

Welcome to the Intensive Home Monitoring!

This service uses digital technology to support priority populations at home when they are experiencing mild to moderate COVID-19 symptoms. As a part of the service, you will use a loaned tablet to complete a simple interview, allowing the nurses to assess your symptoms and watch for changes to your condition. Community Health nurses monitor your symptoms and alerts 7 days a week, 8:00 AM to 8:00 PM. If you have any concerns about your health during your monitoring period, please contact us at 1-833-610-2255 or homemonitoring@viha.ca.

If you have any technical issues with using the tablet or accessing your monitoring interview, please contact the HHM Service Desk at: 1-855-850-8899 or hhmservicedesk@telus.com.

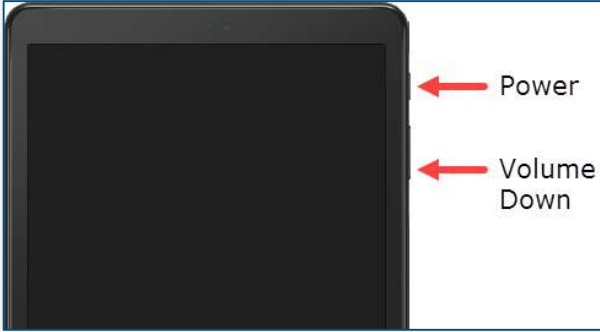
About the Tablet

The tablet that you have been given is provided on loan by our partner Telus Health. This tablet connects to the internet using a built-in cellular connection, and does not require you to connect to Wi-Fi. You can only access the MyMobile application on the tablet, which you will use to complete your daily interviews. When you are discharged from Intensive Home Monitoring, you will be asked to return the tablet. Return instructions are provided in a separate document and are also available on the Intensive Home Monitoring website.

It is recommended that you charge the tablet once you get home so that it will be ready when the nurse contacts you for registration. Please use the power cord and wall adapter provided with the tablet when charging the device.

Getting Started

You will be able to register your MyMobile account once a nurse from the Intensive Home Monitoring service contacts you. The steps that you will need to follow are outlined in the table below:

#	Task	Instructions
1	Power on the tablet	Turn on the tablet by pressing the power button that is along the right side of the tablet. If your tablet does not power on, connect the device to power for a few minutes so that it has enough charge to continue. 

REGISTERING YOUR TABLET

HOW TO SIGN-IN TO YOUR TABLET FOR THE FIRST TIME



<p>2</p>	<p>Register for an Account</p>	<p>On the MyMobile log-in screen that will appear, click on the Not Registered? link that can be found below the password field.</p>	
<p>3</p>	<p>Enter the PIN and ID Number from your nurse</p>	<p>The Intensive Home Monitoring nurse will provide you with two unique codes, your ID Number and PIN.</p> <p>Your ID Number will start with “BC” and will be followed by 5 or 6 digits. Your PIN will be 4 digits long.</p>	
<p>4</p>	<p>Create a Username and Password</p>	<p>Select a username that you will easily remember. We recommend using your first and last name such as the username: <i>john.doe</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: `~!@#\$%^&*()_+={} \\:”';<> <p><i>Example: Summer2020 or Covid19!</i></p>	

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		It is recommended that you save your username and password in a secure location. The Intensive Home Monitoring staff do not have a copy of your log-in information.
5	Confirm Registration	<p>Once you are satisfied with your username and password and all of the information on the registration page have been completed, you can confirm your registration by clicking the Register button at the bottom of the page.</p> <div data-bbox="479 583 1347 1560" style="border: 1px solid black; padding: 10px;"><p>Welcome to myMobile</p><p>Please choose a username and password to complete registration and enter your ID Number and PIN</p><p>If you do not have a PIN number, please contact your Healthcare provider to request one.</p><p>ID Number <input type="text" value="BC12345"/></p><p>PIN <input type="text" value="1234"/></p><p>Username <input type="text" value="johndoe"/></p><p>Password <input type="password" value="....."/></p><p>Verify Password <input type="password" value="....."/></p><p style="text-align: center;"><input type="button" value="Register"/></p><p style="text-align: center;"><input type="button" value="Cancel"/></p></div>
6	Signing In to your new MyMobile Account	Once your account has successfully been registered, you will be able to use your new username and password to sign into MyMobile and begin submitting information to the nurses. From the log-in screen, enter your <i>username</i> and <i>password</i> and then press Sign In .

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		<p>If you would like, you can click on the check box that says Remember Me which will allow the tablet to save your username and password. This means that all you would have to do is click Sign In when you go to complete your daily monitoring.</p> <p>Once you have signed into your account, you will be able to view your monitoring plan and start any interviews you have scheduled.</p> <div data-bbox="479 583 1414 1329"><p>Welcome John Doe</p><p>Intensive Home Monitoring 5:00 am - 11:59 pm Ready</p><p>Start</p><p>My Plan</p><p>My Latest Readings</p><p>Information</p><p>Last Sync: just now</p><p>Sign Out</p></div>
7	Experiencing Technical Difficulties?	<p>If you have any technical issues, please reach out to the HHM Service Desk by calling 1-855-850-8899. If needed, the support desk will be able to remotely connect to your device and help register your account.</p>