



Guidance Document

digitalAGENCY™ Mobile App Installation Guide





Contents

Introduction	3
<i>Why Isn't the App in the App Store or Google Play?.....</i>	<i>3</i>
How to Download the App.....	4



Introduction

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

Since our app is not available for download 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.

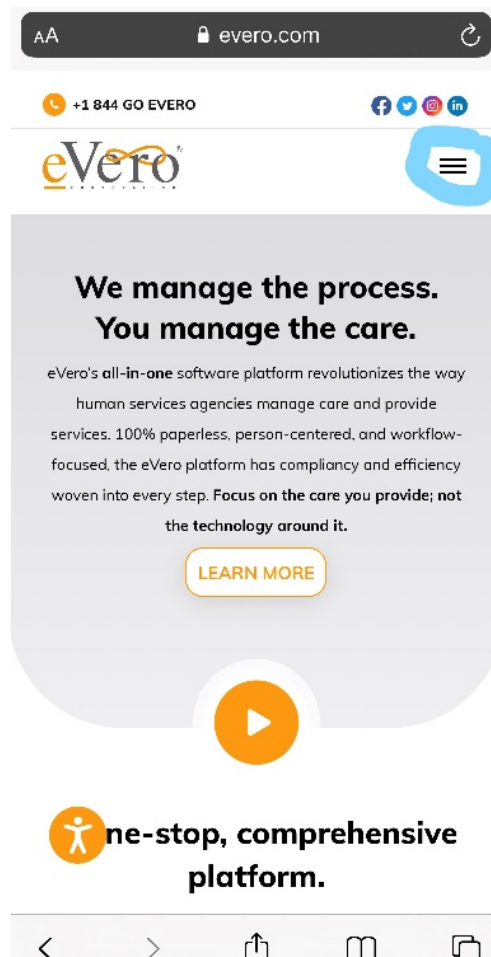
When an app is hosted in the App Store, the platform is required to adhere to a lengthy review process before it can be published *or* updated. This review process can take up to 4 weeks to complete, providing detrimental to our end users and their work efficiency — as we would no longer be able to provide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

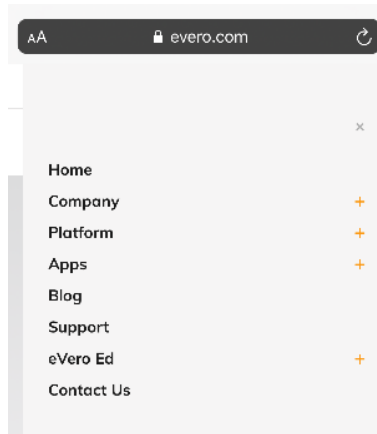
If you are interested in learning more, [please click here](#).

How to Download the App

1. Navigate to www.evero.com in the browser on the desired Apple 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 mobile apps. Tap **digitalAGENCY™ Mobile** to open the digitalAGENCY™ Mobile informational page.



digitalAGENCY™ Mobile

Electronic health records in the palm of your hands! Access your data 24/7/365, and always know that you're compliant.

5. On this page, the user will select the orange **digitalAGENCY™ Mobile [Apple](#)** 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.

Access your data 24/7/365 and always know that you're HIPAA and HITECH Act compliant. Deliver quicker, higher quality care as digitalAGENCY™ Mobile helps to keep you in complete control of the electronic health records you manage.

With eVero, any mobile device turns into a care management tool that travels alongside you. You can communicate with your team, track accountability with staff in the field, optimize back-end logistics, and more. Capture data right at the point of care, and never worry about accuracy in reporting again.

digitalAGENCY™ Mobile brings your team into the 21st Century. Follow the links below to download dA™ Mobile for your appropriate operating system.

[digitalAGENCY™ Mobile Apple](#)

[digitalAGENCY™ Mobile Android](#)

Newest Update:

digitalAGENCY™ Mobile Version 5.0

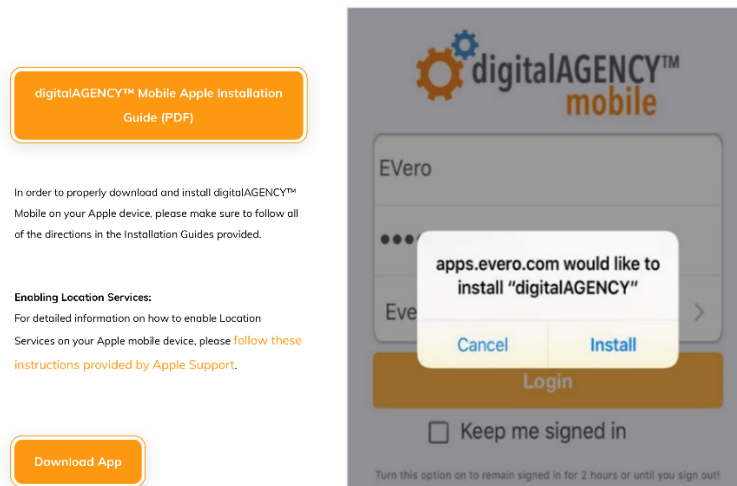
Release Date:

June 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](#).

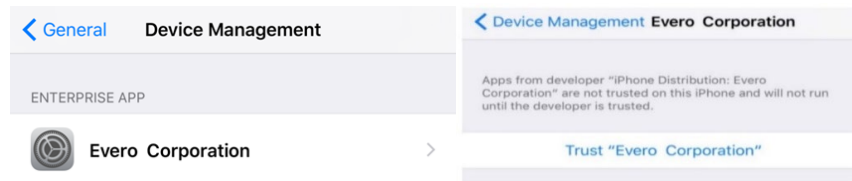
7. Once the user has enabled location services, it's time to download the app. Tap the orange **Download App** button and follow the on-screen prompts.



8. Once the download is complete, the next step is to approve the app in the device's security settings. **Approving the App's security settings varies depending on which Operating System is installed on the Apple device.**

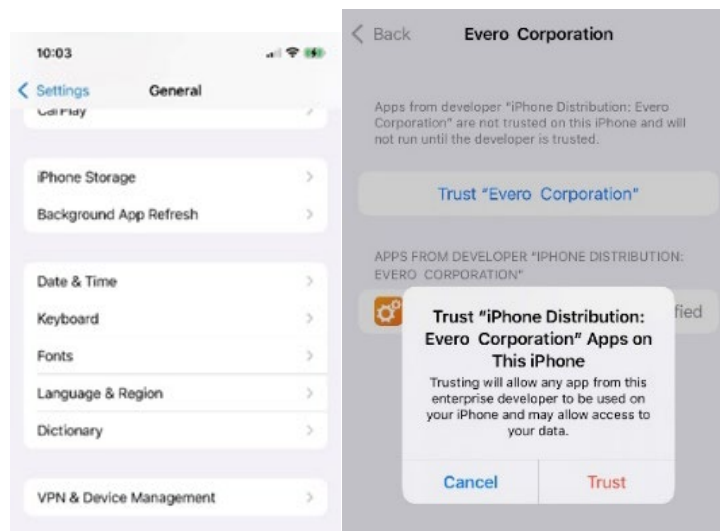
A) For iOS 14.8 and Earlier:

Open **Settings** on the device and select **General** from the list of options. Scroll down to where it says **Device Management** and choose where it says **Evero Corporation**. Once that is selected, confirm that the device is allowed to **"Trust Evero Corporation."**



B) For iOS 15 and Later:

Open **Settings** on the device and select **General** from the list of options. Scroll down to where it says **VPN & Device Management** and choose where it says **Evero Corporation**. Once that is selected, confirm that the device is allowed to **"Trust Evero Corporation."**





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

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

The login form features the eVero logo at the top, followed by the text "Sign in to continue". It includes a "Username" field with a "Forgot your username?" link, a "Password" field with a "Forgot your password?" link, a "Remember Me?" checkbox, and a "Sign In" button. A link for "Need help? Don't know your login information?" is located below the button.

Sign in to continue

Username [Forgot your username?](#)

Password [Forgot your password?](#)

Remember Me?

Sign In

[Need help? Don't know your login information?](#)