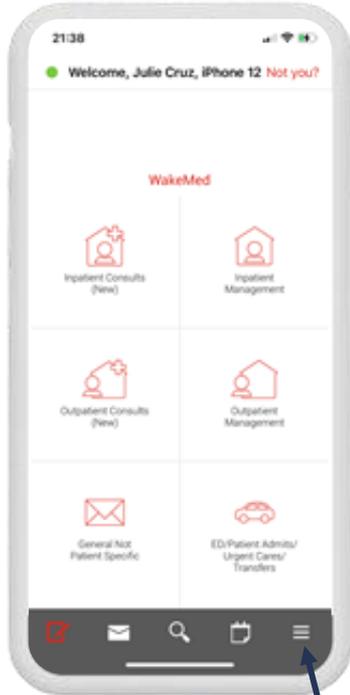


Downloading New PH Connect App (Formerly Rapid Connect)

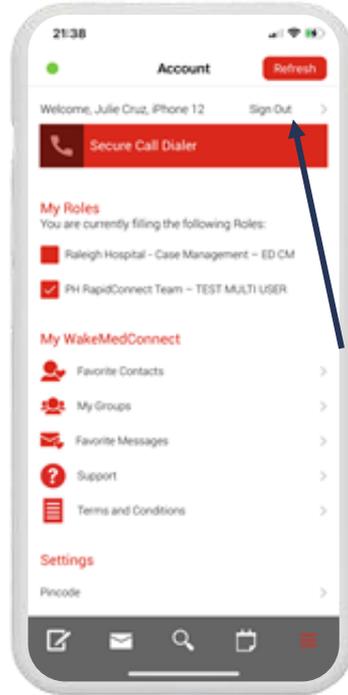
**All Rapid Connect
users must follow
these steps to prevent
app disruption**

Step 1: Logout of RapidConnect

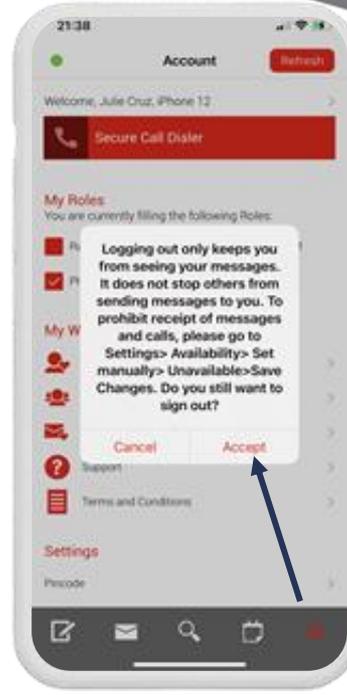
Step 2: Delete App



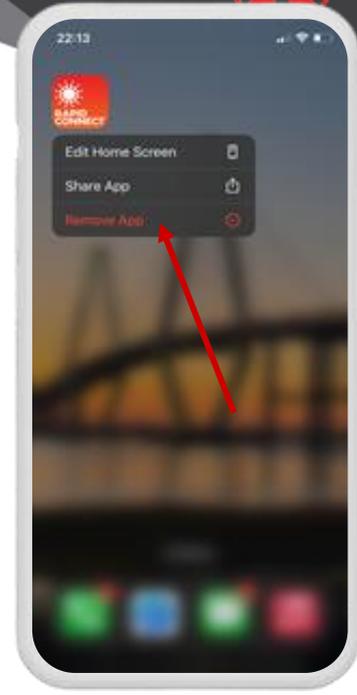
Open RapidConnect
Select Settings



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 [visiting the app store.](#)

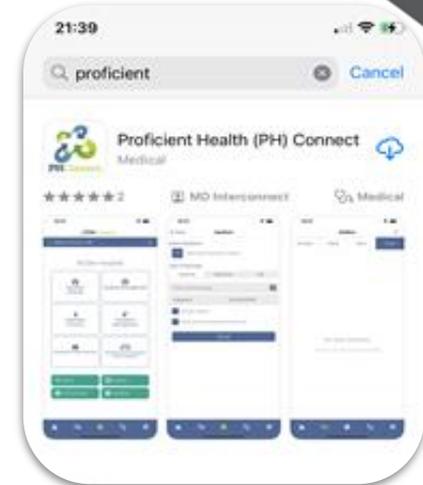


For Android Users

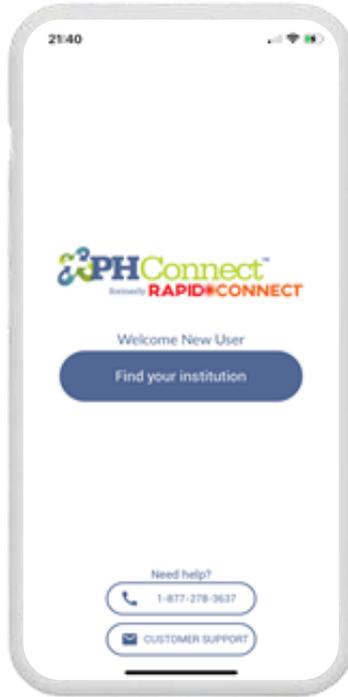
Download the app by scanning the QR code below or [visiting the app store.](#)



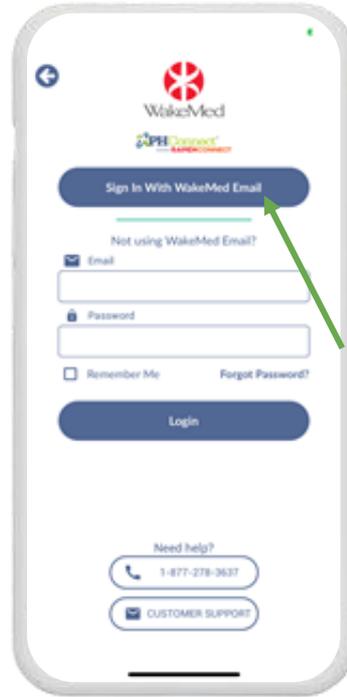
OR you can search **Proficient** in your device's app store



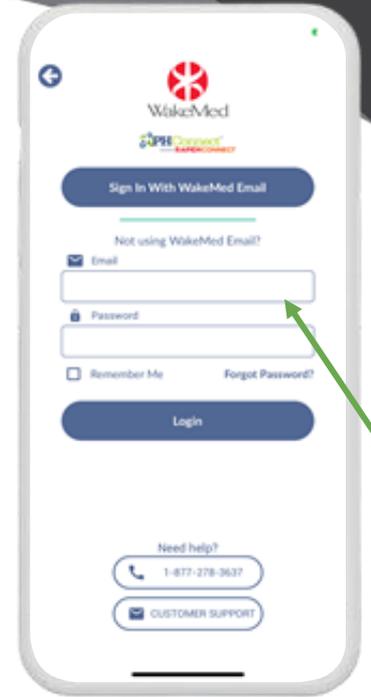
Step 4: Login to New PH Connect App



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****



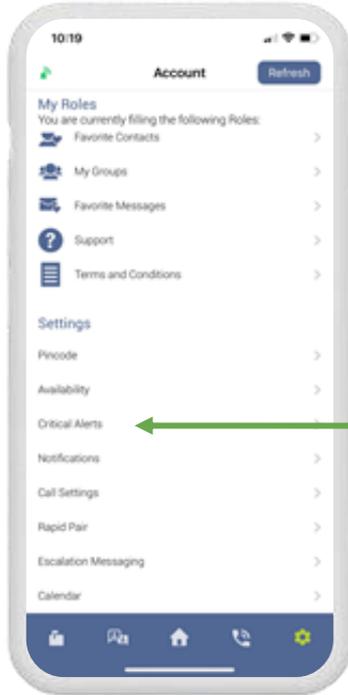
Logging In with Local Account: Enter your PH Connect account email and password
****Allow all notifications and access to microphone for the app****

Step 5: Enabling Critical Alerts

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



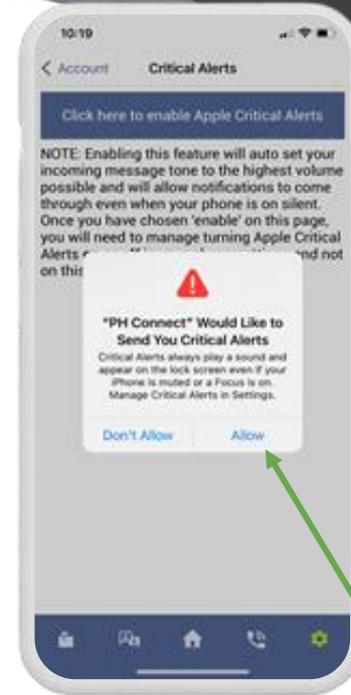
WakeMed



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

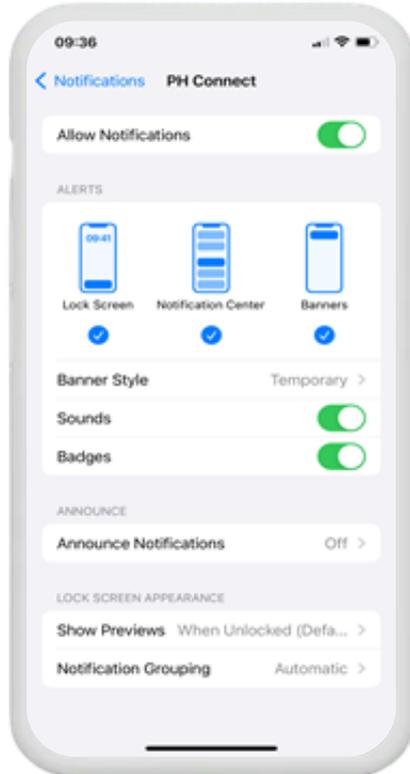


Select Click here to enable Critical Alerts



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.

Providers NOT using a WakeMed Email

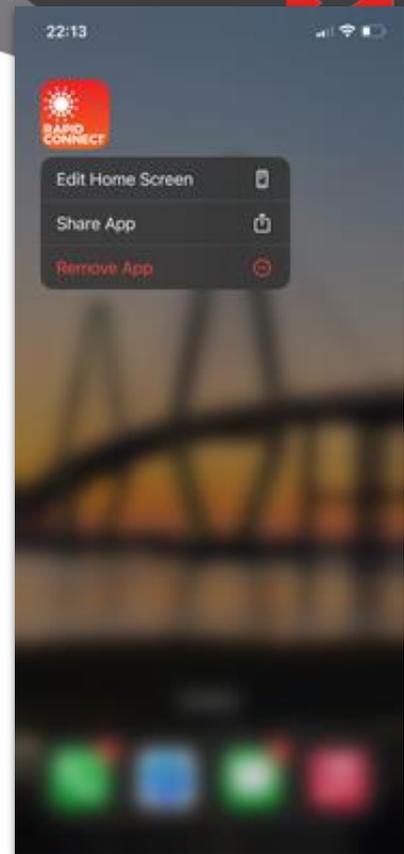
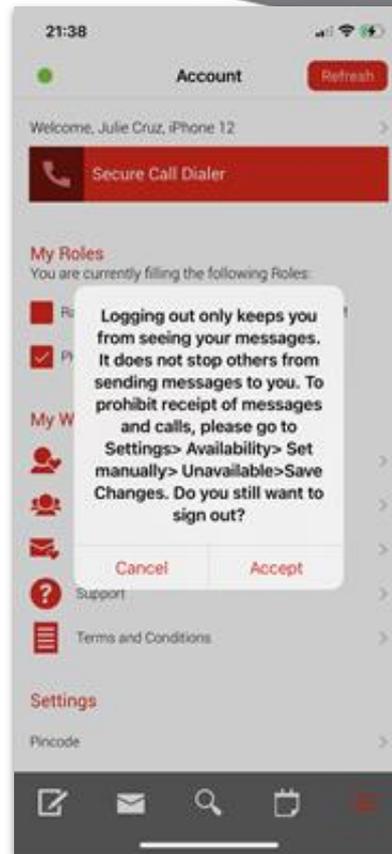
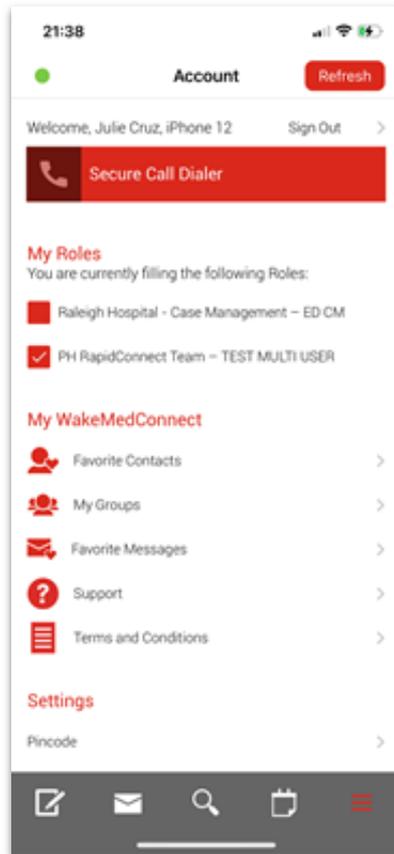
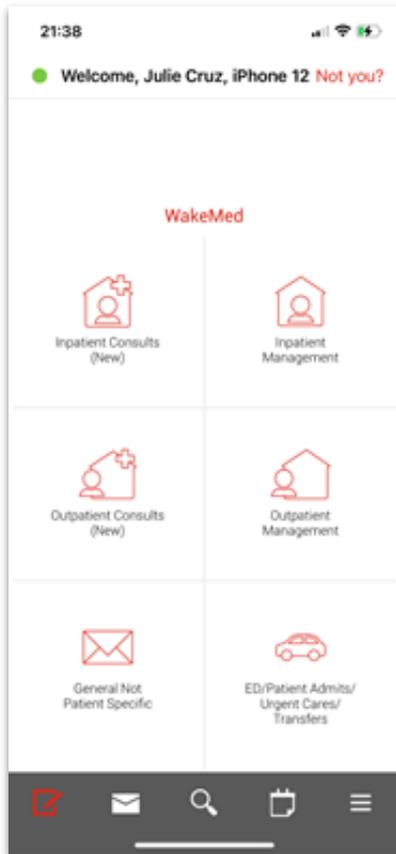
RapidConnect is now PH Connect!

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!

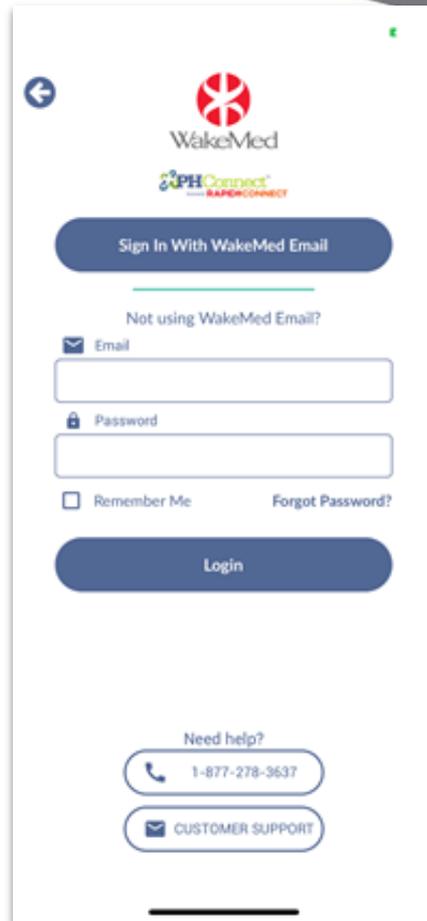
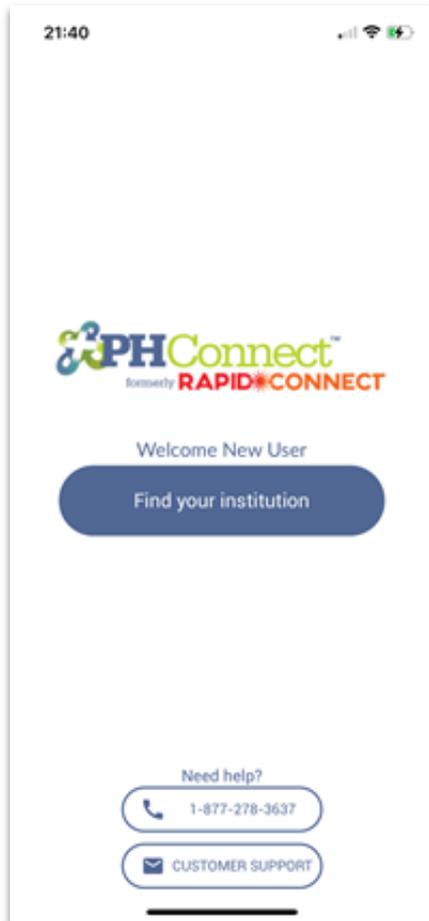
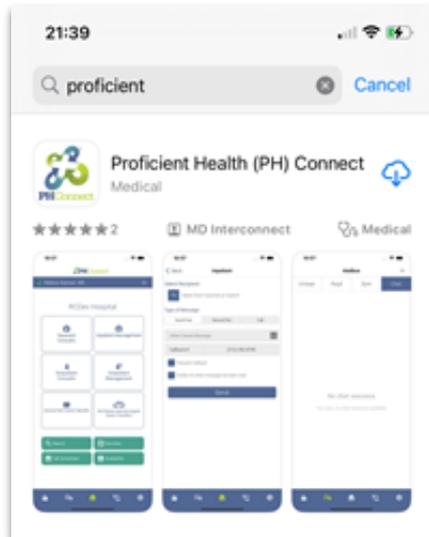
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3. Launch the application and select your institution
4. Logging In with Local Account: Enter your PH Connect account email and password ***If you forgot or are setting up your account for the first time and do not have a password please click on the 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



Screenshots used in slides above



Thank you!



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



connectsupport@proficienthealth.com
(877) 278-3637