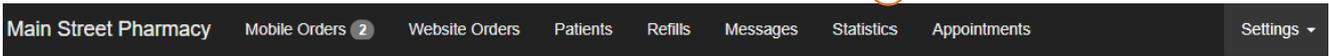
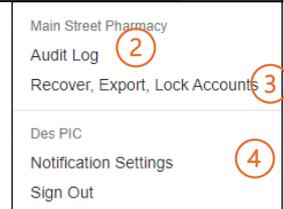


1 SETTINGS OVERVIEW & STATISTICS



1. Statistics: number of active users; reminders, orders by month, time of day & type of phone.
2. Audit log: search for a patient booking or order.
3. Recover, Export, Lock Accounts: GDPR settings. Account recovery for users who upgraded or lost phone or forgot PIN.
4. Browser notifications: Browser notification when a new order or booking has been received. Google “enable sound notifications on chrome browser” for details on how to add a sound to the notification.



2 AUDIT LOG – SEARCH FOR AN EVENT

Audit Log

Date	Event	User	Object	Comment
May 30, 2024, 12:01 p.m.	View Appointment	Des PIC	P. D. – Video Co...	
May 30, 2024, 9:39 a.m.	View Appointment	Des PIC	P. D. – Video Co...	
May 30, 2024, 9:21 a.m.	Book Appointment	P. D.	Video Consultation	
May 30, 2024, 9:20 a.m.	New Order	P. D.	8693ff10	
May 17, 2024, 3:08 p.m.	Close Account	P. D.		
May 17, 2024, 1:17 p.m.	New Order	P. D.	f6d6c966	
April 16, 2024, 3:17 p.m.	Close Account	P. D.		
April 12, 2024, 11:39 a.m.	New Order	P. D.	9395630d	

Search

P. D. 1

Period 2

Any Time
 Past Day
 Past 3 Days
 Past Week
 Past Month

Staff Actions 3

Complete Account Setup
 Sign In

Customer Actions 4

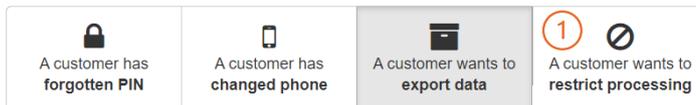
Install App
 Recover Account
 Close Account

Apply Filters

1. Enter patients initials in the format: P. D. (Patient Des).
2. Select a timeframe.
3. If needed select Staff Actions or Customer Actions Filters.
4. Press Apply Filters. Scroll down to see button and all filters.
5. Select Object to view details

3 GDPR – EXPORT DATA & RESTRICT PROCESSING

Customer Accounts Console



Patient Des 2

Website visitor Restrict Processing 3

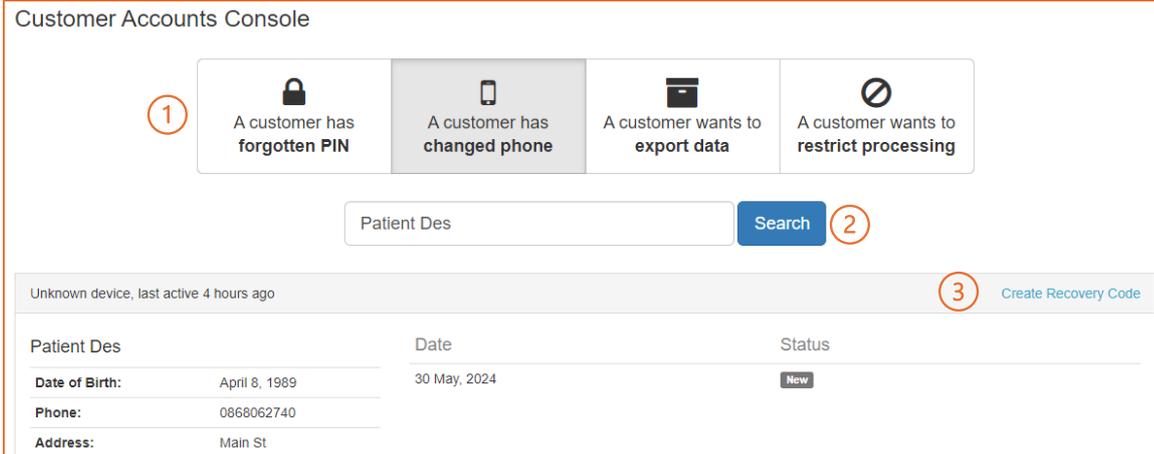
Desmond Patient

Date of Birth: March 17, 1958

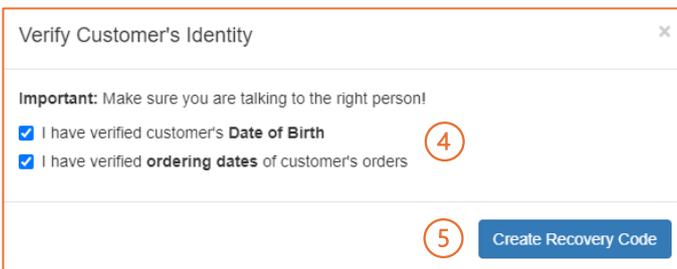
Phone: +353868062740

1. Select Export Data or Restrict Processing
2. Enter Patients name and press Search.
3. Press Restrict Processing or Export Data to open a “Verify Customer’s Identity” window.
4. Verify Customer’s Identity – please see steps 4 on Account Recovery instructions before proceeding.

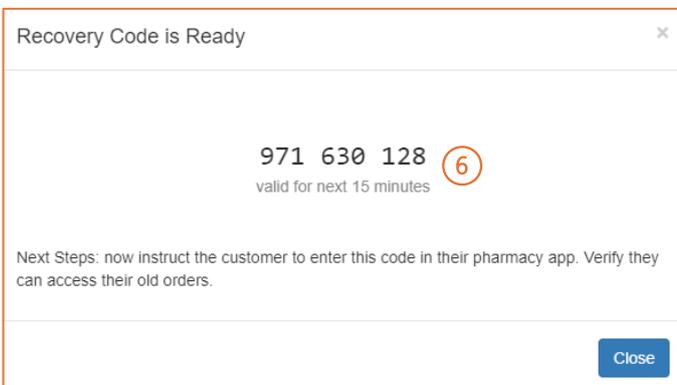
4 ACCOUNT RECOVERY – NEW PHONE / FORGOT PIN



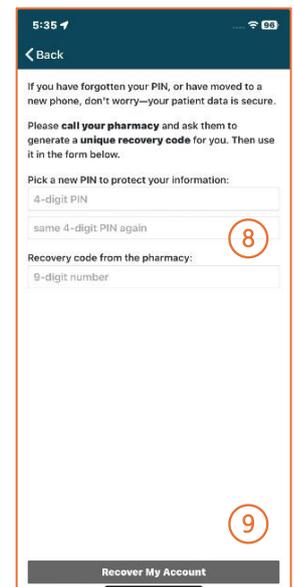
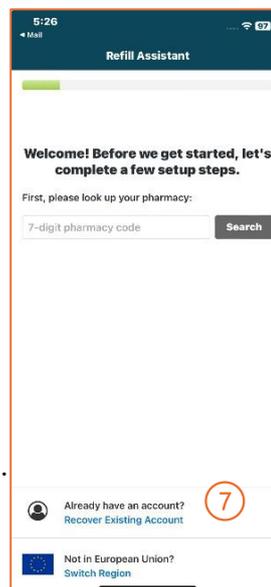
1. Select A customer has **forgotten PIN** or **changed phone**.
2. Enter Patients name and press **Search**.
3. Press **Create Recovery Code** to open a “Verify Customer’s” Identity window.



4. Verify the customer’s identity using date of birth and order dates with customer.
5. Press **Create Recovery Code** to open a Recovery Code window.



6. The recovery code is valid for 15 minutes.
7. On the app, the customer presses **Recover Existing Account**.
8. On the app, the customer enters a 4-digit PIN and the recovery code within the 15-minute window.
9. On the app, the customer presses **Recover My Account**.



5 BROWSER NOTIFICATIONS

1. Go www.refillassistant.ie/support/ and enter the login emails that require notifications.
2. After 1 working day, click Settings -> Notification Settings -> Enable & Save

