Whzan Telehealth Guide

Including:

- Important Contacts
- User Guide
- Charging the Whzan Tablet
- Tablet Remote Update Guide
- What to do if there is an issue

Important Contacts

Lincolnshire Care Association

Telephone – 01522 581073

Digital Projects Team

Email helpdesk@linca.org.uk

Solcom, Whzan Helpdesk

Telephone – 01983 817000
Email – support@whzan.com

Training and Support Manager – Rachel Forster
Email – rachel.forster@whzan.com

Ordering Parts/ Ear Probe Covers – Nicci Lines
Email – nicci.lines@solcom.com

NHS Lincolnshire ICB

Development Project Manager – Denise Whitaker
Email – denise.whitaker1@nhs.net

Primary Care Network (PCN) – Neighbourhood Lead

Apex, **IMP** and **Marina** – Beckie McConville
Email – rebecca.mcconville@nhs.net

Boston – Louise Price
Email – louise.price3@nhs.net

East Lindsey and **Meridian** – Matthew Fisher
Email – matthew.fisher8@nhs.net

First Coastal and **SOLAS** – Kim Barr
Email – kim.barr@nhs.net

Four Counties – Natalie Munslow
Email – n.munslow@nhs.net

K2 Healthcare, Grantham & Sleaford – Ruth Taylor
Email – ruth.taylor4@nhs.net

South Lincoln Healthcare and **Trent Care Network** – Clare Credland
Email – clare.credland@nhs.net

South Lincolnshire (Spalding & Deepings) and **(Rural)** – Louise Johnson
Email – louise.johnson1@nhs.net

Whzan Digital Health

USER MANUAL

Contents

Keywords and Terminology 7
Contents of the Blue Box 8
When to use the system: 9
Where can you get help? 9
TABLET 9
1 Tablet system configuration 9
1.1 General 9
1.2 Access to settings 9
1.3 General settings 10
1.4 Wireless and Tablet mode settings 11
1.5 Wi-Fi settings 11
1.6 Bluetooth settings 12
2 Multi-patient tablet system use 12
2.1 Power 12
2.2 Logging in to the tablet 12
2.3 Selecting a caseload 13
2.4 Selecting a patient 14
2.5 Taking a picture of a patient 15
3 Patient screens 16
3.1 Patient home screen 16
3.2 Temperature screen 17
Use the green arrows to navigate to the **Temperature** screen 17
3.3 Blood oxygen screen 19
3.4 Blood pressure screen 20
3.5 Weight screen 20
3.6 NEWS assessment questionnaire screen 21
3.7 Nutrition assessment (MUST) questionnaire screen 25
WEBSITE 27
4 General usage 27
4.1 Accessing the website 27
4.2 Logging in 27
4.3 Logging out 28
4.4 Changing your password 28
4.5 Miscellaneous functions 29
5 Adding Users 29
6 Health practitioner functions 29

6.1 List of caseloads 29
6.2 Caseload clients 30
6.3 Adding a new client 30
6.6 Editing the client's details 31
6.11 Viewing a client's notes 32
6.12 Viewing a client's readings 33
6.13 Viewing a client's charts 34
6.18 Viewing a client's NEWS2 chart 34
6.21 Linking documents to a client 35
6.22 Viewing photos taken by a client 36

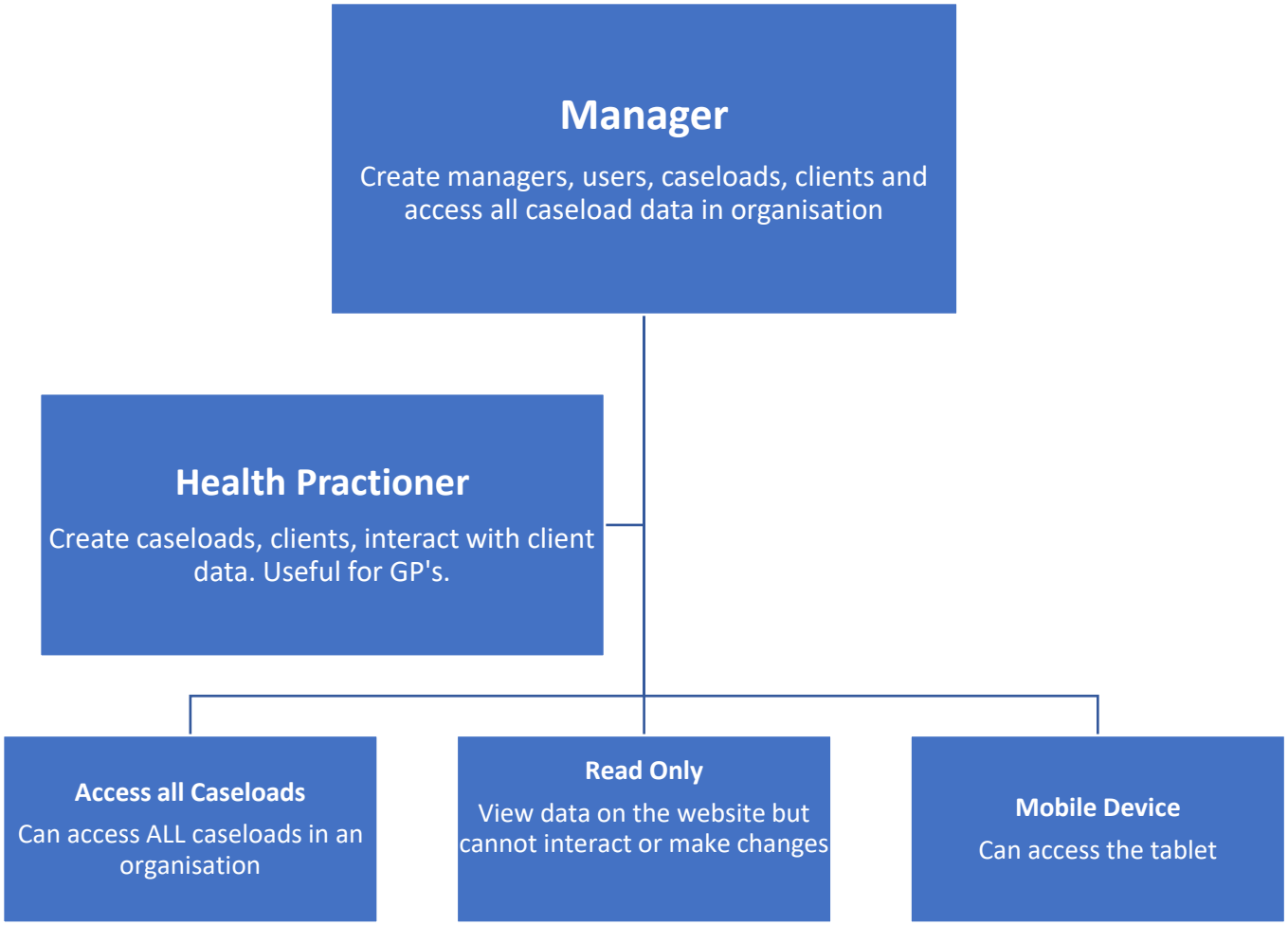
The Whzan Blue Box is only part of a bigger system, but it is the integral core in giving your clients the best quality of care. This guide will go through each component in great detail so that you can use the system to its full potential and get the best results.

Keywords and Terminology

- **Caseload** – a group of clients with a common feature eg. they are all on the same floor of the care home

- **Client** – the client who is receiving the help

- **User** – the staff who use the system. Users can have a varied range of access, depending on what is required. Here is a diagram of the variety of user permissions:



Contents of the Blue Box

Bluetooth Enabled Instruments:

- Thermometer
- Blood Pressure Monitor
- Blood Oximeter

Wifi Enabled Tablet, plus Charging Cables

The box itself has a socket on the outside where the charging cable plugs in, make sure it is plugged via this socket as it requires more power than a standard charging cable.

Thermometer

The thermometer will come with spare probe covers, ensure there is a new cover on for each use. If the cover is not on then the sensor will be damaged and give inaccurate readings. To use, position lightly in the ear, press the scan button and wait for the beeps to remove. The tablet will then speak the reading.

Blood Pressure Monitor

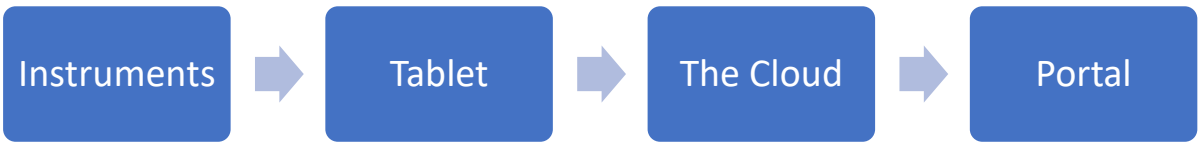
Follow the instructions on the cuff. Place on the upper left arm, with red strip on the inside and above the elbow joint by about 2.5cm. Press **M** to start reading and once it is finished the tablet will read this out. Be quiet as this device is sensitive to sound.

Blood Oximeter

Place on the finger and press the power button, wait for a few seconds then the reading will be displayed and read out on the tablet. If it does not work, then rub the finger to improve circulation or try another finger. Please note – wearing nail varnish can interrupt readings too.

Tablet

This will be pre-configured for you. The data you collect from the instruments will be read out by the tablet and sync to the web portal. Here is a diagram of the process:



When to use the system:

- For a baseline measurement – the normal, routine measurements taken, we recommend once a month. Measurements can be tailored for each individual, so you can pick and choose the appropriate readings and questionnaires for the client.

- If a resident is unwell, and you are concerned.

- For a NEWS2 score. If the NEWS2 score is low but you are worried about the clients health, please still escalate your concern to a clinical professional.

Where can you get help?

- The training videos under the **Help** tab on the Whzan website

- Whzan Support Email – support@whzan.com

- Whzan Support Telephone – 01983 817000

TABLET

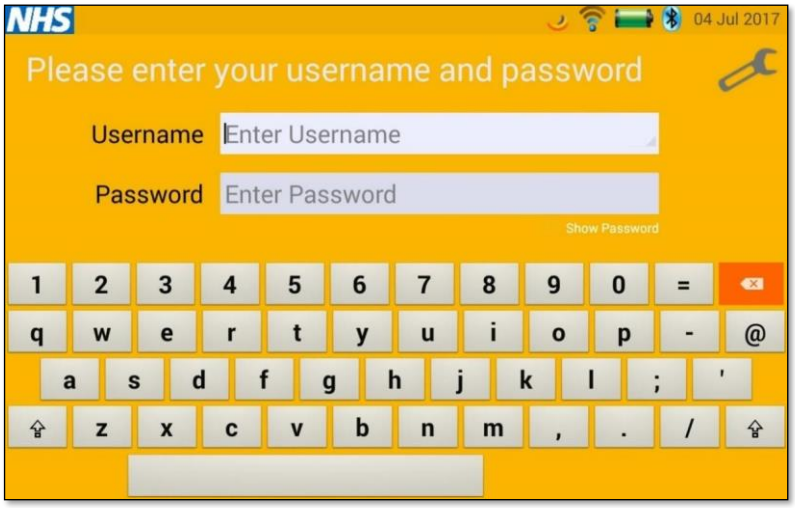
1 Tablet system configuration

1.1 General

Tablet technology changes rapidly; we have included some screenshots that show how to set up the basic Android settings such as Bluetooth and Wi-Fi. These may differ on the tablet you have been issued.

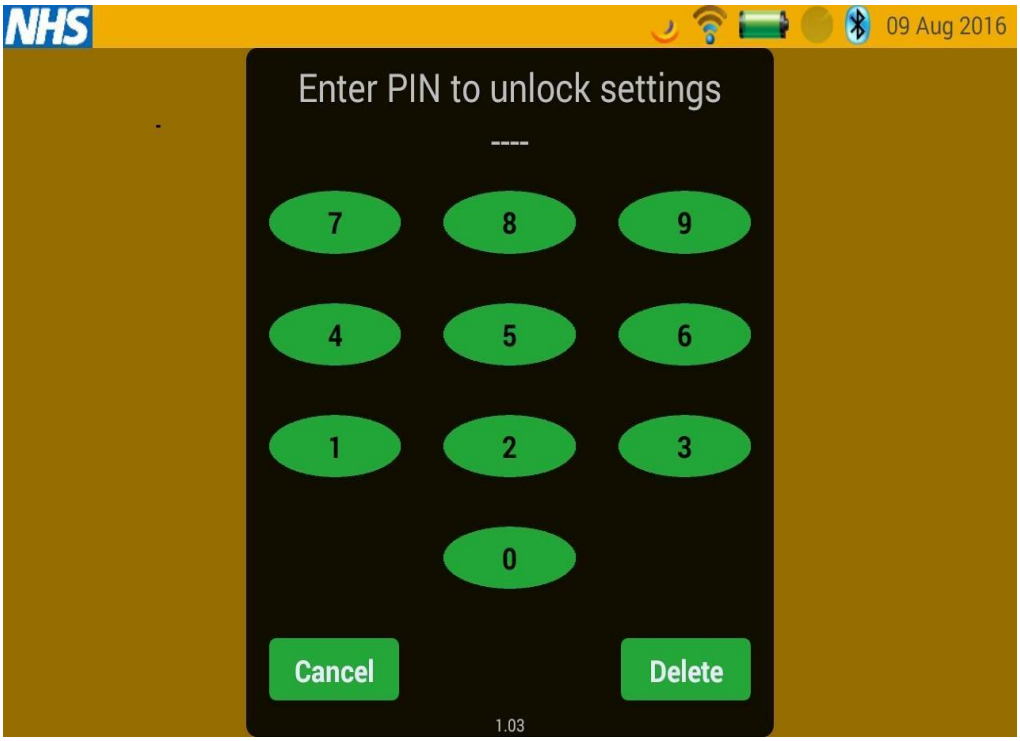
1.2 Access to settings

The tablet system is normally supplied ready for use with Bluetooth instruments paired, so that readings are automatically received by the tablet. However, there are some system settings that may need to be updated during the deployment lifecycle of the system.



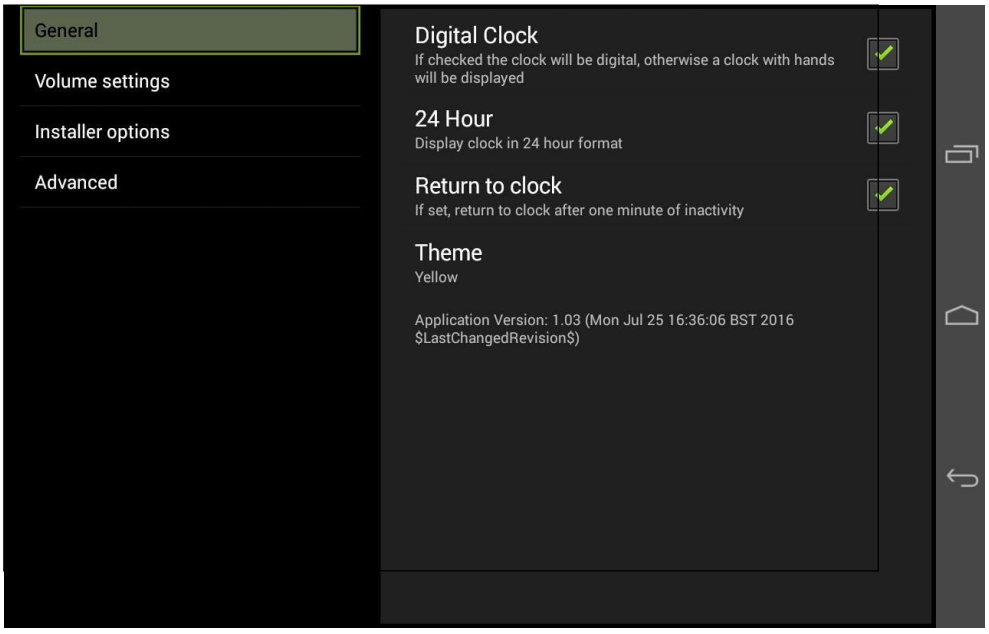
To access these settings, touch the spanner in the top right corner.

This will bring up the PIN entry screen, which is there to stop patients accessing the settings. Enter the PIN correctly, and the tablet will enter the settings screen. If you make a mistake, use the **Delete** or **Cancel** keys and try again.



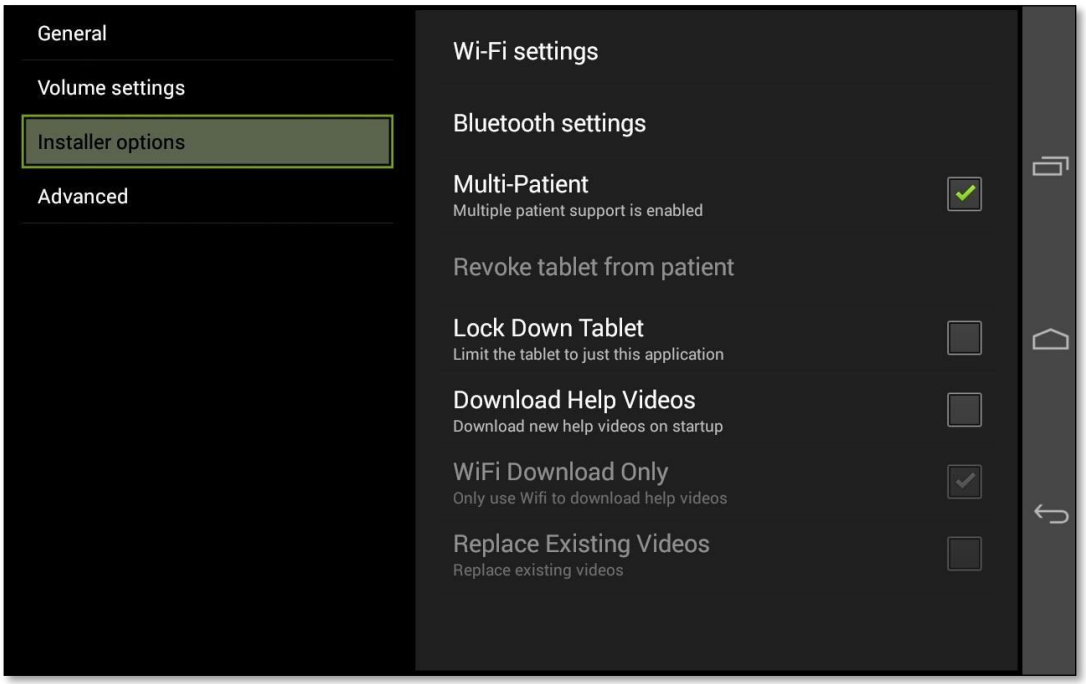
1.3 General settings

The Whzan settings page will be shown, with several options as per the illustration below. On the **General** page you can select from different colour themes, and change the clock format that is shown on the tablet's home page.



1.4 Wireless and Tablet mode settings

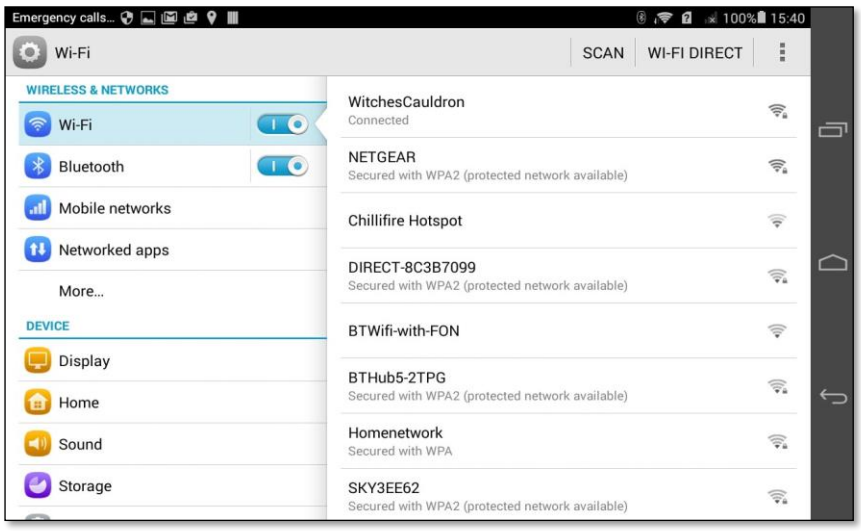
The **Installer options** settings contain the bulk of the parameters that need to be configured when setting up a new tablet.



1.5 Wi-Fi settings

The **Wi-Fi settings** are used to link the tablet to one or more Wi-Fi access points. The system will show the Wi-Fi access points available. The system may also scan for devices on entry. If you have connected to a Wi-Fi access point before and it is in range the tablet will automatically connect to it. If not, then select your Wi-Fi access point and enter the access credentials.

The screen appearance will vary between tablets, but in all cases the functionality will be similar.



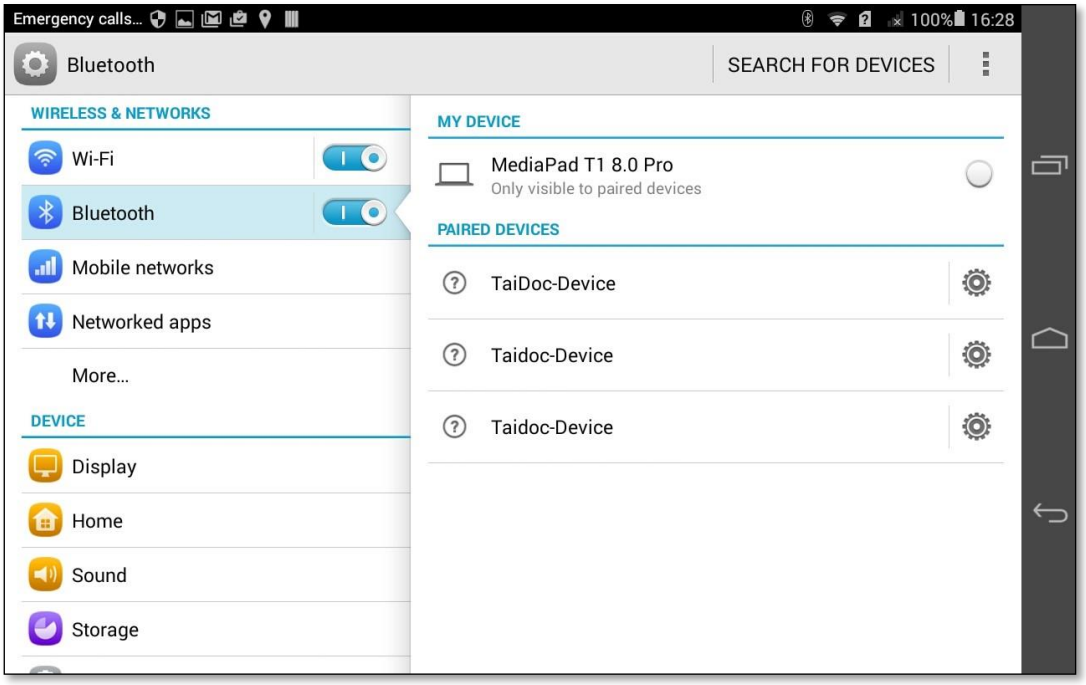
If you are using a mobile SIM card to access Whzan then the Wi-Fi should be turned off, otherwise the tablet will keep trying to find a Wi-Fi connection.

1.6 Bluetooth settings

Whzan supports a wide range of Bluetooth instrumentation. Prior to use, these need pairing with the tablet. Once paired, instruments are able to send readings to the tablet automatically.

The support for Bluetooth is dependent on how each instrument manufacturer has implemented the software. Taidoc devices can be paired with more than one tablet, however only the first tablet to respond to a transmission will capture the data. If an A & D device is removed from a tablet pairing, they will typically require pairing with another device before they can be repaired to the original tablet. In the event of difficulty please contact Solcom for support.

The **Bluetooth** screen is shown below. Bluetooth should be switched on, unless there are no paired devices for the tablet.



To pair a new instrument, take a reading and press **SEARCH FOR DEVICES**; the tablet will scan for new Bluetooth devices and the screen will update to show this.

2 Multi-patient tablet system use

2.1 Power

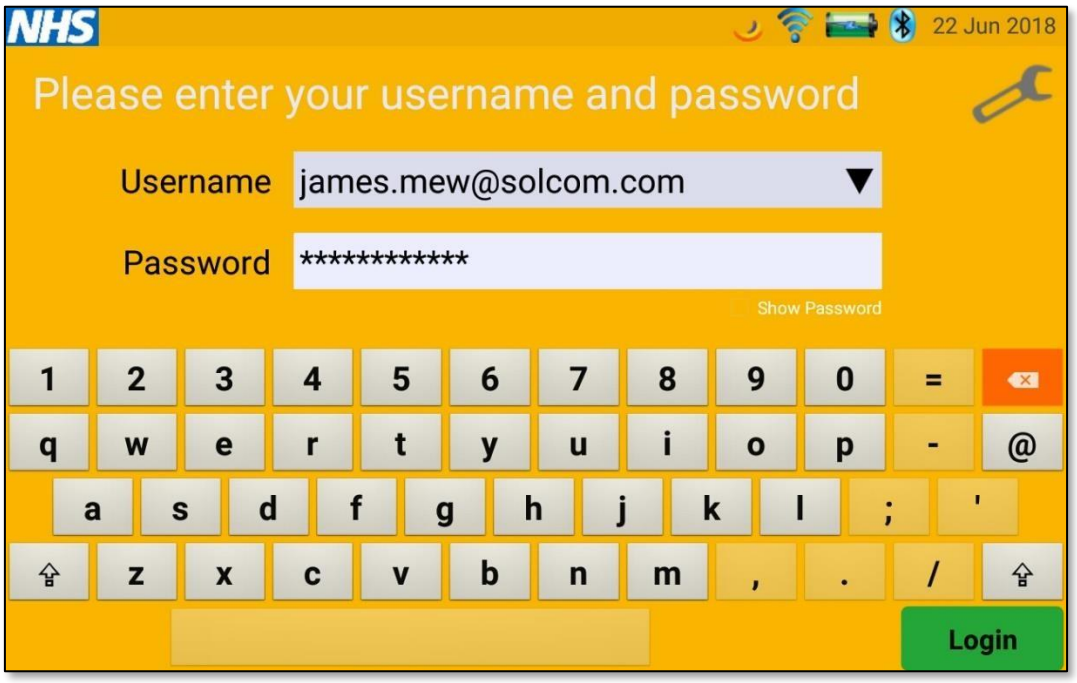
The tablet uses a standard UK mains-powered charger with a USB connector. Multi-patient blue cases have an industrial connector on the side of the blue case to avoid damage to the tablet by repeated connections. If your system has this connector, then leave the tablet connected to the internal cable.

2.2 Logging in to the tablet

To use a tablet, you must have access to a valid Whzan user account name and password. You can use any tablet with the Whzan Digital Health application to log in, as the system will download a list of patients that you have been authorised to view.

To log in to a tablet for the first time the tablet will need internet access via Wi-Fi, or via the mobile telephone network if the tablet has a SIM card.

The tablet will remember your logon credentials after you have successfully logged in once, so you won't need to be connected to the internet for subsequent logins.
The login screen is shown below:



The system will let you make multiple attempts to log in to the tablet, so ensure that everyone has a reasonable password. The default is to use the user's email address as the user name, as this helps them remember it and ensures that it is unique.

To the right of the username there is a small triangle ▼ which will bring up a list of usernames that have been used to login before. This feature speeds login, but it can be disabled in the tablet settings.

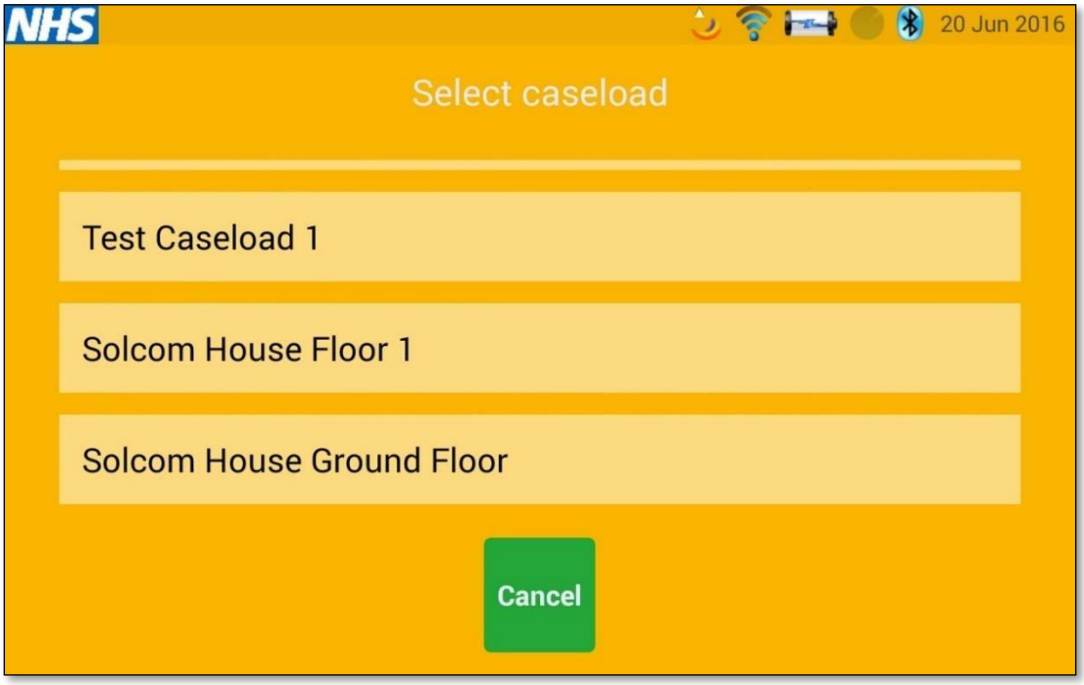
The password is case sensitive. Failure to log in correctly three consecutive times will cause the account to lock out for one minute. This is to prevent automated attacks on the Whzan website. If this happens it will be because the user name or password has been incorrectly entered. By touching the show password option, the password text will be shown to ease the login process.

2.3 Selecting a caseload

Patients are added to the web system in what we call a caseload. Caseloads are simply a way to group patients and could for example be those suffering with a similar illness, or those on the same floor in a care home.

Clinicians and carers are given access to caseloads, and with this access can see all patients within each caseload. After you have logged in to the system you will be presented with a scrollable list of caseloads (there may only be one).

The caseload selection screen is shown below:



Use up and down swipes to scroll through the list of caseloads. Touch the caseload you require in order to show the list of patients.
If you press the **Cancel** button you will return to the login prompt.

2.4 Selecting a patient

Within a caseload there can be one or more patients. As before, simply use the scrollable list of patients to find the one you want.

The patient selection screen is shown below:

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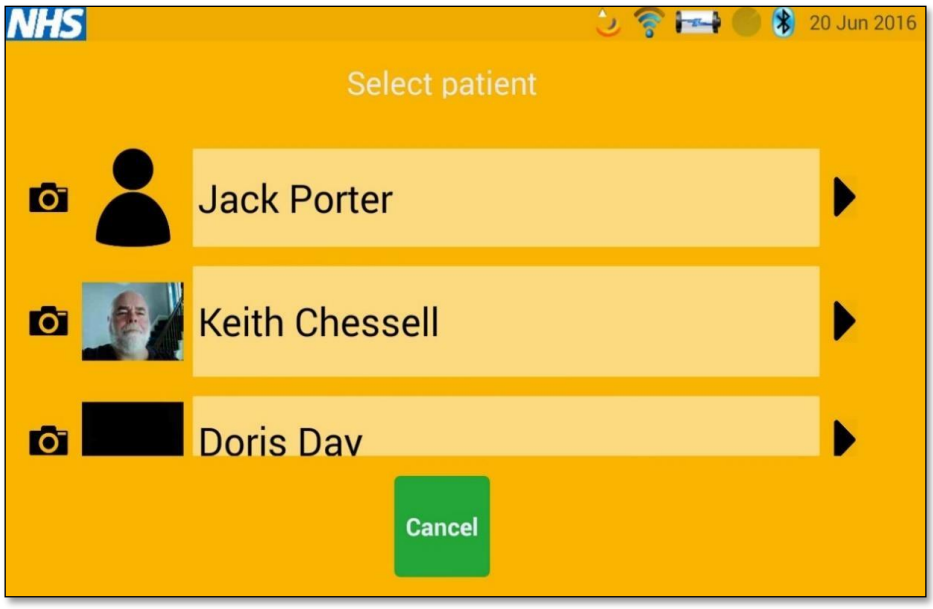

Use up and down swipes to scroll through the list of patients. Touch the patient you require in order to view or take readings for that patient.

The camera symbol can be used to take and save a picture of the patient for easier recognition.

If you press the **Cancel** button you will return to the caseload list.

2.5 Taking a picture of a patient

Press the camera icon to the left of the name of the patient; this opens the tablet's camera screen.

Point the camera at the patient or an identifiable feature for the patient and press the centre right camera icon on the tablet screen to capture a picture.

If you want to let the patient take a selfie then change to the rear camera using the centre left camera icon. The camera screen is shown below:

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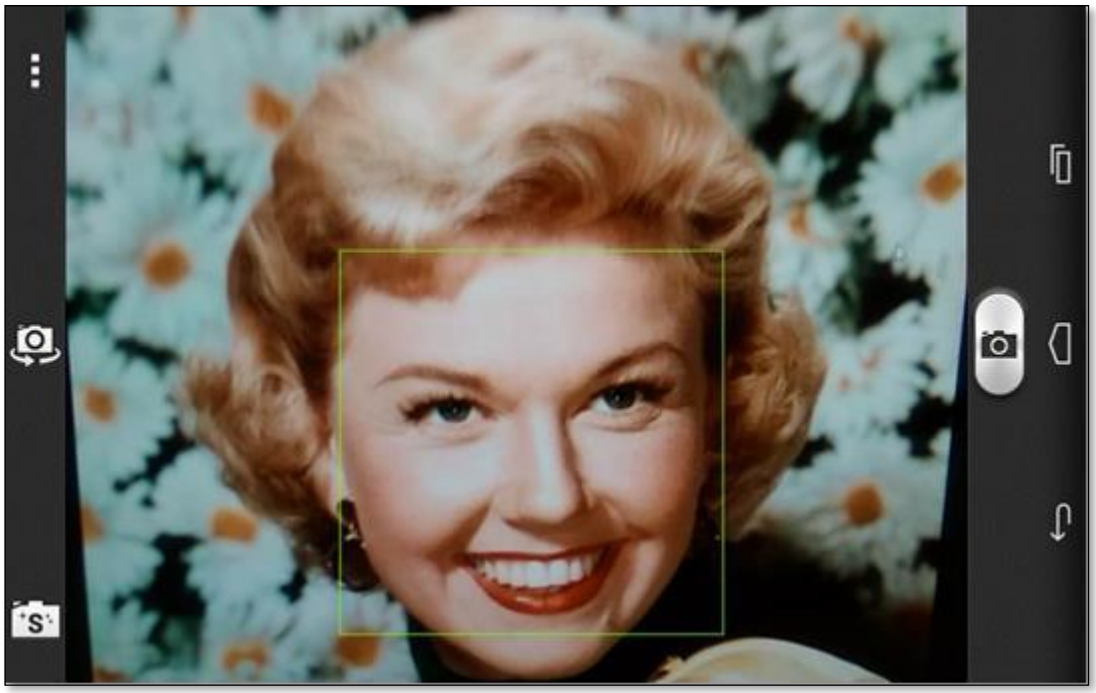
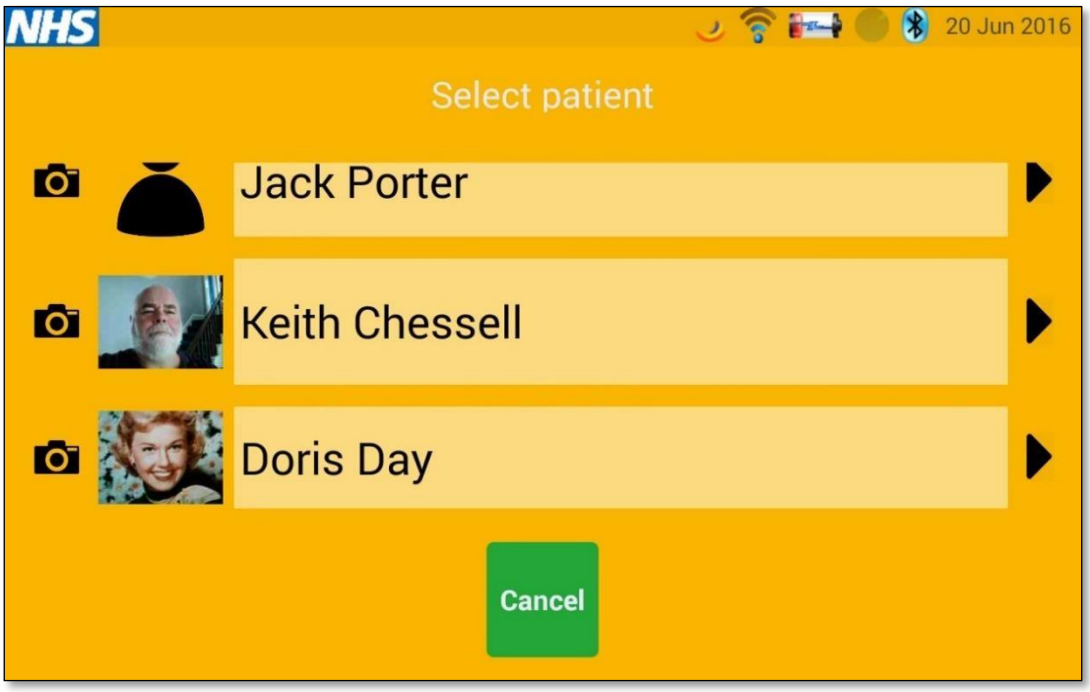


Once you have taken a picture it will be shown with a choice to use it (the tick icon), try again (the circle icon), or give up (the X icon).

The picture screen is shown below:

If you select the tick then the picture will be saved to the system so that other tablet users for the same caseload can view the patient's picture. The patient list will be updated.



You can update the picture at any time by just repeating the process.

3 Patient screens

Please note that the patient screens are tailored for each patient, so not all of the screens described in this section will be available on all tablets. To adjust the screens that a patient will see on their tablet, login to the Whzan Digital Health website and use the patient's **Settings** menu options.

3.1 Patient home screen

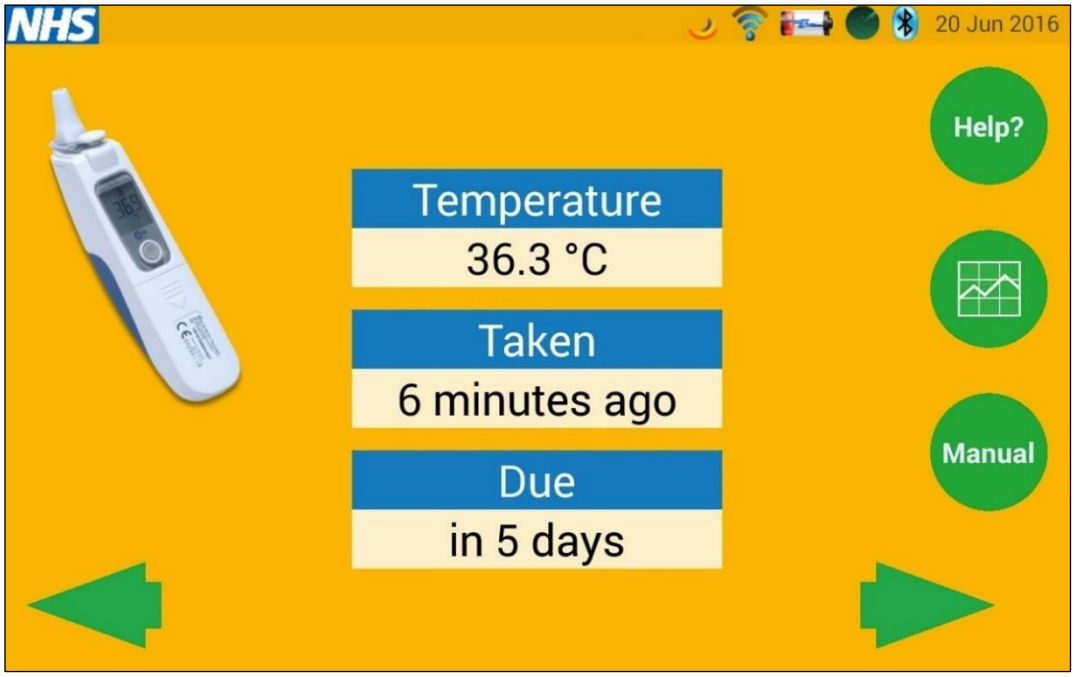
Select the patient for whom you want to take or view readings. When this is done you will see their **Home** screen with the time shown. The patient name is also shown on this screen. If an activity is scheduled for the patient then the next measurement due time is shown towards the bottom of the display.

- You can log out of the system by pressing the door symbol -
- You can change patient by pressing the patient with an arrow symbol -
- You can change your password with the lock and pen symbol -

If you are going to take a reading using a Bluetooth enabled device then you can just proceed by using the paired instruments. The system is continually listening for Bluetooth messages from the instruments that have been supplied with the equipment.
Alternatively, you can use the green arrows to see what parameters and assessments have been set for this patient.

3.2 Temperature screen

Use the green arrows to navigate to the **Temperature** screen.

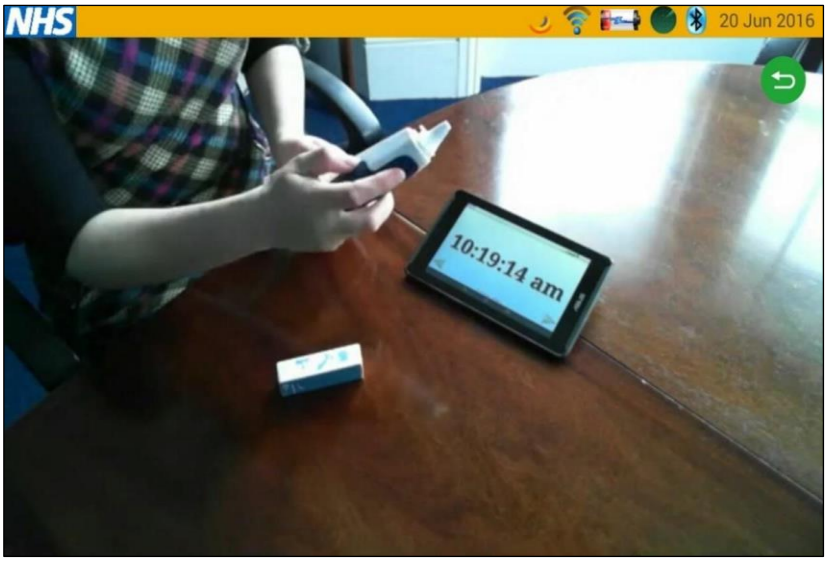


The screen shows the most recent reading, how long ago that reading was taken, and when the next reading is due.

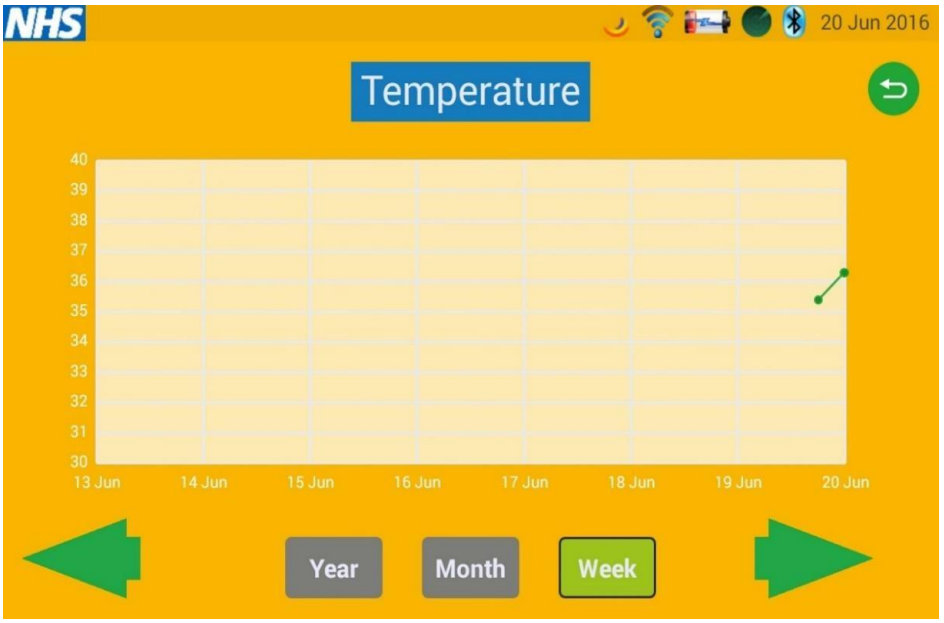
Remember that most thermometers detect that there is a cover present, and won't take a reading without one. If a thermometer reads lower than inspected, take off the cover and clean the detector with an alcohol-based wipe.

The **Help?** button will show you a video on how to take a temperature. Here is a still screen image from this video.

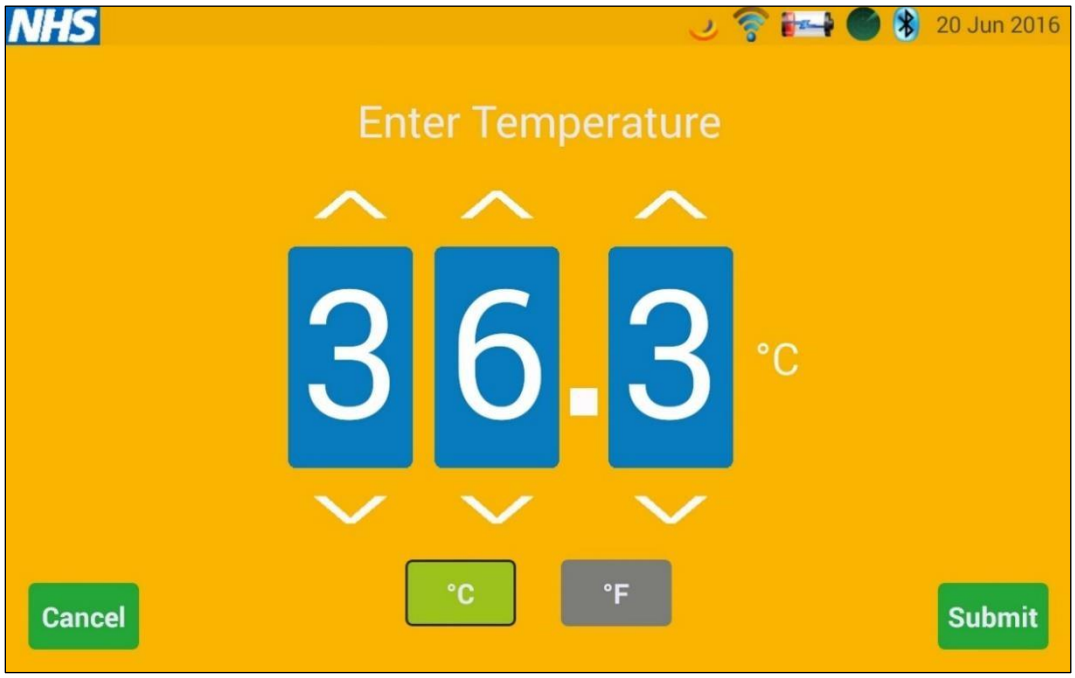
If you touch the back-arrow icon ⮌ during playback, the video player will stop and the tablet will return to the **Home** screen.



The **graph** button will show you the time history of the temperature readings over various periods (Week, Month or Year), as shown below:



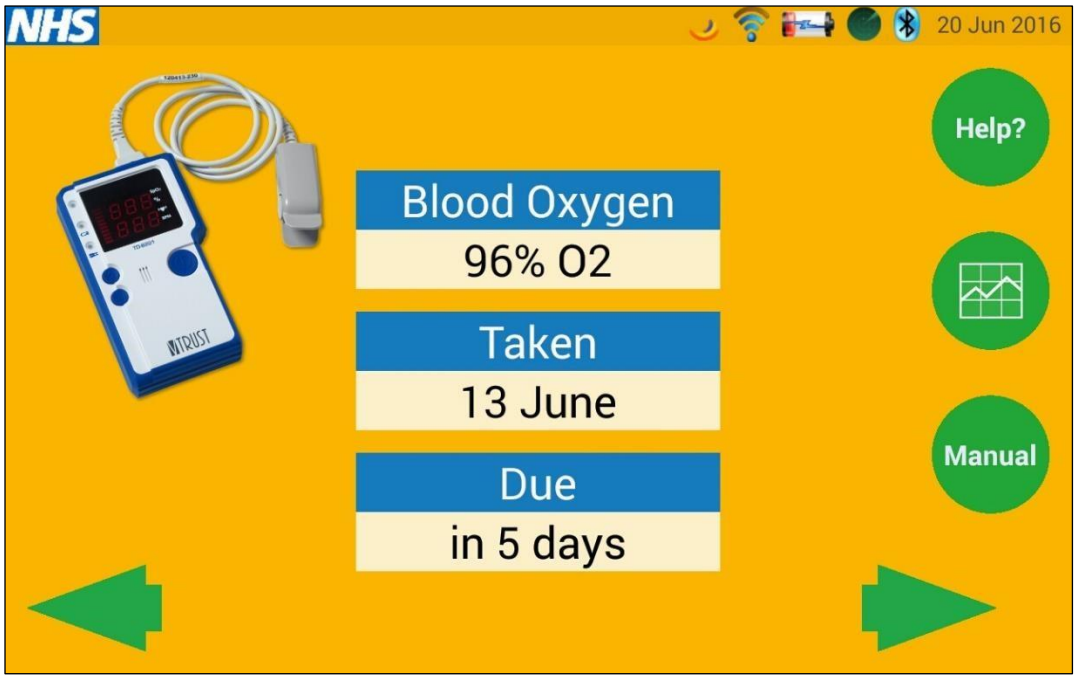
If you select the **Manual** button the system will allow you to enter a temperature reading without the use of a paired thermometer device.



Temperatures can be entered in either Fahrenheit or Centigrade, by selecting either of the two unit buttons below the reading.

3.3 Blood oxygen screen

Use the green arrows to navigate to the **Blood Oxygen** screen

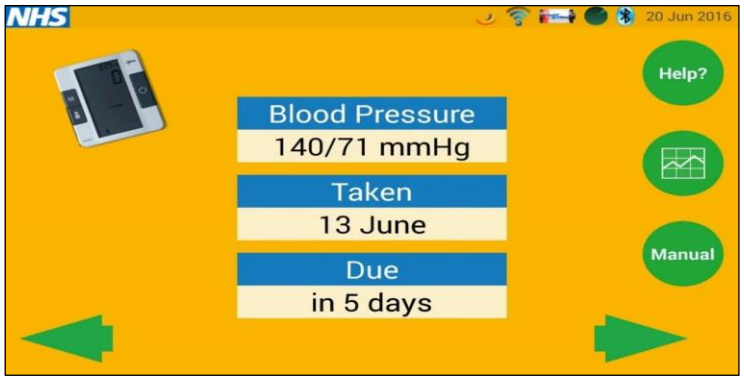


If you have a Bluetooth instrument the tablet will show an image of the paired device. The screen shows the most recent reading, how long ago that reading was taken, and when the next reading is due.

The other buttons work in the same way as the **Temperature** screen; to show a help video, reading trends, and to permit a manual entry of blood oxygen and pulse.

3.4 Blood pressure screen

Use the green arrows to navigate to the **Blood Pressure** screen.



If you have a Bluetooth instrument the tablet will show an image of the paired device. The screen shows the most recent reading, how long ago that reading was taken, and when the next reading is due.

The other buttons work in the same way as the **Temperature** screen; to show a help video, reading trends, and to permit a manual entry of blood pressure and pulse.

3.5 Weight screen

Use the green arrows to navigate the **Weight** screen:

If you have a Bluetooth instrument the tablet will show an image of the paired device. The screen shows the most recent reading, how long ago that reading was taken, and when the next reading is due.

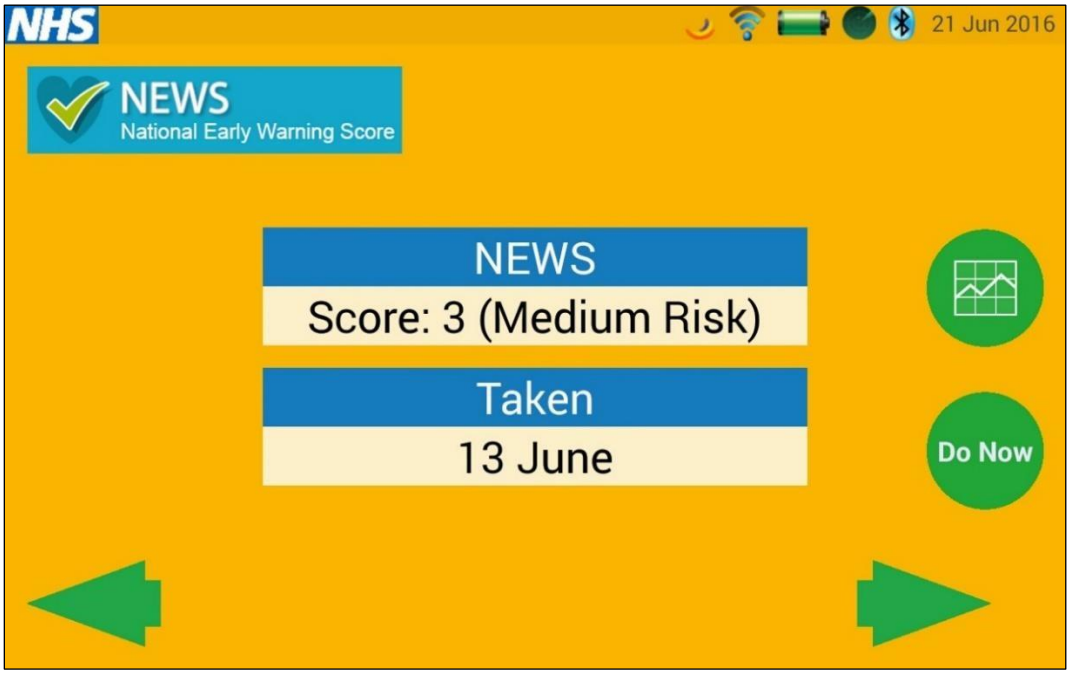
The other buttons work in the same way as the **Temperature** screen; to show a help video, reading trends, and to permit a manual entry of the weight.

The screen shows the most recent reading, how long ago that reading was taken, and when the next reading is due.
The other buttons work in the same way as the **Temperature** screen; to show a help video, reading trends, and to permit a manual entry of the respiration rate.

3.6 NEWS assessment questionnaire screen

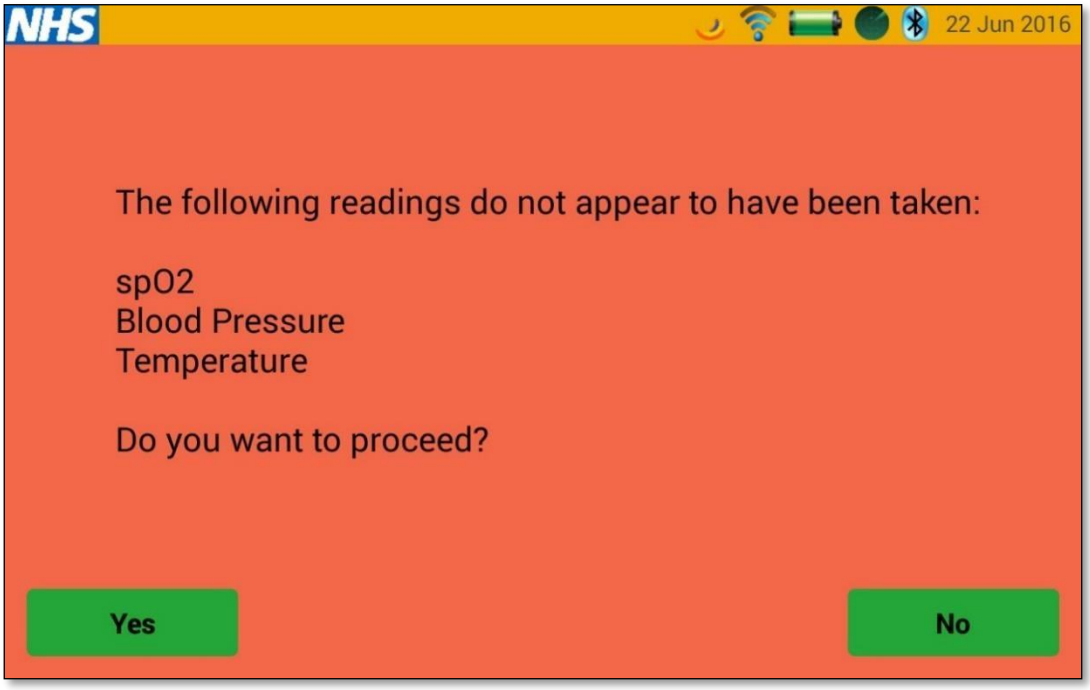
The National Early Warning Score (NEWS) is a standardised way of assessing a patient's health status, giving a result that most clinicians will understand. The process was, and continues to be, developed by the Royal College of Physicians who kindly permit others to use the tool.
The tablet system automates much of the process and calculates the NEWS score automatically once the process is completed.
Before you start a NEWS assessment, make sure that you have recently used the equipment to measure the patient's vital signs.

Use the green arrows to navigate to the **NEWS** screen:

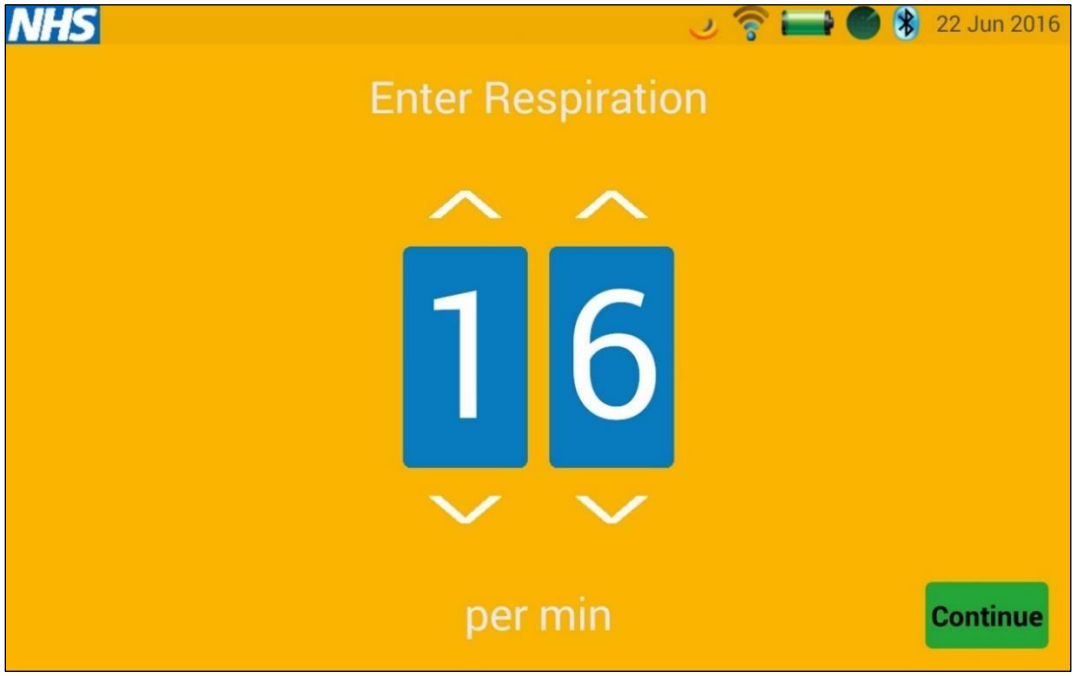


The initial screen has a trend function so that you can see the NEWS score trend for the selected patient.

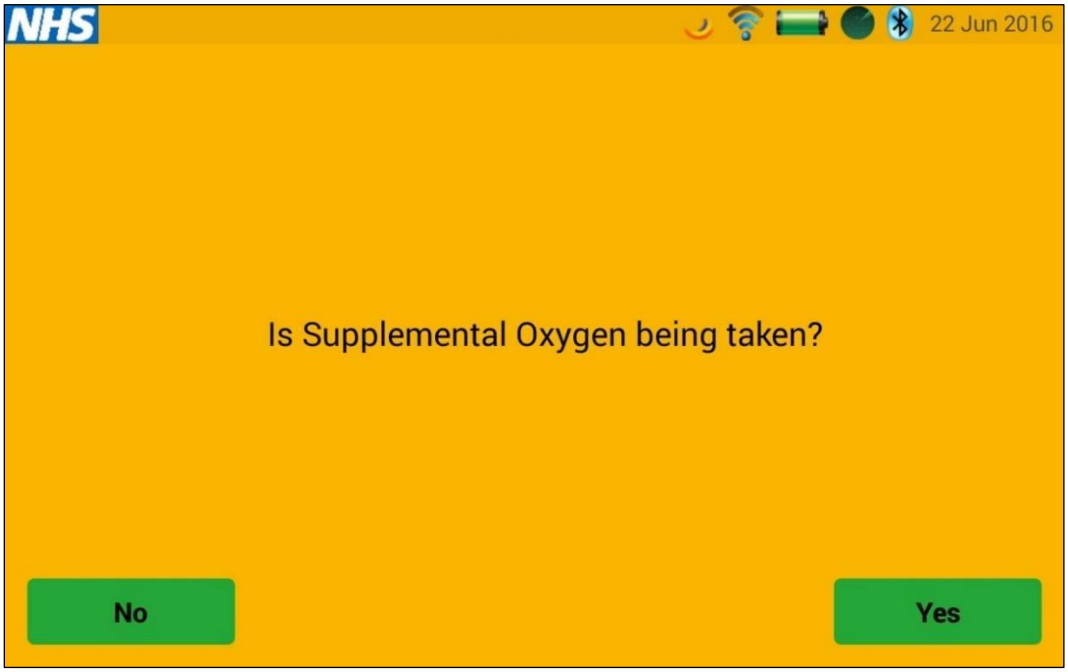
When you select the **Do Now** button, the system will check to see if recent readings for the patient have been taken. If any readings are out of date you will see this warning screen:



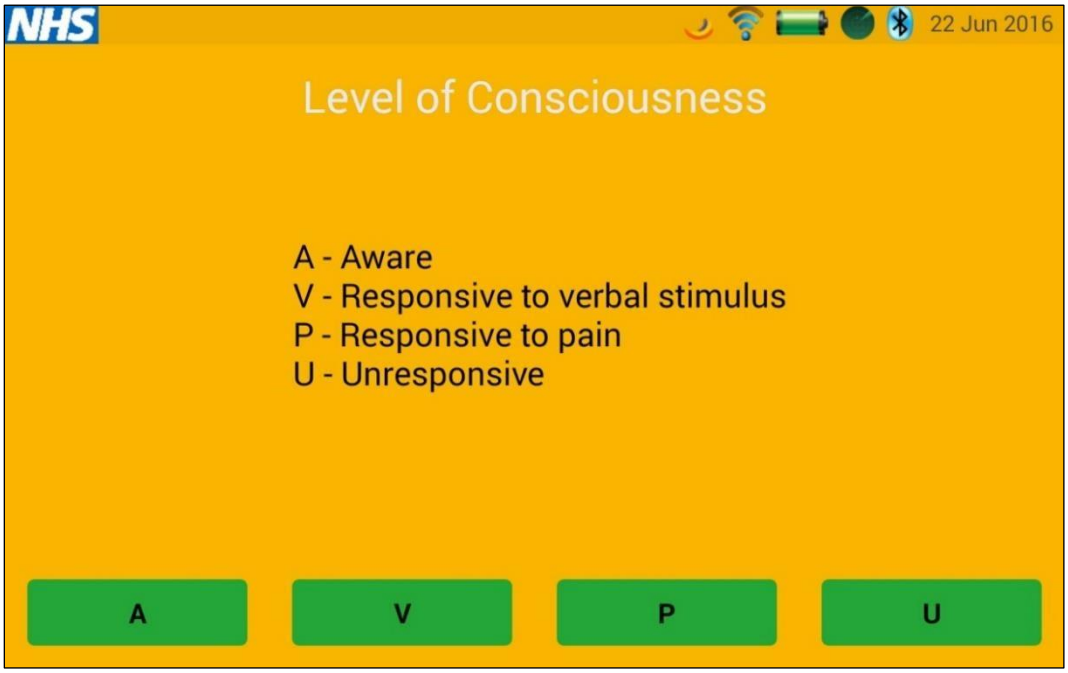
You can proceed with older readings, but the NEWS score will be outdated.
The next screen will prompt for a respiration count to be entered, which is the number of breaths per minute. The numbers are entered one digit at a time using the up and down arrows.



When the correct number has been entered, press the **Continue** button to move on to the question about Supplemental Oxygen.

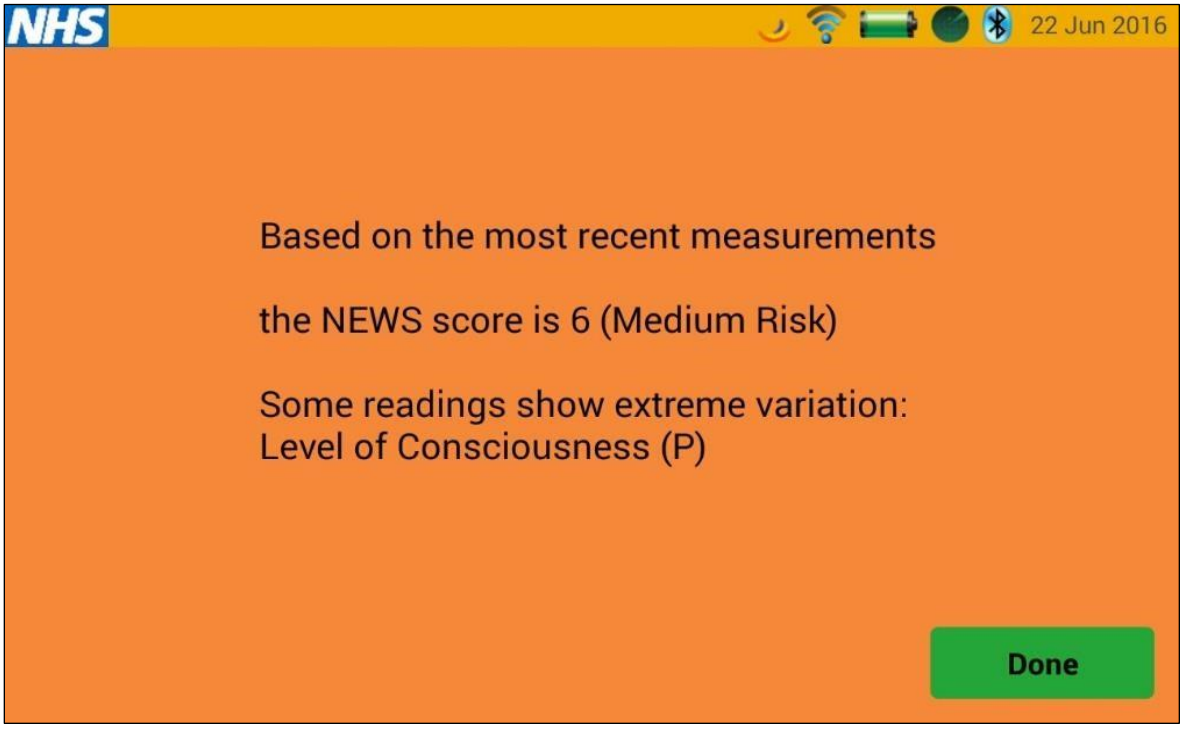


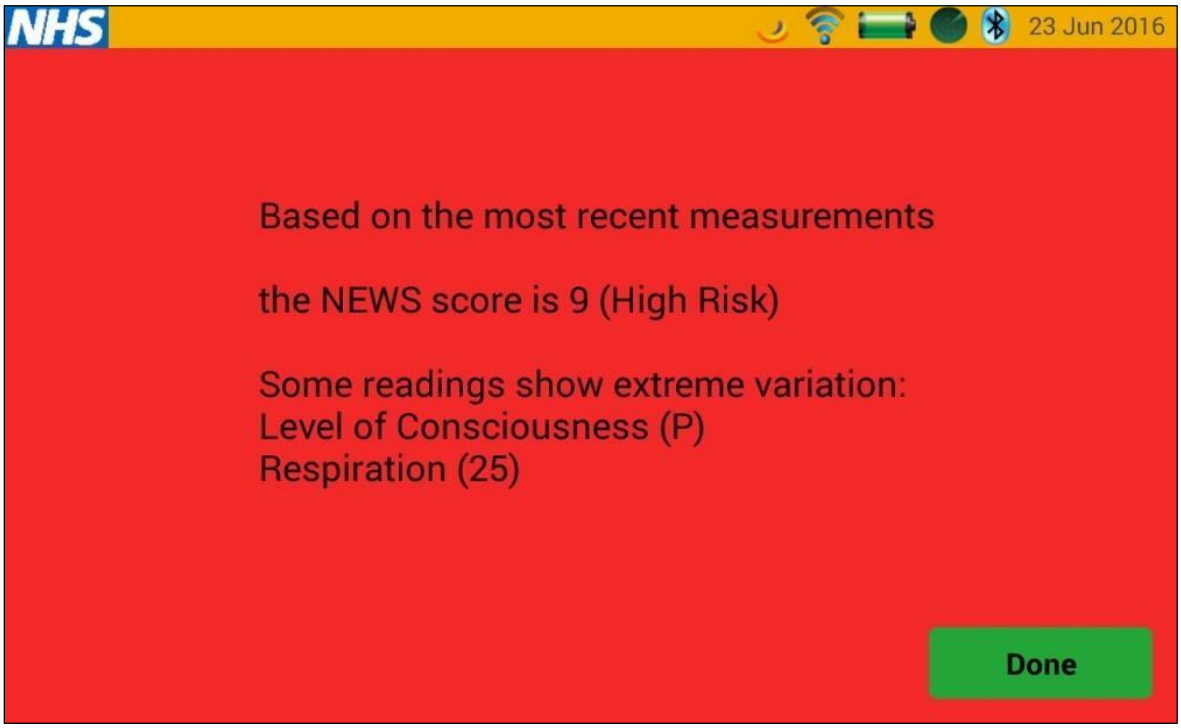
Simply use the buttons to answer **Yes** or **No**. After the selection is made, the tablet will ask about the patient's level of consciousness.

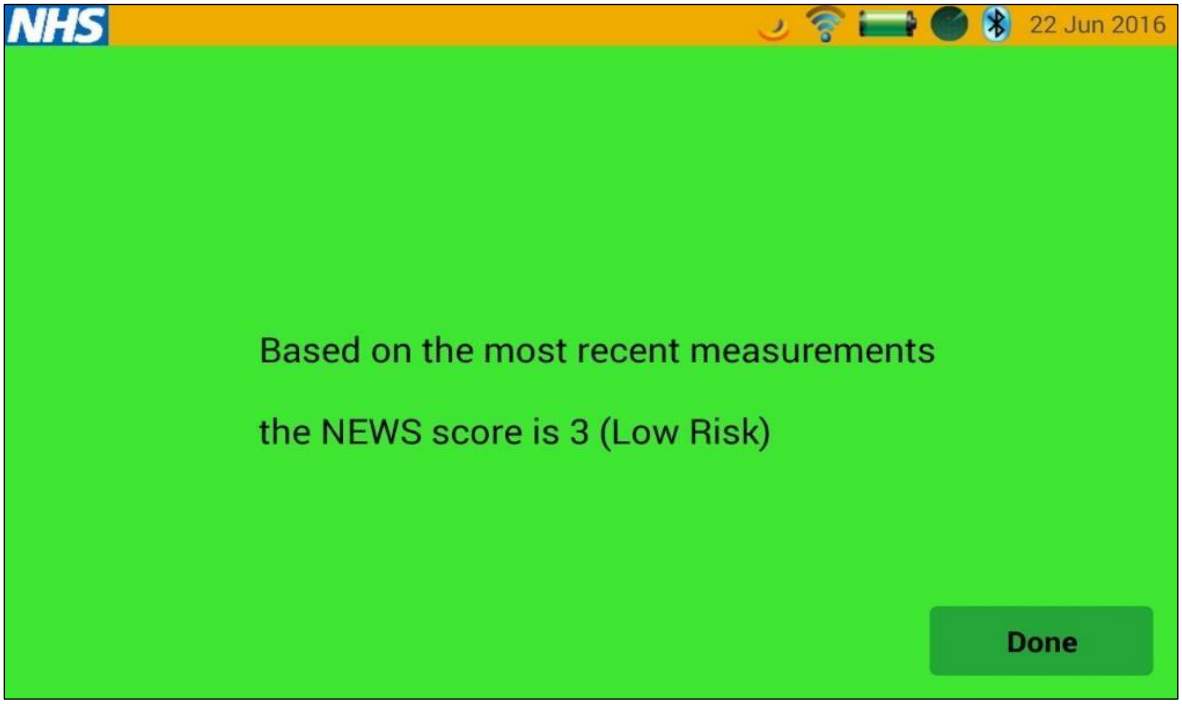


There are four possible options; choose the option that is most appropriate. This will then complete the NEWS assessment and the NEWS score will be shown.

The result screens are shown with a green, amber, or red background to indicate the level of risk that the NEWS assessment has determined. Samples of these images follow:


NHS
22 Jun 2016
Based on the most recent measurements
the NEWS score is 6 (Medium Risk)
Some readings show extreme variation:
Level of Consciousness (P)
Done


NHS
23 Jun 2016
Based on the most recent measurements
the NEWS score is 9 (High Risk)
Some readings show extreme variation:
Level of Consciousness (P)
Respiration (25)
Done

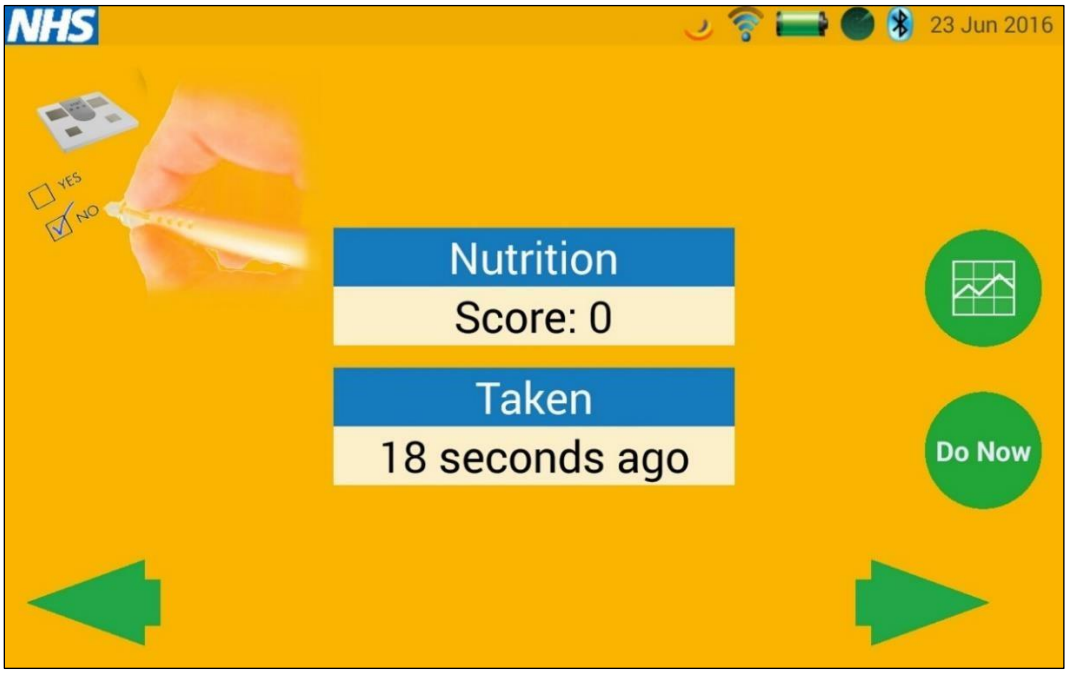


The NEWS result will also indicate if any of the parameters show a large variation from what is normal.

The NEWS score trend can be seen on the tablet using the graph button. The detailed score assessment in the standard NEWS format can be viewed on the website.

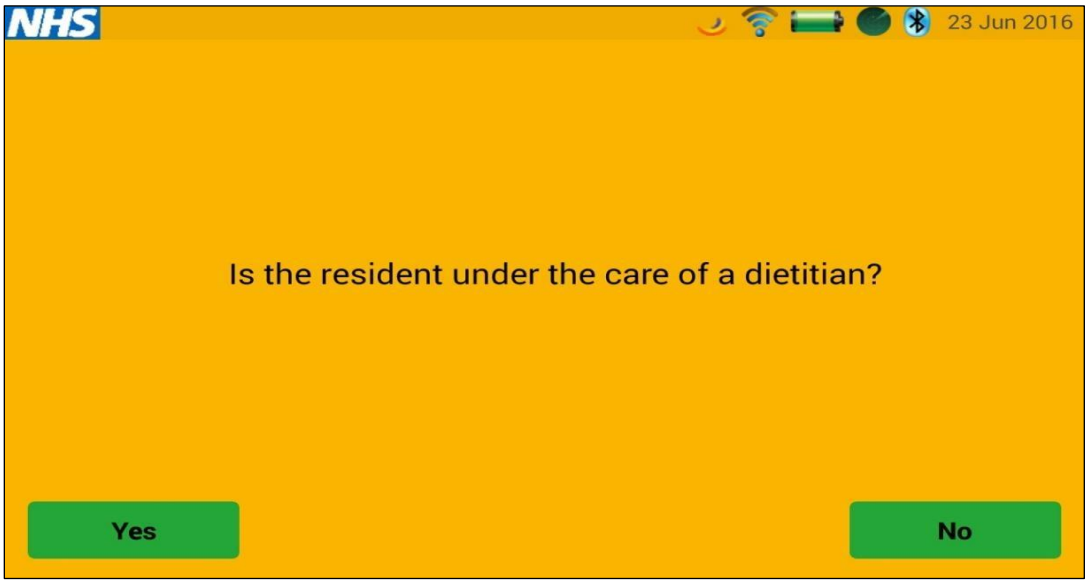
3.7 Nutrition assessment (MUST) questionnaire screen

Use the green arrows to navigate to the **Nutrition Assessment** screen:

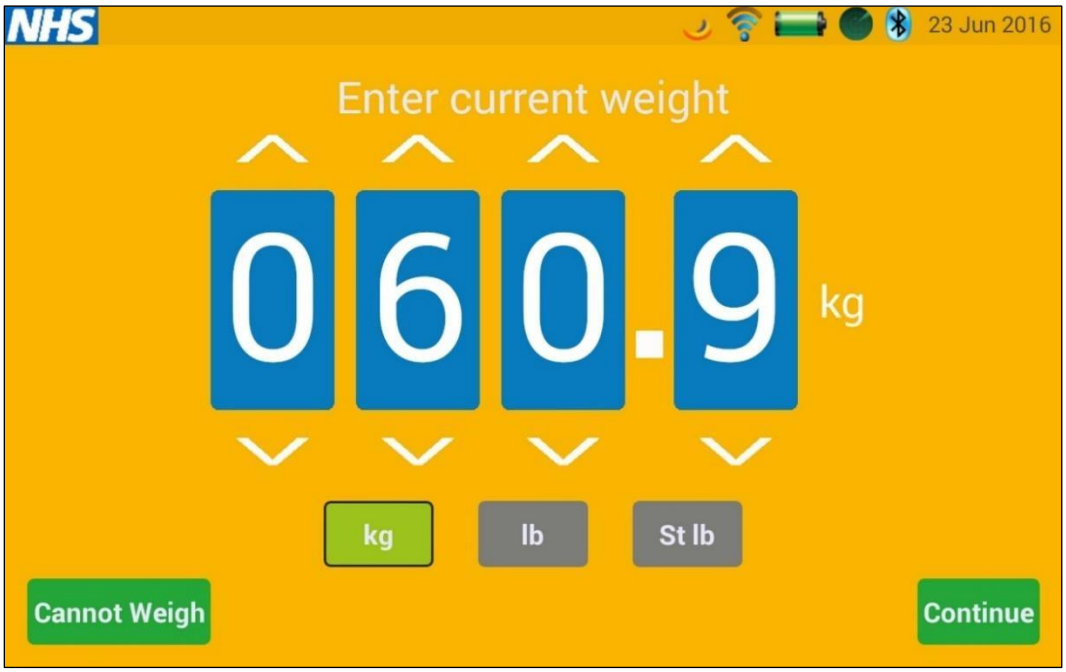


The screen shows the most recent reading, how long ago that reading was taken, and when the next reading is due.

The other buttons work in the same way as the other screens, to show score trends and to permit the start of the assessment.
The first screen in the assessment asks if the patient is under the care of a dietitian. If they are, the assessment process is different.



If the patient is under the care of a dietitian then a weight is requested via the screen below. The weight can be entered in any of the units shown towards the bottom of the screen, and will automatically be converted to kilograms when saved to the system.



WEBSITE

4 General usage

4.1 Accessing the website

The Whzan Digital Health website is accessed from any web browser by entering the following URL in the address bar:

https://www.whzan.com

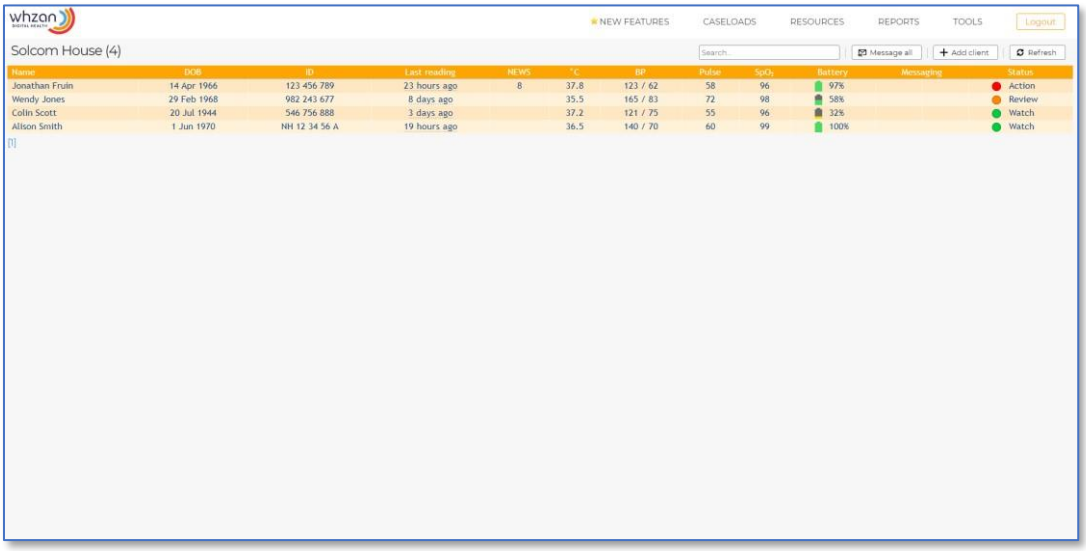
The home page will then be displayed:

4.2 Logging in

From the home page, select the **Login** button in the top right corner – you will be taken to the User 'Sign In' page:

Show password will toggle the password field so that you can see the letters you type. It will then change to **Hide password**. Selecting this will once again hide your typed characters.
If you have forgotten your password, selecting **Forgot my password** will send you an email with a web link that will allow you to reset it to something that you can remember.

Enter your username and password in the fields provided, and select the **Sign in** button. You will then be presented with an initial page, which will vary according to your individual permissions that have been assigned to you, but will typically be the client list for the last caseload you viewed.



From here, functions are selected from the options at the top of the page.

4.3 Logging out

To close your session so that nobody else has access to your account and management screens, select the **Logout** button at the top of the page. This will return you to the Whzan Digital Health home page.

4.4 Changing your password

From the **Tools** menu option at the top of the page, select **Change password**.

Show password will toggle the password fields so that you can see the letters you type. It will then change to **Hide password**. Selecting this will once again hide your typed characters.

Enter your current password in the **Old password** field, and enter your new password in both the **New password** and **Confirm password** fields. Your newly entered password must match in both of these fields.

Select **Change password** to save your new password.

4.5 Miscellaneous functions

Many web pages include a search function:

Simply type text into the **Search** field to filter the information on the page to a more manageable quantity:

When a list of items takes up more than one page, further pages are selected by using the page number links at the bottom left of the list:

5 Adding Users

As of September 2021, two user accounts are allocated to each provider:

- Manager account – for administrative purposes
- Staff/ Carer account – for day to day use of taking observations etc

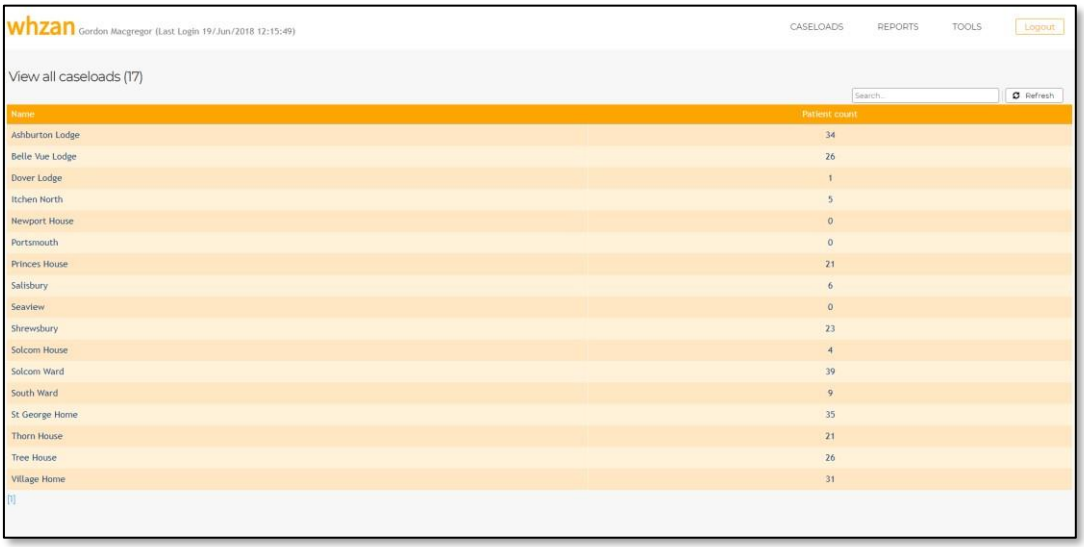
If you do would like additional user accounts, please contact LinCA Digital Support – 01522 581073

6 Health Practitioner Functions

Please note that not all the functions described in this section will be available to all users.

6.1 List of caseloads

The list of caseloads is displayed by selecting the **Caseloads** / **View all caseloads…** menu option.

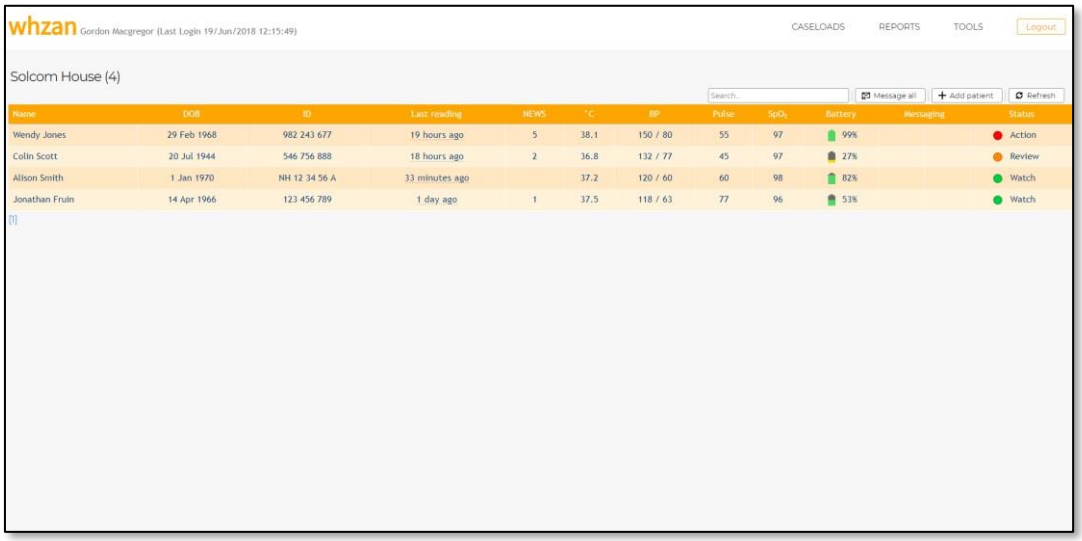


This shows a summary of all caseloads for which you have access, along with the total number of clients in each.

When there is more than one page of caseloads listed, use the page number links at the bottom left of the list to select a different page.

6.2 Caseload clients

To show the list of clients within a caseload, simply select the caseload name in the list.



Along with the clients' names, this page also shows their last readings for a select number of measurement types, and their current status as indicated using a traffic light system. This list is ordered with those clients having a red traffic light at the top.

Refresh will update the clients' details, following any new readings that have been taken since the page was first displayed.

6.3 Adding a new client

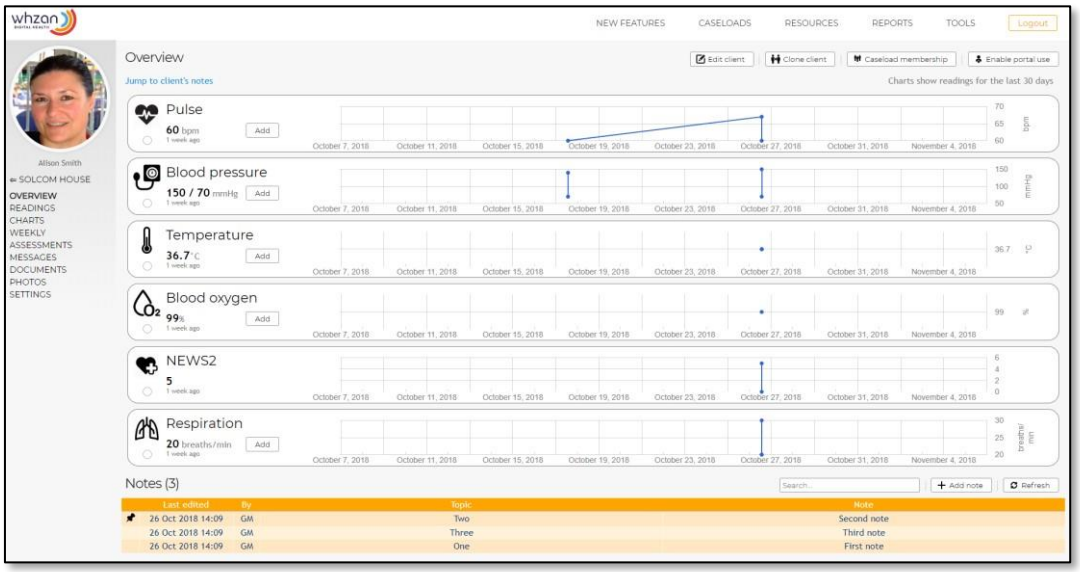
Select **Add client** from the list of clients in the caseload.

Note that the new client will automatically be added to the caseload that you currently have selected. The client's caseloads may be changed at a later time.

Once you have entered the client's details, select **Add** to save the new client's details to the system.

6.4 Viewing an existing client

View a client's details by selecting their name in the caseload client list.



This page shows the last 30 days' readings for the client.

Clinician's notes are shown after the readings, and a link at the top of the page is provided to navigate directly to these notes.

6.5 Editing the client's details

Whilst viewing a client's details from the overview page, their details can be updated by selecting the **Edit client** button.

Save the changes to the system by selecting the **Save changes** button.

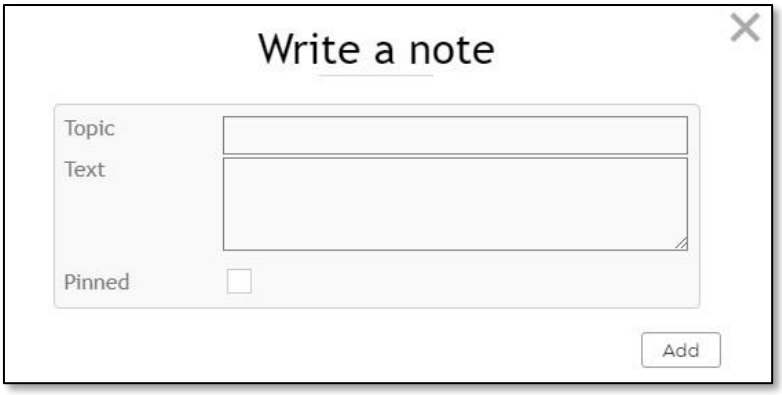
6.6 Viewing a client's notes

The bottom of the client overview page also shows their notes, with those that are pinned appearing at the top of the list. A link to jump straight to these is provided, **Jump to client's notes**.

The list shows each note's main topic, a full description, the date and time that the note was last edited, and the initials of the user that made the last edit.

6.6.1 Adding a new note

Select the **Add note** button.



Enter a summary of the note in the **Topic** field, and a full description in the **Text** field.

If a note is pinned, it appears at the top of the notes list. This marks a note so that it is accessed more easily from a large list of notes.

The note is saved to the system when the **Add** button is selected.

6.6.2 Updating an existing note

Simply select the note from the notes list.

After making changes to the note, the note will not be saved to the system until you select the **Save** button.

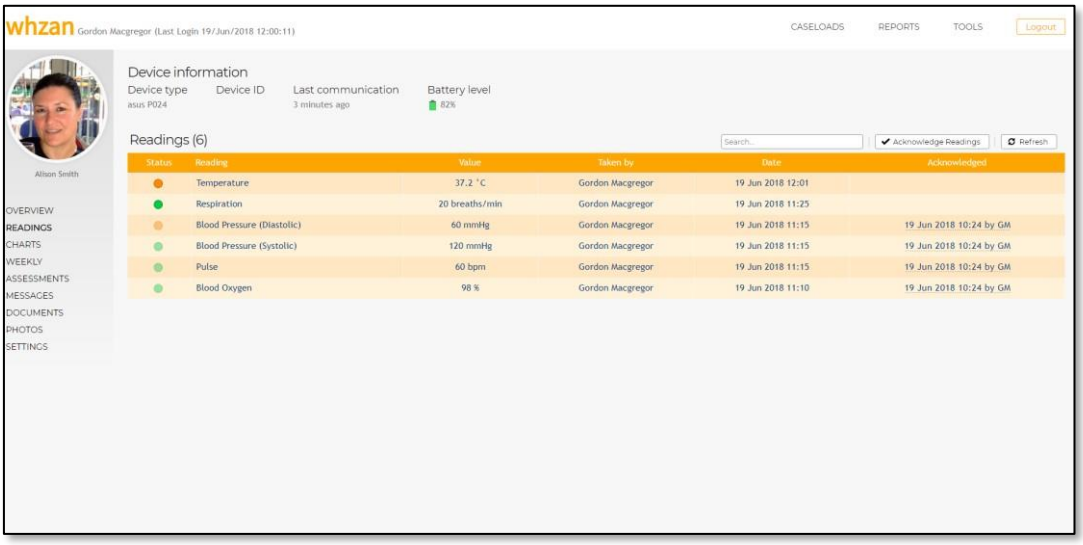
6.11.3 Deleting a note

It is not currently possible to delete a client's notes.

6.12 Viewing a client's readings

A summary of the client's readings is shown at the bottom of the **Overview** page. This shows the last reading taken of each measurement type, along with a chart showing the readings for the last 30 days.

For more detailed information about the last readings taken, select **Readings** from the menu on the left side of the page.

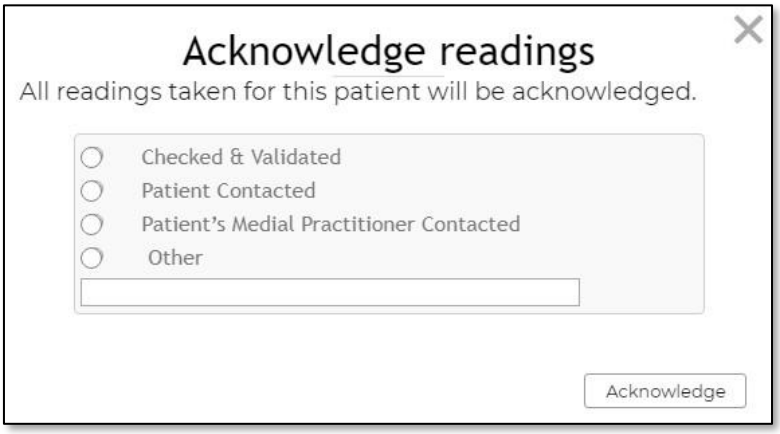


This page provides a summary of the last readings taken by the client, as well as details of the tablet device from which the readings were sent.

Selecting **Refresh** will update the page with any new readings that have been taken since the page was first displayed.

6.12.1 Acknowledging a client's readings

The readings may be marked as being checked over by selecting the **Acknowledge readings** button.



Select the appropriate action that was taken following consultation of the readings, entering the additional details if applicable, then save the details to the system by selecting the **Acknowledge** button.

The acknowledgement will be marked with your initials, to indicate who performed the check.

When a reading has been acknowledged, its accompanying "traffic light" indicator will be shown in a dimmed colour.

6.13 Viewing a client's charts

A brief history of the client's readings for the last 30 days is shown on the **Overview** page.
For more detailed charts where it is possible to select a different time period, select **Charts** from the menu on the left side of the page.

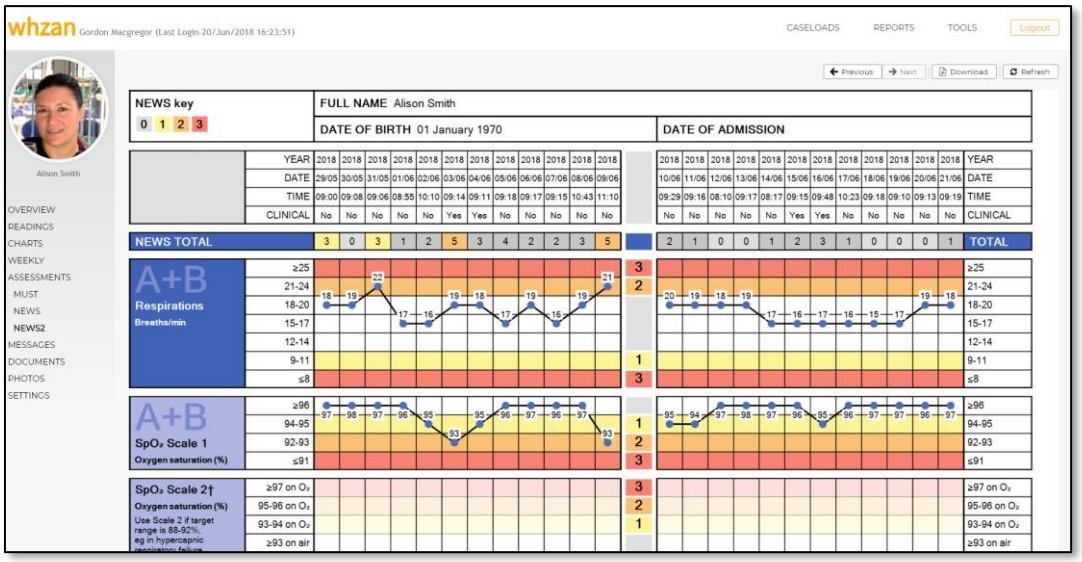
This page allows you to view trends of a client's readings over time.

On first displaying the page, the last month of data is shown. This time period can be changed by selecting a new **From** and **To** date at the top of the page.
Low and high measurement limits are shown as shaded areas at the top and bottom of the chart. Very low and very high measurement limits are shown as darker shaded areas.
Older readings are displayed by selecting the **Previous** button, and newer readings are displayed by selecting the **Next** button.

A PDF document containing a printout of the charts is obtained by selecting **Download**.

6.18 Viewing a client's NEWS2 chart

Select **Assessments / NEWS2** from the menu on the left side of the page.



This page allows you to view the results of a client's NEWS2 questionnaire readings and answers. NEWS2 is an updated version of the original NEWS questionnaire. There are two scales associated with blood oxygen levels; scale 1 and scale 2. Scale 2 is only used under the direction of a clinician. The scale used is indicated on the chart, and the alternate scale is greyed out for de-emphasis.

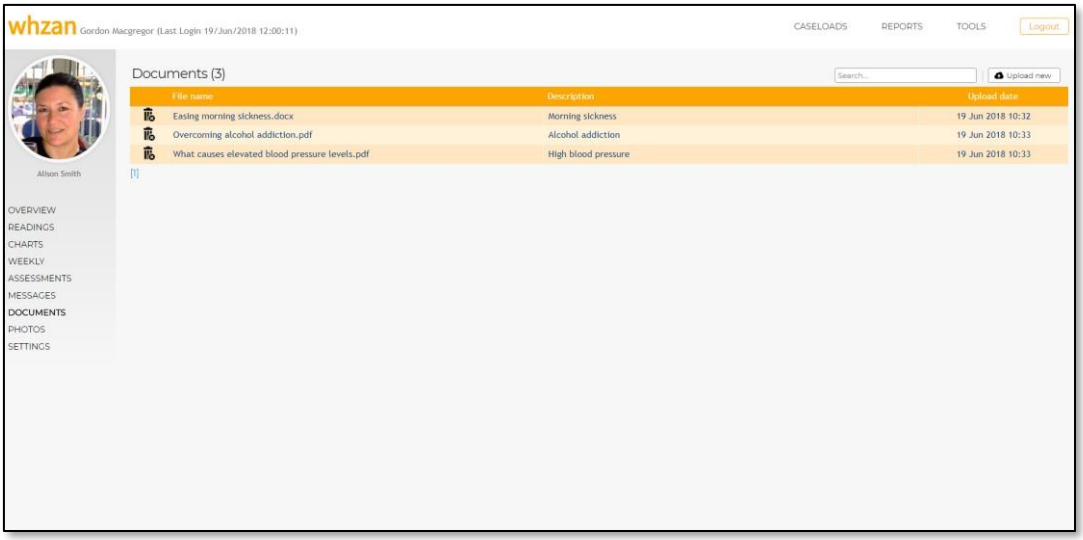
The results are listed 24 at a time, with the most recent 24 results listed first. Older readings are displayed by selecting the **Previous** button, and newer readings are displayed by selecting the **Next** button.

A PDF document containing the charts is obtained by selecting **Download**.

Selecting **Refresh** will update the page with any new readings that have been taken since the time the page was first displayed.

6.21 Linking documents to a client

Select **Documents** from the menu on the left side of the page.



Useful reference documents that are applicable to the client may be uploaded and retrieved from this page.

Select a document on the list to download it to your computer, whereupon you may view it using your computer's installed applications.

Remove a document from the list using the button to the left of the file name. Note that once you have confirmed that you wish to delete the document, access to it will be forever lost.

To upload a new document, select the **Upload new** button.

Give the document a short description using the field supplied, then select **Choose file** to locate the document on your computer.

Selecting **Upload** will save the document to the system. Thereafter, it may be downloaded and viewed on any computer that has access to the Whzan Digital Health website, from this same page.

6.22 Viewing photos taken by a client

Select **Photos** from the menu on the left side of the page.

This page displays the photos that the client has taken on their tablet. It allows for two photos to be compared, side by side.

For each photo, use the left arrow to select the next earliest photo and the right arrow to select the next most recent photo.

Alternatively, each photo may be selected by the date it was taken, using the date selector below the image.

Selecting an image will show a larger version of it, so you can study the image in greater detail.

Charging the Whzan Tablet

Make sure that the charging cable is properly plugged into the side of the tablet.

Plug the charger into the wall socket and make sure the long white cable is firmly plugged in at both ends as shown in the image above.

(*Don't forget to turn the wall socket on!*)

V2 Health Tablet Remote Update Feature

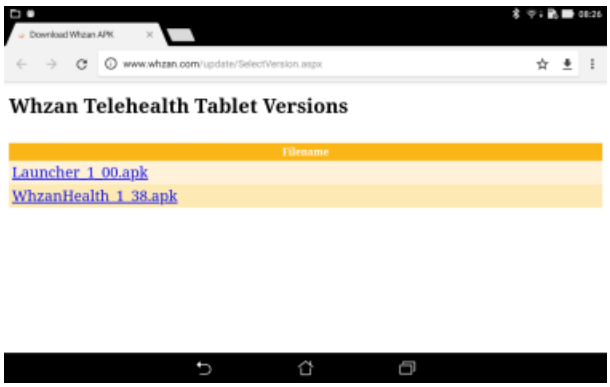
Overview

The tablet software can be updated using the remote update feature in the settings menu. This document illustrates a typical update session.

Important: The application software is 20MB in size, so this update process should ideally be performed on a tablet with a Wi-Fi connection and rather than over GSM(3G/4G) which has limited data.

Process

1. On the tablet, use the spanner icon and enter the code to display the settings menu.
2. Select the Advanced option in the left menu bar
3. Select the Update option.
4. If prompted select the option to always use Chrome, following through the Chrome setup messages selecting the option to proceed without creating a google account.
5. The Tablet Versions page will be displayed listing available software updates:

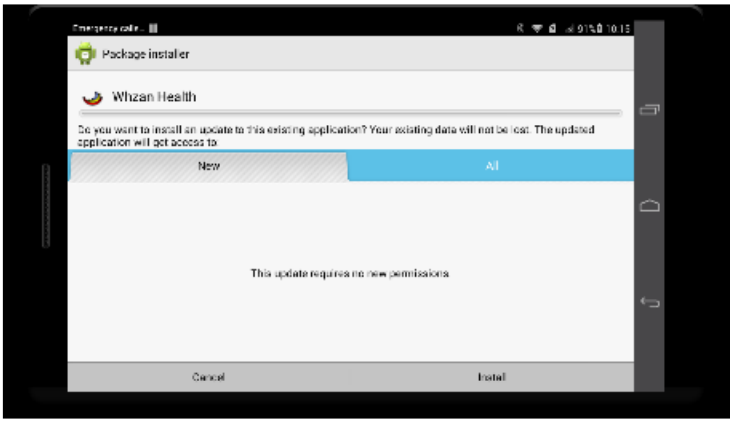


6. Select Main Application link ("***WhzanHealth_x_xx***") and accept the warning that the file may be harmful (it isn't). An icon will appear in the top left of the status bar indicating that it is downloading.

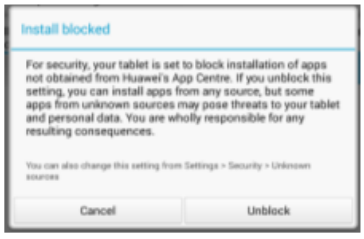
   Note that more than one software version may be listed – you will normally need to choose the one with the highest version number.

7. Once the icon stops animating indicating that the download is complete, drag down the status bar to view notifications and select the WhzanHealth apk entry in the list:

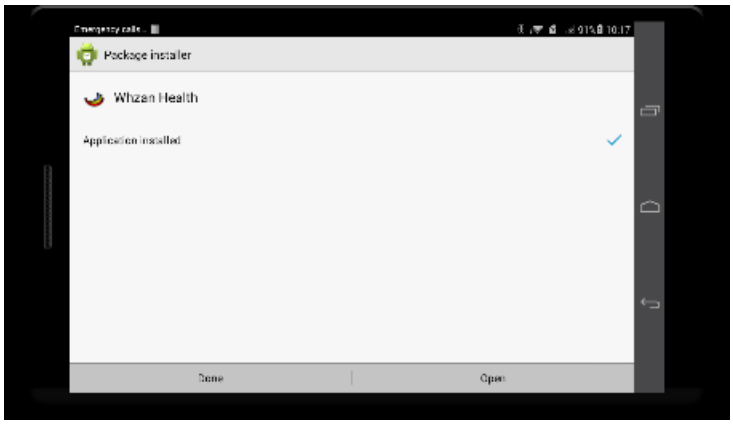
8. The Package Installer screen will appear, press Install to install the updated software.



Note that an additional prompt may appear stating that the install has been blocked because the option to install non-market applications setting has not been set. Select the unblock option to install to proceed with the installation.



9. Once the installation completes press Open to start the updated software.



10. If you are prompted, select the option to allow any additional permissions that may be required.

Whzan Telehealth

What to do if there is an issue

Contents

1. My equipment will not link up to the tablet
2. My tablet will not charge
3. I cannot log in
4. The tablet is asking for a pin
5. There is a fault with the equipment
6. Removing a resident from the caseload
7. Looking after the equipment

1. My equipment will not link up to the tablet

If you are taking a clients reading and the tablet is not recording the reading, there could be a variety of reasons why this is happening:

- Are you connected to the internet? If you are in a part of the home with low internet, it will not transfer the readings over
- Do you have the table close to the equipment?
- If the issue is not related to either of the above, you need to contact Solcom on 01983 817000

2. My tablet will not charge

If your tablet will not charge, there could be three different components that could need replacing:

- The outside cable (that runs from the box to the mains)
- The port on the side of the blue box
- The cable that runs from the inside of the box to the tablet

Once you have established what is needed, please email Varsha or Ruth stating what you need and they will arrange a replacement to be sent out.

3. I cannot login

If you cannot login to the Whzan system due to not knowing the password, you will need to reset the password To do this:

- Go to www.whzan.com/public/loginpage.aspx and click “forgotten password”. You will then be prompted to enter your email address.
- An email will then be sent to you with a link to change the password

If have not got a login, please contact Varsha or Ruth.

Lastly, if the tablet has locked you out, this means you have miss entered your password too many times. Wait 5 minutes, then try again.

4. The tablet is asking for a pin

If you are trying to change settings and the tablet asks for a pin, please enter the pin below to continue:

5428

5. There is a fault with the equipment

If you find that there is an issue with the equipment and believe it is faulty, please complete the “issue form” highlighting as much detail as you can.

Send this to either **Damon or Alistair** and a solution will be sent to you.

6. A resident has left the home. How do I remove them?

You cannot fully delete a resident from the Whzan system – you will need to move them to “archive” as shown on the next page.

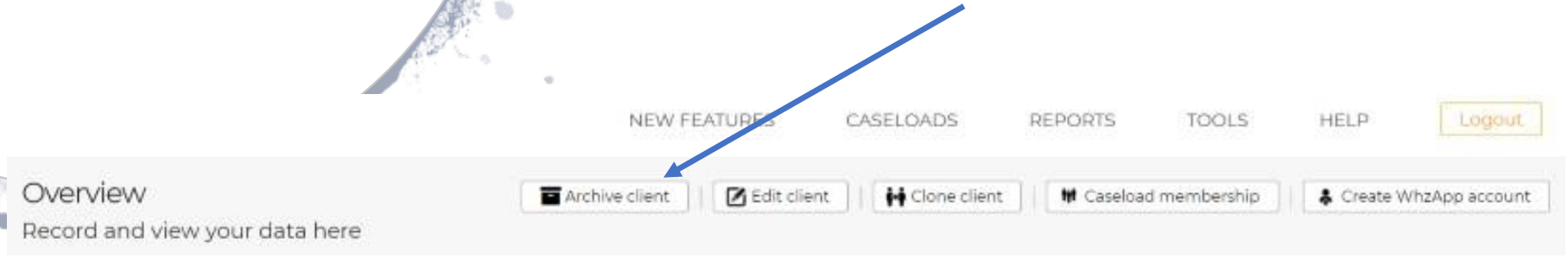
6. A resident has left the home. How do I remove them?

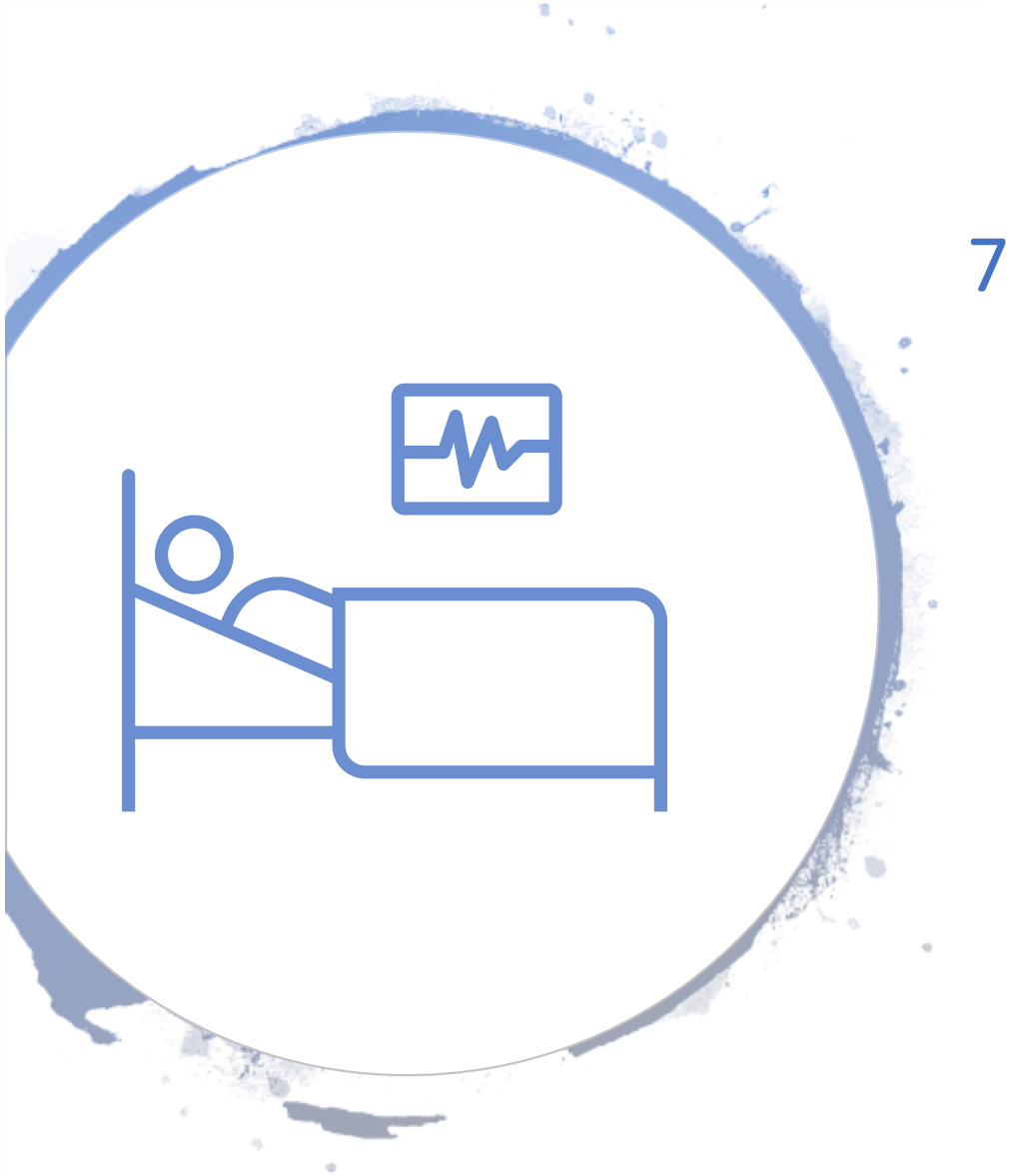
To archive a client, you need to login to:

www.whzan.com/public/loginpageaspx

From here:

- Select your case load
- Find the resident you would like to archive; click on their name
- Then chose “archive client”





7. Looking after the equipment

Please ensure you are taking care of the equipment:

- When you have finished charging the box, ensure it is **unplugged** before movingthe box
- Ensure the equipment does not get wet
- Any damage that occurs due to misuse may result in a cost to pay for replacement items

Contacting LinCA

If you have any other queries or questions, please contact:

Damon Habbin, Digital Project Officer
damon.habbin@nhs.net

LinCA Office – 01522 581073

helpdesk@linca.org.uk

Solcom Helpdesk - 01983 817000