

## 1. Important information

To log into the portal, use the following credentials:

User ID: \_\_\_\_\_ Password: \_\_\_\_\_

If needed, you can contact the following person:

Name: \_\_\_\_\_ Tel: \_\_\_\_\_

## 2. How it works

- The questions are related to a moment of the day. It is important to respond based on that moment.  
*Example:* We ask for your weigh at 8h00 AM « Before breakfast ». You should execute this activity before breakfast even if it is 9h00 AM.
- It is a good practice to memorize or write down your results. This way you will become more self-aware of your health condition which will help you to better manage your health even after the program's completion.
- The Portal will indicate when you should do the next activity.  
*Example:* « Congratulations! Your next activity: Self-assessment of baseline pulmonary and baseline general will be around 16:00 (AC dinner) ».

**If you leave for a few days, tell the Telehomecare nurse. There are several options.**

## 3. Main menu

When all activities are up to date, a window will indicate when you should do the next one. When you're waiting for the next activity, you can use the following options:

### 1. « Send a result »

Initiate additional activities at all times.

### 2. « My Results »

See all your results in a table.

### 3. « My Trends »

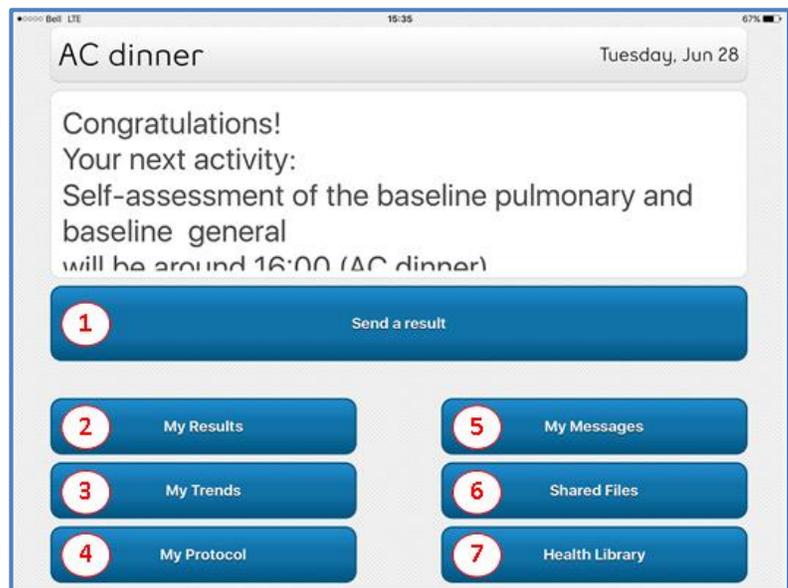
See all your results in a graph.

### 4. « My Protocol »

See all your planned activities.

### 5. « My Messages »

Send and receive messages from the Telehomecare team.



## 6. « Shared Files »

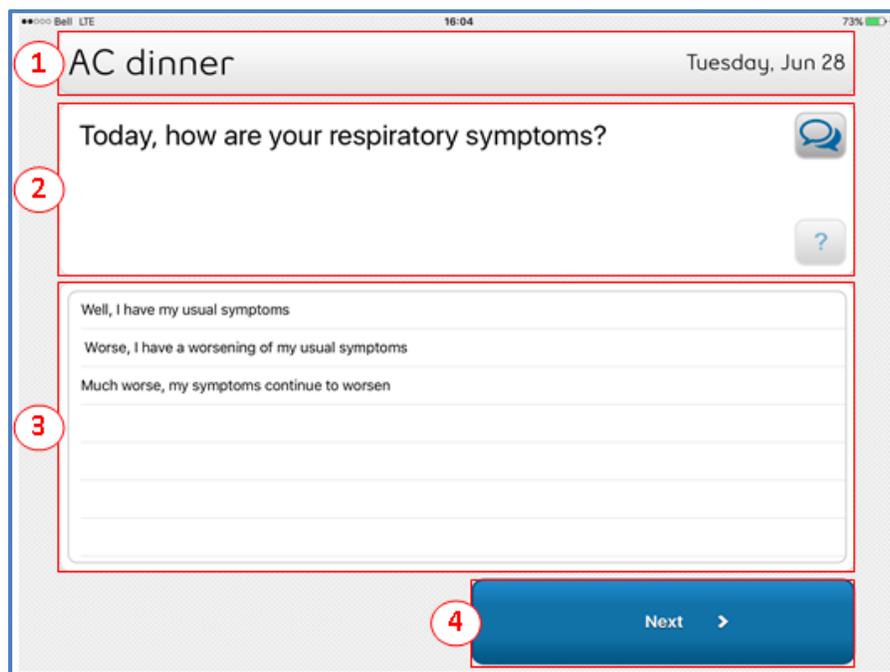
Your personal documentation.

## 7. « Health Library »

Specific teaching material based on your health condition and your knowledge level.

# 4. How to execute your activities

Take time to read; the instructions should be clear. The screen is divided into the four following sections:



1. The « **Moment** » section indicates when the activity should be performed.

2. The « **Question** » section indicates the activity to do.

The  icon allows you to add a comment.

The  icon can give you additional information.

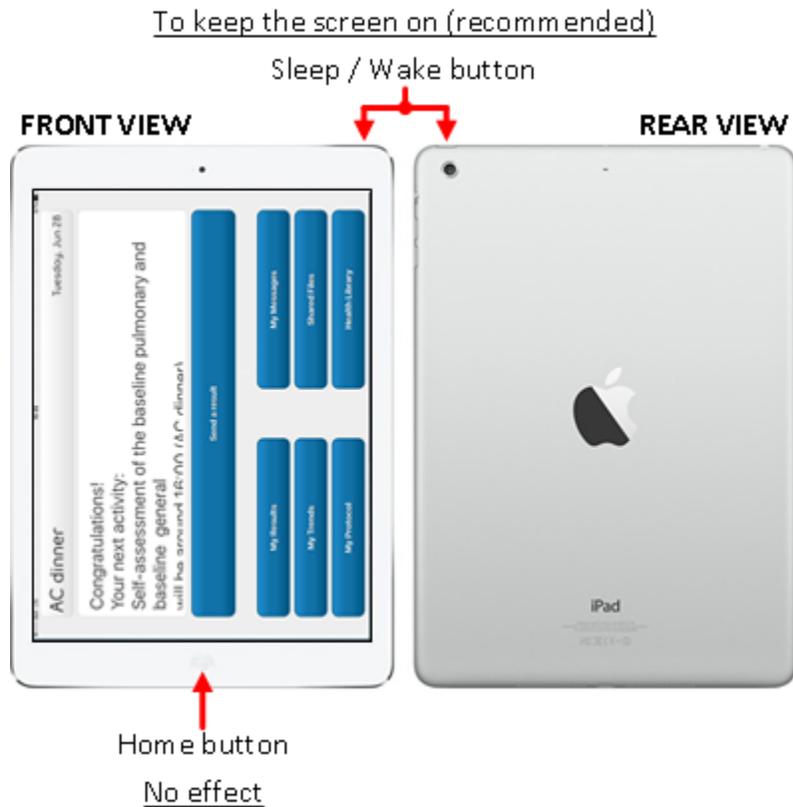
3. The « **Response** » section to indicate your results.

Select an answer from a list of choices. Sometimes there are information capsules. In those cases, you do not need to give an answer.

4. The « **Action button** » section allows you to go to the next step.

In almost all situations, select the « Next » button to move to the next step of the activity.

## 5. Important buttons and indicators of the tablet



It is recommended to keep the screen on and the tablet plugged in at all times.

The loaned iPad tablets through the Telehomecare (THC) project are blocked. For that reason, the THC application is always running and it is impossible to shut it down.

The Sleep / Wake button puts the iPad into sleep mode (not recommended) while the Home button has no effect.



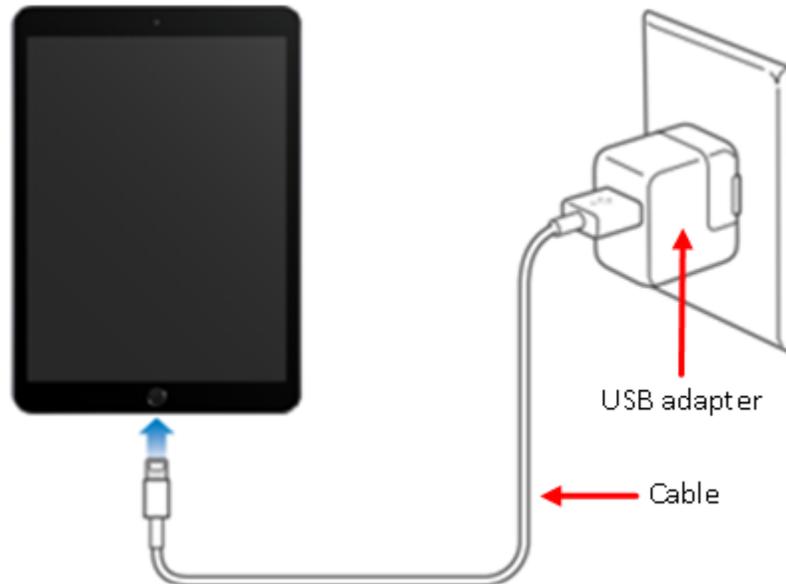
You can see the signal strength and the network information at the top left corner of the tablet's screen. The example above illustrates a signal strength of 1 on a 5 levels scale with an LTE network provided by Bell. If there is no signal, « No service » appears.

You can also see the battery status and the battery percentage at the top right corner of the tablet's screen. When the display is plugged in and charging, a lightning bolt appears at the right of the battery symbol.

## 6. Recharging the tablet's battery

To charge the tablet's battery, connect the iPad to a power outlet using the cable and USB adapter as illustrated in the figure on the right.

It is recommended to keep the screen on and the tablet plugged in at all time.



## 7. Troubleshooting and cleaning the tablet

Here are three steps to follow (if applicable) before calling for support:

- Verify that the battery percentage is at least at 25%. If the battery level is lower, recharge it for at least 30 minutes.
- Verify that the tablet is connected to a network by seeking for one of the following symbols at the top left corner of the tablet's screen: LTE, 4G, 3G or GPRS. If none of those symbols appear, try to move to a location more likely to have a network (you should try to avoid places like basements, tunnels or rooms with concrete walls for instance).
- If you encounter a technical difficulty with the tablet, try to restart the iPad. To do so, hold down the Sleep / Wake button and the Home button at the same time for at least 10 seconds, until the Apple logo appears.

Finally, here is how to proceed to clean the tablet:



- Disconnect the cable and put the table in sleeping mode by using the Sleep / Wake button.
- Only use a soft, lint-free cloth. Rags, towels, paper towels or other similar abrasive materials can damage the screen.
- Avoid liquids on the tablet.
- Do not use aerosol sprays, solvents or abrasive products on the tablet.
- Do not spray a cleaner directly on the tablet.