

AUSCARE User Guide



Getting Started with AUSCARE

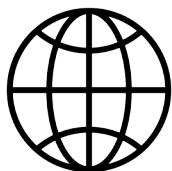
Learn how to sign up, access AUSCARE, and change your password in this handy guide.

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Austin Pathology Website

AUSCARE Webpage



To access all our AUSCARE resources head to the Austin Pathology website at:
<https://www.austinpathology.org.au/services/auscare>

The Launch AUSCARE button will take you to the AUSCARE login page.

The Sign up button will direct you to the AUSCARE sign-up form.

The Reset Password button will direct you to the Reset Password form.

The Troubleshooting button will take you to our Troubleshooting form.

Under AUSCARE Resources you will find guides and tutorials for using AUSCARE.

AUSCARE is Austin Pathology's result viewing portal that allows you to review your patients' pathology results in real-time.

Launch AUSCARE

Access
If you need to register for AUSCARE, or have forgotten your password, please complete the appropriate form below. Our team will be happy to assist you.

Sign up **Reset Password**

Troubleshooting
Having issues? Fill out our AUSCARE troubleshooting form below.

AUSCARE Help

AUSCARE Resources
AUSCARE Guide

Sign up to AUSCARE



You can access the sign-up form from the Austin Pathology AUSCARE webpage.

Click the *Sign up* button under Access.

Access

If you need to register for AUSCARE, or have forgotten your password, please complete the appropriate form below. Our team will be happy to assist you.

[Sign up](#)

[Reset Password](#)

This will take you to our AUSCARE sign-up form.

When completing the sign-up form, please note that all fields marked with a red asterisk (*) are compulsory.

You must use your professional email to sign up. Failure to do so may result in delays in receiving your login credentials.

Once the form has been submitted, Austin IT will contact you with your username and password.

EMR Services / Pathology Auscare Requests

Auscare Requests

Welcome! You can raise a request for Pathology Auscare access and password reset requests using the options provided.

What can we help you with?

Auscare Access
Select to request access to the Auscare result portal

Required fields are marked with an asterisk*

Email confirmation to*

First Name*
Last Name*

Mobile Phone Number*
04

Role*
Select...

Send **Cancel**

Launch AUSCARE

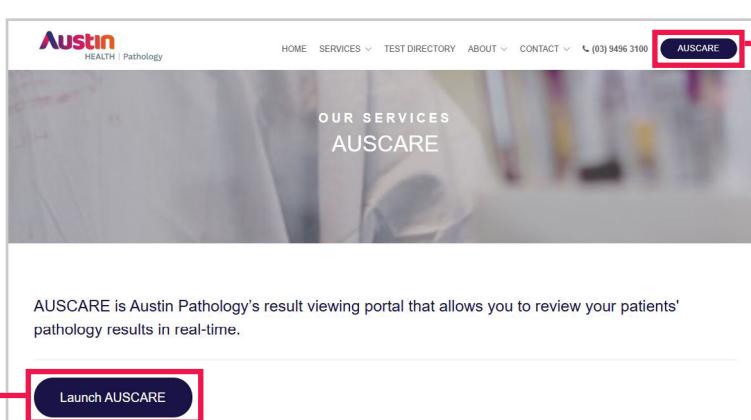


AUSCARE can be accessed from two locations.

Once you have signed up to AUSCARE and received your login, you can access AUSCARE from:

1. The URL that was included in your sign up email from Austin IT, with your login details.
This URL may also be bookmarked on your hospital's local intranet.
2. Through the Austin Pathology website: <https://www.austinpathology.org.au/services/auscare>

Within the Austin Pathology website you can launch AUSCARE from two locations:



The AUSCARE button located in the header menu. This menu is available on all pages of our website.

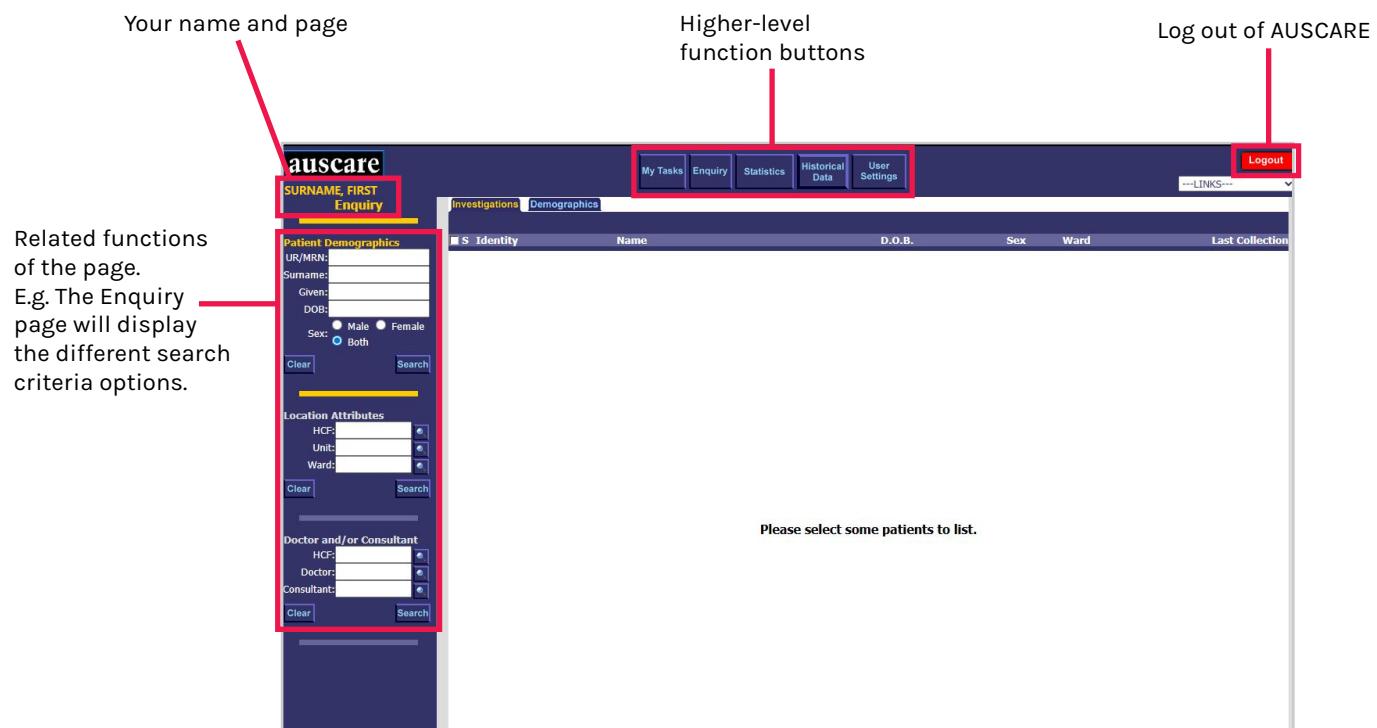
The Launch AUSCARE button located on the AUSCARE webpage.

These will take you to the AUSCARE log in page where you can input your username and password to gain access.



Once you've logged in, AUSCARE will display the **Enquiry** screen as the landing page.

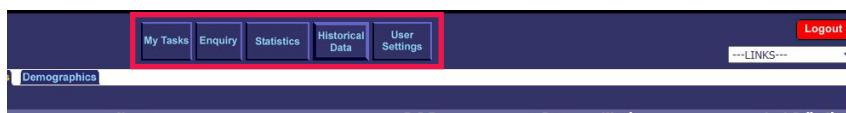
The general layout of AUSCARE can be seen below.



Higher-Level Function Buttons



These buttons each have different functionalities based on your requirements, and will allow you to retrieve essential information quickly and efficiently.



The higher-level function buttons are at the top of your screen and include **My Tasks**, **Enquiry**, **Statistics**, **Historical Data**, and **User Settings**.

When you select a button, the related function options appear on the left side of the window.

Managing your Password



Strong passwords meeting the required criteria help keep your AUSCARE account secure and ensure smooth access.

Resetting your password in AUSCARE

After signing up to AUSCARE, it is recommended that you change the password Austin IT initially gives you.

To change your AUSCARE password within AUSCARE, click on the User Settings button at the top of your screen.



Once selected, the available options for managing your account will appear on the left side of the screen.

Make sure the Change Password option has been selected from the left-side menu.



Enter your current and new password in the appropriate fields. You will need to enter your new password twice. Once all fields have been filled, click the Change button directly below to save the new password.

After you have clicked the Change button, one of three messages will appear below these fields.

1. **'Your password was successfully changed'** - You have successfully changed your password.
2. **'Password mismatch'** - The two new passwords entered do not match.
3. **'Invalid Password'** - The new password does not fulfill AUSCARE's password criteria.

AUSCARE Password Criteria

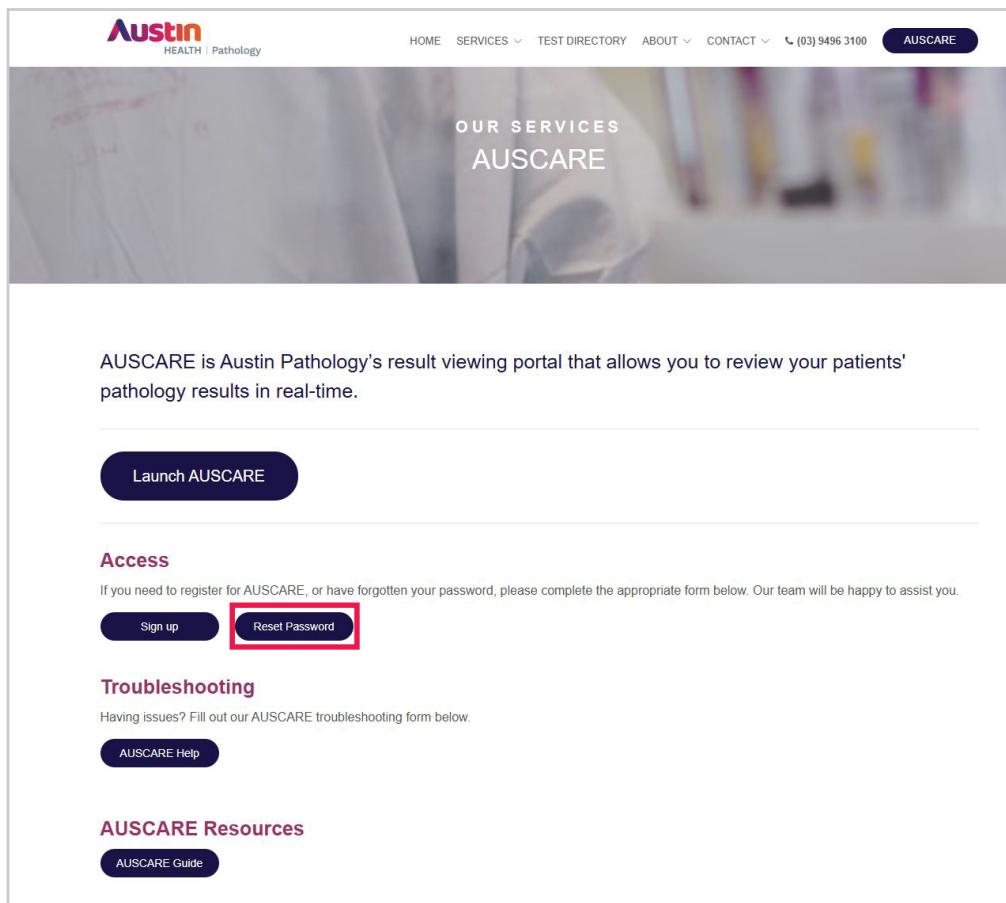
For your password to be accepted it must contain the following criteria:

- Be a minimum of 12 characters long
- Contain at least one alphabetical character
- Contain at least one uppercase letter
- Contain a minimum of one digit

Forgotten Password

If you have forgotten your password and can't log in, please submit an AUSCARE Password Reset request.

The link to this form can be found on Austin Pathology's AUSCARE webpage.



The screenshot shows the Austin Pathology website with a focus on the AUSCARE section. The top navigation bar includes links for HOME, SERVICES, TEST DIRECTORY, ABOUT, CONTACT, and a phone number (03) 9496 3100. The AUSCARE link is highlighted in a dark blue box. Below the navigation is a blurred image of a medical professional. The text 'OUR SERVICES' and 'AUSCARE' is overlaid on the image. A dark blue button labeled 'Launch AUSCARE' is visible. The 'Access' section contains a note about password resets and two buttons: 'Sign up' and 'Reset Password', with 'Reset Password' being the one highlighted with a red box. The 'Troubleshooting' section has a link to 'AUSCARE Help'. The 'AUSCARE Resources' section includes a link to the 'AUSCARE Guide'.

Select the Reset Password button.

This will take you to our AUSCARE Password Reset form.

AUSCARE — Pathology Auscare Requests

Welcome! You can raise a request for Pathology Auscare access and password reset requests using the options provided.

What can we help you with?

Auscare Password Reset
Select if you already have Auscare access

Required fields are marked with an asterisk*

Raise this request on behalf of*

Lara Pigatto (lara.pigatto@austin.org.au)

Person making request

First Name*

Last Name*

Mobile Phone Number*
 04

Auscare Username*

Primary Work Email*

⚠ Please Note: Access is not permitted for public domain emails such as Gmail or Yahoo, please provide a work email address.

Privacy Declaration

I understand that by having access to patient results on the Austin Pathology results database, I must not purposefully access results for whom I am not the primary or subsequent treating medical professional. I understand that all information I handle is to be treated in the strictest confidence and I agree to observe related Acts, Policies and By-laws of Austin Health. I also agree that I should only access and use personal information to the extent required in my role and must not share my login details with anyone.

Send **Cancel**

When filling out the Password Reset form, please note that all fields marked with an asterisk (*) are compulsory.

After submitting the form, Austin IT will contact you to assist with resetting your password.

Austin Health Pathology acknowledges the Traditional Custodians of the land and pays its respects to Elders past, present and emerging.