

# COMMUNITY NURSING

## MOBILE COMPUTING MANUAL



**Health**  
Hunter New England  
Local Health District

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## PURPOSE OF MANUAL

The Mobile Computing Manual is for HNELHD Community Nurses who work in the community environment working with electronic computing devices. Document provides support and guidance to community nurse using internal sim data and or Integrated Data via a Mobile phone to serve clinical and administrative services.

Mobile Computing enables networked clinical program CHIME, electronic medical record, which has capacity to report data to be used.

Step by step guides are provided to enable the internal sim data and or Integrated Data via Mobile phones. Troubleshooting and key contacts are documented to support the process implemented across Hunter New England Local Health District.

## CONTACT INFORMATION

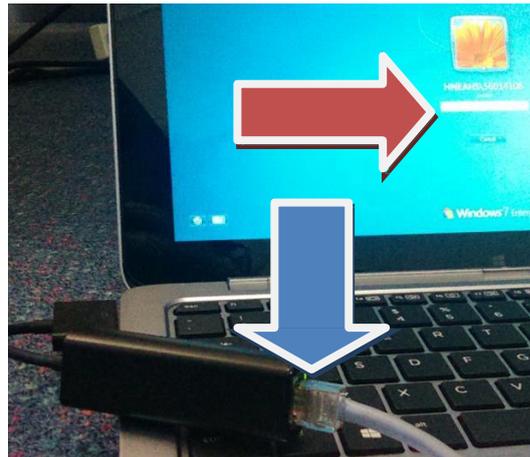
If experiencing difficulty, assess the issue then contact the appropriate person in the detailed table below. Troubleshooting guide is at the back of this user manual. If you are unsure who to contact please contact your line manager who will advise the correct team to contact.

HNE Team	Contact Details	Troubleshooting Issue
<b>IT Support – Helpdesk</b>	Phone: 492 13800 opt 3, opt 1 Fax: 492 13038	<ul style="list-style-type: none"><li>• Hardware</li><li>• Network and/or tethering connection</li><li>• Error messages</li></ul>
<b>CHIME Team – Helpdesk</b>	Phone: 492 13800 opt 1, opt 2 <a href="mailto:HNELHD-CHIMEHelpDesk@hnehealth.nsw.gov.au">HNELHD-CHIMEHelpDesk@hnehealth.nsw.gov.au</a>	<ul style="list-style-type: none"><li>• CHIME function <b>ISSUES ONLY</b></li></ul>
<b>Telecommunications Officer</b>	Phone: 498 53436	<ul style="list-style-type: none"><li>• Mobile handset issues</li></ul>
<b>Line Manager</b>	Name:	<ul style="list-style-type: none"><li>• Theft, loss or damage to the device</li><li>• Client incidents</li><li>• Security issues</li><li>• WH &amp; S issues</li></ul>

## HP LAPTOP/ TABLET INTERNAL SIM (DATA CONNECTION) SET-UP

**NOTE: Login and Telstra VPN module connection will only work once user as completed the first initial logon in whilst connect to the HNE Network.**

1. Laptop needs to be connected to a HNE network, using internet cable (Same cable used in the back of your desk PC, see blue arrow below).
2. Log onto user account using normal domain logon details, whilst connected to the HNE network (See red arrow below).



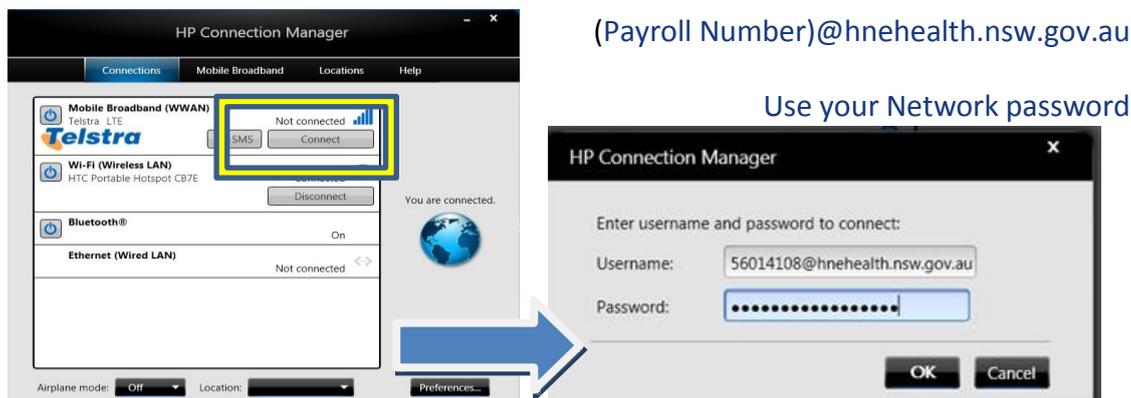
3. Click the “HP Connections Manager” Icon on desktop, to log onto HNE network Remotely



4. Click the “Connect”. (Yellow square below) Then enter Username and Password.

(Payroll Number)@hnehealth.nsw.gov.au

Use your Network password



HP Connection Manager

Enter username and password to connect:

Username: 56014108@hnehealth.nsw.gov.au

Password: [masked]

OK Cancel

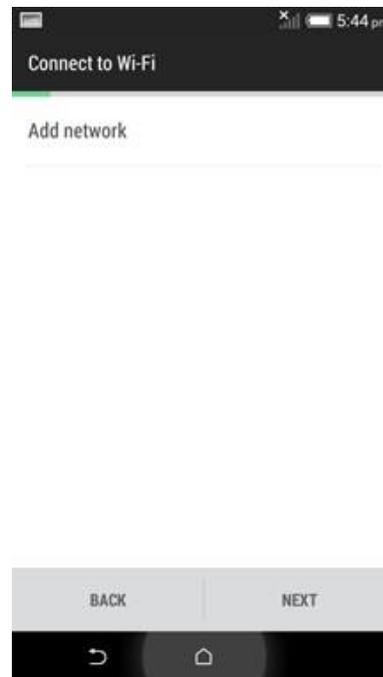
5. After the first initial login, user will only need to login via “HP Connection Manager” to connect to network. (no internal cable now required unless new user)

## GETTING STARTED WITH THE HTC DESIRE 610 HANDSET

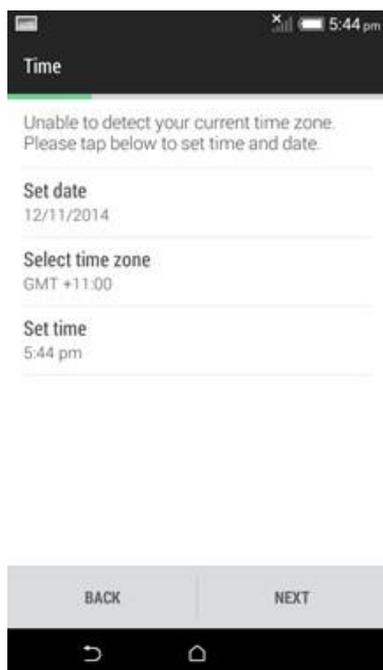
1. The first time you turn on HTC mobile you'll see the picture screen below. Select START.



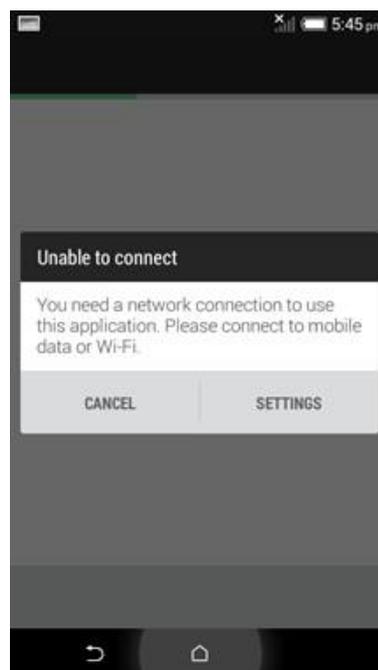
2. Choose NEXT (Don't add WiFi network)



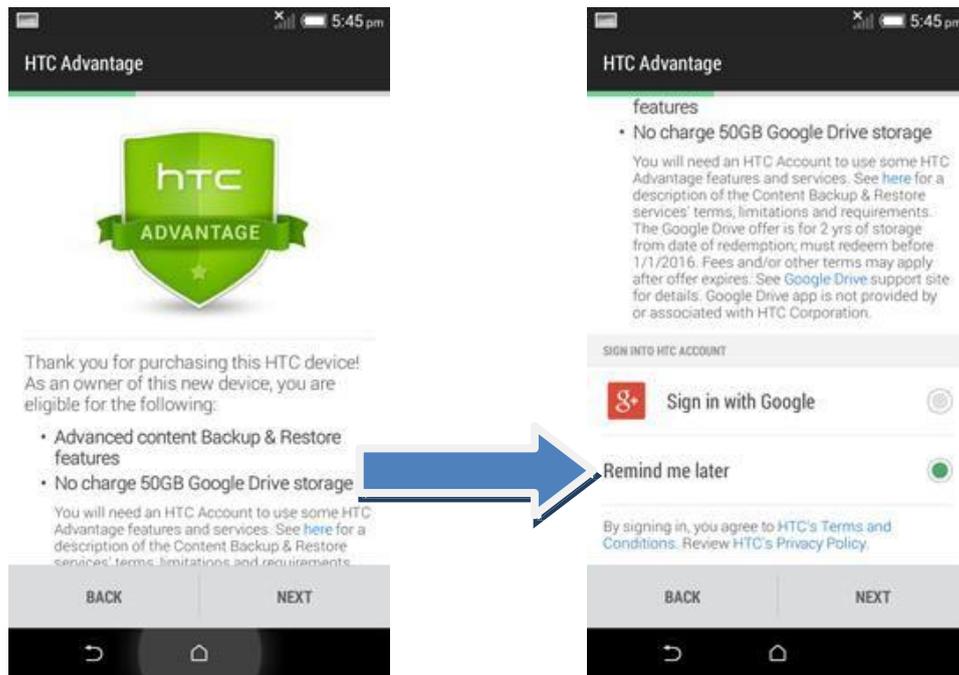
3. Select date and time then select NEXT (if screen appears)



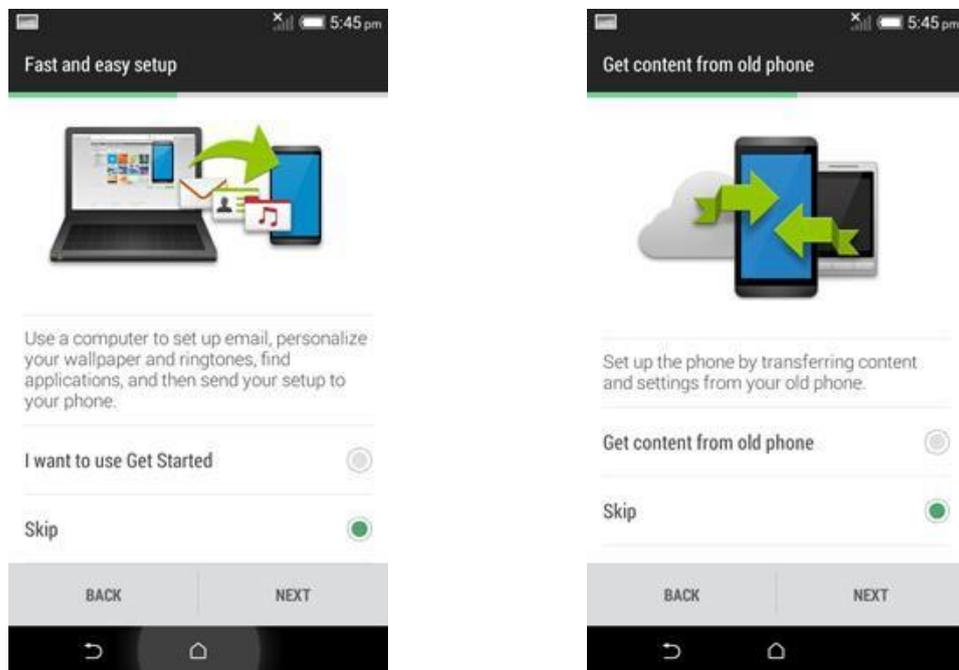
4. Select CANCEL when this screen shows



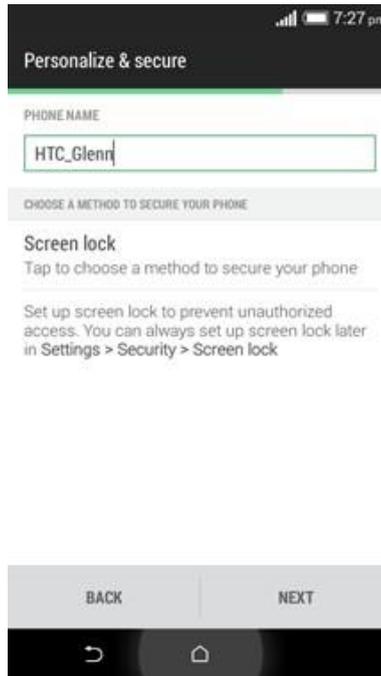
5. Swipe to the bottom of screen, select Remind Me Later then select NEXT



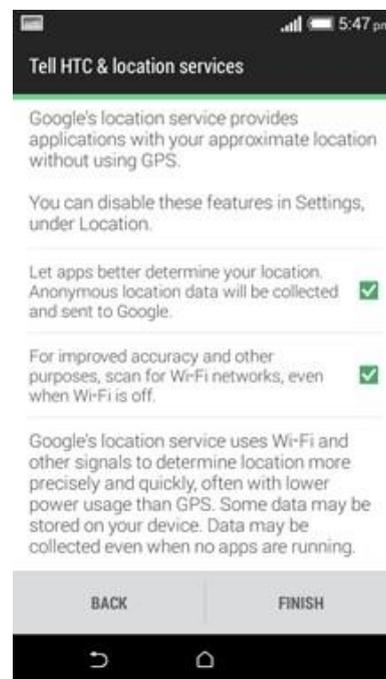
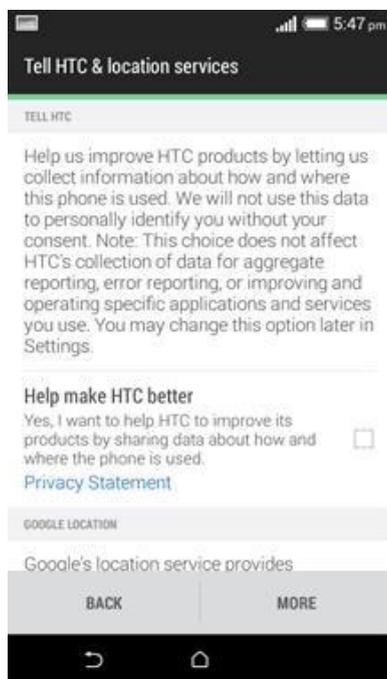
6. Select SKIP then NEXT for both of the following screens



7. Allocated handset unique name (i.e. Community Nurse 1) then select NEXT.



8. Swipe down to bottom of the page making sure the “Help make HTC better” is UNTICKED and the last two options are TICKED. Then hit FINISH.

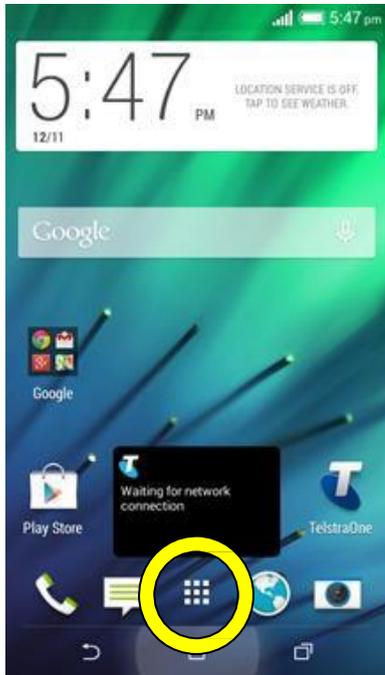


**\*\*You have now completed starting up your HTC mobile device\*\***

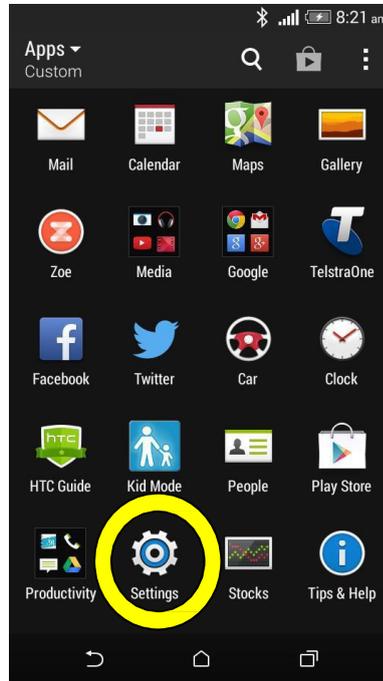
# CONFIGURING HTC DESIRE 610 MOBILE APN (DATA ACCESS TO HNE NETWORK)

**NOTE: Difficulty connecting to 4G lock to 3G. Mobile Settings> Network mode> GSM/ WCDMA**

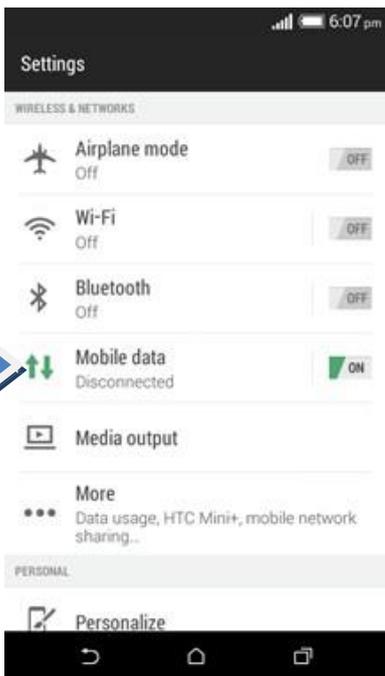
1. Select the 9 tiny squares (circled Yellow) to display the apps list



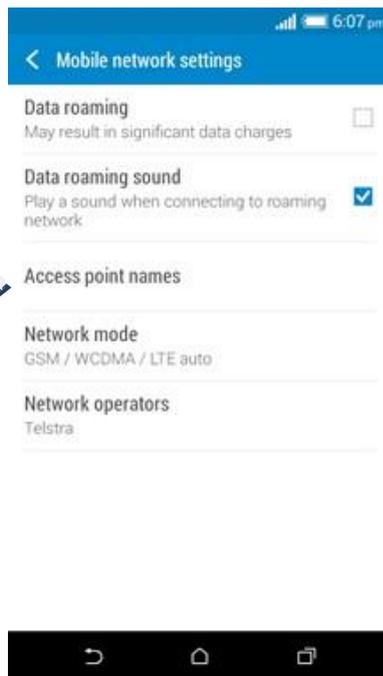
2. Then select Settings (circled yellow)



3. Select Mobile data, to take you to the mobile network settings.



4. Select Access Point Names (APN)



5. First picture, select the 3 dot menu button and choose New APN (see arrow)

6. Add below information into each field. Accurately enter information.

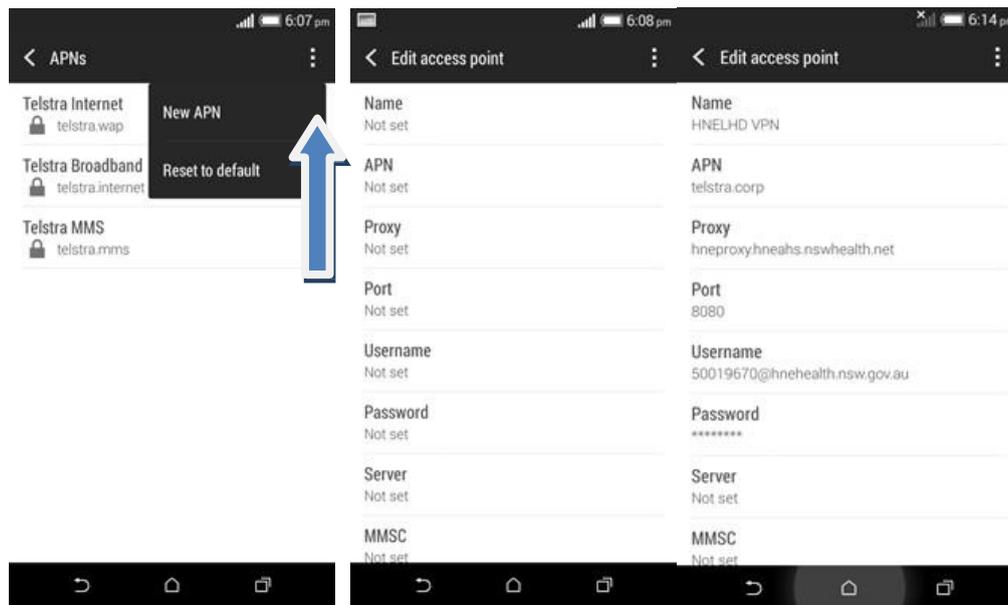
**NAME:** HNELHD VPN      **APN:** telstra.corp      **PROXY:** hneproxy.hneahs.nswhealth.net

**PORT:** 8080      **USERNAME:** (payroll number)@hnehealth.nsw.gov.au

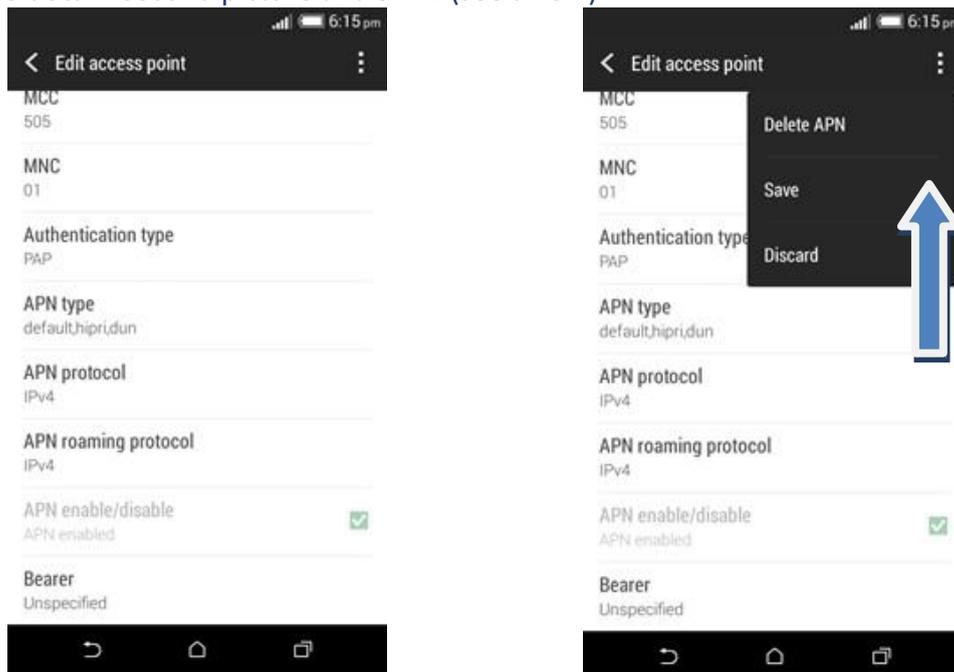
**PASSWORD:** (Network Password – same password used for Windows, Email, HETI etc.)

**AUTHENTICATION TYPE:** Select PAP

**APN TYPE:** default,hipri,dun



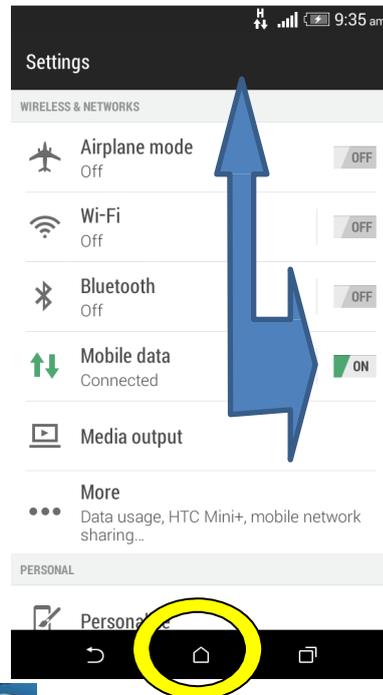
7. Select 3 dots in second picture and SAVE (see arrow)



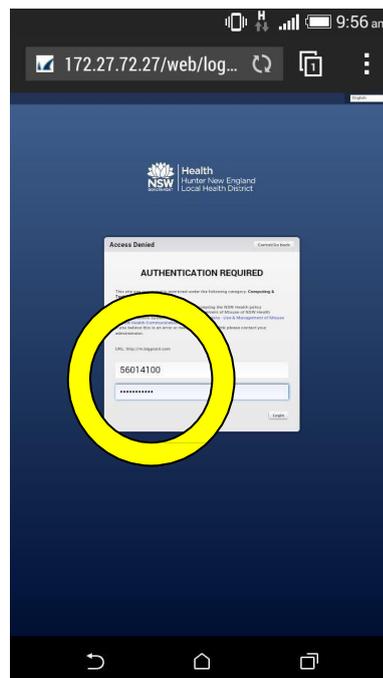
8. Select the HNELHD VPN option; ensure the green dot is next to it. Tap back arrow twice (circled yellow) to get to previous screen.



9. Turn the Mobile data option OFF then back ON. You'll then see a signal bar change to 3/4G or H symbol next to it. (See arrow). Select home key to go back to Home screen (circled yellow)



10. Open internet browser on home screen  and type HNE internet link in <http://intranet.hne.health.nsw.gov.au/> and save as home screen.  
(Select three dots >Settings>General>Set Home Page>Current Page)



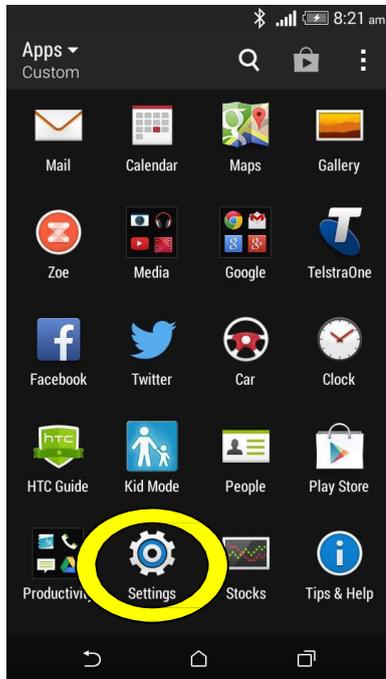
**NOTE: Accessing google you'll be prompted to enter username & password. Same process using a HNE Desktop/ Laptop computer when trying to access the Internet.**

**\*\*You have now completed configuring APN data connection\*\***

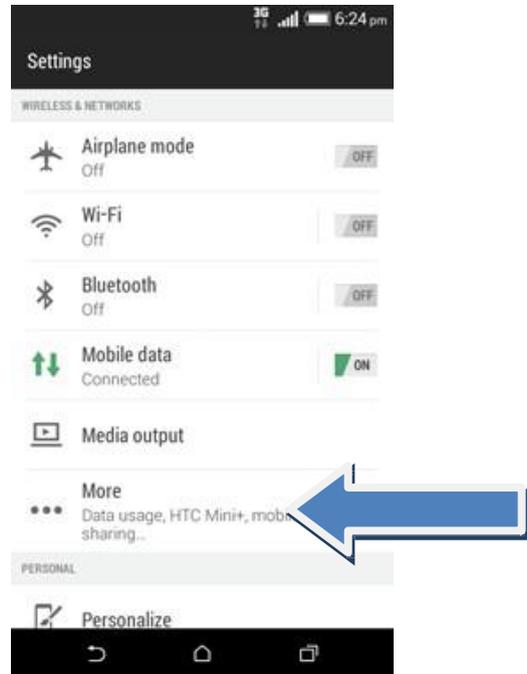
# WI-FI TETHERING TO HP LAPTOP/ TABLET (DATA CONNECTION) SET-UP

**NOTE: Ensure mobile data is turned on prior to turning on Wi-Fi Hotspot**

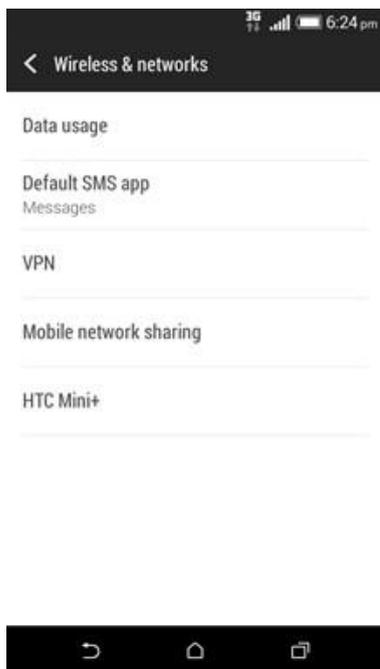
1. Select Settings (circled yellow)



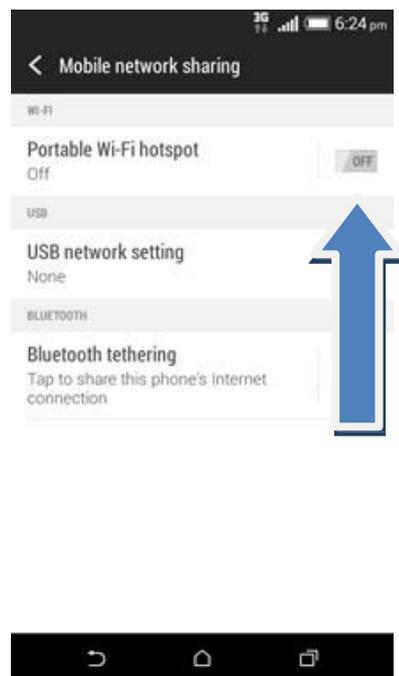
2. Then Select More (see arrow)



3. Select Mobile Network Sharing (see arrow)



4. Turn On Portable Wi-Fi hotspot (see arrow)



5. You'll then be prompted to choose a password (this will stop other users connecting to the Wi-Fi hotspot but you.)



6. Using a Windows Laptop click on the network icon (Left hand corner). Select the refresh icon (see arrow)



7. Then select HTC Hotspot and select Connect (see arrow)



8. Enter the password chosen in Step 5.



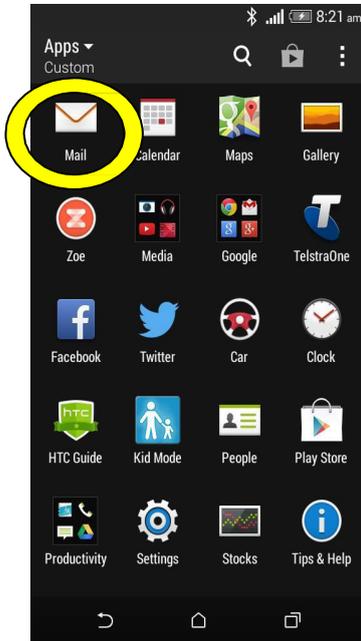
Now you are connected to the Internet/Intranet, Microsoft Outlook and clinical application i.e. CHIME using laptop computer. If you try and go to an Internet address you will be prompted for proxy authentication as you normally would when trying to access the internet.

**\*\*You have now completed configuring Wi-Fi Tethering data connection\*\***

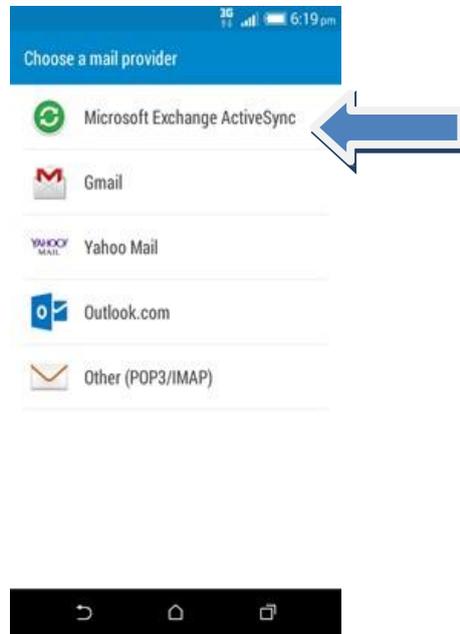
## CONFIGURE HNE EMAIL ON HTC DESIRE 610 MOBILE

**NOTE: Ensure HTC Desire 610 mobile APN (Data access to HNE Network) is configured first.**

1. Select the mail icon from apps list.



2. Then select Microsoft Exchange ActiveSync



3. Add below information into each field (example shown in pictures). Accurately enter information.

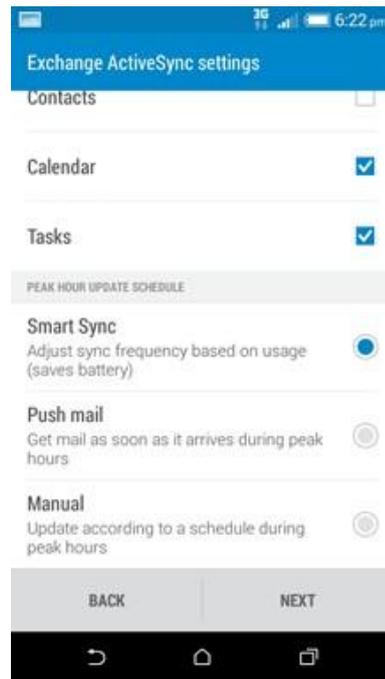
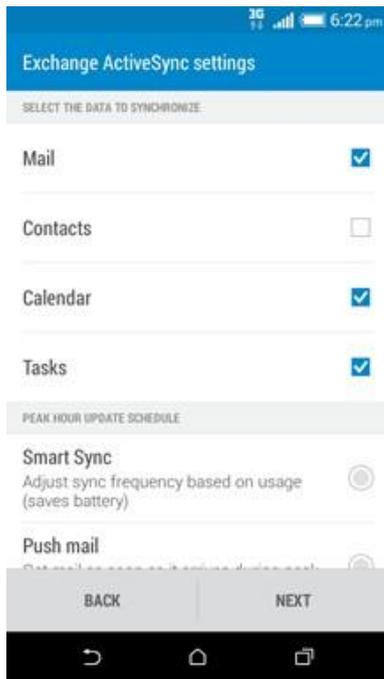
**EMAIL:** Your Email      **SERVER ADDRESS:** webmail.hnehealth.nsw.gov.au

**DOMAIN:** hneahs      **USERNAME:** Payroll number      **PASSWORD:** Network Password

Tick "This server requires an encrypted SSL connection" (see arrow) then select NEXT.

A screenshot of the 'Set up Exchange ActiveSync account' screen. The input fields are filled with the following information: EMAIL ADDRESS: Glenn.Thornton@hnehealth.nsw.gov.au; SERVER ADDRESS: webmail.hnehealth.nsw.gov.au; DOMAIN: hneahs; USERNAME: 50019670; PASSWORD: [masked]. The screen has 'BACK' and 'NEXT' buttons at the bottom.A screenshot of the 'Set up Exchange ActiveSync account' screen. The 'This server requires an encrypted SSL connection' checkbox is checked, indicated by a blue arrow. The 'CLIENT CERTIFICATE' section is visible with a 'Select certificate' button. The screen has 'BACK' and 'NEXT' buttons at the bottom.

3. Untick Contacts then swipe down and choose Smart Sync.



4. Select an account name. ie, HNE Email. Configured correctly your email will start downloading/ syncing.



5. Sync and account settings can be changed by selecting the 3 dots, then settings.

**\*\*You have now completed configuring your HNE Email account on mobile\*\***

## MOBILE COMPUTING TROUBLE SHOOTING GUIDE

**NOTE: Only contact CHIME helpdesk for CHIME issues, other issues unable to be resolved contact IT Helpdesk 4921 3800.**

Issue	Possible Cause	Possible Solution	Issue Contact
Network connection dropping out	Area (rural) not able to connect to 4G	Lock network to 3G (See configuring APN on page 9)	IT Helpdesk
Unable to log on	Incorrect login Network busy/failed	Retry the first initial login process (page 4, step 1-4)	IT Helpdesk
Unable to access network applications	Loss of/no connection Wrong password Network failure	Attempt to login again	IT Helpdesk
Loss of connection	Timed out	Attempt to log back in	IT Helpdesk
Computer will not start	Battery flat Power setting incorrect	Charge battery Change via control panel	IT Helpdesk
No access to file shares	Loss of/no connection Not mapped	See loss of connection solutions Map network drive	IT Helpdesk
Mobile hardware issues	Handset not charged Cracked screen Handset failure	Charge Request replacement Submit for warranty repair	Telecommunications Coordinator
CHIME	Not connected to network Wrong password CHIME Server down	Reconnect to network Retry CHIME password See attached fact sheets	CHIME helpdesk
Theft	-	-	Line Manager
WHS Injury	-	-	Line Manager

## APPENDIX 1 - CANNOT ACCESS CHIME, WRITE YOUR CLINICAL NOTES ON YOUR LAPTOP

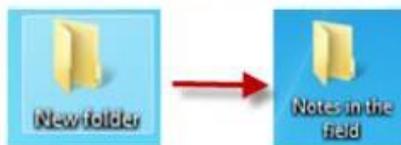
### Writing clinical notes on your laptop in the field.

When you are in the field and for some reason cannot access CHIME, you can write your clinical notes on your laptop, save it to your Desktop, and then later copy it to CHIME.

1. Make sure in advance that you have a folder on your Desktop where you can place these clinical notes. If you are not sure of this:
  - a. Right mouse click on a blank spot on the Desktop
  - b. Choose **New->Folder**



- c. Right mouse click on the **New Folder**, and **Rename** it to something such as *"Notes in the field"*



2. In the field you can start a new *Word* document, record your clinical note, and then save it to your Desktop in the *"Notes in the field"* folder. You **MUST** use the client's UI/PMI number for the name of the file. Remember the clinical note in *Word* **MUST** contain the client's **Name, DOB, Sex** and **UI/PMI number** so that it can later correctly be added to CHIME.
3. When saving the clinical note to your Desktop, **you must encrypt it for security**. To do this:
  - a. Choose **File ->Save ->Tools ->General Options**
  - b. Enter your password once and press [Ok]
  - c. Re-enter your password when prompted, and press [Ok]
  - d. Finally press [Save]
4. If you forget to initially save the document as encrypted, you can use **Save As** rather than **Save** and proceed as above.
5. When you are back in your office, you can reopen the *Word* clinical note – you will need your password. Don't forget it – it can't be recovered.
6. Copy the clinical note that you wrote, and paste it into a new clinical note attached to the correct service contact.
7. Check that the note is on the correct client's file before you save the new clinical note.
8. When you are sure the note is saved to CHIME, delete the note from your *"Notes in the field"* folder.

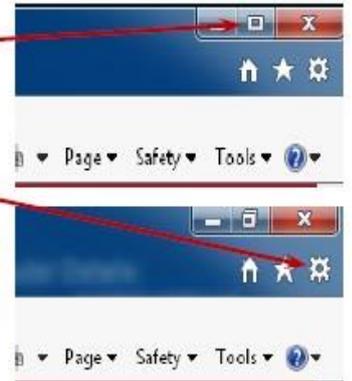
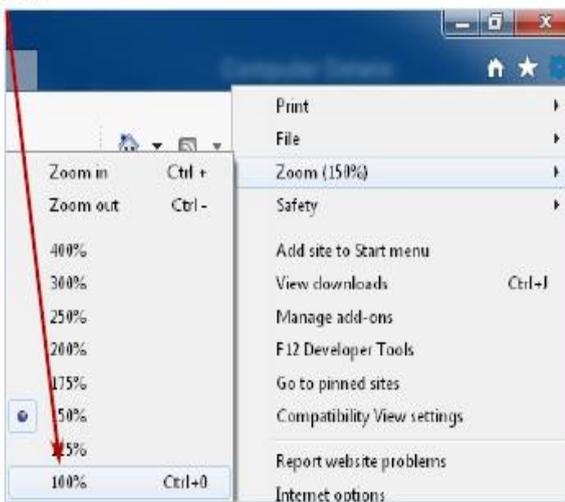
## Seeing more of your CHIME Screen

Many monitors, laptops and tablets may not allow staff to see the whole of CHIME on the screen. This can lead to problems in seeing the bottom of some forms and the buttons that may be there. A common problem area is the buttons at the bottom of the screen where we add Images to Clinical notes.

One way to remedy the issue of not being able to see all of the CHIME Screen is to check and change (if necessary) your **Zoom** Settings in Internet Explorer.

If you are now using *Internet Explorer 11* this is easy to do.

1. Maximise your CHIME Screen
2. Press the **Tools** control at the top right of your screen – (it looks like a little gear wheel) 
3. Choose **Zoom**, and then **100%**



If this does not fix your issue completely, try;

1. Clicking on **Zoom**
2. Then click on **Custom**
3. Try adjusting your **Zoom** level - 85% to 90% is a good place to start.



**Quick Fix** – Pressing the [F11] key will maximise the CHIME Window.



**Note:** This will **Hide the Taskbar** (at the bottom of the screen) this includes the **START** Button. 

To return the Window to the usual setting, Press the [F11] key again.

Clicking on the “blank” space on a **Menu Bar** will Collapse the Menu Bar making the screen a little larger.



To return the Menu Bar to the usual setting, Click on the **Title**

