

EMGUIDANCE SCRIPT: ONBOARDING STEPS

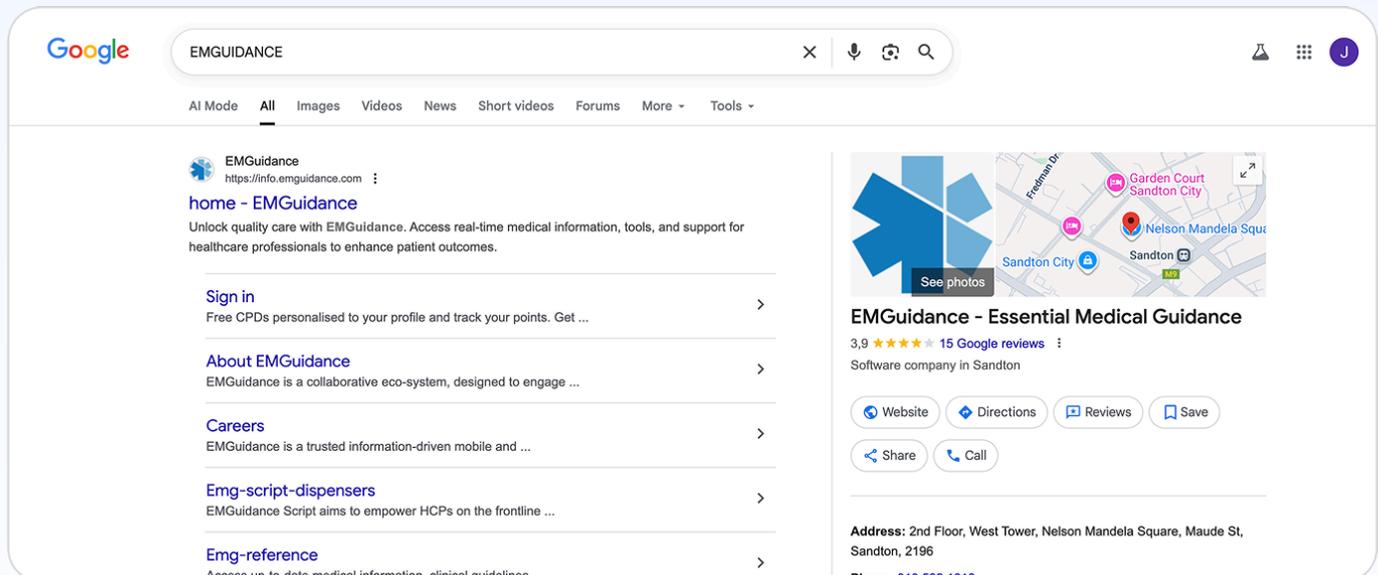
- Open [EMGuidance](#) on web browser
- Sign up for the free 14 Day Trial
- Add the Melomed Practice onto EMGuidance Profile
- Sign up for the Melomed subscription package
- Set up TrustFactory AES Order

OPEN EMGUIDANCE ON WEB BROWSER

For this step, kindly please use a laptop or desktop.

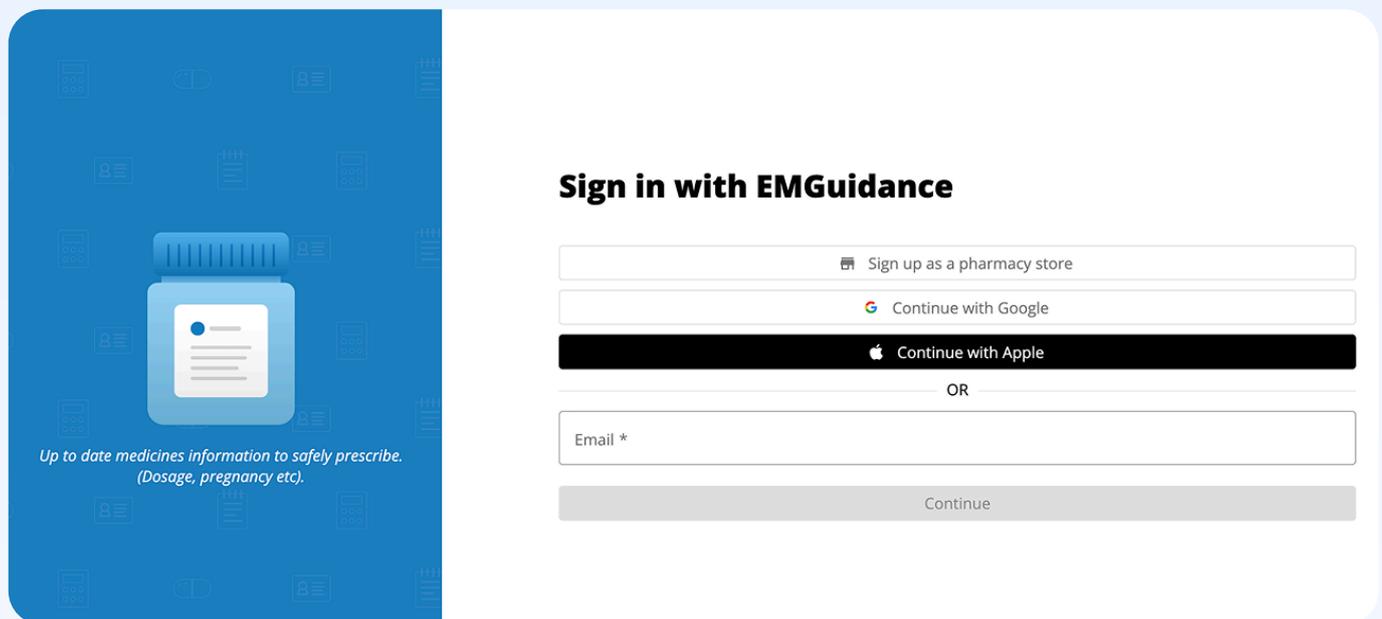
On your laptop/desktop please open up a tab and **search for [EMGuidance](#)** (**Google Chrome is preferable**)

Then on the results page please click on **Sign in with EMGuidance**.



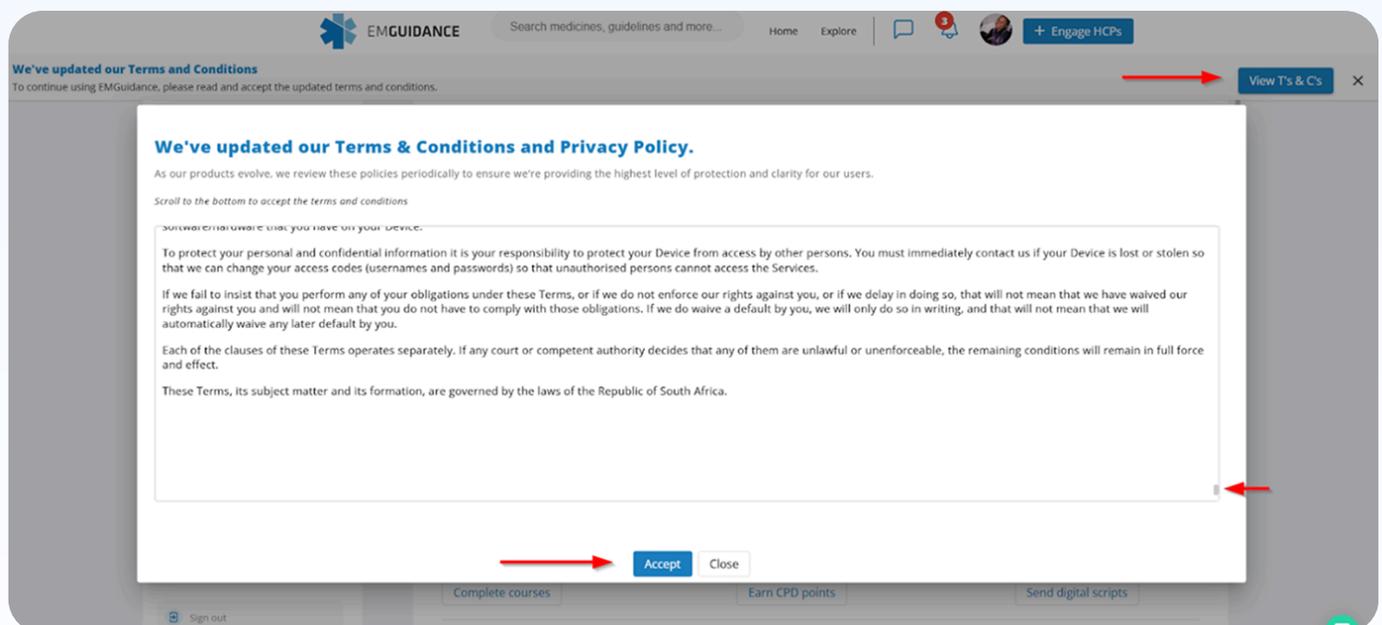
Sign into your EMGuidance profile. If you already have one do not create a second profile using your practice email address, use your profile as it exists already as you will be able to manage the information that appears on your scripts. Alternatively you can update the email address associated with your account in your EMGuidance profile.

If you do not have an EMGuidance profile please input your email address in the email box and click continue and follow the prompts to set up the profile. **Please note that your HPCSA registration will need to be verified by our support team before your profile is accepted.**

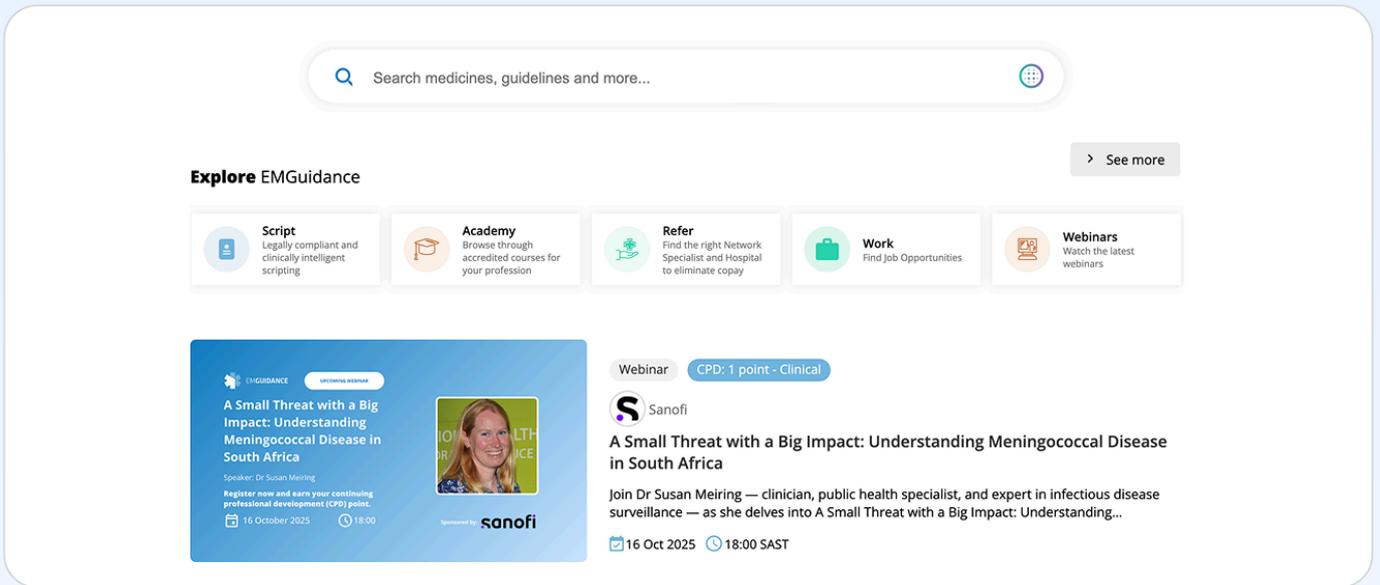


SIGN UP FOR THE FREE 14 DAY TRIAL

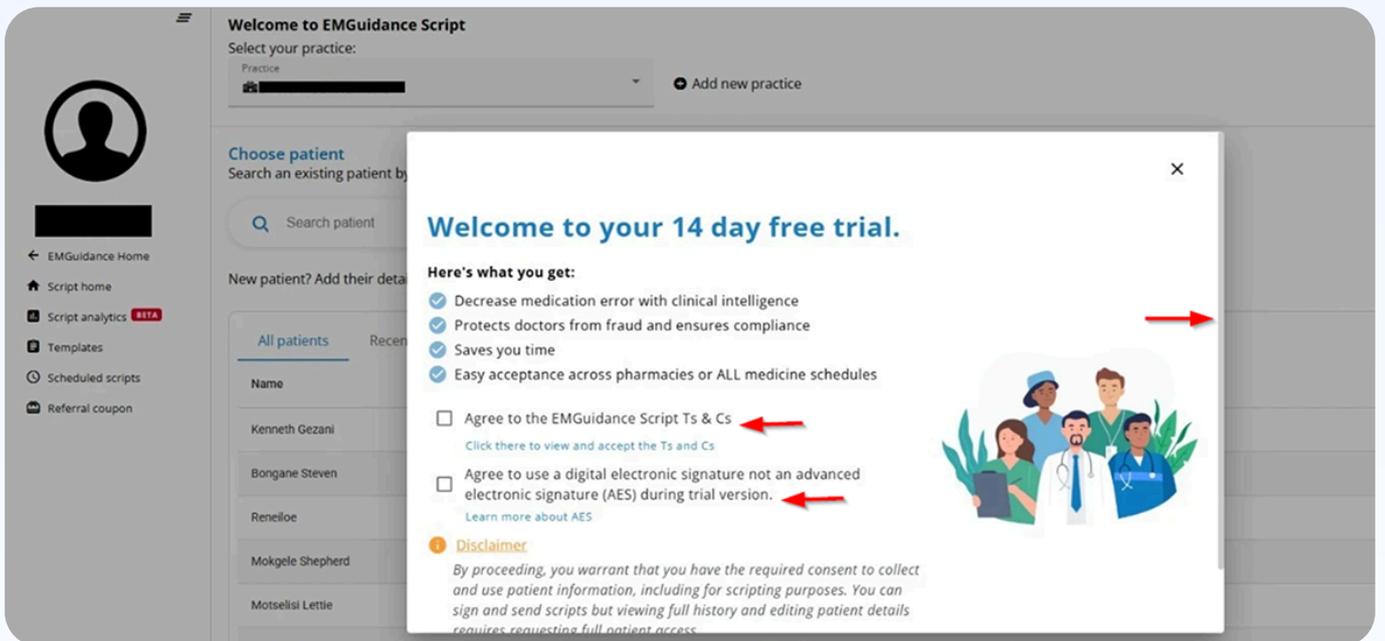
After signing into EMGuidance, click the blue **View Ts & Cs** button to open Terms & Conditions. Scroll to the bottom of the Ts & Cs until the **Accept** button changes from grey to blue, then click it.



After accepting the Ts & Cs, please click on the Script tile.



To begin the 14-day script trial, accept both disclaimers by ticking the boxes. Then, use the grey scroll bar on the right to navigate to the bottom and click the blue Start Trial button.



ADD THE MELOMED PRACTICE ONTO EMGUIDANCE PROFILE

Once you have agreed to the disclaimers of the 14-day trial, you should be prompted to add or join a practice. If this does not happen, please click on the profile icon located on the left-hand side of the script home page. You will need to obtain the relevant practice access codes for the shared practices you need to join (e.g Melomed Trauma practice code; Melomed Hospital practice code). You can also add your own practice information for your private practice if applicable.

Welcome to EMGuidance Script

Select your practice:

Practice
Test Demo Design

+ Add new practice

Choose patient

Search an existing patient by ID/passport number or surname

Search patient

New patient? Add their details here. + Add new patient

All patients		Recent scripts	
Name	Surname	Date of birth	Age
Demo	Child	06/10/2021	3 yrs

To access Practice Info, click on **"Practice Info"** under the **"MY PROFILE"** menu options, which will appear when the profile menu opens

EMGUIDANCE Search medicines, guidelines and more... Home Explore

MY PROFILE

- Personal info
- Analytics
- CPD Tracker
- Practice info
- Qualifications
- Experiences
- Courses
- Awards and honours
- Publications

MY ACCOUNT

- Saved items
- Subscriptions & Invoices
- API Keys
- Integrations

Practice information + Add Join shared practice

Practice name
Test Demo Design
12345678

Integration
+ Add integration

Webhook
<-> Configure

Physical address
Building 1
5 Woodlands Drive,
Woodmead, Sandton
Johannesburg
Pretoria
GAUTENG
South Africa

Contact information
Phone: 072 679 1307
Email:
design@emguidance.com

Social media

Edit practice

What we offer

You currently don't have any services offered yet.
Update your information to personalise your experience on the platform.

Less

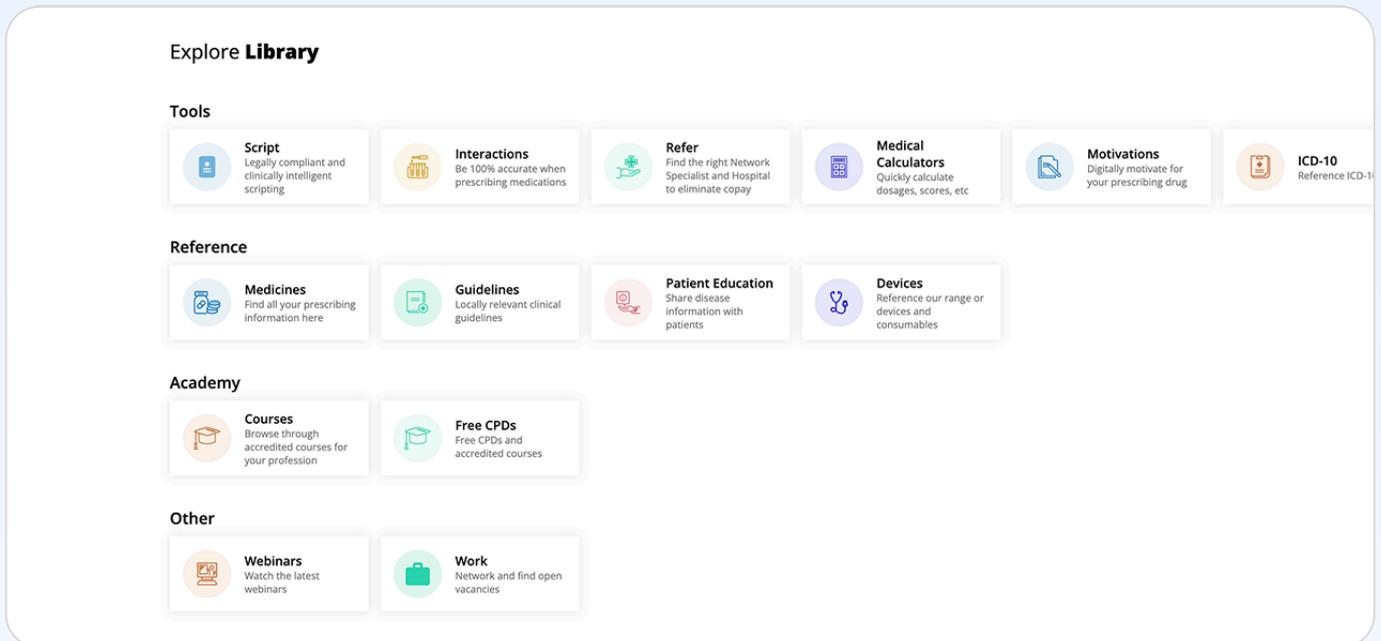
Private - This section is not viewable by other HCPs as well as the public. Select the icon to toggle between settings.

Under **"Practice information,"** click the **"Join shared practice"** button on the right.

In the pop-up window, enter the practice number into the Practice number field and the confidential access code into the Access code field. **Then, click the Join practice button.**

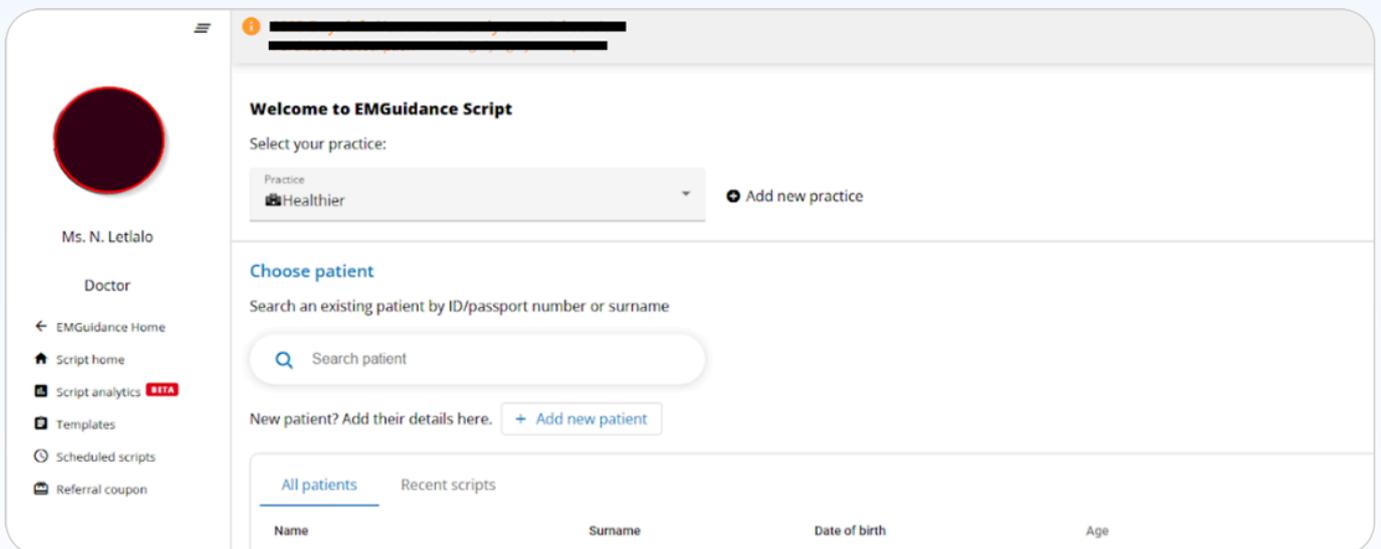
SIGN UP FOR THE MELOMED SUBSCRIPTION PACKAGE

Once you've joined the shared practice, navigate to the script home page by clicking 'Explore' and then 'Script'.



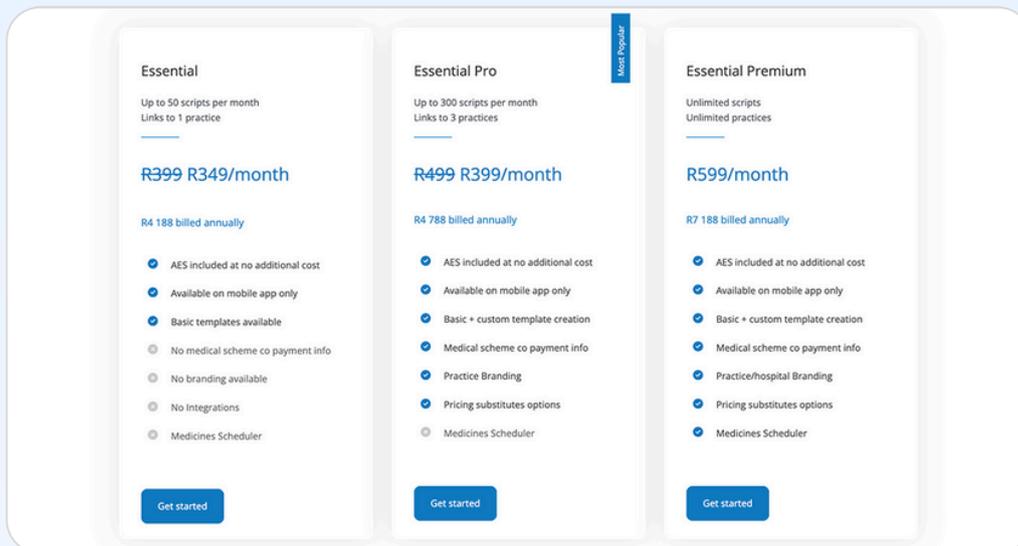
Return to the script home page.

In the top right corner, click the blue **"View pricing plans"** button.

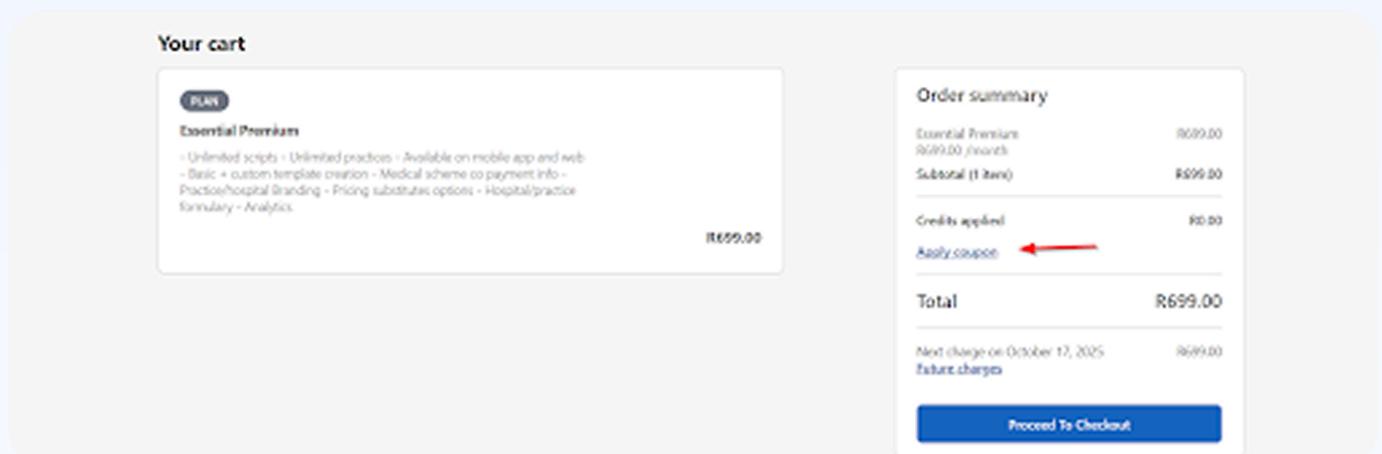


You will be redirected to the EMGuidance Script Pricing page. Scroll to the subscription package plans using the grey scroll bar on the right-hand side.

Select the Monthly option and then choose the Essential Premium package.



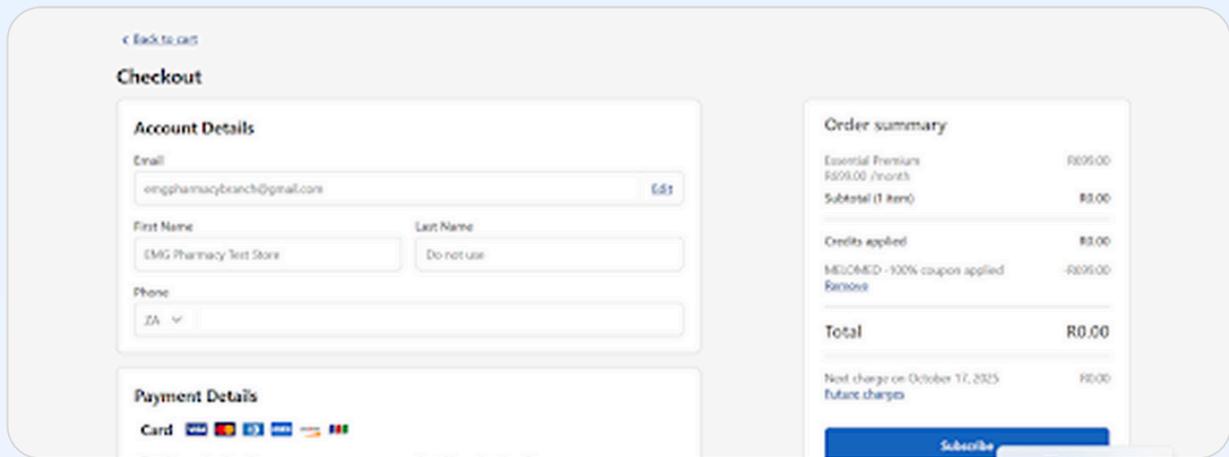
In the Order Summary section, locate and click the blue **Apply Coupon** link. Enter the coupon code provided, then click Apply. This will set your total to zero, allowing you to click **Proceed to Checkout**.



To secure your subscription, you will be redirected to a page where you'll be prompted for your card details. You will not be billed as the coupon has been applied, however this will enable you to continue the subscription on your own account should you leave Melomed in future. You will always be able to self-manage your subscription in your EMGuidance profile.

After entering your card information, please click the blue "Subscribe" button. Ensure that your phone number is entered and that the South African area code (ZA) is selected.

You will then be redirected to the pricing page. To return to the script home page, click the blue **"Acknowledge"** button.



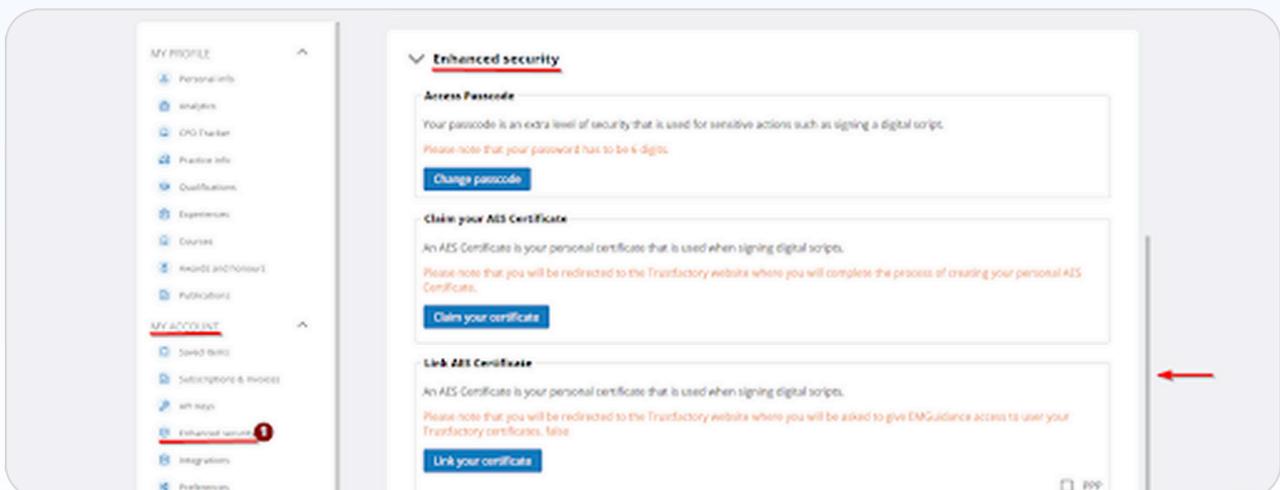
SET UP YOUR 6-DIGIT PASSCODE

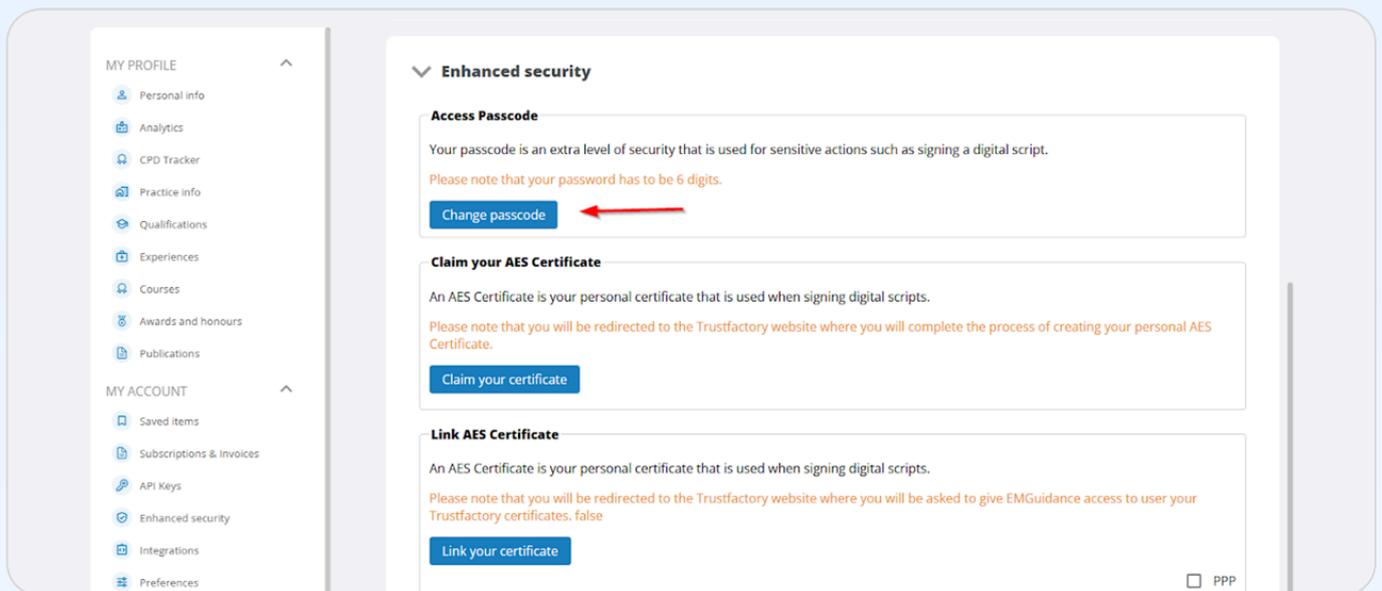
You will be prompted to set up a 6 digit-passcode when you first sign a trial script. You can also do this in your EMGuidance profile under the enhanced security tab. Do not share this code with anyone as it allows signing of scripts.

You need to remember this passcode as you will be prompted to input the code when signing each script after you have used your Cumulokey OTP from your 2FA app for the first script of the day. The Cumulokey will be set up as part of your TrustFactory onboarding.

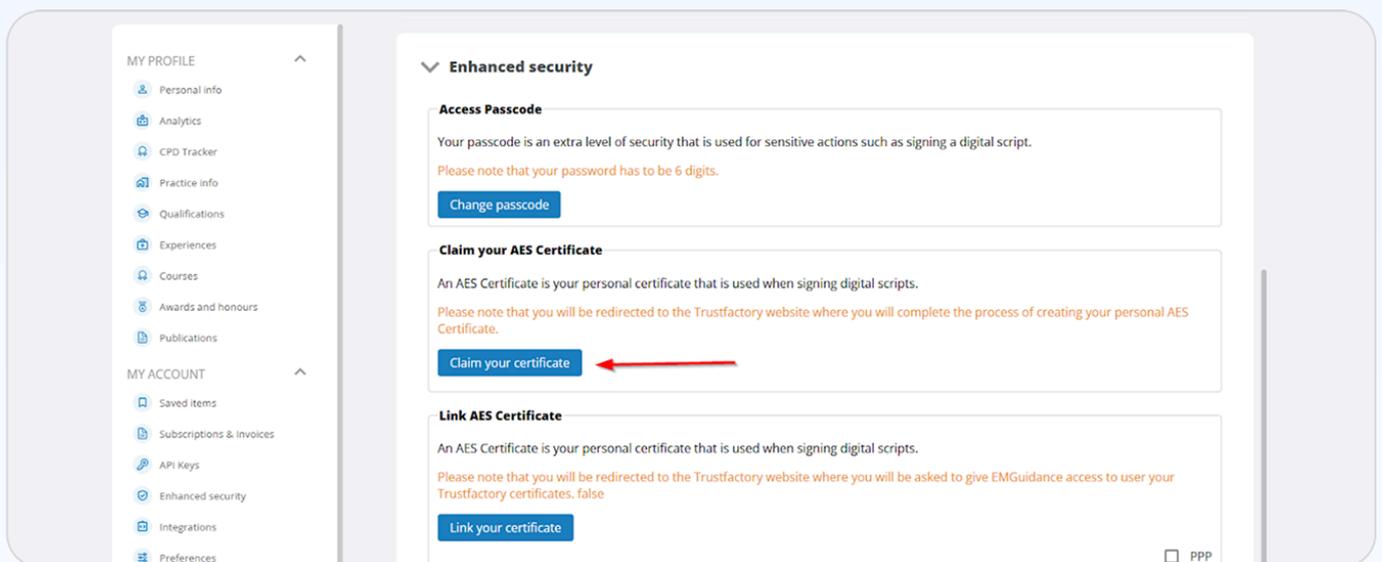
PLACE YOUR TRUSTFACTORY AES ORDER

From the Script home page, in the top right corner you will be prompted to “Claim your AES”. Alternatively click the profile icon on the left. Under MY ACCOUNT, select Enhanced Security. Use the grey scroll bar on the far right to reveal the options.





Under the **Enhanced Security** options, after setting up the passcode, click the blue **"Claim your Certificate"** button, found under **"Claim your AES Certificate."**

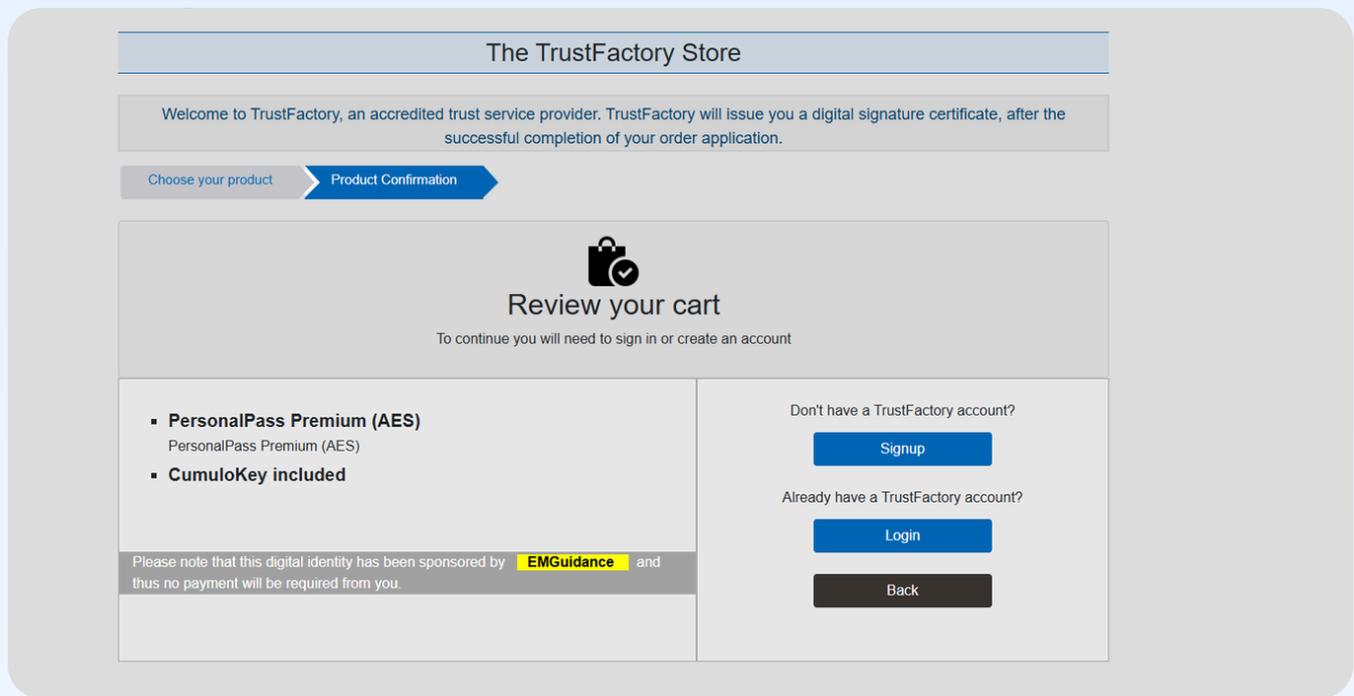


You will be redirected to the TrustFactory login page.

For setup, please ensure the following:

- A Google or Microsoft Authenticator is installed on your phone.
- An uncertified image or copy of your ID, passport, or driver's licence is saved on your laptop or desktop.
- The original ID, passport, or driver's licence is on hand.

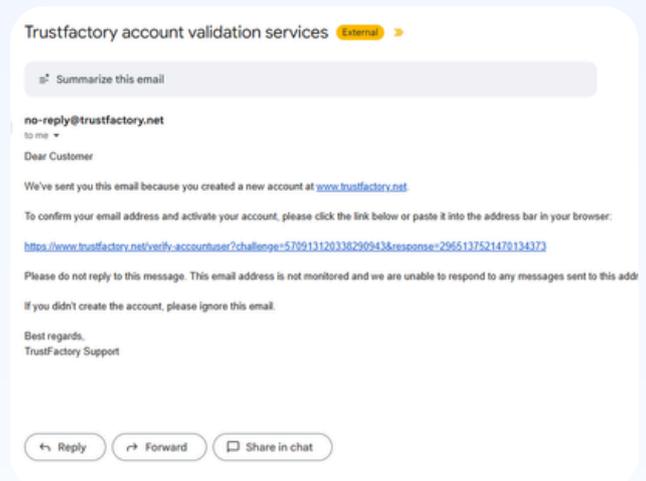
On the TrustFactory login page please click on the sign up button.



Upon launching the application, a welcome video will appear. Please close it. Proceed to fill in the required fields and click "Sign Up." **Ensure that the name(s) you enter precisely match those on your identity document (See important points below).**

A verification email will then be dispatched to your registered email address. Access your inbox, locate the email from TrustFactory, and click the blue link. This action will redirect you to the sign-in page.

On the TrustFactory order page, please complete the required fields with your ID or Passport number. Ensure that the name(s) you enter precisely match those on your identity document.



IMPORTANT POINTS TO REMEMBER:

- Include any second names or double-barrelled surnames exactly as they appear on your ID.
- If you practice under your maiden name but your identity document shows your marital name, please use the name(s) from your identity document.
- Do not include titles such as "DR, MR, MISS, MRS, MS" with your name.
- Once you've completed these steps, click the "Generate/Create order" button.

- Follow the prompts to finalise your order.
- For the F2F video recording, ensure your camera and microphone are working (double-check your permission settings).
- After clicking "Start Video," the first prompt will ask you to state your name as it appears on your identity document. Then, click the blue/white arrows in the bottom right of the recording screen.
- The next prompt will instruct you to say a number displayed on the screen aloud.

Finally, hold your identity document (ID/Passport/Driver's Licence) up to the camera, making sure there's no glare and your fingers aren't obstructing your image or any information. You will then be prompted to submit your video.

Next, you will generate your CumuloKey. This is where the authenticator app you previously downloaded comes into play. Follow the prompts to set up your CumuloKey. Important things to note:

1. On the bottom right of this new page, click the grey "Sign in with TrustFactory" button.
2. Tick the checkbox next to "I have a preferred authenticator app" to reveal a QR code.
3. Open your authenticator app and select an option like "capture QR code," "Add new QR code," or "Scan QR code." This will open your device's camera.
4. Scan the QR code displayed on the screen.
5. A 6-digit One-Time Password (OTP) will be generated in your authenticator app (this OTP changes approximately every 30 seconds).
6. On the screen displaying the QR code, locate the "Verification code" section at the bottom. Input the 6-digit OTP from your authenticator app into this field.
7. A screen with backup codes will then appear. Save these backup codes to your device. Rename the file to something memorable, then ensure that they are securely saved and that you can easily access them again when you need them (e.g when you get a new phone)
8. Finally, tick the "I have saved my backup codes" checkbox and follow the remaining steps to finalise your Cumulokey.

To complete the process, generate the CSR. You will be prompted for the 6-digit OTP from your authenticator app (TOPT). Enter this code, and your order will be finalised.

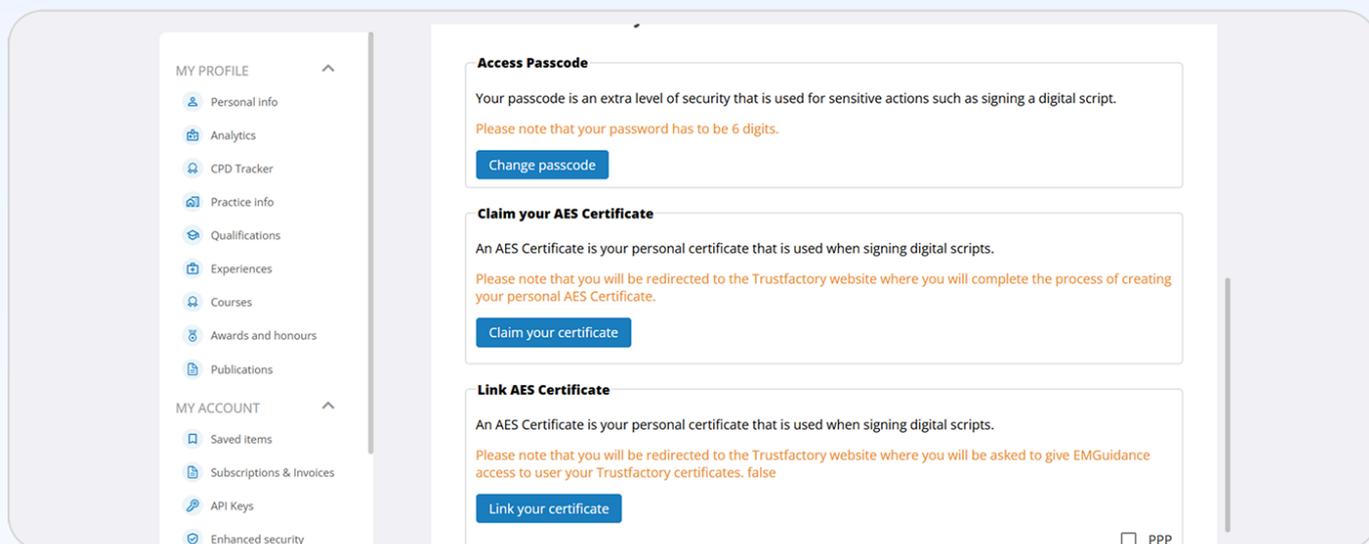
Once all these steps are done, TrustFactory will review your order. If approved, an **in-person verification** will be arranged with a TrustFactory CCD agent. They will contact you to arrange this. You will need to have an ID document on hand for this quick in-person meeting.

LINK YOUR TRUSTFACTORY AES CERTIFICATE TO YOUR EMGUIDANCE PROFILE

After TrustFactory informs you via email that your AES certificate has been issued, you'll need to link it to your EMGuidance profile to sign scripts using your AES certificate. This is a legal requirement for digitally signing scripts.

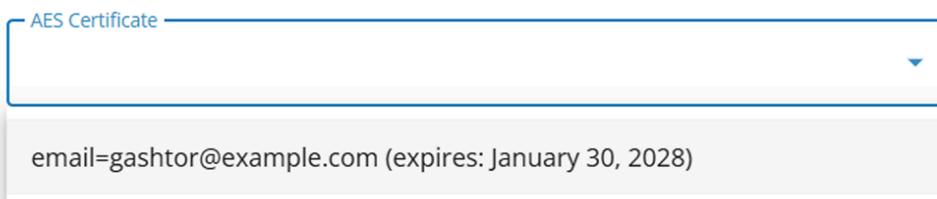
You can link your certificate in two ways (this must be done on a web browser) :

- On the right-hand side of your script page, you will see a "Link your certificate" prompt.
- Alternatively, go to the "Enhanced security" tab in your EMGuidance profile and select the "**Link your certificate**" option.
- You will be directed to TrustFactory. .
- **Please do not tick the box marked "PPP."**



- You will then see the Trustfactory login screen. Log in, and this screen will appear:
- Your certificate will appear in the dropdown box. Select it.
- Press "continue" to link the certificate.
- Once successfully linked, all scripts will be signed using your AES certificate. You can always verify the certificate signing level in the script history.

Choose your certificate from the list of available certificates which are linked to your Trustfactory profile

A screenshot of a dropdown menu for selecting a certificate. The dropdown is currently open, showing a single option: 'email=gashtor@example.com (expires: January 30, 2028)'. The text 'AES Certificate' is visible at the top left of the dropdown box.

COMPLETING YOUR SCRIPTING ONBOARDING

1. Test Scripting:

Script for one of the demo patients and check to see that you are prompted for an OTP from your authenticator app. To check that the script was signed using AES, navigate to the patient script history and click on the **'Script'** tile.

Digitally signed using an Advanced Electronic Signature (AES)
09 Oct 2025 11:18

Dr. K. Cassar



Script history: All

Dr. K. Cassar 09 October 2025 ⋮

Status: Sent to patient

1. Paracetamol, S0/S1/S2 - TAB (Oral)
Dosing instructions: 500mg, 6 hrly for 5 days

Repeat Amend script Cancel script

You can now continue scripting from the web or your phone.

Need Assistance?

If you encounter any issues, please reach out to us:

- Book an Onboarding Session: [Click here](#)
- Email: script@emguidance.com

WhatsApp (Text Oly): [+27 66 557 3104](tel:+27665573104)