



# TROUBLESHOOTING GUIDE

**This troubleshooting guide is designed to provide assistance logging into myLO.**

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## Registering for myLO

To access myLO, you will need to be a registered member of Nursing Australia. Contact Nursing Australia on 13 10 95 if you are a member and would like to register.

## Pop Up Blockers

Pop-up windows, or pop-ups, are windows that appear automatically without your permission. They vary in size but usually don't cover the whole screen. In myLO, pop-ups appear as a notification/reminder at different times. To allow you to access the full range of services available on myLO, you will need to allow pop-ups to appear. This does not mean it will appear all the time on your computer. You allow your computer to have pop ups when using myLO.

When you first try to login to myLO, pop-ups on your internet browser may block the myLO internet page. There are different things you need to do for different internet browsers.

## Internet Explorer Browser

You may see the following message displayed on your screen:



To continue to log into myLO, click

OK

To continue, you will need to allow pop-ups to appear on the website. Right click on the top bar that reads "Pop-up blocked. To see this pop-up or additional options click here....."

You will then get the option to:

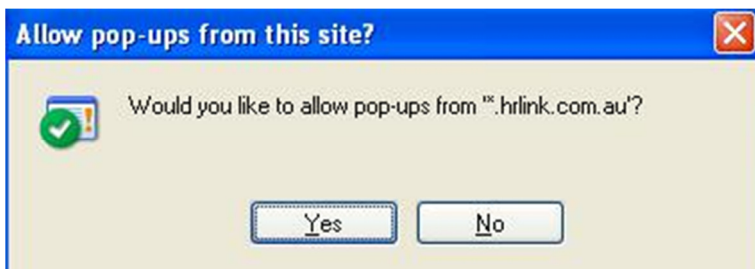
- Temporarily Allow Pop-ups
- Always Allow Pop-ups from this site



Select *Always Allow Pop-ups from this Site* by clicking on this line.

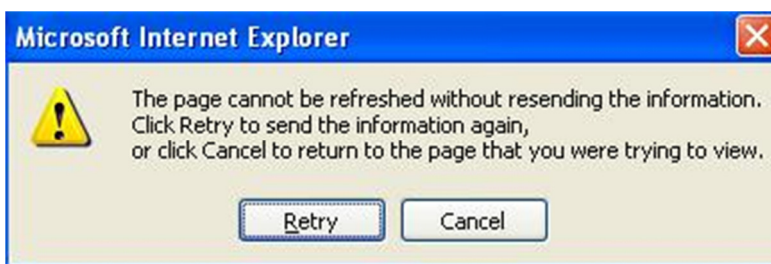


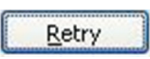
The following dialogue box will appear:



Click 

Once you click Yes, the following dialogue box will appear:

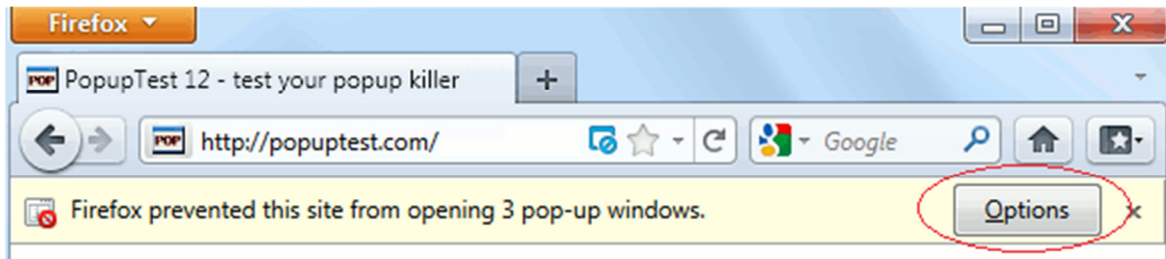


Click 

Once you have completed these steps, you will be able to access the myLO login page.

## Mozilla Firefox Browser

If you use Firefox, a pop up blocker may appear. It will look like this:



When you click the **Options** button in the yellow information bar, a menu is displayed with the following choices:

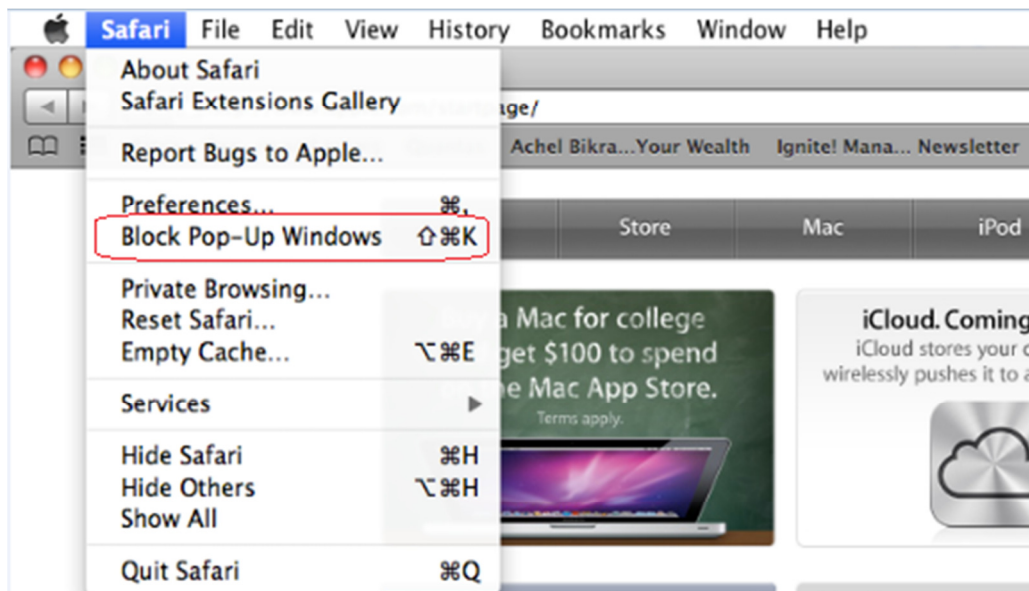
- Allow/Block pop-ups for this site
- Edit Pop-up Blocker Options
- Don't show info bar when pop-ups are blocked

Select "Allow/Block pop-ups for this site"

This will allow the login screen to appear and you can log into myLO.

## Safari Browser

Go to the "Safari" tab on the menu (top left hand corner of the screen) and click "Block Pop-Up Windows" and this will turn on pop-ups for myLO.



## Temporary Password

Once you are registered, you will be issued a temporary password. If you have an email address on file, the temporary password will be emailed to you. If not, then a Nursing Australia representative will provide you with the temporary password over the phone (you will be asked to verify your identify as a security precaution).

This temporary password is valid for 30 days. It works for one log in only. Once you log into myLO with your temporary password and have accepted the terms and conditions (new users only), you will be prompted to change your password.

You will get a password change box:



**Change Password**

Welcome to **myLO**

Member ID

Old Password

New Password

Re-enter New Password

**SUBMIT** **CLEAR**

Enter the temporary password into the Old Password section then add your new password into New Password and Re-enter New Password.

Your new password must between 6 and 8 characters in length and must contain at least 1 numeric digit.

Click **SUBMIT** to save and submit your changes.

# Terms and Conditions

The first time you log into myLO, you will be asked to accept the terms and conditions for use of myLO.

 [Print](#)


**MYLO, MY Life Online**


**Terms and Conditions Regarding Usage**

**1 DEFINITIONS**  
Listed below in bold are definitions for words and acronyms used throughout these terms and conditions.

**MYLO, MY Life Online** refers to the member online access product of Nursing Australia Pty Ltd.

**Nursing Australia Pty Ltd** is the management company for the following nursing services companies:  
Healthstra Pty Ltd, Western Nursing Agency Pty Ltd, Clinical Nurse Specialists Pty Ltd, Teamwork Human Resources Services Pty Ltd, Campaign Nursing Agency Pty Ltd, Macquarie Nursing Service Pty Ltd, AAA Nurses Agency Pty Ltd, Nursing Care Services Pty Ltd and Medistaff Nursing Agency Pty Ltd (collectively known as "the Nursing Australia group").

You can print out a copy of these terms and conditions by clicking  located in the top right hand corner.

 [Print](#)

**MYLO, MY Life Online**

**Terms and Conditions Regarding Usage**

**1 DEFINITIONS**  
Listed below in bold are definitions for words and acronyms used throughout these terms and conditions.

Once you have finished reading the terms and conditions, you will be asked to accept the terms and conditions. You do this by clicking [Accept](#) at the bottom of the page.

If you decline the terms and conditions, you will be directed back to the myLO login page and will no longer be able to access myLO.

Once you have accepted the terms and conditions, you will not be prompted to accept them again the next time you log on.

If you have tried all of the above and still have trouble logging into myLO, please contact Nursing Australia on 13 10 95.