

HCA Mobile Apps - iPhone

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

IMPORTANT: If you got a new phone & restored from backup, it is recommended to delete PatientKeeper & iMobile & reinstall for best results.



PatientKeeper

1. Download PatientKeeper from the App Store.
2. Login using HCA ¾ ID & password. If prompted to select host name, choose:
 - JAX & SC: HCA – South Atlantic (SAA)
 - GA – HCA – South Georgia (GAA)



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.



Mobile Deficiency Completion

Download PatientKeeper & OneContent Mobile Deficiency. Contact the Service Desk at 888-252-3397 for 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

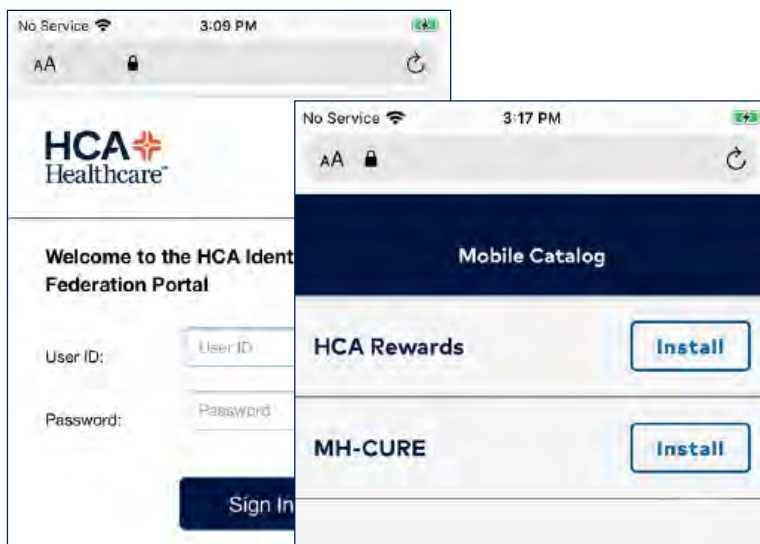
Call our 24/7 Service Desk at 888-252-3397 for assistance.

** 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.

STOP! Do you have HCA email & want to access it & iMobile on your phone? Skip to below. DO NOT DO BOTH!

HCA Custom App Store & iMobile

1. In a browser on the device, visit <https://appstore.hcahealthcare.cloud>.
2. Login with HCA ¾ ID & password
3. Enter 4-digit code that is delivered to device or enter cell and email to register for multi-factor authentication first.
4. Tap Install next to MH-CURE SOD
5. Enter AppleID password, use FaceID / thumbprint or tap Use Camera to sign-in to the Apple Store & redeem code.
6. Tap Done & exit to the Home Screen where MH-CURE will be installed.
7. Open MH-CURE, and tap Login.
8. When redirected, login with HCA ¾ ID & password.



Make sure to tap Allow for MH-CURE to use camera, microphone & send critical alerts.



HCA Email & Intelligent HUB

1. Download Intelligent HUB from the App Store.
2. Open Intelligent HUB & enter `mdm.medcity.net` in the Server field
3. Enter HCA in the Group ID field
4. Enter HCA ¾ username & password.
5. Tap Employee Owned & tap Next.
6. Tap Accept at the Terms of Use screen.
7. At Workspace Services, tap Next. You will be redirected to `mdm.medcity.net`
8. Tap Allow to open Settings, if prompted.
9. Tap Done if the Profile Download pop-up appears. The profile will begin to download. This can take several minutes.
10. Go to iPhone Settings > select Install Downloaded Profile. Tap Install.
11. Enter device PIN. Tap Install twice.
12. Tap Trust at Remote Management.
13. After Verified with green check mark is displayed, tap Done.
14. If prompted for Password Required for Exchange ActiveSync, enter HCA computer password.
15. If prompted to install VPN Tunnel, tap Yes
16. Open iPhone Settings > Accounts & Password > choose Exchange ActiveSync
 - Click Account (shows HCA email)
 - Reenter HCA network password under Password field.
 - Under Mail Days to Sync, change to No Limit.



iMobile (MH-CURE)

Airwatch should prompt that `mdm.medcity.net` is about to install MH-CURE

- Tap Install
- If prompted again, click Install
- iMobile will automatically download
- **IMPORTANT:** Open app & type `sod-p` into the Username field and tap Login
- Login with your HCA ¾ ID & password.
- If you do not receive the prompt, open the HCA App Catalog app, find MH-CURE and tap Install.

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

