

Scheduling System – HCP Functions

Managing the app

This document describes how to manage the Doc Abode app. It covers

- Installing the app
- Managing notifications
- Changing settings
- Raising support requests

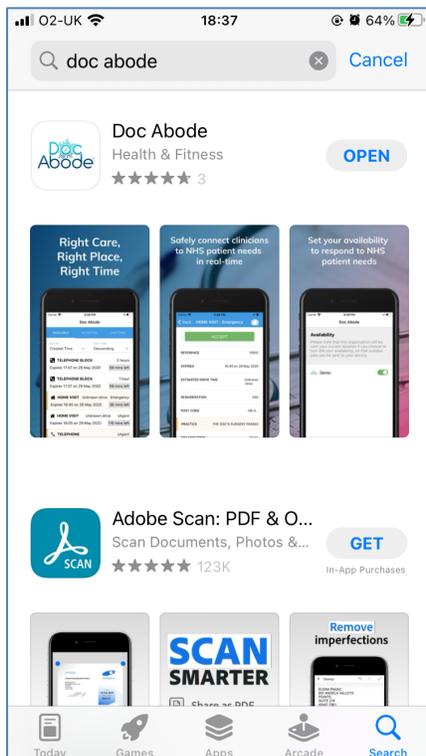
Please note that the HCP application is developed for Android and Apple phones only.

Installing the app

The Doc Abode app is available from the Google or Apple store and is downloaded in the same way as all other apps.

It is easily recognisable as it shows the Doc Abode logo. It is categorised as Health & Fitness.

The screen below shows the app, albeit already downloaded, as it appears in the Apple store

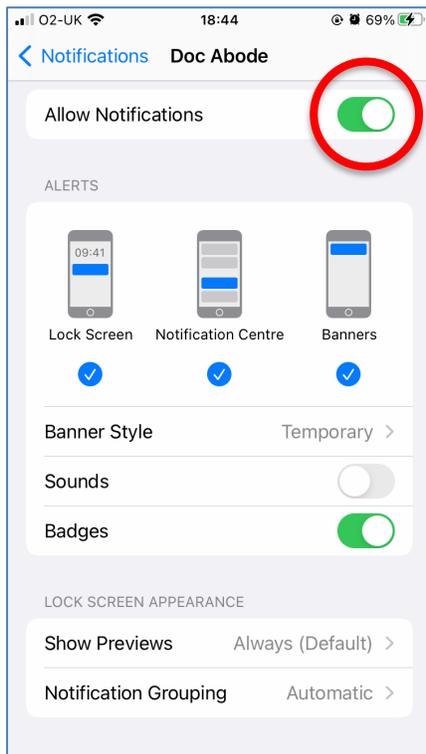


When the HCP's organisation implements the app, Doc Abode are informed of system users and will email login credentials to each user. By following the instructions in the email the user will be able to activate the app.

Managing notifications

Once the app is installed the notifications are set up in the same way as all other apps. For iPhones this is via the *Notification Center* in *Settings*.

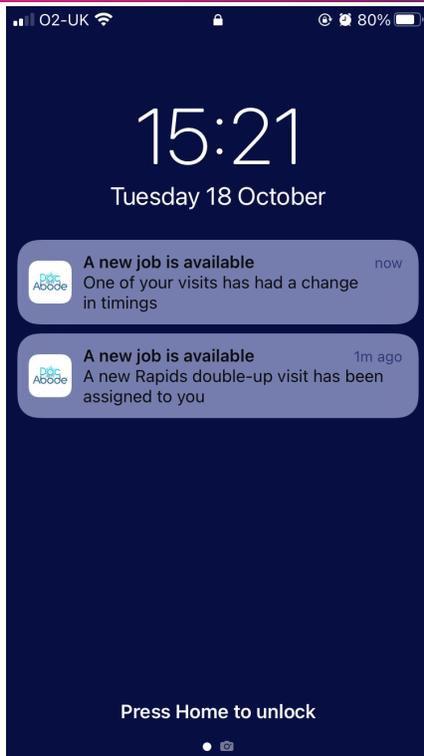
Select *Settings* – *Notifications* – and scroll down to find Doc Abode. When the Notifications are opened the following screen is displayed



The HCP can use this capability as for all other apps. We suggest switching on all notifications when at work. When the HCP is using their personal handset for work purposes, the option to allow notifications can be switched off when not at work.

It is also possible to switch off all notifications from within the app, which is of course very convenient once the notifications have been set up as required. This is available via a switch in the *Availability* menu at the bottom of the screen display when a particular visit is not selected. There are screen shots further down this document which show this.

Notifications on the lock screen will look like the example below



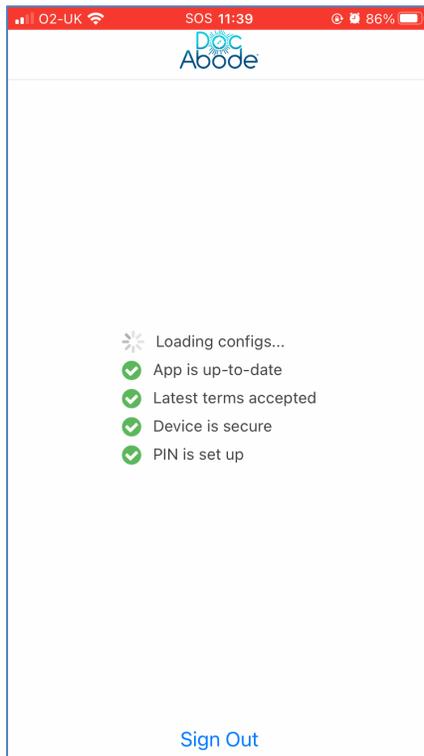
Changing settings

To change app settings, the HCP first needs to open the app.

Select the app from the smartphone. When the app was installed the username and password will have been stored so there is no need for any login credentials to be entered in day-to-day use



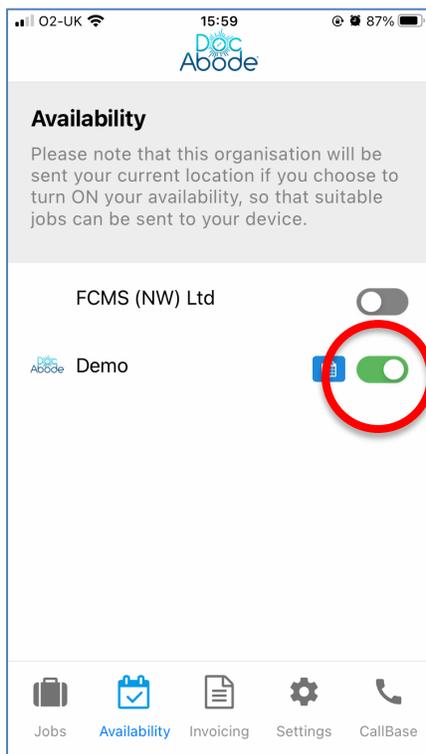
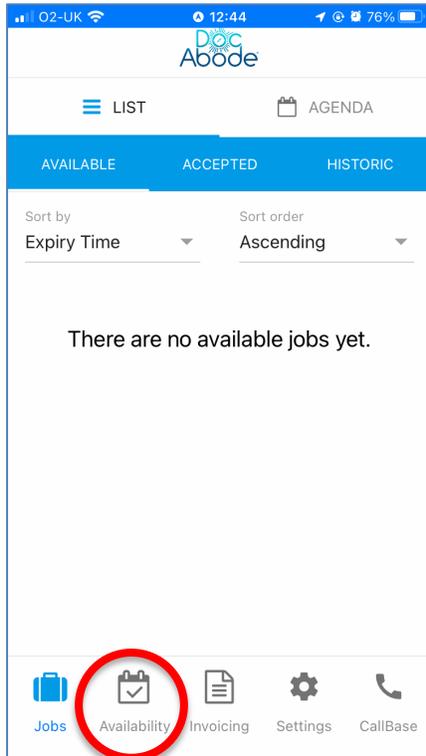
The app will take a very short while to start up



Once loaded, the following screen will be displayed.

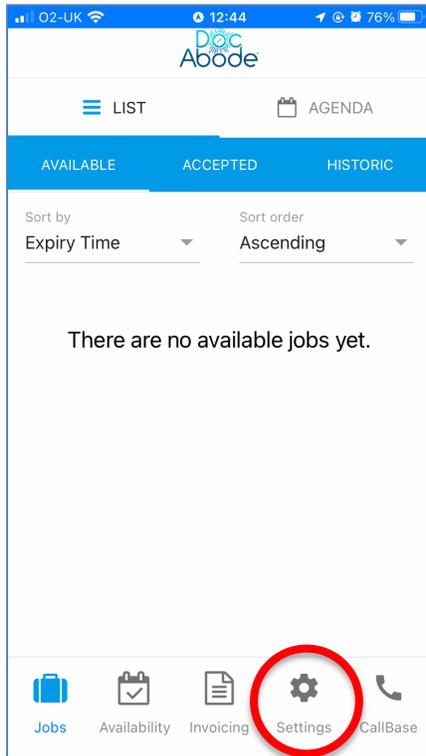
At the bottom of the screen the HCP can see icons which include *Availability* and *Settings*.

Pressing on *Availability* brings up a screen which enables the HCP to toggle notifications.

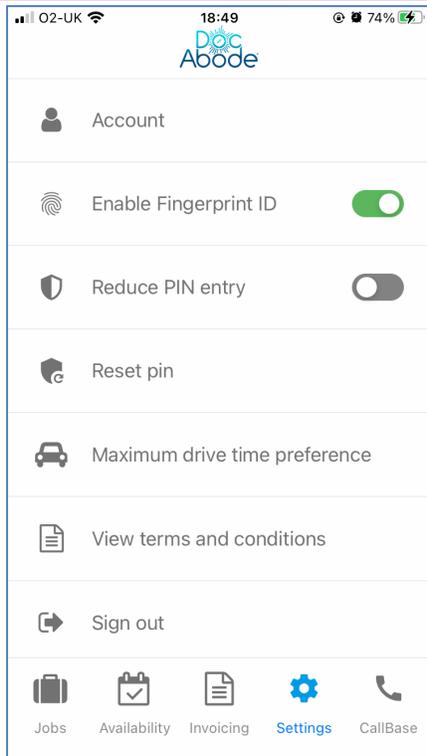


Toggling the button shown above will switch off and on notifications. Note that if the HCP is linked to more than one organization then these can be switched on and off as needed.

Other settings are presented when pressing *Settings*.



Pressing on *Settings* brings up the following screen



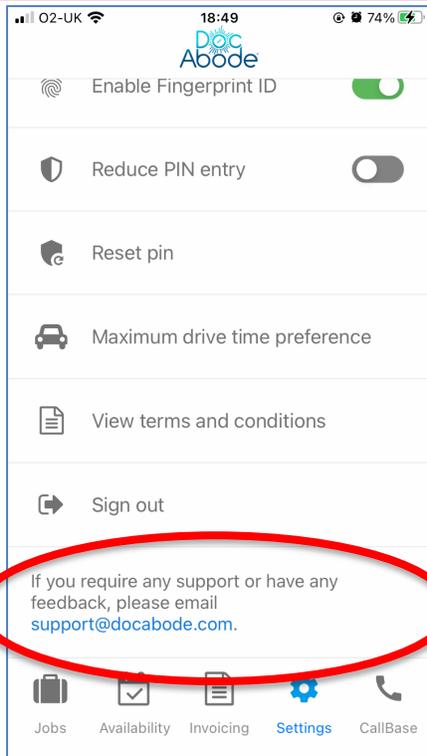
The *Account* option enables the HCP to see their username and the email address and phone number associated with the username. These can be verified from here.

We recommend switching on fingerprint Id and reduced PIN entry for convenience. PIN reset can be requested from here.

The HCP can also set their maximum drive time preference from here, so that they are not notified of potential jobs that are too far away. The HCP can enter a maximum drive time in minutes.

Raising support requests

At the end of the Settings screen there are instructions for raising support requests



When the HCP clicks on the email address the handset's native mail app is selected and a formatted email is sent to Doc Abode, containing information about the phone. This is helpful to trace whether the issue is specific to the handset make, model and operating system version.

On the controller web pages there is a support button which enables support tickets to be raised. This is an alternative route for raising support requests and is useful if handset-specific details are not relevant.