



Quick Start Guide:

Accessing myMobile from a Web Browser

Island Health | Home Health Monitoring
For more information, please email hbm@viha.ca.

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Quick Start Checklist

Already registered and ready to go? Follow these simple 5 steps if you're just looking for a quick guide on how to complete your monitoring. If you're just getting started and need a little more detail, please start on page 3 so prevent any confusion or issues.

1. Gather any supplies or devices that you may need to complete your monitoring plan, such as your thermometer, weight scale or blood pressure cuff, and get situated in a comfortable, private spot such as the dining room table.
2. Login to [the website](#) to load your monitoring plan. We recommend bookmarking this so that you can easily access the site each day.
3. Complete all of the interviews scheduled for the day by clicking the red "Start" button from the main menu each time. These are important interviews that allow your clinician to monitor your condition, so it is important that these are always completed.
4. Complete any unscheduled interviews as you feel necessary. You may not feel the need to do these optional interviews every day, and that's alright.
5. Sign out of your account and continue with your day as usual.

Top Tips from the Team

Looking for ways to make your experience even better? Here are some of the tips that our team has developed and collecting from past clients that can help make things even easier:

- Bookmark the myMobile website so that you can access it quickly each day. For help making a bookmark, [click this link](#).
- Write down your username and password so that you don't need to worry about forgetting it. Whether this is on a piece of paper, your phone, or computer, make sure that it is in a safe place that only you know about.

Help and Support

- With questions regarding your monitoring plan or health information, please contact your clinician.
- With questions regarding the Home Health Monitoring (HHM) program or any other HHM related feedback, please email hbm@viha.ca.
- With questions about myMobile troubleshooting, password resets or any concerns with the equipment provided to you, please call 1.855.850.8899 or email HHMServiceDesk@telus.com.

Setting up a Username and Password

Before you can start your daily monitoring, you will have to first set up your account on myMobile. To do so, follow these 3 simple

1. Open up the secure link that your clinician sent to your email. To do this, you can either use your keyboard and mouse to copy and paste the link into your web browser (Chrome, Firefox, or Internet Explorer), or you can just click on the link (blue, underlined font).
 - a. If you do not receive the link within 5 minutes, please check your email’s junk/ spam folder, and let your clinician know if you are still unable to find the email.

2. Once you’ve opened the link, you will be asked to create a username and password before you can register.

- a. Your username should be something you remember, such as your first and last name.
- b. Your password must be at least 8 characters long and contain characters from 3 of the following:
 - i. Upper case letters: A-Z
 - ii. Lower case letters: a-z
 - iii. Digits: 0-9
 - iv. Special characters: ` ~ ! @ # \$ % ^ & * () _ + - = { } | \ : " ; ' < > ? , . /] [

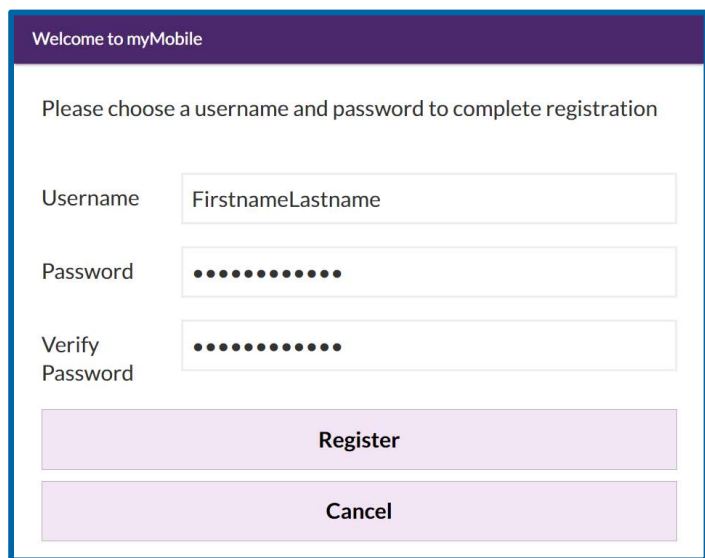


Figure 1 – Registering for the First Time

3. After entering all of the necessary information, click the purple “register” button at the bottom of the page.

Accessing myMobile

The link mentioned above that helps get you registered and signed in will only be used that one time. Visit <https://mymobile.bc.hhm.telushealth.com/myMobile.html> and consider saving it as a bookmark on your computer for quick access in the future.

If you happen to forget your username and/ or password to sign in, please contact your clinician, or the Home Health Monitoring Service Desk at 1.855.850.8899 or HHMServicedesk@telus.com.



Figure 2 – Regular Login Screen

Using myMobile

After successfully registering your account, you will be ready to start completing your daily monitoring. Use the instructions below to get started. All of your data is updated in real-time, so will sync to your clinician's records almost immediately. Ensure that you sign out of your account when it is not in use.

1. To begin your monitoring plan, start with your scheduled interviews. To do this, click on the bright red "Start" button and follow the prompts on the screen as they appear. Follow the steps as outlined in **Completing Daily Questionnaires** (below) for more help in doing so.

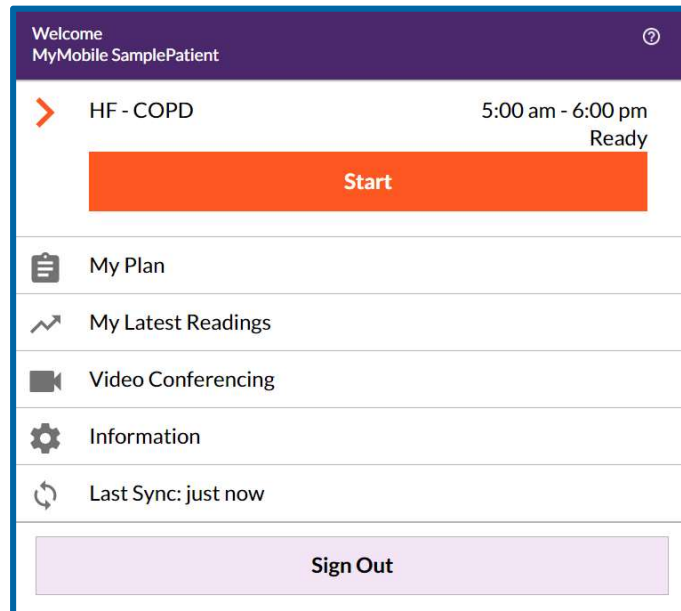


Figure 3 – myMobile Main Menu

Completing Daily Questionnaires

Almost all of our monitoring plans are designed to have at least one interview for you to start each day, and it's really simple to do. Once you hit the bright red "Start" button at the top, you're ready to get started!

1. After starting the interview, a second screen will pop up to make sure you're ready to continue entering your data, so hit "Continue" when you're ready to proceed.
2. The interview will then begin to ask you a few questions about your health and wellbeing. Please answer these questions to the best of your ability so that your clinician can support you.
3. To answer a question, simply click on the purple button that best describes your response. These are most commonly yes-or-no questions, but may also include a question about your symptoms.

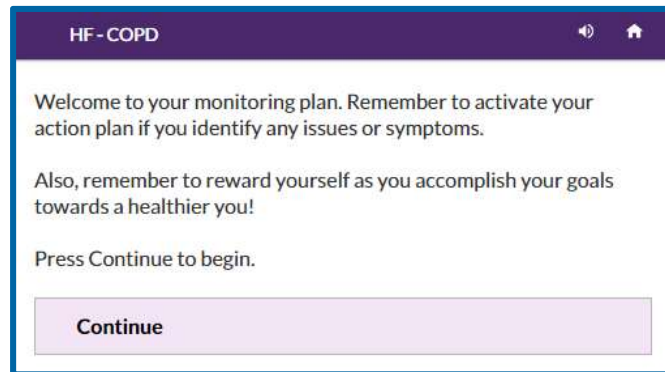


Figure 4 – Starting the Questionnaire

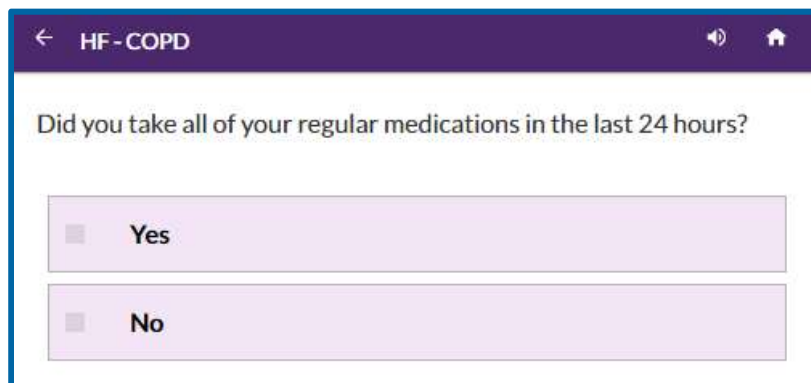


Figure 5 – Answering Questions

4. If your monitoring plan requires you to input a measurement (such as your weight, blood pressure or temperature), make sure that you have all of your devices ready to go so that the numbers you type in are updated. To enter this information, click on the empty white box and type in the number value. Next, click “Continue” and then to confirm your measurements, click “OK”.
 - a. Please note it is very important that you complete the measurement at the time of your interview. Please avoid using old data (even if it was only a few hours ago) so that your clinician can stay updated with how you’re feeling.

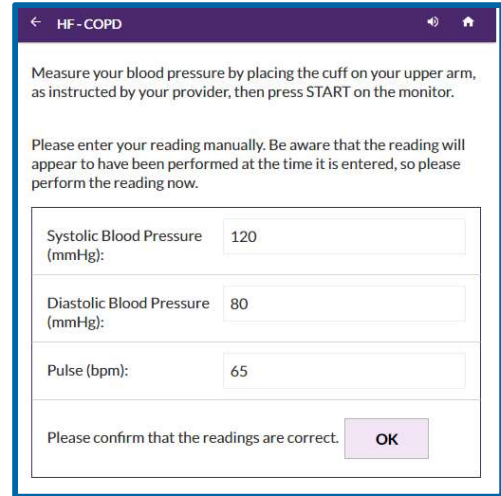


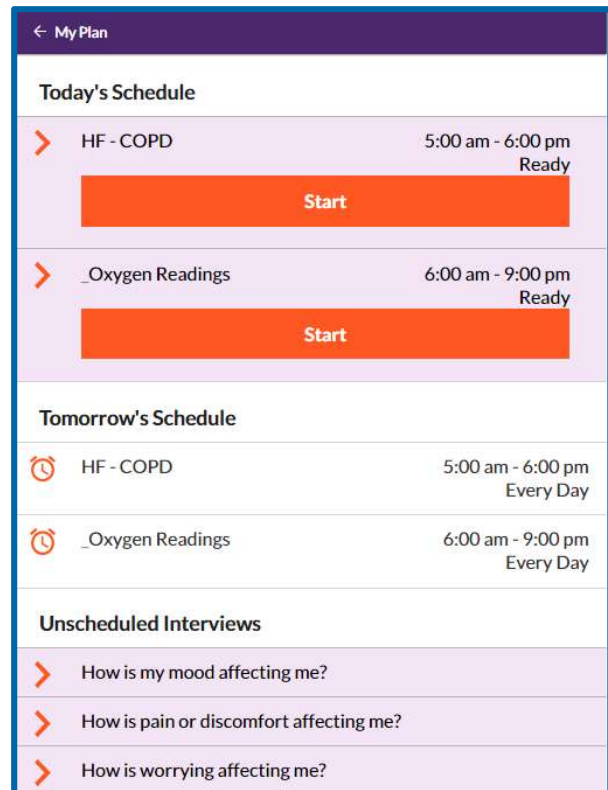
Figure 6 – Entering Measurements

My Plan

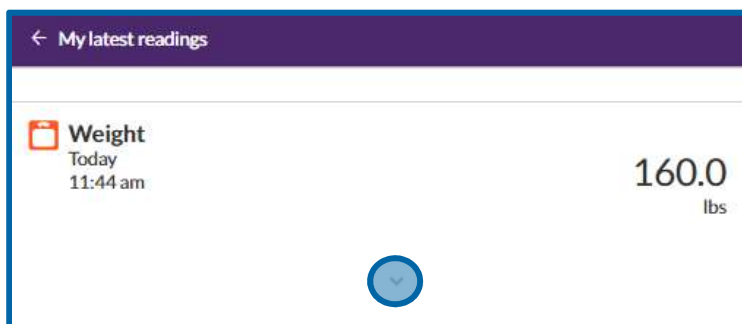
Available from the main menu, **My Plan** is where you can find your monitoring schedule. All of the different questionnaires and question that your nurse has made available to you can be seen from here. If you have any *unscheduled questionnaires* (ones where your nurse says that you don’t have to complete it all time but has still kept them available to you). To access these, scroll down to the bottom of your myMobile plan to find the **Unscheduled Interviews** header.

My Latest Readings

Also available from the main menu, **My Latest Readings** is where you can view the last set of readings you completed and sent to your clinician. If you want to see your progress, you can click on the small grey arrow to expand the section.



^ Figure 7 – Viewing My Plan



< Figure 8 – Viewing My Latest Readings and Location of Drop-down Menu

Refreshing the Page

At the very bottom of the main menu, you will see some information on the system's **Last Sync**. Essentially, this piece is just telling you the last time that the page was refreshed, or the last time your data was synchronized to your clinician's records. If you would like to refresh the page, simply click on **Last Sync** and the page will refresh for you.

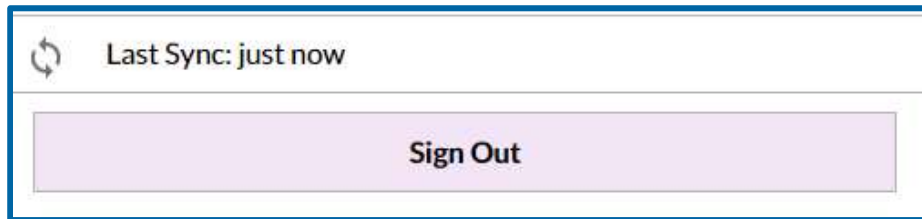


Figure 10 – Refreshing the Page