

Prescriber Website Portal Frequently Asked Questions



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

State-wide Equipment Program

Logging in to the SWEP website: To login you need to go to the Prescriber Login page: <https://swep.bhs.org.au/account.php>
Your username is either the Primary Email address or your SWEP prescriber ID. Once logged in, you can edit your password.

Password Resets: If you cannot remember your password, you can reset it through this link: <https://swep.bhs.org.au/lostpass.php>. If you cannot remember your email or ID, please contact swepimt@bhs.org.au

Blank Forms: If you have entered content in a form but it is loading as blank, please send an email to swepimt@bhs.org.au with the form identifier number as it will need to be investigated by SWEP.

Draft Applications: After a draft application is submitted you will be unable to edit the details of the application. If you wish to edit the document please contact SWEP.

Validation: Validation currently relies on the Validating therapist's prescriber ID being entered. In the future, this will change to email addresses.

Browsers: The website works on Firefox, Chrome, Safari and Internet Explorer from version 8 onwards. You may have difficulty with form functionality with older or lesser known browsers.

Email Format: All emails must include an @ symbol to be valid.

Emails: Your primary contact email address will be auto filled by default into prescription forms, and is the primary contact email for SWEP (this is where the newsletter is sent, etc.). However, you have the option to change this. Once edited, the email entered into the prescription form will receive the notifications regarding that application.

Low-Risk Forms: Low Risk forms no longer exist, but personal use form are still available.

Timing Out: There is no time out on the website. The website will ask for login details if your session expires, but that is to do with the browser you are using, not the website.

How can a prescriber provide feedback?
If you wish to provide feedback about the SWEP Website Portal or any aspect of SWEP, you should contact SWEP and speak to the relevant Program Manager.

If the matter cannot be resolved you may wish to pursue the issue by following the SWEP grievance and complaint procedure on our website under Contact and then Providing Feedback.