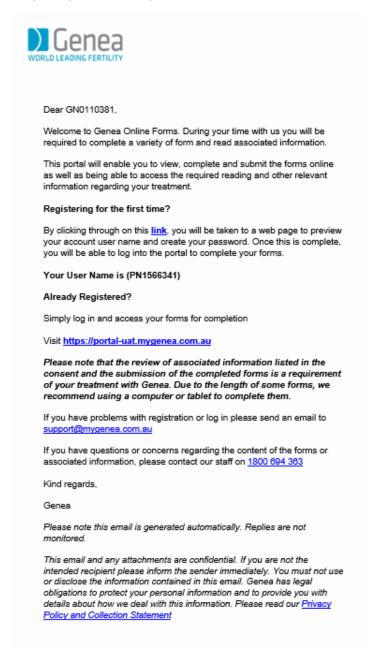


## MyGenea Quick Guide

1. Prior to beginning your treatment you will be sent an email (via Secure Mail4Me) with a link to the MyGenea Portal for registration and completion of your online consent and information forms. This email can occasionally be marked as spam by some email providers so please check your spam folder if you are unable to locate it.

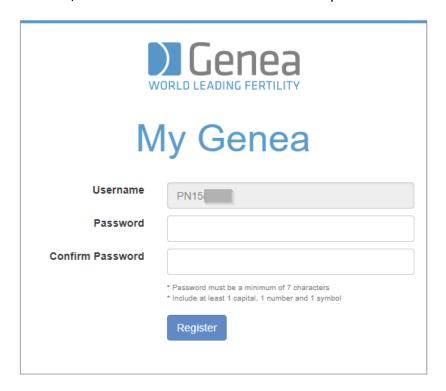


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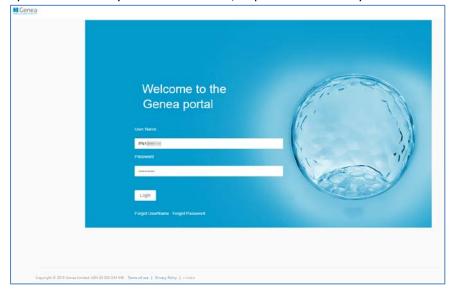
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2. When registering for the first time click the registering for the first time 'link' in the email and you will be directed to the My Genea portal to register. Here your username (Patient number) will already be pre-filled so you will only need to create a password. Your user name/ Patient number will be listed in the email you receive for reference.



3. Once registered, you will access My Genea though the log in screen, seen below. There is an option to recover your username and/or password should you need too

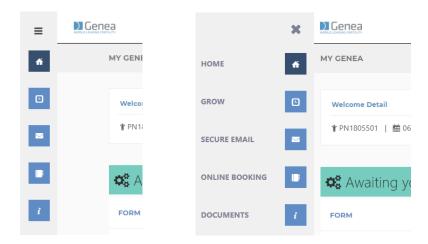


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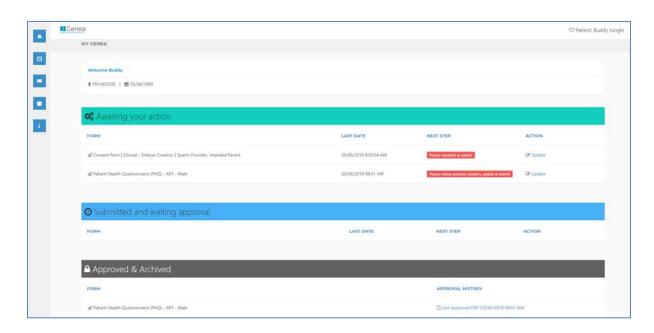
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- 4. Upon logging in you will arrive at a home page. On the left hand side you will see a number of links to other sections
  - a. Home online forms
  - b. GROW embryo imaging
  - c. Secure Mail Secure Mail4Me
  - d. Online booking GRAB
  - e. Information supporting documents



- 5. The screen is split into 3 sections:
  - a. Awaiting your action forms you are required to complete
  - b. Submitted and waiting approval forms you have returned that are now awaiting review by Genea staff
  - c. Approved & archived forms you have returned that have been reviewed and approved by Genea staff

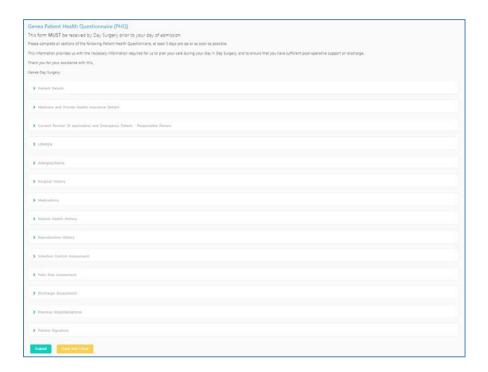


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- 6. Awaiting your action:
  - a. The text in red appearing against each form will alert you to an action or status, i.e to complete the form and submit, in progress or if the document requires you to review and update
  - b. Please click 'Update' to open the form
- 7. If submitting a Patient Health Questionnaire, the form is split into different sections, you can expand each of these by clicking on the section heading



- a. 'Patient details and 'Medicare and private health insurance' details will pre-fill directly from our patient information system and will not be editable If this information is inaccurate or out of date, please email <a href="mailto:support@mygenea.com.au">support@mygenea.com.au</a> or call 1800 MY GENEA for this to be amended prior to submitting your forms
- b. You can save progress at any point while completing the form by clicking 'Save Draft'





- c. To close the form, having saved your draft, click the 'back' button at the bottom of the screen. Please note if you do not click 'Save Draft' any changes will be lost
- d. You can also save and close the form to come back to it at a later time



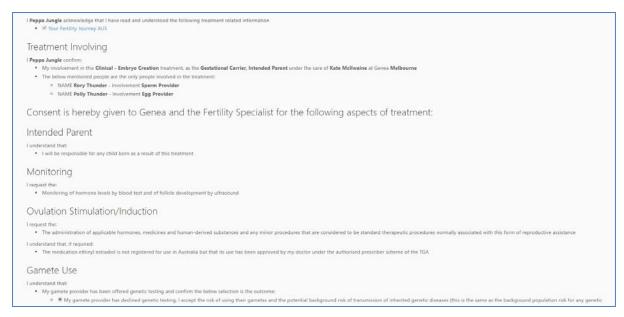
- e. Once you have completed all mandatory fields you may submit for review and approval by clicking 'Submit to Genea' at the very end of the form

  If any fields are not complete you will not be able to submit the form and you will be promoted to complete the missing information highlighted in red text
- 8. When completing a consent form there will be documents that we require you to read prior to submission. Click on the document name to open the document (in another tab), clicking each link and reading the applicable documents will be indicated by a tick next to each.

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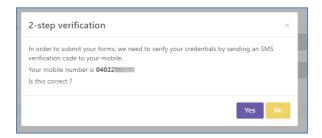




a. There may also be mandatory fields that require you to make a selection or enter text, you will be prompted by the system to do this should you happen to miss an element and proceed to submit the document



9. When submitting any document type you will be required to complete a 2 step SMS verification. A pop up window will confirm we have your mobile number

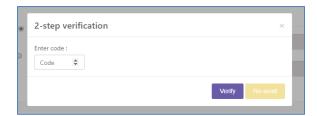


a. If you click yes, you will receive a 5 digit code via SMS, which you will enter into the pop up window to confirm your identity and finalise submission of the form

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- b. If the number is incorrect you will be prompted to contact Genea to update the mobile number we have on record
- 10. Once you have submitted a form it will appear in the 'Submitted and waiting approval' section



- 11. Any submitted forms which have been reviewed and approved by Genea will appear in the 'Approved and archived' section
  - a. You will be able to view the form clicking on the PDF file, from there you are welcome to print or download the file as you wish
  - b. Please note that further information or clarification of submitted forms may be required, at which point you will receive another email prompt to login and make an amendment etc



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