

# Downloading Halo - iPhone

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

## Install from the App Store

Download Halo and search for "Halo Health".



## LOG IN

Once you download the app, you will be directed to the log-in page with your Flagler Hospital 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)

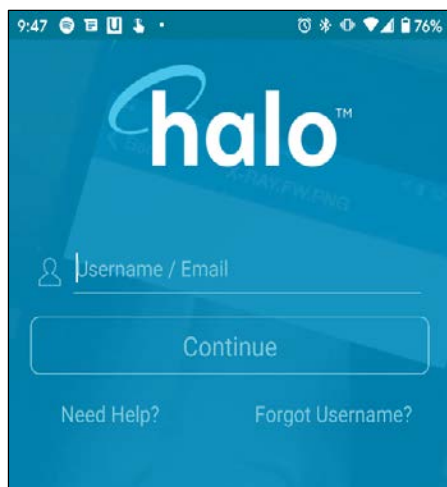
Email :

### Forgot Username?

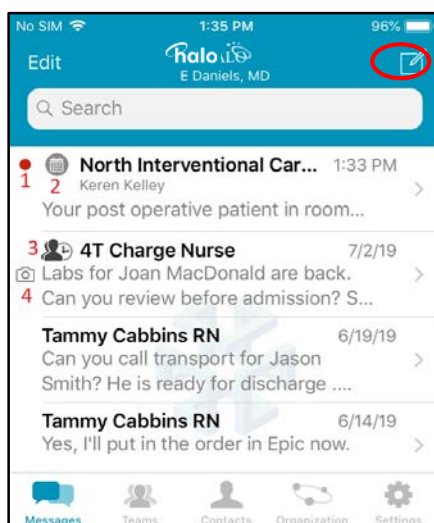
If you cannot remember the email address you registered with the Halo App, enter the cell phone number you used for the Halo App and hit Send. We will send a text message with that email address.

Cell :

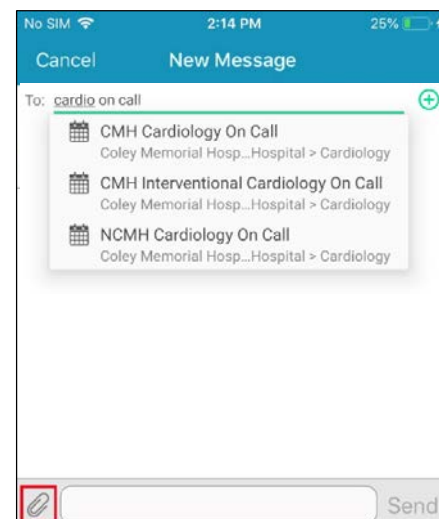
## APPLE QUICK START GUIDE



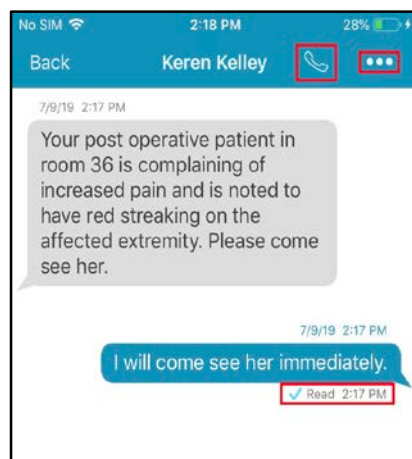
- **Login** using your same credentials, used for EMR
- Enter your professional suffix + call back number (if desired)



- **New message** > tap new message icon
- To refer to a specific message, utilize 'Search' bar at top of screen
- 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.)

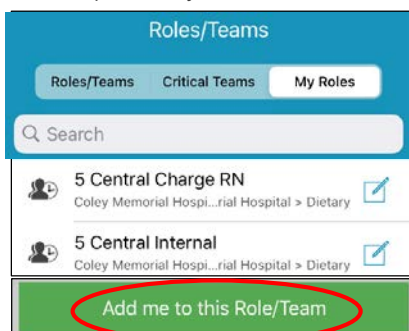


- **Message Status:** Sent, Delivered, Read
- **Call Back Icon:** Tap **phone** icon to call the recipient from within message thread
- **Mute Thread:** Tap the ellipsis within a thread to silence further notifications

To join a team, first, tap **Roles/Teams** on the main toolbar (bottom of screen)



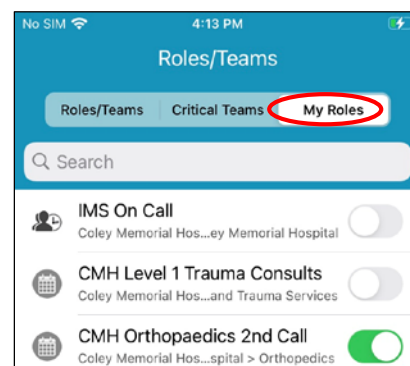
Locate the team you wish to join, **tap** on its name to open it, and tap **Add me to this Role/Team** to join.



To toggle on/off team coverage, first, tap **Roles/Teams** on the main toolbar (bottom of screen)



Navigate to the **My Roles** tab, and use the toggle switches on the right side of the screen to toggle on/off coverage.

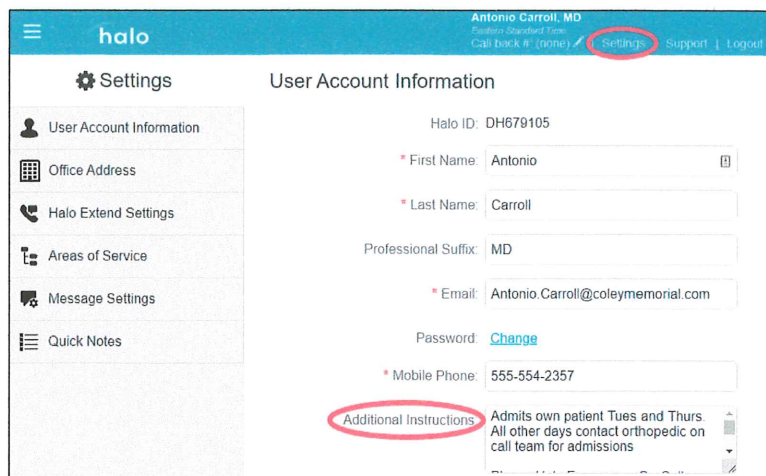


1. **New Urgent Messages** indicated by the **red dot** next to the message.
2. **Calendar Icon** indicates that the role being messaged exists on a schedule
3. **A Person and a Clock** represents a role that is Team based
4. **Camera icon** indicates the message contains a photo or video

**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).



halo 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](#)

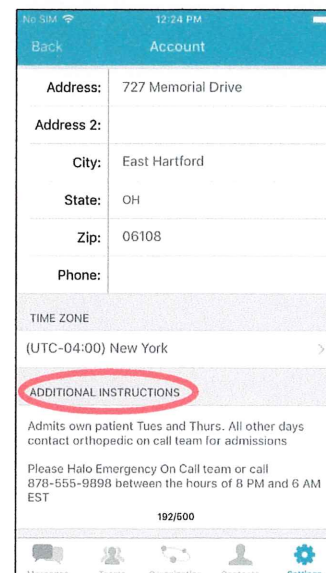
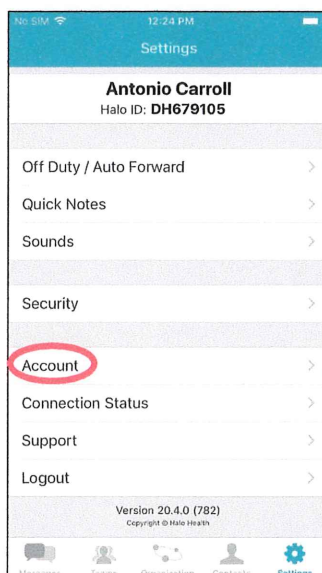
\* Mobile Phone: 555-554-2357

**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



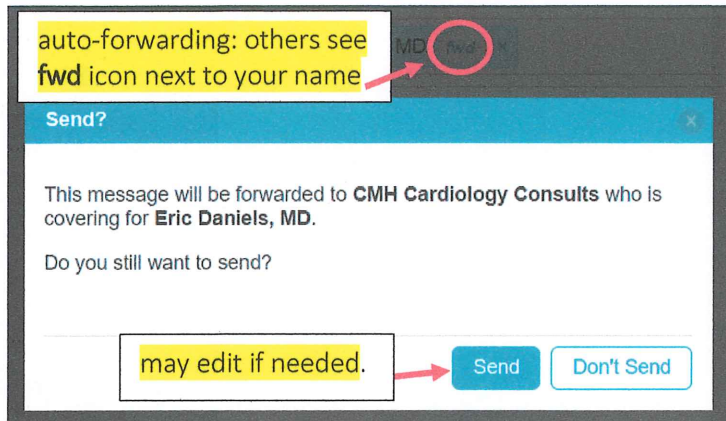
## Turning on Off-Duty and Auto-Forwarding

### 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?

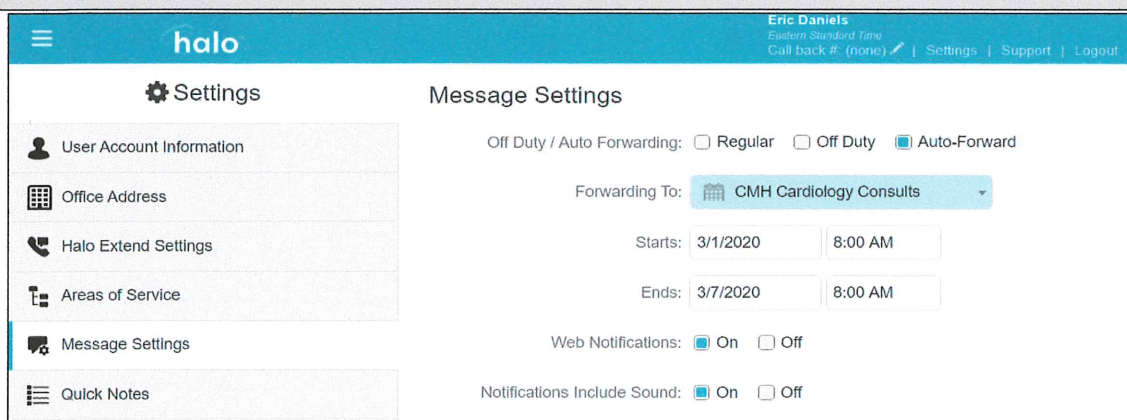
In Halo, go to **Settings**

**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.

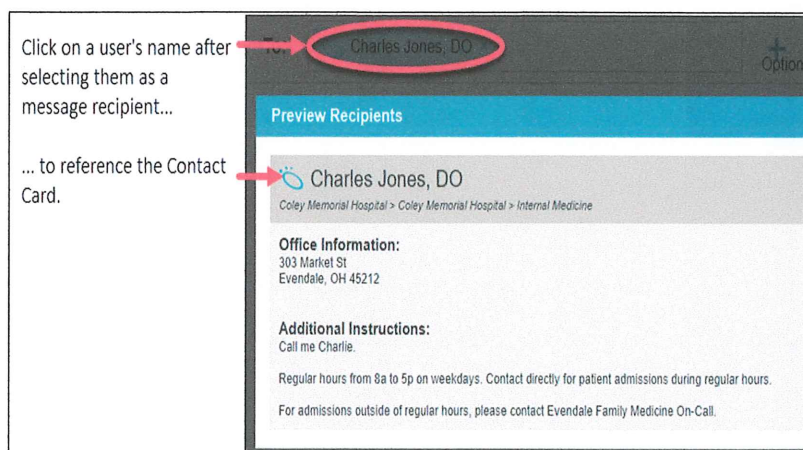
#### REFERENCING CONTACT CARD WHEN SENDING MESSAGES

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.



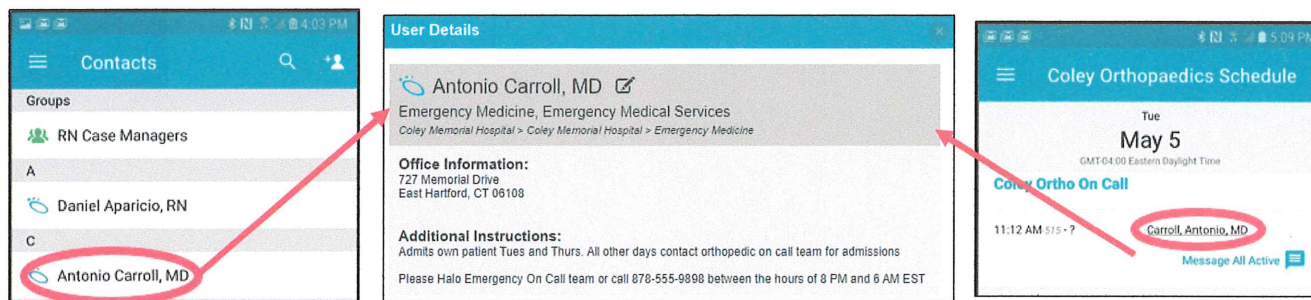
**Selecting name to open Contact Card.** Confirms correct recipient, references Dr. Jones' card **Additional Instructions** for preferences.

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?

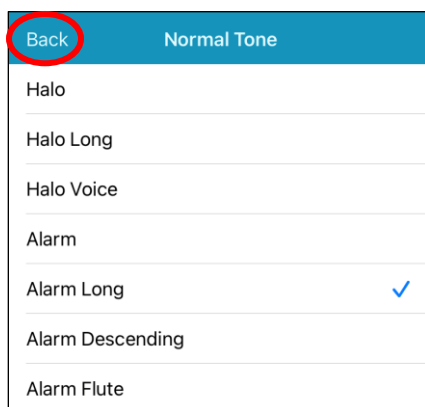
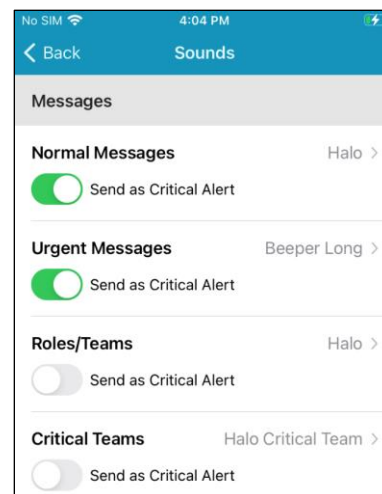
In addition to referencing Contact Card when **sending messages**, also reference/find Contact Card by **clicking on name** from within the **Contacts** or **Schedule** screen,.



# Updating Notification Sounds for iPhone

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. At the bottom of your screen, on the Main Toolbar, 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 **Back** (circled in screenshot below) to return to your Sounds page.
4. Note that, for any type of notification, you may choose to **Send as Critical Alert**. Selecting this option will override your phone's **Do Not Disturb** setting, allowing Halo to continue to send notifications when other apps are silenced. If you choose to enable Critical Alerts, follow prompts on your phone to ensure they are properly enabled in your phone's settings.



## 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.

# Halo Tier I Troubleshooting Guide

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

## MESSAGING

Issue	Resolution	Escalation
Not receiving Messages iOS & Android	<ul style="list-style-type: none"> <li>• User on most recent version of app (confirm app version - <b>Halo &gt; Settings &gt; bottom of screen</b>)</li> <li>• DND is not enabled * Has <a href="#">notifications enabled</a> for Halo in phone settings</li> <li>• Has cellular/WiFi connectivity (run a connectivity check, <b>Halo &gt; Settings &gt; Connection Status</b>)</li> <li>• Has not Muted a thread in Halo *Have user log off/on *Have user power cycle device</li> </ul>	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"> <li>• 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?</li> <li>• <b>iPhone</b> user has Apple Watch, Are Notifications going to Watch?</li> <li>• Go to Sound Settings PDFs for Apple &amp; Android for overriding Do Not Disturb</li> </ul>	User Helpdesk
Receipt of messages are delayed	Verify: On most recent version of app (can confirm app version <b>Halo &gt; Settings &gt; bottom of screen</b> ) If not, uninstall & reinstall recommended. <ul style="list-style-type: none"> <li>• Cellular/WiFi connectivity (check user accesses <b>Halo &gt; Settings &gt; Connection Status</b>)</li> <li>* Have user log off/on *Have user power cycle device</li> </ul>	User Helpdesk
Contacts –don't see my expected contacts	Halo contacts are generated by: <b>1.</b> Facility chose when account is created <b>2.</b> 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	<b>From Mobile:</b> Menu > Organization > Community User Search > Community drop down will include: Mountain Health Network <b>From Web:</b> Menu > Contacts > Search For Contacts > Community drop down will include: -Mountain Health Network	
Log Out – How do I log out?	<b>Halo &gt; Settings &gt; Logout</b>	