

Webexpenses: using your account

DKMS UK recommends using the webexpenses app on your smartphone and taking photos of your receipts as you go through your donation journey. This will ensure we pay your expenses to you promptly after your donation. The webexpenses app is available for both Android and Apple.

*If you have any questions or issues submitting your expenses or you don't have a smartphone, please speak to your DKMS coordinator on **0208 747 5660** or email **donor.reimbursements@dkms.org.uk**.*

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Creating your account

DKMS will set up your online account using your registered email address. A welcome email will provide details for logging onto your account.

Set your password

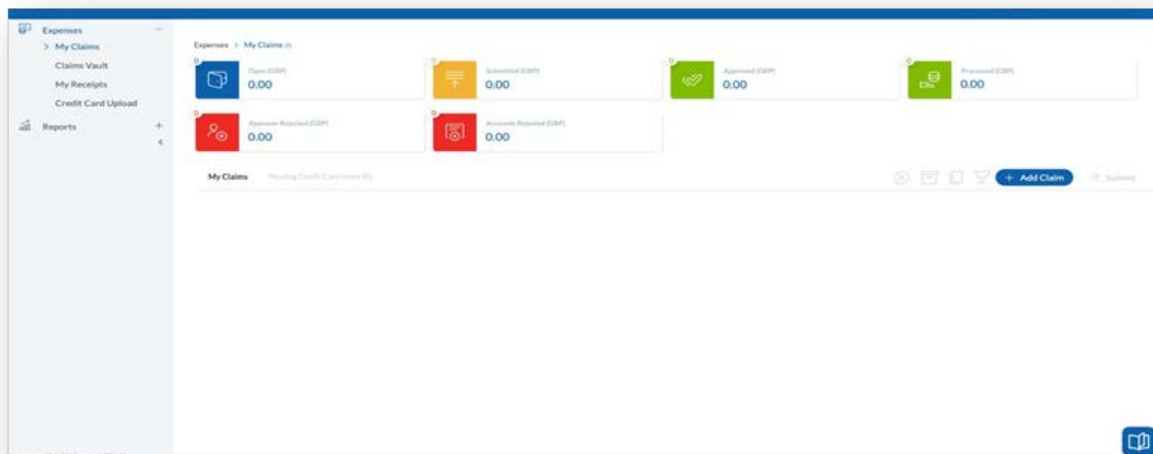
To access your account, log in using the credentials provided in your welcome email. If this is the first time that you have accessed your account, you will be prompted to change your password.

There are some rules around passwords:

- Password must contain at least 10 characters
- Upper case letter (A-Z)
- Lower case letter (a-z)
- Number (0-9)
- Special character

Once you have logged into your account, you will land on the My Claims screen. There are a few steps to take before creating a new expense claim.

1. Add your bank details
2. Pair your phone.



Adding your bank details

1. Log in to Web Expenses using the web interface. (<https://logon.webexpenses.com/>)
2. Click on the Profile Icon in the top-right corner.
3. From the dropdown menu, select My Settings.
4. Under the General tab, locate the Bank Details section.
5. Enter your Account Number and Sort Code.
6. Click Save to confirm your details.

My Settings Reset Save

General Security Email Alerts Proxy Favourite Attendees Favourite Attendee Groups

E-mail Address
First Name
Last Name
Roll No.
Mobile Number
United Kingdom 44
Bank Account Number
Sort Code
Default Claim Expand List NO
Display Bell YES

Using the Webexpenses app

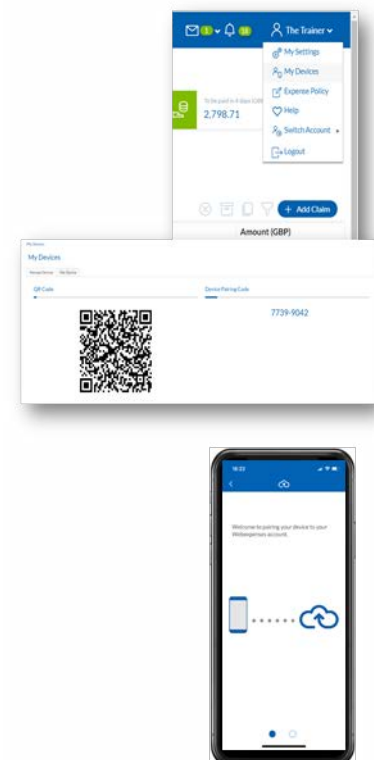
How to pair your phone

Using the Apple Store or Google Play Store, download the webexpenses app as soon as you receive the confirmation email that your medical assessment is booked in.

Using multi-factor authentication (MFA)

On your smart phone download the *webexpenses* app and an authenticator app such as *Google Authenticator* or *Microsoft Authenticator*. Follow the onscreen instructions, using either the QR code or the authentication key to add *webexpenses* to your authenticator app.

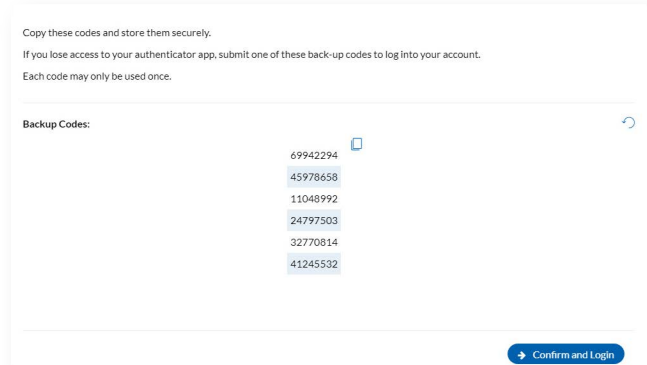
- Enter the verification code displayed on your authenticator app into the box on your computer screen.
1. Download the **Mobile app** from your app store
 2. Log into your Webexpenses account using the **web interface**
 3. Go to **My Settings** and then click **Devices**
 4. Click on the **Pair Device** tab
 5. This takes you to a new screen showing a **QR Code** and a **Device Pairing Code**
 6. Now open the Webexpenses app on your mobile phone
 7. The app will go straight to the **pairing** page
 8. Swipe from **right** to **left** on the screen
 9. Now go to the **Pair Device** page on the web user interface
 10. You can choose to pair your device using the **QR code** or using an **8- digit code**



Multi-Factor Authentication Backup Codes

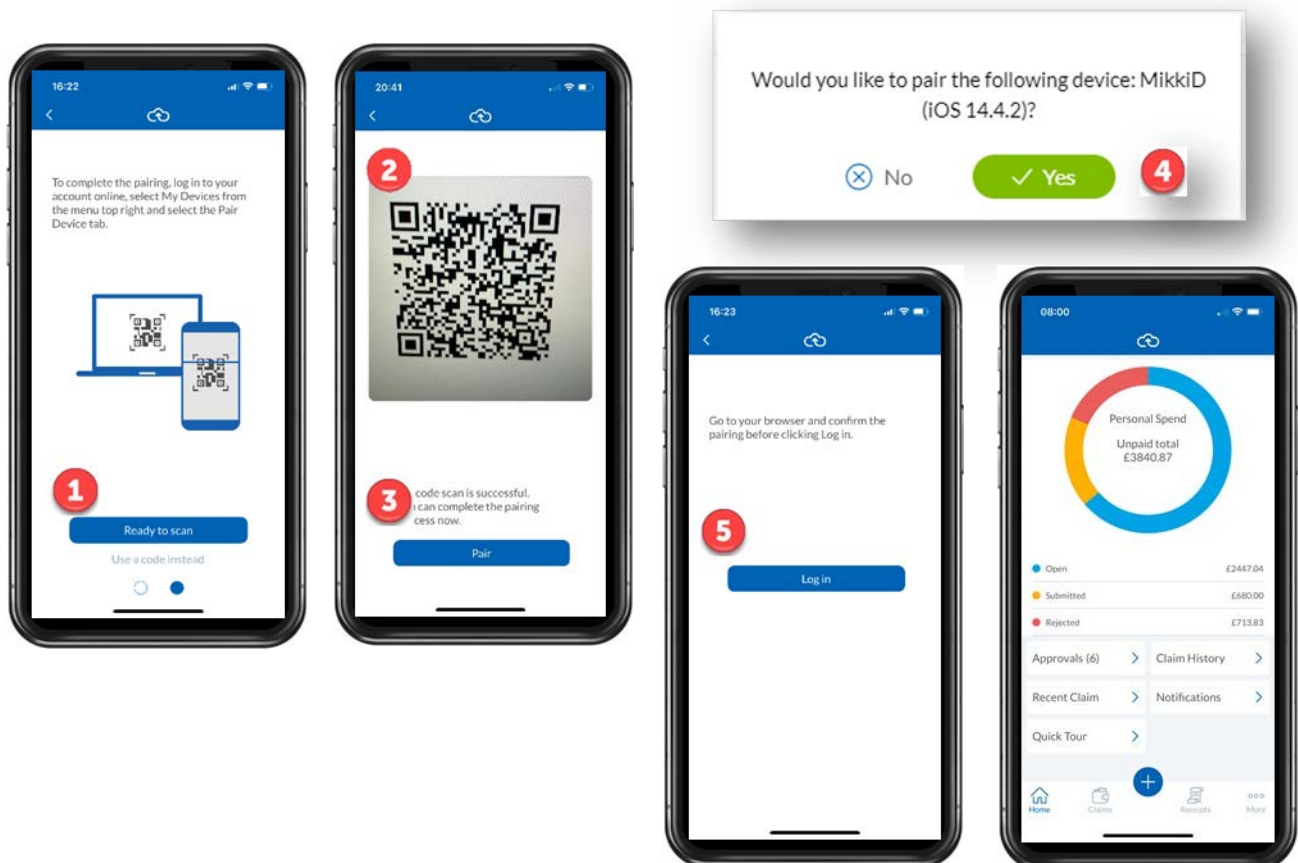
Backup codes

After you have successfully verified the MFA configuration you will be taken to a screen with backup codes. These are the codes that you can use to log in to the system if the device you authenticated with is lost.



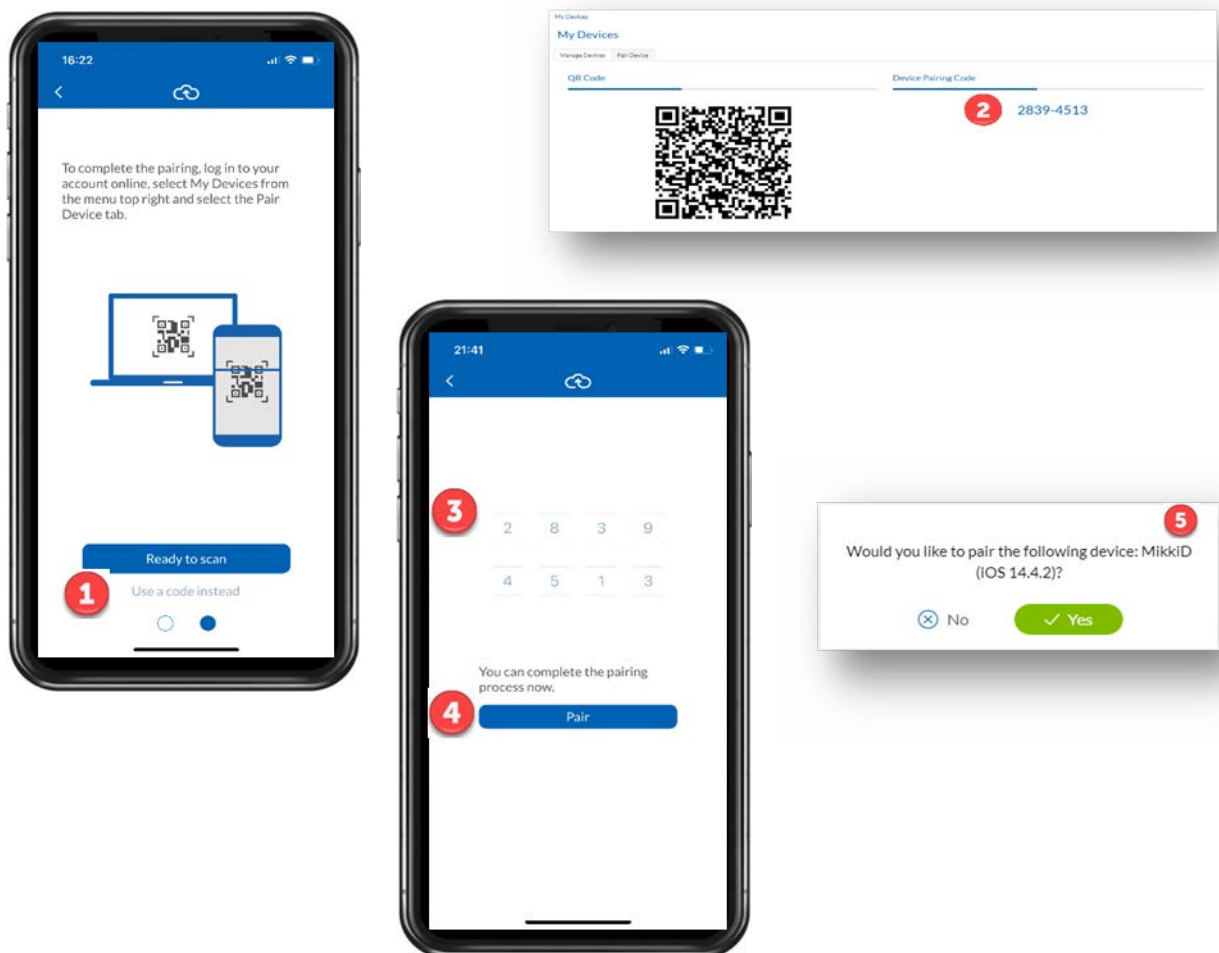
Pairing using the QR code

- 1 Tap **Ready to scan** on the mobile device
- 2 Go to the **Pair Device** page on the web user interface
- 3 Hold the device in front of the **QR code** so that it appears in the window on your device screen
- 4 Tap **Pair**, and return to the web user interface to confirm the pairing
- 5 Now tap **Log In**
- 6 You are now ready to create or edit your expense claims



Pairing using the 8-digit code

- 1 Tap **Use a code** instead
- 2 The screen will change and give you an area to add the code
- 3 Go to the **Pair Device** page on the web user interface
- 4 Type the **Device Pairing Code** into the boxes on the app
- 5 Now tap **Pair** and return to the web user interface to confirm the pairing
- 6 Now tap **Log In** on the mobile app
- 7 You are now ready to create or edit your expense claims



Storing receipts for your claims

Take photos of all receipts for claimable items during the day of your medical assessment and the period of your donation. Save them in the app as records to support your expenses claim.

- In the app, click on the blue cross and choose 'Receipt' to take a photo using your phone's camera.
- Edit Receipts data: complete the fields for your receipt including category, date, and description. Select the green tick when you are finished.

Submitting an expense claim

When you are ready to submit your expense claim to DKMS and you have all your receipts and loss of earnings paperwork saved on the app (as applicable), follow the next steps.

Add a new expense claim

- Click on the blue plus symbol.
 - In the new screen enter the claim title and notes:
 - Title: enter your Donor ID number and last name e.g. GBDKM12345 Cook
 - Notes: write the type of claim, e.g. Donor Expense Claim - Medical/donation.
- Click green tick symbol.

Add items to your expense claim

- Add individual items to your open claim using the blue plus symbol.
- For each item ensure all relevant details are completed. The 'Category' dropdown indicates the type of expenses expected for a donor expense claim.

Add receipts to your expense claim

- It is **vital** itemized receipts are provided to support each claim item. Alternatively, you can submit copies of entries from your bank statements. **Please refer to the Webexpenses Guidelines**
- Add receipts to your claim using the blue button at the top of the screen to access a saved photo or take a photo using your smart device.
- Make sure the cost details completed for the added receipt match those completed for the corresponding claim item.
- Once you have completed each claim item, you are ready to submit your claim. Click on the claim tab, then click on your claim and press Submit.

Attaching a receipt to a claim item

Once you have completed all of the claim item information, you will need to attach the correct receipt.

Images of your receipts can be saved and attached to your claim. They can be attached directly from your folder directory on your **Mobile/Desktop** or saved to your **My Receipts** area.

If the receipt is already in your **My Receipts** area, the system will **match** the **date** and the **amount** from the claim item with the **saved receipt** and automatically attach it.

If the receipt image wasn't scanned when it was uploaded and hasn't automatically attached to the claim item, follow the steps below.

1. Click **Add Receipt**, this will open your **My Receipts** area

Edit Claim Item : 1

Category: Food and Drink

Date: 21-03-2023

Amount: 300.00

Exchange Rate: 1.00

Description: Food

Source: ☒ Cash ☐ Credit Card

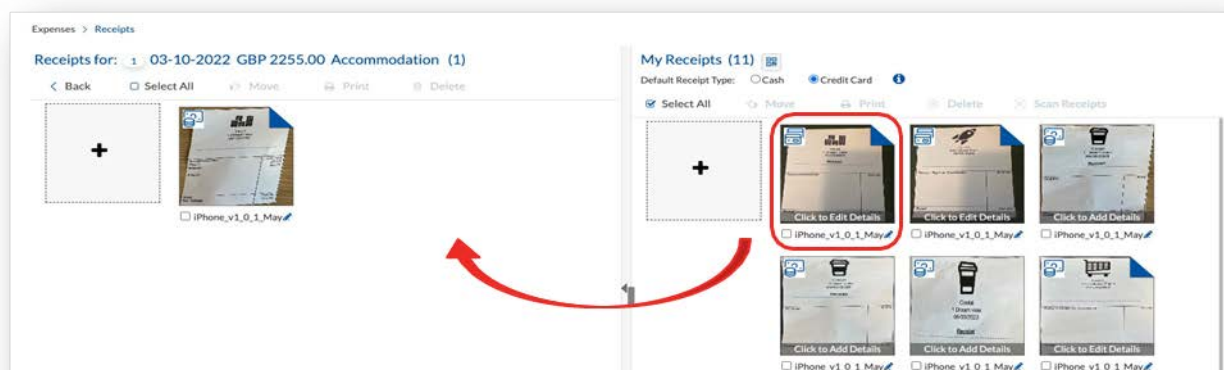
Receipt: YES (Receipt not attached)

Country: United Kingdom

Tax: ☒ Rate No Tax (No Tax) ☐ Amount 0.00

Possible Receipt Matches: No possible receipt matches found at this time.

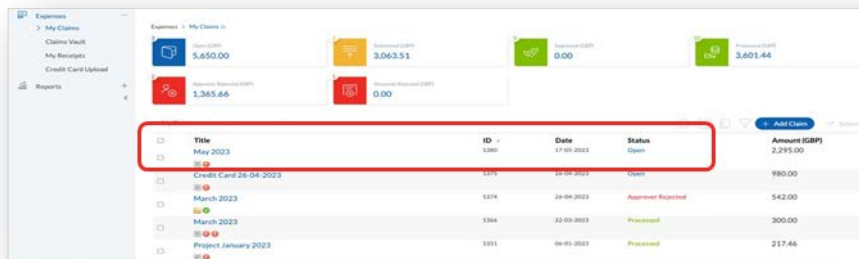
2. Locate the correct receipt from the **My Receipts** area
3. Click the receipt and **hold**
4. **Drag and drop** the receipt on to the **claim item** on the **left** side of the screen
5. Click back to return to your claim



Reviewing your claims

Once a claim has been created, the status will show as Open. When a claim has the Open status, you can review and add claim items at any time.

1. To review your claim, click on the **Claim Title** on the **My Claims** screen
2. The claim will open, and you can now **add** any additional items, **amend** existing items, and add any missing **receipts**.



How to submit a completed claim

Once your claim is complete and all relevant receipts are attached, you can Submit your claim for approval. From the My Claims Screen:

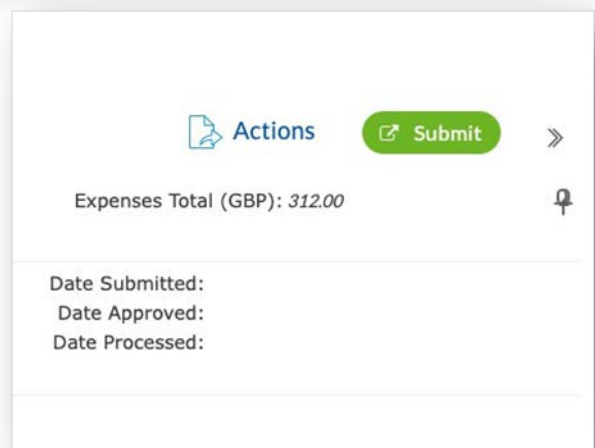
1. Tick the box alongside the claim you want to **Submit**
2. Click **Submit**
3. Enter any relevant notes if required – these will be seen by your **Approver** and your **Accounts Approver** and click **Submit** again



Alternatively, you can **Submit** your claim from the claim itself.

From the Claim:

1. From the **My Claims** screen, click on the **Title** of the claim you want to submit
2. Now click **Submit** at the top right of the screen
3. Enter any relevant notes for your **Approver** and your **Accounts Approver**
4. Now click Submit button to send your claim
5. Your claim has now been Submitted.



Claim status

Status	Definition
Open Expenses	Your claim is Open , you can access it and add or amend it at any time via the Web user interface or the mobile app.
Submitted Expenses	You have completed your claim and have Submitted it for Approval .
Approved Expenses	Your claim has been Approved and has now gone to the Accounts Approver .
Processed Expenses	Your Accounts Approver has reviewed your claim and has now Processed it ready for payment
Approver Reject	Your Approver has Rejected your claim or part of it as something will needs to be added or amended.
Accounts Rejected	Your Accounts Approver has Rejected your claim or part of it as something needs to be added or amended.

Support details

Thank you once again for the incredible support you have offered to a patient in need. If you have any questions, please don't hesitate to contact us using the details below.

020 8747 5660

donor.reimbursements@dkms.org.uk