













# 1 PRECAUTIONS FOR USE

	WARNING: For trained healthcare professionals only
	WARNING: DO NOT modify the WARD-CSS software
	WARNING: Ensure a stable internet connection to avoid delayed alerts and notifications
	WARNING: Assign every patient to an active user to receive alerts and notifications
	WARNING: Ensure sound and notifications are enabled on the phone
	WARNING: Assign the correct monitor to the patient to receive alerts and notifications
	WARNING: Keep the phone with you to receive alerts and notifications
	CAUTION: Avoid unauthorized access by keeping login information secret
	CAUTION: ONLY use WARD-CSS according to intended use
	CAUTION: ONLY use medical devices for vital sign monitoring according to intended use

	CAUTION: Read and understand the instructions for use for the medical devices used in conjunction with WARD-CSS
	CAUTION: Contact sensor company if you experience problems with the sensors

**Please also note:**

- Make sure you are logged in to the unit where you are working.
- Check that your patients are listed under *My patients* in the *Overview* section of the app.
- If the monitor connected to the sensors needs internet connection, make sure this is active.

## 2 I FORGOT MY PASSWORD:

- Open the WARD-CSS app.
- Select [Forgot your password?](#)
- Enter your email and you will receive a link for creating a new password.

A password must consist of at least 8 characters and must contain an uppercase letter, a lowercase letter, a number, and a symbol.

Please note that if you enter your password incorrectly five times, your access to the app will be blocked for one hour.

For easier access to WARD-CSS mobile app you can enable Barcode login by selecting the [Barcode login setup](#) and follow the instructions. You will find the [Barcode login setup](#) by selecting the [Main menu](#) (the three dashes) in the top left corner of the *Overview* screen.

### 3 I AM NOT GETTING NOTIFICATIONS:

- Make sure that the sound is on and that internet connection is enabled on your mobile phone.
- If internet connection is unstable in your location, you may not receive notifications. Check your phone regularly during your shift.
- Make sure that you are logged in to the correct unit. To do this, select the **Main menu** (the three dashes) in the top left corner of the *Overview*.
  - The unit you are logged in to is listed under **Unit**.
  - Press on **Unit**.
  - Then select the unit in which you want to be active.
  - You cannot be active in two units at the same time.
- Make sure your patients are listed under *My patients* in the *Overview*.
- If your patients are listed under *Other patients in the unit*, change this by selecting the patient in question to open the *Patient Overview*. Then press the **Patient menu** (the three dots) in the top right corner and select **Add patient to your list**.

## 4 I CANNOT FIND THE PATIENT IN THE MOBILE APP:

- Check whether you are logged in to your unit by selecting the **Main menu** (the three dashes) in the top left corner of the *Overview*.
  - Select **Unit** and choose the correct Unit.
  - You cannot be active in two units at the same time.

## 5 I AM NOT RECEIVING PATIENT DATA IN THE MOBILE APP:

- Make sure there is internet connection on your mobile phone.
- Verify that the patient's sensors are connected:
  - Press the patient in the *Overview* in the WARD-CSS mobile app to enter the *Patient Overview*.
  - In the *Patient Overview* select **Sensors** in the top right corner. A screen will appear with the connected monitor, the sensors and the battery status of the sensors.
  - If a sensor is not working, follow the instructions from the sensor company.

## 6 THE MONITOR ASSOCIATED WITH THE PATIENT NO LONGER APPEARS IN THE MOBILE APP:

- Make sure you have internet connection on your mobile phone.
- Check that the monitor is plugged in (and internet connection if required for the monitor) and connected to the patient and that the patient's values are visible on the monitor.
- Check if the signal icon in the *Patient Overview* lights up green. If it is grey, the patient is not assigned a monitor.
  - From the *Patient Overview*: Check if there is a monitor name in the upper right part of the screen next to the patient's name. If the monitor is not visible here, press **Patient menu** (the three dots) in the upper right corner of the *Patient overview*.
  - Press **Add monitor to patient**.
  - Make sure it is the monitor at the patient's side that you add to the patient in the app.

## 7 WHERE DO I SEE THE PREVIOUS VITAL SIGNS IN THE MOBILE APP:

- To get an overview of the vital signs select the patient in question in the *Overview* to enter the *Patient Overview*.
- When you select one of the real-time vital values, an overview will open with a visualisation of both real-time and historical values as trend data. The previous values are displayed in a graph as trend data containing the historical vital signs. Alerts are displayed on the x-axis as red dots.

Here you can do the following actions:

- See at what time an alert was triggered, and check what vital value triggered it.
- Show multiple graphs at the same time: select a vital value to add it to the overview graph, or select again to delete it from the overview.
- Scroll through the chart to a specific time, hold your finger for one second on the graph and drag the white dotted line to the right or left.
- Choose to see either the last 1 hour, 2 hours, 6 hours, 12 hours or everything.

The last measured value for the respective vital sign is displayed to the right of the chart. If data is missing, it will be indicated in the respective vital sign box.



## 8 DO YOU WANT TO REPORT A BUG OR SUGGEST IMPROVEMENTS?

You can report bugs either from the Login page by choosing the [Service Portal](#) or via the [Main menu](#) (the three dashes) in the top left corner in the *Overview* in the app. After this, select [Report error](#) which opens the Service Portal.

In the Service Portal you can report an error (bug), recommend a new feature, or suggest improvements.