



## Overview – Detailed Training Guide (24th Feb 2021)

The Samsung Galaxy Tab 3 you have received to use has been configured with the applications needed to record details of the vaccinations administered in HSE CoVax.

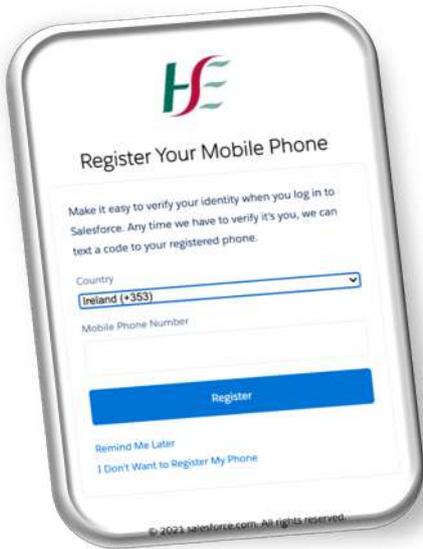
Click the link to see a short introduction video: <https://youtu.be/pEeDgogUGjw>

Click to learn how to access these websites using your Tablet: <https://youtu.be/mlICzeT26T4>

- The full set of training materials to perform a vaccination are on the HSE.ie website: <https://www.hse.ie/eng/health/immunisation/hcpinfo/hsecovid19vms.html>
- For policy information, visit HSE.ie: <https://www.hse.ie/eng/health/immunisation/hcpinfo/covid19vaccineinfo4hps/>

## Basic Tablet Operation

	<p>When you power on the Samsung tablet you will be asked to enter a pin number to continue.</p> <ul style="list-style-type: none"> <li>• To power on the tablet, press and hold the middle button on the right hand side of the tablet (it's <b>above</b> the <b>red</b> button)</li> </ul> <p>The pin number has been set as standard across all tablets and is provided to you along with the tablet you receive to use.</p> <ul style="list-style-type: none"> <li>• The default 'sleep' screen is set to 30 minutes.</li> <li>• Sleep causes your tablet to turn off if it has not been used within the timeframe set.</li> </ul>
	<p>When the device has fully started you will be presented with the screen on the left.</p> <p>The Salesforce portal can be accessed by tapping on the Salesforce application on the home screen of the device.</p> <ul style="list-style-type: none"> <li>• Salesforce Health Cloud is the technology that the HSE CoVax vaccination system is built upon.</li> </ul> <p>Note that the applications may change on the tablet.</p>
	<p><b>Have you used HSE CoVax before? Then log-in.</b></p> <ul style="list-style-type: none"> <li>• At the login page, enter your HSE CoVax UserID: [firstname.lastname@hse.vaccine.ie] and your password.</li> <li>• <b>When you're finished using the device, ALWAYS, log-out</b></li> </ul> <p><b>If you have not used HSE CoVax before, you must register on a desktop:</b></p> <ul style="list-style-type: none"> <li>• If you don't have a log-in, ask your supervisor at <b>least one week prior to when you need to access the system to gain one.</b></li> <li>• If you have a log-in ID and it's your first time accessing CoVax, use a desktop or laptop computer to set your password.</li> </ul> <p><b>NOTE!</b> We recommend you log-out when you've completed vaccinations.</p>



Verify your identity. When you register, you have a choice of two methods depending on which is most convenient for you:

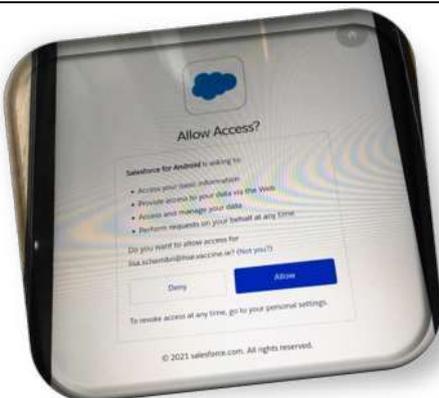
**Choice 1 - Recommended:** SMS text message to your mobile phone.

- To choose SMS, when you register **on your desktop**, you'll see this screen offering you a choice.
- If you want to register your phone, enter the Country Code, then your phone number.
- If you DO NOT want to register your phone, choose "I Don't Want to Register My Phone" link at the bottom of the screen.
- If you DO NOT register your phone, the default method for verification will remain as your e-mail.

Note: There is a 'Module 0' which explains how to register for the first time as a new Vaccinator (shared when your UserID is set-up).

**Choice 2:** The default is to receive a 5-digit verification code by e-mail.

- Retrieve the code and enter on this screen, click on "verify".
- You do not have access to e-mail on the Tablet, so you would need to have an alternate method to access your e-mail for the verification code.



Enable "allow access" prompt screens.

**A security feature and benefit for you is to avoid re-logging in all day.**

**We have enabled a security feature passcode** which accepts both numbers and alphabet characters.

Each time you log-in, create your 4-digit passcode by choosing 4 characters you will remember, then enter them again (only the first time as part of your set-up).

- This is a feature designed to help you have a shorter passcode during the day when you're using the application.
- Your passcode will work all day until you "log-out" of the Salesforce Mobile App.
- Choose a passcode with a complex combination that you will remember, but please avoid using simple codes such as 1234, 1111, ABCD, etc.
- Every 30 minutes, the screen will 'sleep', asking you to re-enter your passcode (if the screen is idle).



	<p>The landing screen on your tablet will appear as the “Mobile Home Page”</p> <ul style="list-style-type: none"> <li>• If your ‘vaccination location’ has been set previously, please confirm it matches the new location you are in for vaccination. Change it to your current location of vaccination.</li> <li>• If you have not set your vaccination location, please set it, so it automatically refines the list of vaccine batches to those available in your location.</li> <li>• If you need to find your home page again, click on the “Menu” on the bottom of your screen.</li> </ul>
	<p>Always log-out especially in case another person needs to use the device.</p> <ul style="list-style-type: none"> <li>• This is to avoid two people being logged into CoVax at the same time which could lead to incorrectly recording information using another person’s account.</li> </ul> <p>Important! Log-out at the end of the day:</p> <ol style="list-style-type: none"> <li>1. Tap the person icon on the top left hand corner of the screen to show the user options menu.</li> <li>2. At the bottom of the list, select “Log Out”.</li> <li>3. Confirm that you wish to log out by tapping “Yes”.</li> </ol>
	<p>To power off the tablet:</p> <ol style="list-style-type: none"> <li>1. On the <b>right</b>-hand side of the tablet push and hold the small black button <b>AND</b> the ‘down volume button’ at the same time.</li> <li>2. Tap the red power off icon on the screen.</li> </ol> <p>Charging time: We recommend the table is charged-up each evening.</p> <p>Security: Think of a secure location at all times similar to all technology assets on behalf of the HSE, such as your laptop and phone.</p> <p>Note: there will be a team leader (in large vaccination locations) who is responsible in partnership with you.</p> <ul style="list-style-type: none"> <li>• Every device has an asset label on the back of it.</li> <li>• A team lead will capture all asset numbers at the start of your day so that the information is captured to report in case of a lost device.</li> <li>• If lost, the device will be wiped clean and stunned to inactivate usage.</li> </ul>



For Most Hospital Locations and Residential Care Facilities– You will continue to use the standard vaccination flow method to administer the vaccine. (Module 2 Training Guide):

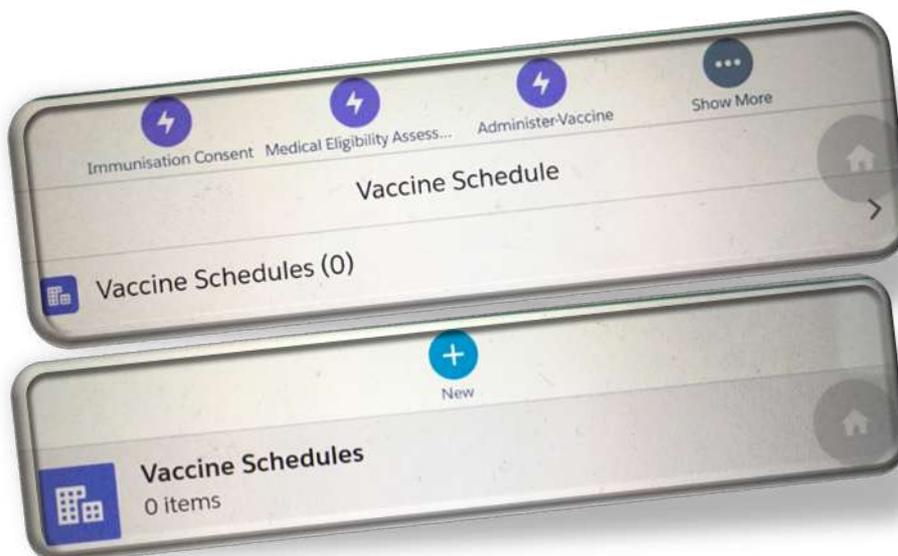
If it's your first time vaccinating, please view the full Module 2 "Vaccinator Training Guide" explaining the full flow on CoVax (training guides are located in the above links).

On the Samsung Tablet, the approach is the same, yet the buttons and flow differ.



Here's the highlights only:

- For the flow to administer the vaccine, you'll notice that the buttons appear at the top of the screen. '
- To search, click into the search menu at the top of the page. Search by PPSN# or Name to find your clients ready for vaccination. Always verify data such as date of birth to ensure the correct client record matches the person.
- Vaccine Schedules' are automatically applied. If the Vaccine Schedule exists, proceed with the vaccination.
- If a person does not have a 'vaccine schedule', then you can add one. Or, you can 'edit' one to change to a different vaccine. Click the arrow to the right >. Click on 'new'.





For some hospital locations – A pilot is in progress where your appointments may be scheduled.

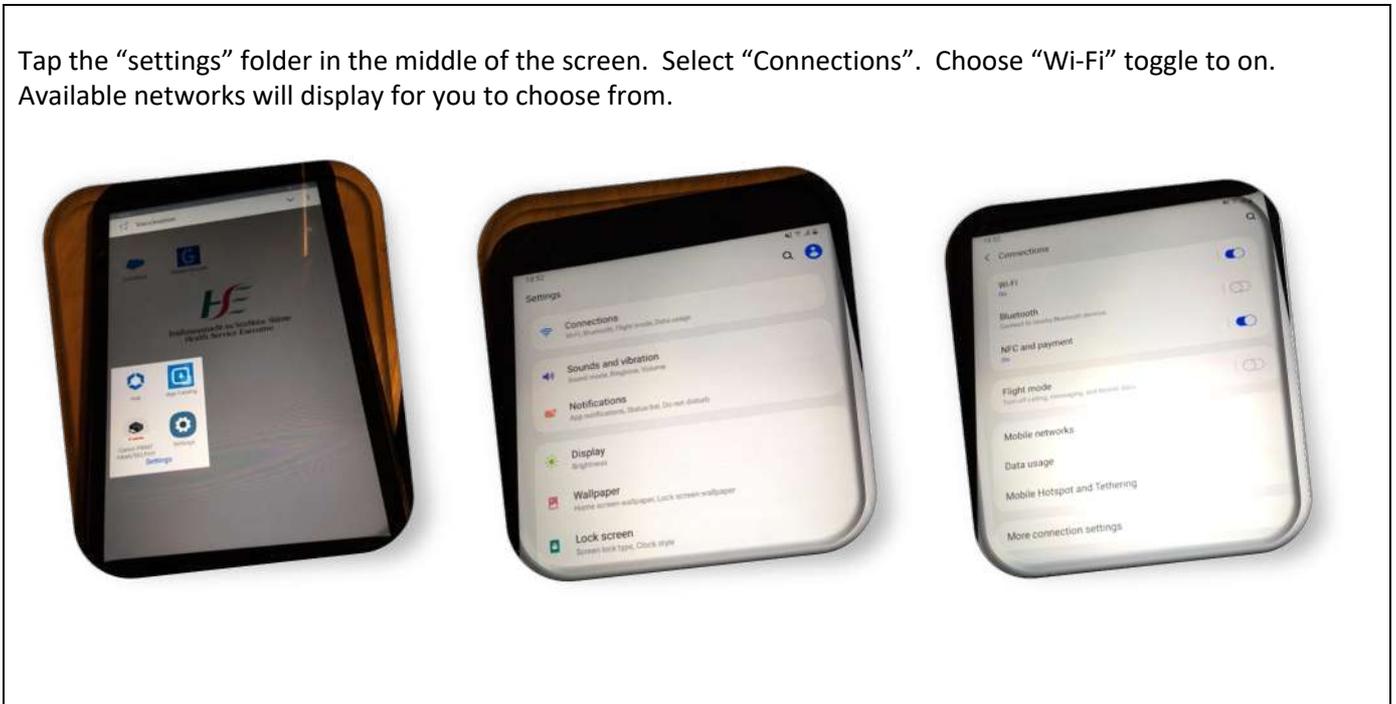
	<h3>SCHEDULED APPOINTMENTS FLOW</h3> <p>Scheduled appointments show for all locations. To filter for your location, click the “&gt;” arrow to the right of ‘Scheduled Appointments’:</p> <ul style="list-style-type: none"> <li>• Press “Filter” , then “+Add Filter”</li> <li>• Choose “Account”, press “Apply”</li> </ul> <ul style="list-style-type: none"> <li>• Enter “Your Vaccination Location”, press “Apply”</li> </ul>
	<p>Your list of scheduled appointments for your location will be displayed.</p> <ul style="list-style-type: none"> <li>• Select the relevant appointment. The appointment is displayed. Press the Account Name to proceed to the person’s profile to administer the vaccine</li> <li>• If you are unable to locate a person within the scheduled appointments, defer to the traditional search method described above (using the search bar menu at the top of the screen).</li> </ul>



## Join the Samsung Tablet to a Wi-Fi network

The tablet will have a mobile data connection however in areas where there is a weak connection, you may need to connect to a Wi-Fi network if available. To connect to a Wi-Fi network, follow the steps below.

Tap the “settings” folder in the middle of the screen. Select “Connections”. Choose “Wi-Fi” toggle to on. Available networks will display for you to choose from.



## Contact Details for Help:

Talk to your location team lead as your first point of contact. Call 0818 300 300 and Press Option 1 for Help.

## Trouble-Shooting:

If you see different screens, or do not see the ‘Vaccine Schedule’ for a client, your first step is to ensure you’re in the “HSE Vaccination Platform”. Click on the menu (3 bars) at the bottom of the ‘Mobile Home Page’. When the menu appears, click into ‘App Launcher’ (the 9 dots icon). Type in HSE Vaccination Platform. Ensure it displays as shown below. If ‘HSE Vaccination Platform’ displays, then you are in the CoVax system correctly.

