



MobileHelp Connect<sup>®</sup> MobileVitals<sup>®</sup> | User Guide

# MobileHelp Connect® MobileVitals® User Guide

## Welcome

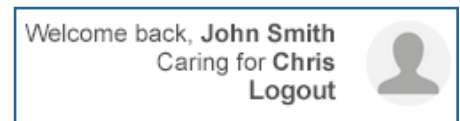
Thank you for choosing MobileHelp® and welcome to the new MobileHelp Connect® web portal with MobileVitals®. You may also utilize this portal by downloading the free MobileHelp Connect app from the Android Google Play App Store or iTunes App Store. We have created a suite of tools to help you actively participate in your health management. This guide will help you get familiar with how the portal works and how to take advantage of all the features MobileVitals has to offer. Features include tracking your weight, blood pressure, blood glucose and blood oxygen saturation (SpO<sub>2</sub>). You will also have access to a feature that will remind you to take your vitals and/or your medication.

## Overview

Once you login to your MobileHelp Connect account, you will reach the home page. This screen will overview different sets of information that will be useful to you. If you ever need to return back to this home page, simply click on **Home** at the top of your screen.

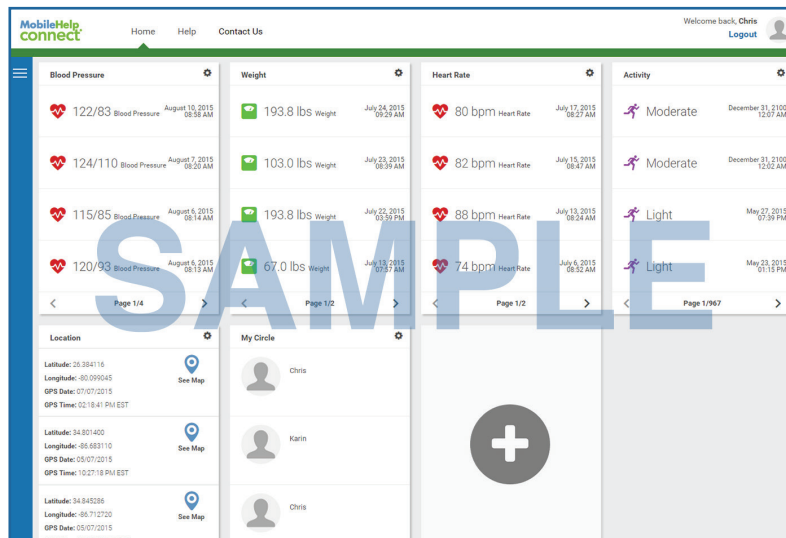


At the top right hand corner of your screen, you will be able to see your name and the name of the subscriber you are viewing the profile for.



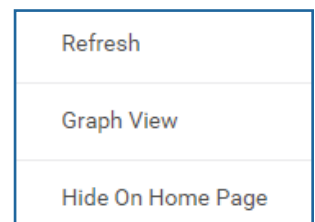
## Home Page

Your home page will include different panels that will display your information. You may view the graphs on each of the panels by clicking the small gear icon at the top right of the panels. ⚙️ You can click on **Refresh** to refresh your panel screen. You may also click on **Graph View** to view a graph that will display the information associated with that panel. You may also choose to remove that panel from the home page by clicking on **Hide On Home Page**.



This is just an example of how your home page will display. Depending on the services and system you have, you will have different panels displayed on your home page.

You can also add more panels by clicking on the plus in the last panel. If you do not have any other panels to add, you will not see this panel. ⊕ You may also add a panel by clicking on the menu button ☰ and clicking on one of the options such as Events, and clicking **Show On Home Page** where it applies. If you do not see this option, that panel may already be displayed on your home page.

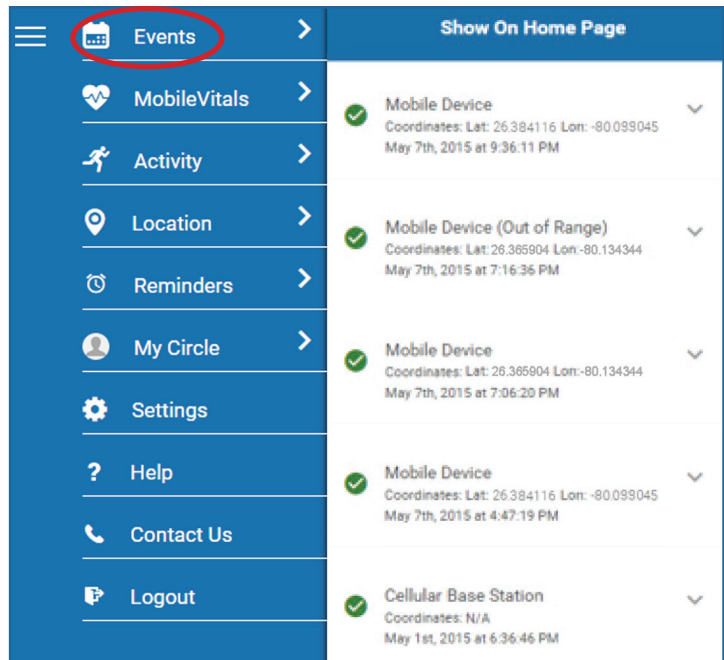


## Events

This section will display the date and time when signals are received, either on the Mobile Device or the Cellular Base Station. The Mobile Device attempts to obtain a GPS lock upon button press and periodically throughout the day. Upon button press, the Mobile Device will send the coordinates of the device along with the date and time of the event which is displayed in this Events section.

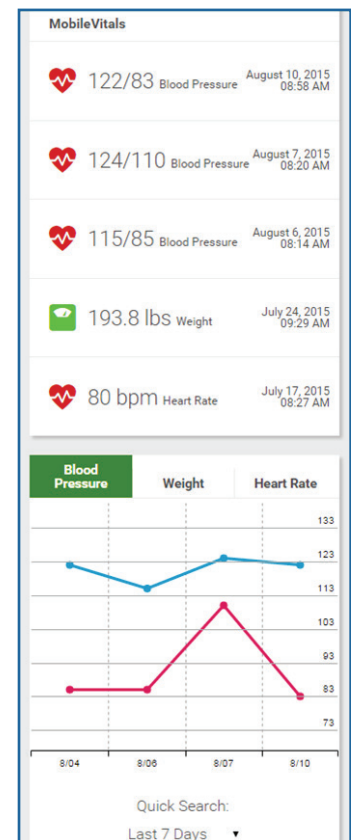
**\*Out of Range:** If you see this on your screen, it means that Mobile Device was not in range of the Cellular Base Station or that there is no Cellular Base Station associated with this account.

**\*N/A:** The Cellular Base Station is a home based system which does not obtain GPS coordinates. This is why you will see "N/A" next to "Coordinates."



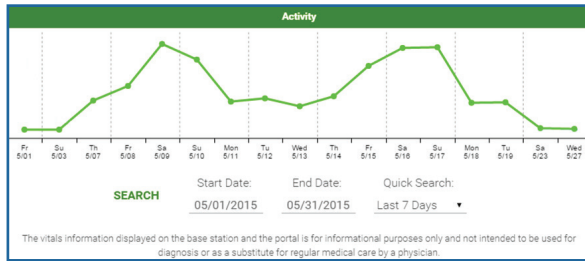
## MobileVitals

This section will display the last four vitals measurements. You will also be able to see the date and time the information was received. Underneath these data sets, you will also see a graph with different tabs at the top for each of the vitals. When you click on the different tabs, you will be able to see the different types of vitals that were checked. Underneath the graph, you will see a **Quick Search** option. You may click this section to change the date view to **the Last 7 Days, Last 14 Days, Last 30 Days, Last 180 Days** or **Last Year**.



## Activity

This section will be available to you if you have added Activity Tracking to your account. If you have that feature, this section will demonstrate your last recorded activity levels. A graph will also pop up on your screen that will show the data through different date ranges. The Activity Tracking feature requires a Fall Button. If you do not have a Fall Button and would like to purchase one for your system, please contact Customer Service at 1-800-930-1124.



	Events	Hide On Home Page
MobileVitals	>	
<b>Activity</b>	>	Light Activity May 19, 2015 12:00 AM
Location	>	Light Activity May 18, 2015 12:00 AM
Reminders	>	High Activity May 17, 2015 12:00 AM
My Circle	>	High Activity May 16, 2015 12:00 AM
Settings	>	High Activity May 15, 2015 12:00 AM
Help	>	High Activity May 15, 2015 12:00 AM
Contact Us	>	High Activity May 15, 2015 12:00 AM
Logout	>	Moderate Activity May 14, 2015 12:00 AM


## Location

If you received a Mobile Device with your system, this section will show the last known locations that were captured by the Mobile Device when the help button was pressed.

0 used 30 Remaining
LOCATE NOW

The **LOCATE NOW** button at the top right corner of this page allows you to send a request for the current location of the Mobile Device if the subscriber received a Mobile Device with their system. To the left of the **LOCATE NOW** button you will see how many location requests you have remaining. Every time you press the **LOCATE NOW** button, you use a location request. Location requests are available to subscribers that have a system which includes a Mobile Device. Each user is allotted 30 location requests per month.

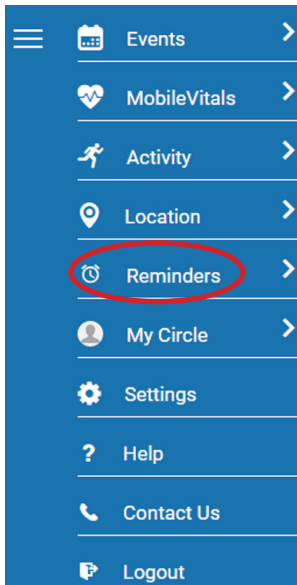
Results may take up to five minutes in some cases and the success or accuracy depends on the current location and status of the Mobile Device. If you press this button, it will disappear while it searches for the device location. It can be up to 30 minutes for the button to reappear because the device might still be processing the last request. The button disappears to avoid multiple requests being sent at the same time which might increase the time it takes for the Mobile Device to respond.

	Events	Latitude: 26.384116 Longitude: -80.099045 GPS Date: 05/07/2015 GPS Time: 10:27:18 PM EST	See Map
MobileVitals	>		
<b>Activity</b>	>		
Location	>	Latitude: 26.384116 Longitude: -80.099045 GPS Date: 05/07/2015 GPS Time: 06:26:57 PM EST	See Map
Reminders	>		
My Circle	>	Latitude: 26.384116 Longitude: -80.099045 GPS Date: 05/07/2015 GPS Time: 05:36:11 PM EST	See Map
Settings	>		
Help	>		
Contact Us	>	Latitude: 26.384116 Longitude: -80.099045 GPS Date: 05/07/2015 GPS Time: 03:16:36 PM EST	See Map
Logout	>		
 Welcome Back "Your Name"			
		Latitude: 26.384116 Longitude: -80.099045 GPS Date: 04/11/2015 GPS Time: 12:51:07 PM EST	See Map
		Latitude: 26.384116 Longitude: -80.099045 GPS Date: 04/11/2015 GPS Time: 09:15:36 AM EST	See Map

## Vitals Reminders

If you wish to add a **Vital** reminder:

1. Click the menu button on the left hand of the screen that looks like three lines.
2. Select **Reminders**.



3. Click **ADD NEW** at the bottom of your screen.
4. Select **Vital** under **Reminder Type**.
5. Select the **Vital Reminder Type**: Blood Pressure, Blood Glucose, Weight, and/or Blood Oxygen Saturation.
6. Select **Days to take**, or **Daily**, if you would like to be reminded every day.
7. Set **Times to take** by selecting up to four different times of day.
8. You may add notes in the **Comments** section at the bottom.
9. Click **SAVE** when you are finished, or **CANCEL** if you wish to exit this screen without saving.
10. Always remember to click **UPDATE DEVICE** at the bottom of the Reminders screen when you have made any changes in order to push the update(s) to the Cellular Base Station.

Reminder Details

Reminder Type: Vital

Vital Reminder Type: Blood Pressure

Days to take:

Daily (select all)

Sun  Mon  Tues  Wed  Thu  Fri  Sat

Times to take:

Time 1: 10:00 AM Time 2: 6:00 PM Time 3: -- Time 4: --

Comments:

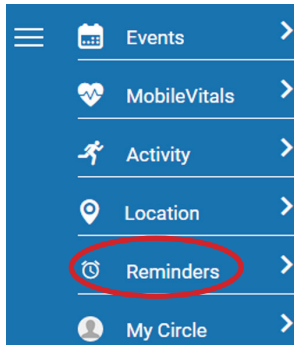
CANCEL SAVE

This section will be available to you if you have added Medication Reminders to your account.

## Medication Reminders

If you wish to add a **Medication** reminder:

1. Click the menu button on the left hand of the screen that looks like three lines.
2. Select **"Reminders"**.



3. Click **ADD NEW** at the bottom of your screen.
4. Select **Medication** under **Reminder Type**.
5. Next to **Reminder Name**, add in the name of your medication. This is the name that will be displayed on your Cellular Base Station screen when it is time for the reminder.
6. Add in **Dosage** and **Amount** information if desired.
7. Select **Days to take**, or **Daily**, if you would like to be reminded every day.
8. Set **Times to take** by selecting up to four different times of day.
9. You may add notes in the **Comments** section at the bottom.
10. Click **SAVE** when you are finished, or **CANCEL** if you wish to exit this screen without saving.
11. Always remember to click **UPDATE DEVICE** at the bottom of the Reminders screen when you have made any changes in order to push the update(s) to the Cellular Base Station.

### Reminder Details

Reminder Type: Medication

Reminder Name: Calcium

Dosage: 600 Amount: 2

Days to take:

Daily (select all)

Sun  Mon  Tues  Wed  Thu  Fri  Sat

Times to take:

Time 1: 8:00 AM Time 2: 8:00 PM Time 3: -- Time 4: --

Comments:

**CANCEL** **SAVE**


## Reminder Acknowledgments

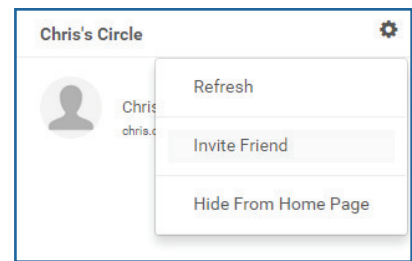
Each time you accept or ignore a reminder, it will appear in this section. You will be able to see what type of reminder it was, the date and time it was accepted or ignored.

### Reminder Acknowledgments

- Lipitor - Reminder Accepted**  
Every day  
December 1, 2014 12:00 PM
- Plavix - Reminder Accepted**  
Every day  
December 1, 2014 12:00 PM
- Metoprolol - Reminder Ignored**  
Every day  
November 30, 2014 01:00 PM

## My Circle

This section will allow you to view a list of your responders, if applicable. The subscriber can send an email invitation to any call list responder to log into MobileHelp Connect and view designated information regarding the subscriber. The subscriber may also add new users to the Circle by clicking on the Settings Icon  in the My Circle Panel and selecting **Invite Friend**.



Enter their email address and click **INVITE**.

Invite someone to join your circle

Email  
email@email.com

**CANCEL** **INVITE**

Once you click **INVITE** you will see the message below. An invitation will be sent to their email address and they will be able to login to their profile and receive information on the subscriber, depending on the permissions the subscriber has allowed.


Invite someone to join your circle

**Email successfully sent**

**CLOSE**


The users under My Circle may have some icons next to their name and email address.




Click on this icon  to modify the permissions that your responder can see. When you click on this icon, the screen to the right will appear.

Select the permissions you wish that specific user to see. Click **UPDATE** at the bottom of the screen when you wish to save your changes and then exit the screen. Click **CANCEL** to leave the screen without saving any changes.

**Please Note:** If you allow a responder administrative access by checking the boxes in the screen shown above, they will be able to view your reminders and to have the ability to add or remove people in the subscriber's circle.

This trash icon  will allow you to remove the responder's account and relinquish the capability to view the subscriber's information.

If you see this icon  next to a responder, that means they are a Call List Responder. They are added to the subscriber's personal MobileHelp account as an emergency responder and can't be removed via the portal.

**Privacy**

	Allow
<b>Locations</b>	
Locate Me	<input type="checkbox"/>
View My Location	<input type="checkbox"/>
<b>View my data</b>	
Events	<input type="checkbox"/>
Vitals	<input type="checkbox"/>
Activity	<input type="checkbox"/>
Acknowledgement History	<input type="checkbox"/>
<b>Allow this person to receive Notifications via SMS or email</b>	
System Status Notification	<input type="checkbox"/>
Non Emergency Notification	<input type="checkbox"/>
Emergency Notification	<input type="checkbox"/>
Reminder Accepted Notification	<input type="checkbox"/>
Reminder Ignored Notification	<input type="checkbox"/>
Activity Notification	<input type="checkbox"/>
<b>Administration</b>	
Reminder Schedule	<input type="checkbox"/>
Can Add Or Remove People In Circle	<input type="checkbox"/>

**CANCEL** **UPDATE**

**You must call Customer Service at 1-800-930-1124 to add or remove Call List Responders.**

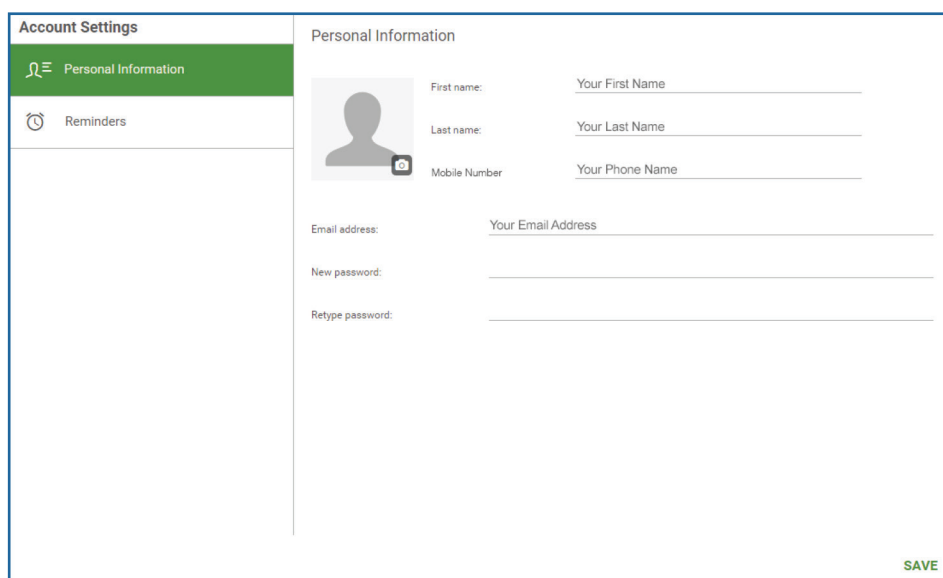
**Notification/Connect Only Responder:** If the responder was added through MobileHelp Connect and is not a Call List Responder that is listed on your personal MobileHelp account, then they may update their name, phone number, password, and photo by logging into the account and clicking on **Settings**. The subscriber may delete this type of responder's ability to log in and view the profile by removing them from My Circle.

**Call List Responder:** The Call List Responder may only change their password or photo when they login to their account.

**If you would like more information on the My Circle section, please call Customer Support at 1-800-930-1124 and select the option for Customer Service.**

## Settings

In this section, you will be able to view your personal information, add a profile picture or change your password. Updating information in this section will not affect the MobileHelp subscriber information. Please remember to click **SAVE** prior to updating any information.



The screenshot shows the 'Account Settings' interface. On the left is a navigation menu with 'Personal Information' selected. The main content area is titled 'Personal Information' and contains a profile picture placeholder, a 'Mobile Number' field, and three text input fields for 'First name', 'Last name', and 'Your Phone Name'. Below these are three more text input fields for 'Email address', 'New password', and 'Retype password'. A green 'SAVE' button is located in the bottom right corner of the form area.

Ability to change information on this screen depends on whether you are the subscriber, call list responder or notification responder. If you are unable to update certain fields, the subscriber must call Customer Service at 1-800-930-1124 and request that they update those fields.

## Contact Us

At the top of the home page you will see a **Contact Us** section. By clicking on this, you can view contact information to reach Customer Support by phone or by filling out a form and clicking send. A Customer Support associate will contact you as soon as possible.