

# User Guide

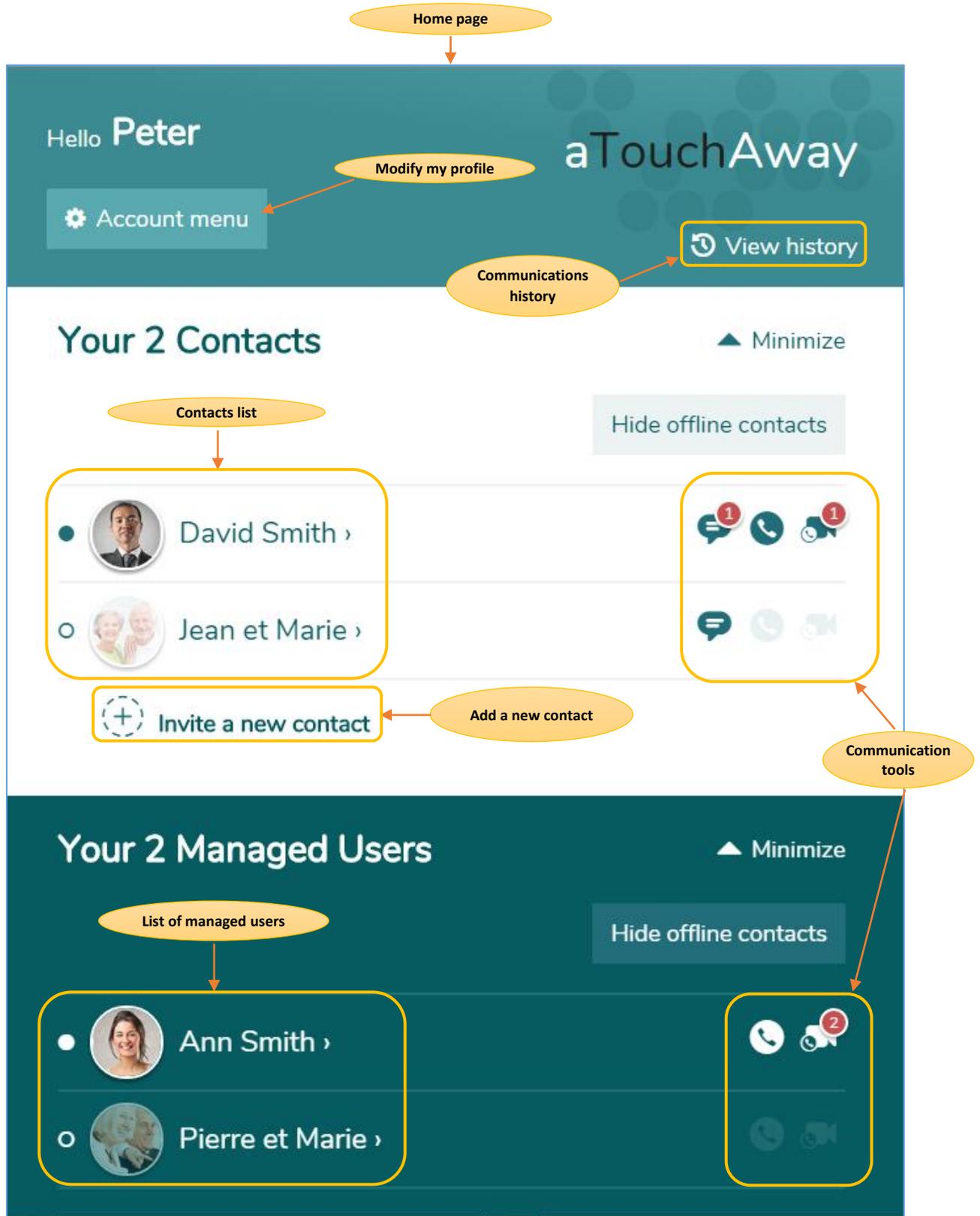
August 28th, 2019

a**Touch**Away™  
by Aetonix

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# 1. General Overview



## Home Page

The home page is displayed automatically when the application is launched. It contains various sections dedicated to the identification of contacts and managed users, communication tools, communications history, the search and invitation of contacts, and allows access to your personal profile.

## Contacts

Each contact is represented by their photo, name, and status **Online** (colored) or **Offline** (grey). Audio/video connection can only be established with contacts who appear **Online**. Text messages can be sent to a contact regardless of their availability status. To add contacts, click the **Invite a new contact** option. You will then be presented with the option to send an invitation to someone who already has an aTouchAway account by using the search bar or send an email invitation to someone who does not have an account yet. A contact can be deleted from the list at any time by clicking their picture and selecting **Remove from your contact list**. To hide or show contacts and managed users, click **Minimize**. Click **Hide** or **Show offline contacts** to hide the offline contacts (or managed users) from the contact list or to make them reappear on the contact list.

## Establish a Communication

There are three (3) ways to communicate with a contact: by text message, audio call, or audio/video call. For a communication by text message, click the **text icon** located near the picture of the person to contact. To establish an audio call, click the **telephone icon**, and for an audio/video communication, click the **camera icon**.

## Modify my Profile

The profile contains personal information such as a picture, address, name, phone number, etc. This information can be modified by clicking **Account Menu**. The password, email address, and some of the application's functional settings can also be changed.

## Communications History

All calls or messages received are indicated in a register. The register can be accessed by clicking **View history**. You will find the date, time, origin, and state of the received communications.

## Managed Users

An organization can assign a user's aTouchAway account to a single or multiple manager(s). These designated individuals will have access to a part of the user's profile, as well as managing tools ensuring a follow-up of the user's situation if applicable.

## Configuration of the Application

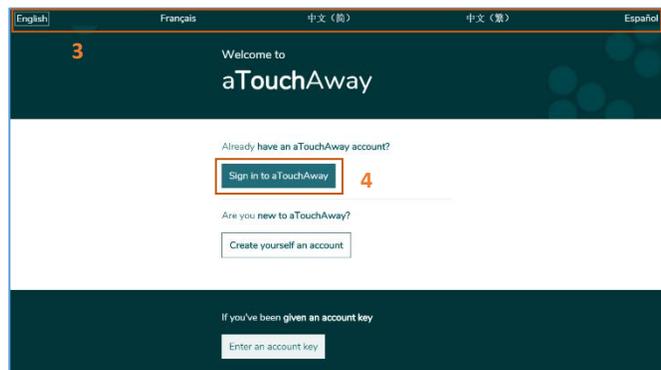
The configuration of certain settings of the application can be done from the profile. You can change the availability status, determine if the notification banners will be accompanied by a sound warning, and determine the audio and video settings. Sign-out can be done from the profile settings (**Logout**).

## 2. Open the Application

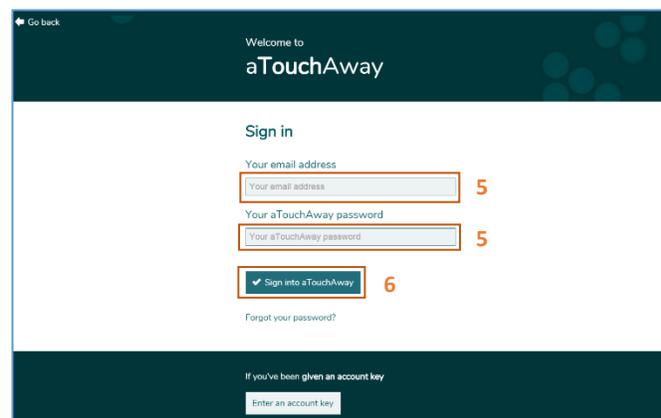
1. Click on the Aetonix application icon.



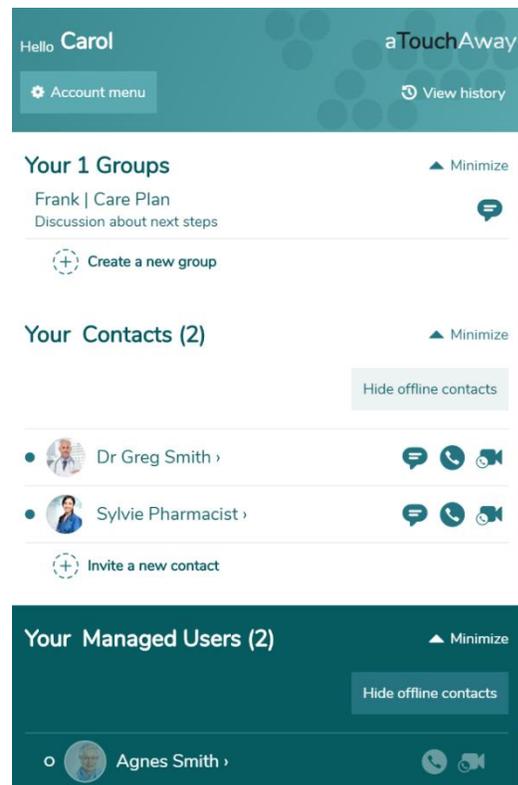
2. The following page will appear on the first use of the application.
3. Choose the language.
4. If you already have an aTouchAway account, click **Sign in to aTouchAway**.



5. Enter your **email address** and **password**.
6. Click **Sign into aTouchAway**.



7. A page similar to the following should appear.



### 3. Create an aTouchAway Account

1. Click on the Aetonix application icon.

2. The following page will appear on the first use of the application.

3. Choose the language.

4. If you do not already have an aTouchAway account, click **Create yourself an account**.

5. Enter the requested information.

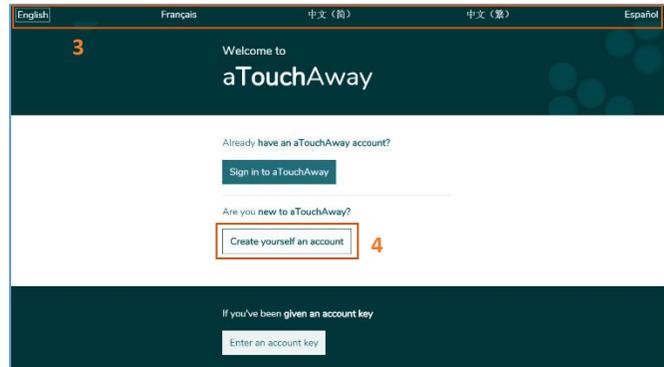
6. Check **I accept the Aetonix Licence Agreement**.

7. You can consult the licence's details by clicking **View Licence Agreement**.

8. Click **Register aTouchAway**.

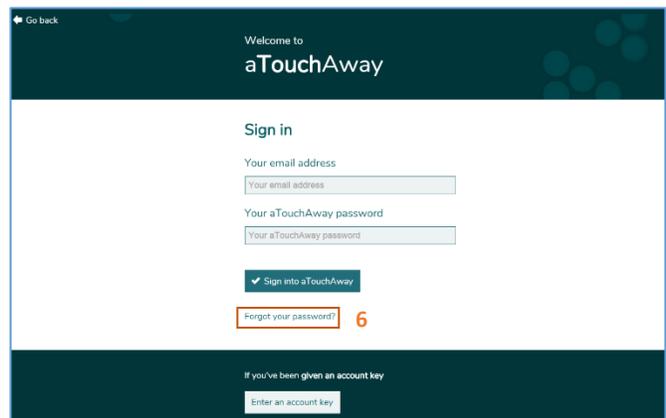
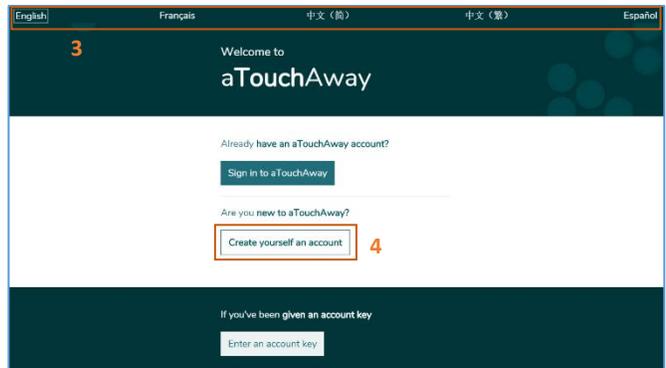
9. An email will be sent to the email address you provided in the registration form.

10. Follow the instructions found in the email to confirm your registration and activate your account.

A registration form with several input fields and a checkbox. A large number '5' is on the right side of the form. The fields are: 'First name' (input field), 'Last name' (input field), 'Your email' (input field), 'Password' (input field), 'Confirm password' (input field), and 'Preferred language' (dropdown menu with 'Choose an item below' selected). Below the fields is a checkbox labeled 'I accept the Aetonix License Agreement' (highlighted with a red box and number '6'). At the bottom, there are two buttons: 'Register aTouchAway' (highlighted with a red box and number '8') and 'View License Agreement' (highlighted with a red box and number '7').

## 4. Forgotten Password

1. Click the Aetonix application icon
2. The following page will appear on the first use of the application.
3. Choose the language.
4. If you already have an aTouchAway account, click **Sign in to aTouchAway**.
5. A page similar to the following should appear.
6. Click **Forgot your password**.
7. Enter your **email address**.
8. Click **Send**.
9. A temporary password will be sent to the email address entered.

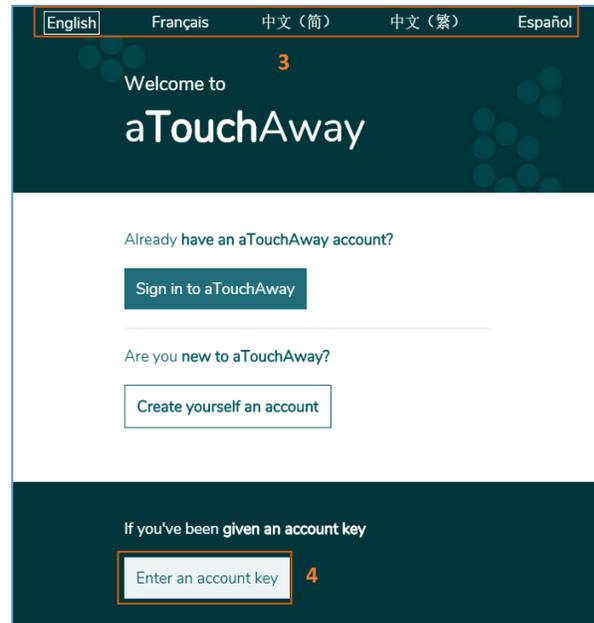


## 5. aTouchAway Managed Account

1. Click the Aetonix application icon.



2. The following page will appear on the first use of the application.
3. Choose the **language**.
4. To manage a simplified interface aTouchAway account, click **Enter an account key**.



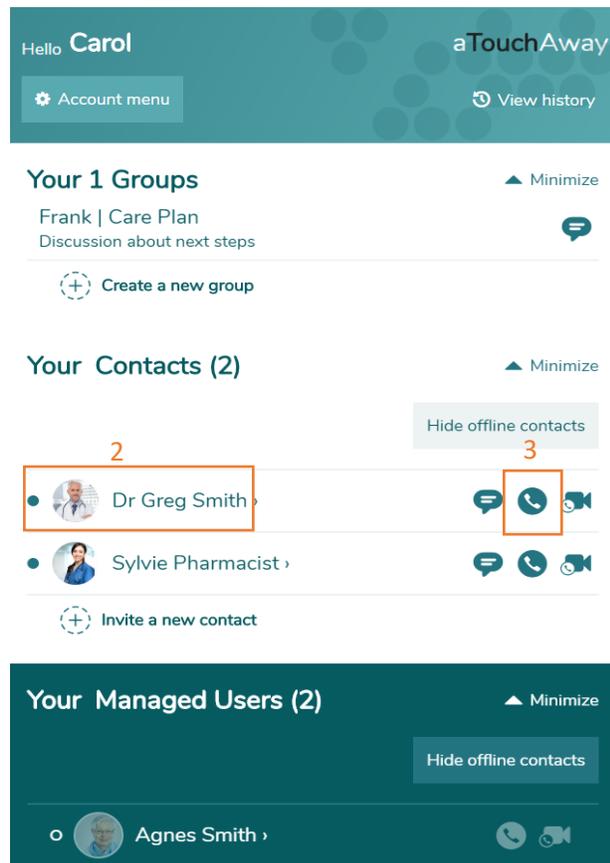
5. Enter the numeric account key.
6. Click **Sign into aTouchAway**.

For more information on the simplified interface, refer to the User Guide of aTouchAway simplified interface.

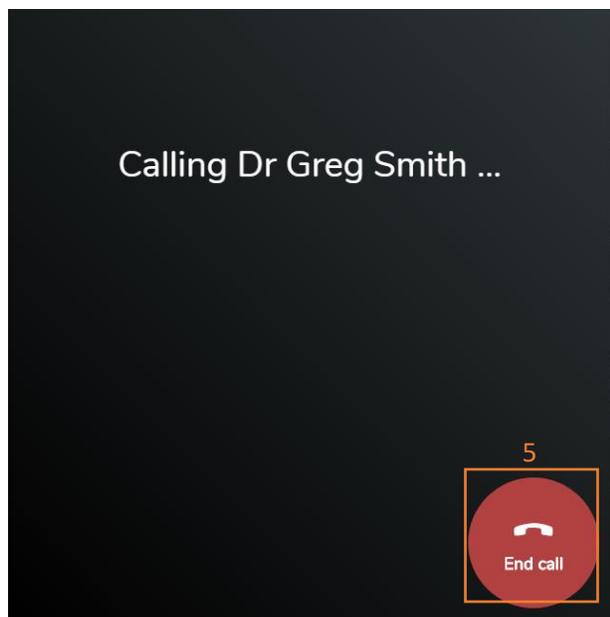


## 6. Establish an Audio Communication

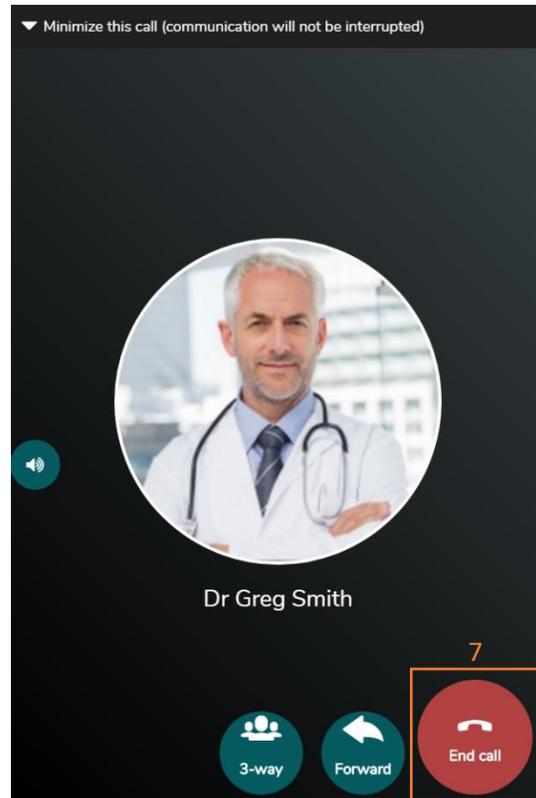
1. Ensure that you are on the home page.
2. Verify that the person you wish to contact is **Online**.
3. Click the **telephone** icon.



4. A screen similar to the following will appear.
5. To cancel the call, click **End call**.

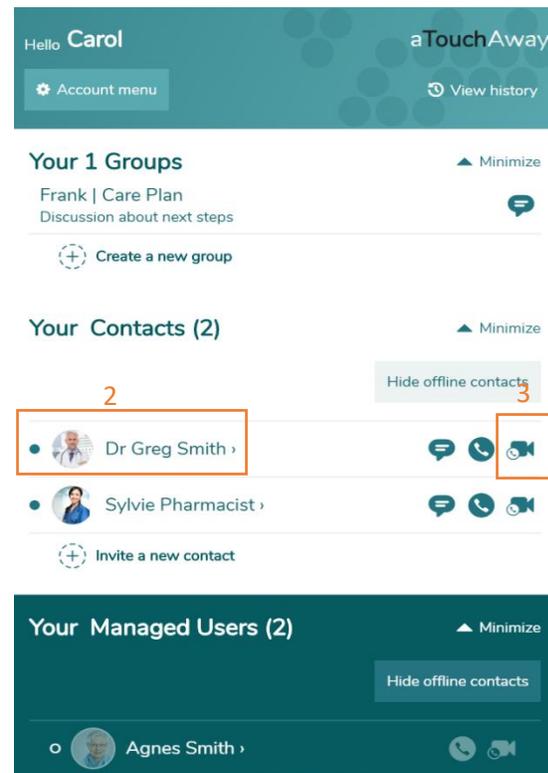


6. When the communication is established, your device's screen should be similar to the following image.
7. To hang up, click **End call**.

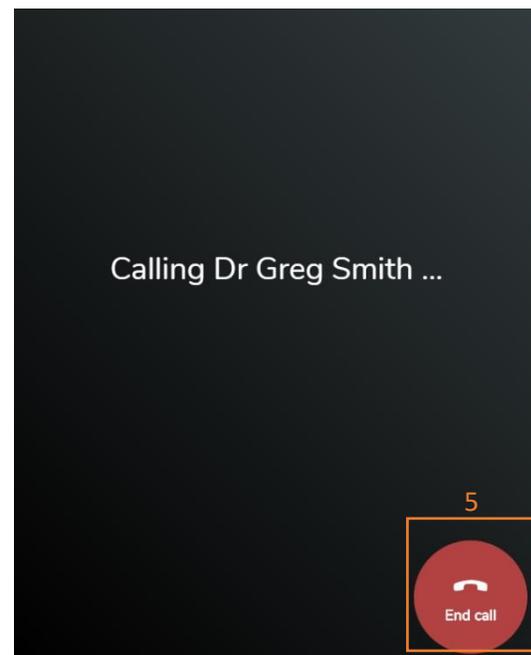


## 7. Establish an Audio/Video Communication

1. Ensure that you are on the home page.
2. Verify that the person you wish to contact is **Online**.
3. Click the **camera** icon.



4. A screen similar to the following will appear.
5. To cancel the call, click **End call**.

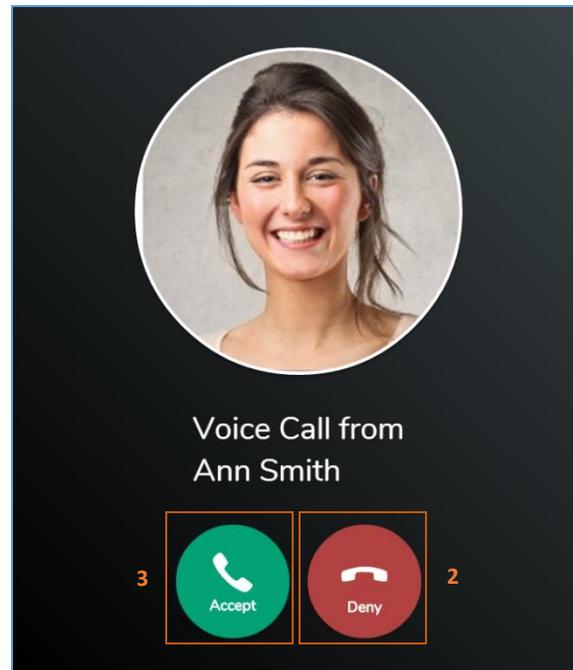


6. When the communication is established, your device's screen should be similar to the following image.
7. To hang up, click **End call**.

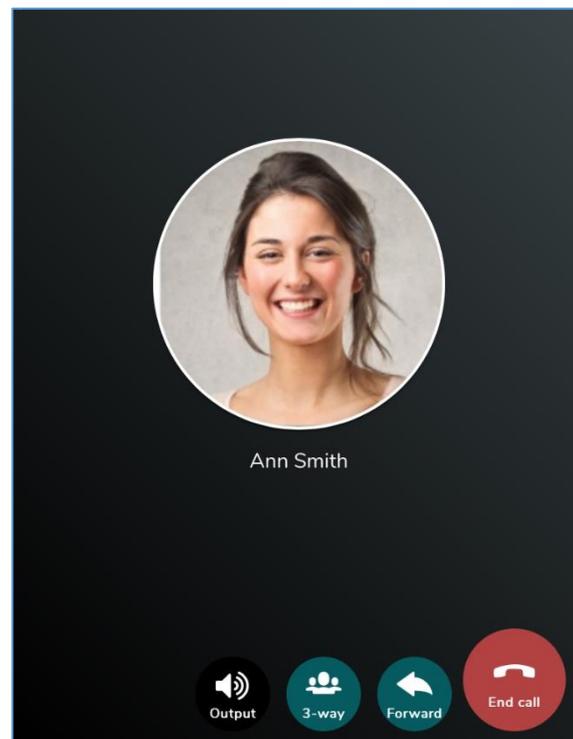


## 8. Receive an Audio Communication

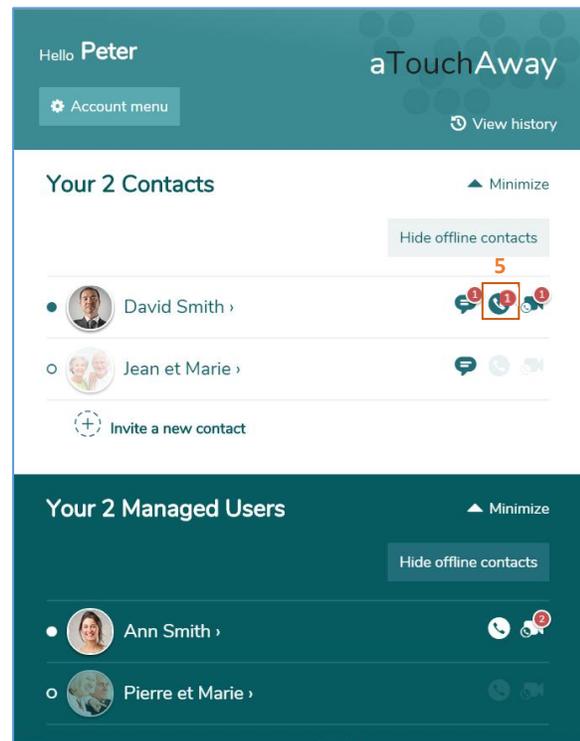
1. When you receive a call, an image similar to the following will appear.
2. You can refuse the call by clicking the **Deny** button.
3. To answer the call, click the **Accept** button.



4. A screen similar to the following will appear.

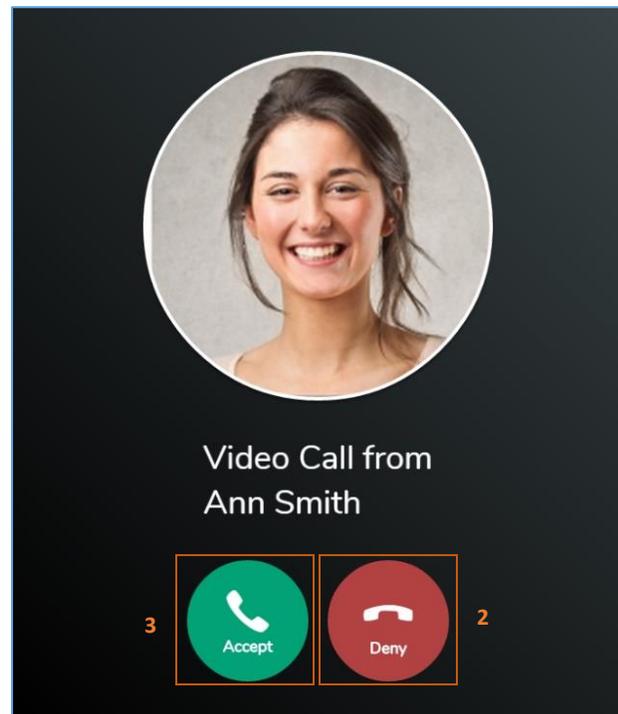


5. If you were absent or not available when the call occurred, a **number** will appear near the **telephone icon** of the contact who tried to reach you, indicating the number of missed calls.

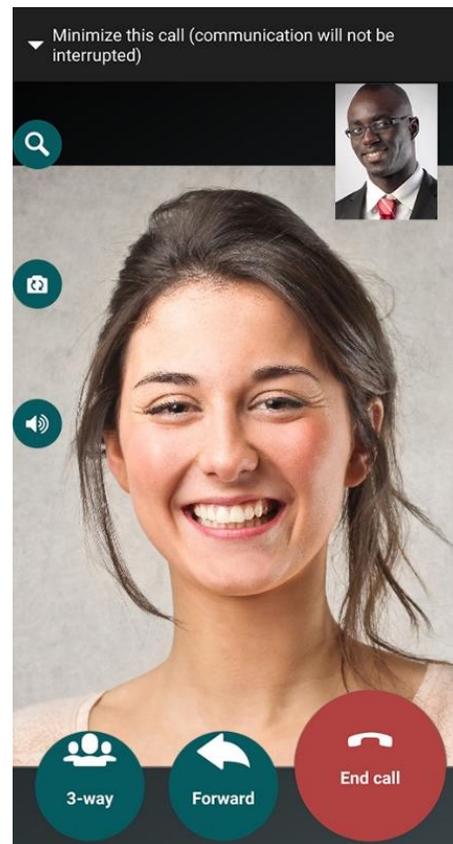


## 9. Receive an Audio/Video Communication

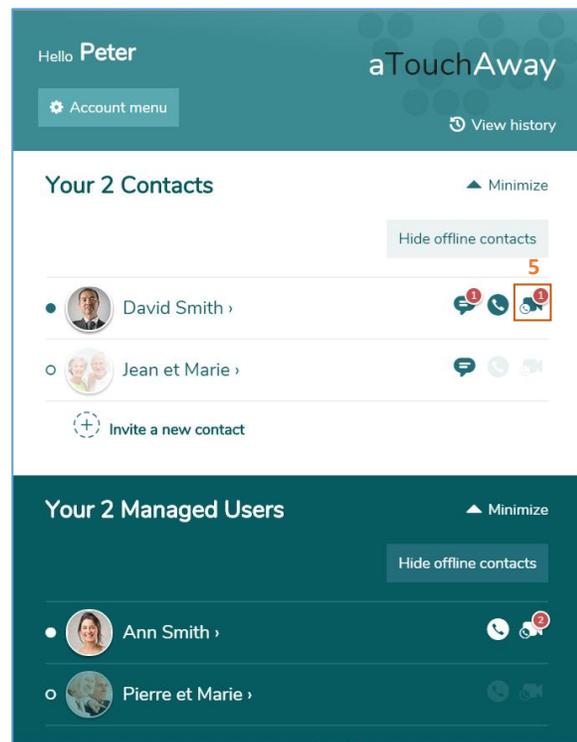
1. When you receive a call, an image similar to the following will appear.
2. You can refuse the call by clicking the **Deny** button.
3. To answer the call, click the **Accept** button.



4. A screen similar to the following will appear.

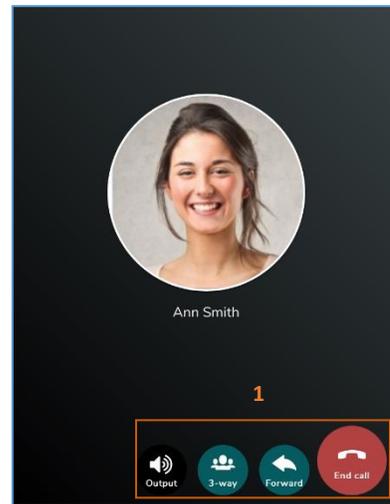


5. If you were absent or not available when the call occurred, a **number** will appear near the **camera icon** of the contact who tried to reach you, indicating the number of missed calls.

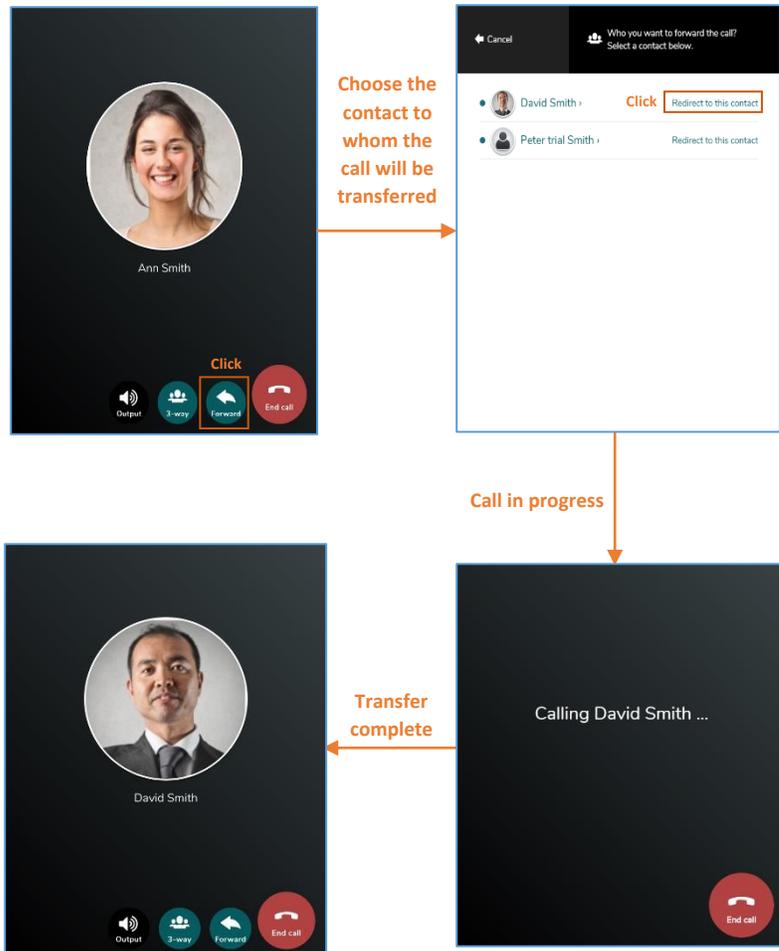


## 10. Audio Communication Tools

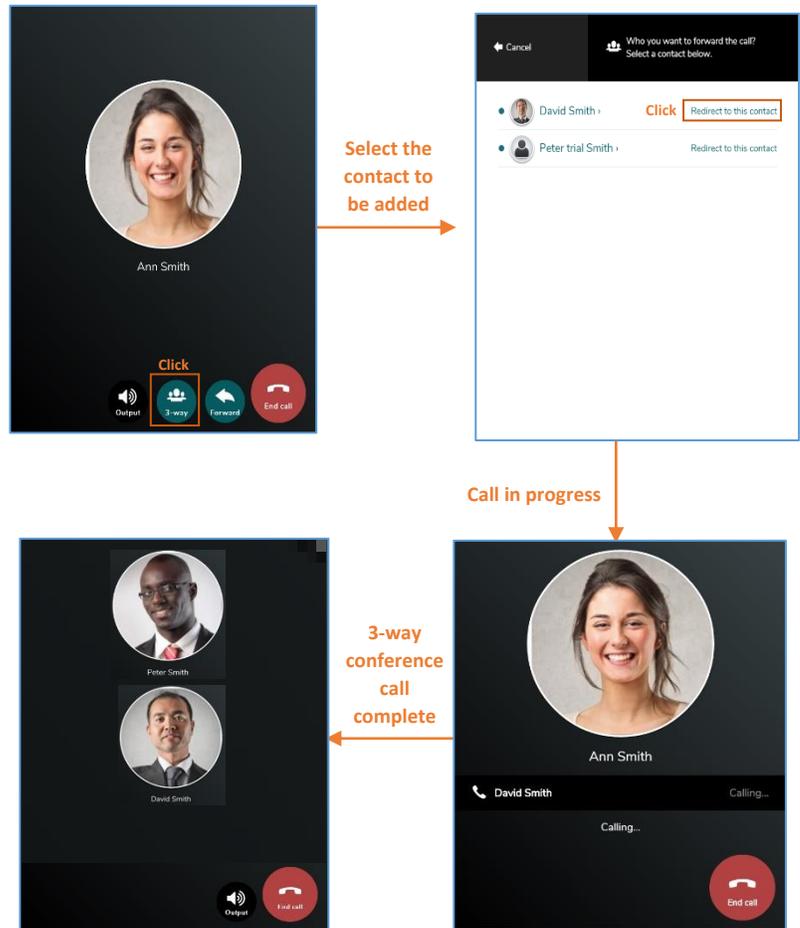
1. When the audio communication is established, a few **communication tools** are available.



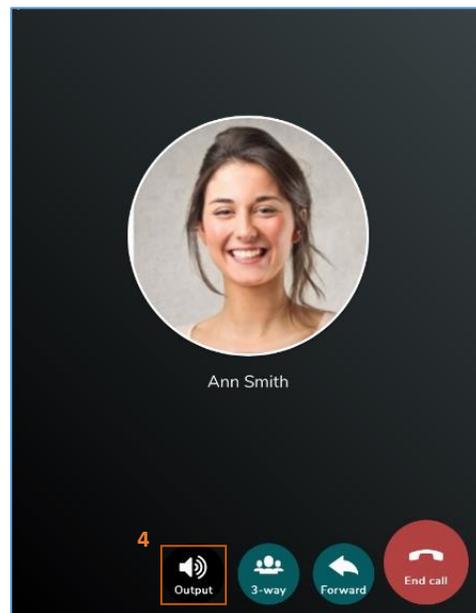
2. You can transfer the call by clicking **Forward** and **choosing** the contact to receive the call.



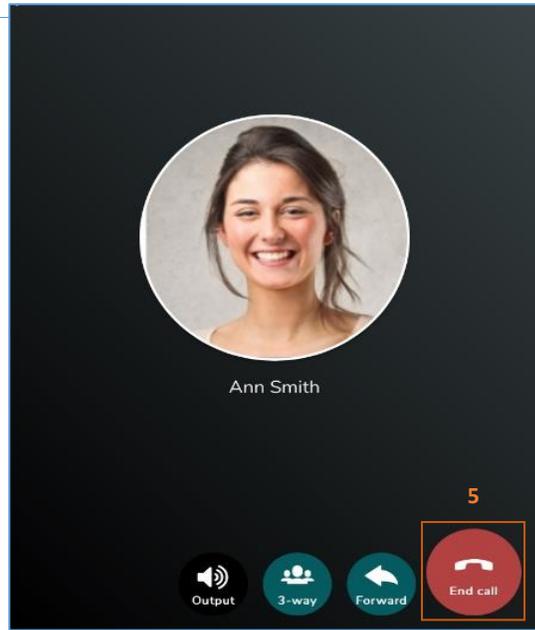
3. You can start a three-way conference call by clicking **3-way** and **selecting** the contact to be added to the call.



4. You can go from having the audio on speaker to headphones by clicking the **Output** button.



5. To hang up, click **End call**.



## 11. Audio/Video Communication Tools

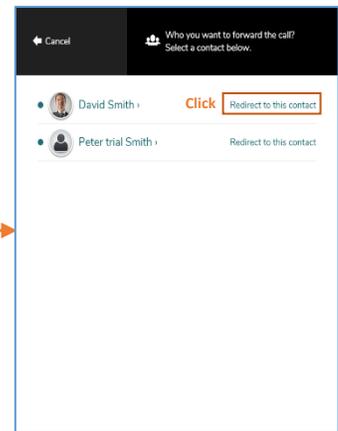
1. When the communication is established, a few **communication tools** are available.



2. You can transfer the call by clicking **Forward** and **choosing** the contact to receive the call.



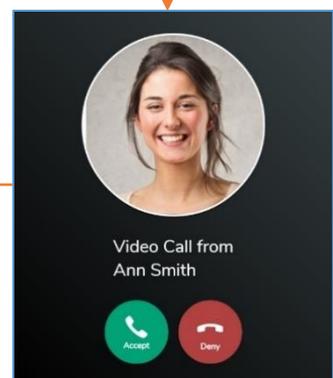
Choose the contact to whom the call will be transferred



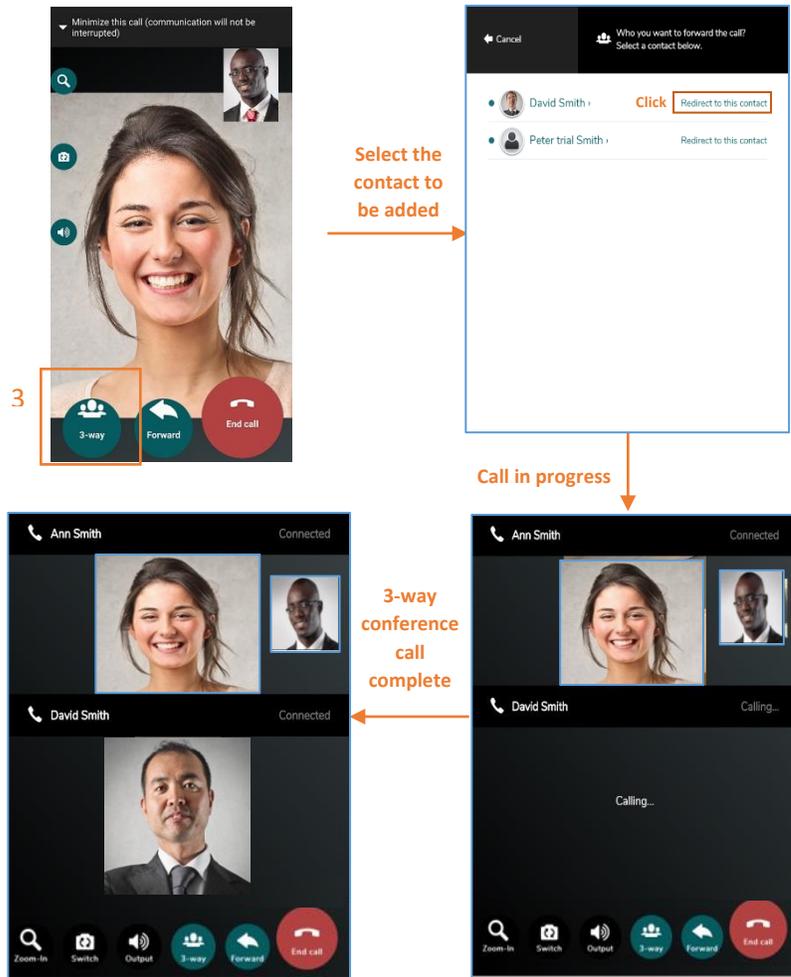
Call in progress



Transfer completed



3. You can start a three-way conference call by clicking **3-way** and **selecting** the contact to be added to the call.



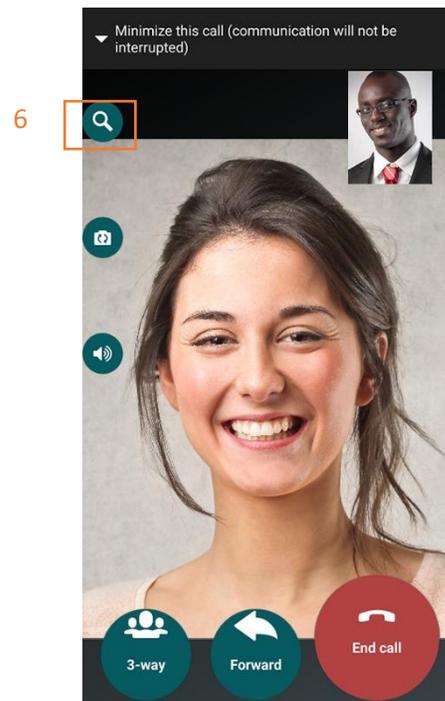
4. You can go from having the audio on speaker to headphones by clicking the **Output** button.



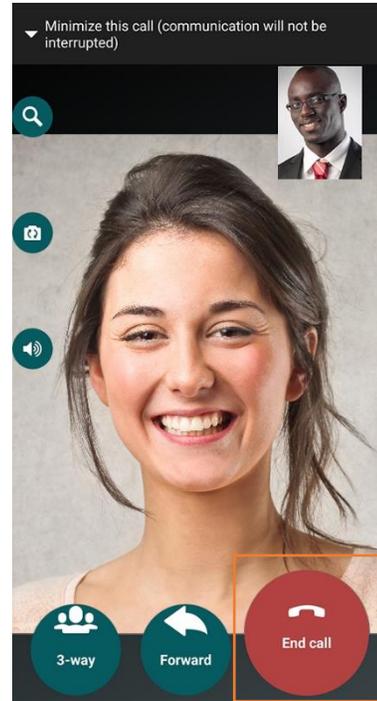
5. You can go from the front camera to the back camera of your device by clicking **Switch**.



6. You can zoom on the main image by clicking **Zoom In**.



7. To hang up, click **End call**.

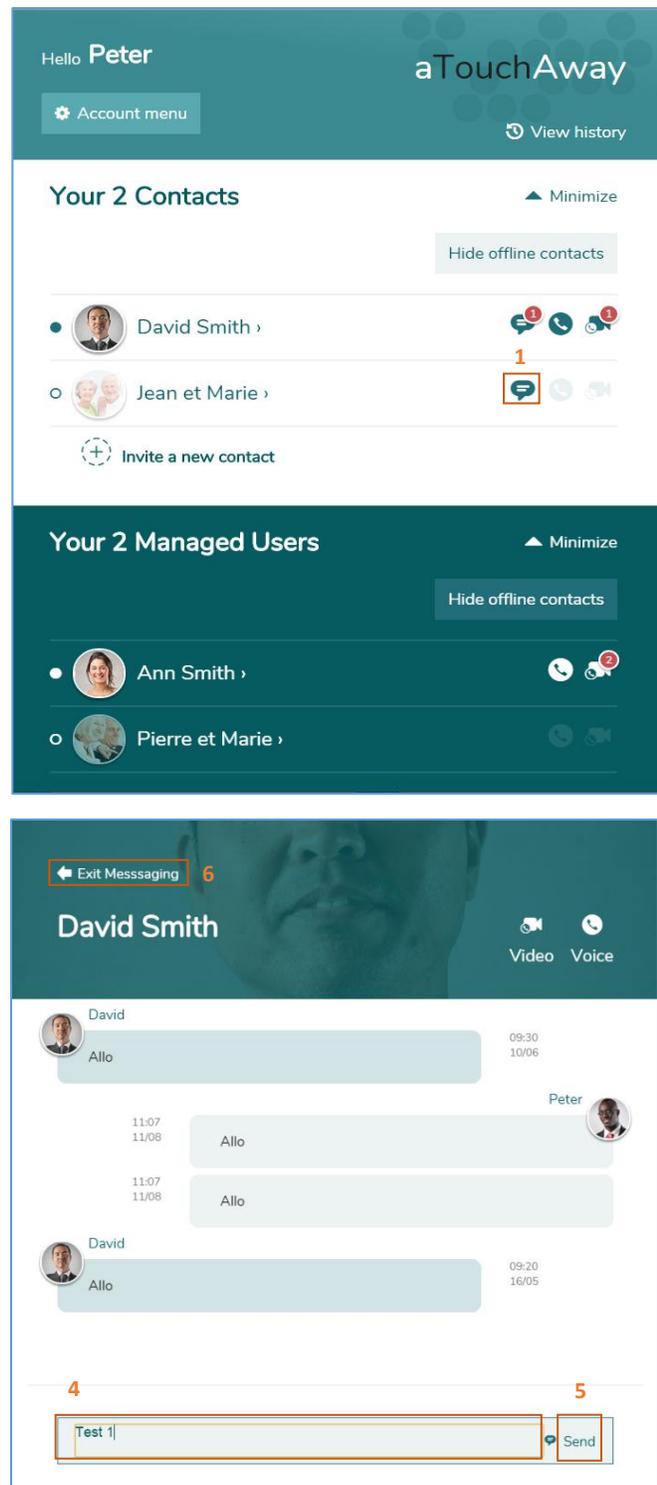


7

## 12. Send a Text Message

1. To send a text message, click the **message icon** to the right of the contact you wish to send a message to. The person can be **Online** or **Offline**.

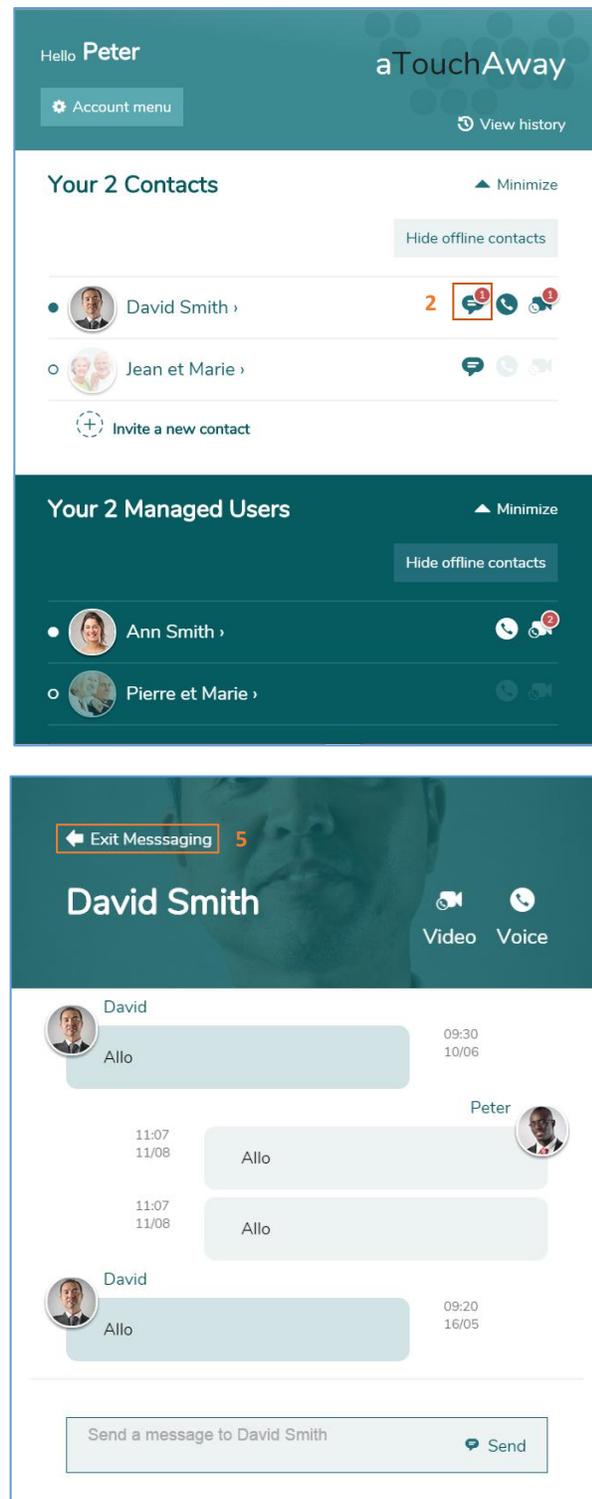
2. A page similar to the following image should appear.
3. The history of sent and received messages appears in the central area, each message is accompanied by the date and the photo of the sender.
4. Enter your message in the dedicated **text zone**.
5. Click the **Send** button to send your message to the chosen person.
6. To return to the home page, click **Exit messaging**.



## 13. Receive a Text Message

1. On the home page, a red number will appear near the message icon of the contact who sent you a message, indicating the number of unread messages.
2. Click the **message icon** to consult your unread messages.

3. The discussion page will appear.
4. The history of sent and received messages can be seen in the central area, each message accompanied by the date and the photo of the sender.
5. To return to the home page, click **Exit messaging**.



## 14. Group Texting

1. On the home page, at the top, click on **“Create a new group”** to create a group chat. You can create a group to exchange text, videos, and pictures. Please note that pictures and videos will expire after 72 hours and will be deleted. If you intend to keep a picture or video for a User (patient), please use the **Note section** found under Managed User(s).
2. Fill-up the information about the group and click on Save or discard changes.
3. Once the group is created, it will show up at the top of your home page.
4. Click on the group chat to enter the group’s discussion page.

The screenshot shows the top navigation bar with 'Hello Carol' and 'aTouchAway'. Below the navigation bar, there is a section titled 'No groups yet? Try creating one...' with a button labeled 'Create a new group' highlighted by a red box and the number 1. Below this, there are sections for 'Your Contacts (2)' and 'Your Managed Users (2)'. The 'Your Managed Users (2)' section lists 'Agnes Smith' and 'Frank Smith' with icons for text, video, and voice chat.

The screenshot shows the 'Create a new group' form. It has two input fields: 'Name' and 'Description'. At the bottom right, there are two buttons: 'Save' (highlighted with a red box and the number 2) and 'Discard changes'.

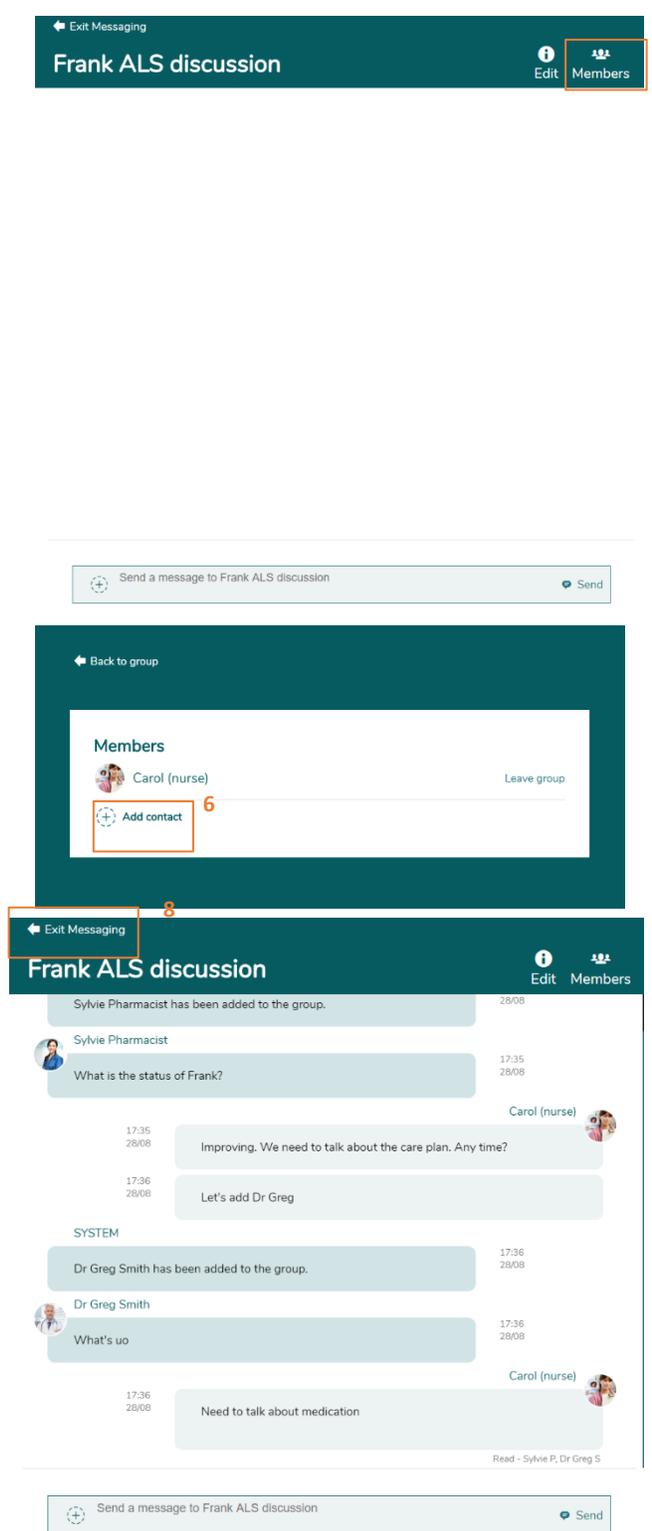
The screenshot shows the home page after the group is created. The 'Your 1 Groups' section now shows 'Frank ALS discussion' with the subtitle 'Info on ALS for Frank', highlighted by a red box and the number 3. Below this, there is a 'Create a new group' button. The 'Your Contacts (2)' and 'Your Managed Users (2)' sections are also visible. The group chat icon for the 'Frank ALS discussion' group is highlighted with a red box and the number 4.

5. To add members to the group, select Members.

6. To add members, click **add contact** and search for the person you wish to add.

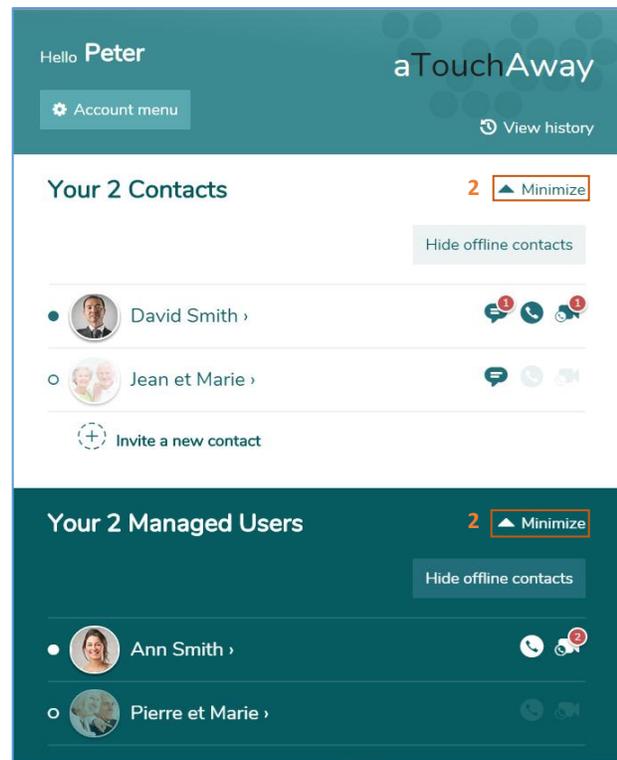
7. You can then proceed with chatting in the group. Pictures, and videos can be added.

8. To return to the home page, click **Exit messaging**.

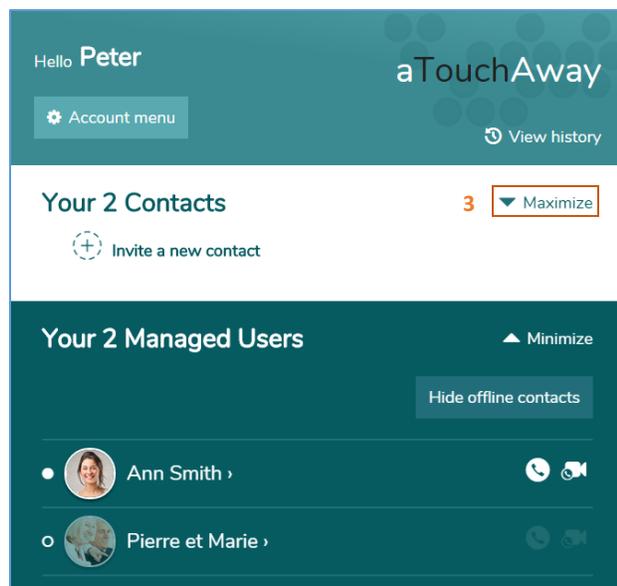


## 15. Hide or Show Details of Sections

1. You can hide the contacts list or the managed users list.
2. Click **Minimize** to hide contacts or users from a section.

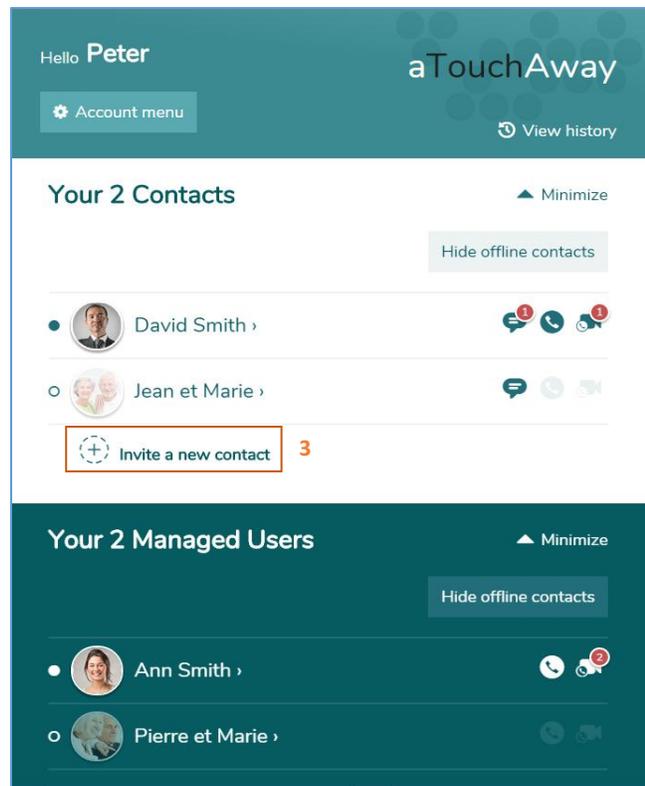


3. Click **Maximize** to view the hidden list.

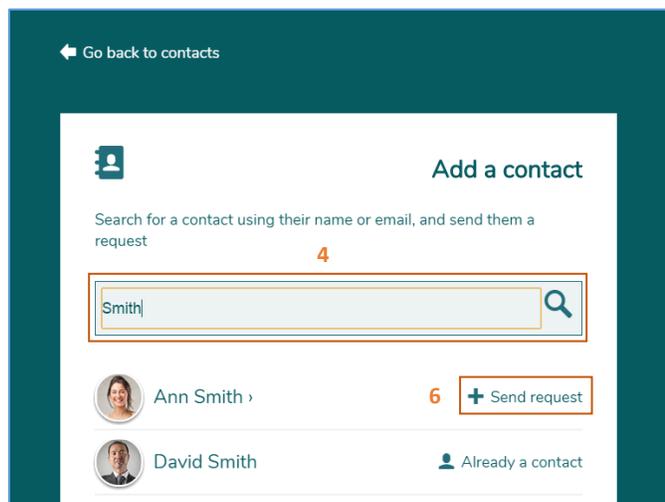


## 16. Add a Contact with an Active aTouchAway Account

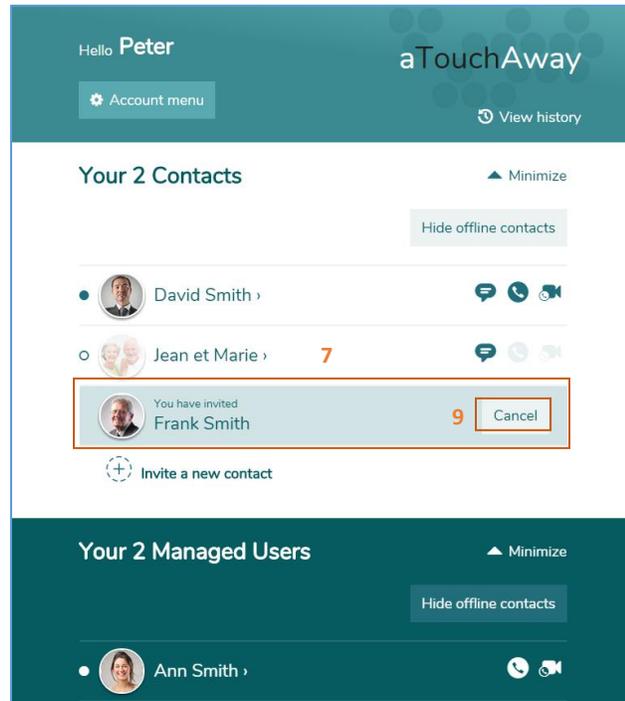
1. Ensure that you are on the home page.
2. Adding contacts is an invitation based process. You first must identify the person you would like to invite to be one of your contacts.
3. Click **Invite a new contact**.



4. Enter the **name** of the identified person.
5. The contacts corresponding to the entered characters will appear in a list of contacts to invite.
6. Click **Send request** near the person you would like to invite.

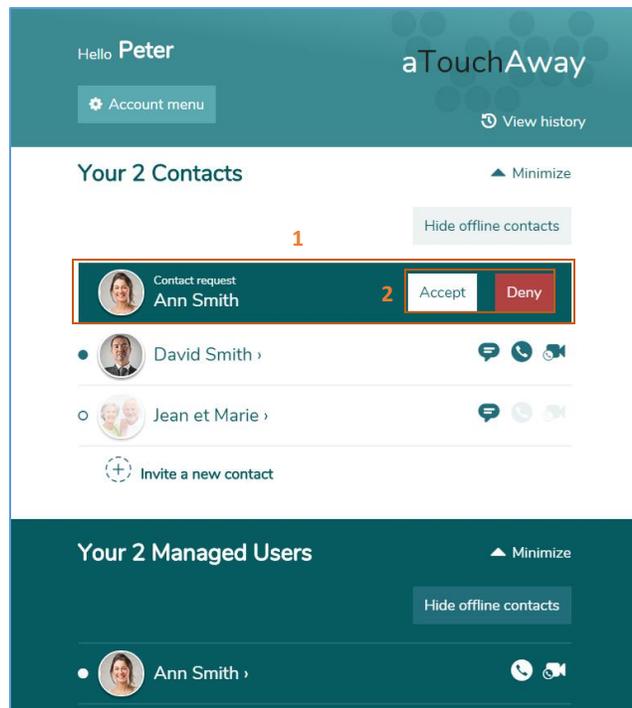


7. The invited person will be added to the list of pending invitations.
8. The invited person will receive an invitation that can be accepted or refused.
9. You can cancel the invitation by clicking **Cancel**.

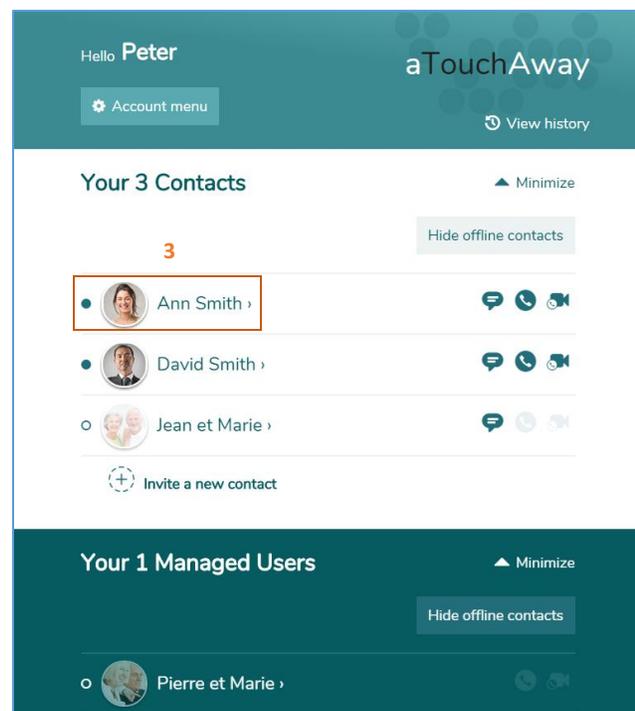


## 17. Respond to a Contact Invitation

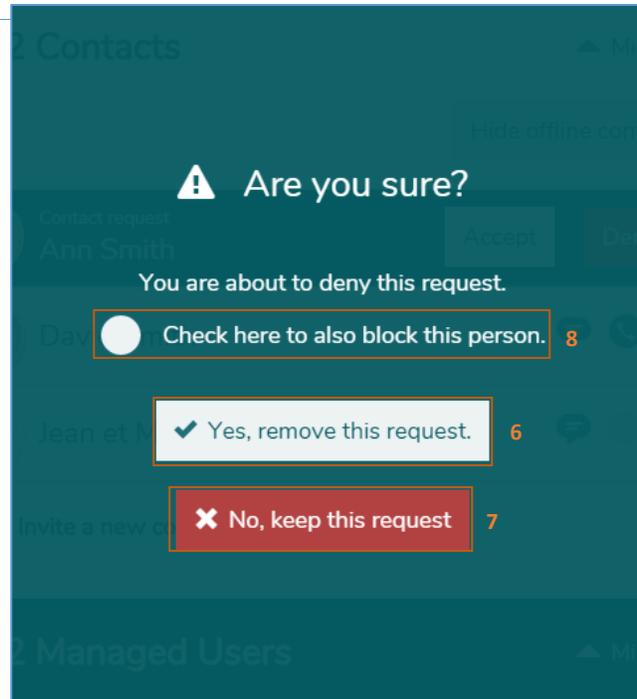
1. When you receive an invitation to become someone else's contact, a **banner** appears at the top of the **contacts** section.
2. Click **Accept** to accept the invitation or **Deny** to reject it.



3. If you accept the invitation, the person who sent you the invitation will be added to your contact list, and you will be added to their contact list as well.
4. Once you have responded to the invitation, the banner disappears from your screen. The pending invitation also disappears from the sender's screen.



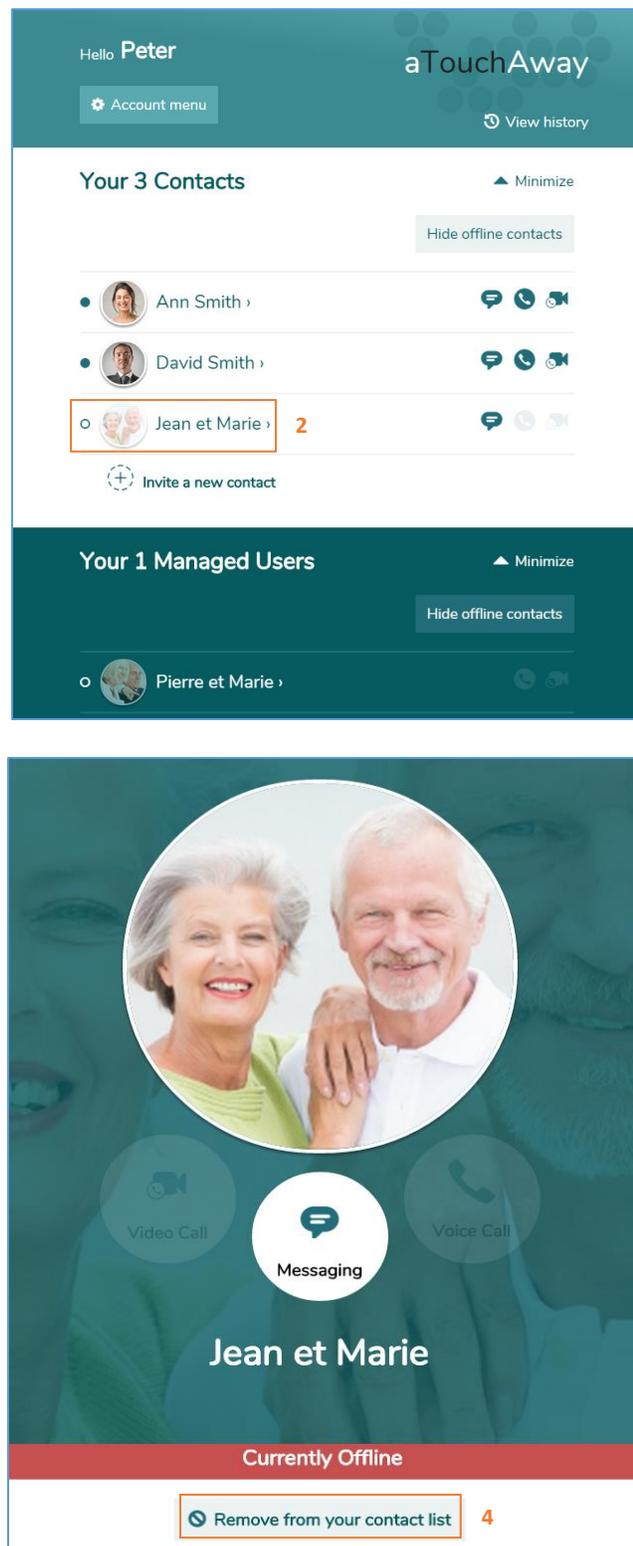
5. If you refuse the invitation, a confirmation message will be displayed.
6. To confirm the denial of the request, click **Yes, remove this request**.
7. To cancel the denial, click **No, keep this request**.
8. You can also block all new invitations from this person. To do so, click **Check here to also block this person**.



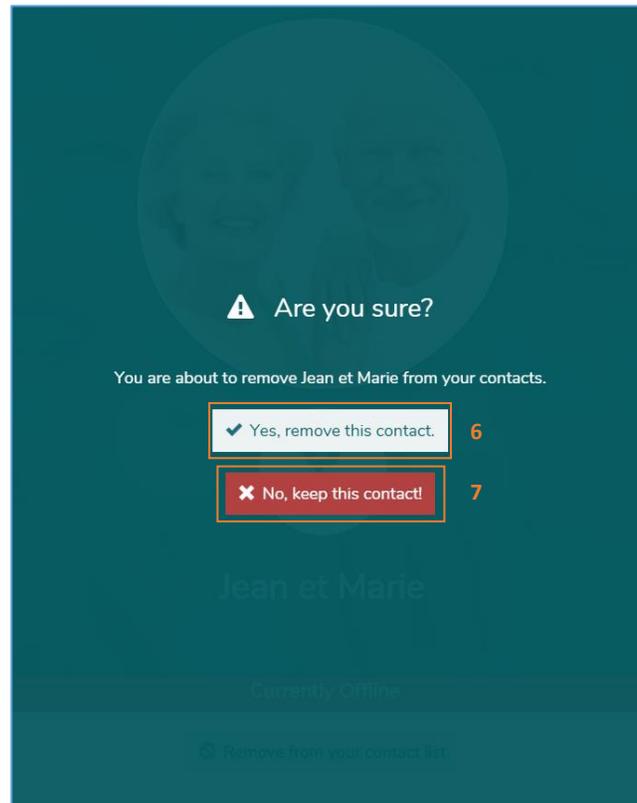
## 18. Remove a Contact

1. Identify the contact you wish to delete.
2. Click their **name**.

3. Your screen will be similar to the following image.
4. Click **Remove from your contact list**.

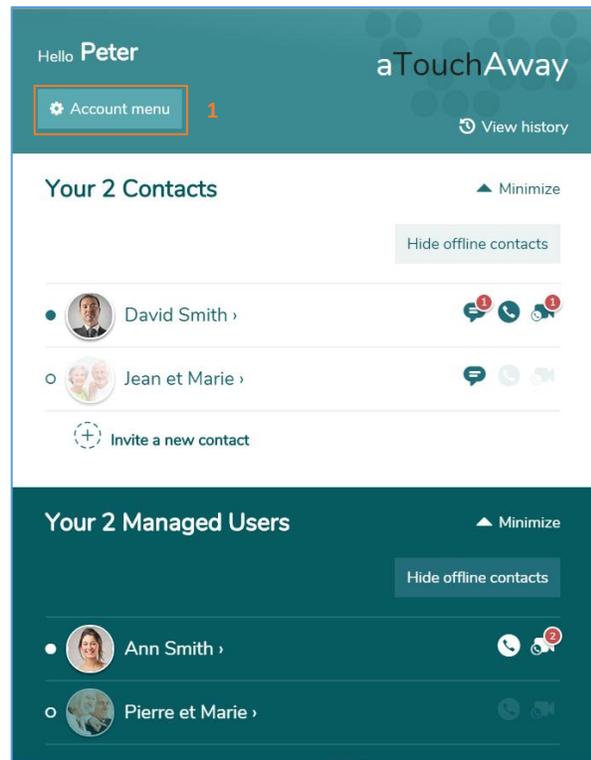


5. A confirmation message will be displayed.
6. To confirm the removal, click **Yes, remove this contact.**
7. To cancel the removal, click **No, keep this contact.**

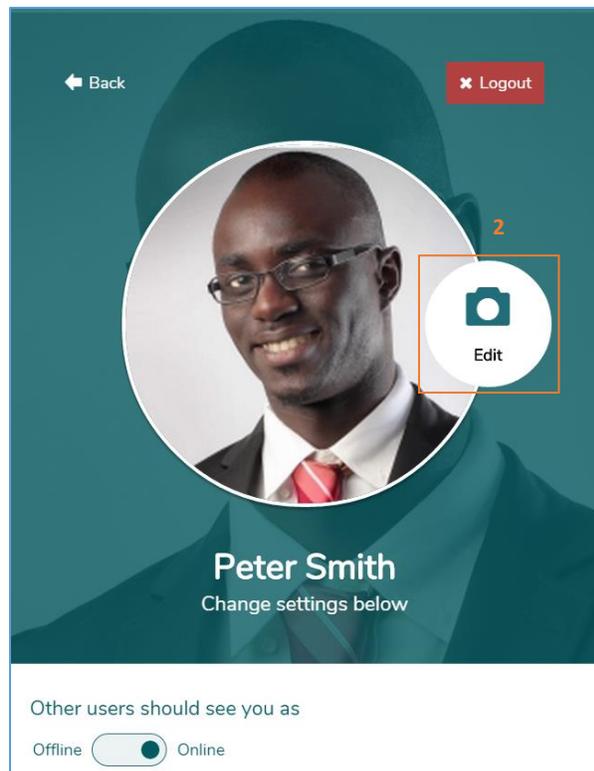


## 19. Modify your Picture

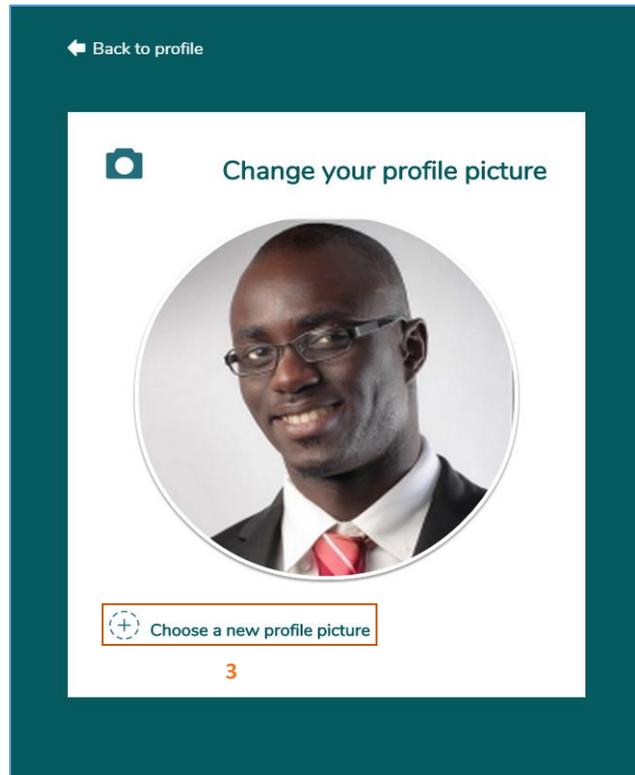
1. On the home page, click **Account menu**.



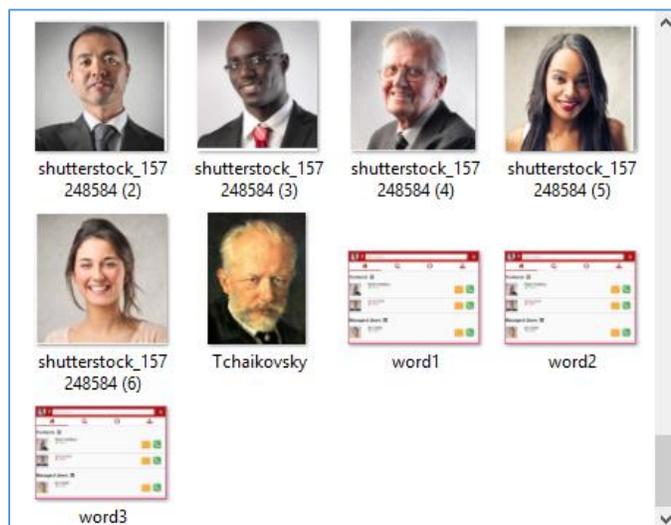
2. Click **Edit**.



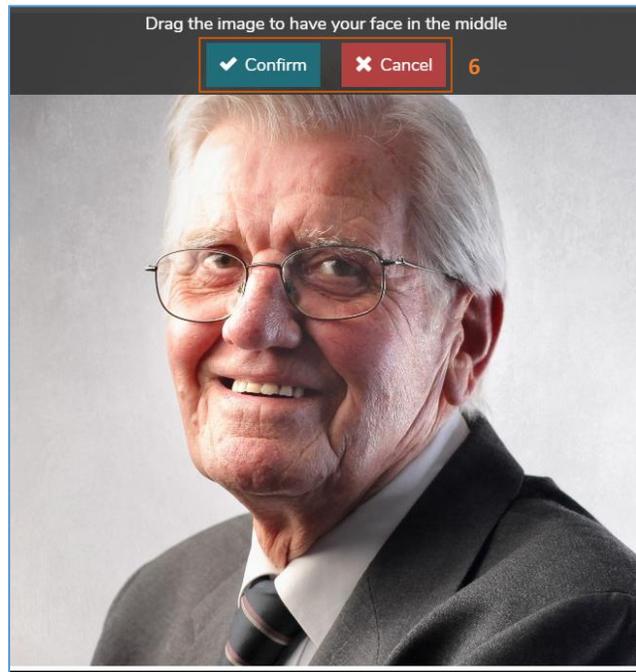
3. Click **Choose a new profile picture**.



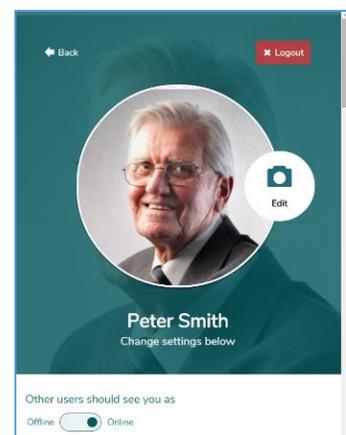
4. Select the new picture from your device.



5. You can center the picture in the frame by dragging it.
6. Click **Confirm** to save the picture with the adjustments made or **Cancel** to omit changes.

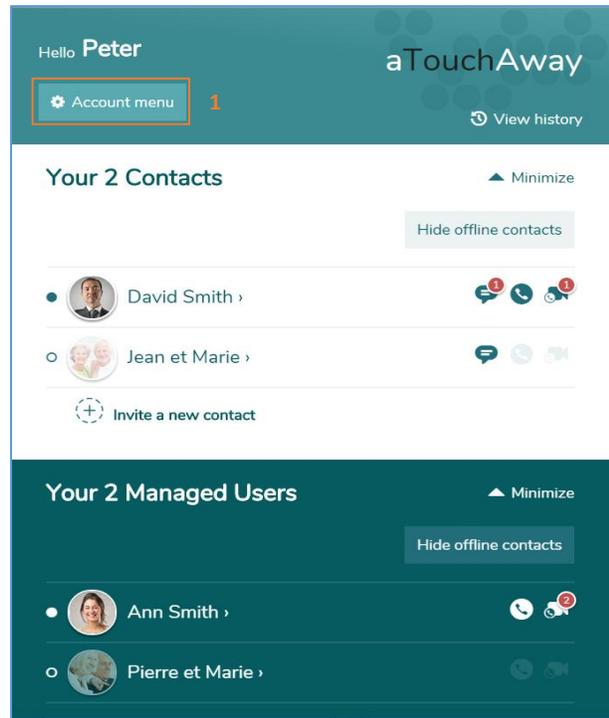


7. Your picture modification is complete.

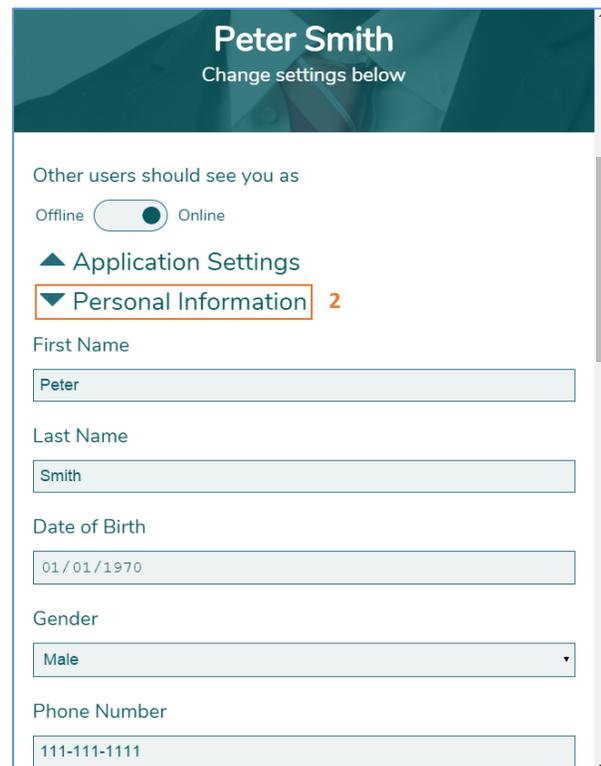


## 20. Modify Personal Information

1. From the home page, click **Account menu**.



2. Click the **Personal Information** section title.



3. Enter the new information and click the **Save** button.

01/01/1970

Gender

Male

Phone Number

111-111-1111

Address

Address

Postal Code

Postal Code

City

City

Province / State

Ontario

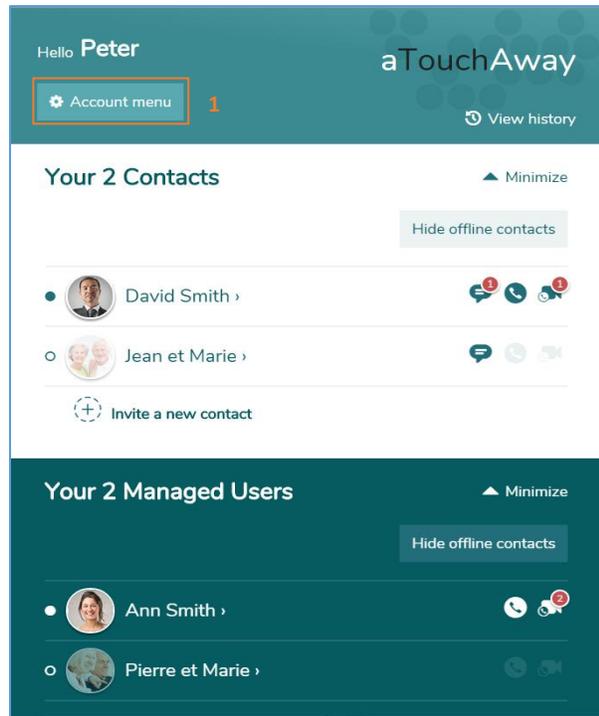
Country

Canada

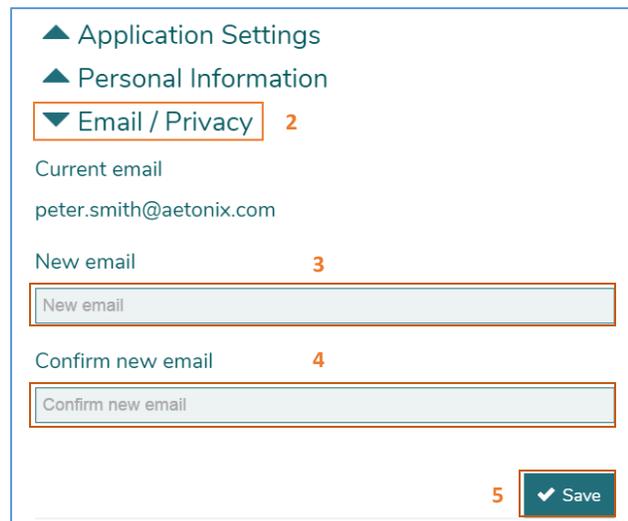
3

## 21. Modify the Email Address

1. From the home page, click **Account menu**.

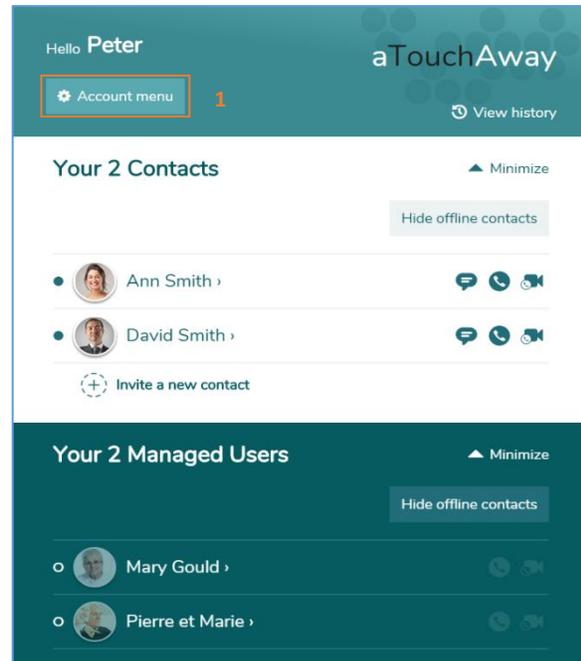


2. Click the **Email/Privacy** section title.
3. In **New email**, enter the new email address.
4. In **Confirm new email**, enter the new email address a second time to confirm it.
5. Click the **Save** button to complete the modification.

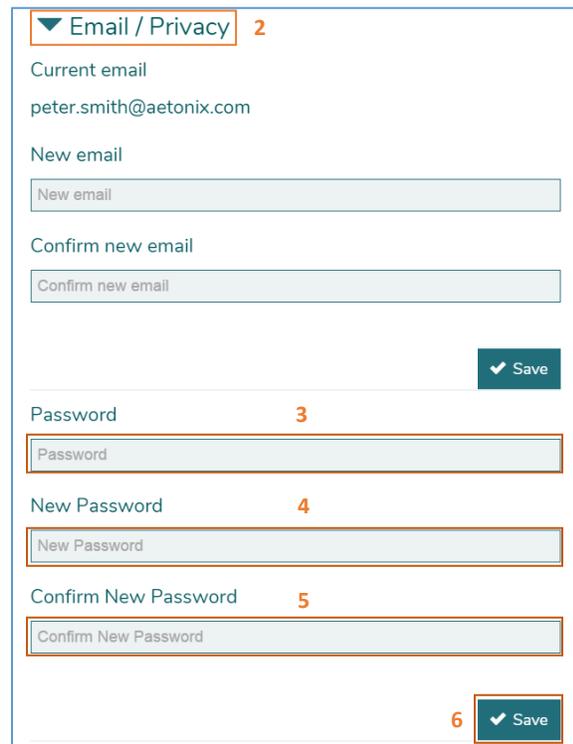


## 22. Modify the Password

1. From the home page, click **Account menu**.

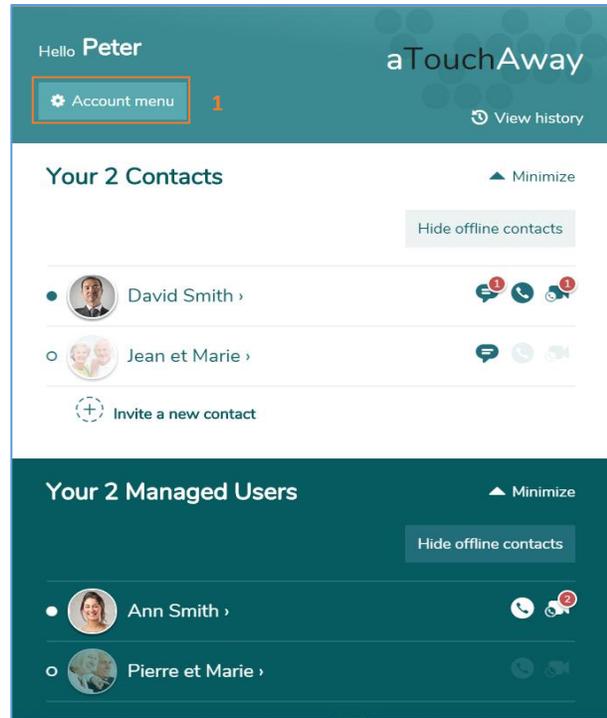


2. Click the **Email/Privacy** section title.
3. In the **Password** box, enter your current password.
4. In the **New Password** box, enter the new password.
5. In the **Confirm New Password** box, enter the new password a second time to confirm it.
6. Click the **Save** button to proceed with the modification.

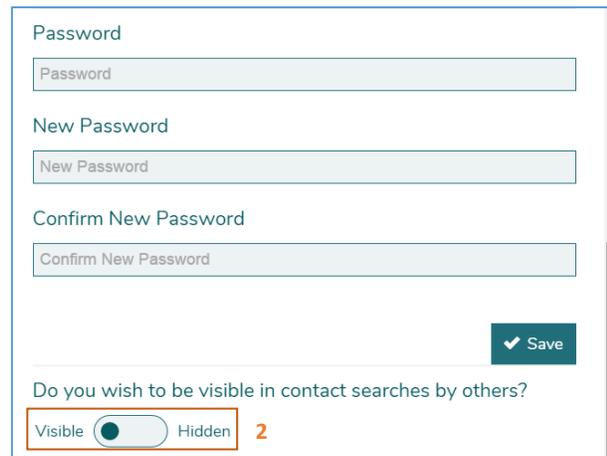
The screenshot shows the "Email / Privacy" settings page. The section title "Email / Privacy" is highlighted with a red box and the number "2". Below the title, there are fields for "Current email" (peter.smith@aetonix.com) and "New email" (with a "New email" placeholder). There are also fields for "Confirm new email" and a "Save" button. Below these are three password fields: "Password" (with a red box and number "3"), "New Password" (with a red box and number "4"), and "Confirm New Password" (with a red box and number "5"). At the bottom right, there is a "Save" button highlighted with a red box and the number "6".

## 23. Visibility in Contact Searches

1. From the home page, click **Account menu**.

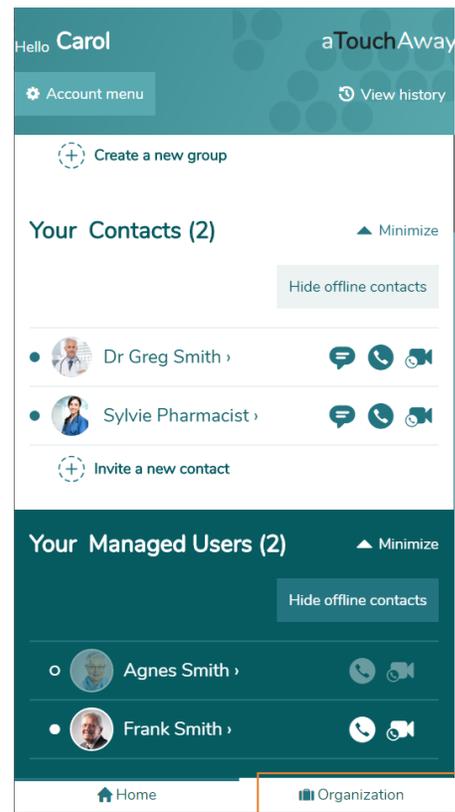


2. In the **Email/Privacy** section, click **Visible/Hidden** to make your name visible or invisible to contact searches made by other aTouchAway users.

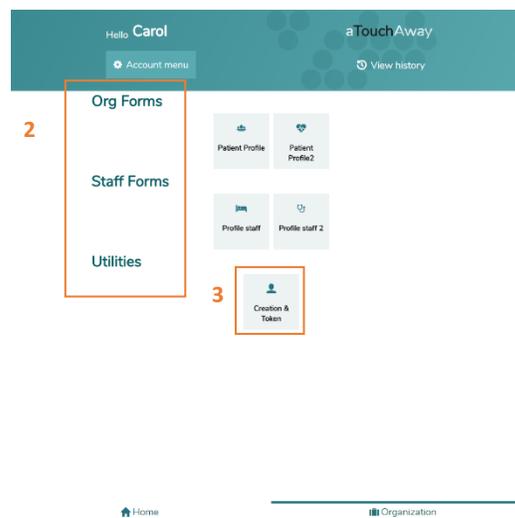
A screenshot of the "Password" settings form in the aTouchAway application. The form contains three input fields: "Password", "New Password", and "Confirm New Password". Below these fields is a "Save" button with a checkmark icon. At the bottom of the form, there is a question: "Do you wish to be visible in contact searches by others?". Below this question is a toggle switch labeled "Visible" and "Hidden". The "Visible" option is selected, and the entire toggle area is highlighted with an orange box. A red "2" notification badge is next to the "Hidden" text.

## 24. Organization for a Staff member and Invitation of Users

1. If you have been added as part of an organization's staff members, you will see 2 tabs at the bottom of the home page. **Home** is the Home page and **Organization** is the tab where you will find your own forms, the forms for the staff to fill-up, and the "Creation & Token" button to invite a User to be part of your organization. If you click on **Organization**, you will access the organization related information and actions.



2. Within the **Organization** tab, you will find your **Org Forms**, the **Staff Forms**, and **Utilities**. Forms are going to be covered in the following section.
3. If you need to add a User to the organization (i.e. inviting a patient), click on "**Creation & Token**".
4. Select "**Create**" to invite / add a User to an organization. The list below contains Users in the Organization.



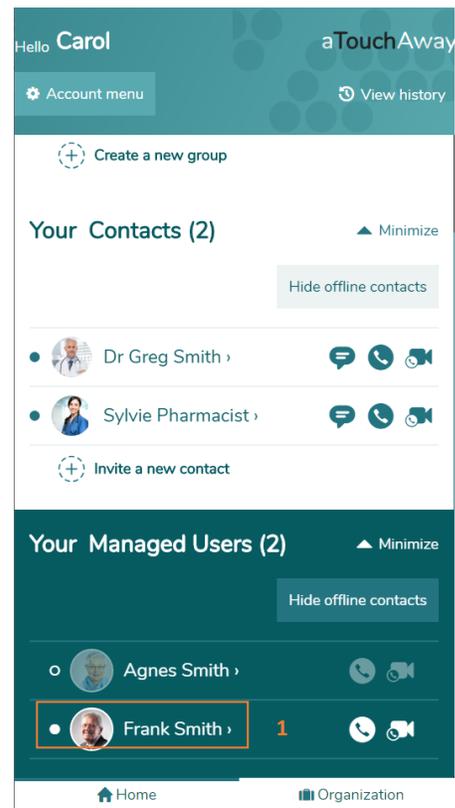
5. In the following window, you can create a key for a **Simple User Interface account** or **invite a patient** with an existing account **by email**.
6. To create a **Simple User Interface account**, simply add the first and last name of the user, the user's EMR number, and set the Managers that will be managing this user. Click **"Save"** once completed. You now have created a User and can access the **Key** by clicking **"Token"** in the previous page.
7. To invite a User who already has an account, but is not yet part of your organization, select **"Invite by email"**.
8. Add the **email address** of the existing User account and the **EMR number**. Set the Managers that will be managing the user. Click **"Save"** once completed.
9. The invitee will receive an invitation in the app that needs to be accepted in order for him to be added to the Organization. When accepted, the managers selected will have access to the User account.

The screenshot shows the 'User Creation' form. At the top right, it says 'User Creation'. Below a user icon, there is a section 'Invite by email' with a toggle switch set to 'Off'. A red box highlights this toggle. Below this are input fields for 'First Name' and 'Last Name', and 'Patient EMR Number'. Under 'Default Managers', there is an 'Add' button and a note: 'Default managers have all permissions enabled.' At the bottom right, there are two buttons: 'Save' (with a checkmark) and 'Discard Changes' (with an X). A red box highlights the 'Save' button, and a red number '6' is placed to its left.

The screenshot shows the 'User Creation' form. At the top right, it says 'User Creation'. Below a user icon, there is a section 'Invite by email' with a toggle switch set to 'On'. Below this are input fields for 'Email' and 'Patient EMR Number'. Under 'Default Managers', there is an 'Add' button and a note: 'Default managers have all permissions enabled.' At the bottom right, there are two buttons: 'Save' (with a checkmark) and 'Discard Changes' (with an X).

## 25. Remove an Account Management Delegation

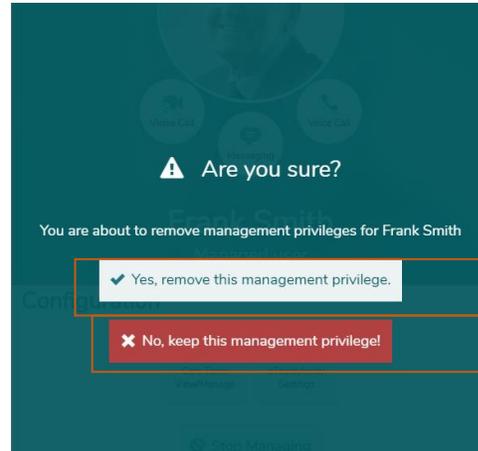
1. From the home page, click the **name** of the person to be removed.



2. Click **Stop Managing**.

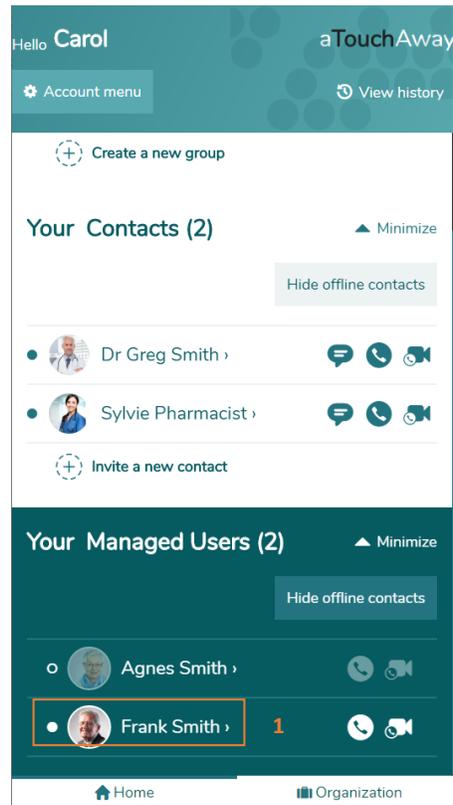


3. A confirmation message will be displayed.
4. Click **Yes, remove this management privilege** to confirm the removal, or **No, keep this management privilege** to cancel it.

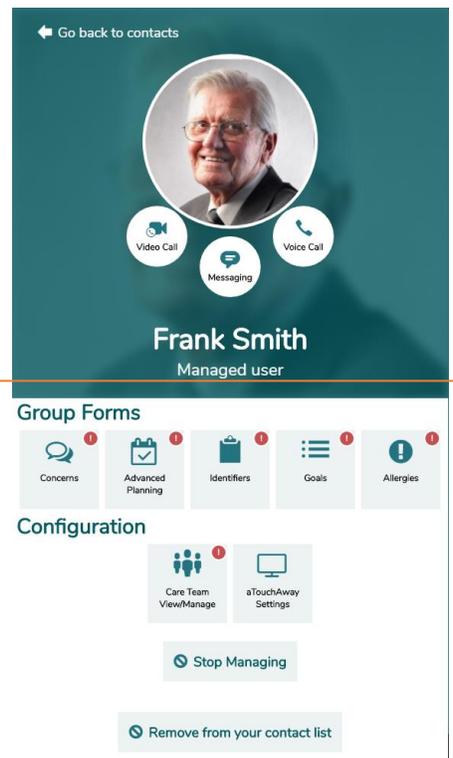


## 26. Management – Managed Users

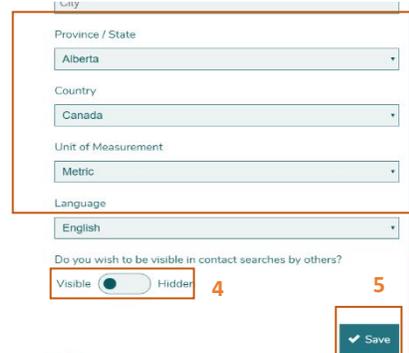
1. From the home page, under **Managed Users**, click on the preferred person.



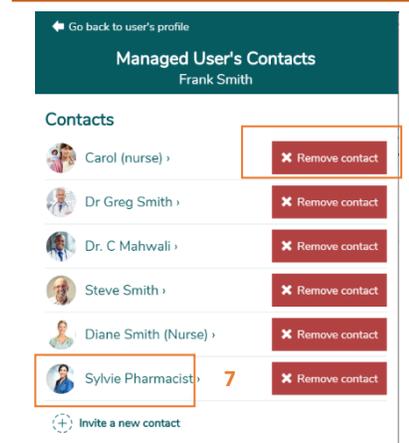
2. According to the access rights you are granted, a menu with more or less options will appear. You can then access information on the user.



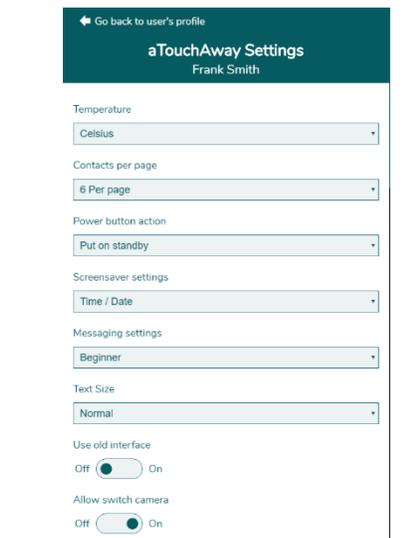
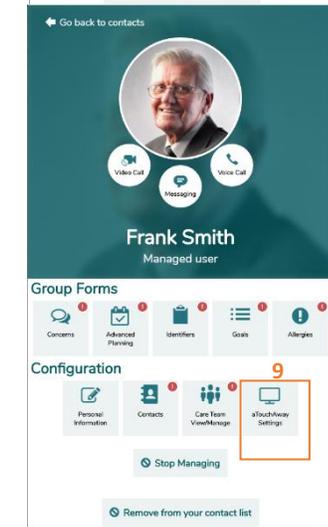
3. Click **Personal information** to access the registration form of the managed user.
4. You can change the **identification information**, the **picture**, or decide of the user's **visibility** when other aTouchAway users proceed with a contact search. For more details, refer to sections 19 and 20 of this guide.
5. Click **Save** to proceed with the modifications.



6. Click **Contacts** to access the contact list of the managed user.
7. You can **add** or **remove** one or several contacts.
8. For further details, refer to section 16 of this guide.



9. Click on **aTouchAway Settings** to access certain parameters of the application.
10. You can choose the display format of the temperature and pictures, as well as the type of screen sleep. You can also enter comments.
11. Click **Save** to proceed with the modifications.



12. To create the circle of care of the patient and to share information, click on **Care Team View/Manage**.

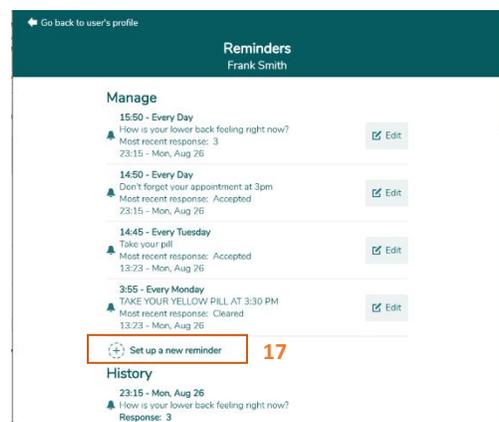
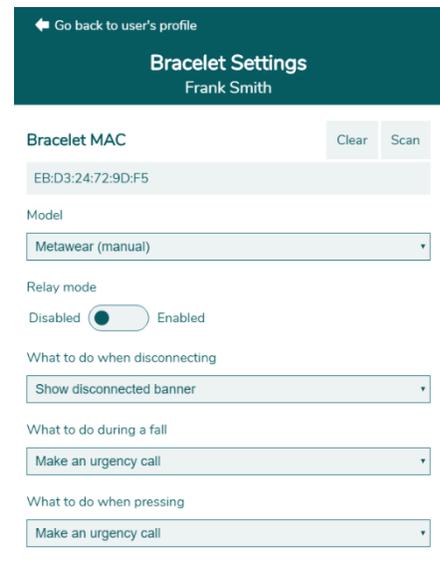
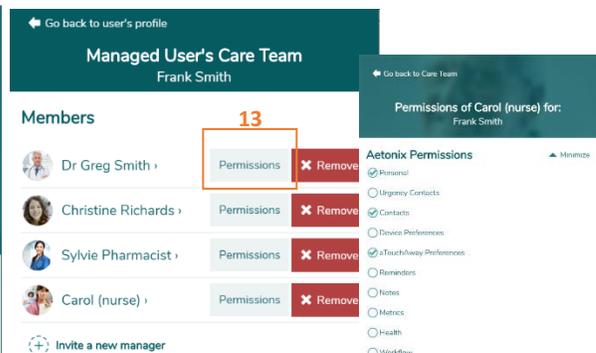
13. Click on **Permissions** to set the permissions for each member. You could decide who could read and/or write for each field.

14. Click **Bracelet Settings** to access certain parameters of the different bracelets. Choose between VSN security bracelet or Metawear for activity detection. For the security bracelet, you can determine the default actions when the bracelet is disconnected, when a fall occurs, and when the bracelet's button is pressed. For activity bracelet, you could set for manual reading or auto reading to take a reading every 2 minutes

15. Click **Save** to proceed with the modifications.

16. Click **Reminders** to access the list of reminders for the managed user. Reminders are messages displayed in a text box on the aTouchAway according to a predetermined schedule. The user must confirm the reception of the message by choosing one of the suggested options.

17. Click **Set up a new reminder** to create a reminder.



18. In the box indicating **Your message to the user**, enter the reminder message to be displayed to the managed user.
19. Enter the **time** when you would like the reminder message to be displayed on the screen.
20. In the **How often should this reminder show up** dropdown menu, choose the frequency of repetition of the message. If you choose “Once”, the message will only appear at the indicated time of the day. You can also choose to repeat the reminder every hour, every 2 hours, or every 4 hours until midnight following the first reminder.
21. Choose the day or days when the message will be displayed.
22. In the **How will the user respond to the alert** dropdown menu, choose the appropriate response format to your reminder message.
23. In the **Should the alert sound repeat itself** dropdown menu, choose the amount of sound alerts emitted by the device each time a reminder is displayed.
24. Click **Save** to begin the new reminder or **Discard changes** to cancel it.



## Reminder Setup

Your message to the user 18

Your message to the user

At what time will the user receive this?

00 ▾

0 ▾

19

How often should this reminder show up? 20

Once ▾

On which days? Select all applicable days or if daily. 21

Daily

Mon

Tue

Wed

Thu

Fri

Sat

Sun

How will the user respond to the alert? 22

Accept / Deny ▾

Should the alert sound repeat itself? 23

Play alert once ▾

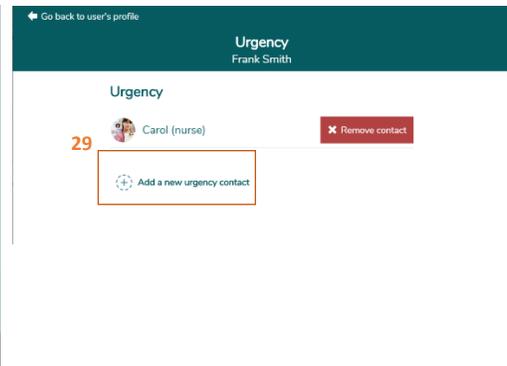
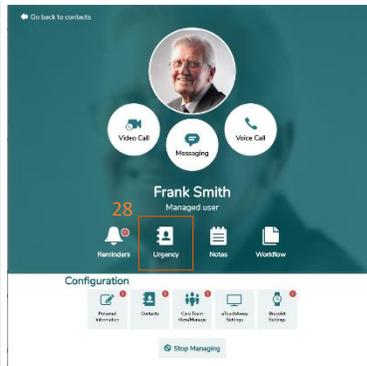
✓ Save 24

✕ Discard changes 24

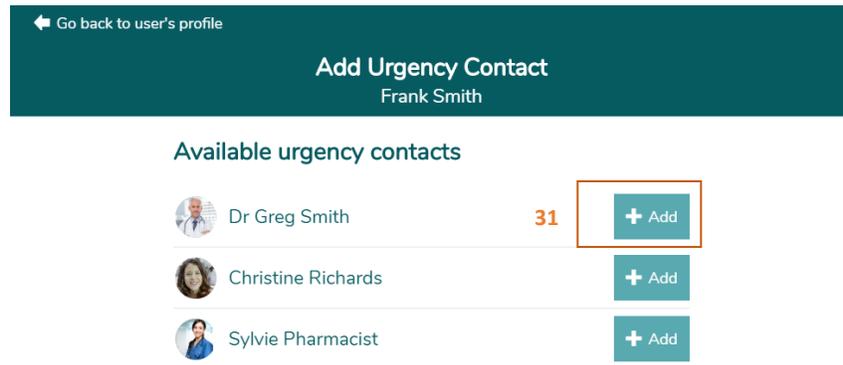
- 25. The reminder created appears in the **list** of reminders.
- 26. You can modify or delete a reminder by clicking **Edit**.

- 27. Click **Delete** to cancel the reminder.

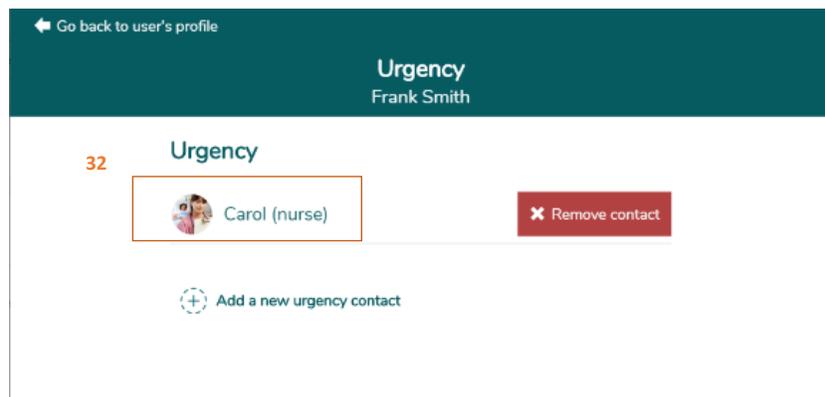
28. Click **Urgency** to access the list of contacts who will be automatically called in the event of an emergency: fall, wandering, or push of the security bracelet's button.
29. Click **Add a new urgency contact** to add a contact to the urgency contacts list.



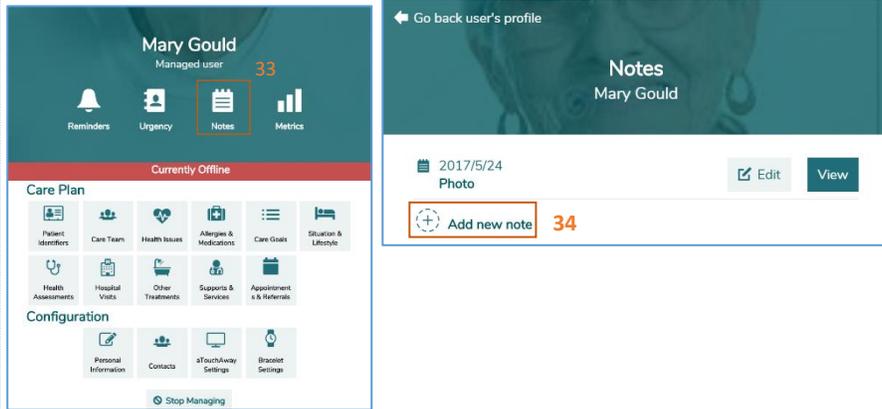
30. To become someone's urgency contact, you first must be in their contact list or one of the user's account managers.
31. To add a new urgency contact, click **Add** next to the person to be added.



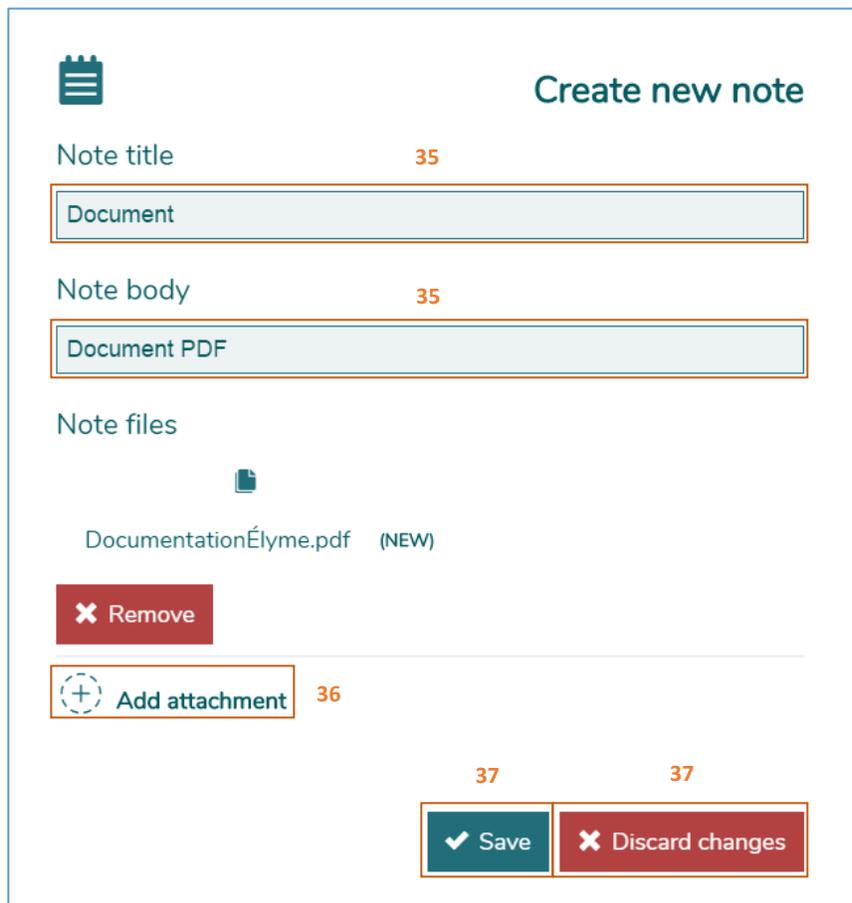
32. The selected person will be added to the urgency contacts list.



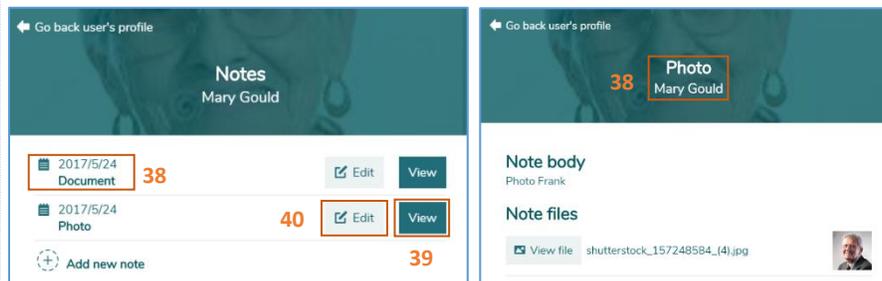
- 33. Click **Notes** to add a note to the managed user's folder.
- 34. To create a note, click **Add new note**.



- 35. Enter the **title** that you would like to give to the note and its **content**.
- 36. You can also attach a file to the note using the **Add attachment** option. The attached files will then be available for download on any other device.
- 37. Click **Save** to add the new note or **Discard changes** to cancel it.



- 38. The new note is added to the **list** of created notes.
- 39. You can consult a note by clicking **View**.
- 40. You can edit or delete a note by clicking **Edit**.



41. Click **Delete** to remove the note.



## Edit note

41✕ Delete

Note title

Note body

Note files



DocumentationÉlyme.pdf

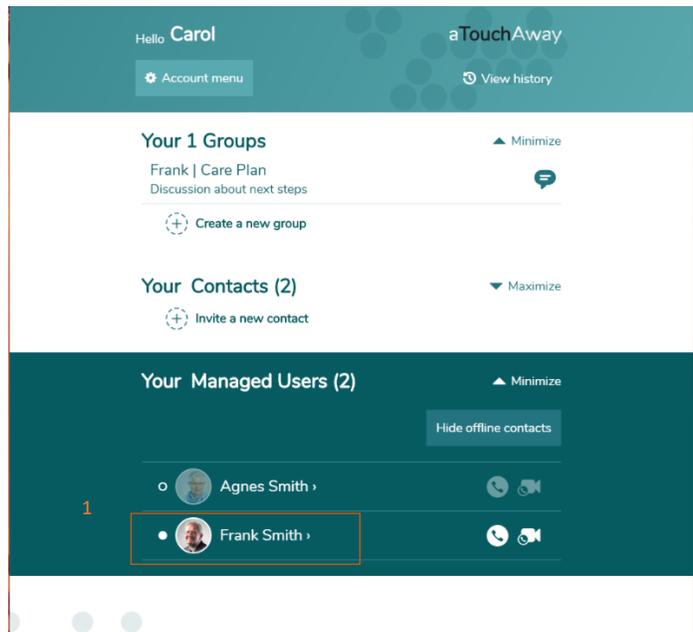
✕ Remove

---

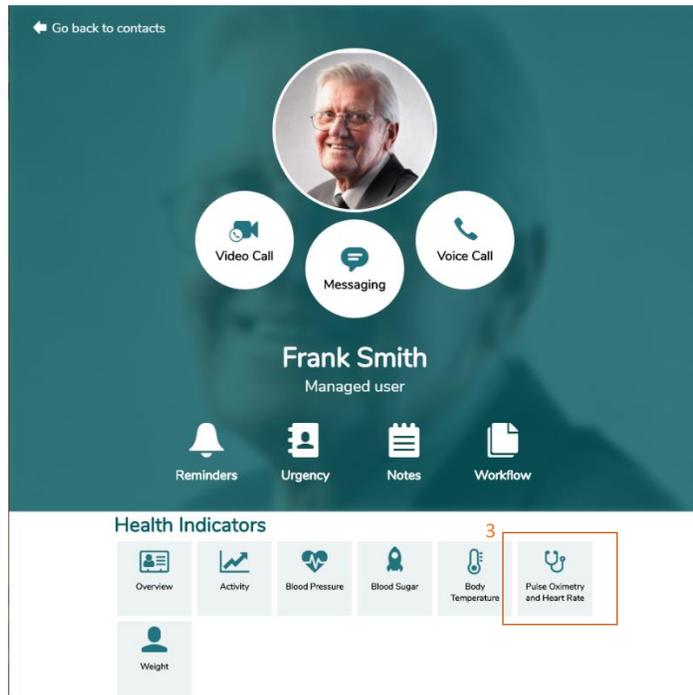
+ Add attachment

## 27. Health Indicators Management – Managed Users

1. From the home page, click the name of the managed user.

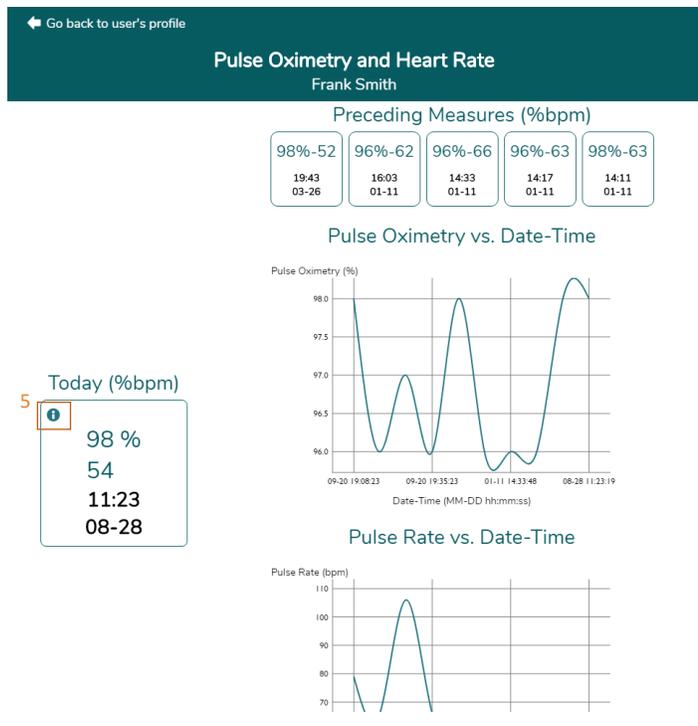


2. According to the access right you are granted, you can access the health indicators of the user.

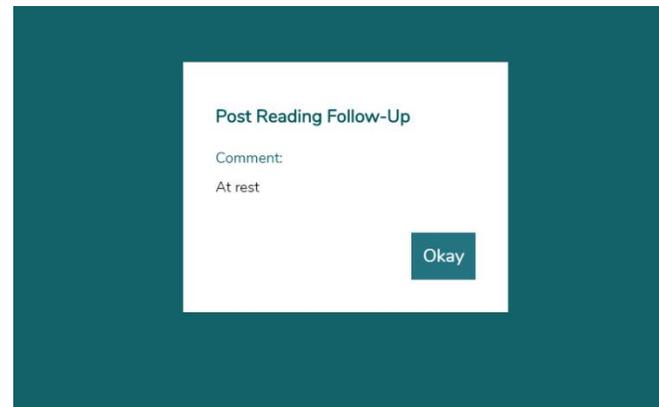


3. If you are granted the necessary access rights, click **any of the Health Indicators** to view the readings captured by the user.

4. Access to health indicator can be **view only**.
5. From the health indicator, you can view comments entered by the user by clicking the exclamation mark.

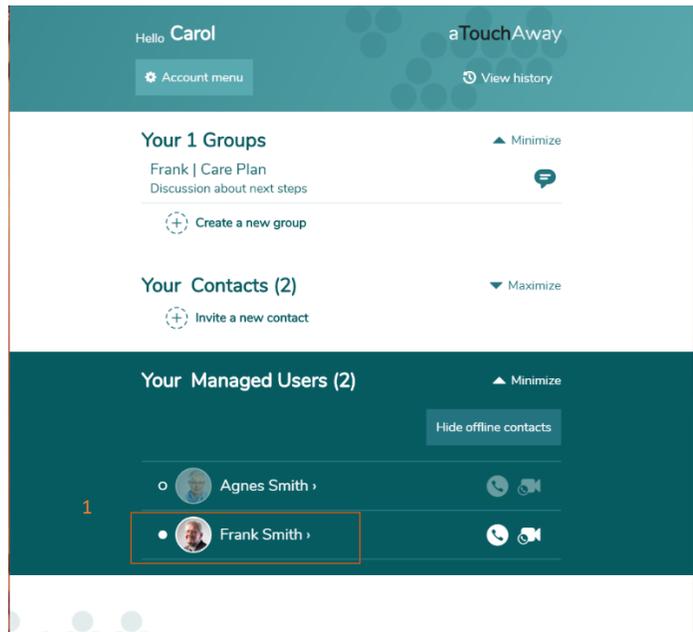


6. You can then view the comments left by the user on a specific reading.

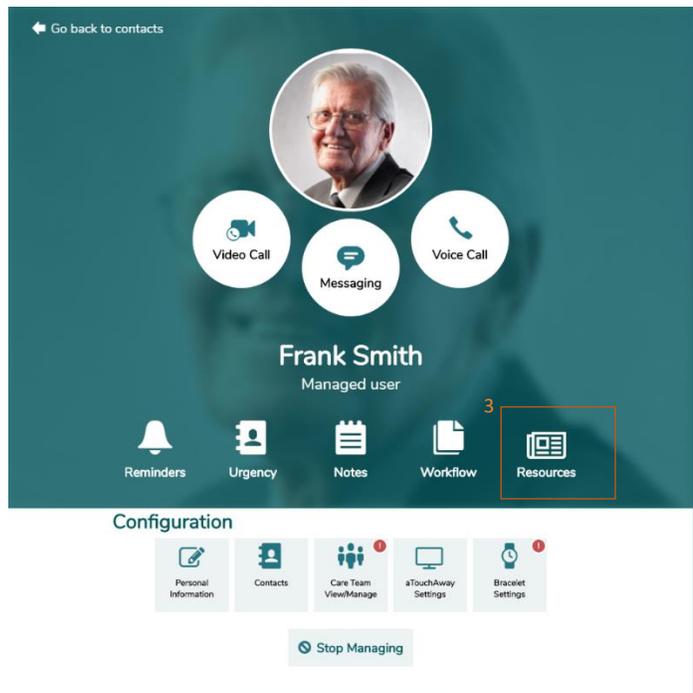


## 28. Educational Resources Management – Managed Users

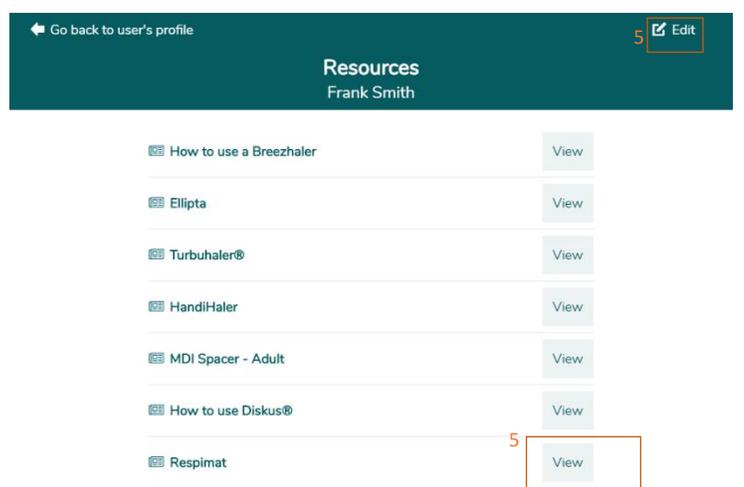
1. From the home page, click the name of the managed user for whom you intend to adjust the resources library content that can be accessed by the user.



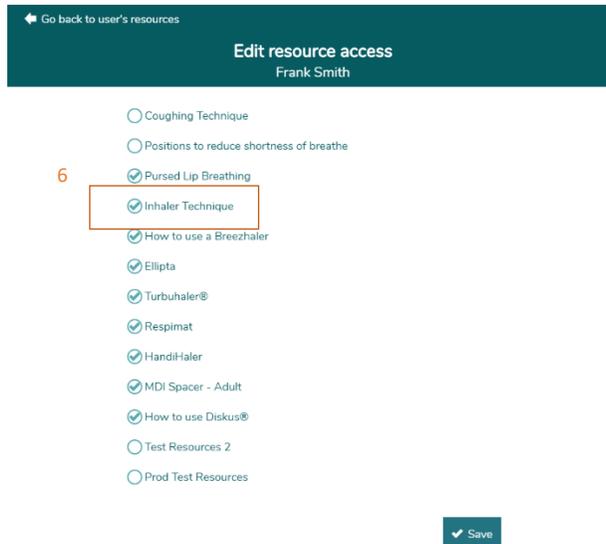
2. **According to the access right you are granted**, you can view and/or edit the **resources library content** for the user.
3. If you are granted the necessary access rights, click **Resources** to view/edit the content that can be seen by the user.



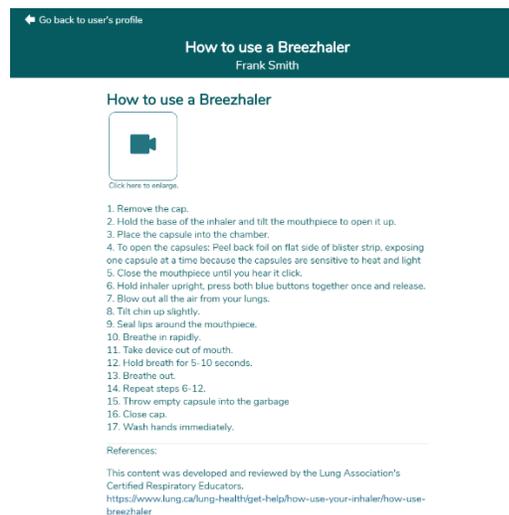
4. You can view the list of resources available to the user.
5. The list of resources can be modified by clicking **Edit** or viewed by clicking **View**.



6. Modify the list of resources available for the user by selecting required content and click **Save**.



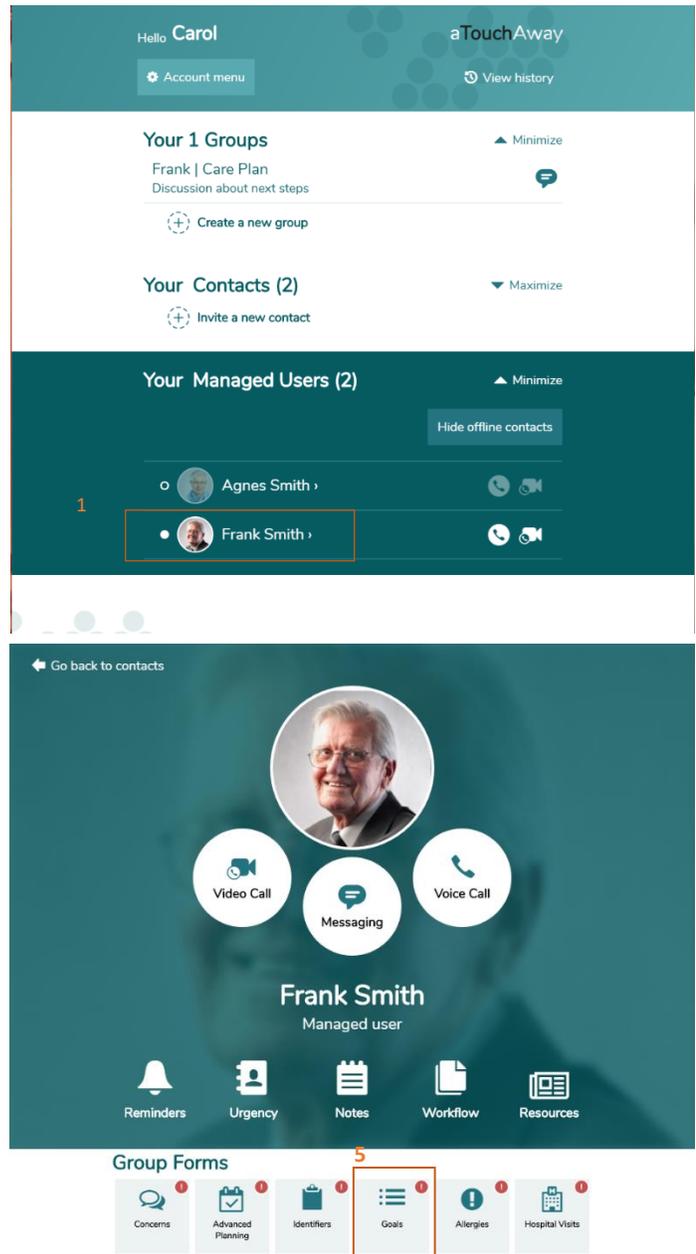
7. **View** the resources



Note: All resources are setup by the Admin for the organization and made available to choose from. Contact your Admin if you are interested in having additional content installed on aTouchAway.

## 29. Group Forms Management – Managed Users

1. From the home page, click the name of the managed user.



2. **According to the access right you are granted**, you can access the **group forms** of the user.
3. Access to group forms can be done with **Read only**, or with **edit capability**.
4. The **read only** access right does not allow modification of data. However, the **Read/propose change** access right allows data modification.
5. To select a form, click the Forms icon.

- If you are granted the necessary access rights, click **Edit** to modify or suggest data modification.

My Goals and Action Plan

What I hope to achieve	Walk up the hill twice
What we can do to achieve it	walk 20 min every day
Details	Get help from my son to walk
Who will be responsible	my son
Date goal identified	2018-09-02

▲ Show less

What I hope to achieve	Attend wedding of my grand daughter
What we can do to achieve it	not sure
Who will be responsible	Care Coordinator
Date goal identified	2018-09-02

▲ Show less

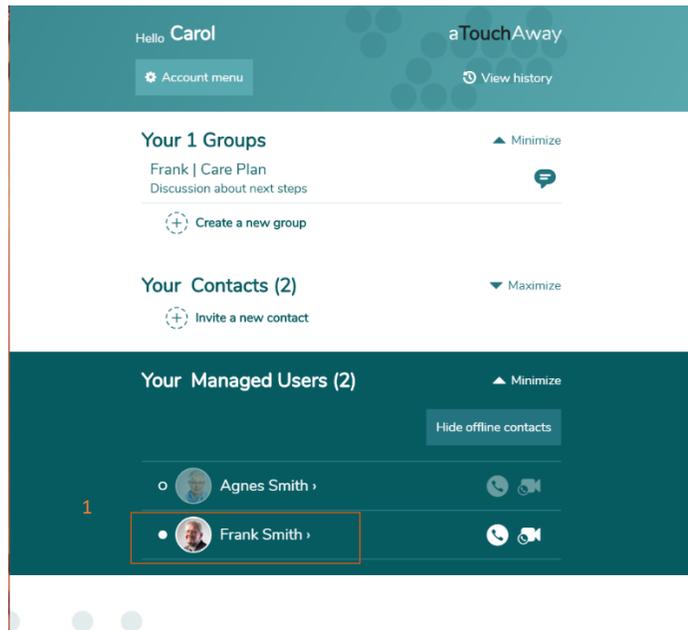
- Enter the desired modifications.

- Click **Save** to proceed with the modifications.

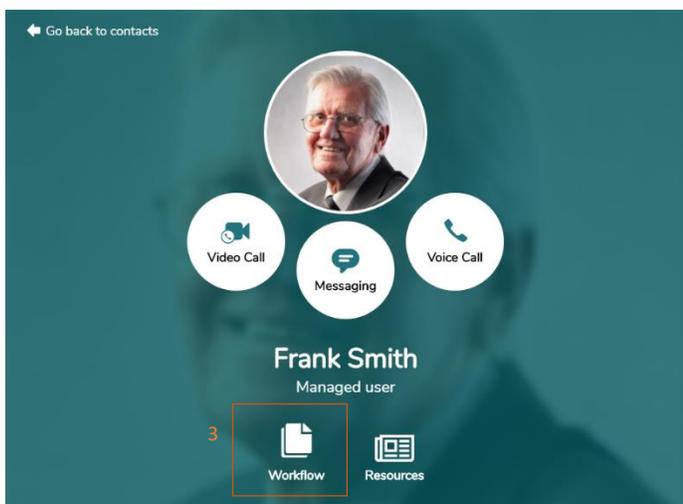
Note: All Forms are setup by the Admin for the organization and made available. Contact your Admin if you are interested in having additional Forms installed on aTouchAway

## 30. Workflows Management – Managed User

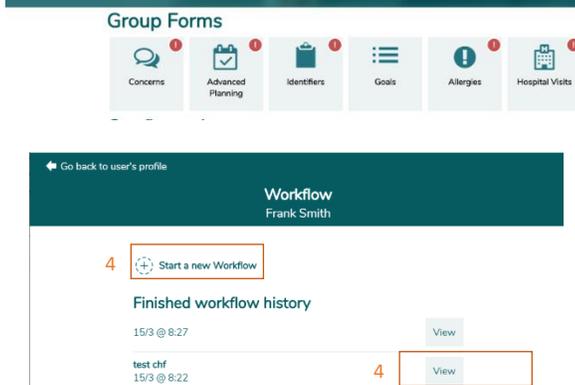
1. From the home page, click the name of the managed user that you intend to start a workflow for.



2. According to the access right you are granted, you can view and start workflows for a user.
3. If you are granted the necessary access rights, click **Workflow** to view and start workflows for a user.



4. You can view the list of Workflows running for the current user and View the results by clicking **View**. You can also start a new workflow for a user by clicking **Start a new Workflow**.



5. If you are viewing the workflow, you can see all actions taken by the user and others.

6. If you are starting a workflow for a user, pick from the list of workflow definition and it will start.

7. Fill up the initial page and select save to start the process.

Note: All Workflows are setup by the Admin for the organization and made available to choose from. Contact your Admin if you are interested in having additional Workflows installed on aTouchAway

The screenshot displays the 'Workflow' interface for a user named Frank Smith. At the top, there is a header with a back arrow and the text 'Go back to user's profile', followed by 'Workflow Frank Smith'. Below this is a section titled 'fibal workflow history'. It contains two entries, each with a 'Medication' section and a 'Pain Level' section. The first entry shows 'Tylenol 650mg PO' and 'Have you taken this medication? YES'. The second entry shows 'What is your pain level? 7' and 'Can you do your physio? YES'. Both entries are dated '30/4 @ 18:30' and attributed to 'Frank Smith (Patient)'. Below the history is a 'Start workflow' screen. It features a 'Workflow definition' dropdown menu with the text 'Choose an item below' and a red 'Cancel' button. A red box highlights the dropdown menu, and the number '6' is placed next to it. Below the 'Start workflow' screen is a list of medications with 'Add' buttons and red 'X' delete icons. The medications listed are: 'Ipratropium bromide / Atrovent', 'Prednisone', 'Azithromycin (zithromax)', 'Clarithromycin (Biaxin)', 'Cefuroxime', 'Doxycycline', 'Septra', 'Levofloxacin (Levaquin)', and 'Moxifloxacin (Avelox)'. At the bottom right, there is a red box highlighting a 'Save' button (with a checkmark) and a 'Cancel' button (with an X), with the number '7' placed next to it.

## 31. Consult User History

1. From the home page, click **View history**.

Hello Peter

aTouchAway

Account menu

1 View history

### Your 2 Contacts

Minimize

Hide offline contacts

- Ann Smith ›
- David Smith ›

Invite a new contact

### Your 2 Managed Users

Minimize

Hide offline contacts

- Mary Gould ›
- Pierre et Marie ›

2. A list of the last received communications is displayed.
3. Communications that have not yet been viewed in the history list are **darkened**.

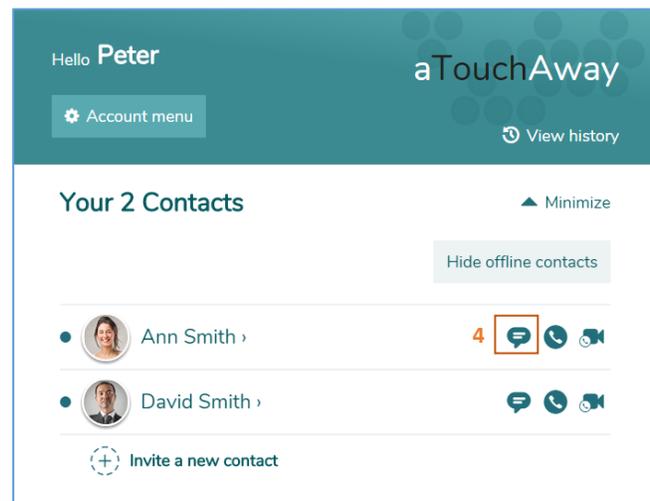
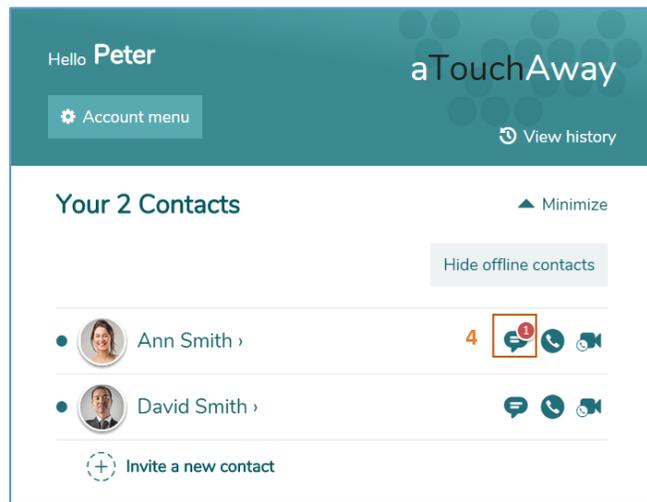
Go back to contacts

### Your aTouchAway history

3

Ann Smith	18:11
Allo	25/05
Gaétan Poulin	18:13
Call completed at 18:13	24/05
Ann Smith	09:39
Call completed at 09:39	16/05
David Smith	09:38
Call completed at 09:38	16/05
David Smith	22:36
Call missed	15/05
Ann Smith	01:23
Call missed	16/05
Ann Smith	22:34
Call missed	15/05
David Smith	09:20
Allo	16/05

4. To indicate that you have viewed a new communication in the history list, click its content. The darkened banner will disappear and the **counter on the message icon** of the home page will lower.



## 32. Modify the Availability Status

1. From the home page, click **Account menu**.
2. Click **Online** or **Offline** to proceed with real-time modification of your availability status.
3. Click **Auto Reply** and enter the message that will be automatically sent as response to any communication coming from the text messaging while you are offline.
4. Click **Clear** to deactivate Auto Reply.
5. Click **Save** to proceed with the modification.
6. Click **Edit status schedule** to establish your online availability schedule.

The screenshot displays the aTouchAway mobile application interface. At the top, it says "Hello Peter" and "aTouchAway". Below this, there is an "Account menu" button with a gear icon and a red "1" next to it. To the right, there is a "View history" button with a circular arrow icon. The main content area is divided into two sections: "Your 2 Contacts" and "Your 2 Managed Users". Each section has a "Minimize" button (upward arrow) and a "Hide offline contacts" button. The "Your 2 Contacts" section lists "Ann Smith" and "David Smith", each with a profile picture, a chevron, and icons for messaging, calling, and video. Below this is an "Invite a new contact" button with a plus sign. The "Your 2 Managed Users" section lists "Mary Gould" and "Pierre et Marie", each with a profile picture, a chevron, and icons for messaging and calling. Below this is a "Peter Smith" section with the text "Change settings below". Underneath, there is a section "Other users should see you as" with a toggle switch set to "Offline" and a red "2" next to it. Below this is an "Application Settings" section with a downward arrow. It includes a "Language" dropdown menu set to "English", a "Schedule Online" section with an "Edit status schedule" button and a red "6" next to it, an "Auto Reply" section with a "Clear" button and a red "4" next to it, and a "Message to send when offline" section with a text input field containing "Back tomorrow at 9:00" and a red "3" next to it. At the bottom right, there is a "Save" button with a checkmark and a red "5" next to it.

7. Click **Add a new schedule** to create a new availability timeslot.

8. For each availability timeslot, enter the required information and click **Save** to proceed with the scheduling or **Discard changes** to cancel.

9. Each newly entered timeslot is added to the **schedule list**.

10. To delete a timeslot, click **Remove**.

Go back user's profile

### Schedule Online/Offline

Peter Smith

You have 1 schedules

Fri 17 - 00 offline Remove

+ Add a new shchedule 7

### Add new schedule

What time should your schedule change?

0 0

What day should this change be on?

Sun

What should your availability change to?

Offline

8 8

✓ Save ✕ Discard changes

Go back user's profile

### Schedule Online/Offline

Peter Smith

You have 2 schedules

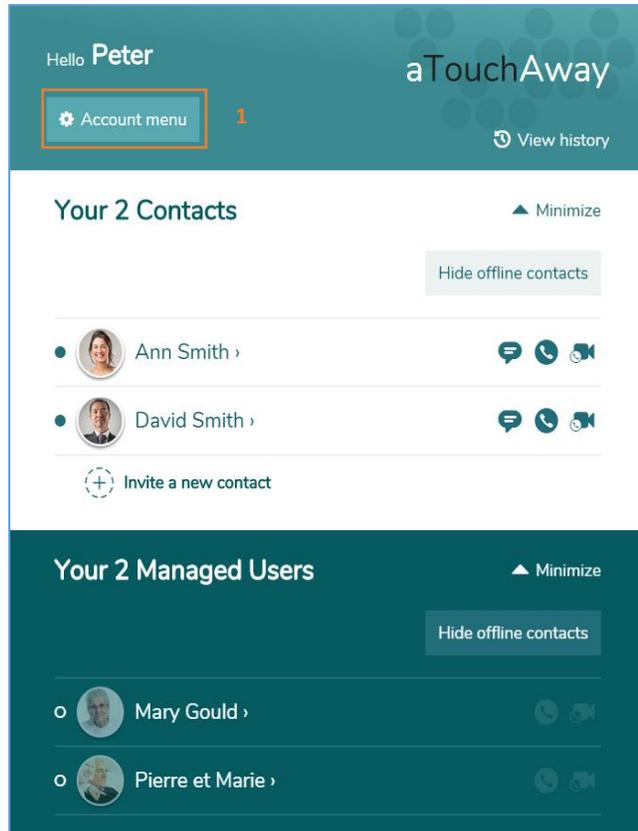
Mon 09 - 00 online 9 Remove 10

Fri 17 - 00 offline Remove

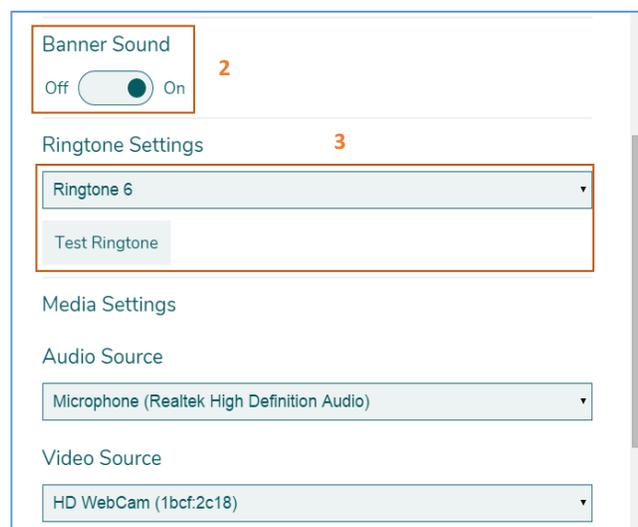
+ Add a new shchedule

### 33. Modify the Sound of Banners or Ringtone

1. From the home page, click **Account menu**.

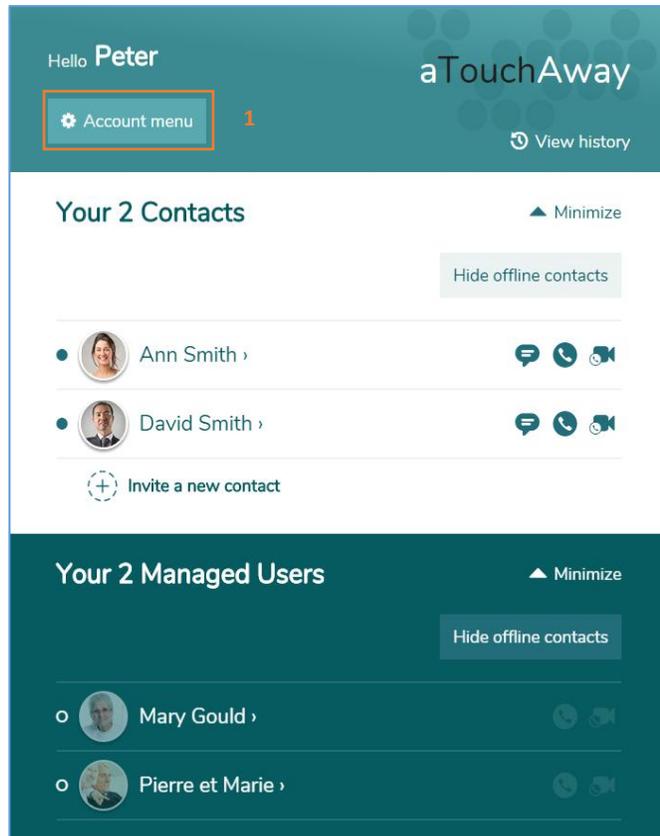


2. In the **Application Settings** section, click **On** or **Off** for **Banner Sound** to activate or deactivate the alert sound that accompanies the banners.
3. To choose the sound of the ringtone, click **Ringtone Settings**. Click **Test Ringtone** for a preview.

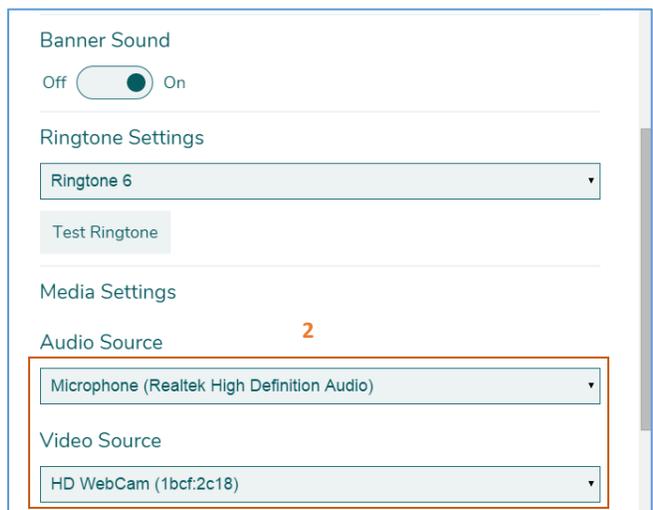


## 34. Modify the Audio and Video Parameters

1. From the home page, click **Account menu**.

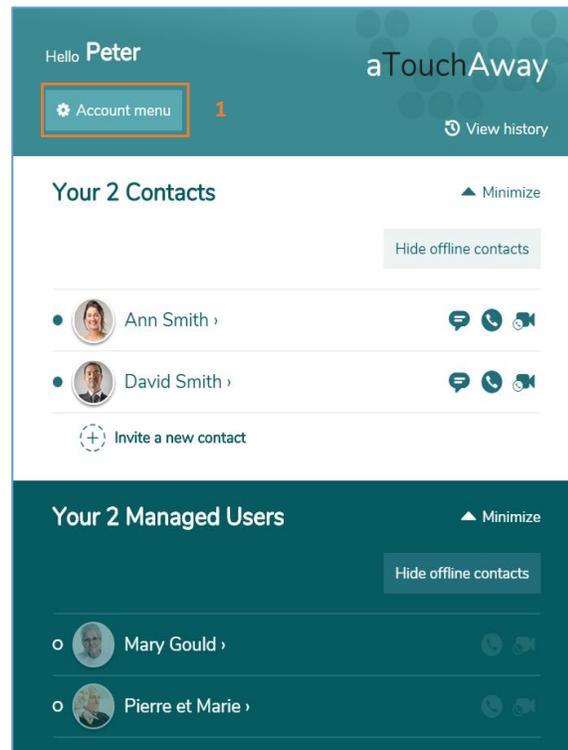


2. In the **Application Settings** section, click the **Audio source** and **Video source** dropdown menus to choose the available equipment.



## 35. Sign-out of the Application

1. From the home page, click **Account menu**.



2. Click **Logout** to sign-out the application.



## 36. Contact our Technical Support

Website: <http://www.aetonix.com/>

### CONTACT INFO

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