

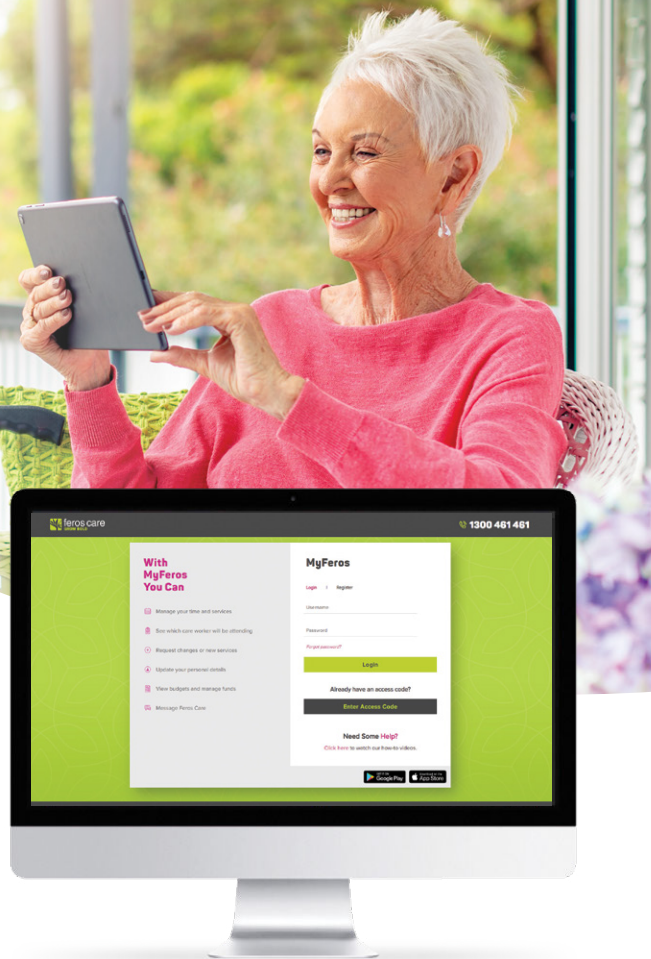
MyFeros

Take control of your in-home care

MyFeros is our free app and website for Feros Care clients. It provides all the help and support tools you need, and puts you in control of your home care services.

It's easy-to-use, giving you confidence and peace of mind with every log-in.

Just download the app or jump on the website to access your account from anywhere, at any time.



Create a MyFeros Account

STEP ONE:

To access MyFeros, go to **myferos.com.au** on a web browser, such as Chrome – or download the app on your phone or tablet.

STEP TWO:

You'll find the **'Register'** button, where you'll be asked if you're a Feros Care client or a family member or representative. Click whichever option is relevant to you.

STEP THREE:

Next you'll be asked to enter your first name, last name, and date of birth as they would be in your Feros Care account. If you need assistance at any point throughout the registration process, please call our friendly team and we will be happy to support you to complete your registration.

With MyFeros you can



Manage your time and services

View all upcoming and past services within their time window. Request changes, pauses and new services.



Feel safe and in control

See which Care Worker is scheduled to be coming to your home, enabling you to feel at ease with who to expect.



Manage your funds

View your available estimated budget and view previous statements in one convenient location.



Update your details

Edit personal details and preferences with ease; or allow loved ones to access your MyFeros account and help manage your services.



Communicate with ease

Quickly and easily message Feros Care via the electronic messaging system for any type of enquiry or request, and a real person will get back to you. Use the group messaging feature to stay in touch with your contacts.



The messaging is good because it intends to be more personal and the person on the other end will understand. It's very simple to operate.



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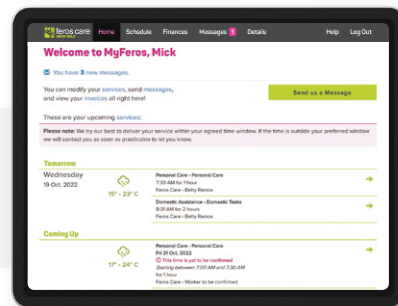
NEED SOME HELP?

If you need assistance to complete your registration, we offer a **FREE** over the phone support session. Contact Feros Care on **1300 461 461** for more information.

Finding your way around MyFeros

HOMEPAGE

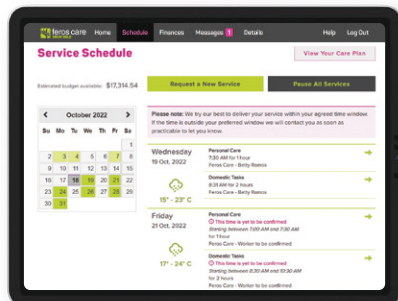
- View your upcoming services at a glance
- Use the quick links at the top of the page to navigate to your invoices, services and messages



SCHEDULE

- View a list of all upcoming services
- Request new services
- Pause services

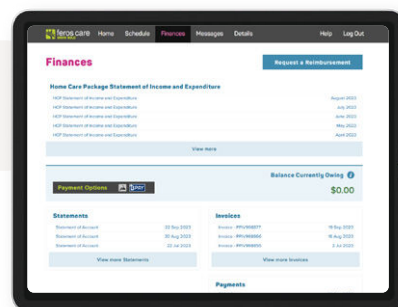
TIP: If you need to change or cancel a service, click on the specific service in your list. The service will open in a pop-up. You can change the service, cancel the service, or contact Feros Central about this service right here.



FINANCES

- View your account statements and package summaries
- View your balances, invoices and recent payments

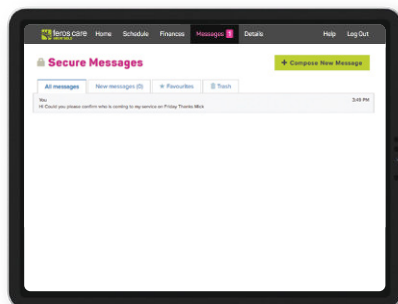
TIP: You can print current and previous invoices, statements and summaries directly from MyFeros. Visit the 'finances' tab on MyFeros.



MESSAGES

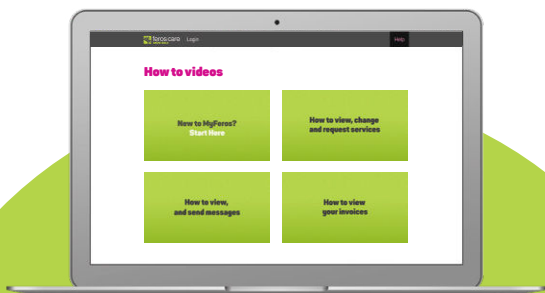
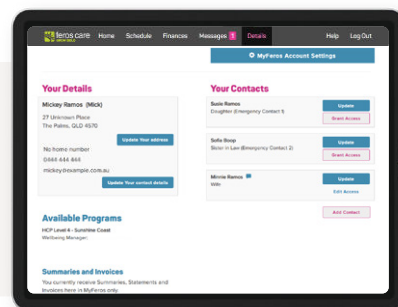
- View all of your messages
- Send a message to Feros Care, without the need to pick up the phone

TIP: Have a question for Feros Care? Why not send a message via MyFeros? All messages are saved online so you can refer back to them at anytime.



DETAILS

- Give family members or loved ones access to your MyFeros account. You can give them specific permissions, so they only see what you'd like them to see
- Update your address, phone number, email address and other details as required



MyFeros how-to videos

We have created a series of short MyFeros how-to videos that you can refer back to whenever you need. Type myferos.com.au/help into a web browser to view the videos.

Available as an App

Did you know you can visit the Apple App Store, or Google Play Store and download the MyFeros App for free? This means that you can easily navigate to MyFeros from your phone or tablet.



I love the MyFeros platform cause it really makes my life easier.



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