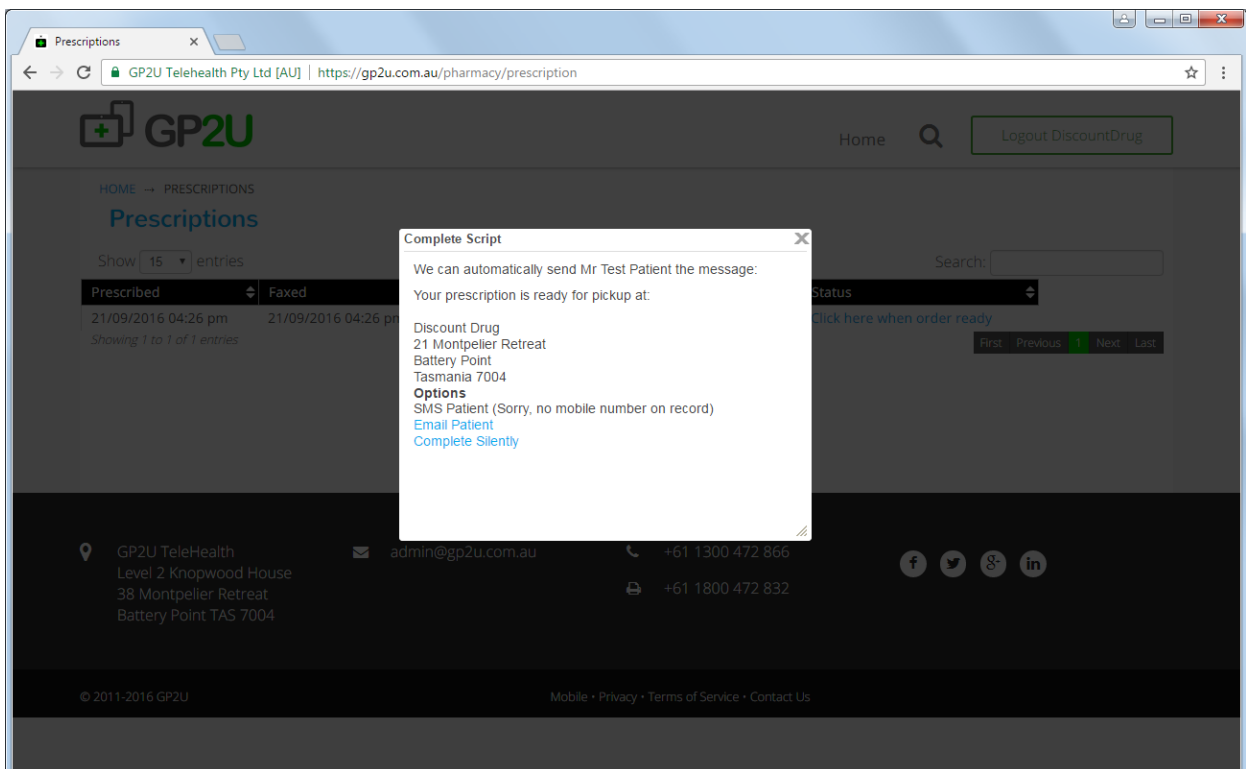
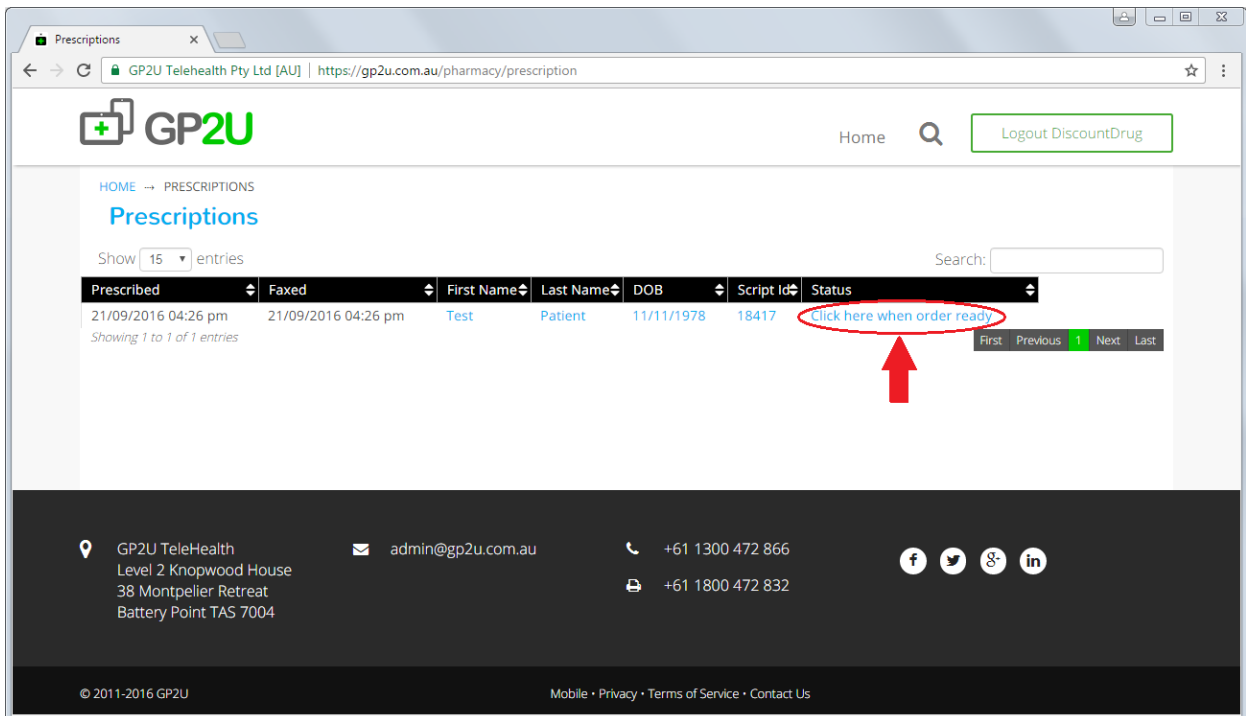
While we are here, clicking on the patient's name brings up their contact details:



To remove this pop up window, click on the X on the upper right part of the white pop up window.

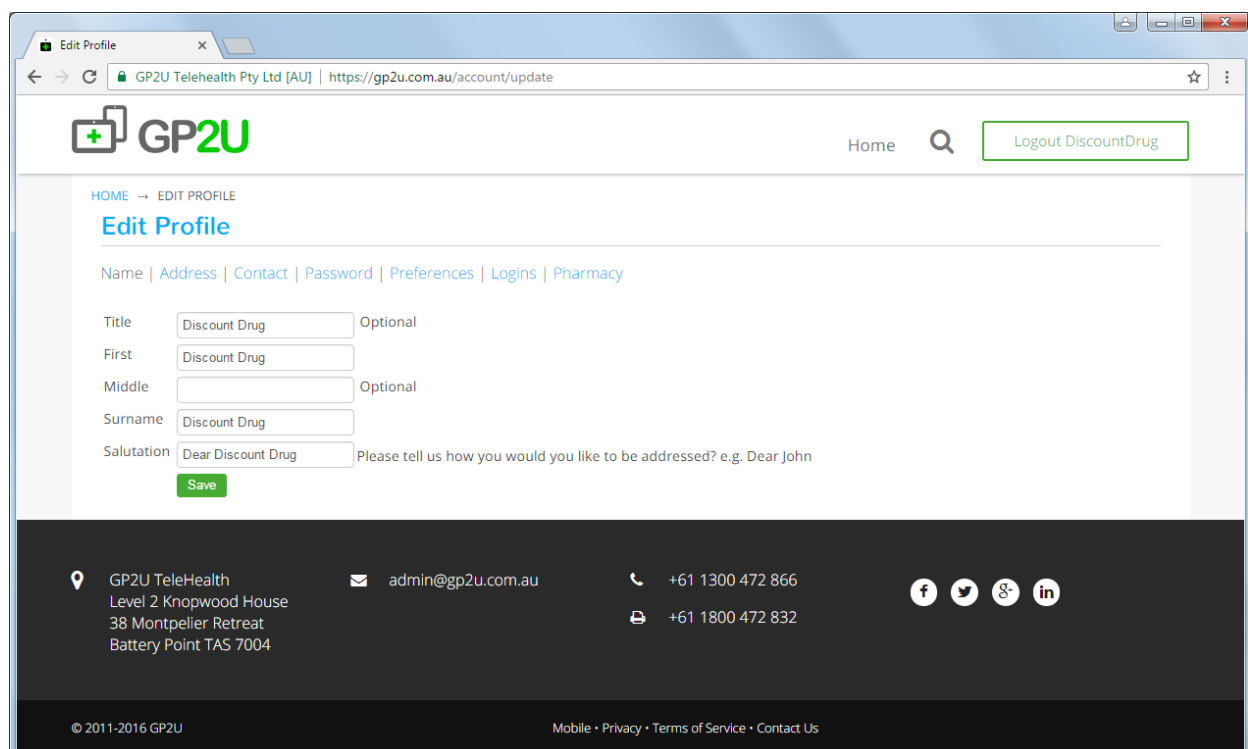
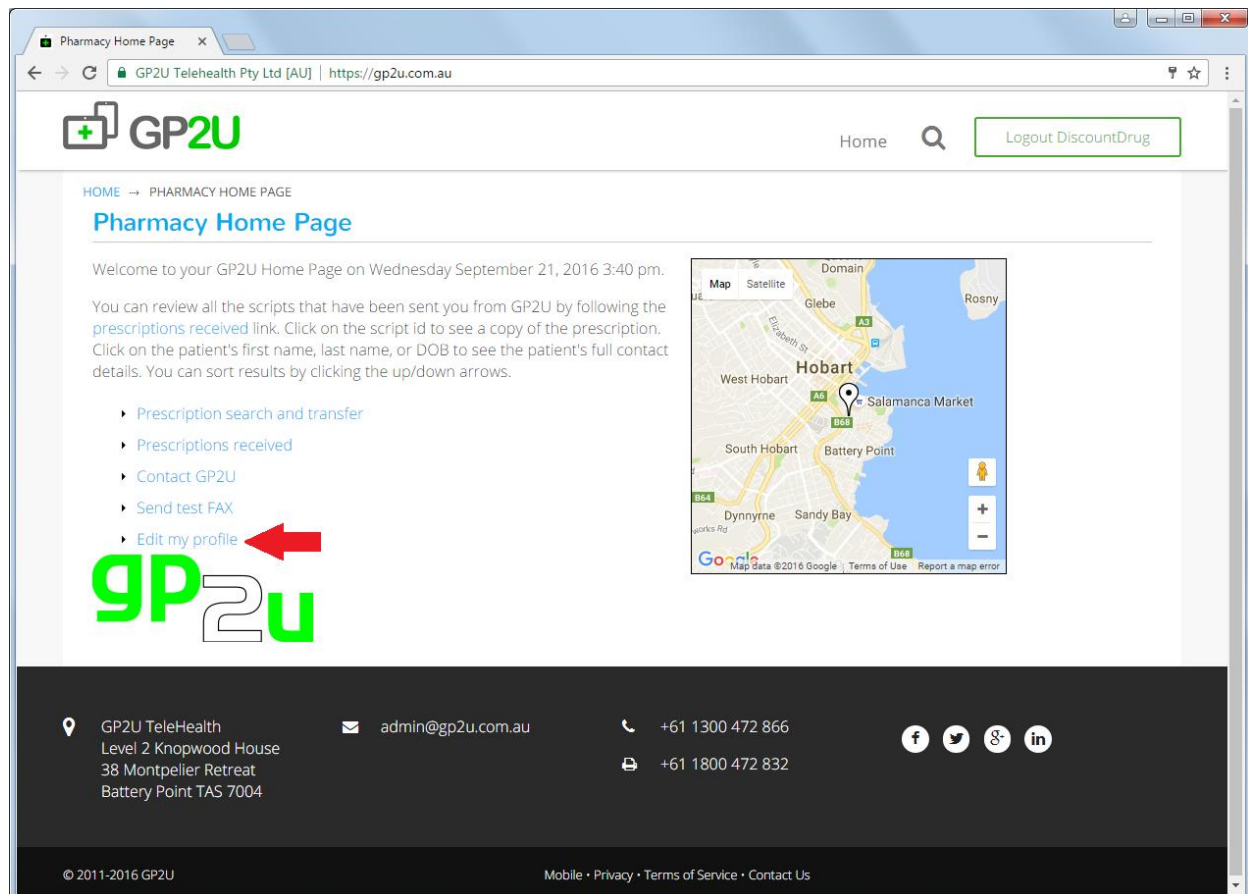


And clicking on the link “Click here when order ready” you can add a personal touch by using the option of sending the patient an automated email or SMS to let them know their script is ready for pickup.



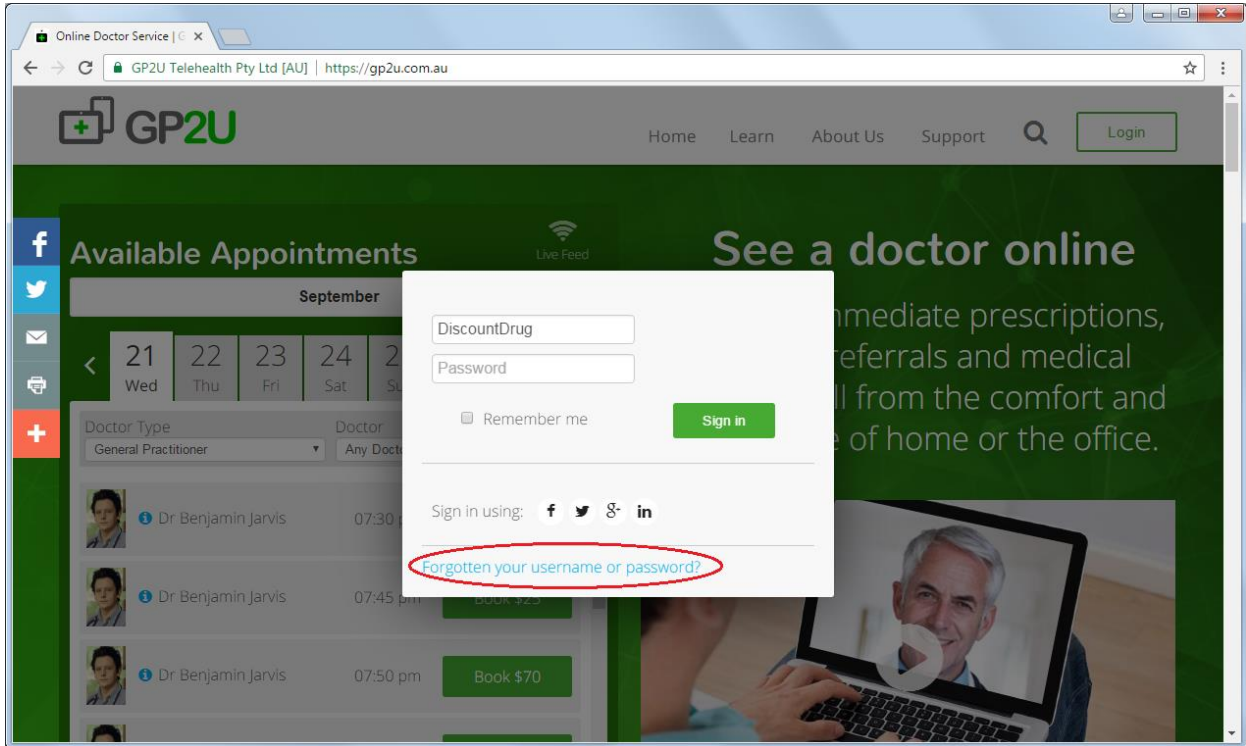
## CHANGING YOUR DETAILS

From the home page of your account simply click on the link that says “Edit my profile”. Here you can change all your details.

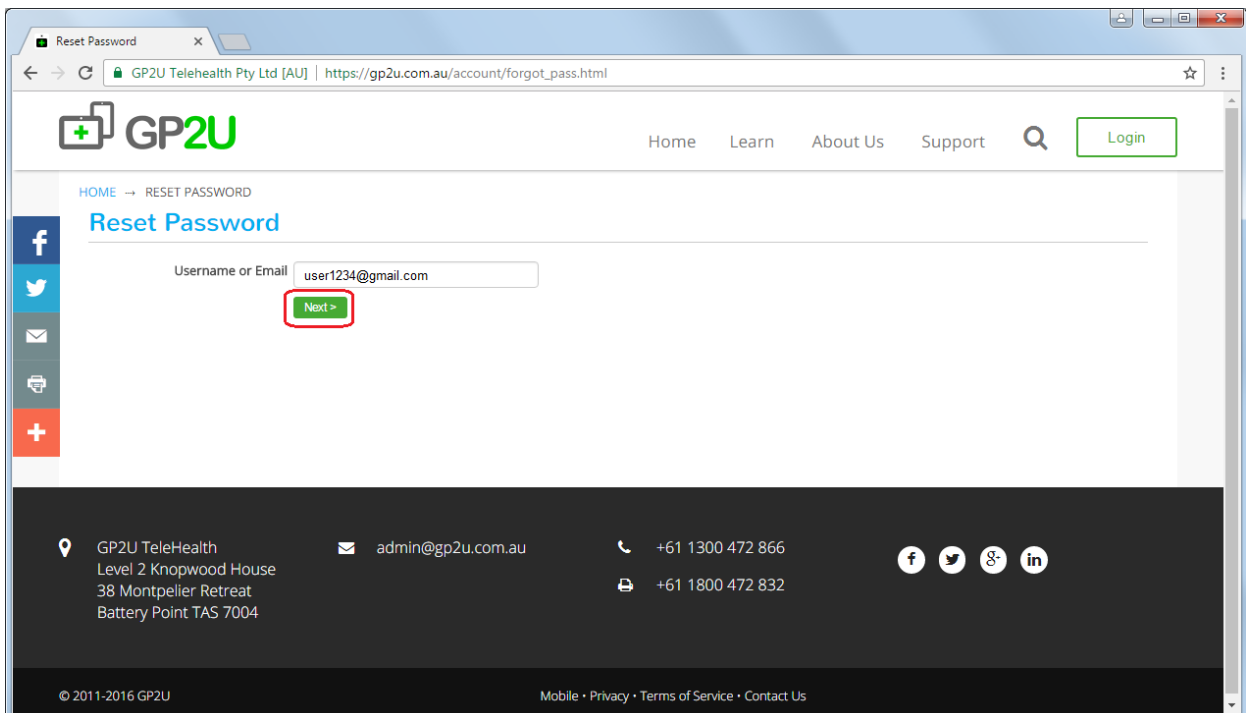


## FORGOTTEN YOUR PASSWORD?

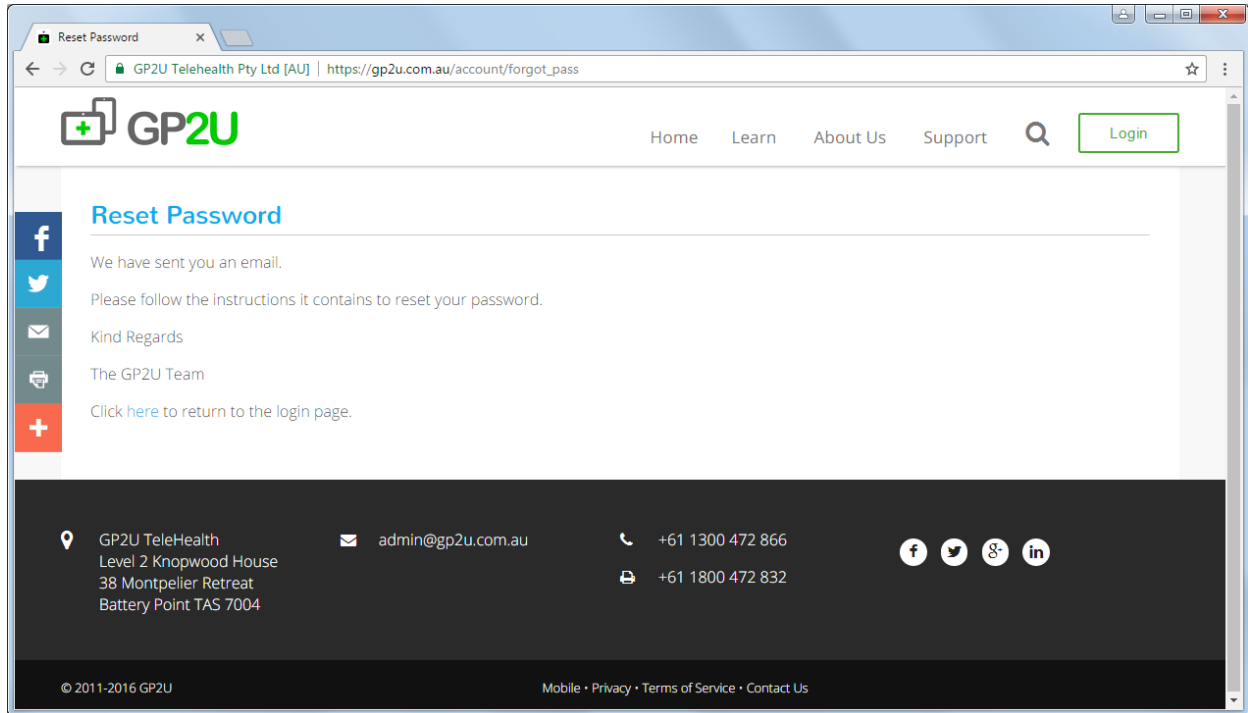
If you forget your password simply click on the “Forgotten your password?” link on your home page, just below the username/password fields. This will send an email to your registered email address that lets you reset your password. If for some reason you can’t access that email and are having trouble just give us a call on 1300 472 866.



Enter in your Username or Email and click next:



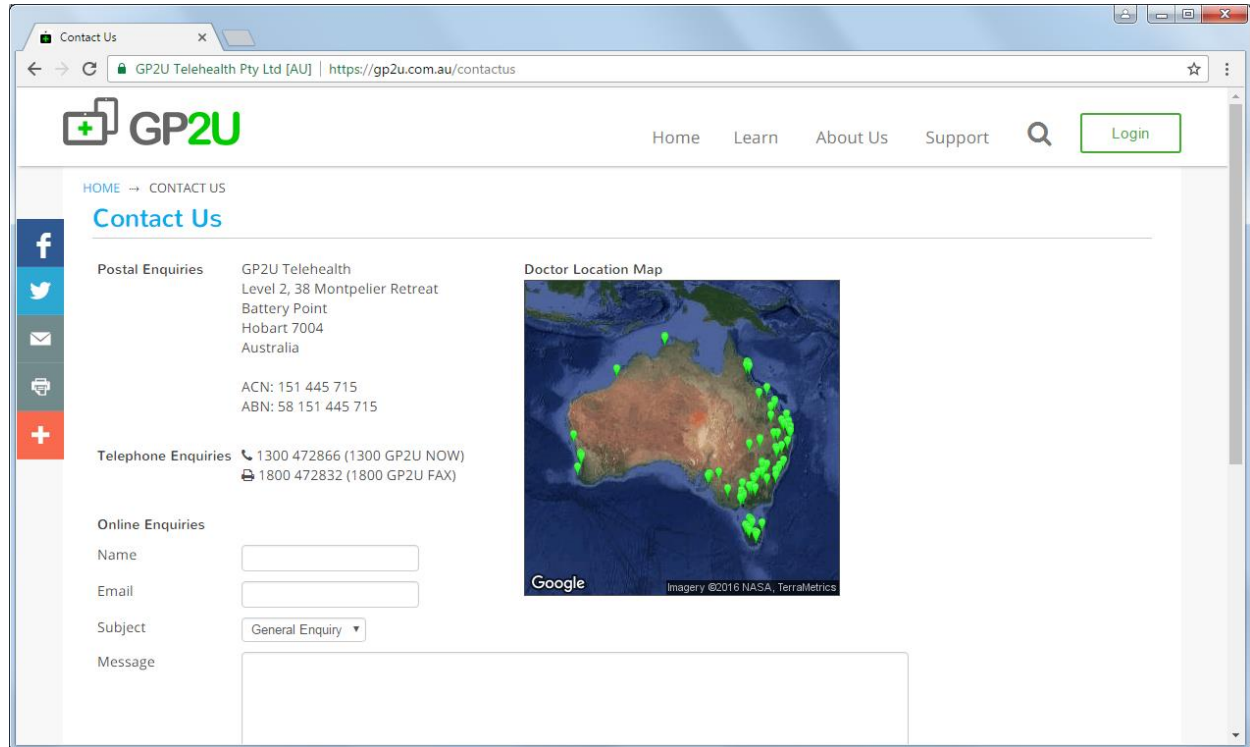
You should see a screen that looks like this:



## MISSING PBS PAPERWORK

In the unlikely event you do not receive the original PBS paper script in the mail, please contact us and we will ensure you are provided with a duplicate. You will find all our contact details here.

<https://gp2u.com.au/contactus>



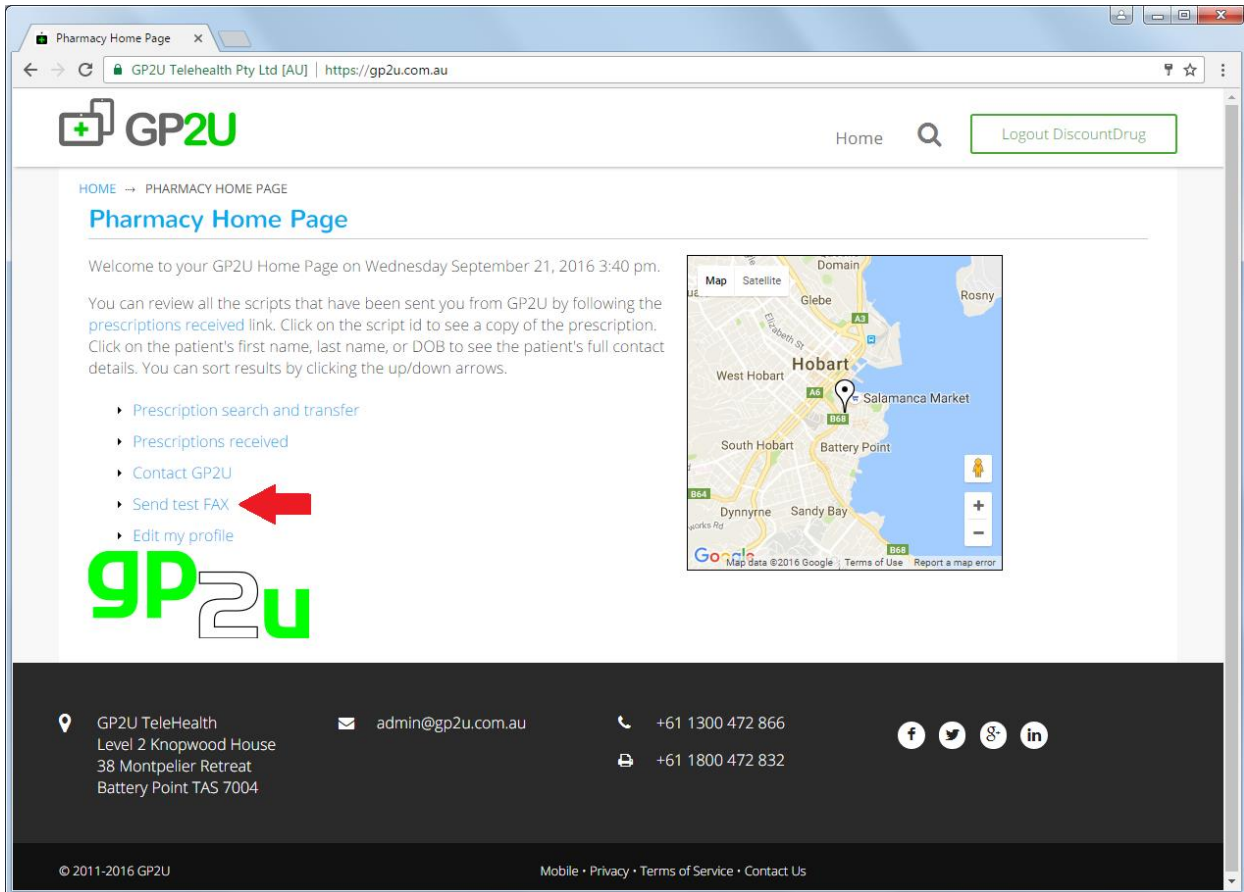
The screenshot shows a web browser window displaying the 'Contact Us' page for GP2U. The browser's address bar shows the URL 'https://gp2u.com.au/contactus'. The page features the GP2U logo, a navigation menu with 'Home', 'Learn', 'About Us', 'Support', and a 'Login' button. A social media sidebar on the left includes icons for Facebook, Twitter, Email, Print, and a plus sign. The main content area is titled 'Contact Us' and includes the following information:

- Postal Enquiries:** GP2U Telehealth, Level 2, 38 Montpelier Retreat, Battery Point, Hobart 7004, Australia. ACN: 151 445 715, ABN: 58 151 445 715.
- Telephone Enquiries:** 1300 472866 (1300 GP2U NOW), 1800 472832 (1800 GP2U FAX).
- Online Enquiries:** A form with fields for Name, Email, Subject (set to 'General Enquiry'), and a large Message text area.

On the right side, there is a 'Doctor Location Map' showing Australia with numerous green location pins. The map is credited to Google and includes the text 'Imagery ©2016 NASA, TerraMetrics'.

## SENDING A TEST FAX

To send a test fax to your pharmacy, simply click the link that says “Send test FAX” on your home page. This will send a test fax to your fax number within about a minute, as well as an email to your email address. Once the fax has been sent, you will also receive an automated phone call to notify you that we have sent your pharmacy a fax.



The screenshot shows a web browser window displaying the GP2U Pharmacy Home Page. The page title is "Pharmacy Home Page" and the URL is "https://gp2u.com.au". The page features the GP2U logo, a search bar, and a "Logout DiscountDrug" button. The main content area includes a welcome message, a list of links, and a map of Hobart. A red arrow points to the "Send test FAX" link in the list of links.

HOME → PHARMACY HOME PAGE

### Pharmacy Home Page

Welcome to your GP2U Home Page on Wednesday September 21, 2016 3:40 pm.

You can review all the scripts that have been sent you from GP2U by following the [prescriptions received](#) link. Click on the script id to see a copy of the prescription. Click on the patient's first name, last name, or DOB to see the patient's full contact details. You can sort results by clicking the up/down arrows.

- ▶ [Prescription search and transfer](#)
- ▶ [Prescriptions received](#)
- ▶ [Contact GP2U](#)
- ▶ [Send test FAX](#)
- ▶ [Edit my profile](#)

**gp2u**

Map of Hobart showing locations like Domain, Glebe, Rosny, West Hobart, Salamanca Market, South Hobart, Battery Point, Dynnyrne, and Sandy Bay.

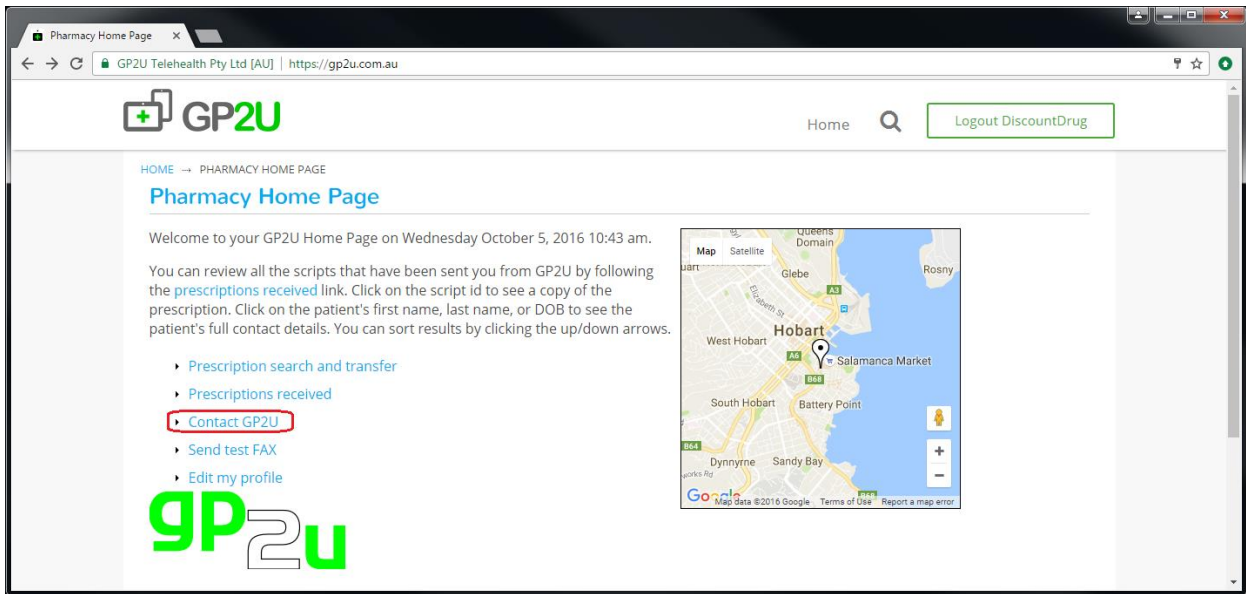
GP2U TeleHealth  
Level 2 Knopwood House  
38 Montpelier Retreat  
Battery Point TAS 7004

admin@gp2u.com.au +61 1300 472 866 +61 1800 472 832

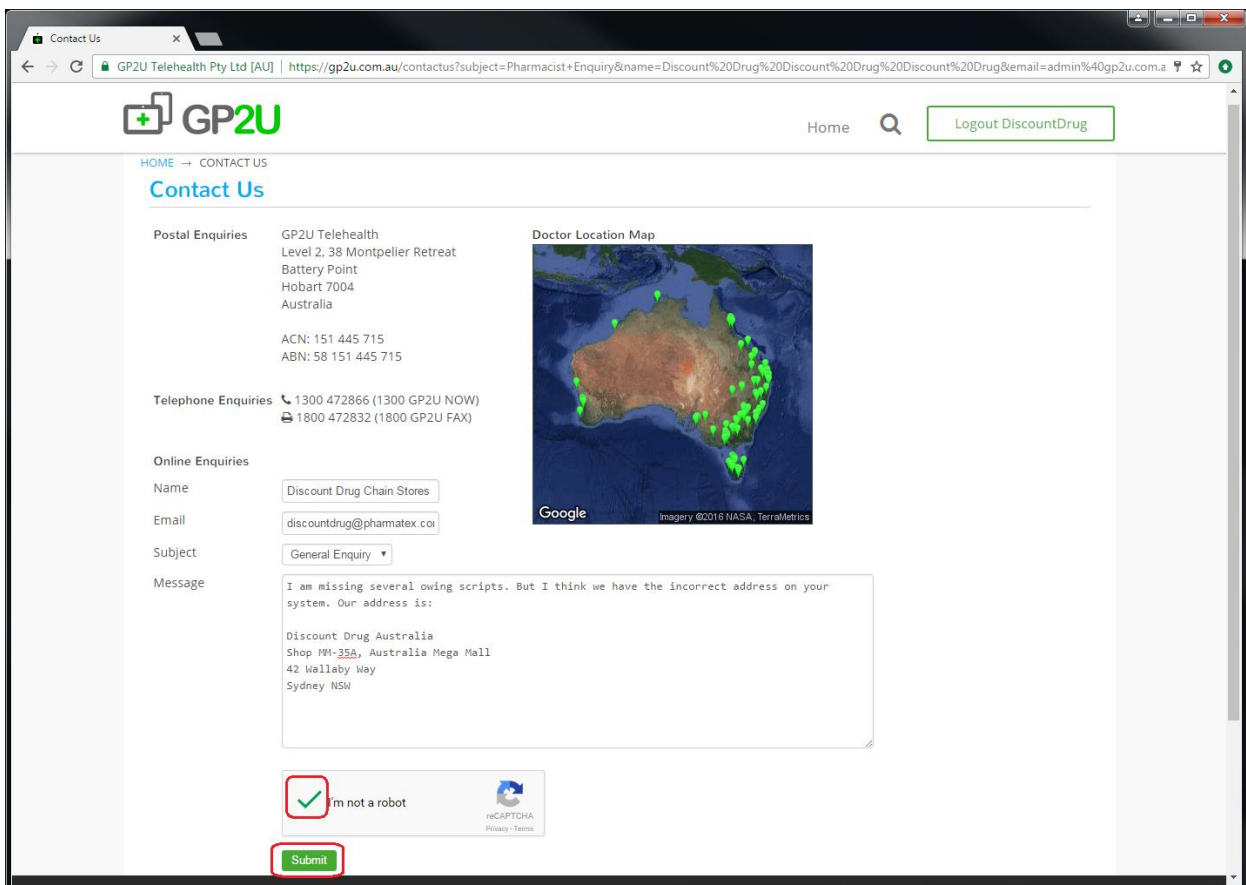
© 2011-2016 GP2U Mobile · Privacy · Terms of Service · Contact Us

# CONTACT GP2U

If you click on this link, this will bring up our “Contact Us” page:



Just make sure that if you are going to send us an email, to put your entire pharmacy/dispensary email name and tick the “I am not a robot” tick box and click on “Submit”



## WHATS NEXT?

Once you are registered, you can expect to receive faxed scripts from GP2U patients with the PBS paper script in the mail within a few days.

If your community is under-serviced with doctors, it may be worth considering the option of offering the GP2U service from within your Pharmacy. For more details see the next section.

Please note, the fee structure for GP patient billing is determined by the individual doctor. Medicare does not provide patients with any rebate for this service so it's not possible to bulk bill the service. As a result the patient does have an out of pocket cost for their online GP consultation. This is paid prior to the consultation.

Majority of Specialist consultations through GP2U are bulk billed under Medicare, depending on the patients address details and if they qualify under the Medicare rulings.



# SETTING UP GP2U IN YOUR PHARMACY

## PRIVACY

First, make sure you have a suitable area to conduct a consultation. There are no fixed requirements, however you should be able to answer the question *“Would I be happy talking to a doctor/pharmacist in this location?”* with a *“Yes”*. The sorts of consultations that can reasonably be offered depend upon the level of privacy available, with the gold standard being a small room with a door that can be closed.

In the event a private room is not available, privacy can be significantly enhanced with the use of a headset and positioning the computer screen/patient in a way that puts them out of view.

## INTERNET

It will not be possible to have video consultations unless you have adequate Internet connectivity, so before going any further please go to:

[https://gp2u.com.au/how\\_to/test\\_my\\_internet\\_speed.html](https://gp2u.com.au/how_to/test_my_internet_speed.html)

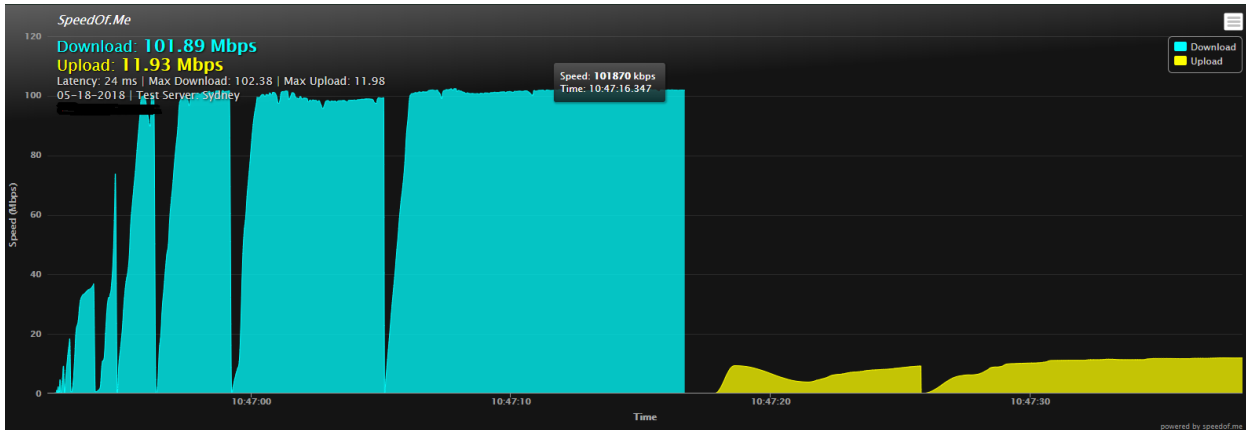
The screenshot shows the GP2U website interface. At the top left is the GP2U logo. On the right, there are links for 'Home', a search icon, and a 'Logout mrjohndoe' button. Below the navigation is a breadcrumb trail: 'HOME → HOW TO → HOW TO TEST INTERNET SPEED'. The main heading is 'How To Test Internet Speed'. The content includes an introductory paragraph about video conferencing quality, a paragraph about a 'magic number' of > 384 kb/s, a paragraph explaining ADSL (Asymmetric Digital Subscriber Line) and its asymmetry, and a list of speed testers: Speedof.me and SpeedTest.net. At the bottom, there is a footer with contact information for GP2U TeleHealth, including address, email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832), along with social media icons for Facebook, Twitter, Google+, and LinkedIn.

When it comes to video conferencing the primary determinant of picture and sound quality is the capacity of the "pipe" that joins the two sites. A commonly quoted magic number is a capacity of > 384 kb/s (kilobits per second) in each direction, with more being better. So, if you have a 2 Mb/s (Megabits per second) ADSL line you should be right? Right? Perhaps.

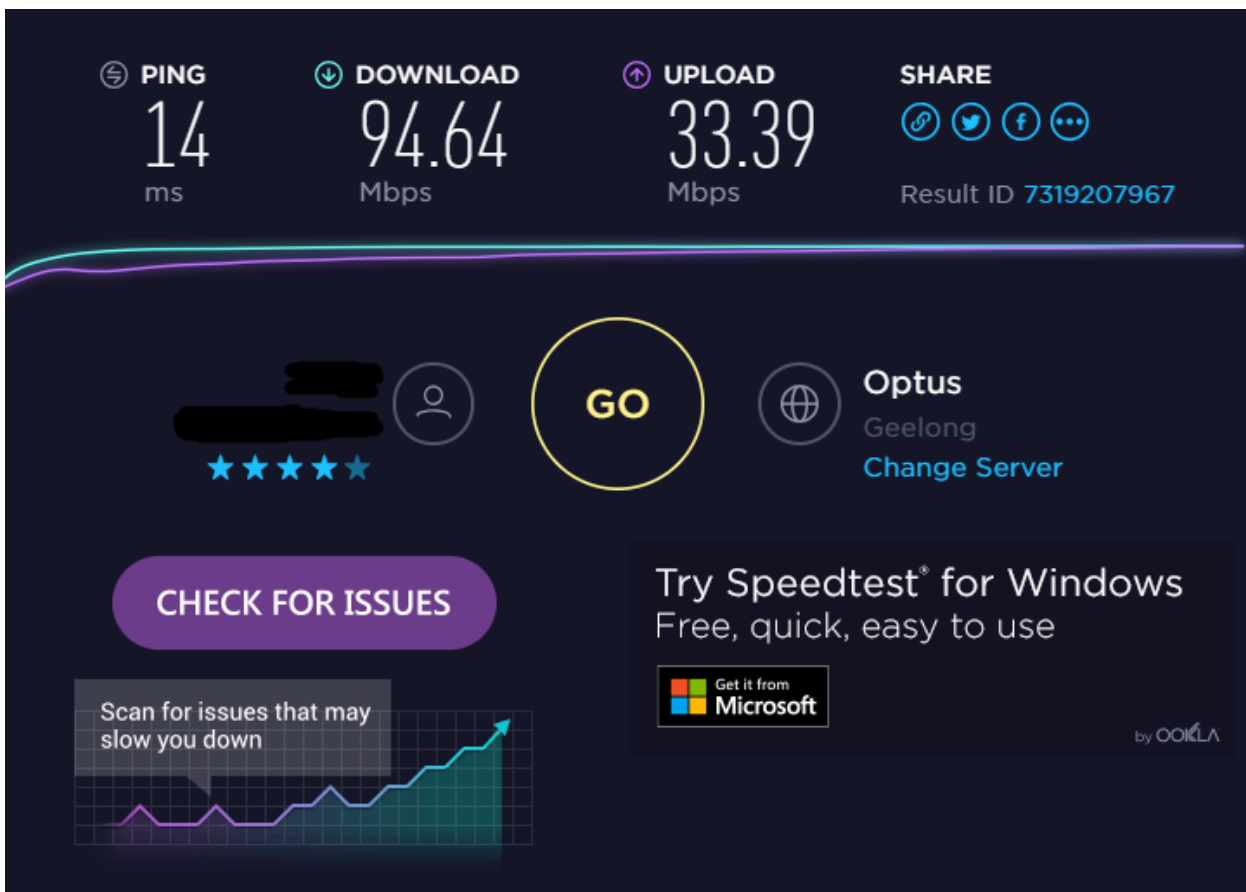
ADSL stands for Asymmetric Digital Subscriber Line. The asymmetry refers to the fact that the download speed is much faster than the upload speed. Most of the time this does not matter as we do a lot more downloading than uploading, however for video conferencing upload speed is critical, because it is upload speed that determines how good the picture will be at the other end of the connection.

Here are some examples of the Speed Test.

This is what the speed test using speedof.me would say if you were on NBN, depending on your contract and service provider:



This is what the speed test using speedtest.net would say if you were on NBN, depending on your contract and service provider:



## **COMPUTER**

Virtually any modern computer will be adequate. We need the following components.

- A modern computer or smart device will generally be satisfactory.
- Laptops work well.
- Net books do not work well.

## **CAMERA**

- We have found the top of the range Logitech Webcams work better than the Microsoft equivalents.
- Cheaper laptops have poor quality cameras.

## **MICROPHONE**

- Microphones are typically integrated with Webcams. The main reason to buy a top end Webcam is to get a good microphone.
- Cheaper laptops have poor quality microphones.

## **SPEAKERS**

- Virtually any set of external speakers will do.
- Cheaper laptops have poor quality speakers.

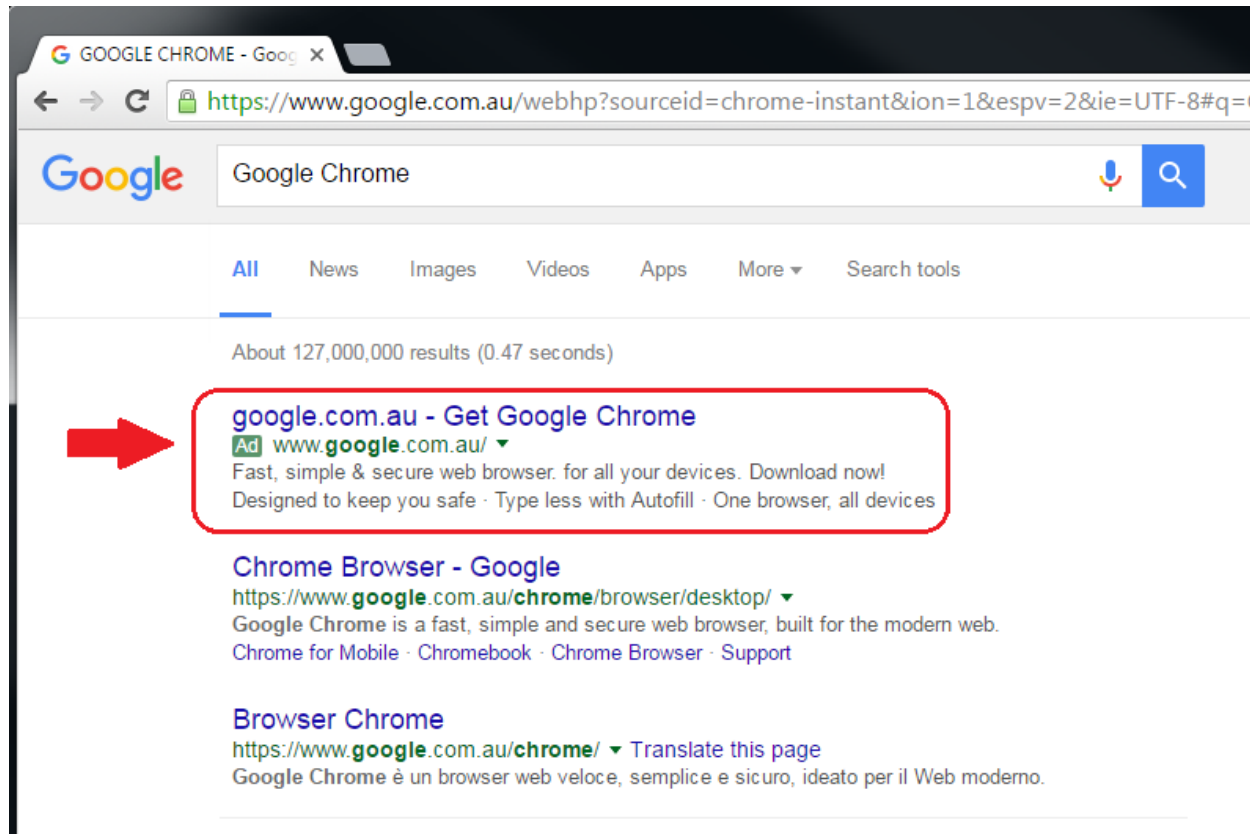
## **CONNECTION TO INTERNET**

- Your computer needs to be able to access your adequate Internet connectivity.
- Cable, Wireless, USB, 4G and MSN are all typically good enough.

## DOWNLOAD AND INSTALL GOOGLE CHROME

Once you have established you have adequate Internet connectivity and sourced a suitable computer, we need to make it easy to have a video conference. Google Chrome is Google’s free web browser. As well as being faster and more reliable than Internet Explorer, it comes complete with inbuilt WebRTC based video conferencing.

Chrome is easy to find:



Just follow the prompts and Chrome will be installed in no time.

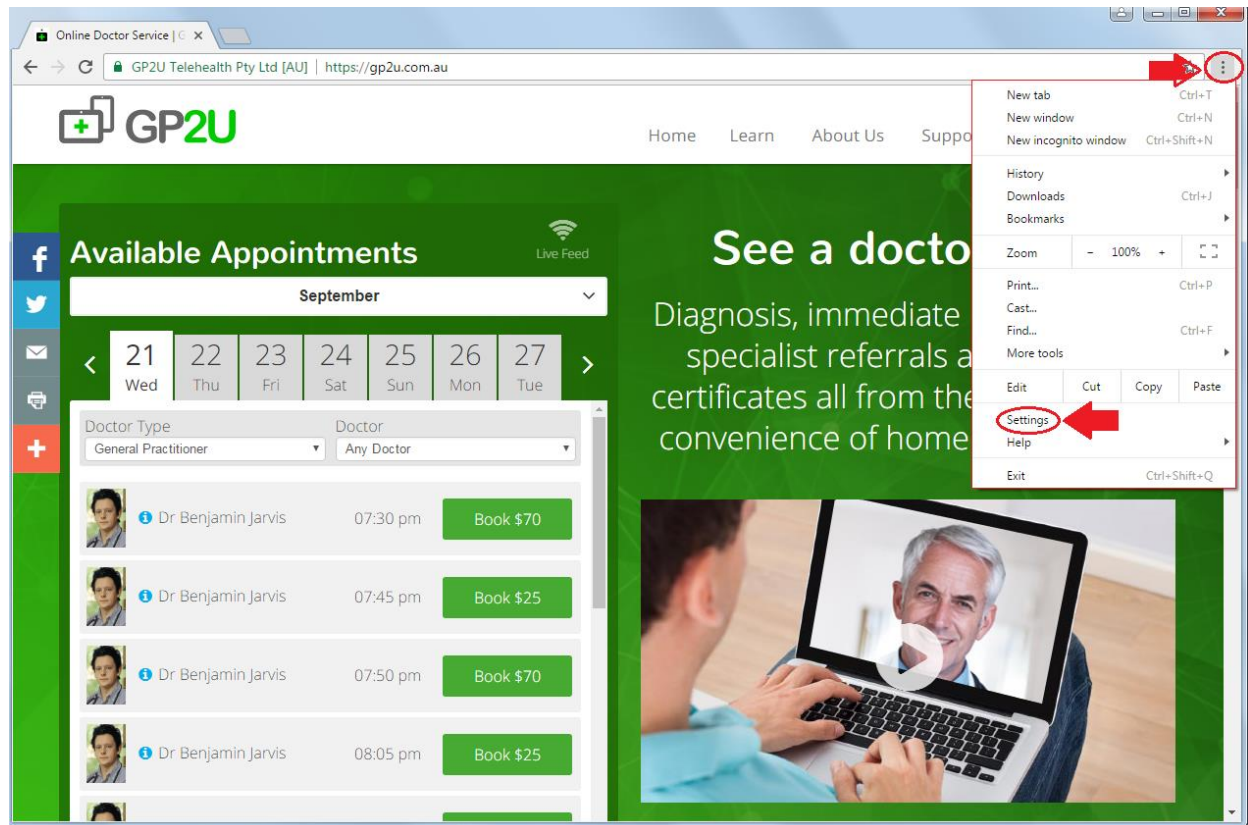
## SET GP2U AS THE HOME PAGE IN GOOGLE CHROME

To make things as robust and reliable as possible, it works well to set up GP2U as the home page in Google Chrome. That way all you have to do is open Chrome and things will be ready to go.

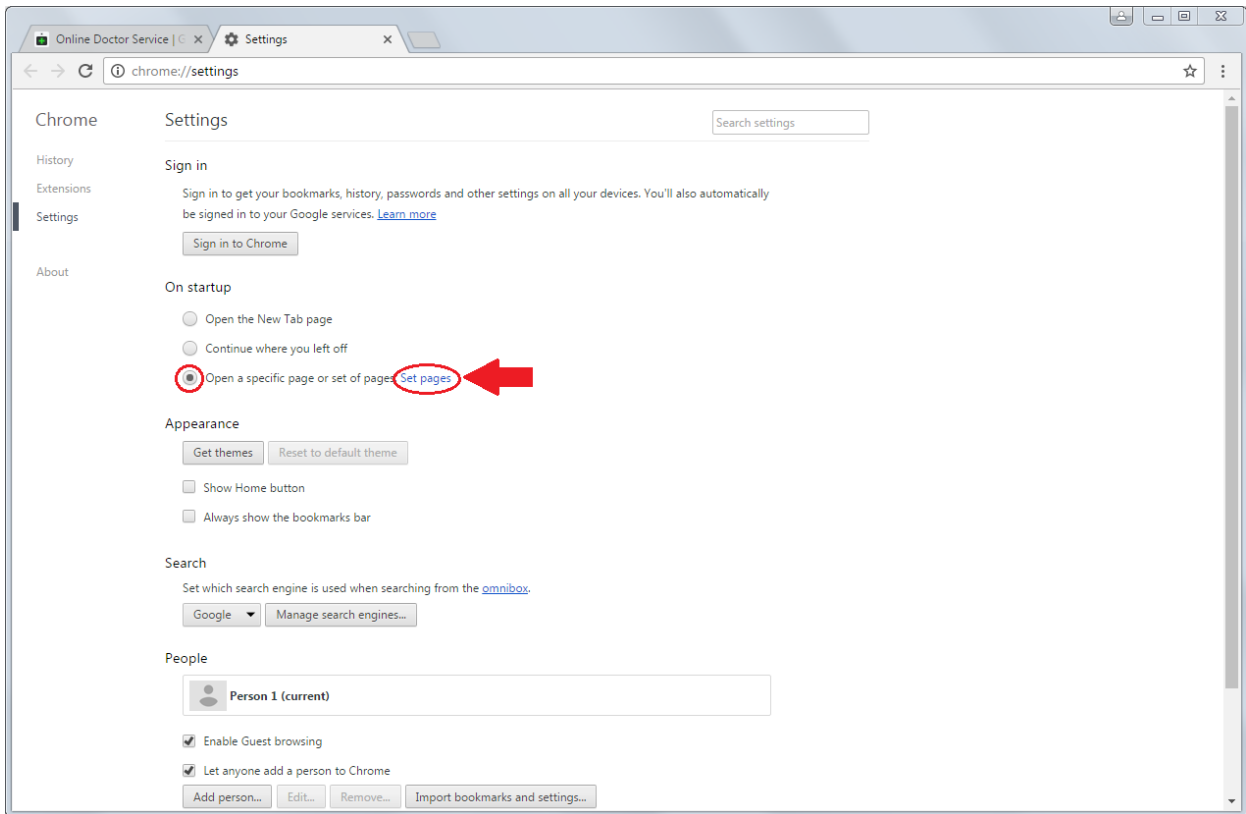
First browse <https://gp2u.com.au> or just type in gp2u.com into Chrome and our site will appear.

Now let's set this as the home page.

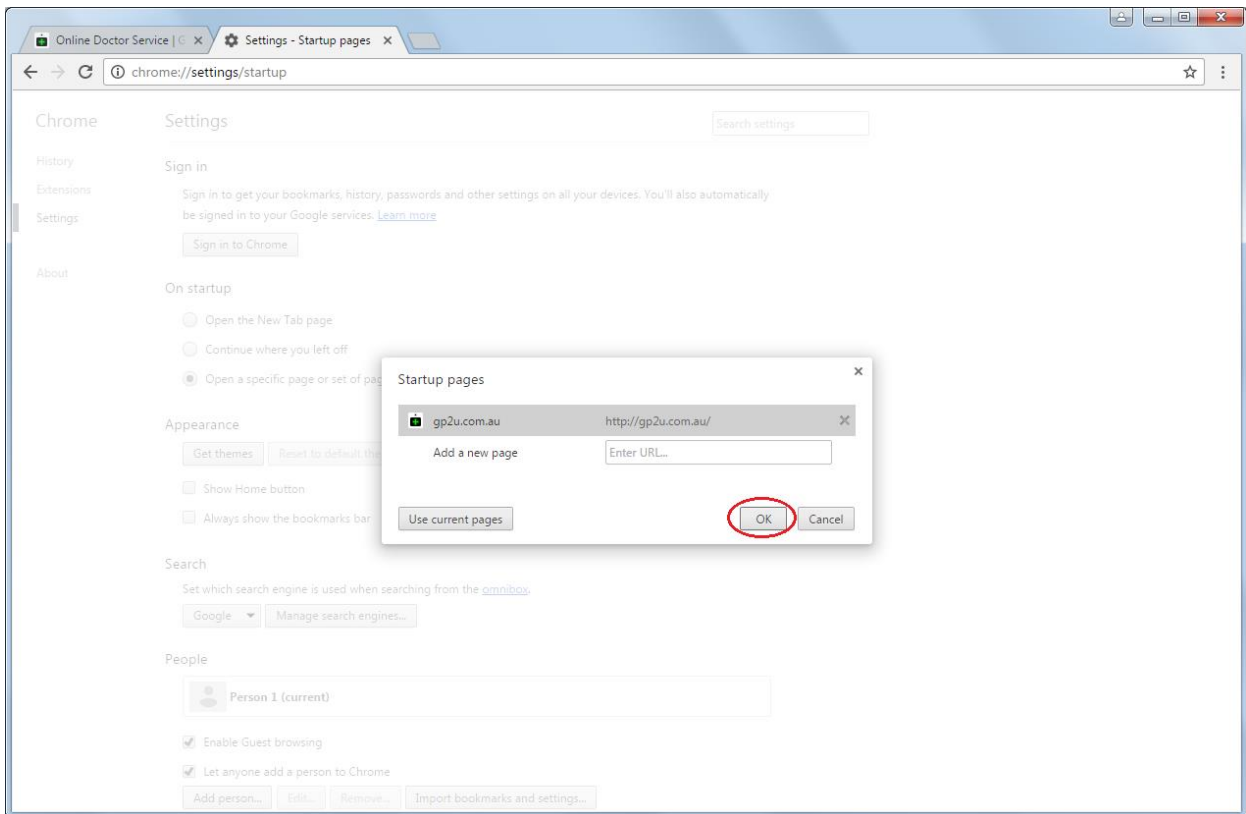
- First, click on the 3 horizontal lines near the top right.
- This brings up a menu. In this menu click on the settings link as shown below



Now click the radio button next to “Open a specific page or set of pages” then click the “Set pages” link

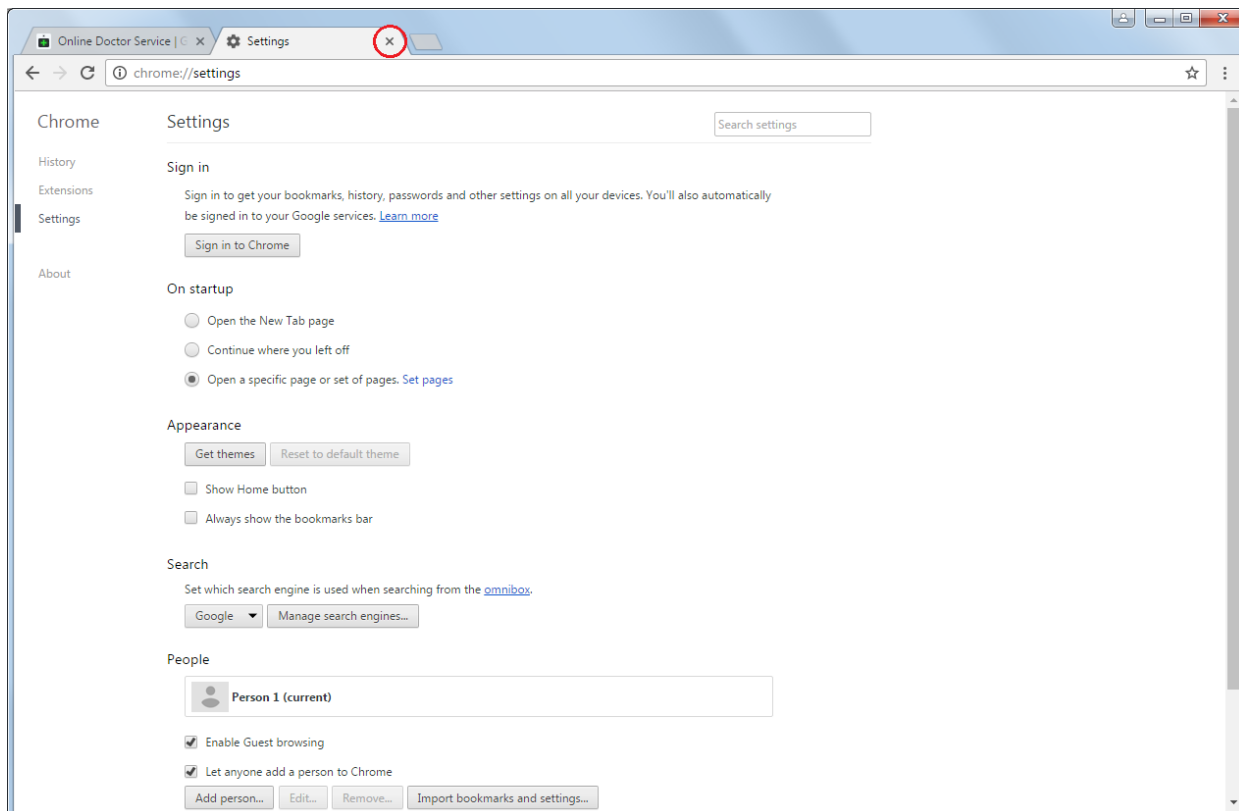


Which will bring you to this page:



Click OK and then close the settings tab by clicking on the “X” as shown:

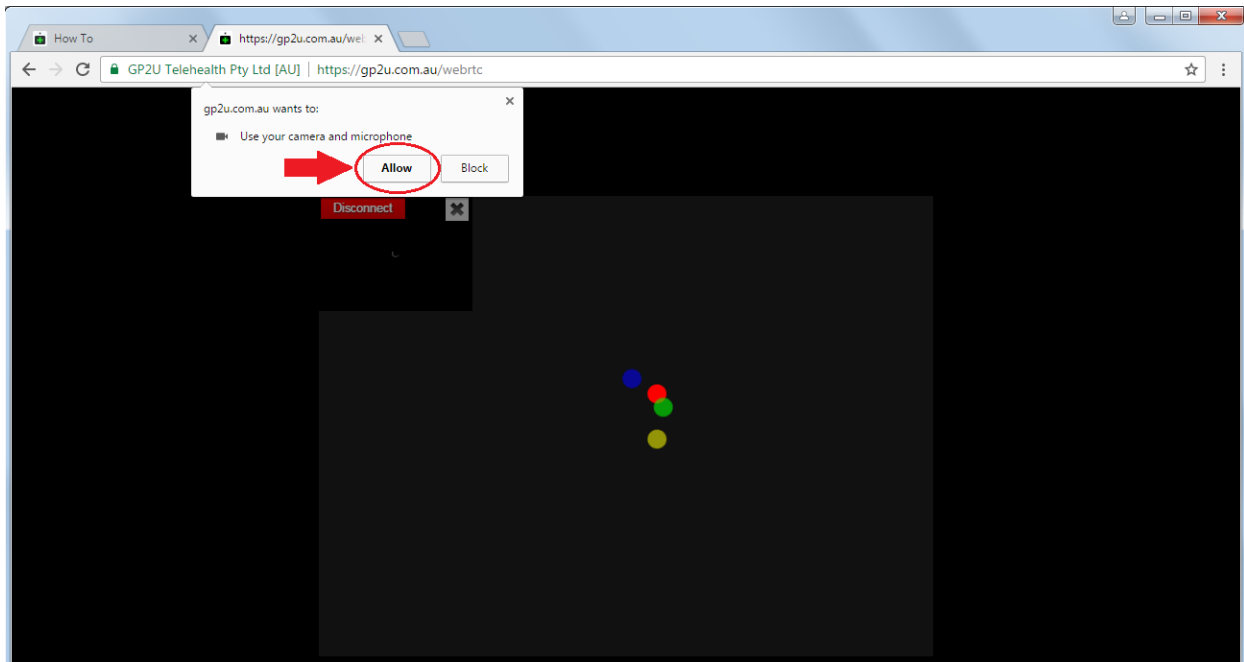
Now you can close Chrome down. When you open it again it will automagically open on the GP2U page.



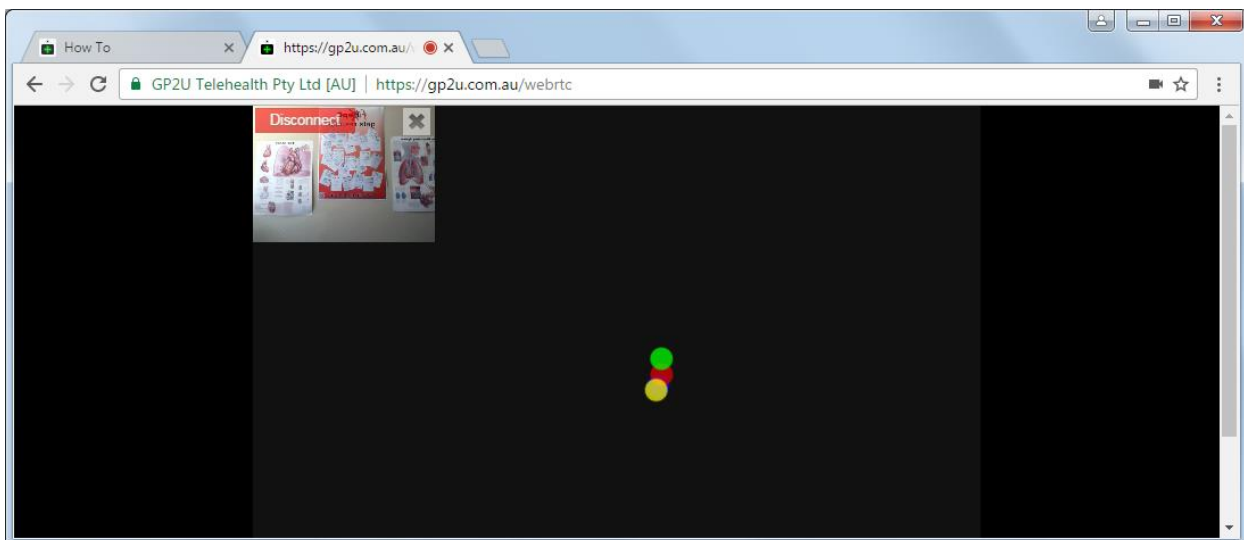
## TEST VIDEO CONFERENCE

Once you have things set up, please give us a quick call and go to this page <https://gp2u.com.au/webrtc>

There is a once off requirement to allow GP2U to use your camera and microphone. Please click the “Allow” button as shown below:

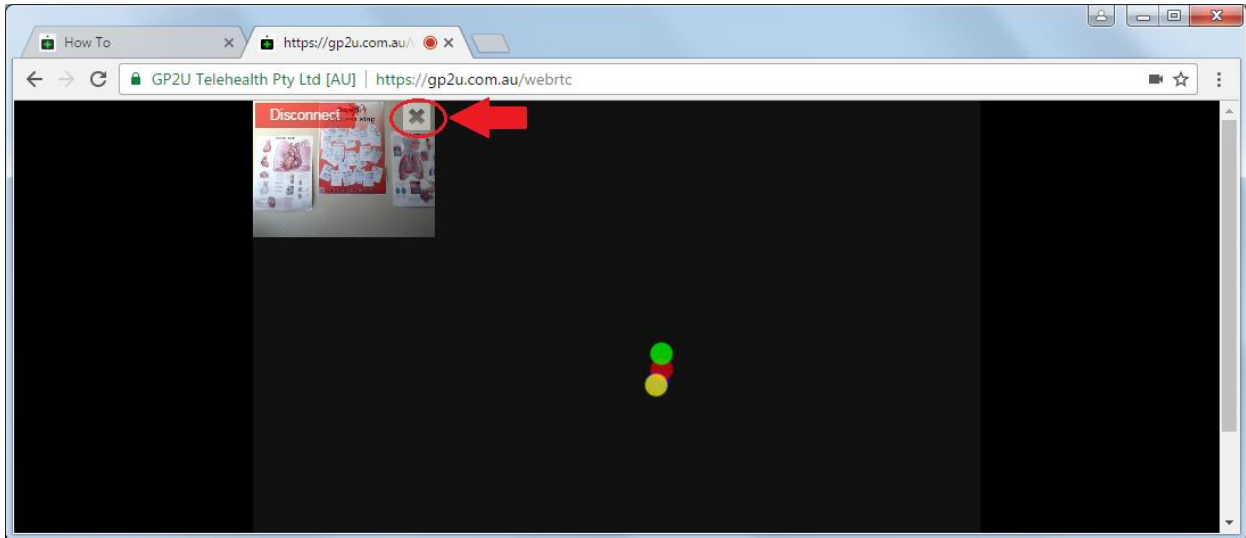


Please note that patients will also have to click the “Allow” button the first time they use the system. Once you have clicked “Allow” you will see a picture of you in the top left corner:





You can hide your picture using the “X” button next to “Disconnect” if you don’t want to see what you look like.



Now simply give us a call on 1300 472 866 and we will connect to the other end so you can see things in action.



## HOW A PATIENT BOOKS AN APPOINTMENT (THIS SECTION MAY NOT BE NEEDED)

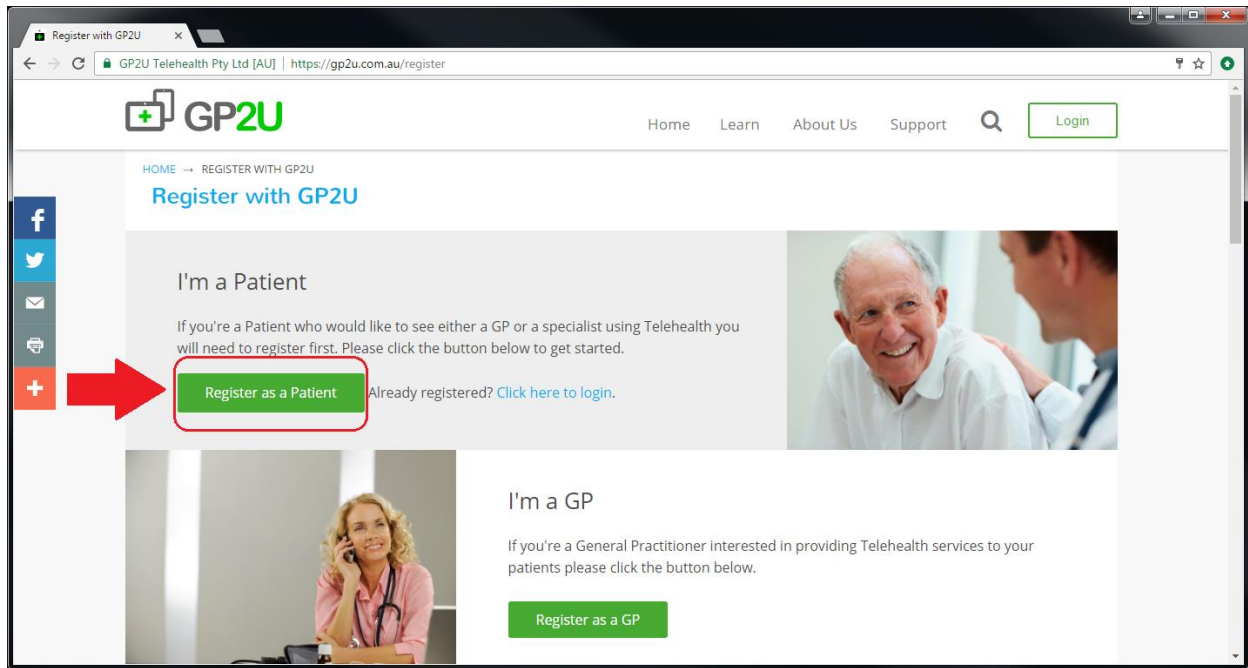
Once the basic infrastructure is in place it's quite straightforward for patients to use this to book appointments. Prior to booking an appointment we need patients to register so we can gather in their details such as name, address and Medicare card number – all of which needs to appear on any prescription.

The registration process for patients is virtually identical to that for pharmacies. It consists of 5 steps, takes about a minute, and is free.

Patients can register from our home page at gp2u.com.au, then scroll down to the “Register” button:

The screenshot shows the GP2U website interface. At the top, there is a navigation bar with links for Home, Learn, About Us, Support, and a Login button. The main content area is green and features a 'See a doctor online' banner with the text: 'Diagnosis, immediate prescriptions, specialist referrals and medical certificates all from the comfort and convenience of home or the office.' Below the banner is an image of a doctor on a laptop screen. To the left, there is a sidebar with social media icons (Facebook, Twitter, Email, Print, Plus) and a 'Live Feed' icon. The 'Available Appointments' section is prominently displayed, showing a calendar for October with dates 5 (Wed), 6 (Thu), 7 (Fri), 8 (Sat), 9 (Sun), 10 (Mon), and 11 (Tue). Below the calendar, there are filters for 'Doctor Type' (General Practitioner) and 'Doctor' (Any Doctor). A list of appointments is shown, including Dr James Freeman at 09:00 am (Book \$90) and Dr Benjamin Jarvis at 07:45 pm (Book \$70). At the bottom of the page, a 'Register >' button is highlighted with a red box and a red arrow pointing to it. Below the button, there is a note: 'For the best experience download our free app and see a doctor from your phone or tablet today.'

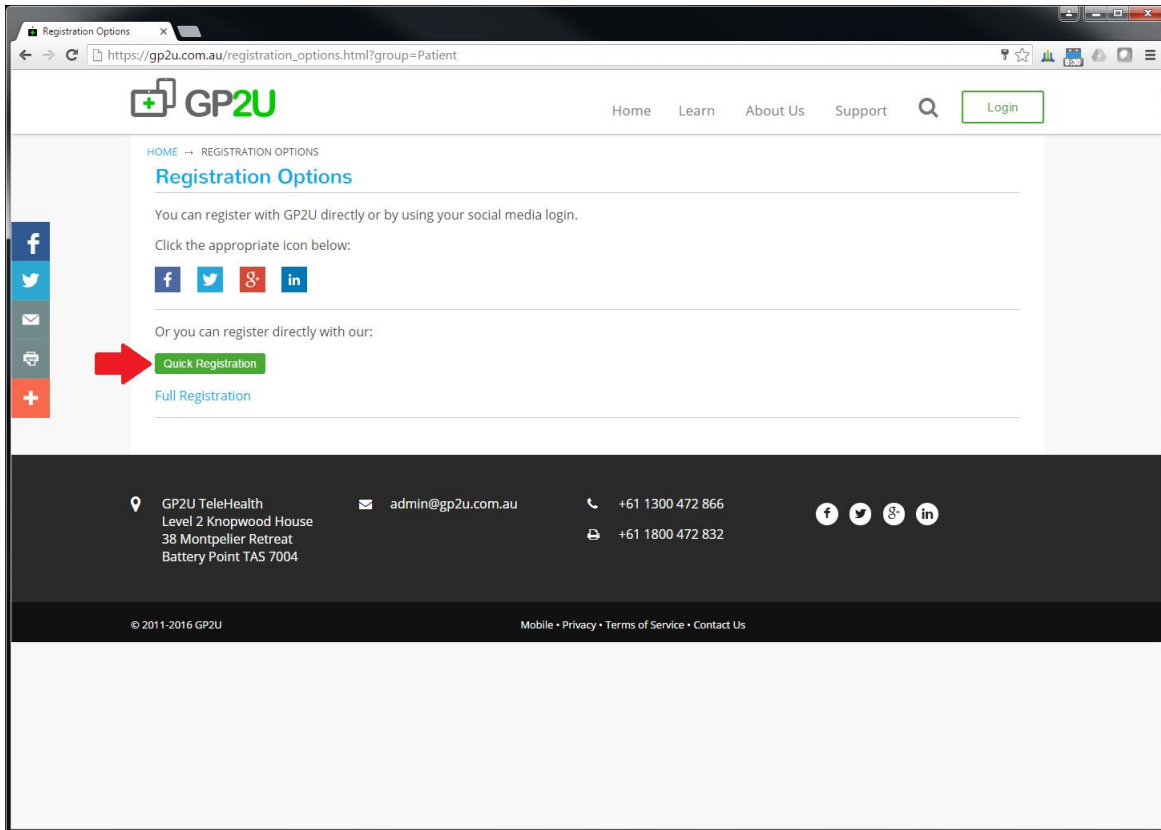
Click on "Register as a Patient":



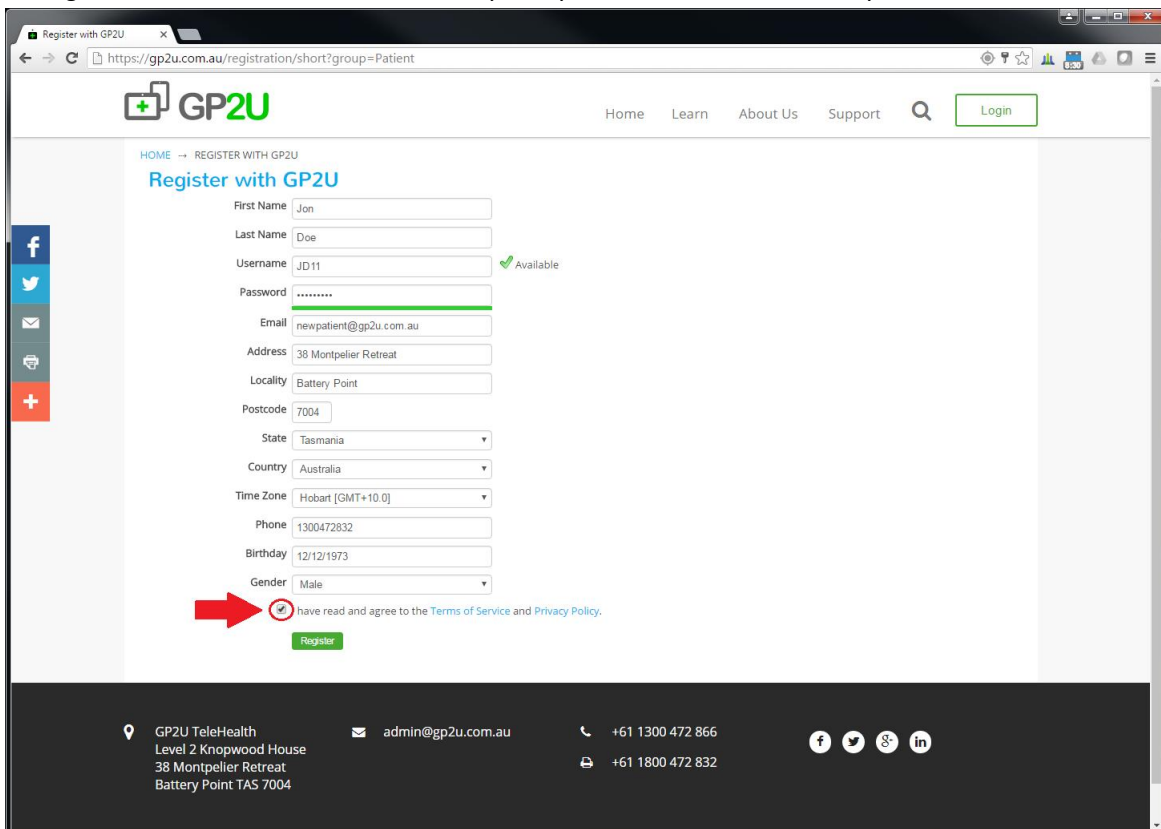
And you can click on "Quick Registration" or "Full Registration"

## REGISTRATION OPTIONS

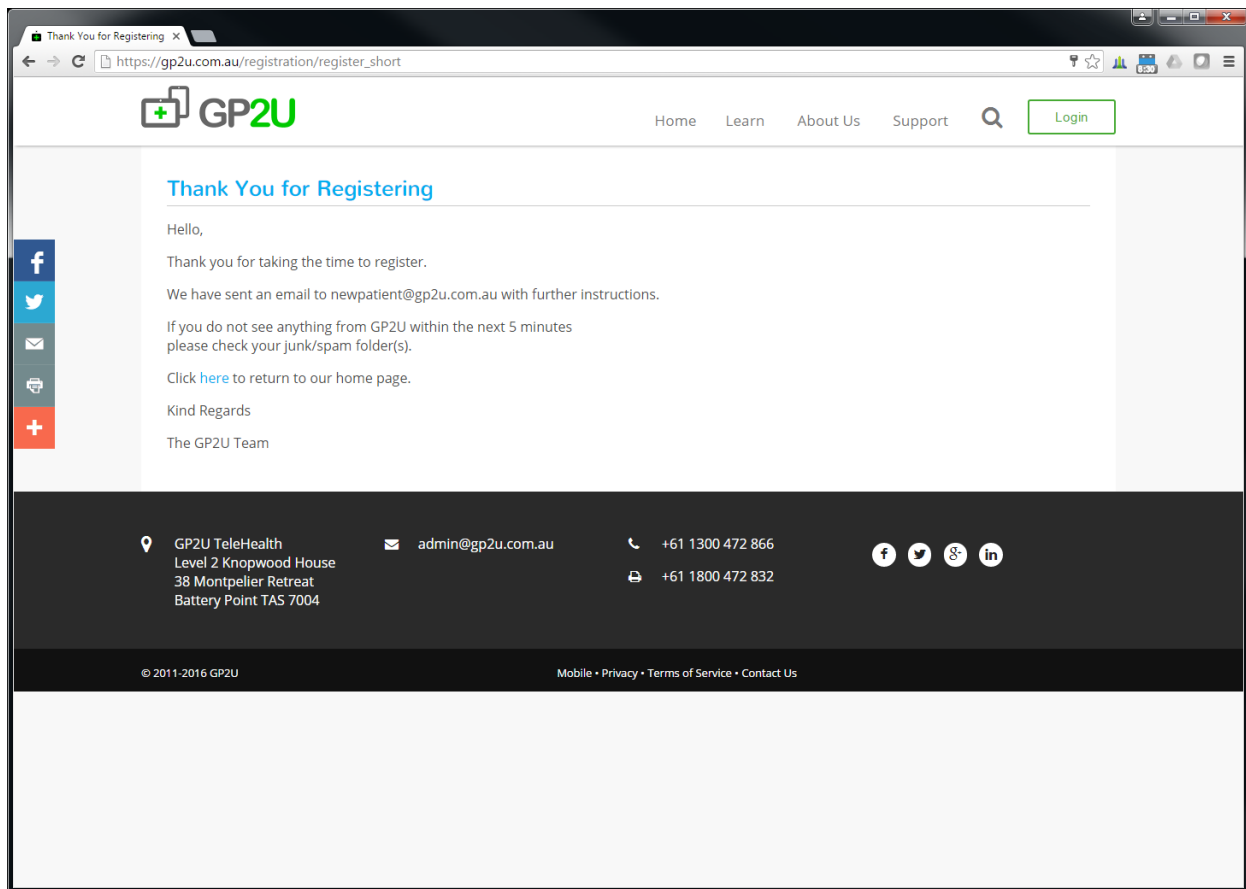
From here you can select either “Quick Registration” or “Full Registration”. For this example, we will select “Quick Registration”:



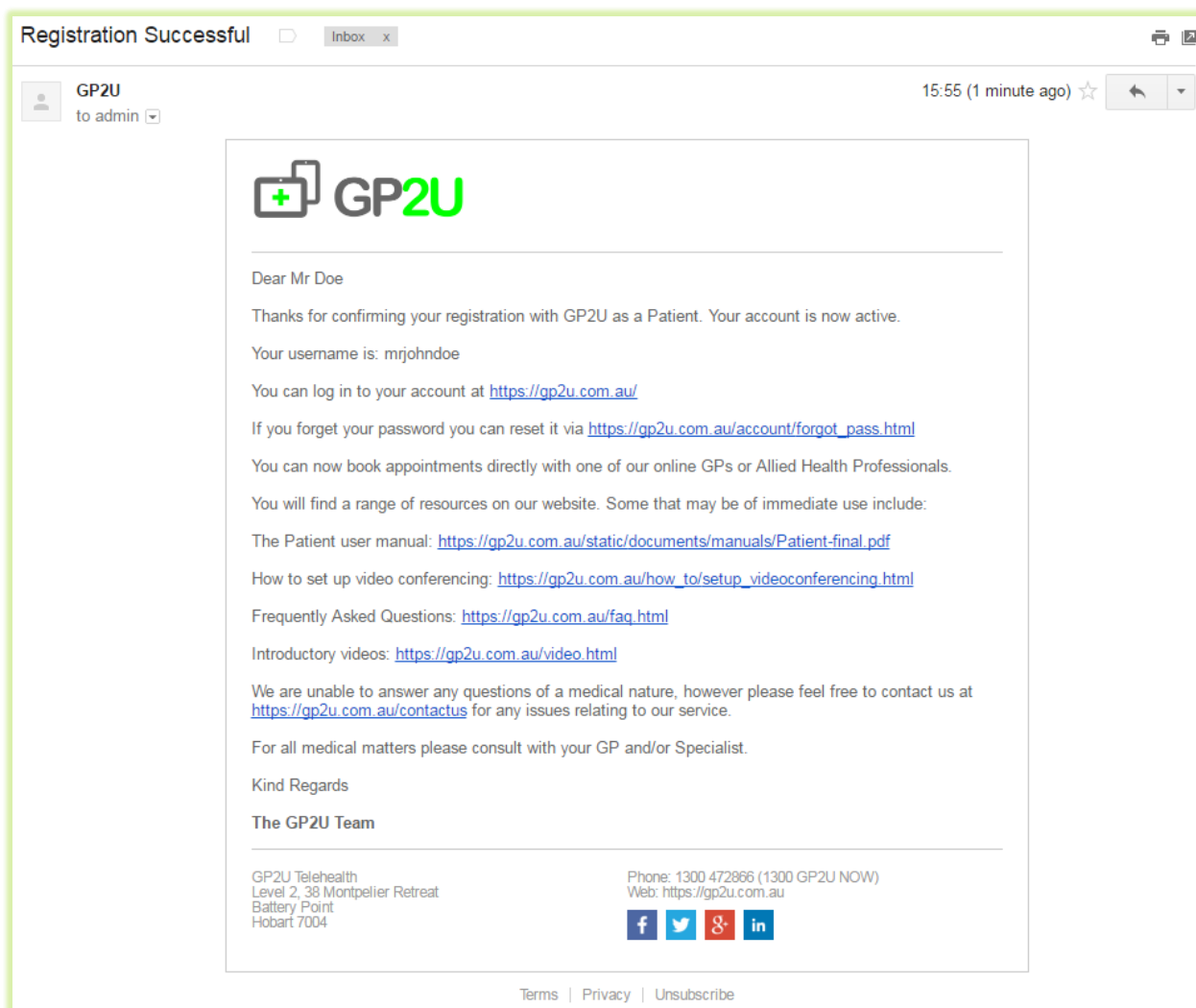
From here, it is just a matter of filling out every field then making sure you tick the box where it says “have read and agree to the Terms of Service and Privacy Policy”. Be sure to read those on your own time.



You should see the following:



Be sure to check your junk/spam folders, especially if you use a Hotmail, live, or Outlook email account. One of the biggest issues our patients have had in the past is that they had one of those email accounts and never received updates or email information from our doctors. So please check your spam/junk email folders on your email account. The email should look something like this:



Once you have verified your account, you can login from the home page.

## FULL REGISTRATION (optional)

If you would like to select the Full Registration option, you will need to complete the following 5 step process.

### Registration Step 1: Name

Registration Step 1

GP2U

Home Learn About Us Support Login

Registration Step 1

Name Password Address Phone Register

Title Mr

First Name John

Surname Doe

Salutation Dear Mr Doe

Optional

Please tell us how you would you like to be addressed?  
e.g. Dear Dr Zhivago, Hi Bill, Greetings Sir Richard...

Next >

GP2U TeleHealth  
Level 2 Knopwood House  
38 Montpelier Retreat  
Battery Point TAS 7004

admin@gp2u.com.au +61 1300 472 866 +61 1800 472 832

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Just start off by entering a Title you prefer to be called by (Mr, Mrs, Miss, Ms, Master, Dr, etc.) then your First Name and Surname as they would appear on your Medicare Card. Then put a Salutation in the final field such as Dear Mr Doe or Hello John. Then click Next.

## Registration Step 2: Password

For this step, just fill out a Username you can remember (eg. firstname.lastname), an alphanumeric password and a preferable non-hotmail email account, such as a gmail account. Then click Next.

The screenshot shows a web browser window at the URL <https://gp2u.com.au/registration/step2>. The page title is "Registration Step 2". The GP2U logo is in the top left, and navigation links for Home, Learn, About Us, Support, and a Login button are in the top right. A progress bar at the top of the form indicates the current step: Name (checked), Password (checked), Address (unchecked), Phone (unchecked), and Register (unchecked). The form fields and their validation are as follows:

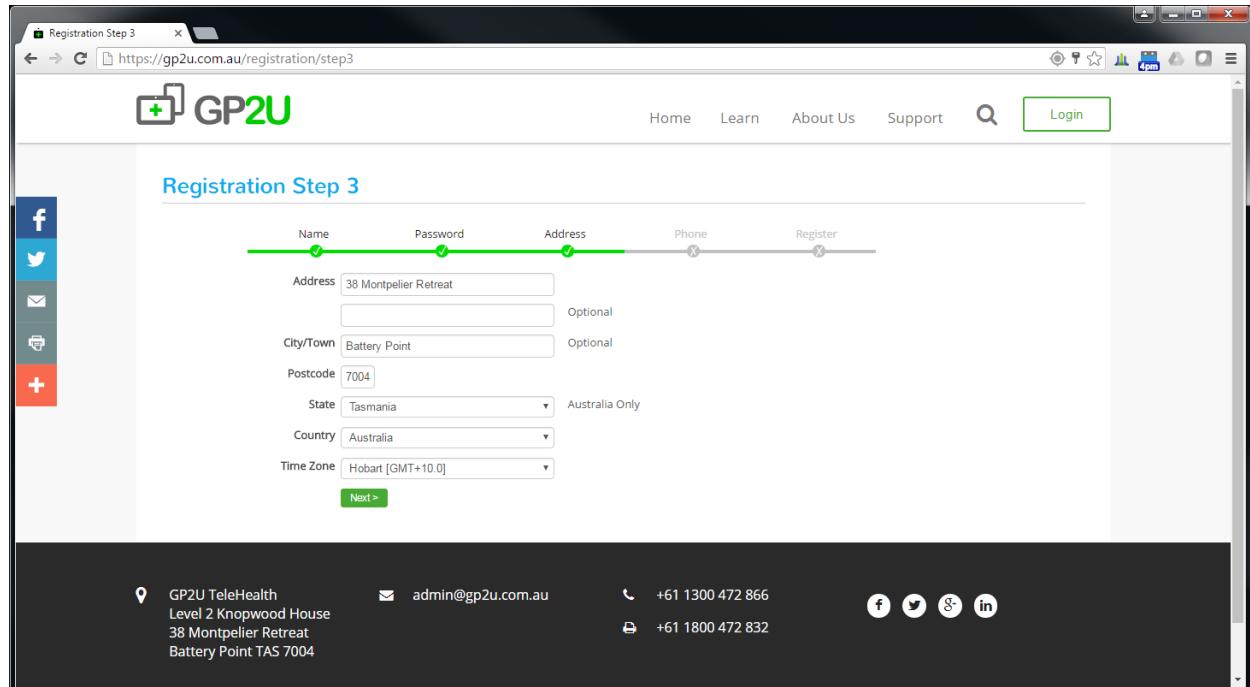
Field	Value	Validation
Username	mrjohndoe	Available
Password	*****	
Password	*****	Passwords match
Email Address	admin@gp2u.com.au	
Email Address	admin@gp2u.com.au	Email addresses match

A green "Next >" button is located below the form fields. The footer contains contact information for GP2U TeleHealth, including the address (Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004), email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, and LinkedIn are also present.



### Registration Step 3: Address

For this step, please enter your home address OR the address that your Medicare Card is attached to. This will also make it easier for our doctors to fax scripts through to your local pharmacy if we have your exact location. Also, be sure to tell the doctor if you are traveling, FIFO or living/working elsewhere, so we can find a pharmacy closest to you. When you are ready for the next step, click Next or you can read some notes about Medicare Specialist Bulk Billing below:



The screenshot shows a web browser window with the URL <https://gp2u.com.au/registration/step3>. The page title is "Registration Step 3". The GP2U logo is in the top left, and navigation links for Home, Learn, About Us, Support, and a Login button are in the top right. A progress bar indicates the current step is "Address", with "Name" and "Password" completed and "Phone" and "Register" pending. The form fields are: Address (38 Montpelier Retreat), City/Town (Battery Point), Postcode (7004), State (Tasmania), Country (Australia), and Time Zone (Hobart [GMT+10.0]). A "Next >" button is at the bottom of the form. The footer contains contact information for GP2U TeleHealth and social media icons.

The reason why we ask you to put the address that your Medicare card is registered so our system will be able to identify if you can be bulk billed for Specialist Consults, which is dependent upon your physical address. You will still need to pay for the GP consult, as Medicare DOES NOT OFFER a rebate for GP consults. Those are 100% out of pocket, but your private health insurer may be able to help you if you check with your insurer. You can check out the eligibility for Bulk Billing Telehealth Specialist Appointments with this link:

[http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/MMM\\_locator](http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/MMM_locator)

If you are in a MMM1 zone, then you will not be eligible for our Specialists to Bulk Bill you.

\*Be sure to include the correct Time Zone for this step. This will put the correct time on your login when you are trying to make a booking with a GP or Specialist. This will also send out notifications to your email, with the proper time for your consult, according to your time zone. For example, let's say you live in Perth, Western Australia and you want to see a Psychiatrist that lives in Hobart, Tasmania at 11:00 AM Perth Time. Our system will list the time you, the patient, the correct time (11:00 AM) for your consult with the Hobart Psychiatrist. Whereas the Hobart Psychiatrist would be seeing you at 2:00 PM his time. So please be sure to use your native time zone when you register.

## Registration Step 4: Phone

For this step, just enter at least one phone number you can be reached on. You can also tell us what your Skype name is as well:

The screenshot shows a web browser window with the URL <https://gp2u.com.au/registration/step4>. The page title is "Registration Step 4". The GP2U logo is in the top left, and navigation links for Home, Learn, About Us, Support, and a Login button are in the top right. A progress bar at the top of the form shows five steps: Name, Password, Address, Phone, and Register. The "Phone" step is currently active. The form contains the following fields:

- Phone (Work):  At least one work, home or mobile phone is required.
- Phone (Home):
- Phone (Mobile):
- Skype Name:  Optional

A green "Next >" button is located below the Skype Name field. On the left side of the page, there is a vertical social media sharing bar with icons for Facebook, Twitter, Email, Print, and a plus sign. The footer contains contact information for GP2U TeleHealth, including the address (Level 2, Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004), email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present. Copyright information (© 2011-2016 GP2U) and links to Mobile, Privacy, Terms of Service, and Contact Us are at the bottom.

## Registration Step 5: Register

The final step is to just give us your date of birth (any known format can work), a gender (Male, Female, Unspecified), a Medicare Card number if you have one (strongly recommended to enter one), DVA card (if you have one) and make sure you read the Terms of Service and Privacy Policy.

Registration Step 5

GP2U

Home Learn About Us Support Login

Registration Step 5

Name Password Address Phone Register

Date of Birth

Gender

Medicare Card Number

Individual's Ref Number

DVA Number

I do not have a Medicare or DVA card

I have read and agree to the [Terms of Service and Privacy Policy](#).

Automatically confirm my registration. My email is admin@gp2u.com.au

Medicare card number → 1234 56789 1

Individual's reference number → 1234 56789 1

GP2U TeleHealth  
Level 2 Knopwood House

admin@gp2u.com.au +61 1300 472 866

Once you have read them, tick the boxes and click on register me:

Registration Step 5

GP2U

Home Learn About Us Support Login

Registration Step 5

Name Password Address Phone Register

Date of Birth

Gender

Medicare Card Number

Individual's Ref Number

DVA Number

I do not have a Medicare or DVA card

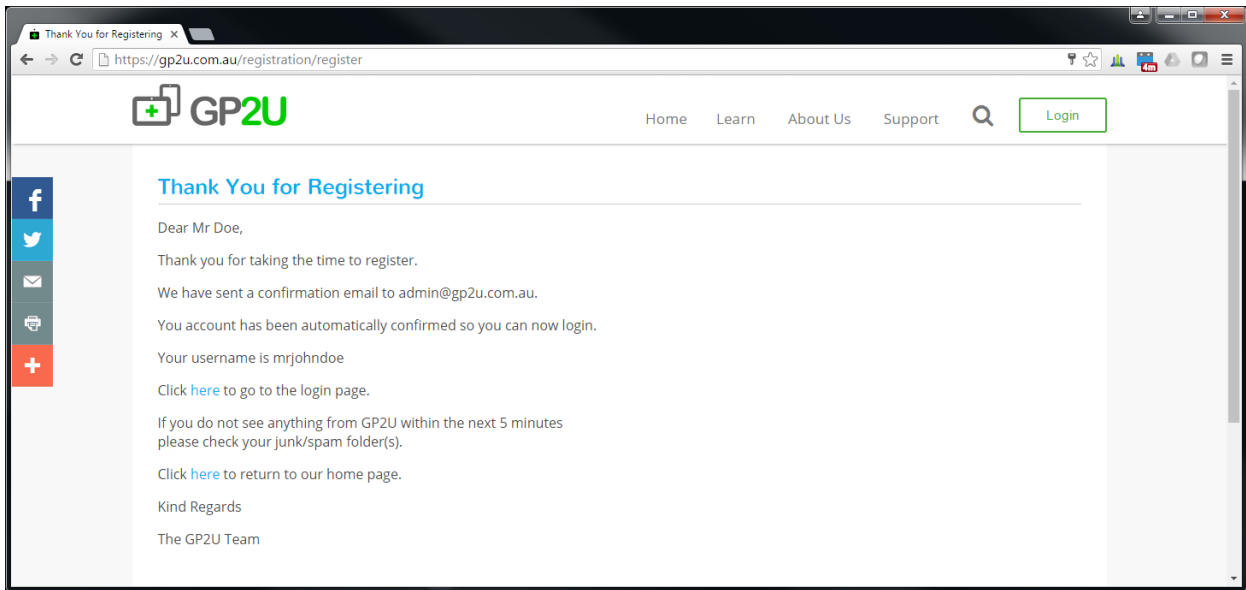
I have read and agree to the [Terms of Service and Privacy Policy](#).

Automatically confirm my registration. My email is admin@gp2u.com.au

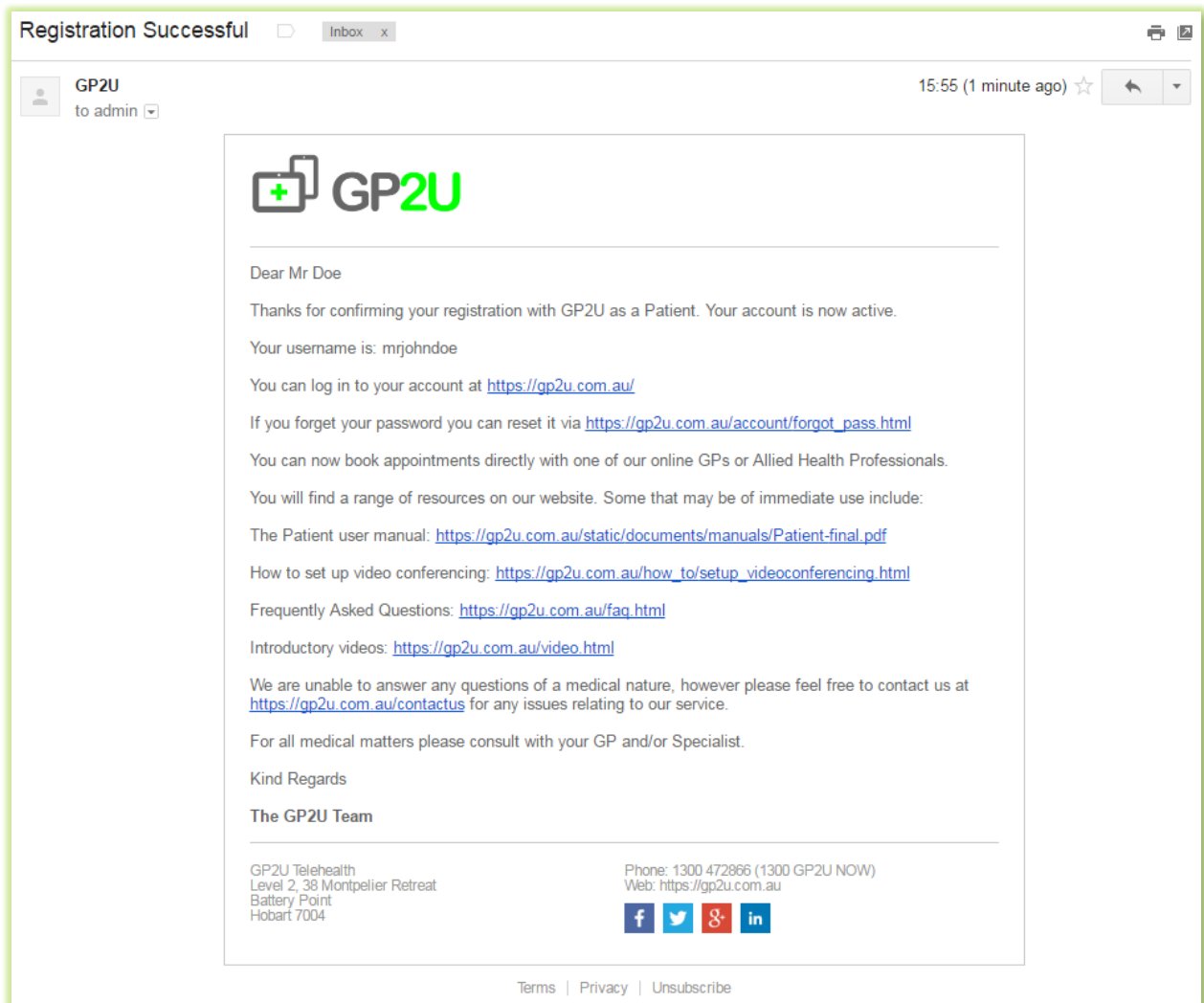
Medicare card number → 1234 56789 1

Individual's reference number → 1234 56789 1

From here you will see a “Thank you for Registering” page:



Please make sure you check your email (spam and junk folders too) for our notification email. It should look something like this:



You may also receive an email confirming the type of platform you wish to use for your consult:



It doesn't matter which platform you use, so long as you decide upon one.

If you are using a mobile or tablet, make sure you download the GP2U App from the App store and use your GP2U login details to open up the app.

If you are going to use Skype, make sure you download Skype onto your Computer or Mobile Device.

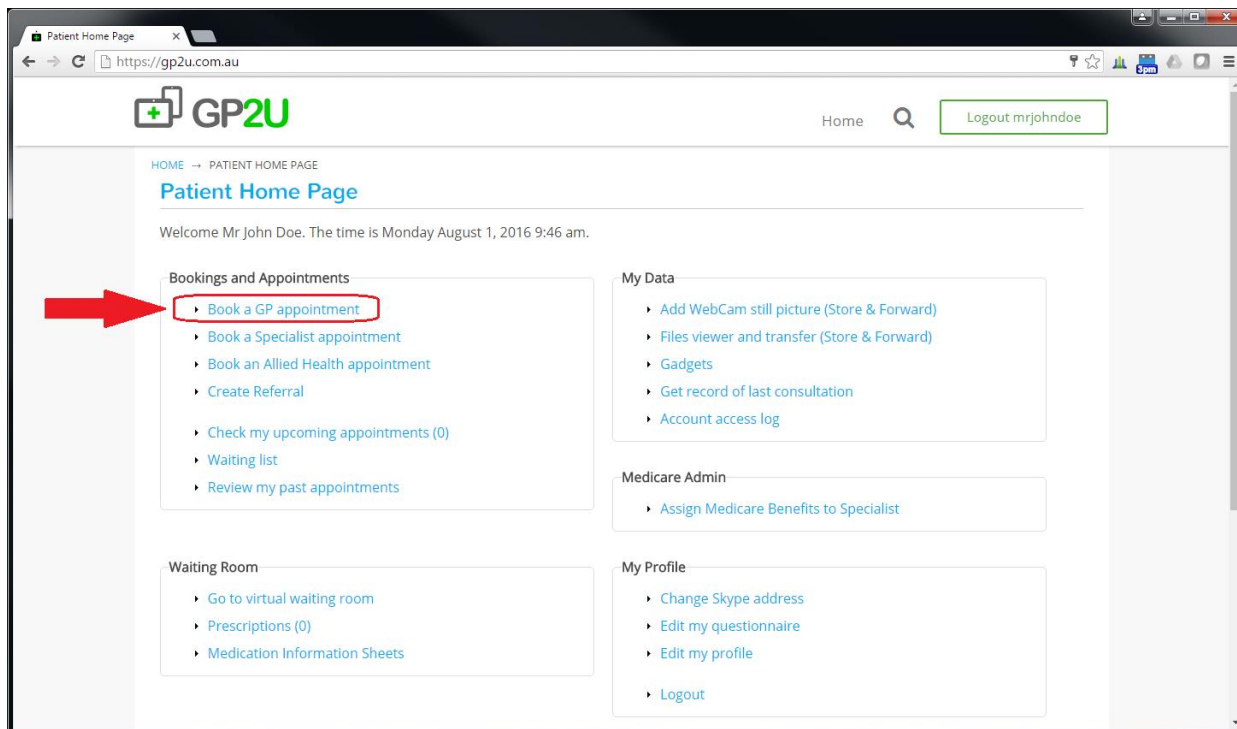
If you are using a computer, make sure you have Google Chrome installed and login through gp2u.com.au on Google Chrome.

Now that the patient is registered they can login and book an appointment.  
Patients login from the home page:

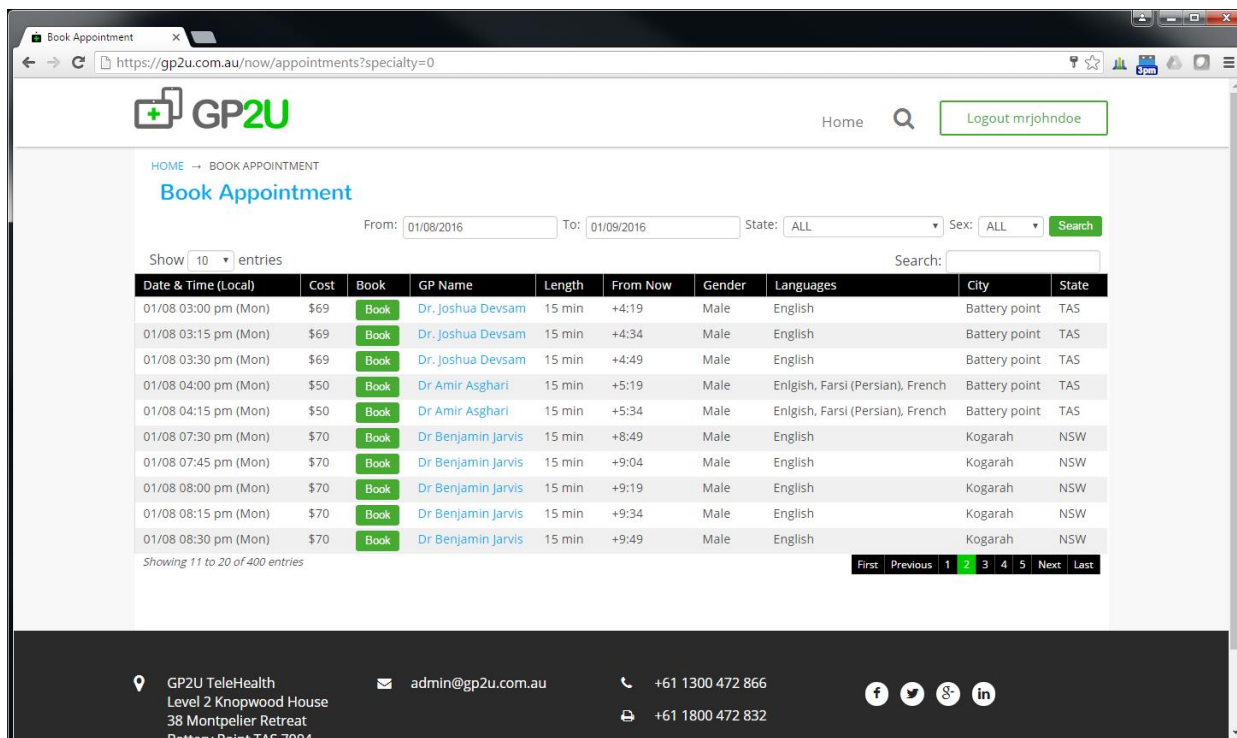
The screenshot shows the GP2U website interface. At the top, there is a navigation bar with the GP2U logo, a search icon, and a 'Login' button. Below the navigation bar, the main content area is divided into two sections. On the left, there is a calendar titled 'Available Appointments' for the month of September, showing a list of appointments for Dr. Joshua Devsam. On the right, there is a promotional banner with the text 'See a doctor online' and 'Diagnosis, immediate prescriptions, referrals and medical... from the comfort and... of home or the office.' A login form is overlaid on the calendar section. The form contains a username field with the text 'GP2UTestPatient', a password field with masked characters, a 'Remember me' checkbox, and a green 'Sign in' button. A red circle highlights the username field, and a red arrow points down to the 'Sign in' button. Below the 'Sign in' button, there are social media login options for Facebook, Twitter, and LinkedIn, and a link for 'Forgotten your username or password?'. A 'Register' button is visible at the bottom right of the main content area.

## BOOK A GP APPOINTMENT

Let's look at how you book and pay for a GP appointment. From the home page, click on "Book a GP appointment":



From here you should either see several doctors or several appointments:



You can find out about the available medical professionals by clicking on their name.

Here is Dr Amir Asghari:


**Dr Amir Asghari**



I am a GP with both Australian and UK accreditation and experience. I have worked in London and Melbourne. I am a graduate of Tehran University (The best University in Iran and one of the worlds top 500) 1999 and Trent (Nottingham) Deanery in the UK 2009. Further to my General Practice I registrar (residency) training in occupational and rehabilitation medicine in St Georges University in London 2013. I also took upon a Masters degree in Nanotechnology and Regenerative Medicine in University College London 2012. I work in a variety of different primary care settings, including GP surgeries, Out-of-Hours centres, as well as in Walk-In centres in collaboration with Accident and Emergency departments. I do telephone, face-to - face and home visit consultations on a regular basis. My practice philosophy is to help people to take their best informed decision about their health and treatment. I have been described my patients and colleagues as caring and committed.

And Dr Ben Jarvis:

**Dr Benjamin Jarvis**



Wholistic General Practitioner with a patient centered approach. Passionate regarding preventative health. Actively involved in my local community through practicing medicine, academia, sport and health programs.

Special interest in weight loss through many pathways as each patient is unique!

Week by week program

The 6 secrets

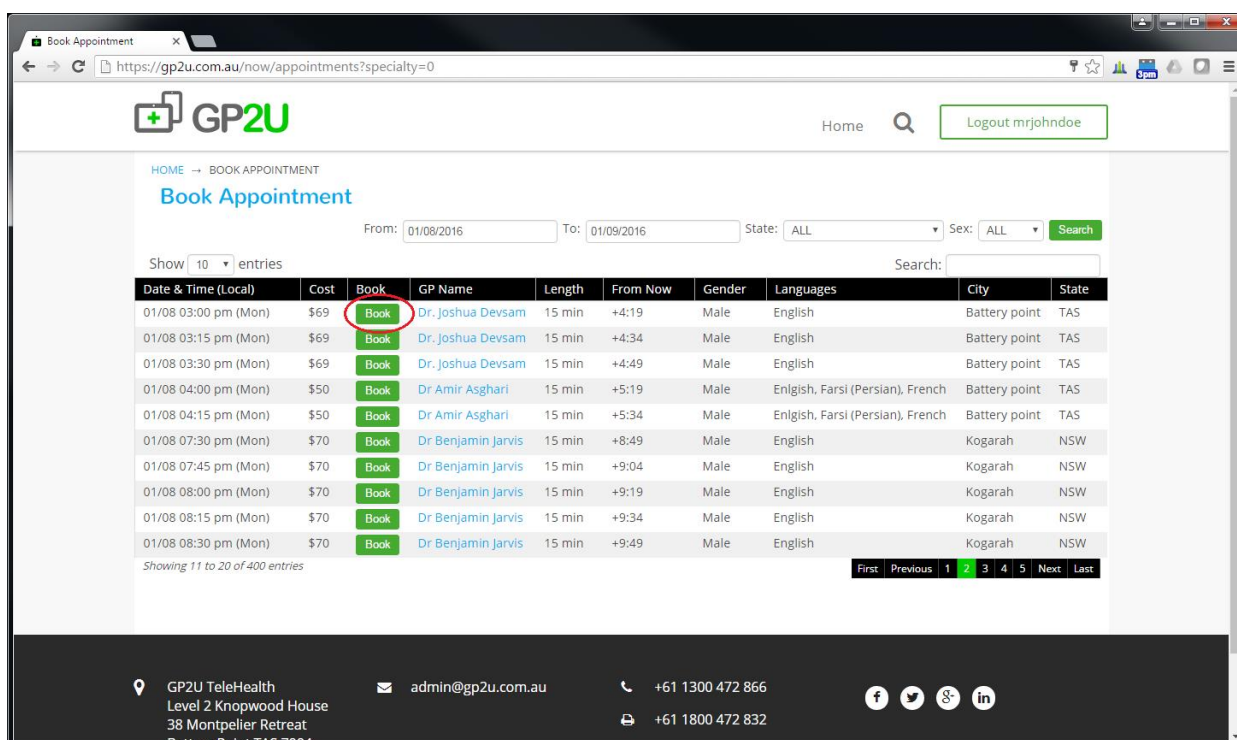
Duromine

HCG

When you are done looking at the Doctor's bio, just click on the X in the upper right corner and then decide which one you want to make a booking with.

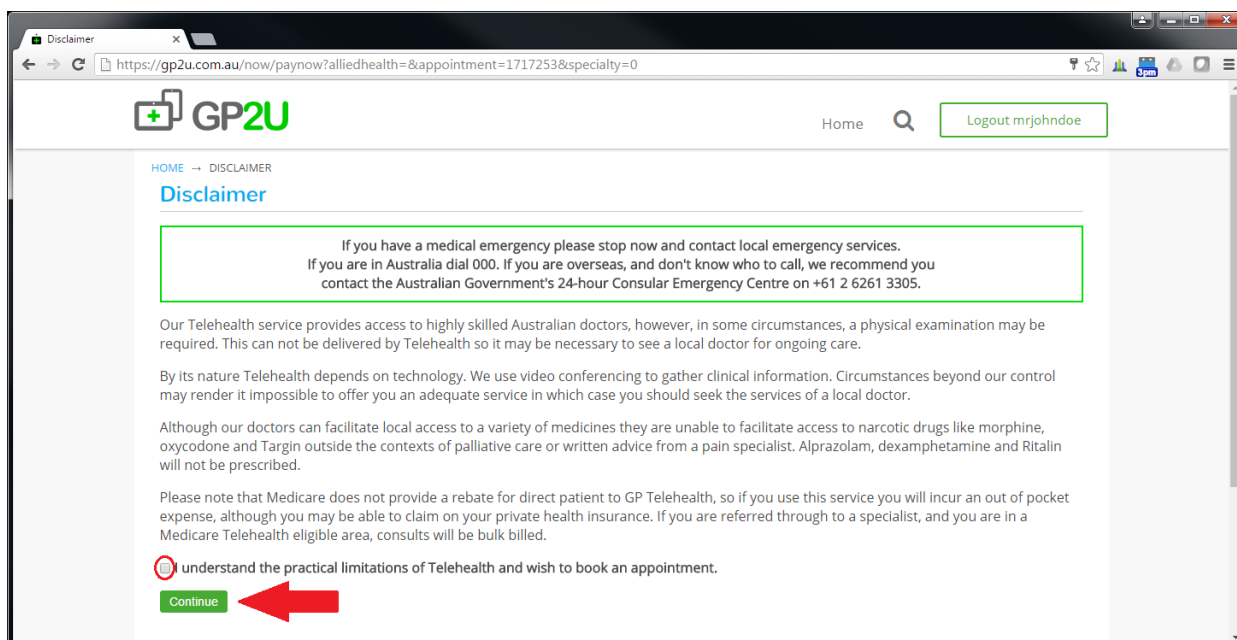


To book an appointment, choose a time and doctor that best suites you, then click the Book button for the time you want:

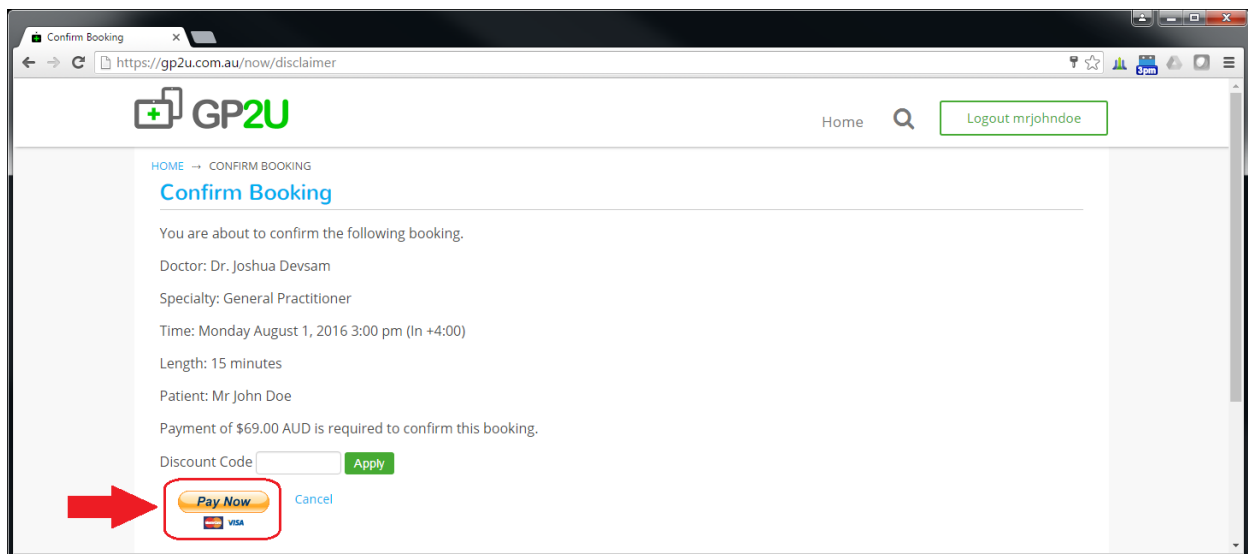


Keep in mind that GP appointments need to be paid for in advance. And Medicare will not offer any rebate for the GP appointments. Here is the beginning of the payment process.

First you see a disclaimer page advising where to go in the case of emergency and what the practical limitations of Telehealth are. You need to tick the checkbox to confirm you have read this before going on:



We use PayPal as our payment gateway as the provider with the ability to pay via PayPal, Mastercard or Visa. Click on the “Pay Now” link to continue:



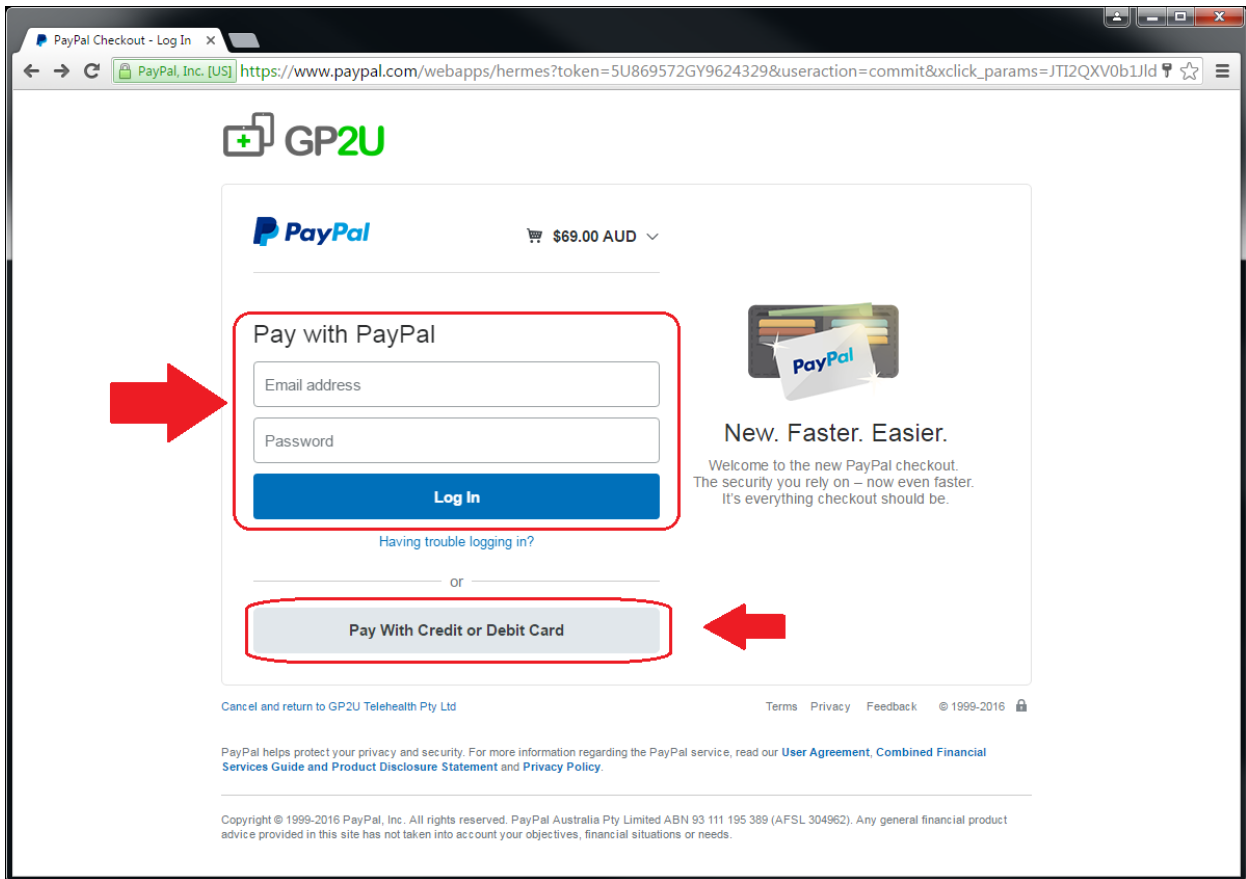
The PayPal page has two options:

- Pay with my PayPal account
- Pay with a credit or debit card

Select the option that suits you.



We pre-populate the credit card form with all the details except the credit card number, expiry and CVC. You should double check that the details were entered correctly. Note that we don't store these CC details on our servers. PayPal will only see your address.

Here is the PayPal Credit Card view:



If you select the “Pay with PayPal” you will need to login with your PayPal account and pay with what available funds, are in your account.

If you have selected the “Pay with Credit or Debit Card” option, then here is what the PayPal view looks like:




  
🛒 \$69.00 AUD ▾

---

### PayPal Guest Checkout


We don't share your financial details with the merchant.

Australia ▾

VISA   

Card number

Expires

CW 

Doe,

John

**Billing address**

38 Montpelier Retreat

Address line 2

Battery Point

State/Territory ▾

7004

**Contact Details**

### PayPal is the safer, easier way to pay

No matter where you shop, we keep your financial information more secure.

Here is bottom half of the PayPal Guest Checkout screen page:

State/Territory ▾

7004

**Contact Details**

Mobile ▾ 61 (AU) ▾

Phone number

Email address ?

**Enjoy all the benefits of PayPal**

Creating a PayPal account is optional, but you'll enjoy PayPal's Buyer Protection on all eligible purchases, plus faster checkout every time you shop.

Create a PayPal account? (It only takes a moment.)

Yes, I'd like to create a PayPal account.

Password Confirm password

No, thanks

**Pay Now**

Keep in mind you may need to update your phone number and other details in this screen. Be sure to double check that the details you entered are correct. For Example if you are using a mobile phone, make sure in the Contact Details, that the selection is set to Mobile.


This is what you should see once you have made a payment:

## GP2U Telehealth Pty Ltd


### Your order summary

Descriptions	Amount
Medical Appointment Booking Fee Item number:7s3-3PsY4xGW1obkxw... Item price: \$49.00 Quantity:1	██████████
<b>Item total</b>	██████████
<b>Total \$</b>	██████████ AUD

### Review your information

**Pay Now** 

---

**Payment methods**  [Change](#)

**VISA** Credit/Debit Card : Visa XXXX-XXXX-XXXX-██████████ \$██████████ AUD

This transaction will appear on your bill as PayPal \*GP2U.

PayPal gift card, certificate, reward, or other discount [Redeem](#)  
View PayPal's Payments Policy and other [policies](#) to learn more about your payment source rights and remedies.

---

**Contact information**  
██

**Pay Now**

And you should see something very similar to the following:

## GP2U Telehealth Pty Ltd

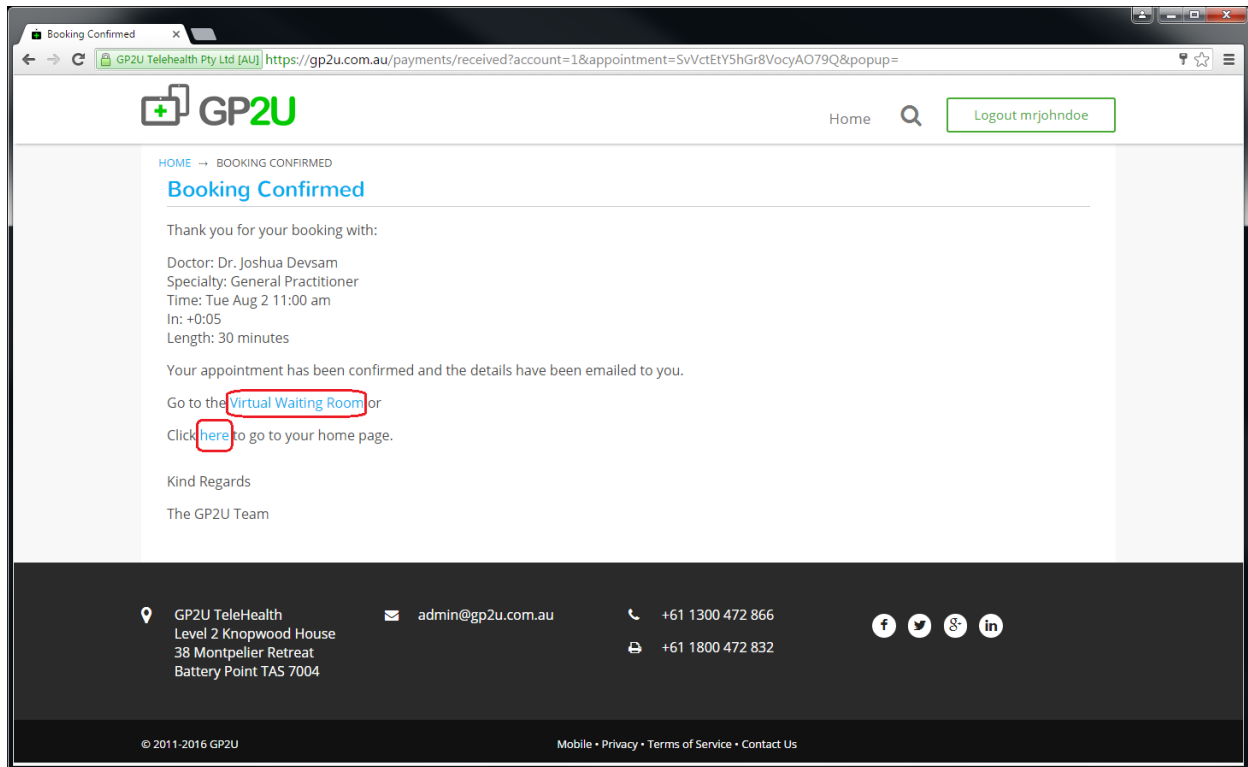
### Thanks for your order

Your payment of \$49.00 AUD is complete.

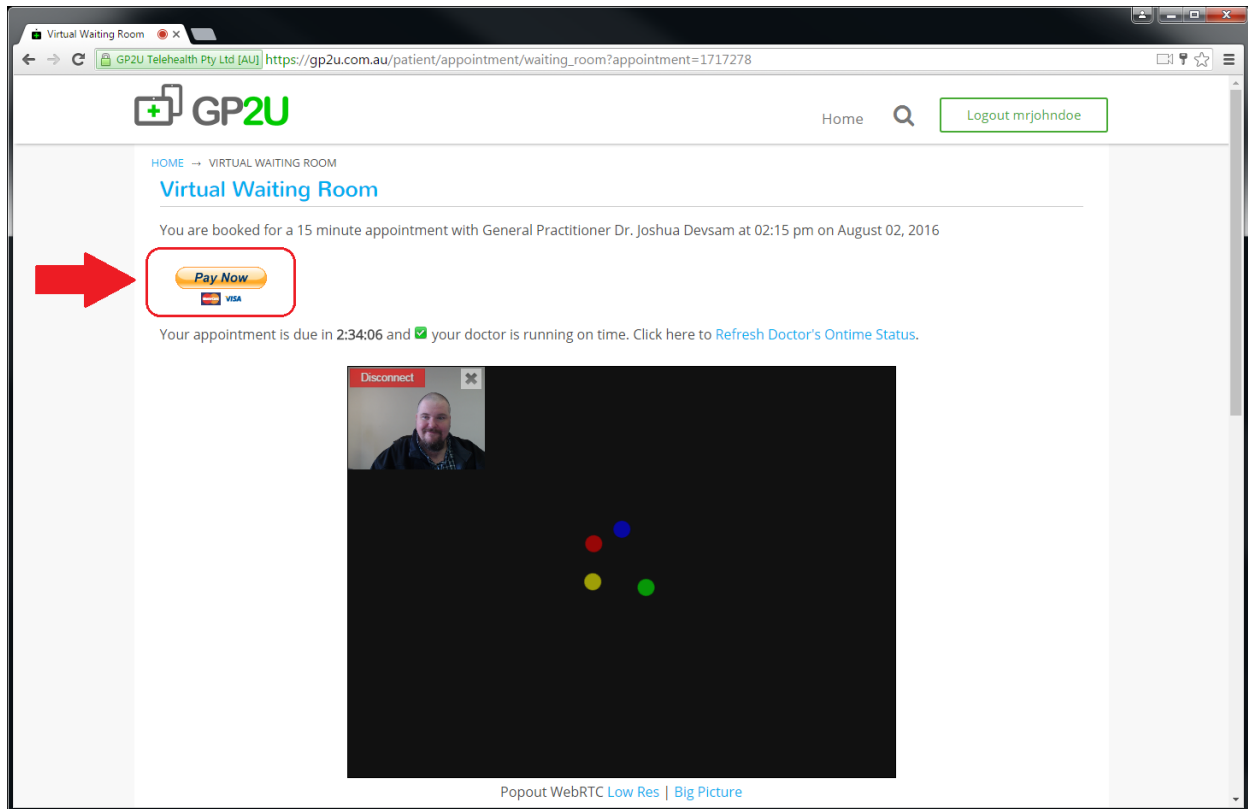
You're now going back to GP2U Telehealth Pty Ltd.

If you are not redirected within 10 seconds, [click here](#).

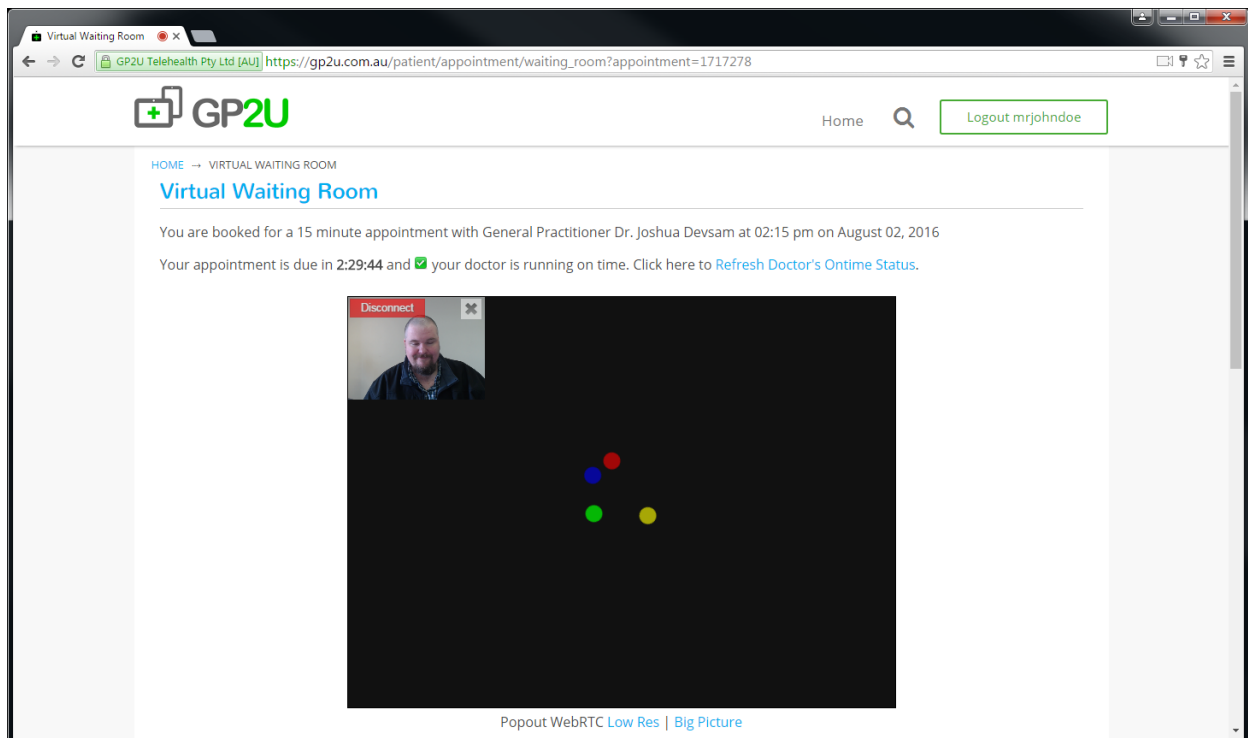
This redirects to the GP2U site where you have the option of going straight to the virtual waiting room:



The waiting room looks like this:



But if you see the “Pay Now” button still, then that means that you still need to make a payment or the payment did not go through. If you find this error is not going away after you make a payment, please ring us on 1300 472 866 and we will sort it out for you. Once you have made a payment, the Pay Pal Pay icon will disappear and the screen should look like this:

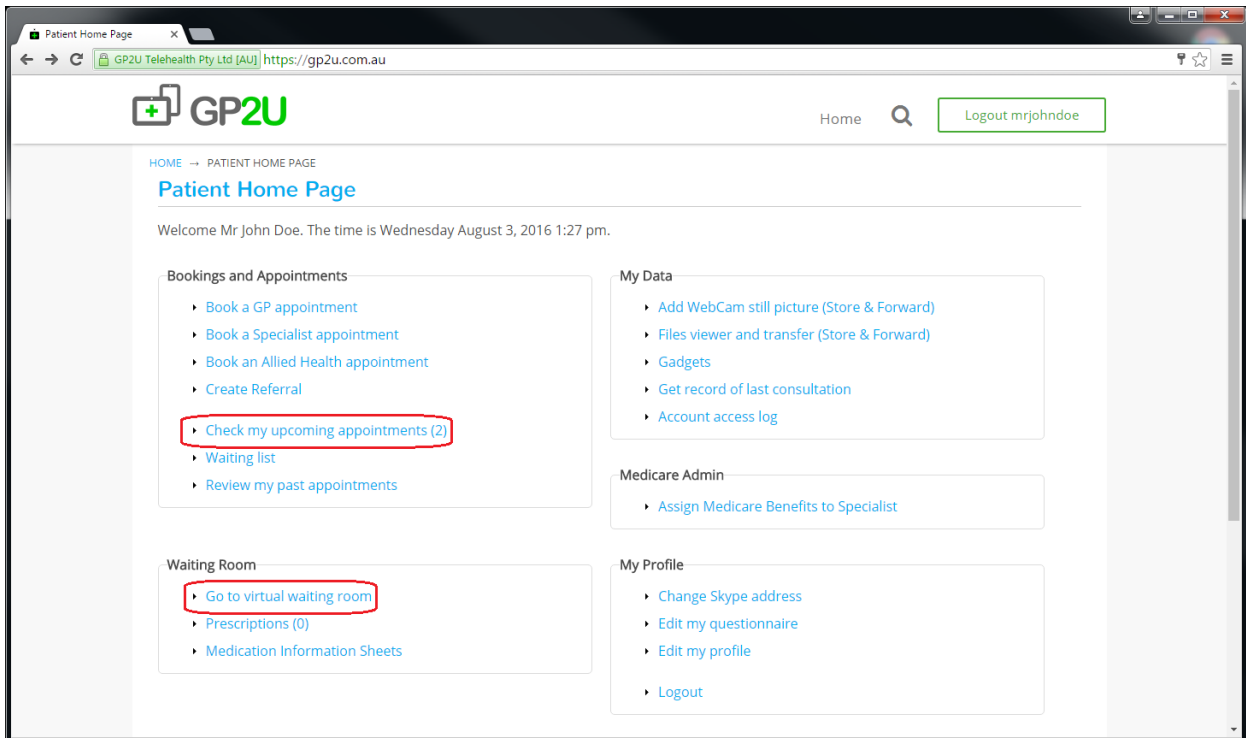


The doctor appears on the screen where the “Waiting to connect...” text is.

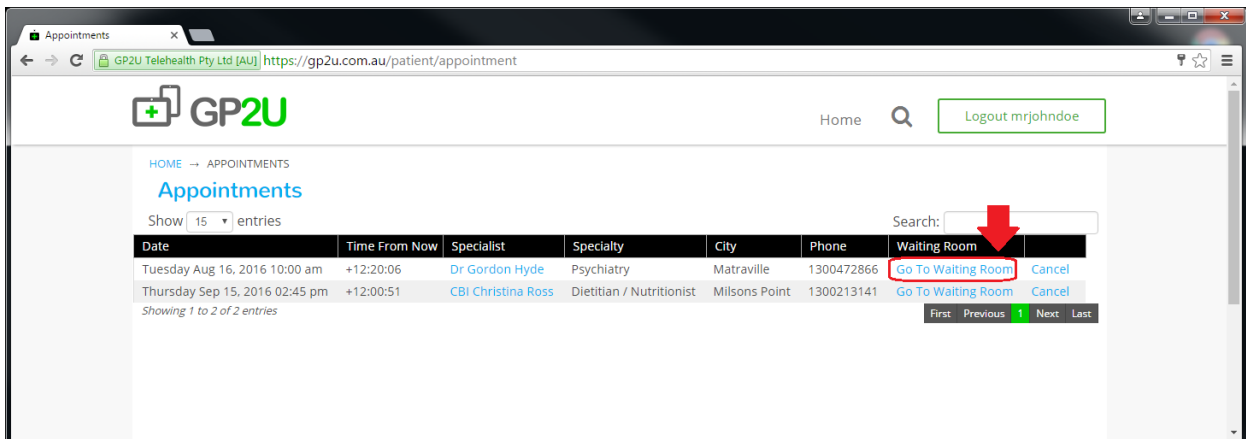


## GO TO VIRTUAL WAITING ROOM

You can get to the virtual waiting room from either the “Check my upcoming appointments” link from the Bookings and Appointments section, OR click on the “Go to your virtual waiting room” from your home page, in the “Waiting Room” section.

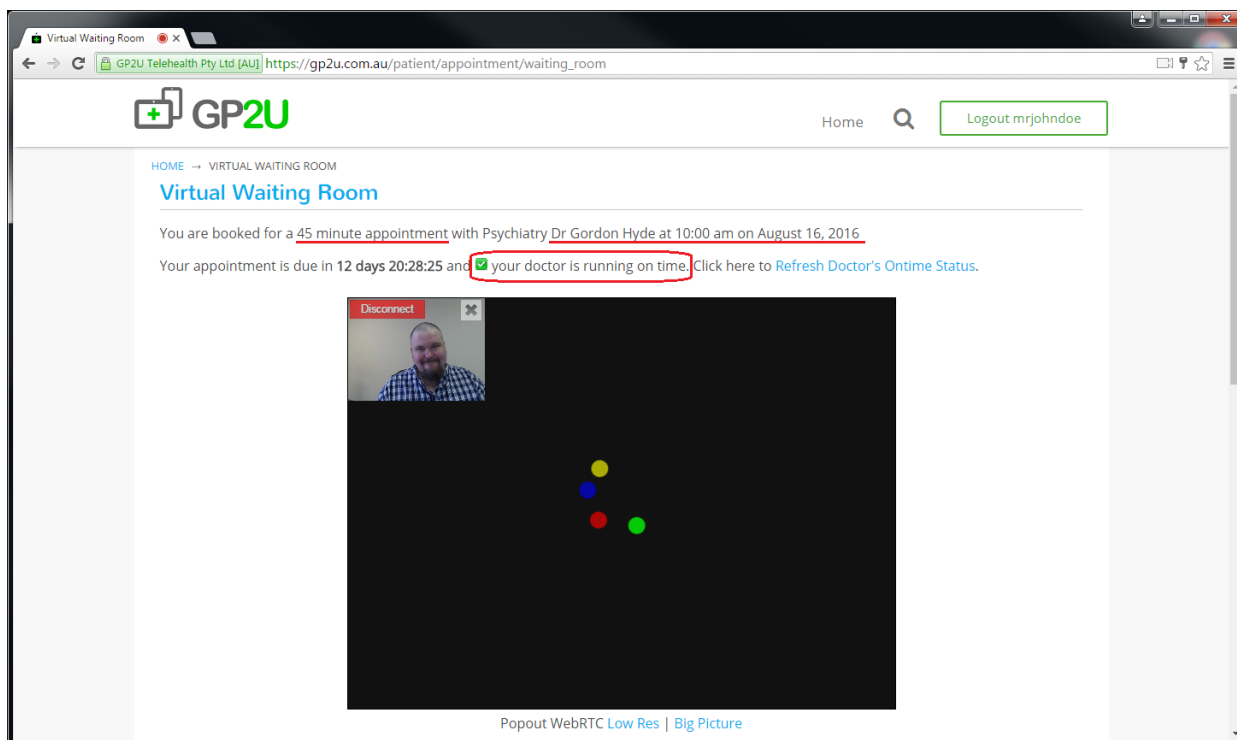


If you click on the “Check my upcoming appointments” link it will take you to your appointments page, but you can click on “Go to Waiting Room” from this page.

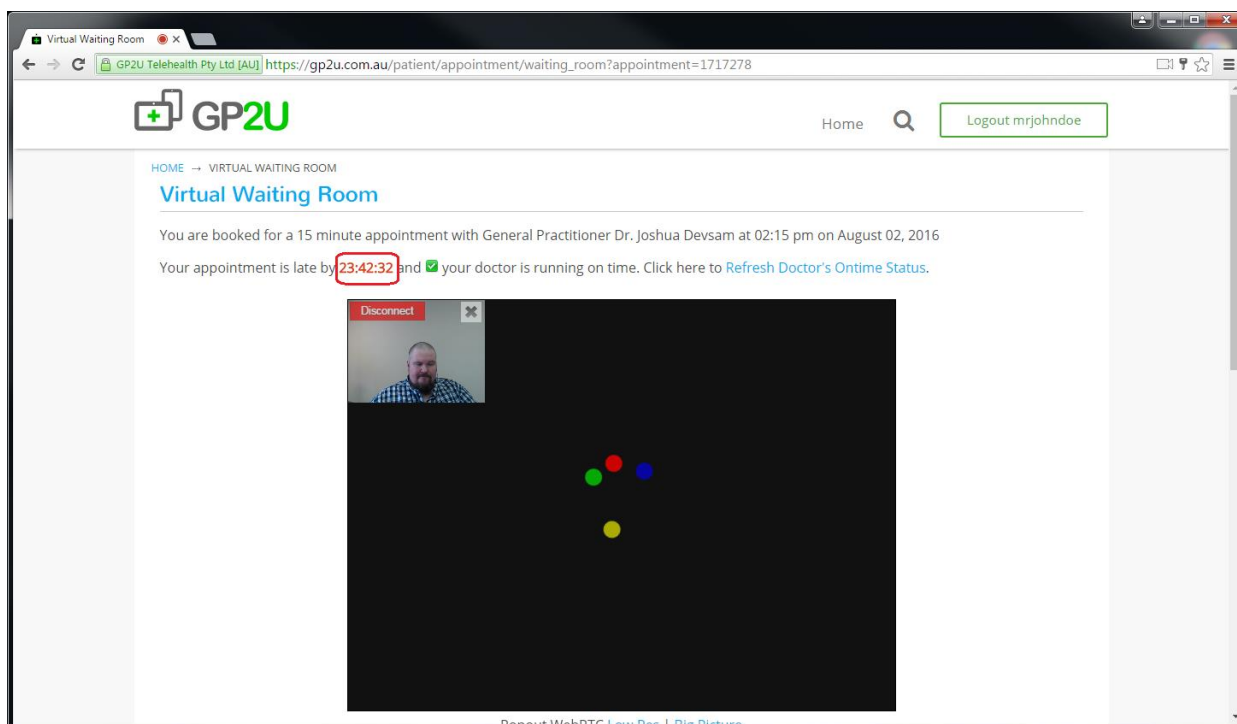


Or you can click on the “Go to virtual Waiting Room” from the Home Page

If you click on “Go to waiting room” then you will be sent to the waiting room of your next appointment. In this example, Mr John Doe is waiting for Dr Gordon Hyde, but you are a bit early, by about 12 days or so. But if you look at the text below “Virtual Waiting Room”, you will see that the appointment is for 45 minutes and it is with Dr Gordon Hyde and on August 16, 2016. And the doctor appears to be running on time, what that means is that the doctor has his login free to receive appointments and has no pressing patients currently. If the doctor is running late, then the running time will notify you:

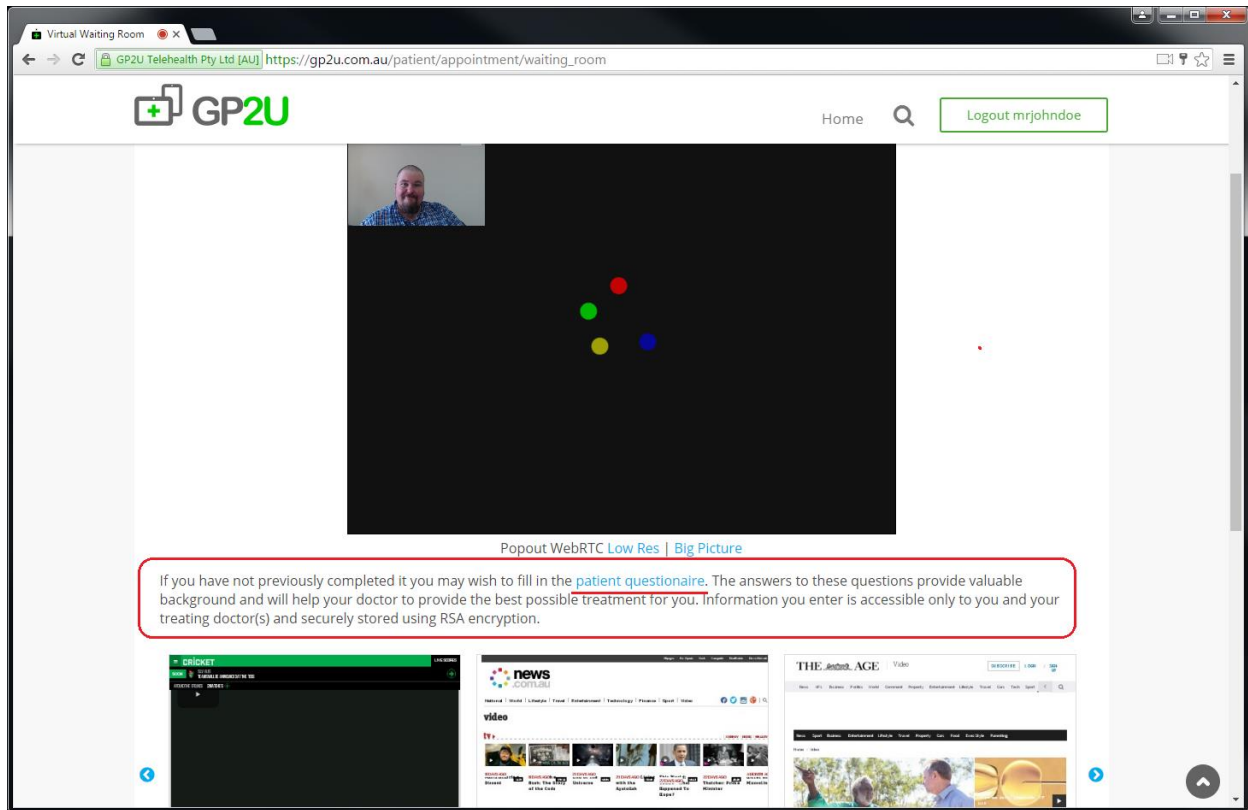


If you were to go to a previous waiting room, then the numeric text will be in red and the doctor may not be there:



Also one more thing...

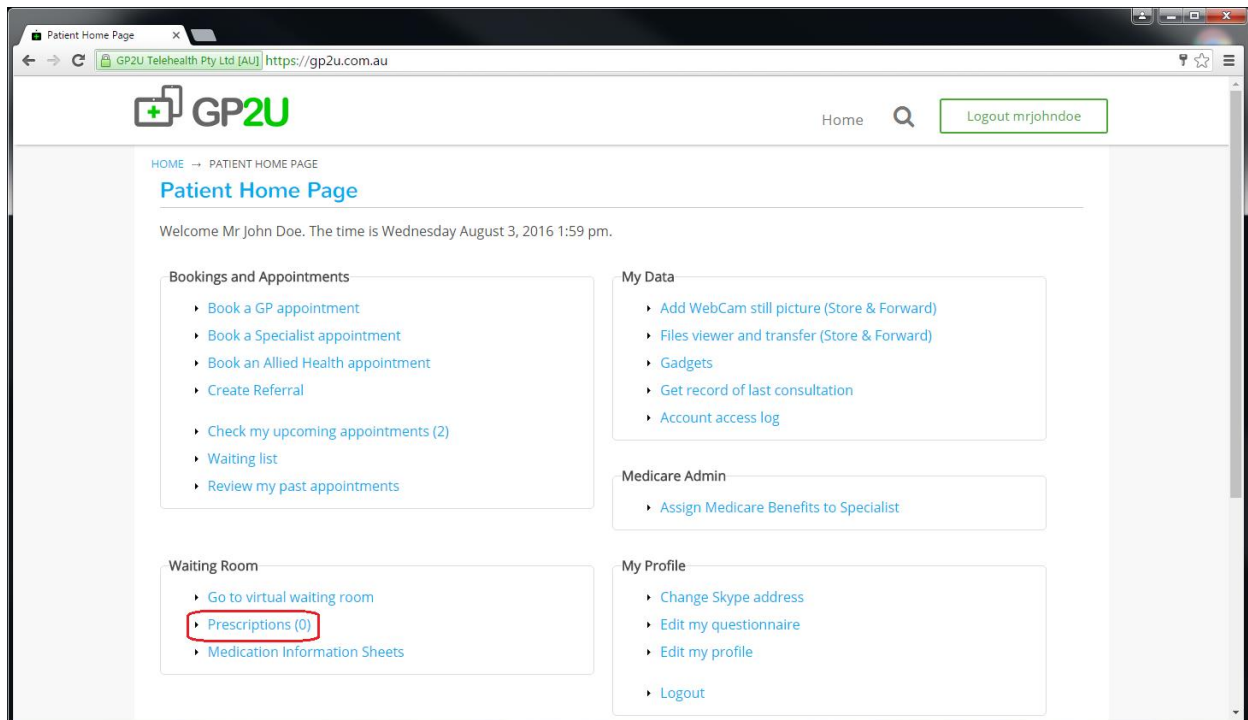
If you scroll down a bit on the Waiting Room Page, you will see a link to the “patient questionnaire”. If you are waiting a while, it would be ideal if for you to click on it and fill out some information for our doctors, so they can have some back ground history about your health and what not:



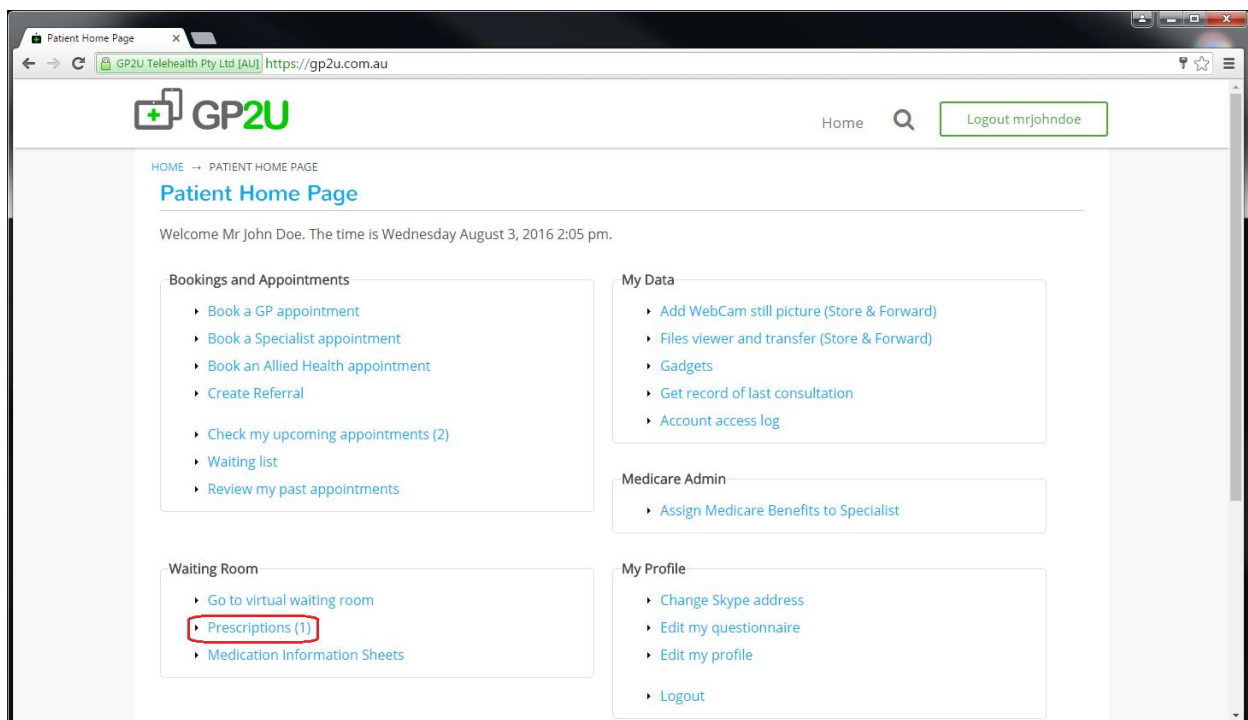
Also keep in mind, that when you start to work on the Questionnaire, you may not always finish. The Doctor has a habit of popping in just as you are filling out some important information. But we will show you how to go back to it and edit your Patient Questionnaire towards the end of this User Manual.

## PRESCRIPTIONS

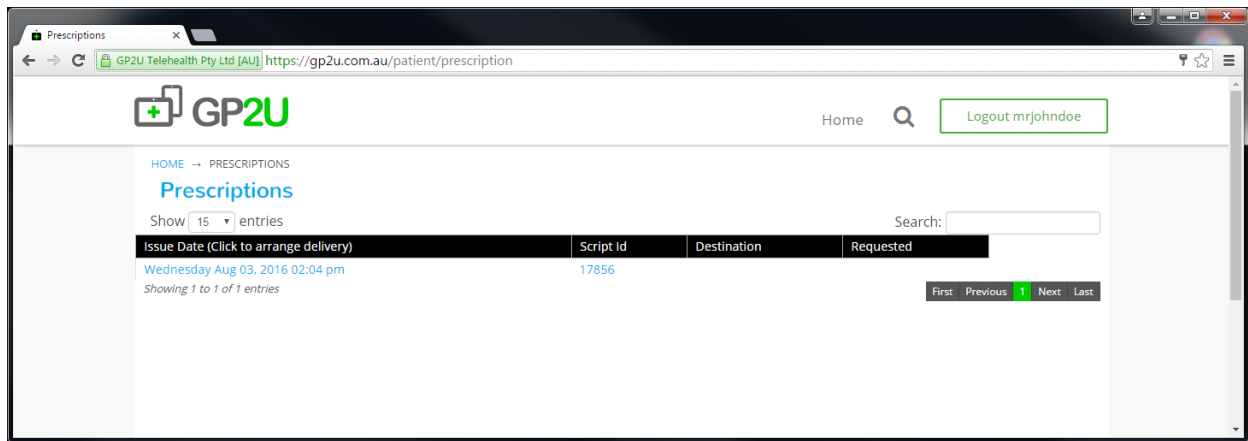
Once you have had your consult, and the doctor has prescribed you some medication, you should be able to see from the Home Page, if you have any scripts waiting for you. In this example, we see that there are 0 Prescriptions waiting to be dispensed:



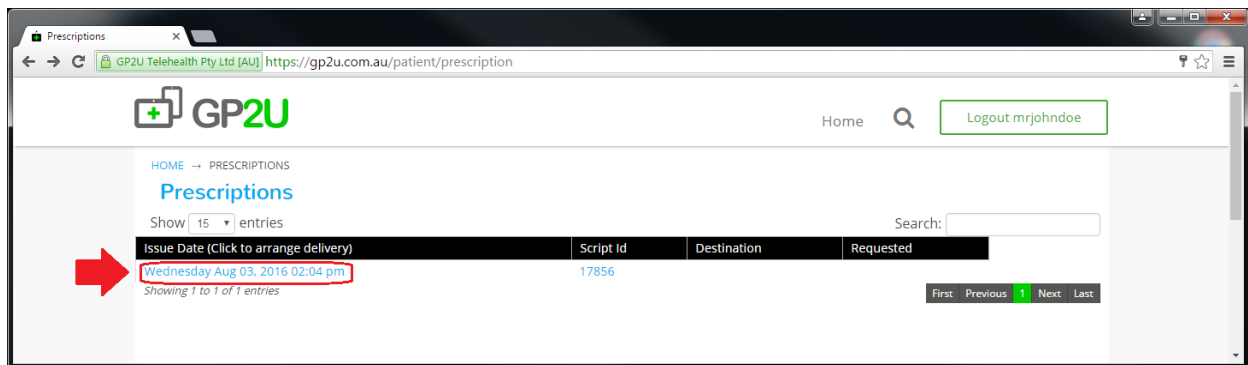
In this example, our Test Doctor has written a script for Mr John Doe:



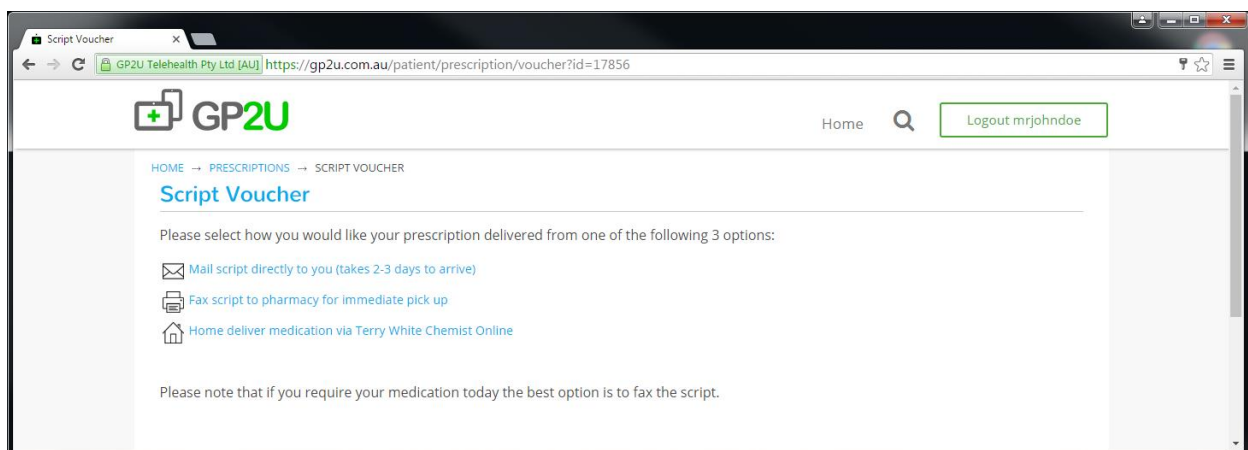
If we click on the “Prescriptions (1)” link, then that will take us to the Prescriptions page:



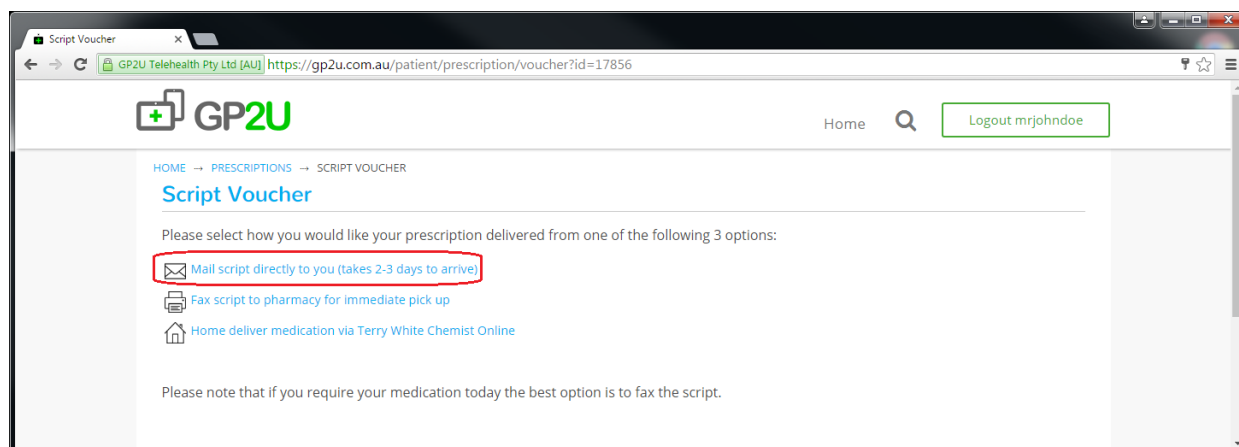
To get your script ready, click on the date it was issued (The text will be blue)



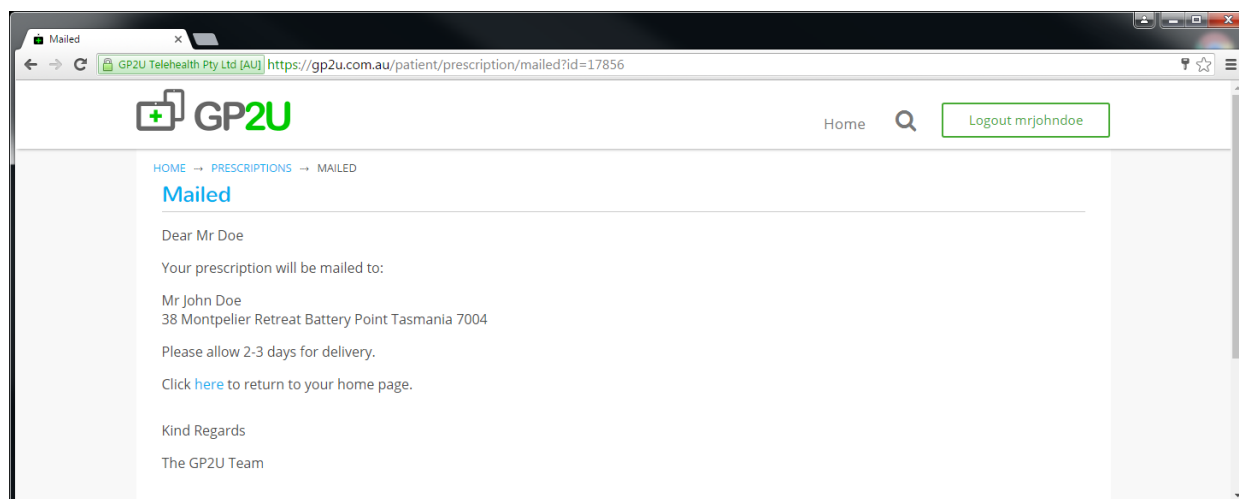
This will take you to the “Script Voucher” page. From here you will have 3 options for dispensing your script:



The "Mail script directly to you (takes 2-3 days to arrive)" option sends the paper script to your registered address. This takes 2-7 working days depending on Australia Post.



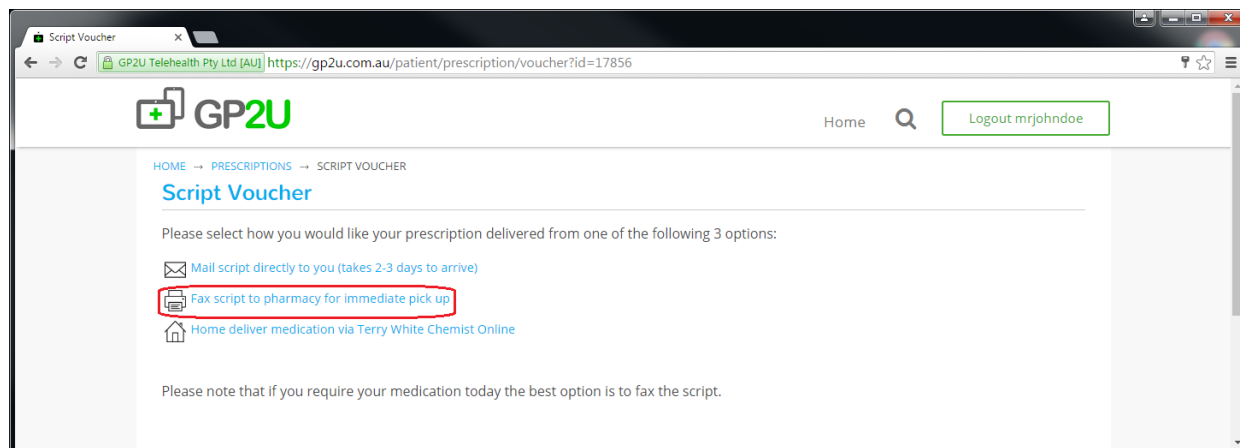
This option will send your PBS paper script to your house, but Australia Post is not as fast as it used to be. You should see something that looks like the following when you elect this option:



Once you are certain that is the address you want your script to be mailed to, click on 'here' to return to the home page. If you notice there is an error in the address, ring GP2U at 1300 472 866 and ask us to amend the address for you.

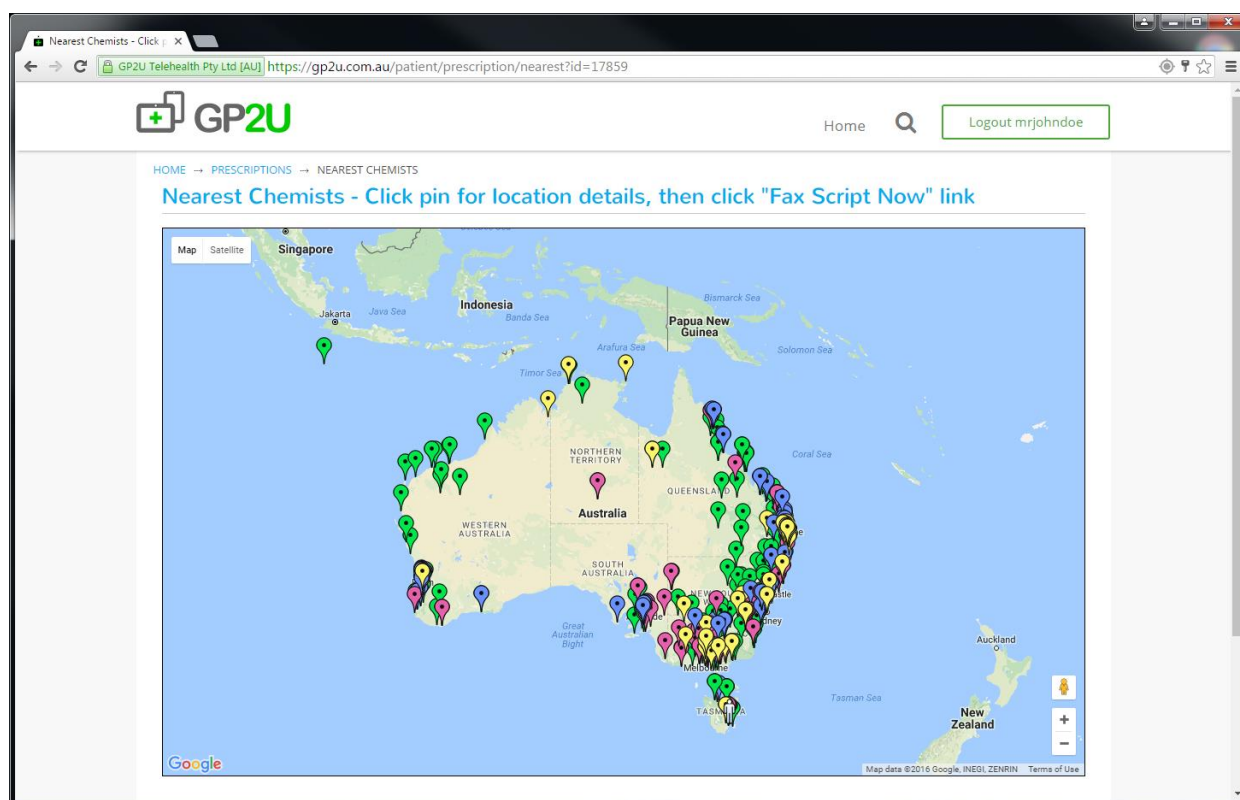
But if you want to get your script sooner, then we suggest the "Fax script to pharmacy for immediate pick up" which is on the next page:

The "Fax script to pharmacy for immediate pick up" option faxes the prescription to your choice of pharmacy. Please note that when you choose to fax a script the PBS paper script is always, and reliably, sent to your selected pharmacy.



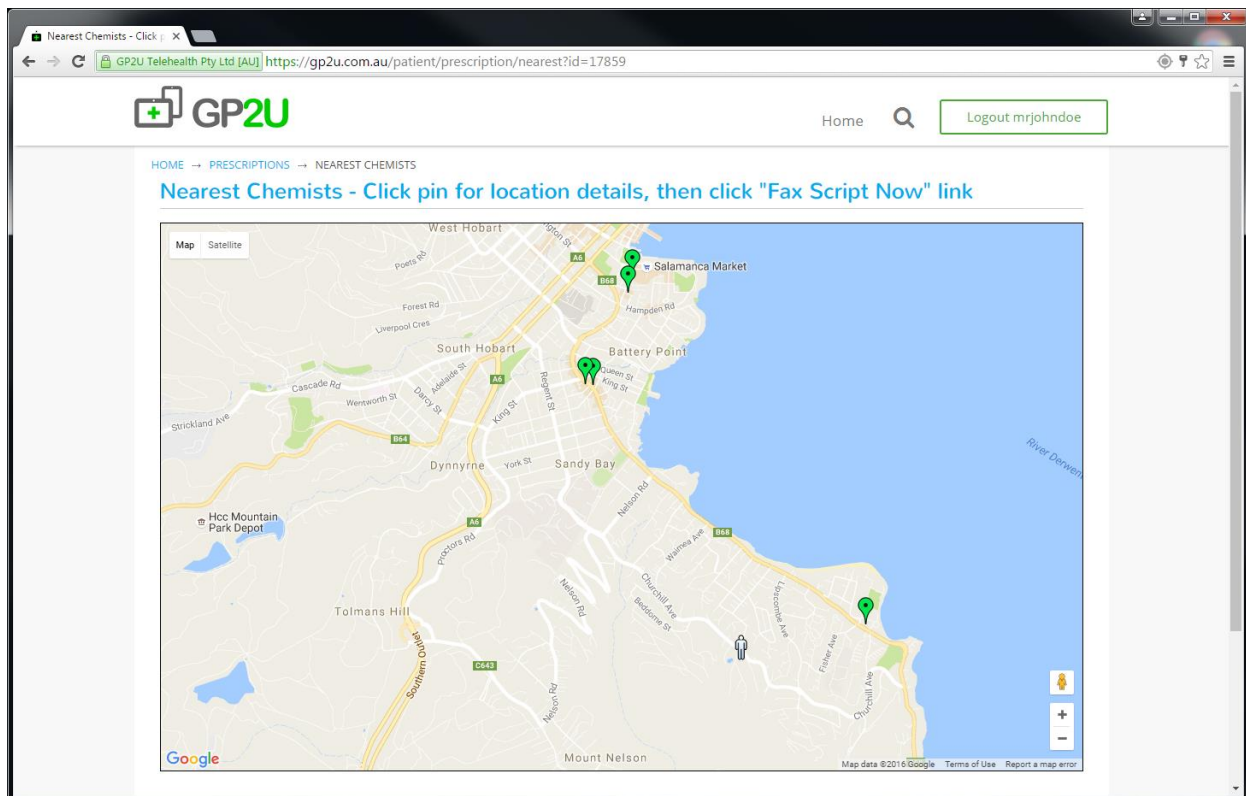
There are two versions of this link. Map view and list view.

When you click the map view, the next thing you see is a Google Map. In the center of the screen is a "You are here" person icon located at your registered address. You can zoom in or out and scroll to different areas if needed. Clicking on one of the pins selects a convenient pharmacy. Here is a zoomed out view:

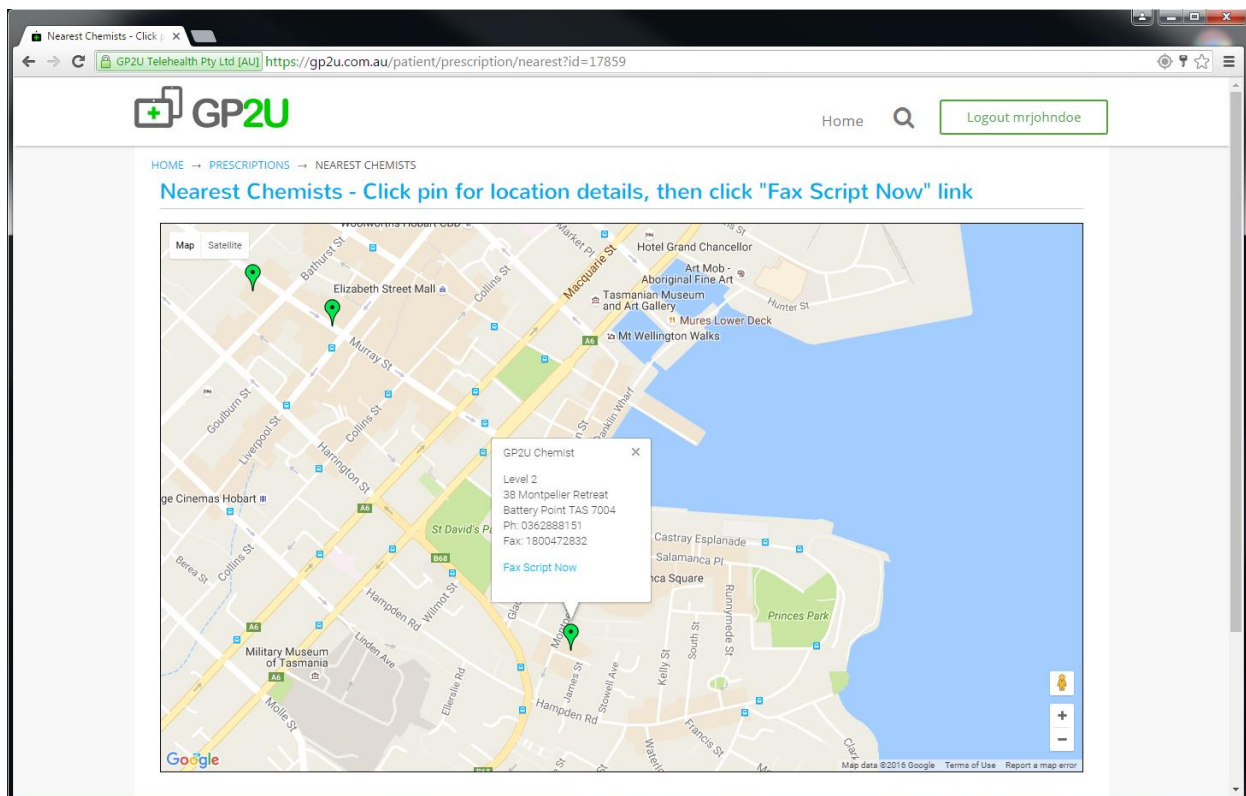


But for a closer look, let's zoom in on the next page.

If we zoom in we will see where the patient is located and can see a few pharmacies nearby Mr John Doe according to our Pharmacy Database:



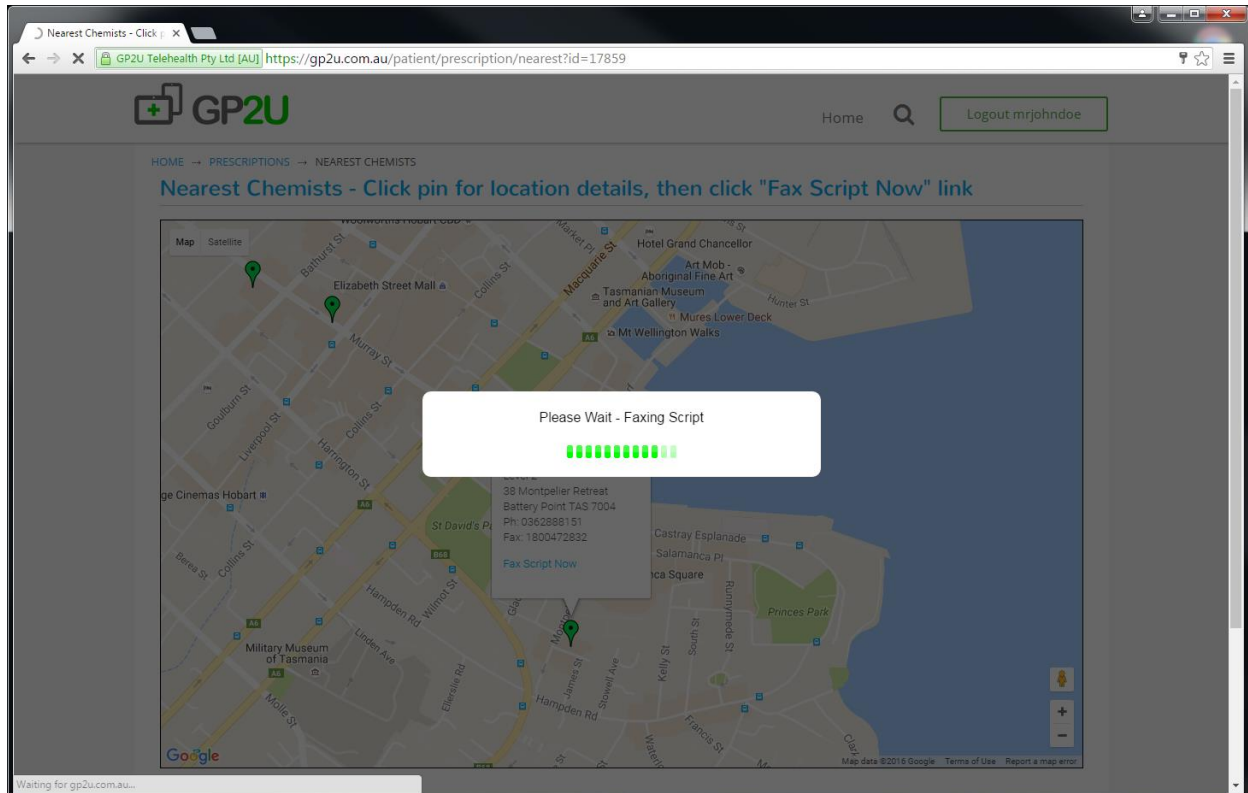
But for this example, let's send Mr John Doe's script to the GP2U Chemist, as seen here:



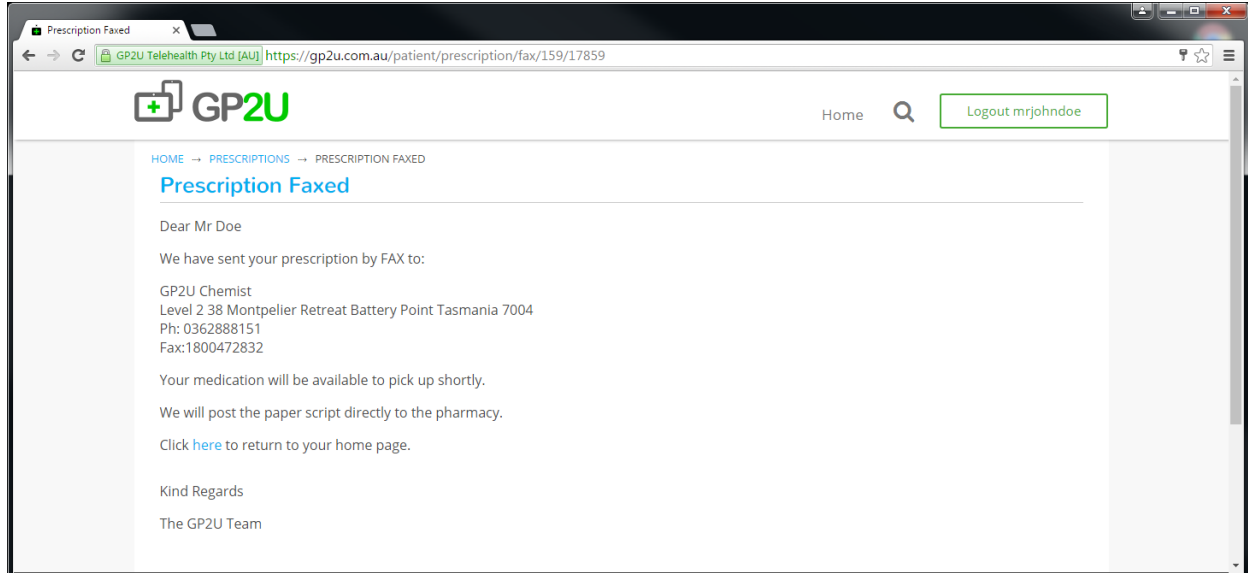
Just click on the "Fax Script Now" blue text on the pin note and...



It will try to send a fax through to the GP2U Chemist:



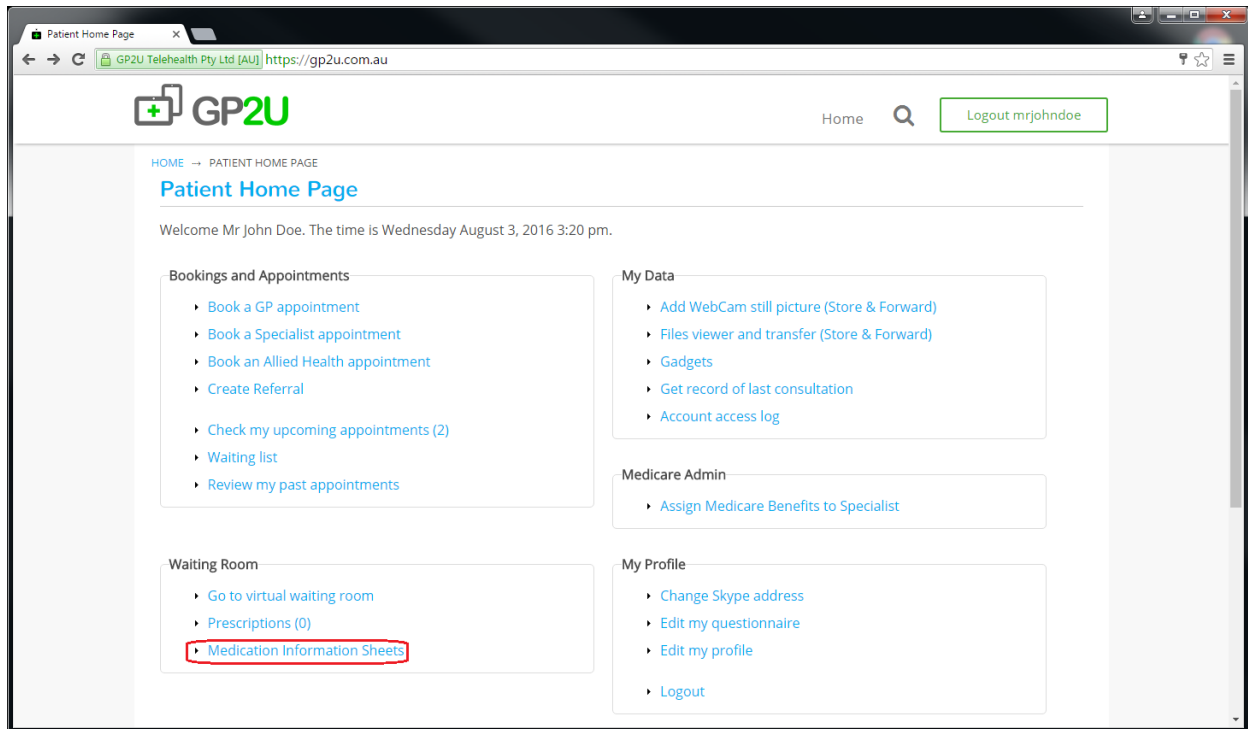
And this will send the script to that chemist, along with your contact number and details for you to pick up:



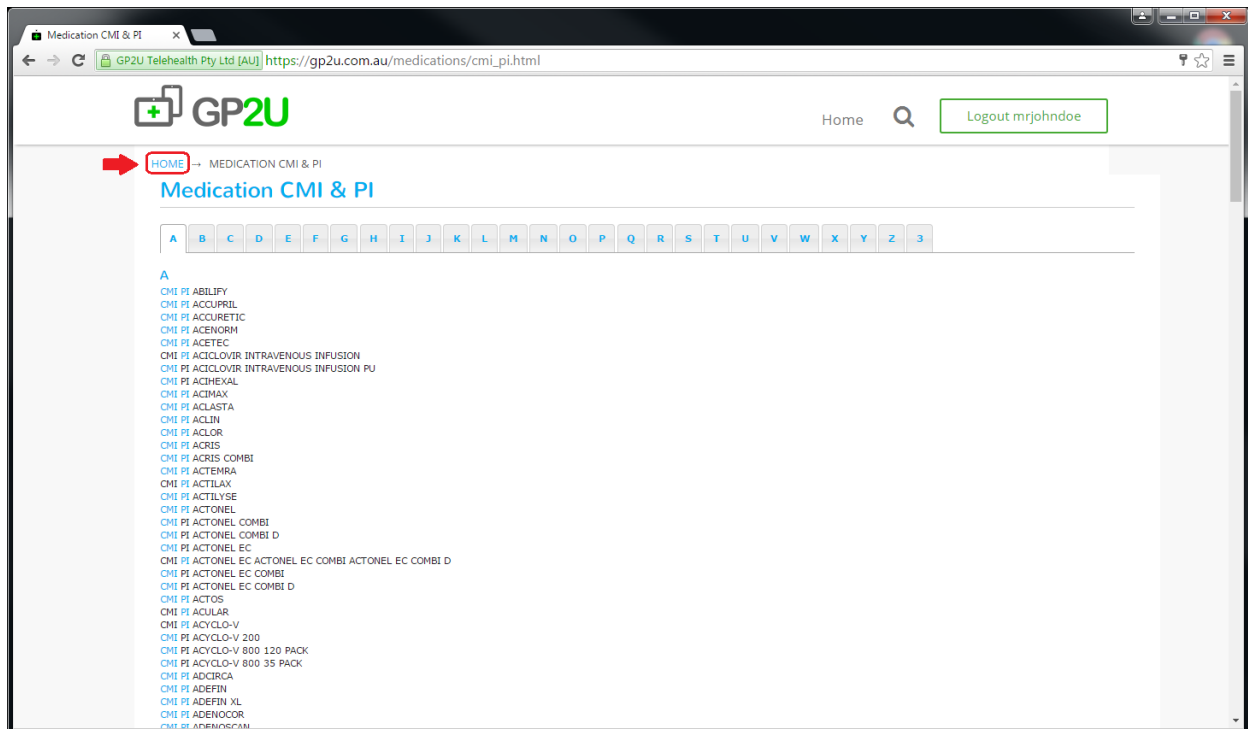
If you do not see a chemist nearby or not on our system, or your script has not been received by the chemist, please ring the GP2U line at 1300 472 866 and let us know. We will either add the pharmacy to our database or resend the script or send it to a different pharmacy if there is an issue with the previous pharmacy.

## MEDICATION INFORMATION SHEETS

If you click on the “Medication Information Sheets” link this will let you have access to the consumer medication information for several thousand common medications:



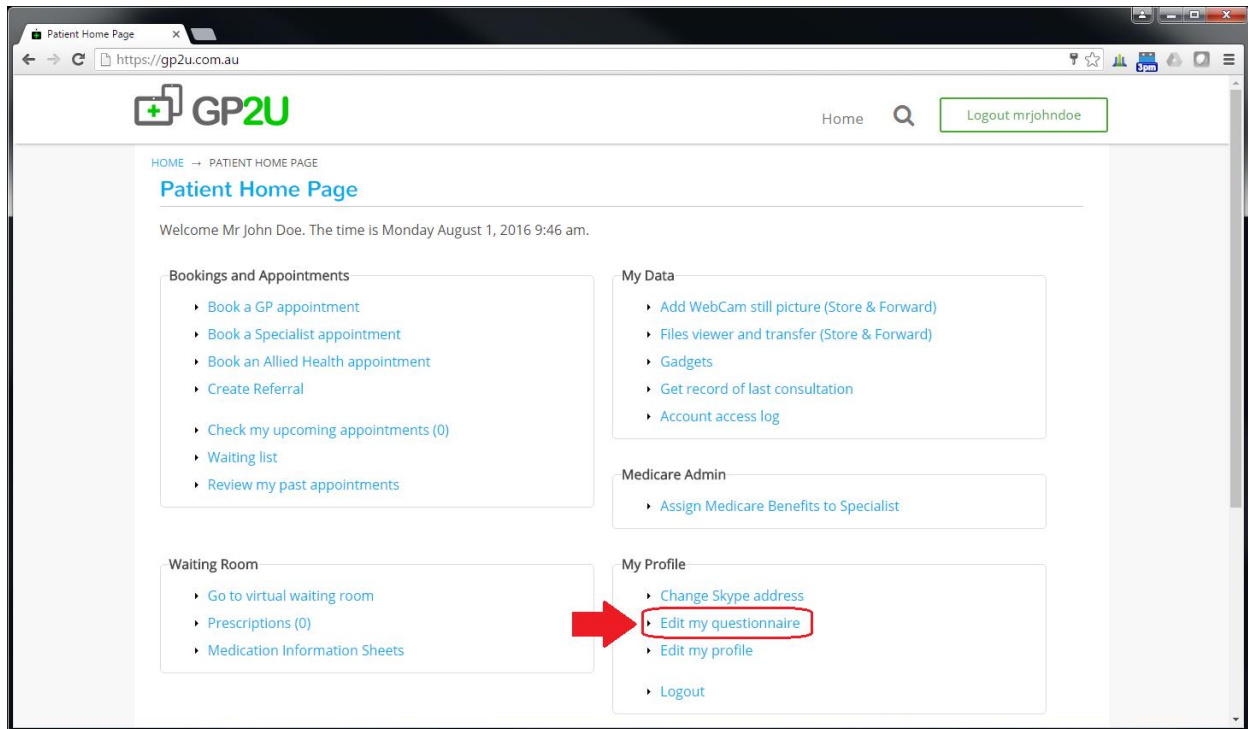
This will take you to GP2U’s online Medication CMI & PI Index:



Once you are done here, please click on the “Home” link at the top left to get back to the Patient Home Page.

## EDIT MY QUESTIONNAIRE

If you didn't get a chance to fill out your Patient Questionnaire from earlier in the Patient Waiting room, then you can click on "Edit my questionnaire" to finish doing changes or to start doing the questionnaire. Chances are the doctor will pop in and interrupt you and we have noticed our patients tend to forget about it. If you want the Doctor to be aware of your family history, for your next consult, then you should finish your patient questionnaire. It is very easy to do, just click on "Edit my questionnaire":



You can put any information you feel is relevant to the Doctor.

The screenshot shows a web browser window with the URL <https://gp2u.com.au/patient/questionnaire?patient=21155>. The page header includes the GP2U logo, a 'Home' link, a search icon, and a 'Logout mrjohndoe' button. The main content area is titled 'Questionnaire' and contains the following questions and answers:

- Please describe your current medical problem?  
In Laws
- Do you have any other medical problems (asthma, diabetes, heart disease, etc.)?  
My In Laws are alive
- Does anyone in your family have any medical problems?  
My In Laws are insane
- What sort of work do you do? Do you spend much time around animals, and if so what type?  
Tradie and avoiding my In Laws
- Do you take any tablets or medicines (prescribed or not prescribed)?  
None
- Are you allergic to anything?  
My In Laws
- Do you smoke, and if so how much? Did you ever smoke, and if so when did you give up?  
3 packs a week
- Do you drink alcohol, and if so how much?  
2 beers a day, if In Laws are around 40
- Do you use recreational drugs?

Make sure you scroll down to fill out the rest of the questionnaire:

The screenshot shows the same web browser window, but scrolled down to reveal the remaining questions and answers:

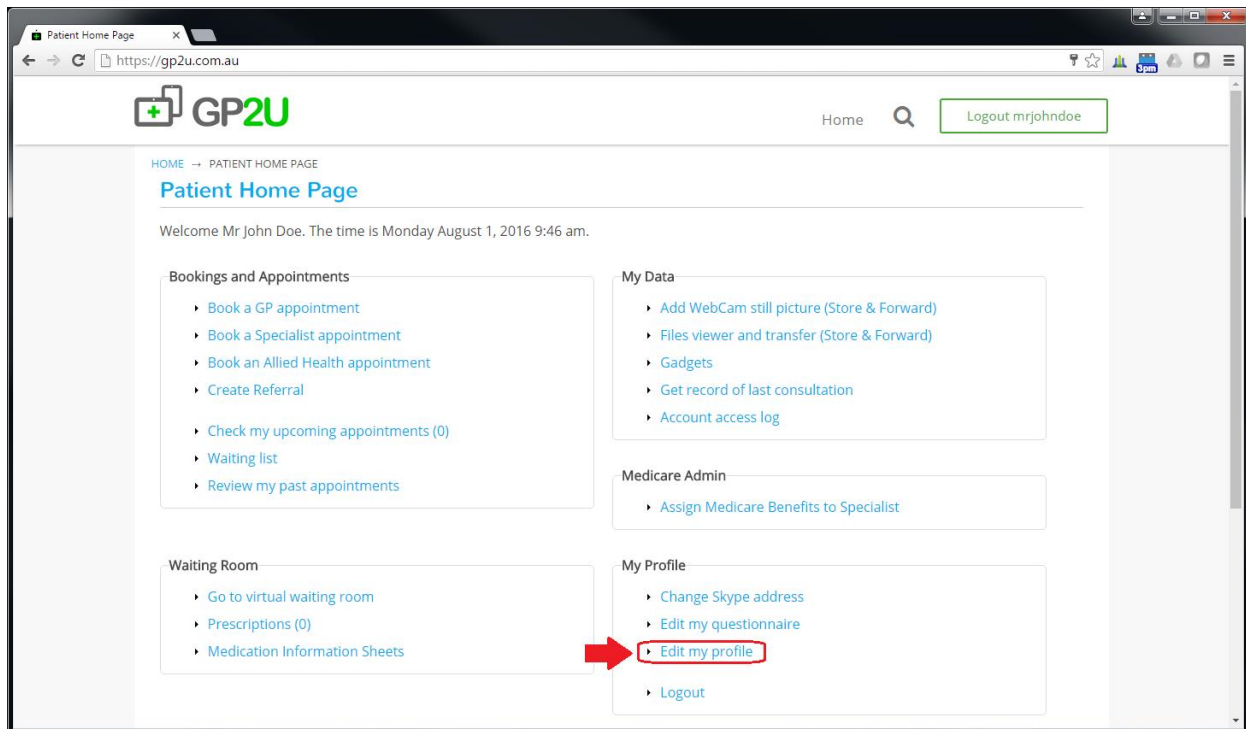
- Do you use recreational drugs?  
None
- Is there any chance you are pregnant?  
No
- Are you breast feeding?  
N/A
- Occupation  
Tradie
- Ethnicity  
Anglo
- Hobbies  
Avoiding my In Laws
- Do you have any known Medical conditions? No
- Do you suffer from Allergies/ Intolerances? No

At the bottom of the form, there are two buttons: 'Back' and 'Save'. The 'Save' button is highlighted with a red box.

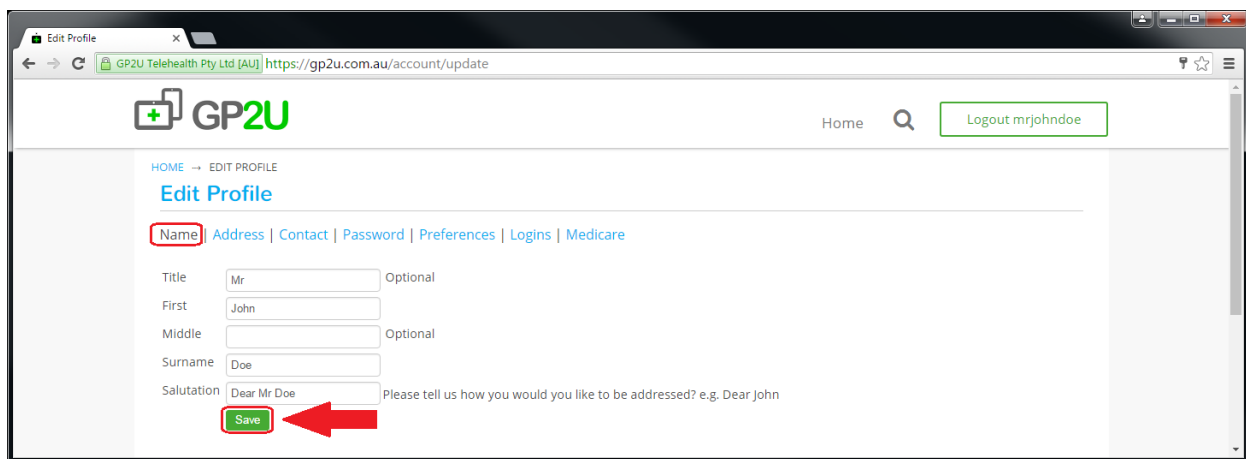
When you are done, be sure to click the “Save” button, then click “Back” once you have saved and are ready to go back to the Patient Home Page.

## EDIT MY PROFILE

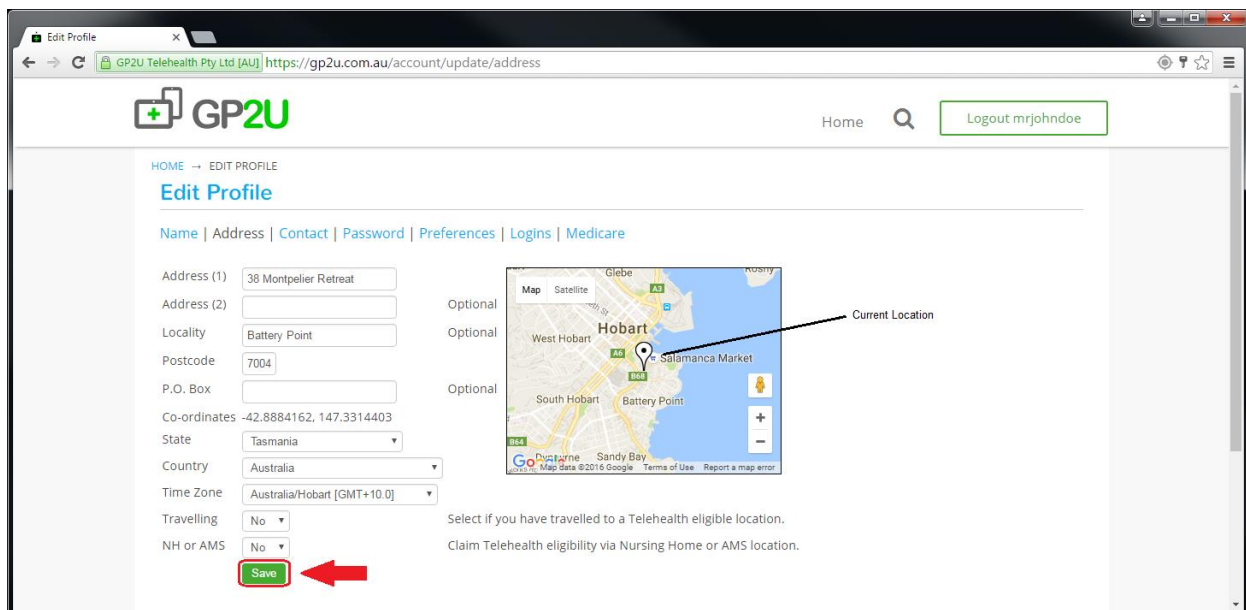
If you need to edit your profile or update your Medicare Card, you can do so from clicking on the “Edit my profile”:



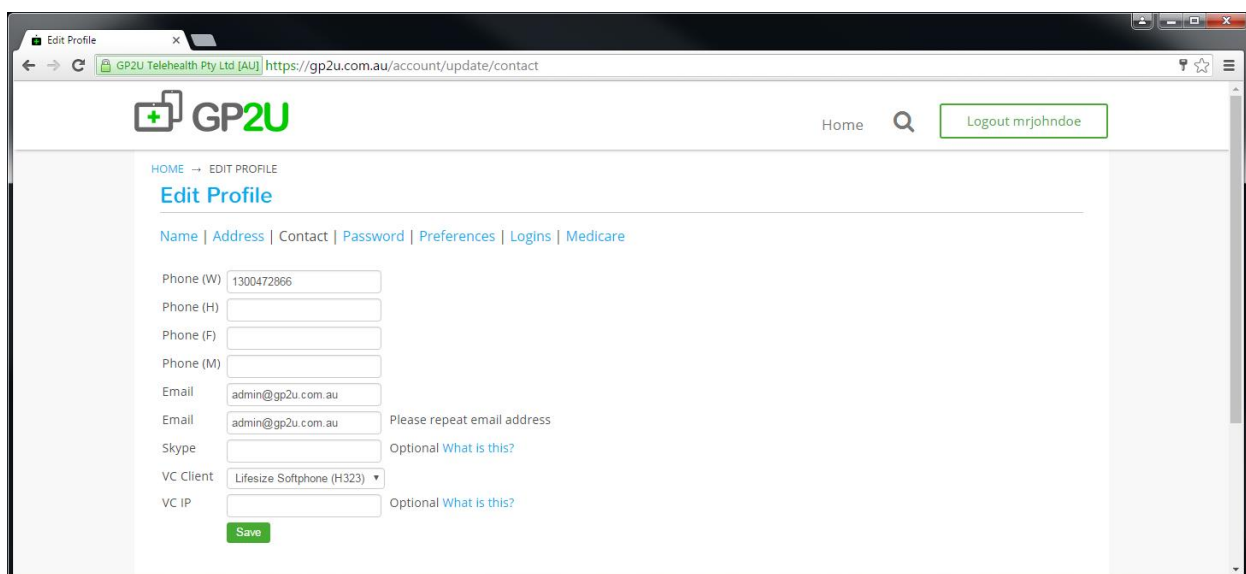
And from this area, you can edit your Name, Address, Contact details, Password, Preferences, Logins and Medicare card info. Whenever you make changes, always remember to click on “Save” at the bottom before moving onto the next tab. The default tab is the “Name” tab:



If you click on the “Address” tab, then a mini google map of where your home is should populate on the side. If you do not see anything on the map, you might want to check your address and see if Google Maps can find you. If Google Maps cannot find you, then chances are our Maps will not be able to locate you so you might want to tell the Doctor where you are located and see if there is a nearby pharmacy you can have your script be sent to. This is what a typical address looks like:



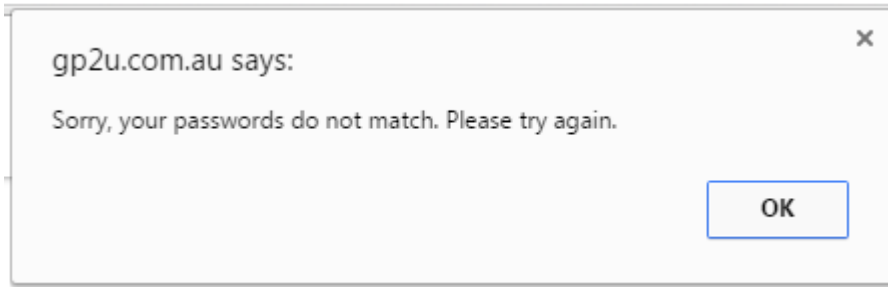
The Pin Point on the map is an approximation of where your address is in the real world. When you are done editing, click on the “Save” button and you can move to the next tab, “Contact”



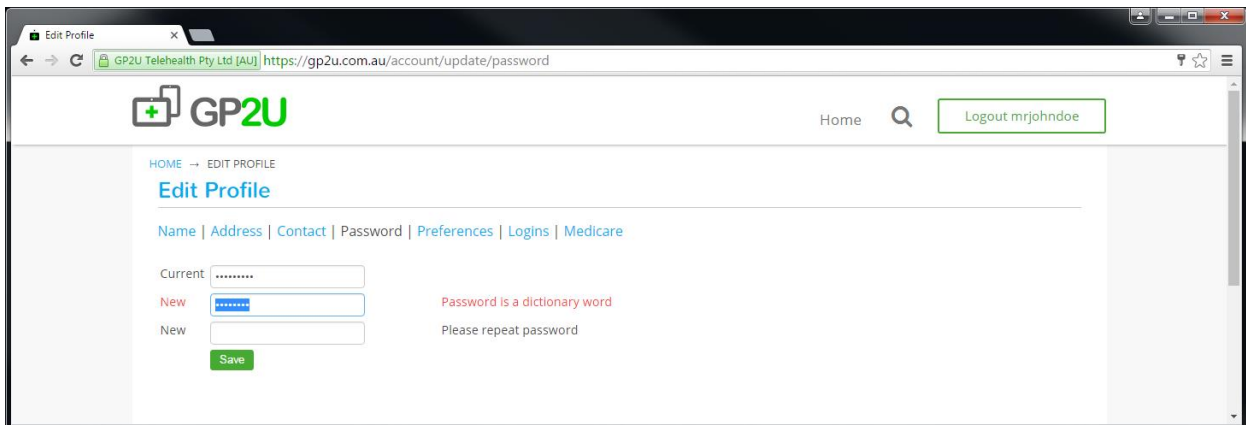
This tab is used for updating your phone number and your email and Skype address. Just remember, if you make any changes, click on the “Save” button to save them.

If you need to change your password, click on the Password tab and make sure you have the current password and the new password you want to use, in BOTH “New” fields. The password has to be an alpha-numeric like “abcde12345”.

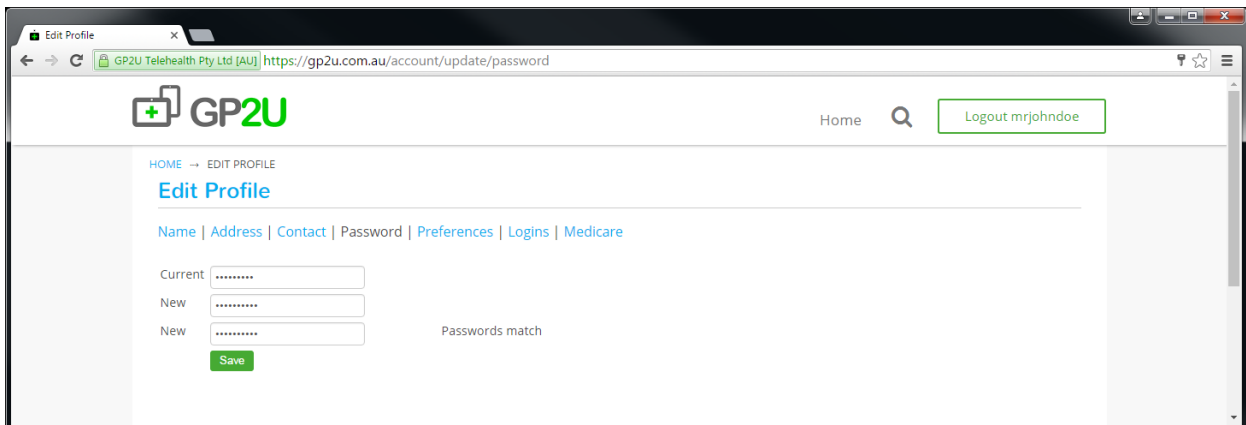
If you don’t use the same password in both “New” fields, then you will get a message like this:



Also if you do not use an alpha-numeric you will see this error:

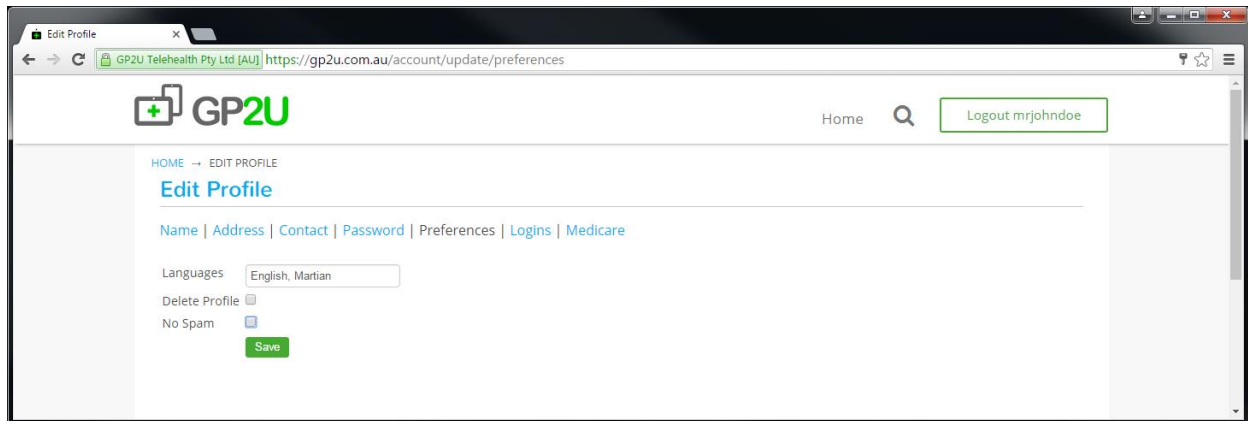


When you have your “New” passwords matched and set, click on the “Save” button to continue. It should appear something like this:



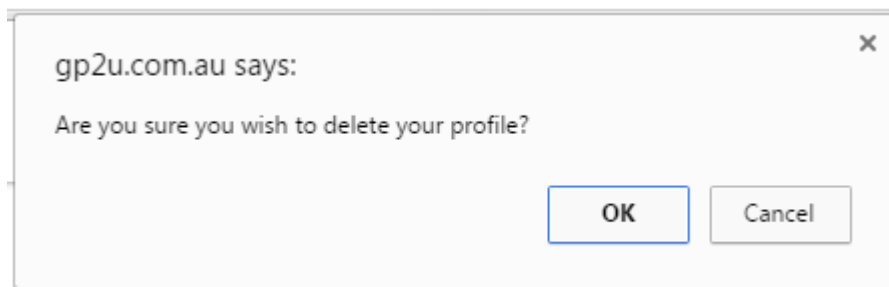
Now we will take a look at the Preferences tab.

The “Preferences” tab is where a patient can add the languages they speak, delete their Profile forever or ask that no email notifications go through for them:



If you tick the box next to “No Spam” then you will not receive any emails from our server, but that also means no more notifications of your appointments too.

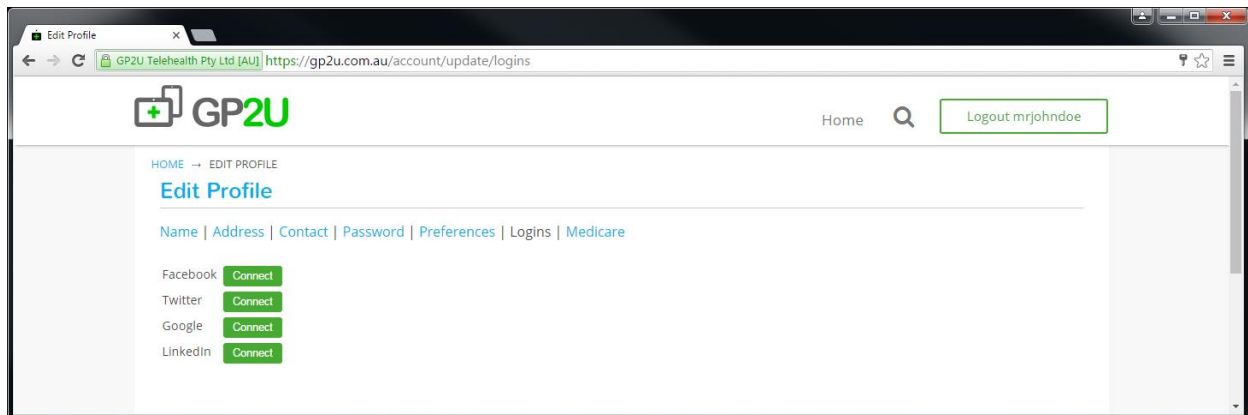
If you tick the “Delete Profile” box, you will see a notification that looks like this:



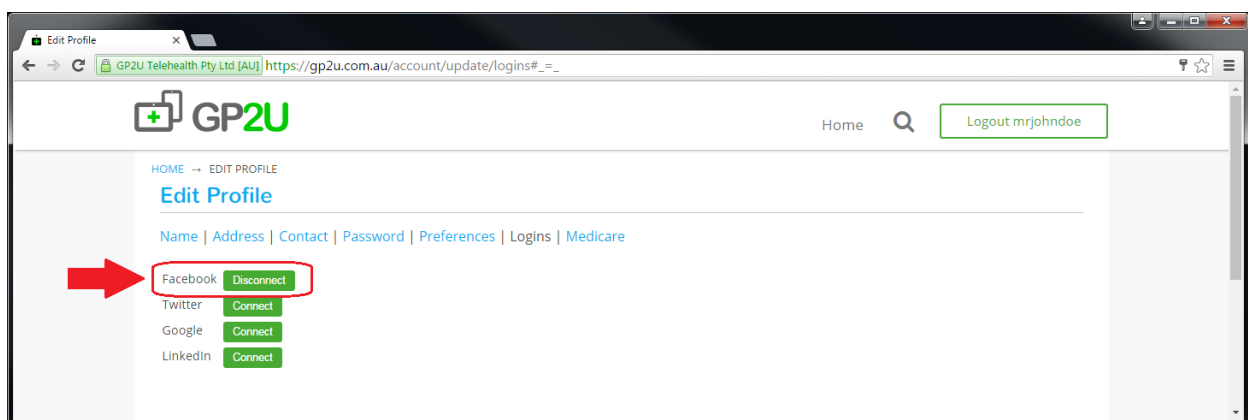
If you do want to delete your profile, click “OK” and it will be deleted.



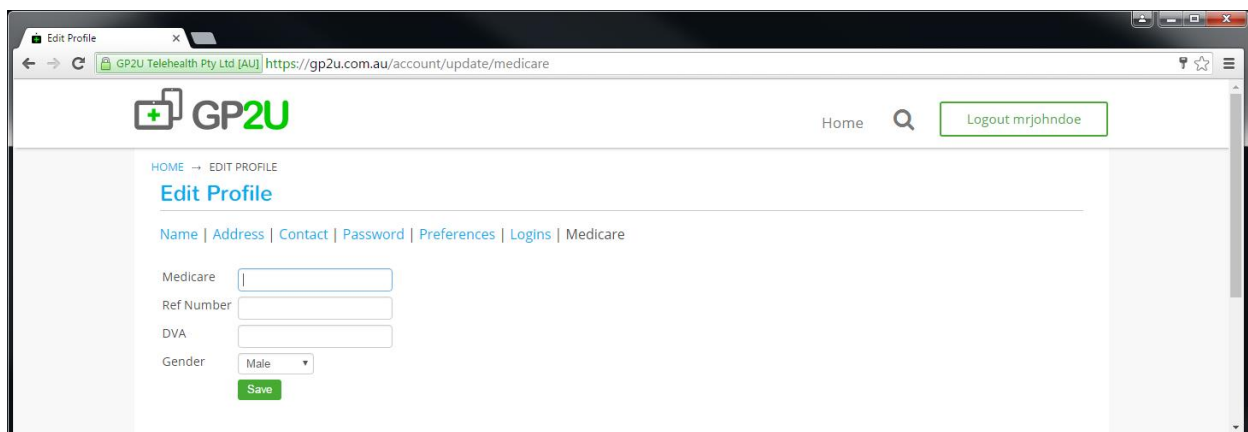
The “Logins” tab is used if you want to use your Facebook, Twitter, Google or LinkedIn account to log into GP2U:



Just click on any of those links and make sure you have your corresponding login details to which ever login you want to use (Facebook, Twitter, Google, LinkedIn) and if you wish to remove that login link, come back to this page and click on “Disconnect”:



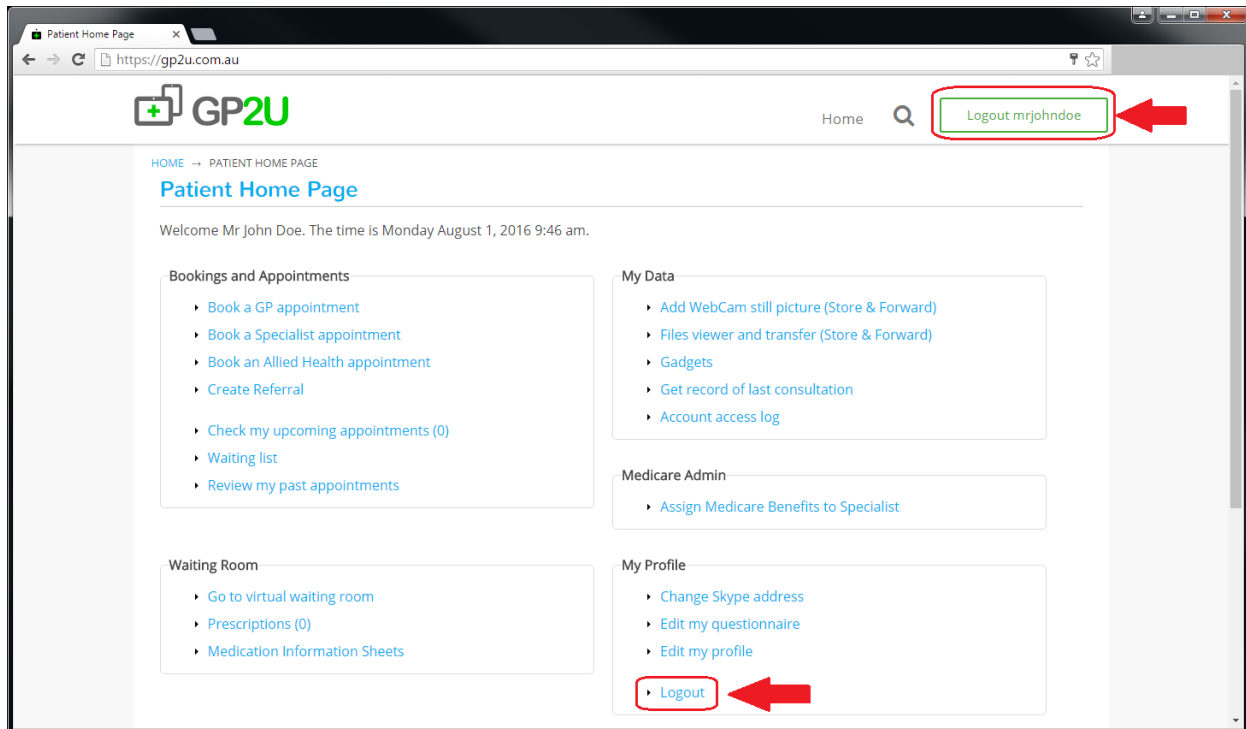
If you have finished with trying to connect your GP2U profile, then let’s click on the “Medicare” tab:



If you need to update your Medicare Card, you can do it from this tab. Just remember to click on the “Save” button at the bottom of the page.

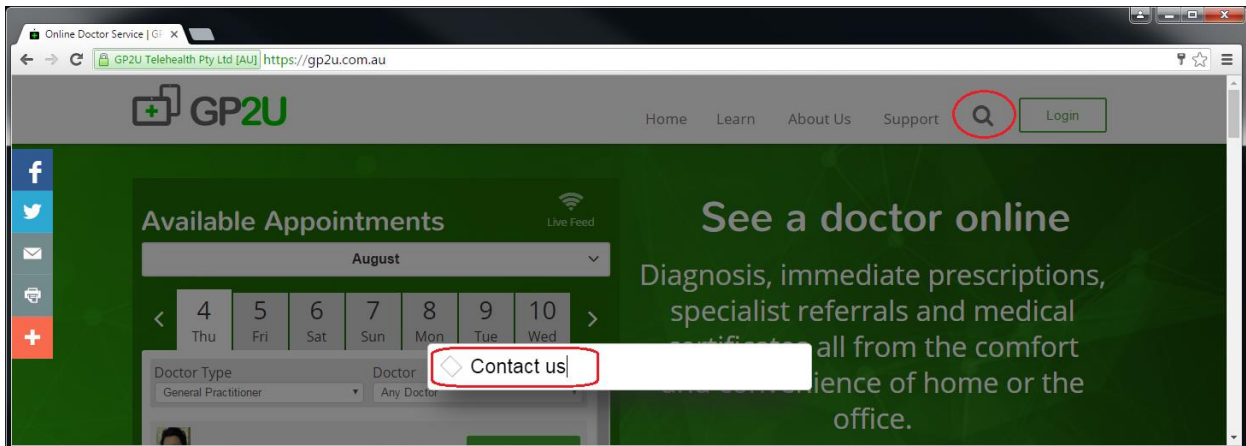
## LOGOUT

When you are done with your updating and having a poke around the Patient Home Page, then you can click on the “Logout” link in the “My Profile” area or at the top right of the page and it will take you back to the login page:

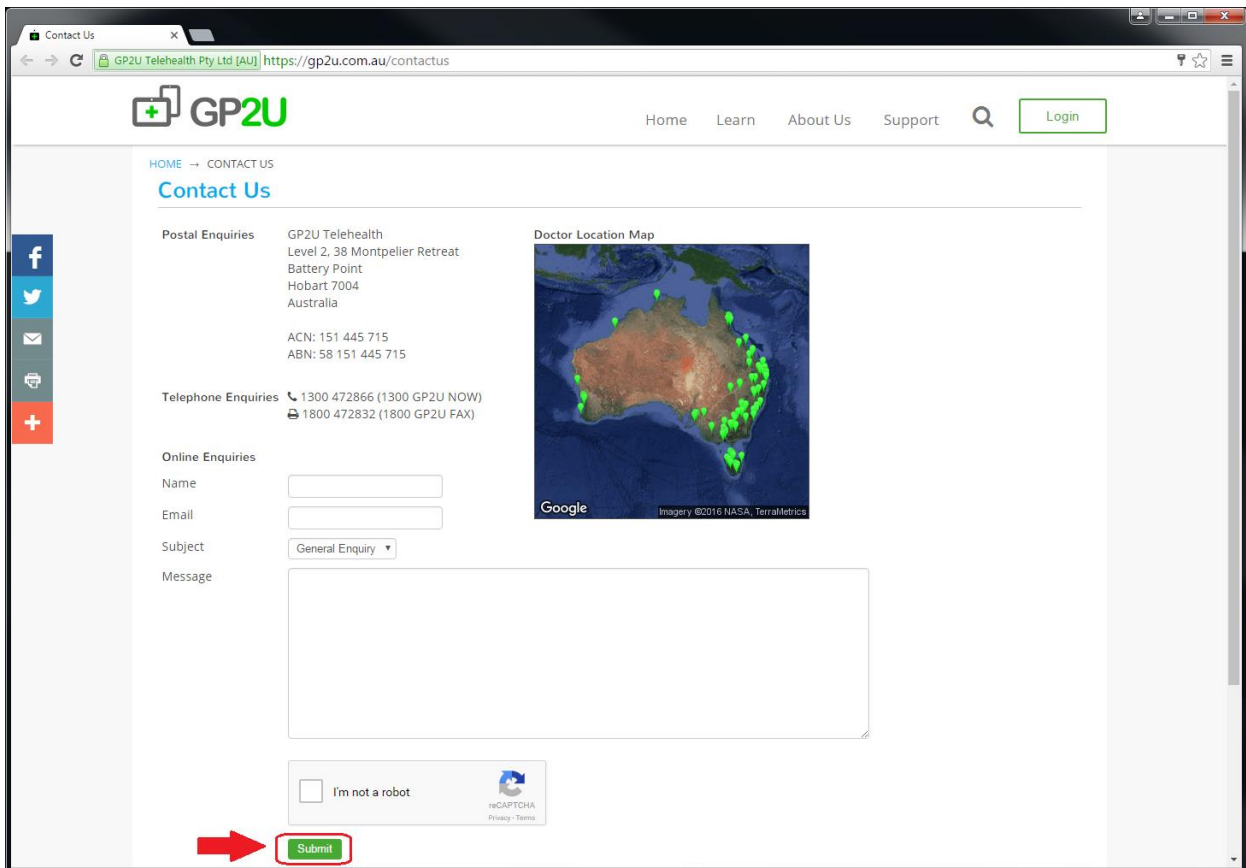


## CONTACTING US

To contact us just click on the Magnification Glass and type “Contact Us” and follow the link:

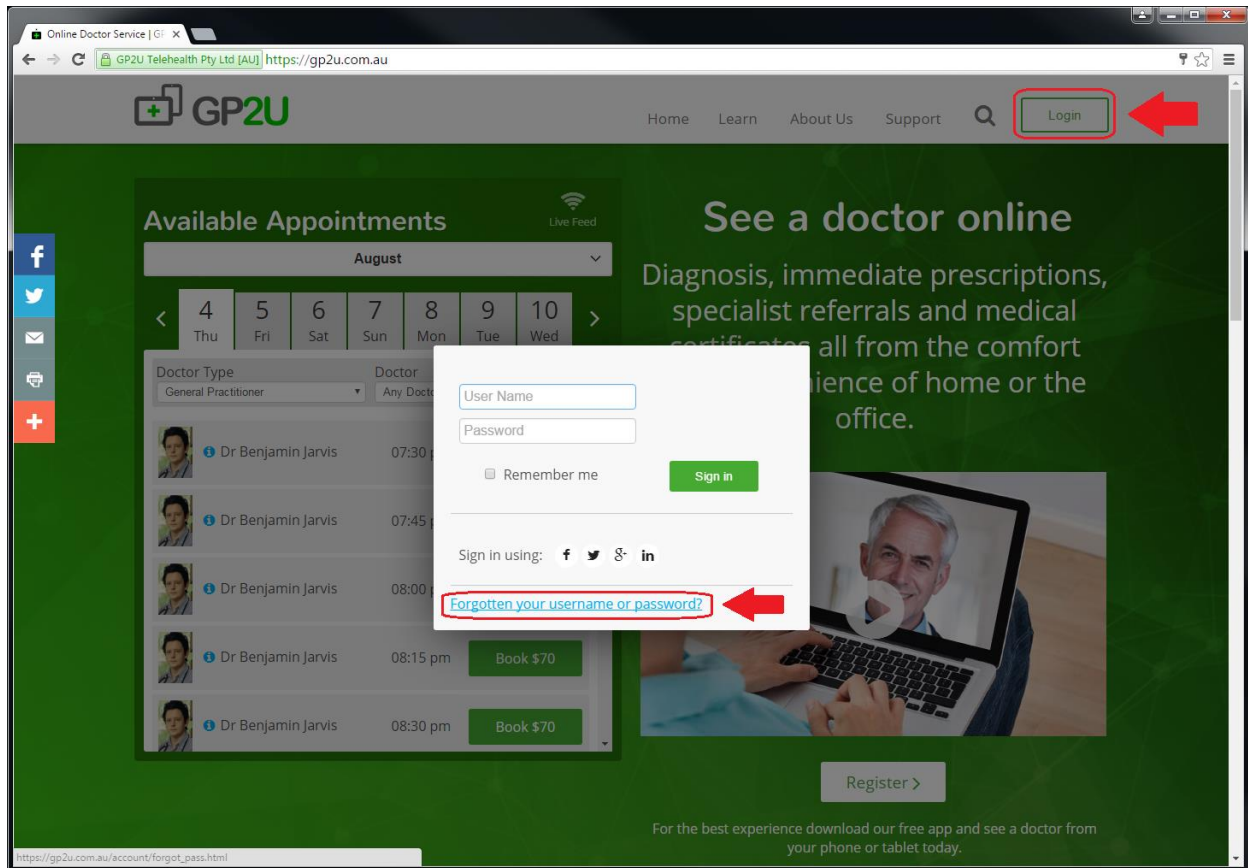


This will bring up the “Contact Us” page and you can either ring us on 1300472866 or send an email enquiry through. But remember to click on “Submit” at the bottom of the page for the email to come to us.

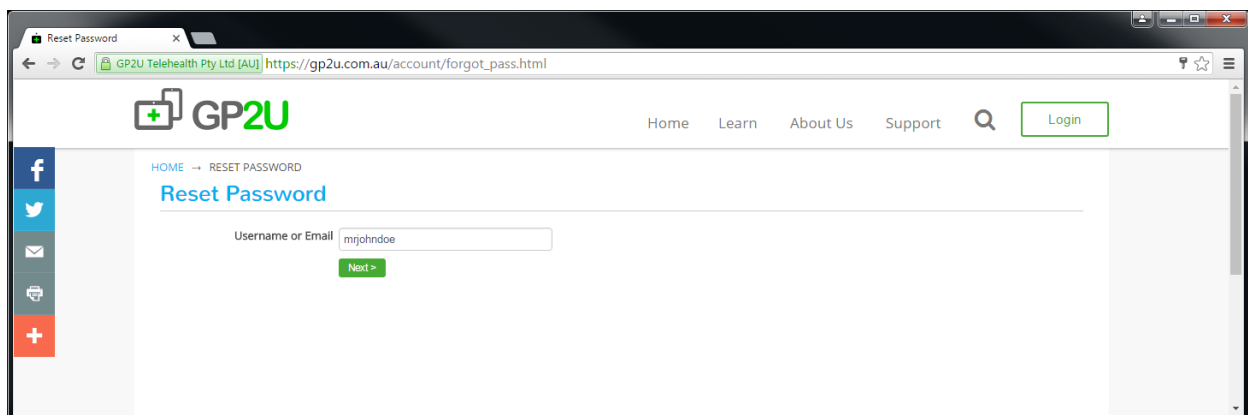


## FORGOTTEN YOUR PASSWORD?

If you forget your password simply click on the “Login” link at the top right of your home page, and a pop up window will come up in the middle of the screen. Click on “Forgotten your username or password”

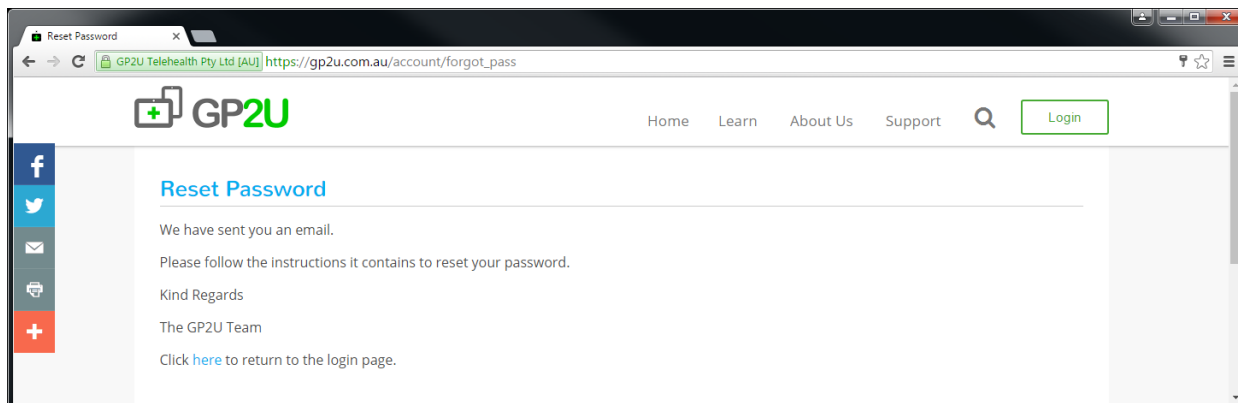


This will bring up a small screen for resetting your password, so just enter a Username or Email and click “Next”:

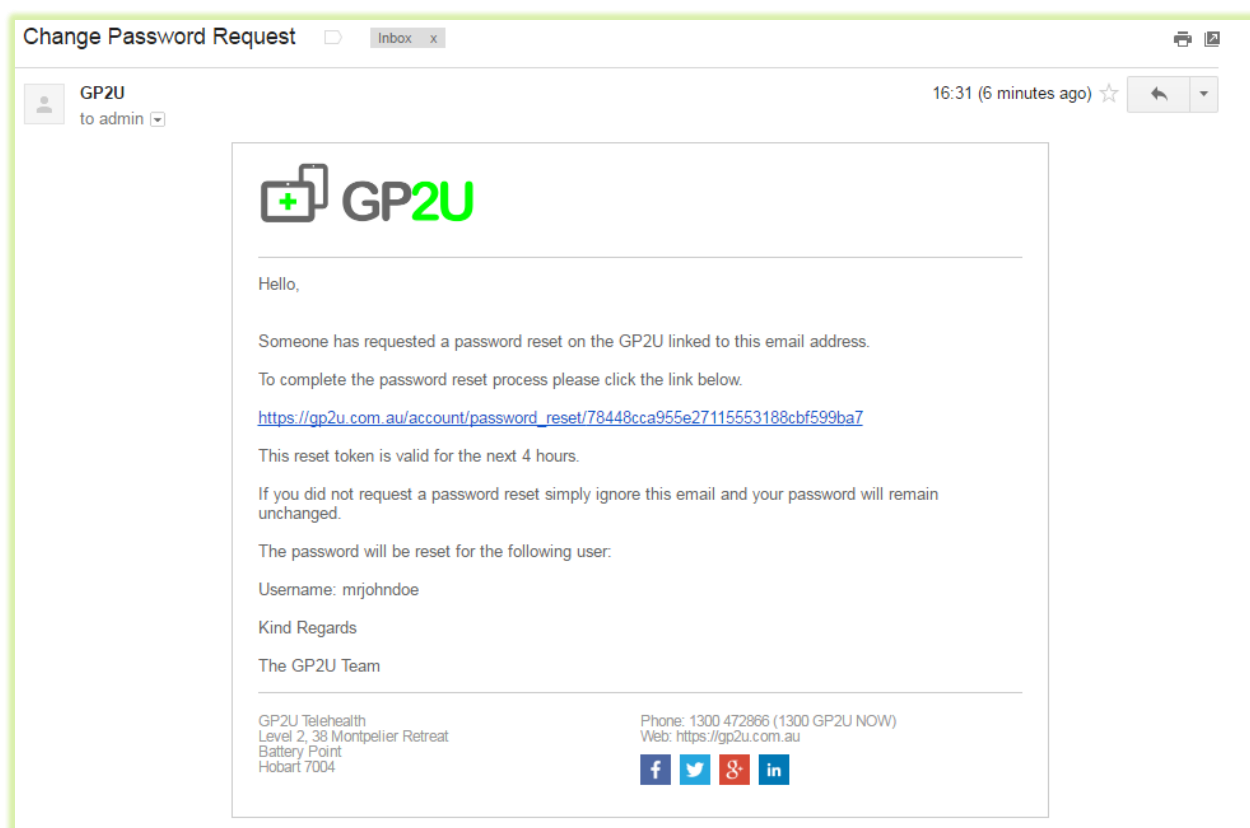


And this will send an email to your registered email address that lets you reset your password.

You should receive a message that looks like this:



And an email that looks like this:



If for some reason you can't access that email and are having trouble just give us a call on 1300 472 866.