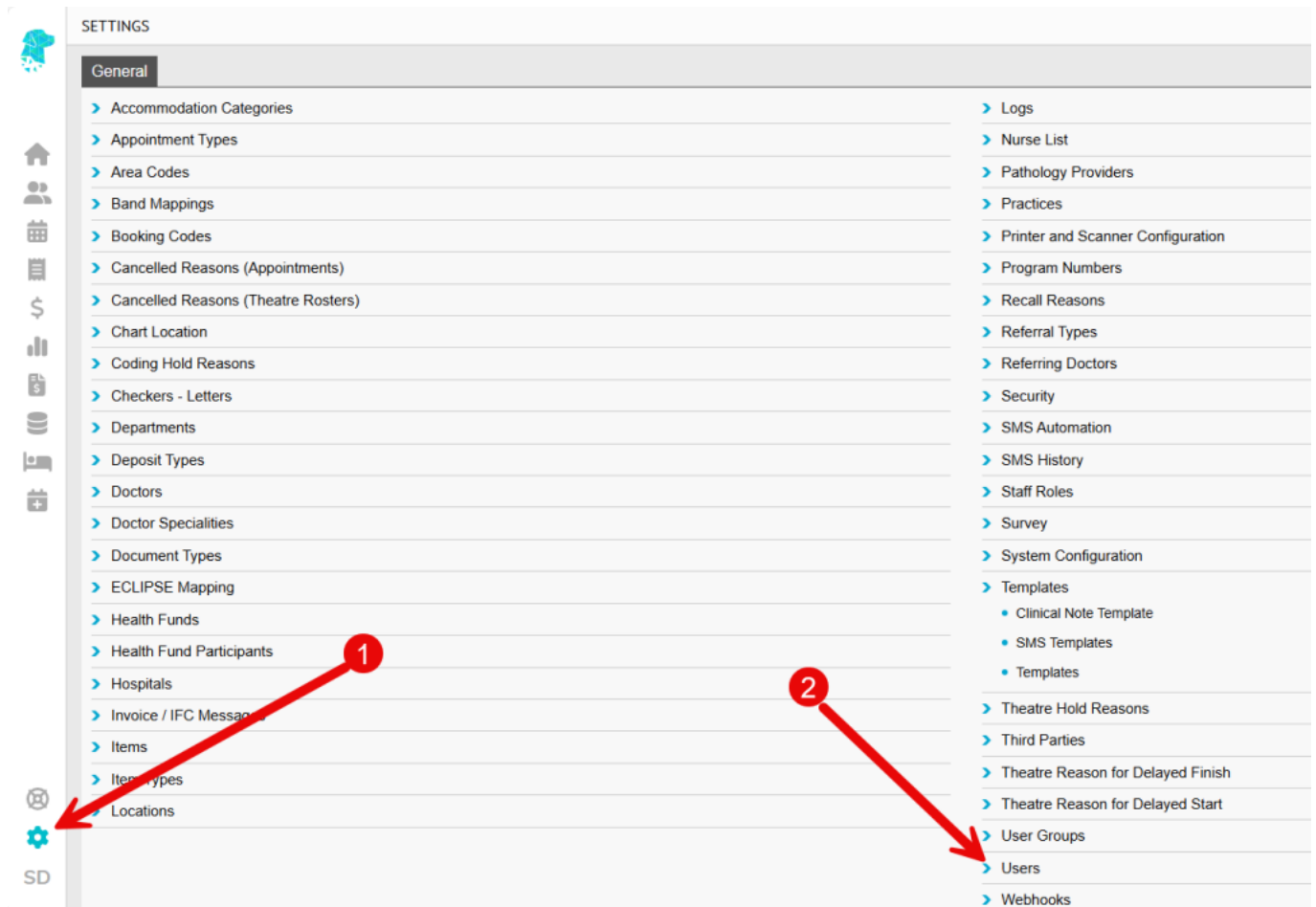


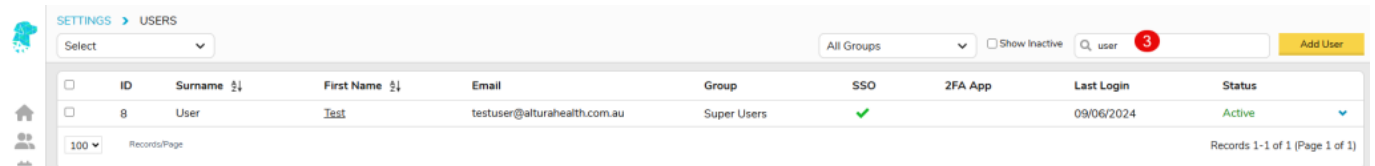
Deactivating a User

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

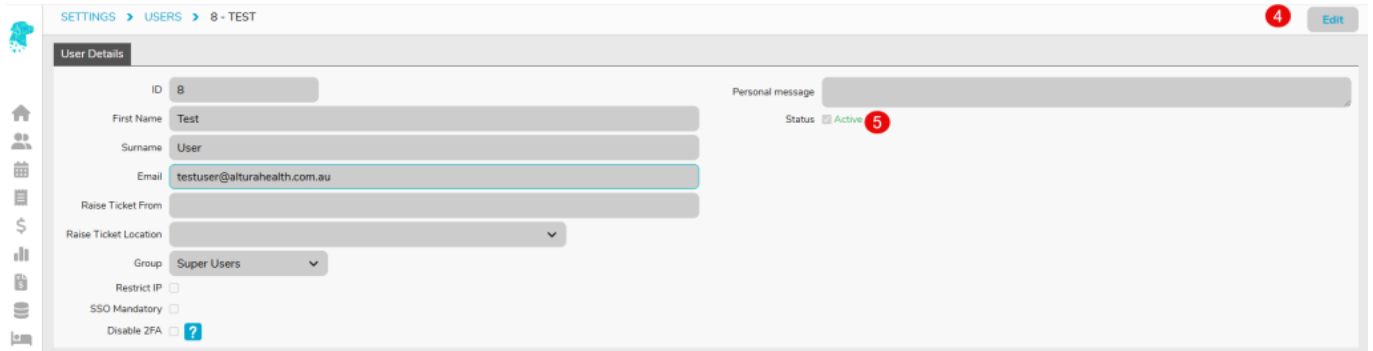
1. Select **Settings**
2. Click **Users**



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

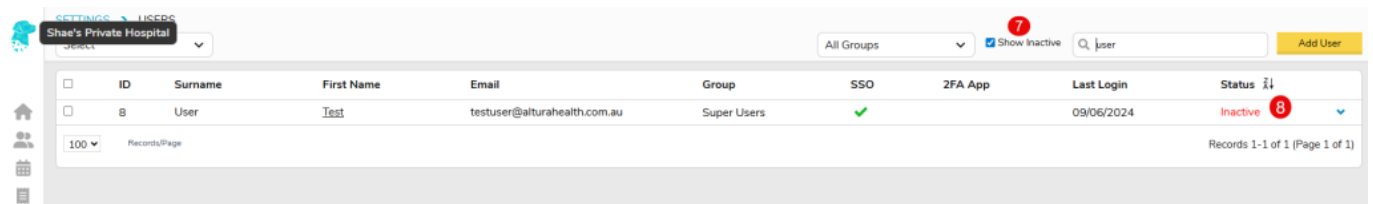


4. Click **Edit**
5. Untick the **Active** box
6. Click **Save**



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

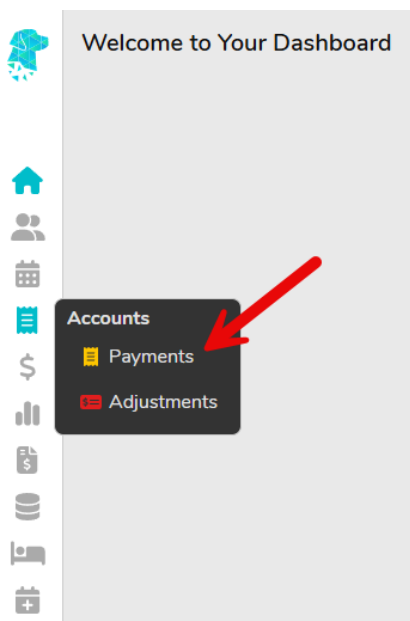
8. Inactive users will be identified with an **Inactive Status**



[Receipt a Manual Hospital Remittance](#)

When health funds or companies pay for accounts with a manual remittance (*I.E it isn't electronic through ECLIPSE*) the payment still needs to be receipted in FYDO. These instructions will explain how to do that:

From the **Accounts** Tab, select **Payments**



Populate all required fields as per below:

1. Ensure **Payment Date** is correct

2. Add **Payment Type**
3. Type **Amount** received
4. Document the **Drawer** who made the payment
5. Add a **Reference No.** if required
6. If payment is made via **Cheque**, add the **Bank** and **Branch**
7. Utilise **Click to Search for an Individual Account** to search for patients and manually add them to the payment.
Continue to use this feature to add multiple patients.
8. Once all entries have been added, ensure the payment isn't **Out of Balance**
9. Click **Save**

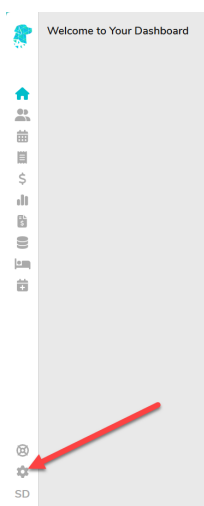
[Adding Procedures and Procedure Defaults \(Hospital\)](#)

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

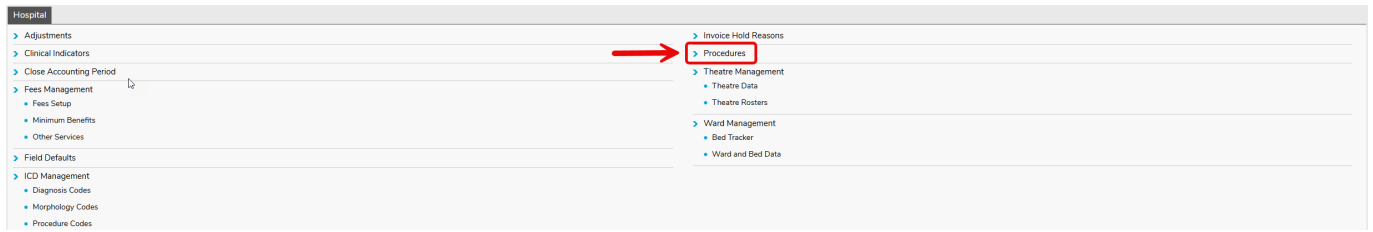
This feature enables facilities to automatically populate multiple fields on the **Edit Appointment Screen** based on the selected procedure.

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.



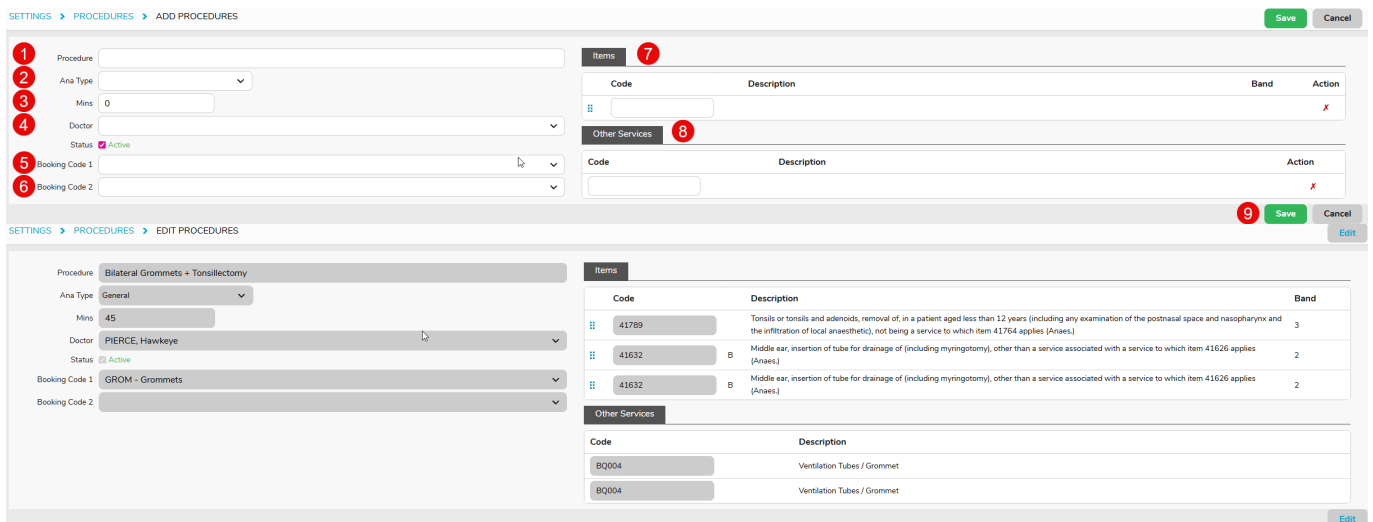
5. Select the **Booking Code 1** - Use this if you'd like to default the primary booking code, especially helpful for sites integrating with an EMR.

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**.



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

POPPY, Princess

MRN 209
File No -
DOB 01/01/1999 (26)
Sex Female
Mobile 0400 000 000
Medicare 4292-45116-6
Veterans -

* Allergies
Tape - Rash

Alert
-

Notes
-

Document Alert
-

Booking Details

Location Shaes Private Hospital
Theatre/List Theatre 3 Roster Select Roster
Dr/Surgeon
Surgical Assistant
Other Surgical Assistant
Anaesthetist
Anaesthetic (Primary) General Anaesthetic
Appointment Date 04/11/2025 Time 11:00 Adm #
Appointment Type Super Special Make Recurring Mins 30
Procedure Notes
Other Notes Bilateral Grommets + Tonsillectomy
Carpal Tunnel
Carpal Tunnel Release
Cataract
Checklist Cataract
Colonoscopy
Colonoscopy & Gastroscopy
Patient Category Endoscopic Carpal Tunnel Release
Accom Type FPI I
Provisional DRG Program Status Start Select Episode
Bed Notes
Booking Code 1 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

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

POPPY, Princess

MRN 209
File No -
DOB 01/01/1999 (26)
Sex Female
Mobile 0400 000 000
Medicare 4292-45116-6
Veterans -

* Allergies
Tape - Rash

Alert
-

Notes
-

Document Alert
-

Booking Details

Location Shaes Private Hospital
Theatre/List Theatre 3 Roster Select Roster
Dr/Surgeon
Surgical Assistant
Other Surgical Assistant
Anaesthetist
Anaesthetic (Primary) General Anaesthetic
Appointment Date 04/11/2025 Time 11:00 Adm #
Appointment Type Super Special Make Recurring Mins 45
Procedure Notes Bilateral Grommets + Tonsillectomy
Other Notes B I U A
Checklist OEC Received OEC Checked Pre-Admission Contacted IFC Created IFC Signed
 Admission Form Received Chart Ready Consent Received Post-Discharge Contacted Documents Scanned
Patient Category Day Only Start at Day 1 Discharge 0
Accom Type Accom - Medical Room Type Private
Provisional DRG Program Status Start Select Episode
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 MPL - Medibank Private Limited
Membership No. 12345678A UPI 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 patient aged less than 12 years...	3	1
41632	B Middle ear, insertion of tube for drainage of (including myringotomy), other than a...	2	1
41632	B Middle ear, insertion of tube for drainage of (including myringotomy), other than a...	2	1

Other Services

Code	Description	Qty	Date of Srv	Send Invoice To
BQ004	Ventilation Tubes / Grommet	1	04/11/2025	Health Fund
BQ004	Ventilation Tubes / Grommet	1	04/11/2025	Health Fund
		0		

Referring Details

Previous Referrals COLLIE, Border
Referring Doctor COLLIE, Border - 1202354X Referral To
Referral Date 01/10/2025 Period 12 First Consult Site Referral (global) Open Access

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

Split Transaction/Payment (Hospital)

If a payment has been receipted in one transaction but needs to be allocated to two separate invoice numbers or episodes, you can follow these instructions to “split” the payment into the two required amounts:

Navigate to the **Episodes Screen** and locate the payment that needs to be amended. Utilise the menu icon (*three dots on the transaction line*) to select **Split Transaction**.

The screenshot shows the Altura Health interface for patient Bob Lee (08/12/1975 - 49). The 'Episodes' tab is active, displaying a table of episodes. Below the table, the 'Invoices for Admission: 864' section shows invoice 582 with a balance due of \$648.00. The 'Invoice: 582 | BUP: 123456' section shows a detailed list of items with a total balance due of \$648.00. A red arrow points to the 'Split Transaction' option in the 'Invoice Options' dropdown menu for invoice 582.

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
21	864	06/06/2025	06/06/2025	Discharged	D/O	Left Cat & IOL		BUP	Eyes, Bright	Shaes Private Hospital
20	856	02/06/2025	02/06/2025	Discharged	D/O	Gastroscopy		BUP	Doctor, New	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
582	BUP	\$1,298.00	\$0.00	\$-650.00	\$648.00	06/06/2025 6:56 AM	Shae Darr (Altura)
583	UII	\$150.00	\$0.00	\$0.00	\$150.00	06/06/2025 6:56 AM	Shae Darr (Altura)

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
582	BUP	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-650.00	0.00	H	06/06/2025 6:55 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	A	ACCOM	SameDay Accommodation Fee Band : 4	1	4	\$400.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	T	42702	Lens extraction and insertion of intraocul...	-	6	\$600.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	O	AL025	AcrySof Multipiece Models MN60MA, M...	1	6	\$232.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	O	AL005	DUOVISC VISCOELASTIC SYSTEM	1	6	\$66.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)

A pop-up will appear, displaying the total amount of the original transaction in the **top line**.

The 'Split Transaction' pop-up form asks 'How would you like this transaction split?'. It features two input fields for 'Amount'. The first field contains '-650.00' and the second field contains '0.00'. Below the fields, the total amount '\$ -650.00' is displayed in red. At the bottom, there are 'Cancel' and 'Save' buttons. A red arrow points to the first 'Amount' field.

Enter the amount you wish to allocate to the **first receipt** in the top line. The **second Amount field**

will automatically populate with the remaining balance.

Colonoscopy

Split Transaction

How would you like this transaction split?

Amount

Amount

\$ -650.00

Click **Save**.

The original transaction will now appear as two separate lines.

Back to Appointments / 154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⌚ Total 5,925.00

Patient Details Appointments Recalls Accounts **Episodes** Communication Chart Tracking Documents Clinical

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
21	864	06/06/2025	06/06/2025	Discharged	D/O	Left Cat & IOL		BUP	Eyes, Bright	Shaes Private Hospital
20	856	02/06/2025	02/06/2025	Discharged	D/O	Gastroscopy		BUP	Doctor, New	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 06/06/2025 | Invoices for Admission: 864 Episode Total 1,448.00 Balance Due 798.00 Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
582	BUP	\$1,298.00	\$0.00	\$-650.00	\$648.00	06/06/2025 6:56 AM	Shae Darr (Altura)
583	U/I	\$150.00	\$0.00	\$0.00	\$150.00	06/06/2025 6:56 AM	Shae Darr (Altura)

Invoice: 582 | BUP: 123456 Invoice Total 1,298.00 Balance Due 648.00 Show voided transactions Invoice Options v

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
582	BUP	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-150.00	0.00	H	06/06/2025 6:55 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-500.00	0.00	H	06/06/2025 6:55 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	A	ACCOM	SameDay Accommodation Fee Band : 4	1	4	\$400.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	T	42702	Lens extraction and insertion of intraocul...	-	6	\$600.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	O	AL025	AcrySof Multipiece Models MN60MA, M...	1	6	\$232.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	O	AL005	DUOVISOC VISCOELASTIC SYSTEM	1	6	\$66.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)

Please see our wiki page for instructions on how to **Reallocate the Transaction** to another invoice or episode for this patient.

[Reallocate Transaction \(Hospital\)](#)

[Reallocate a Transaction \(Hospital\)](#)

In some instances, a payment may need to be reallocated to another invoice or episode for the

patient.

If the transaction needs to be split into two amounts before reallocation, please refer to our wiki page for instructions on how to **Split Transaction/Payment (Hospital)**.

[Split Transaction/Payment \(Hospital\)](#)

To reallocate a payment, navigating to the **Episodes Screen** and locating the relevant payment. Utilise the menu icon (*three dots on the transaction line*) to select **Reallocate Transaction**.

The screenshot shows the 'Episodes' screen for patient 154 - SWAGGER, Bob Lee (08/12/1975 - 49). The top navigation bar includes 'Patient Details', 'Appointments', 'Recalls', 'Accounts', 'Episodes', 'Communication', 'Chart Tracking', 'Documents', and 'Clinical'. A search bar and 'Print'/'Export To' buttons are also visible. The main table lists episodes with columns for No., Adm #, Adm. Date, Dis. Date, Status, Nights, Procedure, Other Notes, Fund, Surgeon, and Location. Below the table, there are sections for 'Admission Date: 06/06/2025 | Invoices for Admission: 864' and 'Invoice: 582 | BUP: 123456'. A context menu is open over the invoice line item for \$150.00, with options: 'Delete Transaction', 'Reallocate Transaction', and 'Split Transaction'. A red arrow points to the 'Reallocate Transaction' option.

A pop-up will appear displaying all of the patient's other invoices across all admissions. This is particularly useful when reallocating a deposit from one episode to another - for example, in the case of a cancelled procedure.

The screenshot shows the 'Re-allocate Deposit/Payment - 154 - Bob Lee SWAGGER' dialog box. The title bar includes a close button (X). The main text asks: 'Select which episode and/or invoice you want to link the deposit of \$-150.00 to.' Below this is a table with columns: Adm. Date, Adm #, Epi #, T, Inv #, Fund Name, and Admitting Dr. A red arrow points to the row with Adm. Date 06/06/2025, Adm # 864, Epi # 21, T P, Inv # 583, Fund Name Un-Insured Accounts, and Admitting Dr EYES, Bright. At the bottom right of the dialog are 'Cancel' and 'Link Payment' buttons.

Once the appropriate invoice is selected, click **Link Payment**.

In the example below, the \$150 deposit has been reallocated from **Invoice 582** to **Invoice 583**.

154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⏰ Total 5,925.00

Patient Details Appointments Recalls Accounts **Episodes** Communication Chart Tracking Documents Clinical

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
21	864	06/06/2025	06/06/2025	Discharged	D/O	Left Cat & IOL		BUP	Eyes, Bright	Shaes Private Hospital
20	856	02/06/2025	02/06/2025	Discharged	D/O	Gastroscopy		BUP	Doctor, New	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 06/06/2025 | Invoices for Admission: 864 Episode Total 1,448.00 Balance Due 798.00 Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
582	BUP	\$1,298.00	\$0.00	\$-500.00	\$798.00	06/06/2025 6:56 AM	Shae Darr (Altura)
583	U/I	\$150.00	\$0.00	\$-150.00	\$0.00	06/06/2025 6:56 AM	Shae Darr (Altura)

Invoice: 583 | U/I: 123456 Invoice Total 150.00 Balance Due 0.00 Show voided transactions Invoice Options

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
583	U/I	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-150.00	0.00	P	06/06/2025 6:55 AM	Shae Darr (Altura)
583	U/I	06/06/2025	06/06/2025	O	GAP	Gap Pre-Payment	1	7	\$150.00	0.00	P	06/06/2025 6:56 AM	Shae Darr (Altura)

Refund Adjustment via Episodes Screen (Hospital)

Navigate to the **Episodes Screen** and select the **invoice** that requires the refund.
Utilise the **Invoice Options** dropdown to select **Adjust Invoice**.

154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⏰ Total 2,083.00

Patient Details Appointments Recalls Accounts **Episodes** Communication Chart Tracking Documents Clinical

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
19	846	23/05/2025	-	Admitted		Colonoscopy & Gastroscopy	BMI 44	BUP	House, Greg	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital
11	682	30/01/2025	30/01/2025	Discharged	D/O	Gastroscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 23/05/2025 | Invoices for Admission: 846 Episode Total 0.00 Balance Due -500.00 Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
573	U/I	\$0.00	\$0.00	\$-500.00	\$-500.00	22/05/2025 11:46 AM	Paula Martin (Altura)

Invoice: 573 | U/I: 123456 Invoice Total 0.00 Balance Due -500.00 Show voided transactions Invoice Options

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
573	U/I	23/05/2025	22/05/2025	D	DEPOS	Deposit Applied: Credit Card	-		\$-500.00	0.00	P	22/05/2025 11:46 AM	Paula M

Episode Notes Financial Notes

Invoice Options dropdown menu items:
 Adjust Invoice
 Combined HC21 & Inv
 Deposit Copy
 HC21 Left
 HC21 Right
 HC21 Back
 Invoice Copy
 Invoice Status
 Reverse Invoice
 Statement Copy

1. The **Transaction Date** will populate as the current date but can be amended if required to reflect the actual date the refund was processed.
2. Select **Refund** in the **Type** field.
3. The **Payment Type** field is displayed allowing the facility to record how the refund was processed.
4. Add the **refund amount** to the corresponding **Allocated** field.
5. Click **Save**

ACCOUNTS > ADJUSTMENTS

SWAGGER, Bob Lee

Adjustment Details

Location: Shaes Private Hospital

Transaction Date: 02/12/2025

Type: Refund

Payment Type: Direct Deposit

Drawer: _____

Reference No.: _____

Bank: _____

Branch: _____

Click to Search for an Individual Account

Show All Invoices

MRN	Surname	First Name	Adm Date	Inv#	Fund	Balance	Allocated	Possible Balance
154	SWAGGER	Bob Lee	07/07/2025	664	BUJ	2,500.00	0.00	2,500.00
154	SWAGGER	Bob Lee	28/07/2025	641	BUJ	1,000.00	0.00	1,000.00
154	SWAGGER	Bob Lee	29/08/2025	718	UII	-50.00	0.00	-50.00
154	SWAGGER	Bob Lee	13/11/2025	724	BUJ	-1,000.00	0.00	-1,000.00
154	SWAGGER	Bob Lee	13/11/2025	725	UII	-50.00	0.00	-50.00
Total Allocated:							0.00	

Save Cancel

Your New FYDO Dashboard!

We're excited to announce the launch of a **long-awaited update** to your FYDO Dashboard!

The first stage of this update will deliver valuable new content, and allow you to click on links to find helpful information, including:

- **FYDO Updates** - Stay informed with the latest news and insights.
- **FYDO Information** - Have Altura Health contact information at your fingertips.
- **Feature Spotlights** - Learn more about existing FYDO features you may not be using yet!
- **New Feature Announcements** - Be the first to know when new tools and enhancements go live.

Welcome to Your Dashboard

Feature Highlight

FYDO + Preadmit - An unbeatable combination!

Our advanced Preadmit feature simplifies patient onboarding by providing a seamless digital preadmission process. FYDO + Preadmit is the perfect package to ensure a smoother experience for both patients and staff while meeting compliance requirements. Click here for more info on how Preadmit can benefit your facility!

[Learn more](#)

Recent Changes

- Preadmit Patient Alerts
26 minutes ago →
- Theatre Roster Updates
6 days ago →
- SA Cancer Registry Screen
1 day ago →

Quick Links

- fydo@alturahealth.com.au
- (02) 9632 0026
- FYDO Wiki Manual
- FYDO Hospital Updates
- FYDO Clinic Updates

We know many of you have been eagerly awaiting this Dashboard refresh, and this is just the beginning! We'll continue expanding and refining it to give you faster, easier access to the information you need.

Thank you for being part of the FYDO journey – we're thrilled to keep building better solutions for you!

If you have any questions or feedback, feel free to reach out to our Altura Health Team.

Preadmit - Unblocking a Patient

Patients will have their access to the preadmit portal **temporarily suspended** after 5 incorrect password attempts. If this occurs, they will need to wait **10 minutes** before attempting to log in again. [REDACTED]

If they continue to attempt to log in with the incorrect password, their account will be **permanently suspended**. If this occurs, they will need to contact the hospital directly to have their account **Unblock**. [REDACTED]

If a patient calls and needs to be unblocked, follow these instructions.

Log into your **Hospital Preadmit Portal** and navigate to the **Patients Tab**.

The screenshot shows the Preadmit Portal dashboard. At the top, there are navigation tabs: DASHBOARD, PATIENTS (highlighted with a red box and arrow), FORMS, SETTINGS, and CREDITS. Below the navigation are four summary cards: Available Credits (23), Total Submitted Forms (65, with a red '1' in a circle), Total Incomplete Forms (22), and Forms waiting to be exported (0). To the right, a blue box displays '11 Number of Active Patients' and 'Last Form SUBMITTED' (03/04/2025 11:39 AM) and 'Last Patient SIGN UP' (04/04/2025 07:35 AM). Below this is a 'Start From' dropdown set to 'November 2024' and a 'Print' button. The main content is a table with columns for months from November to April. Each month's data is as follows:

Month	Submitted Forms	Incomplete Forms	Patient Sign Ups
NOVEMBER	7	0	0
DECEMBER	5	7	0
JANUARY	15	2	1
FEBRUARY	8	1	3
MARCH	7	2	1
APRIL	3	1	1

Find the required patient, utilising the **Search** field if required.

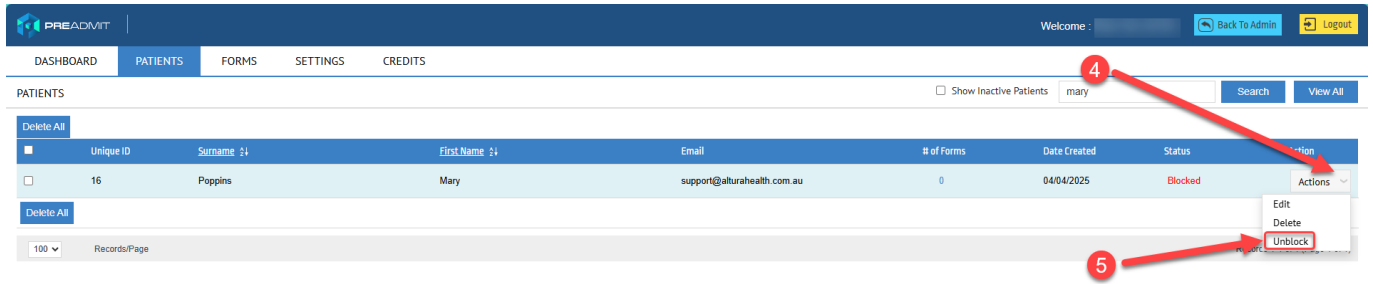
The patient will appear as **Blocked** if they have exceeded the initial 10-minute restriction and continued to attempt to log in.

The screenshot shows the 'PATIENTS' tab in the Preadmit Portal. A search bar contains the name 'mary' (highlighted with a red box and arrow labeled '2'). Below the search bar is a table of patients. The table has columns: Unique ID, Surname, First Name, Email, # of Forms, Date Created, Status, and Action. One patient is listed:

Unique ID	Surname	First Name	Email	# of Forms	Date Created	Status	Action
16	Poppins	Mary	support@alturahealth.com.au	0	04/04/2025	Blocked	Actions

At the bottom of the table, there is a 'Records/Page' dropdown set to '100' and a 'Records 1-1 of 1 (Page 1 of 1)' indicator. A red arrow labeled '3' points to the 'Blocked' status in the table.

To unblock the patient, click on the **Actions** dropdown and select **Unblock**.



Patient will then need to follow the steps in the below PDF document to **reset their password**.

You are able to **download the below PDF** and send it to the patient if required.

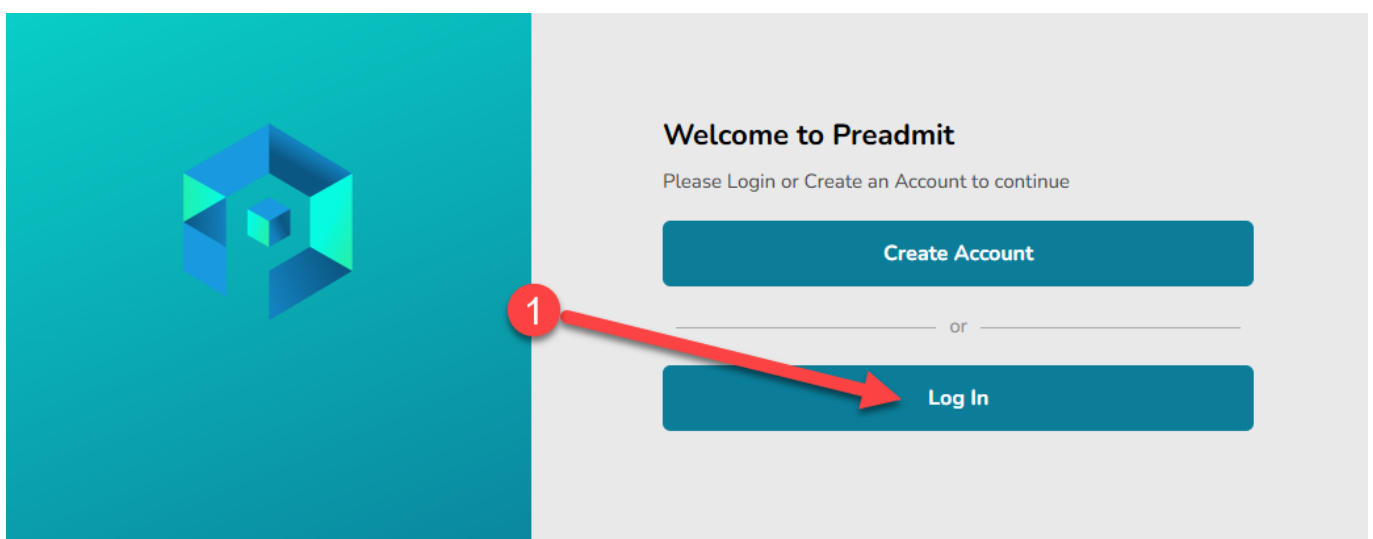
[Preadmit - Resetting Patient Password - Patient InstructionsDownload](#)

[Preadmit - Resetting Password - Patient Instructions](#)

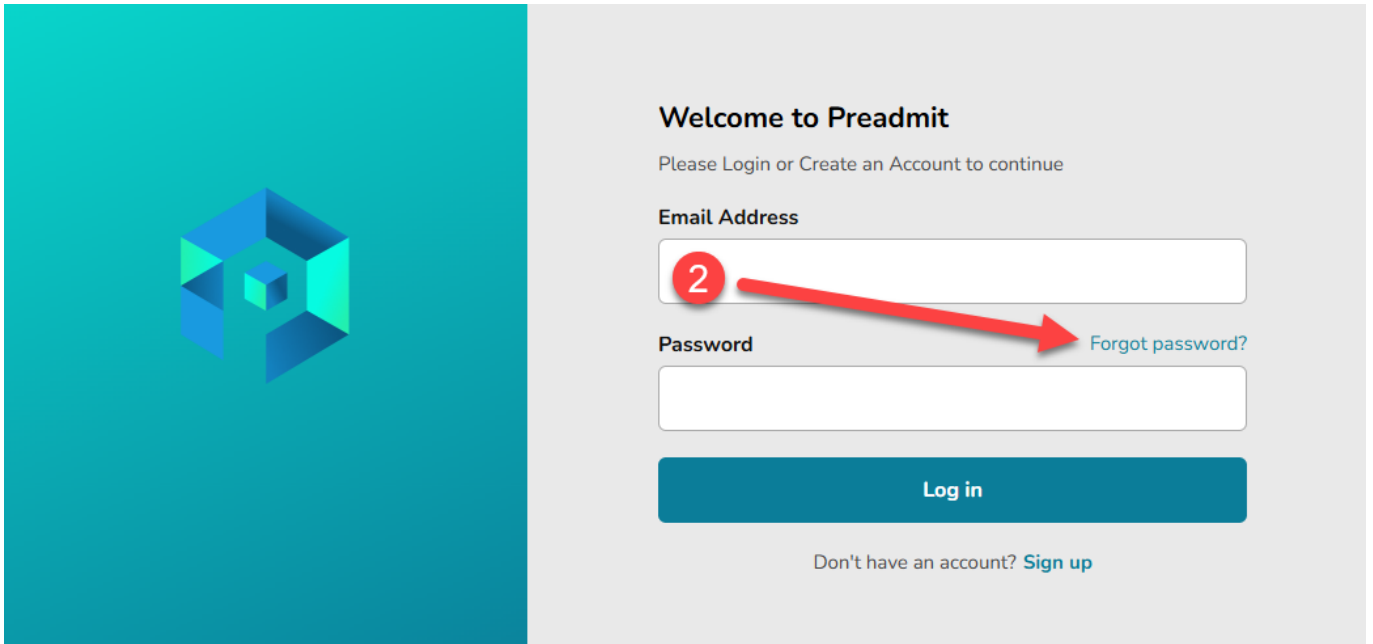
Access to the preadmit portal will be **temporarily suspended** after 5 incorrect password attempts. If this occurs, please wait **10 minutes** before attempting to log in again.

If you continue to attempt to log in with the incorrect password, your account will be **permanently suspended**. If this occurs, you will need to contact the hospital you are attending to have them **Unblock** your account.

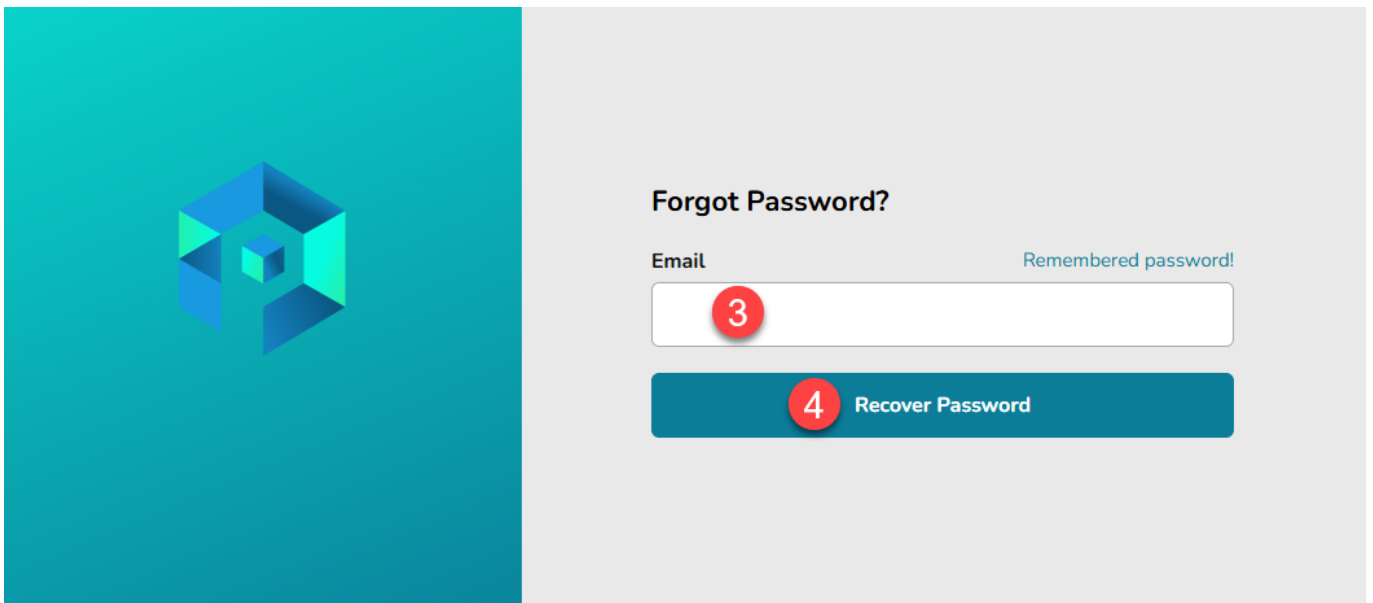
You will then be able to navigate to the **Patient Preadmit Portal** and click **Log In**.



Click **Forgot Password?**



Enter the patients **Email Address** and click **Recover**.



Check your email address for a link to **reset your password**.

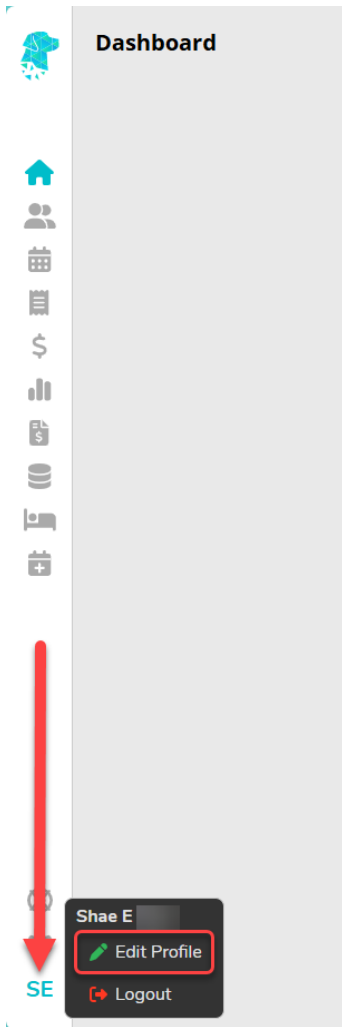
Updating a Username

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.

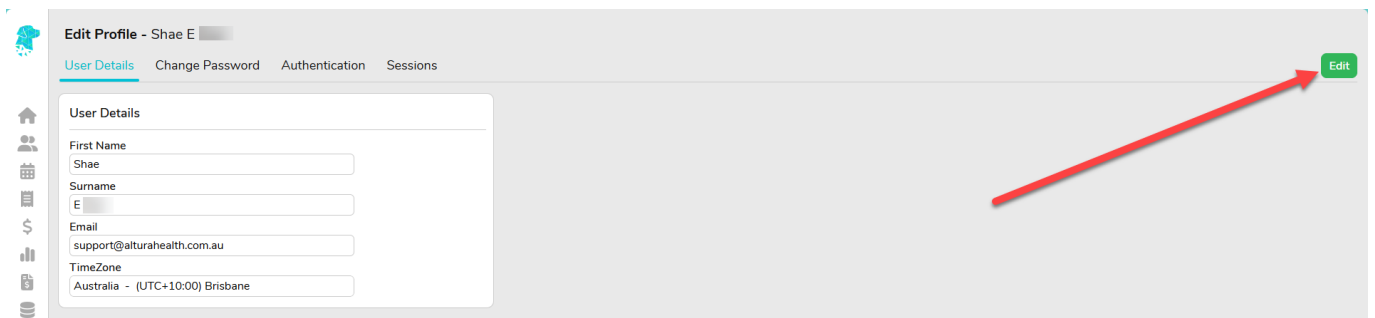


1. Hover over **User Profile** (*Your Initials*)

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**



Edit Profile - Shae E Darr

[User Details](#) [Change Password](#) [Authentication](#) [Sessions](#)

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

User Details

First Name
Shae

Surname
Testing

Email
support@alturahealth.com.au

TimeZone
Australia - (UTC+10:00) Brisbane

