



In the first serve is used a fault field in the server			
Send Universe		Urread Menos	
Rep 1 (const. more (Const. 1 (adust)		200	
12 6		- C	-
Manada and Annual State	thatput Spectrum Depen		-
	and the second	and the second se	
Ing 3 July Pagest (Trans 7 at recognized	The land have a language and		() institu
E Anna Address	Distance of the second	0	0
E have advected		1111	1.000
B has been			1.0
		1000	1
B have selled			
			1.000

Downloading New PH Connect

App (Formerly Rapid Connect)



All Rapid Connect users must follow these steps to prevent app disruption

Step 1: Logout of RapidConnect

Step 2: Delete App





Select Sign Out



Select Accept & Close app



Delete app from device



Step 3: Download New PH Connect App



For IOS Users

Download the app by scanning the QR code below or <u>visiting the app store</u>.



For Android Users

Download the app by scanning the QR code below or <u>visiting the app store</u>.



OR you can search the in your device's app search





Step 4: Login to New PH Connect App

2140	C Kine Contraction		WakeMed
Welcome New User Find your institution	Not using WakeMed Email?	Not using WakeMed Email?	
Need help? L-877-278-3637 COSTOMER SUPPORT	Need help?	Need help? L 877-278-3637 CUSTOMER SUPPORT	

Launch new PH Connect app and select your institution

Logging in with SSO- Click the banner "Press here to sign in with your WakeMed Email" *Allow all notifications and access to microphone for the app* Logging In with Local Account: Enter your PH Connect account email and password *Allow all notifications and access to microphone for the app*

Step 5: Enabling Critical Alerts

This will allow you to receive sound notifications even if your phone is on silent



Launch PH Connect app -> Go to Settings -> Open Critical Alerts

Select Click here to enable Critical Alerts

Click Allow



Step 6: Ensure PH Connect Notifications are Allowed





- 1. Go to Phone Setting
- 2. Select Notifications
- 3. Select PH Connect App
- 4. Ensure Notifications are Allowed



Providers using a WakeMed Email



RapidConnect is now PH Connect!

Follow the instructions below to download the new PH Connect app today to ensure access to the most up to date features and capabilities!

1. Important: Go To Settings and Log out of the current WakeMed RapidConnect app that you have on your phone

Failure to log out of existing app will prevent calling from performing

- 1. Delete the red RapidConnect mobile app
- 2. Download **Proficient Health (PH) Connect** from your app store (search for Proficient) or by scanning the QR code below
- 3. Launch the application and select your institution
- 4. Logging in with SSO- Click the banner "Press here to sign in with your WakeMed Email"
- 5. Allow all notifications and access to microphone for the app

If you have any questions you can email connectsupport@proficienthealth.com or call (877)-278-3637.

ProficientHealth

Providers NOT using a WakeMed Email



RapidConnect is now PH Connect!

Follow the instructions below to download the new PH Connect app today and to ensure access to the most up to date features and capabilities!

- 1. Important: Go To Settings and Log out of the current WakeMed RapidConnect app that you have on your phone **Failure to log out of existing app will prevent calling from performing**
- 1. Delete the red RapidConnect mobile app
- 2. Download **Proficient Health (PH) Connect** from your app store (search for Proficient) or by scanning the QR code below
- 3. Launch the application and select your institution
- 4. Logging In with Local Account: Enter your PH Connect account email and password **If you forgot or are setting up your account for the first time and do not have a password please click on the forgot password link.**
- 5. Allow all notifications and access to microphone for the app

If you have any questions you can email connectsupport@proficienthealth.com or call (877)-278-3637.



Screenshots used in slides above







ProficientHealth

Screenshots used in slides above







e.

ProficientHealth



Any issues please contact Proficient Health directly at the email or telephone below.



Thank you!

<u>connectsupport@proficienthealth.com</u> (877) 278-3637

