PatientTouch® Communications BYOD - iOS Application Individual Application Setup Guide

Download the PatientTouch Communications Application

To download the PatientTouch Communications application, visit the link below from iTunes:

https://itunes.apple.com/us/app/patienttouch-communications-v4/id1325252723?mt=8

Troubleshooting

Upon first launching the application after download, follow these instructions:

1. You will receive the question, "PatientTouch would like to send you notifications." Touch Allow.
2. Contact your hospital's IT department to enter the server domain. Touch Go.
3. Log in with your PatientTouch Communications username and password.
4. If you compose a message and touch the camera or microphone icon, you will be asked "PatientTouch would like to access the microphone/camera." Touch OK. If you select Don't Allow you can change your settings later using the instructions below.

> **After first time use, the Microphone and Camera settings appear in Settings>PatientTouch Communications.**

Manual Configuration

Typically, your hospital's IT administrators configure the following settings using MDM. Or, you may have already done so using the above instructions. If however, none of these have taken place, use the instructions below to configure your device.

Allow Access to Microphone and Camera

Enable PatientTouch Communications to access the Microphone and Camera to send multimedia messages:

1. Select **Settings>PatientTouch Communications**
2. Toggle the **Microphone** setting to "On"
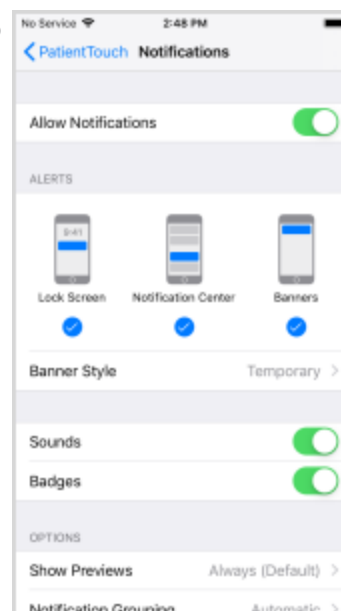3. Toggle the **Camera** setting to "On"

Recommended Settings

Configure your device based on the following recommended settings to ensure timely updates of critical notifications:

Notification Settings

1. Select Settings>PatientTouch Communications

2. Select Notifications and enable all options as displayed in the reference screen to the right.

Configure PatientTouch Communications settings to:

1. Select Settings>PatientTouch Communications
2. "In-hospital Shared Device" setting to Off
3. "Allow VoIP Calling" setting to Off
4. "Prefer Cellular Calling" setting to On

Setting Your PIN

Set your 4-digit PIN to quickly log in to the PatientTouch Communications application from Security Mode:

1. Login to the application
2. Touch the Profile tab
3. Touch Preferences>Reset PIN
4. Enter your password to set the PIN and touch Next.
5. Enter your new 4-digit PIN.