SUNIX Vision Medicare (Web Services)
Renew B2B Device

Last Updated 31/08/2022

The B2B Device will expire every 6 months. The practice needs to extend the date of expiry.

Symptoms

The practice used Medicare Online(Web Service) before, but Vision Elite raised this error message,

Error message :

Token does not exist or is invalid
OR
Medicare Authentication Failed. Please check that your connection to the Medicare service is available and enabled

How to renew B2B Device

To extend the expiry date on the device,
1. Log in to your PRODA account
2. Select Organizations
3. Select the name of the organization
4. Select B2B Devices
5. Select the device name
6. Select Extend expiry date
7. Copy Device Activation Code to Vision Elite
    a. Copy the code at PRODA
    b. Go to Vision Elite, then Maintenance -> Medicare Online Setup
    c. Paste the code in "Activate Code"
8. Click Activate Device button & show device activation: Success in Vision
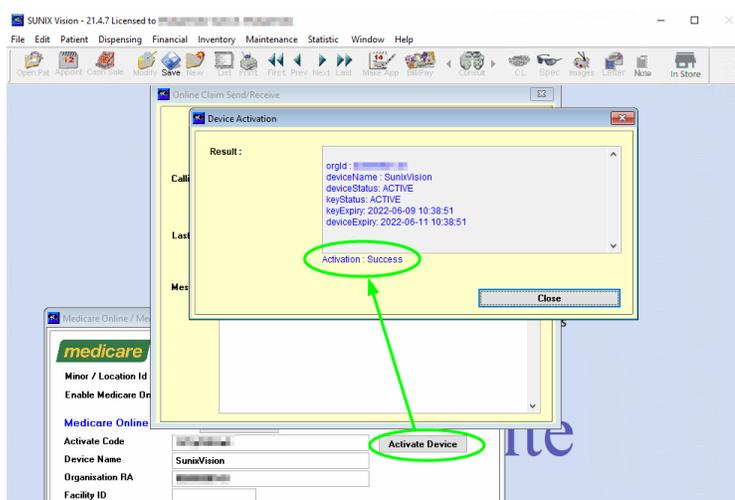
9. Save the screen

The practice should be able to use Medicare Online(Web Service) again.