

Registering your Tablet

Remote Patient Monitoring (RPM) services use technology to support and educate you to better manage your condition. Equipment for monitoring is loaned to you at no cost. This equipment will include a tablet and devices used to take your measurements such as blood pressure, oxygen saturation and pulse rate. Your nurse will make sure that any equipment needed is delivered to your home. Once you have completed your monitoring, your nurse will support you to return the equipment back to the program.

Each client has a unique account to use for monitoring that is connected to your personal health record. If you have received a tablet delivered to your home for monitoring, please follow this guide to register your account. **If you have any technical issues or questions about your tablet please contact your nurse.** Your nurse will be able to help you over the phone, or can arrange for further support as needed.

About the Tablet

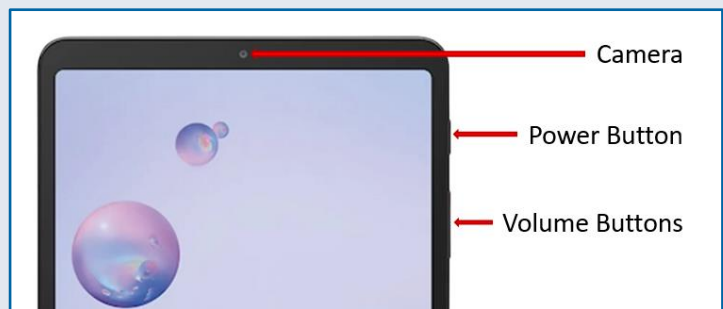
The tablet that you have been given is provided on loan by our partner TELUS Health. The tablet uses a cellular network to connect to the internet so that WiFi is not required. The only application that can be accessed from the tablet is MyMobile, which is the application you will use to create an account and submit your interviews.

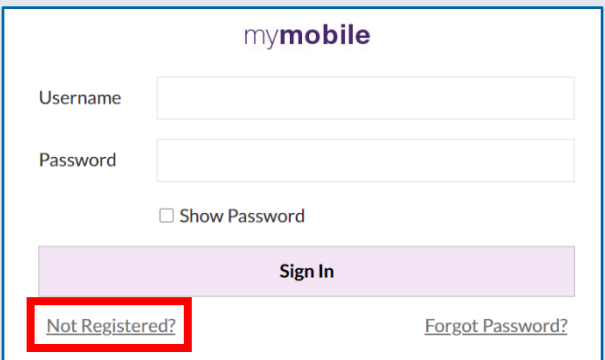
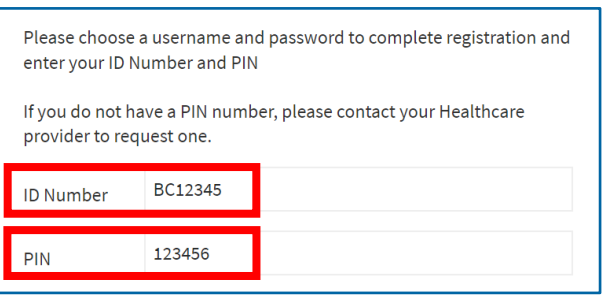
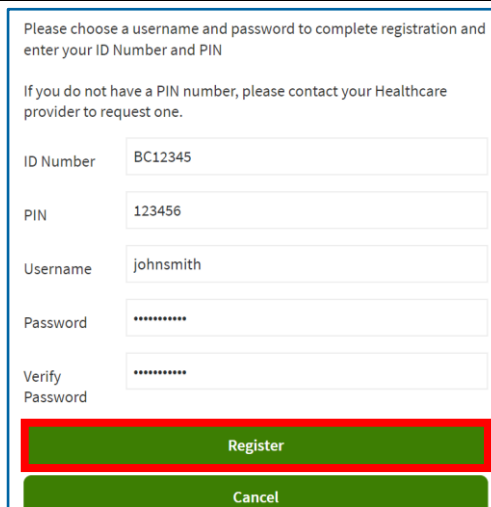
Getting Started

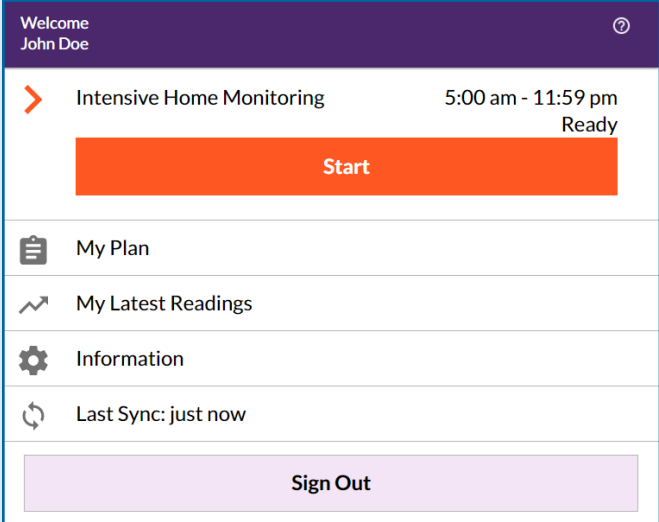
It is recommended that you charge the tablet once you receive it. This will make sure that the tablet has power so that you can register your account and start monitoring. Please use the power cord and wall adapter provided with the tablet when charging the device. The tablet can take up to 4 hours to charge up to 100% battery power. If your tablet makes a beeping sound, it means that it is updating itself and may need a moment to process.

You will be able to register your MyMobile account once your nurse contacts you. During the registration process, your nurse will give you two numbers to type into your tablet. These numbers are unique to your record and are case-sensitive, so it is important that they are typed in exactly as the nurse says. You may want to write your numbers down on a piece of paper until you need them in Step #4.

Step	Description	Instructions
#1	Turning On Tablet	<p>To turn on your tablet, press the Power button on the right side.</p> <p>If the screen does not turn on after pressing the Power button, hold the Power button for 5 seconds.</p> <p>If the screen still does not turn on after holding the Power button, plug the tablet into the charger to make sure that it has enough battery. Contact your nurse if you are unable to turn on the tablet so that they can arrange to get you some support.</p>
#2	Open the MyMobile App	<p>Click on the purple MyMobile icon to open the app. Once it has been opened, a log-in page will load.</p> <p>Your tablet might open the MyMobile app automatically when it turns on.</p>



Step	Description	Instructions
#3	Start the Registration	<p>Once the log-in page has loaded on your screen, click on the “Not Registered?” button at the bottom left.</p> <p>This will open a form where you will create your account.</p> 
#4	Enter your PIN and ID Number	<p>Your nurse will contact you to give you two numbers: (1) an ID Number and (2) a PIN. These numbers are unique to your record.</p> <p>Your ID Number will start with capital letters “BC” followed by a few numbers, with no spaces in between. Your PIN Number will be six numbers long.</p> <p>Type these numbers into the form.</p> 
#5	Create a Username and Password	<p>Create a username that you will easily remember. It is recommended to use your first and last name (<i>example: johnsmith</i>).</p> <p>Next, you will be asked to create a password, which will need to be a minimum of 8 characters have at least 3 out of 4 of the following criteria:</p> <ul style="list-style-type: none"> • Upper case letters: A-Z • Lower case letters: a-z • Digits: 0-9 • Special characters: `~!@#\$\$%^&*()_+={} \\:”';’<> ○ <i>Example: Winter2022 or PetsName!</i> <p>You will need to enter the password twice to verify it.</p> <p>You may want to write down your username and password on a piece of paper that you can keep in a safe location. Your nurse does not have a copy of your log-in information.</p>
#6	Confirm Registration	<p>Once you are happy with your username and password and you have made sure that all of your unique numbers are typed in correctly, you can create your account by clicking the Register button at the bottom of your screen.</p> <p>If the page does not save, this might mean that the username you picked has already been taken by someone with a similar name. Either add a letter or number to the username, or choose something different (<i>example: if johnsmith is taken, try johnsmith1 or johnsmith</i>).</p> <p>If you need assistance, please contact your nurse.</p> 

Step	Description	Instructions
#7	<p>Logging-In to your MyMobile Account</p>	<p>Now that you have created your account you will be able to use your username and password to log-in each time. From the log-in screen, enter your username and password and then click the “Sign In” button.</p> <p>If you would like, you can click on the Remember Me checkbox. This will allow the tablet to save your username and password. When this box is checked, all you will need to do to log-in is click the “Sign In” button – you won’t need to type in your information each time.</p> <p>Once you have logged into your account you will be able to see your monitoring plan and start any interviews you have scheduled. Your name should be in the top left corner of the home screen. If this says anything other than your name, please let your nurse know immediately.</p> <div data-bbox="852 415 1507 934" data-label="Image">  <p>The screenshot shows the app's home screen for 'John Doe'. At the top, it says 'Welcome John Doe'. Below that is a card for 'Intensive Home Monitoring' with a time range of '5:00 am - 11:59 pm' and a status of 'Ready'. A large orange 'Start' button is positioned below this card. Underneath are menu items: 'My Plan', 'My Latest Readings', 'Information', and 'Last Sync: just now'. At the bottom, there is a light purple 'Sign Out' button.</p> </div>