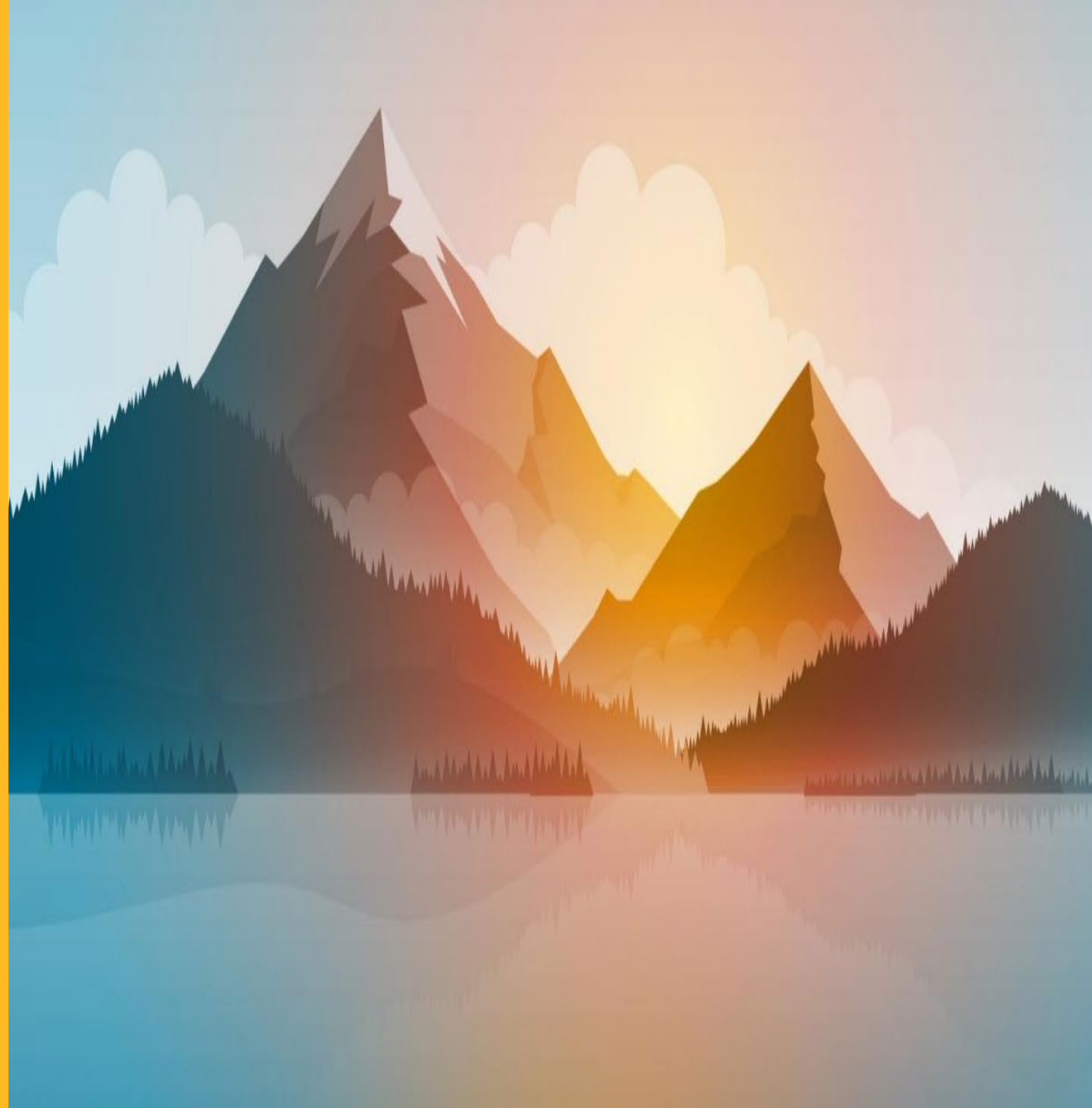
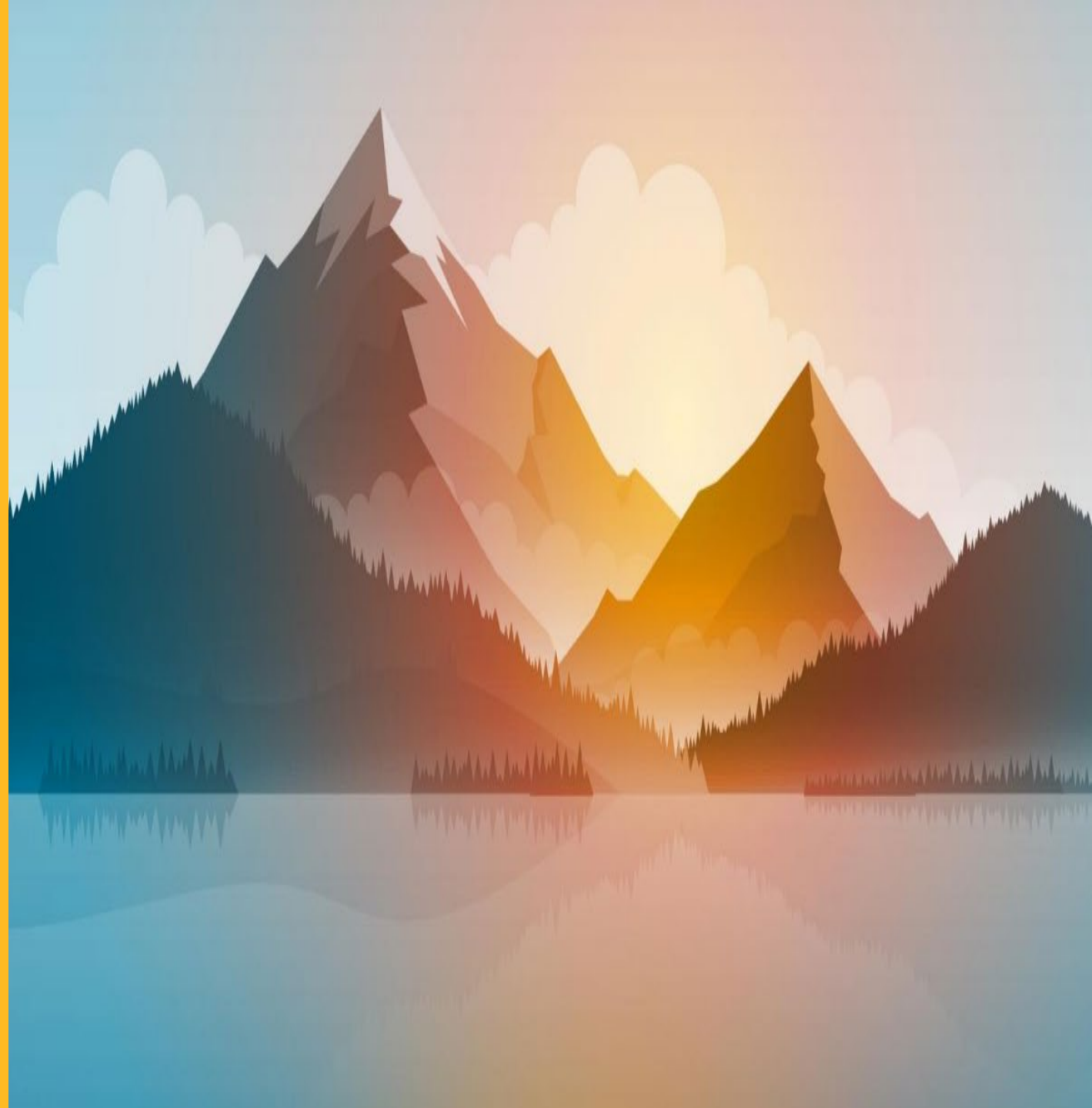


# Vanderbilt University Medical Center

Mobile Device Management and  
Mobile Heartbeat on your  
iOS Device



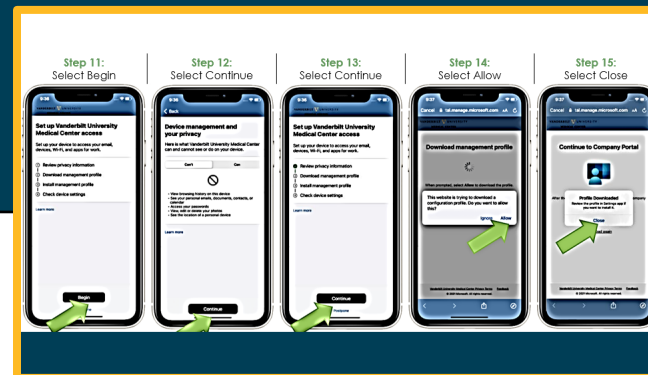
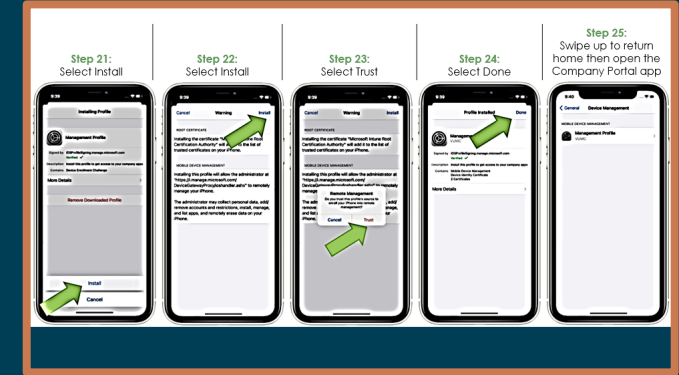
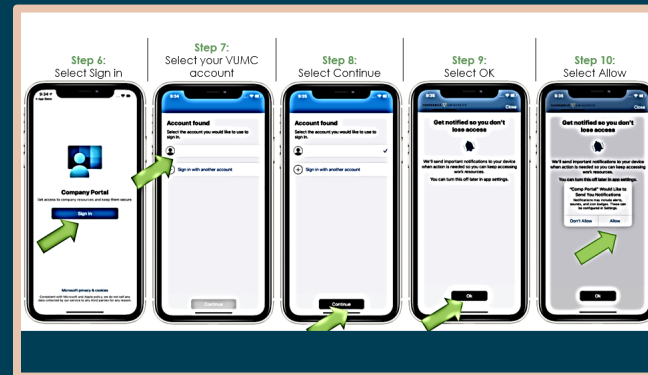
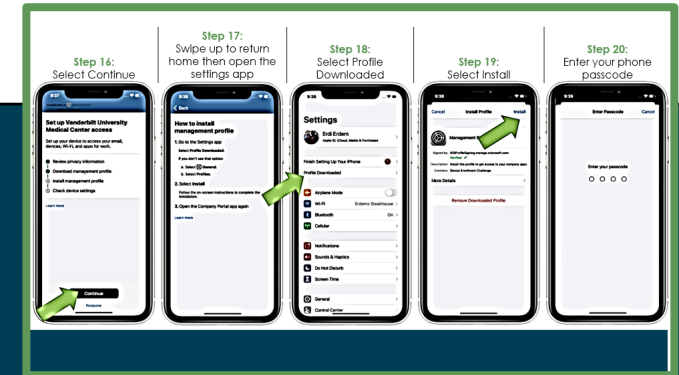
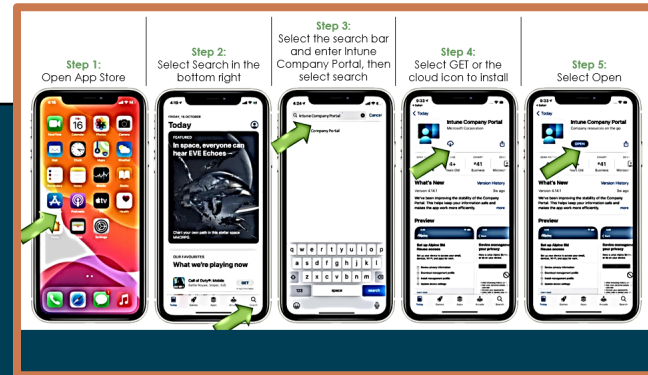
# Enrolling Your Personal Device with Mobile Device Manager on iOS



# Prerequisites

- **Email Address:** This is your @VUMC.org email address.
- **VUMC ID and Password:** You will need your VUMC credentials to sign in.
- **Connectivity:** You will need Wi-Fi or an active 3G or higher connection.
- **Connectivity:** You will need iOS 13 or higher.
- **Battery:** Ensure your device has been charged and has at least 50% of battery remaining to complete the enrollment.
- **Apple ID:** Your Apple ID and password will be required to install apps.

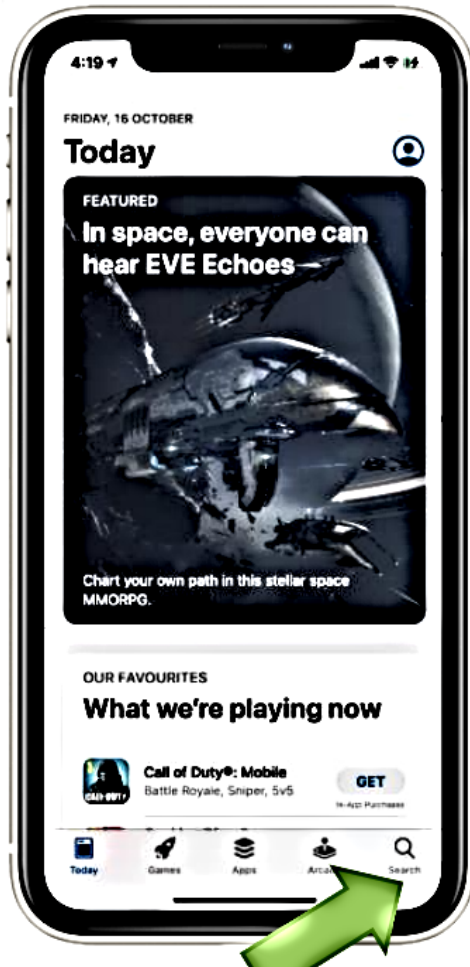
# Enrolling your personal iOS device in Mobile Device Management



**Step 1:**  
Open App Store



**Step 2:**  
Select Search in the bottom right



**Step 3:**  
Select the search bar and enter Intune Company Portal, then select search



**Step 4:**  
Select GET or the cloud icon to install



**Step 5:**  
Select Open

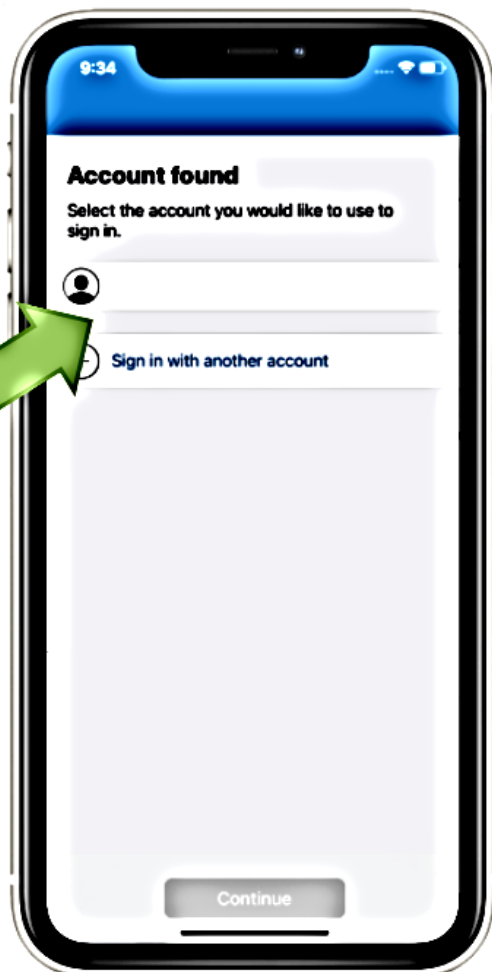




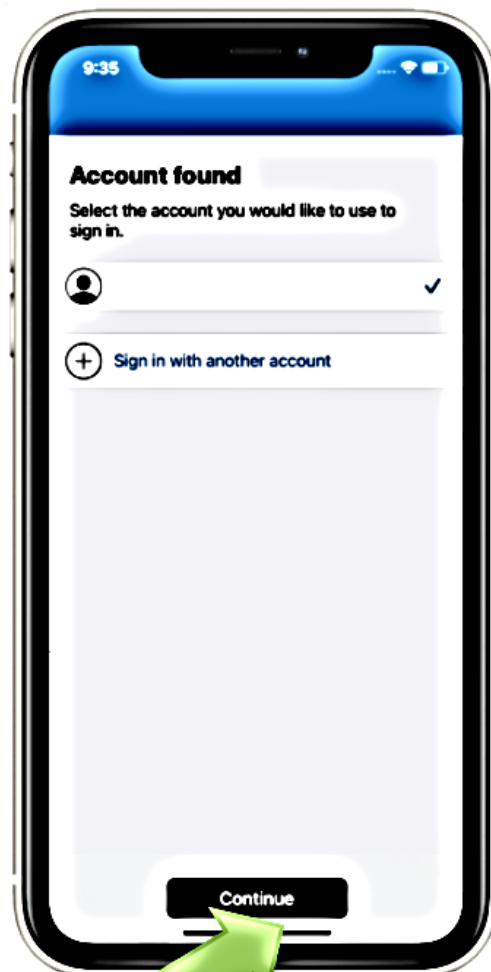
**Step 6:**  
Select Sign in



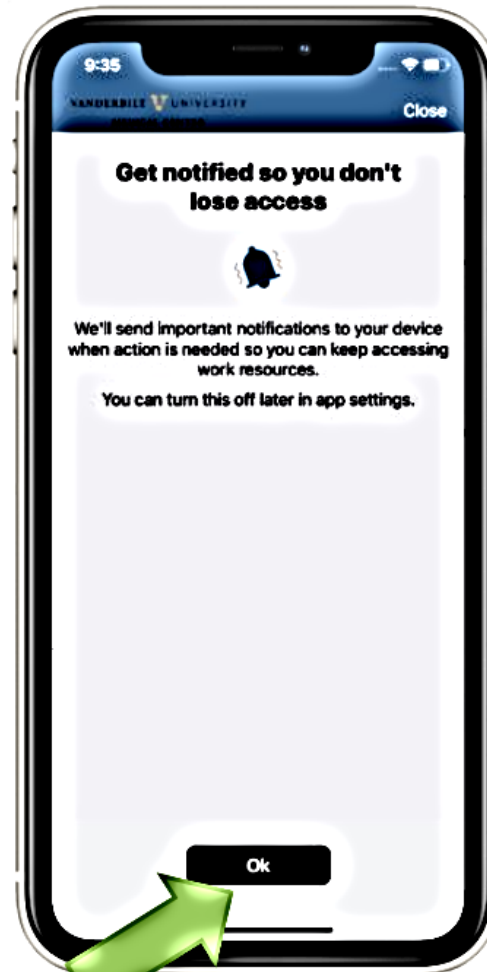
**Step 7:**  
Select your VUMC account



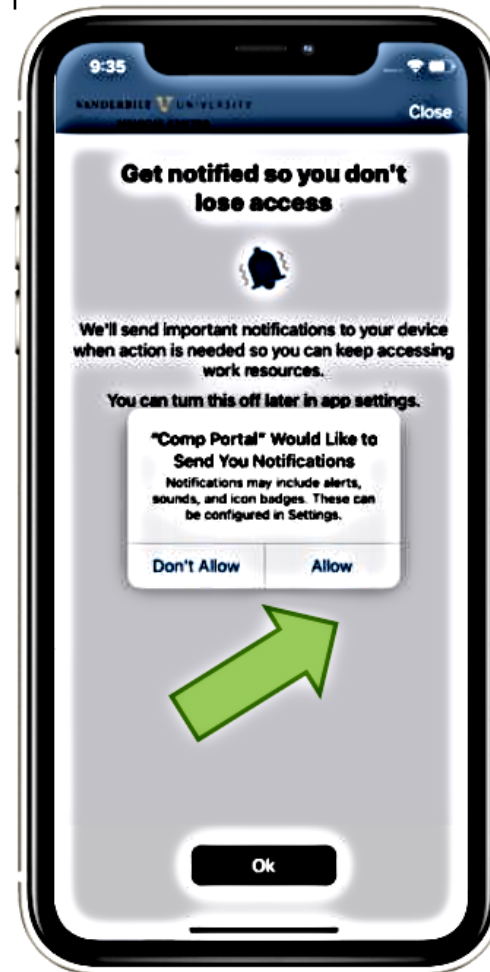
**Step 8:**  
Select Continue



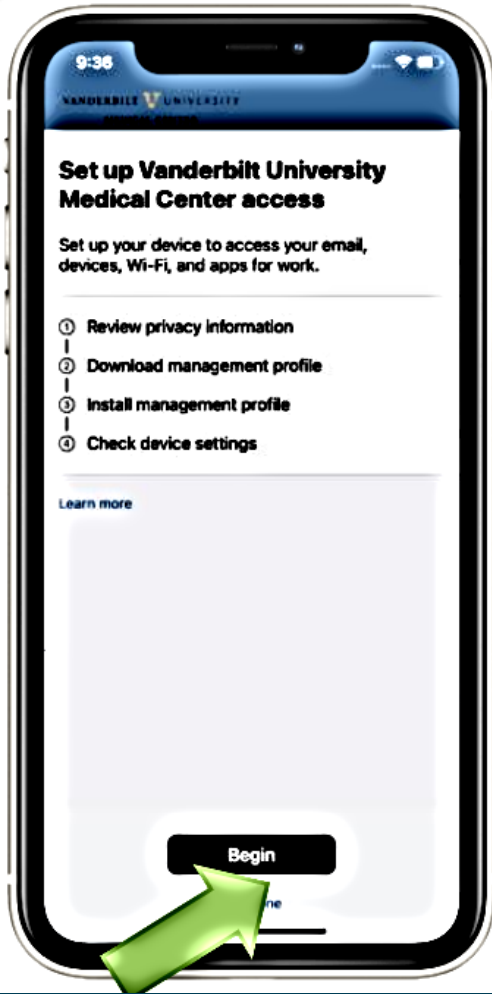
**Step 9:**  
Select OK



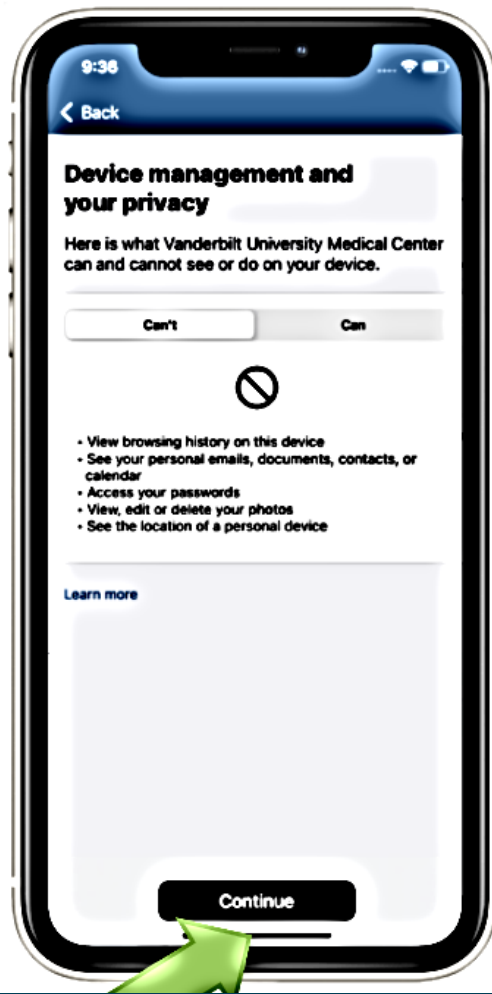
**Step 10:**  
Select Allow



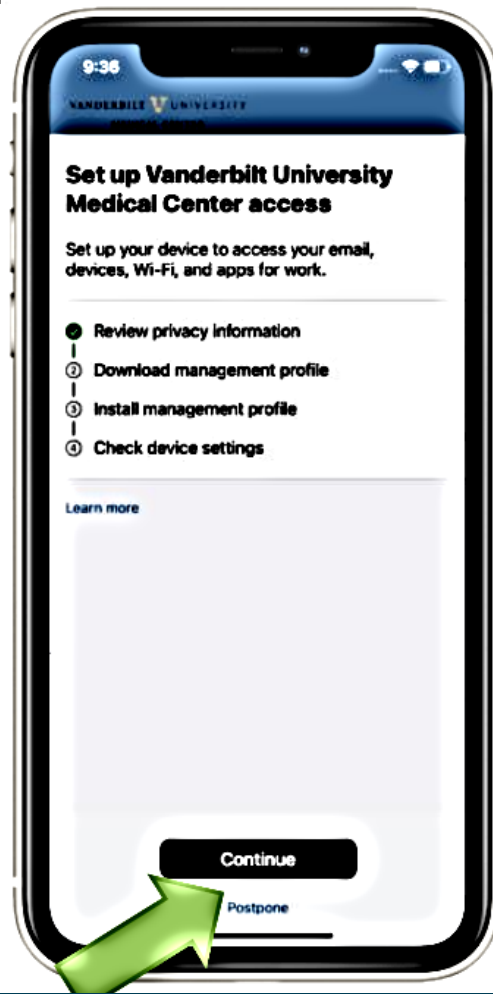
**Step 11:**  
Select Begin



**Step 12:**  
Select Continue



**Step 13:**  
Select Continue



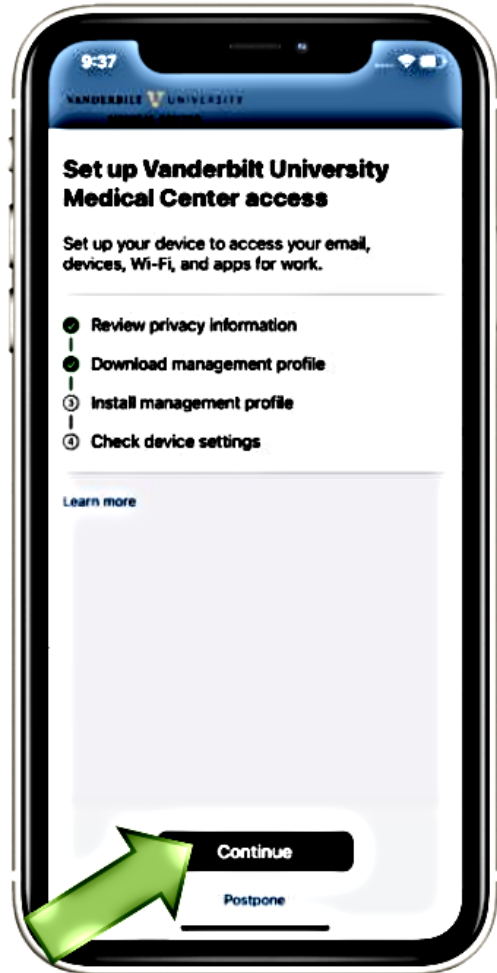
**Step 14:**  
Select Allow



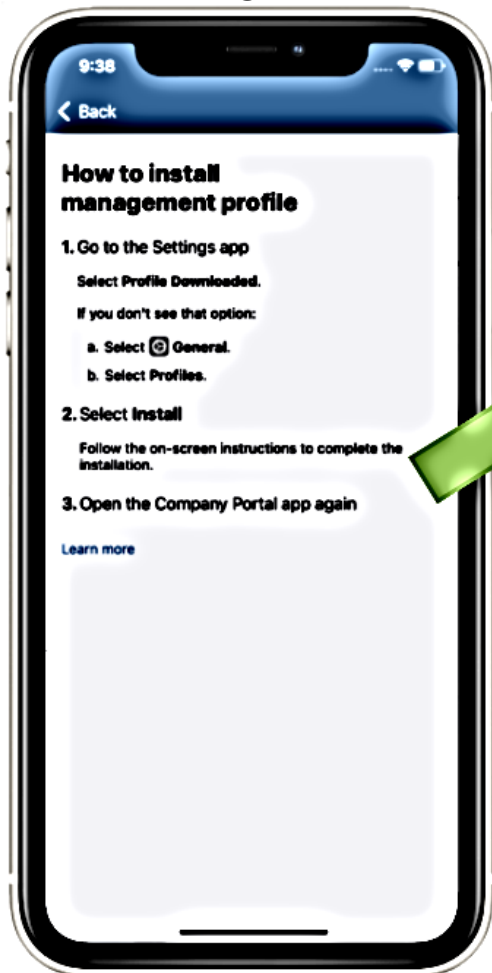
**Step 15:**  
Select Close



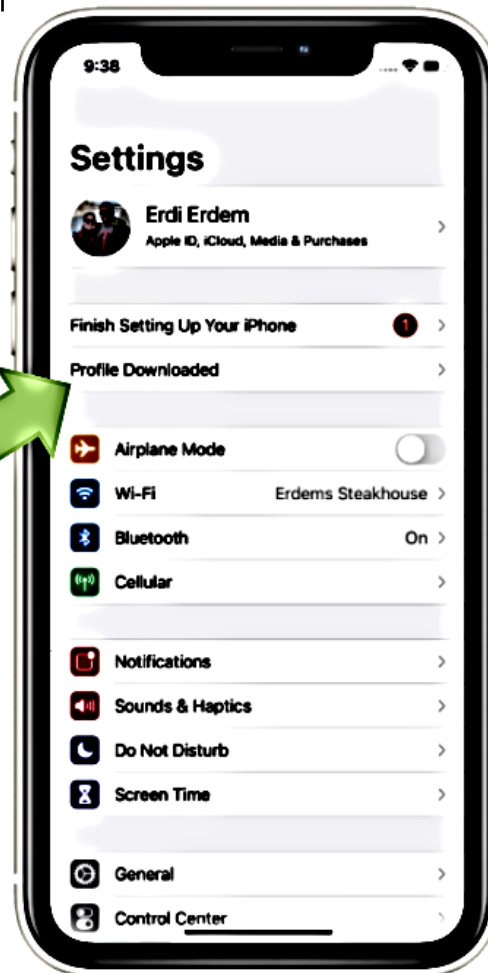
**Step 16:**  
Select Continue



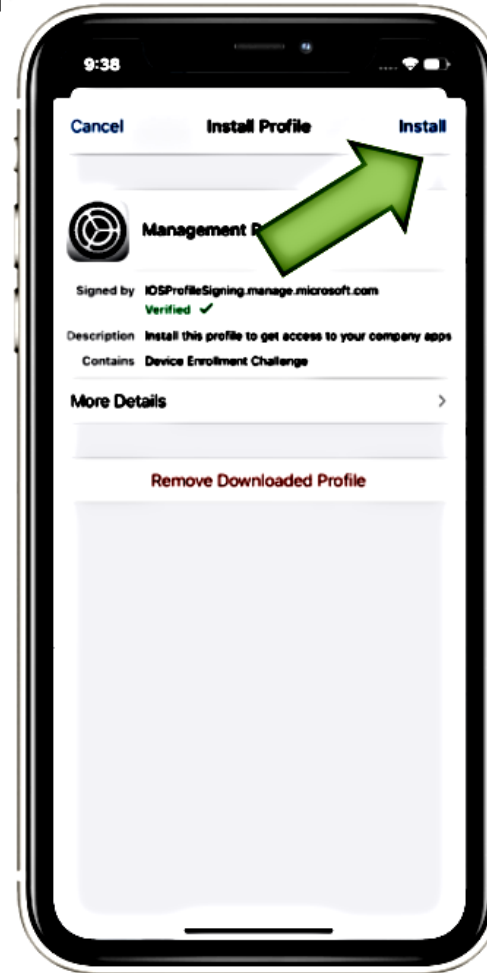
**Step 17:**  
Swipe up to return home then open the settings app



**Step 18:**  
Select Profile Downloaded



**Step 19:**  
Select Install

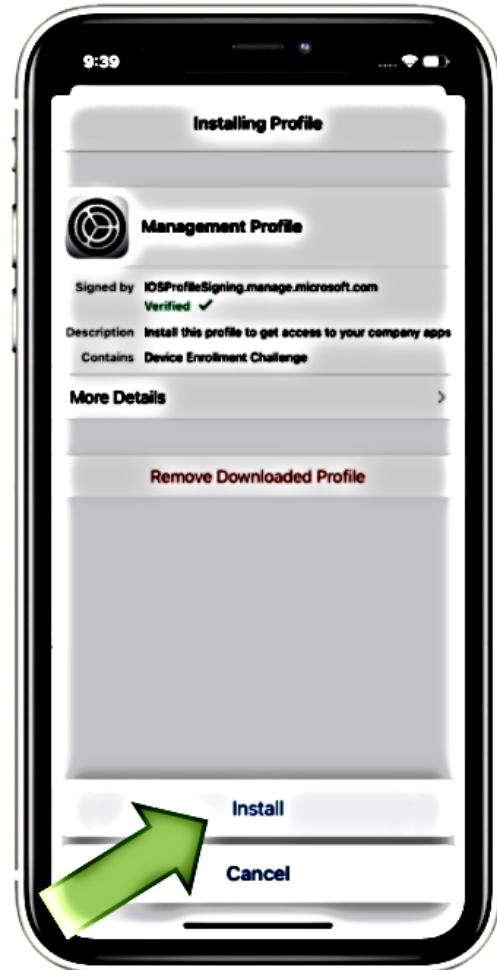


**Step 20:**  
Enter your phone passcode

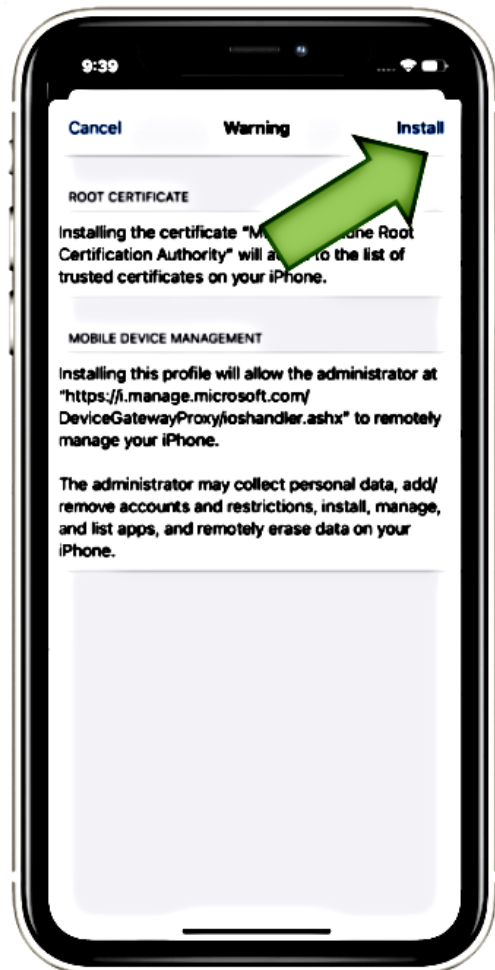




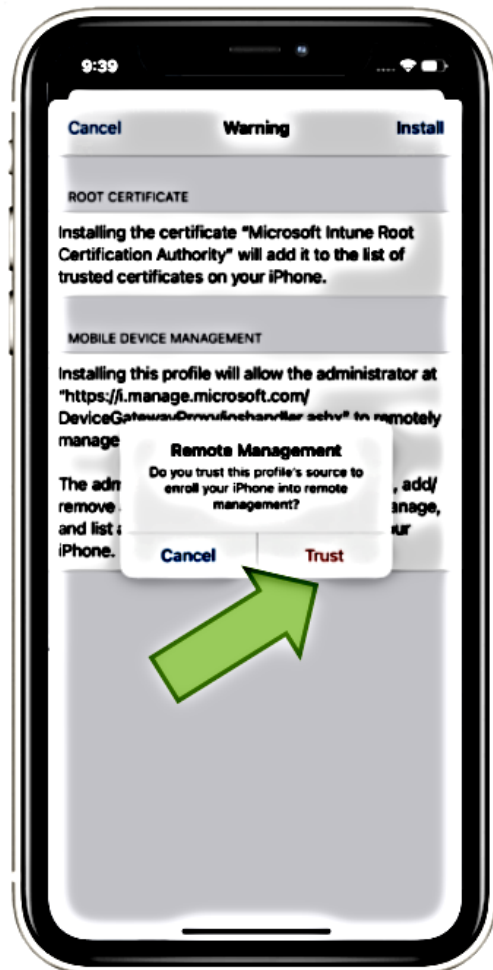
**Step 21:**  
Select Install



**Step 22:**  
Select Install



**Step 23:**  
Select Trust



**Step 24:**  
Select Done

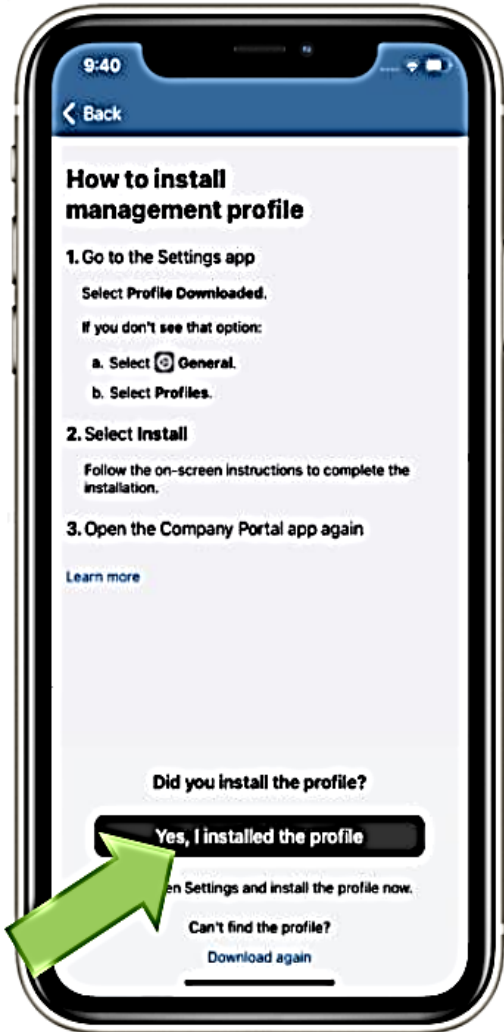


**Step 25:**  
Swipe up to return home then open the Company Portal app



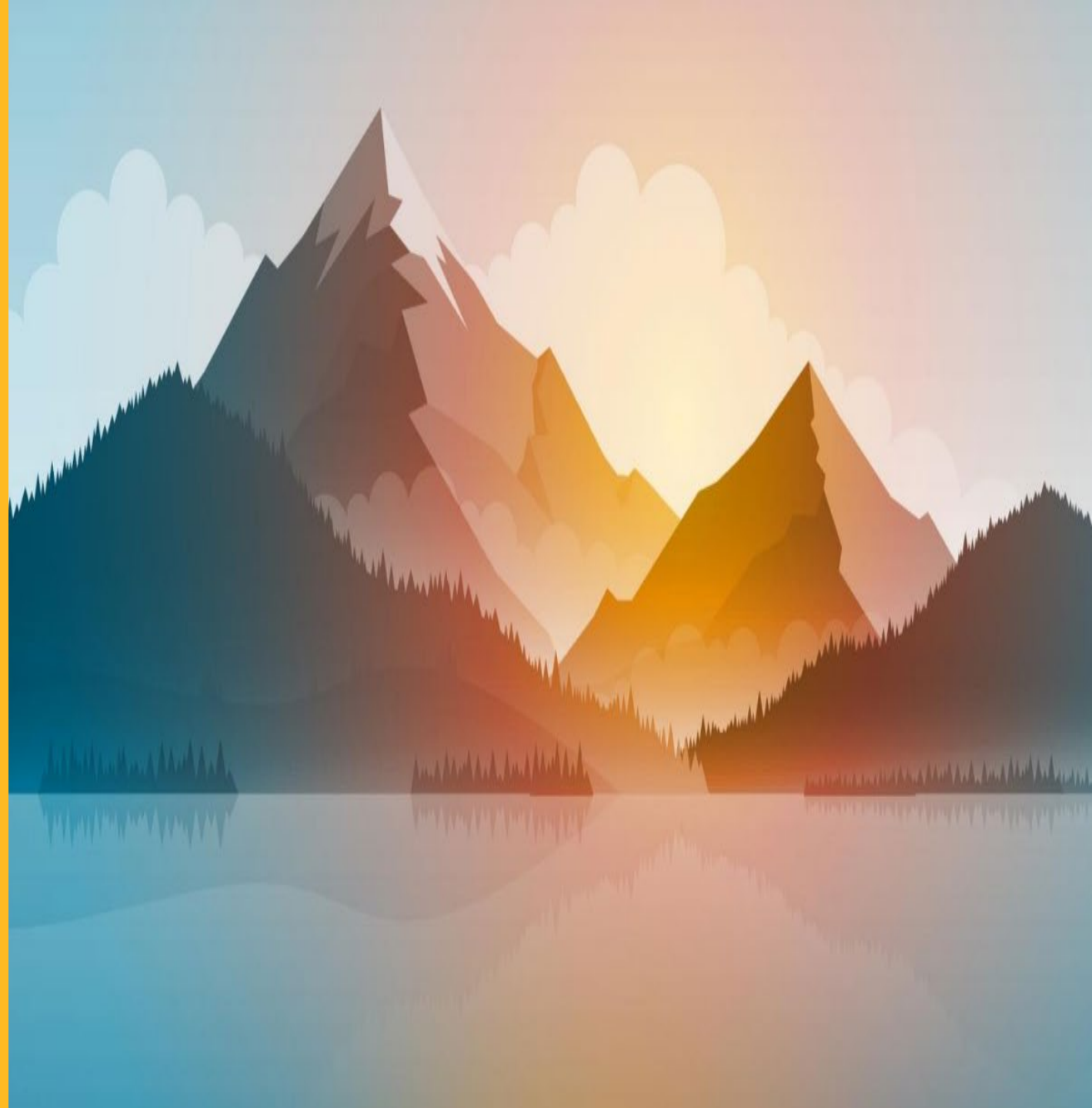
## Step 26:

Select continue to finish setup.



**YOU CAN NOW SWIPE UP  
OR PRESS THE HOME BUTTON ON YOUR  
PHONE TO RETURN TO YOUR HOME  
SCREEN**

# Install Mobile Heartbeat on your iOS Device



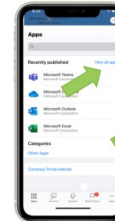
# Installing Mobile Heartbeat On your personal mobile device

Mobile Heartbeat will show up as  
MH Cure in the Company Portal

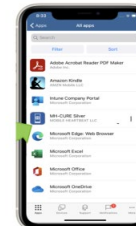
• Step 1



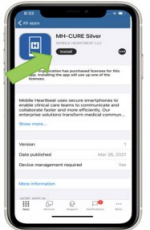
• Step 2



• Step 3



• Step 4



• Step 5



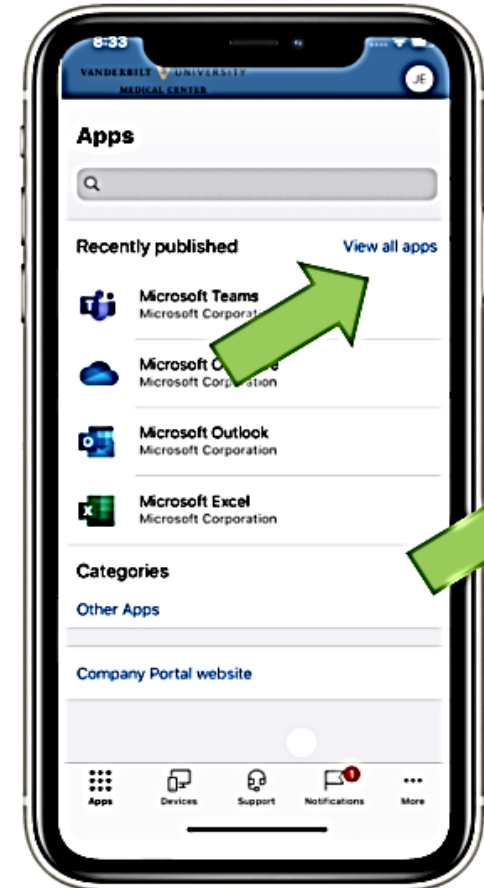
- **Step 1**

**From the home screen on your  
Mobile device select  
Company Portal**



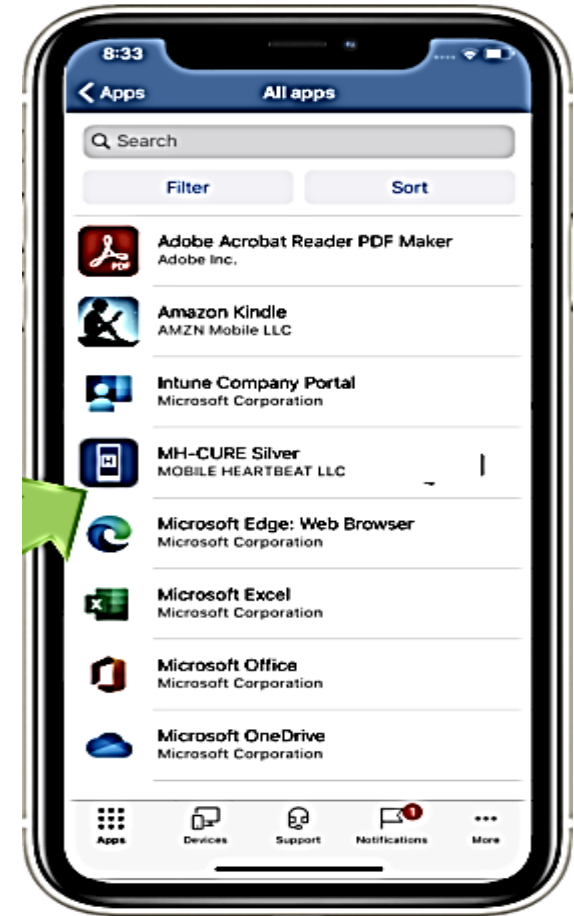


- **Step 2**  
**Select View all apps**



- **Step 3**

**Enter the app name into the search bar, then select it from the result list**



- **Step 4**

# Select GET and then INSTALL

**Note:** GET will be replaced by a Cloud icon if Outlook has been installed previously.



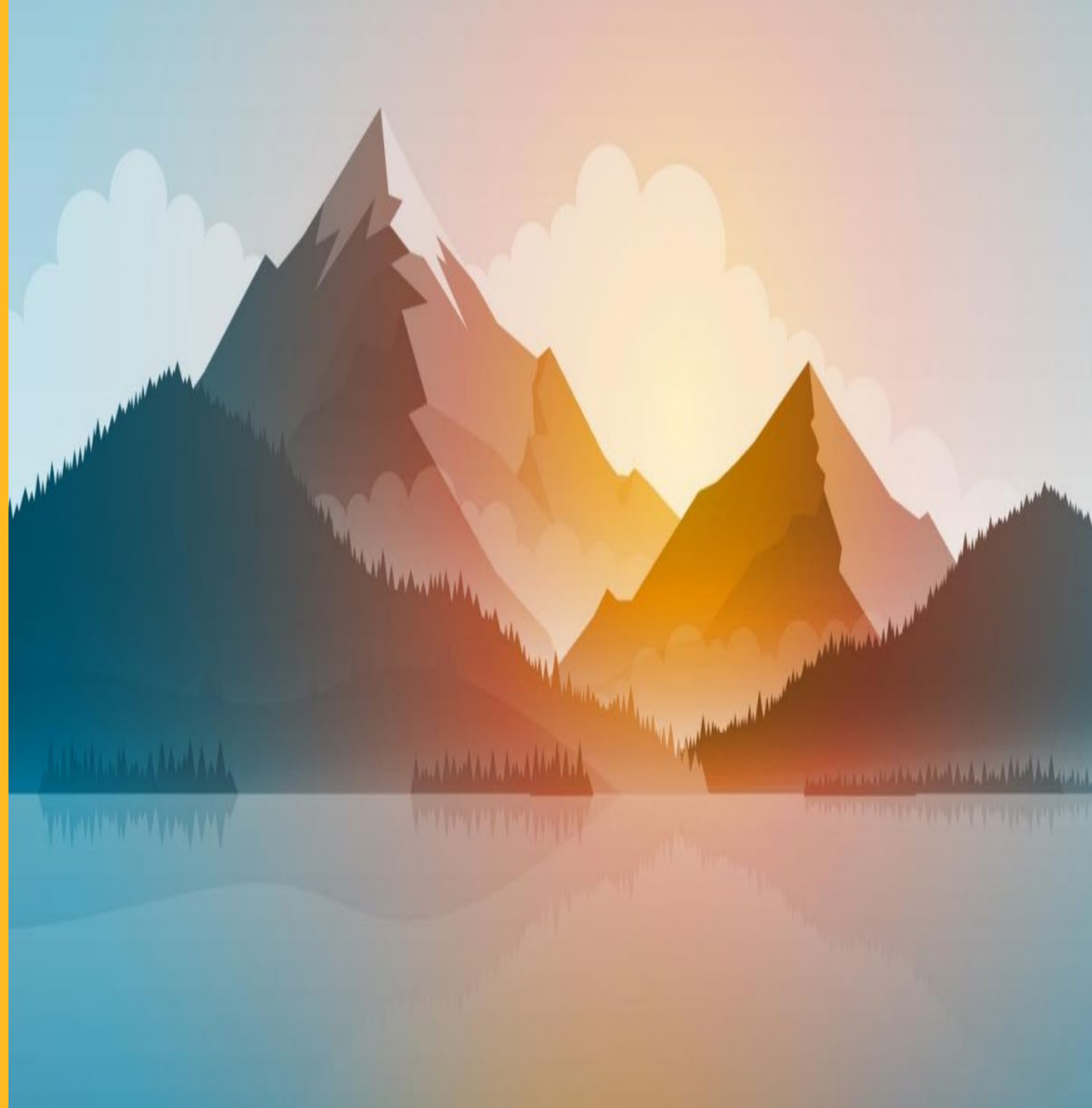
- **Step 5**

# The app will download and install.

Reminder: when opening the app, you will need to enter your mobile device pin.



Your first time  
opening MH-Cure on  
your iOS Device





# Your first time opening Mobile Heartbeat on your personal iOS Device.

## • Step 1



## • Step 2



## • Step 3



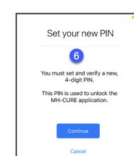
## • Step 4



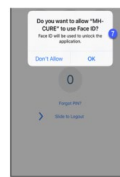
## • Step 5



## • Step 6



## • Step 7

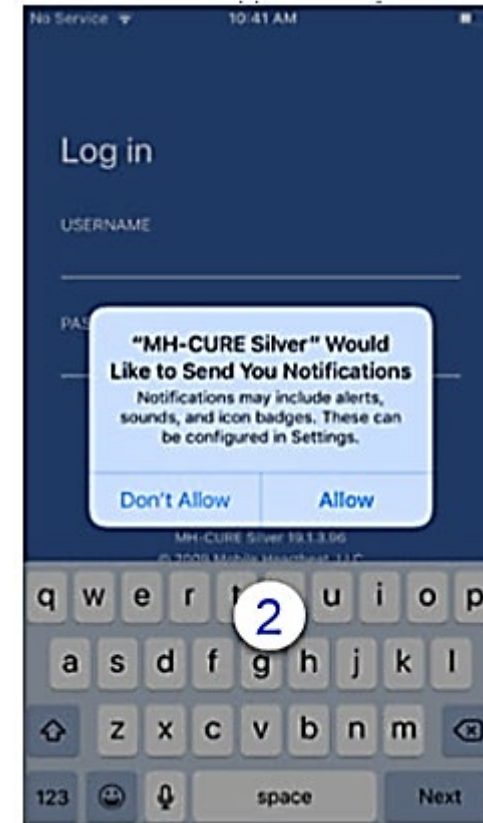


- **Step 1**  
**When first opening the app you will be prompted to allow MH-Cure to access the microphone**



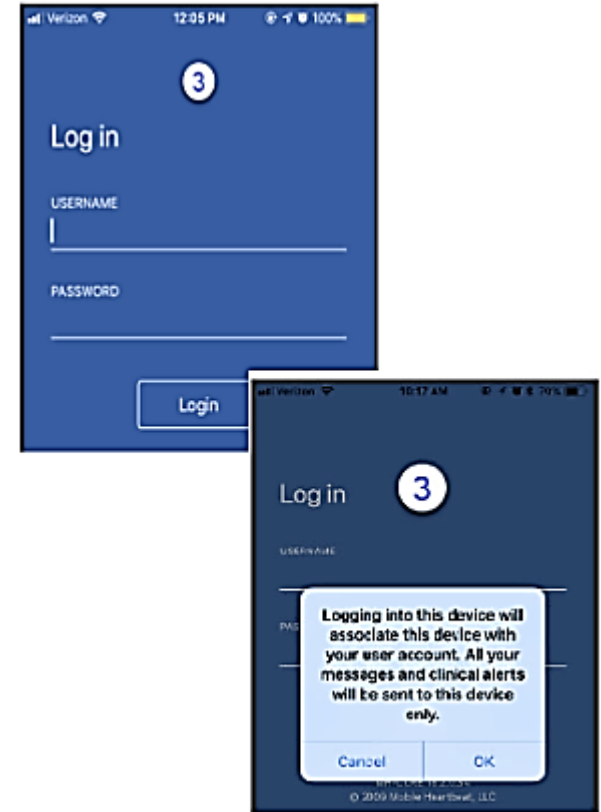
- **Step 2**  
**Select Allow to allow the Mobile Heartbeat to send notifications.**

Failure to accept all MHB permissions will result in the app not functioning properly.

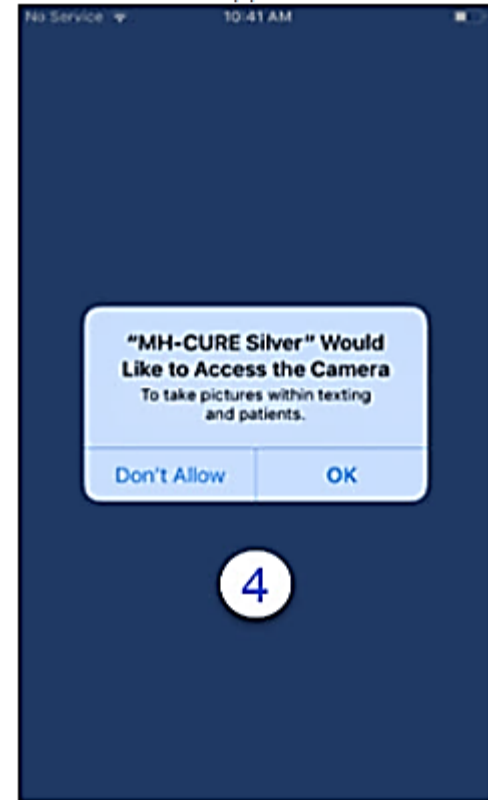


## • Step 3

**Log in to the app using your VUMCID and Password. Select OK to associate this device with your user account.**



- **Step 4**  
**Select Allow to allow the app to access the camera.**



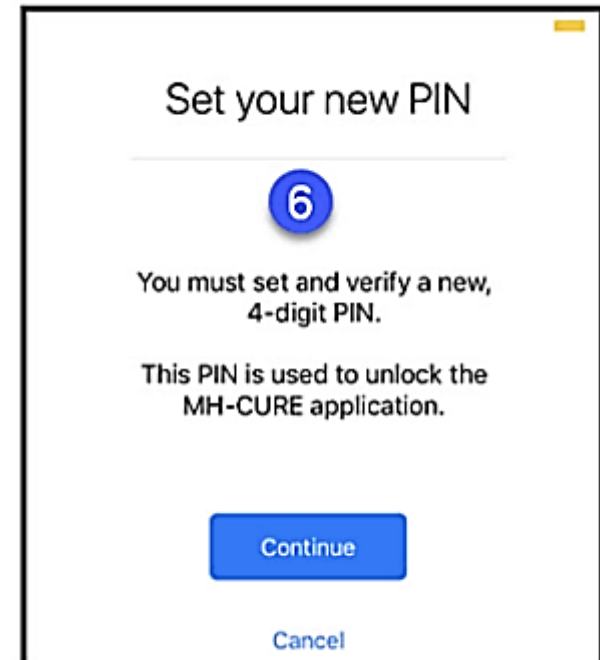


- **Step 5**  
**Verify that your name and role are correct. If incorrect, select Incorrect and call the Help Desk.**

A screenshot of a mobile application interface for MH-CURE. At the top, the status bar shows 'Verizon', signal strength, time '8:01 AM', and battery level '90%'. Below the status bar is a blue circle with the number '5'. The main text reads: 'Welcome to MH-CURE. To begin, please verify your name and role.' Below this is a white rectangular box containing the text 'NAME' followed by 'Andrew Martin' and 'ROLE' followed by 'MD'. At the bottom of the screen are two buttons: a blue button labeled 'Correct' and a blue link labeled 'Incorrect'.

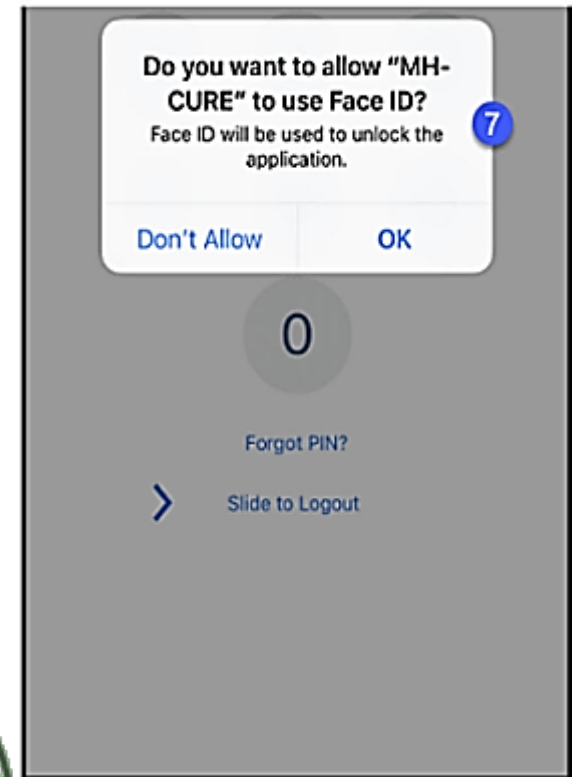
## • Step 6

**When prompted set up your PIN.  
Enter your new PIN, and then enter  
your PIN again to confirm.**

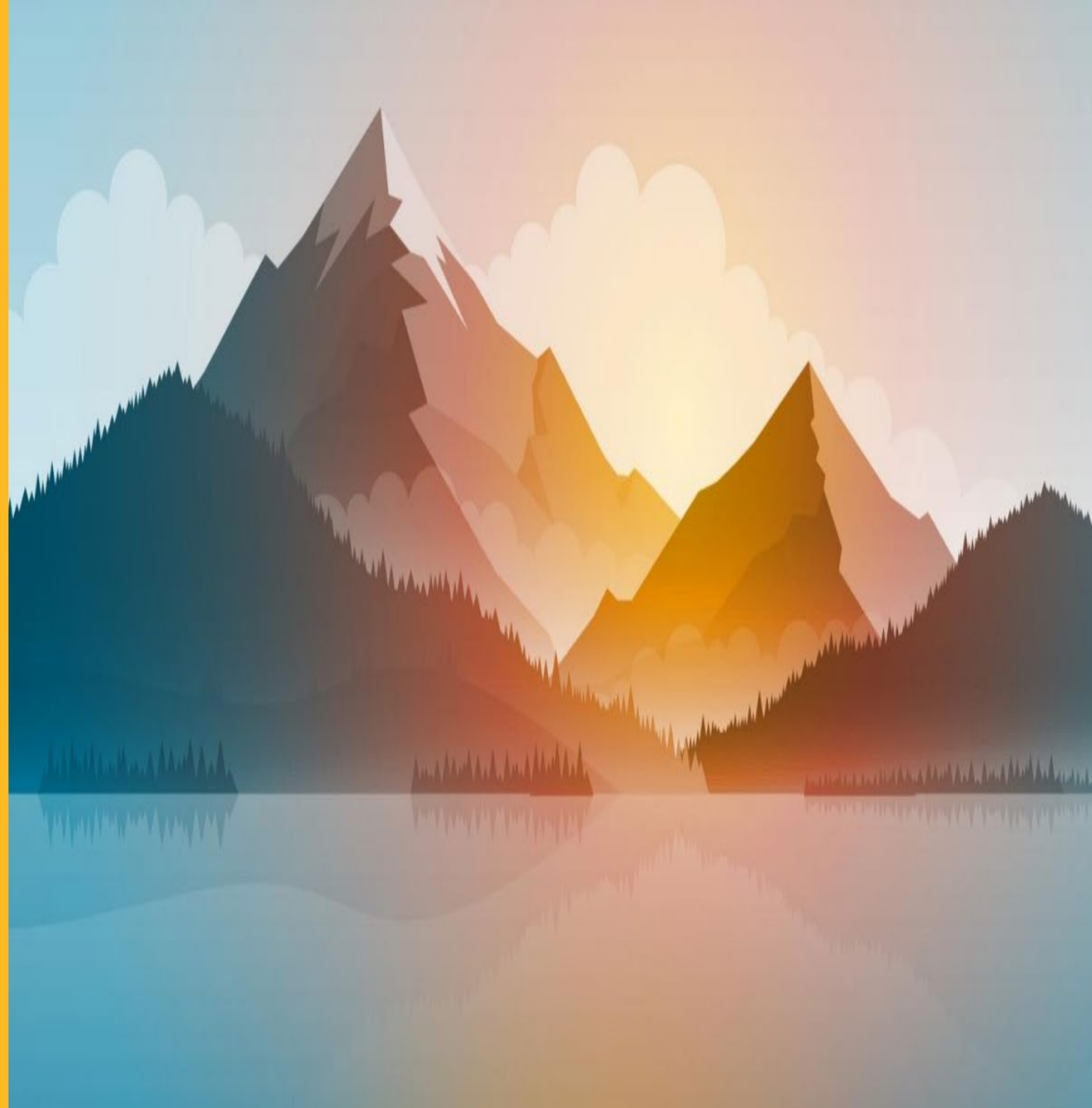


## • Step 7

**If FaceID is available on your device you can choose to allow MH-Cure to use FaceID to unlock the application.**



# Synergy Options for Mobile Heartbeat



- **Step 1**  
**From Synergy preferences**  
**Select I am a MH-Cure User**

- ☐ I am a MH-CURE user.
- ☒ I am NOT a MH-CURE user.

Affirming you are a MH-CURE user DOES NOT sign you up for MH-CURE.

To sign up for MH-CURE, call the Help Desk at 3-HELP or create a self-service Pegasus ticket and ask for it to be assigned to the "HealthIT User Security" team.

Updating your MH-Cure User status in Synergy helps to ensure that both Synergy and other Vanderbilt applications send your notifications to your desired device/app.

- Selecting the option that you are an MH-Cure user indicates to messaging systems that your pager messages get sent to both your pager and your MH-Cure app.



- **Step 2**

## **Pick a Frequency.**

Select Opt-in to receive notifications and select the Frequency of notifications. If logged out of MHB, and you get a page, it will send an SMS message reminder to check your messages based on the frequency picked.

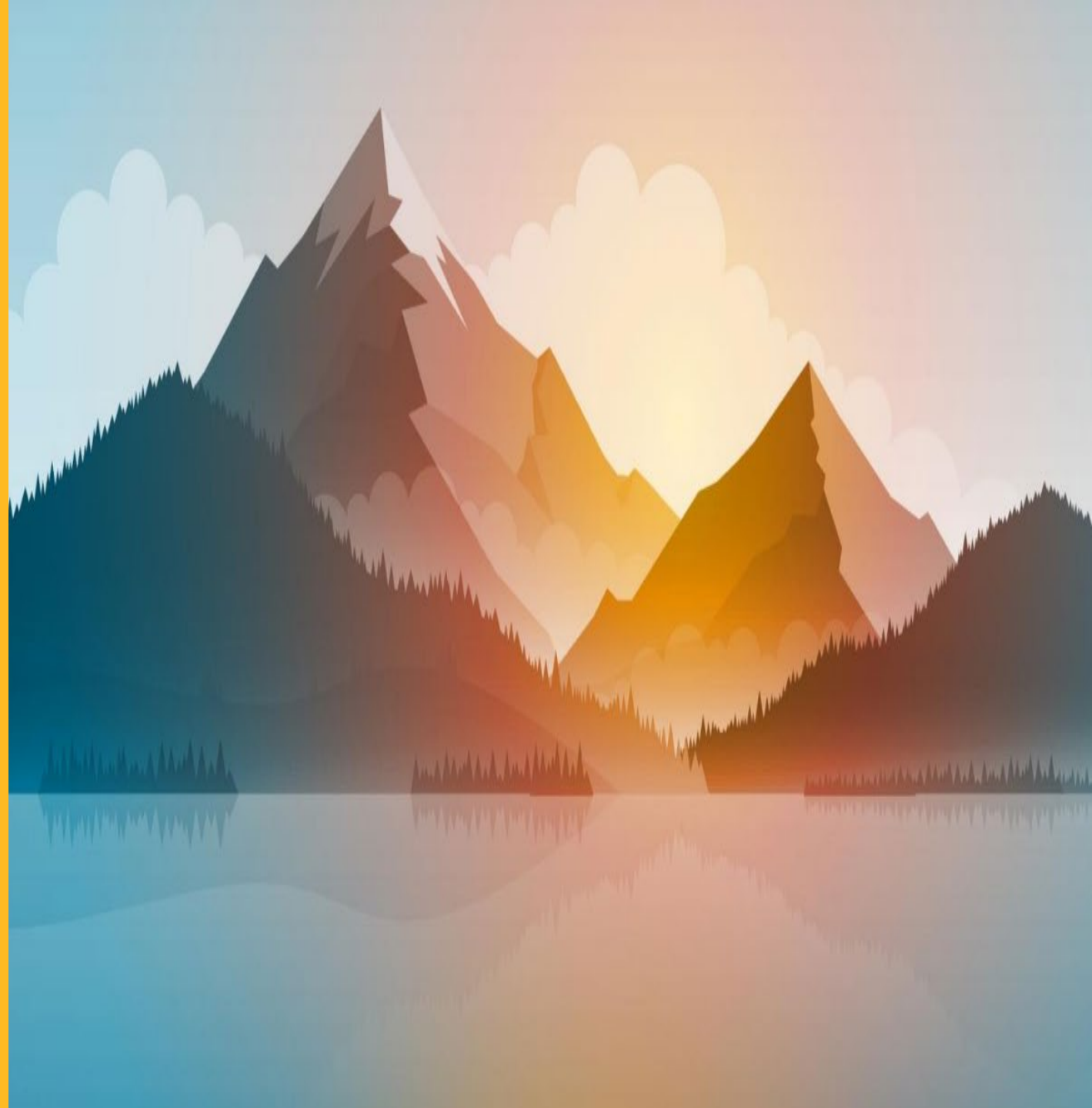
### **Backup Clinical Contact Notifications**

If you would like to opt in to receive notifications of messages when not actively using MH-CURE, check the "opt-in" checkbox below.

Opt-In to receive notifications: ☒ Notifications will be sent to [REDACTED] [Click here to change.](#)

Frequency of notifications:

# Discontinuing Delivery of Pager Messages to a Cell Phone

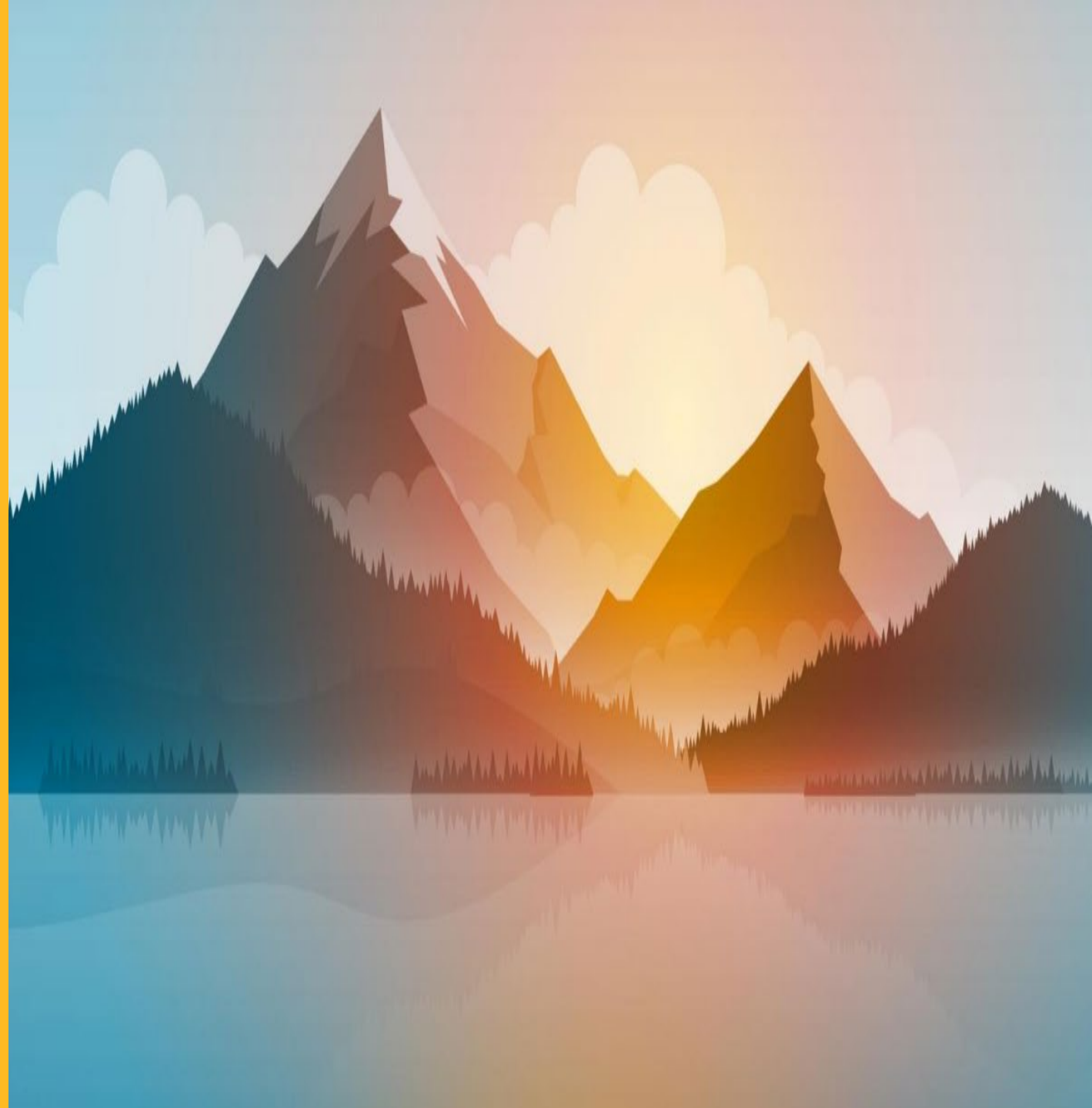


# Steps to Follow to turn off delivery of pages to your cell phone

- **Contact Shelley Moore** with American Messaging at 615-322-6477 or via e-mail at [Shelley.Moore@americanmessaging.net](mailto:Shelley.Moore@americanmessaging.net).

# Getting Pages in MHB

**MH-Cure allows you to launch the Epic Haiku app from an eStar Page message.**



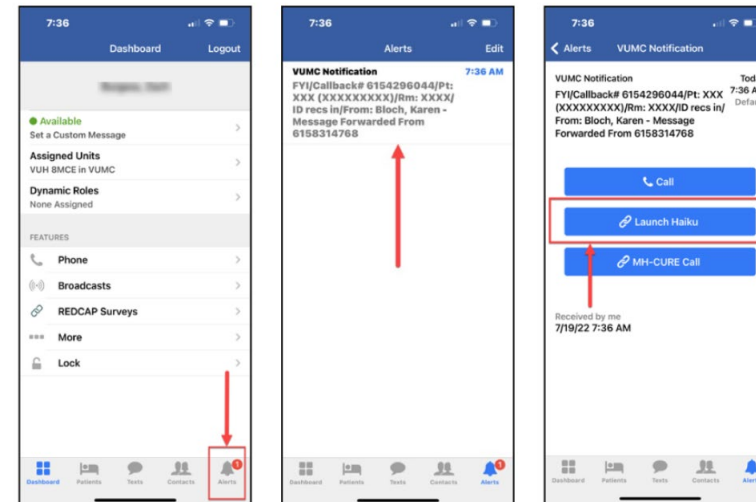
- **Step 1**

**You will receive an Alert message in MH-CURE from your iOS Device.**

- **Step 2**

**Click on the Alert icon in the bottom tab menu in MH-Cure, named Alerts.**

- **Step 3**  
**Select the MH-CURE “Alert” message. Click on Launch Haiku.**





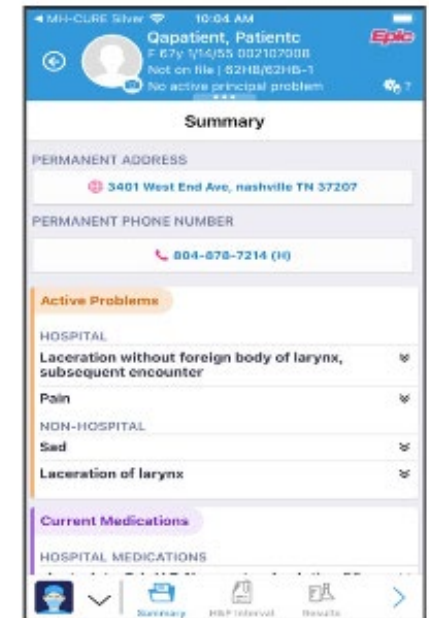
- **Step 4**

**Haiku will automatically launch from here.**

**a. log in with your vumetID / VUMC ID credentials.**

- **Step 5**

**By clicking on the link in the MH-CURE message, you are directed to the patient in Haiku.**

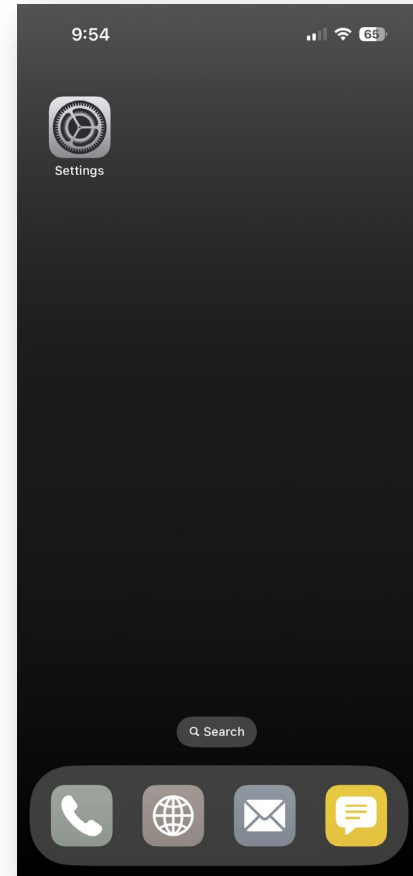


# Recommended iOS Settings

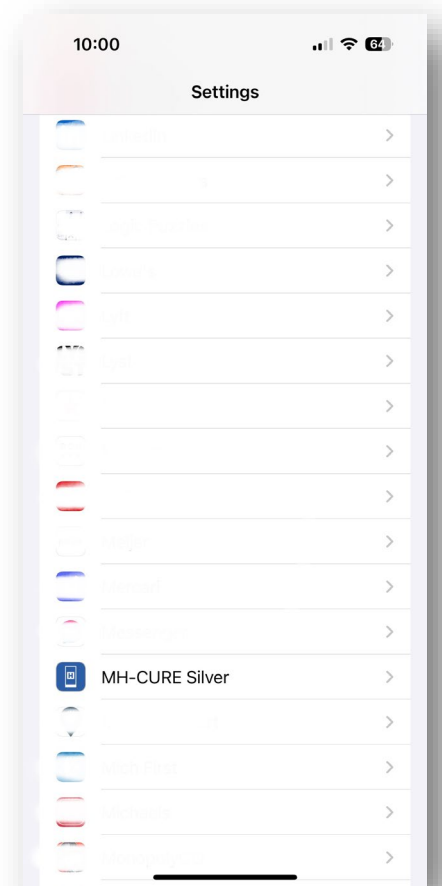
**NOTE:** The iOS feature Focus Mode may impact notifications from the MH-CURE app



- **Step 1**  
**Go to iPhone settings.**



- **Step 2**  
**Scroll down and tap the MH-CURE app.**

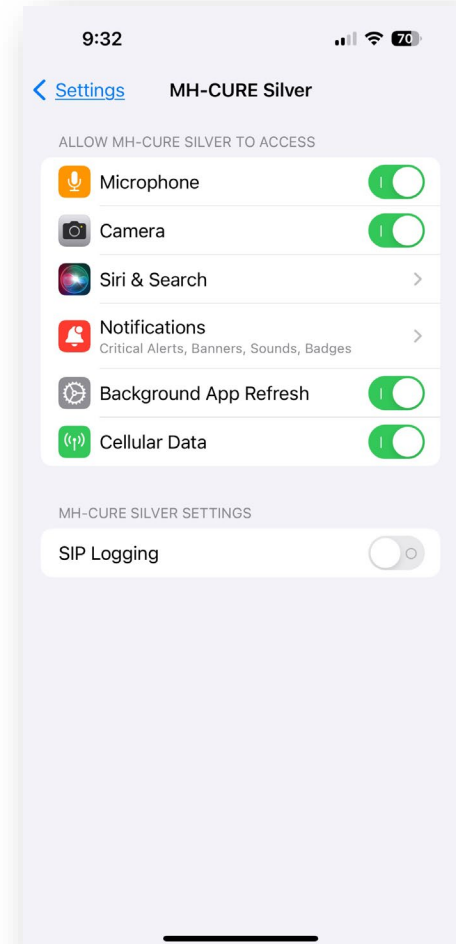


- **Step 3**

**On the MH-CURE settings screen, select the following:**

- **Microphone: Enabled.**
- **Camera: Enabled.**
- **Background App Refresh: Enabled.**
- **Cellular Data: Enabled.**
- **SIP Logging: Disabled.**

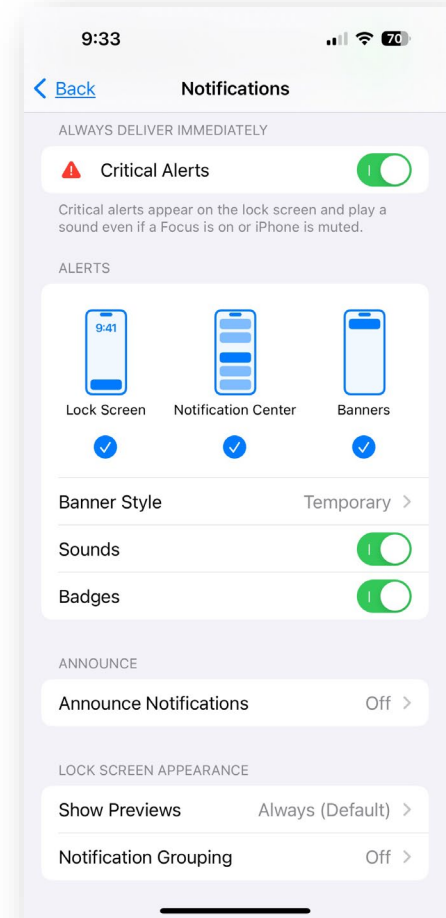
**\*\*If available on your device you will have the option to enable Face ID.**



- **Step 4**

**From the MH-CURE settings screen select notifications:**

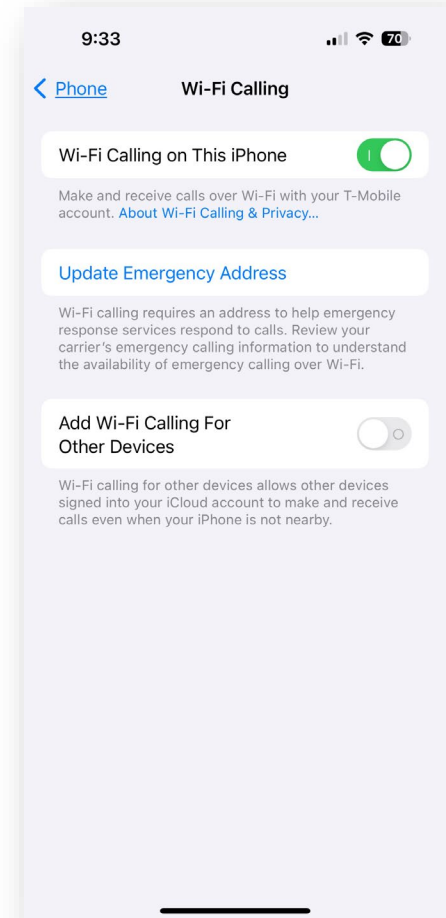
- a. Allow Notifications: Enabled.**
- b. Critical Alerts: Enabled.**
- c. Alerts (Lock Screen, Notification Center, Banners): Enabled.**
- d. Banner Style: Temporary.**
- e. Sounds: Enabled.**
- f. Badges: Enabled.**
- g. Show Previews: Always.**
- h. Notification Grouping: Off.**





- **Optional**

**From the iPhone settings screen select notifications:  
Select Wi-Fi Calling; you can enable  
“Wi-Fi Calling on This iPhone” from this screen.  
This feature is dependent on your carrier.**



# Apple Watch Notifications

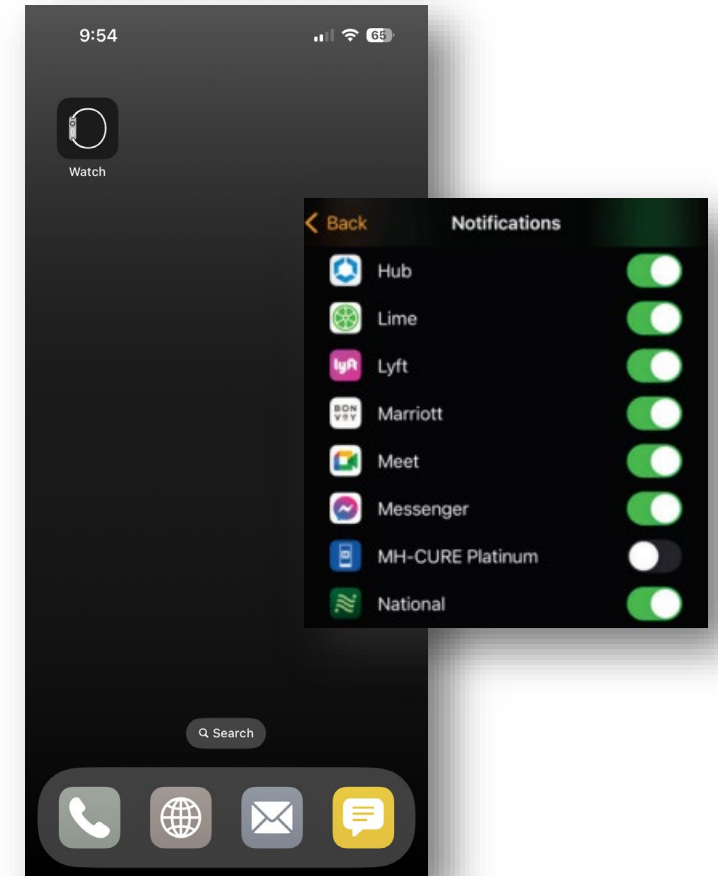
**Because MH-CURE facilitates time sensitive notifications, Mobile Heartbeat recommends disabling Apple Watch notifications for MH-CURE.**



# Apple Watch Notifications

- If Apple Watch notifications are disabled for the MH-CURE app, which Mobile Heartbeat recommends, all notifications will go to your phone, making the MH-CURE experience more predictable.
- If Apple Watch notifications are enabled for the MH-CURE app, notifications will appear on your Apple Watch OR your iPhone, but not both:
  - If your iPhone is unlocked, you will receive notifications on your iPhone instead of your Apple Watch.
  - If your iPhone is locked or asleep, you will receive notifications on your Apple Watch, unless your Apple Watch is locked.
  - If your iPhone has Bluetooth enabled, is connected to an Apple Watch, is logged into MH-CURE, and MH-CURE is backgrounded, notifications will display in the Notification Center but will not wake up the iOS device.

- **Step 1**  
**Launch the Apple Watch App**
- **Step 2**  
**Select “Notifications” from the Home screen**
- **Step 3**  
**Scroll down the list of Applications and find MH-Cure**
- **Step 4**  
**Toggle notifications OFF (green to black) for MH-Cure**



# WHAT'S NEXT?

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If you need further assistance on enrolling in Mobile Device Management or getting MH-Cure setup on your device you can always submit a Pegasus Ticket or reach out to the help desk at 3HELP.

The following slide contains self-service resources for Mobile Heartbeat and there will be additional training information and opportunities shared for Mobile Heartbeat use training.

# RESOURCES

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[MH-Cure for iOS User Guide](#)

[MH-Cure for iOS Users Learning Exchange Course](#)

[MH-Cure Overview for Providers Learning Exchange Course](#)

**Thank  
You**

