



The Sydney
children's
Hospitals Network

care, advocacy, research, education

VMoney Web Setup

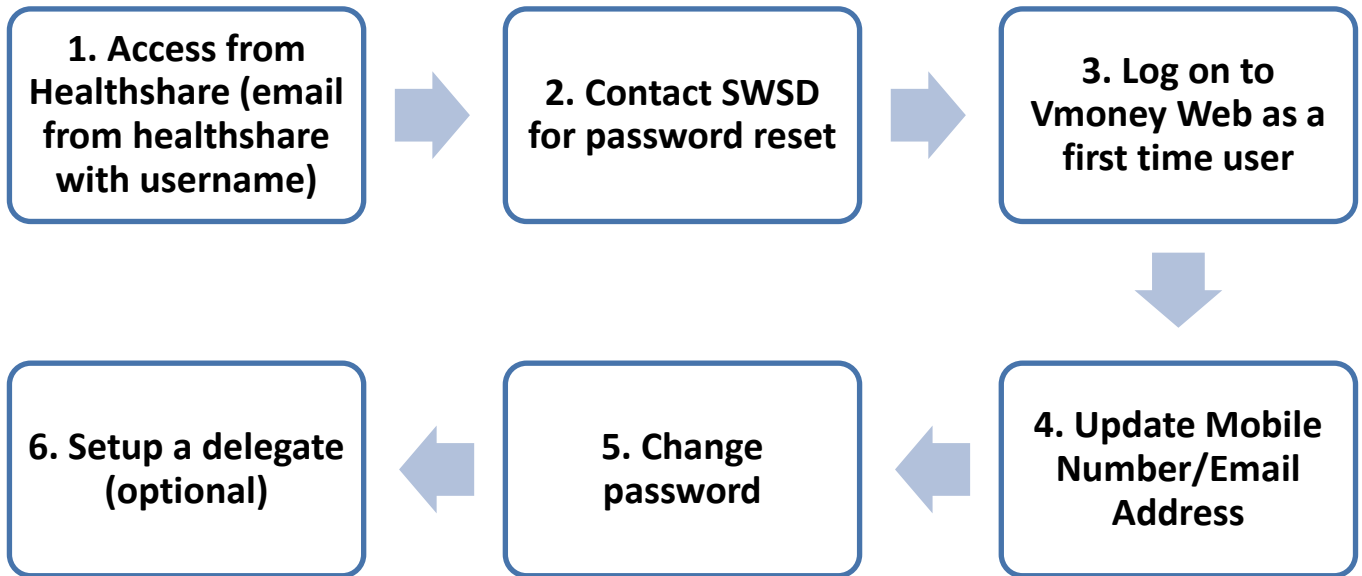
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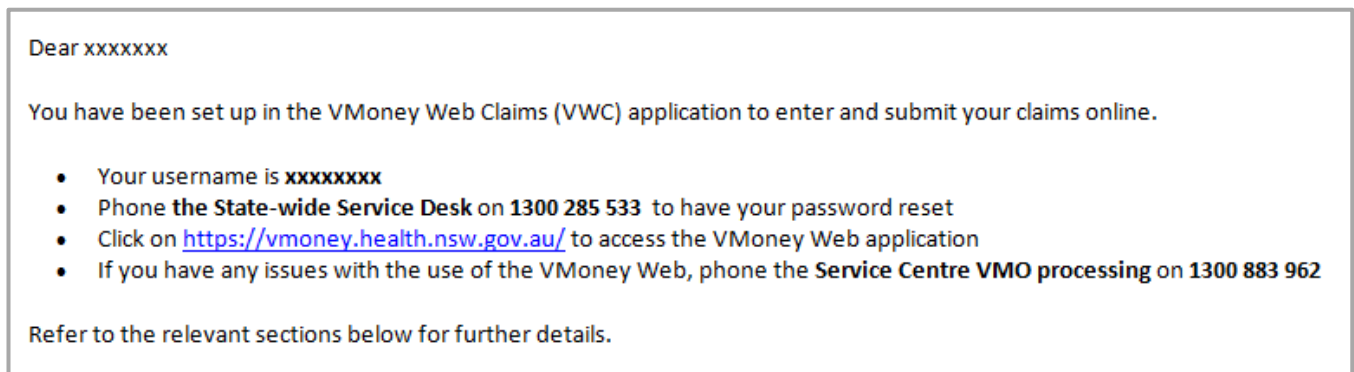
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Overview



Step 1: Access from Healthshare Services

In order to proceed with Vmoney Web, you must first be granted access from NSW Healthshare Services. If you are a new VMO to SCHN you must organize with the contracts administrator to request access on your behalf. If you are an existing VMO you would have received an email from Healthshare stating your access details.



The above image is an example of how the email looks like. This is confirmation that the VMO is registered in VMoney Web by Healthshare Services. This email will identify your username that you will need to login with. This is also known as your StaffLink number and is 8 digits long. Please take note of your username for reference. If you have not received this email, contact the Vmoney Web Hotline on 1300 883 962.

Step 2: Contact State Wide Service Desk (SWSD)

Once you have obtained your username, your next step is to contact State Wide Service desk SWSD. Call State Wide Service desk on 1300 285 533 to request a password reset for the Vmoney Web Application. Please note SWSD is open till 10pm Monday to Friday.

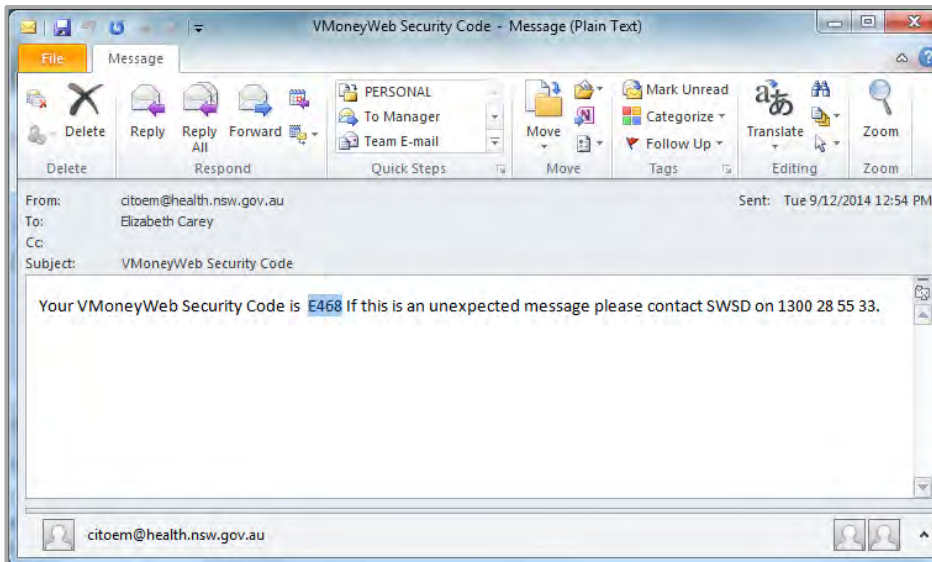
Step 3: Log on to VMONEY WEB as a first time user

1. Go to Internet Explorer, Google Chrome, or Mozilla Firefox and type the following website link in the address bar <https://vmoney.health.nsw.gov.au>



The screenshot shows the login interface for VMoney Web. It features a 'Login' heading at the top left. Below it are two input fields: 'Username' and 'Password'. A green 'Login' button with a checkmark icon is positioned below the password field. Underneath the button are two links: 'Forgot Password?' and 'How to Use Security Code'. At the bottom, a note states: 'If you are using IE9, please read this [web browser configuration](#) document'.

2. Type your username which is your StaffLink number (provided by Healthshare)
3. Type your password (provided by SWSD)
4. Click Login button or press Enter



5. You will receive an email/SMS notification stating the Security Code number.
 - *The security code number is valid for 5 minutes
 - *Each time you login to the system you will need to generate the Security Code, this includes if you are logged out or loose connection and try to reconnect.

Security Code Authentication

Security Code  Enter Security Code here.



[How to Use Security Code](#)

If you are using IE9, please read this [web browser configuration](#) document

6. Type the Security Code number into VMoney web login page
7. Click Validate Security Code button

Welcome to VMoney!

General disclaimer information

WARNING! You are using an unsupported browser. You may experience issues.
VMoneyWeb recommends use of: [Chrome](#), [Firefox](#) or at least Internet Explorer 9.

Please ensure that compatibility mode is turned off, and that your version of Internet Explorer is at least 9.

The sole purpose of this web application is to allow electronic submission and approval of VMO payment claims.

Access to this application is via user passwords. The user is responsible at all times for the proper use of the password and for all access under the password, which should be changed regularly to prevent misuse. It is a violation of conditions of use to use another's password or allow yours to be used. The user will ensure that they keep all information they may obtain or have access to in the course of their work and submitting claims for payments private and confidential.

Meanwhile, HSS is conscious of the importance of maintaining the confidentiality of your personal information. We only collect information that is necessary for us to carry out our duties including payment of your claims and take all possible steps to ensure that your personal information is not disclosed to or accessed by unauthorised persons.

8. You will be directed to the Vmoney Disclaimer page, click Accept to continue

VMoneyWeb Welcome TAMARA WILLEY Your Account | Log Out

Claims List

Claims List | Preferences | Reports | Links | Help | New Alert

Choose Assignment Clear Assignment Selection

Click on one entry from each column to progressively narrow the claims list.

VMO Name (Code)	Facility	Claim Type
Tama Willey (240344)	Sydney Children's Hospital	Sessional
Tama Willey (E32995)		

Claims List - Filtered to show: Sydney Children's Hospital Find Claim | New Claim

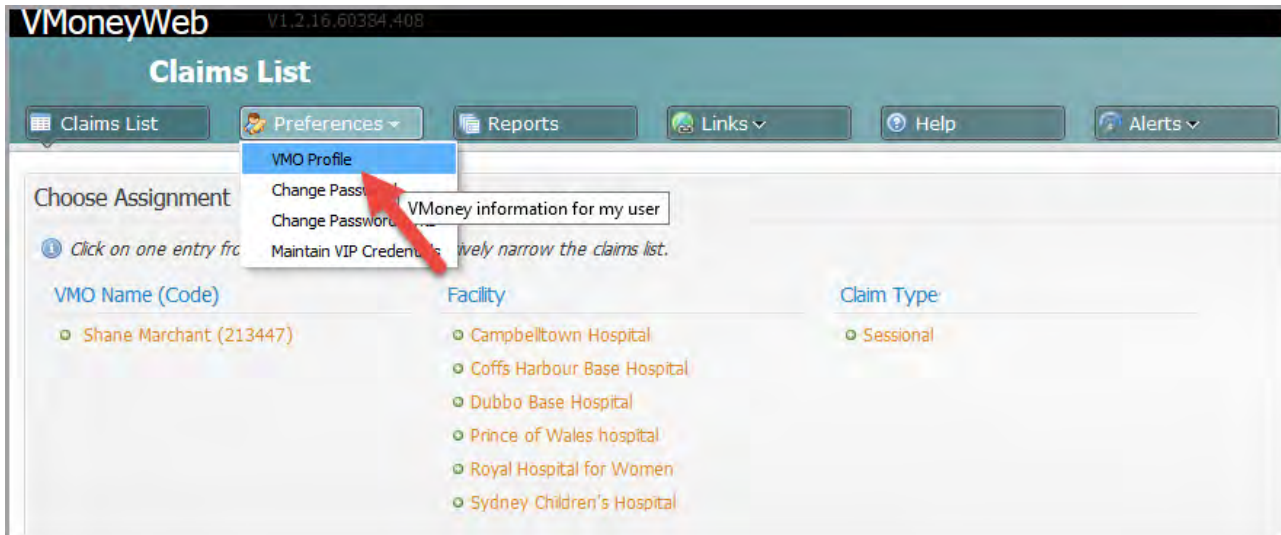
Status	Assignment	Period Worked	Period Processed	Processed Claim Id	Date Created	Last Updated	
Entered	Tama Willey	2014-09			2014-10-08	2014-10-13	View Claim
Paid	Tama Willey	2014-04	2014-05-01	1143504	2014-05-19	2014-08-19	View Claim
Paid	Tama Willey	2014-03	2014-04-01	1134430	2014-04-01	2014-04-29	View Claim
Paid	Tama Willey	2014-02	2014-03-01	1129953	2014-03-11	2014-03-24	View Claim
Paid	Tama Willey	2014-01	2014-02-01	1128892	2014-02-10	2014-02-27	View Claim
Paid	Tama Willey	2013-12	2014-01-01	1118046	2014-01-08	2014-01-09	View Claim
Paid	Tama Willey	2013-11	2013-12-01	1111796	2013-12-05	2013-12-06	View Claim
Paid	Tama Willey	2013-10	2013-11-01	1105428	2013-11-05	2013-11-06	View Claim

You will be directed to the Claims List screen which shows your contract details and claims.

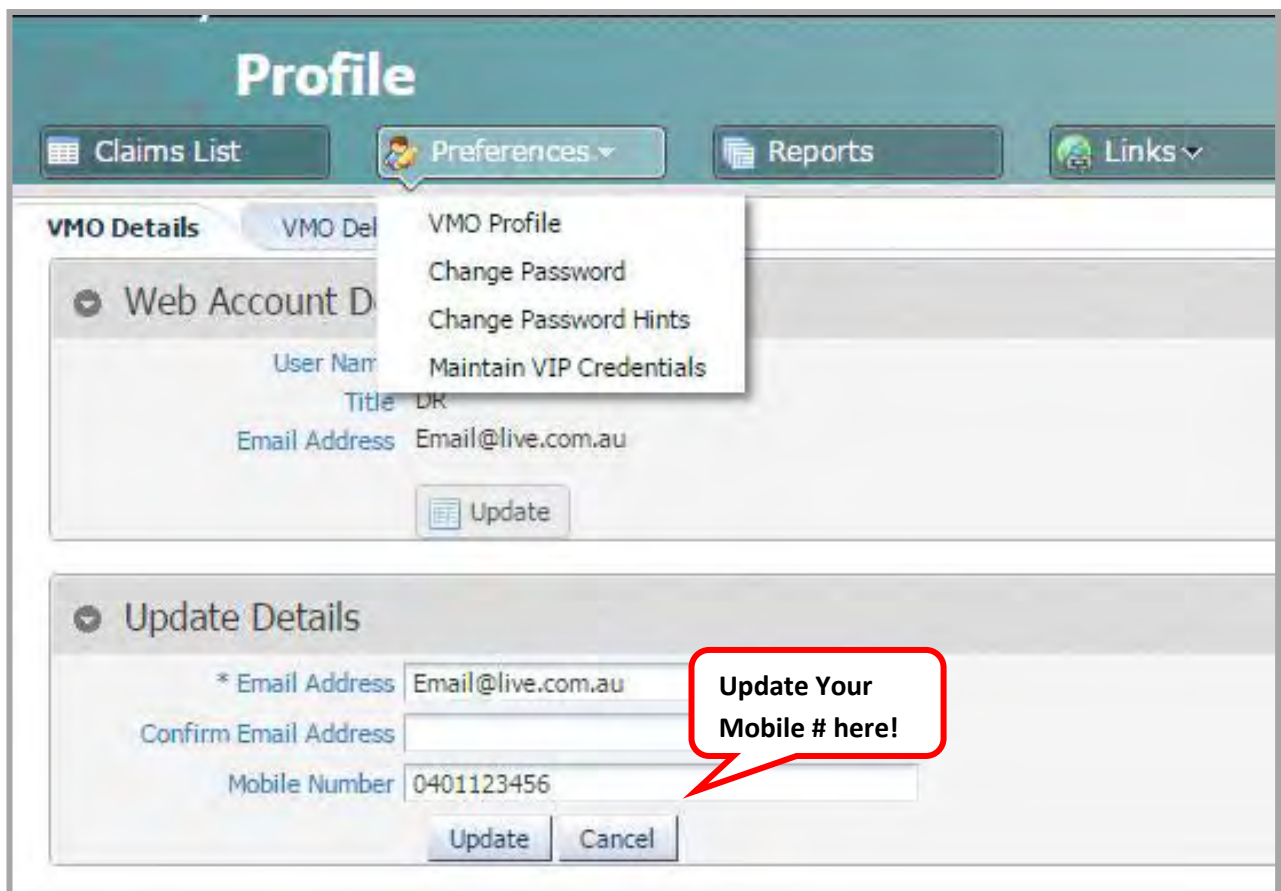
You have successfully logged on as a first time user.

Step 4: Update Mobile Number/Email Address

In order to receive this security code via SMS, Visiting Medical Officers (VMOs) must add or update a preferred mobile phone number through the VMoney Web application.



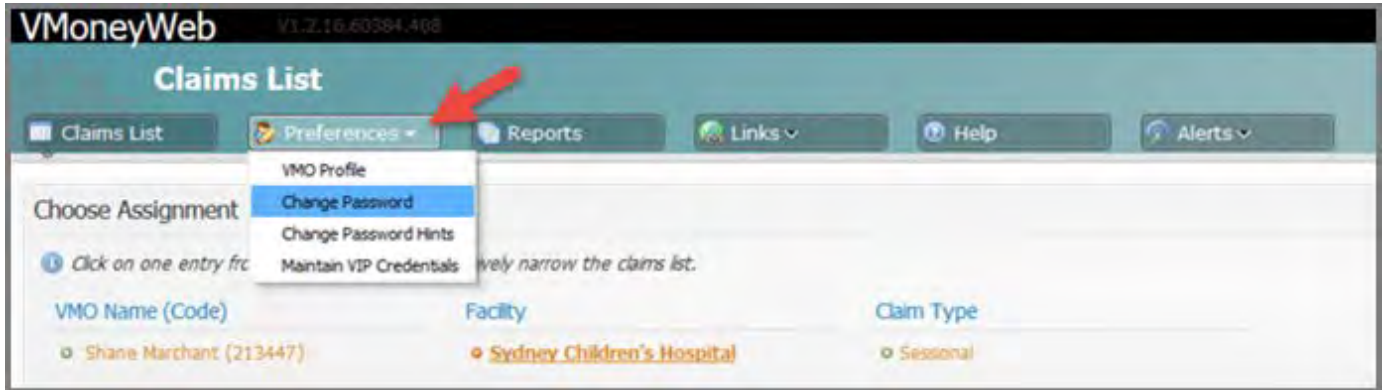
1. Go to Preferences tab and select VMO Profile



2. Go to Update Details area and check your mobile number.
3. If an update has been made, press the Update button.

Step 5: Change password

You will need to change the generic password that State Wide Service desk provided you. This is an opportunity to have your username and password the same as your network access details.



1. Go to Preferences tab and select Change password

Change Password

Your Password must be at least 8 characters long and contain:

- One uppercase letter (A-Z)
- One lowercase letter (a-z)
- One number (0-9)

Old Password

New Password

Confirm Password

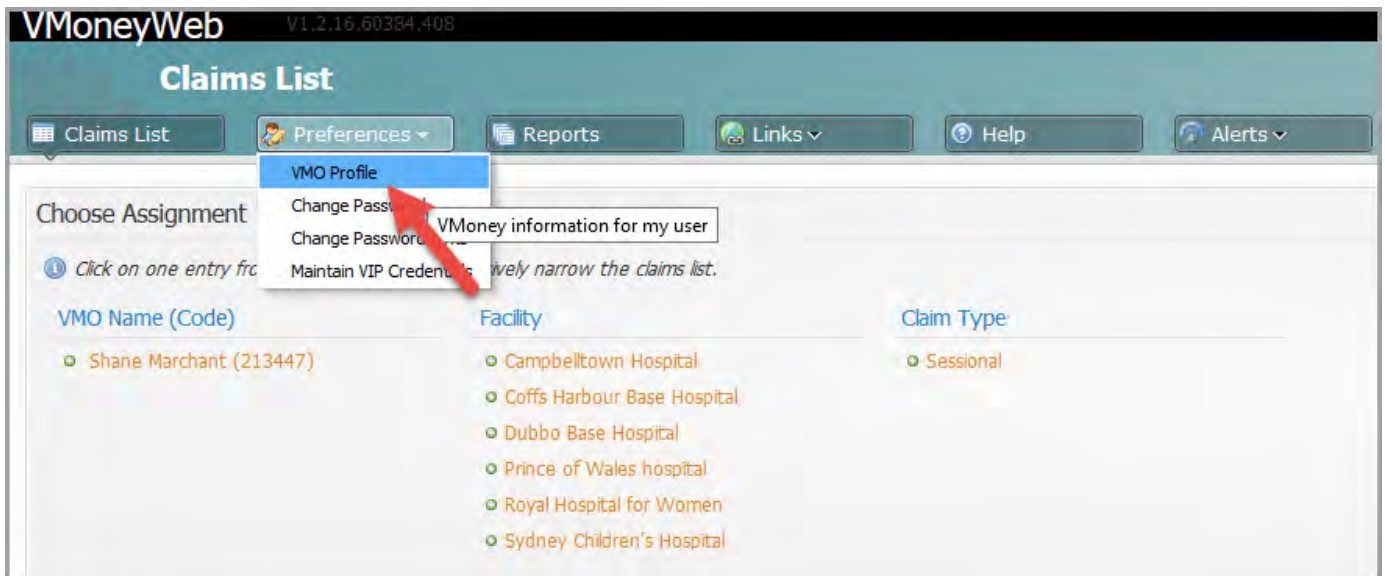
2. Type Old password provided by SWSD
3. Type your new password it must meet the password criteria shown in the above image
4. Retype your new password to confirm
5. Click Save button or press Enter to continue

Password is now changed.

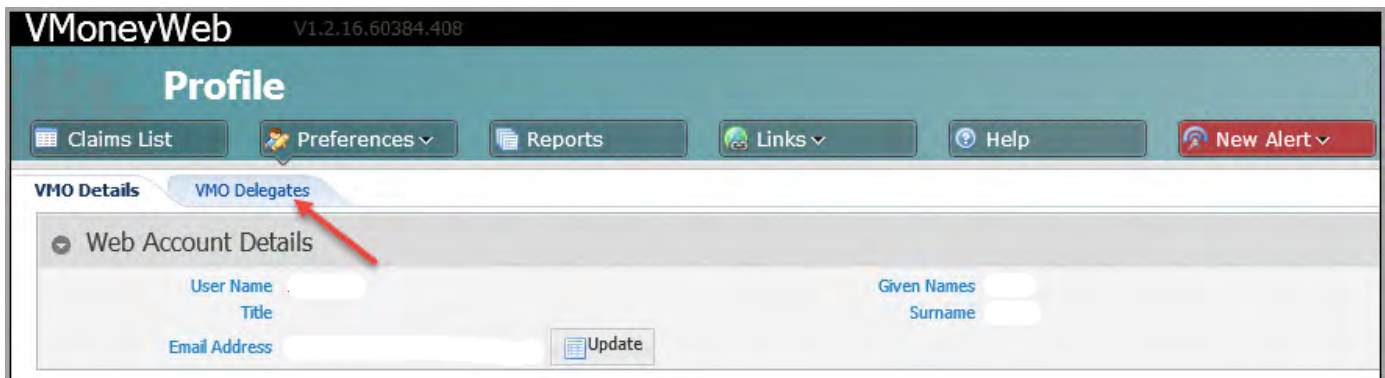
Step 6: Setup a Delegate (optional)

This step is optional. You may choose to have a delegate to enter the claims on your behalf. Please note, a delegate can enter the claim on behalf of the VMO but cannot submit. VMO will need to log in on completion of the claim, review the claim and submit. This constitutes as the VMOs electronic signature.

The delegate cannot be a LHD staff member it can be your secretary, practice manager etc. Once this has been determined, the VMO will need to submit registration details for the delegate(s).



1. Go to Preferences tab and select VMO Profile



2. Select the VMO delegates tab

VMoneyWeb V1.2.3-48621-400 Welcome CLORA DESCHEN

Profile

Claims List Preferences Reports Links Help

VMO Details **VMO Delegates**

VMO Delegate Registration

* Title * Date of Birth

* GivenNames * Email

* Surname

* Address Line 1 Area / Suburb

Address Line 2 State

Address Line 3 Country

* Post Code Out Side Australia

Enter at least one of the following:

Work Phone Home Phone

Mobile Phone PhoneFax

VMO Access

* VMO Codes to Associate with this Delegate

3. Enter the delegates' information and click the submit button. You must do this for each delegate.

Once delegate information has been submitted, Healthshare Services set up the delegate(s) in VMoney Web and forward them their own username. Delegates will need to complete this user guide to successfully log in as a delegate.

Troubleshooting: Internet Explorer vs. Google Chrome/Mozilla Firefox

Please note, if you enter the vmoney web address in Internet Explorer v11, the system compatibilities does not show all the data i.e. previous paid claims (as shown in screenshot below). This is an issue that the Vmoney team are looking into. If you notice the data is missing then it is best to open the web address in Google chrome or Mozilla Firefox; it works better due to Windows 8 software.

