

## **Munson Mobile Web App - for Physicians, Instructions & Troubleshooting Tips**

### Instructions, iPhone

- Browse to site – **[www.munsonhealthcare.org/physician-mobile](http://www.munsonhealthcare.org/physician-mobile)**, or scan QR, below.
- **Upload QR READER:** go to App Store icon, under search type in: 'QR Reader iPhone – free'- install now...



- Scan this QR Code:
- To Save App as Icon: Click 'small square w/ arrow' at bottom/center of screen, select 'Add to Home Screen', then, click 'Add'.

#### **TROUBLESHOOT:**

Should a 'star' be located at bottom/center of screen, rather than the 'small square w/ arrow', click on the 'circle w/ a pen tip or arrow in it' – to the right of the 'star'...Do you want to open Safari) 'YES'. The 'square w/ arrow' should appear, select 'Add to Home Screen', and then, click 'Add'.

### Instructions, Android

- Browse to site – **[www.munsonhealthcare.org/physician-mobile](http://www.munsonhealthcare.org/physician-mobile)**, or scan QR, above.
- Click 'bookmark icon', click 'Add' (will prompt to add current page as a bookmark), click 'OK'
- Hold down bookmark for 'Resources', select 'Add shortcut to Home' - Icon will be part of Home screen.

### Instructions, Blackberry

- From your browser, go to **[www.munsonhealthcare.org/physician-mobile](http://www.munsonhealthcare.org/physician-mobile)**
- Click on 'Resources' (will load the reports), click on menu key, select 'Add Bookmark', then 'Add'.
- To open the link, go to your 'browser', click on 'menu key', select 'bookmarks', you will see 'Resources'.

### TROUBLESHOOTING

- **CANNOT 'FILTER'**
  - Settings->Safari->Accept Cookies->From Visited
  - Explanation: If you have Safari->Accept Cookies set to "Never" you will not be able to 'filter'.
- **GENERAL**
  - Check; Internet access at your location by going to **<http://yahoo.com>** click on an article to make sure you are not just seeing a cached copy of a page.
  - Go to **<http://204.63.202.215/iisstart.htm>** to see if you get an IIS 7 graphic. This will confirm the firewall or proxy settings at your locations are not blocking access to the internet site serving up the application.
  - Munson public wireless bandwidth issue. Have the user turn off the wireless connection and test from 3G network.

To update your physician or practice information, or to make suggestions on these or other Munson resources, please contact Munson HealthLink at **(231) 935-5886** or **[healthlink@mhc.net](mailto:healthlink@mhc.net)**. Your feedback is important to us!

For additional help, contact the Help Desk at **(231) 935-6053**.