HYPERCARE

User Guide Exploring Features on Hypercare's iOS App
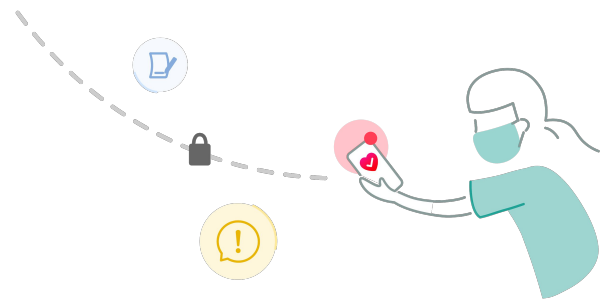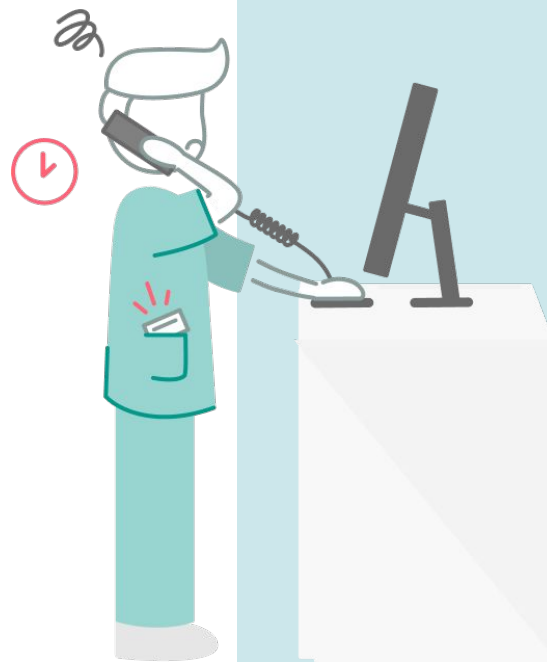
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Settings

Hypercare's **"Settings"** allows users to customize profile information in-app. To further customize Hypercare's notifications and alerts, users must edit their mobile device's settings.
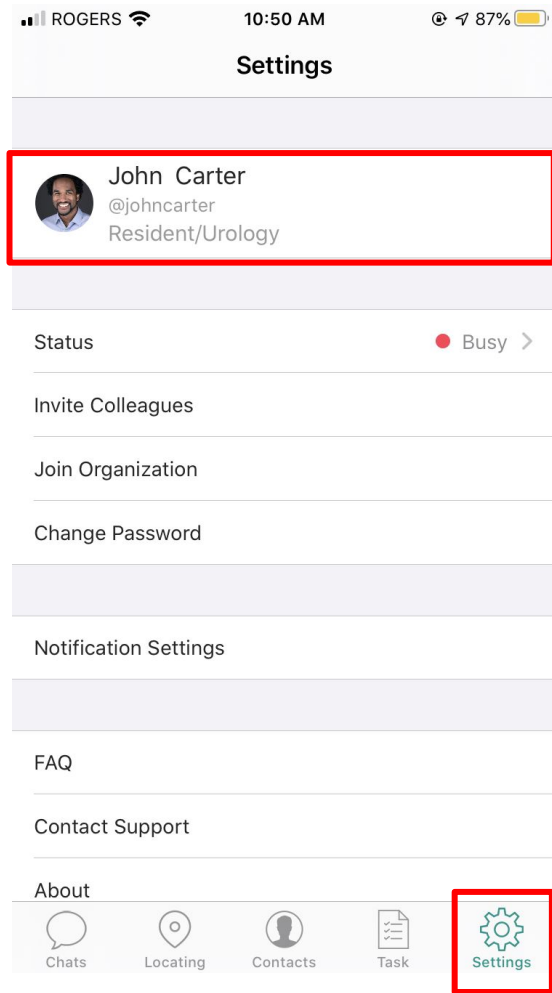
Customizing Profile

Users are now able to edit their profile information which includes the first name, last name, role, phone number, email address, and profile picture. If you have further questions or require assistance, please contact the administrator at your organization or contact Hypercare Support directly.

Customizing Profile Name

Step 1

Open the Hypercare app and tap on the "**Settings**" icon on the bottom toolbar. Tap on your Profile located at the top of your Settings screen.

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Customizing Profile Name

Step 2:

Tap on your First and/or Last Name to edit the text accordingly.

Tap on the *"Done"* icon located at the top right corner of your screen once you are satisfied with the changes.

ROGERS   10:50 AM   87%

‹ Settings   **Edit Profile**   Done

EDIT DISPLAY PICTURE

John

Carter

Resident/Urology

⊕ Add phone

⊕ Add email

Chats   Locating   Contacts   Task   Settings

Customizing Profile Role

Step 1

Open the Hypercare app and tap on the "**Settings**" icon on the bottom toolbar. Tap on your Profile located at the top of your Settings screen.
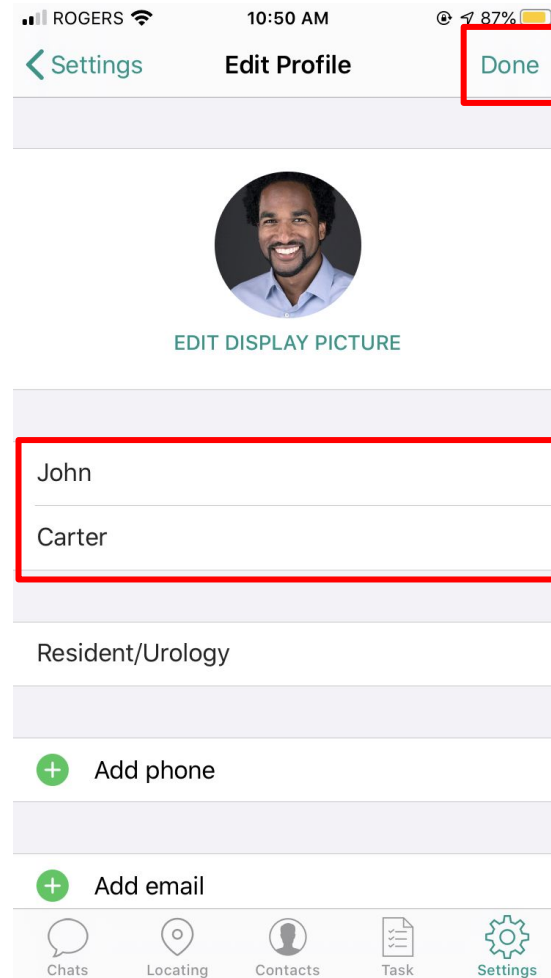
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Customizing Profile Role

Step 2:

Tap on your Role Title to edit the text accordingly (Ex. Registered Nurse/Cardiology).
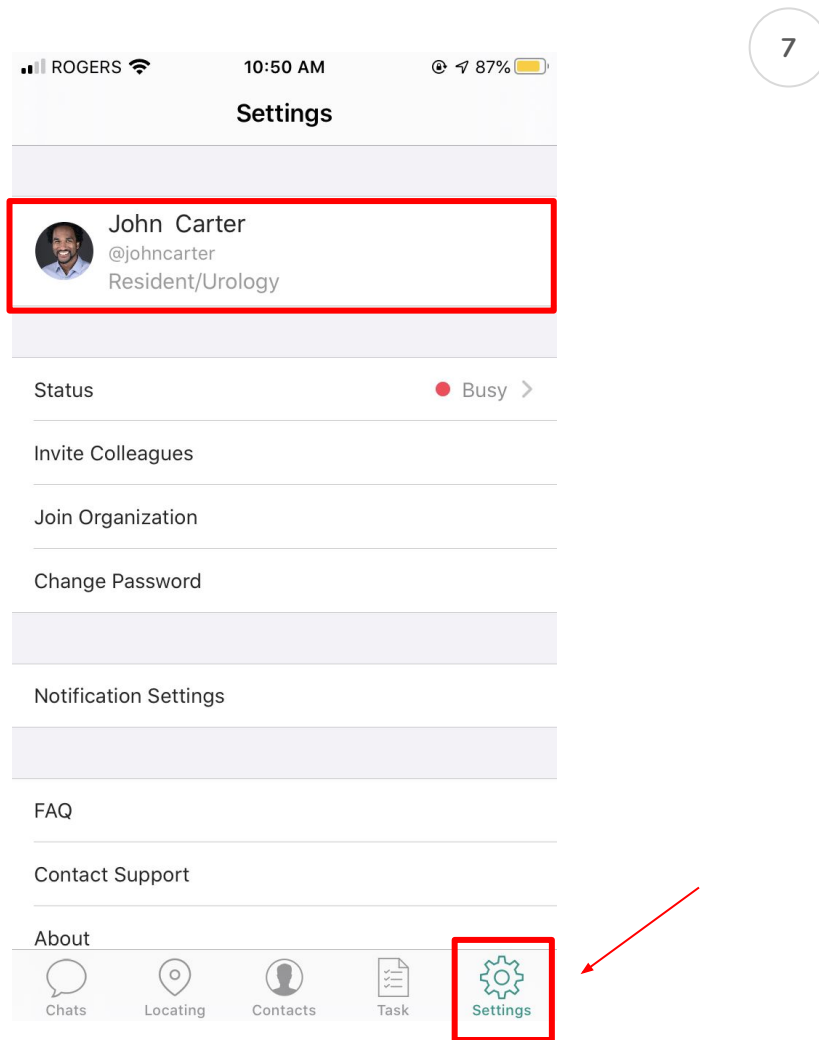
Tap on the **"Done"** icon located at the top right corner of your screen once you are satisfied with the changes.

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Customizing Profile Picture

Step 1

Open the Hypercare app and tap on the "**Settings**" icon on the bottom toolbar. Tap on your Profile located at the top of your Settings screen.
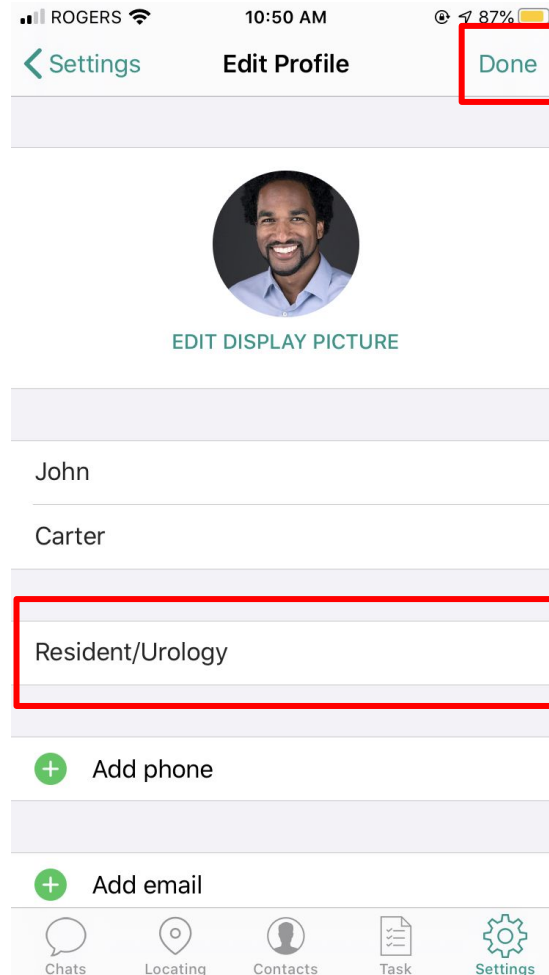
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Customizing Profile Picture

Step 2:

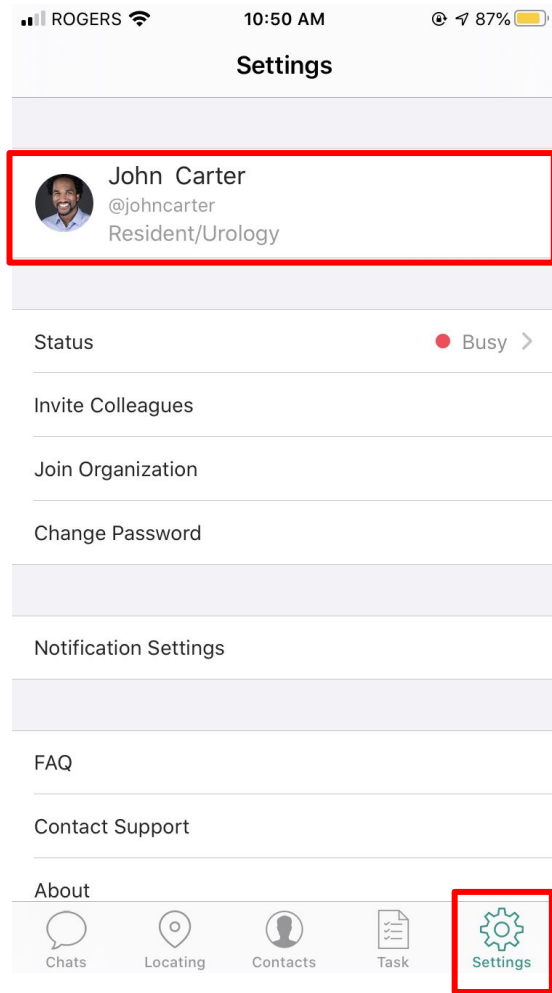Tap on your **"EDIT DISPLAY PICTURE"** to upload a new profile picture OR edit the existing photo.

Tap on the **"Done"** icon located at the top right corner of your screen once you are satisfied with the changes.

Customizing Contact Information

Step 1

Open the Hypercare app and tap on the "***Settings***" icon on the bottom toolbar. Tap on your Profile located at the top of your Settings screen.
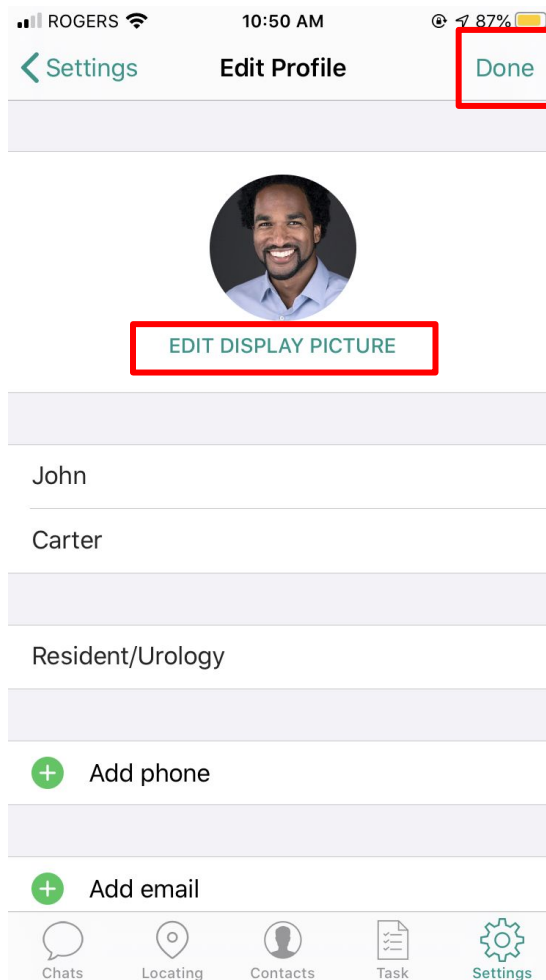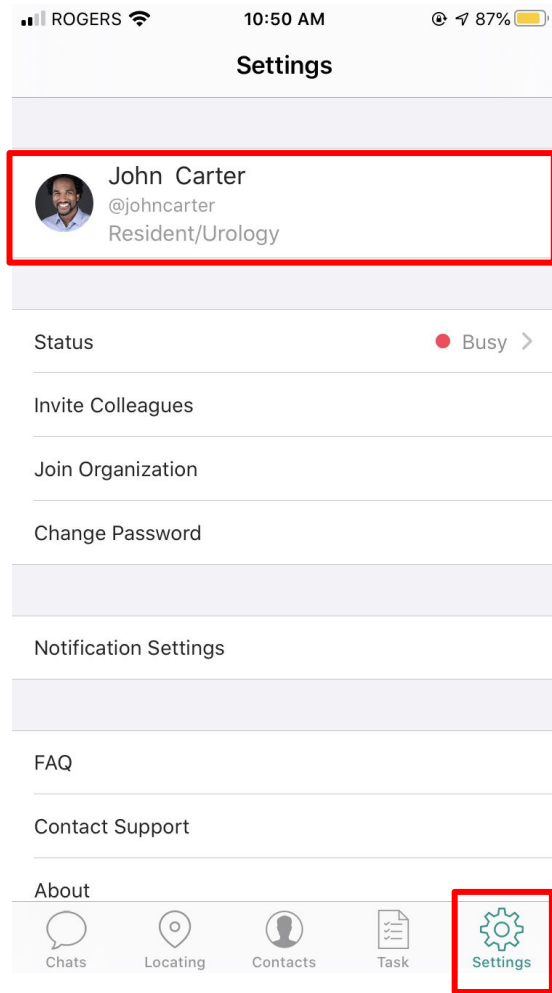
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Customizing Contact Information

Step 2

Tap on *"Add phone"* or *"Add email"* to add additional contact information to your profile. You will be sent a verification code to your phone/email accordingly. Users can also choose to make their contact information **Public** or **Private**.

Please note: When your contact information is set to "Private", only administrative staff will have access to view that information.
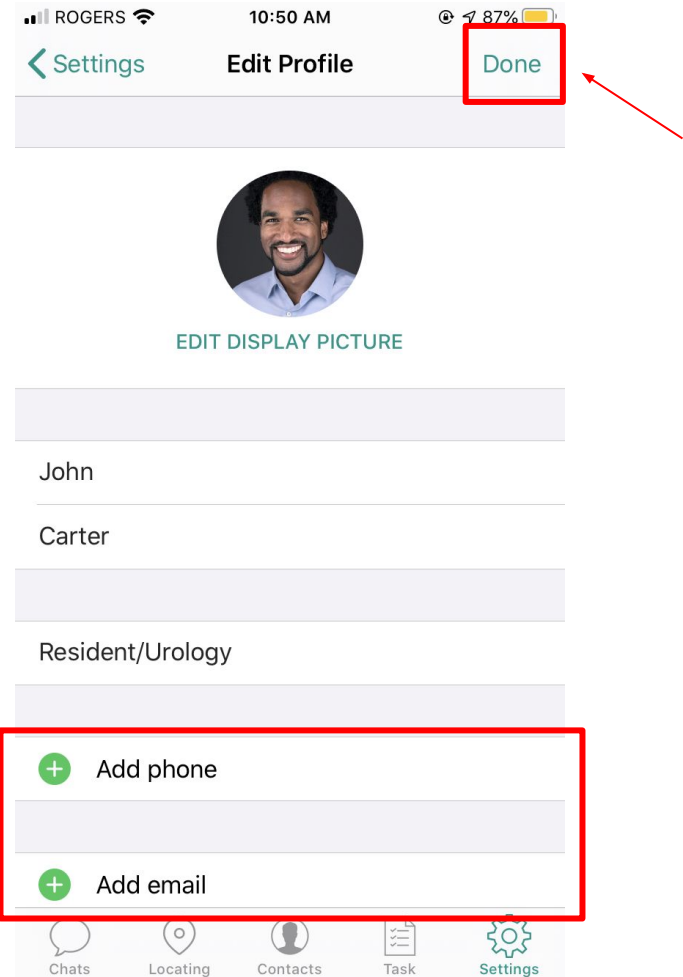
Changing Password

Step 1

Open the Hypercare app and tap on the
"**Settings**" icon on the bottom toolbar. Tap on
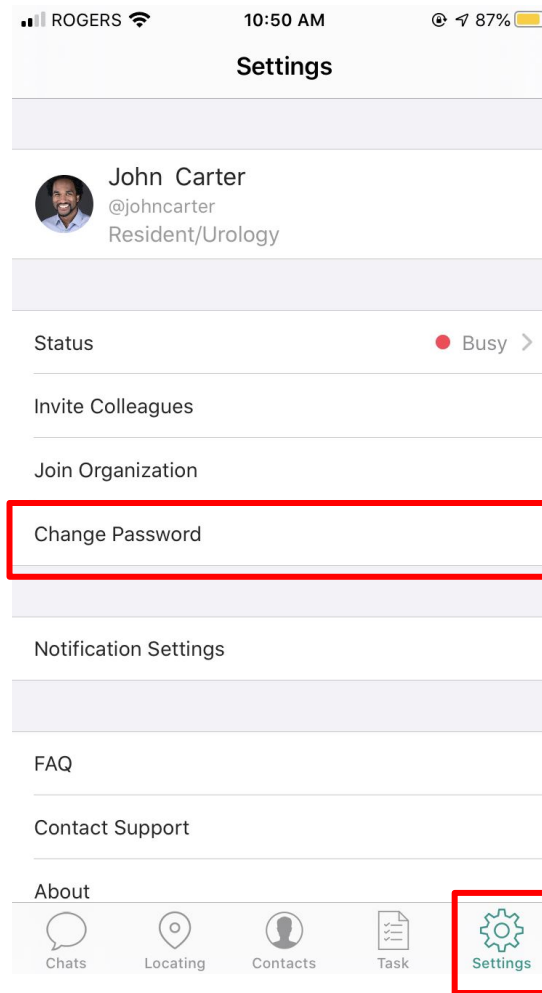the **"Change Password"** located on your Settings
screen.

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Changing Password

Step 2

You will be prompted to enter your old password and a new password. Password requirements include a minimum length of 8 characters and at least 1 special character (!, @, $, %, *, _)

Tap on **"Submit"** once you have completed.

Cancel

Remember we enforce:
• A minimum length of 8 characters
• Include special characters (ie. % or &)
• Both passwords match

Old Password

New Password
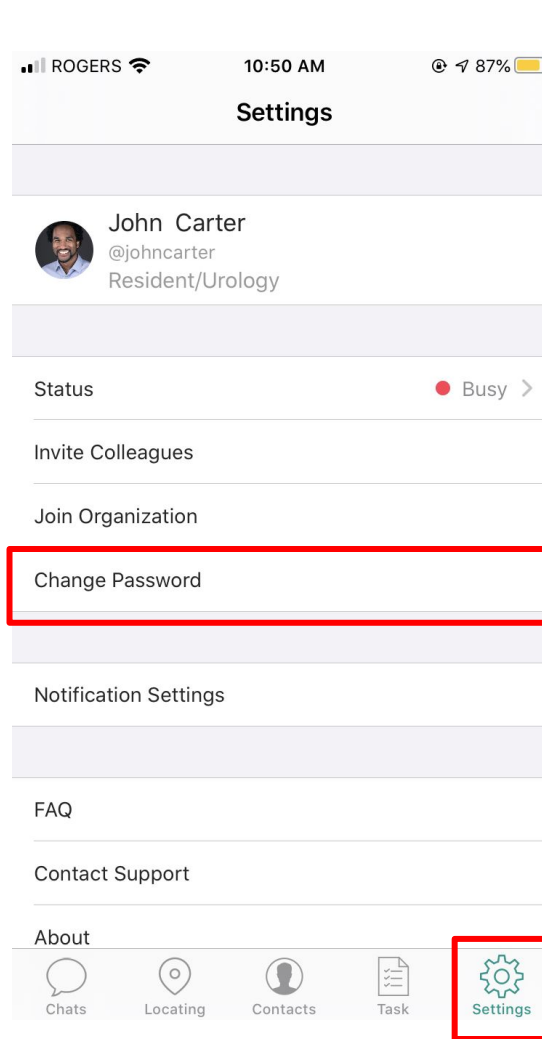
Confirm Password

Submit

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Customizing Notification Sounds

Hypercare users will now be able to customize the sound of their notifications for general and priority messages to better accommodate your clinical workflow.

Step 1

Tap on the *"Settings"* icon located on the bottom right corner of your toolbar.

Tap on *"Notification Settings"*.

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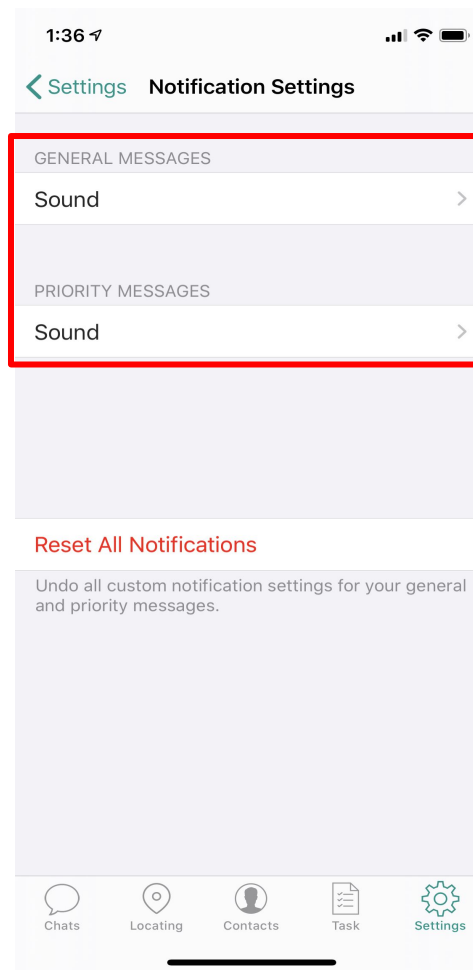# Customizing Notification Sounds

Step 2

To customize your notifications for **general messages**, tap on **"Sound"** located directly underneath general messages. Users can select from a range of ringtones.

OR

To customize your notifications for **priority messages**, tap on **"Sound"** located directly underneath priority messages. Users can select from 4 ringtones and set a custom volume for priority messages.

Tap on **"Done"** once you are satisfied with the changes.

1:36

‹ Settings   **Notification Settings**

GENERAL MESSAGES

Sound   ›

PRIORITY MESSAGES

Sound   ›

Reset All Notifications

Undo all custom notification settings for your general and priority messages.

Chats   Locating   Contacts   Task   Settings

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Changing Your Status

Hypercare's status feature allows users to communicate their status to other members of the organization. Users can also delegate a **"proxy"** user which prompts other members to redirect their messages if they are currently busy or unavailable.

Step 1

Open the Hypercare app and tap on the **"Settings"** icon located on the bottom toolbar.

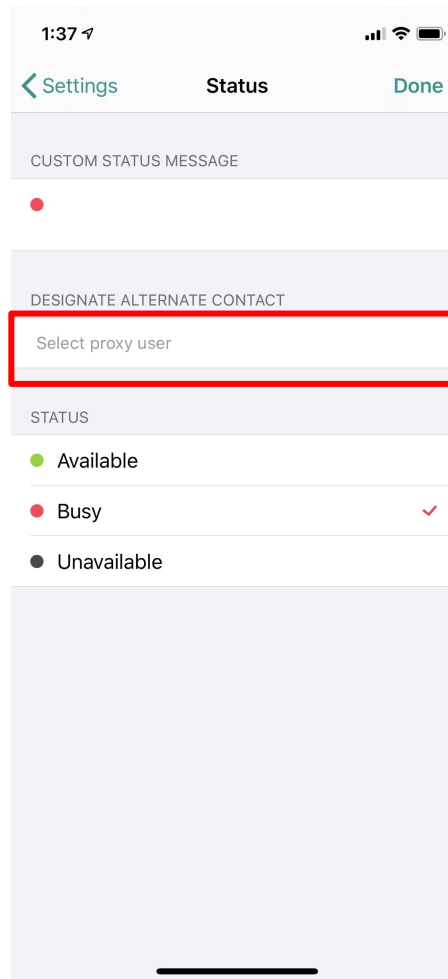Tap on the **"Status"** icon located under your Hypercare Settings.
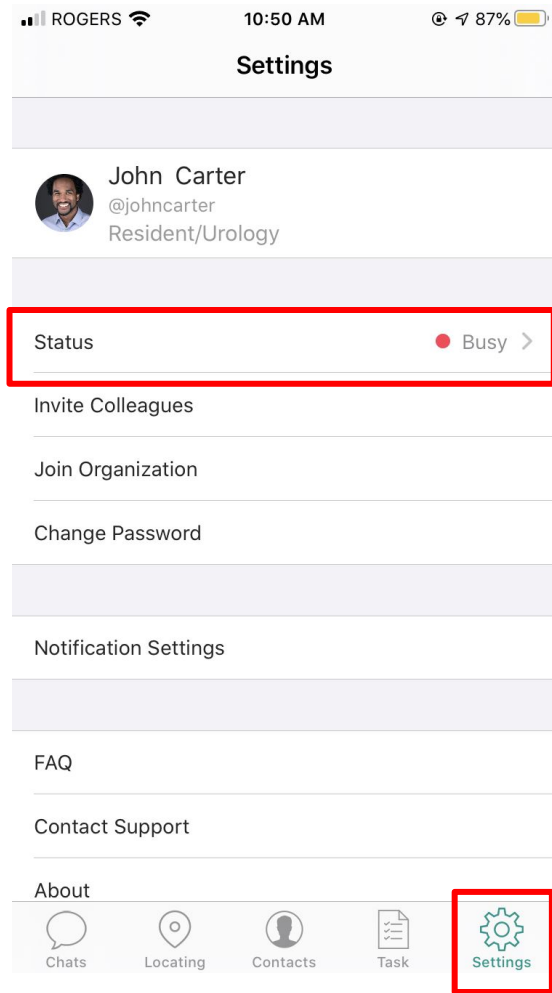
Changing Your Status

Step 2

Tap on the "Custom Status Message" to include details of your availability or whereabouts.

Step 3:

If you set your status to "Busy" or "Unavailable", you may designate an alternate contact from your contacts. Tap on **"select proxy user"** and select the appropriate team member.

Please note: When selecting a proxy user, you will continue to receive messages. Other users will however be notified to message your proxy user.

1:37

‹ Settings   **Status**   Done

CUSTOM STATUS MESSAGE

DESIGNATE ALTERNATE CONTACT

Select proxy user

STATUS

● Available

● Busy   ✓

● Unavailable

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Joining an Organization

To enable communication and collaboration, Hypercare allows users to join multiple organizations on the app. By joining an organization, you will gain full access their staff directory on Hypercare.

Step 1

Open the Hypercare app and tap on the *"Settings"* icon located on the bottom toolbar.

Tap on the *"Join Organization"* icon located under your Hypercare Settings.

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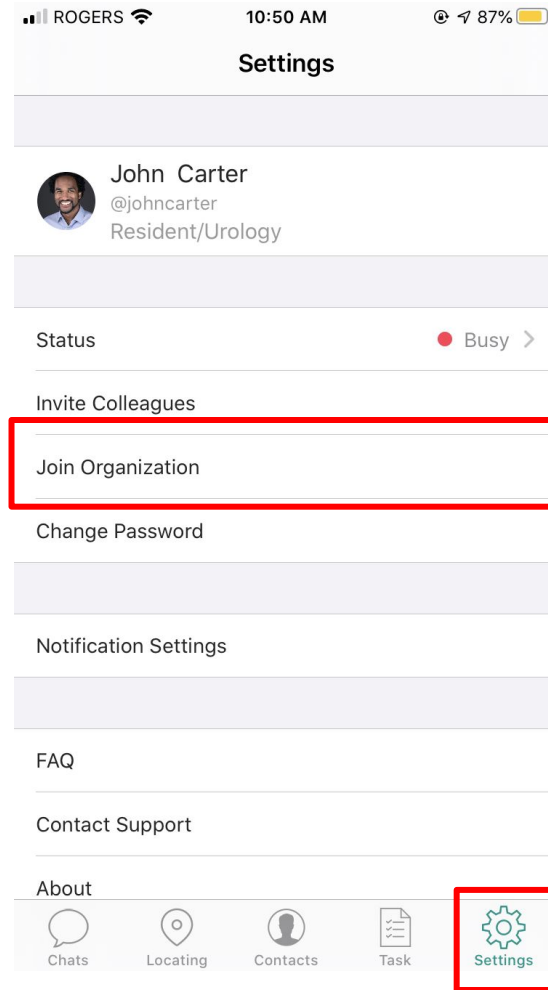
Joining an Organization

Step 2

Type in the organization code **OR** your active directory email if applicable.

Please note: If the organization has integrated with Active Directory, users may enter their professional email to automatically join said organization. If users do not have or are unaware of the organization code, please contact *Hypercare Support* or ask a colleague to invite you to the organization.

Enter Organization Code

Input the orgaization code you received to join your organization.
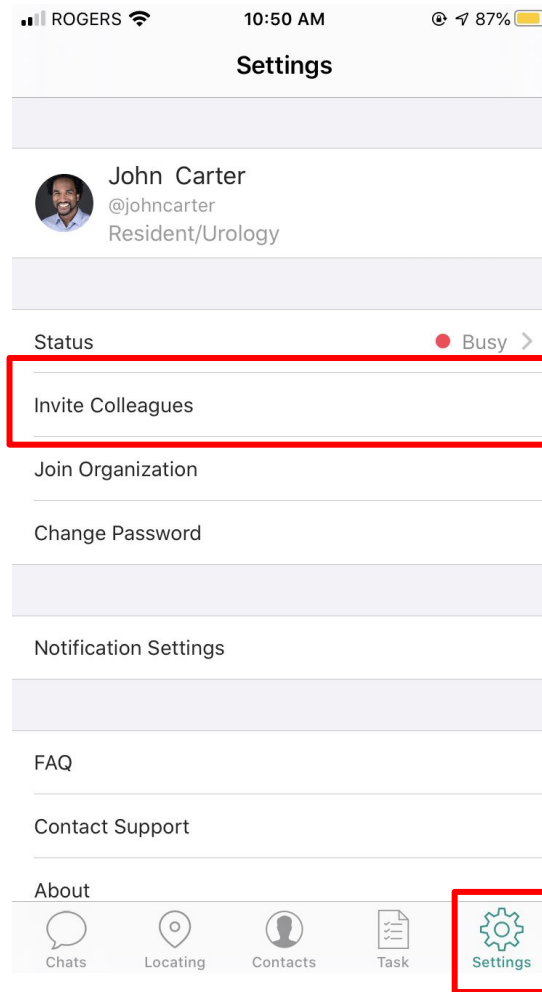
Organization Code

USE EMAIL

NEXT

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Inviting Your Colleagues

To facilitate communication within and between interdisciplinary teams, users can easily invite colleagues to join their organization on Hypercare. When inviting your colleagues, Hypercare will help you send your organizational code through various methodologies.

Step 1

Open the Hypercare app and tap on the **"Settings"** icon located on the bottom toolbar.

Tap on the **"Invite Colleagues"** icon located under your Hypercare Settings.
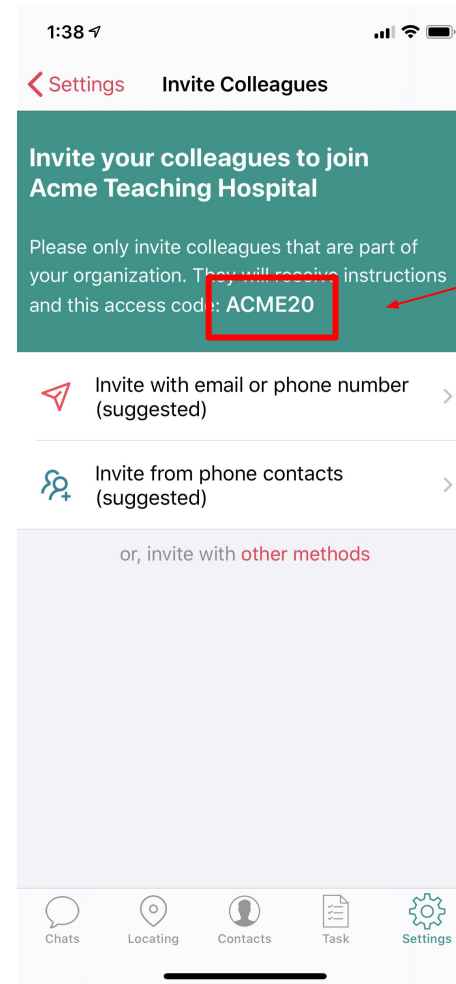
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Inviting Your Colleagues

Step 2

Users can choose from the following options:

- ➔ Invite with email or phone number
- ➔ Invite from phone contacts
- ➔ Invite with other methods

Please note: If you forget your organization's access code at any time, you can also view it on this screen.

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Thank you, please contact Hypercare support with any further questions

You can reach us at:

Call: +1(877)379-3533

Call/Text: (6747)370-4788

Email: support@hypercare.com

Chatbot: www.hypercare.com