

Apollo

Occupational Health Digital Portal Guide

EMPLOYEE



Symbios Health Limited

T: 0800 999 1824

E: hello@symbios.health

W: www.symbios.health

Registered in England. Company No : 13065822

Registered Office: Plym House, 3 Longbridge Road, Marsh Mills, Plymouth, PL6 8LT



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Important Information – Your employer has/will be giving you access to an Apollo account. This is because we use the secure digital portal to store your occupational health notes and reports. Please expect various emails from Apollo and Symbios Health. These are not scams and will only be sent when necessary.

You will receive emails to set up your account, when new questionnaires have been sent for you to complete, when appointments are made and when your reports are uploaded. We do not send you any other emails.

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{Employee} How to Register/Log on and Access Apollo:

- 1) Your employer will have sent you an email that will contain a unique reference number and a link for you to access Apollo.
- 2) You will need to enter these three details: Surname, Unique reference number and Date of birth to register.
- 3) You will then see a link that says 'Apollo – Your occupational health dashboard'. Click proceed to continue.
- 4) You need to then choose your own personal account security questions. You must remember these.
- 5) Once, complete – it will say 'Welcome to Apollo'. You have now successfully registered and can now close this window.

{Employee} How to reset your password or security questions:

- 1) Email your HR manager asking for your account access to be reset.
- 2) Your employer will contact us for you account to be reset and unlocked
- 3) You will receive an email with a link to restart your account.

{Employee} If your information is wrong and you can't access your account:

- 1) Contact your employer and check your DOB has been inputted correctly.
- 2) If you have locked yourself out of the account, once the information has been corrected, follow the above steps to reset your account.

{Employee} Access code to log in:

- 1) Each time you log into your apollo account, a new access code will be emailed to you
- 2) Access codes can only be used once and therefore make sure you are using the most recent code sent you by email.
- 3) If you are not receiving an access code, check your receiving other emails, your internet connection is strong and try again.

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(Employee) Completing your questionnaire:

Before your routine health surveillance or follow up health surveillance can go ahead, you will need to complete the questionnaires online.

- 1) Your employer will have sent you a questionnaire
- 2) Go to your main home page and find the TASKS section
- 3) In the tasks section, click on the questionnaire you have been asked to complete
- 4) Click on the questionnaire
- 5) Follow the instructions on the form
- 6) Not all forms will have the exact same layout
- 7) Read the consent statement to begin and click the check box
- 8) The rest of the form will now be displayed
- 9) Read and follow the instructions
- 10) Answer each question by clicking the associated button to answer yes or no
- 11) If you answer yes, a drop-down box may appear for you to enter any further details relating to the question
- 12) Once completing the questions; complete the consent section and the report release drop down
- 13) Click the signature check box to add an electronic signature
- 14) Submit questionnaire
- 15) A pop up will appear to confirm submitting the form

(Employee) Completing a management referral consent:

When a referral has been made, we need to make sure that you are happy for the information to be shared with the appropriate people. The information below will take you through the process and you can select the option that best suits you.

- 1) Locate the referral consent form under the task section on the home page and click on the link
- 2) Carefully read through the consent
- 3) After reading through the consent, select the report release option that best suits your needs
- 4) Click the signature check box to add an electronic signature
- 5) Click on the green submit consent icon

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(Employee) How to view your report:

After you have had a consultation, a report will be written and uploaded to your Apollo account.

- 1) Scroll down to the reports section on your home page
- 2) In the reports section, locate the report you want to view and click on it
- 3) You can print the report by clicking on the print icon in the top right-hand corner
- 4) Once you have finished, click the back to home icon in the top left side of the screen

(Employee) How to view all forms and questionnaires I have completed?

- 1) Click the library icon on the side bar
- 2) The library contains all the forms you have completed
- 3) To view a form, simply click on the form
- 4) This will take you to a pop up containing a form in the state it was completed (yes/no answers)
- 5) Once you have finished viewing the form, press the escape button on your keyboard to exit the pop up
- 6) To go back to the employee home page, click the home button in the side bar

The link you will need to access the log in page of your dashboard will be emailed to you, keep this email safe. However, if you find you have lost it, the link you will need is:

<https://symbios.apollo.direct/employee>

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