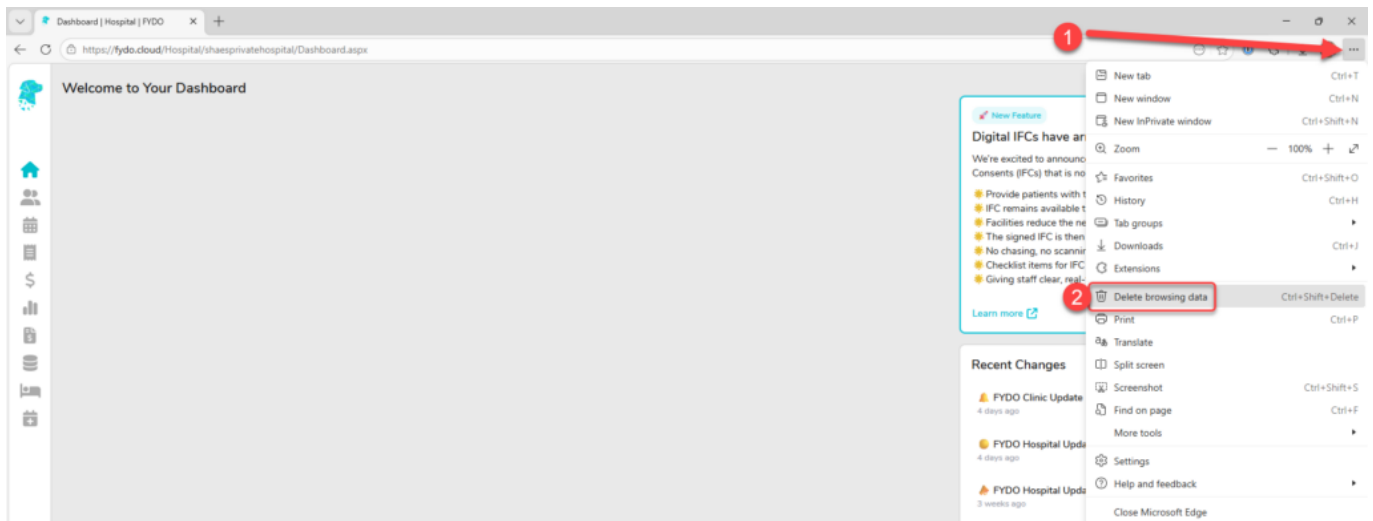


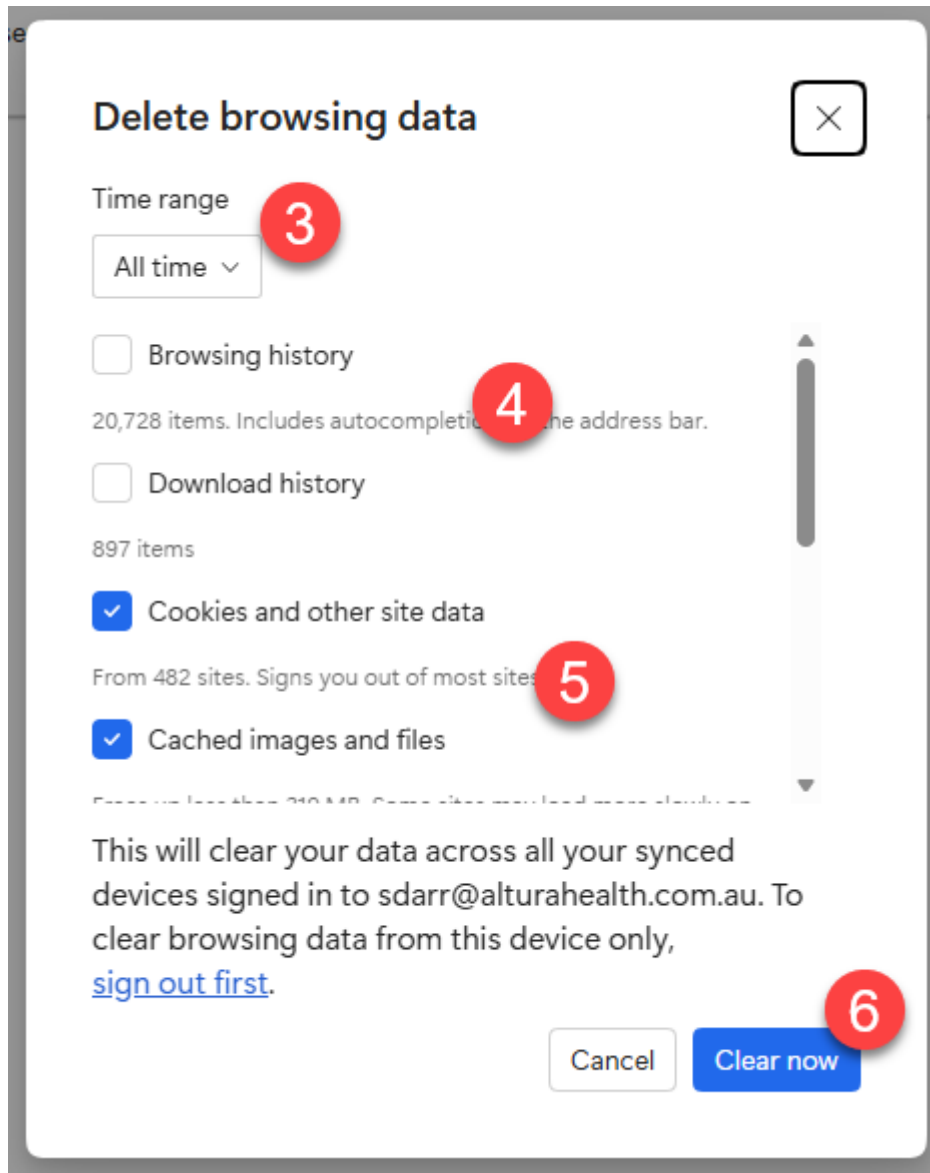
Clearing Cookies and Cache in Microsoft Edge

There may be times where you are asked to clear your browser cookies and cache when troubleshooting issues within FYDO or Preadmit. Cached data stored within your browser can sometimes cause problems such as pages not loading correctly, old information continuing to display, login issues, or unexpected system behaviour after updates have been applied.

The below steps will guide you through how to clear cookies and cache within Microsoft Edge.

1. Select the **3 dots menu** in the top right corner of Microsoft Edge
2. Select **Delete browsing data**
3. Change the **Time range** to **All time**
4. Tick **Cookies and other site data**
5. Tick **Cached images and files**
6. Click **Clear now**

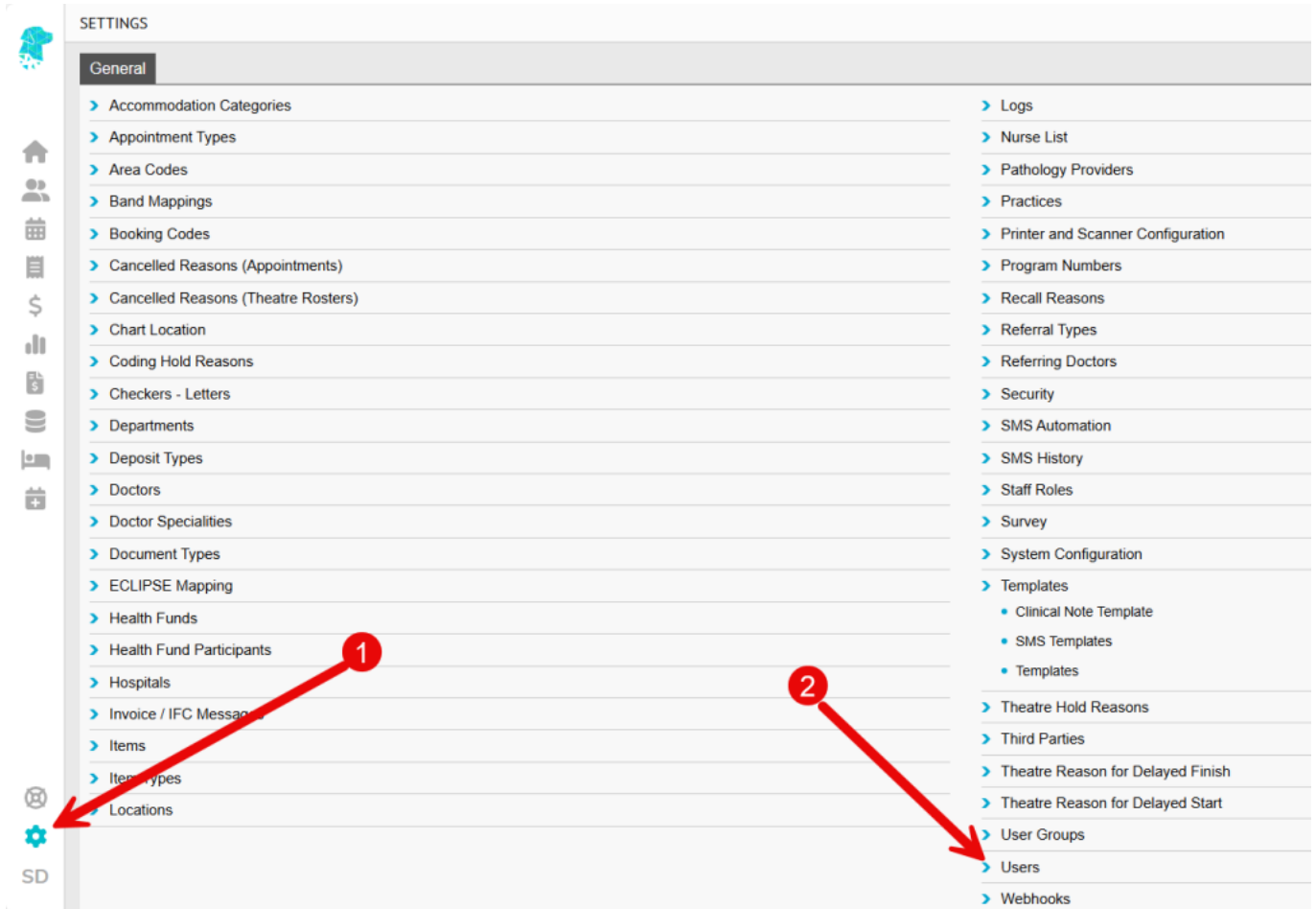




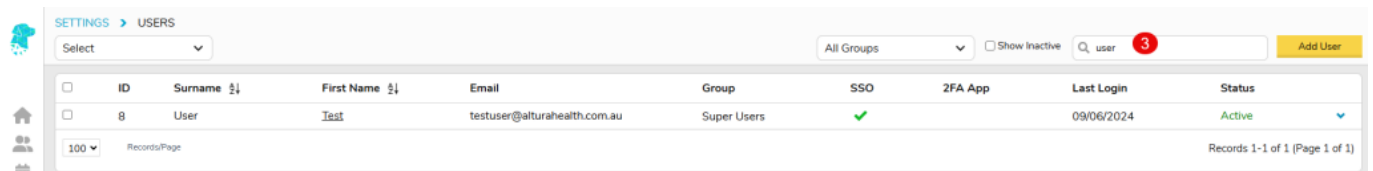
[Deactivating a User](#)

When users no longer require access to FYDO, they can be deactivated in the system.

1. Select **Settings**
2. Click **Users**



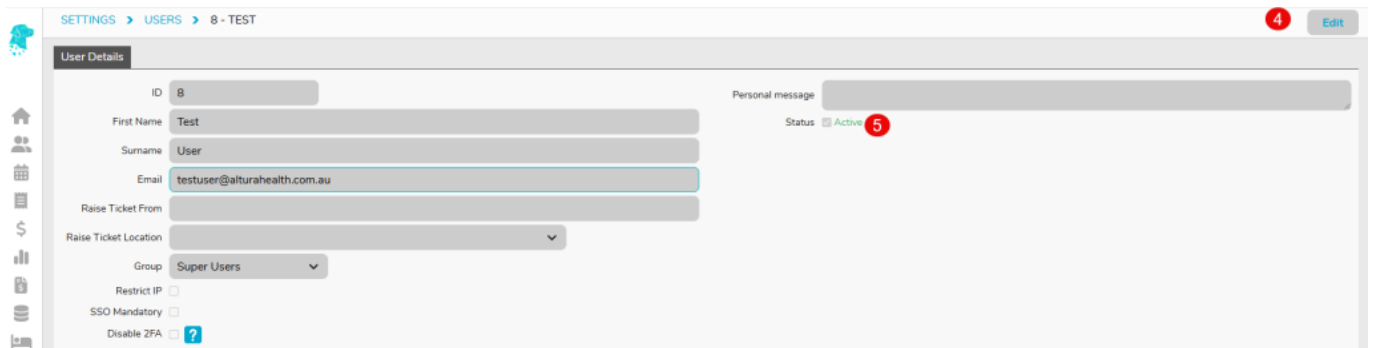
3. **Search** for the required user and **Double Click** on their name



4. Click **Edit**

5. Untick the **Active** box

6. Click **Save**



7. Inactive users can always be viewed by utilising the **Show Inactive** option

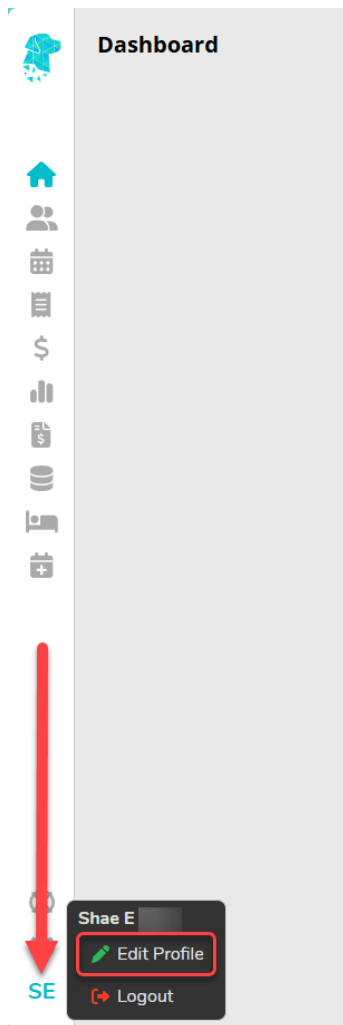
8. Inactive users will be identified with an **Inactive Status**

ID	Surname	First Name	Email	Group	SSO	2FA App	Last Login	Status
8	User	Test	testuser@alturahealth.com.au	Super Users	✓	✓	09/06/2024	Inactive

Updating a Username

There may be instances when a user needs to change their name in FYDO. This can be done by the user themselves, by following the steps below.

1. Hover over **User Profile** (*Your Initials*)
2. Select **Edit Profile**



3. While on the **User Details** tab, select **Edit**

Edit Profile - Shae E

User Details

First Name: Shae

Surname: E

Email: support@alturahealth.com.au

TimeZone: Australia - (UTC+10:00) Brisbane

[Edit](#)

- Amend the required **First Name** or **Surname** fields
- Click **Save**

Edit Profile - Shae E Darr

User Details

First Name: Shae

Surname: Testing

Email: support@alturahealth.com.au

TimeZone: Australia - (UTC+10:00) Brisbane

[Cancel](#) [Save](#)

Re-Order Patient Screen

Users can customise the **Patient Screen** and display the details that are most relevant to them!

253 - KNIGHT, Kelvin ~ Kel (16/05/1959 - 65) Total 0.00

Patient Details

Title: Mr, Pronouns: He/Him/His, File Number, External ID

First Name: Kelvin, Middle Name

Last Name: KNIGHT, Previous Name

Preferred Name: Kel, Date of Birth: 16/05/1959, DOB Estimate

Sex: Male, Gender: Man, or boy, or male

Address: 123 The Lakes Drive, Suburb: FOUNTAIN LAKES, State: VIC, Postcode: 3000

Mobile, Home, Work, Email

Medicare / DVA

Medicare Number, Ref, Expiry, Eligibility

Veterans No., Veteran Card Colour, DVA Auth.No, DVA Auth. Date

Entitlement Cards

Card Type, Card Number, Expiry

Health Fund

Fund Name

Membership No., UPI, Insurance Status

Alias Name, Alias Surname

Online Patient Verification (OPV)

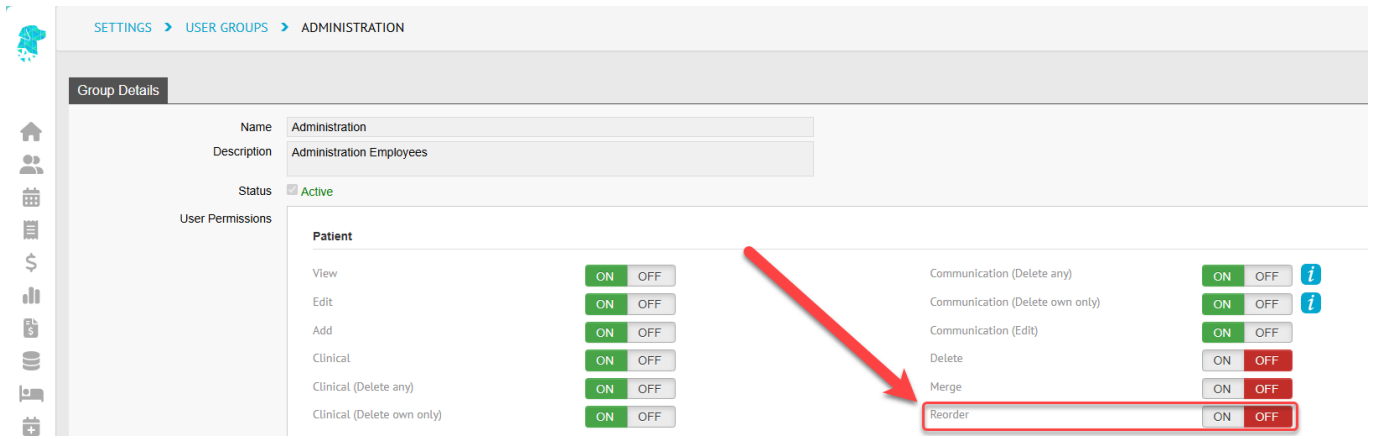
Type: Medicare, As at: 03/03/2025, OPV Check

Last Medicare Check

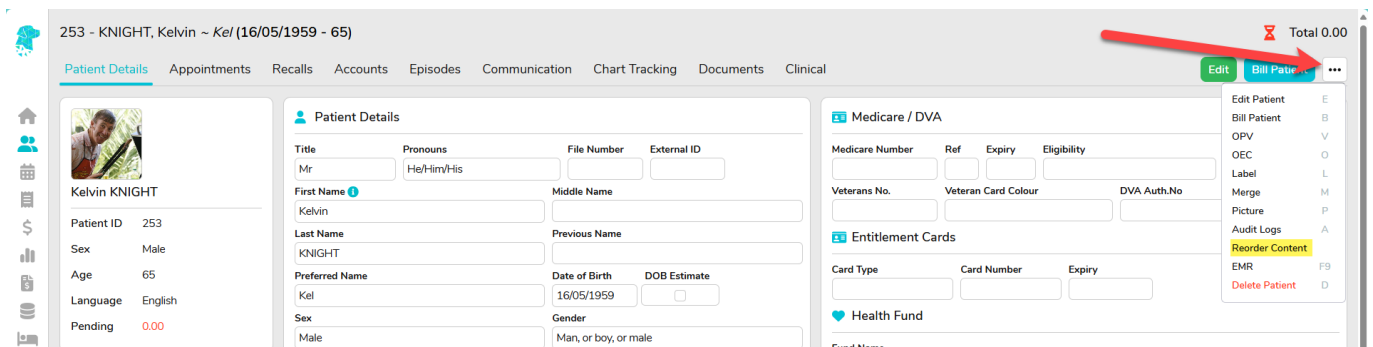
Location: Shaes Private Hospital

Health Identifier

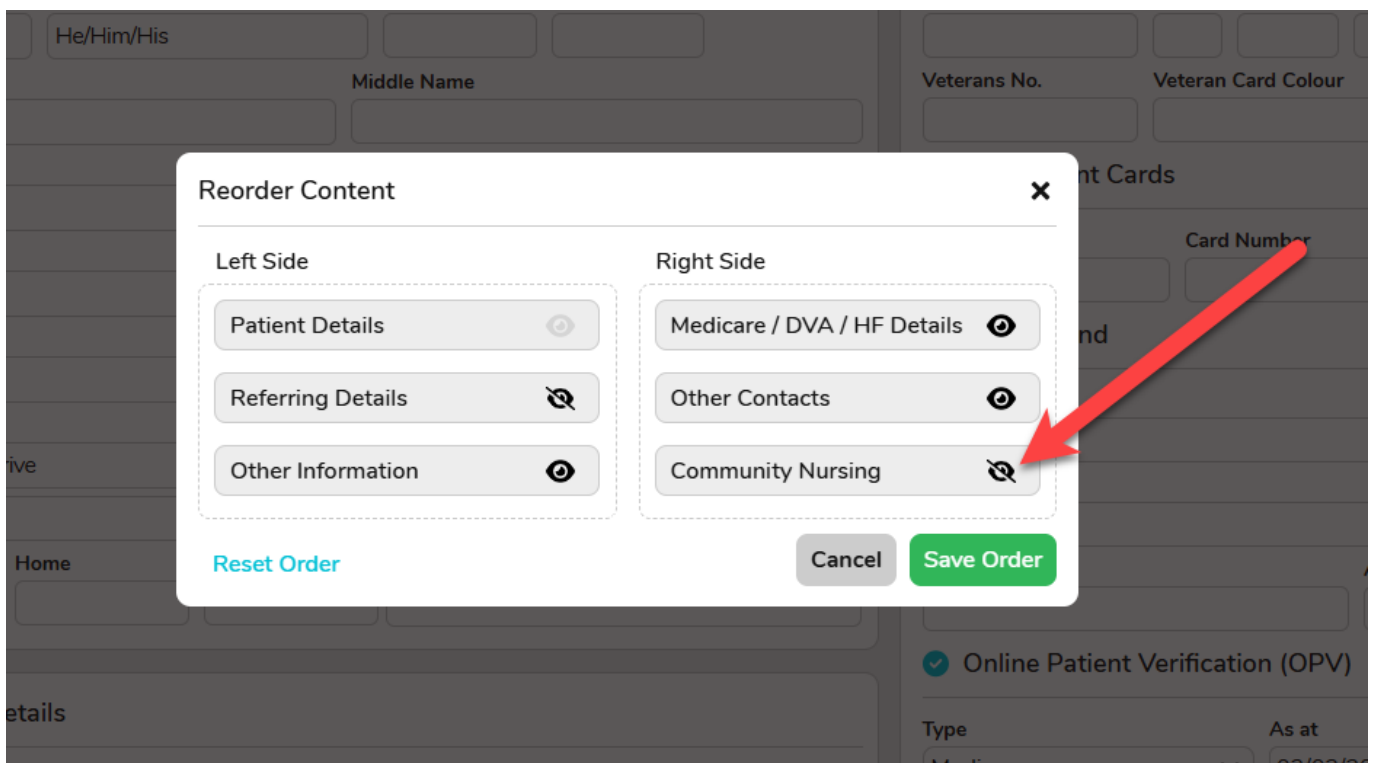
Access to this feature is managed at the User Group level, via **Settings > User Groups**, by amending the option under **Patient** for **Reorder**.



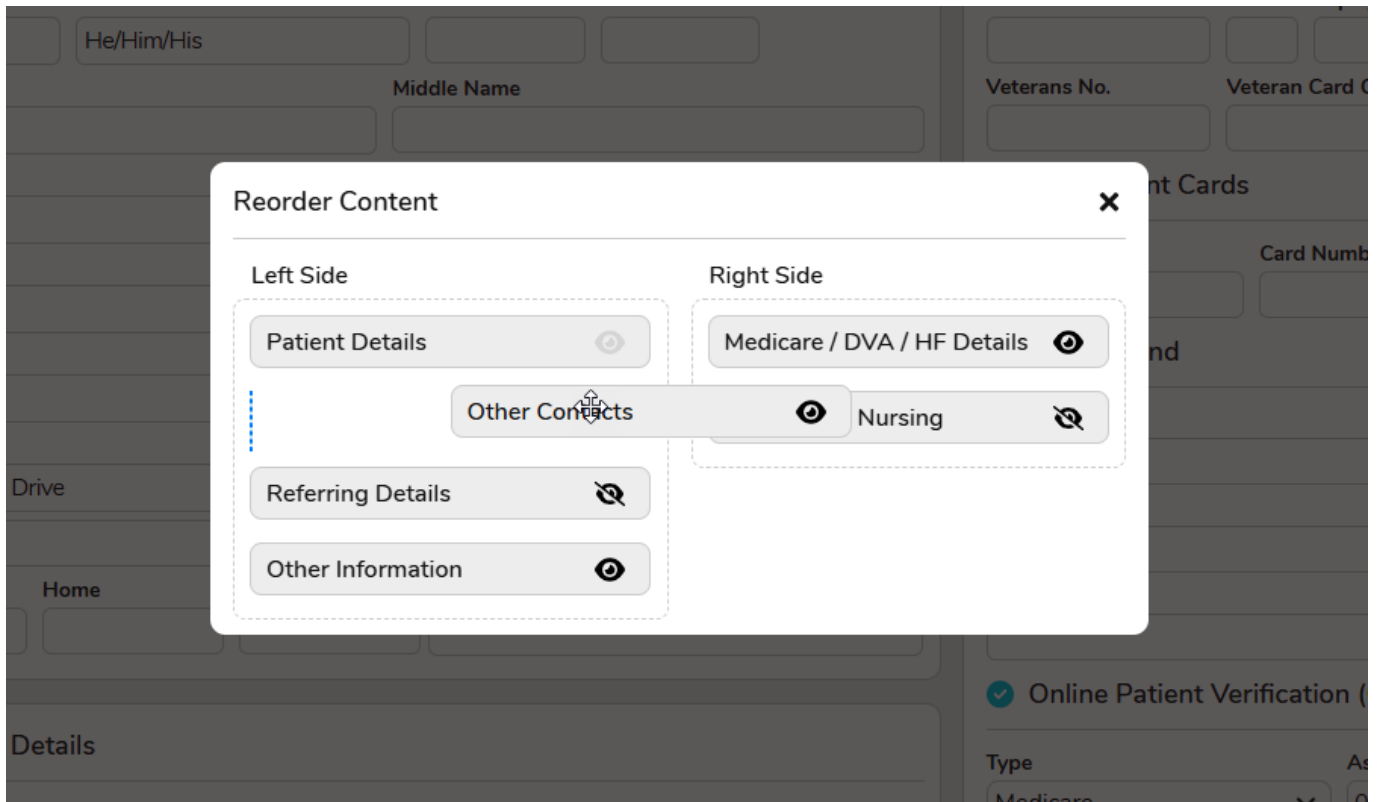
Users with the appropriate access levels can customise the layout of the patient screen by navigating to any patient and selecting **Reorder Content** from the **Menu** in the top-right corner.



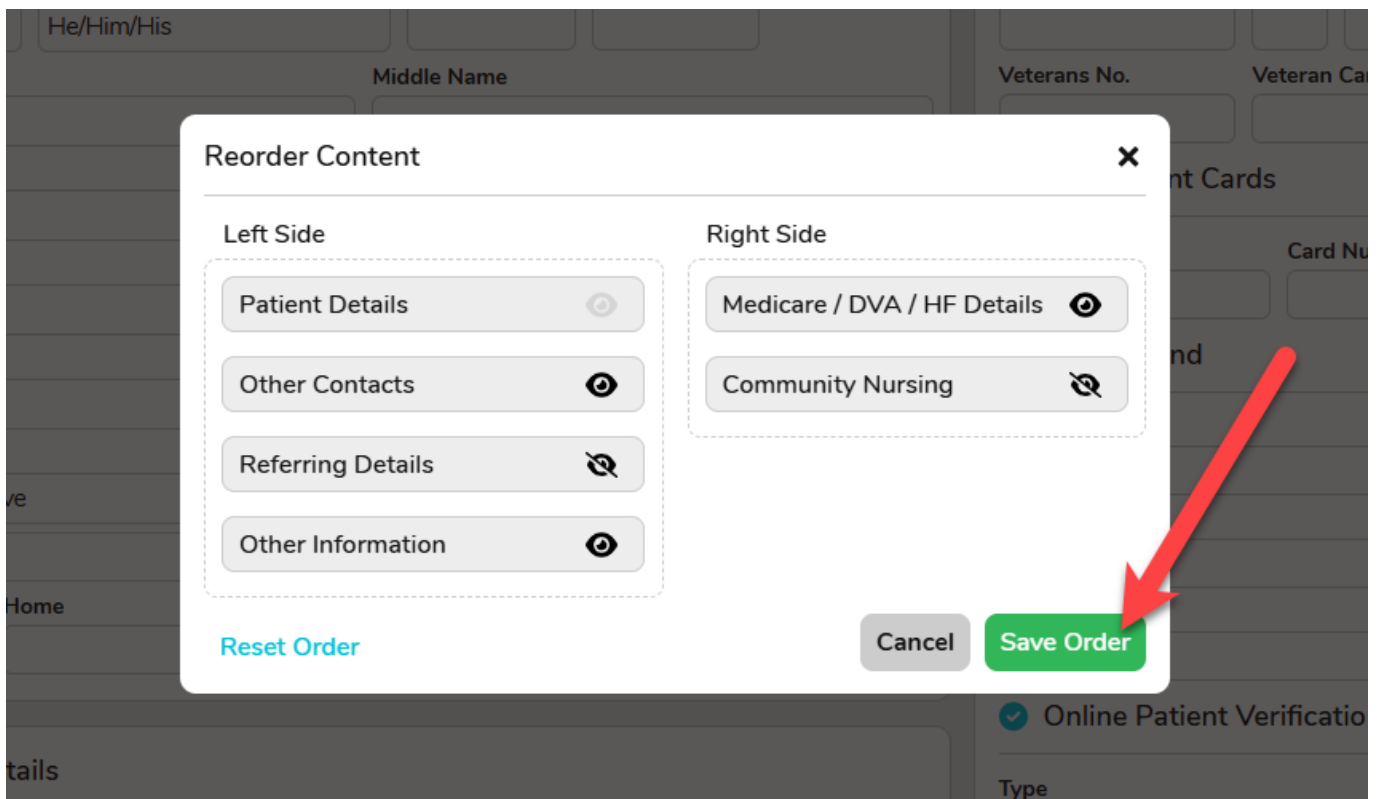
This allows users to choose which groups of information are visible and hide irrelevant details using the eye icon.



Information groups can also be **Reordered** by dragging them to the appropriate spot. The layout can be displayed across two columns or condense it into a single column if needed.



Once the desired order has been selected, click **Save Order** and the view will be displayed whenever the **Patient Screen** is opened.



SMS Automation in FYDO

Stay connected with your patients effortlessly with the new **Automated SMS** feature in FYDO! This feature allows you to automatically send SMSs to patients before and after their admissions, at timeframes that work for you!

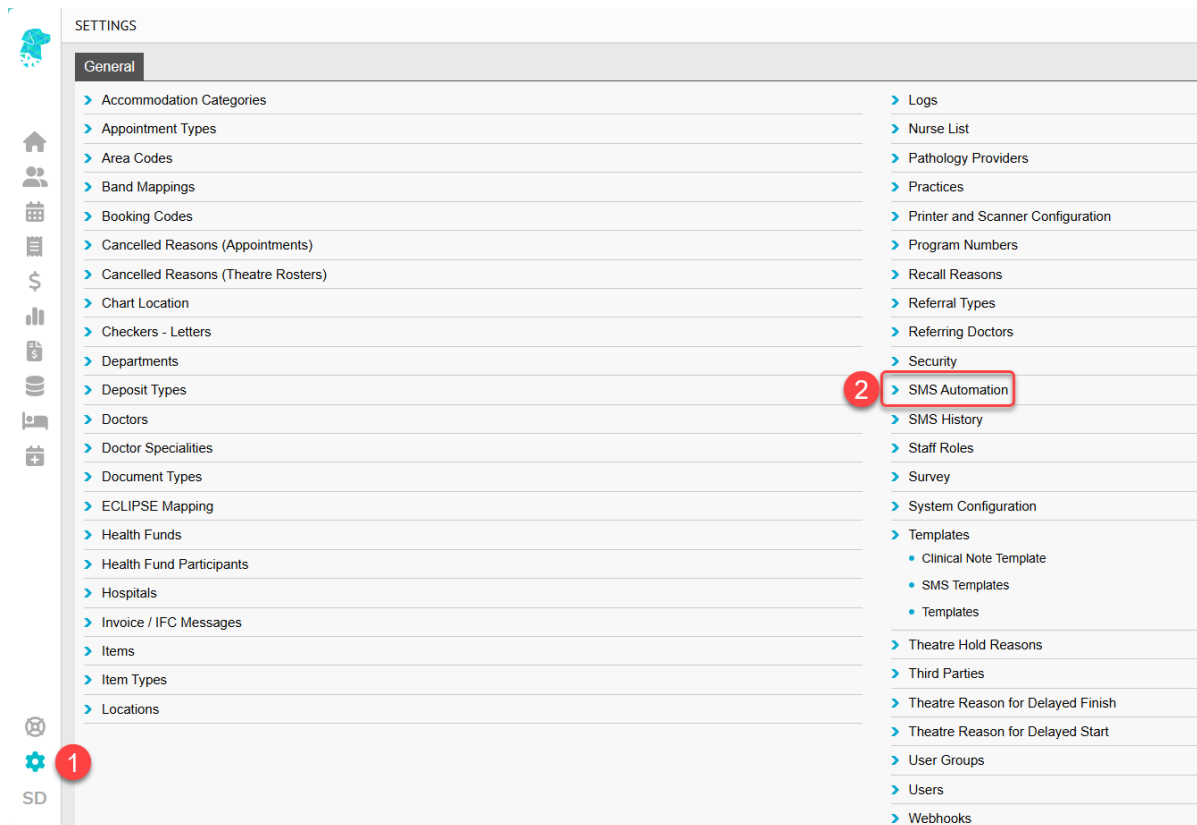
- Need to send patients their admission times? Done.
- Need to remind patients to complete their Admission Form? No problem.
- Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

support@alturahealth.com.au

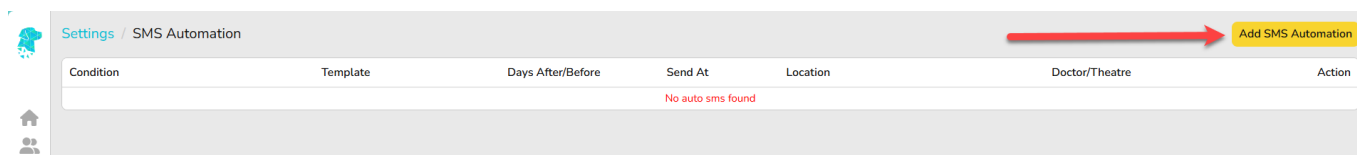
To start using the **Automated SMS** feature, here's what you'll need to have in place:

- **An SMS Account:** You'll need an SMS account set up in FYDO. If you're not sure whether you already have one, contact our team.
- **SMS Templates:** You'll need to set up SMS Templates. Detailed instructions are available on our [Adding SMS templates - FYDO Wiki](#)
- **SMS Automation:** Once your templates are ready, you'll need to set up SMS Automation in the FYDO Settings. Let's walk through that now!

1. Navigate to **Settings**
2. Select **SMS Automation**



3. Click **Add SMS Automation**



4. Select the **Condition**. (We will go into detail on each of the **Conditions** later in the instructions and explain what field in FYDO governs their status)
5. Select the required **Template**
6. Select the **Number of Days Before** or **After** the episode that you'd like the SMS to be sent
7. Select the **Time** that you'd like the SMS sent
8. Select the **Location** for Multi-Location databases. (Single location databases will not need to amend this field)
9. Select the specific **Theatre** if this Automated SMS is only going to apply to one. Otherwise leave the selection as **All Theatres**
10. Click **Setup Auto SMS**

SMS Automation

Condition
To Confirm Appointment **4** ▼

Template
Pre-Admission Text **5** ▼

Days Before **6** 0 **Send At** **7** 06:37 PM

Location **8** Shaes Private Hospital ▼ **Doctor/Theatre** **9** All Theatres ▼

10

Cancel Setup Auto SMS

To Confirm Appointment

This type of SMS automation is triggered by the **Confirmed** field in the **Edit Appointment Screen** of each episode. When the Automated SMS Condition is set to **To Confirm Appointment** this field will be checked before sending, to ensure the message is only sent to appointments that haven't been confirmed yet.

Appointments / Edit Appointment

FLINSTONE, Frederick

MRN 167
File No -
DOB 02/02/1954 (71)
Sex Male
Mobile 0400 494 029
Medicare -
Veterans -

Allergies
Nil

Alert
Diabetic

Notes
-

Document Alert
-

Booking Details

Location Shaes Private Hospital
Theatre/List Theatre 1 Roster Select Roster
Dr/Surgeon HOUSE, Dr Greg
Surgical Assistant MURPHY, Dr Shaun
Other Surgical Assistant PIERCE, Dr Hawkeye
Anaesthetist STARR, Dr Ringo
Anaesthetic (Primary) General Anaesthetic
Appointment Date 17/02/2025 Time 09:00 Adm # 715
Appointment Type Standard 30 Make Recurring Mins 30
Procedure Notes Left Knee Arthroscopy
Other Notes
 OEC Received OEC Checked Pre-Admission Contacted
 IFC Completed Admission Form Received Chart Ready
 Consent Received Post-Discharge Contacted Documents Scanned
 Patient Category Low Only Start at Day 1 Discharge 0
 Accom Type Accom - Medical Room Type Private
 Provisional DRG Program Status Start Select Epo...
 Bed Notes
 Cancelled Confirmed Arrived Time
 Booking Code 1 Booking Code 2
 Food Instructions

For example, the automated SMS feature will check for appointments scheduled in the next two days that haven't been confirmed. It will send the selected SMS template at 9am.

For the below example, let's say today is Monday:

- The system will check all appointments scheduled for Wednesday and send the SMS to those without an entry in the **Confirmed** field.
- FYDO will also scan for any late additions to appointments within the two-day window to ensure these patients also receive the SMS.

SMS Automation

Condition
To Confirm Appointment ▼

Template
Pre-Admission Text ▼

Days Before 2 **Send At** 09:00 AM

Location Shaes Private Hospital ▼ **Doctor/Theatre** All Theatres ▼

Post Discharge

This SMS automation is based on the **Discharge Date**. Once an episode is discharged, the SMS will be sent at the designated timeframe **after** the discharge date.

For example, if today is Monday and a patient is discharged at 1pm, they will receive the automated **Post Discharge SMS** one day after their discharge date. In this case, the SMS will be sent on Tuesday at 9am.

SMS Automation

Condition
Post Discharge ▼

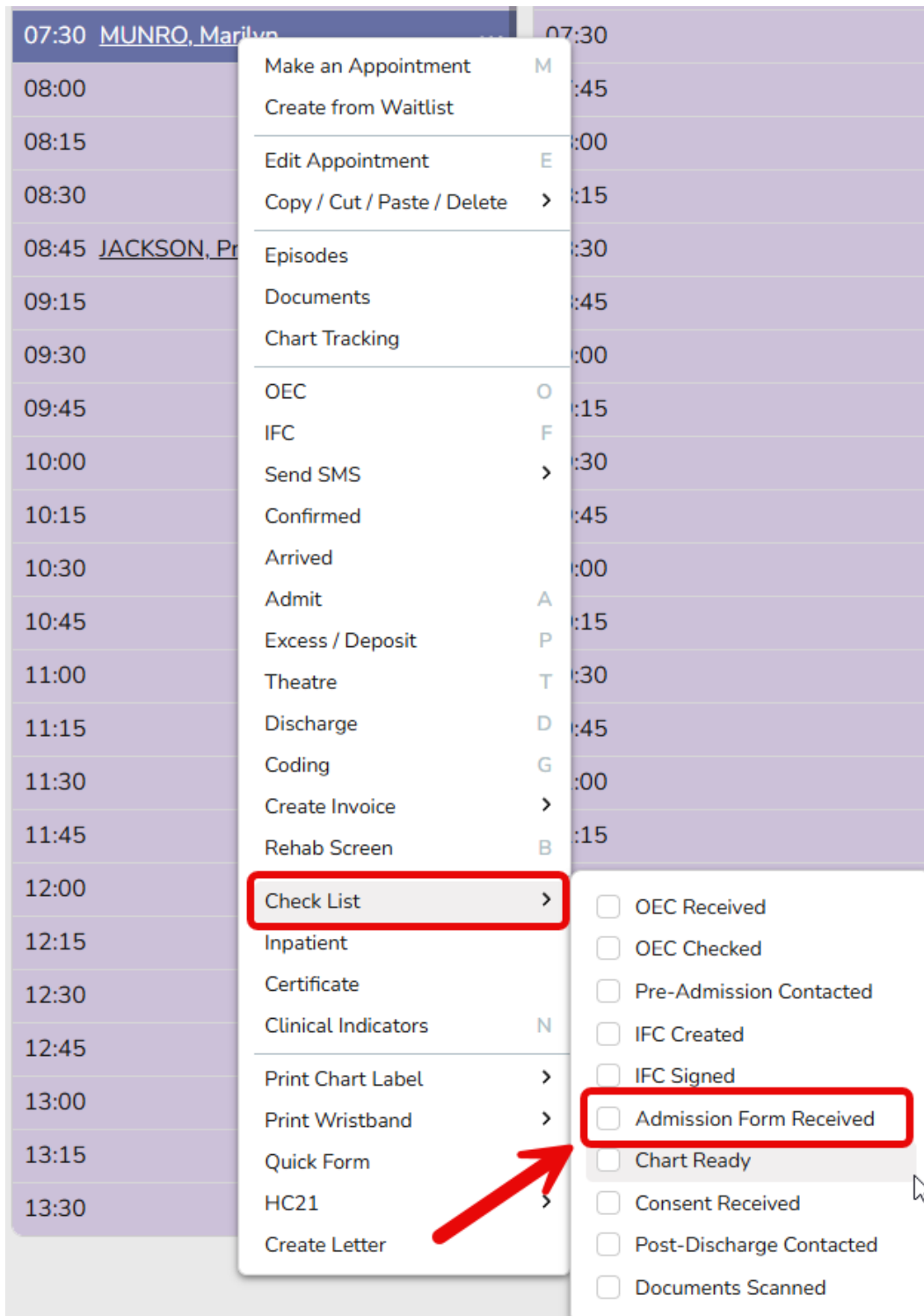
Template
Post-Operative Message ▼

Days After 1 **Send At** 09:00 AM

Location Shaes Private Hospital ▼ **Doctor/Theatre** All Theatres ▼

Admission Form Not Received

This automated SMS is triggered based on the **Admission Form Received** Check List item. If the checkbox is marked for a patient's admission, they will not receive the automated SMS. This means the SMS will only be sent to patients who have not yet completed their admission form!



With the check box now automatically ticked when patients completed Online Preadmit Paperwork is committed, following up with patients who still need to complete this task has never been easier!

For the below example, if a patient is booked for Monday, they will receive their **Admission Form Not Received** reminder on Sunday at 8am, the day before their scheduled admission.

SMS Automation

Condition
Admission Form Not Received

Template
Preadmit Paperwork Reminder

Days Before
1

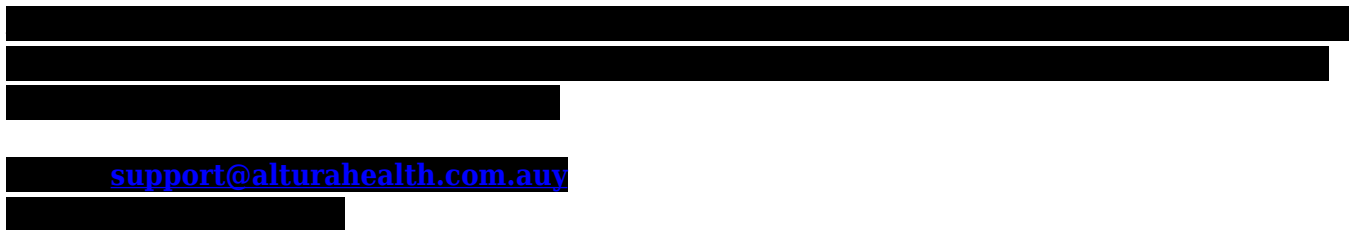
Send At
08:00 AM

Location
Shaes Private Hospital

Doctor/Theatre
All Theatres

Cancel Setup Auto SMS

Keep in mind, you can set up **multiple SMS Automations!** So, if you want to remind patients every day until they submit their admission form, you can easily do that!



Let's look at a demo setup for streamlining patient communication! Automating these SMS reminders can really help improve patient engagement and reduce the administrative burden on staff. Here's an example of how it can work and why it's effective:

Condition	Template	Days After/Before	Send At	Location	Doctor/Theatre	Action
Admission Form Not Received	Preadmit Paperwork	4	9:00 AM	Shaes Private Hospital	All	...
Admission Form Not Received	Preadmit Paperwork Reminder	2	10:00 AM	Shaes Private Hospital	All	...
To Confirm Appointment	Pre-Admission Text	1	8:30 AM	Shaes Private Hospital	All	...
Post Discharge	Post-Operative Message	1	9:30 AM	Shaes Private Hospital	All	...
Post Discharge	Patient Survey	5	8:00 AM	Shaes Private Hospital	All	...

100 Records/Page Records 1-5 of 5 (Page 1 of 1)

1. Online Pre-Admission Form Link (4 days before admission)

This gives patients a head start in completing their required paperwork. The fact that it only contacts those who haven't already submitted the form is a great way to avoid unnecessary follow-ups and potential annoyance for patients who are already on top of their forms.

2. Follow-Up Reminder for Admission Forms (2 days before admission)

A reminder just before the deadline to submit the form ensures that those who missed the first notification get another nudge, but again, it avoids bothering anyone who's already completed the form. A gentle follow-up can help improve compliance.

3. **Pre-Procedure Confirmation (1 day before admission)**

This is crucial for making sure patients are prepared with all the details - admission time, fasting instructions, what to do when they arrive, and appointment confirmation. It helps patients feel more confident and organized the day before their procedure.

4. **Post-Discharge Check-In (1 day after discharge)**

Checking in on patients after they leave the hospital can show that you care about their recovery, making them feel supported and giving you an opportunity to catch any concerns early. Helping you meet your post-discharge obligations.

5. **Patient Survey Link (5 days post-discharge)**

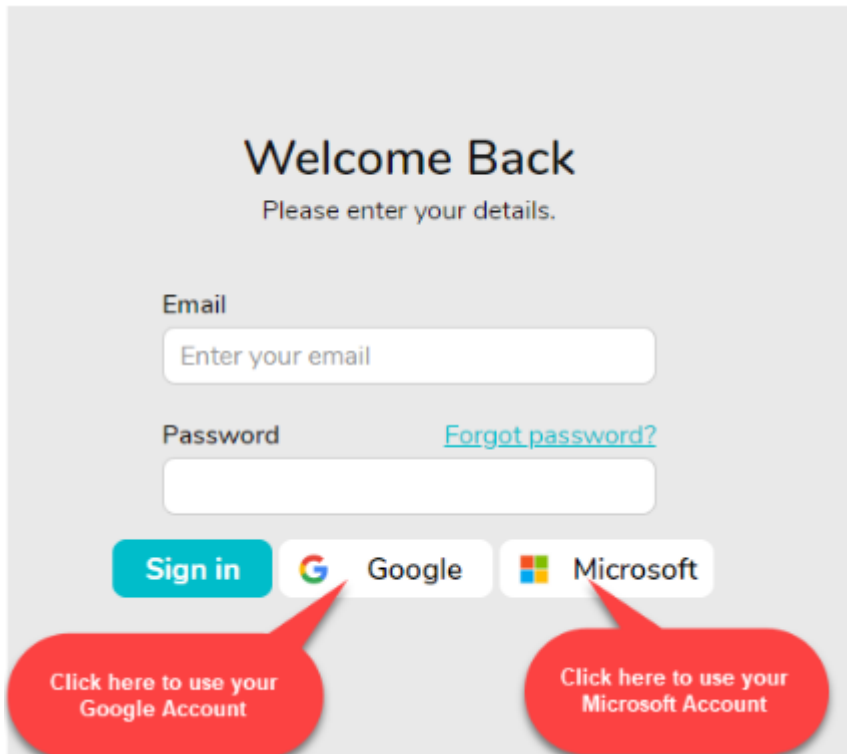
Asking for feedback via a patient survey is a great way to gather insights on their experience and identify any areas for improvement. Giving them a little time to settle into their recovery before asking for feedback might result in more thoughtful responses. Automating this follow up ensures all patients are given the opportunity to participate in providing feedback.

Single Sign On (SSO) with FYDO

At FYDO, we are committed to continuously enhancing the security and convenience of our platform for our valued customers. And because of that, we use Single Sign On (SSO) to FYDO! This feature will allow you to access FYDO using your existing credentials from Microsoft or Google, simplifying your login process while maintaining the highest level of security.

SSO is a secure authentication process that enables you to log in to multiple applications with a single set of credentials. By integrating SSO, we aim to provide you with a seamless and efficient log in experience.

When you log in, you will notice two buttons for Microsoft and Google account access, as pictured below.



If you are already logged into your browser with either a Google or Microsoft account, you can click on the applicable button to log in. This will take you directly to the FYDO dashboard or the Two-Step Verification Process via SMS, email, or an Authentication App as usual.

Note- The account you use must already be set up in FYDO to proceed.

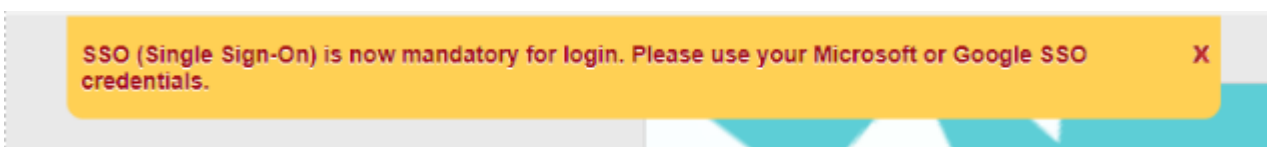
If you are not already logged into your browser with an account, you will be prompted to **'Pick an account'** or **'Use another account'** as shown below. You will need to enter your password to proceed.



Pick an account



You may still use your email and password to log in unless your FYDO account subscriber has forced SSO to be used. In that case, you may receive a message at the top of the screen, as shown:



If you receive the message above, please try using the Microsoft or Google buttons. If you still have

problems logging in, **contact your FYDO account subscriber** (*the person in charge of FYDO at your facility*) before reaching out to Altura Health Support.

If you have forgotten your Microsoft or Google password, please contact your IT department. This issue is separate from FYDO and cannot be addressed by Altura Health Support.

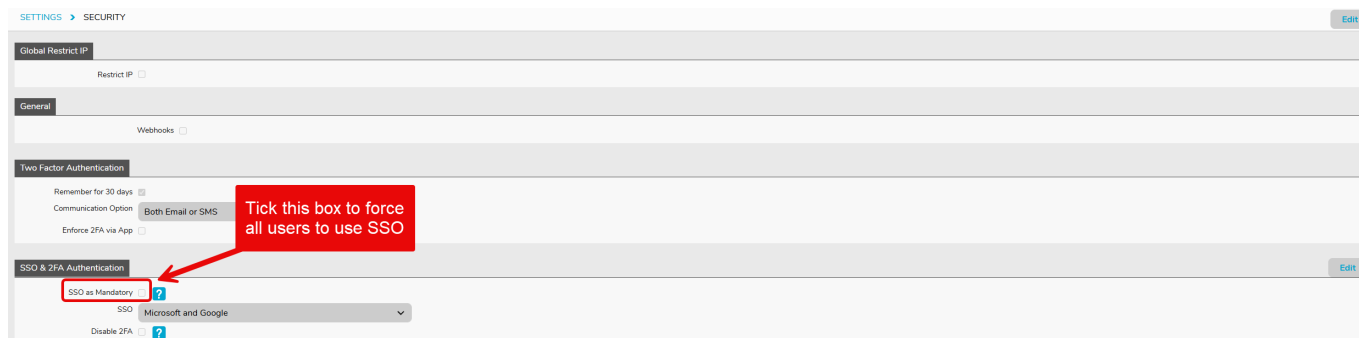
How to enforce SSO in FYDO

SSO authentication can be enforced for all or selected users. Once SSO is enforced, an email invitation will be sent to the applicable user/s, advising them to activate their account via SSO. The user does not need to use the email invitation link; they can go directly to the FYDO website.

Note: Once a user is required to use SSO by their facility, their existing password will be deleted.

To enforce SSO for all users:

1. Go to **Settings > Security** and click **Edit**.
2. Tick the **SSO as Mandatory** tick box (as shown below) and click **Save**.



If, for any reason, some users are unable to authenticate using SSO, they can be reverted back to the standard email/password authentication method.

To revert all users to email/password authentication:

1. Simply untick the **SSO as Mandatory** box in **Settings > Security**.

To revert specific users to email/password authentication:

1. Go to **Settings > Users**
2. Double-click on required user
3. Click **Edit**
4. Untick **SSO Mandatory**

5. Click **Save**

Reverted users will receive another email invitation to set up their new password.

You can see which users have SSO enforced and whether they have successfully authenticated using SSO by going to **Settings > Users**.

Group	SSO	2FA App	Last Login
Subscriber	✓		04/12/2025
Full Access	✓		22/10/2025
Admin Management	✓		03/12/2025
Administration	✓		04/12/2025
Administration	✓		04/12/2025
Administration	✓		09/09/2025
Full Access	✓		19/09/2025
Clinical Staff	✓		21/10/2025
Clinical Staff	✗		-
Clinical Staff	✓		01/12/2025
Clinical Staff	✓		04/12/2025
Clinical Staff	✓		02/12/2025
Clinical Staff	✓		02/12/2025
Clinical Staff	✗		-
Clinical Staff	✓		04/12/2025
Clinical Staff	✗		-
Clinical Staff	✓		03/12/2025
Clinical Staff	✓		29/08/2025
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff	✓		03/10/2025
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff			-
Clinical Staff	✗		-

- **SSO Blank:** User not forced to use SSO
- **SSO Red Cross:** User forced to use SSO but not activated
- **SSO Green Tick:** User has activated SSO

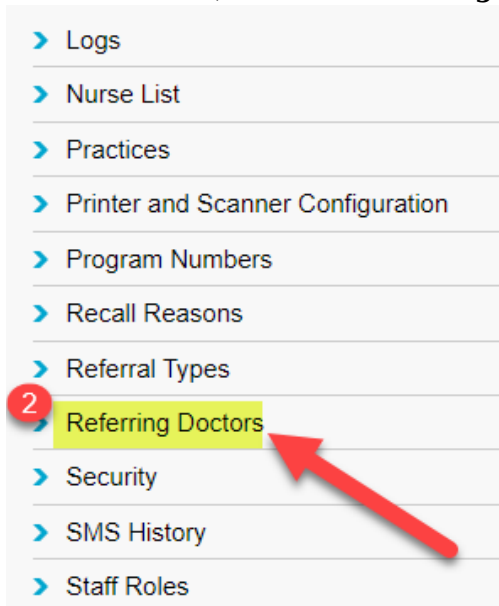
Exporting Referring Doctors/Practices

How to Export Referring Doctors:

1. Click on **Settings**



2. Under **General**, Click on **Referring Doctors**



3. Click the **Export To** button and choose either **Excel** or **PDF**.

SETTINGS > REFERRING DOCTORS

All Delivery Created From Date To Date All Types All Specialities Show Inactive Search Add Referring Doctor Export To

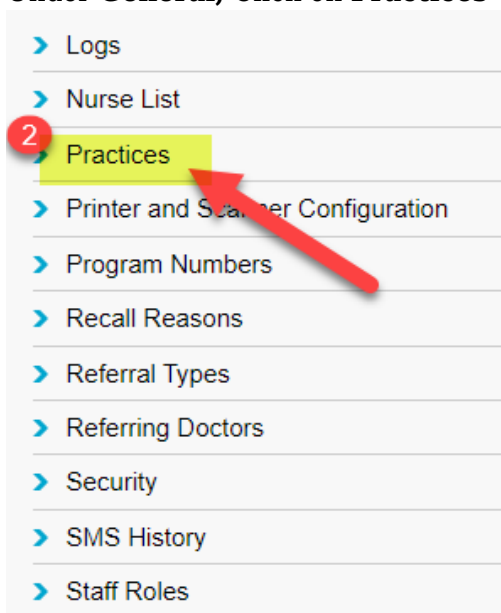
ID	Surname	First Name	Provider	Type	Speciality	Practice Name	Suburb	Status
2	Bell	Abby	-	GP	-	Happy Medical Centre	BUNBURY	Active
1	Test	Ref	1123441A	GP	-	Test	DARLINGHURST	Active

How to Export Practices:

1. Click on **Settings**



2. Under **General**, Click on **Practices**



3. Click the **Export To** button and choose either **Excel** or **PDF**.

SETTINGS > PRACTICES

Show Inactive Search Add Practice Export To

ID	Practice Name	Address	Suburb	Phone	Fax	Dr	Active
2	Happy Medical Centre	66 Happy Lane 123	BUNBURY	-	-	1	Active
1	Test	12/15 Abc Lowe Street	DARLINGHURST	-	-	1	Active

100 Records/Page Records 1-2 of 2 (Page 1 of 1)

Amending a User's Email Address

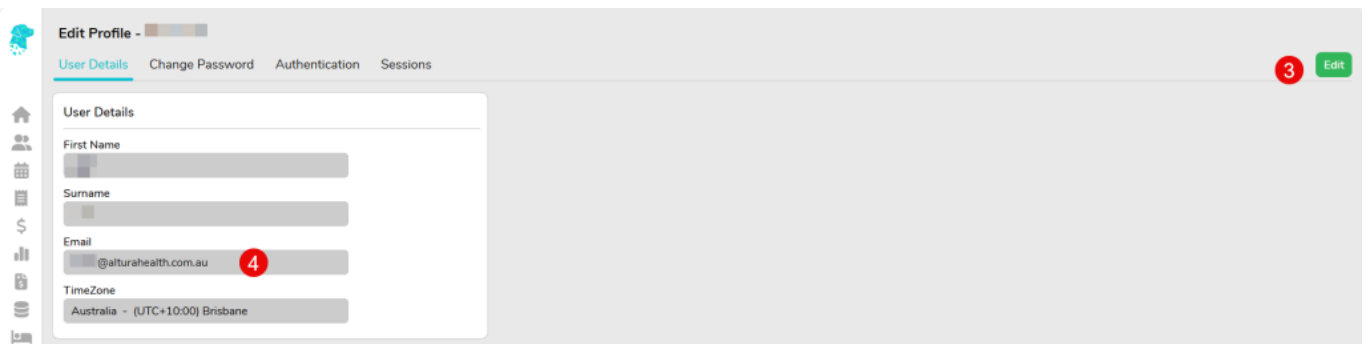
There may be instances when a user needs to change their FYDO log in email address. This can be done by the user themselves by following the steps below.

The only exception is the Subscriber who is unable to change their email address themselves & will need to contact FYDO Support if amendments need to be made.

1. Hover over **User Profile** (*Your Initials*)
2. Select **Edit Profile**



3. Select **Edit**
4. Amend **Email**
5. Click **Save**



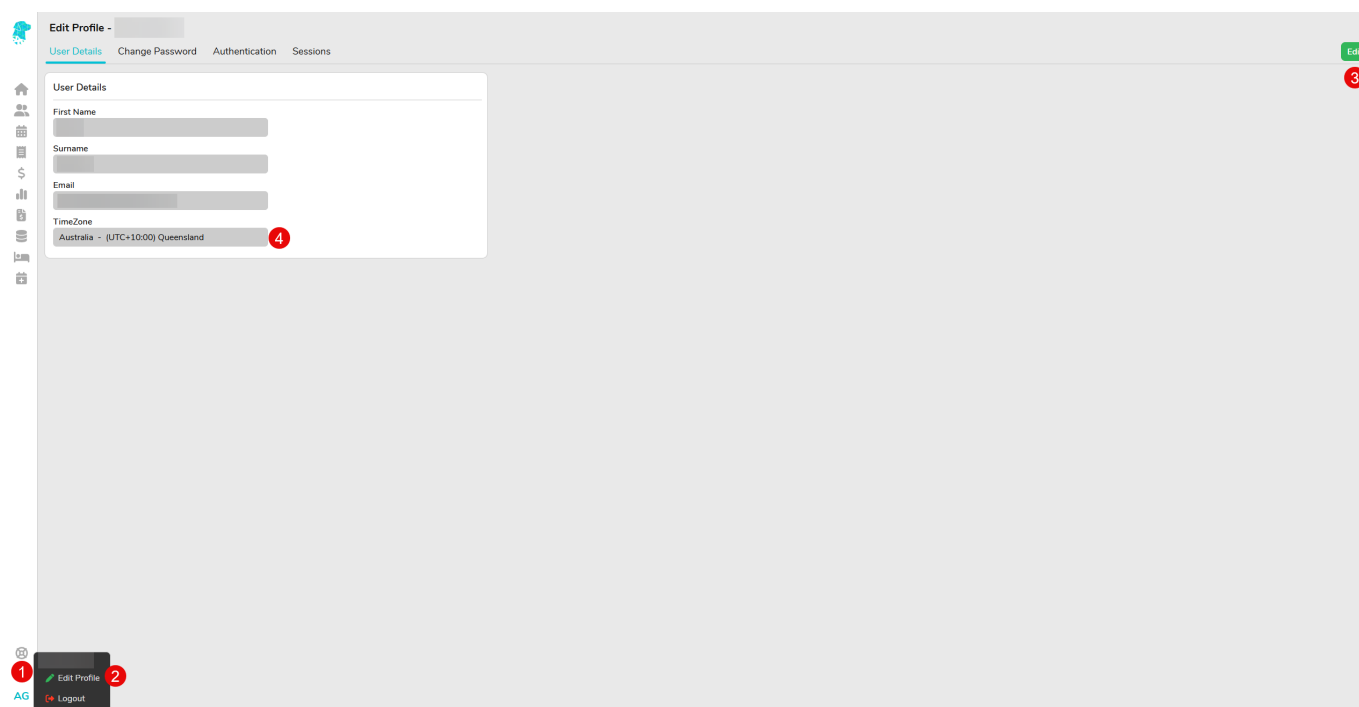
The new email address will need to be used for log ins from there on.

How to change user's timezone

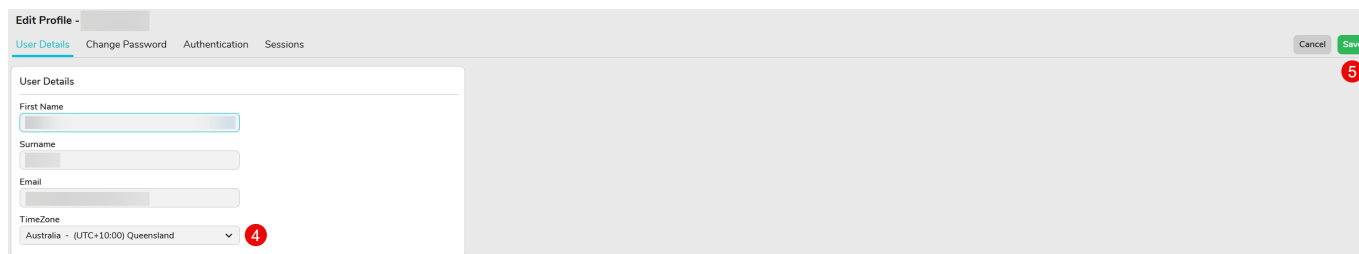
Need to change your timezone? Read on to learn how!

Note: This setting is unique to the user. Therefore, each user will need to check their own timezone settings.

1. Hover over the **profile icon** (*Your Initials*)
2. Click on **Edit Profile**.
3. Select **Edit**
4. Select the desired **TimeZone**.



Click **Save** and you're all done! You have successfully updated your TimeZone on *this profile*.



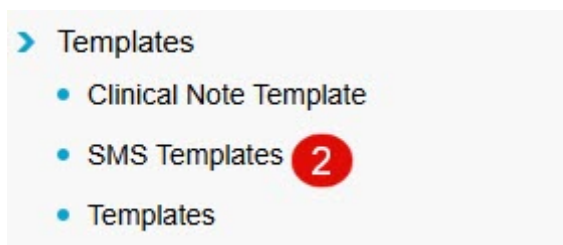
[Adding SMS templates](#)

Do you regularly SMS patients? If so, you can create custom SMS templates to save time typing up the message every time and to send tailored messages, complete with the patient's name, appointment time, serving doctor, and more.

To begin, first go to **Settings**.



Then click on **SMS Templates** under the templates menu.



This reveals the SMS templates currently available. By default, an **Appointment Reminder** template will be available to you.

Adding a new SMS template

To add a new SMS template, click on the **Add SMS Template** button.

Add SMS Template

Then, select the SMS **Type**, enter the template **Name**, and type out the SMS content in the **Description** field.

ID	4
Type	Appointments 
Name	Appointment Reminder
Description	Hi <<patfirstn>>, this is a reminder of your appointment at the <<ListLocName>> breast screening clinic on <<listdate>> at <<listtime12h>>.

SMS Tokens

You can use 'SMS tokens' which are commands that look like: <<patfirstn>> to send tailored SMS messages. The aforementioned token for instance dynamically pulls the patient's first name.

There are SMS tokens for patient details, appointment details, doctor/ practice details, referral details, and more.

For a full list of tokens, click the link below:

<https://wiki.fydo.cloud/?s=tokens>

Once you're happy with the contents of your SMS template, click **Save** and you're done! Your new SMS template will be available next time you wish to send a custom SMS message.



For some SMS Template ideas see our helpful wiki page
<https://wiki.fydo.cloud/sms-template-examples/>