



# MyABDR Mobile App User Guide

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## MyABDR App

The MyABDR app allows users to track their own treatment and displays all entries recorded by the users. It includes treatments, bleeds, surgeries, stock on hand, memos, received products and discards. A MyABDR patient's product inventory can be maintained by the patient via MyABDR.

The screenshot shows the MyABDR app homepage. At the top is the MyABDR logo. Below it is a sign-in form with the following elements:

- A statement: "By signing in to MyABDR you accept the [Terms & Conditions.](#)"
- An "Email" label and a text input field (marked with a red circle 1).
- A "Password" label, a warning message "If you enter the incorrect information 3 times your account will be locked for 5 minutes.", and a password input field with an eye icon (marked with a red circle 2).
- A blue button labeled "Accept Terms & Conditions and Sign In".
- Links for "Forgot password?" (marked with a red circle 3) and "Unlock account?".
- Support information: "For support, call 13 000 BLOOD (13 000 25663) or email [support@blood.gov.au](mailto:support@blood.gov.au)".
- A "Work offline" toggle switch.
- A light blue button labeled "Create an account" (marked with a red circle 4).
- A footer with links: "HTC Contacts", "Terms and Conditions", "Privacy Notice", and "Help".

Figurer 1: MyABDR Homepage

## Multifactor Authentication (MFA)

Multi Factor Authentication has been introduced to login to the MyABDR website and mobile application. Users are required to enter their email address and password and then provide authentication by:

- **Email (click a link and receive a code)**
- **Okta Verify App (receive a code)**
- **Okta Verify App (push notification)**
- **Phone (receive a code)**

The mobile number and email used for authentication is the same as the one used for your account.

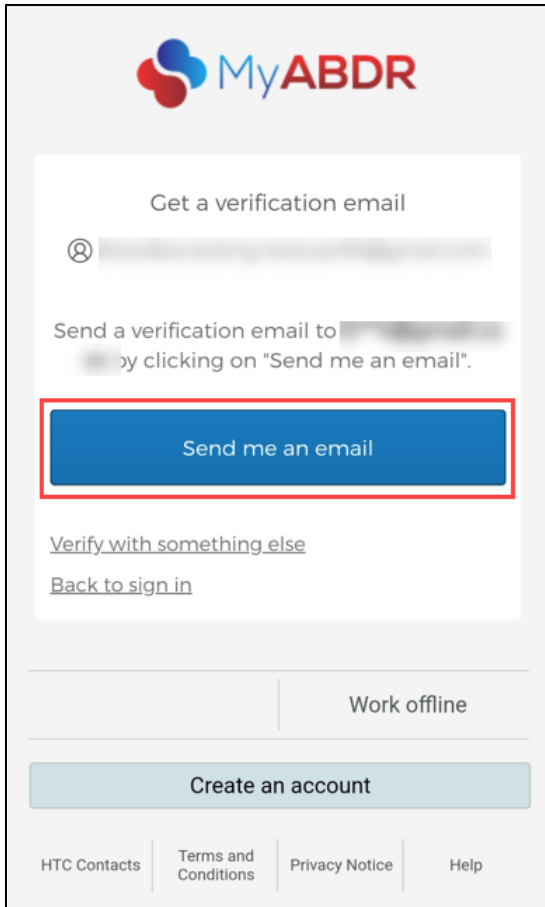
The Okta Verify Authentication App can be downloaded from the [Google Play Store](#) or [Apple Store](#).

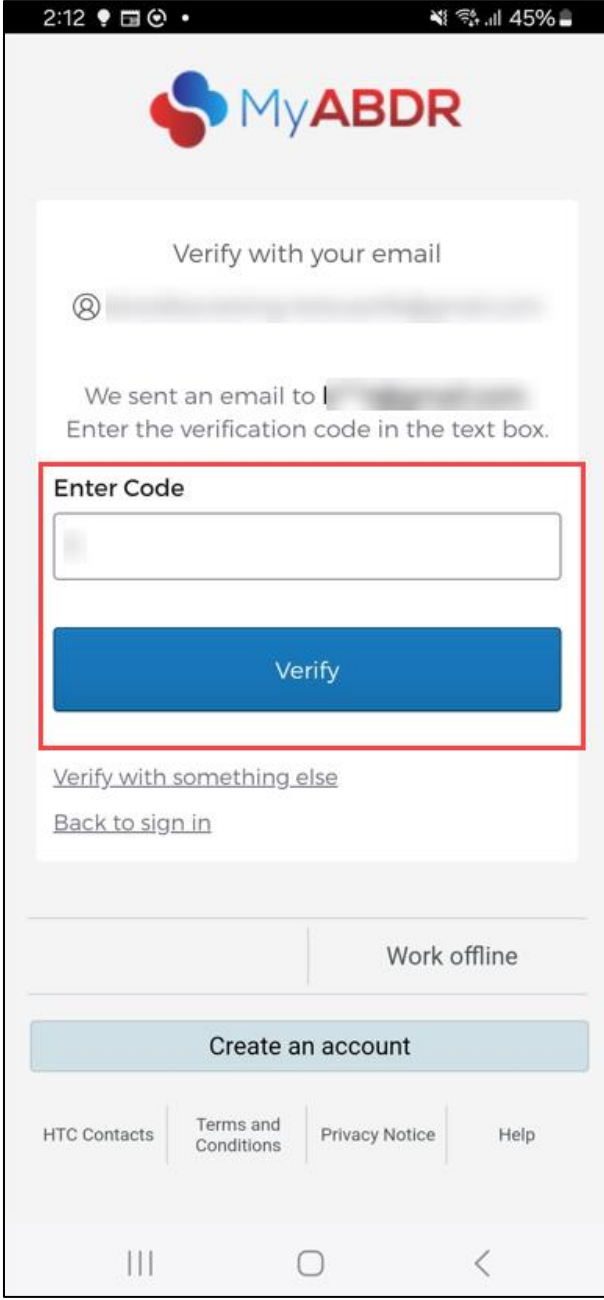
The app must be linked to your account using the QR code.

Users will be required to enter their email address and password along with a verification code each time they login.

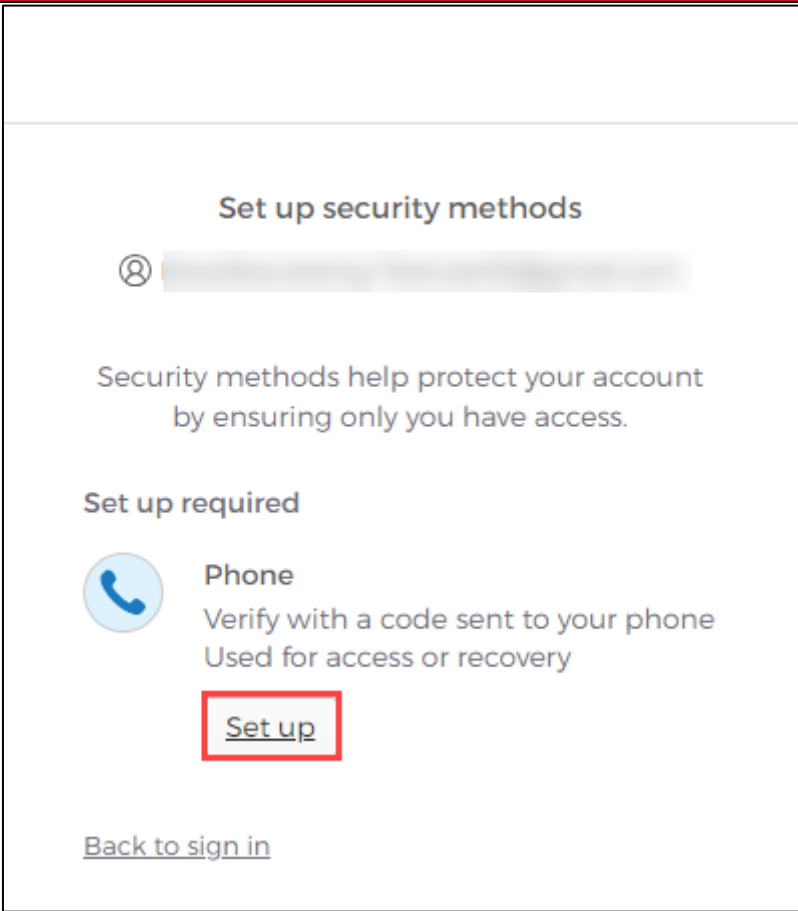
### 1 First Login with MFA

Perform the following procedure If you are an existing user:

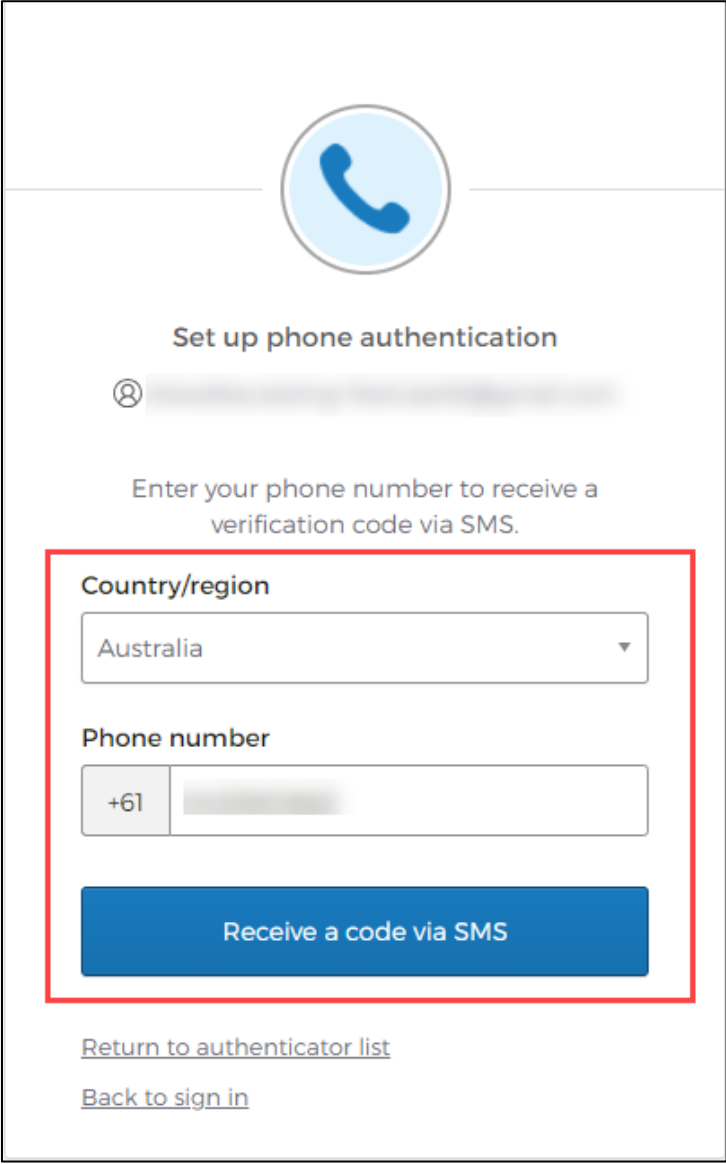

Steps	Actions
1.	Open the MyABDR app. Enter your <b>Email</b> and <b>Password</b> and select <b>Sign in</b> . <b>Result: Get a verification email pop-up window appears.</b>
2.	Click on <b>Send me an email</b> .  

Steps	Actions
	<b>Result: A verification code</b> will be sent to your email.
3.	<p>Enter the 6-digit verification code you have received on your registered <b>email</b> and select <b>Verify</b>.</p>  <p><b>Result: A Set up security methods</b> pop-up window will appear.</p>
4.	To <b>Set up security methods</b> via phone (if already not set up), select <b>Set up</b> button.

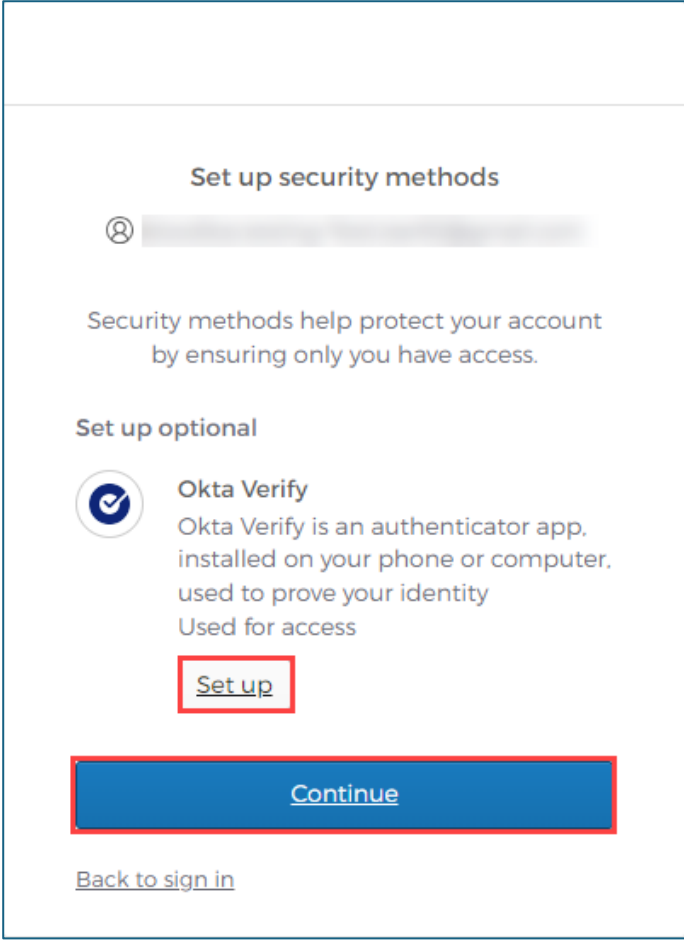


Steps	Actions
	 <p><b>Set up security methods</b></p> <p>Security methods help protect your account by ensuring only you have access.</p> <p><b>Set up required</b></p> <p><b>Phone</b> Verify with a code sent to your phone Used for access or recovery</p> <p><b>Set up</b></p> <p><a href="#">Back to sign in</a></p>

**Result:** Set up Phone authentication pop-up window will appear.









Steps	Actions
5.	<p>Enter your phone number and click on <b>Receive a code via SMS</b> to receive a 6-digit verification code.</p> <div data-bbox="539 336 1268 1496">  </div> <div data-bbox="341 1503 1445 1599">  <p>If you haven't received an SMS within 10 minutes, click <b>Send again</b>.</p> </div>
6.	Enter the code you have received on your phone and click <b>Verify</b> .



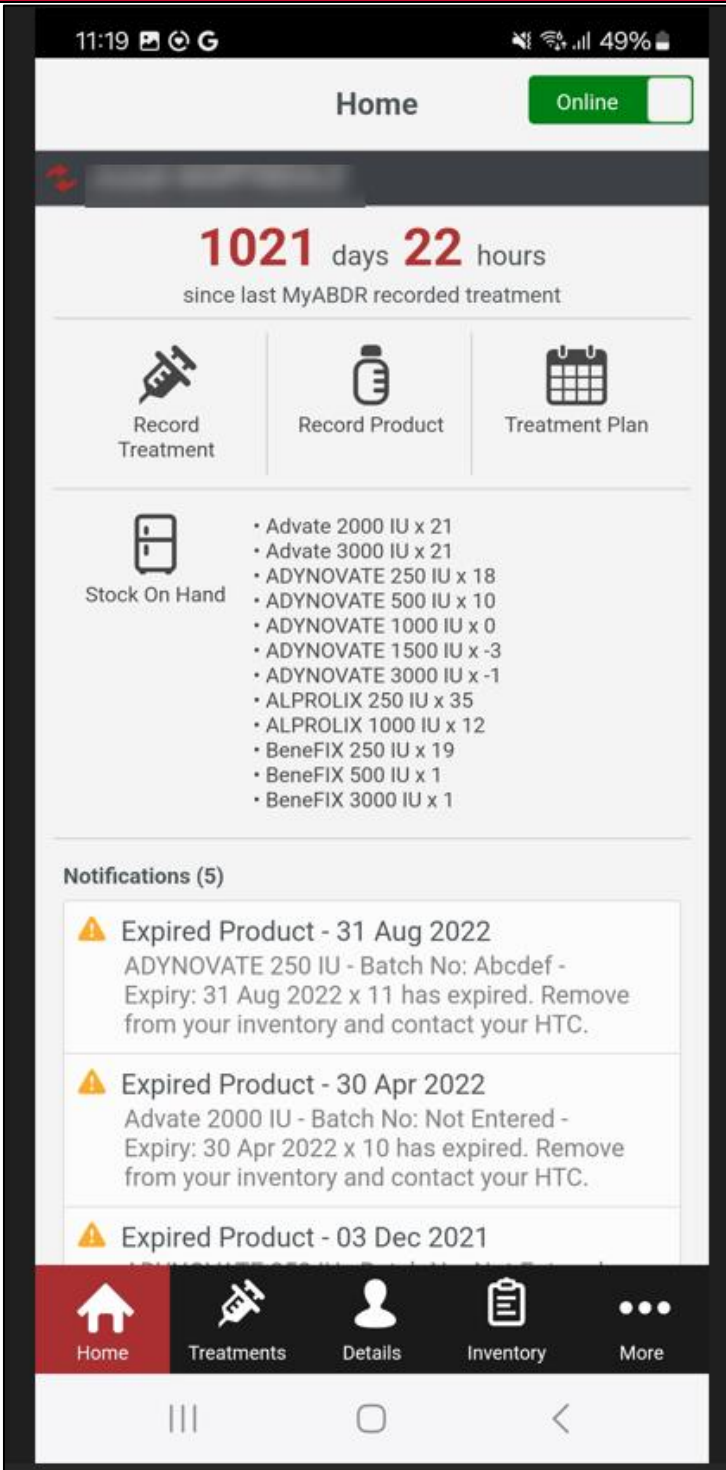
Steps	Actions
7.	<p>If you would like to set up <b>Okta Verify</b> as an alternative security method, please proceed to <a href="#">Heading 5: Setting up Okta Verify on mobile app</a> otherwise, click <b>Continue</b>.</p> 
8.	<p>Security methods set up is now complete. User can now select one of the following Multi Factor Authentication options to login into MyABDR.</p>





Steps	Actions
	<div data-bbox="496 248 1313 1227"> <p>Verify it's you with a security method</p> <p> </p> <p>Select from the following options</p> <div> <div data-bbox="539 568 624 651"></div> <div data-bbox="662 568 911 645">Email  com</div> <div data-bbox="1043 580 1173 640"><a href="#">Select</a></div> </div> <div> <div data-bbox="539 707 624 790"></div> <div data-bbox="662 707 852 784">Enter a code Okta Verify</div> <div data-bbox="1043 719 1173 779"><a href="#">Select</a></div> </div> <div> <div data-bbox="539 846 624 929"></div> <div data-bbox="662 846 994 922">Get a push notification Okta Verify</div> <div data-bbox="1043 857 1173 918"><a href="#">Select</a></div> </div> <div> <div data-bbox="539 985 624 1068"></div> <div data-bbox="662 985 911 1061">Phone +61 XXX XXX </div> <div data-bbox="1043 996 1173 1057"><a href="#">Select</a></div> </div> <p><a href="#">Back to sign in</a></p> </div> <p><b>Result:</b> You can now access <b>MyABDR</b> Homepage and navigate the system as required.</p>

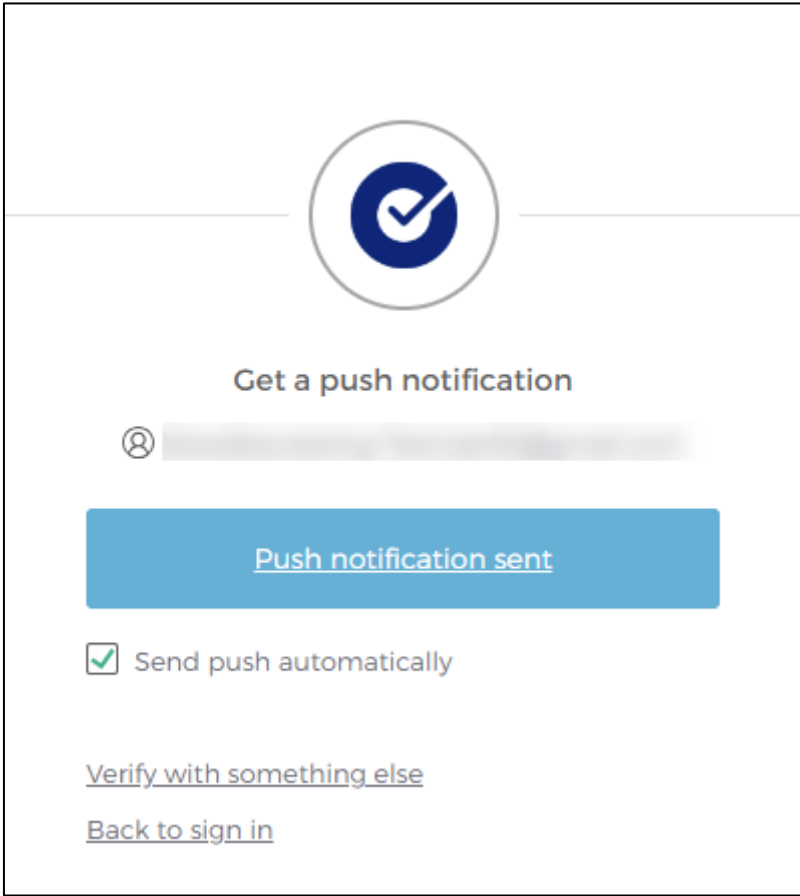

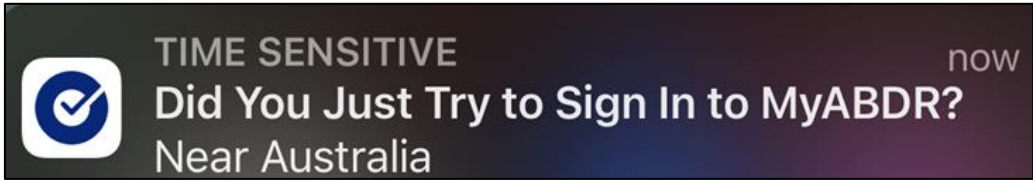



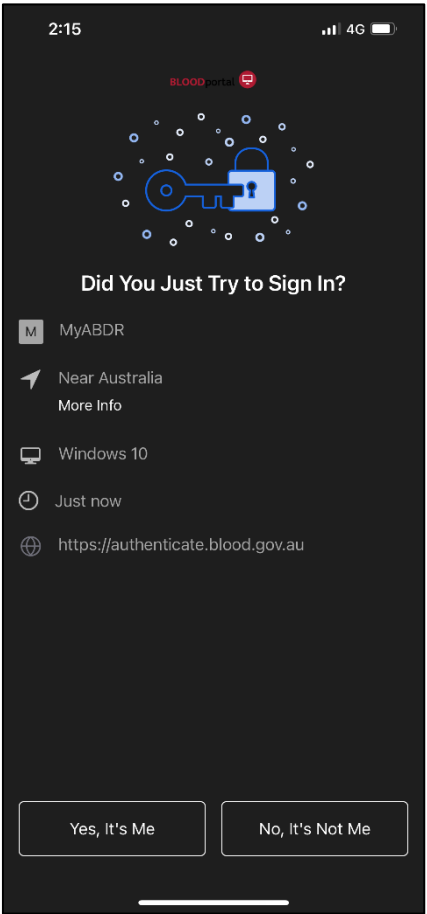
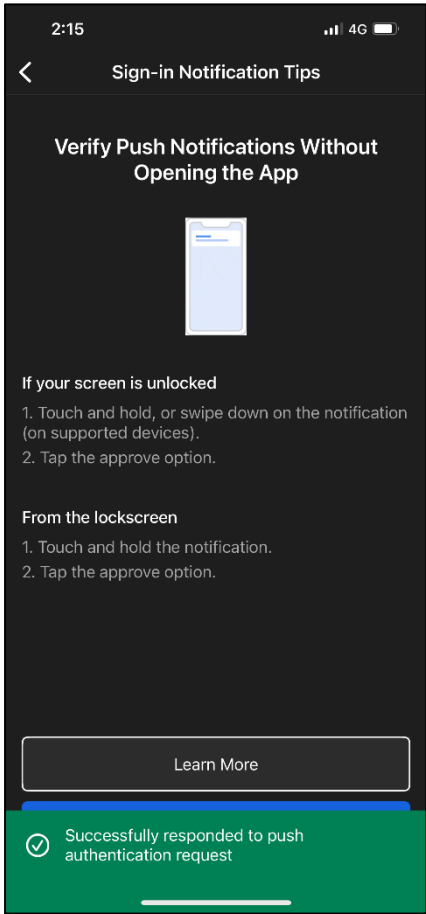
Steps	Actions
	 <p>The screenshot displays the 'Home' screen of the MyABDR mobile application. At the top, the status bar shows the time as 11:19, signal strength, and 49% battery. The app header includes the word 'Home' and an 'Online' status indicator. Below this, a large red and black display shows '1021 days 22 hours' since the last recorded treatment. Three main action buttons are visible: 'Record Treatment' (with a syringe icon), 'Record Product' (with a vial icon), and 'Treatment Plan' (with a calendar icon). A 'Stock On Hand' section lists various blood products and their quantities, including Advate 2000 IU x 21, Advate 3000 IU x 21, ADYNOVATE 250 IU x 18, ADYNOVATE 500 IU x 10, ADYNOVATE 1000 IU x 0, ADYNOVATE 1500 IU x -3, ADYNOVATE 3000 IU x -1, ALPROLIX 250 IU x 35, ALPROLIX 1000 IU x 12, BeneFIX 250 IU x 19, BeneFIX 500 IU x 1, and BeneFIX 3000 IU x 1. A 'Notifications (5)' section lists three expired products with their respective expiry dates and batch numbers, advising removal from inventory and contact with HTC. The bottom navigation bar features five icons: Home (house), Treatments (syringe), Details (person), Inventory (clipboard), and More (three dots). The very bottom of the screen shows standard Android navigation icons (three vertical bars, a circle, and a back arrow).</p>





## 1.1 On-going Login Process

Perform the following procedure if you are an **existing user**:

Steps	Actions
1.	<p>Navigate to MyABDR if not already there. Enter your <b>Username</b> and <b>Password</b> and select <b>Sign in</b>.</p> <p><b>Result:</b> Verification security methods pop-up window appears.</p>
2.	<p>After the first login and selection of a verification method, future logins will remember and use the chosen method until the user changes to <b>Verify with something else</b>.</p> <div data-bbox="501 539 1305 1431">  </div> <div data-bbox="341 1431 1469 1534">  <p>Enabling Push Notifications is recommended to reduce time taken to login using the Okta app.</p> </div>
3.	<p>You will receive a <b>Time Sensitive</b> notification on your mobile.</p> <div data-bbox="386 1597 1423 1776">  </div> <div data-bbox="341 1783 1447 1986">  <ul style="list-style-type: none"> <li>• Using push notification is the quickest way to get into the account and user does not require to add a verification code.</li> <li>• User will only be prompted to receive a 6-digit verification code if user have chosen different security method. A one-time verification code will be sent to your chosen method.</li> </ul> </div>

Steps	Actions
4.	<div>Click <b>Yes, it's me.</b></div> <div><div></div><div></div><div>Result: You can now access <b>MyABDR</b> Homepage and navigate the system.</div></div>

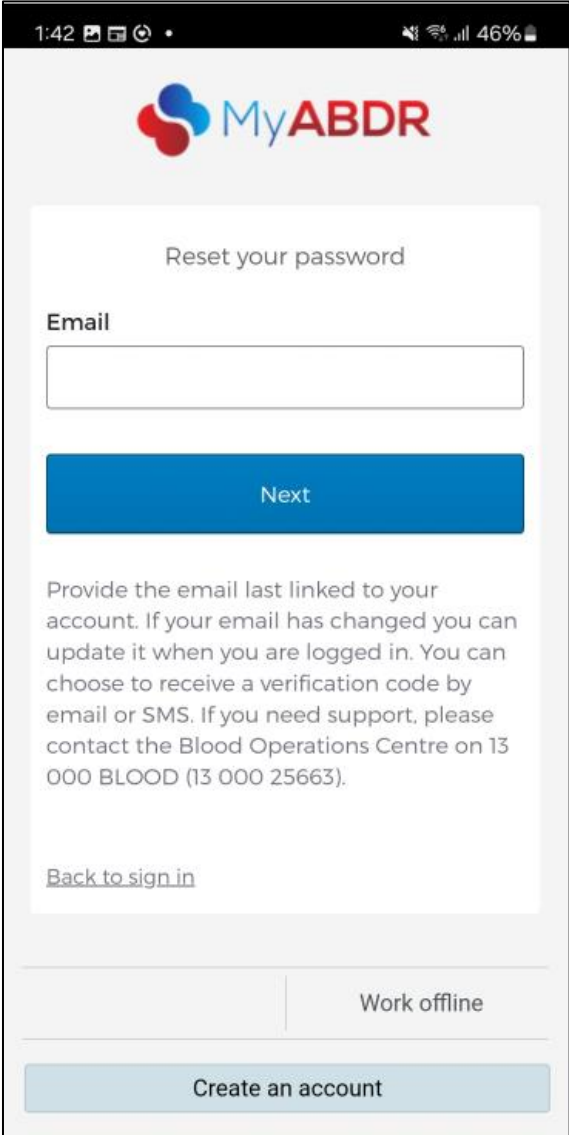
Steps	Actions
5.	<p>You will receive an alert notification sent automatically to your email to confirm you are attempting to sign in. If this is not you, click on Report Suspicious Activity.</p> <div> <p><b>New sign-on notification</b></p>  Support &lt;support@blood.gov.au&gt; To [redacted]  <small>(i) If there are problems with how this message is displayed, click here to view it in plain text</small></div> <div> <p><b>BLOODportal</b> </p> <p>National Blood Authority - New sign-on detected for your Okta account</p> <p>Hi [redacted]</p> <p>Your Okta Account [redacted] was just used to sign-in from a new or unrecognized device, browser, or application.</p> <p><b>Sign-In Details</b></p> <p>CHROMIUM_EDGE - Windows 10 Sun, August 4, 2024 Canberra, Australian Capital Territory, Australia IP: 203.13.3.110</p> <p><b>Don't recognize this activity?</b></p> <p>Your account may have been compromised; we recommend reporting the suspicious activity to your organization.</p> <p><a href="#">Report Suspicious Activity</a></p> <p>The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.</p> </div>

## 2 Forgot Password

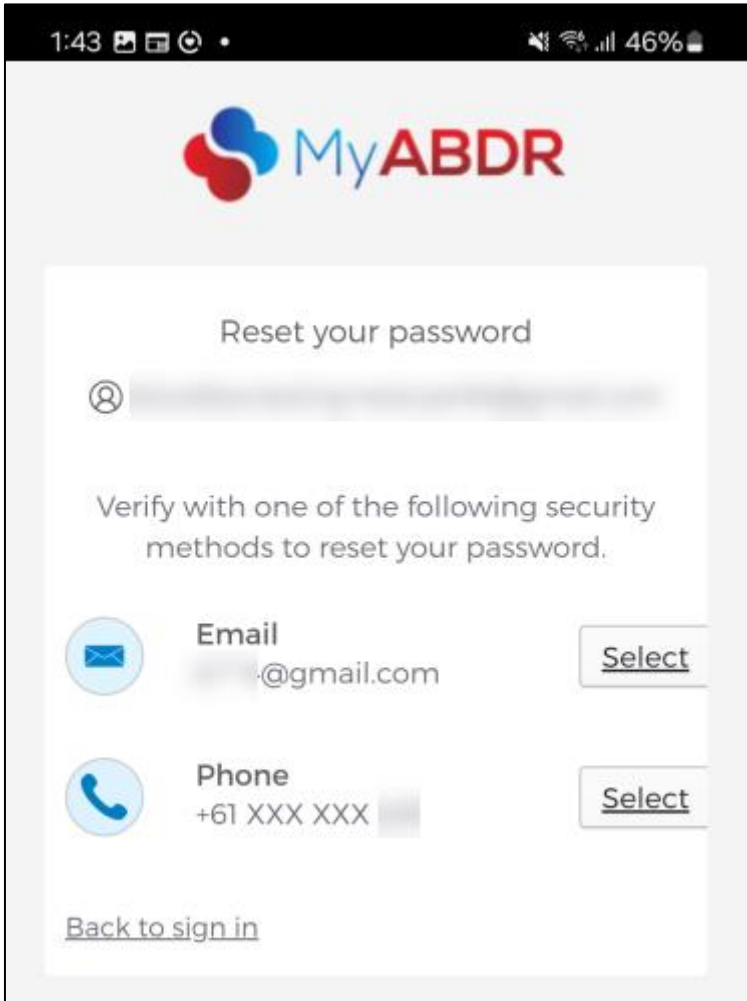

Perform the following procedure if you have forgotten your **password**:

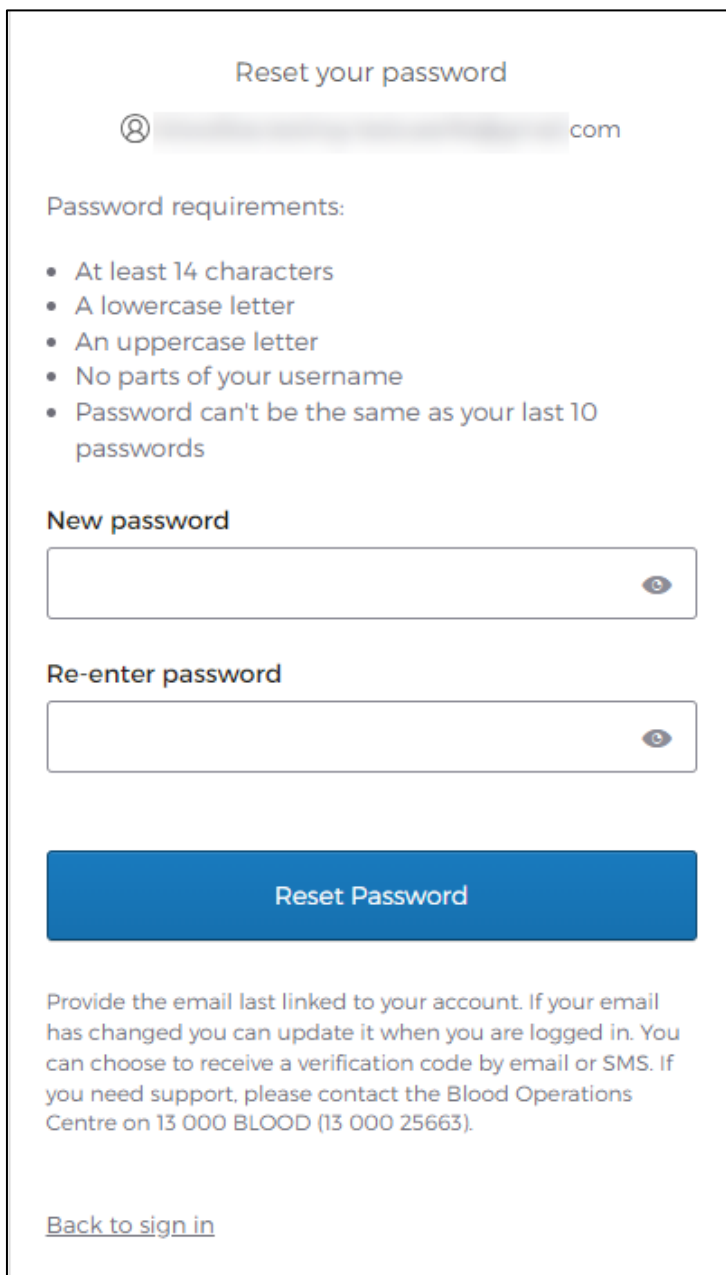
Steps	Actions
1.	<p>Select the <b>Forgot Password?</b> link on the MyABDR homepage.</p> <p><b>Result:</b> A <b>Reset your password</b> pop-up window appears.</p>



Steps	Actions
2.	<p>Enter your <b>Email</b> and select <b>Next</b>.</p>  <p><b>Result: Verify security methods</b> pop-up window will appear.</p>



Steps	Actions
3.	<p>Select one of the following options.</p>  <p><b>Result:</b> A Verification Code will be sent based on the option user chooses. Enter the 6-digit Verification Code and select Verify. A window will appear with the option to create a new password.</p> <div data-bbox="341 1420 1445 1516">  This code expires in 10 minutes. </div>

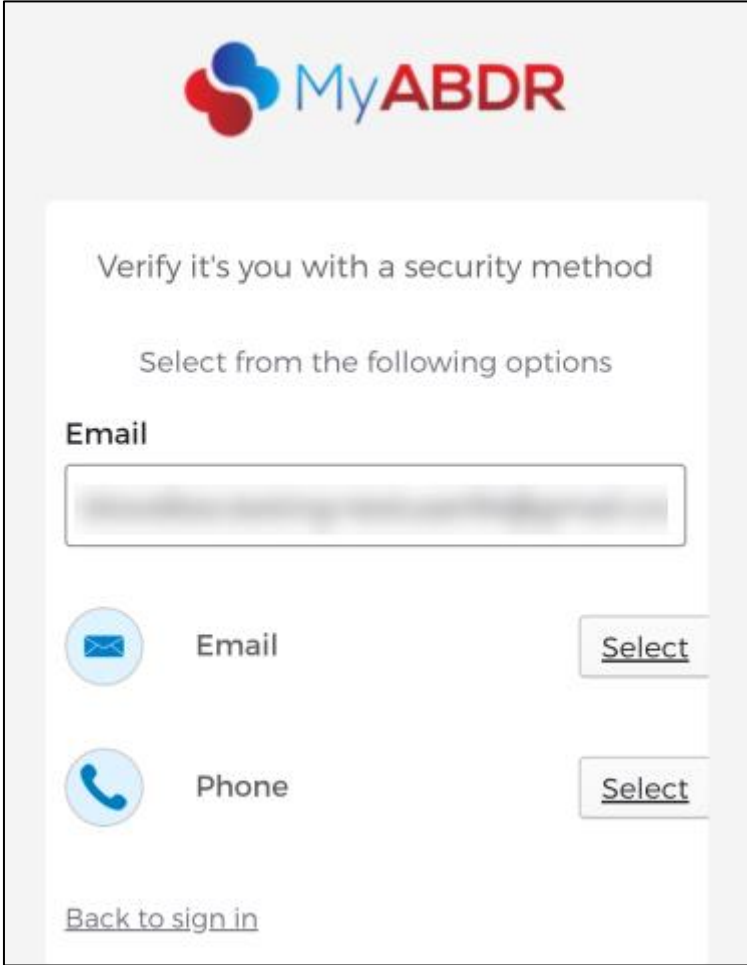

Steps	Actions
4.	<p>Enter new password and select <b>Reset Password</b>.</p> <div data-bbox="531 291 1260 1561">  </div> <p><b>Result:</b> You can now access <b>MyABDR</b> Homepage and navigate the as required.</p>

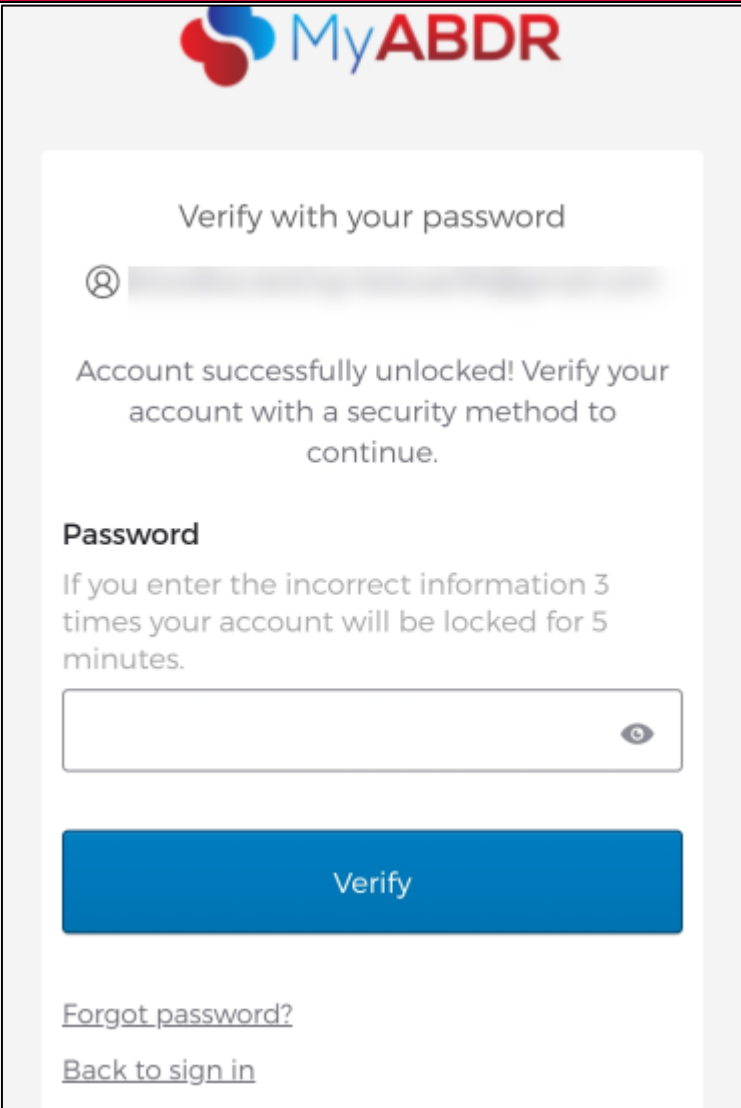
### 3 Unlock Account

Perform the following procedure if you have forgotten your **username**:

Steps	Actions
1.	<p>If you enter the incorrect information 3 times your account will be locked for 5 minutes. Alternately you can unlock your account. Click on <b>Unlock account?</b> on <b>Sign in</b> page.</p> <p><b>Result:</b> <b>Verify security methods</b> pop-up window will appear.</p>






Steps	Actions
2.	<p>Enter your <b>Username</b> and follow the prompts to <b>Verify the security method</b>.</p> <div data-bbox="529 300 1279 1261">  </div> <p><b>Result:</b> A <b>Verification Code</b> will be sent based on the option user chooses. Enter the 6-digit <b>Verification Code</b> and select <b>Verify</b>. <b>Verify with your password</b> window will appear</p> <div data-bbox="341 1350 1447 1449">  <p>This code expires in 10 minutes.</p> </div>
3.	Enter the password to log in to your <b>MyABDR</b> account.

Steps	Actions
	



## 4 New User/Click here to register

Perform the following procedure to create a new BloodPortal Account:

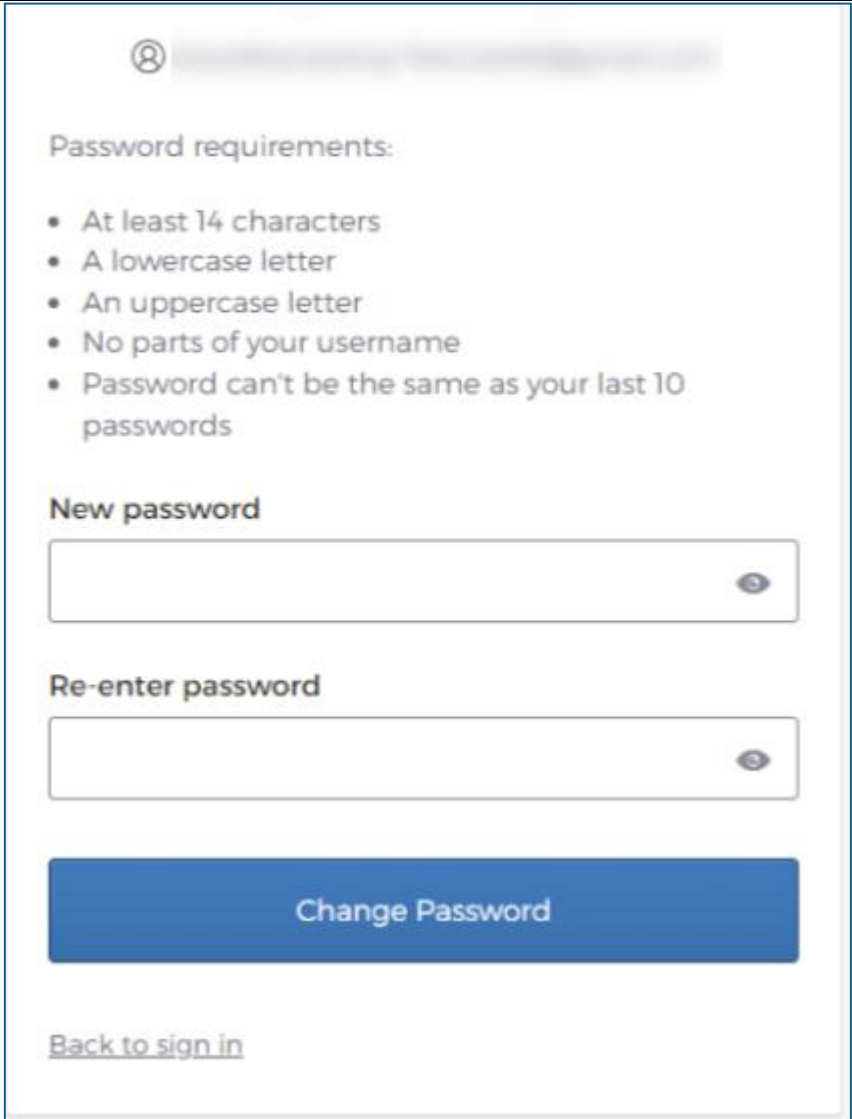
Steps	Actions
1.	Download MyABDR app (free of charge) from: App Store (Apple) or Google Play Android.
2.	<p>Click <b>Create an account</b>.</p> <div style="border: 1px solid red; padding: 5px; margin-top: 10px;">  You can add this link to your Favourites bar for ease of access for the next time you log in. </div> <p><b>Result:</b> The <b>MyABDR</b> registration page will open in web version.</p>

Steps	Actions
	<div>  <h3>MyABDR Registration</h3> <p>I request to access and input MyABDR data for the following patient/s</p> <div> <h4>Patient Details</h4> <div> <p>ABDR ID (if known): <input type="text"/> <small>On ABDR treatment patient card. Optional</small></p> <p>Given Name: * <input type="text"/></p> <p>Family Name: * <input type="text"/></p> <p>Date of Birth: * <input type="text"/> </p> <p>My Relationship to Patient: * <input type="text"/></p> <p>Haemophilia Treatment Centre: * <input type="text"/></p> <p><input type="button" value="Add Another Patient"/></p> </div> </div> <div> <h4>My Details</h4> <div> <p>Email Address: * <input type="text"/></p> <p>Confirm Email Address: * <input type="text"/> <small>This email address will be used to log in to MyABDR and for password resets.</small></p> <p>Given Name: * <input type="text"/></p> <p>Family Name: * <input type="text"/></p> <p>Mobile Phone: * <input type="text"/> <small>Password resets will also be sent to this number via SMS.</small></p> </div> </div> <div> <h4>Security Questions</h4> <div> <p>Security Question 1: * <input type="text"/></p> <p>Answer 1: * <input type="text"/></p> <p>Security Question 2: * <input type="text"/></p> <p>Answer 2: * <input type="text"/></p> <p>I accept the Terms and Conditions. * <input type="checkbox"/> <a href="#">Click here</a> to view the Terms and Conditions.</p> <p>I confirm the details provided are true and correct: * <input type="checkbox"/></p> </div> <div> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </div> </div> </div>



Steps	Actions
	 <ul style="list-style-type: none"> <li>Fields marked with a red Asterix (*) are mandatory to create a MyABDR account and for the NBA to confirm your identity before granting access.</li> <li>The Email Address and Mobile Phone number you provide will be used if you forget your Username or Password.</li> <li>Keep your personal information such as email or phone number, up to date. Log into MYABDR and change your Account details if/as required.</li> <li>Two (2) additional verification questions have been implemented to enhance the security of your account. These will be prompted in case of a locked account, forgotten username or password reset is required.</li> <li>If you have any concerns regarding privacy of your personal information, refer to <a href="http://www.blood.gov.au/privacy">http://www.blood.gov.au/privacy</a> or email <a href="mailto:privacy@blood.gov.au">privacy@blood.gov.au</a> before selecting 'Accept'.</li> <li>The <a href="mailto:privacy@blood.gov.au">privacy@blood.gov.au</a> email is sent to a Group "Freedom of Information" mailbox that includes a member of the Legal Counsel and the Executive team.</li> <li>A temporary password for your new account will be sent to your nominated email address and mobile phone number.</li> </ul>
3.	Complete the form, click on the <input type="checkbox"/> checkbox to view the <b>Terms and Conditions</b> and click <b>Accept</b> and <b>Submit</b> to continue.
4.	<p>If <b>Step 2</b> succeeds, you will be taken to the <b>Account Registered</b> screen, indicating your account has been registered.</p>  <ul style="list-style-type: none"> <li>A Temporary Password will be sent to your nominated email address and mobile phone number within 30 seconds.</li> <li>The first time you login with your <b>Username</b> and <b>Temporary Password</b>, you will be prompted to <b>Set up password</b>.</li> </ul>
5.	Once you set up a password as per password requirements, Click <b>Change Password</b> .




Steps	Actions
	 <p><b>Result: Set up security methods</b> popup screen appears.</p>
6.	To Set up security methods, please refer to <a href="#">Heading 1 First Login with MFA</a> and follow the steps.

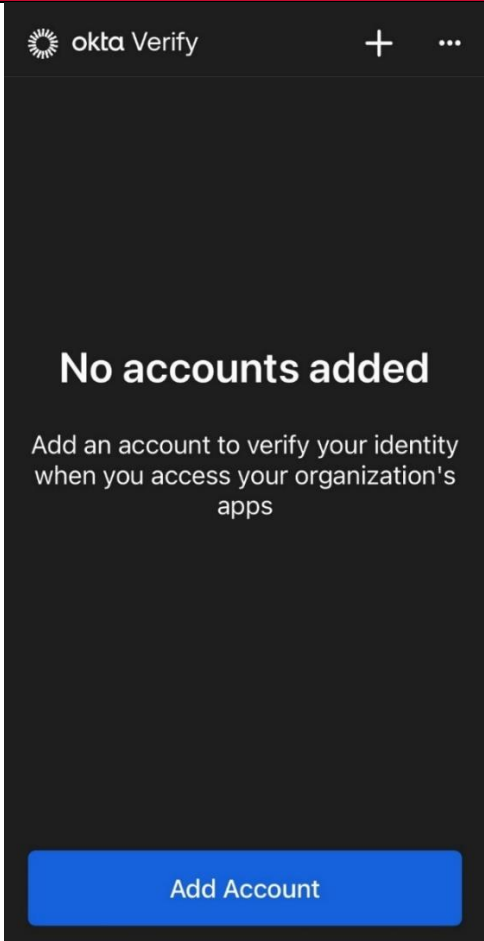
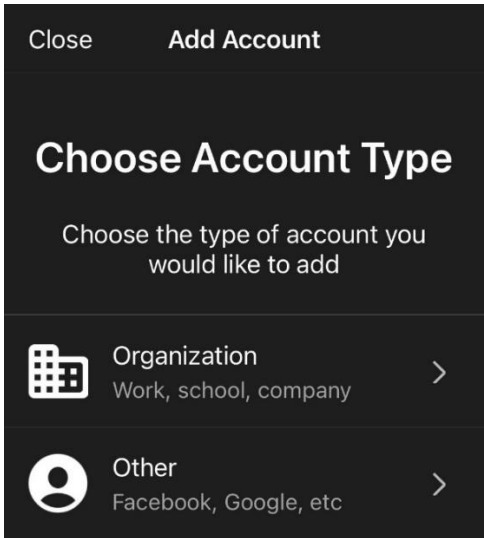
## 5 Setting up Okta Verify on mobile app

Steps	Actions
1.	To set up <b>Okta Verify</b> , select <b>Set up</b> .

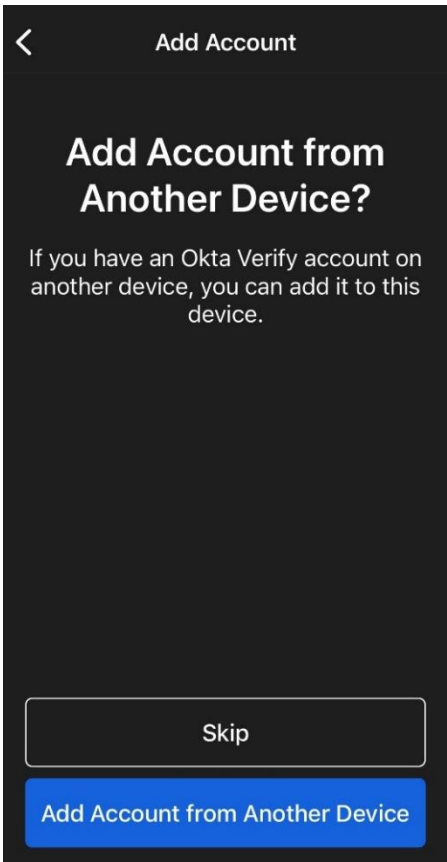

[illegible]

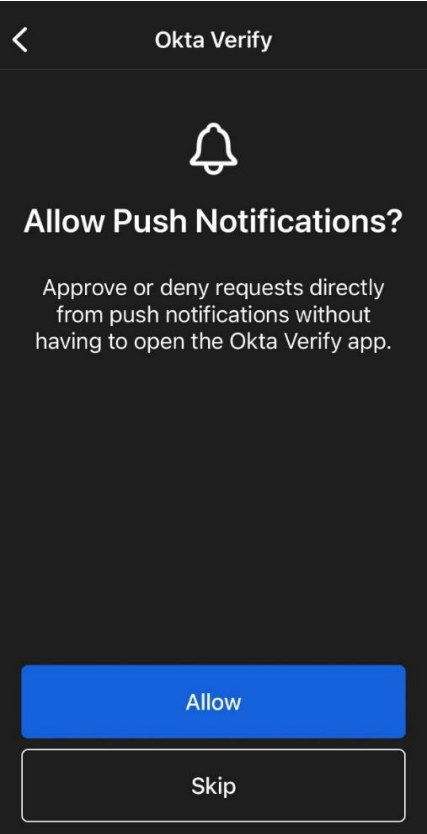

Steps	Actions
	
2.	<p>Download the Okta application and open on your device.</p> <ul style="list-style-type: none"> <li>• For Android Devices, please download the app from the <a href="#">Google Play Store</a>.</li> <li>• For Apple Devices, please download the app from the <a href="#">Apple Store</a></li> </ul>
3.	<p>Tap the + sign on the top right-hand corner or alternatively, tap <b>Add Account</b>.</p>



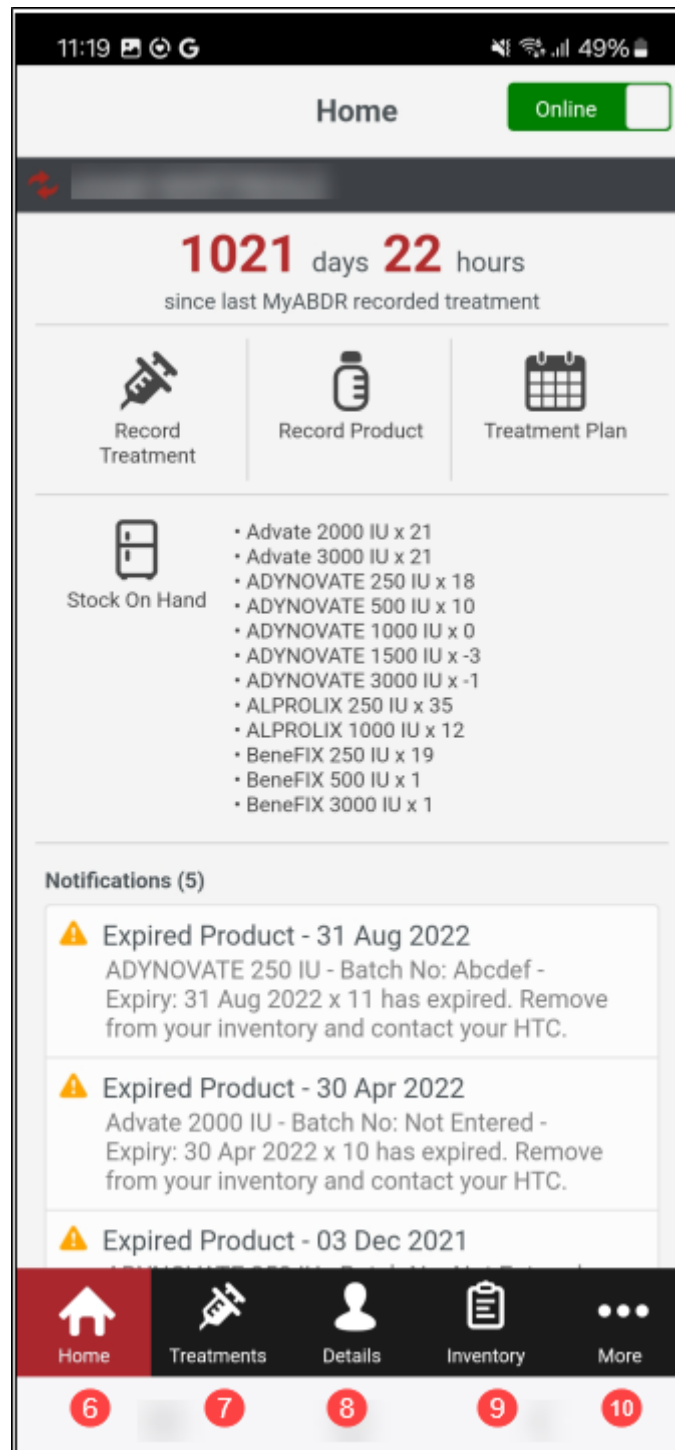
Steps	Actions
	 <p>The screenshot shows the Okta Verify app interface. At the top, there's a dark header with the Okta Verify logo on the left, a plus sign in the center, and three dots on the right. The main content area is dark gray and displays the text "No accounts added" in a large, bold, white font. Below this, in a smaller white font, it says "Add an account to verify your identity when you access your organization's apps". At the bottom, there is a prominent blue button with the text "Add Account" in white.</p>
4.	<p>Tap <b>Organisation</b>.</p>  <p>The screenshot shows the "Choose Account Type" screen within the Okta Verify app. The top of the screen has a dark header with "Close" on the left and "Add Account" on the right. The main title "Choose Account Type" is in a large, bold, white font. Below the title, it says "Choose the type of account you would like to add" in a smaller white font. There are two options listed: "Organization" with a building icon and the subtitle "Work, school, company", and "Other" with a person icon and the subtitle "Facebook, Google, etc". Both options have a right-pointing chevron icon.</p>



Steps	Actions
5.	<p>Tap <b>Skip</b>, unless you are adding account from another device.</p> 
6.	<p>Okta will prompt you to scan the QR code found in <b>step 1</b> to link your account.</p> 

Steps	Actions
7.	<div>Once scanned, tap <b>Allow</b> Push Notifications.</div> <div></div> <div><ul style="list-style-type: none"><li>• Enabling Push Notifications is recommended to reduce time taken to login using the Okta app.</li><li>• Using push notification is the quickest way to get into the account and user does not require to add a verification code.</li></ul></div>

## MyABDR Homepage Menu



## 6 Home

For quick access, MyABDR page has shortcuts on the home tab to record treatments and bleeds, manage treatment product stock and view the treatment plan.


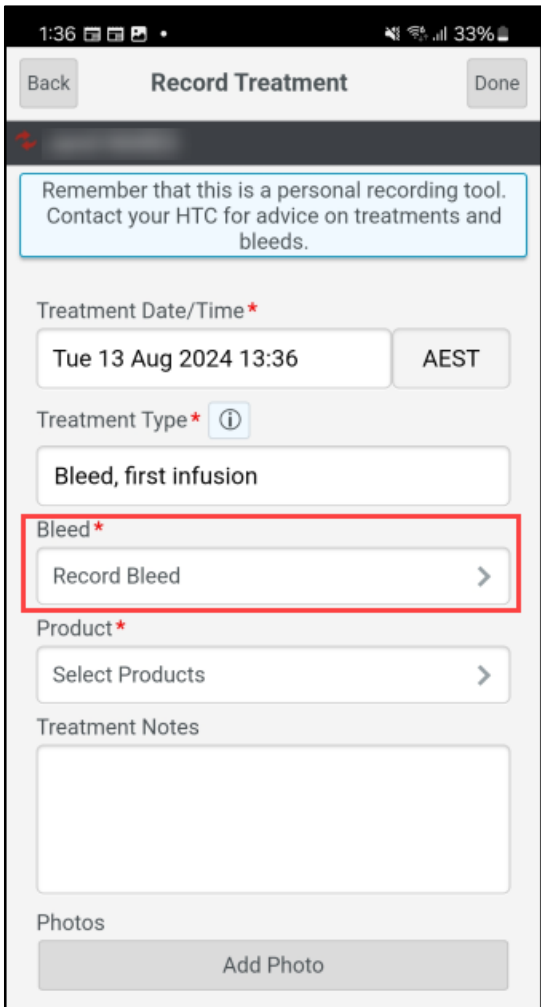


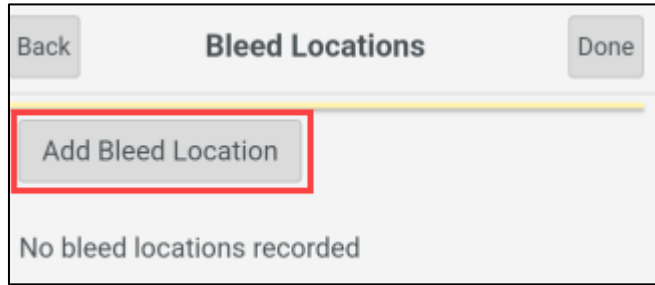
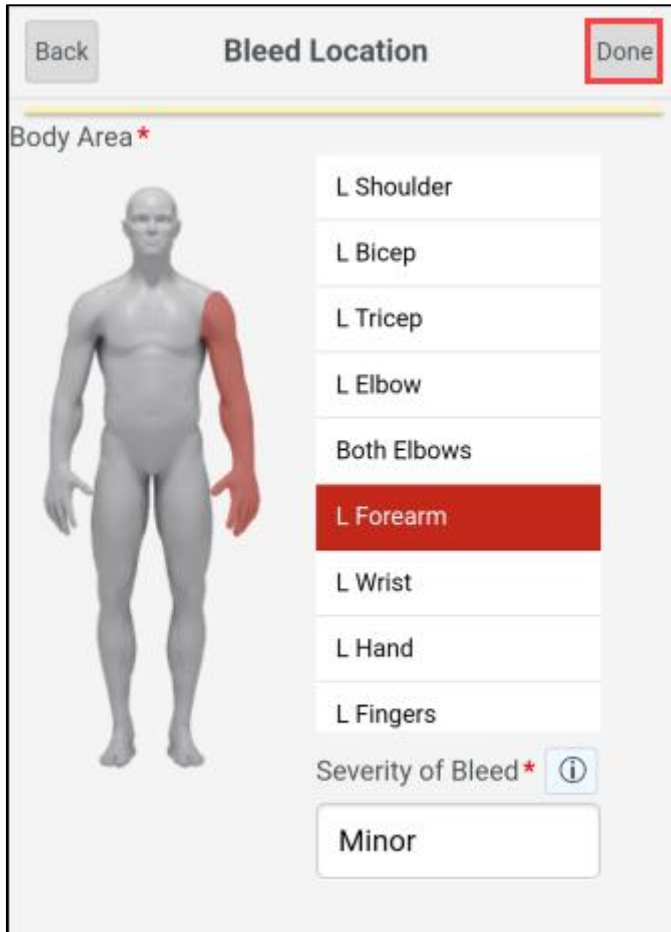

### 1 Record Treatment

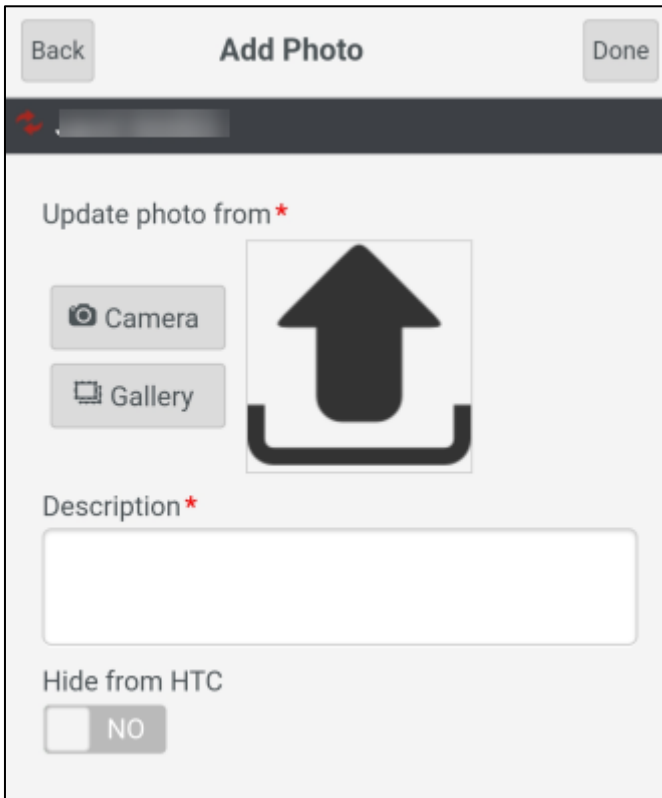
**Note:** A patient cannot record treatments in MyABDR unless their Stock On Hand has sufficient quantity of product, therefore it is critical that a patient’s Product Inventory is kept up to date.

Perform the following procedure to record treatment:

Steps	Actions
1.	Tap the <b>Record Treatment</b> shortcut on the home screen.
2.	Enter <b>Treatment Date/Time</b> and the <b>Treatment Type</b> . <div></div>

Steps	Actions
	<div data-bbox="359 257 427 324"></div> <p>Tap on the  information icon for a list of the treatment definitions:</p> <ul style="list-style-type: none"> <li>• Routine Prophylaxis - Your regular treatment to prevent “spontaneous” bleeds occurring.</li> <li>• Bleed - Treatment for a bleed, including follow-up treatments.</li> <li>• Preventative - Treatment before activity to prevent bleeds.</li> <li>• Temporary Prophylaxis - Short-term regular treatment to manage a specific bleed or joint problem.</li> <li>• Surgery/Procedure - Treatments before, during or after surgery or a medical/dental procedure.</li> <li>• Immune Tolerance Therapy - Treatment for inhibitors involving frequent doses of factor concentrates over a long period of time in an attempt to train the body to recognise</li> <li>• the treatment product.</li> <li>• Other - Treatments for other reasons. Type in the reason.</li> </ul>
3.	<p>A <b>Bleed</b> field will appear underneath. Tap the <b>Bleed</b> and it will open a <b>Add Bleed Location</b>.</p> <div data-bbox="630 907 1173 1910">  </div>

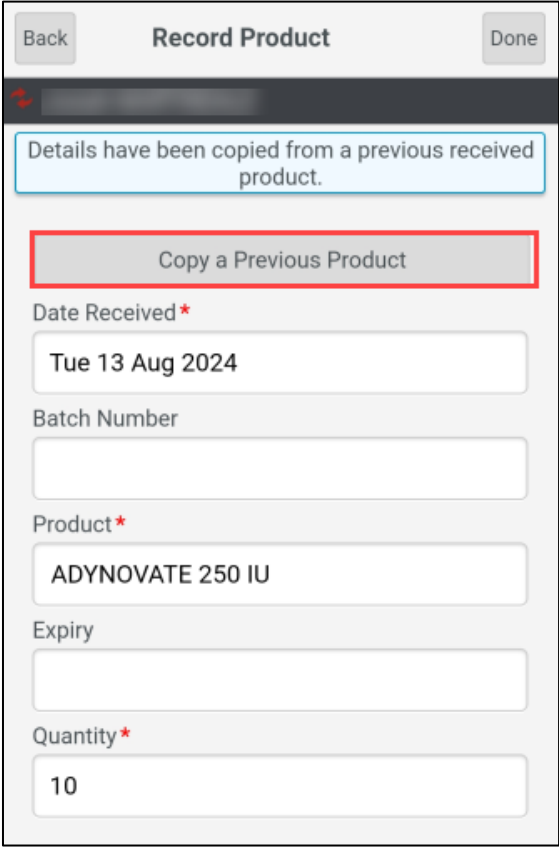

Steps	Actions
4.	<p>Then tap <b>Add Bleed Location</b>.</p>  <p>Select <b>Body Area</b>, <b>Body location</b> and <b>Severity of Bleed</b>.</p>  <div>  <p>Tap on the ⓘ information icon for a list of the severity definitions.</p> <ul style="list-style-type: none"> <li>• Minor Bleed is barely noticeable. It does not make you uncomfortable or have any effect on what you normally do during the day or how you do it.</li> <li>• Moderate Bleed makes you uncomfortable. It affects how you do the things you routinely do every day.</li> <li>• Major Bleed is very painful or uncomfortable. It stops you from doing normal daily activities. It may keep you awake when you are trying to sleep. You may need to go to hospital for treatment or review.</li> </ul> </div> <p>Enter the <b>Reason</b> of the bleed, <b>Bleed Notes</b> and select <b>Done</b>.</p>
5.	If you have more than one Location, select <b>Add Bleeding Location</b> or select <b>Done</b> to continue.

Steps	Actions
6.	Select <b>Products</b> to add product. Select the product type used and select <b>Done</b> .
7.	<p>Photos of injury and bleeds can also be added by selecting <b>Photos</b>.</p> 
8.	Upload photo from your Camera/Gallery and Select <b>Done</b> .

## 2 Record Product

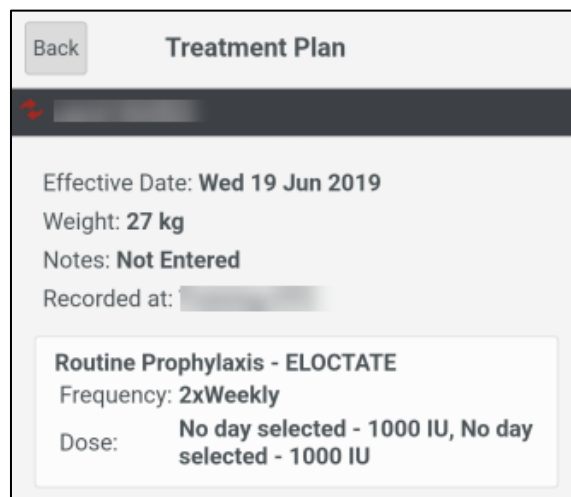
It is important add your treatment product stock to your inventory first before recording a treatment. Perform the following procedure to record treatment:

Steps	Actions
1.	Tap the <b>Record Product</b> on the home screen. You can either Copy a Previous Product or fill out all the fields marked with an * Astrix.

Steps	Actions
	 <p>Only the treatment products that are in your treatment plan will be shown.</p>
2.	<p>Enter product details and tap <b>Done</b> when finished.</p> <div>  <p>Timesaver for clotting factor products! Start typing the first couple of characters find your batch number. When you select it, the full batch number, product name and expiry date will autocomplete</p> </div>

### 3 Treatment Plan

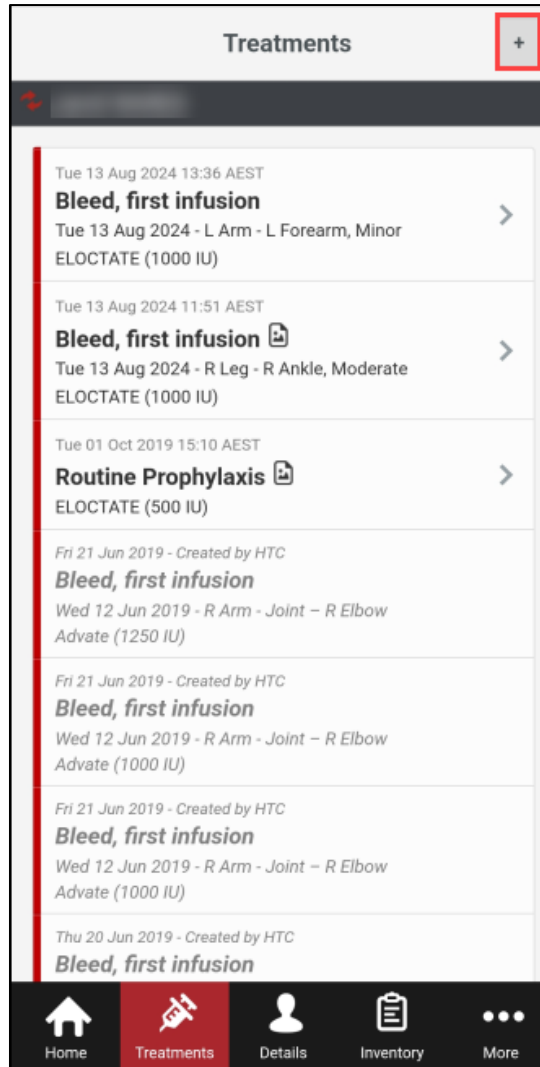
The Treatment Plan is a detailed plan outlines the patient's diagnosis and severity of condition. It also includes the current weight, the type of products used during bleeds and dosing instructions for managing severe/ traumatic bleeds.





## 7 Treatments

The Treatments tab shows a complete history of treatments recorded by MyABDR users for the patient with the most recent record displayed first. The details of each treatment displayed includes treatment date/time, treatment type, part of body treated, if treatment type = bleed, product, total dose, treatment notes if recorded and attachments

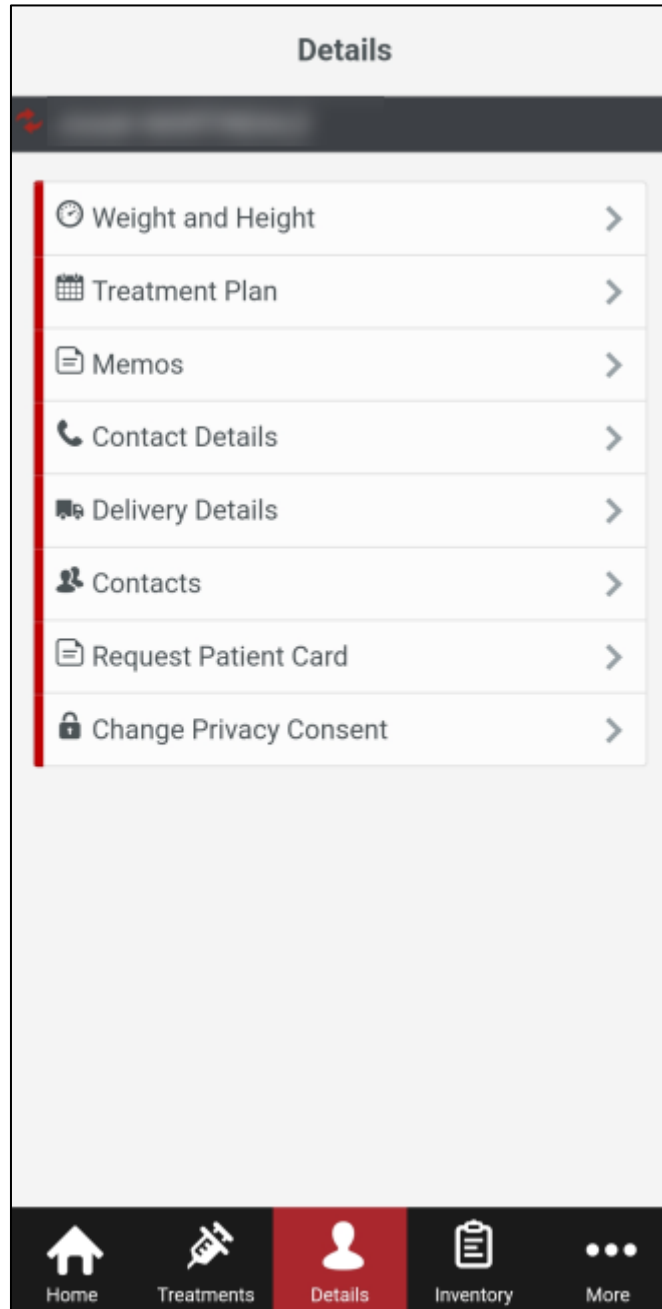


A Treatment can also be recorded by selecting + icon on the top right.

## 8 Details

Details tab enables users to update and manage patient information effectively in MyABDR. Users can update, view and manage following selections:

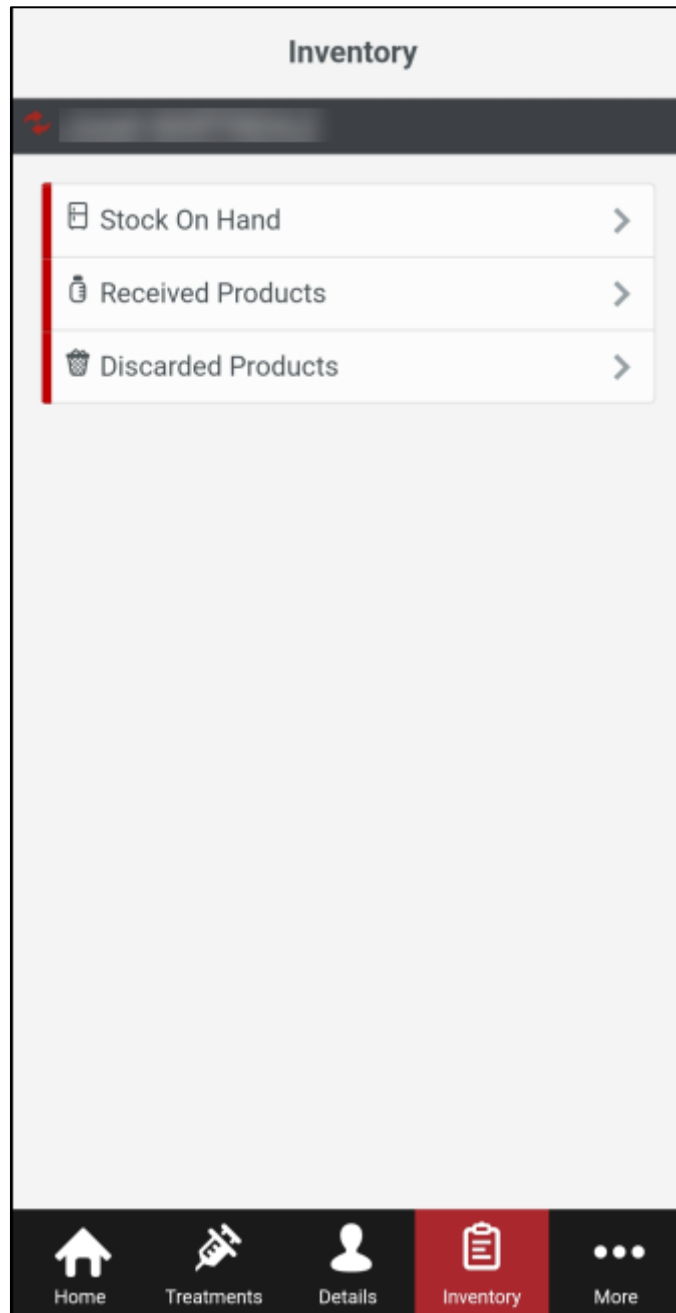
- Weight/Height
- Treatment Plans
- Memos
- Update Contact And Delivery Details
- Request Patient Card
- Change Privacy Consent.



## 9 Inventory

This tab facilitate efficient product management by enabling users to monitor the inventory. User can view, record, track and manage the product for effective inventory management through following selections:

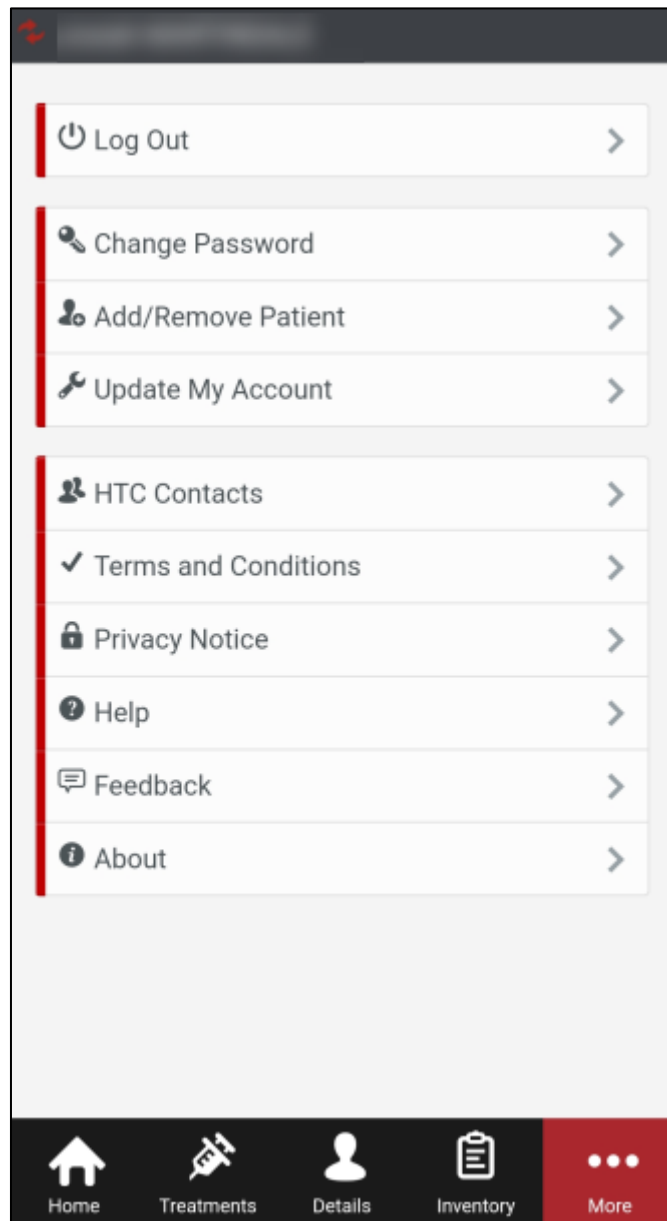
- Stock On Hand
- Received Products
- Discarded Products



It is important to add your treatment product stock to your inventory first before recording a treatment.

## 10 More

The More tab displays additional features and settings. Users can manage their accounts, add multiple patients, update account details, find HTC contact details, access support and provide feedback.



Use  (top left) on home page to switch family members.

