

One commitment

ExamOne iPad Usage Overview



A Quest Diagnostics Company

Presented to:

December 2018

Buttons (controls) and connectors used to operate the iPad

- Sleep / Wake and Power Button - used to put the iPad to sleep or to wake up, hold the button down to get the option to shut down the iPad.
- Home Button
- Lightening Connector – used for charging the iPad.
- Headset Jack

- **Always charge iPad and Bluetooth Keyboard at the end of each day!!**
 - **Only use chargers provided by office**
 - **DO NOT forget to charge over holiday breaks/vacation**

Hard Reset – Occasionally the iPad will lock up/freeze and will not allow you to tap on any icons on the screen. To get the iPad out of “lock-up”

- 1) Press and hold the Sleep/Wake button and the Home button simultaneously for approx. 8 seconds to shut down
- 2) Press and hold the Sleep/Wake button for approx. 4 seconds to turn iPad back on,
- 3) Enter the device passcode
- 4) Log back into the Examiners App



ExamOne Field Support (EOFS) - 1-800-371-2907(option 1)

– Login Issues

• Forget:

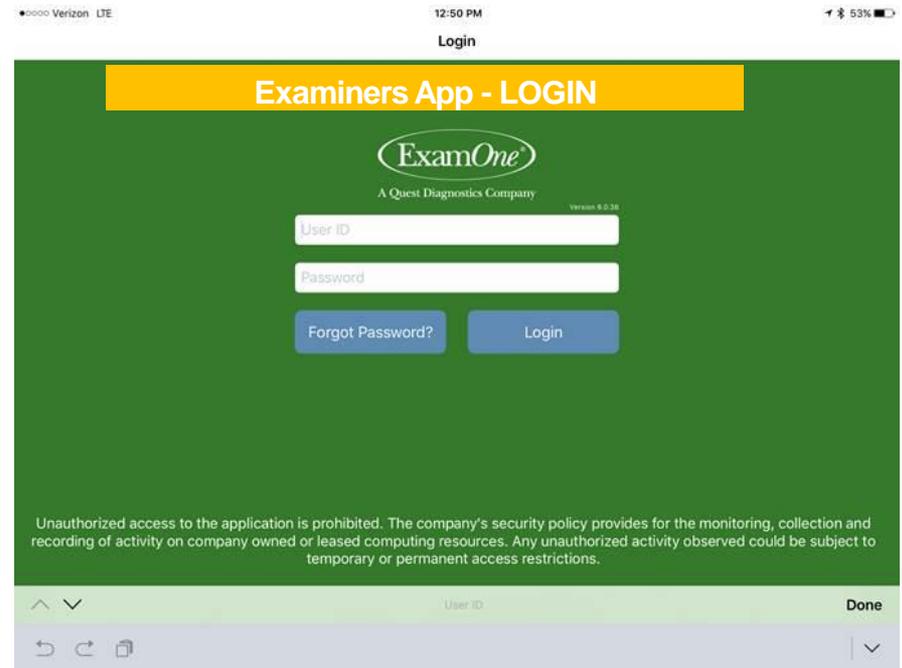
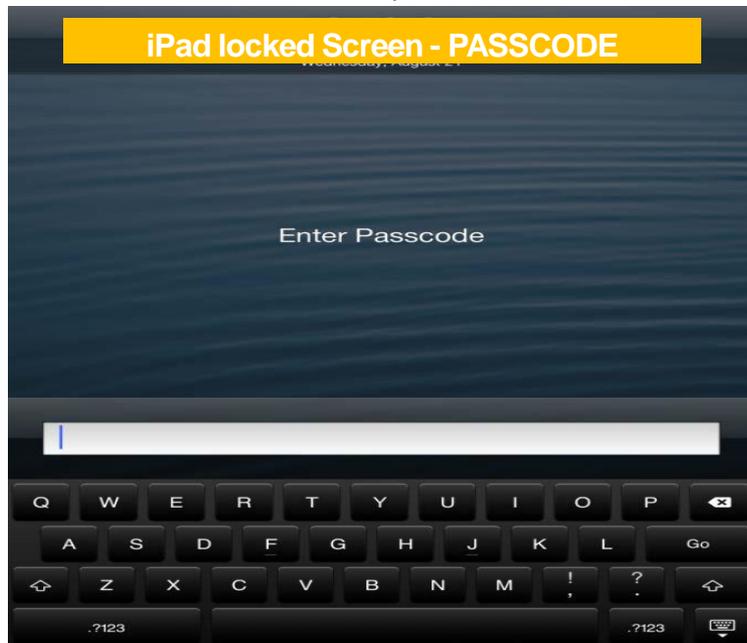
- iPad Screen Passcode (Locked screen) -
 - 8 failed passcodes will wipe the iPad
- Examiners App Username
- Examiners App Password

• Locked Out:

- Examiners App -
 - 3 failed/excessive attempts will lock examiner out of all apps

Best Practice: login into both iPad *and* Examiners App to ensure passcode and app password are current (not required to be changed) at the beginning of each day *prior* to leaving home.

Passwords resets are required every 90 days and it may be time consuming to change during an appointment



iPad Connectivity – Settings App

Settings App



Wi – Fi → **OFF**

Wi - Fi cannot be used for exams

Cellular Data → **ON**

Verizon LTE → **ON**

Data Roaming → **ON**



Troubleshooting Tip: to reset iPad connectivity swipe “Cellular Data” off – wait 15 seconds - then swipe on // “Verizon LTE” will reappear in top right corner of screen

Help Button App- Resource Center

IMPORTANT: MUST reach out to office iPad expert **before** submitting an issue via the Help Button App



[Report priority issues directly to ExamOne Field Support](#)

Phone: 1-800-371-2907(option 1)

Email: fieldsupport@examone.com

Help Button App- Resource Center



ALERTS

New Examiners App Release Opened: Nov 28, 2019

Examiners 6.0.5 will be released the evening of 11/22/19 for all dedicated in center iPads, with planned release to the rest of the field on 12/2/19. This version includes fix for the DOB issue, which should pre-populate again, as well as other minor fixes. Please update at your earliest convenience and contact field support if you experience issues updating, 800-371-2907 option 1.

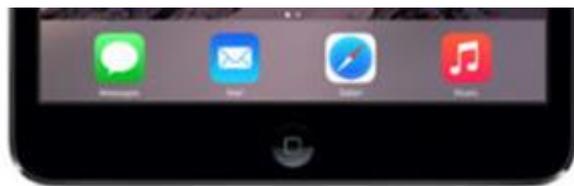
To manually update:

- 1) Close the Examiners App by pressing quickly the 'Home' button twice, then swiping the app(s) up and off the screen. Press the 'Home' button to return to the main screen.
- 2) Tap on App Catalog
- 3) Tap on 'Install' or 'Update' next to the Examiners App v6.1.12
- 4) Confirm installation of the Examiners App
- 5) Press the 'Home' button to wait for the app to update

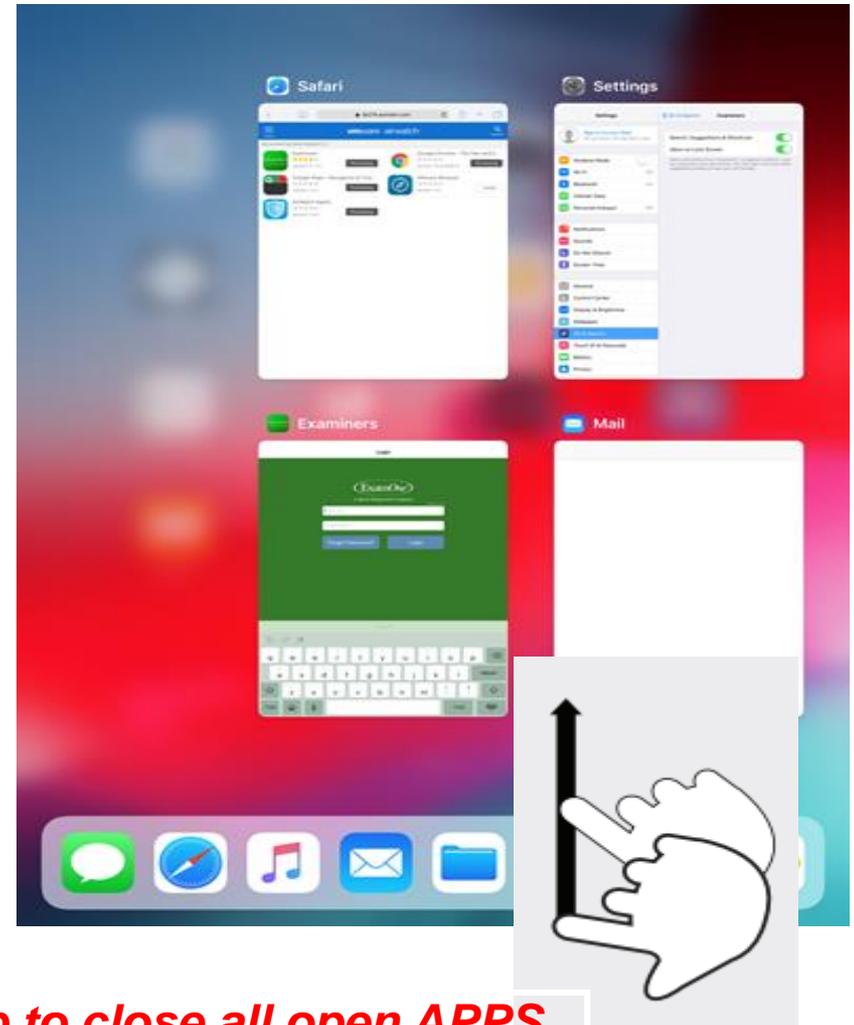
<div style="background-color: #008000; color: white; padding: 5px; margin-bottom: 5px;"></div> <p>Report Issue Report a Label or Pinned Issue</p> <div style="background-color: #0056b3; color: white; padding: 5px; width: fit-content; margin: 0 auto;">Launch</div>	<div style="background-color: #008000; color: white; padding: 5px; margin-bottom: 5px;"></div> <p>Reset Password Reset Examiners App Password</p> <div style="background-color: #0056b3; color: white; padding: 5px; width: fit-content; margin: 0 auto;">Launch</div>	<div style="background-color: #008000; color: white; padding: 5px; margin-bottom: 5px;"></div> <p>Recent Notes Home Office Notes</p> <div style="background-color: #0056b3; color: white; padding: 5px; width: fit-content; margin: 0 auto;">Launch</div>
<div style="background-color: #00a0e3; color: white; padding: 5px; margin-bottom: 5px;"></div> <p>iPad Settings</p> <div style="background-color: #0056b3; color: white; padding: 5px; width: fit-content; margin: 0 auto;">Launch</div>	<div style="background-color: #e69a00; color: white; padding: 5px; margin-bottom: 5px;"></div> <p>FAQ Frequently asked Questions about iPads and ExamOne Mobile Software.</p> <div style="background-color: #0056b3; color: white; padding: 5px; width: fit-content; margin: 0 auto;">Launch</div>	<div style="background-color: #c00000; color: white; padding: 5px; margin-bottom: 5px;"></div> <p>Contact Us Contact Email Addresses and Phone Numbers</p> <div style="background-color: #0056b3; color: white; padding: 5px; width: fit-content; margin: 0 auto;">Launch</div>

Closing Out Opened/Running Apps to Ensure Faster Connectivity

- 1) Double tap the Home button to launch the fast app switcher to close open APPS.
- 2) Place finger on the app display page and swipe up and away towards the top of the screen.
 - Note: This process can be done when the Examiners App glitches/fails to load properly
 - Best Practice: close-out all running apps after each application logout



Home Button



Swipe up to close all open APPS

iPad Use Questions and Support

ExamOne Field Support (EOFS) - [1-800-371-2907\(option 1\)](tel:1-800-371-2907)
For all technical questions



For basic iPad use-
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