

EnableNSW

# EnableNSW Online

## User Guide

July 2023

[enable@health.nsw.gov.au](mailto:enable@health.nsw.gov.au)



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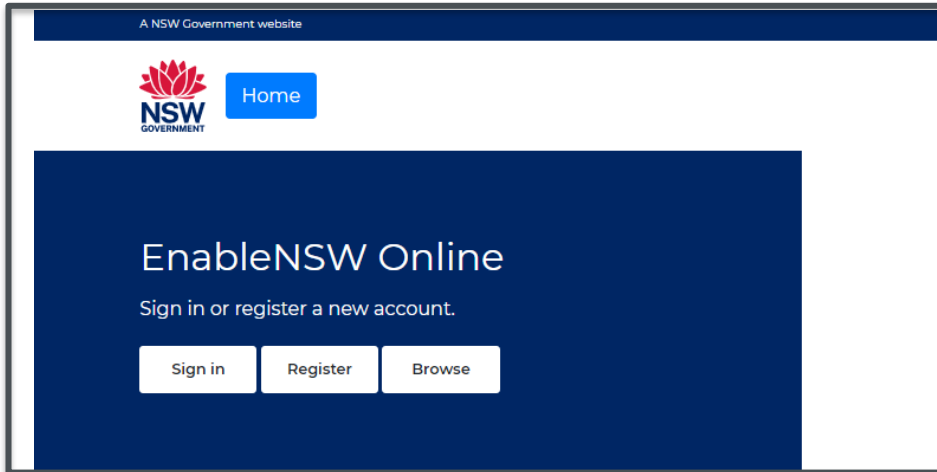
## Using eHealth SSO to login to EnableNSW Online



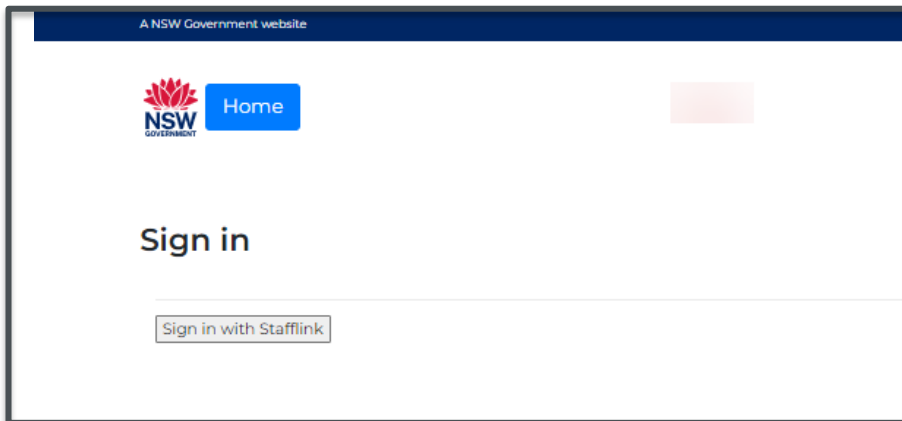
You can use your NSW Health StaffLink credentials to Log in to EnableNSW Online. If you are new to EnableNSW and do not have a current account, you will need to validate your profile and an EnableNSW team member will link your health email to your prescriber account once the necessary checks are carried out

### Steps:

- Go to [EnableNSW Online](#) website

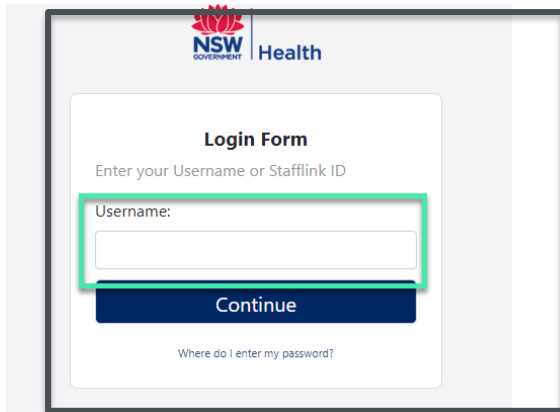


- Select Sign In button and select Sign in with Stafflink

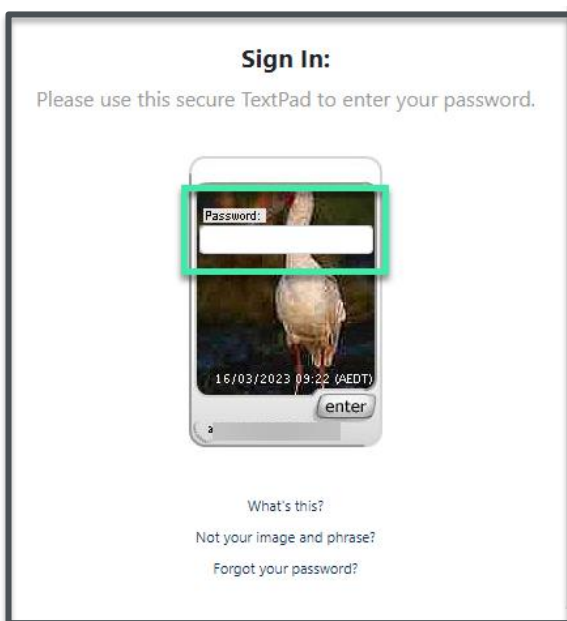


# EnableNSW

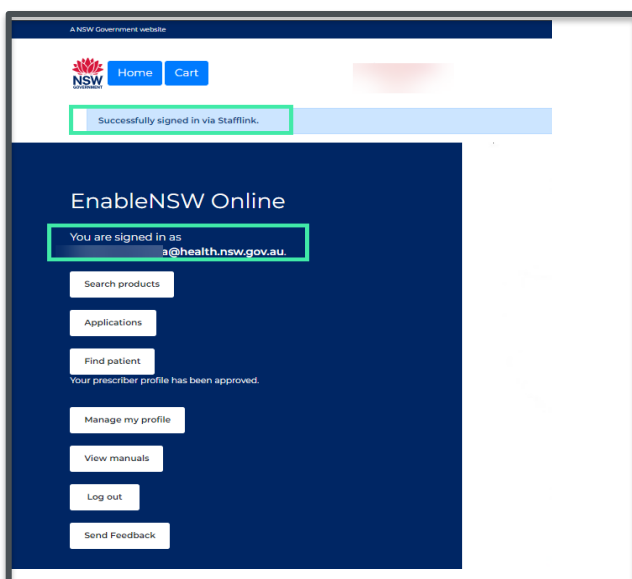
- Enter your Stafflink number and select Continue



- Enter your password in the provided field and select Enter



- You should now have successfully signed into EnableNSW Online via Stafflink

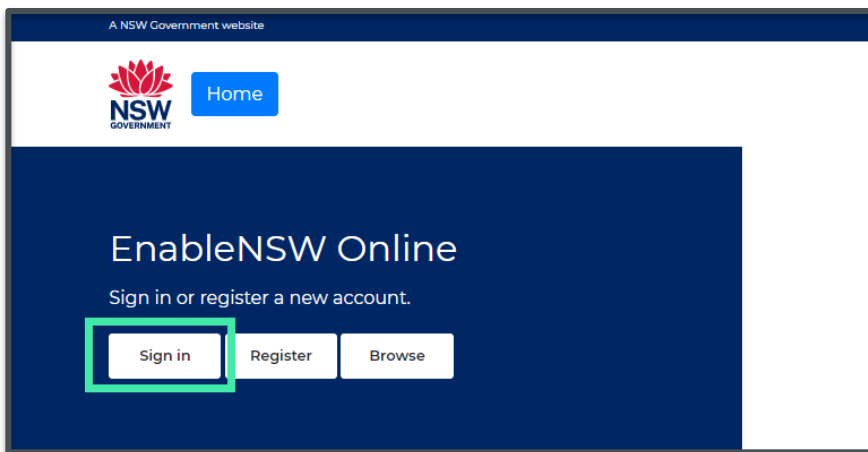


! Only linked and validated accounts will be able to submit an equipment request using EnableNSW Online. If you have successfully validated your prescriber profile and are still experiencing issues adding products to CART or creating new requests, please contact EnableNSW on 1800 362 253 (option 8) or email [enable@health.nsw.gov.au](mailto:enable@health.nsw.gov.au) for assistance

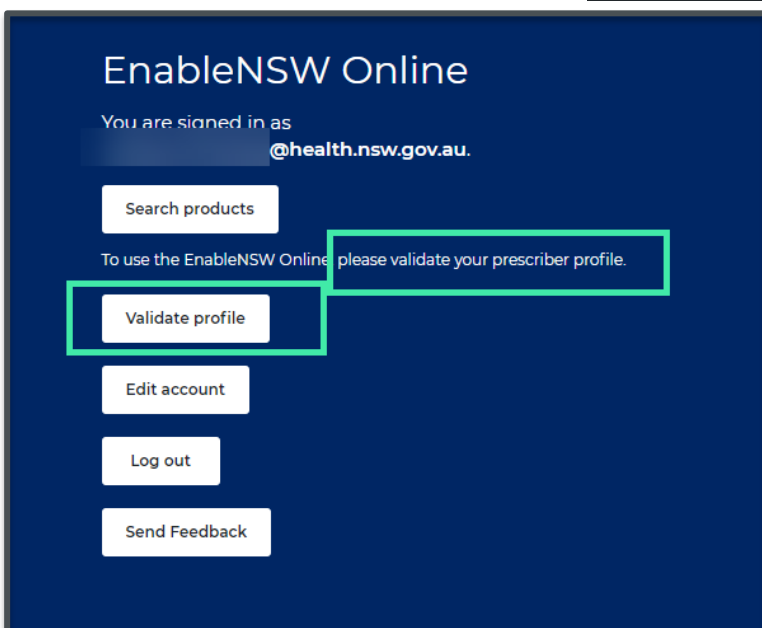
## Validate new prescriber profile

### Steps

- Sign in to [EnableNSW Online](#) website



- Once successfully signed in, select [Validate profile](#)



- Fill in the prescriber form with your details, select [Save](#) once complete

! Please note that the highlighted fields below are mandatory

- Full name
- Place of work
- Email
- Address
- Phone number

### Edit your Prescriber Profile

Title

Full Name

Place of work (name of practice or service)

If you have multiple places of work, delimit these with a comma. For example, Place of Work A, Place of Work B.

Emails

Address

PO Box

Phone Number

Alternate Phone

Qualification

Continance Nurse, Die ▾

APHRA Registration # (N/A if no number)

Completed ALA Level 1 Lymphoedema Training

Days/Hours available

Preferred contact method

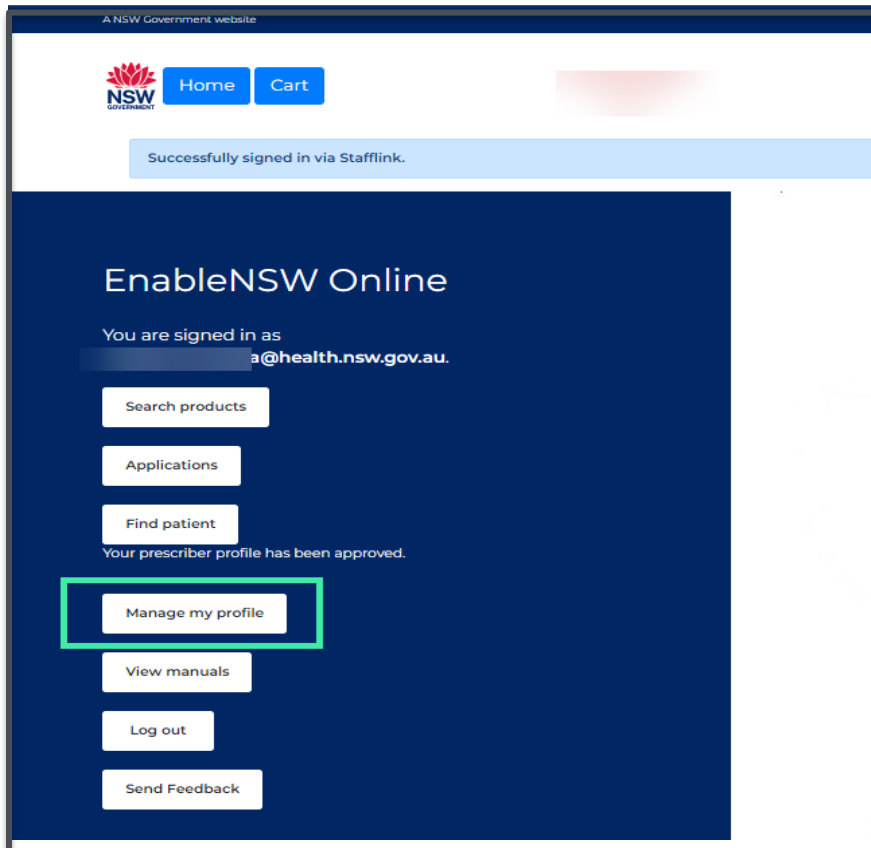
## Manage your prescriber profile



It is important to keep your details up to date to avoid any unnecessary delays

### Steps

- Sign in to [EnableNSW Online](#) website
- On the Homepage select Manage profile



A NSW Government website

NSW GOVERNMENT Home Cart

EnableNSW Online

### Edit your Prescriber Profile

Title  
Ms

Full Name

Place of work (name of practice or service)  
Clinic XYZ

Address

PO Box

Phone Number

Alternate Phone

Qualification  
General Practitioner

APHRA Registration # (N/A if no number)

Completed ALA Level 1 Lymphoedema Training

Days/Hours available

**On this page you can edit your prescriber details, like your name, title, place of work name and address , phone number, qualification, APHRA#, Days/Hours Available and Preferred contact method**

Days/Hours available  
9am to 5pm Mon-Friday

Preferred contact method  
Primary Phone

**Save**

**To edit: Select the field you wish to edit, delete the text and replace with your updated information**

**Once your information is updated click Save to save changes**

## Product search using category filters

EnableNSW Online offers different types of product flags to help you find the items you need:

**Stock:** These are items that are currently available in our statewide stock range, including those on clearance

**QRG:** These are recommended products that may be in stock and on contract.

**Contract:** These are items that are on an NSW Government contract and listed in the catalogue

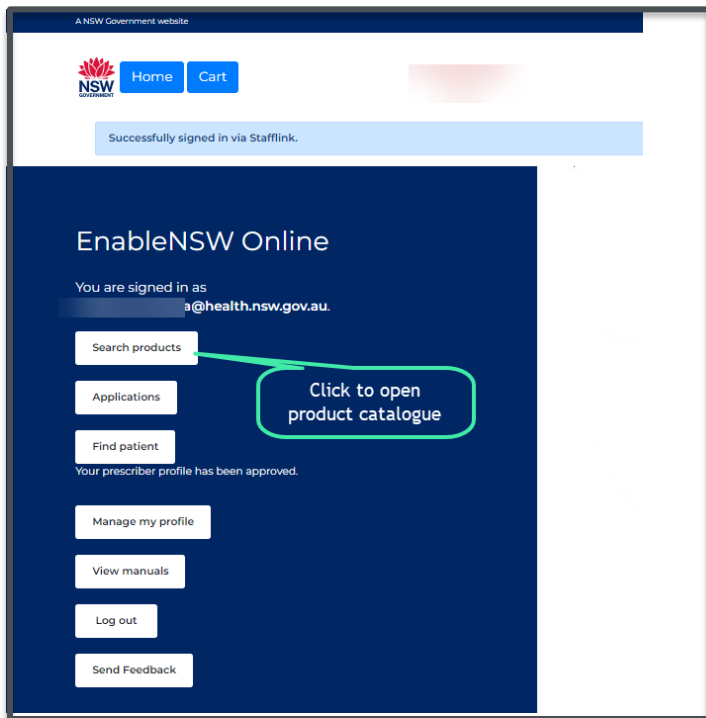
**Clearance:** These are items that are both in stock and on clearance

If you cannot find the product you are looking for, please select a **"Not-listed"** product and ensure the description meets your client's needs

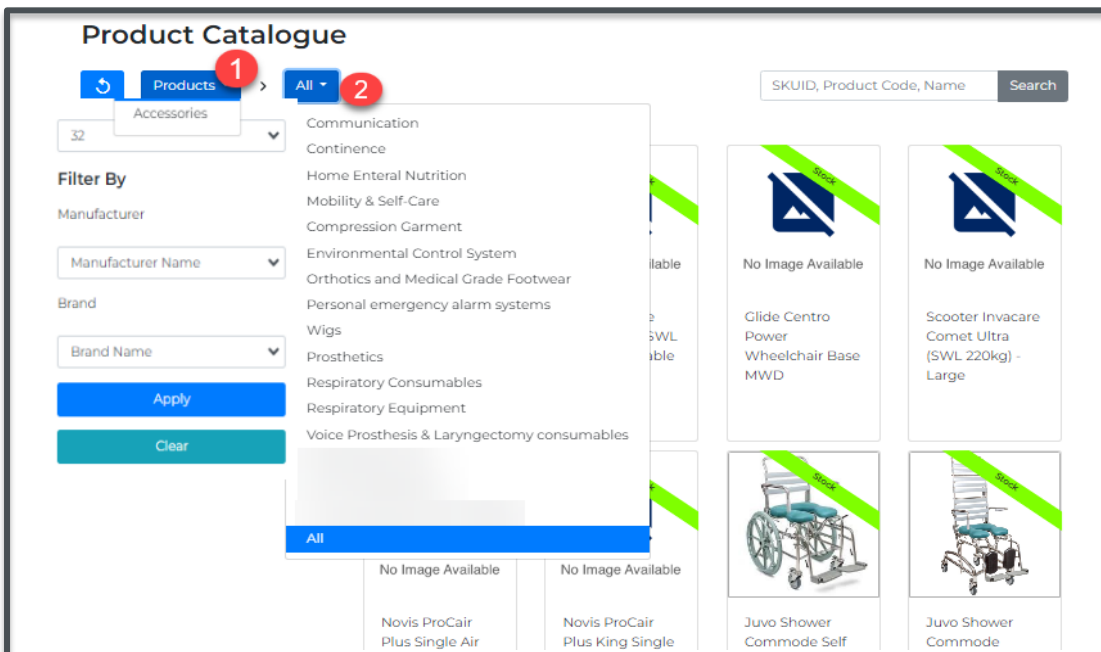


## Steps

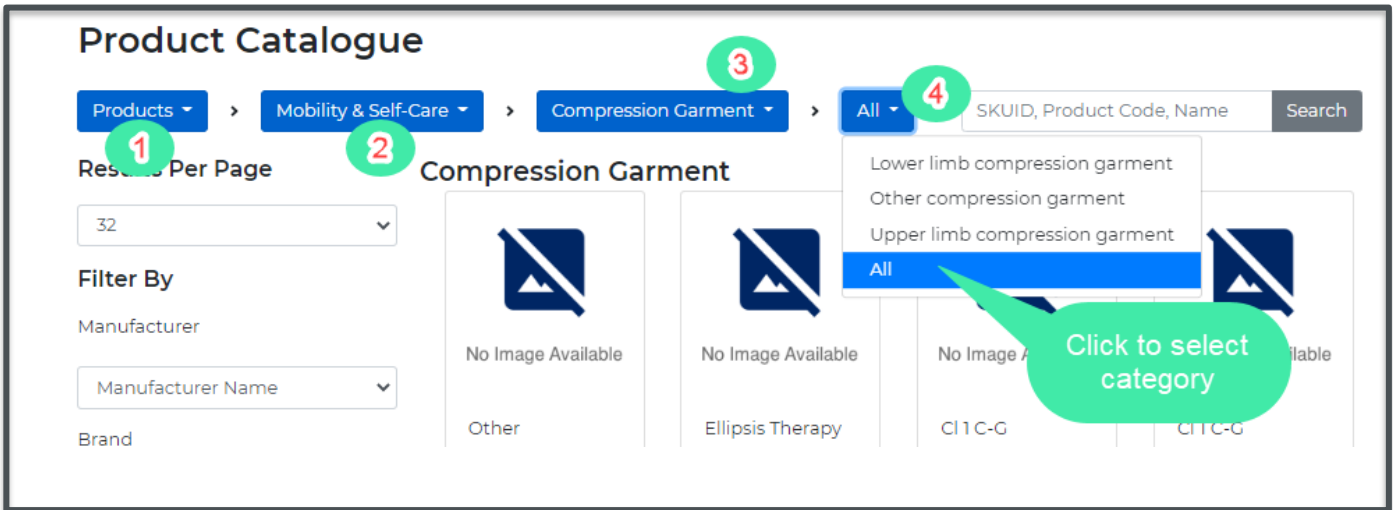
- Sign in to your [EnableNSW Online](#) account
- On the homepage, select [Search Products](#) to open product catalogue



- On product catalogue select [Products](#) to reveal products, accessories and all categories and select your main category
- Select [All](#) to expand sub-categories on the dropdown menu to select your sub-category



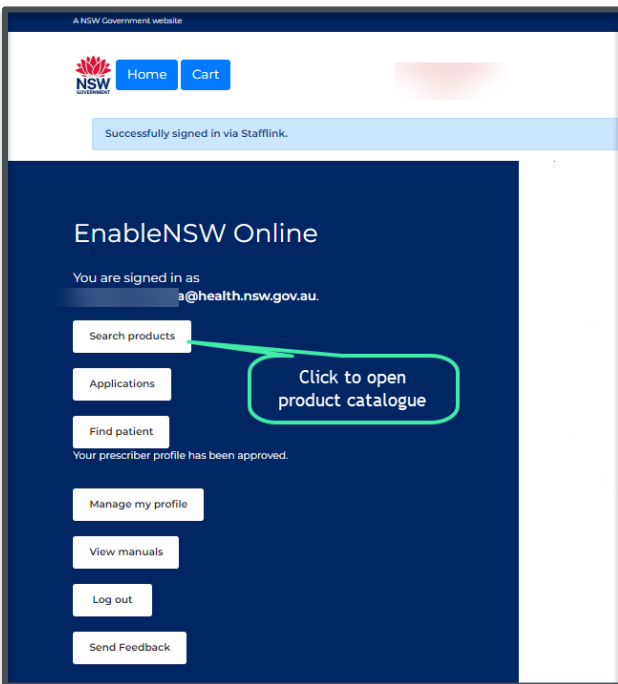
- If you wish you can continue filtering products using the Product Categories and/or subcategories by selecting the dropdown arrows on each category tab



## Product search using SKUID, manufacturer product code and name

### Steps

- On [EnableNSW Online](#) homepage select [Search Products](#) to open product catalogue



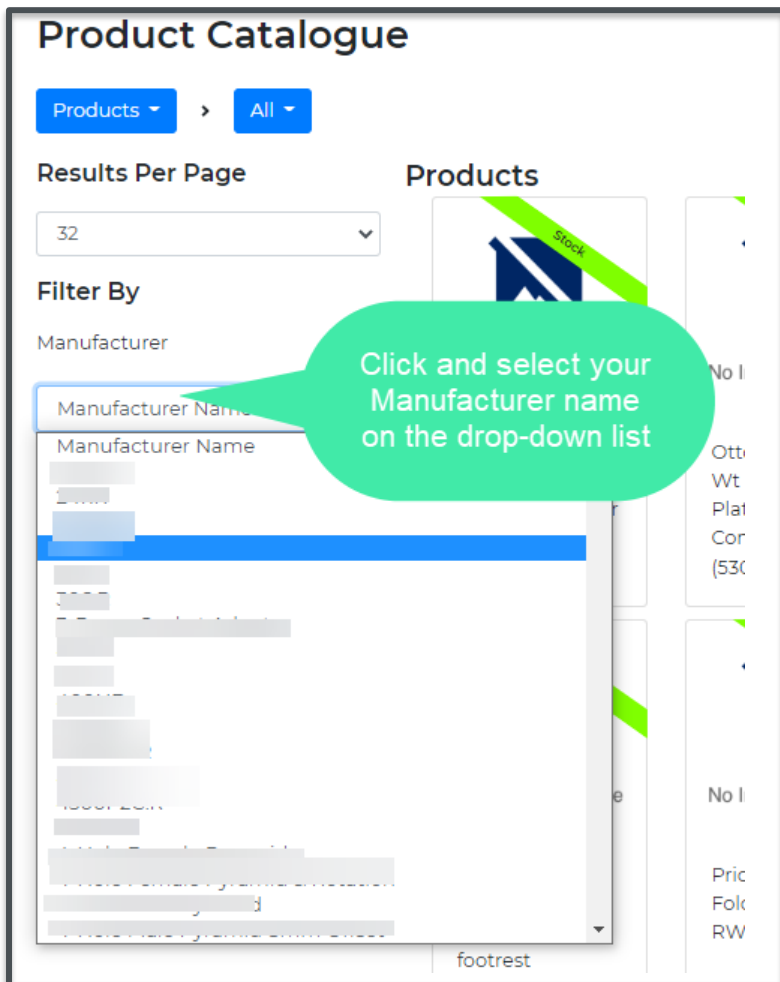
- Navigate to the search box on the right-hand side of the page
- Enter your SKUID, Product code or name on the field provided
- Select Search to search product(s)



## Product search using manufacturer name and brand name

### Steps

- On [EnableNSW Online](#) homepage select [Search Products](#) to open product catalogue
- Select [Manufacturer Name](#) to reveal dropdown list
- Find your manufacturer name and select



- Select [Brand Name](#) and select your brand name on the dropdown list
- To define the number of results per page, select the number under [Results Per Page](#)

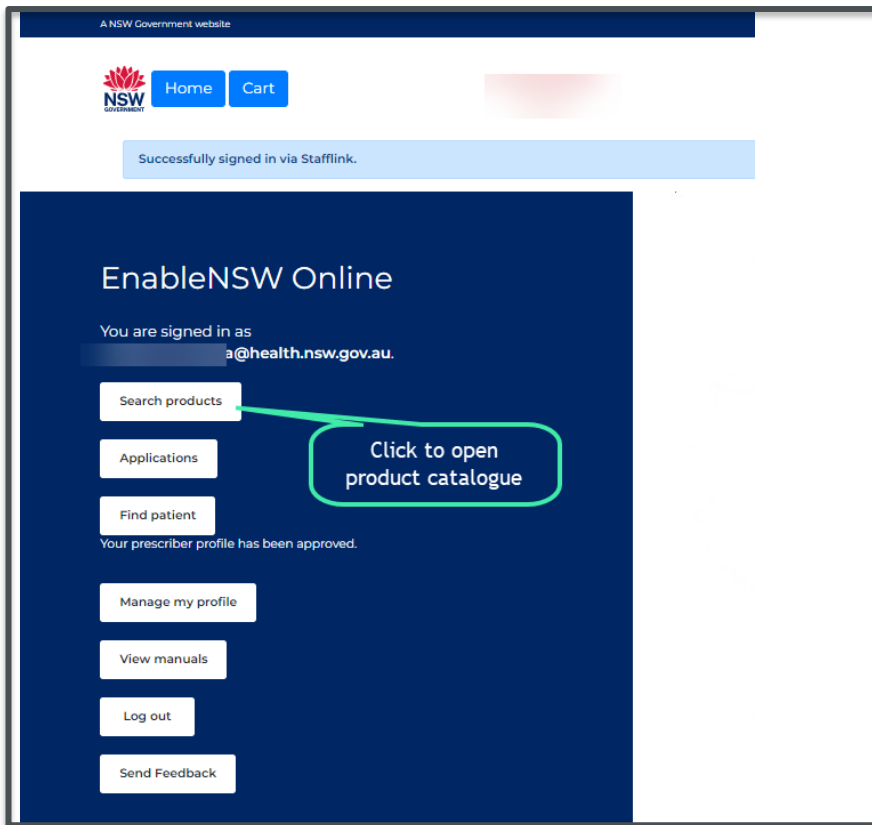
The screenshot shows the 'Product Catalogue' page on the NSW Government website. At the top, there are 'Home' and 'Cart' buttons. Below the navigation, the 'Products' dropdown is set to 'All'. A callout bubble points to the 'Results Per Page' dropdown, which is currently set to 32, with options for 8, 16, 32, and 64. Another callout bubble points to the 'Brand Name' dropdown menu, which is open and shows a list of brands including ArjoHuntleigh, Aspire, and Attends. A third callout bubble points to the 'Apply' button at the bottom of the filter section. A fourth callout bubble points to the 'Clear' button. The main product grid shows items with 'No Image Available' and 'Out of Stock' indicators. The right sidebar shows a list of product details.

## Add product(s) to Cart

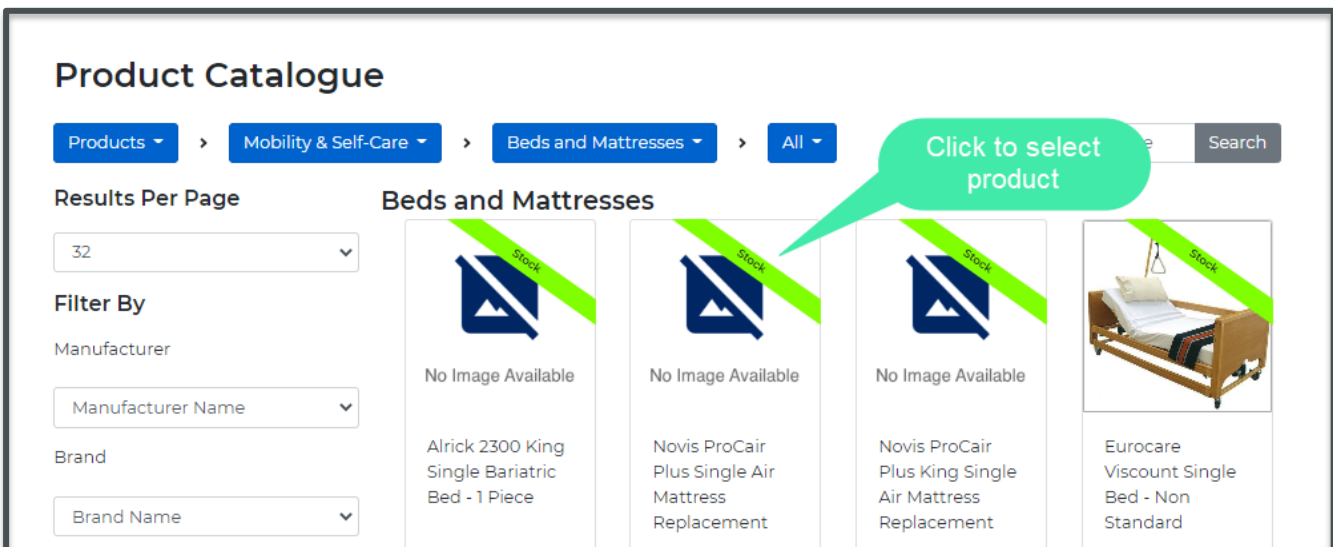
**!** The system will not let you add the product to your cart if you do not have the authority to prescribe the item. Please ensure your qualification(s) are correct within your user profile.

### Steps

- On [EnableNSW Online](#) homepage, select Search Products to open product catalogue



- Search your product using any of the steps mention on [pages 11-15](#)
- On product results page find your product and click to select



- On product page, view your product information by navigating to each tab
- Click [Select this product](#) to add item to cart

Home Cart

Product

Click to add product to CART

Select this product

**Novis ProCair Plus King Single Air Mattress Replacement**

Details Product Images Equipment Request Requirements

Description	KING Replacement mattress 1-2 alternation Auto wght sense ctrl unit w/comfort lvl adjust & sealed base SWL40-180KG
Category	Mobility & Self-Care > Beds and Mattresses > Pressure mattress > Power air mattress
SKUID	553524
Supplier	NOVIS HEALTHCARE PTY LTD
Brand	ProCair Plus
Manufacturer	Novis Healthcare
Safe Work Load max (kg)	220

Once product is selected and added to CART, you will be redirected back to the product catalogue page.

You can add accessories to your request for example, cot side bumpers, by changing the catalogue selection from products to accessories.

Results

Products

Accessories

32

Filter By

Manufacturer

Manufacturer Name

Brand

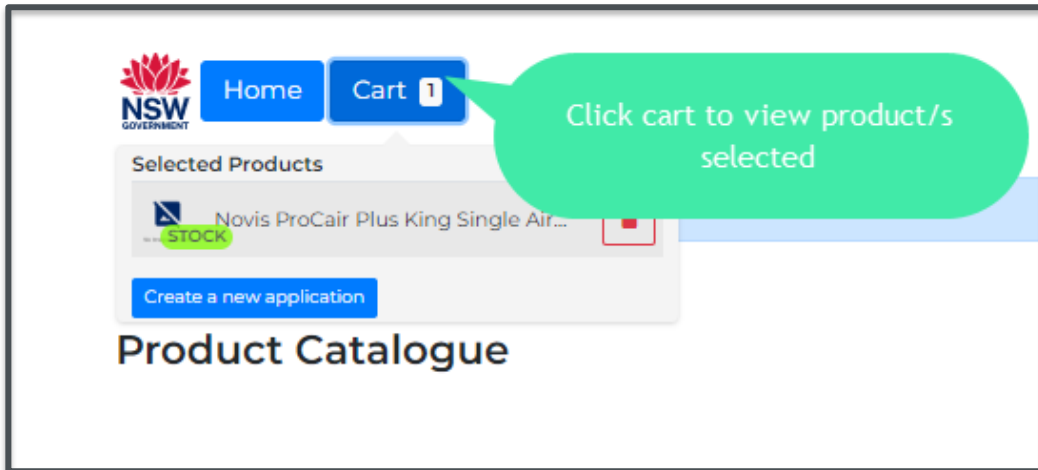
Brand Name

Apply

Clear

## EnableNSW

- Cart will display the number of product(s) added, select [Cart](#)



- Repeat steps above if you wish to add more product(s) to your cart

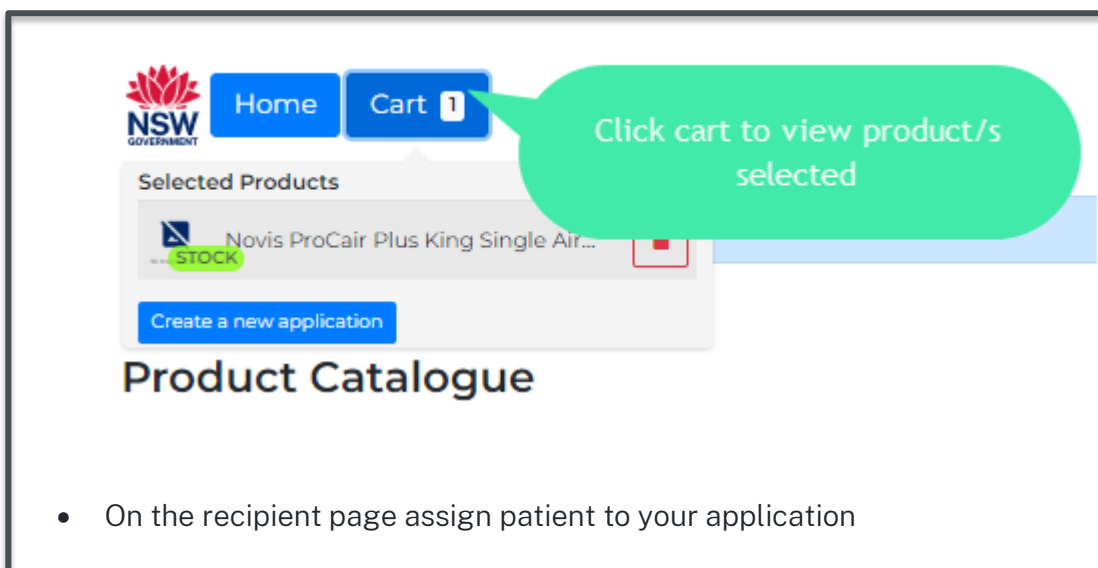
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## Create product application

! By EnableNSW Online design and for a seamless user experience, a product(s) should be added to the Cart before creating a new product application

### Steps

- Select [Cart](#) containing your product(s)
- Select [Create a new application](#)



- On the recipient page assign patient to your application

**!** You must ensure consent has been obtained from the patient before completing and submitting an equipment request

## Assign patient to application by searching for an existing patient

- On the fields provided, Enter patients First name, Last name, and Date of birth
- Select Find patients to search
- Select patient to add to your application

**Start a new Application** Next step > Submit for review

No recipient assigned

Step 1 of 4

### Recipient

Please ensure that consent has been acquired from the patient before filling out a new application.

This application is for the following patient

**Search for an existing Patient**

First Name:  **1**      Last Name:  **2**      Date of Birth:  **3**       **4**

*click to find patient*

**i** Please enter all three fields to search, otherwise fill in the required fields below.

Next step >



## Assign patient to application by creating new patient

– Select Clear fields and create new patient

The screenshot shows the 'Start a new Application' form. At the top right are 'Next step >' and 'Submit for review' buttons. Below the title is a progress bar for 'Step 1 of 4'. The 'Recipient' section includes instructions and a search area for existing patients with fields for First Name, Last Name, and Date of Birth. A 'Find patients' button is next to the Date of Birth field. A blue information bar states: 'Please enter all three fields to search, otherwise fill in the required fields below.' Below this is a button labeled 'Clear fields and create a new patient', which is highlighted with a green callout bubble that says 'Click here to create new patient'. A 'Next step >' button is at the bottom left.

- Enter patient’s details First name, Last name, DOB (Date of Birth), Medicare number and Address

This screenshot shows the same form with patient details entered. The 'Current Patient' section has fields for First Name (Karen, 1), Last Name (Brown, 2), Date of Birth (01/02/1972, 3), and Medicare Number (4911 85976 1/1, 4). The Address field contains '99 PHILLIP STREET PARRAMATTA NSW' (5). A 'Search for an existing patient' button is visible. The 'Next step >' button at the bottom left is highlighted with a green callout bubble (6) that says 'Fill in the fields with patient's details'.

- Select Next step to continue
- The application is now allocated to your patient
- On the product page you can edit/view your product(s) quantity, remove, or add more product(s)

NSW GOVERNMENT Home Cart

## Editing Application

Allocated to Test, Smith

Step 2 of 4

Patient

### Selected Products

This application currently has the following products associated:

- No Image Available

Juvo Shower Commode Self Pr...

1 Remove

remove product

No new products will be added to this application. If you would like to add products, add them to your cart and then refresh this page.

Open catalogue

Please review the products you have added to your request before proceeding to the next step. You will be asked to complete an equipment request form for each product.

Previous step Next step

Click to open product catalogue to add more product/s

## Complete equipment request form

**!** You must answer all questions to continue to the next step. If a question is not applicable, you will need to add N/A each time to progress to the next page

### Equipment Requests

Based on the selected products, the following equipment requests require attention

[Expand all](#) [Collapse all](#)

#### Online - Seated mobility Power Wheelchair - CURRENT

#### Online - Seated mobility Power Wheelchair - CURRENT Equipment Request

##### Equipment Category

What equipment are you requesting?

- Power wheelchair
- Wheelchair accessories
- Wheelchair seating (excluding pressure cushion)

Additional Comments

##### Diagnosis

What is the primary diagnosis in relation to the requested equipment?

Select the relevant diagnosis and provide any secondary diagnosis/es or co-morbidities in the text box

Additional Comments

##### Weight

Provide the person's weight in kilograms (kgs)

Additional Comments

##### Equipment Goal/s

Confirm the person requires the power wheelchair to:

- Complete core activities of daily living
- Improve safety and / or independence when mobilising within the home

#### Delivery information

Confirm the Supplier/prescriber will contact person/carer for appointments

Yes

Additional Comments

#### Prescriber Eligibility

I have assessed the person and have the qualification and level of experience to prescribe this equipment in line with the relevant EnableNSW Funding Criteria and Professional Criteria for Prescribers

Yes

No - I have assessed the person, and this assessment and request has been supervised by an eligible EnableNSW prescriber for this type of equipment. Provide your supervisors name and email address in the text box below.

Additional Comments

[< Previous step](#)

[Next step >](#)

## Enter custom delivery address and upload document

! All clinical documentation relevant to this request must be submitted, including quotes where applicable. Incomplete requests may delay the outcome of this request.

! Please note, the delivery schedule has not changed, and equipment will only be delivered to the person’s home (including nursing homes and group homes), unless otherwise agreed by the EnableNSW clinical team

- After completing the product questionnaire, on step 4, you can enter custom delivery address
- On this step you can add your supporting document(s) by selecting Choose File, enter Description and Upload

- Add comment if applicable

# EnableNSW

- Select Submit for review

**Editing Application**  
Allocated to Marie, Anne

Step 4 of 4

**Requesting Prescriber**  
Requesting as Nerissa Moraleda, nerissa.moraleda@outlook.com

Buttons: < Previous step, Submit for review

Callout: Click to review application

Product application was successfully updated.

**Application #2061827**

Buttons: Cancel, Edit, Submit

Status: The request is currently being entered but has not been submitted to EnableNSW

Callout: Status on Draft

Callout: Status Draft: The request is currently being entered but has not been submitted to EnableNSW

- Select Submit

Product application was successfully updated.

**Application #2061827**

Buttons: Cancel, Edit, Submit

Status: The request is currently being entered but has not been submitted to EnableNSW

Callout: Click to Submit to EnableNSW

Submit Application

By clicking submit I confirm the following:

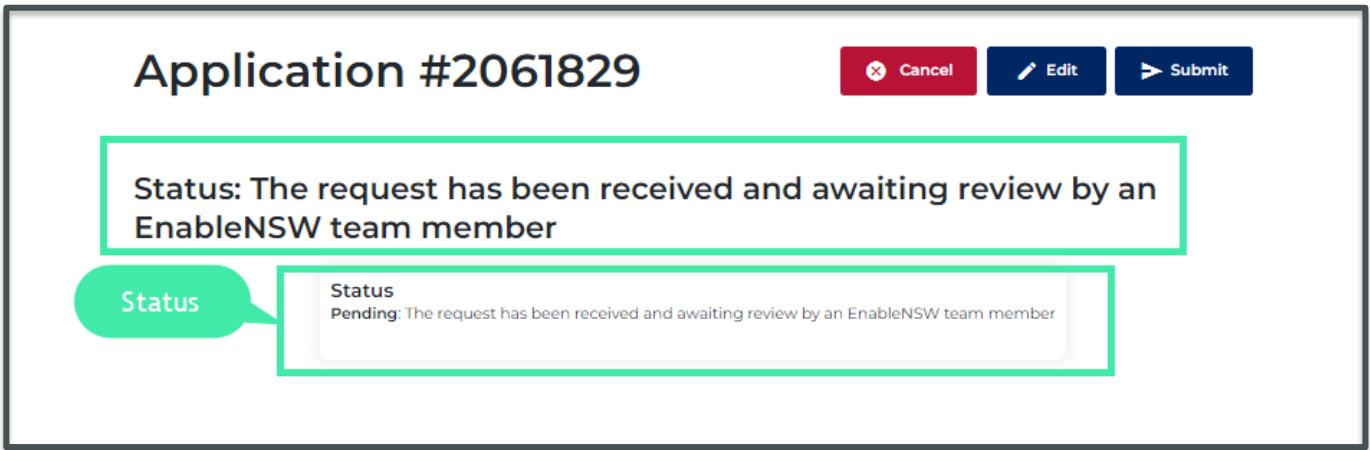
- The person/carer agrees with this request.
- A copy of this request will be provided to person/carer.
- As a health professional, I cannot also be the equipment supplier for the same request. This may include but is not limited to a personal or professional relationship with or material interest in the supplier or manufacturer of the equipment listed on this request.

By clicking submit I declare that:

- I have the qualification and experience to prescribe this equipment or, I have been supervised by an eligible EnableNSW prescriber for this type of equipment.
- All information I have supplied on this application is true and correct to the best of my knowledge at the time of assessment.

Buttons: Return to Application, Submit

Callout: Press to accept declaration and Submit

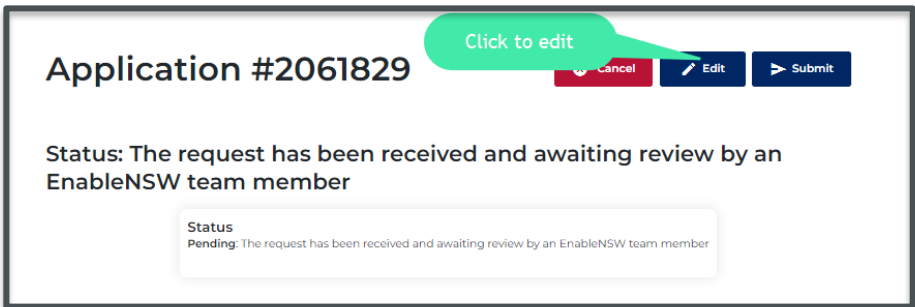


## Edit Application

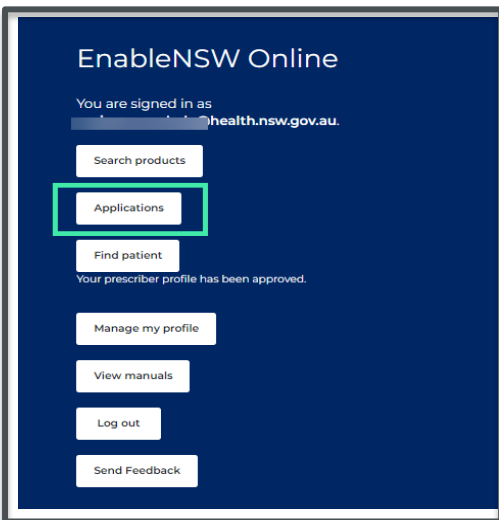
💡 There are two ways to edit an application

- Immediately after submitting the application, you can select Edit button
- On your list of applications, select Edit

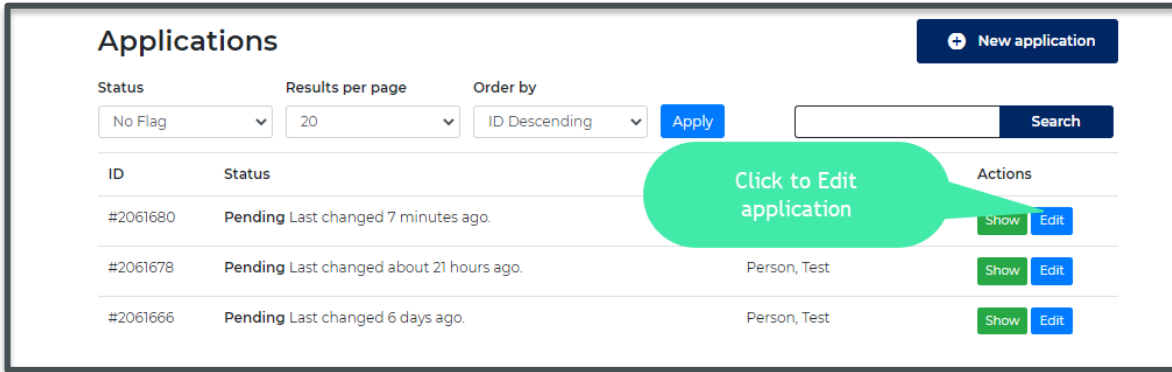
– After submitting application, select Edit to make changes to your application



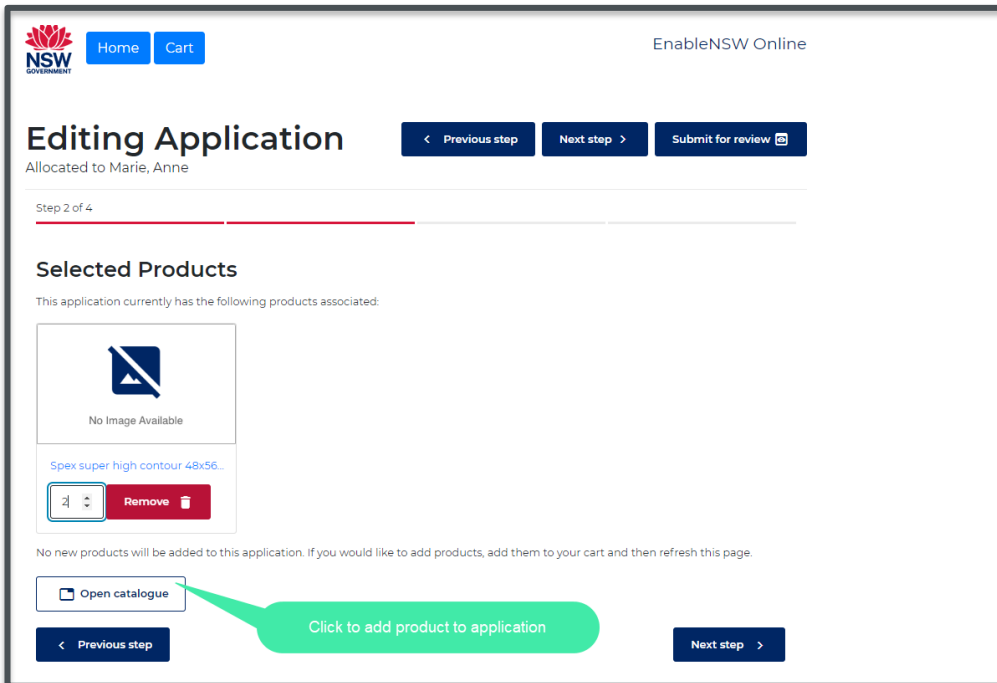
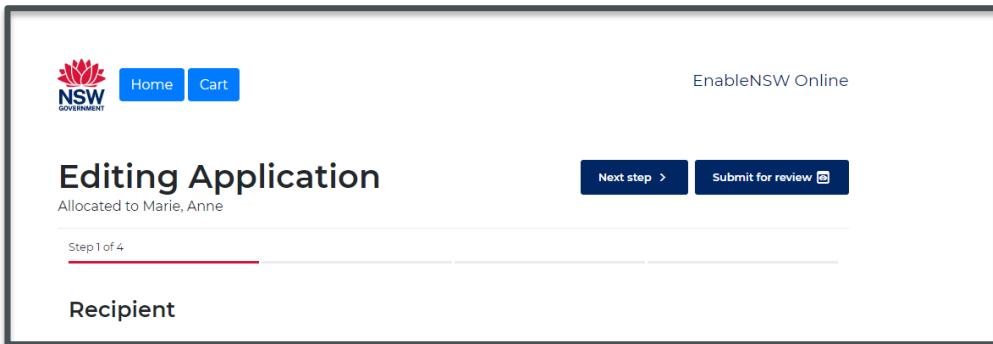
– On [EnableNSW Online](#) homepage, go to Applications



– On your list of Applications, go to the application you wish to edit, under Actions tab select Edit



• Make your desired changes, to continue select Next step



- Review product questionnaire and select Next Step
- Edit your Custom Delivery address and upload additional documentation if required

**Editing Application**  
Allocated to Marie, Anne

Step 4 of 4

Requesting Prescriber

Custom Delivery Address

Address

Supporting Documentation

Upload a new Document

File      Upload Date      Actions

< Previous step      Submit for review

- Select Submit for review

Product application was successfully updated.

**Application #2061827**

Cancel   Edit   Submit

Status: The request is currently being entered but has not been submitted to EnableNSW

Status	Draft: The request is currently being entered but has not been submitted to EnableNSW
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Submit Application

By clicking submit I confirm the following:

- The person/carer agrees with this request.
- A copy of this request will be provided to person/carer.
- As a health professional, I cannot also be the equipment supplier for the same request. This may include but is not limited to a personal or professional relationship with or material interest in the supplier or manufacturer of the equipment listed on this request.

By clicking submit I declare that:

- I have the qualification and experience to prescribe this equipment or, I have been supervised by an eligible EnableNSW prescriber for this type of equipment.
- All information I have supplied on this application is true and correct to the best of my knowledge at the time of assessment.

Return to Application   Submit

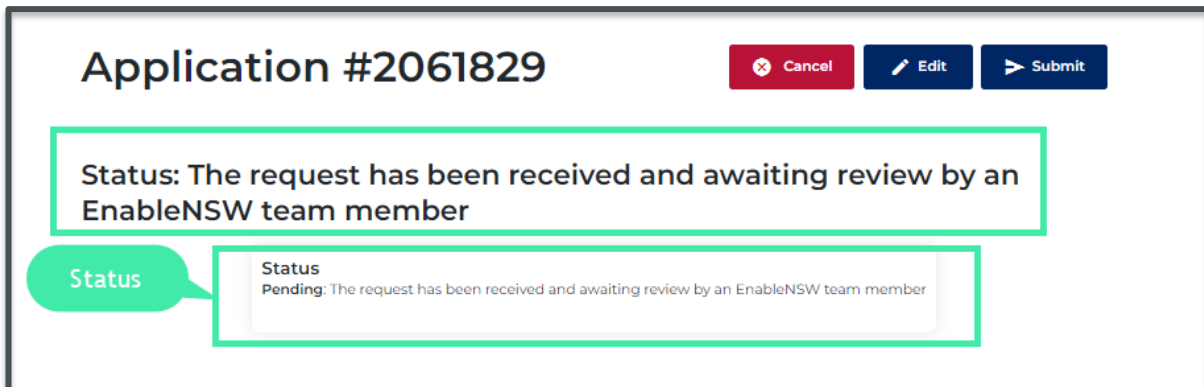
Press to accept declaration and Submit



## EnableNSW

Select Submit to submit application to EnableNSW

- After submission, your application status is now in 'Pending' state

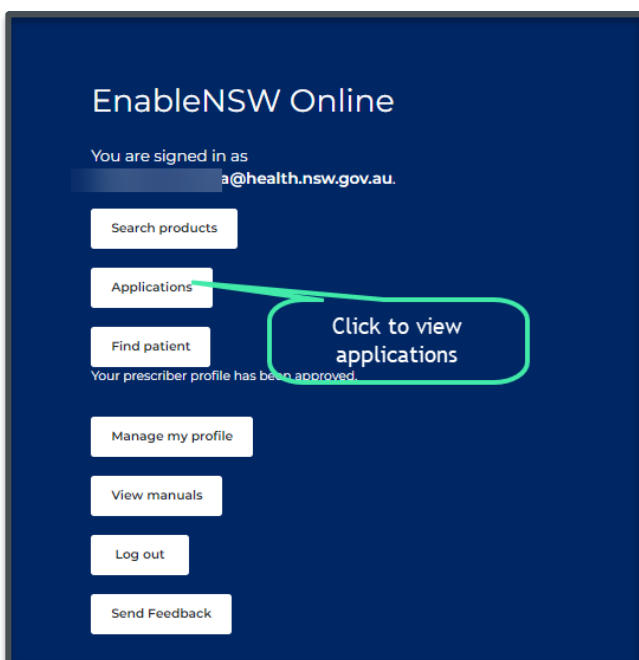


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## View product application

Steps

- On [EnableNSW Online](#) homepage, go to Applications



- On your list of applications find the application you want to view, under Actions tab select Show to open application.

**Applications** + New application

Status: No Flag | Results per page: 20 | Order by: ID Descending Apply  Search

ID	Status		Actions
#2061680	Pending Last changed 7 minutes ago.		<span>Show</span> <span>Edit</span>
#2061678	Pending Last changed about 21 hours ago.	Person, Test	<span>Show</span> <span>Edit</span>
#2061666	Pending Last changed 6 days ago.	Person, Test	<span>Show</span> <span>Edit</span>

## Cancel Application

### Steps

- On your list of applications find the application you want to cancel
- Select Show to view application

**Applications** + New application

Status: No Flag | Results per page: 20 | Order by: ID Descending Apply  Search

ID	Status	Recipient	Actions
#2061680	Pending Last changed about 1 hour ago.	person, test	<span>Show</span> <span>Edit</span>
#2061678	Pending Last changed about 22 hours ago.	Person, Test	<span>Show</span> <span>Edit</span>
#2061666	Pending Last changed 6 days ago.	Person, Test	<span>Show</span> <span>Edit</span>

- Select Cancel

Product application was successfully updated.

### Application #2061827

Cancel Edit Submit

Click to cancel application

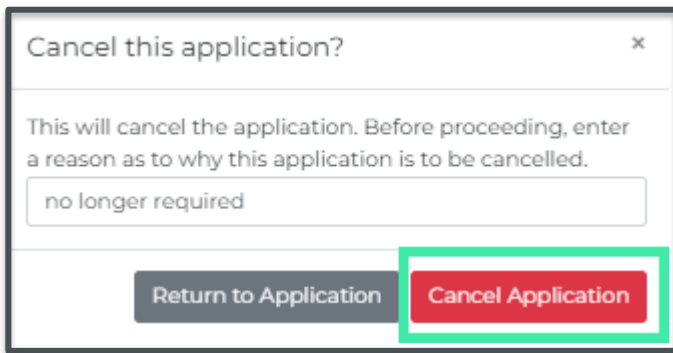
Status: The request is currently being entered but has not been submitted to EnableNSW

Status

Draft: The request is currently being entered but has not been submitted to EnableNSW

- Enter reason as to why this application is to be cancelled
- Select Cancel Application

## EnableNSW



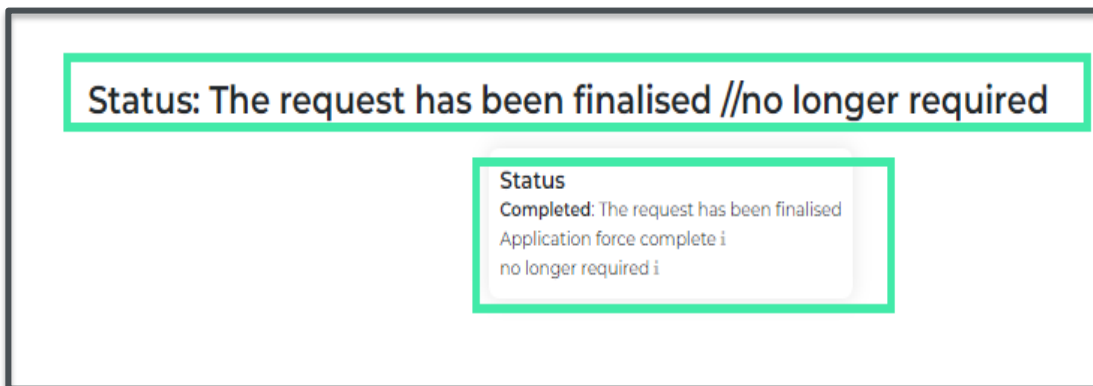
Cancel this application? ×

This will cancel the application. Before proceeding, enter a reason as to why this application is to be cancelled.

no longer required

Return to Application Cancel Application

- Application is now cancelled



Status: The request has been finalised //no longer required

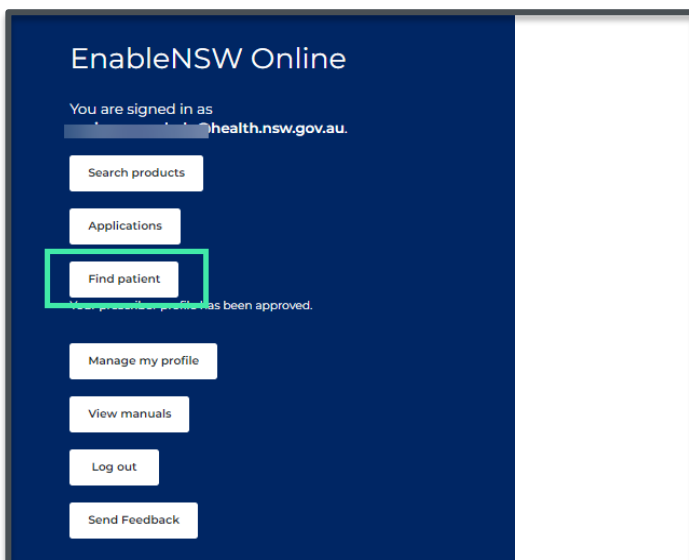
Status  
Completed: The request has been finalised  
Application force complete i  
no longer required i

---

## Patient search

### Steps

- On the EnableNSW Online homepage



EnableNSW Online

You are signed in as [redacted]@health.nsw.gov.au

Search products

Applications

Find patient

Manage my profile

View manuals

Log out

Send Feedback

Your prescriber profile has been approved.

- Select Find Patients
- In the fields provided on patient search page, Enter the patients First Name, Last Name and DOB

### Patient Search

Search for an existing Patient


First Name	Last Name	Date of Birth	
<input type="text" value="Demo"/>	<input type="text" value="Person"/>	<input type="text" value="01/01/1960"/>	<input type="button" value="Find Patients Q"/>

- Select Find Patient to search patient

### Patient Search

Search for an existing Patient

First Name	Last Name	Date of Birth	
<input type="text" value="Demo"/>	<input type="text" value="Person"/>	<input type="text" value="01/01/1960"/>	<input type="button" value="Find Patients Q"/>

 **Person, Demo**  
DOB: 01-01-1960  
Phone: 02 0000 0000


Click to Search patient

- View search result. Check patient’s details match the details you entered in the fields and select the patients name to view patient information

### Patient Search


Search for an existing Patient

First Name	Last Name	Date of Birth	
<input type="text" value="Demo"/>	<input type="text" value="Person"/>	<input type="text" value="01/01/1960"/>	<input type="button" value="Find Patients Q"/>

 **Person, Demo**  
DOB: 01-01-1960  
Phone: 02 0000 0000

click to view patient

- Patient History will appear. On this page you will be able to view all the applications associated with the patient, including all the products requested on the applications as well as the status of all applications, date logged, product quantity and link to view product details
- On the Patient history page, you can also create a new application.






Home
Cart

## Patient History








Create New Application

Person, Demo has 41 applications to their name, spanning 28 unique products


### Shipped Items

Product	Quantity	When	Application
 <a href="#">Sunrise Breezy Basix 2 Self Propelled 48cm (18")</a>	1	2020	<a href="#">#2059823 (Being Processed)</a>
 <a href="#">Atrick P5500 Single Bed (900m wide) 4 section</a>	1	2021	<a href="#">#2059829 (Completed)</a>
 <a href="#">Atrick P5500 Single Bed (900m wide) 4 section</a>	1	2021	<a href="#">#2059831 (Completed)</a>

### Requested Products

Product	Quantity	When	Quantity
 <a href="#">Sunrise Breezy Basix 2 Self Propelled 48cm (18")</a>	1	2020	<a href="#">#2059823 (Being Processed)</a>
 <a href="#">Glide 2 Leisure Plus Wheelchair with std options, 31cm - 46cm width and 33cm - 46cm depth, 150kg capacity</a>	1	2020	<a href="#">#2059823 (Being Processed)</a>
 <a href="#">Atrick P5500 Single Bed (900m wide) 4 section</a>	1	2021	<a href="#">#2059829 (Completed)</a>
 <a href="#">Atrick P5500 Single Bed (900m wide) 4 section</a>	1	2021	<a href="#">#2059831 (Completed)</a>
 <a href="#">Pride R4 Foldable PWC RWD</a>	1	2022	<a href="#">#2061045 (Draft)</a>
 <a href="#">ROHO Foam Mattress Section 51x86cm</a>	1	2023	<a href="#">#2061074 (Completed)</a>
 <a href="#">Scooter Invacare Comet Ultra (SWL 220kg) - Large</a>	1	2023	<a href="#">#2061170 (Draft)</a>

## Send feedback to EnableNSW



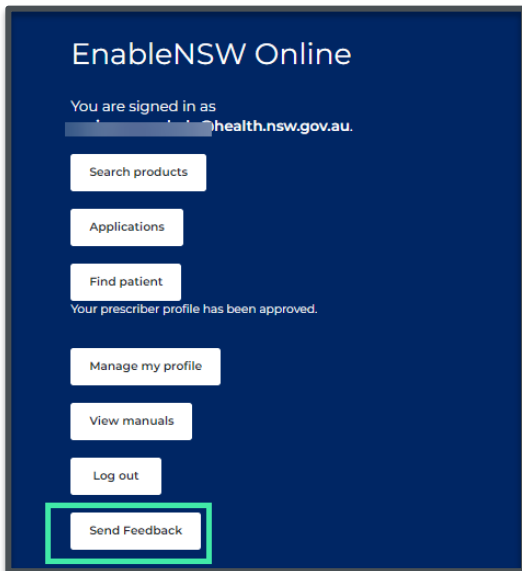
Help us improve our service:

Your feedback is valuable to us and helps us improve our service offerings. There are many reasons to share your feedback, and you can request a response to your feedback by providing your contact details.

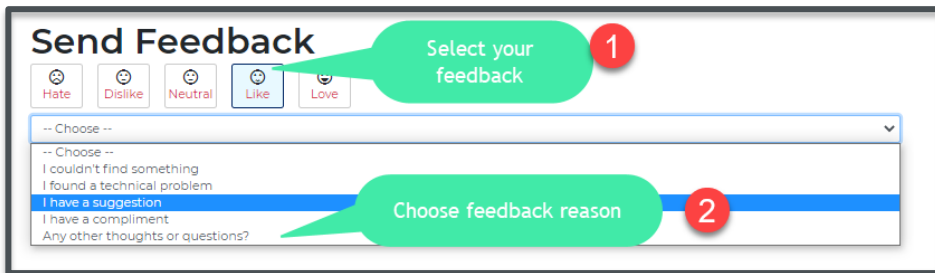
If your feedback requires an immediate response, please send an email to [enable@health.nsw.gov.au](mailto:enable@health.nsw.gov.au) or call 1800 362 253 (option 8)

### Steps

- On EnableNSW Online homepage select Send feedback



- Select your feedback and choose reason



- Write your comment if applicable
- Select 'Send feedback' to send

