

Troubleshooting

This guide covers a number of troubleshooting topics.

Please contact the Unidex Healthcare team only if your problem is not resolved through this guide

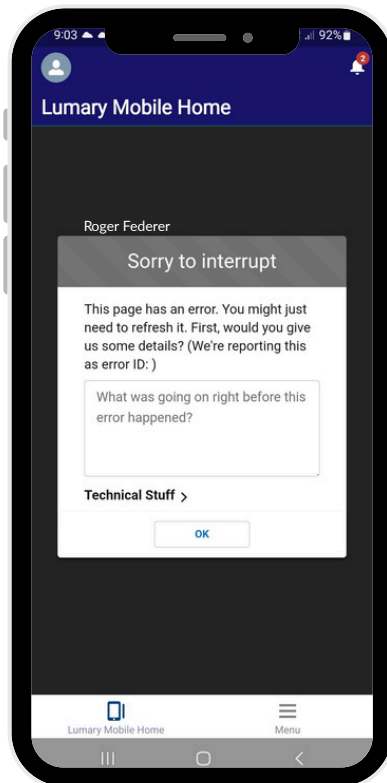
We also have a growing list of user guides available through the Unidex Healthcare portal.

Please visit unidexhealthcare.com.au/portal

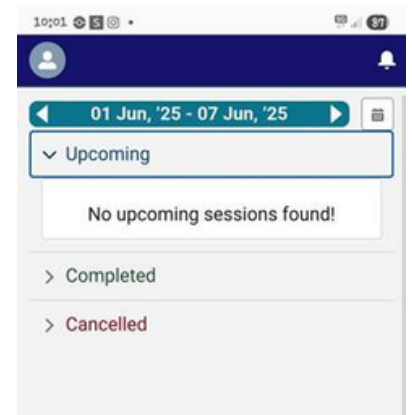
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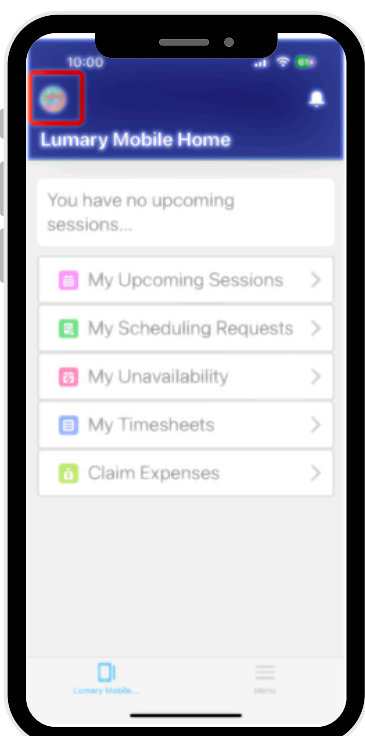
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Should you require any help please contact us
lumary@unidexhealthcare.com.au

Frequently Asked Questions (FAQ)

- I'm not able to log-in
- My log-in link expired
- I cannot navigate Two-Factor-Authentication

1/ Are you using the correct username? Please ensure that you are adding the prefix "uhc-" to the front your email address. For example uhc-john@gmail.com

2/ Did you receive the emailed re-set link from support@emea.salesforce.com . This will most likely have gone into your junk / spam folder. Please check there. Click on the link in the email to set your password.

Password Links are only valid for 24 hours. If your link has expired before your password is set please email lumary@unidexhealthcare.com.au and request a new Password Link.

2/ If you haven't received this email OR the link has expired OR you are still having issues logging in, please contact us.

- I cannot clock in to a new shift
- Shift says "in progress" and I cannot clock in to my next shift

1/ First, please ensure that you have clocked out of your previous shift

2/ Please also ensure that you have ended any previous travel sessions

3/ Rostering Coordinators can clock you out of their previous shift manually if required

- Case Notes are not saving

Case Notes cannot be left in DRAFT mode or they will "time out" and be deleted.

If you start a case note but do not get the opportunity to complete it, you need to save it (not leave it in draft). You can go back in at a later time and complete it.

- Can I complete Case Notes after I have Clocked Off?

Yes. Ideally we would like these done before you Clock Off but we understand that this is not always possible. It is possible to enter them at a later time.

- How do I complete time sheets?

Time Sheets are no longer required. This is why it is important for you to clock in / clock out of your shifts.

You do not need to complete a Time Sheet in FastTrack. Please disregard any text reminders to complete a Time Sheet.

- I need help navigating the App

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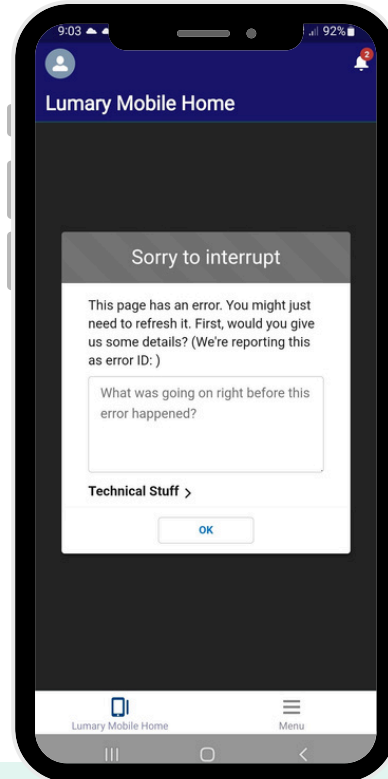
lumary@unidexhealthcare.com.au

“This Page has an Error”

Receiving this error?
Let's try some troubleshooting
steps to help!

Step 1: Refresh the Screen

Some errors can be solved by simply pressing your thumb to the screen and dragging down to refresh the page.



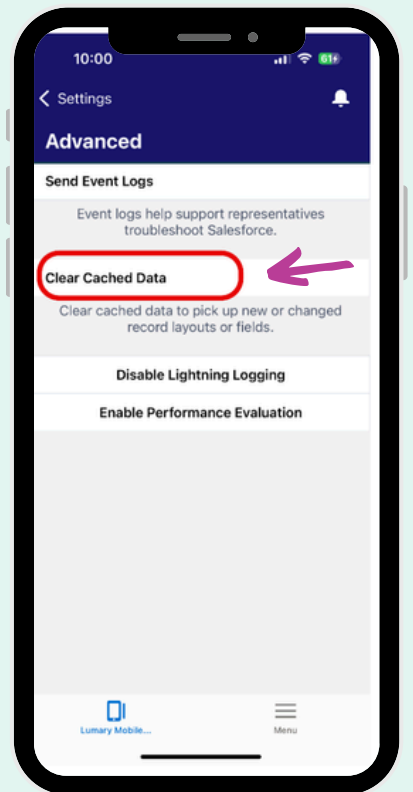
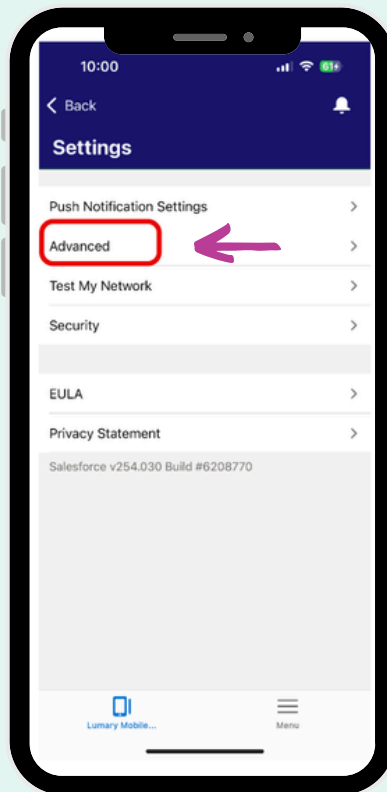
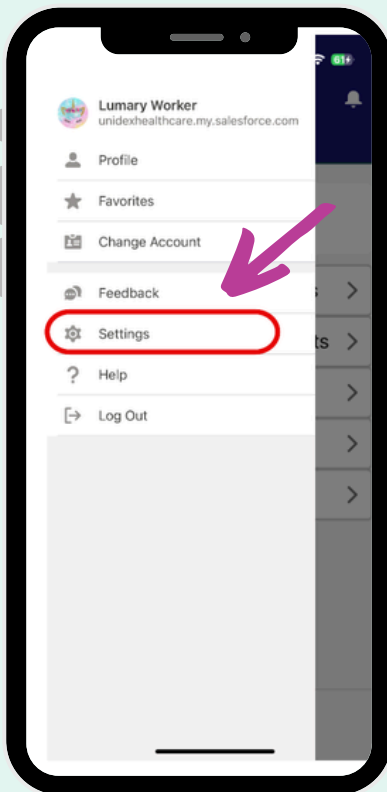
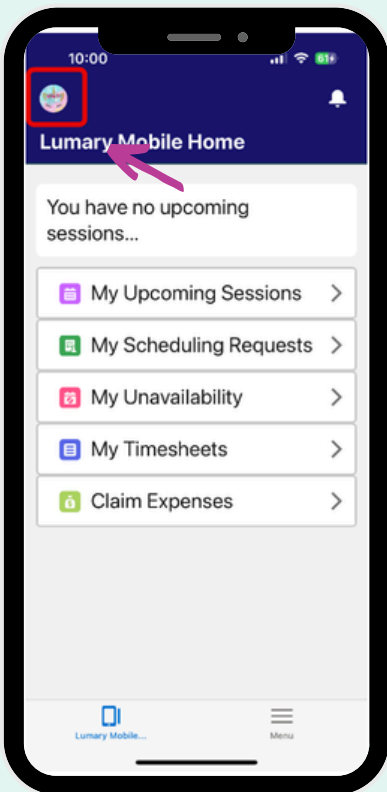
Step 2: Clear the Cache

1: Navigate to the top left icon of the screen to go to the side menu.

2: Tap on 'Settings'

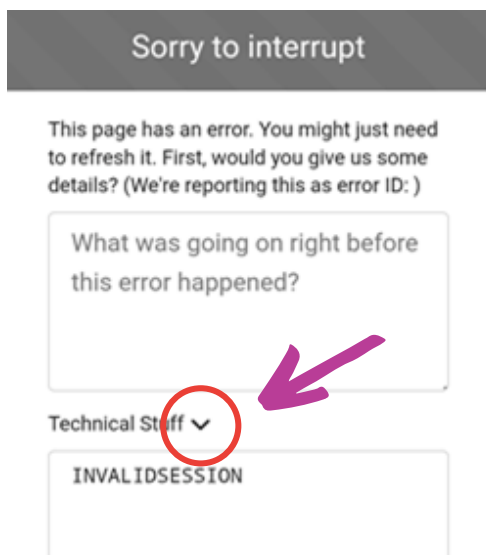
3: Tap on 'Advanced'

4: Tap on 'Clear Cached Data'. Stay on this screen for at least 10 seconds before navigating away.



Step 3: Log out of the App and then back in. This will resolve the problem most of the time.

If this still hasn't fixed the problem, please email us with a screenshot of the error.



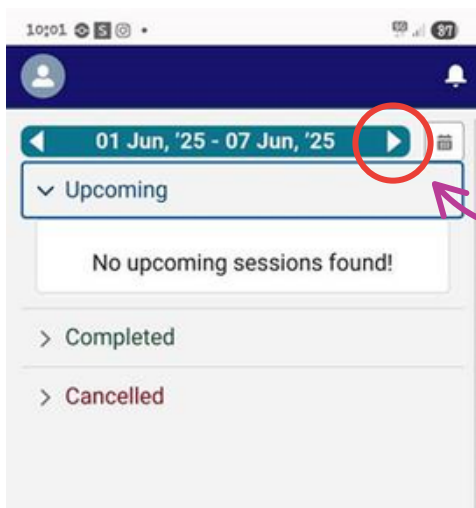
First, you will need to click on the arrow next to “technical stuff” so it shows the details of the error.

Then take a screenshot and email it to lumary@unidexhealthcare.com.au

Cannot View Shifts

Can't See Your Upcoming Shifts?
Try this first!

By default, the Weekly Shift View is from SUN-SAT



Press the arrow at the top of the screen to change the week view

App is Freezing

A small number of users may experience access issues or account freezing when using the Salesforce mobile app (used to access Lumary) if their mobile device is connected to a VPN.

If you are having trouble accessing Lumary, please check whether a VPN is active and disable it before trying again.

iPhone

Check if VPN is active

- Open Settings
- If a VPN option appears near the top of the screen, your VPN may be active
- You may also see a small VPN indicator in the status bar at the top of your screen

Turn VPN off

- Open Settings
- Tap VPN
- Toggle it Off

Android

Steps may vary depending on your phone brand (Samsung, Google)

Check if VPN is active

- Open Settings
- Search for VPN in the settings search bar

OR

- Go to Network & Internet, Connections, or similar
- Tap VPN

You may also see a VPN icon at the top of your screen.

Turn VPN off

- Open Settings
- Find VPN
- Select the active VPN connection
- Tap Disconnect

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