



WELLNESS CENTER SCHEDULING TOOL: *Faculty & Staff*

UPDATED SPRING 2018 WITH NEW PRESCRIPTION REFILL PROCESS

USERNAME/PASSWORD

Once you are eligible, you will receive a username and temporary password in an email. You can change your password any time. If you forget your password, there is a prompt on the log-in screen to receive a reminder email.

What's my username?

First initial, last name and the last four digits of your social security number, without spaces. Usernames are NOT case-sensitive.

Example: John Everyman, SSN# 555-555-1234

Username: JEveryman1234

CONTACT EMAIL ADDRESS

You are not required but encouraged to have an email address to use the online tools, it is the preferred method to receive appointment confirmations and other communications from the Wellness Center. Be sure to provide your benefit administrator with an email address you check regularly.

LOGGING IN

Go to DePauwHealth.org/Schedule to log-in, as well as get access to FAQs and a printable scheduling help sheet. You may also call (765) 658-4555 Monday through Friday from 8 a.m. to 5 p.m.

SCHEDULE APPOINTMENTS & REFILL PRESCRIPTIONS

Select a date to see available appointment:

December 2009							8:00 AM
Su	Mo	Tu	We	Th	Fr	Sa	1:00 PM
29	30	1	2	<u>3</u>	4	5	3:10 PM
<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	3:50 PM
<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	
<u>20</u>	21	22	23	24	25	26	
27	28	29	30	31	1	2	
3	4	5	6	7	8	9	

No Appointment Schedule

Back

Book

To schedule, first provide the name of the family member who needs to be seen, as well as the type of appointment. Days with availability will be underlined and clickable. Once you have selected a day, choose from the list of available times. Secure it by clicking "Book" & "Confirm."

MANAGE APPOINTMENTS

Type:

Status:

From:

To:

Back Search Reset

Patient	Date	Time	Appointment Type	Status
Amelia Pecore	11/23/2009	8:50 AM	Established Patient: Office Visit	Confirmed
Allison Pecore	11/25/2009	4:30 PM	Established Patient: Office Visit	Patient Cancelled
Amelia Pecore	11/26/2009	8:50 AM	Established Patient: Office Visit	Confirmed
Allison Pecore	12/4/2009	1:00 PM	Annual Physical Exam	Confirmed

Quickly see an at-a-glance appointment history for you and each of your dependents. Also, check on the details and status of all future appointments. Click the pencil to cancel an appointment.

HOW TO GET YOUR PRESCRIPTION REFILLS AS OF MARCH 1, 2018

TIP for DePauw Health faculty and staff family health plan - your family only has one shared log-in.

Find an updated formulary and other Wellness Center information on DePauwHealth.org.

1. Visit DePauwHealth.org/Schedule to schedule a pick up time.
2. Put in your username and password.
3. Select "Prescription Refill" from the drop-down menu. As you must currently visit the Wellness Center to pick up your prescriptions.
4. Select an available pick-up appointment time. All appointment times are 20 minutes.
5. Be sure to type in the medication(s) you need into the text area, including strength and dosage.
6. You can refill multiple prescriptions and meet with a wellness center physician at your pick-up appointment.

ADDITIONAL WELLNESS CENTER SCHEDULING TIPS

MY PASSWORD DOESN'T WORK. NOW WHAT?

STEP 1 - BE SURE YOU ARE IN THE RIGHT PLACE

The log-in screen for the Wellness Center can be accessed by going to the external website at DePauwHealth.org/Schedule.

STEP 2 - DOUBLE CHECK YOUR USERNAME

Your user name is made up of your first initial, last name and the last four digits of your social security number (without spaces). Usernames are NOT case-sensitive.

Example: John Everyman, SSN# 555-555-1234

Username: JEveryman1234

Note: Associates on the family health insurance plan only have one log-in for themselves AND their dependents (one log-in per family).

STEP 3 - RESOLVE A POTENTIAL PASSWORD PROBLEM

Passwords ARE case-sensitive so be sure your "caps lock" is off.

Still not working? Go back to the email you received with your temporary password. Find it easily by searching for an email from the address assistance@hendricks.org. The temporary passwords may contain some characters you aren't used to typing. It's best to copy the password from the email by highlighting it with your cursor, and then paste it into the password box on your screen.

Tip: the keyboard command for "copy" is holding down "control" key and "c" at the same time. The command for "paste" is holding down "control" and "v" at the same time. Another way is to go to the "edit" drop-down menu and select "copy" and "paste".

STEP 4 - TRY RESETTING YOUR PASSWORD

If you still can't log-in, or have deleted the email containing your password, resetting is your best option. Go to the main log-in screen and click on the link that says "Forget your password". After you type the requested information, click on the green "Retrieve" button. A new temporary password will be sent immediately to your registered email.
