



Guidance Document

eVero Telehealth™ Mobile App Installation Guide





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Introduction

This installation guide will provide users with step-by-step instructions on how to install the eVero Telehealth™ Mobile App to a personal device.

Since our app is not available through the App Store (iOS) or Google Play, a few additional steps are required for installation.

Why Isn't the App in the App Store or Google Play?

eVero's top priority is ensuring that our clients can provide and access care services.

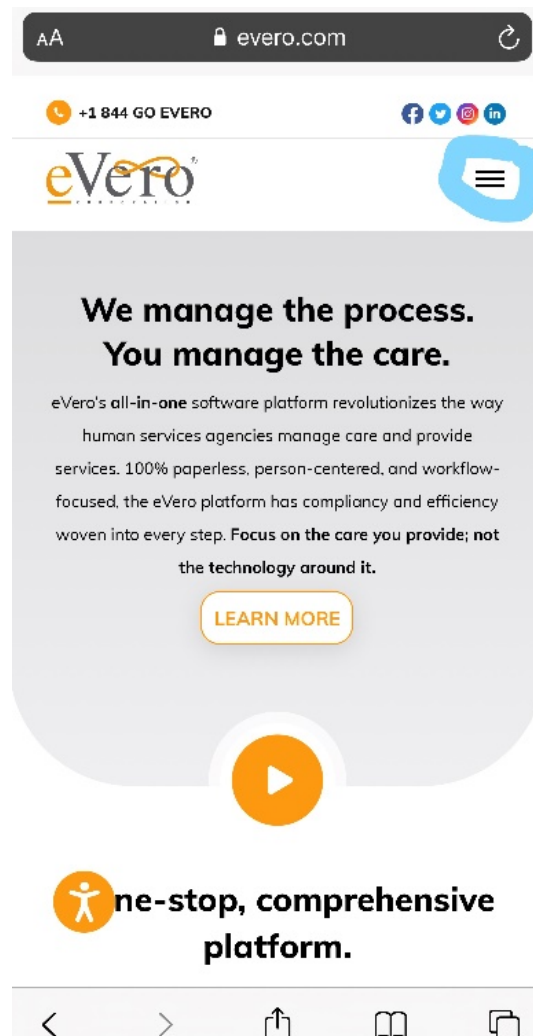
When an app is hosted in the App Store, the platform is required to adhere to a lengthy review process before it can be published or updated. This review process can take up to 4 weeks to complete, providing detrimental to our end users and their work efficiency — as we would no longer be able to provide regular app updates, bug features, or feature enhancements.

By privately hosting and distributing our own mobile apps, we retain significantly greater control over our development process, and can bring updates to our clients in real-time.

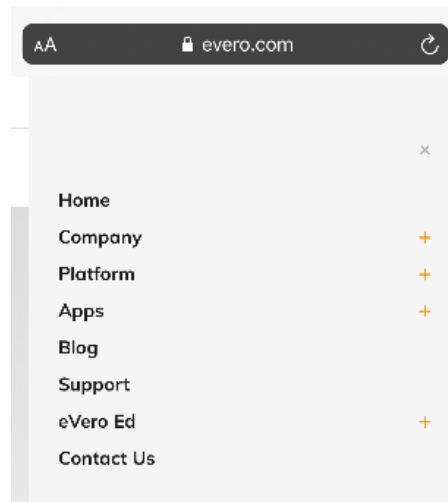
If you are interested in learning more, [please click here](#).

How to Download the App

1. Navigate to www.evero.com in the browser on the desired Android device.
2. Tap the **Menu** button (circled in blue) located on the top right of the screen, and locate **Apps** in the menu list.



3. Next, the user can either select the **plus sign** to expand specific eVero app options, or just tap the word **Apps** to open a landing page for each of the mobile apps.



4. On the **Apps** landing page, the user will be able to choose between the 3 available eVero apps. Tap **Telehealth™ Mobile** to open the eVero Telehealth™ Mobile informational page.



eVero Telehealth™ Mobile

Secure and compliant Telehealth services ready at the push
of a button. Receive the care services you need from
anywhere.

5. On this page, the user will select the orange **eVero Telehealth™ Mobile [Android](#)** button.

This will ultimately lead the user to the app download page, where they can find the most recent app requirements and information (such as the platform version number, release date, and minimum iOS supported).

- a. The user will also have the option to open these instructions as a PDF.

Please follow the links below to download eVero Telehealth™ Mobile for your appropriate operating system. And remember: Our apps are only available directly through the eVero website; you won't find them within the App Store or Google Play.

eVero Telehealth™ Mobile Apple

eVero Telehealth™ Mobile Android

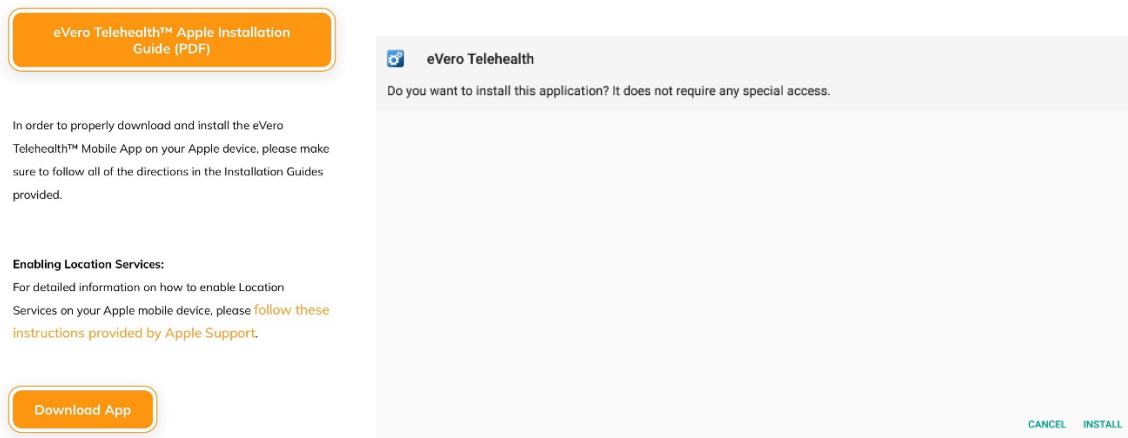
Newest Update:

eVero Telehealth™ Mobile Version 1.2

Release Date:

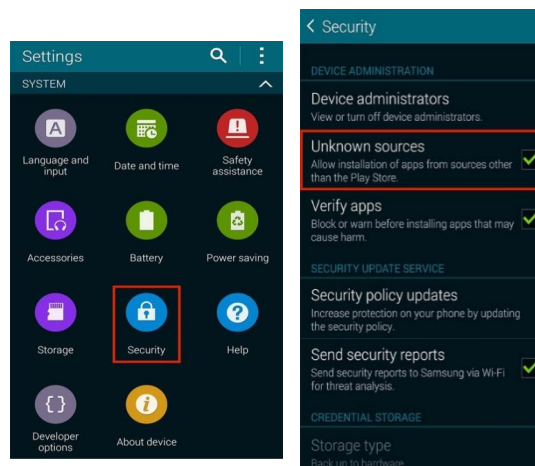
March 2021

6. It's almost time to download the app! Prior to doing so, we highly recommend that the user **enables location services** on the mobile device.
 - a. Detailed instructions on how to do this can be found by [clicking here](#).
7. Once the user has enabled location services, it's time to download the app. Tap the orange **Download App** button and follow the on-screen prompts.



8. Once the download is complete, the next step is to approve the app in the device's security settings.

To do this, open **Settings** on the device and select **Security** from the list of options. Scroll down to where it says **Device Administration**, and select the checkmark next to **Allow Unknown Sources**. Select OK when prompted.



9. Once that is done, the app is ready!

To log in to the app, the user must know their Agency Code, Username, and Password. Contact an Agency Admin with any questions.

