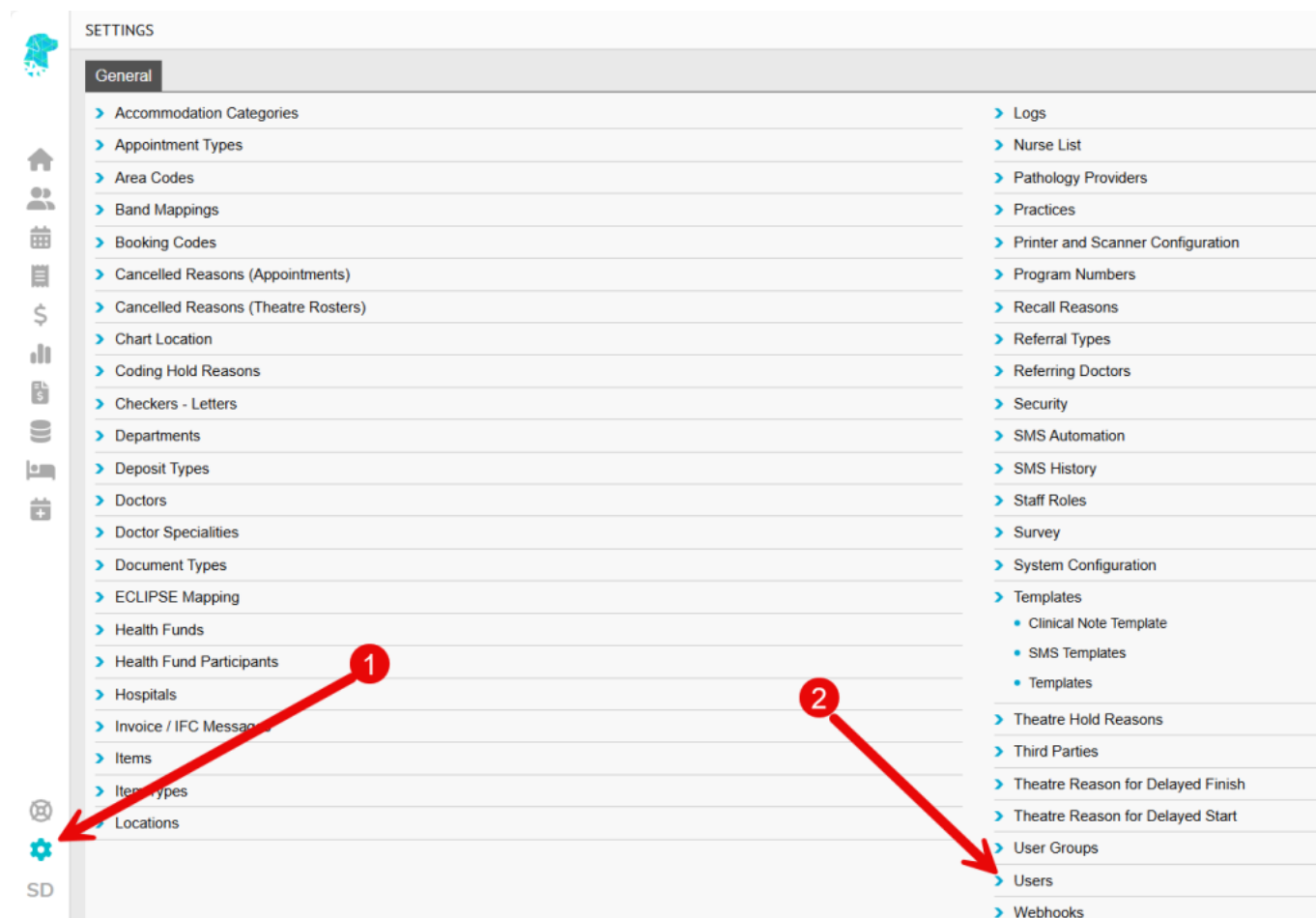


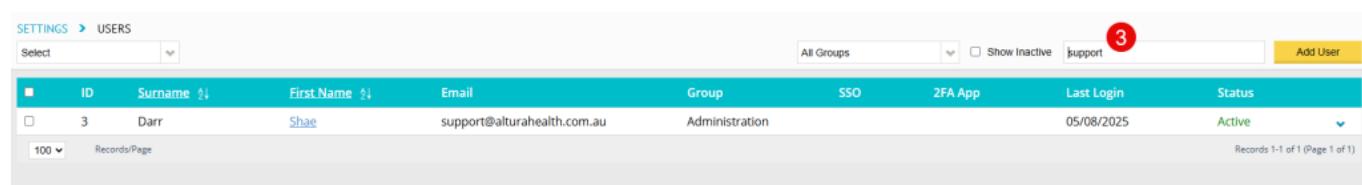
Deactivating a User

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**

SETTINGS > USERS

Select All Groups Show Inactive support Add User

| ID | Surname | First Name | Email | Group | SSO | 2FA App | Last Login | Status |
|----|---------|------------|-----------------------------|----------------|-----|---------|------------|--------|
| 3 | Darr | Shae | support@alturahealth.com.au | Administration | | | 05/08/2025 | Active |

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

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

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

SETTINGS > USERS

Select All Groups Show Inactive support Add User

| ID | Surname | First Name | Email | Group | SSO | 2FA App | Last Login | Status |
|----|---------|------------|-----------------------------|----------------|-----|---------|------------|----------|
| 3 | Darr | Shae | support@alturahealth.com.au | Administration | | | 05/08/2025 | Inactive |

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

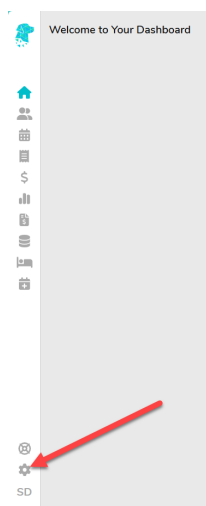
Adding Procedures and Procedure Defaults (Hospital)

Adding bookings into FYDO is quick and straightforward – particularly when **Procedure Notes Defaults** are set up correctly.

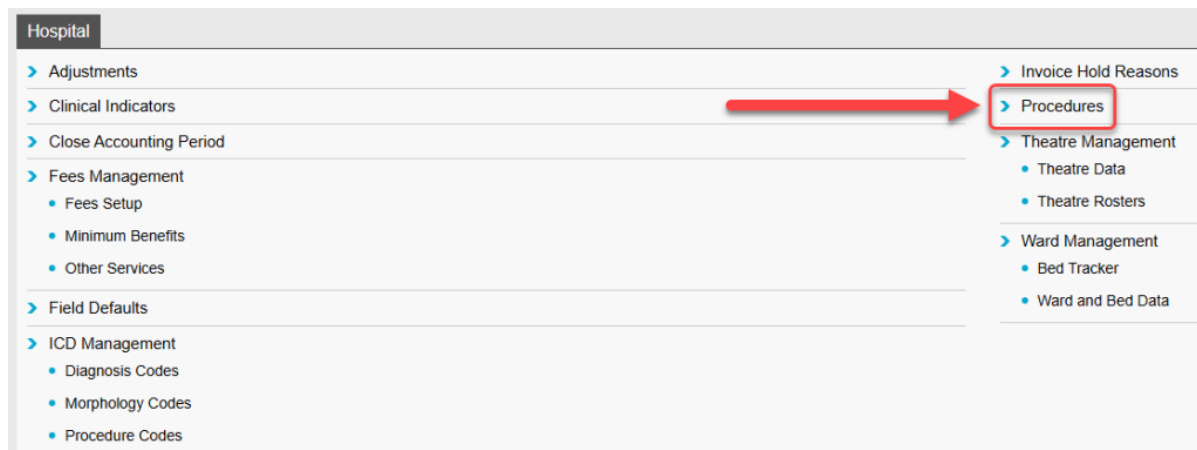
This feature enables facilities to automatically populate multiple fields on the **Edit Appointment Screen** based on the selected procedure.

The following instructions will guide you through setting up procedures to streamline the booking process and reduce manual data entry, saving time and minimising the risk of errors.

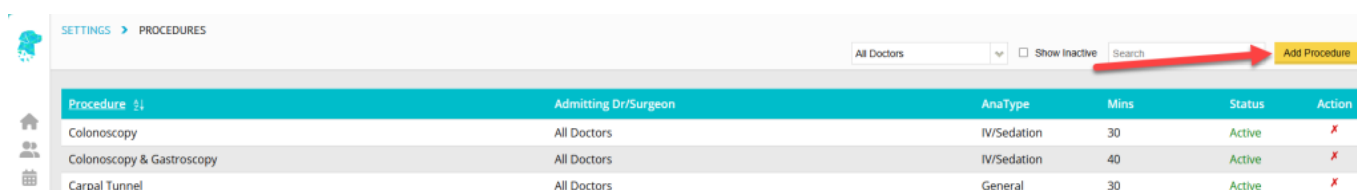
Go to **Settings**



Select **Procedures**



Click **Add Procedure**



1. Complete the **Procedure Name** - This will appear in the **Procedure Notes** dropdown on the **Edit Appointment Screen**.



2. Select an **Anaesthetic Type** - Choose the anaesthetic type that applies to the procedure.
3. Enter the **Minutes** - This sets the default appointment length for the procedure.
4. Assign a **Doctor**- Select the doctor(s) who perform the procedure.



5. Select the **Booking Code 1** - Use this if you'd like to default the primary booking code, especially helpful for sites integrating with an EMR.
6. Select the **Booking Code 2** - Add a secondary booking code if required.
7. Add **Items** - As you add each item, a new line will appear to allow entry of multiple items relevant to the procedure.
8. Add **Other Services** - If the procedure involves prostheses or other quotable services, enter them here. As with items above, a new line will display with each entry, allowing multiple codes to be added as needed.
9. Click **Save**.

The screenshot shows the 'ADD PROCEDURES' form. It has a left sidebar with fields for Procedure, Ana Type, Mins, Doctor, Status (checked Active), Booking Code 1, and Booking Code 2. The main area has two sections: 'Items' and 'Other Services', each with a table for adding codes and descriptions. Red numbered callouts 1 through 9 point to specific fields and buttons.

Procedure Details:

- Procedure: (1)
- Ana Type: (2)
- Mins: (3)
- Doctor: (4)
- Status: ☒ Active
- Booking Code 1: (5)
- Booking Code 2: (6)

Items Table:

| Code | Description | Band | Action |
|--------------------------|-------------|------|--------|
| <input type="text"/> (7) | | | |

Other Services Table:

| Code | Description | Action |
|--------------------------|-------------|--------|
| <input type="text"/> (8) | | |

At the bottom right are 'Save' and 'Cancel' buttons. A red circle with the number 9 points to the 'Save' button.

SETTINGS > PROCEDURES > EDIT PROCEDURES Edit

Procedure:

Ana Type:

Mins:

Doctor:

Status: ☒ Active

Booking Code 1:

Booking Code 2:

Items

| Code | Description | Band |
|-------|---|------|
| 41789 | Tonsils or tonsils and adenoids, removal of, in a person aged less than 12 years (including any examination of the postnasal space and nasopharynx and the infiltration of local anaesthetic, not being a service to which item 41764 applies. (Anaes.) | 3 |
| 41632 | B Middle ear, insertion of tube for drainage of (including myringotomy) (Anaes.) | 2 |
| 41632 | B Middle ear, insertion of tube for drainage of (including myringotomy) (Anaes.) | 2 |

Other Services

| Code | Description |
|-------|-----------------------------|
| BQ004 | Ventilation Tubes / Grommet |
| BQ004 | Ventilation Tubes / Grommet |

Procedures will now be listed in the **Procedure Notes** on the **Make and Edit Appointment Screens**.

Procedures that are specifically linked to the doctor that is selected, will also be identified.

Back to Appointments / Make Appointment

MOUSE, Mickey

MRN 132

File No -

DOB 27/12/1977 (47)

Sex Male

Mobile 0400 000 000

Medicare -

Veterans -

*** Allergies**

Egg

Alert

BMI 44

Notes

Booking Details

Location

Theatre/List Roster

Dr/Surgeon

Surgical Assistant

Other Surgical Assistant

Anaesthetist

Anaesthetic (Primary) Anaesthetic

Appointment Date Time Adm #

Appointment Type ☒ Make Recurring Mins

Procedure Notes

Other Notes

Once a selection is made, you will notice that all pre-set defaults will populate on the screen. Allowing staff to simply complete ONE field, instead of having to enter the data in to ALL THOSE FIELDS!

Back to Appointments / Make Appointment Total 0.00 Cancel Save

MOUSE, Mickey

MRN 132
File No -
DOB 27/12/1977 (47)
Sex Male
Mobile 0400 000 000
Medicare -
Veterans -

Allergies
Egg

Alert
BMI 44

Notes
-

Document Alert
-

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 3 Roster Select Roster

Dr/Surgeon PIERCE, Dr Hawkeye

Surgical Assistant

Other Surgical Assistant

Anaesthetist SLEEP, Dr Great

Anaesthetic (Primary) General Anaesthetic

Appointment Date 29/07/2025 Time 08:30 Adm #

Appointment Type Special Make Recurring Mins 45

Procedure Notes Bilateral Grommets + Tonsillectomy

Other Notes

☐ OEC Received
 ☐ OEC Checked
 ☐ Pre-Admission Contacted
 ☐ IFC Created
 ☐ IFC Signed
 ☐ Admission Form Received
 ☐ Chart Ready
 ☐ Consent Received
 ☐ Post-Discharge Contacted
 ☐ Documents Scanned

Checklist
 ☐ Day Only
 Start at Day 1 Discharge 0

Accom Type Accom - Medical Room Type Private

Provisional DRG Program Status Start Select Epis...

Bed Notes

Booking Code 1 GROM - Grommets Booking Code 2

Food Instructions

Fasting Food Fasting Fluids

Planned Time in Theatre Admission Time Procedure Time

Program NHTP No Inv Hold

Flags
 ☐ New Patient
 ☐ Intern Billing
 ☐ Medical Only
 ☒ MHR consent

Fund Details

Health Fund BUP - BUPA Australia

Membership No. 123456 UPI 0 Excess 0.00 Co-pay 0.00 UI 0.00

Insurance Status Full Fee Claim Details

Items

| Code | Description | Band | Session |
|-------|---|------|---------|
| 41789 | Tonsils or tonsils and adenoids, removal of, in a person... | 3 | 1 |
| 41632 | Middle ear, insertion of tube for drainage of (including... | 2 | 1 |
| 41632 | Middle ear, insertion of tube for drainage of (including... | 2 | 1 |

Other Services

| Code | Description | Qty | Date of Srv | Send Invoice To |
|-------|-----------------------------|-----|-------------|-----------------|
| BQ004 | Ventilation Tubes / Grommet | 1 | 29/07/2025 | Health Fun |
| BQ004 | Ventilation Tubes / Grommet | 1 | 29/07/2025 | Health Fun |
| | | 0 | | |

Referring Details

Previous Referrals

Referring Doctor Add Referring Doctor Referral To Search for a Referral To

Referral Date Period First Consult Site Referral (global) Open Access

For assistance with setting up Procedures to better suit your facilities workflow, contact our friendly support staff:

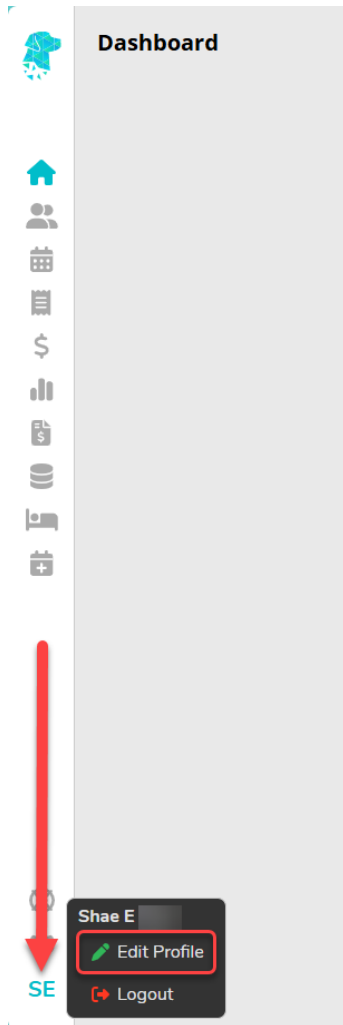
Email: support@alturahealth.com.au

Phone: (02) 9632 0026

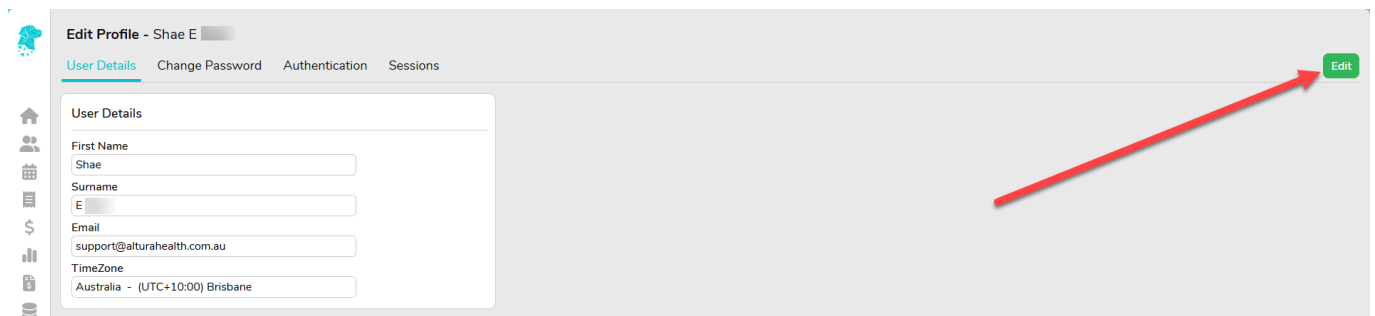
Updating a Username

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**

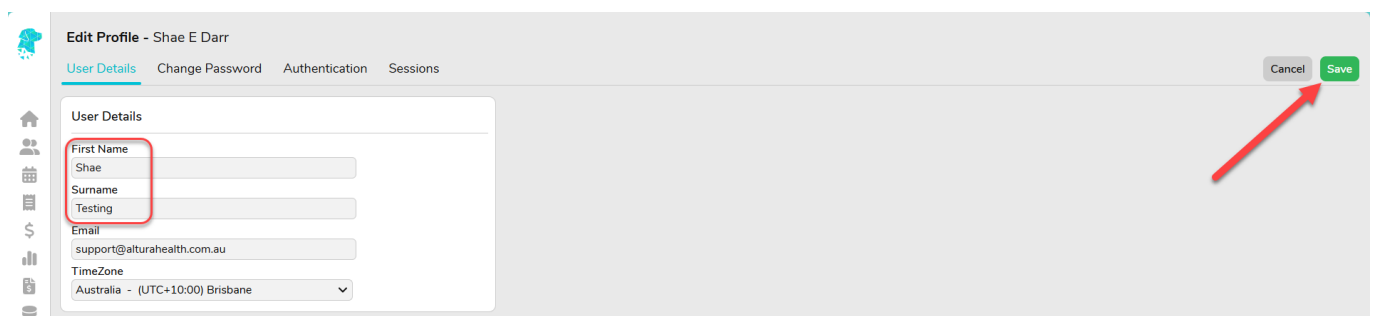


3. While on the **User Details** tab, select **Edit**



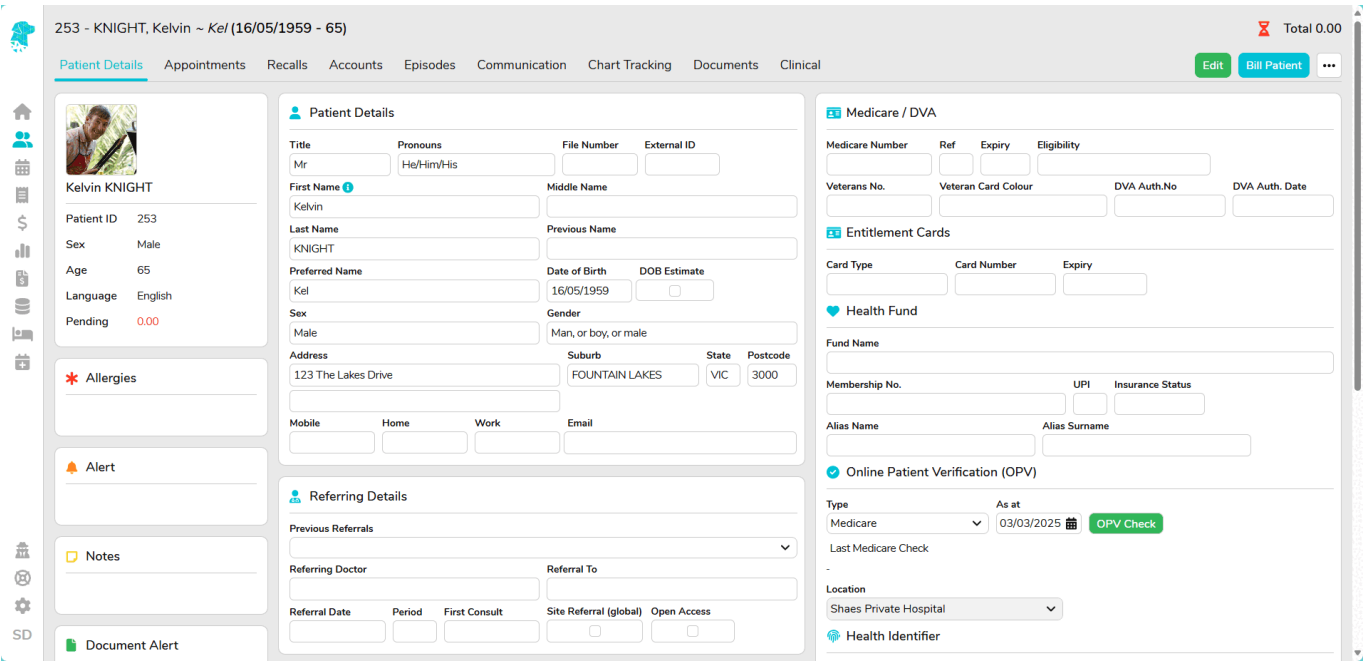
4. Amend the required **First Name** or **Surname** fields

5. Click **Save**

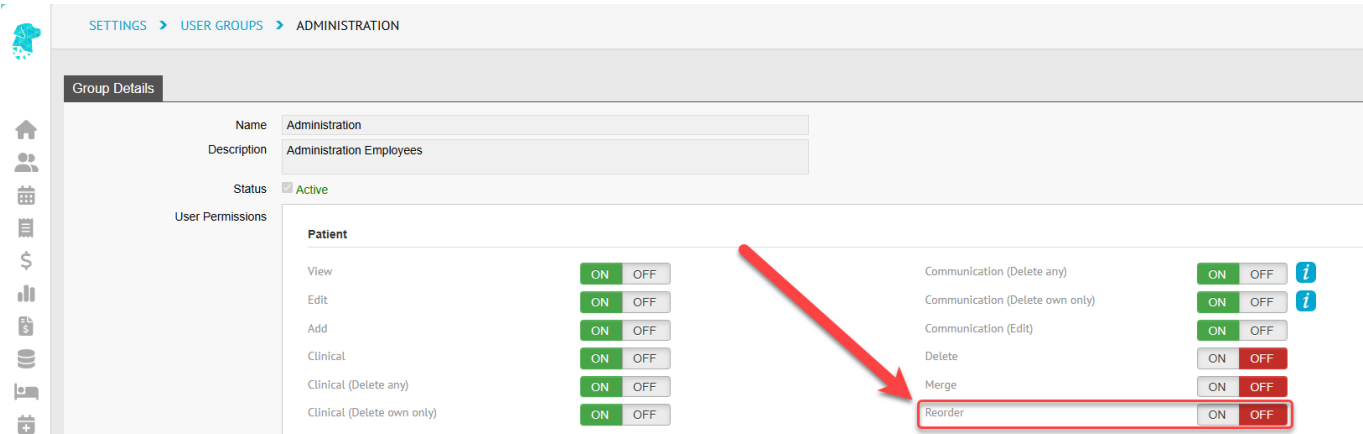


Re-Order Patient Screen

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



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



| Group Details | |
|---------------------------------|---|
| Name | Administration |
| Description | Administration Employees |
| Status | <input checked="" type="checkbox"/> Active |
| User Permissions | |
| Patient | |
| View | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Edit | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Add | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Clinical | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Clinical (Delete any) | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Clinical (Delete own only) | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Communication (Delete any) | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Communication (Delete own only) | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Communication (Edit) | <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF |
| Delete | <input type="checkbox"/> ON <input checked="" type="checkbox"/> OFF |
| Merge | <input type="checkbox"/> ON <input checked="" type="checkbox"/> OFF |
| Reorder | <input type="checkbox"/> ON <input checked="" type="checkbox"/> OFF |

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.

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

Total 0.00

[Patient Details](#)
[Appointments](#)
[Recalls](#)
[Accounts](#)
[Episodes](#)
[Communication](#)
[Chart Tracking](#)
[Documents](#)
[Clinical](#)

[Edit](#)
[Bill Patient](#)
[...](#)

Edit Patient E
 Bill Patient B
 OPV V
 OEC O
 Label L
 Merge M
 Picture P
 Audit Logs A
Reorder Content F9
 EMR F8
 Delete Patient D

Patient Details
 Title Mr Pronouns He/Him/His File Number External ID
 First Name Kelvin Middle Name
 Last Name KNIGHT Previous Name
 Preferred Name Date of Birth 16/05/1959 DOB Estimate
 Sex Male Gender Man, or boy, or male

Medicare / DVA
 Medicare Number Ref Expiry Eligibility
 Veterans No. Veteran Card Colour DVA Auth.No

Entitlement Cards
 Card Type Card Number Expiry

Health Fund
 Fund Name

Kelvin KNIGHT
 Patient ID 253
 Sex Male
 Age 65
 Language English
 Pending 0.00

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

Reorder Content

Left Side

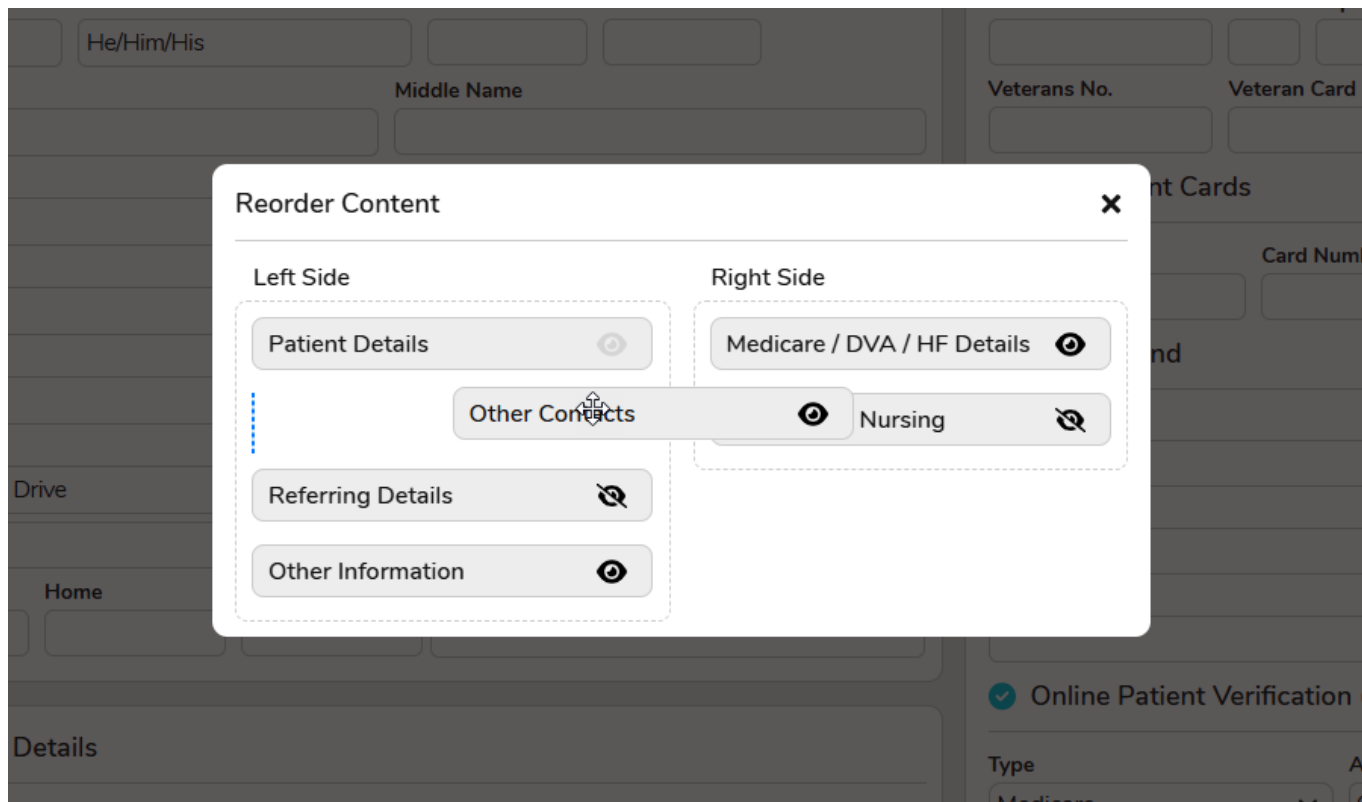
- Patient Details
- Referring Details
- Other Information

Right Side

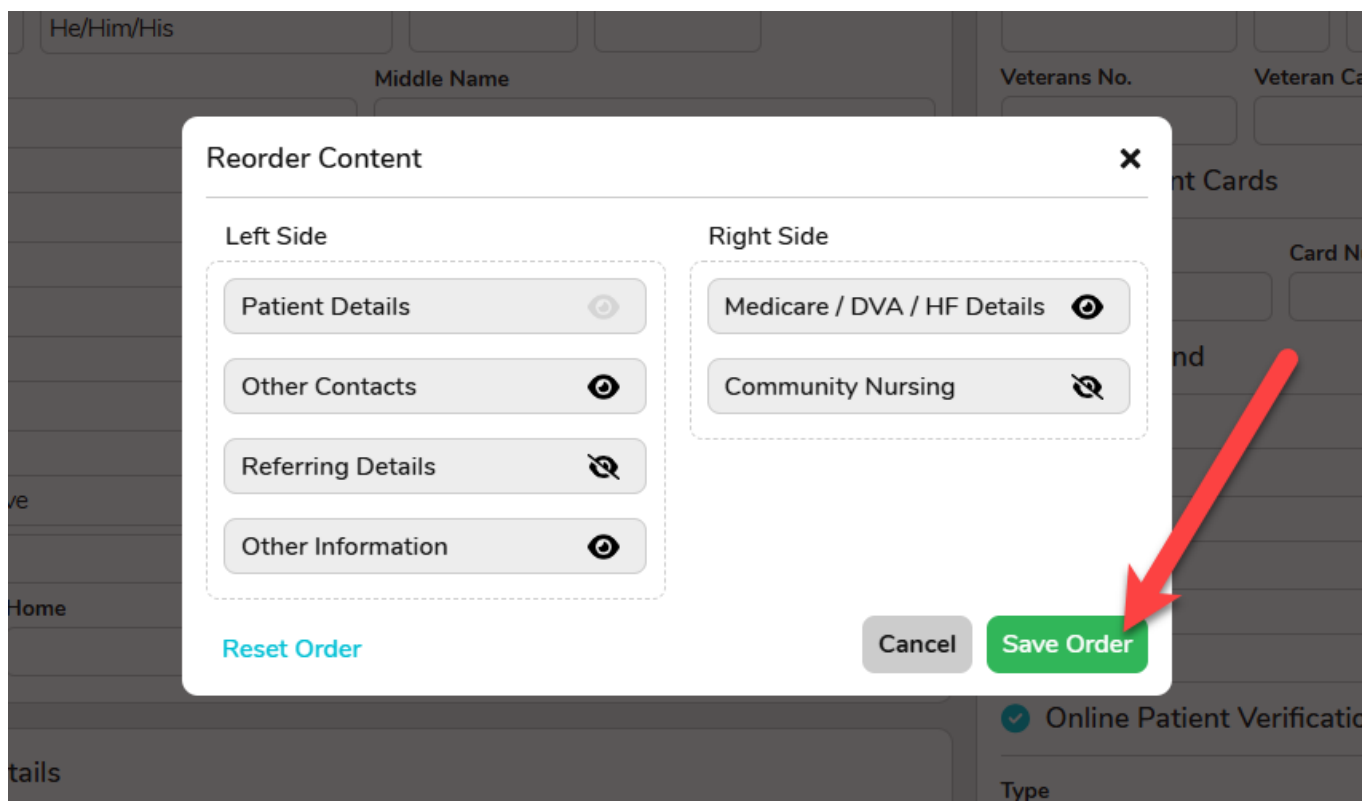
- Medicare / DVA / HF Details
- Other Contacts
- Community Nursing

[Reset Order](#)
[Cancel](#)
[Save Order](#)

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.



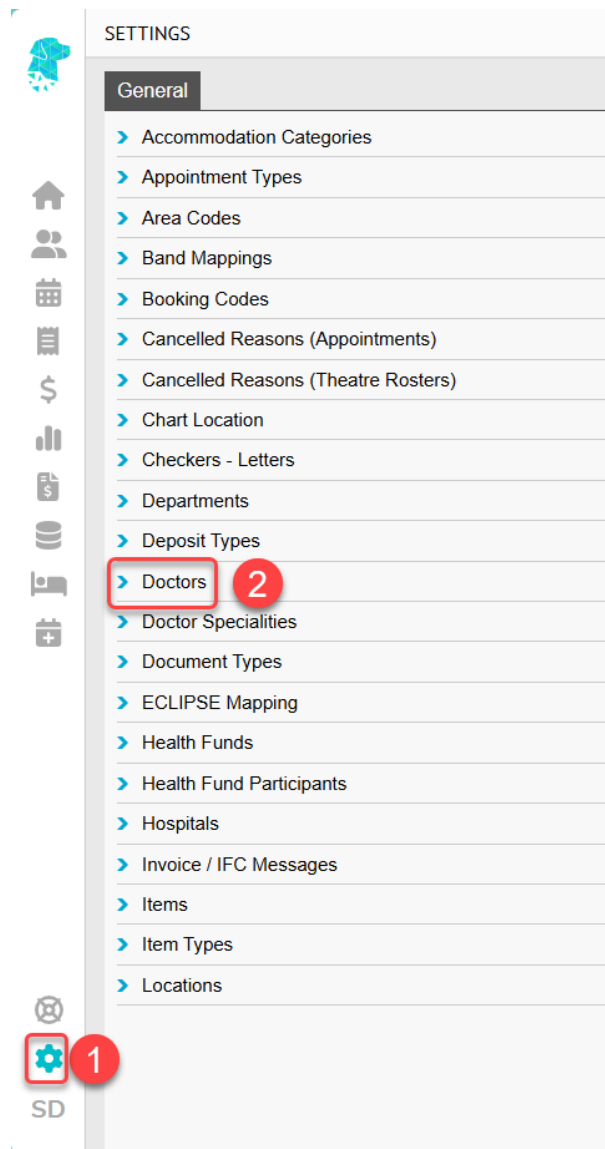
Once the desired order has been selected, click **Save Order** and the view will be displayed whenever the **Patient Screen** is opened.



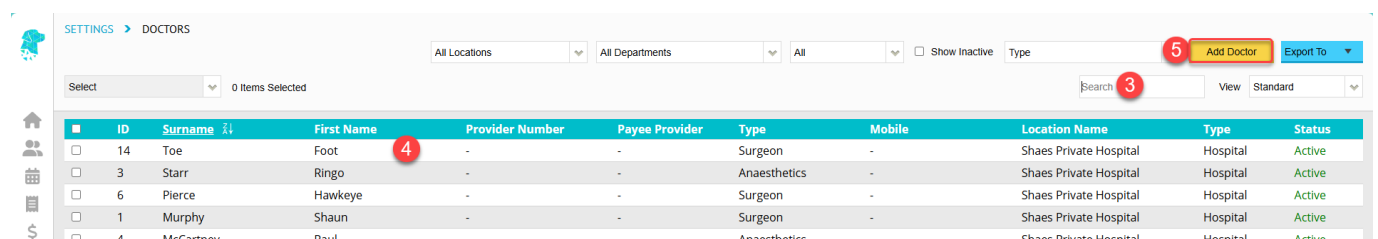
Adding or Editing Doctors - Hospital

Adding Doctors or Surgeons to FYDO can be easily done by a user that has the required access level.

1. Navigate to **Settings**
2. Select **Doctors**

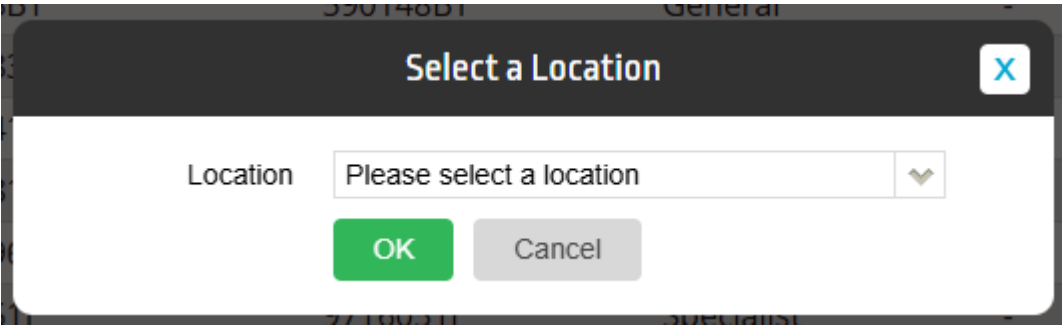


3. Use the **Search** field to find a specific doctor
4. To **Edit** a doctor already entered, simply **double click** on their line
5. To **Add** a new doctor select **Add Doctor**

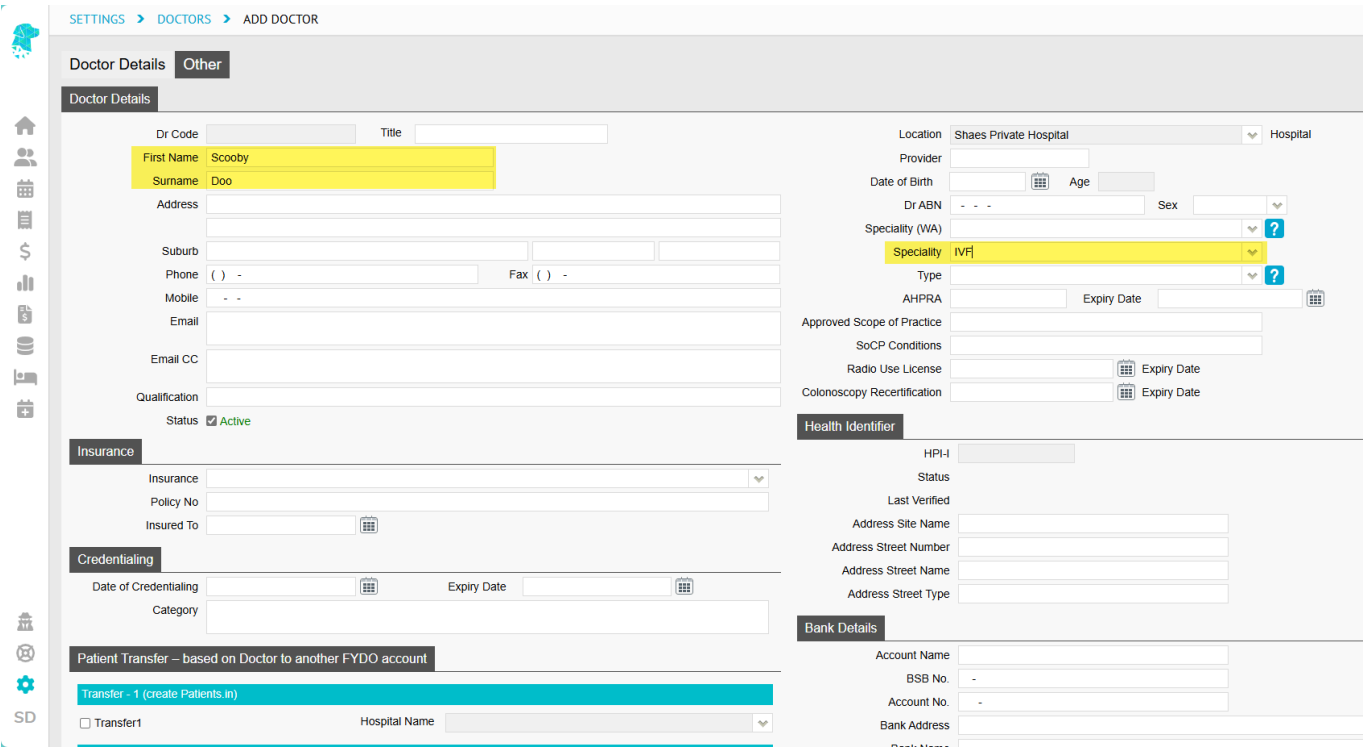


6. For **multi-location** databases, you will be required to select the **Location** that the doctor is to be

added to.



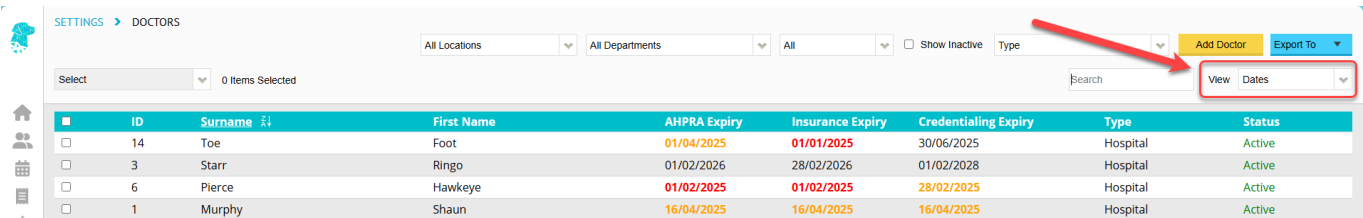
7. Minimum details required to add a doctor are **First Name**, **Surname** and **Speciality**.



8. Add in as much information as you would like. *Provider numbers can be required for data extract and claiming purposes.*

9. Doctors assigned the **Speciality** of **Anaesthetics** will be displayed in the **Anaesthetist** field throughout FYDO and won't be admitting doctors.

10. All other Specialties (*including customised ones, added by the facility*) will be included in the **Doctor/Surgeon** dropdowns in FYDO.

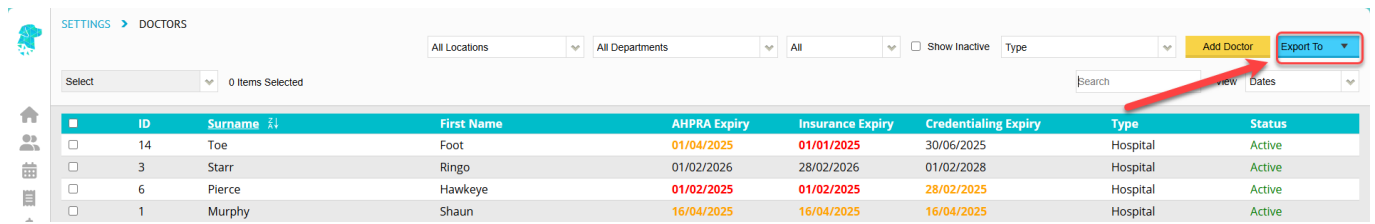


| ID | Surname | First Name | AHPRA Expiry | Insurance Expiry | Credentiaing Expiry | Type | Status |
|----|---------|------------|--------------|------------------|---------------------|----------|--------|
| 14 | Toe | Foot | 01/04/2025 | 01/01/2025 | 30/06/2025 | Hospital | Active |
| 3 | Starr | Ringo | 01/02/2026 | 28/02/2026 | 01/02/2028 | Hospital | Active |
| 6 | Pierce | Hawkeye | 01/02/2025 | 01/02/2025 | 28/02/2025 | Hospital | Active |
| 1 | Murphy | Shaun | 16/04/2025 | 16/04/2025 | 16/04/2025 | Hospital | Active |

FYDO gives the option to view all the doctors expiry dates for **AHPRA**, **Insurance** and **Credentiaing**. These dates can be displayed by selecting **View > Dates**. These dates are colour coded to allow easy identification if they are expiring soon:

- [Redacted]
- [Redacted]

- Black Date > Not due to expire for over 3 months



SETTINGS > DOCTORS

All Locations All Departments All Show Inactive Type Add Doctor Export To

Select 0 Items Selected Search View Dates

| ID | Surname | First Name | AHPRA Expiry | Insurance Expiry | Credentialing Expiry | Type | Status |
|----|---------|------------|--------------|------------------|----------------------|----------|--------|
| 14 | Toe | Foot | 01/04/2025 | 01/01/2025 | 30/06/2025 | Hospital | Active |
| 3 | Starr | Ringo | 01/02/2026 | 28/02/2026 | 01/02/2028 | Hospital | Active |
| 6 | Pierce | Hawkeye | 01/02/2025 | 01/02/2025 | 28/02/2025 | Hospital | Active |
| 1 | Murphy | Shaun | 16/04/2025 | 16/04/2025 | 16/04/2025 | Hospital | Active |

Users are able to export the Doctors List to Excel or PDF if required.

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!

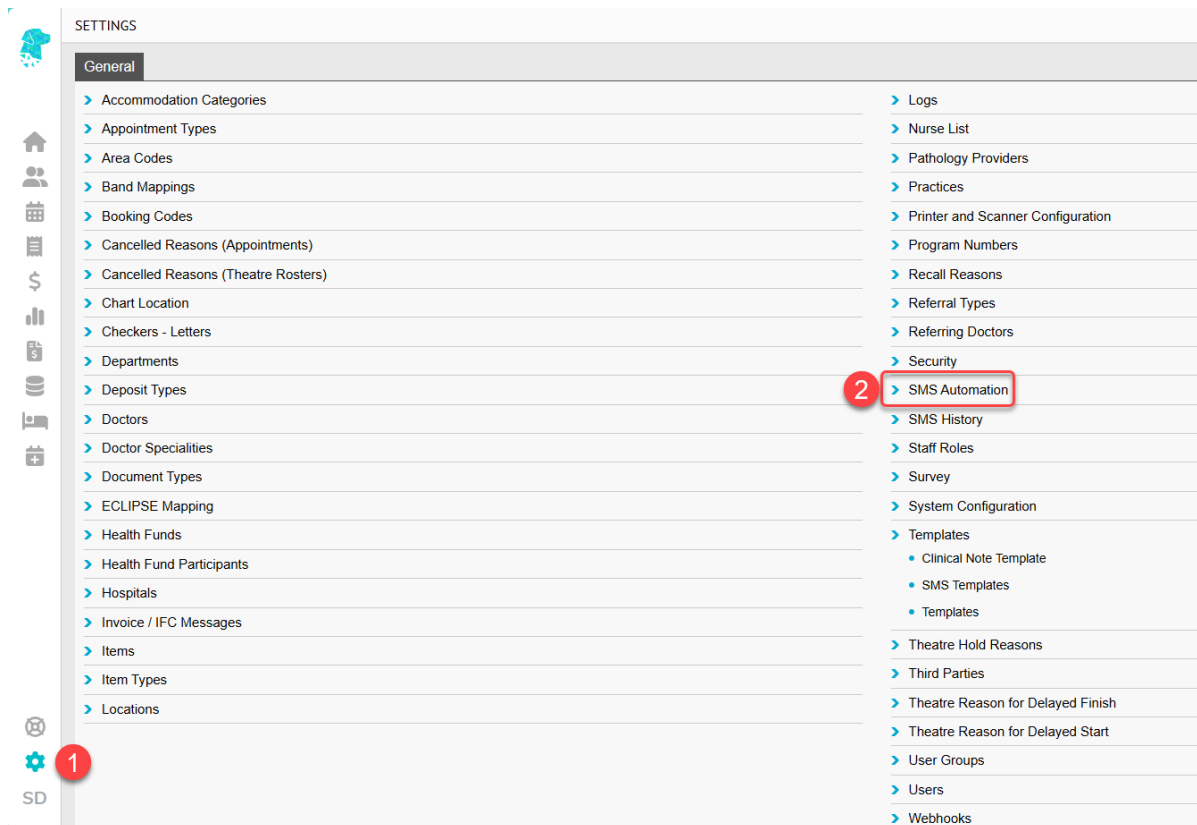
- Need to send patients their admission times? Done.
- Need to remind patients to complete their Admission Form? No problem.
- Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

support@alturahealth.com.au

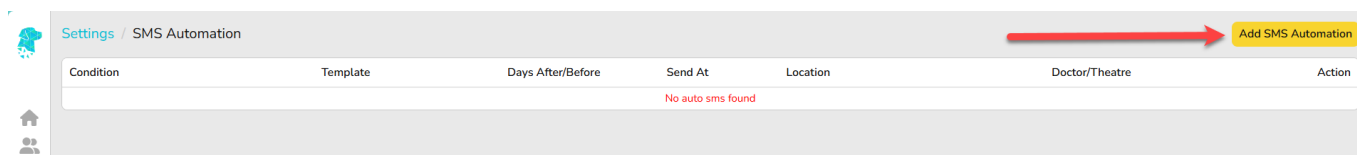
To start using the **Automated SMS** feature, here's what you'll need to have in place:

- **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

0 6

Send At

06:37 PM 7

Location

Shaes Private Hospital 8

Doctor/Theatre

All Theatres 9

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 Episo...

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

Cancel

Setup Auto SMS

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

Cancel

Setup Auto SMS

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!

The screenshot shows the 'Make an Appointment' menu with the following options: Make an Appointment, Edit Appointment, Copy Appointment, Cut Appointment, Paste Appointment, Episodes, Arrived, Unarrived, Excess/Deposit, Admit, Discharge, Theatre, Coding, Inpatient, Certificate, Clinical Indicators, Confirmed, Chart Tracking, **Check List** (highlighted with a red box and a right-pointing arrow), Send SMS (with a right-pointing arrow), Chart Label (with a right-pointing arrow), Wristband (with a right-pointing arrow), Delete Appointment (with a red arrow pointing to the 'Admission Form Received' checkbox in the sub-menu), Documents, Create Letter, Quick Form, HC21 Left, HC21 Right, HC21 Back, Create Invoice (with a right-pointing arrow), IFC, OEC, and Rehab Screen. The 'Check List' sub-menu is open, showing a list of checkboxes: ☐ OEC Received, ☐ OEC Checked, ☐ Pre-Admission Contacted, ☐ IFC Completed, ☐ Admission Form Received (highlighted with a red box), ☐ Chart Ready, ☐ Consent Received, ☐ Post-Discharge Contacted, and ☐ Documents Scanned.

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!

[REDACTED]

[REDACTED]

[REDACTED]

support@alturahealth.com.au

[REDACTED]

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:

| Settings / SMS Automation | | | | | | | Add SMS Automation |
|-----------------------------|-------------------------------|---------------------|----------|------------------------|----------------|--------|--------------------------------|
| Condition | Template | Days After/Before ▲ | Send At | Location | Doctor/Theatre | Action | |
| Admission Form Not Received | 1 Preadmit Paperwork | 4 | 9:00 AM | Shaes Private Hospital | All | ... | |
| Admission Form Not Received | 2 Preadmit Paperwork Reminder | 2 | 10:00 AM | Shaes Private Hospital | All | ... | |
| To Confirm Appointment | 3 Pre-Admission Text | 1 | 8:30 AM | Shaes Private Hospital | All | ... | |
| Post Discharge | 4 Post-Operative Message | 1 | 9:30 AM | Shaes Private Hospital | All | ... | |
| Post Discharge | 5 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)

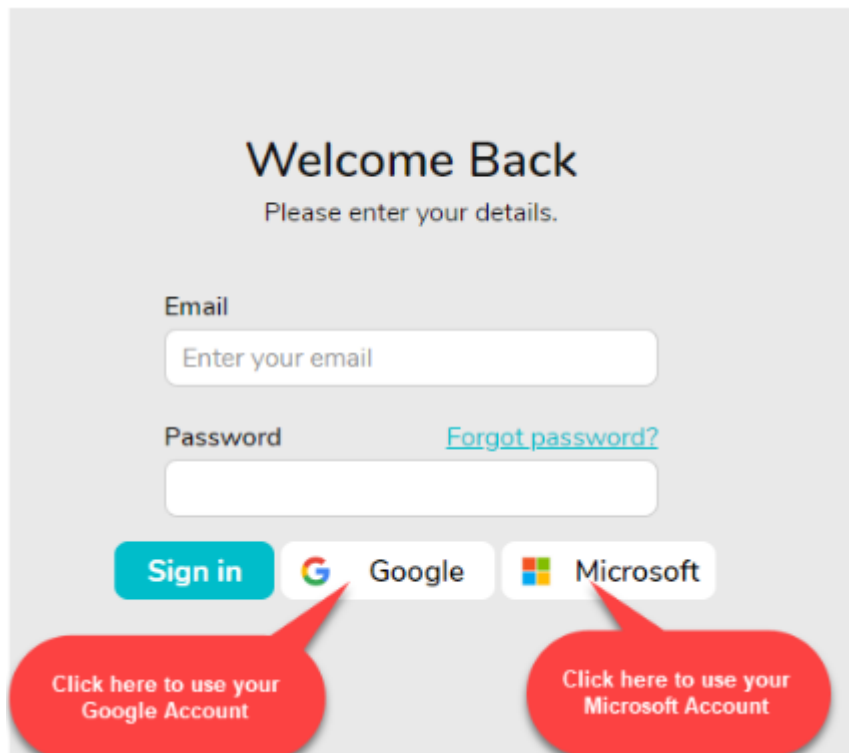
Asking for feedback via a patient survey is a great way to gather insights on their experience and identify any areas for improvement. Giving them a little time to settle into their recovery before asking for feedback might result in more thoughtful responses. Automating this follow up ensures all patients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

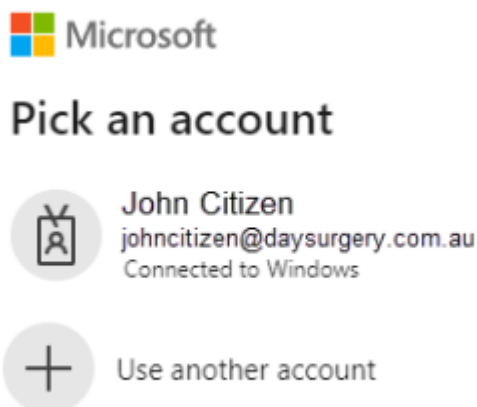


The image shows a 'Welcome Back' login screen. At the top, it says 'Welcome Back' in a large, dark font, followed by 'Please enter your details.' in a smaller font. Below this are two input fields: 'Email' with a placeholder 'Enter your email' and 'Password' with a placeholder 'Password'. To the right of the password field is a link that says 'Forgot password?'. Below the input fields are three buttons: a blue 'Sign in' button, a 'Google' button with the Google logo, and a 'Microsoft' button with the Microsoft logo. Two red callout boxes point to the Google and Microsoft buttons. The first callout box points to the Google button and says 'Click here to use your Google Account'. The second callout box points to the Microsoft button and says 'Click here to use your Microsoft Account'.

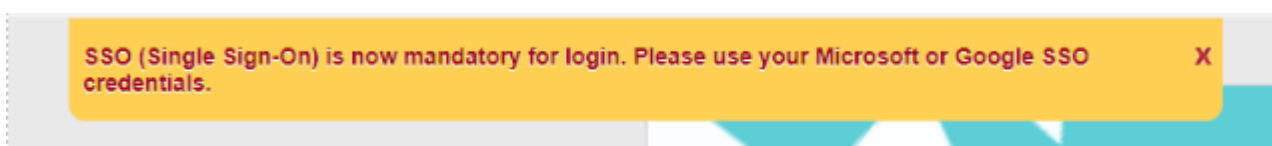
If you are already logged into your browser with either a Google or Microsoft account, you can click on the applicable button to log in. This will take you directly to the FYDO dashboard or the Two-Step Verification Process via SMS, email, or an Authentication App as usual.

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.



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.

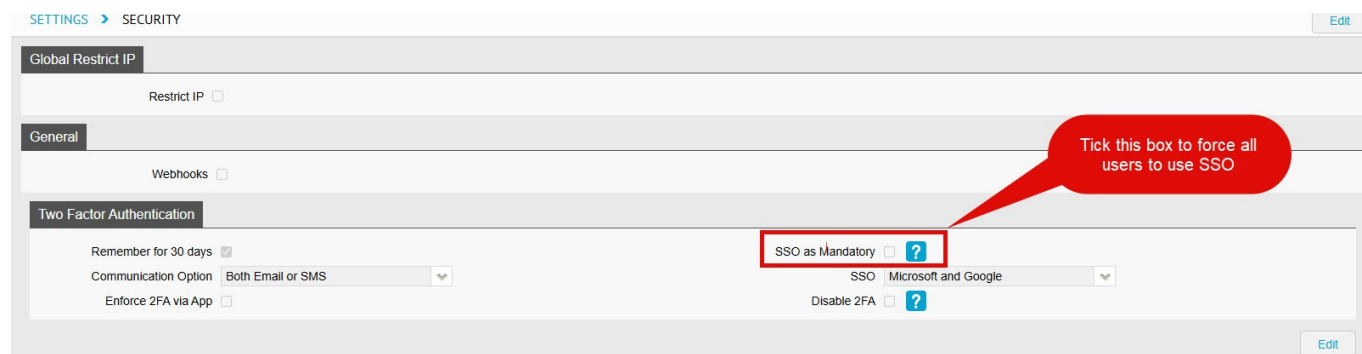
How to enforce SSO in FYDO

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**.



The screenshot shows the 'Settings > SECURITY' interface. The 'General' tab is selected. Under 'Two Factor Authentication', the 'SSO as Mandatory' checkbox is checked and highlighted with a red box. A red callout bubble points to this checkbox with the text: 'Tick this box to force all users to use SSO'. Other options visible include 'Global Restrict IP', 'Restrict IP', 'Webhooks', 'Remember for 30 days', 'Communication Option' (set to 'Both Email or SMS'), 'Enforce 2FA via App', 'SSO' (set to 'Microsoft and Google'), and 'Disable 2FA'.

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 |
|----------------------|------------|-----|---------|------------|
| health.com | Subscriber | | | 03/01/2024 |
| @acsshealth.com | Test Group | ✗ | | 12/09/2023 |
| @alturahealth.com.au | Full | ✓ | | 01/03/2024 |
| sshealth.com | Test Group | ✗ | | - |
| urahealth.com.au | Test Group | ✓ | ✓ | 21/05/2024 |

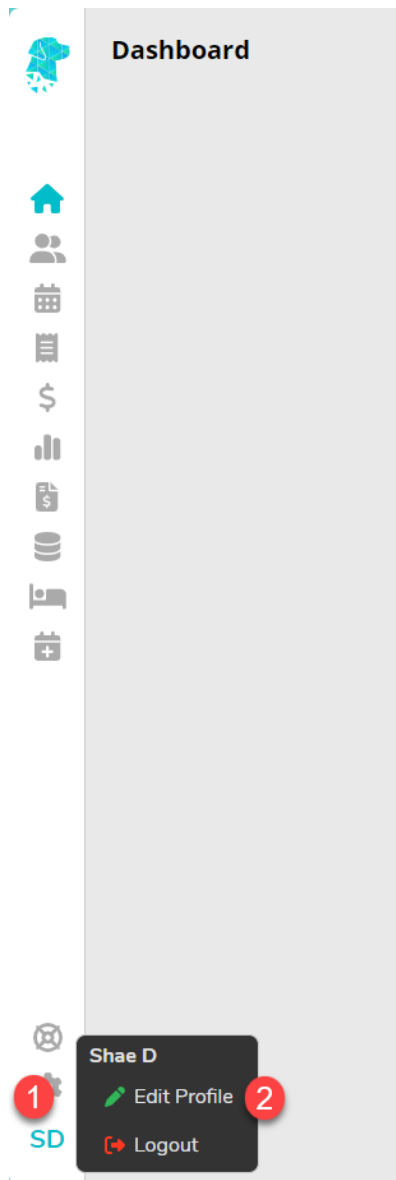
- **SSO Blank:** User not forced to use SSO
- **SSO Red Cross:** User forced to use SSO but not activated
- **SSO Green Tick:** User has activated SSO

Amending a User's Email Address

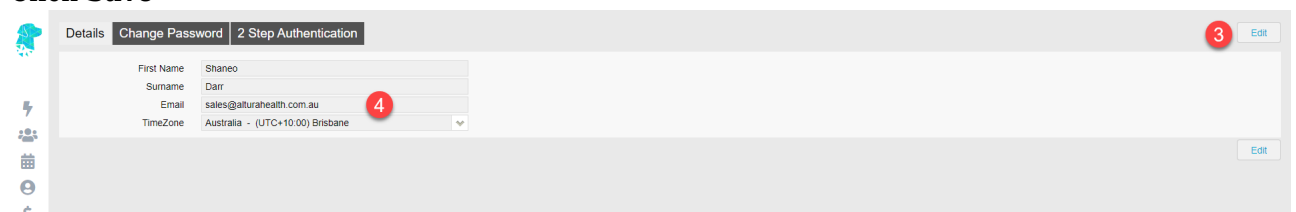
There may be instances when a user needs to change their FYDO log in email address. This can be done by the user themselves by following the steps below.

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**.

The screenshot shows a user profile settings page with a sidebar on the left containing icons for home, users, calendar, mail, currency, bar chart, document, and calendar. The main content area has tabs for 'Details', 'Change Password', and '2 Step Authentication'. The 'Details' tab is active, showing a form with fields for 'First Name' (Shae), 'Surname' (D), 'Email' (support@alturahealth.com.au), and 'TimeZone' (Australia - (UTC+10:00) Brisbane). A red circle 4 is next to the 'TimeZone' dropdown. A red circle 3 is next to the 'Edit' button in the top right corner. A red circle 1 is next to the profile icon in the bottom left, and a red circle 2 is next to the 'Edit Profile' button in the bottom left menu.

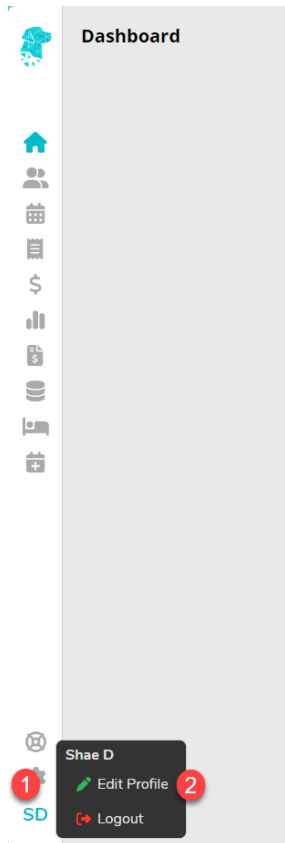
Click **Save** and you're all done! You have successfully updated your TimeZone on **this profile**.

This screenshot is similar to the previous one, but with a red circle 5 next to the 'Save' button in the bottom right corner. The 'Edit Profile' button in the bottom left menu is no longer visible.

Resetting a Users Mobile Number

If a user needs to amend the mobile number, that is used for 2 step authentication, they can follow the instructions below.

Using the email option for 2 Step Authentication will allow you to received the code via email to be able to log in without the old mobile number. Once logged in you will be able to:



1. Hover over the **User** icon (*Your Initials*)
2. Select **Edit Profile**
3. Select **2 Step Authentication** tab
4. Click **Edit**
5. Select **Yes** to the question **Would you like to reset mobile?**
6. Click **Save**



The next time you log in you will be prompted to set a new mobile number.