

MicroBloggingMD (MBMD) Support Documentation

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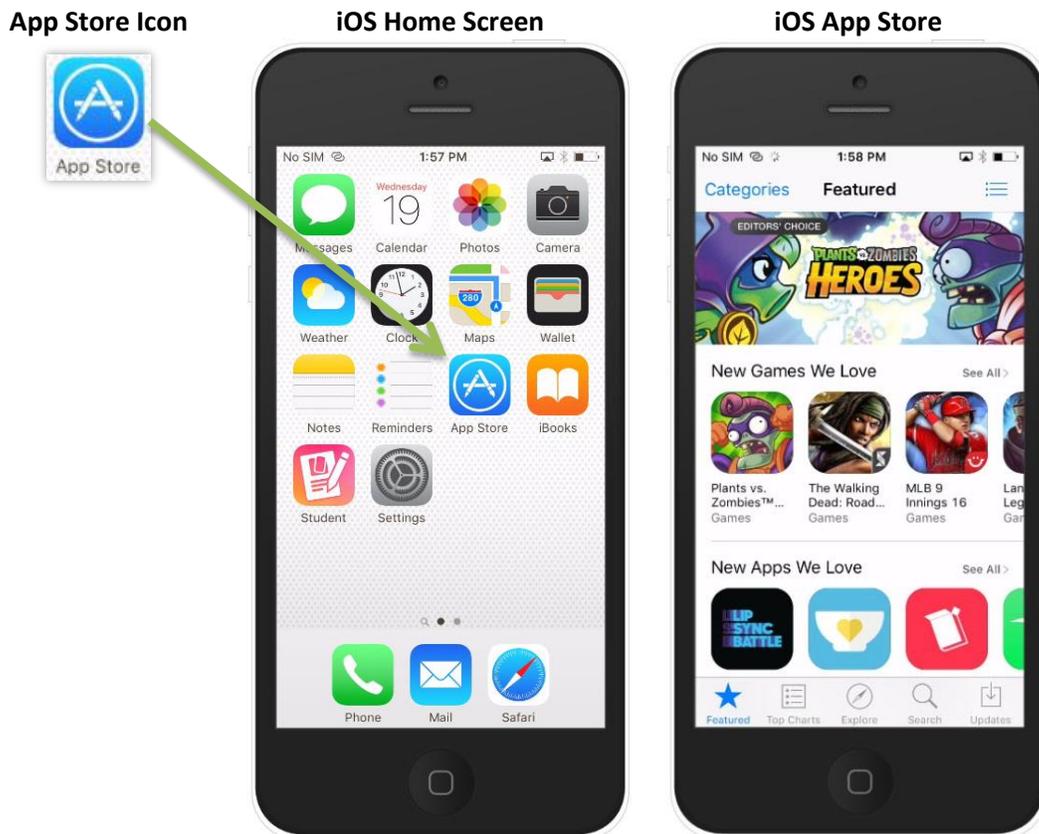
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MBMD Mobile Device Installation

To install MBMD on your mobile device follow the steps below for the appropriate operating system.

iOS Installation Instructions

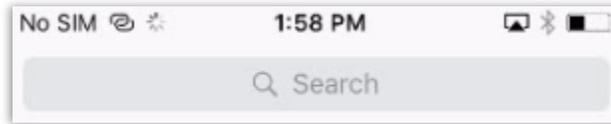
1. Select the “App Store” icon from the iOS home screen and the App Store home screen will appear.



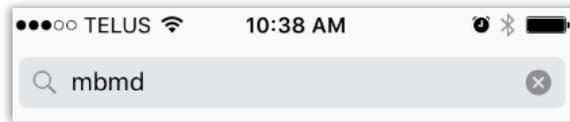
2. Select the “Search” option at the bottom of the App Store home screen.



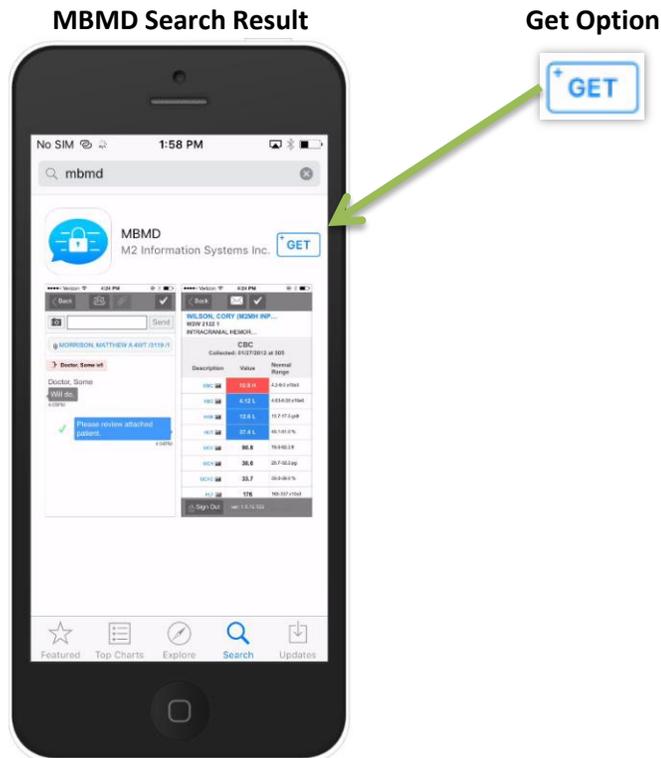
3. The search box will then appear.



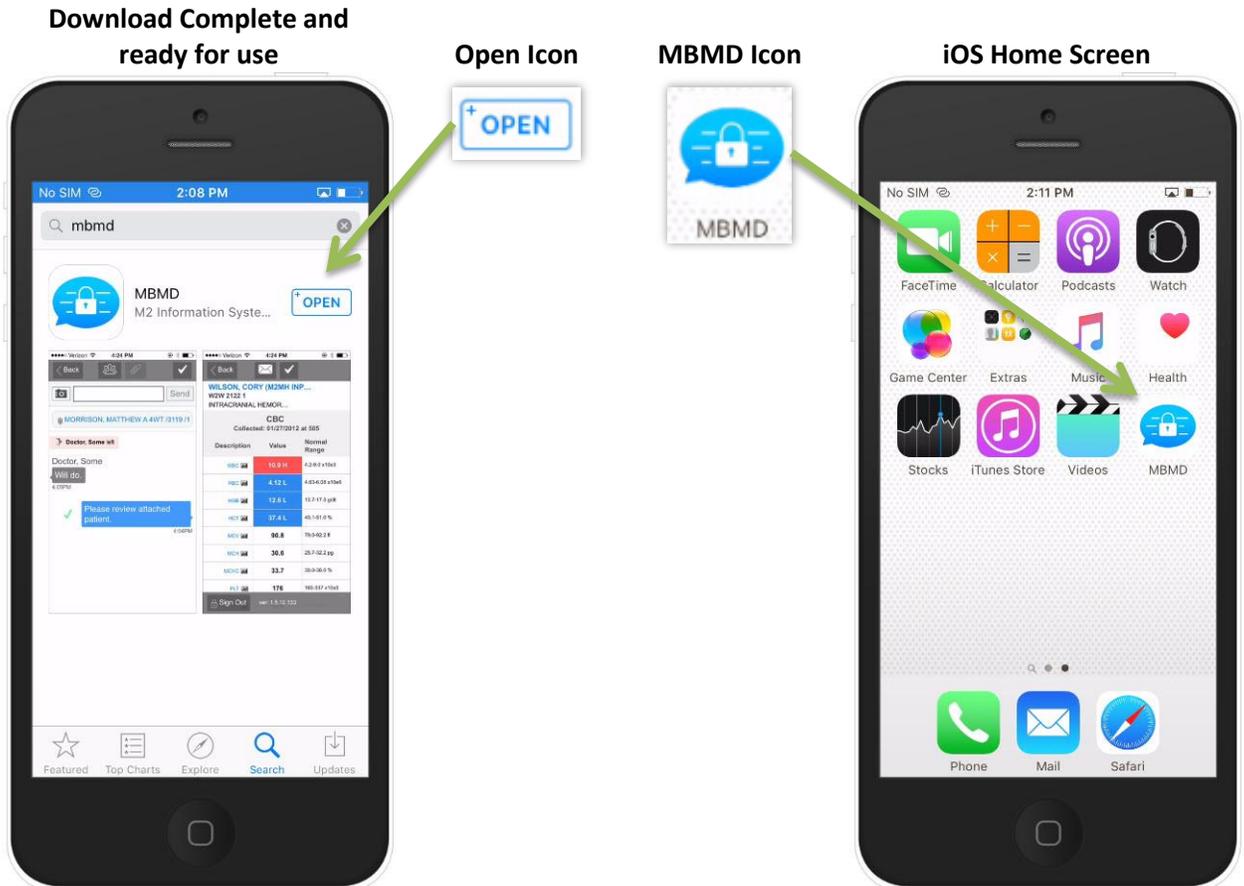
4. Enter "mbmd" into the search box.



5. MBMD (MicroBloggingMD) should appear as a search result. Select "GET" to begin downloading the application. If prompted, enter the Apple ID passcode for the device.

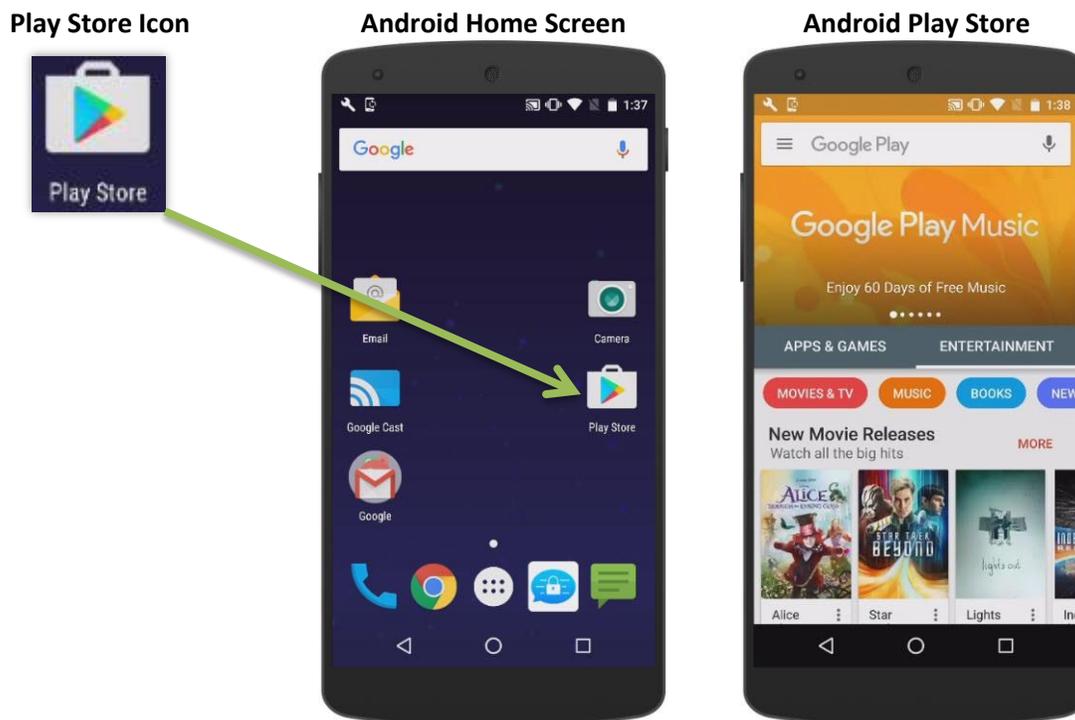


6. Once the MBMD application has finished downloading it can be launched immediately by selecting "OPEN". A MBMD icon will also be added to the devices home screen.

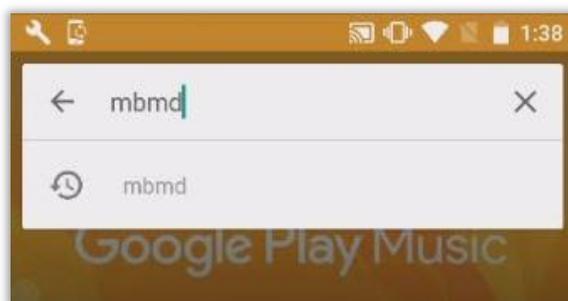


Android Installation Instructions

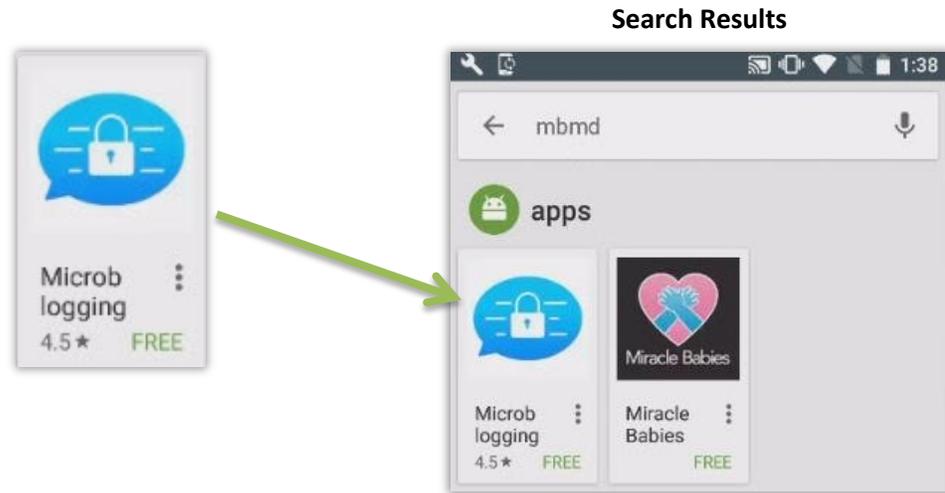
1. Select the “Play Store” icon from the home screen to launch the App Store.



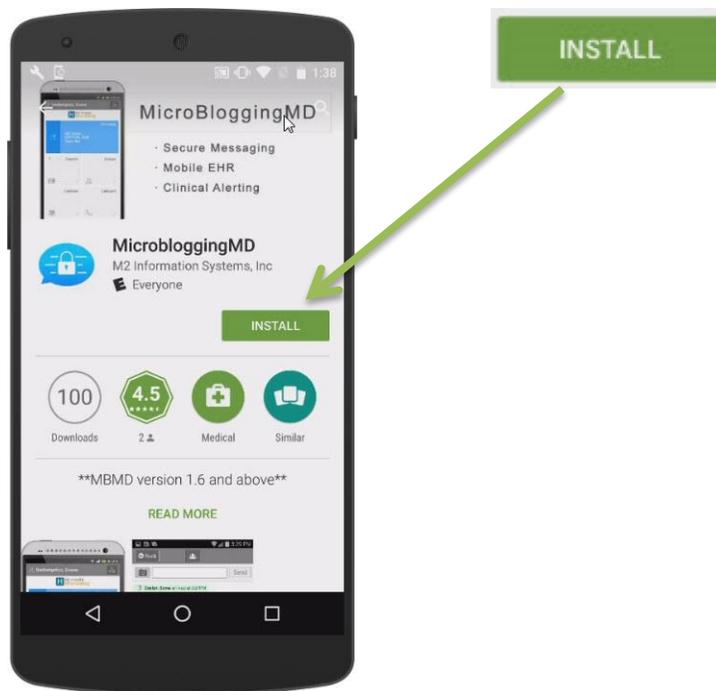
2. Enter “mbmd” into the search box at the top of the screen where “Google Play” is displayed.



- From list of search results, select "Microblogging".



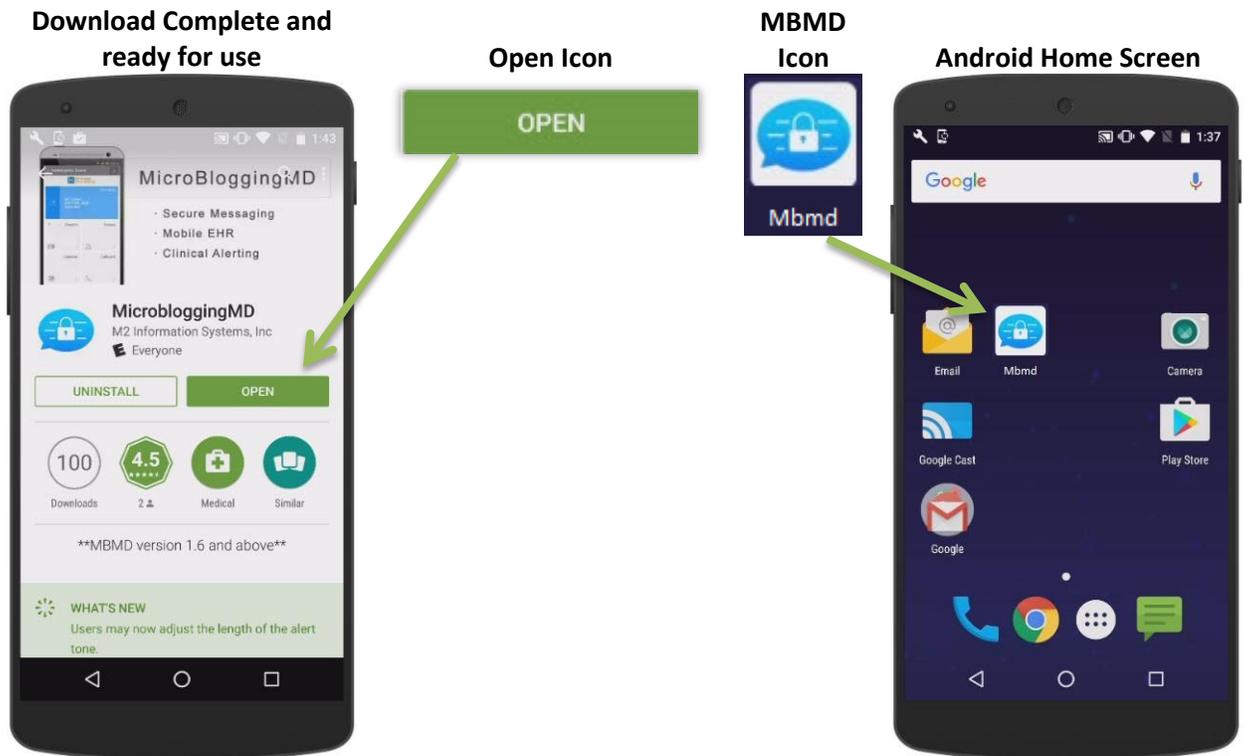
- Select "Install" to initiate the MicrobloggingMD (MBMD) installation process.



5. Select the "Accept" button to proceed with the installation.



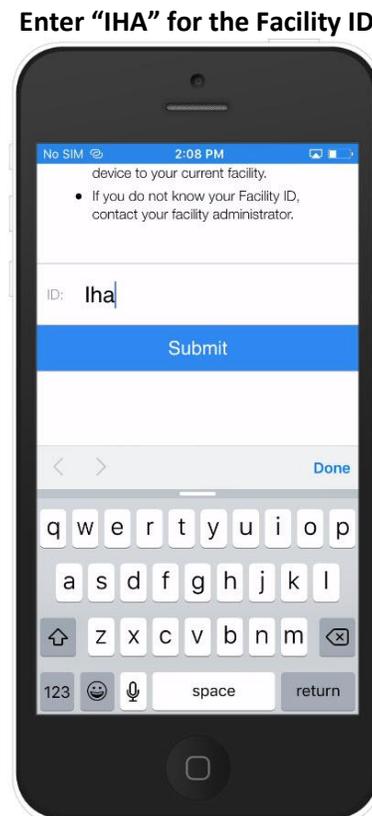
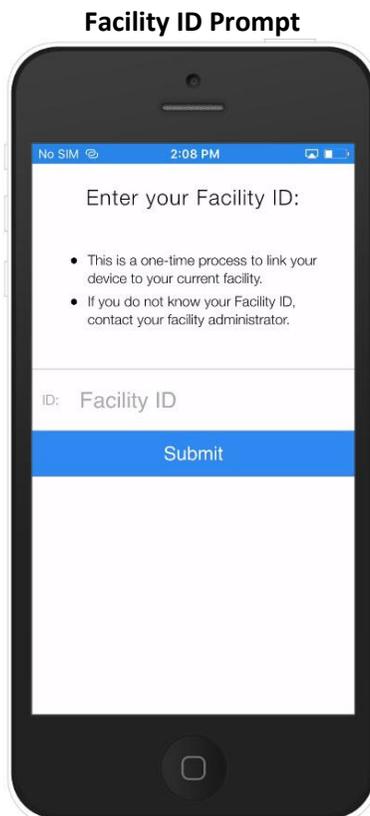
4. Once the MBMD application has finished downloading it can be launched immediately by selecting "OPEN". A MBMD icon will be added to the devices home screen.



MBMD Configuration and Setup

Once MBMD has been installed on the device and launched for the first time a short configuration process will need to be completed. Once the initial configuration has been completed the selected settings will be stored and the application will be ready for use. Follow the instructions for assistance to complete this initial configuration.

1. Once the MBMD application has been launched for the first time, the user will be prompted to enter the Facility ID. Enter "IHA" for the Facility ID and then select the "Submit" button to continue.

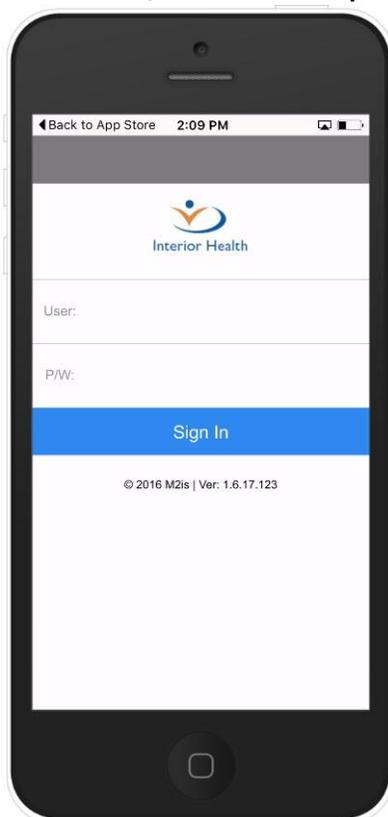


- When asked to confirm “Interior Health” as the facility, select “OK”. A prompt will appear advising the selection has been saved.

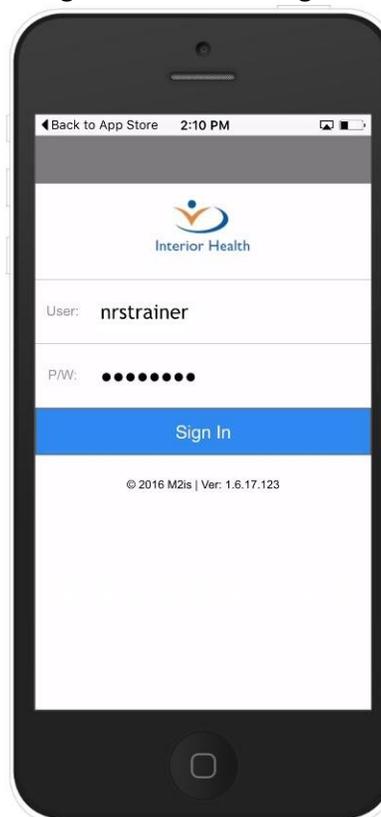


- Next, a prompt will appear for requesting a username and password. Once this information has been entered the select the “Sign In” button.

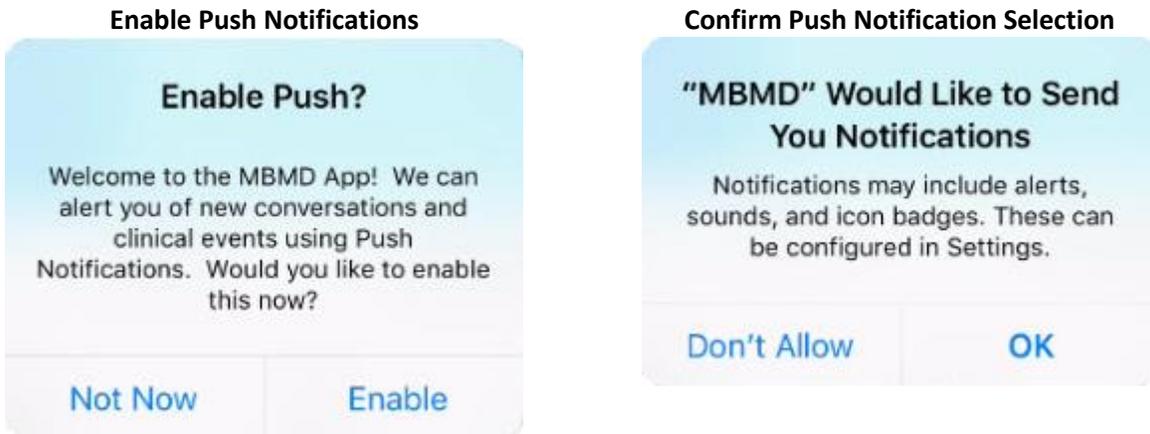
Username/Password Prompt



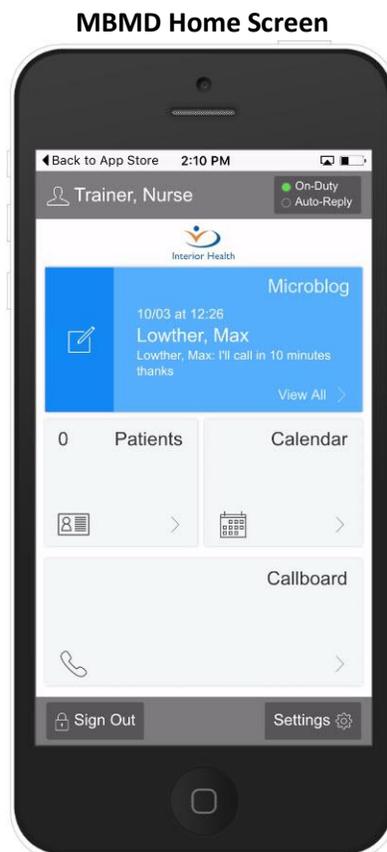
Select “Sign-In” After Entering Credentials



4. A prompt will then appear allowing users to enable Push notifications. Select “Enable” at this prompt and then select “OK” when asked to confirm the selection.

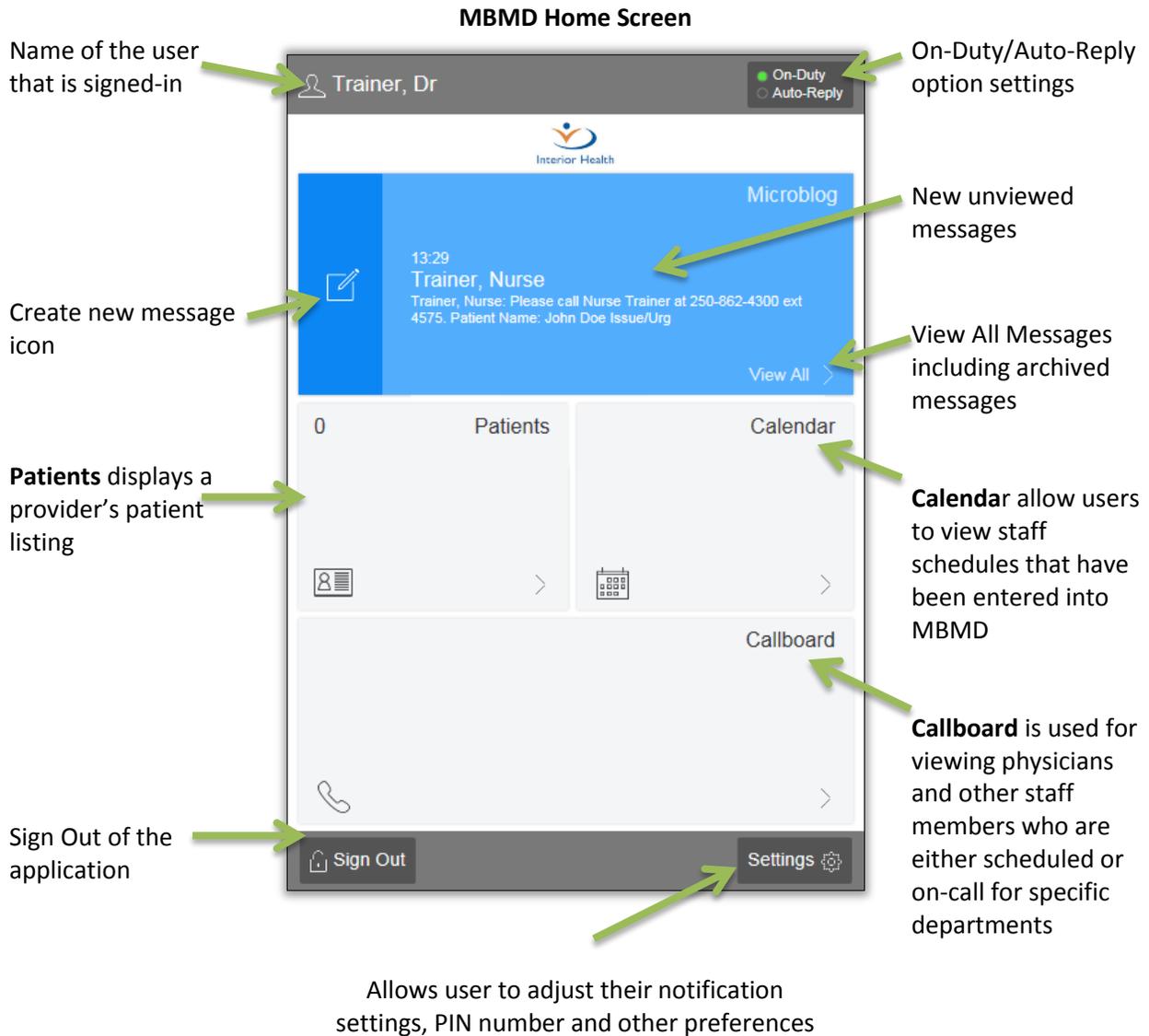


5. The MBMD home screen will appear and the application is now ready for use.



MBMD Home Screen

The first screen that appears after logging into MBMD is the home screen. The selectable options on the home screen are outlined below.



MBMD Troubleshooting Matrix

The troubleshooting matrix below can help resolve the most common problems experienced MBMD.

Symptom	Possible Cause	Remedy
Application fails to start or is freezing/crashing	Mobile Application:	
	1. Application out of date	Update application through the Apple App store or Android Play Store (pages 19-21).
	2. Device issue (out of date OS)	Update the operating system of the device via the device settings (pages 24-27).
	3. Device has too many applications open	Close any unneeded applications that are currently open (pages 17-18).
	4. Device requires reboot	Reboot device using a soft reset (pages 15-16).
	Desktop Application:	
	1. Application needs to be restarted	Close and re-launch the desktop application by right-clicking on the application in the task bar and selecting "Close window".
2. Computer requires a reboot	Restart the computer and re-launch the application.	
Callboard not displaying	Mobile/Desktop Application:	
	1. Application has hung or frozen	Restart application and/or device (pages 15-16)
	2. No or Poor network connection (Wi-Fi or other)	Check Wi-Fi signal strength if applicable. IH facilities that have persistent Wi-Fi issues should contact the Service Desk to have the issues investigated.
		If using a data plan relocate to an area with better signal strength.
3. Server issues (reproducible by multiple users)	Contact the Service Desk to report the potential server problem.	
Unable to send messages	Mobile/Desktop Application:	
	1. No or Poor network connection (Wi-Fi or other)	Check Wi-Fi signal strength if applicable. IH facilities that have persistent Wi-Fi issues should contact the Service Desk to have the issues investigated.
		If using a data plan relocate to an area with better signal strength.
	2. Server issues (reproducible by multiple users)	Contact the Service Desk to report the potential server problem.

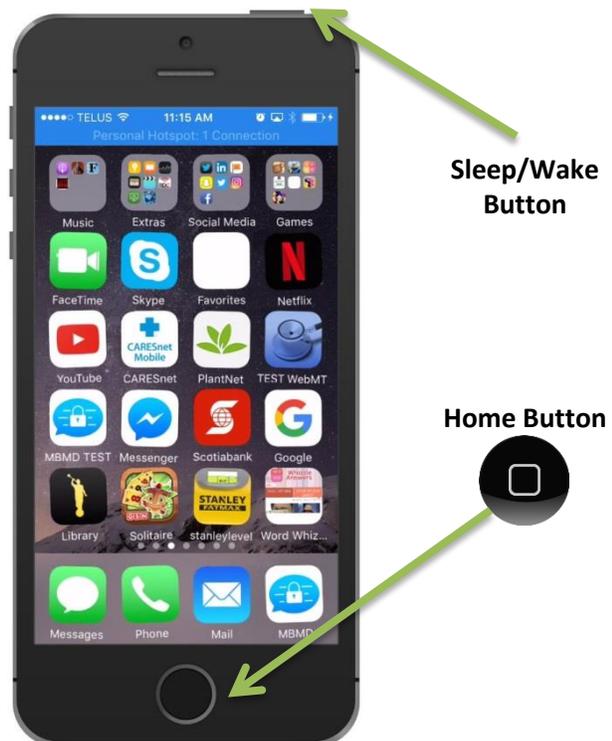
Symptom	Possible Cause	Remedy
Not receiving notifications for new messages	Mobile Application:	
	1. MBMD status is set to "Off-Duty"	Go to status button in MBMD and turn on "On-Duty".
	4. Problem with device notification settings	Ensure the device has push notifications enabled for the application and has the alert option selected. Verify the "Do not disturb" option is not enabled as well.
	5. User is setup for SMS with Fido as their provider	Enable push notifications as SMS notification are not an option with Fido.
Patients not displaying in application	User is not setup as a provider	Feature is limited to "search only" for non- providers. Providers will their inpatients displayed by default.
User not replying to messages	1. Recipient is not on duty and not required to respond	If recipient is on call, but has their status set to "Off-Duty" the auto-reply for that user should reflect their preference to contact them for emergency purposes.
	2. If recipient is "On Duty", the recipient may be having technical problems	Check to see if an auto-reply is set for that user as an alternative means of contacting them in the event they do not respond to a notification in an acceptable time.
		The recipient is possibly having issues with their device or usage of the application. If an alternate method of contact was required to reach the recipient, recommend they contact the Service Desk for assistance with their device/application.
Schedule not displaying	1. Scheduling issue with the schedule coordinator	Contact group scheduler to resolve the scheduling issue.
	2. If multiple department schedules are effected, the issue may be caused by a problem with scheduling interface software	Report the issue to the Service Desk for investigation.
Incorrect schedule displaying	Schedule administrator error	Contact schedule administrator to correct the error.
User has been locked out of application	User has failed to login successfully after six attempts	Contact the Service Desk to have password reset and account lock removed.
Notification sound is not long enough	Mobile/Desktop Application:	
	Notification sound is set too short	Go to Settings->Notifications and increase alert tone repeat length as desired.

Mobile Device Soft Reset

A simple troubleshooting step for users that are having problems with their mobile device or MBMD application is to perform a soft reset. To perform a soft reset, follow the instructions for the appropriate operating system outlined in this section.

iOS (Apple) Soft Reset Instructions

1. Press and hold both the **Sleep/Wake** and **Home** buttons simultaneously for at least 10 seconds, until the Apple logo appears. Once the logo appears, let go of both buttons.
2. The device will go through its usual starting up process.
3. Once the start-up process is complete the devices home screen will appear.



Android Soft Reset Instructions

The Android soft reset process varies depending on the manufacturer of the device. Follow the instruction set below for the appropriate manufacturer:

SAMSUNG

Press and hold the **Power** and **Volume Down** buttons for about 10 seconds until the device powers off. Once the device is off, power the device on normally again.

nexus

To perform a soft reset, simply press and hold the **Power** button until the screen shuts off. Once the device is off it is ready to be powered on normally again.



Press and hold the **Power** button (located on the back) until the device options screen appears then release. From the device options screen, tap Power off and **restart**. From the Power off and restart prompt, select **OK** to confirm. Once off, the device may be powered on normally again and the soft reset process is complete.

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From the home screen, press and hold the **Power** and **Volume Up** buttons for approximately 10 seconds until the device turns off. Release the Power and Volume up buttons and wait for the device to turn back on again.

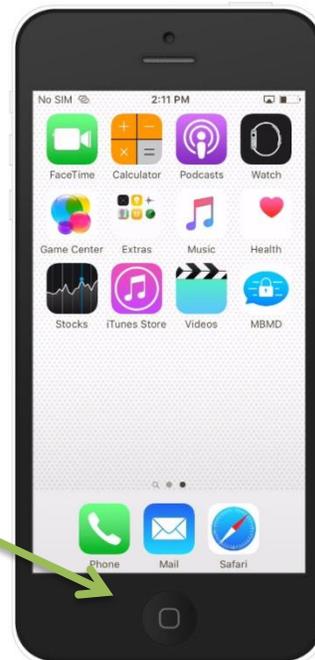
Closing Applications on a Mobile Device

To close applications on a mobile device follow the instruction sets below for the operating system. It is always good practice to close any unneeded applications that are open as it will increase the performance of the device and reduce battery usage.

iOS (Apple) Instructions

1. Tap the home button at the bottom of device twice in quick succession.

Home Button



2. Depending on how many applications are open swipe the screen right or left to navigate through the applications.
3. To close an application, swipe it up or down off the screen in an upward direction.
4. Press the home button to close the list of open applications.



Android Instructions

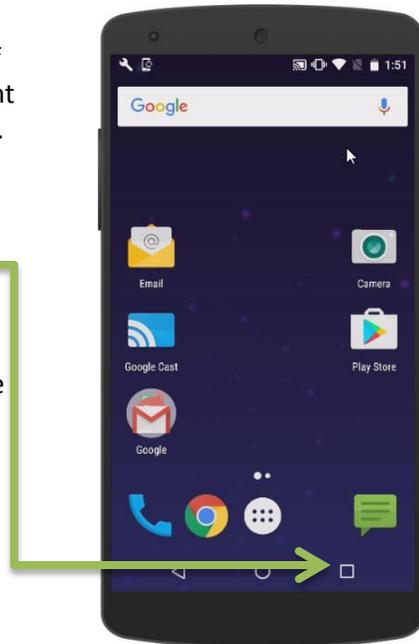
1. Press the “Recent Apps” button at the bottom of the device. This button can vary in location from one type of android device from another. In this example the “Recent Apps” button is located in the bottom right of the device.

Recent Apps Button

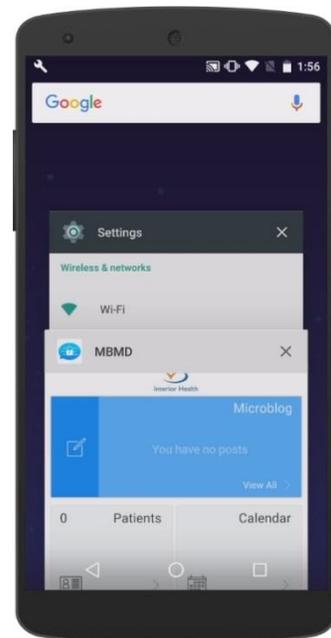


On Samsung devices it is located in the bottom left of the device and is represented with a different icon:

Samsung Recent Apps Button



2. Swipe up and down to scroll through the list of recent applications.
3. To close an application use the “X” in the top right of the application or swipe it to the right or left.
4. Press the home button at the bottom of the device to close the list of open applications.

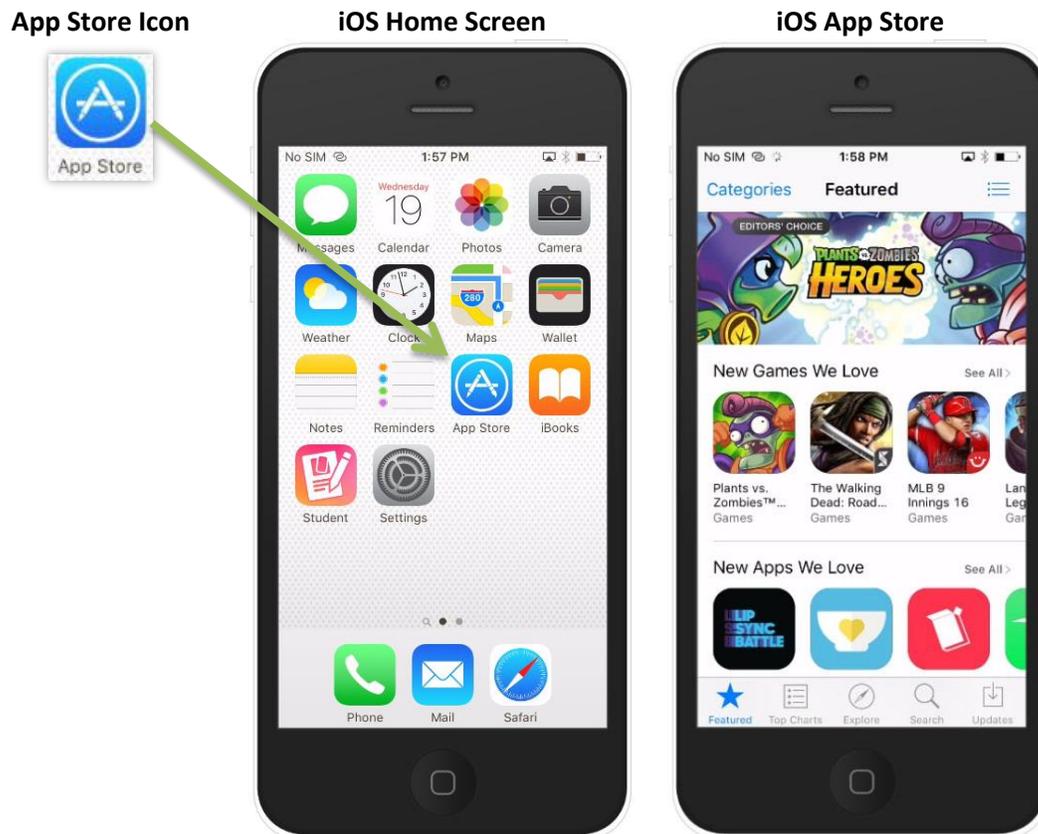


Updating the MBMD Mobile Application

Application crashes and freezes may be the result of using an out-of-date version of the software. To update the MBMD application on an iOS or Android device, follow the appropriate steps outlined below.

iOS (Apple) Instructions

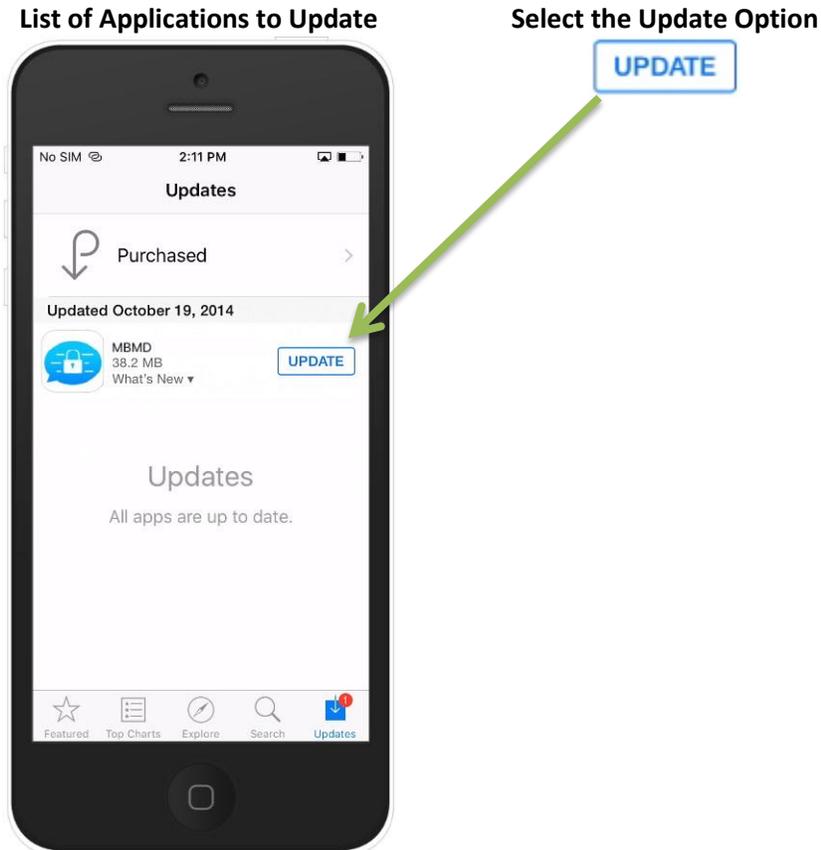
1. Press on the “App Store” icon on the home screen.



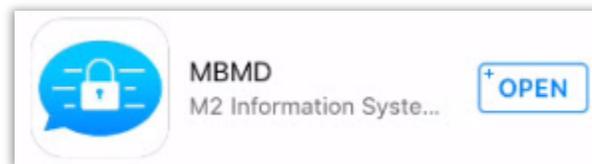
2. Select the “Updates” option from the footer buttons along the bottom of the screen.



- The updates window will appear and display a list of any applications that require updating. If MBMD is listed an updated version is available. Select the "UPDATE" option beside MBMD to update the application. If prompted, enter the Apple ID passcode for the device.

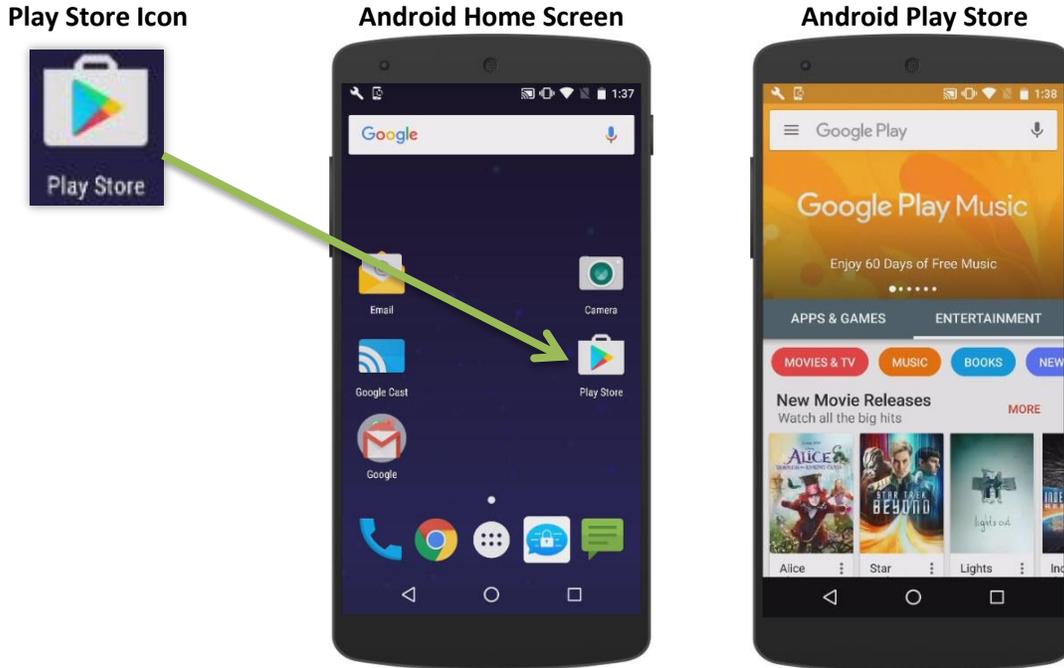


- The update will be downloaded and installed. Once the update process is complete, press the "Open" to launch the application from the update window.

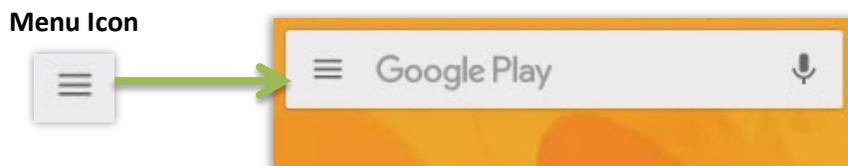


Android Instructions

1. Select the “Play Store” icon on the home screen and the Play Store will appear.



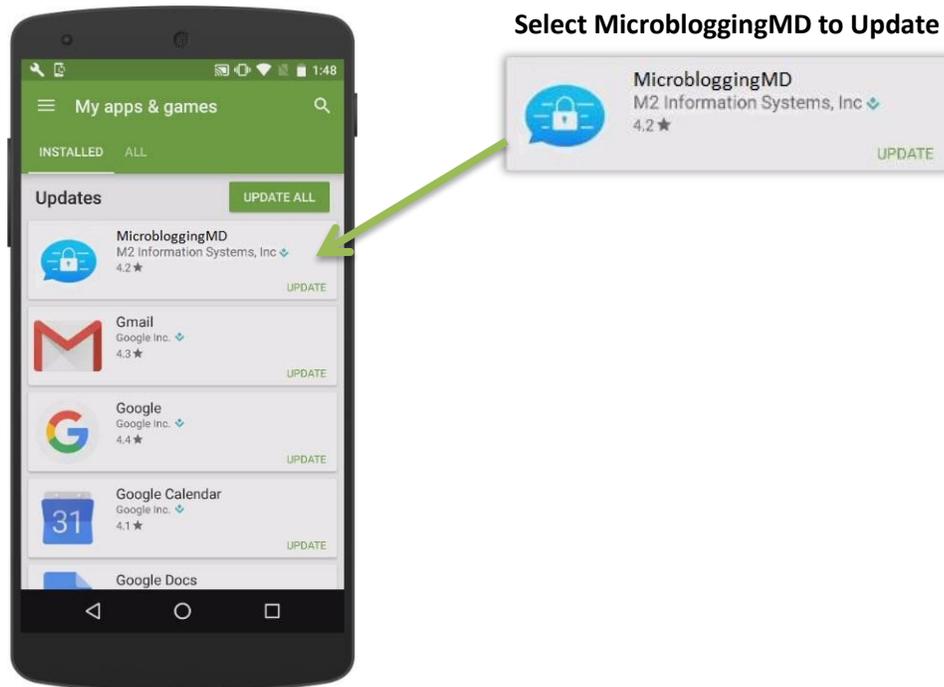
2. Select the “Menu” icon in the Play Store home screen.



3. Select “My apps & games” from the menu that appears.



- The “My apps & games” listing will appear which includes all the applications that have an applications that are installed on the device. The applications that have an available update will be located at the top of this list. If “Update” appears beside MicrobloggingMD select it from the list to proceed with the update.



- Select the “Update” button again to download and install that latest version of MicroBloggingMD.



6. Once the application has been updated it will be ready for use. Press the “Open” button to launch the application immediately.



Updating the iOS/Android Operating System

Keeping a device's operating system up-to-date is an important aspect of keeping the device secure and running reliably. Operating system updates offer security and bug fixes in addition to offering new features. To update the operating system on an iOS or Android device, follow the appropriate set of instructions below.

iOS (Apple) Instructions

1. Connect the power cable for the device into an electrical outlet and verify the device has a Wi-Fi Internet connection.
2. From the home screen, press on the "Settings" icon.



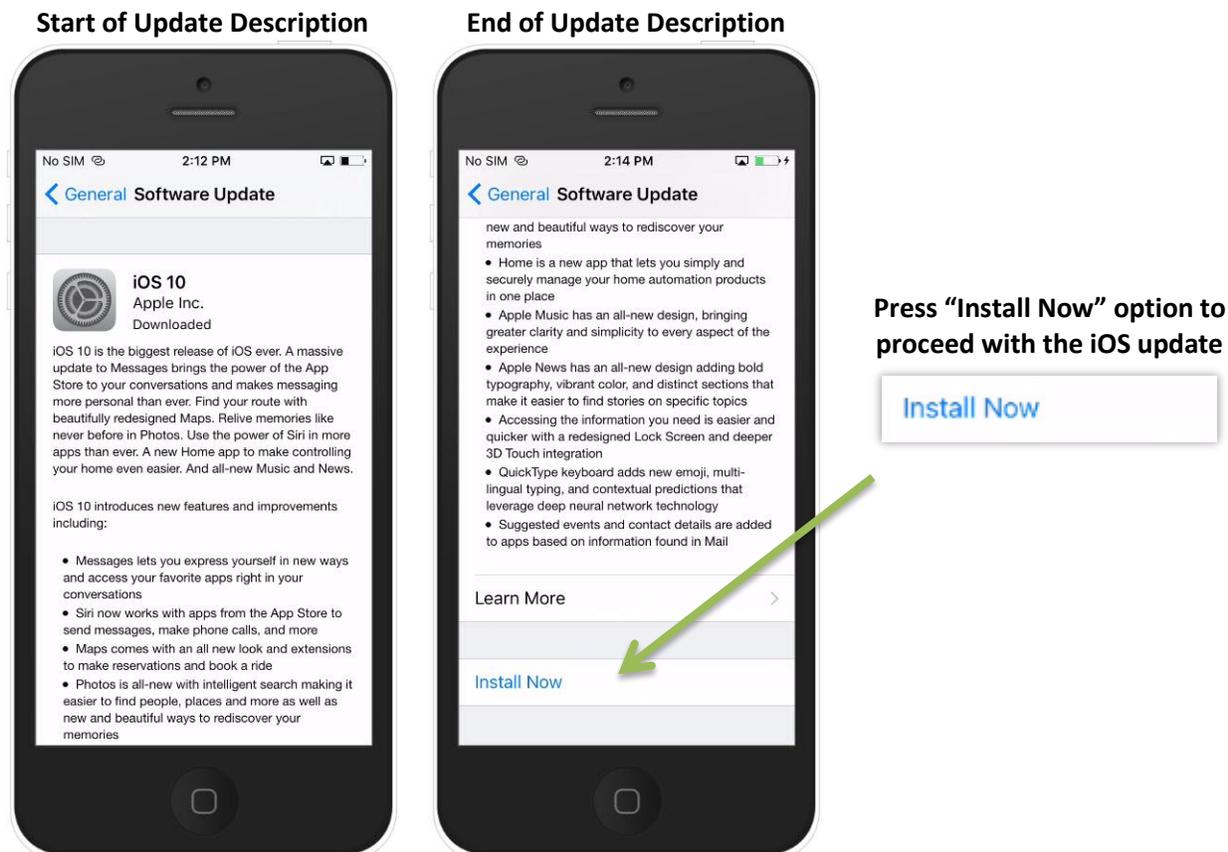
3. From the Settings menu locate the “General” option. If there is a “1” beside the “General” option an operating system update available. Select the “General” option.



4. Under the “General” menu look for the “Software Update” option which should also have a “1” beside it indicating that an update is available. Select the “Software Update” option.



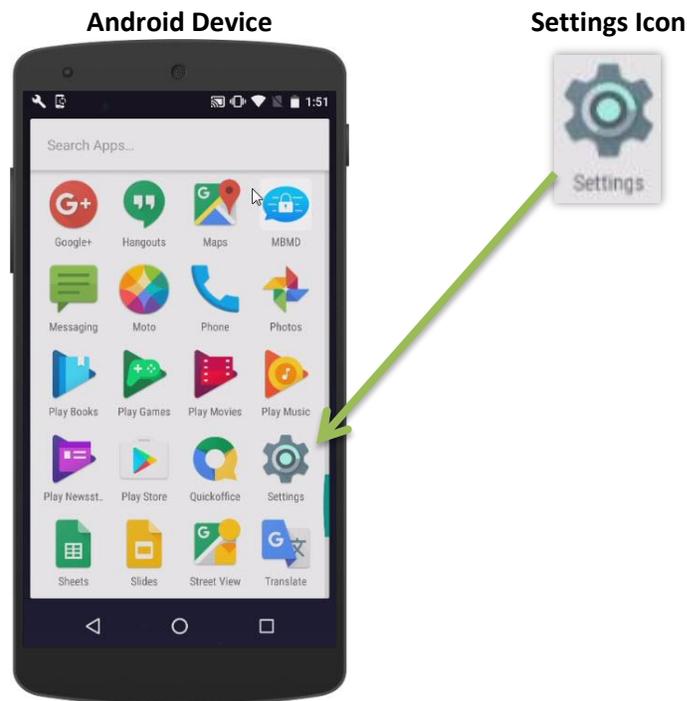
- Information describing the iOS update will then be displayed. When ready to proceed with the update, select “Install Now” option at the bottom of the description.



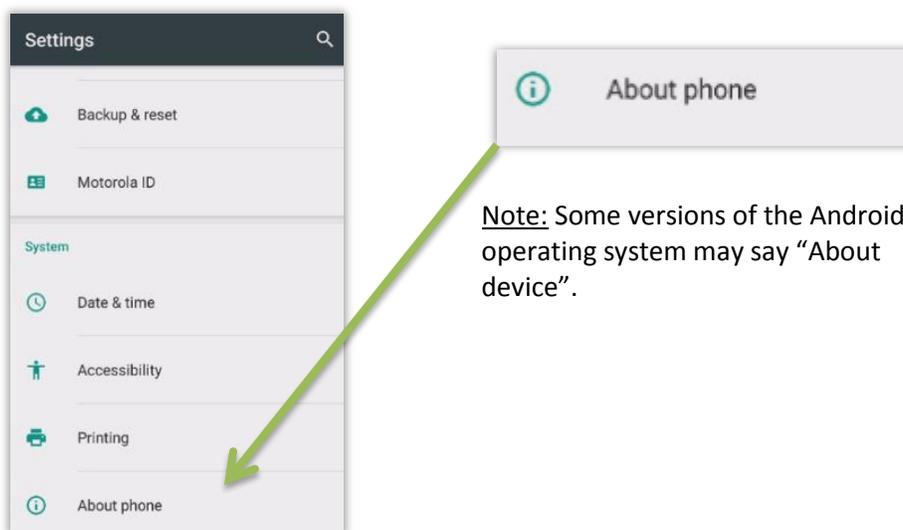
- A prompt for the Apple ID passcode may appear. Once the passcode has been entered the installation of the iOS update will begin. The device will restart as part of the update process. Once the update has been installed, follow any instructions that may appear and the device update will then be complete.

Android Instructions

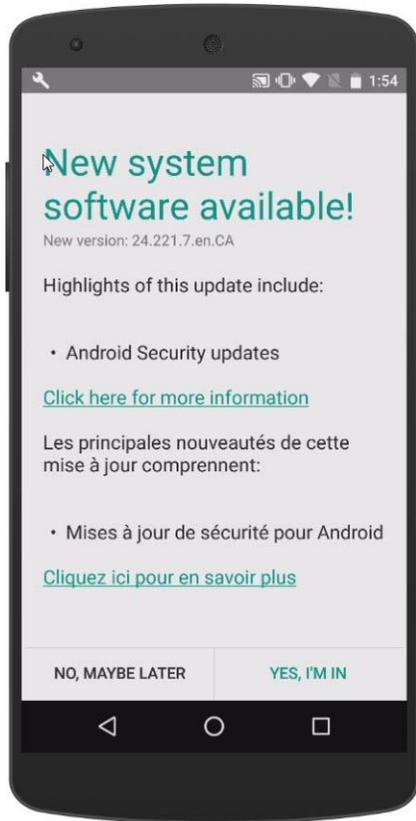
1. Connect the power cable for the device into an electrical outlet and verify the device has a Wi-Fi Internet connection.
2. Select the “Settings” icon from the devices home screen.



3. In the Settings menu, select the “About phone” or “About tablet” option.



4. Select “Software Update” and if an update is available a prompt will appear asking for confirmation to proceed with the update.



Note: The look of the update screen and confirmation button varies between manufacturers of devices that run the Android operating system.

5. Follow any additional instructions that may appear at this point. The device will install the latest Android operating system update. The device will be restarted at the end of the update and then be ready for use.

Uninstalling MBMD

For users that are having issues with MBMD the application (that can't be resolved by restarting the application or soft resetting the device) a troubleshooting option is to reinstall the application. Prior to reinstalling MBMD the application will need to be uninstalled first. To uninstall MBMD follow the appropriate instructions below for the operating system of the device.

iOS (Apple) Instructions

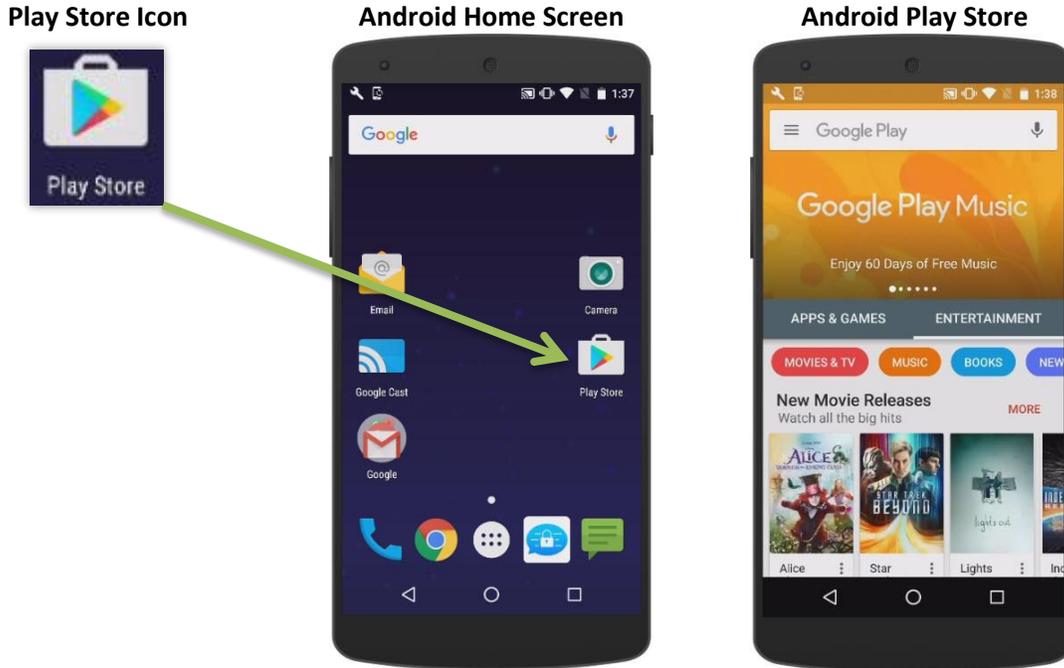
1. Press and hold down the MBMD icon until all the icons display an "X" in the top left corner and start to wiggle.



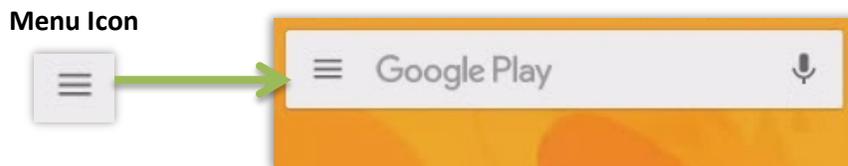
2. Press the "X" in the top left corner of the MBMD icon and the application will be deleted from the device. If MBMD is brought removed from the device as a troubleshooting step to resolve an issue, the application is now ready to be reinstalled (see pages 2-5 for installation assistance).

Android Instructions

1. Select the “Play Store” icon on the home screen and the Play Store will appear.



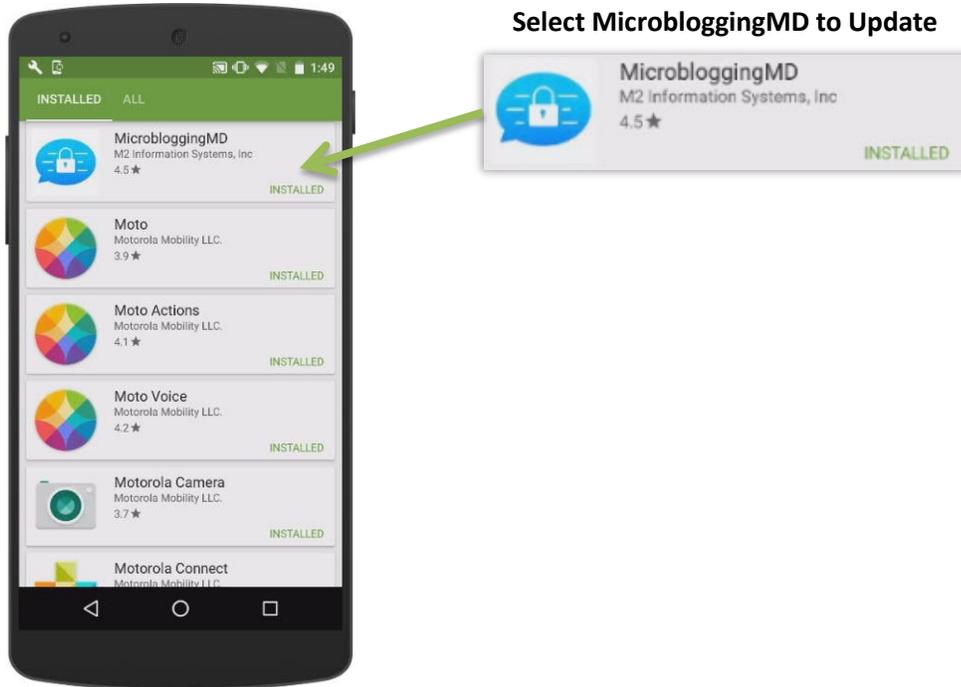
2. Select the “Menu” icon in the Play Store home screen.



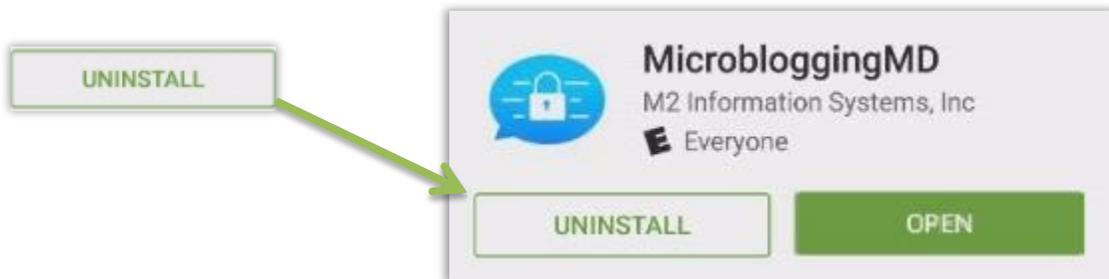
3. Select “My apps & games” in the menu that appears.



- The “My apps & games” listing will appear and display all of the applications that have been installed on the device. Select MicrobloggingMD from the list.



- Now select the “UNINSTALL” option of the screen that appears and MBMD will be uninstalled from the device.



Note: If MBMD is being removed from the device as a troubleshooting step to resolve an issue, the application is now ready to be reinstalled (see pages 2-5 for installation assistance).

[MBMD Training, Additional Documentation and Support](#)

MBMD Website

For training videos, quick reference guides and other resources, please go to the Interior Health MBMD Website at:

<https://www.interiorhealth.ca/AboutUs/Physicians/MBMD/Pages/default.aspx>

Service Desk Contact Number

1-855-242-1300 (Available 24/7)