

GME Resident Laptop & Mobile Device Setup Instructions

The steps in this document should be completed by all GME Residents on their HCA-issued laptops & phones **BEFORE TRAINING**.

You will need your HCA username (3/4 ID), temporary password and your HCA email address. If you have not received this information, contact your GME Coordinator or call the Service Desk at 888-252-3324.

❖ Complete at a HCA facility on the HCA Issued Laptop

1. Login to the HCA issued laptop with your HCA username (3/4 ID) and temporary password. This will walk you through setting a new password which is required before setting up your phone.
2. Have an existing AppleID or visit <https://appleid.apple.com> and create an AppleID (preferred to use your HCA Healthcare email address). If creating a new AppleID, you will need a credit or debit card, per Apple setup policy but no HCA apps will charge fees.
 - a. If using your HCA email to create an account, you will be required to retrieve a verification code from your email account. To access HCA email from your laptop, launch Microsoft Outlook or click Launchpad > OWA (Outlook Web Access) from the toolbar at the top of the screen.

❖ Complete at Home on the HCA Issued Laptop

1. Connect your HCA laptop to your home Wifi network.
2. Use the eSRA Pulse Secure instructions to verify you are able to connect remotely to the HCA network.

❖ Complete Mobile Device Setup Steps on Next Page

Vist <https://satlconnect.com> for more information. If you experience issues during any step in this process, please call our Service Desk at 888-252-3397 to request assistance.

Complete Mobile Device Setup BEFORE Training (can be done away from facility).

❖ iPhone Setup Instructions

1. Power iPhone on (power button on right side of the device)
2. Tap on Hello screen
3. Select language (English or preferred language)
4. Select Region/Country (United States)
5. Quick Start Screen (select "set up manually")
6. Choose WiFi
7. Phone will activate accordingly
8. Data & Privacy screen (select "Continue")
9. Apps & Data screen. User **MUST** select "Don't Transfer Apps & Data". **HCA currently is not able to authorize the use of iCloud/iTunes restores or Android data transfer**
10. Remote Management screen will then be displayed (select "Next"). Enter in personal 3/4 and network password
11. The phone will then prompt to set up FaceID. If desired, complete the steps or select "Set Up Later in Settings" to complete at a later time
12. Create Passcode screen will then display. Please make this something that can be remembered as it will be used to unlock the device at all times
13. The following screen is for Apple ID. Please either use an existing Apple ID or set up another (follow the prompts on the display)
14. Once Apple ID has been entered, the following screen will be the Terms and Conditions. Review at discretion and select Agree to continue
15. Express Settings will now be shown. Click Continue
16. Keep Your iPhone Up to Date screen will now be displayed (select "Continue")
17. Message & Facetime screen will then display (select "Continue")
18. Siri set up screen will then be displayed. Select Set up later in Settings
19. The Screen Time setting will then be displayed. Select Set up later in Settings
20. App Analytics options will then be displayed. Select Don't Share
21. The True Tone Display preference will then be displayed. Select Continue
22. Appearance screen displays; select Light or Dark depending on personal preference
23. Display Zoom will then be shown. Select preferred view and select Choose View
24. Finally, you will see the "Welcome to iPhone" screen. Select "Get Started"

Verify the Apps Below Automatically Installed

- Workspace One Intelligent HUB
- PatientKeeper - **Savannah Residents can delete!**
 - *Login with your HCA 3/4 ID & password*
- MH-CURE (iMobile)
 - *Enter **sod-p** into username & tap Login before logging in with your HCA 3/4 ID & password.*
- HCA E-Mail (viewable in native Mail application)
- UpToDate
 - Tap Institution ID then login with your HCA 3/4 ID & password.
- HCA App Catalog (*if applications above do not install, they can be downloaded from here*)

Download the Apps Below from Apple App Store

- OneContent Mobile Deficiency
- VIP Access (Symantec)
- Airstrip One - **Grand Strand Residents only!**

HCA Email Configuration Tips

- If the error "Cannot Get Mail" displays, tap **OK** and wait a few minutes for the account to load.
- If the error still displays, go to iPhone *Settings > Accounts & Passwords > Exchange ActiveSync > Account* and enter your *Network Password* in the **Password** field then tap **Done**.
- Go to iPhone *Settings > Accounts & Passwords > Exchange ActiveSync* and change **Mail Days to Sync** to *No Limit*.

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