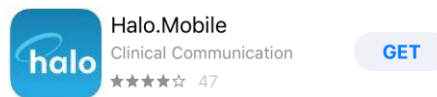


Downloading Halo - Android

Must have username and password from Flagler Hospital prior to Halo installation and use

Install from the Play Store

Download Halo and search for “Halo Health”.



LOG IN

Once you download the app, you will be directed to the log-in page. Enter your Flagler email

(**firstname.lastname@flaglerhealth.org**) (**example: mary.smith@flaglerhealth.org**).

Then, enter your password (same as **Allscripts EMR** password).

FORGOT PASSWORD

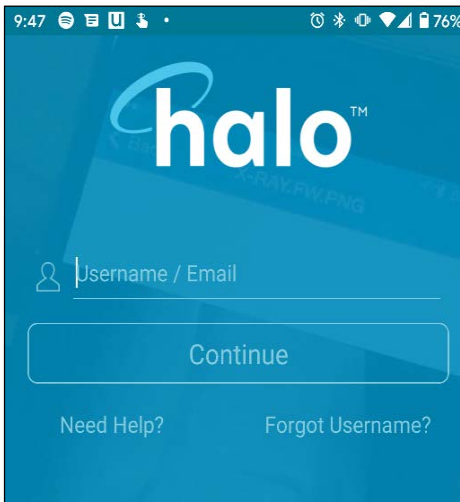
Your **EMR password** is controlled by Flagler Help Desk. If you need any assistance, please contact your the Help Desk at:

Email: FlaglerHelpdesk.account@FlaglerHealth.org

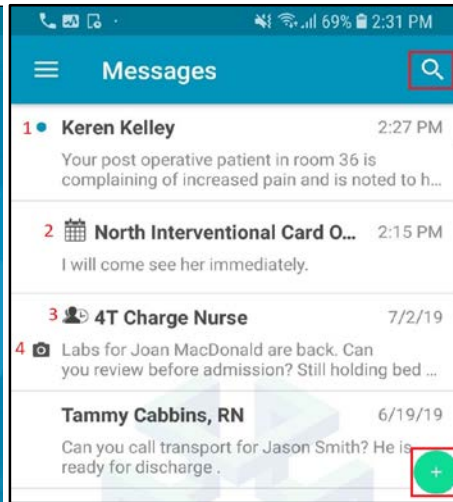
Phone: 904-819-4475

| Cancel | Forgot | Send |
|---|--------|------|
| Forgot Password? | | |
| Please enter the email address with which you registered for the Halo App and hit Send. Then check that email's inbox to reset your password. (Also check your Spam/Junk mail folder) | | |
| Email : <input type="text"/> | | |
| Forgot Username? | | |
| If you cannot remember the email address you registered with the Halo App, enter the cell phone number you used for the Halo App and hit Send. We will send a text message with that email address. | | |
| Cell : <input type="text"/> | | |

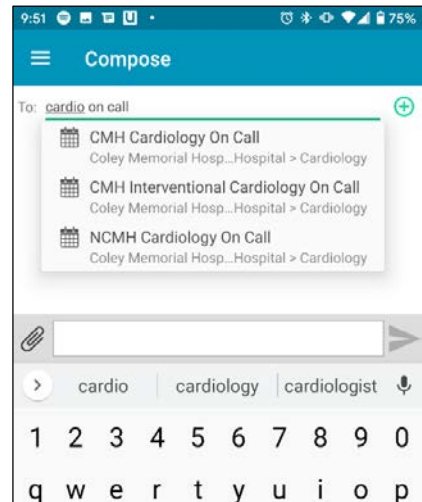
ANDROID QUICK START GUIDE



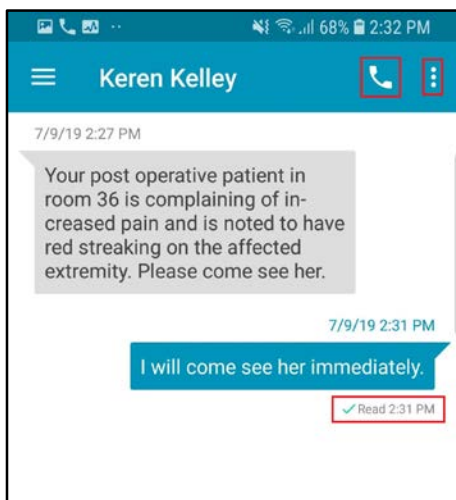
- **Login** using the credentials utilized by your organization
- Enter your professional suffix + call back number (if desired)



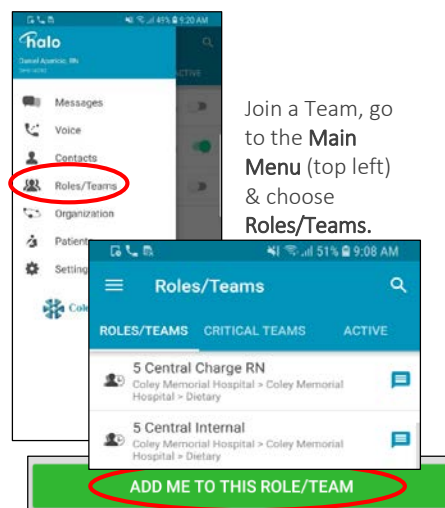
- **New message** > tap the plus icon
- To refer to a specific message, search with the **magnifying glass** in the top right corner
- See footnotes below for details on icons



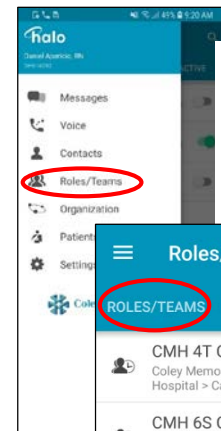
- Start typing the name of a **person** or **Role** in the 'To:' field
- Use the **Paperclip** to customize message (Add photos, mark urgent, etc.)
- Tap **arrow** to send message



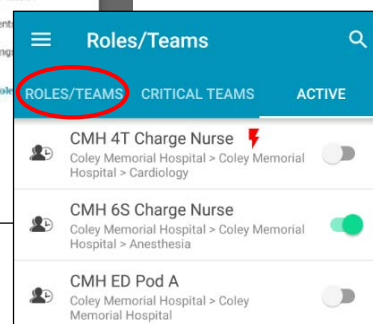
- **Message Status:** Sent, Delivered, Read
- **Call Back Icon:** Tap the **phone** icon to call the recipient from within a message thread
- **Mute Thread:** Tap the ellipsis within a thread to silence further notifications



Join a Team, go to the **Main Menu** (top left) & choose **Roles/Teams**.



Toggle on/off a team, go to the **Main Menu** (top left) & choose **Roles/Teams**.



Locate the Team you wish to join, **tap** on its name to open it, and tap the green **Add Me To This Role/Team** button.

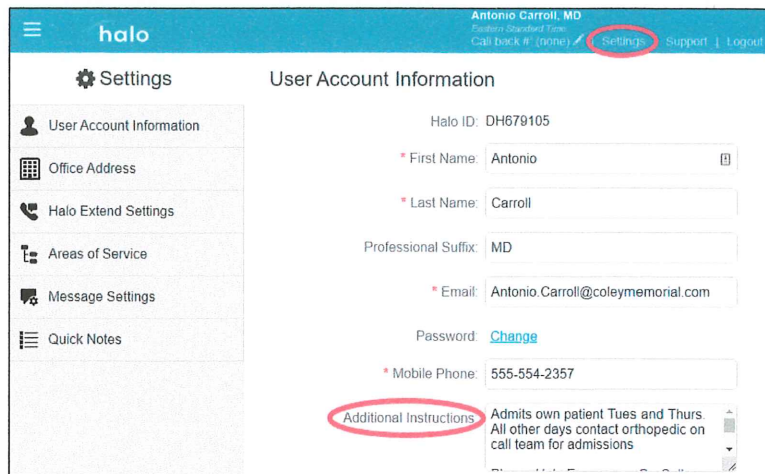
Go to the **My Roles** tab, and use the switches at right to toggle on/off coverage.

1. **New Messages** indicated by the **blue dot** next to the message.
2. **Calendar Icon** indicates that the role being messaged exists on a schedule
3. **A Person and a Clock** represents a role that is Team based
4. **Camera icon** indicates the message contains a photo or video

FOR ADDITIONAL SUPPORT,
PLEASE CONTACT THE HELP DESK **CALL 904-819-4475**
ADDITIONAL CONTENT AVAILABLE ON HALO WEB APP > SUPPORT > HALO KNOWLEDGE CENTER

HOW DO I UPDATE MY ADDITIONAL INSTRUCTIONS?

Update Instructions through their account settings. Access settings in Halo Web, top-right corner, click **Settings**, (screenshot).



Antonio Carroll, MD
Eastern Standard Time
Call back # (none) **Settings** Support Logout

Settings User Account Information

Halo ID: DH679105

* First Name: Antonio

* Last Name: Carroll

Professional Suffix: MD

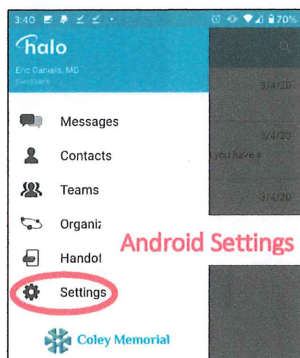
* Email: Antonio.Carroll@colememorial.com

Password: [Change](#)

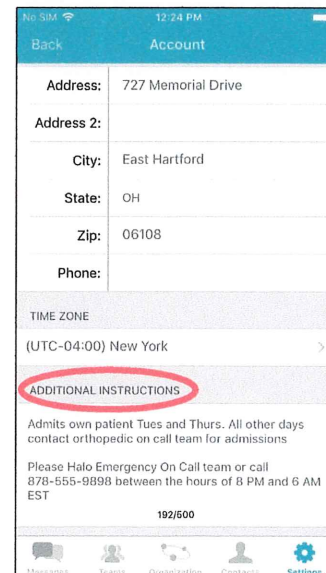
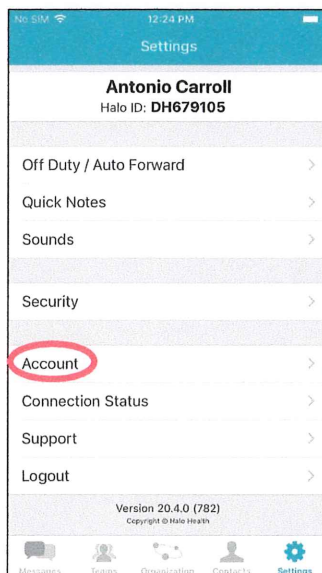
* Mobile Phone: 555-554-2357

Additional Instructions Admits own patient Tues and Thurs. All other days contact orthopedic on call team for admissions

Mobile users can access their account settings by going to **Settings > Account**, as shown in the screenshots below.



iPhone Settings



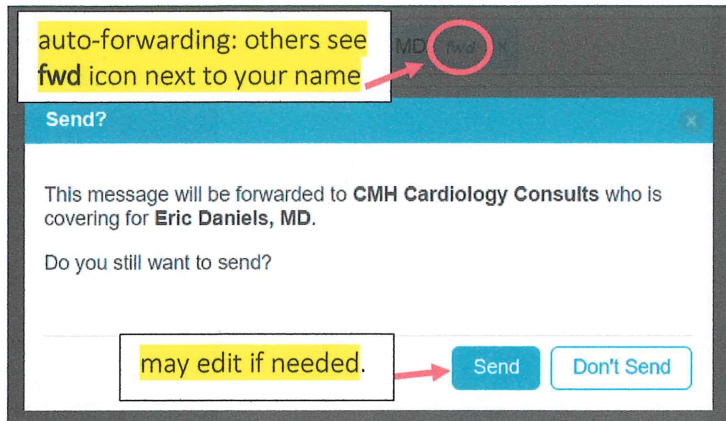
Turning on Off-Duty and Auto-Forwarding

Going to be unavailable in Halo for a while?

Auto-forward your messages to another user/Role or mark yourself off-duty.

Auto-Forward someone cover your messages. Sender is notified auto-forwarded to whom, and edit or cancel it if needed.

- **Unavailable for short time?** auto-forward messages to another user, until you return.
- **Unavailable for longer time?** auto-forwarding messages to a Role. As coverage on the team/Schedule changes, person covering your messages change with it!



Off-Duty notifies you are unavailable.

Note: organization may allow off-duty override, to send messages in emergency situations.

Turn on Off-Duty and Auto-Forwarding?

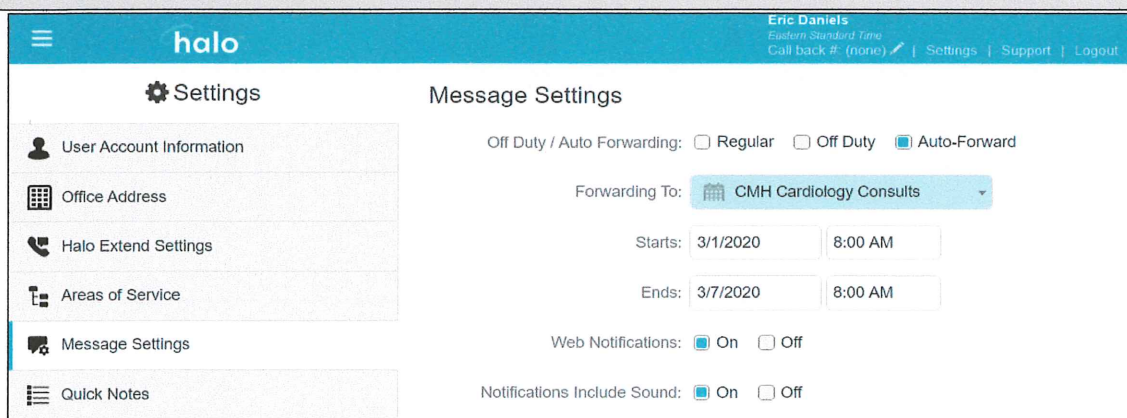
In Halo, go to **Settings**

Android - Main Menu (top left corner), select **Settings**

iPhone - **Settings** bottom left screen

1. Navigate to **Off Duty / Auto Forward** settings
 - a. **Mobile users:** choose **Off Duty / Auto Forward**
2. Set your message handling to **Auto Forward** or **Off Duty** – if going Off Duty, proceed to step 4
3. Auto forwarding messages -use **Forwarding To** field, search for recipient
 - a. Search for user –when auto-forwarding for short time
 - b. Search for Role –when forwarding for longer time Anyone covering Team/Scheduled Role will receive messages.
4. Set a start date/time & end date/time for auto-forwarding or off-duty period
 - a. You will automatically receive your messages once your end time passes
 - b. Any time can manually turn off, off-duty/auto-forward –set message handling back to **Regular & Save**

Not able to find Roles? Permission to auto-forward to Roles must be enabled. Call helpdesk@ 4475 for assistance.



Eric messages will be forwarded to who is covering CMH Cardiology Consults Role for the first week of March

Halo Contact Card

What is the Halo Contact Card?

Found multiple people with the same name? How do you know which who to contact? Want to contact a colleague not sure of their hours or preferences? Some admit their own patients, other through their on-call team or the hospitalist at certain times or always.

Halo Contact Card provides an profile for each user that shares information including: ■Name and credentials

■Specialty/primary area of service ■Office address & phone number ■Additional instructions or preferences

How to locate and reference the Contact Card.

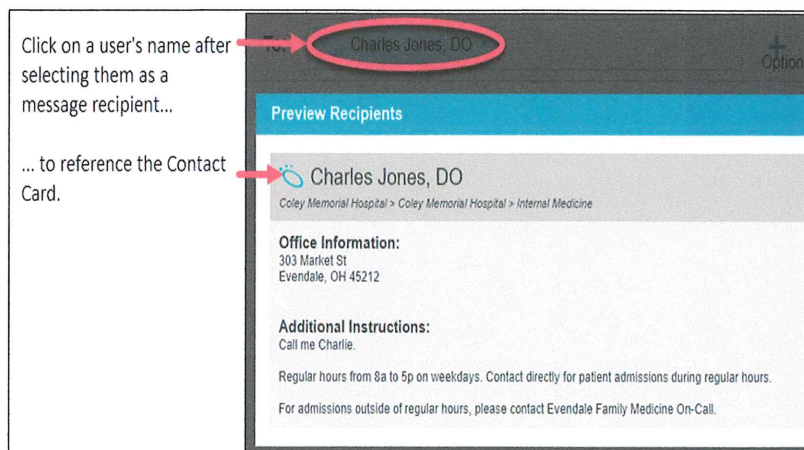
REFERENCING CONTACT CARD WHEN SENDING MESSAGES

Nurse to contact Dr C. Jones about ED admission, finds two users and isn't sure which to contact, (screenshot) Referencing area of service beneath name.



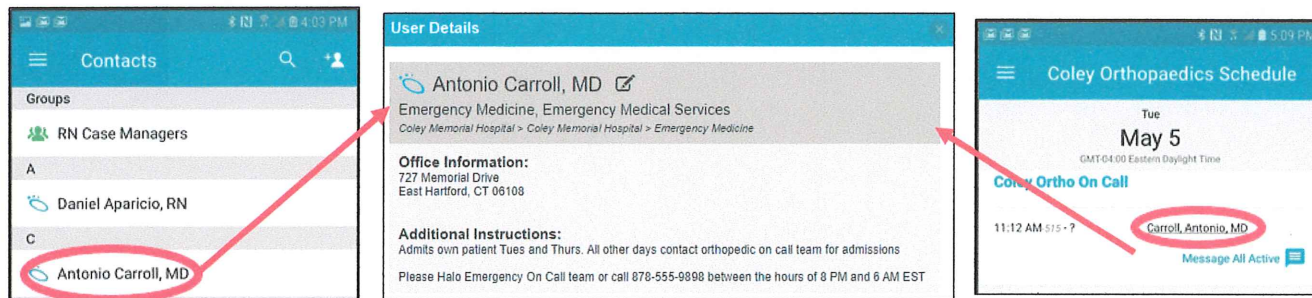
Selecting name to open Contact Card. Confirms correct recipient, references Dr. Jones' card **Additional Instructions** for preferences.

Sending message Dr. Jones' off hours, his Additional Instructions, also send to Evendale Family Medicine On-Call to coordinate the admission.



WHERE ELSE CAN CONTACT CARD BE ACCESSED?

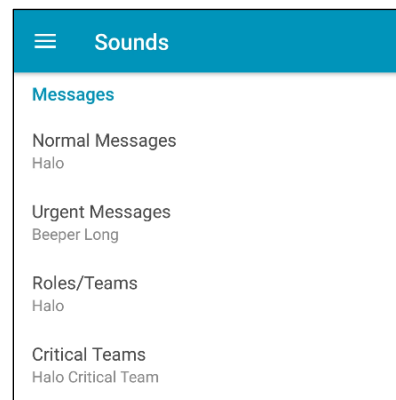
In addition to referencing Contact Card when **sending messages**, also reference/find Contact Card by **clicking on name** from within the **Contacts** or **Schedule** screen,.



Updating Notification Sounds for Android

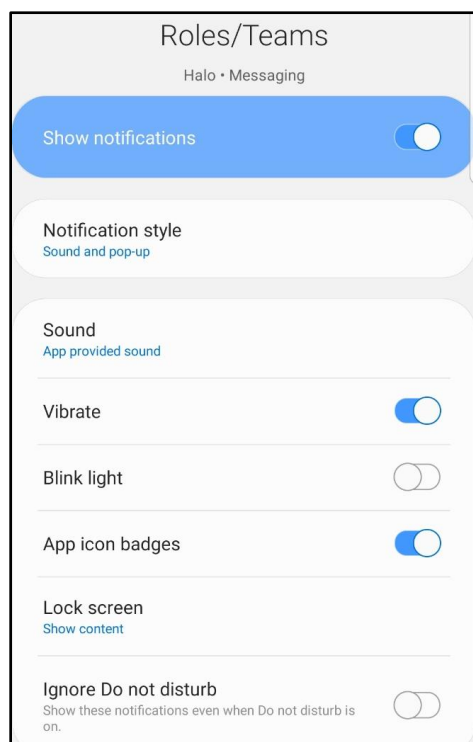
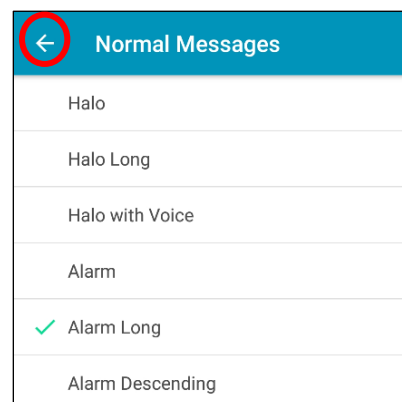
When you receive new messages (or phone calls, if you're a Halo Voice user), Halo will trigger a notification sound. To update your notification sounds for different types of messages and alerts, follow these steps:

1. Tap the Main Menu, and choose **Settings**.
2. On the Settings screen, tap **Sounds**.
3. On the Sounds page (shown at right), select the type of notification for which you want to set a notification sound. A list of options will appear:
 - a. Tap any option in the list to select it as a notification sound. A preview of the sound will play (adjust your phone volume if you do not hear it).
 - b. To finalize your selection, in the top-left corner, tap the arrow (circled in screenshot below) to return to your Sounds page.



CONSIDER THE FOLLOWING:

1. Keep the alert tones different for *Normal Messages* and *Urgent Messages*; this way you can distinguish message sensitivity by sound. The ringtone selected for Clinical Teams will be the same tone for messages sent to a Scheduled Service.
2. Silencing your phone will also silence Halo notifications unless you follow the steps below to override or ignore do not disturb.



OVERRIDING DO NOT DISTURB

Note that this is a device setting outside of Halo, so steps may vary based on device type.

1. Go to the phone's **Settings**
2. Under **Apps > Halo > Notifications** > Select **Messaging Category** (*Urgent, Normal, Critical, Roles/Teams*)
 Note: You can select a different setting/tone for each type of message category. To preview a tone, just tap on it.
3. Toggle Ignore Do not disturb **ON**.

Halo Tier I Troubleshooting Guide

| Issue | Resolution | Escalation |
|--|---|------------|
| Cannot log in | <ul style="list-style-type: none"> • Verify correct username and/or PW (did PW recently change?) • If can log in to Web, but not mobile, confirm Permission Set settings are as intended | Help Desk |
| Forgot username or PW | Note if PW has recently changed, need to use the new PW. | Help Desk |
| User is locked out | After 7 unsuccessful log in attempts, temporary lock out lasts 5 minutes . | Help Desk |
| When register gets message - Mobile # in use | <ul style="list-style-type: none"> • User can remove mobile # & skip this step | Help Desk |
| Keep getting logged out of Halo | <ul style="list-style-type: none"> • If Halo main screen: <ul style="list-style-type: none"> o Reminder: Put phone to sleep prior to putting in pocket o Verify Auto-Logoff is set to <u>Never</u> under Halo > Settings > Security o Reminder: If entering PIN to access Halo, type accurately, wrong PIN will log user out. | Help Desk |
| To edit suffix (as MD/RN) | Edit in Halo Web > Settings . Administrator can change this in the User record as well. | Help Desk |

MESSAGING



| Issue | Resolution | Escalation |
|--|--|---------------|
| Not receiving Messages iOS & Android | <ul style="list-style-type: none"> • User on most recent version of app (confirm app version - Halo > Settings > bottom of screen) • DND is not enabled * Has notifications enabled for Halo in phone settings • Has cellular/WiFi connectivity (run a connectivity check, Halo > Settings > Connection Status) • Has not Muted a thread in Halo *Have user log off/on *Have user power cycle device | User Helpdesk |
| Not receiving Messages Android | Verify Background Data Usage is enabled Uninstall any "Task Killer" apps: *CM Space Cleaner *CM Clean Master *CM Security Master | User Helpdesk |
| Received Message but didn't hear it | <ul style="list-style-type: none"> • Verify not on silent/vibrate *Change ringtones in Halo Settings *If neither, is it all messages or just 1? *Was it 1st notification or reminder notification? • iPhone user has Apple Watch, Are Notifications going to Watch? • Go to Sound Settings PDFs for Apple & Android for overriding Do Not Disturb | User Helpdesk |
| Receipt of messages are delayed | Verify: On most recent version of app (can confirm app version Halo > Settings > bottom of screen) If not, uninstall & reinstall recommended. <ul style="list-style-type: none"> • Cellular/WiFi connectivity (check user accesses Halo > Settings > Connection Status) * Have user log off/on *Have user power cycle device | User Helpdesk |
| Contacts –don't see my expected contacts | Halo contacts are generated by: 1. Facility chose when account is created 2. Messaging with a person (auto-add) They can find user in the type-ahead composing a new message. | User Helpdesk |
| How do I message person from outside org? Mountain Health Network | From Mobile: Menu > Organization > Community User Search > Community drop down will include: Mountain Health Network From Web: Menu > Contacts > Search For Contacts > Community drop down will include: -Mountain Health Network | |
| Log Out – How do I log out? | Halo > Settings > Logout | |

Detailed Troubleshooting Steps – User Management

LOCATING AND REACTIVATING DEACTIVATED USERS

To confirm if a user's account is deactivated (and reactivate their account, if necessary), follow the steps below:

1. In Halo Web, navigate to **Main Menu > Admin Console > Users tab**.
2. On the Users tab, beneath the search field, select the **Include Deactivated Users** check box.
3. Search for the user you wish to confirm. Deactivated users display with "grayed out" text, as circled in the screenshot at right.
4. Need to reactivate a user? Click on their name to open their user record, and scroll to the bottom of the screen to locate and click the **Reactivate User (restores previous messages)** button.

| | |
|---|----------------------|
| | Baker , Gene |
|  | Ball , Brooke |
| | Bates , Kathleen, MD |
|  | Beckett , Cardi, RN |

VERIFYING LOGIN ID

A user's login ID can be verified by opening their user record.

1. In Halo Web, navigate to **Main Menu > Admin Console > Users tab**.
2. Search for the user. The e-mail address listed next to their name is their user ID.

UNLOCKING A USER AFTER TOO MANY INCORRECT LOGIN ATTEMPTS


Users can be unlocked manually from within their user record.

1. In Halo Web, navigate to **Main Menu > Admin Console > Users tab**.
2. Search for the user, and click to open their user record.
3. If the user is locked out, in the top-right corner of the user record, you will see an **Unlock User** button. Click it to remove the account lock.

Admin Rights

Save

Cancel

 Unlock User

Reset Password

EDITING THE PROFESSIONAL SUFFIX

A user's professional suffix can be edited in the user record.

1. In Halo Web, navigate to **Main Menu > Admin Console > Users tab**.
2. Search for the user, and click to open their user record.
3. Locate the **Professional Suffix** field and edit as desired. Note that the field has a 25 character limit.
4. Click **Save** when finished.