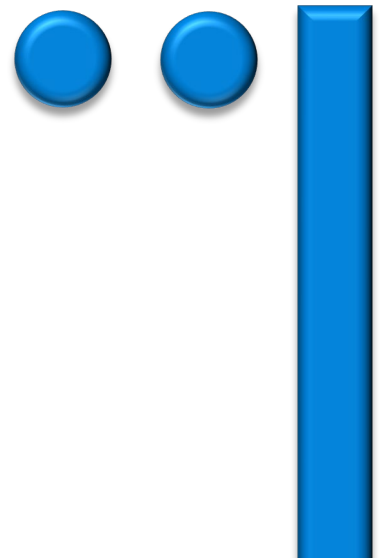




## MODULE 1 – PROVIDER REGISTRATION



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# INTRODUCTION

Welcome to Digicall Assist's Provider dispatch and case management system, DIGIFLOW.

This training manual is for all Digicall Assist's Providers.

It gives you step-by-step instructions on getting started and using Digiflow.

Work your way through each step to register and set up your business account.

Once registered, you will use the "Digiflow Provider Portal", as well as the "Digiflow Partner Mobile app" to accept jobs, manage your teams, submit invoices, update compliance requirements, and process tasks.

The Training Manual has been divided into several modules to make it easier to use.

1. Module 1 – Provider Registration
2. Module 2 – Provider Portal
3. Module 3 – Job Processing
4. Module 4 – Mobile Application

This document is Module 1.

You can find the other modules within Digiflow. Once you've logged into the portal, select the "Company" tab and then "Documents" to access all the training modules.

# 1. PROVIDER REGISTRATION

## 1.1.Digital Invite & Registration

Digicall Assist will send a digital invitation via email to contracted Providers to register on the new Digiflow Provider Portal. Below is an example of the invitation.

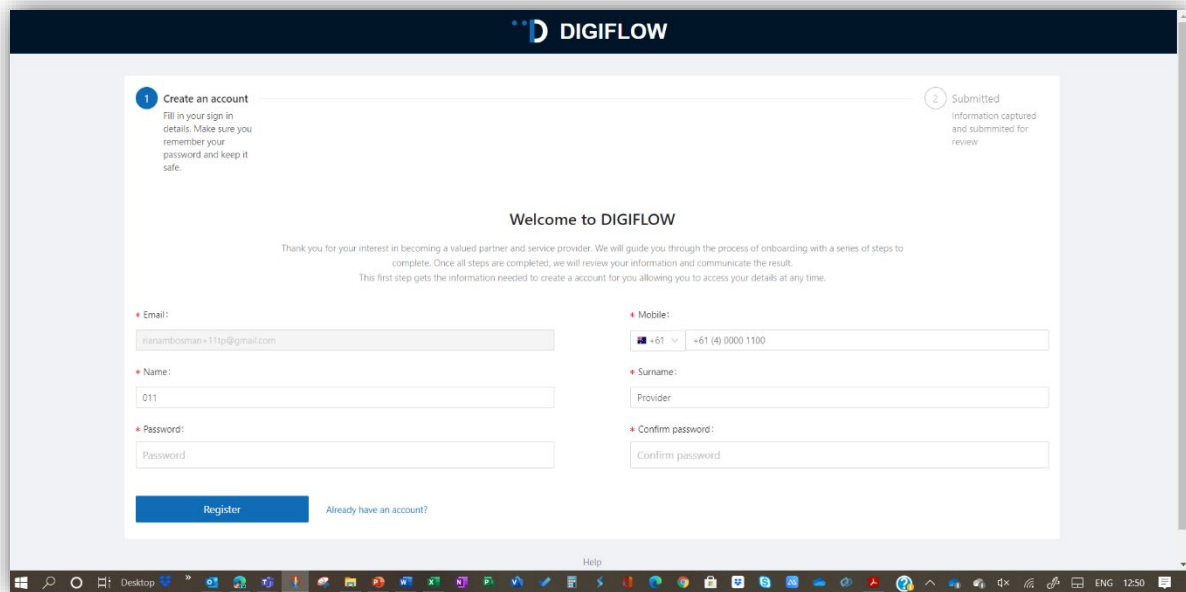
When you receive your invitation, just click on the **“Register as a Service Provider”** link.



- Clicking on “Register as a Service Provider” in the invitation will open the following page, which will allow you to complete the registration process and verification of your details. (NB: internet access is required).
- Select and confirm your password.

- **Note:-** Password requirements:

Please enter at least 6 characters.  
One uppercase, lowercase, number  
and special character



**1 Create an account**  
Fill in your sign in details. Make sure you remember your password and keep it safe.

**2 Submitted**  
Information captured and submitted for review

**Welcome to DIGIFLOW**

Thank you for your interest in becoming a valued partner and service provider. We will guide you through the process of onboarding with a series of steps to complete. Once all steps are completed, we will review your information and communicate the result. This first step gets the information needed to create an account for you allowing you to access your details at any time.

\* Email: rianambosman+11tp@gmail.com

\* Mobile: +61 (4) 0000 1100

\* Name: 011

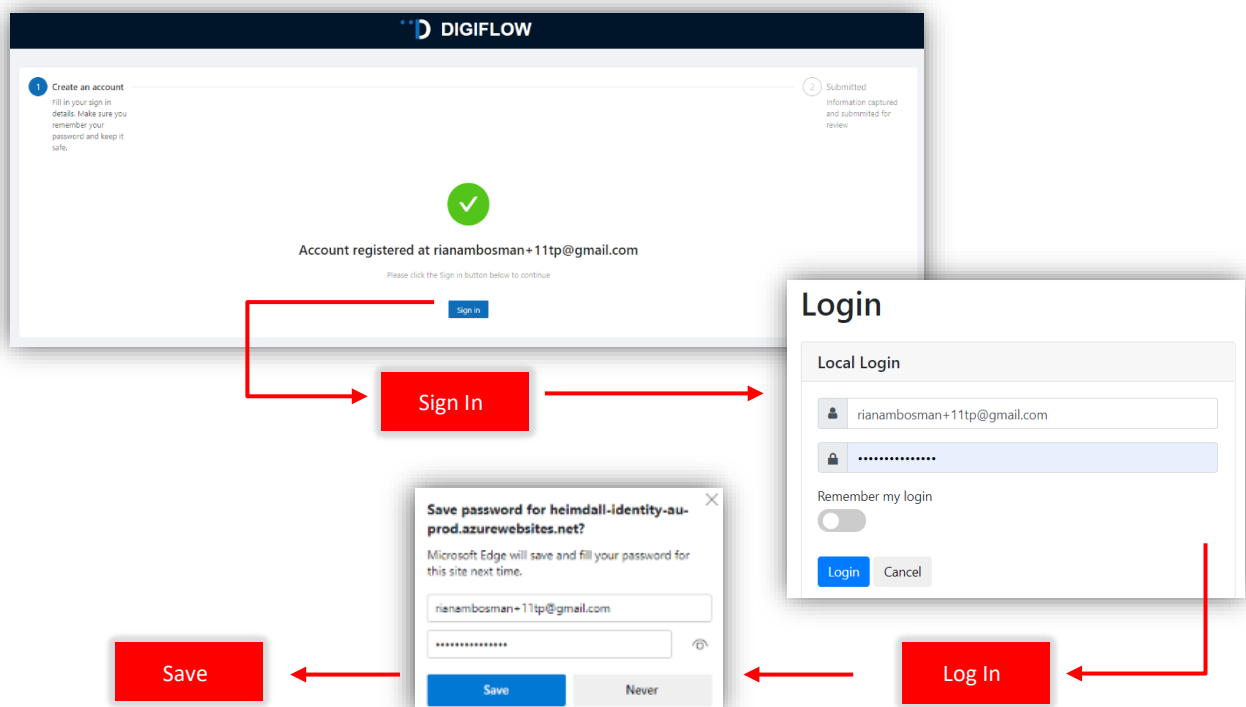
\* Surname: Provider

\* Password: Password

\* Confirm password: Confirm password

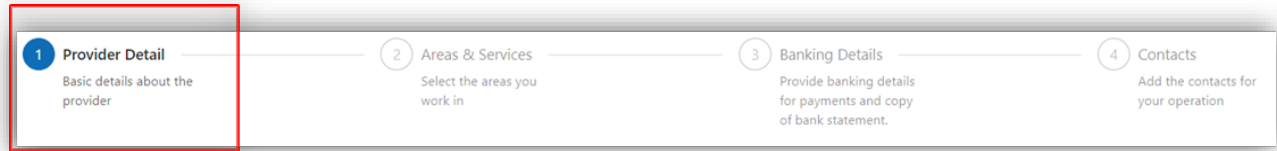
**Register** [Already have an account?](#)

- Click on **Register** to complete the registration requirements
- Once your account is validated, you will be able to access the portal at any time using your username (registration email) and password
- For quick access we suggest bookmarking the URL and saving the login detail
- All administrative users from your business can use the same login details to access the Portal.



## 1.2. Company Details

Once registration details are confirmed, you will be invited on the Portal to login. You'll also receive an email confirming registration with a link to login. The first time you log in, you'll be requested to capture and/or confirm your existing company details. The images below for illustration of the data capture workflow:




- Legal Entity Type
  - Select type of entity
    - [Company](#)
    - [Individual](#)

- Company Details
  - Complete the following fields
    - [Name of Entity](#)
    - [Trading as / Aliases](#) – can add as many aliases as required
    - [Email Address](#)
    - [ABN](#) – company details as reflected in the Australian Business Register, confirm that you have entered the correct number for tax purposes


- Primary Address

Primary Address

Name : 002 Test Provider

Input Method:

☒ Search
 ☐ Manually Entered
 ☐ GPS Coordinates

Search Address: 188 Pacific Hwy, North Sydney NSW 2060, Australia 

Street Address: 188 Pacific Highway

Street Address 2: Apartment, suite, unit, building, floor, etc.

Suburb: North Sydney

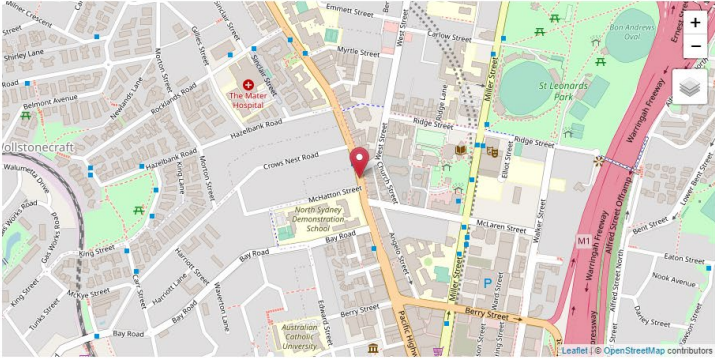
City: North Sydney Council

State: NSW

Postcode: 2060

Country: Australia

Coordinates: ☒ +33.8399292,151.2047716



Cancel

Save

Next step

☐ Ignore validation rules

### 1.3.Services & Areas

Digiflow assigns jobs to Providers based on relevant area and panel configurations. It is therefore important that areas are mapped correctly. Panels are managed by Digicall Assist. You need to set up the **area**, and **services** relevant to your business.

Once you've completed the registration process, you'll be able to view the relevant assigned panels on the Portal under your Company section.

The following criteria are required when configuring Provider Areas:


- Areas
  - Verify the following details
    - Name (Your company name)
    - Area Type
      - Primary (currently used)
      - Secondary (future feature – don't select this)
- Services
  - Services applicable per Area and Area Type – You need to select relevant services according to the job definition as per below:


Title: 011 Test Provider - Primary - Battery Replacement 2021, Lockout Keys in Car and No Deadlock 2021, Lockout No Key


Name: 011 Test Provider


Area type: Primary

Services:

Battery Replacement 2021 

Lockout Keys in Car and No Deadlock 2021 

Lockout No Keys in Car or Deadlock 2021 

Roadside 2021 

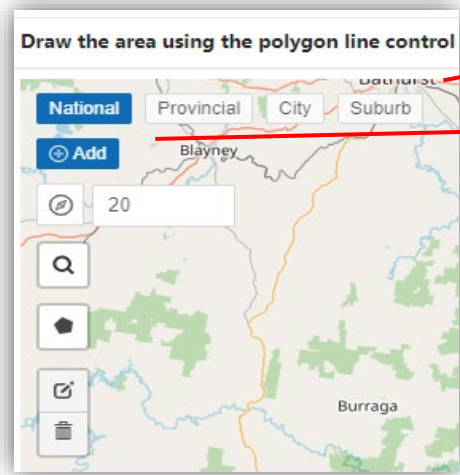
Additional maps can be added if your services differ across different areas.

- Polygon Mapping

You can add additional areas by clicking the "Add" option below.

+ Add

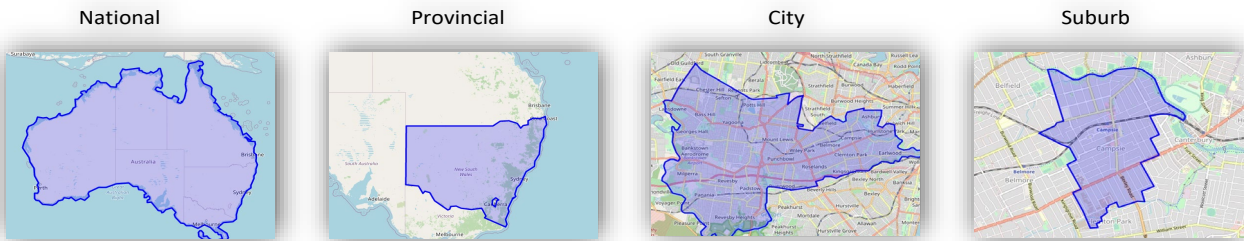
You can define your service areas through the use of polygons. This might seem challenging but is quite simple once you experiment a bit. Various ways of including boundaries to make up an enclosed area means you can allocate services or dispatch jobs in accordance with the set areas, area types (Primary or Secondary) and services allocated.



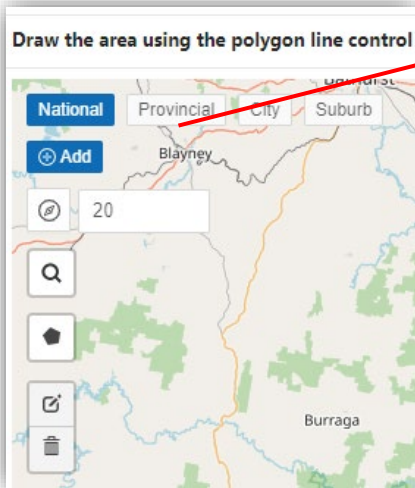
**Option 1 - National / Provincial / City / Suburb Region Polygon**

Allows you to select area on National, Provincial or City / Suburb level. Once your region option is highlighted for example City, just click with your mouse on that city and the polygon will automatically select the city boundaries. Provincial, City and Suburb selections will automatically activate the “remove” function as well.

Note: Certain regions (QLD, WA) do not have mapping in accordance with City or Suburbs and these will have to be drawn by hand or by setting a km radius (see below)







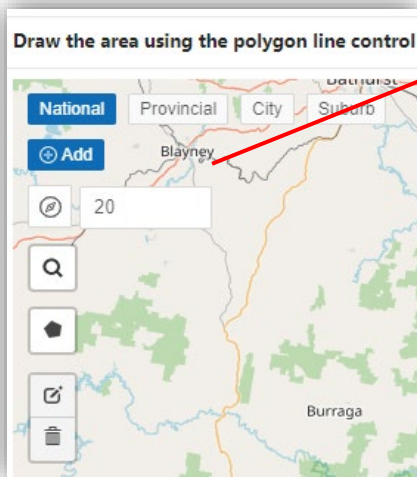
### Add / Remove

The **Add** button needs to be selected when you are adding additional Provinces / Cities or Suburbs. If you need to exclude any specific areas from your already drawn map, this can be done by selecting the **Remove** button and selecting the City or suburb you wish to remove.

An essential change to a **saved** polygon will prompt a request to confirm whether you want to save or cancel any changes.

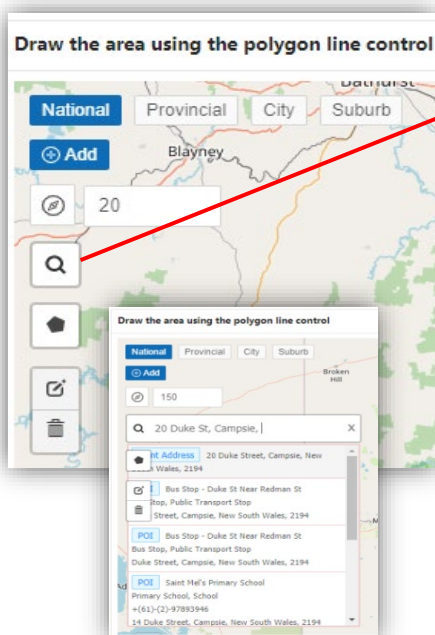
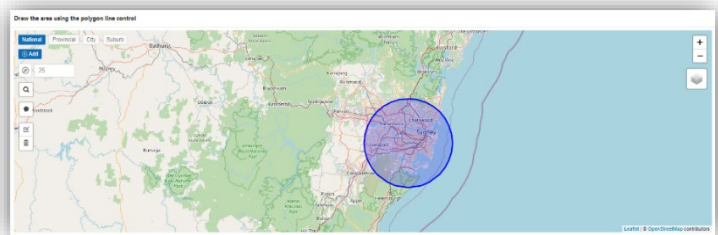


## ■ Polygon Features – Radius Setting



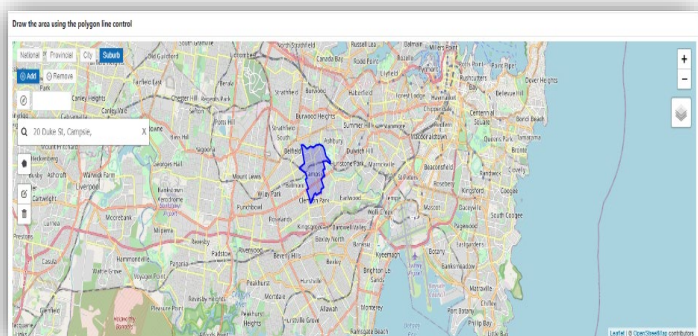
### Option 2 – Kilometre Radius Polygon

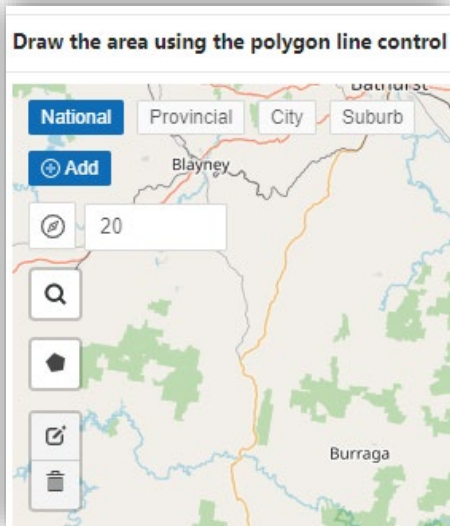
This is a very user friendly Polygon. Enter required kilometres and click on the compass icon to select the Head Office location. A radius polygon will be drawn around the head office location.



### Option 3 - Search Polygon

Search allows you to enter a specific location text like Caboolture. Ensure the Add feature is highlighted when adding areas and use Remove if want to delete an area/s. When selecting the icon, a text box will open to allow you to type the search criteria and then select an option returned by the search. Add more detail if required search is not sufficient.

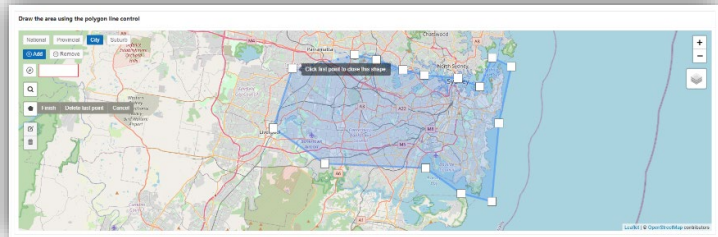




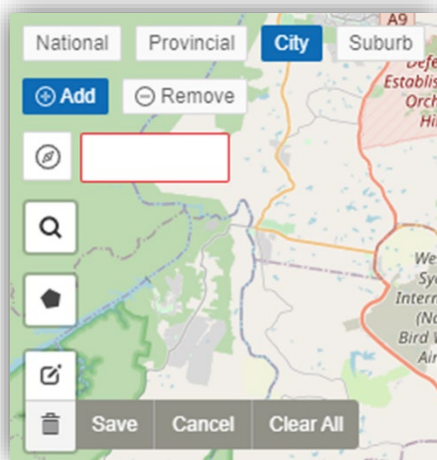
#### Option 4 - Draw a Polygon

Select icon and 'draw' the polygon by selecting the first point on the map, then continue selecting and adding more points. The last point must connect back to the first point in order to close and set the area. The icon can also be used to track back on drawing by deleting the last point selected until back on track, clearing or finalising the drawing.

Once the polygon has been completed, any point in the shape can be selected and moved to refine the area selected.



#### ■ Polygon Features – Complete



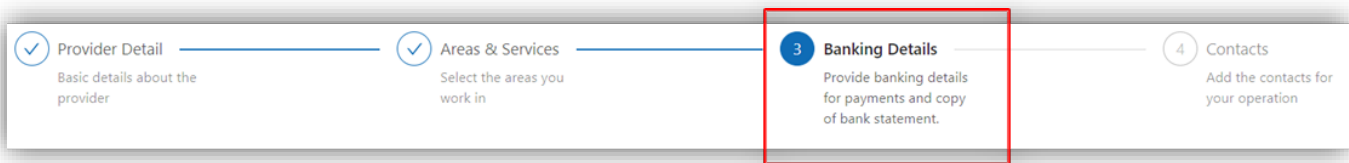
#### Edit

Allows you to edit your selected area mapping by reopening the map points.

#### Save / Cancel / Clear All

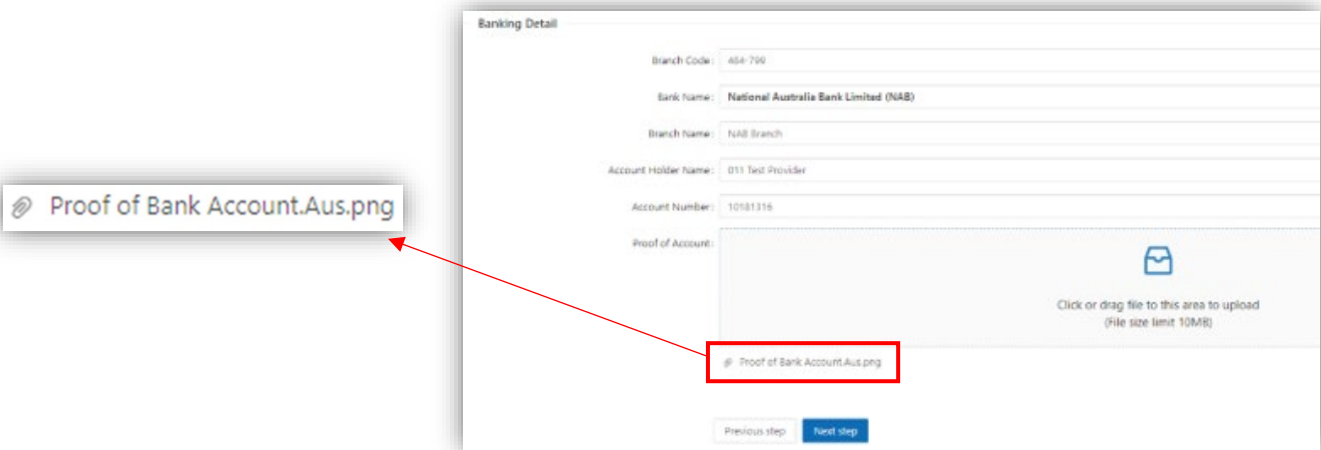
Allows you to finalise or edit or redo your selected area mapping.

# 1.4. Banking



Provide or validate banking details for payments and upload Proof of Bank Account.

Once Proof of the Account is added to your profile, the document will be available on the Provider Portal under the Document tab.



Banking Detail

Branch Code: 454-790

Bank Name: National Australia Bank Limited (NAB)

Branch Name: NAB Branch

Account Holder Name: 011 Test Provider

Account Number: 10181316

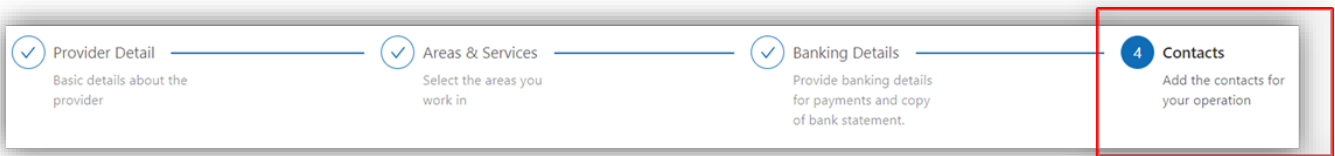
Proof of Account:

Click or drag file to this area to upload  
(File size limit 10MB)

Proof of Bank Account.Aus.png

Previous step Next step

## 1.5. Contacts



- Add Contacts

You need to ensure all relevant contacts in your business are in Digiflow so that each person receives the right communication and your workflow is streamlined. This could include the owner of your business, billing contact, liaison officer, etc. For this reason the role field allows for free text input to ensure appropriate description.

Additionally, it is **critical** to ensure all your contacts and technicians who need to receive job notifications are included Digiflow.

- A notification contact requires the **"Receive assignment notifications?"** toggle to be selected and the relevant **"Notification Method"** note. This will automatically require notification operating hours to be added, in order to submit. Add any number of contacts and their notification preferences, plus operating hours per person. So if you have 10 drivers or technicians that need to receive job notifications, then all 10 need to be added to Digiflow.

**Provider Profile - please reload**

You can capture the required provider information by following the steps outlined below. The data is not saved as you move along unless you select "Save and close".

Progress: 1. Provider Detail, 2. Areas & Services, 3. Banking Details, 4. **Contacts**, 5. Parameters

**Contacts**

+ Add contact

Cancel Save Previous step Next step Ignore validation rules

**Provider Profile - please reload**

You can capture the required provider information by following the steps outlined below. The data is not saved as you move along unless you select "Save and close".

Progress: 1. Provider Detail, 2. Areas & Services, 3. Banking Details, 4. **Contacts**, 5. Parameters

**Contacts**

First Name: 011  
Surname: Test Provider  
Email: rianambosman+1177@gmail.com  
Mobile: +61 (0) 0000 0011  
Phone: +61 (0) 0000 0011  
Role: Notifications

Notification Method: Email X App X

Receive assignment notifications? ☒

**Operating Hours**

Operating hours not required to be captured if this contact receives notifications 24/7

+ Add operating hours

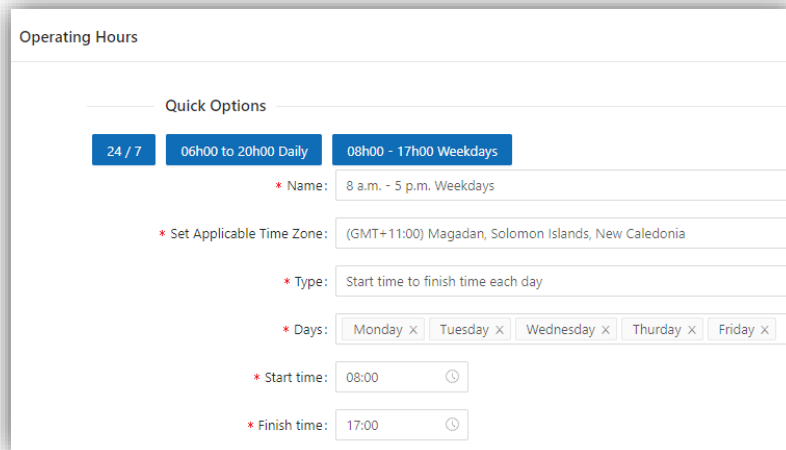
Cancel Save

## ■ Operating Hours

Use any of 3 quick options available or customise to your own specific requirements. Please note the applicable time zone is relevant to the Provider operational area.

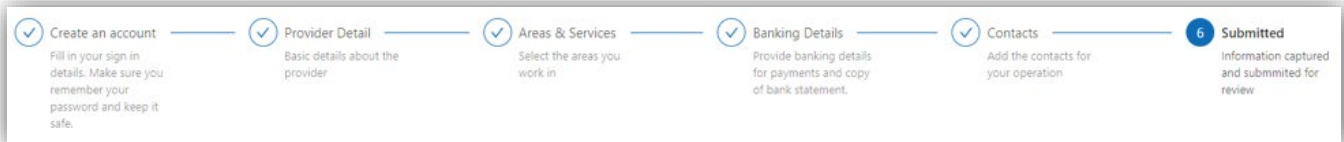
Quick Options available

- 24/7
- 06h00 to 20h00 daily
- 08h00 – 17h00 weekdays



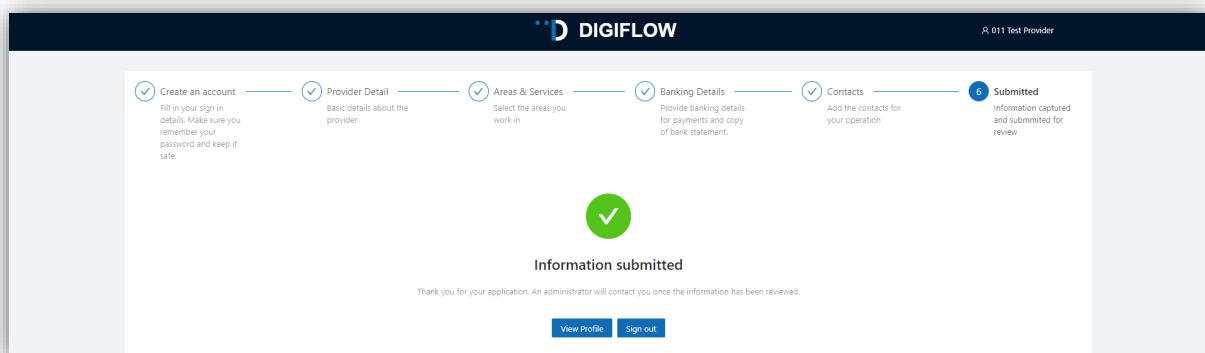
The screenshot shows the 'Operating Hours' configuration form. It has a 'Quick Options' section with three buttons: '24 / 7', '06h00 to 20h00 Daily', and '08h00 - 17h00 Weekdays'. The '08h00 - 17h00 Weekdays' option is selected. Below this, the form fields are populated: 'Name' is '8 a.m. - 5 p.m. Weekdays', 'Set Applicable Time Zone' is '(GMT+11:00) Magadan, Solomon Islands, New Caledonia', 'Type' is 'Start time to finish time each day', 'Days' are 'Monday', 'Tuesday', 'Wednesday', 'Thursday', and 'Friday' (all with an 'x' icon), 'Start time' is '08:00', and 'Finish time' is '17:00'.

## 1.6.Submission



The screenshot shows a progress bar with six steps: 'Create an account', 'Provider Detail', 'Areas & Services', 'Banking Details', 'Contacts', and 'Submitted'. The 'Submitted' step is highlighted with a blue circle and the number '6'. Below each step is a brief description of what to do.

Your application is now submitted for approval. You will be informed via email whether your information input was approved or whether further information is required. Once your application is approved, you can access your Provider Portal – the link will be in the email.



The screenshot shows the 'Information submitted' confirmation page. At the top is the DIGIFLOW logo and 'R 011 Test Provider'. Below is a progress bar with six steps, where 'Submitted' is highlighted. In the center is a large green checkmark icon. Below the icon, it says 'Information submitted' and 'Thank you for your application. An administrator will contact you once the information has been reviewed.' At the bottom are two buttons: 'View Profile' and 'Sign out'.

----- END OF MODULE 1 -----

In **Module 2 – Provider Profile** you are guided through understanding and utilising the Provider Portal functionality.



**Contact:**

Luke Laurence

Digicall Assist Provider Network Manager

[Luke.laurence.@digicall.com.au](mailto:Luke.laurence.@digicall.com.au)