

# ConnectMe

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## Practitioner Guide

# Contents

## A guide for practitioners

- » Registering Practitioner Account
- » Login and Setup Profile
- » Inviting a New Client
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- » Diary – Using ConnectMe
- » Messaging – Using ConnectMe
- » Reminders – Using ConnectMe
- » Notes – Using ConnectMe
- » Video Calls – Using ConnectMe
- » Support

# Create Provider Account

## Setting up ConnectMe

**ConnectMe**

**Create practitioner account**



<https://au.connect-me.com/accounts/practitioner-signup/>



Having a tool that allows patients to record their symptoms, concerns and questions between visits, has been invaluable. I am then able to quickly export these notes into my clinical software during the patient visit. ConnectMe has been a fantastic addition to my practice.

**Dr. Charlotte Middleton**

GENERAL PRACTITIONER,  
NEW SOUTH WALES

## Practitioner Sign Up

Claim your **free** account and connect with your clients securely.

First Name

Last Name

Email

Profession Type

Password

Password Requirements

# Complete the sign up process

## Provider sign up

» Complete the sign up process

### Password Requirements

Your password should:

- contain both numbers and letters
- be at least 8 characters long
- not be similar to your name or email address
- not use common passwords (such as "password")

I have read and understand the ConnectMe Terms & Conditions.

[Register For Free](#)

[Already have an account?](#)

# Verify your provider account

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## Verify account

- » You will receive an email
- » Click the link to verify your account

**From:** ConnectMe [<mailto:noreply@connect-me.com>]  
**Sent:** Friday, 22 December 2017 10:17 AM  
**To:** APMHA Provider <[apmhaprovider@apmhalliance.com.au](mailto:apmhaprovider@apmhalliance.com.au)>  
**Subject:** Almost done registering for ConnectMe! Please verify your email address



Thank you for signing up to ConnectMe

Hi **APMHA Provider**,

Thank you for signing up to ConnectMe.  
Please click the link below to confirm your email address and register your secure account.

[Confirm my Email](#)

Kind Regards,  
ConnectMe Team

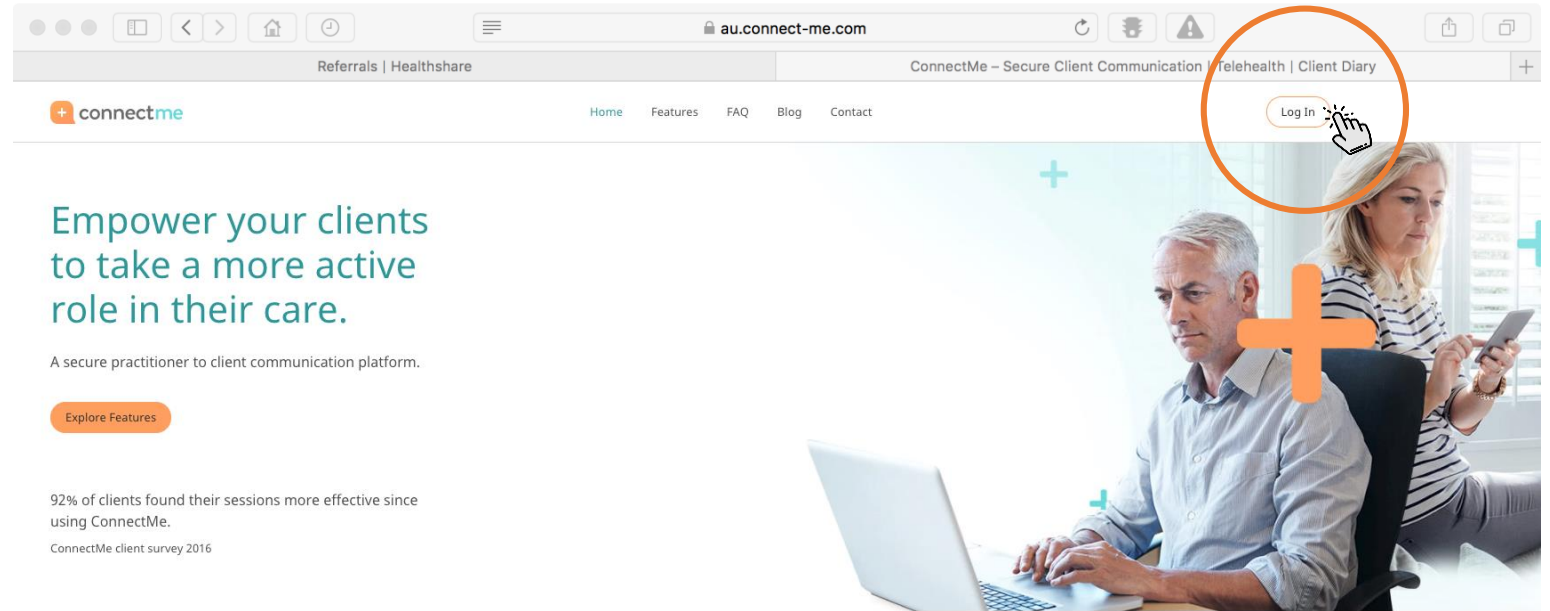
**Login to ConnectMe**  
**Setup your Profile**

# ConnectMe website to login

## Provider Login

» <https://au.connect-me.com/home/>

» Click “Login”



### Confidential Diary

Clients can now write notes or complete homework with ease from their mobile. Clients no longer need to carry a paper diary which can be easily lost or forgotten.

[Learn More](#)



### Secure Video & Messaging

Make communication with your clients simple and secure by using one platform for all your needs. Video consult with out of area clients, replace emails and SMS or provide encouragement between sessions.

[Learn More](#)



### Automated Reminders

Increase treatment plan engagement, without additional work from your end. Remind a client to complete their progress diary and homework, or to send automated encouragement on their progress between sessions.

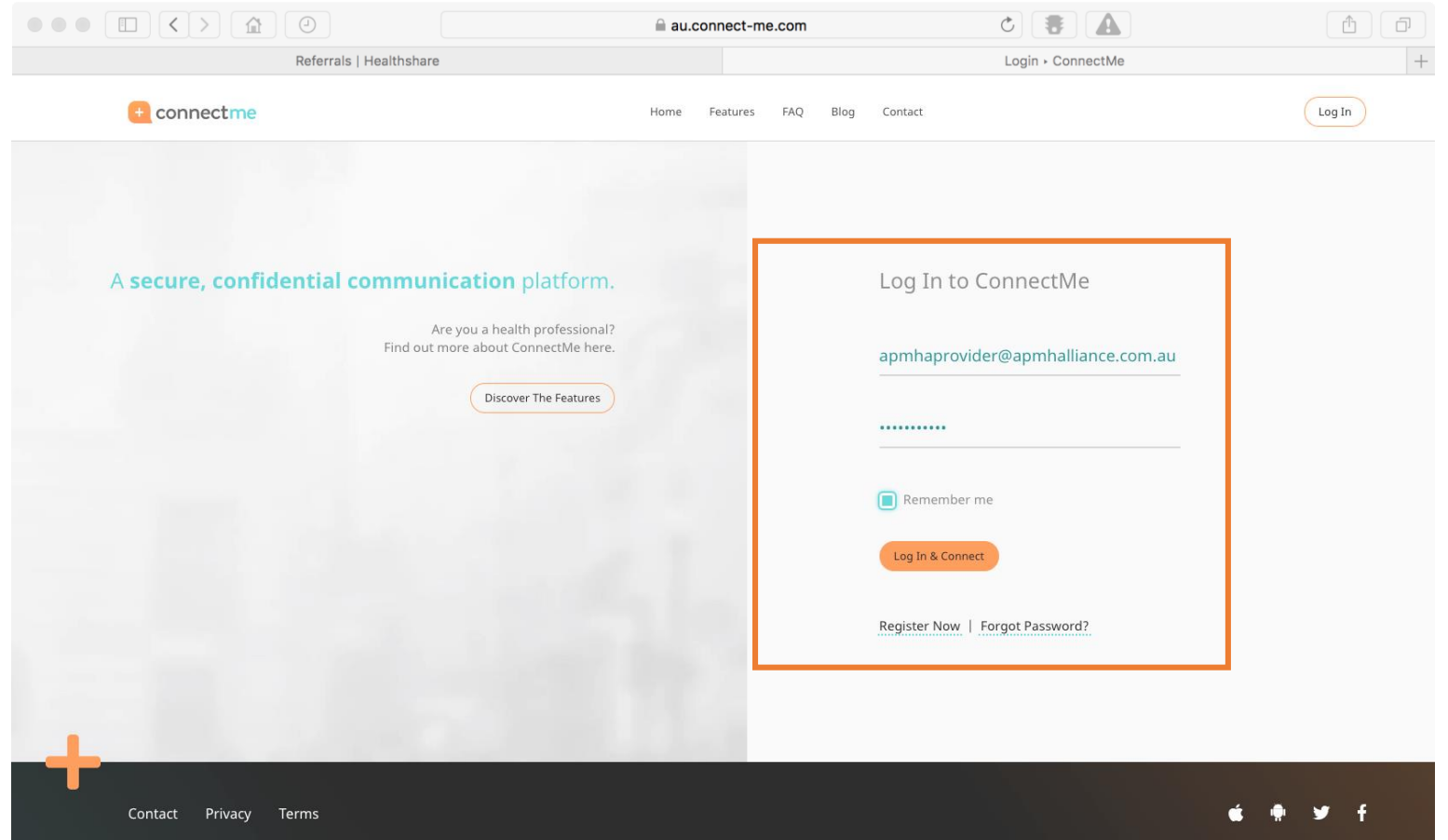
[Learn More](#)



# Login to your ConnectMe account

## Provider Login

- » Username is email address
- » Password
- » Remember me (optional)
- » Login & Connect



# ConnectMe Dashboard

Referrals | Healthshare

Dashboard > ConnectMe

connectme

APMHA Provider

Clients

Search by name

Active Archived

Invite a client to get started.

ConnectMe Support  
Updated 22 Dec · 10:16 am

Support is always at hand

Referrals | Healthshare

Settings > ConnectMe

connectme

APMHA Provider

Client List  
Settings  
Log out

Invite New Client

Inviting a client is easy. Enter their details below to send a secure invitation via text or email.

SEND INVITE VIA  
Email

Enter your Client's name

Enter your Client's email

Send Invitation

APMHA

Provider

bjohnston@healthshare.com.au

Change Password

Level 6, 1 Newland St, Bondi Juncti

Healthshare

1300 533 433

TIMEZONE  
(+11:00) Australia - Sydney

Notifications

PREFERENCES

Receive notifications when client submits diary entry?

Receive a notification when a client sends a new message?

SEND TO

Email

Phone App

Web Browser

Profession

Psychologist

Client Disclaimer

All new clients will view and accept the disclaimer on registration.

Use Pre-written Disclaimer (Preview)

Custom Disclaimer

Update Your Profile

## From the Dashboard

- » Update Provider Settings ●
- » Invite New Client ●
- » View Client List and Select Client ●

# Invite a Client Connecting with ConnectMe

# Invite Client

## From the Invite New Client Panel

- » Select SMS or Email
- » Enter client full name
- » Enter client Mobile or Email
- » Click “Send Invitation”

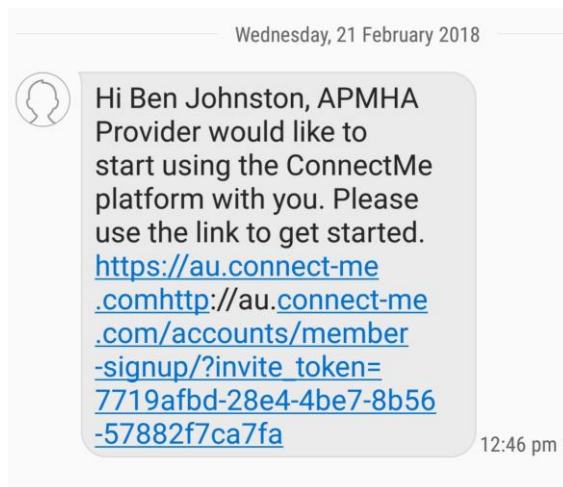
The screenshot shows a web browser window with the URL `au.connect-me.com`. The page header includes navigation links for "Referrals | Healthshare" and "Dashboard • ConnectMe", along with a user profile for "APMHA Provider". The main content area is divided into two panels:

- Clients Panel:** Features a search bar labeled "Search by name", filter buttons for "Active" and "Archived", and a list of clients. One client is visible: "ConnectMe Support" with a profile picture, updated on "22 Dec · 10:16 am".
- Invite New Client Panel:** Contains instructions: "Inviting a client is easy. Enter their details below to send a secure invitation via text or email." Below this is a "SEND INVITE VIA" dropdown menu set to "SMS", a text input field for the name "Ben Johnston", another text input field for the phone number "0406316607", and a prominent orange "Send Invitation" button.

# Pending Invitations

## Pending Invitations

- » Visible in the Pending Invitations panel
- » Patient receives invitation (below) which includes link to install the ConnectMe patient app – automatically connecting the patient to you as their provider



The screenshot shows the ConnectMe web interface. The browser address bar displays [au.connect-me.com](https://au.connect-me.com). The navigation bar includes "Referrals | Healthshare" and "Dashboard • ConnectMe". The user is identified as "APMHA Provider".

The main content area is divided into two panels:

- Clients:** Features a search bar labeled "Search by name", filter buttons for "Active" and "Archived", and a message: "Invite a client to get started." Below this, a client entry for "ConnectMe Support" is shown, updated on "22 Dec · 10:16 am".
- Pending Invitations:** Shows a list of pending invitations, including one for "Ben Johnston" with the phone number "0406316607".
- Invite New Client:** Contains instructions: "Inviting a client is easy. Enter their details below to send a secure invitation via text or email." It includes a "SEND INVITE VIA" dropdown menu set to "Email", input fields for "Enter your Client's name" and "Enter your Client's email", and a "Send Invitation" button.

# Invitation accepted by client

## Once client invitation accepted

- » Client is moved to the Client List
- » This means the client has accepted the invitation and has installed the ConnectMe (Client) app on their smart device

You're now ready to engage with your client using **ConnectMe**

The screenshot displays the ConnectMe web application interface. The browser address bar shows 'au.connect-me.com'. The navigation bar includes 'Referrals | Healthshare' and 'Dashboard • ConnectMe'. The user profile is identified as 'APMHA Provider'. The main content area is divided into two sections: 'Clients' and 'Invite New Client'. The 'Clients' section features a search bar labeled 'Search by name', filter buttons for 'Active' and 'Archived', and a list of two clients: Benjamin Johnston (Updated 23 Feb - 3:11 pm) and ConnectMe Support (Updated 22 Dec - 10:16 am). The 'Invite New Client' section contains instructions: 'Inviting a client is easy. Enter their details below to send a secure invitation via text or email.' It includes a 'SEND INVITE VIA' dropdown menu set to 'Email', input fields for 'Enter your Client's name' and 'Enter your Client's email', and a 'Send Invitation' button.

# Using ConnectMe Client engagement dashboard

# Open the client record

## Open a client record

- » Click on the client you want to connect with

The screenshot shows a web browser window with the URL `au.connect-me.com`. The page title is "Referrals | Healthshare" and the user is logged in as "APMHA Provider". The main content area is divided into two sections: "Clients" and "Invite New Client".

**Clients Section:**

- A search bar labeled "Search by name".
- Two tabs: "Active" (selected) and "Archived".
- Two client entries:
  - Benjamin Johnston**: Updated 23 Feb · 3:11 pm. This entry has an orange circle around the profile icon and a notification icon (a square with a triangle) next to the update time.
  - ConnectMe Support**: Updated 22 Dec · 10:16 am.

**Invite New Client Section:**

- Text: "Inviting a client is easy. Enter their details below to send a secure invitation via text or email."
- A dropdown menu labeled "SEND INVITE VIA" with "Email" selected.
- Form fields: "Enter your Client's name" and "Enter your Client's email".
- A "Send Invitation" button.

**Client Detail Card (Benjamin Johnston):**

- Profile icon with an orange border.
- Name: "Benjamin Johnston".
- Update time: "Updated 23 Feb · 3:11 pm".
- Notification icon (square with triangle).

## Notification

- » Orange circle shows, at a glance, there are new updates from client



# ConnectMe client record



Benjamin Johnston

- Diary
- Messaging
- Reminders
- Notes

Start Video Call

Benjamin Johnston's Diary Entries

3 drinks

SUBMITTED THURSDAY, 18 JAN 2018

Felt really great today

SUBMITTED THURSDAY, 18 JAN 2018

FEB 2018

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2 3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Add a private note  
Your client will not see these notes

## Diary

- » Client entered diary notes
- » Visible to provider and client

Benjamin Johnston's Reminders

Health Fund "Well-come"

Hi Benjamin, I will video call you. Just have your mobile handy with ConnectMe, and be comfortable. Its an enjoyable and useful chat.

1 / 1 COMPLETED

28TH DEC 2017 AT 10:00 AM

Drinks today

Please send number drinks yesterday

1 / 2 COMPLETED

18TH JAN 2018 - 19TH JAN 2018 - EVERY DAY AT 11:28 AM

Add a New Reminder

Enter a title

FROM  
22 February 2018

TO  
Choose a date

SET TIME  
08:00

REPEAT  
Every day

## Reminders

- » Provider scheduled activities, tracked completion
- » Visible to provider and client

Messages

Write a message to Benjamin Johnston...

Send

Benjamin Johnston - 18 Jan - 11:07 am

Great, speak then

You - 18 Jan - 11:06 am

Hey Ben, confirming your appointment next Wednesday. Look forward to speaking then.

FEB 2018

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2 3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Add a private note  
Your client will not see these notes

## Messages

- » Real time, 2 way messaging
- » Visible to provider and client

Note Entries

Write a new note here

Create a private note. Your client will not see note entries.

Save

Video Call conducted 18/1/18 - see consult notes in X system, updated Finis

CREATED 18 JAN - 11:21 AM

Updated patient record

FEB 2018

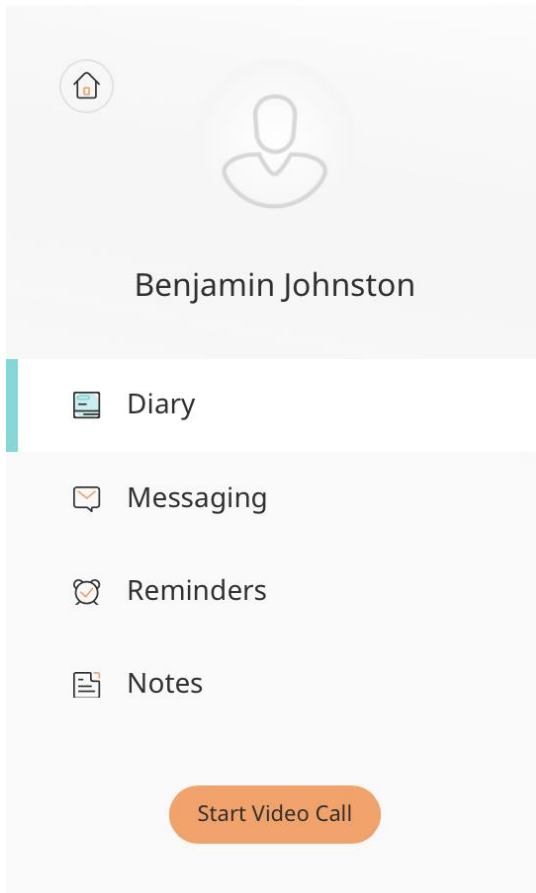
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2 3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

## Notes

- » Provider notes regarding client interaction
- » Visible to provider only

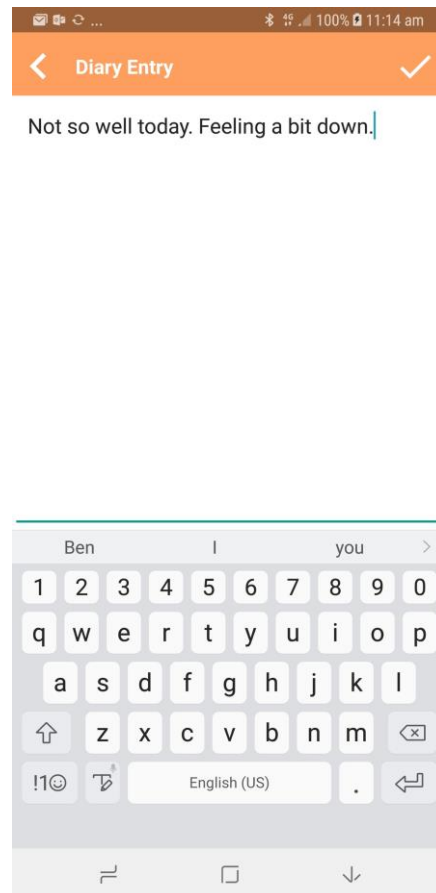
# Using ConnectMe Diary

# ConnectMe Diary



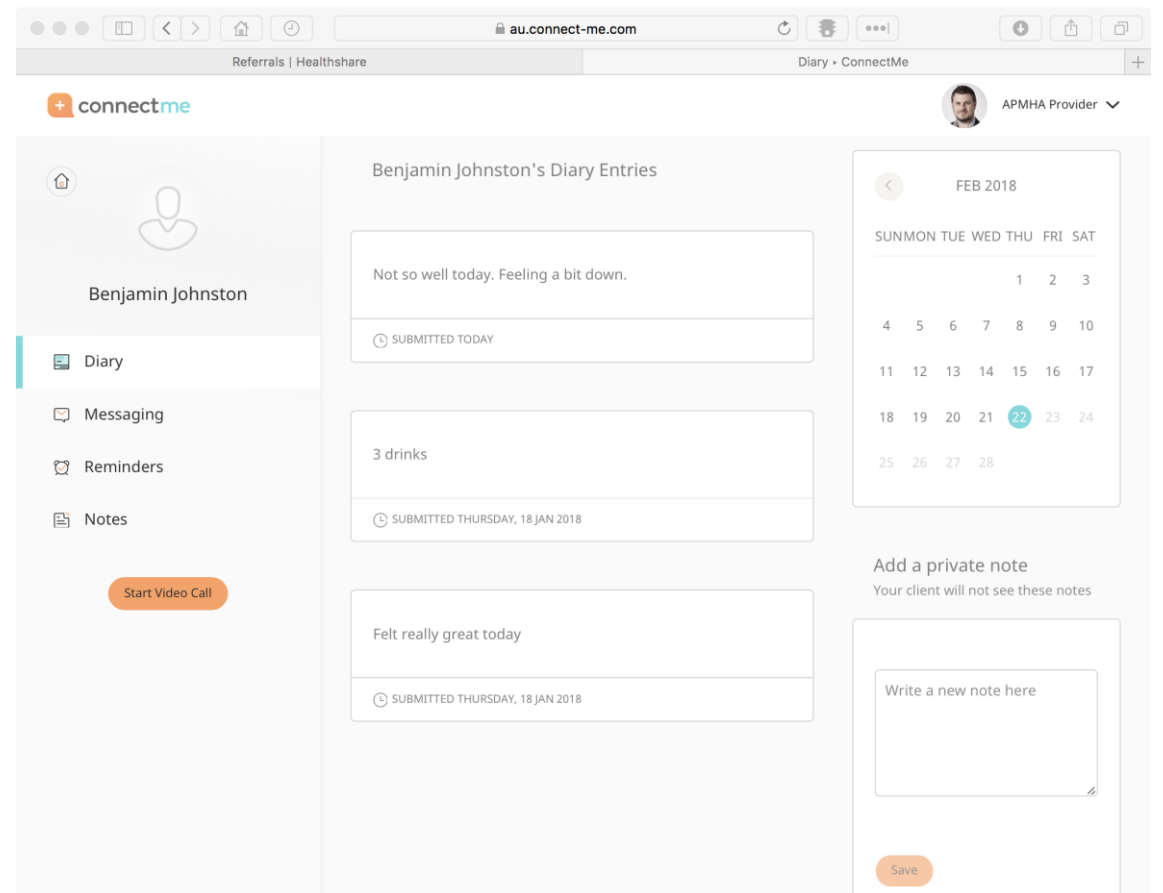
## Client

- » Client diary entry made in the client app



## Provider

- » Provider can view timeline of client diary entries in preparation for next appointment

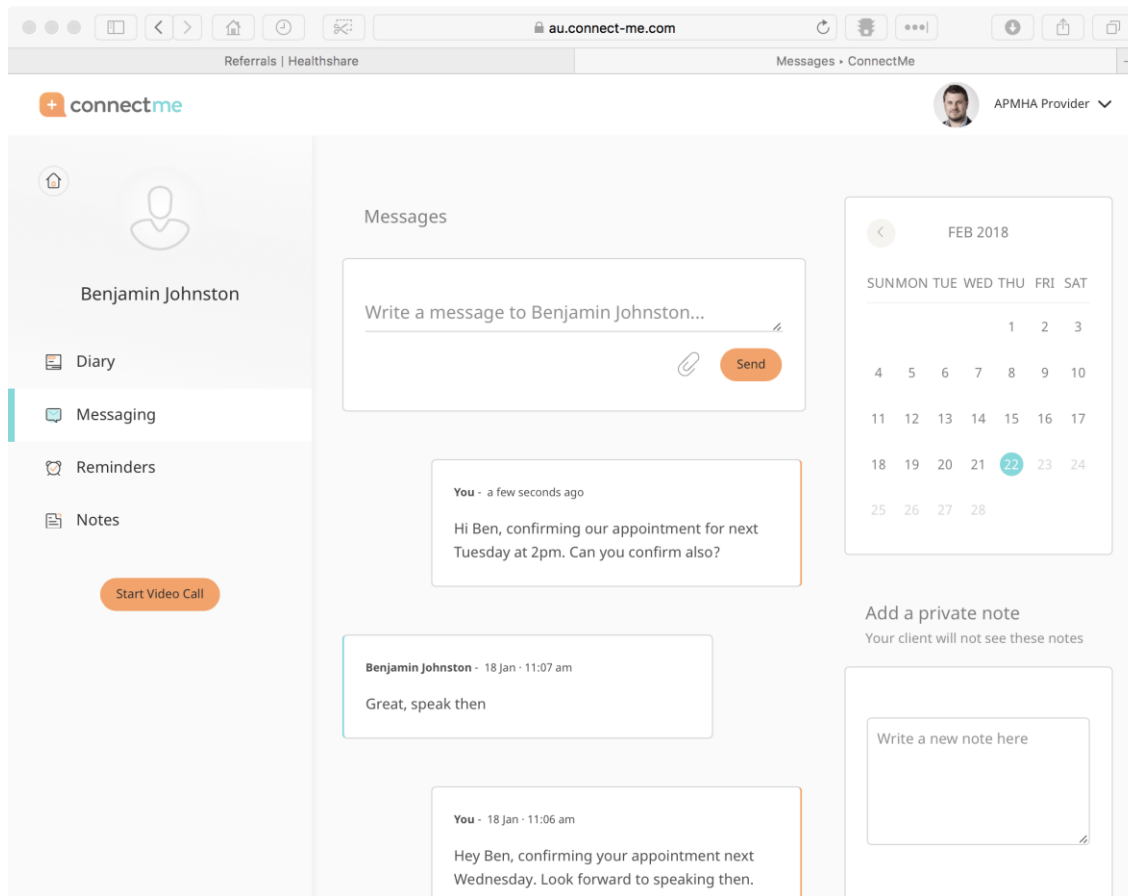


# Using ConnectMe Messaging

# ConnectMe Messaging

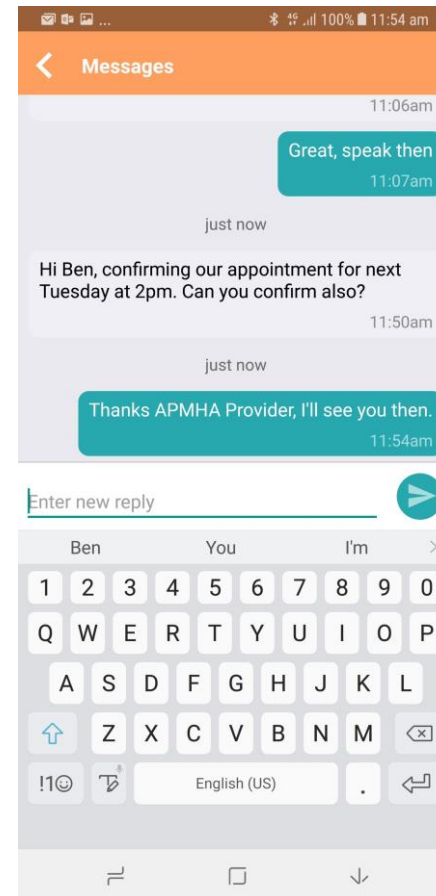
## Provider

- » Provider can write a message to the client in the 'write a message' box and send, including attachments



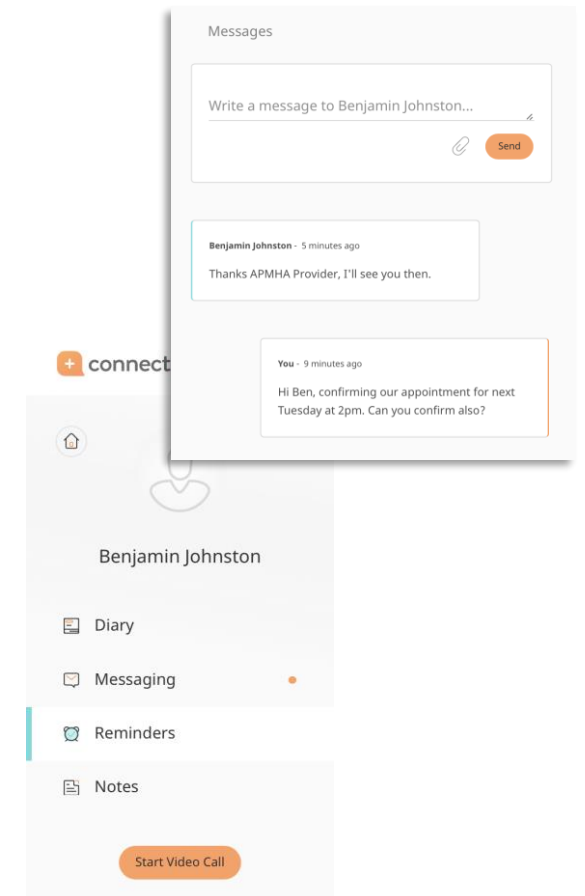
## Client

- » In real time, client receives and can reply to message



## Provider

- » In real time, provider receives reply from client. Panel alerts new message.

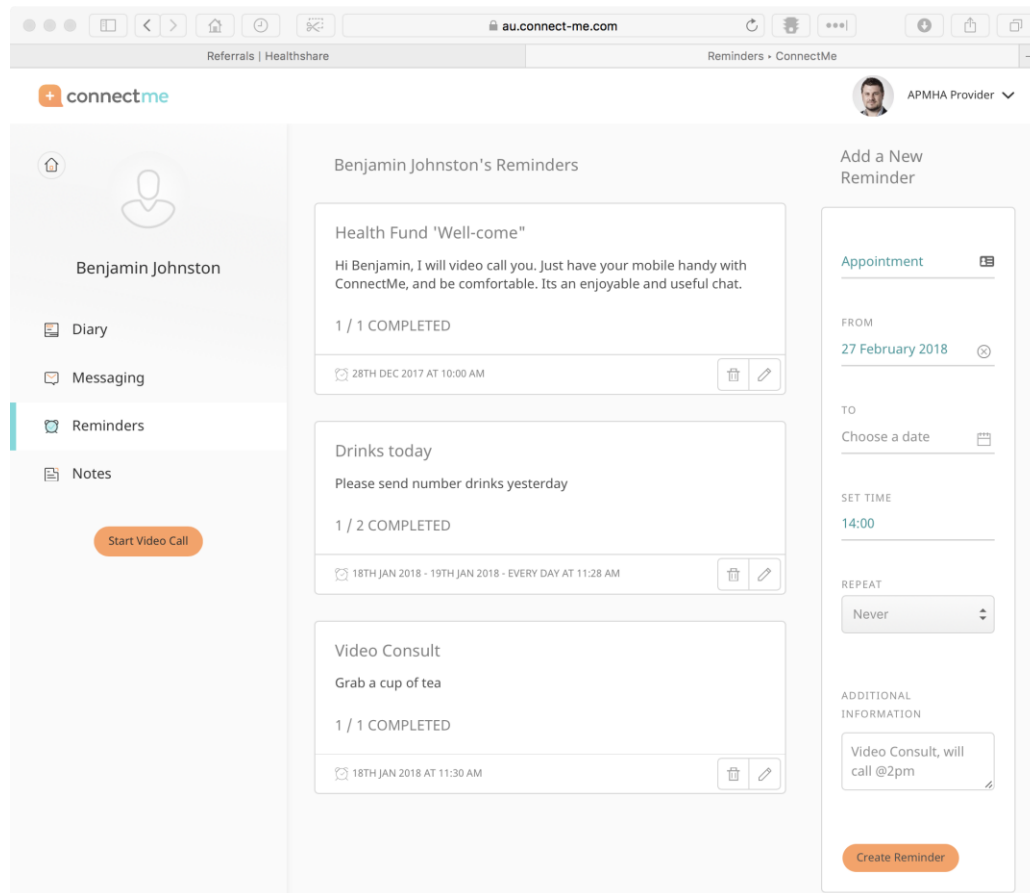


# Using ConnectMe Reminders

# ConnectMe Reminders

## Provider

- » Provider can add new Reminder in the right panel, these can be set as daily, weekly, monthly or one-off activities



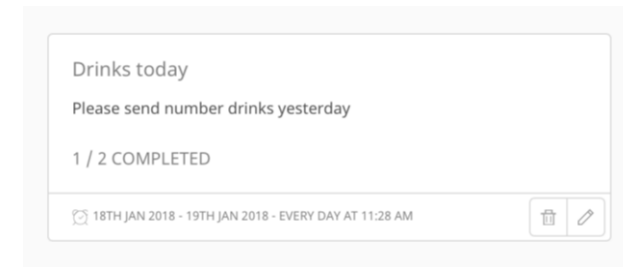
## Client

- » Reminders notify in the patient app as they are due



## Provider

- » Provider has visibility of reminder activity completion



# Using ConnectMe Notes



# ConnectMe Notes

## Provider

- » Provider can add new Reminder in the right panel, these can be set as daily, weekly, monthly or one-off activities

The screenshot shows the ConnectMe web interface for a provider. The browser address bar shows 'au.connect-me.com'. The page title is 'Reminders - ConnectMe'. The user is identified as 'APMHA Provider'. The main content area is titled 'Benjamin Johnston's Reminders' and contains three reminder cards:

- Health Fund "Well-come"**: Hi Benjamin, I will video call you. Just have your mobile handy with ConnectMe, and be comfortable. Its an enjoyable and useful chat. 1 / 1 COMPLETED. 28TH DEC 2017 AT 10:00 AM.
- Drinks today**: Please send number drinks yesterday. 1 / 2 COMPLETED. 18TH JAN 2018 - 19TH JAN 2018 - EVERY DAY AT 11:28 AM.
- Video Consult**: Grab a cup of tea. 1 / 1 COMPLETED. 18TH JAN 2018 AT 11:30 AM.

On the right, there is a 'Add a New Reminder' panel with fields for 'Appointment', 'FROM' (27 February 2018), 'TO' (Choose a date), 'SET TIME' (14:00), 'REPEAT' (Never), and 'ADDITIONAL INFORMATION' (Video Consult, will call @2pm). A 'Create Reminder' button is at the bottom.

## Client

- » Reminders notify in the patient app as they are due

The screenshot shows the mobile app interface for a client. The top bar is orange and says 'Reminder Detail'. Below it, a reminder card is shown:

- Video Consult**: Video Consult, will call @2pm. Due 23rd Feb 2018.

The bottom navigation bar has three icons: 'Diary', 'Messages', and 'Reminders' (which is highlighted).

## Provider

- » Provider has visibility of reminder activity completion

The screenshot shows the mobile app interface for a provider. The top bar is orange and says 'Reminder Detail'. Below it, a reminder card is shown:

- Drinks today**: Please send number drinks yesterday. 1 / 2 COMPLETED. 18TH JAN 2018 - 19TH JAN 2018 - EVERY DAY AT 11:28 AM.

At the bottom right of the card, there are icons for deleting and editing the reminder.

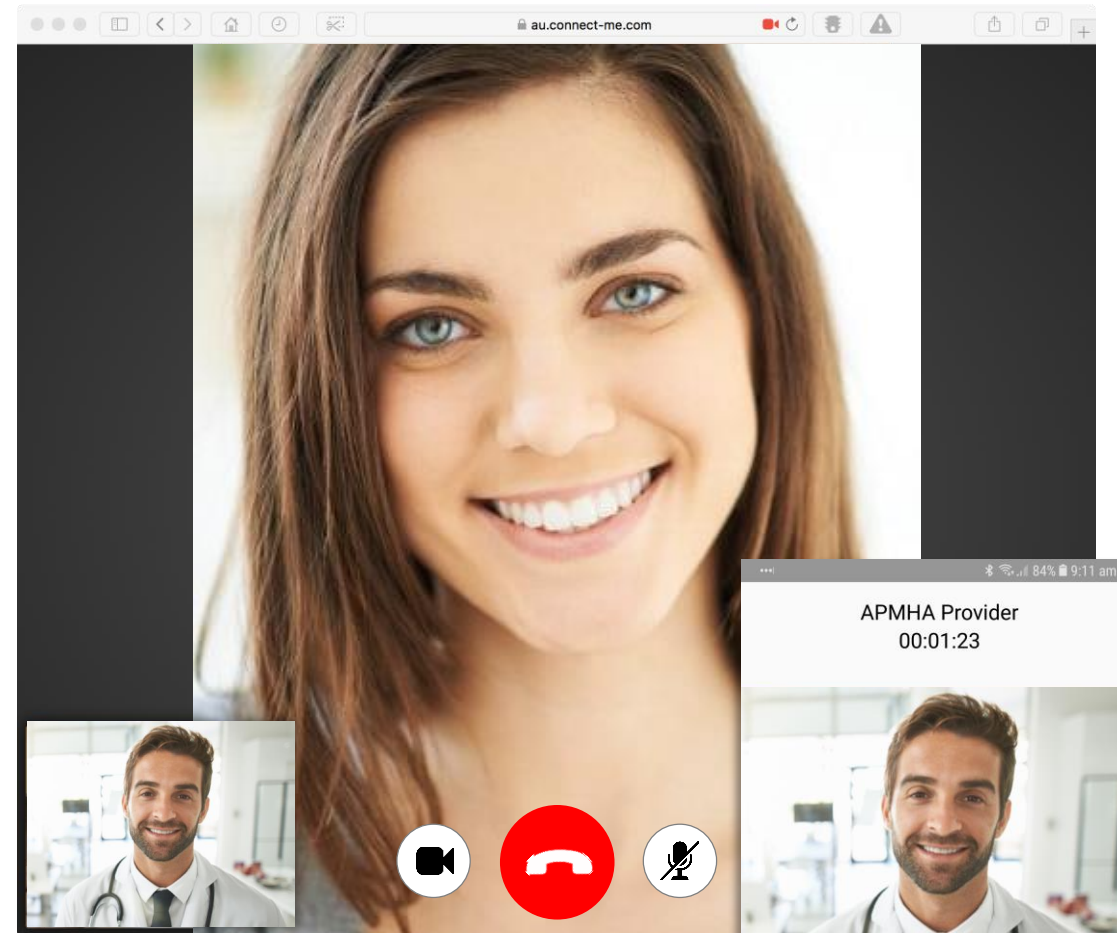
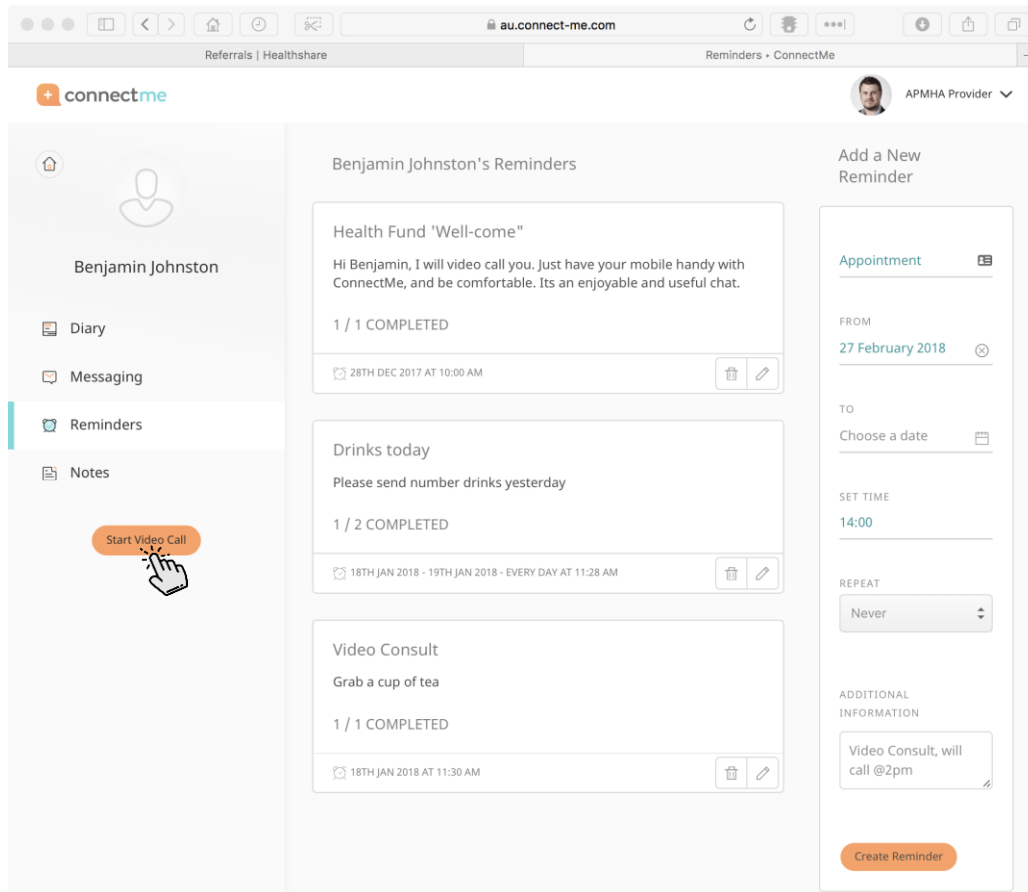
# Using ConnectMe Secure Video Call

# ConnectMe

## Secure Video Call

### Provider

- » Provider (not client) can launch a secure video call with the client



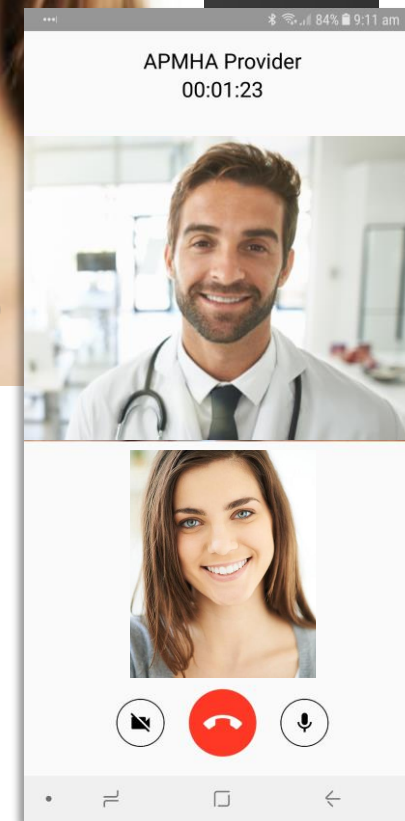
### Provider View

- » Provider video call view in web browser window
- » Secure WebRTC connection

### End-to-End Video Encryption

### Client View

- » Client video call in app
- » Secure WebRTC connection








# Support

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## In Application



ConnectMe Support  
Updated 22 Dec · 10:16 am



## Email

» [support@connect-me.com](mailto:support@connect-me.com)

## FAQs

» <https://au.connect-me.com/faq/>

