
Te Whatu Ora Online Portal User Guide

Created: June 2023

Introduction

Welcome to the Te Whatu Ora Portal.
Here you can:

- Order collateral from our Catalogues
- Track orders

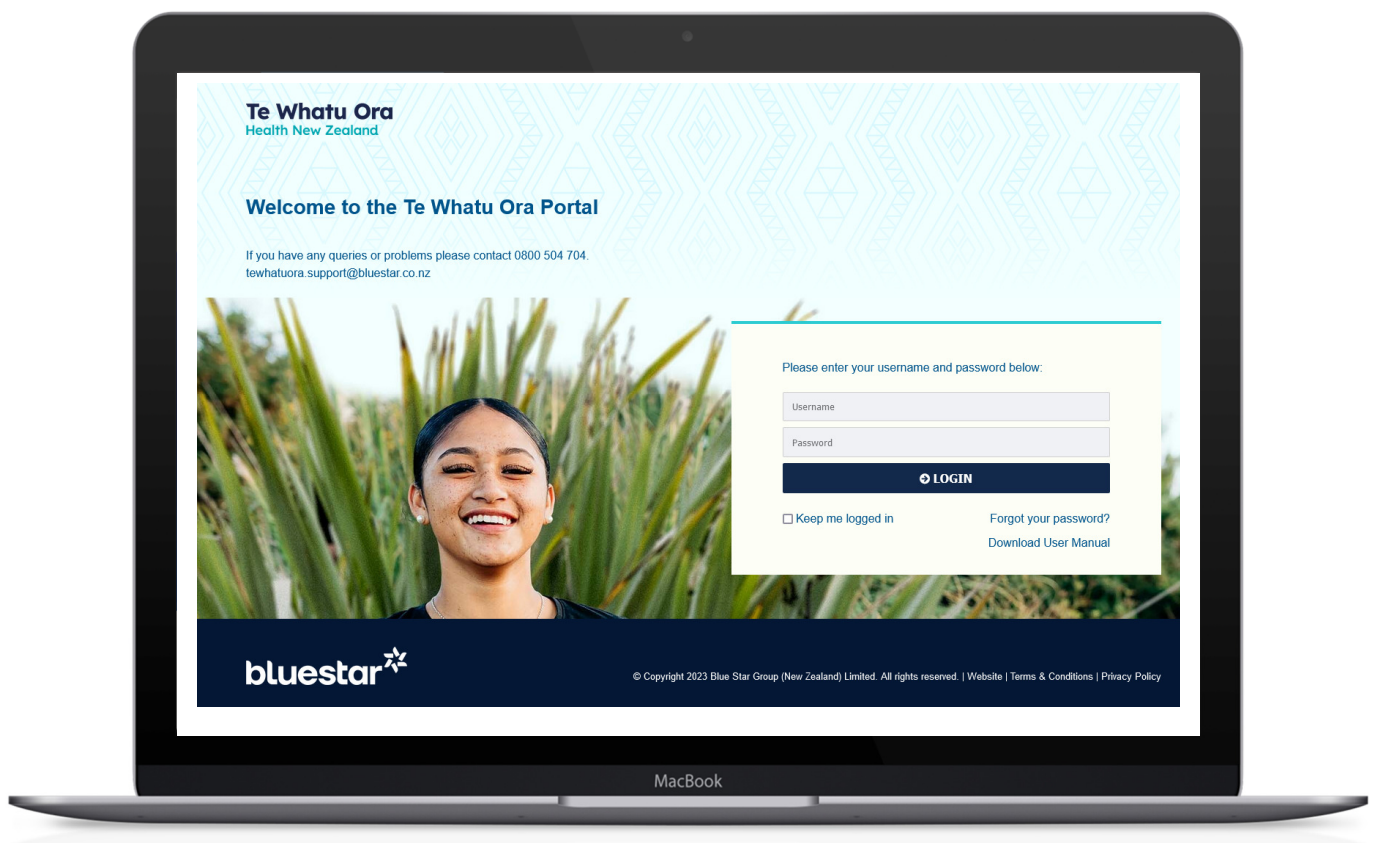
Login

For best results the Te Whatu Ora Portal has been designed for use on a computer rather than a mobile device.

To access the site please go to the following URL using your web browser:

<https://portal.bluestar.co.nz/login/tewhatuora>

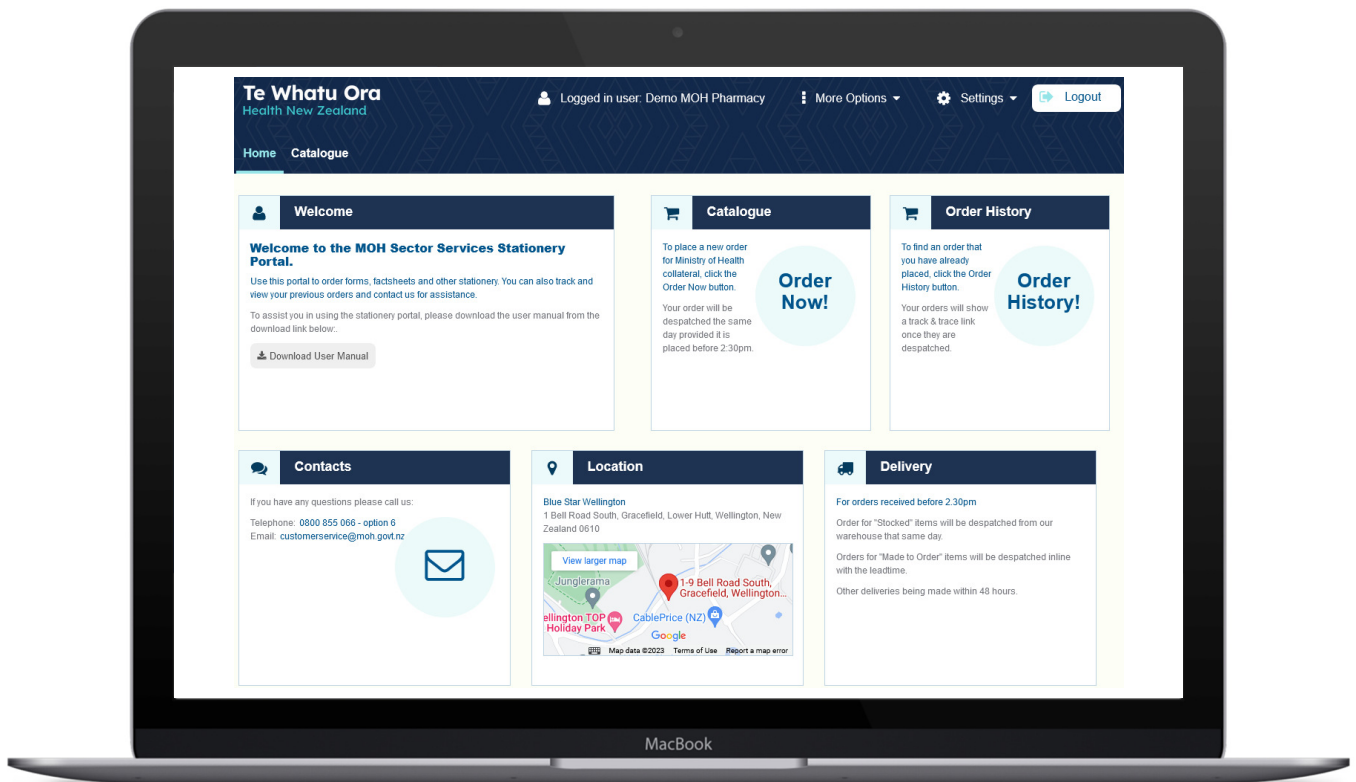
To login, enter your Username and Password.



Home

The Home Screen displays the Welcome section and the links to below:

- Welcome (with download link to this document)
- Catalogue (with quick **Order Now** and **Order History** button)
- Contacts
- Location
- Delivery

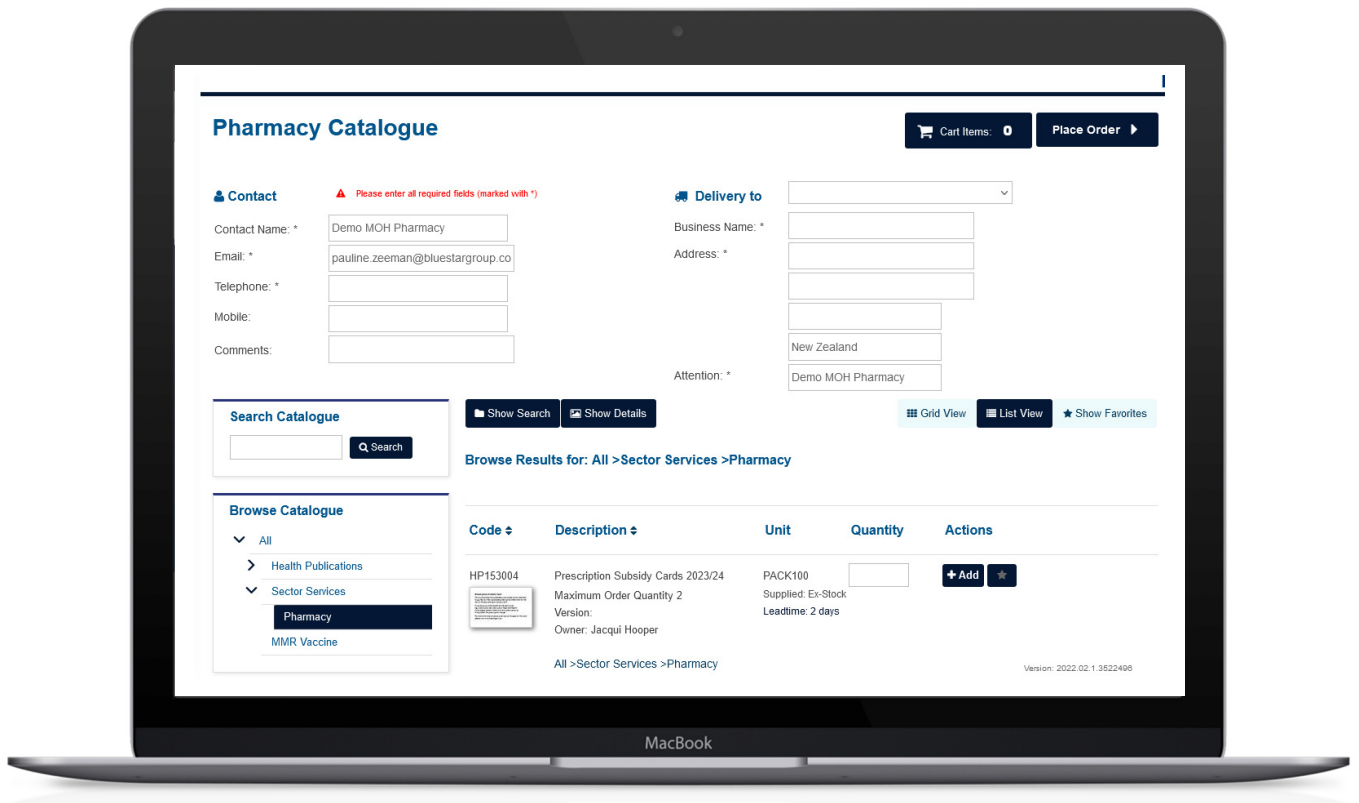


Catalogue

Click on the **Order Now** button from the Catalogue section of the Home screen.



This will open the Catalogue tab.





Select the products you require by searching or browsing the categories on the left-hand side of the screen, enter the quantity required and then click **Add to Cart**.

Each time you add an item, it is added to the cart, until you are ready to place the order.

If you do not know the exact sequence of words for the item use “&” inbetween words to help you locate the item and this will bring up all instances of these words.

The screenshot shows the search interface with the following elements:

- Search Catalogue:** A search bar containing the text "prescription" and a "Search" button. A red arrow points to the search bar.
- Browse Catalogue:** A sidebar menu with categories: All, Health Publications, Communications, Drinking Water, Green Prescription, Maori Health, and Medsafe.
- Search Results:** A table with columns: Code, Description, Unit, Quantity, and Actions. The results show one product: HP153004, Prescription Subsidy Cards 2023/24, with a quantity field and an "Add" button.
- Product Details:** The product description includes "Maximum Order Quantity 2", "Version:", "Owner: Jacqui Hooper", "Unit: PACK100", "Supplied: Ex-Stock", and "Leadtime: 2 days".
- Footer:** "Showing 1 of 1 products" and "Version: 2022.02.1.3522496".

Once you've added all the products required for the order, enter your address details, and any comments, then click the **'Place Order'** button at the top of the screen.

Pharmacy Catalogue

Cart Items: 1 Place Order ▶

Contact ▲ Please enter all required fields (marked with *)

Contact Name: *

Email: *

Telephone: *

Mobile:

Comments:

Delivery to

Business Name: *


Address: *

New Zealand

Attention: *

Search Catalogue

Search Results for: prescription

Code	Description	Unit	Quantity	Actions
HP153004	 Prescription Subsidy Cards 2023/24 Maximum Order Quantity 2 Version: Owner: Jacqui Hooper	PACK100 Supplied: Ex-Stock Leadtime: 2 days	<input type="text" value="1"/>	<input type="button" value="+ Add"/> <input type="button" value="★"/>

All >Sector Services >Pharmacy

Browse Catalogue

- ▼ All
- ▼ Health Publications
 - Communications
 - Drinking Water
 - Green Prescription



Once you've clicked **Place Order**, you have one final confirmation screen to review and confirm your order.

- If you wish to edit the order, click **Edit Order** to return to the catalogue.
- If you wish to confirm the order, click the **Confirm Order** button.

Thanks, please check & confirm your order [◀ Edit Order](#) [Confirm Order ▶](#)

Contact ▲ Please enter all required fields (marked with *)

Contact Name: *

Email: *

Telephone: *

Mobile:

Comments:

Delivery to

Business Name: *

Address: *

Attention: *

Code	Description	Unit	Quantity	Comments
HP153004	Prescription Subsidy Cards 2023/24 User Comment: <input type="text" value="User Comment"/>	PACK100	1	

[◀ Edit Order](#) [Confirm Order ▶](#)

If you require assistance with ordering, please contact us at 0800 855 066

Order Confirmation


The order will be processed and the screen below will display.

This confirms your order has been placed and displays the order reference, take note of this number, should you need to contact us regarding your order.

Thank you, your order has been successfully processed.

Your order reference number is

4255612

 You can refer to this reference should you need support

[Return to Catalogue](#)

You'll also receive a confirmation email, confirming your order details.

Order History

To check on previously placed **Catalogue** orders, click the **Order History** button.











 **Order History**

To find an order that you have already placed, click the Order History button.

Your orders will show a track & trace link once they are despatched.

Order History!

This will take you to the Order History menu where you can search for order number, customer name, dates, or reference to find your old or pending orders.

Sales Orders									
Order	Customer	Date	Required	Reference	Address	Contact	Website	Action	
4880003	MOH_COVI...	29-Jun-2023	30-Jun-2023	N/A	The Pharmacy @ Phillipstown,...	Jeremy Grooby	WEBFORM	 Review	
4875176	MOH_COVI...	23-Jun-2023	24-Jun-2023	N/A	Tangata Atumotu Trust,28 Bea...	Shelley Gilmartin	WEBFORM	 Review	...
4875158	MOH_COVI...	23-Jun-2023	24-Jun-2023	N/A	Nelson Tasman Pasifika Com...	Shelley Gilmartin	WEBFORM	 Review	...
4870867	MOH_COVI...	20-Jun-2023	21-Jun-2023	N/A	Southpoint Family Doctors,4/...	Kyle Shepherd	WEBFORM	 Review	...
4284487	MOH_COVI...	05-Aug-2021	06-Aug-2021	N/A	Pacific Trust Otago,350 South ...	Leina	WEBFORM	 Review	...
3710851	MOH	08-Jul-2019	10-Jul-2019	130183	PO Box 3877,,Christchurch,NZ	Simon O'Callaghan T21681		 Review	
3494664	MOH	03-Oct-2018	05-Oct-2018	120849	Ministry of Health,133 Molesw...	Katrina McLaren	T13283	 Review	
3441189	MOH	13-Jul-2018	14-Jul-2018	RFP	Blue Star Group,33 Jackson St...	testme testme	T10631	 Review	

To view the order details, click the **Review** button. To run a track & trace on an order that has been despatched you can click the **Track and Trace** button from the list or from the detail screen under despatches.