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Administrator Portal - Operational Access How to Guide

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What is the Administrator Portal?

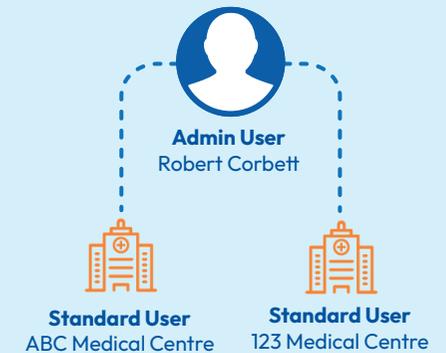
The Administrator Portal allows a single user to access the online portal and functionality for multiple Team Medical customer accounts. This access grants the administrator full functionality for those accounts. With additional configuration, it can also provide the Administrator User access to manage orders that require approval.

For the online customer portal, there are two main types of users:

- Standard Users - these users once logged in can only access a single Team Medical customer account.
- Admin Users - these users once logged in have access to multiple Team Medical customer accounts and the order approvals page.

For example, in the diagram on the right, the Admin User Robert would have access to the online portal and Standard User functions for ABC Medical Centre and 123 Medical Centre.

This how-to guide explains a bit more about the Administrator Portal and some of the functionality available to Admin Users.



Accessing the Administrator Portal

Head to www.teammed.com.au/login and log in using your Admin User credentials.

Hint: all admin usernames begin with an "A", for example:

Username: A012548

Password: Oranges0125

Usernames and passwords are case sensitive.

Returning to Administrator Portal Dashboard

When logged into the Administrator Portal, a message appears that says "click here to return to Admin Portal" at the top of the screen. You can click on this at any time to return to the Administrator Portal Dashboard.

Note: Access to the Administrator Portal and associated functionality requires additional configuration. To request access, please speak to your Team Medical Account Manager.

The screenshot shows the Team Medical Administrator Portal Dashboard. At the top, a navigation bar contains a link 'Click here to return to Admin Portal' circled in red. Below the navigation bar, the dashboard displays the user's name 'Robert Corbett' and '42 Orders Pending Approval' with a 'View Approvals' button. A search bar for accounts is present. Below this is a table listing medical centres:

Acc No.	Account Name	Department	Building	Street Address	Suburb	State	Postcode	
4178218	123 MEDICAL CENTRE		HARBOUR BUILDING	422 OCEANIA TERRACE	WYNNUM	QLD	4178	Access Account
2147888	ABC MEDICAL CENTRE		VICTORY TOWER	124 MURRAY ST	SEVEN HILLS	NSW	2147	Access Account

Navigating the Administrator Portal Dashboard

Once you've logged in, you will land on the Administrator Portal Dashboard. The dashboard displays a list of customer accounts you have administrator access to, as well as a snapshot of orders pending approval.

1 Customer Account Table

The customer account table lists basic information on all of the customer accounts you have access to.

2 Searching for Customer Accounts

Using the Search Accounts bar above the customer account table makes it easier to find the account you wish to access. You can use the information from any of the columns in the customer account table, for example, the street address.

3 Accessing Customer Accounts

Find the customer account you'd like to access, then click on the blue "Access Account" button.

4 Pending Approvals

On the top right, under the main website menu bar, it will outline how many pending order approvals you have. The "View Approvals" buttons will take you to your order approvals page.

You can learn more about the order approval functionality in the Order Approval How-To Guide. You can access our how-to guides at www.teammed.com.au/help.

teammed.com.au/shop/?page=select-accounts

Click here to return to Admin Portal

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SHOP BY PRODUCT SHOP BY PROFESSION About Us Meet our Team

Diagnostic Equipment Medical Equipment Furniture & Fittings Wound Care Surgical Instruments Disposables & General Supplies Pharmaceuticals Podiatry Supplies

Administrator Portal Dashboard

Robert Corbett
Team Medical

42 Orders Pending Approval
View Approvals

Search Accounts

Acc No.	Account Name	Department	Building	Street Address	Suburb	State	Postcode	
4178218	123 MEDICAL CENTRE		HARBOUR BUILDING	422 OCEANIA TERRACE	WYNNUM	QLD	4178	Access Account
2147888	ABC MEDICAL CENTRE		VICTORY TOWER	124 MURRAY ST	SEVEN HILLS	NSW	2147	Access Account

My Account Dashboard

Once you've accessed an account, you will land on the My Account Dashboard. This is the page that a Standard User is directed to once logged in. The My Account Dashboard is the hub for all things related to a customer account.

By using the **Quick Links Menu** you can easily access website functions and account information, including:

Order Forms

Use this page to access and manage orders forms. Order forms are a great way to centralise the products that can be purchased into one easy-to-use form.

Purchase History

Lists all the products this customer has purchased over the past 12 months. For products purchased in the last 6 months, the quantity purchased per month will also be displayed. From this page you can search your purchase history, add to cart or export the displayed data to CSV.

Track Recent Orders

Displays recent orders and the current status. Once orders are shipped, a tracking link will also be displayed on this page.

Back Orders

Displays any back orders on products as well as an ETA. If an ETA is missing you can also request an ETA from this page.

Invoice and Credit Notes

Lists all of your recent invoices and includes a PDF download link.

Statements

Lists all of your monthly statements, includes a PDF download link. Statements for the current month can also be requested from this page.

Online Payments

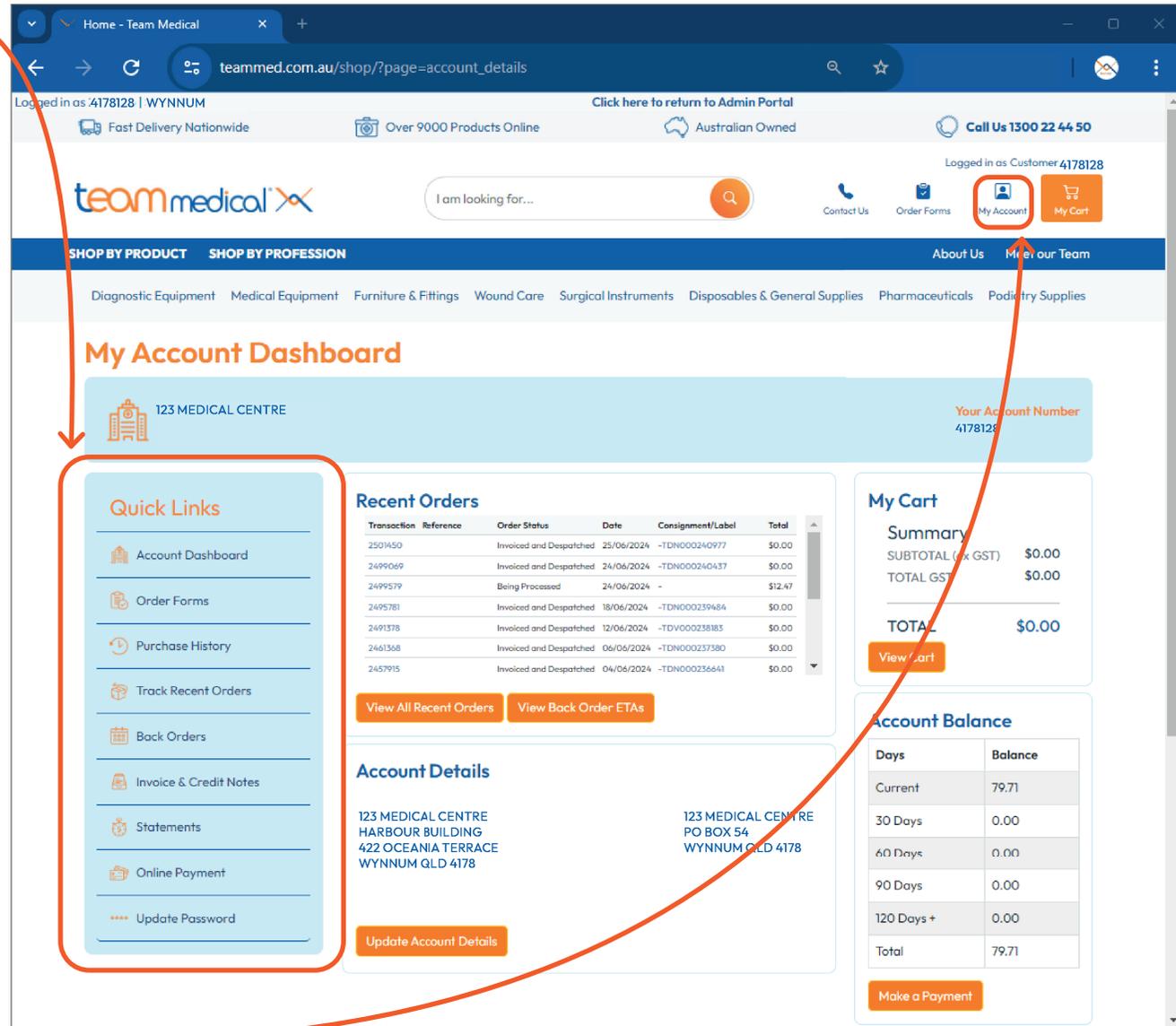
Lists all unpaid invoices and their current status. From this page you can select the invoices you wish to pay and complete an online payment via Credit Card.

Update Password

Use this page to update a password for a Standard User, passwords for Admin Users can only be changed by Team Medical.

Returning to My Account Dashboard

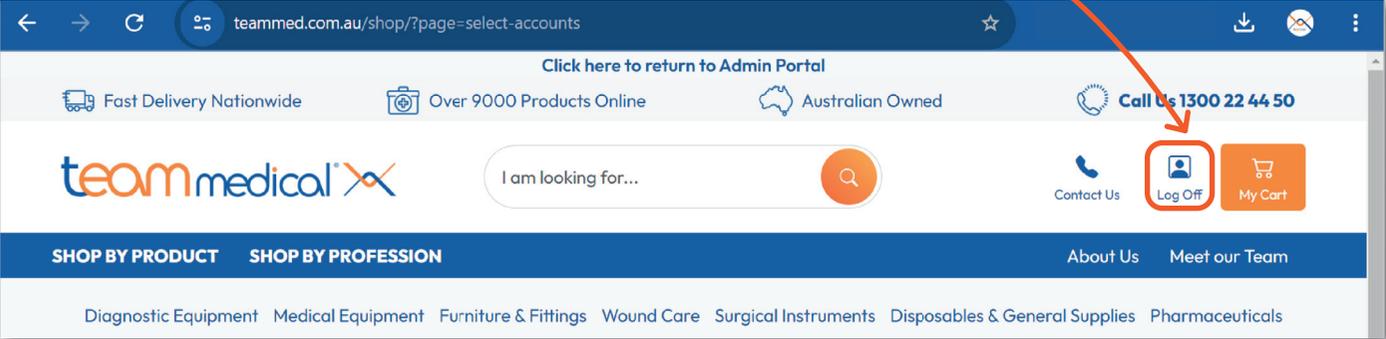
To return to the My Account Dashboard click on the My Account Icon located next to the shopping cart icon.



Logging Out

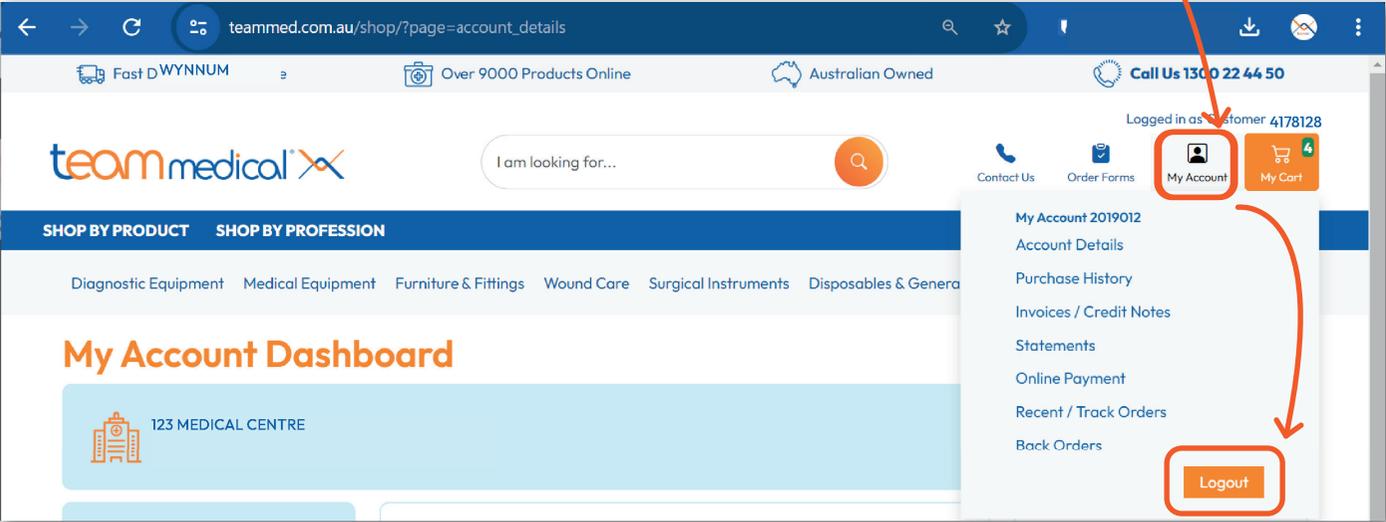
Admin User

Click on the Log Off icon, located above the menu bar.



Standard User

Click on the My Account icon, located above the menu bar. Then click on the logout button.



If assistance is required, please contact your Account Manager or our Customer Service Centre on 1300 22 44 50 during business hours.