



NEW DHCARE PRO & SELECT USER GUIDE

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Version 3.1

www.dhcare.co.uk

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1. Introduction

Welcome to **DHCare Pro** online portal, a quick and easy way to access a range of business information. With the continuing demand for quicker and faster response times, more accurate information, and the ability to independently access essential information online, we have launched our new and improved Invacare Pro portal.

Here you can log in to access Spare parts, essential product information, bulletins, newsletters, sales support and our **DHCare Select**; electronic prescription form software for our mobility products.

DHCare Select software has been designed to offer easy selection of wheelchair products with detailed descriptions, and quick identification of non-compatible selections providing an efficient method for completing order forms.

1a. Registration

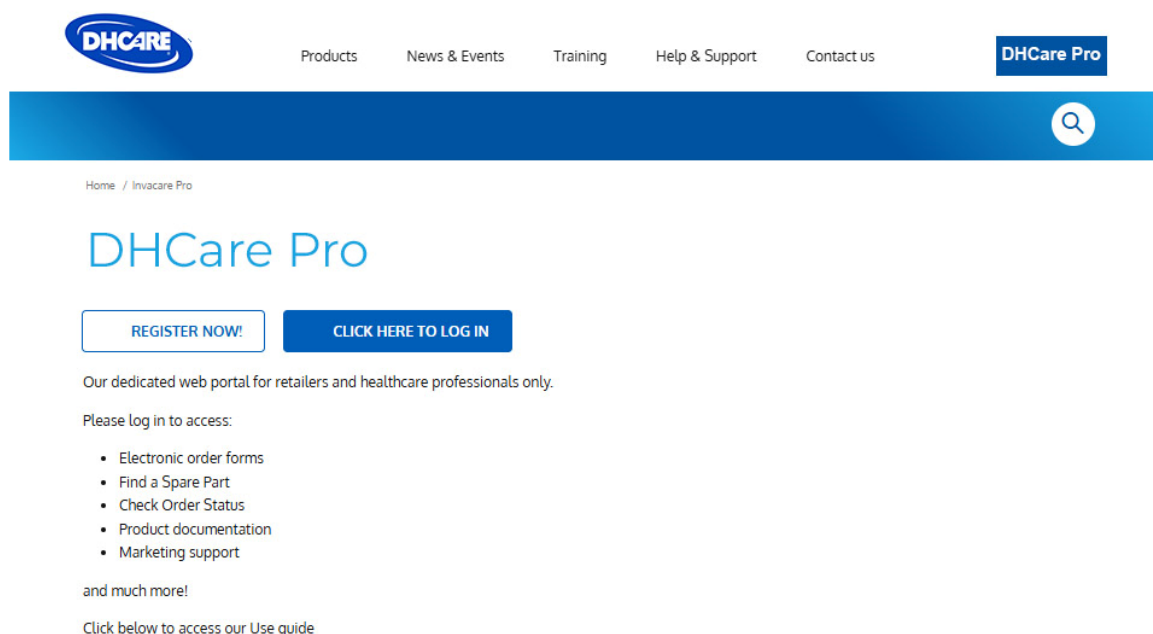
Not registered yet?

Click the DHCare Pro button (www.dhcare.co.uk/pro) and complete the registration form. You will receive an email to set up your passwords.

If you have opted to use DHCare Select as well, you will receive an additional email link to set up a second password to access the Select software.

Already Registered?

Simply log into DHCare Pro (www.dhcare.co.uk/pro). Always go to the website to access Pro.



1b. Key Contacts

We're here to help, send us an email with your query:

Marketing Services Team

email: systemrequestUK@dhcare.com

or salesUK@dhcare.com

2. Log-in & Password set up

Our new protocol and additional security require you to set up and manage your own passwords. If you have opted to use both Pro and Select, then you will need two log-ins; one for Pro and one for Select. Generally we recommend that you set the same password for both, this makes it easier to manage your access.

Once you've registered we will send a confirmation email with a copy of this user guide. The system will send you two separate emails containing links to set up your passwords; for Pro the email will be sent from QADPROD and for Select the email will be sent from support@dhcare.com. There are times when these emails may be caught in spam or junk filters. If you do not receive these emails, please contact the team at systemrequestsUK@dhcare.com.

Your email address will be your username for both Pro and Select.

If you choose just to use only Pro, then only one username and password is required.

If you forget your password(s), just click the link 'Forgot my password' at the log-in screen(s) and a link will be emailed to you.

Once your passwords have been set up, we recommend that you always log into Pro from our website www.dhcare.co.uk/dhcare-Pro.

3. DHCare Pro - Welcome & Main menu

The main menu bar provides access to a range of information to help you. Each section will open in a separate window. To return to the homepage either close the window or press the back button.



INVACARE
Yes, you can:

Menu ▾ DHCare Select Find Spare Parts Serial No. Check Check Order Status Sales Support Log out

WELCOME to our online portal

We have changed our name to DHCare UK Ltd. Please see our new contact emails below.

Email address	Use this for
salesUK@dhcare.com	Pre-order queries, product information, new account registration and sales or purchase orders.
rentalsUK@dhcare.com	Rental enquiries, current hire updates, rental quotations and planned rental support.
returnsUK@dhcare.com	Claims, returns and help when something has not gone quite right.
productsupportUK@dhcare.com	Product-use questions, technical support and help with products purchased from DHCare.
servicingandmaintenanceUK@dhcare.com	Service and maintenance agreement queries, orders and package information.
installationsUK@dhcare.com	Ceiling track hoist installation orders, updates and queries.
systemrequestUK@dhcare.com	Pro and Select registrations, password reset, access issues.

Online Services

Easier to do business with us

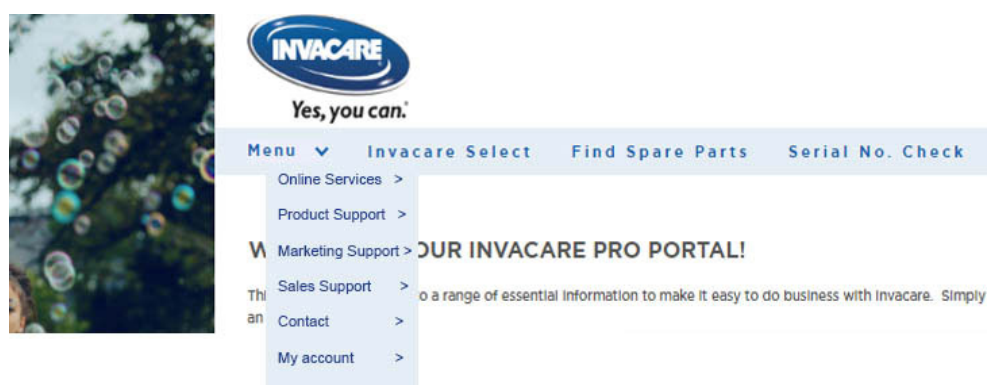
Everything in one place

The main menu bar across the homepage gives access to the following:

- **DHCare Select** – NEW electronic prescription forms and price lists. See section 4 below for detailed instructions to use electronic prescription forms.
- **Find Spare Parts** – access to ourecat Spares catalogue. Search by part number or description.
- **Serial No. Check** – useful to check a mobility product. This function will show the configuration of a product, purchase date and Warranty.
- **Check Order Status** – this section allows you to check all orders on your account. , download acknowledgements/invoices, check delivery status. See section 3.1 below for more details on this section.
- **Sales Support** – how to place an order, useful contact details
- **Log Out** – log out of the portal

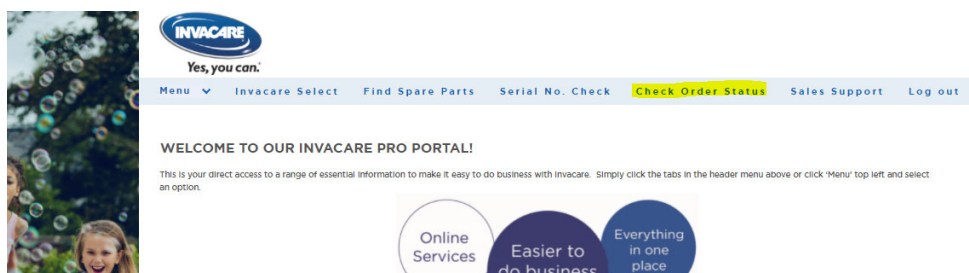
Here's a detailed guide to the menu buttons:

- **Menu** – click the drop-down arrow to access a sub menu of specific product and marketing support information. Here you can access the following:
 - Online Services** - a short cut to Invacare Select
 - Product Support** - access to additional price lists (retail only), LiNX Support Documentation and One Solution
 - Marketing Support** – access our Bulletins, Newsletters, Brochure order forms, Marketing Resources – download a range of product and lifestyle images and Invacare Unique – details of our custom build service.
 - Sales Support** – details on to how to place an order, our RAN instructions if you need to return a product, and our Terms and Conditions.
 - Contact** – send the team a direct message without logging out of Invacare Pro.
 - My Account** - How to manage your account, change your password, click the Menu drop down arrow to access the 'My account' function.



3.1 Check Order Status

This provides access to sales orders, quotes, acknowledgements and invoices.



When you open Check Order Status, the default screen will always show the 'Personal Info' tab first. Access **Quotes**, **Open Orders** and **Invoices** by clicking each tab (see below). Live quotes will show up to 90 days, open orders will show all orders on your account and invoices when an order has been shipped.

My Account

Personal Info Address Book Quotes **Open Orders** **Invoices**

Email Address: ANOther@dhcare.com

Full Name: AN Other

Secret Question:

Secret Answer:

Save **Change Password**

Quotes – search by the DHCare reference number.

Open Orders - this tab will list all open orders. Each order line shows a description of the item on order, order date, your PO order number, the Customer Service team member who processed the order and order status – see below.

To search for an order, **please use the DHCare order number only.**

Personal Info

Address Book

Quotes

Open Orders

Invoices

SEARCH ORDER:

Order Number ▾	Items	Order Date ▾	PO Order Number ▾	Applicant Name	Order Status
#N196087 	1629269 1 Brochure-Essential Basic	10/27/20	LITERATURE	ahosey	In process

Invoices - access all orders that have been invoiced and shipped for your account. Here you can download invoices, order acknowledgement of items despatched, view shipper number and courier tracker details, if available – see below.

Personal Info	Address Book	Quotes	Open Orders	Invoices	
SEARCH INVOICE: Q SEARCH ORDER: Q					
Invoice Number	Order Number	Invoice Date	Items	Shipper No	Actions
2021079905	N170927	08/13/20	1452442 1 INVACARE BANJO P452E/3	sSUKS781130	ZON2A3P3
2021090222	N170682	08/14/20	1573866 4 Circa NG White Covers	sSUKS781369	

Additional Information in this section

Personal Info tab – your personal login details and password.

Do not change your password in this tab please use the ‘Forgot my password’ link at the login screen.

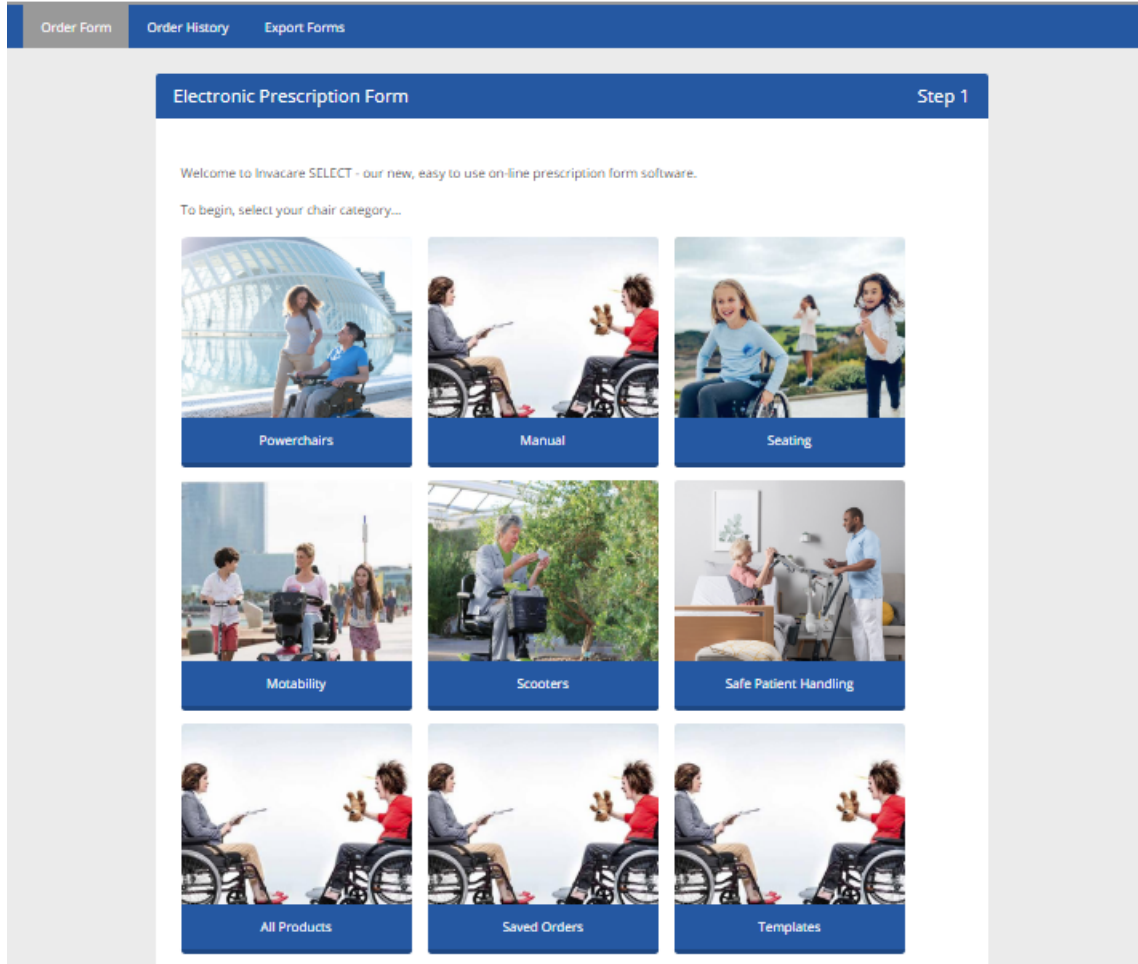
Address book tab – lists all the delivery addresses associated with your account. You cannot make changes in this section, please contact Customer Services if you have any queries with the addresses listed.

4. DHCare Select – Log in

Click Select in the main menu and enter your username and password. If you’ve forgotten your password click the link ‘Forgot my password’ to reset it.

The homepage will display a main menu header across the top and product categories with images in the centre of the screen. In the main blue menu bar you can access:

- **Order Form** – select a mobility product order form to complete
- **Order History** – view your history of orders forms completed
- **Export forms** – access to all forms relevant to your account. This section allows you to select a blank order form to download as a pdf. At the top of this section there is a live link titled ‘Download Booklet’ click this link if you want to download all order forms as a pdf. The forms will be downloaded with a front cover in a book format. Please note this will be a large file and may take some time depending on your broadband speed.



In the top right hand corner of the screen you can access:

- **Change password** – change your password
- **Log off**

To get started from the home screen, simply click a picture or the blue bar below the image to access that section.

To return to the home screen just click Order Form in the main menu bar. See screenshot below.

5. Choosing an order form type

- a. **Order forms** – select the Power or Manual icon to start an electronic order form
- b. **Templates** – create and save a popular product configuration. You can create and save as many templates as required for products ordered on a regular basis.
- c. **Saved Orders** (work in progress) – save an order form and complete it at a later stage.

6. Starting an order form, layout and key

- a. Select either Powerchairs or Manual chairs. A list of sub categories will appear – click the blue bar or down arrow to expand the selection and ‘Select’ a product. See screenshot below.

Electronic Prescription Form Step 2

Powerchairs.

Please select a product from one of the following sub-categories...

 AVIVA RX New ▼

AVIVA RX20 Modulite Select

AVIVA RX20 STANDARD SEAT Select

AVIVA RX40 HD Select

 Mid-wheel drive ▼

 Rear wheel drive ▼

 Stock powerchairs ▼

 Ultra Low Maxx Seating ▼

Back

Electronic Prescription Form Step 3

Please continue by filling in the details below, then selecting "Form Type"

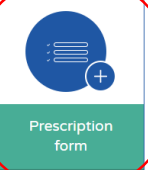
Details/References

Reference One

Reference Two

Raised by

Form Type

 Prescription form

Back Next

- b. Complete the reference details. To move to the next screen, you must select the prescription form icon which will turn green, then press ‘Next’ to continue to the next screen.

- c. This intuitive software offers quick and easy selection by clicking the blue bars to reveal available options. A product order form will display with standard features, base price and product image. There is a Key, Progress section and a running total price on the right-hand side. The key uses the same symbols used in our current pdf forms, the Progress bar provides easy visual status as you select options, and a running total is displayed as you work through the form.

d. **Progress window**

Green – completed

Yellow – optional not required

Red – Required option

e. **Select all Standard Options**

The 'Select Standard Options' allows you to select all the standard options in the form with just one click.

To deselect just click the button again and all the standard option are unselected. This offers a quick and easy way to complete a form if you just need to choose all standard options.

- f. To select an option, click the blue bar which will expand to show the options available. Click the required option, a green square at the end of each section indicates it's an accepted configuration. See point H below for non-compatible options.

Example of a selected option highlighted in green with longer description in the grey bar underneath.

g. Select incomplete and required options

- Incomplete options are indicated by a red square at the end of the blue bar.
- Click each blue bar to expand the menu to make a selection.
- Required options are indicated by a red square. A yellow square indicates an optional option and green indicates a completed/accepted option. You can check your progress using the 'Progress' window to the right of the order form.

Standard Features - Bora Modulite - Retail

Base Price: £4,352.00

- Max user weight 130kg (20.5 Stone)
- Modulite highly adjustable seating system
- Telescopic adjustable seat widths from 330mm - 530mm (13" - 21") with an additional 50mm, (2") by arms
- Seat depths 410mm - 510mm stepless adjustment (16" - 20")
- Tension adjustable backrest
- Standard T-Armrests, detachable with short armpad
- Manual settable seat Tilt (0° - 20°)
- Manual settable backrest Recline (0°- 30° in 3.75° steps)
- 80° hangers with fixed footplate
- LINX control REM110 with standard bracket
- Choice of 2 chassis colours, 7 body shroud colours, 3 Rim colours
- 200mm x 45mm (8" x 1.75") Puncture proof PU-foam sealed, Black castors
- 318mm x 57mm (12.5" x 2.25") Puncture proof solid Inlay Black drive wheels
- Rear suspension (3 options)
- 6 km/h (4mph) 2 pole motors and 50Ah batteries
- 8A (200 - 250V) charger
- Bolt on or quick release anti tippers
- 4 Point tie down system (Q'Straint QLK-150 compatible)
- Lapbelt with autolock (adjustable both sides)

BASE PRODUCT *

BASE MODEL *

SEATING TYPE *

SEAT FRAME *

SEAT WIDTH *

SEAT DEPTH *

SEAT OPTION

SEAT CUSHION *

Key

◆ Standard Feature

○ Free of Charge

POA Price on approval

Progress

7 Completed

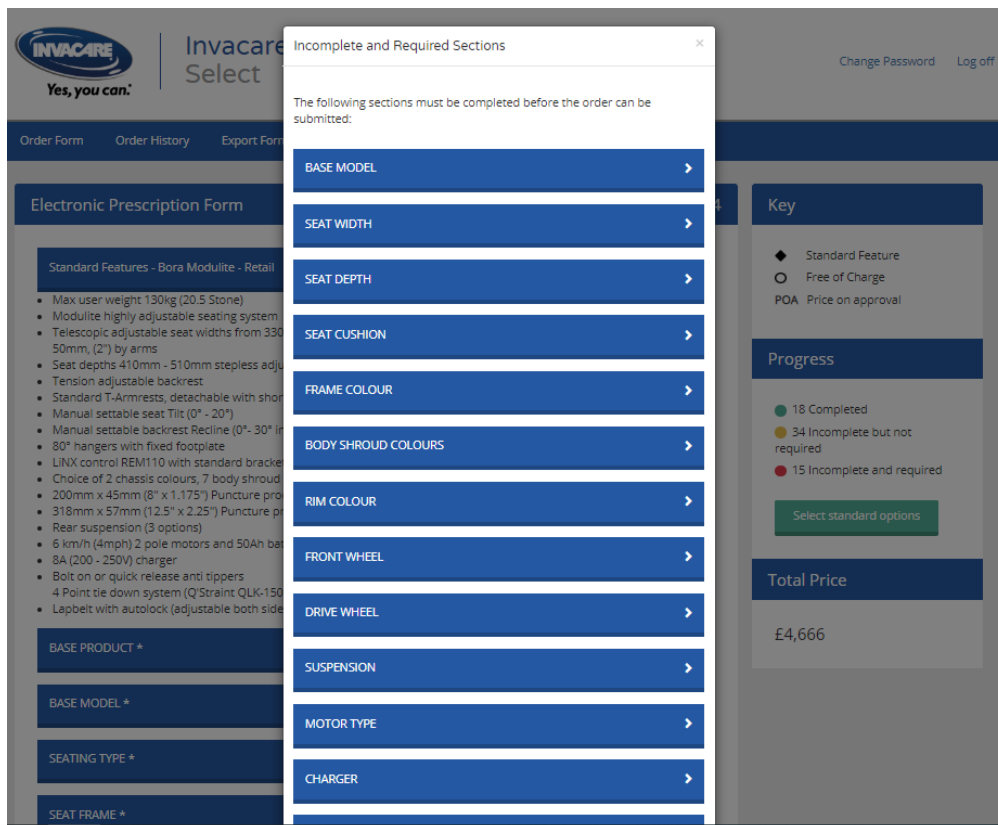
28 Incomplete but not required

26 Incomplete and required

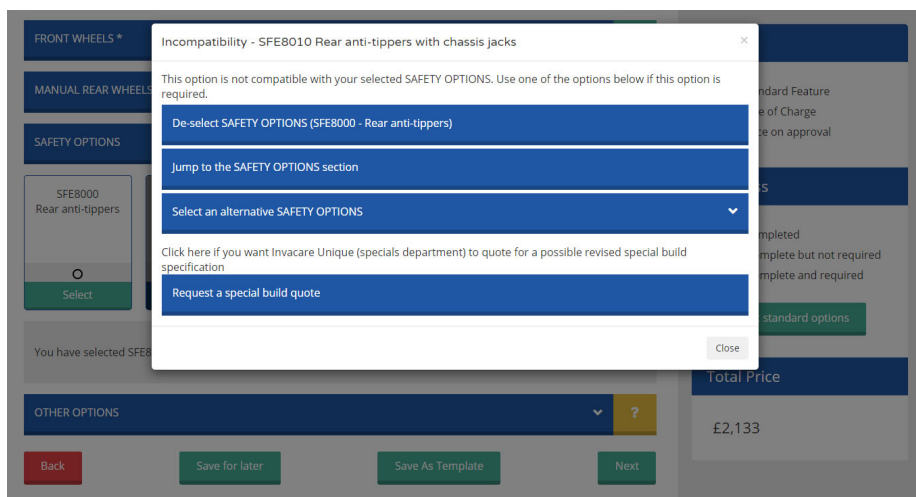
Select standard options

Total Price

- Alternatively, a quicker way to select the incomplete options is to click the red dot in the Progress window and a list of all incomplete options will appear.
- Just click each blue bar to select an option - this saves time in scrolling through the form. See the screenshot below.



If an option is not compatible a separate window will open to explain the 'non compatibility' (NC) and the alternative(s) available. Simply click the relevant blue bar to make another choice.



- h. All required sections with an Asterix must be completed. If you are unable to complete the form now, click the 'Save for later' button. To access your 'Saved Orders' use the icon on the home screen menu.

ARMRESTS LH *	✓
SEATING OPTIONS	?
COLOURS *	!
FRONT WHEELS *	✓
MANUAL REAR WHEELS	?
SAFETY OPTIONS	✓
OTHER OPTIONS	?

Back
Save for later
Save As Template
Next

- i. Click 'Next' to complete the form.
- j. If you need to save the form to check the selected options or complete at a later stage, please use the 'Save for later' button.

Electronic Prescription Form

Step 5

Product: Bora Modulite

Bora Modulite

Total Price: £4,773.00

Purchase Details

Quantity

1

Purchase Order No.

Delivery address

Test 1, Test 1, Test3 lane, Testing Town, Mid Testing, CF35 5AQ

A Delivery Address is required. Please select a delivery address or create a new one.

Add new Address

Customer Details

Reference One

mstest

Reference Two

ms

Assessor Name

Becky Annis

Special Instructions

Internal

Invacare

Back
Complete to create .pdf

- k. Prior to completing the form, if you need to check the product options selected, just click the down arrow next to the Total Price in the blue bar (right) and the list of selected options will appear. Click the arrow to close the list.
- l. Amendments can be made to the form at any time by using the 'Back' button.
- m. When the information in this screen has been completed and you are satisfied with the options selected, click 'Complete to create pdf'. Once you move to the next screen, you will not be able to go back to access the order form. If you need to make any checks to the options selected, we recommend that you use the 'Save for later' option in the previous screen.
- n. If you decide to leave a form at any point or half way through without completing or saving, the information is not retrievable, and you will need to start the form again.

7. How to complete an order

This is the final screen in the order form process and offers a number of choices to send or save the order form.

View completed Form (pdf) – click to view, print download or save to another location. (this form will be accessible in the Order History – see section 9.

Email as a Quote – a window will pop up for you to insert an email address.

Email Completed Form to choice - a window will pop up for you to insert an email address

Email Special Request to specialsuk@invacare.com – if the order contains any special requests, this feature allows you to send the order direct to our Invacare Unique team.

Email Completed form to ordersuk@invacare.com – if you wish to place the order, this feature allows you to directly email our Customer Services team. Your order will be subject to our usual validation process.

8. Creating a template

- a. Complete the order form by making your selections.
- b. Click the 'Save as Template' button at the end of the form. You can name the file and save this product configuration.
- c. To access a template, go to the home screen and click 'Templates' icon.
- d. Select a saved template this will open the form and allow you to make any changes and proceed to complete the order form.

- e. Once a template has been created it remains in this configuration each time you open it.
- f. If you need to amend the template, open it make your amends and save it with a new template file name.
- g. Any amends in the form will not override the original template.

MANUAL REAR WHEELS

?

SAFETY OPTIONS

✓

OTHER OPTIONS

?

Back

Save for later

Save As Template

Next

Order History

Order Templates

Name	Product Name	Options
Bora Drive template	Bora Drive	Open Delete

Back

Order History

Order Templates

Name	Product Name	Options
Bora Drive with options	Bora Drive	Open Delete
Bora Drive template	Bora Drive	Open Delete

Back

- h. If a template has been created, it will always appear in the start screen of the product order form it was created for. You can choose to either use the template or create a completely new order form. See screenshot below.
- i. Templates can be created for as many products as required and are useful if you have a standard product configuration ordered on a regular basis. These can offer a quicker way to complete an order form.

Electronic Prescription Form

Step 3

Please continue by filling in the details below, then selecting "Form Type"

Details/References

Reference One

Reference Two

Raised by

Form Type



Prescription form



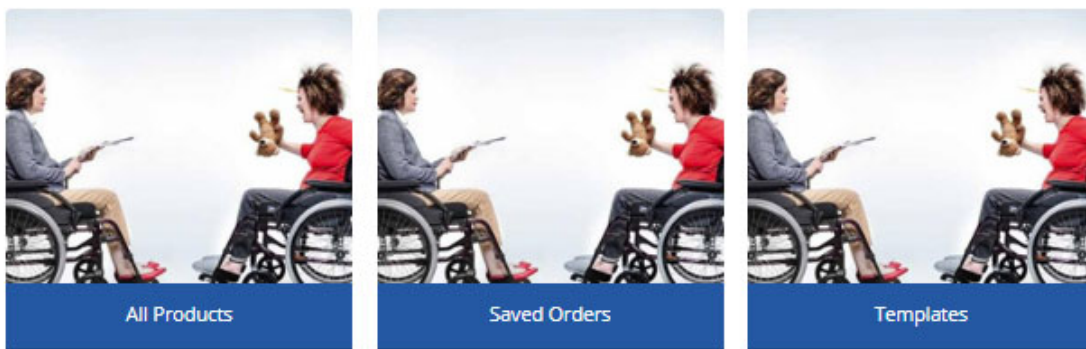
Load template form

Back

Next

9. Saved Orders & Order History

- Access saved orders by clicking the icon on the home screen.
- The Saved Orders section allows you to manage order forms started but not completed.
- Select an order form, you can make changes and save it again, or continue to 'Complete to a pdf'.
- Delete an order form will permanently remove it from the system.



Saved Orders

Name	product	Reference One	Reference Two	Date	Options	
Bora Drive Example	Bora Drive	Example template	[None Entered]	30/03/2020 09:34:34	Open	Delete

Back

- e. All orders completed to pdf stage will now be visible in the 'Order History' section, this is accessed in the main menu bar – see screenshot below.

Order Form

Order History

Export Forms

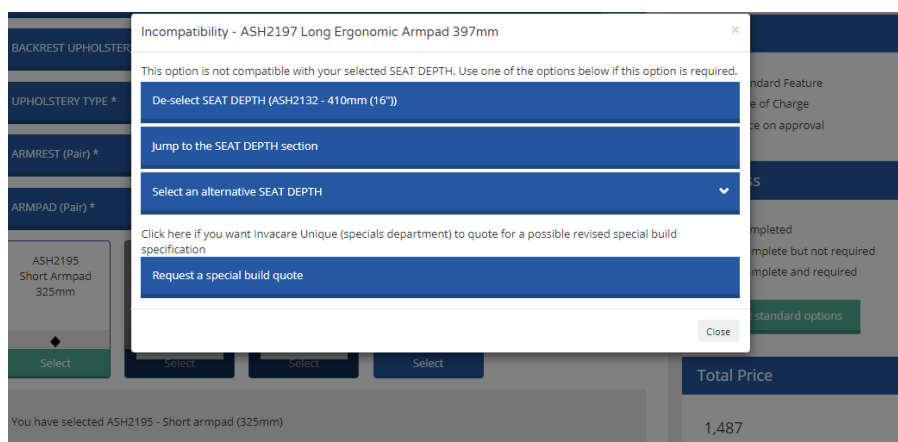
Order History

Orders

Product Name	Reference One	Reference Two	Date	Options
TDX SP2 NB	mstest	ms	30/03/2020 14:36:03	View Pdf
Kuschall Champion SK 2.0	I		25/03/2020 13:04:37	View Pdf

10. Non-Compatibilities (NCs) and Special Requests

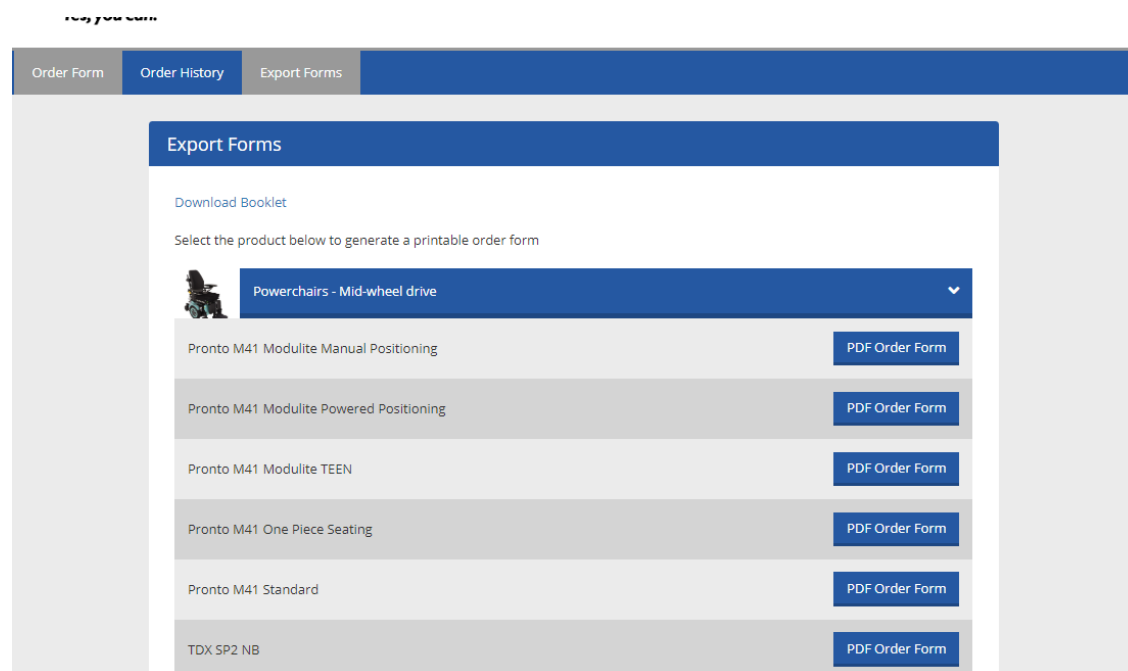
- Selecting an option that's incompatible opens a window offering alternative options.
- There will be a choice to de-select the NC option and make an alternative.
- Requesting a special quotation will add a 'Special' flash to the icon.
- This will be detailed in the order form on completion.
- When a special has been requested, the total price will have a strike through. The Specials team will need to evaluate the order.



- f. All special requests should be emailed to our Invacare Unique team; salesuk@dhcare.com for validation and price. You can choose this email option on completion of the order form in the final screen.

11. Exporting, downloading, saving an order

- a. From the main menu select 'Export Forms'.
- b. A list of forms will display that are relevant to your account/contract.
- c. Just click the Pdf Order form button to download, print or save a form.
- d. All forms are blank and replicate our paper forms with a complete list of NCs
- e. Click the blue bar to expand each section to show available forms.
- f. If you cannot see a form that you think should be available to your account or contract, please contact us at electpf@invacare.com



- g. Download booklet – this option is an active link above the list of forms.
- h. It will download all forms displayed in the 'Export forms' section. The booklet will have a front cover and content sheet.
Please note: the download time will vary depending on your internet connection and can take at least 15 minutes.
- i. A single pdf form will download in seconds but could vary depending on your connection.
- j. To return to the home screen just click Order Forms in the main blue menu bar.

12. System specifications

This is a cloud-based application only accessible via the DHCare Pro portal at www.dhcare.co.uk.

DHCare Pro

Minimum operating system requirements; Windows 7 onwards

Portal operates on most web browsers including: IE11, Edge, Chrome, Firefox, Safari

This platform is responsive and can be used on a desktop PC, tablet, iPhone, iPad or smartphone

Select software

Minimum operating system requirements; Windows 7 onwards

Software operates on most web browsers including: IE11, Edge, Chrome, Firefox, Safari

13. FAQs

Where can I find the electronic order forms?

Within the Invacare Pro portal click the 'Invacare Select' tab in the header menu and log in.

Can I place an order online within Select?

It's not possible to place an order directly into our system in this portal. Our electronic order forms will allow you to complete an order form which you can email to our Customer Services team directly from Select, or you can download your saved pdf file and email to our team separately from Select.

Can I change a pdf once its completed?

It's not possible to amend a completed pdf. We recommend that you use the 'Save for later' button which will allow you to access and amend the form as many times as you need to.

I can't find my saved orders

Go to the 'Order History' in the main blue menu bar. All saved orders will show here with a pdf button that allows you to download the form.

How do I add a colleague to the portal?

Please complete the [registration form here](#) it will be emailed to our team who will set up access.

How can I change my username/password?

To change your password, please go to Invacare Pro – Menu - 'My Account'. It's not possible to change your username for this portal.

Can I organise a product return in this portal?

For returning a product, simply complete the RANs form save this to your PC and email to our Aftersales department. Full details and instructions are in the Sales Support tab – Returns.

What to do when locked/disabled account at login

After too many incorrect log in attempts a message will pop up that your account is locked or disabled, please wait 10-15 mins the system will reset to allow you to try again.

However, if your account is permanently locked or disabled, then please email systemrequestsUK@dhcare.com and the team will reset it.

Experiencing log in issues?

Please save the password to your web browser if possible, or copy and paste the above sign in credentials to alleviate log in issues. When copying and pasting a password, make sure there is no extra space at the beginning or end of your password which could lead to failed log in attempt.

Unable to set up passwords, email link expired

There is a 7 day time limit to set your passwords. If the link has expired, please email systemrequestsUK@dhcare.com and we'll send a new link.

Password reset

If you have forgotten your password, please use the links at the log in page. An email will be sent with a link for you to reset it. In the event that you don't receive the email, then please contact systemrequestsUK@dhcare.com

Key Contacts

We're here to help, please don't hesitate to get in touch if you need further assistance, send us an email with your query:

Marketing Services Team

email: systemrequestsUK@dhcare.com