

Prescriber Website Portal: Frequently Asked Questions



Updated December 2021



[To use an interpreter over the telephone – Phone 131 450](tel:131450)

State-wide Equipment Program

How do I login to the SWEP website?

To login you need to go to the Prescriber Login page:

<https://swep.service-now.com/csm>

Your username is your firstname and surname with a dot in-between e.g. firstname.surname

How do I reset my password?

If you cannot remember your password, you can reset it through this link:

[https://swep.service-now.com/\\$pwd_reset.do?sysparm_url=ss_default](https://swep.service-now.com/$pwd_reset.do?sysparm_url=ss_default)

If you cannot remember your email or ID, please contact swepimt@bhs.org.au

Which browser can I use to access the website?

The website works best in Chrome but works in Firefox, Safari and Internet Explorer from version 9 onwards. You may have difficulty with form functionality with older or lesser-known browsers.

Can I edit my applications? Submitted applications to SWEP cannot be edited in the details of the application, you can add attachments. If you wish to edit an application, please contact SWEP. Draft applications can be edited the form only needs to be completed when you choose to submit.

Can I delete attachments from my applications?

Once submitted you will not be able to delete attachments. If the application is in draft then yes you can delete.

What is validation?

Validation - this means your application requires a higher credentialing level than what you have for that AT Category. Validation will trigger for Amber or Red applications.

How can I get my applications validated?

If you don't have the necessary credentialing level you can choose to send the application to a validating therapist you work with or within your organisation. If you do not have this option then you can request a SWEP Clinical Advisor to validate the script for you.

When you are ready to submit the application, it will tell you if you require a validating Prescriber. You can choose from your own validating prescriber or choose to use a SWEP Clinical Advisor. SWEP Clinical Advisors are only to be used if you do not have another prescriber within your organisation who can validate the application for you.

Are emails mandatory for the portal?

Prescriber email is mandatory - client email is not. All emails must include a @ symbol to be valid.

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Can I change my email address on individual applications?

Your email address will be auto filled into prescription forms from your registration details. You can add multiple organisations to your profile and you will choose which on you want to set as your default. You can change your contact email and phone number for individual applications. This email address will receive notifications regarding that specific application.

Does the application have specific fields that must be filled?

All mandatory fields on prescription forms have a red asterix next to them. You will not be able to submit an application until all mandatory data has been entered

Can I duplicate an application?

You can duplicate a submitted application by choosing the Copy Application button at the bottom of the screen. This will create a new application with the client details and diagnosis section brought over.

How can I check my credentialing level in the portal?

- On the home page click Mange Registration Profile
- Scroll down to bottom of page and look at the related lists, these are 3 blue hyperlinks for Practitioner Organisation, Professional Membership and Credentials – you want to Click on credentials
- A list of your credentials will be displayed

