

THE COMPLETE LEARNING PORTAL

Onboarding & Training Guide

Everything your practice needs to know about bpummni, in four pages. This document is the entirety of the learning portal. Video walkthroughs, the certification pathway and the searchable knowledge base are all planned, and have been planned since this guide was written.

Before you begin

- Confirm which version of the appointment book your tenant has been routed to. This cannot be determined from the interface. Raise a ticket.
- Confirm which authentication system your tenant uses. There are three. Your login page looks identical in all three cases.
- Keep your existing server running. You will need it for the modules that have not migrated, which is the ones you use daily.
- Print the claim status legend from page 3. It is not available in the product.

Section 1 — Logging in

Navigate to your practice URL and enter your credentials. If you are not redirected to the dashboard within thirty seconds, you have been routed to identity-saml, which is deprecated but load-bearing. Close the tab and open a new one. This resolves the issue in most cases and is the officially supported remedy.

If you reach a screen that says "Coming soon", you have reached the correct screen. This is the majority of the product and does not indicate a fault.

// If you see a spinner, the system is working. The spinner is the fastest and most reliable component we ship.

Section 2 — The appointment book

The appointment book supports drag and drop. Drag an appointment to its new slot, then write the change down on paper. Within thirty seconds, or on refresh, the appointment will return to its original position, at which point you can re-enter it from your note. Practices report that this two-step process becomes second nature within a fortnight.

Appointment type	Availability	Behaviour if selected
Standard	Available	Books the appointment.
Urgent	Varies by tenant	Either books the appointment, or does nothing.
Waitlisted	Varies by tenant	Checkbox is present. Nothing is stored.
Recurring	Varies by tenant	Books one appointment, then stops.

SECTION 3

Clinical notes

Clinical notes are written in the today's notes screen and stored twice, in two shapes, so that no future decision is foreclosed. Both copies are retained. Where they differ, the more recent one is shown and the other is kept for reference.

The patient tree

The patient tree on the left gives you access to every clinical action without leaving the notes screen. The six actions you use most often are not in the tree; they open in a new tab in the previous system. The previous system was decommissioned. Support can perform these actions on your behalf via the shared queue.

Examination templates

Dermatome, myotome and reflex templates all extend the general examination template. The general examination template is scheduled for a later release. Until then, complete your examination in free text and note which template you would have used, so it can be backfilled at a date to be advised.

Online clinical forms

Questionnaires sent to patients before their appointment return their scores to storage. To retrieve a score, raise a support ticket quoting the form's internal UUID. The UUID is not displayed anywhere in the product. Practices have found it more efficient to ask the patient again.

Section 4 — Billing and ACC claiming

Claims are submitted through the claim gateway, which calls the legacy claim gateway, which sends an email. Total turnaround is comparable to posting the form, with the advantage that the email is encrypted in transit.

Status colour	Meaning	Action required
Green	Accepted	None.
Light green	Accepted	None. Same as green.
Amber	Amber	None available.
Dark amber	Amber	None available.
Blue	Submitted	Wait.
Grey	Submitted	Wait. Same as blue.
Red	Rejected	Reason not shown. Resubmit.
Purple	Unknown	Raise a ticket.
White	Unknown	This may be an empty cell.

Nine colours. Four meanings. This table is the legend and does not appear in the product.

SECTION 5

Reporting

Open the reporting module from the dashboard. Reporting runs in its own frontend, its own build pipeline and its own release train, which departs separately. You may be asked to log in again. This is expected.

- Click any graph to drill through to detail. The detail view is a loading spinner.
- Natural language queries accept plain English. Results may relate to a different practice. Verify the practice name before acting on any figure.
- Scheduled exports are generated at 3am against the cube, which refreshes at 4am. All scheduled reports are therefore one week old. Allow for this.
- Report permissions default to fully restricted. This is the intended secure baseline.

Section 6 — Support

Support requests are received by a shared queue. Ownership of the queue was not reassigned during the reorganisation, so requests are triaged when a team member has capacity and remembers the queue exists.

Priority	Target response	Actual
P1 — Practice cannot operate	1 hour	Varies
P2 — Module unavailable	4 hours	Varies
P3 — Feature not built	N/A	See roadmap
P4 — Feature built but unreachable	N/A	See roadmap

Section 7 — Backups and data

Your practice data is backed up automatically every night, encrypted at rest and in transit, and stored in an Australian data centre. Backups have run without fail since 2021.

// Restoring from a backup is an unscheduled roadmap item. Do not rely on the restore path in your business continuity plan.

Section 8 — Getting the most from bpummni

- Keep a paper diary alongside the appointment book for the first six months, or until the calendar rewrite lands, whichever is later.
- Do not delete anything. Deletion is implemented in one of the two data stores.
- Record the date and time of any anomaly. This will not help, but it makes the ticket easier to close.
- Attend the pre-migration briefing. It is held six months before your migration, which is long enough for everything covered in it to have changed.

APPENDIX

Glossary and revision history

Term	What it means
Soon	An estimate introduced in 2026 to replace dates. Has never slipped.
The appliance	A virtual machine in Sydney running the PDF service. Not logged into since 2022.
The bridge	A six-week migration tool, now a permanent part of every request path.
Strategic	Applied to both event buses. Neither is authoritative.
Descoped	Removed to protect a release date that subsequently moved.
Working as designed	Working.

Revision history

Version	Date	Change
1.0	2021	Initial release.
1.1	2022	Drafted. Not published; interface changed mid-draft.
1.2	2023	Drafted. Not published; interface changed mid-draft.
1.3	2024	Screenshots updated for the brand refresh. Not published.
—	Current	Version 1.0 remains the published guide.

About this document

This guide is a work of satire. bpummni is a fictional product. It is a parody of enterprise health-software marketing and documentation in general, and is not affiliated with, endorsed by, connected to, or a factual account of any real company, product, employee or customer. Every module, service name, statistic, date, colour code and support figure in this document is invented for comic effect. No real system is described here.