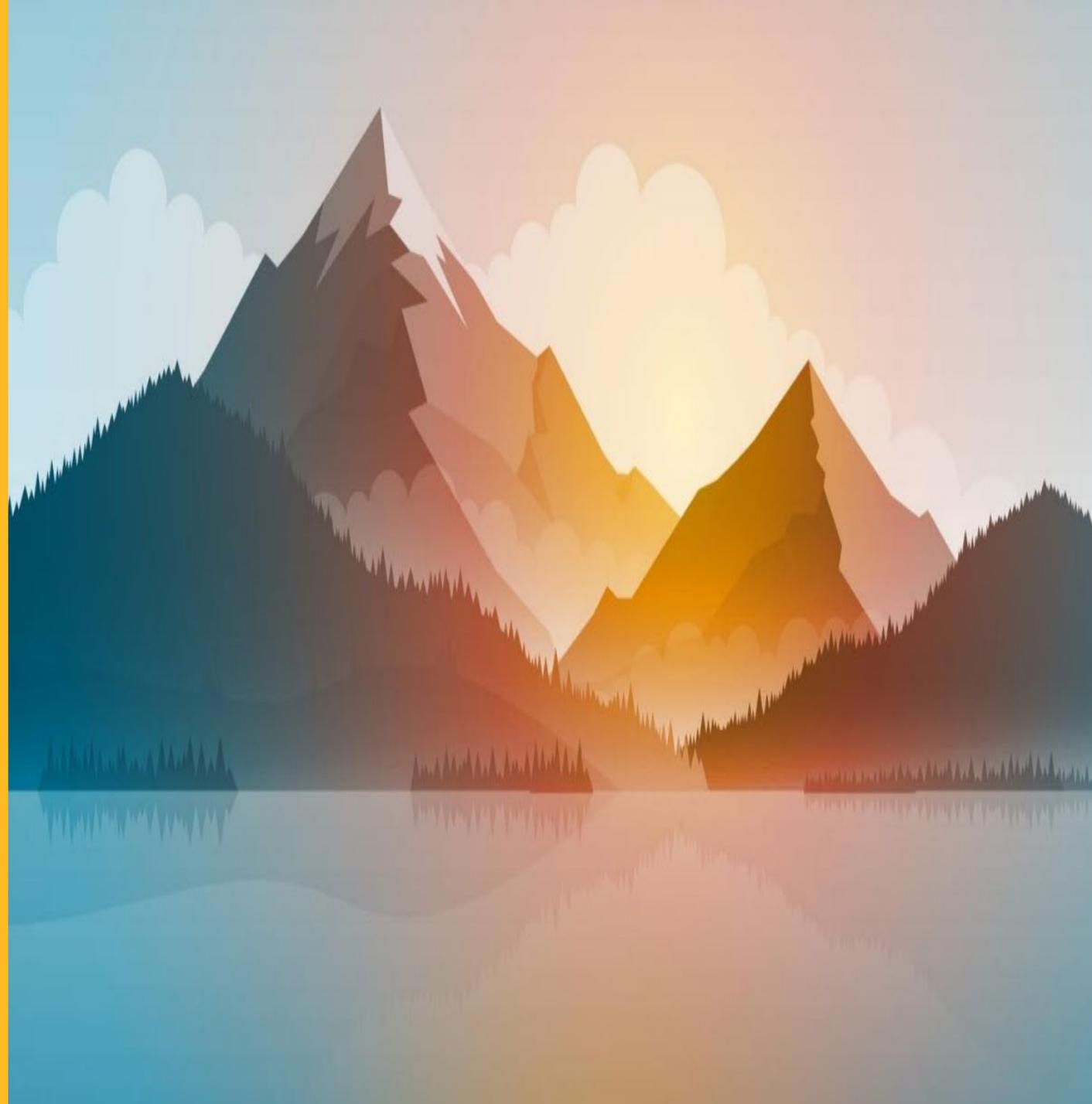
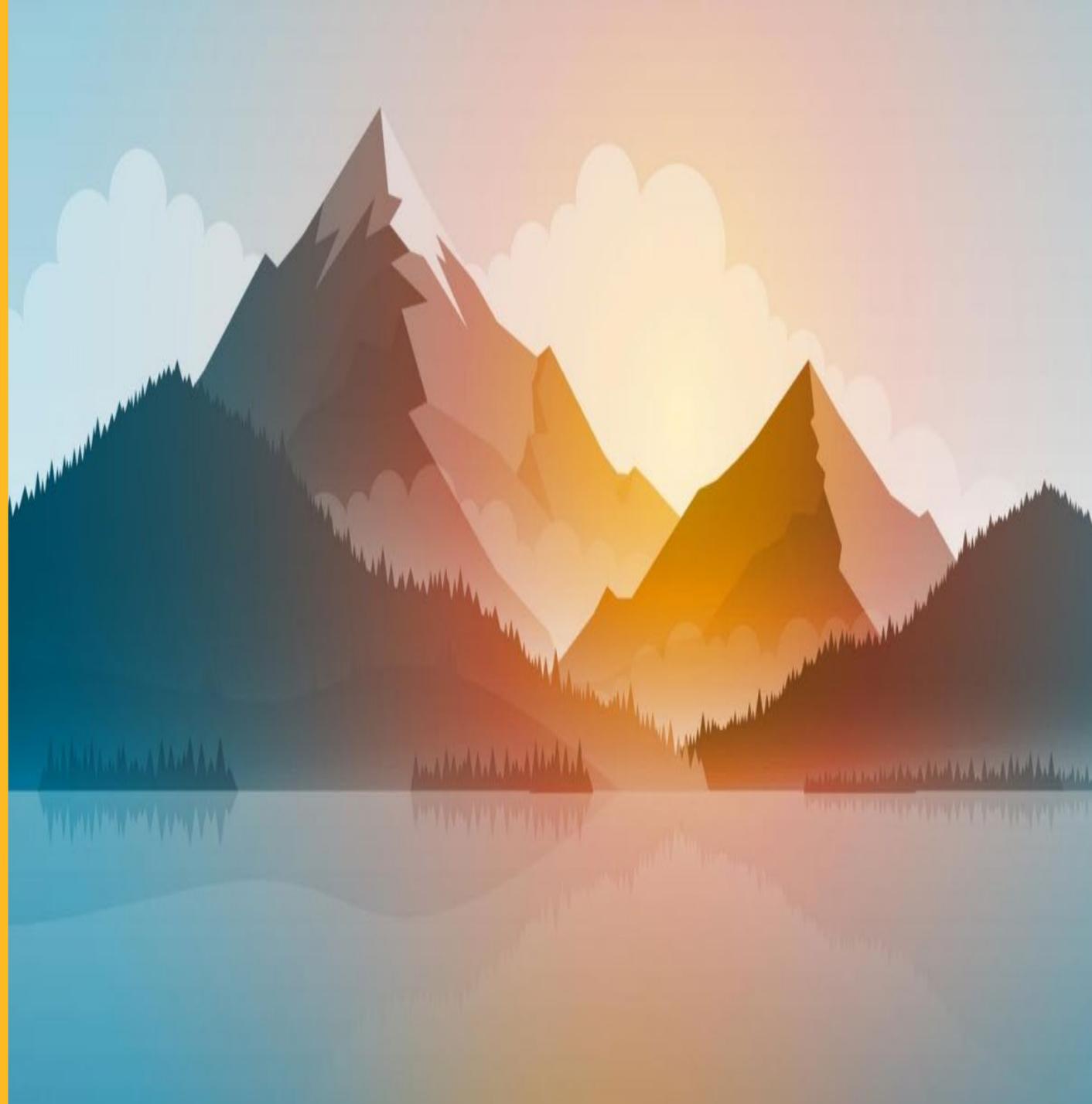


Vanderbilt University Medical Center

**Mobile Device Management and
Mobile Heartbeat on your
iOS Device**



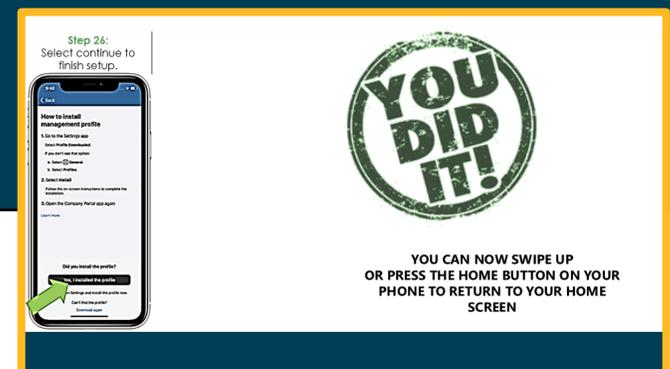
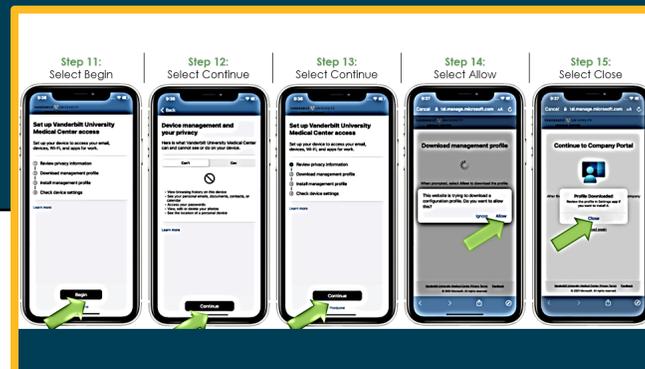
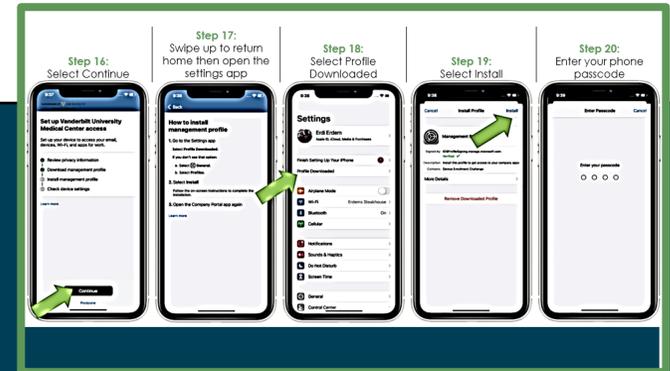
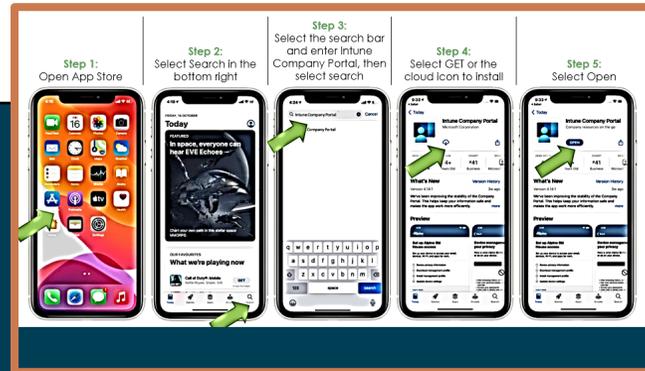
Enrolling Your Personal Device with Mobile Device Manager on iOS



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.

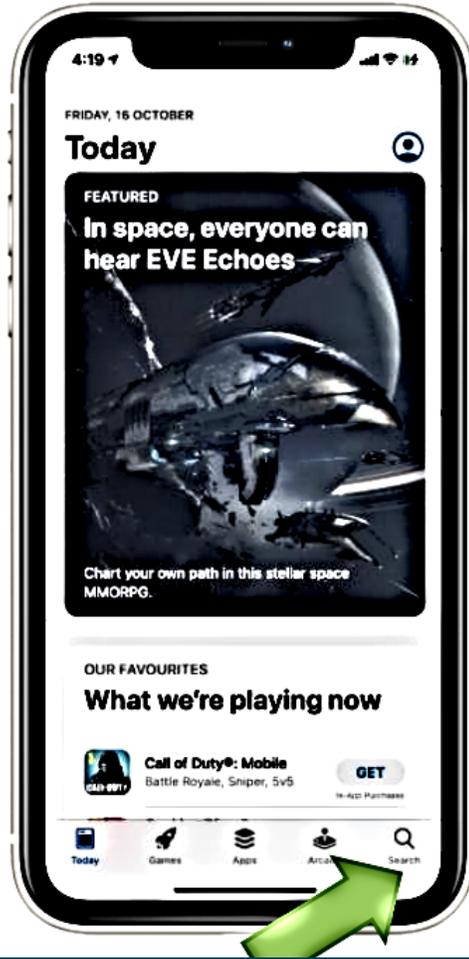
Enrolling your personal iOS device in Mobile Device Management



Step 1:
Open App Store



Step 2:
Select Search in the bottom right



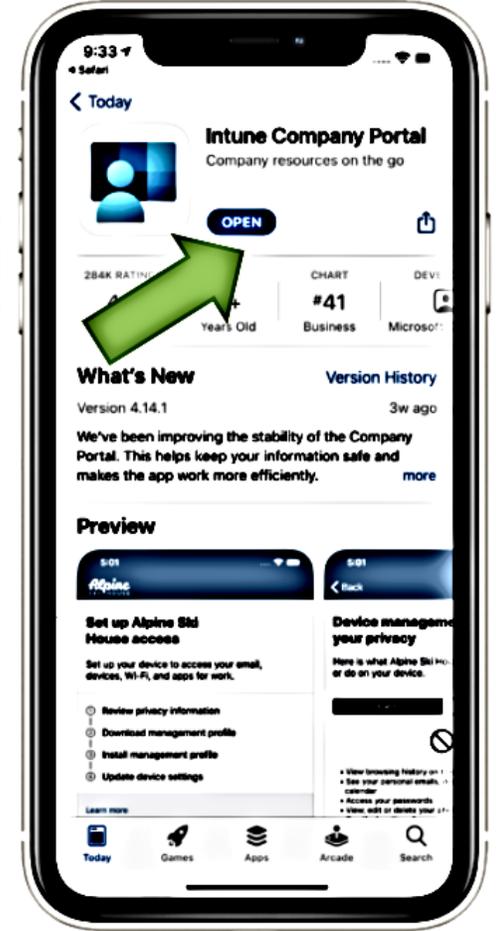
Step 3:
Select the search bar and enter Intune Company Portal, then select search



Step 4:
Select GET or the cloud icon to install



Step 5:
Select Open



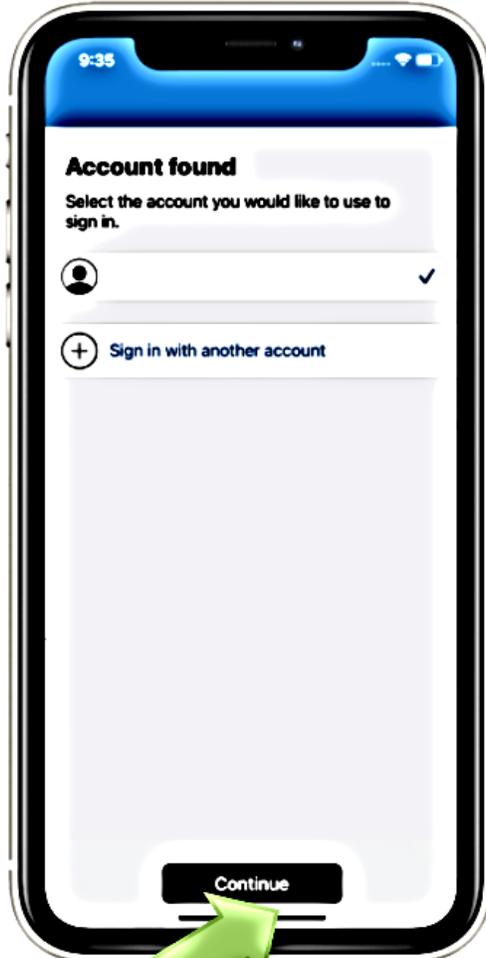
Step 6:
Select Sign in



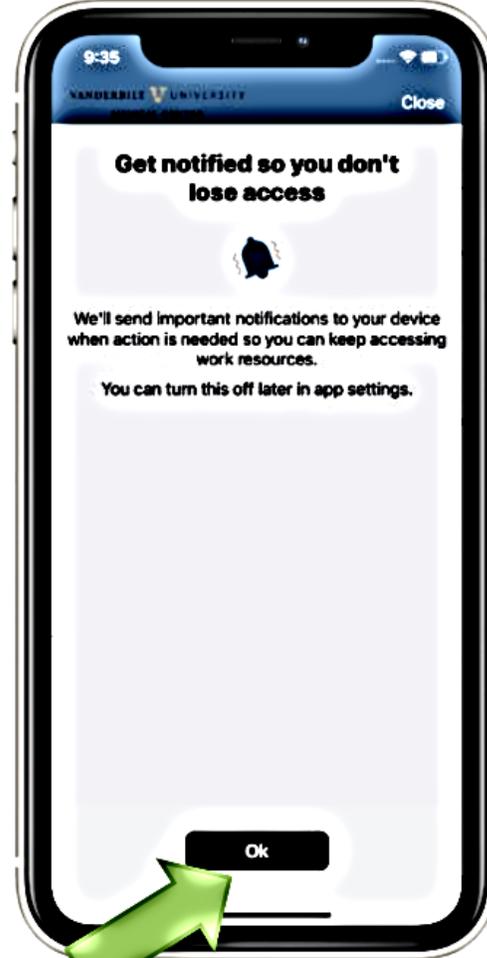
Step 7:
Select your VUMC account



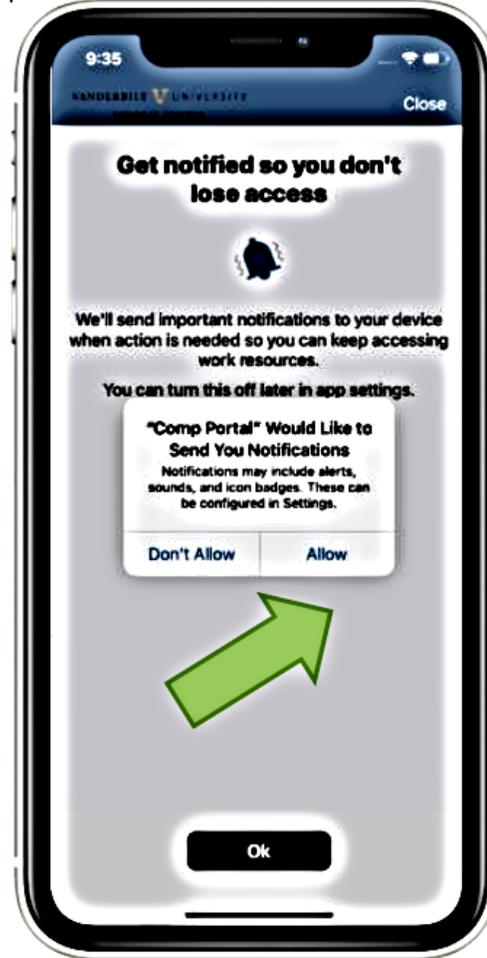
Step 8:
Select Continue



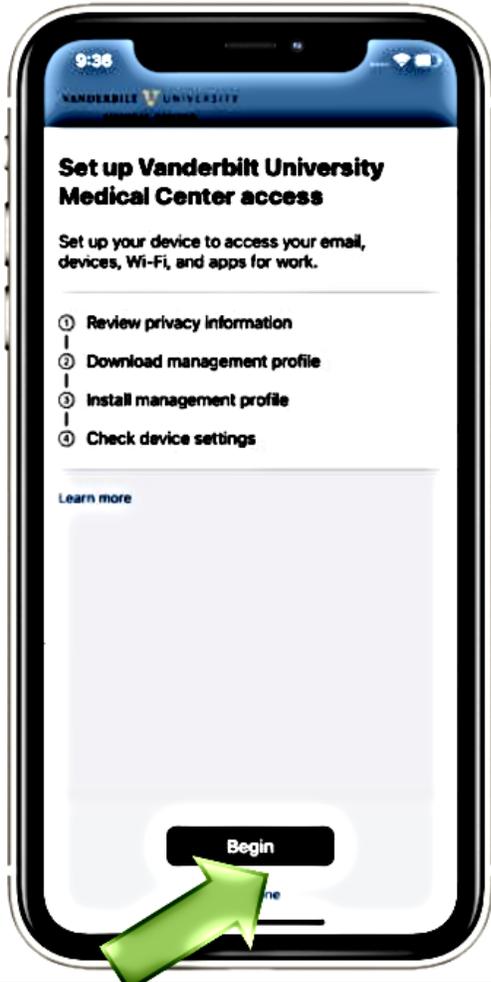
Step 9:
Select OK



Step 10:
Select Allow



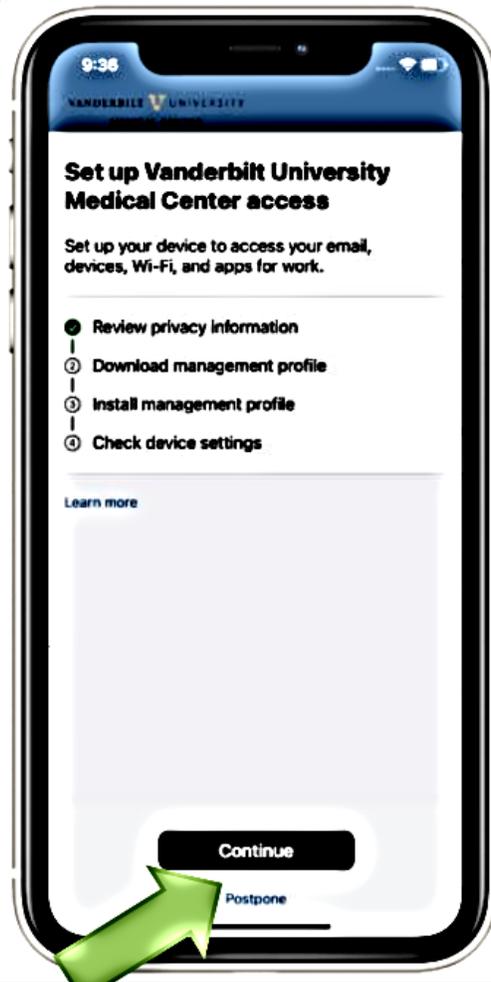
Step 11:
Select Begin



Step 12:
Select Continue



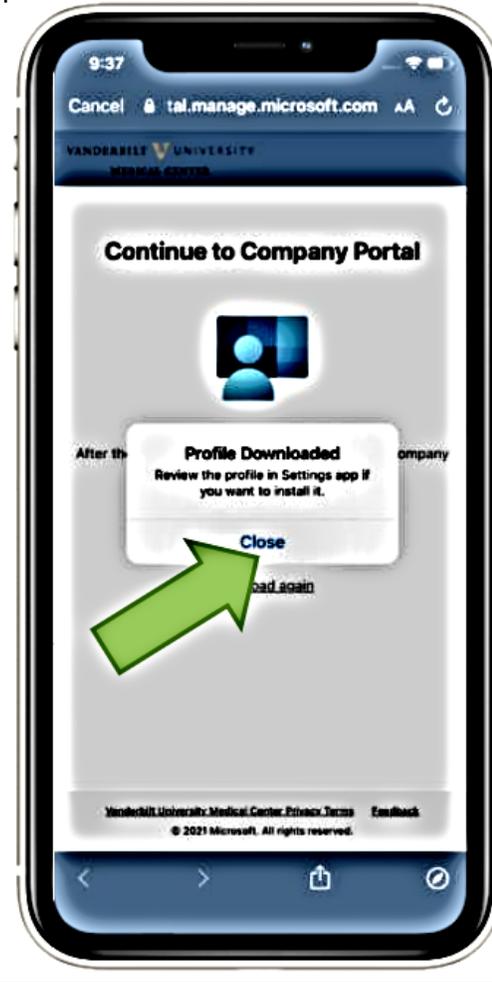
Step 13:
Select Continue



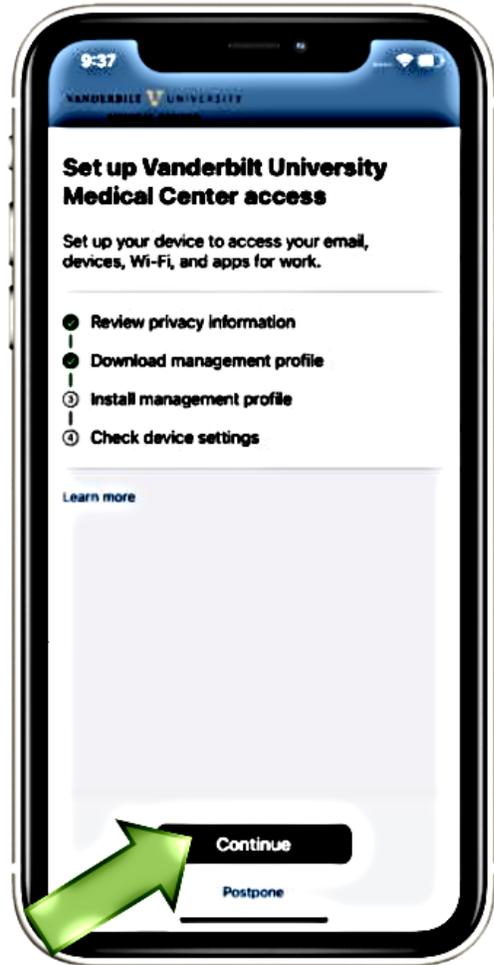
Step 14:
Select Allow



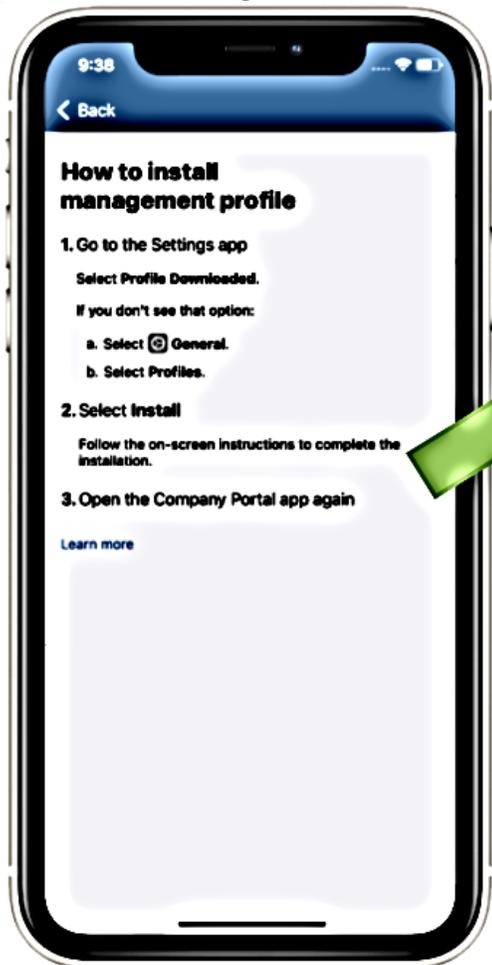
Step 15:
Select Close



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



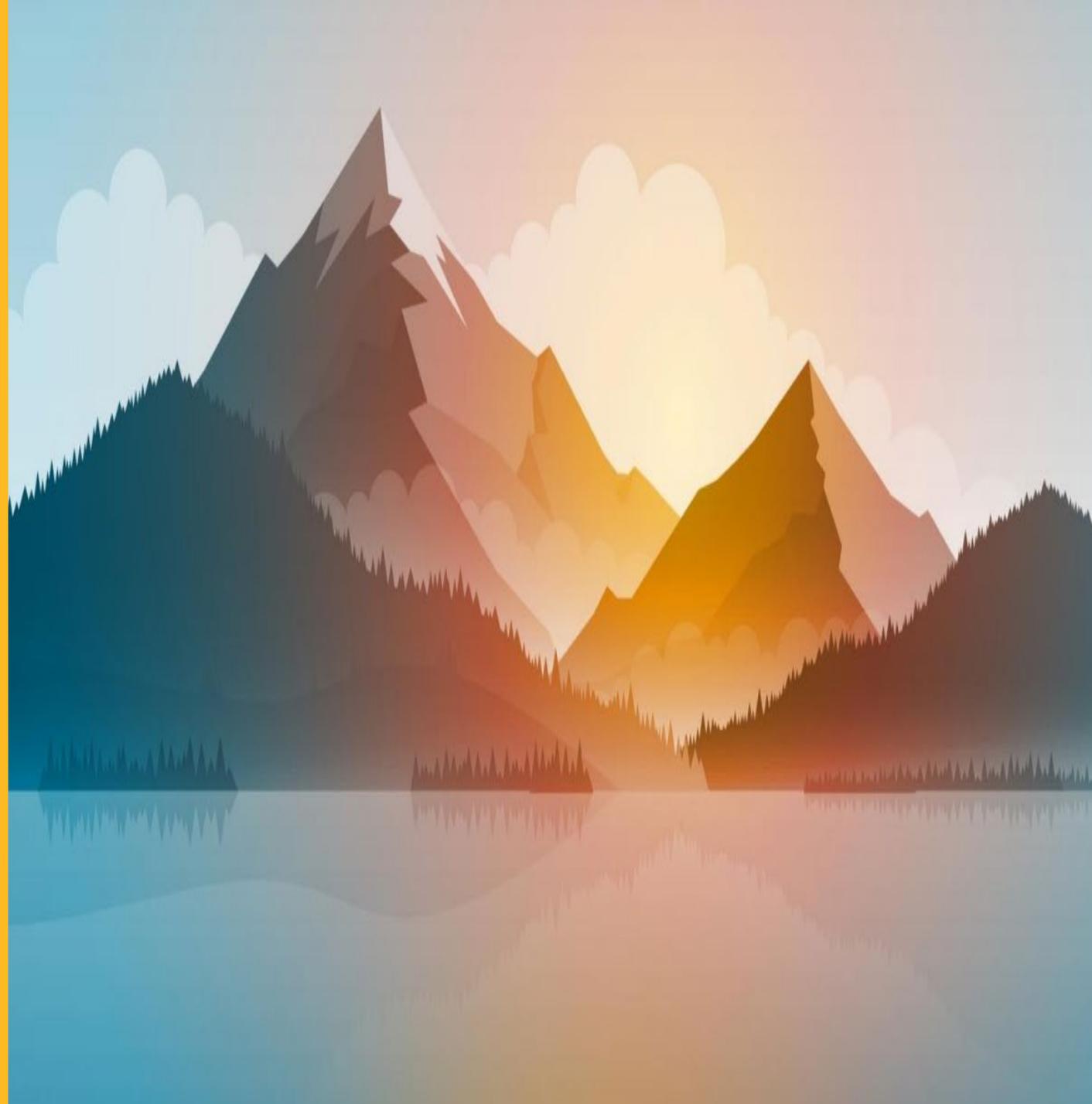
Step 26:

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

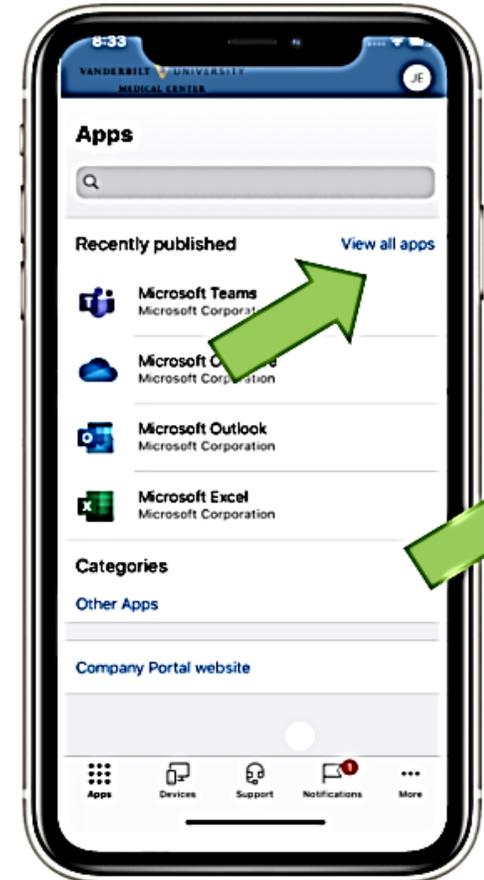


- **Step 1**

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

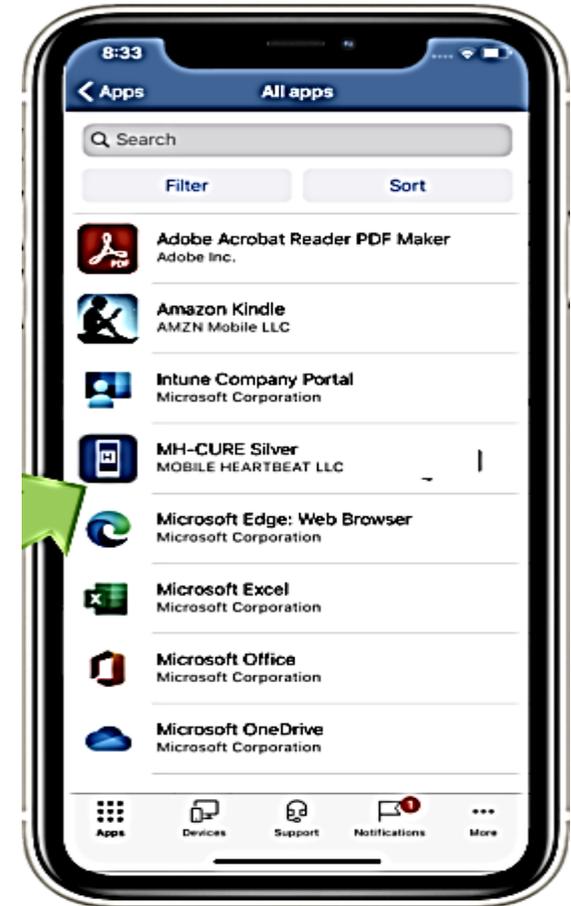


- **Step 2**
Select View all apps



- **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.

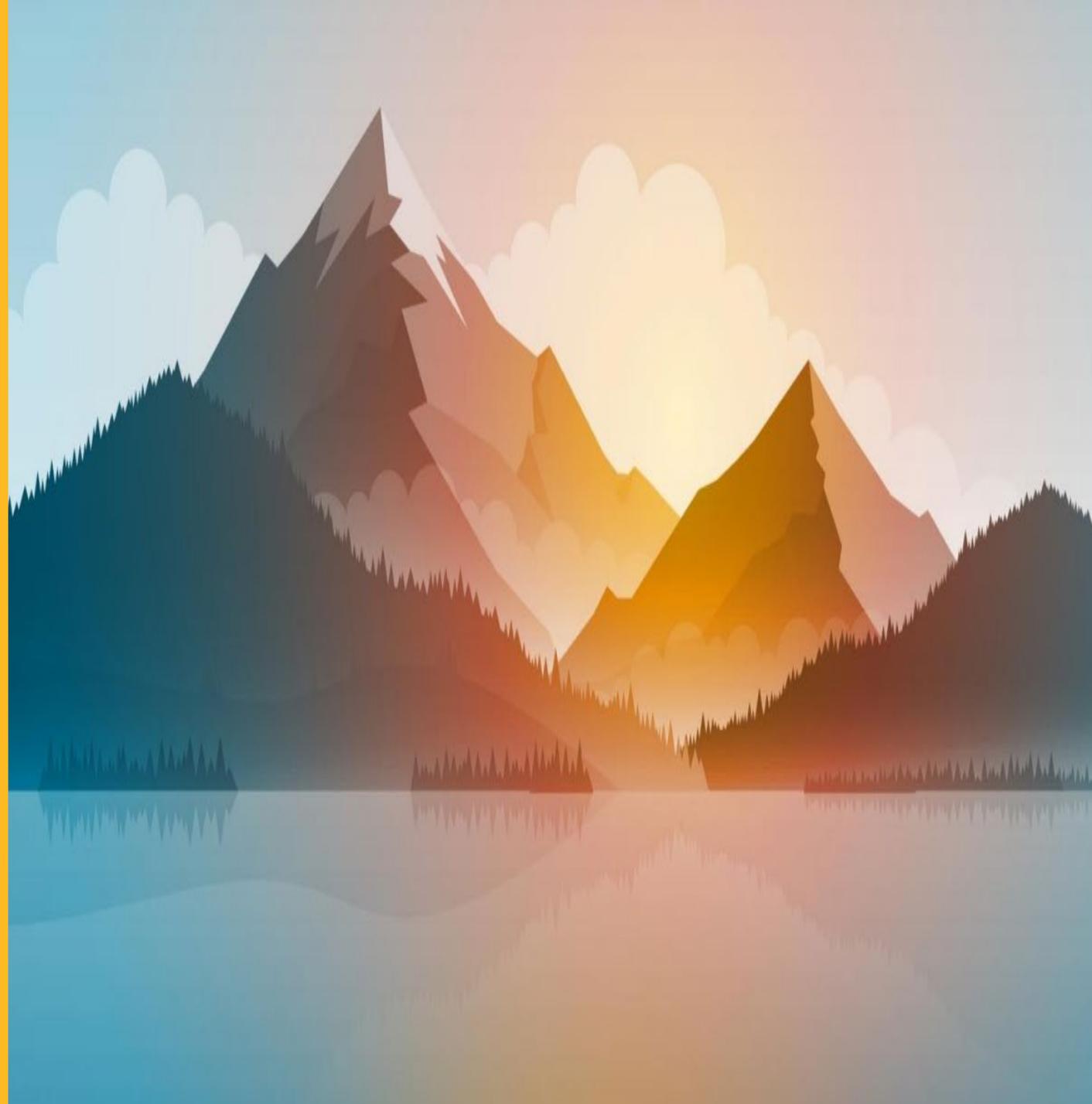


- **Step 5**
The app will download and install.

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



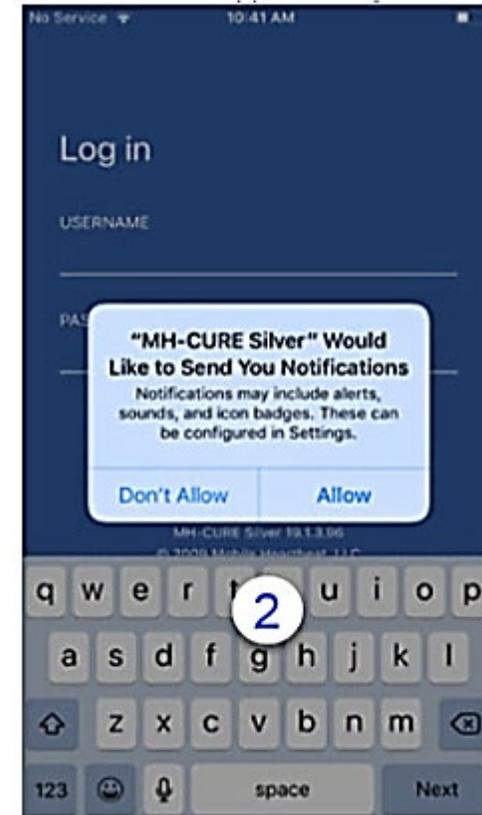
- **Step 1**

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.



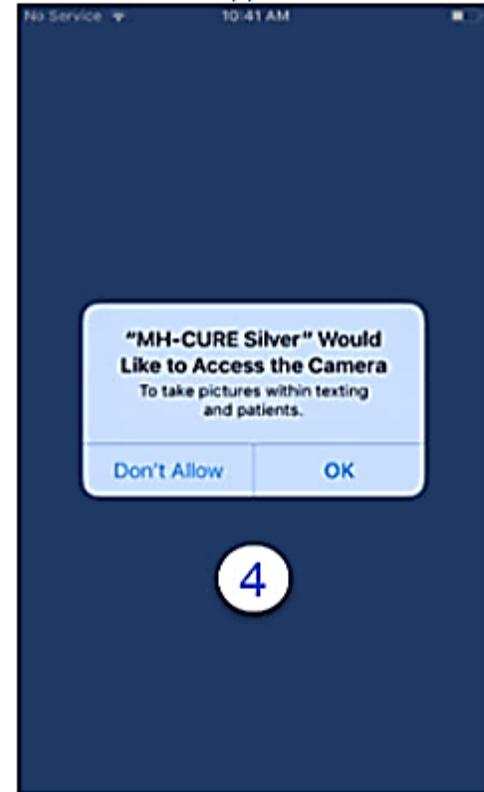
• Step 3

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.

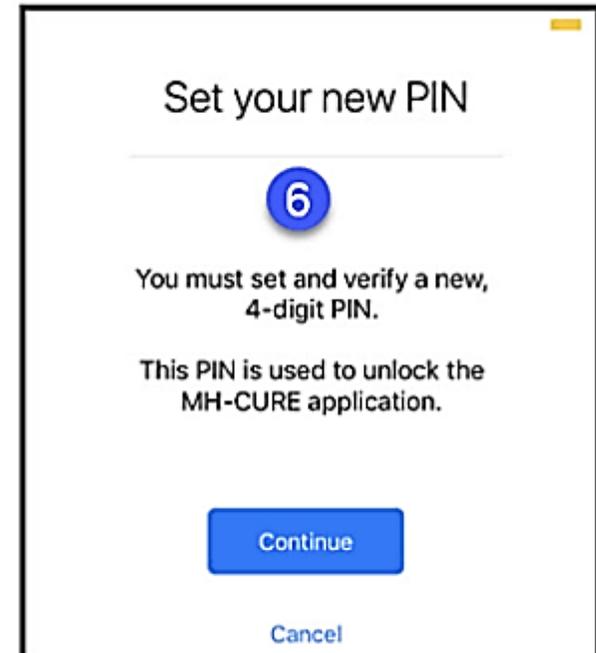


- **Step 5**
Verify that your name and role are correct. If incorrect, select Incorrect and call the Help Desk.



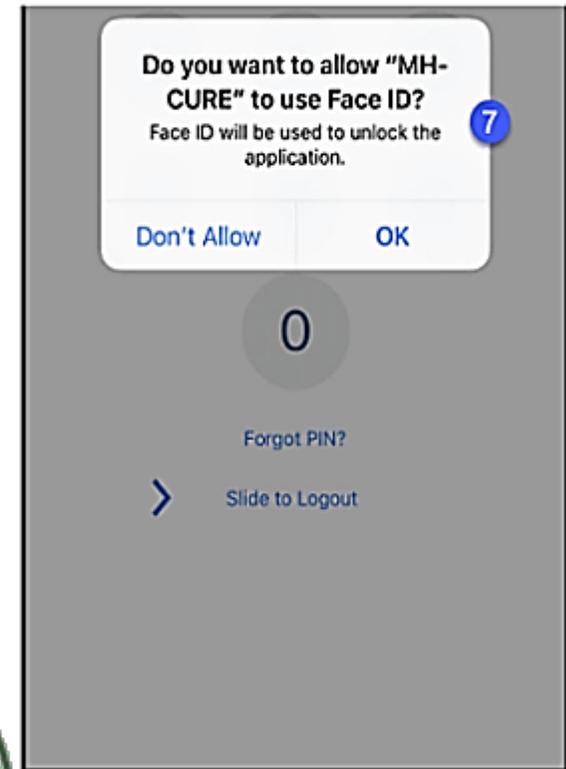
• Step 6

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

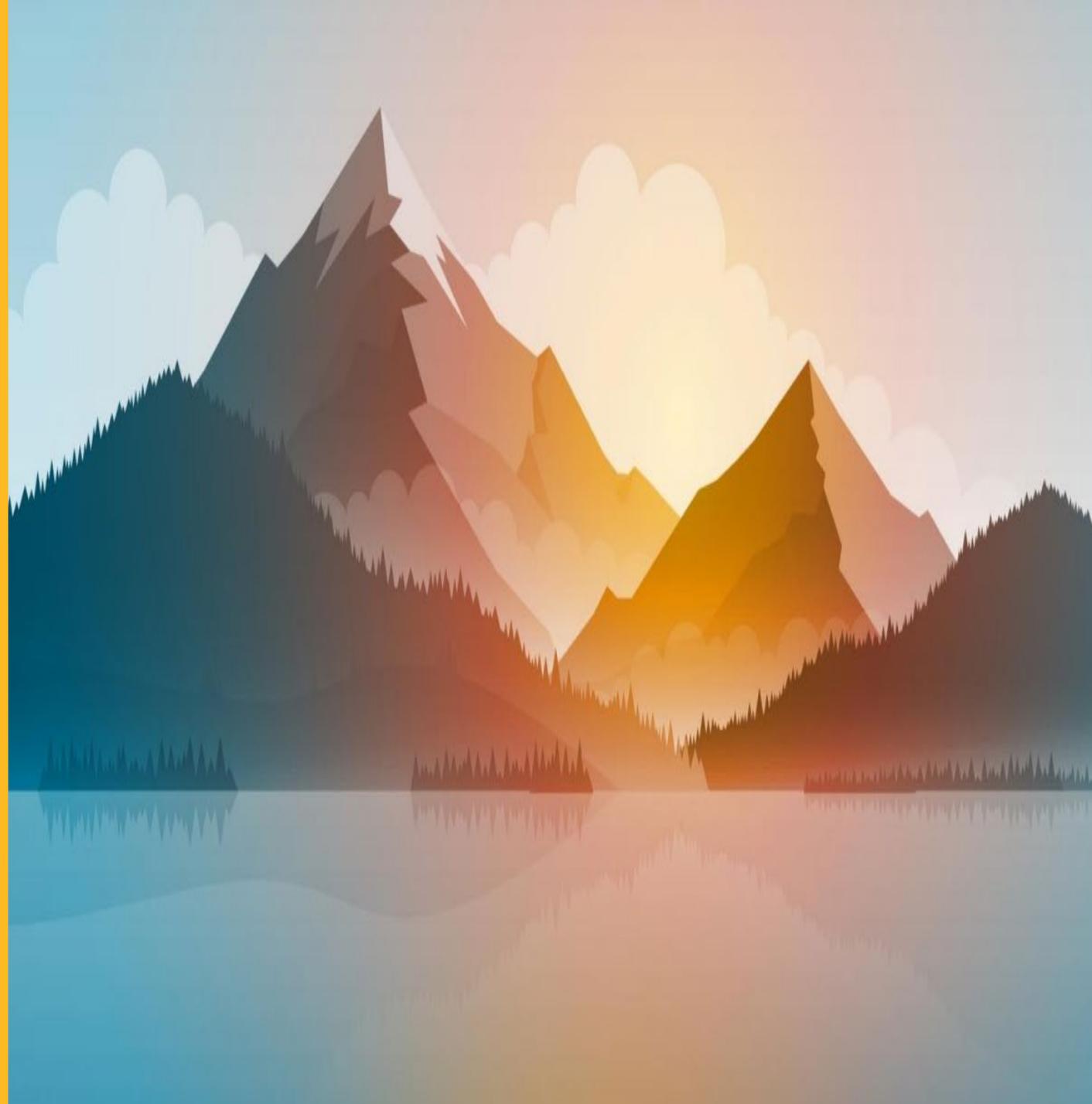


• Step 7

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.

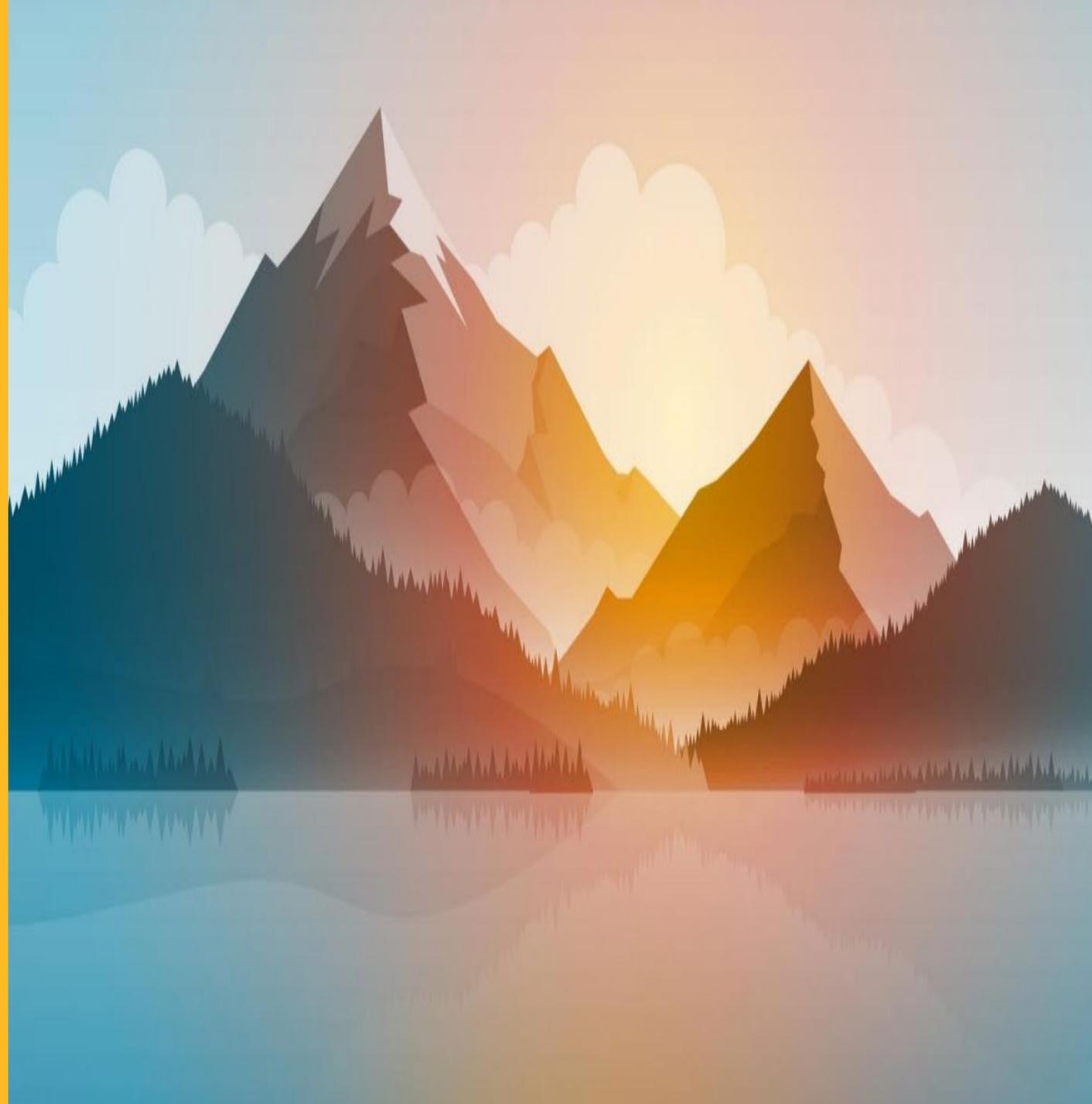
Backup Clinical Contact Notifications

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

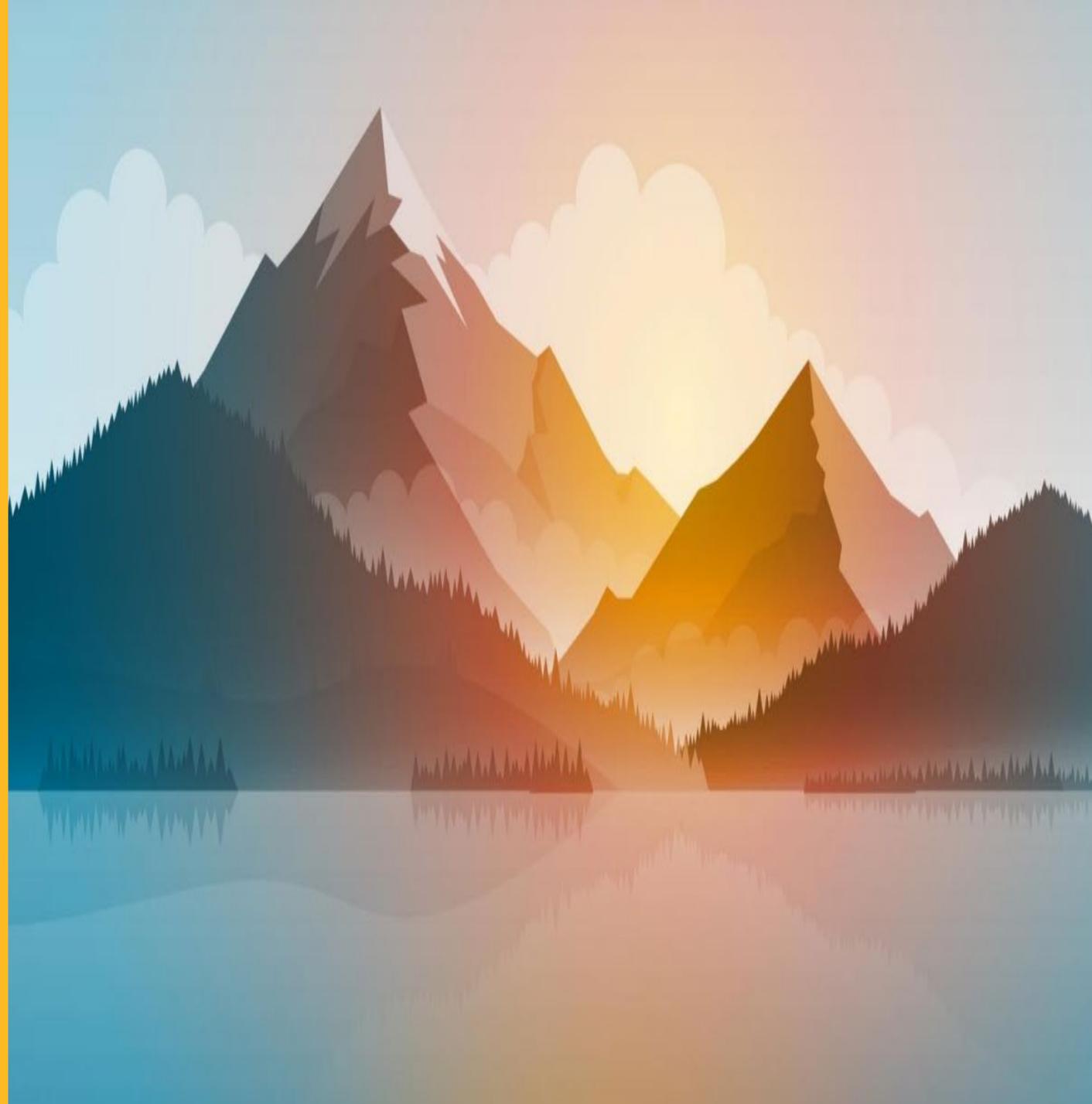


Steps to Follow to turn off delivery of pages to your cell phone

- **Contact Shelley Moore** with American Messaging at 615-322-6477 or via e-mail at Shelley.Moore@americanmessaging.net.

Getting Pages in MHB

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



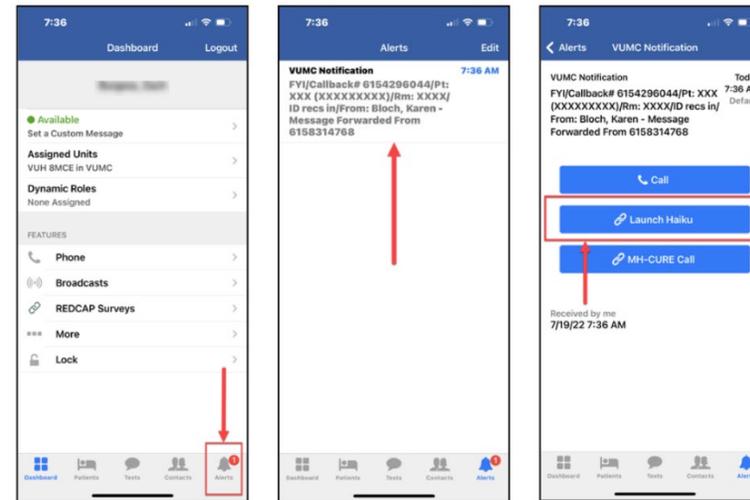
- **Step 1**

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.



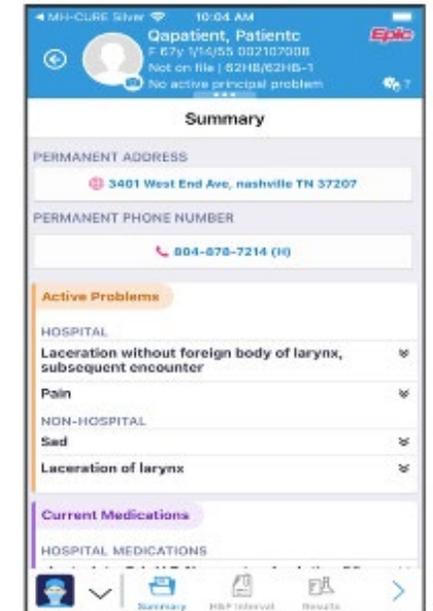
- **Step 4**

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.

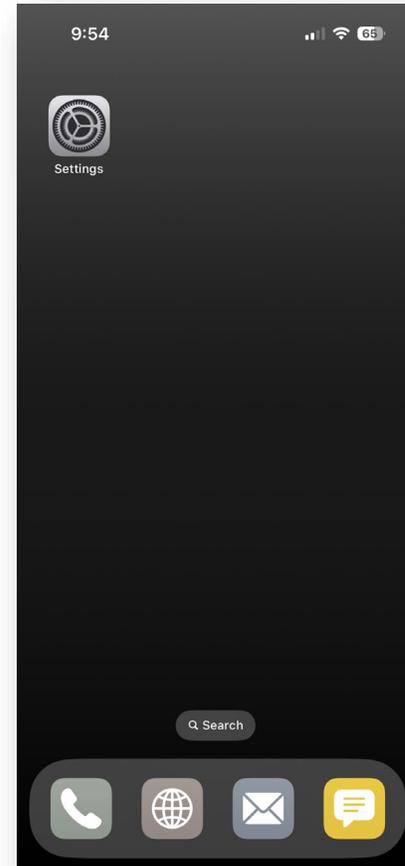


Recommended iOS Settings

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



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

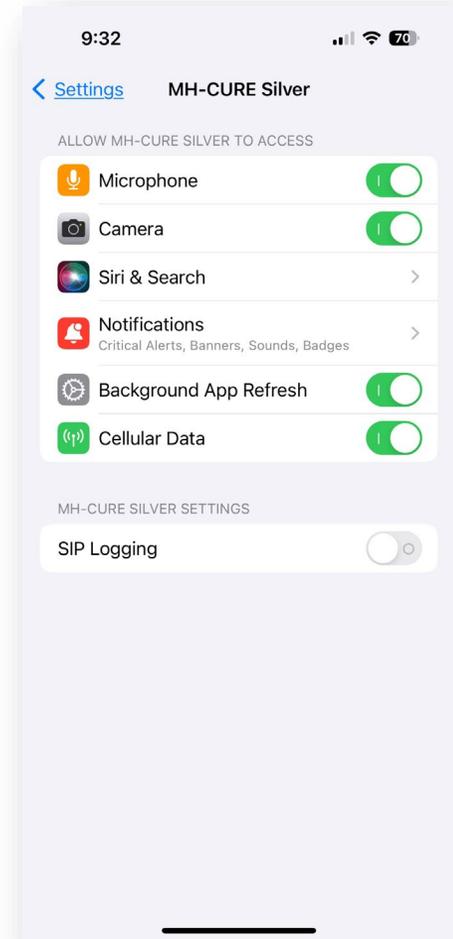


- **Step 3**

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.

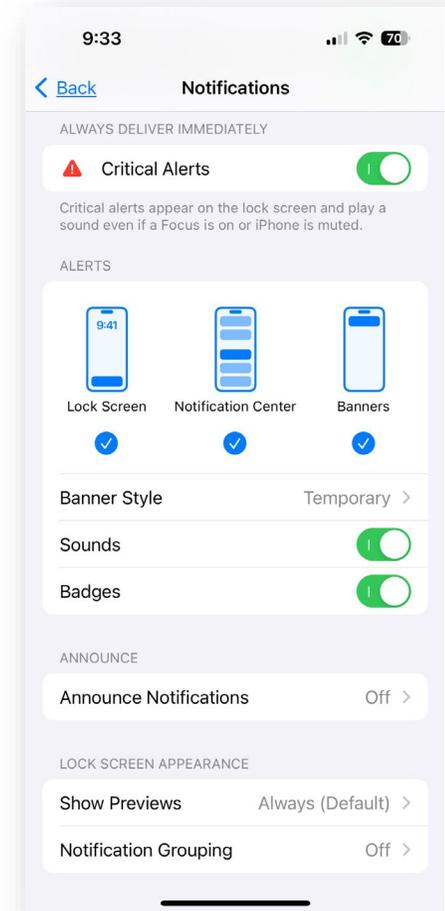
d. Banner Style: Temporary.

e. Sounds: Enabled.

f. Badges: Enabled.

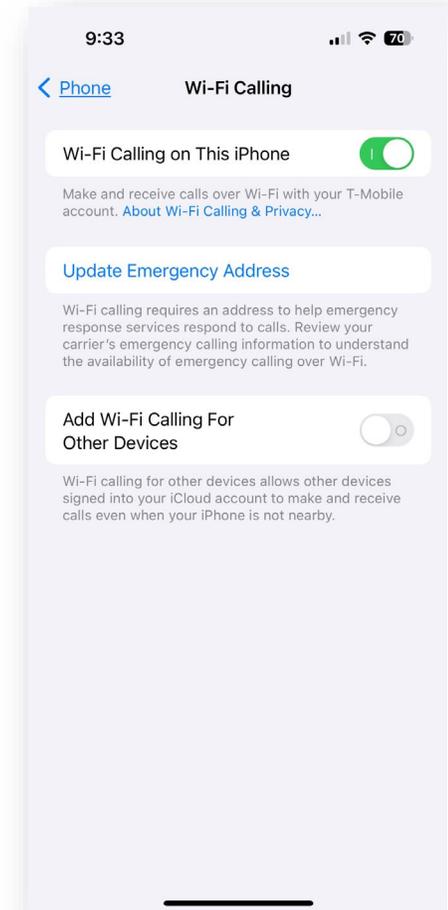
g. Show Previews: Always.

h. Notification Grouping: Off.



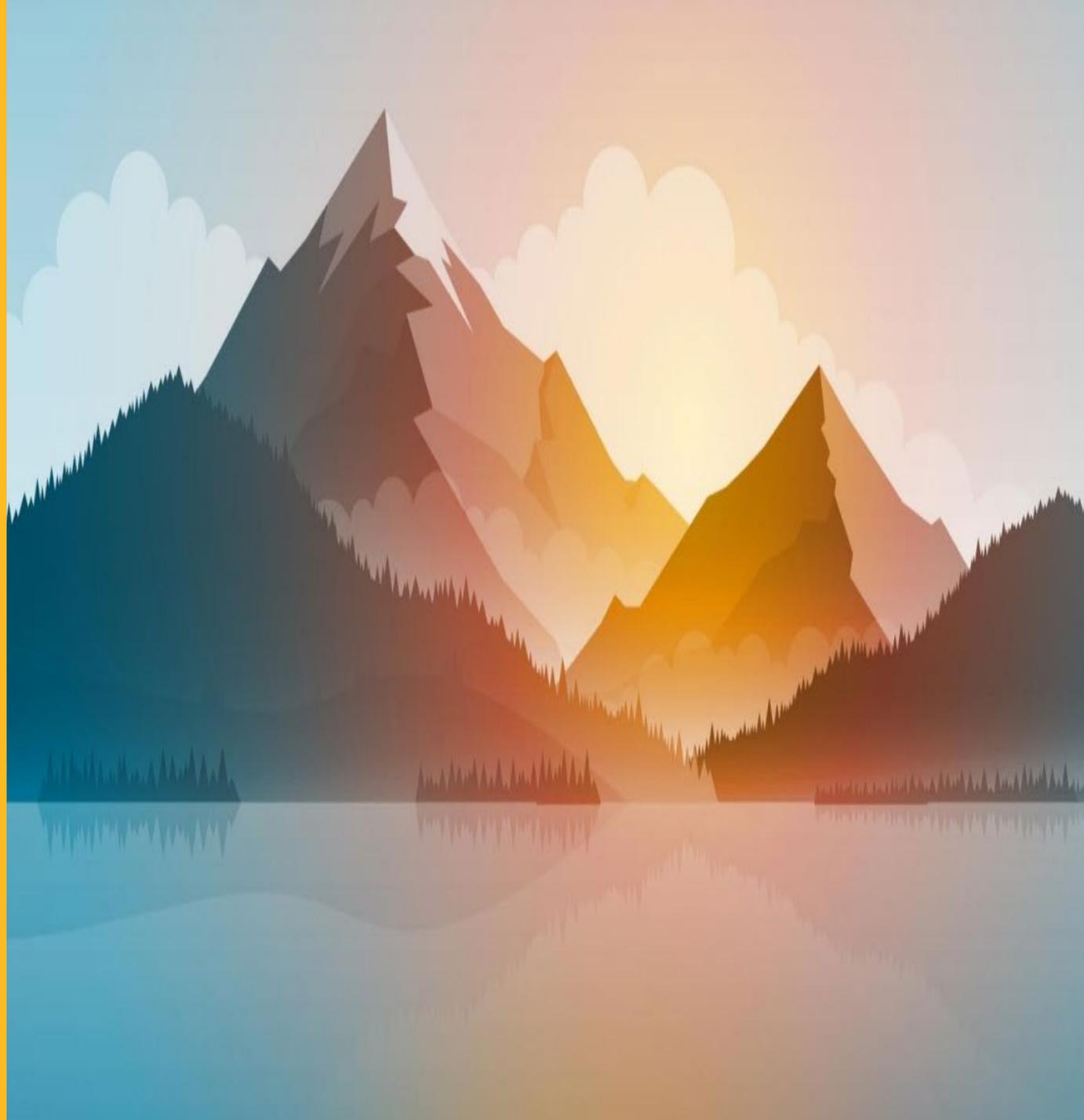
- **Optional**

**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

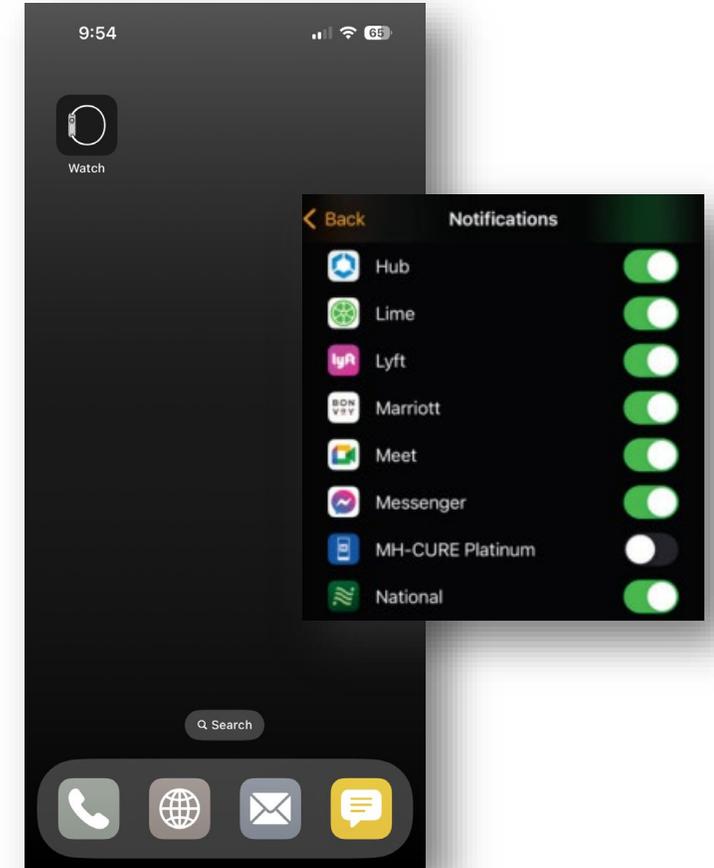
Because MH-CURE facilitates time sensitive notifications, Mobile Heartbeat recommends disabling Apple Watch notifications for MH-CURE.



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?

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

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

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

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

**Thank
You**

