

Guide: How to Sign up or Activate Account and Log In

Residential Aged Care Providers Subscribe Now

myAgedCare listed Government approved aged care residential service providers are already listed here and setup up in the platform. Service Providers will find it a breeze to activate, subscribe and manage their listings. Go on, search for respite care below in your area and checkout the ease of use!

Audience: Host/ Service Providers

Make Reservation for Respite Care

Points to remember – Aged Care Residential Service Providers:

- Based on your My Aged Care (MAC) submission, myRespiteAccom has created account using your email address
- **This guide will assist you with Account Activation, Creation of New Account and Log In**

Purpose of this Guide (click below to jump to the right section):

- [Sign Up \(if you believe your account is not in myRespiteAccom Portal\)](#)
- [Activate your Account \(using email that you submitted to My Aged Care\)](#)
- [Log In](#)
- [Dashboard Familiarisation](#)

Sign Up

Step by Step guide for Service Providers

TIPS:

- Go to Home Page – <https://myRespiteAccom.com.au>

1 LOG IN – On the homepage click on LOG IN

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The screenshot shows the homepage of MyRespiteAccom. At the top left is the logo with the tagline "Look & book a place for your next respite". On the right side of the navigation bar, there are three buttons: "List your Space", "SIGN UP", and "LOG IN". The "LOG IN" button is highlighted with a yellow box and a "1" in a yellow box above it. Below the navigation bar is a large hero image of an elderly woman in a white shirt and glasses sitting in a hammock, being held by a younger person. The text "Making a difference together" is overlaid on the image, followed by a paragraph: "MyRespiteAccom is proud to be partnering with National Seniors Australia, the leading not-for-profit advocacy organisation for older Australians. Together, we can help assist more families to access residential respite care." Below this text is a small logo for "National Seniors Australia". At the bottom of the page, there is a "Make Reservation for Respite Care" form with the following fields: "Where do you want to stay?", "Check In", "Check Out", "Both High & Low Care" (with a dropdown arrow), and "1 Guest".

TIPS:

On Sign Up Page complete the required information

- 1 Enter your Organisation/ Business Name**
- 2 Enter ABN number like the example shown**
- 3 Enter your Email Address**
- 4 Enter a mobile landline phone number**
- 5 Enter Password**
- 6 Enter October 1, 1991 in Birthday fields**
- 7 Click on the button Sign Up**
 - You will be taken to the Dashboard**

The image shows a sign-up form for myRespiteAccom. At the top, there is a red-bordered button that says "G+ Sign up with Google". Below this is the word "or". The form consists of several input fields, each with a numbered callout (1-7) in a yellow box to its left:

- 1** First Name/ Business Name (ie Ozzie Accomodation Pty Ltd) *
Input field contains: Ozzie Accomodation Pty Ltd
- 2** Last Name/ ABN (ie ABN: 30658282958) *
Input field contains: ABN: 30658282958
- 3** Email *
Input field contains: info@myrespiteaccom.com
- 4** Phone
Input field contains: +61 412 345 678
- 5** Password *
Input field contains:

Below the password field is the text: "Birthday OR (ABN Holders enter October 1 1991, International day of older people) *".

6 Birthday fields: Three input boxes containing "October", "1", and "1991".

7 A green button labeled "Sign Up".

At the bottom of the form, it says: "Already an myRespiteAccom member? [Log In](#)".

Activate your Account

Step by Step guide for Service Providers

TIPS:

On Sign Up Page when filling in the required information

1 If the Email address already exists in our systems it will show the message, *"Email address you have entered already exists in our system"*

- **At this point you have two options:**
 - **Option-1: Choose a new email address**
 - **Option-2: Use the email address by resetting the Password**
- **myRespiteAccom recommends proceeding with Option-2, in particular, if this is the email address you have submitted to My Aged Care Government Portal**

2 You can reset your password by clicking on 'Log In'

The screenshot shows the myRespiteAccom sign-up page. At the top, there is a red-bordered button that says "G+ Sign up with Google". Below it, the word "or" is centered. The form fields are as follows: "First Name/ Business Name (ie Ozzie Accomodation Pty Ltd) *" with a text input field containing "First Name/ Business Name (ie Ozzie Accomodatio"; "Last Name/ ABN (ie ABN: 30658282958) *" with a text input field containing "Last Name/ ABN (ie ABN: 30658282958)"; "Email *" with a text input field containing "info@myrespiteaccom.com". A red error message "1 Email address you have entered already exists in our system." is displayed next to the email field. Below the email field is the "Phone" section with a dropdown menu showing "+61" and a text input field containing "412 345 678". The "Password *" field is a text input field with "....." inside. The "Birthday OR (ABN Holders enter October 1 1991, International day of older people) *" section has three input fields for "Month", "Day", and "Year". At the bottom of the form is a green "Sign Up" button. Below the button, the text "Already an myRespiteAccom member? [Log In](#)" is followed by a yellow box containing the number "2".

TIPS:

Activate your account or Reset your Password

1 myRespiteAccom has created an account for you based on the email you have submitted to My Aged Care Government Portal

2 In order to active your account and set a new password, click on 'Forgot password'

The screenshot shows the login interface for myRespiteAccom. At the top, there is a red-bordered button labeled "G+ Sign up with Google". Below it is the word "or". The form contains two input fields: "Email *" and "Password *". The "Email" field has a yellow box with the number "1" next to it, and a red error message "This field is required." below it. The "Password" field has a red error message "This field is required." below it. Below the password field is a checkbox labeled "Remember me" and a yellow box with the number "2" next to the text "Forgot password?". At the bottom of the form is a large green button labeled "Login". Below the login button is the text "Don't have an account? [Register](#)".

TIPS:

1 Enter the email to reset password or activate the account

2 Click on 'Reset Your Password' button

3 Password Reset link will be sent to your email

Reset Password

Please enter your email address

Email **1**

2 Reset Your Password

3 ✕ Password reset link has been sent

G+ Sign up with Google

or

Email *

Password *

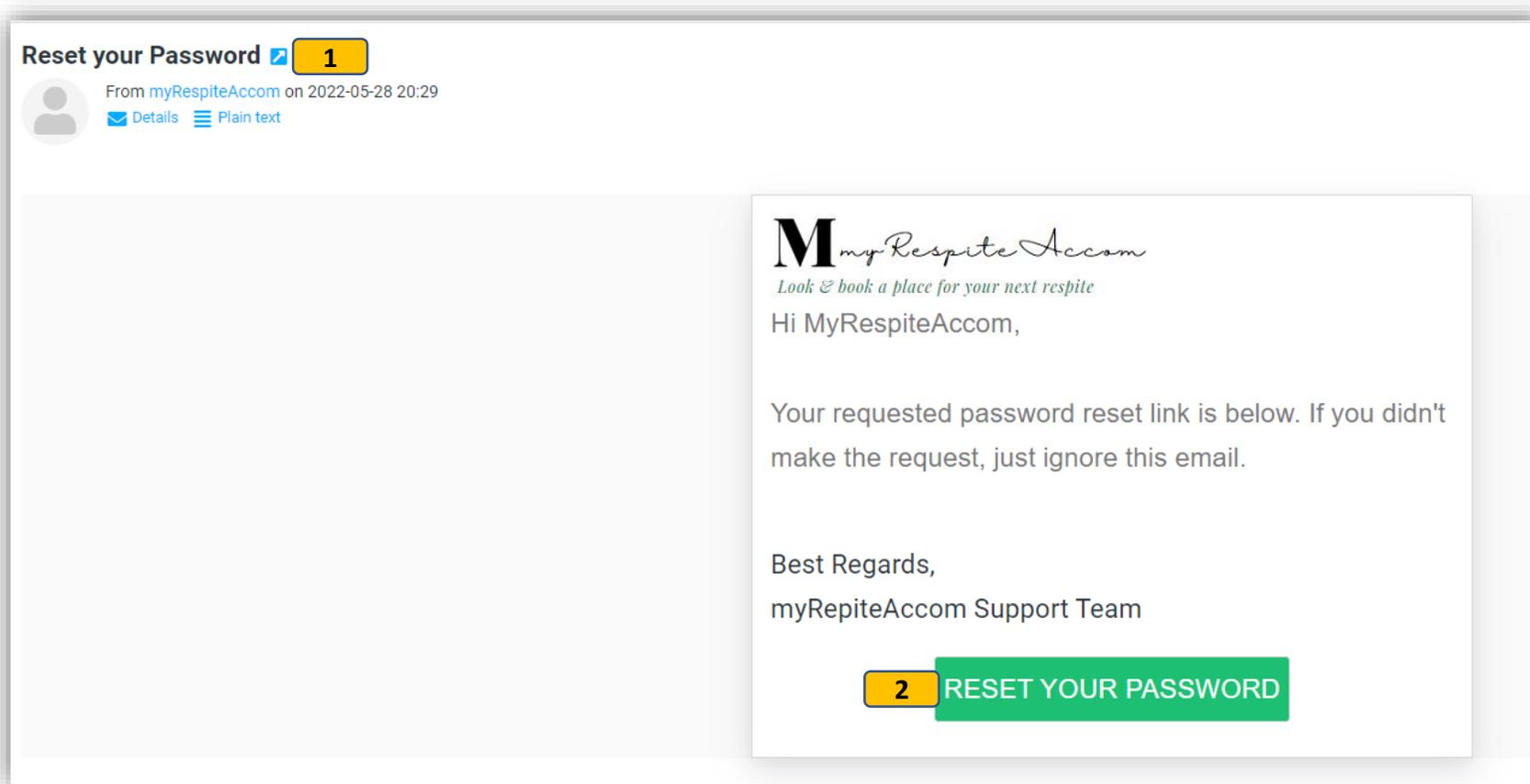
Remember me [Forgot password?](#)

Login

Don't have an account? [Register](#)

TIPS:

- 1 Go to your Email Inbox and open email from myRespiteAccom with the title, 'Reset your Password'**
- 2 Click on 'Reset Your Password' button**



TIPS:

- 1 Enter the new Password twice
- 2 Click on 'Reset Password' button
- 3 It will take you to Log In Page with the message 'Password has been changed successfully'
- 4 Enter Log In details and Click on 'Login' button

Reset Your Password

1

1

2 **Reset Password**

3 ✕ Password has been changed successfully

G+ Sign up with Google

or

Email *

info@ozzieaccom.com

Password *

.....

Remember me [Forgot password?](#)

4 **Login**

Don't have an account? [Register](#)

Successful Log In

Step by Step guide for Service Providers

Great, you have successfully activated your account and Logged In

- **Upon Log In you will be taken to your Dashboard, shown below**

Service Providers Guide
Click on "Get me started" to complete essential steps.

☰ Get me started

- Dashboard**
- [Inbox](#)
- [My Properties & Subscription](#)
- [Listings](#)
- [Bookings Received](#)
- [My Bookings](#)
- [Favourite](#)
- [Payouts](#)
- [Transactions](#)
- [Profile](#)
- [Reviews](#)
- [Logout](#)

My Properties & Subscription
0

My Listings
0

Latest Bookings Received

You don't have any Bookings yet—but when you do, you'll find them here.

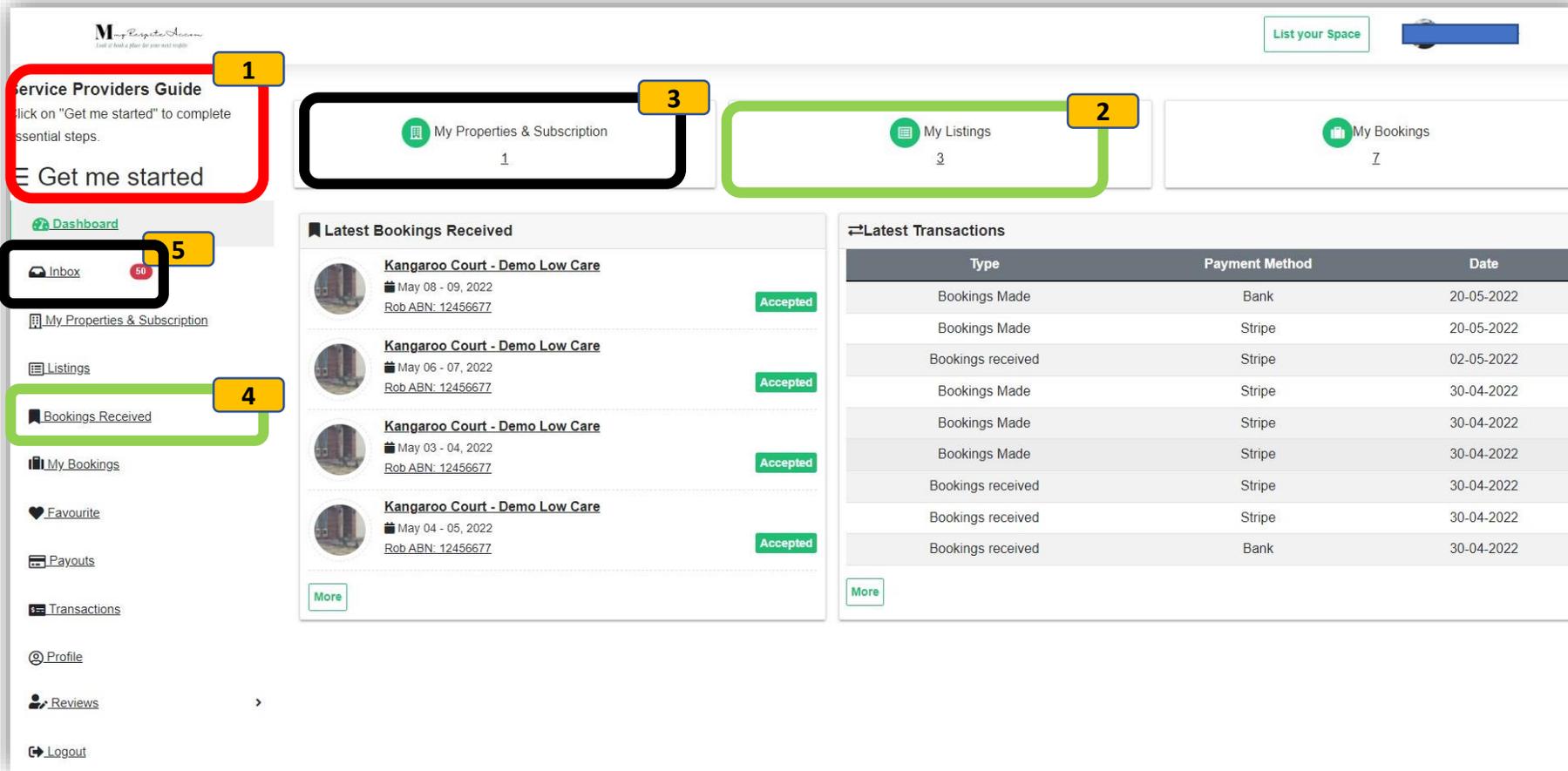
Latest Transactions

No

Dashboard Familiarisation

Step by Step guide for Service Providers

Quick introduction to your Dashboard



1 Service Providers Guide
Click on "Get me started" to complete essential steps.

2 My Listings
3

3 My Properties & Subscription
1

4 Bookings Received

5 Inbox

Latest Bookings Received

Property	Date	Status
Kangaroo Court - Demo Low Care	May 08 - 09, 2022	Accepted
Kangaroo Court - Demo Low Care	May 06 - 07, 2022	Accepted
Kangaroo Court - Demo Low Care	May 03 - 04, 2022	Accepted
Kangaroo Court - Demo Low Care	May 04 - 05, 2022	Accepted

Latest Transactions

Type	Payment Method	Date
Bookings Made	Bank	20-05-2022
Bookings Made	Stripe	20-05-2022
Bookings received	Stripe	02-05-2022
Bookings Made	Stripe	30-04-2022
Bookings Made	Stripe	30-04-2022
Bookings Made	Stripe	30-04-2022
Bookings received	Stripe	30-04-2022
Bookings received	Stripe	30-04-2022
Bookings received	Bank	30-04-2022

1 This is your guide to get you started through the essential steps

2 Shows all your listings, note one property may have multiple listings, ie two for high care and 3 for low care

3 Shows all your facilities/ properties, this is calculated based on property address

4 Booking Requests received for your listings

5 Check out 'Inbox' for messages from the booking requestor and to correspond with the requestor.
Note: Once the booking is confirmed you will receive Contact email, phone number and name of the requestor to your account email

Complete the first critical step – Verify your Email

- When you click on 'Get me started', this curtain screen will come up.
- Click on 'Step-1: Verify your Email'

MyRespiteAccom
Look & book a place for your next respite

List your Space

Service Providers Guide
Click on "Get me started" to complete essential steps

My Properties & Subscription 1

My Listings 3

My Bookings 7

Get me started

Dashboard

Inbox 33

My Properties & Subscription

Listings

Latest Bookings Received

Latest Transactions

Step-1: Verify your email	Payment Method
Bookings Made	Bank
Bookings received	Stripe
Bookings Made	Stripe

Kangaroo Court - Demo Low Care
May 08 - 09, 2022
Rob ABN: 12456677

Kangaroo Court - Demo Low Care
May 06 - 07, 2022
Rob ABN: 12456677

For security purposes, we highly recommend Verification via email

- 1** Click on 'Connect' button next to the 'Email'. Check your inbox and confirm the email
- 2** Once done it will appear under 'Your Current Verification. Enjoy listing!

[Edit Profile](#) [Photos](#) [Verification](#) [Change Password](#)

Your Current Verifications **2**

No Verification Available

Add More Verifications

Email **1**

Please verify your email address by clicking the link in the message we just sent to: info@myrespiteaccom.com.

1 [Connect](#)

Facebook

Sign in with Facebook and discover your trusted connections to hosts and guests all over the world.

[Connect](#)

Google

Connect your myRespiteAccom account to your Google account for simplicity and ease.

[Connect](#)

End of this Guide

Please send your feedback or queries to info@myrespiteaccom.com.au