

Kiteworks User Guide

Secure Claims Submission



Contents

Introduction to Kiteworks.....	3
Links.....	3
Registering for Kiteworks.....	4
Submitting Claims via Kiteworks.....	6
FAQ.....	8

Introduction to Kiteworks

Kiteworks is HBF's secure file transfer platform for submitting claims and supporting documentation. It allows providers to send sensitive information to HBF securely using encryption, controlled access and audit tracking. This guide explains how to register, access Kiteworks and submit claims through the secure form.

Links

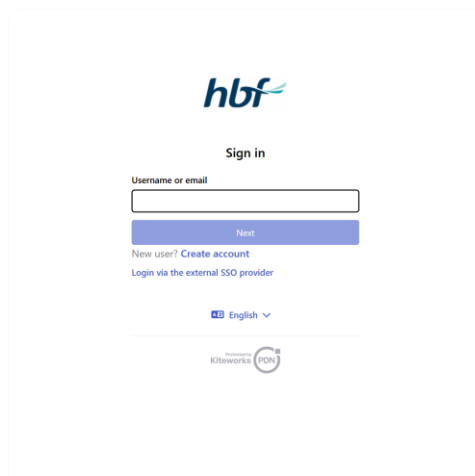
Kiteworks form: <https://hbf.com.au/kiteworks-claims>

Registering for Kiteworks

To use Kiteworks, you will first need to create an account. Registration is self-service and only takes a few minutes.

*Note: You only need to register if you have never accessed our Kiteworks with HBF before. If you have already logged into Kiteworks through HBF you can skip to **Submitting Claims Via Kiteworks***

1. Open the Kiteworks form link and select **Create account** to begin self-registration.

The screenshot shows the HBF Kiteworks login and registration interface. At the top is the HBF logo. Below it is the 'Sign in' heading. There is a text input field for 'Username or email'. Below the input field is a blue 'Next' button. Under the button, there are two links: 'New user? Create account' and 'Login via the external SSO provider'. At the bottom, there is a language selector showing 'English' with a dropdown arrow. The footer includes the text 'Powered by Kiteworks' and the Kiteworks logo.

Follow the prompts to enter your details and set up your account.

The screenshot shows the Kiteworks registration page. At the top is the Kiteworks logo. Below it is the heading 'Create account' and a link 'Already a kiteworks user? Sign in'. The form includes fields for 'Email' (containing 'bhaves@gmail.com'), 'Password' (with a green checkmark), and 'Confirm password' (also with a green checkmark). There is a 'Captcha' section with a box showing '983485' and a text input field containing '983485'. Below the captcha is a blue button labeled 'Create account'.

2. After you submit your registration, a confirmation email will be sent to the email address you provided.

The screenshot shows the Kiteworks confirmation page. At the top is the Kiteworks logo. Below it is the heading 'One more step!'. The text reads: 'We've sent a message to bhaves@gmail.com. Check your email and click on the button to activate your account.'

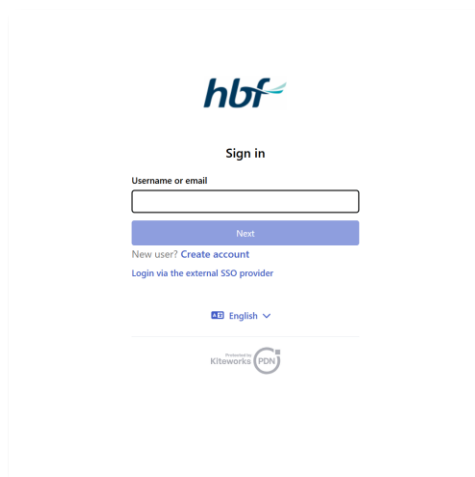
3. Open the activation email and select **Activate** to complete your account setup and sign in to Kiteworks.
4. If you need help registering or signing in, please contact our HBF Provider line on 1300 810 475 or email hosprelations@hbf.com.au

Submitting Claims via Kiteworks

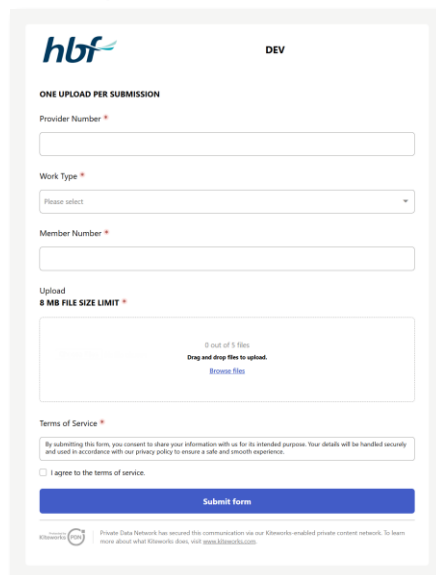
Use the Kiteworks secure form to submit claims and supporting documents to HBF.

Before you begin: Please ensure you have all required claim information and supporting documents ready. Only one claim can be submitted per submission, and the total file size must be less than 8MB.

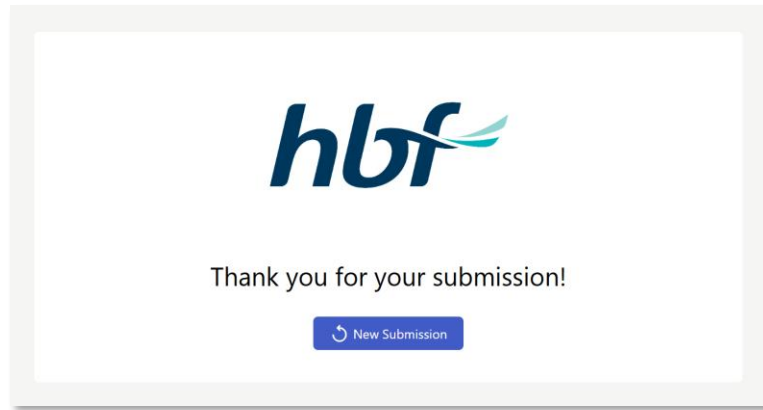
1. Go to the Kiteworks form link and sign in. If you do not yet have an account, refer to the **Registering for Kiteworks** section of this guide.

The image shows the 'Sign in' page of the Kiteworks portal. At the top is the hbf logo. Below it is the text 'Sign in'. There is a text input field for 'Username or email' with a 'Next' button below it. Below the button are links for 'New user? Create account' and 'Login via the external SSO provider'. At the bottom, there is a language selector set to 'English' and a footer with 'Powered by Kiteworks' and a 'PDN' logo.

2. Complete the secure form and attach the required claim information and any supporting documents. Mandatory fields are marked with a red asterisk and must be completed before you can submit.

The image shows the 'ONE UPLOAD PER SUBMISSION' form. It includes fields for 'Provider Number *', 'Work Type *' (with a dropdown menu showing 'Please select'), and 'Member Number *'. Below these is an 'Upload' section with a note '8 MB FILE SIZE LIMIT *' and a file upload area showing '0 out of 5 files' and a 'Browse files' link. At the bottom, there is a 'Terms of Service *' section with a checkbox for 'I agree to the terms of service.' and a 'Submit form' button. The footer contains the hbf logo, 'Powered by Kiteworks', and a note about the Private Data Network.

3. Select **Submit form**. A confirmation message will appear once your submission has been received. You can then choose to create another submission if needed.



FAQ

Q. How do I reset my password?

Select the **Forgot Password** link after entering your email address. A password reset link will then be sent to your email.

Q. What happens if I enter my password incorrectly?

Your account will lock after three unsuccessful login attempts. If this happens, wait 15 minutes before trying again, or use the password reset option if needed.

Q. Who do I contact if I need help?

If you need help with registration, login or submitting a claim, please contact an HBF team member using the contact details provided in this guide.

Q. How do I register for Kiteworks?

You can self-register by opening selecting **Create Account** from Kiteworks form and following the prompts to create your account. The user guide includes step-by-step instructions to help you through the process.

Q. What can I submit through Kiteworks?

Providers can use Kiteworks to submit claims and supporting documentation securely to HBF.

Q. Can I attach supporting documents to my claim?

Yes. You can attach supporting documents when completing the secure form in Kiteworks.

Q. How do I know my claim has been submitted?

After you select **Submit form**, a confirmation message will appear to let you know your submission has been received.

Q. Do I need an account to use Kiteworks?

Yes. Providers need to self-register and create an account before using Kiteworks to submit claims.

Q. Can I submit more than one claim at a time?

No. Only one claim can be submitted at a time through the Kiteworks secure form.

Q. Is there a file size limit for submissions?

Yes. Each submission must be less than 8MB in size.

Q. What happens if my submission exceeds 8MB?

If the total file size exceeds 8MB, the submission will not be received by HBF. Please reduce the file size before submitting.