VMoney Web
Setup
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Overview

1. Access from Healthshare (email from healthshare with username)
2. Contact SWSD for password reset
3. Log on to Vmoney Web as a first time user
4. Update Mobile Number/Email Address
5. Change password
6. Setup a delegate (optional)

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.

Dear xxxxxxx

You have been set up in the VMoney Web Claims (VWC) application to enter and submit your claims online.

- Your username is xxxxxxx
- Phone the State-wide Service Desk on 1300 285 533 to have your password reset
- Click on https://vmoney.health.nsw.gov.au/ to access the VMoney Web application
- If you have any issues with the use of the VMoney Web, phone the Service Centre VMO processing on 1300 883 962

Refer to the relevant sections below for further 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](https://vmoney.health.nsw.gov.au)

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

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

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

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
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.