

HCA Mobile Apps - Android

The instructions below are intended to assist Providers in reconfiguring HCA mobile apps on upgraded, replacement and new devices.



PatientKeeper

1. In a browser on the phone, visit the appropriate URL below:

JAX & SC: <https://satdv.mobile.medcity.net/ota>

Georgia: <https://nfdvgaa.mobile.medcity.net/ota>

2. PatientKeeper.apk will begin to download. Once complete, go into files & install. (May need to go to Phone Security Settings & Allow Installs from Unknown Sources)
3. Login using HCA ¾ ID & password. For host name, enter the following:
 - JAX & SC - satdv.mobile.medcity.net
 - Georgia – nfdvgaa.mobile.medcity.net



UpToDate

1. Install UpToDate from App Store.
2. Tap “Use Institutional Account”
3. Select HCA from the drop down.
4. Sign in using HCA credentials at the portal page.

VIP Wifi Password

Call the Service Desk at 888-252-3397 or reach out to your local PSS to request access.



Airstrip

Call Airstrip Support at 877-258-5869 to request assistance.



iMobile and/or HCA Email

See next page for instructions.



VIP Access (eRx for Narcotics)

*Must have the keychain token or previously activated VIP Access app on another phone to activate the app on a new phone***

1. Download VIP Access from the App Store
2. Visit: <https://ui.epcsdrfirst.com/pob/login> in a web browser.
3. Enter the following where provided:
 - NPI
 - ePrescribe Passphrase**
4. Make sure the activated token name is selected for the Token field. Press the button on the keychain & enter the six digits displayed into the OTP field or from the other app.
5. At the Prescriber dashboard, click Tokens
6. Click Add New Token
7. Enter the information below in the drop down as they appear:
 - Token Manufacturer: Symantec
 - Token Issuer: DrFirst
 - Token Type: OTP Soft Token
 - Token Name: <User’s Choice – ex. New iPhone)
 - S/N or Credential ID: From the VIP access app, enter everything shown under Credential ID
 - OTP: Enter the six digit Security Code in the blue circle from the VIP Access app.
8. Click Activate

Call our 24/7 Service Desk at 888-252-3397 for assistance.

** If you do not have the keychain token you were issued upon initial setup or do not remember your ePrescribe password, please contact your Provider Solutions Specialist at 888-292-3397 for further instructions.



iMobile – Intelligent HUB Enrollment

1. Download & install Intelligent HUB from the Google Play Store.
2. Open Intelligent HUB. At the Server prompt, enter `mdm.medcity.net`
3. If prompted, tap Allow to let HUB make & manage phone calls.
4. Enter HCA in the Group ID & tap Next.
5. At Device Ownership, choose Employee Owned and tap Next.
6. Tap Accept at the Terms and Conditions
7. Tap I Understand after reading the Privacy Terms
8. Tap I Agree at the Data Sharing Terms screen
9. After accepting all terms, it will then prepare to setup the workspace. The screens will cycle through various stages of enrollment.
10. At the Set Your Workspace screen, tap Accept.
11. HCA security policies require you set a passcode to lock the device. If you do not have a passcode, you will be prompted to set one. If you have a passcode, you will be prompted to enter it at the screen.**
12. Once complete, open the App Drawer (where all of your apps are stored on the phone) and find the HUB app. Uninstall the HUB app.
13. Depending on the current Android OS version, you will see one of two options:
 - Android 8.0: Look for the Workspace app & tap to Open
 - Android 9.0+: In the App Drawer, there will be two app groups – Personal & Work (find these on the bottom in most devices. Pixels will have them on the top)
14. HCA Apps are available in the Workspace app / Work profile.



iMobile (MH-CURE) – YOU MUST COMPLETE THE STEPS ABOVE BEFORE YOU CAN DOWNLOAD & ACCESS iMOBILE

1. From the Workspace / Work profile, find the Play Store icon. **DO NOT SEARCH IN THE REGULAR GOOGLE PLAY STORE.**
2. Find MH-CURE & tap Install. If prompted again, tap Install.
3. MH-CURE will download into the Workspace / Work profile.
4. Open app & type `sod-p` into the Username field then tap Login
5. Login with your HCA ¾ ID & password.

IMPORTANT: If you receive a Login Failed due to not having a passcode message, you must enable “Require PIN when device turns on” or “Require PIN to turn on phone” in Secure Startup under the device’s Settings (settings & location may vary based on the manufacturer)

Call our 24/7 Service Desk at 888-252-3397 for assistance.

