

Support Center Mobile Resource Overview

January 2020














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Support Center Mobile Resource Sub-application List

Application/Link	Description	Questions?
 Support Handbook	Mobile responsive web page used by Support Center employees to facilitate getting settled into their new work home; currently live.	Liz Cox
 Space Scheduler	Mobile responsive web page used to view current day bookings; user is also able to start, extend and delete bookings from the 'Today' page. This is currently live to Phase 1 and 2 Support I employees.	Amy Bates / Liz Cox
 Find a Colleague	Mobile responsive web page used to find persons and places of interest including colleagues, conference rooms, bathrooms, etc. This is currently live for the Support I floors B2 – 2.	Natallia Kramer
 Support Center Hub	Mobile responsive web page used to stay up to date on Support Center news and information; not live yet.	Catie Campbell
 The Coffee Bar	Mobile responsive web page used to pre-order food for pickup; pay for food at the Café or Market. This is not live yet.	Barry Henson
 S4L Fitness Center	Link to the MemberMe+ Native App; used to view fitness schedule and book fitness classes. You must download the app first.	FitnessCenter@choa.org
 Concierge	Form used to submit concierge requests; currently live.	Christa Davis / Wytaria Henley
 Tech Bar	Form used to book an appointment with the Blue Shirt Team at the Tech Bar; currently live.	IS&TBlueShirtTeam@choa.org
 Care Clinic	MyChart application used by Children's employees to book appointments with Employee Health; currently live.	Employee Health
 Solution Center	Mobile responsive web page used to submit a ticket to IS&T Solution Center; currently live.	Helpdesk.is@choa.org
 Careforce Connection	Mobile responsive web page used to stay up to date on system-wide news and information; currently live.	careforceconnection@choa.org

Login Instructions

1. Scan QR Code



2. Enter Email Address/ Password

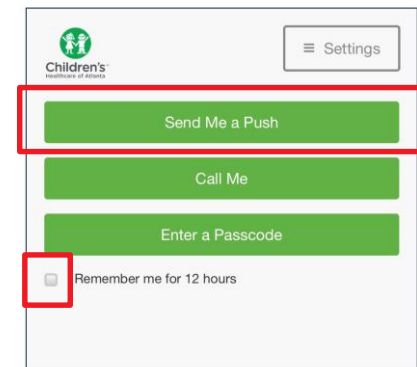
Sign in with your CHOA account

Sign in

3. Select DUO 2-Factor Authentication to 'PUSH' validation + 'Remember me for 12 hours'

Welcome CHOA\ Employee ID

For security reasons, we require additional information to verify your account

A screenshot of the DUO 2-Factor Authentication interface. It features a light gray background with a 'Children's Healthcare of Atlanta' logo in the top left and a 'Settings' button in the top right. Below the logo, there are three green buttons: 'Send Me a Push', 'Call Me', and 'Enter a Passcode'. At the bottom, there is a checkbox labeled 'Remember me for 12 hours'. Red boxes highlight the 'Send Me a Push' button and the 'Remember me for 12 hours' checkbox.

4. Select 'Approve'

A screenshot of the DUO 2-Factor Authentication interface showing two buttons: a green button with a white checkmark and the text 'Approve', and a red button with a white 'X' and the text 'Deny'.

Note: Users should NOT have a default selected in the DUO Portal. If you are asked to complete DUO 2x, please log into the [DUO Portal](#) to check your preferences. If you have not enrolled, check [Careforce](#) for more information on DUO and the enrollment process.



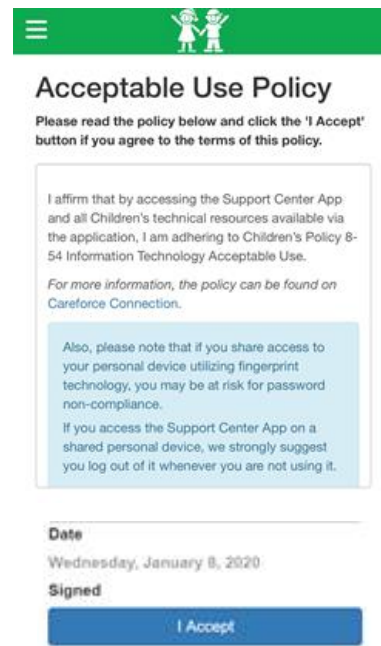
Acceptable Use Policy

1. In order to gain access to the Support Center Mobile Resource, you will need to affirm the [Information Technology Acceptable Use Policy](#) that is outlined on Careforce Connection. Select 'Continue' to view the policy within the Support Center Mobile Resource.

Before using the Support Center App you must agree to the Acceptable Use Policy.

Continue

Space Scheduler



The screenshot shows the 'Acceptable Use Policy' screen. At the top is a green header with a white hamburger menu icon and a white icon of two children. Below the header, the title 'Acceptable Use Policy' is displayed. A prompt asks the user to read the policy and click 'I Accept' if they agree. The policy text states that by accessing the Support Center App, the user is adhering to Children's Policy 8-54 Information Technology Acceptable Use. It also notes that sharing access to a personal device using fingerprint technology may be at risk for password non-compliance and suggests logging out of a shared device. At the bottom, there is a 'Date' field showing 'Wednesday, January 8, 2020', a 'Signed' label, and a blue button labeled 'I Accept'.

Acceptable Use Policy

Please read the policy below and click the 'I Accept' button if you agree to the terms of this policy.

I affirm that by accessing the Support Center App and all Children's technical resources available via the application, I am adhering to Children's Policy 8-54 Information Technology Acceptable Use.

For more information, the policy can be found on Careforce Connection.

Also, please note that if you share access to your personal device utilizing fingerprint technology, you may be at risk for password non-compliance.

If you access the Support Center App on a shared personal device, we strongly suggest you log out of it whenever you are not using it.

Date
Wednesday, January 8, 2020

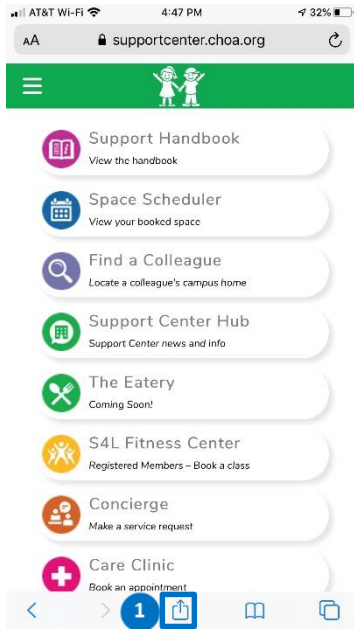
Signed

I Accept

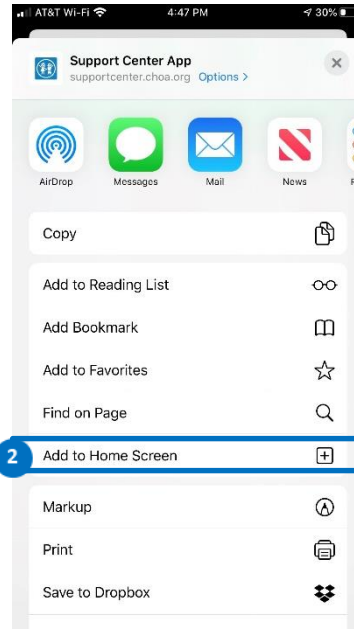
2. Click 'I Accept' to continue

Note: Users will be required to accept the Acceptable Use Policy each time a new device or browser is used to access the Support Center Mobile Resource; you will also need to renew every 12 months.

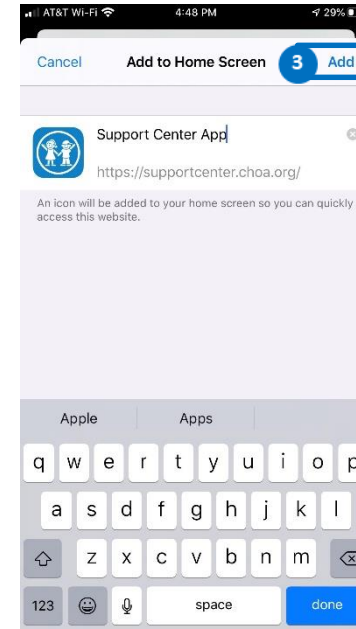
iOS – Saving to Home



1. Select the button with the up arrow.



2. Select 'Add to Home Screen'.

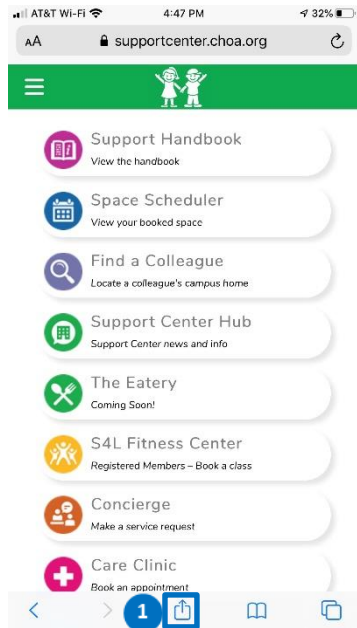


3. Update the name if you want and Select 'Add'.

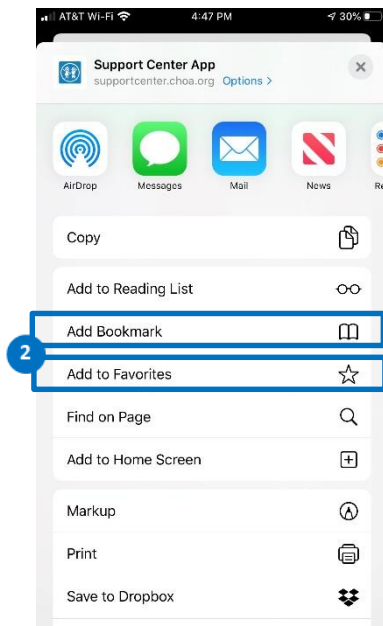


4. You now have an icon on the Home Page.

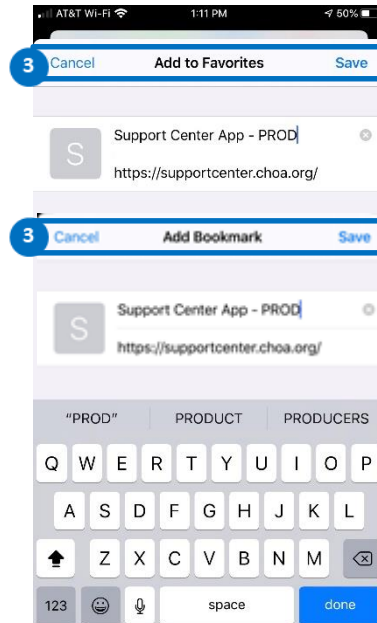
iOS – Favorite or Bookmark a URL



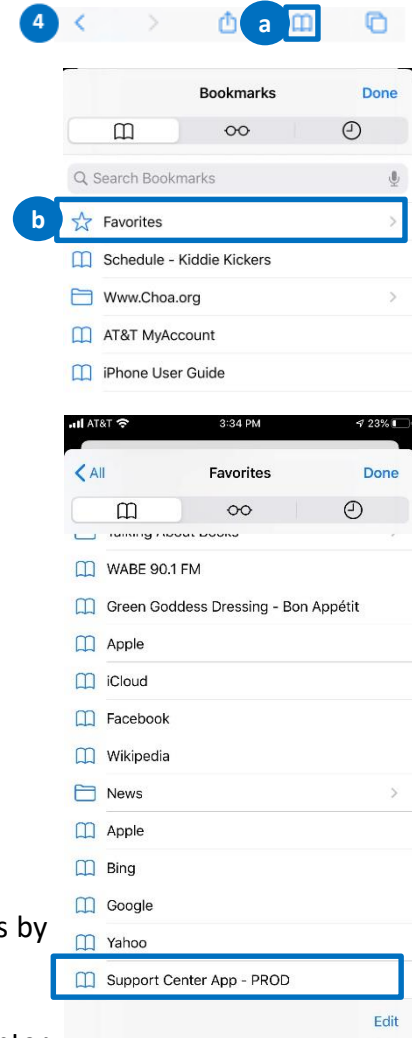
1. Select the button with the up arrow.



2. Select 'Add to Favorites or Bookmark'.



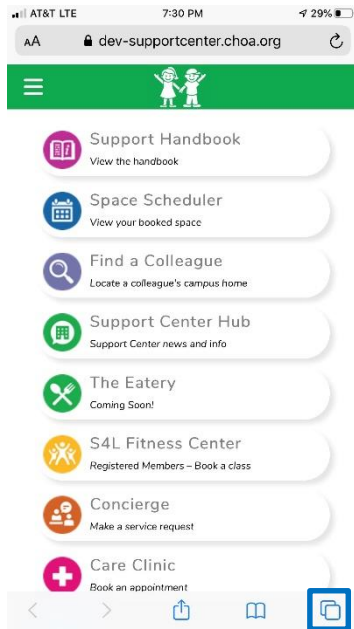
3. Add to Favorites or Add to Bookmark; change the name if you would like and select 'Save'.



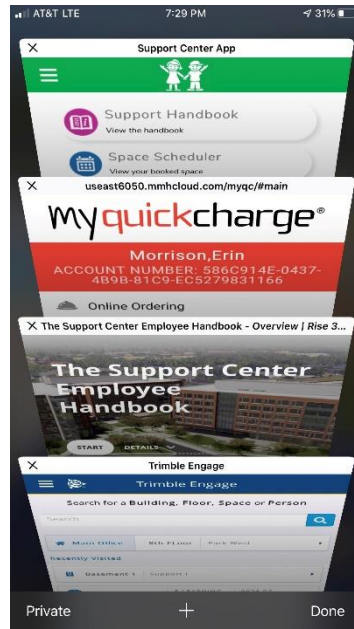
4. Find Favorites or Bookmarks by
a. Selecting the book
b. Selecting 'Favorites'
c. See the link to Support Center Mobile Resource



iOS – Navigate Tabs



1. In order to get to multiple tabs, select the multi-tab icon at the bottom right hand corner of the screen



2. This shows the multiple tabs of the Support Center Mobile Resource for the applications that are mobile responsive urls. You may now navigate to another page.



3a. iPhone 8 or below: Double-click on the iPhone Home button to show the multiple Native Apps.



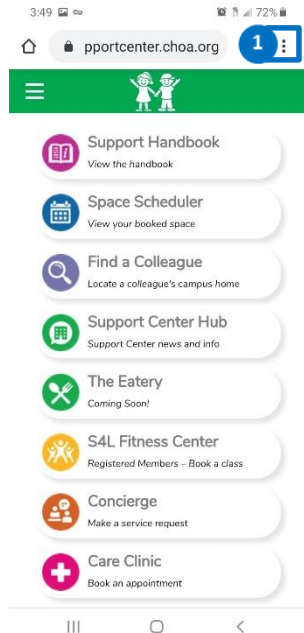
3b. iPhone 9 or above: Slowly slide the bar from the bottom (new home button) up to show the open native applications.



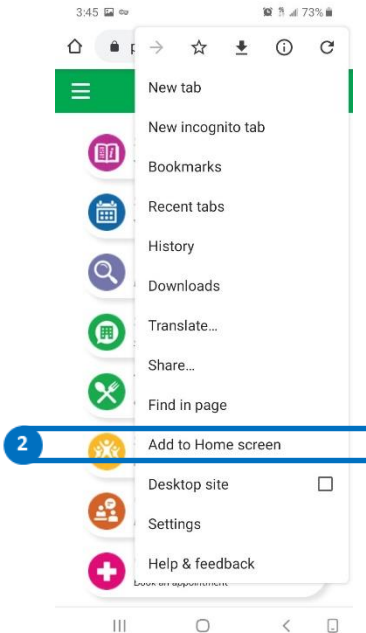
4. This shows the multiple tabs of the Support Center Mobile Resource for the applications that are Native Apps.



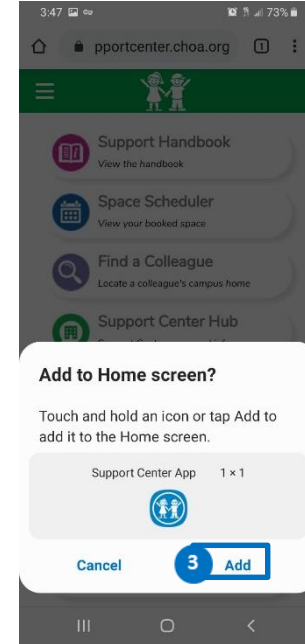
Android – Saving to Home



1. Select the button with the 3 vertical dots.



2. Select 'Add to Home Screen'.

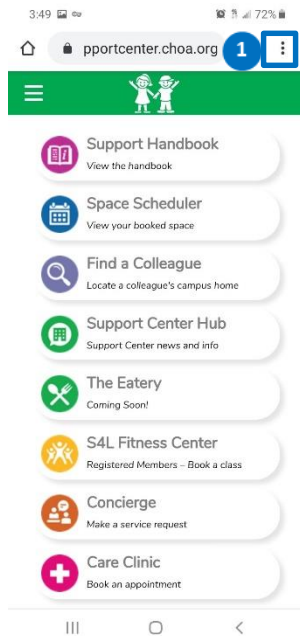


3. Update the name if you want and Select 'Add'.

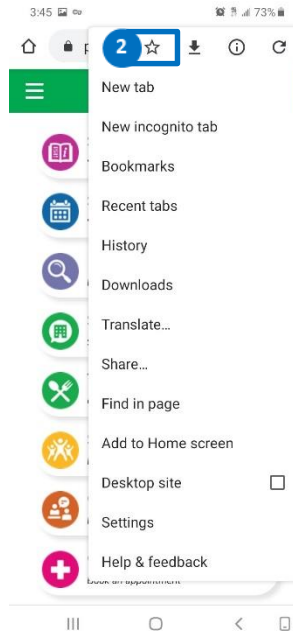


4. You now have an icon on the Home Page.

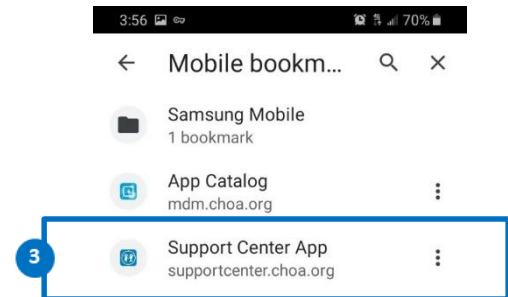
Android – Favorite or Bookmark a URL



1. Select the button with the 3 vertical dots.



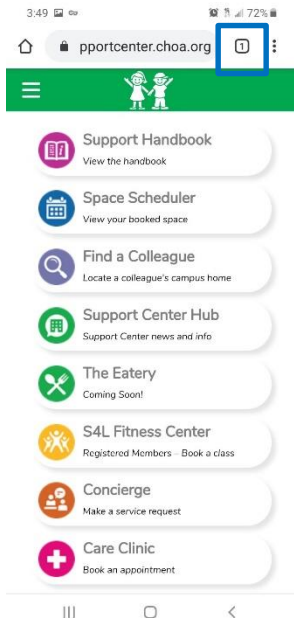
2. Click the star to add it as a bookmark



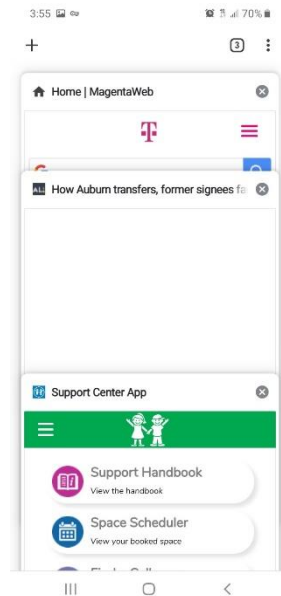
3. Later when you are in a browser, click “Bookmark” to find the saved bookmark (specifically it will be saved as a mobile bookmark).



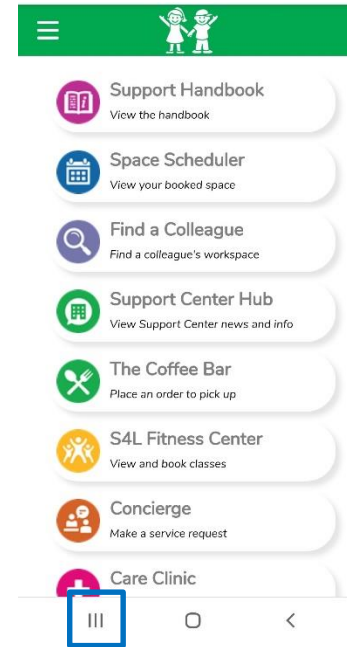
Android – Navigate Tabs



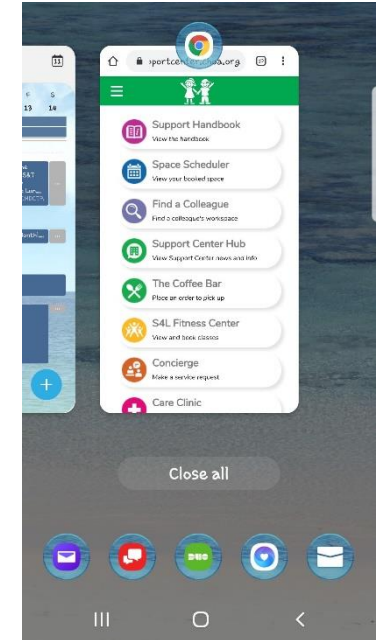
1. In order to get to multiple tabs, select the multi-tab icon at the top right hand corner of the screen



2. This shows the multiple tabs of the Support Center Mobile Resource for the applications that are mobile responsive urls. You may now navigate to another page.



3. Click on the multitasking button to show the multiple Native Apps.



4. This shows the multiple tabs of the Support Center Mobile Resource for the applications that are Native Apps.

Setting to Home Screen, Bookmark and Navigating Multiple Tabs

- If you want to set the icon on your Home Screen, follow the instructions found in this link:
 - <https://www.howtogeek.com/196087/how-to-add-websites-to-the-home-screen-on-any-smartphone-or-tablet/>
- If you want to set a bookmark on your Android, follow the instructions found in this link:
 - <https://www.wikihow.com/Set-a-Bookmark-Shortcut-in-Your-Home-Screen-on-Android>
- If you want to set a bookmark on your iOS device, follow the instructions found in this link:
 - <https://www.wikihow.com/Make-Bookmarks-in-Safari-for-iOS>
- Navigating multiple tabs on your mobile device
 - <https://support.google.com/chrome/answer/2391819?hl=en-GB&co=GENIE.Platform=iOS>

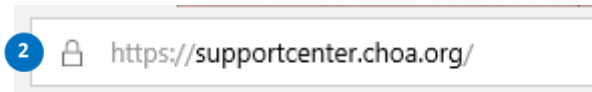


Setting to Task Bar on Desktop using MS Edge

1. Click the search button on your desktop and enter 'Edge'; select Microsoft Edge.

2. In the url window, type:

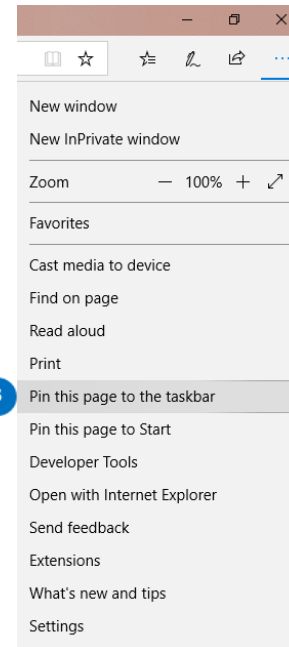
– <https://supportcenter.choa.org>



3. Select 'Pin this page to the taskbar'

4. The Blue Hope and Will icon will be posted to your taskbar.

Note: you may have a different selection in your task bar.



Note: The 'Find a Colleague' application is not compatible with Internet Explorer.



Frequently Asked Questions

- Do I need to keep the native apps that I have already downloaded for functionality that is available in the Support Center Mobile Resource?
 - You will only need to keep the MemberMe+ App for the Strong4Life Fitness application on your mobile device. Any other native apps you have are no longer necessary. (e.g., MyQuickCharge, Jive)
- Why did we decide to develop a mobile responsive webpage?
 - We decided to develop a mobile responsive webpage to have the flexibility to offer our end-users the ability to access the website on the Desktop; by doing this, we are appealing to our multi-generational workforce.
 - A mobile responsive webpage provides us the flexibility to roll out updates without any impact to the end user; in addition, it allows us to easily change our sub-application links without any additional development.
- Why did we decide to open each of the sub-applications into a new tab?
 - We decided that the best user experience is for each of the sub-applications to open in a new tab; this allows the user to easily navigate back to the Support Center Mobile Resource without having to back out entirely of their session in the sub-application, or to keep those sub-application sessions open.
- What is the authentication user experience?
 - Users should only be required to log into the Support Center Mobile Resource once; any sub-applications that also use ADFS will be automatically logged into. There are sub-applications that will require additional credentials including Strong4Life and Care Clinic which include electronic protected health information.

