



Helping Your Users Connect to Extended Care

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Multiple Device Options

System users access the Extended Care sample portals like most any web-based application: they enter a web address and their Extended Care system user name and password. Once a system user is logged in to Extended Care, they may participate in video conferences with other system users. Extended Care refers to the access device as an "endpoint".

Patients may access Extended Care using a desktop computer, tablet, or smartphone. Many consumer tablets and smartphones will allow them to do this "on-the-go." The device they use will need a compatible web browser and specific video capabilities in order to access the Extended Care video appointments. Some adjustments to the device setup may be required or will enhance their experience.

Providers may also use their own personal devices as long as they are compatible and set up properly. Whereas patients are only allowed one "endpoint" for access, Extended Care allows providers to have more than one. The choice of endpoints may be determined by where the provider will be conducting video conferences and also by what endpoints your organization has chosen to make available. Once a provider is inside Extended Care application, they will be able to choose from a drop-down list of their personally available endpoints.

Some endpoint devices can only be used to connect to video conferences and cannot also be used to log in to Extended Care. These are hardware-based, higher quality televideo devices that may lack the web browsers required to log in to Extended Care. To use such devices, the provider will first need to log in to Extended Care with a browser-based device. Once logged in, the provider then turns on the higher quality endpoint and then joins the video conference.



Note

•A few of the higher quality hardware endpoints also provide browser capabilities. It is possible that they may provide Extended Care log-in capability, but they have not been tested by Cisco and so *the user employs them at their own risk*.

Advising Your Users on Device Selection and Setup

As user/site administrator you will likely be asked to advise your system users regarding compatible endpoint devices and their setup.

The following bullets provide some general guidance.

- Patients may only be assigned one endpoint for accessing Extended Care. Therefore, the choice you help them make must be done carefully to give them the greatest flexibility possible.
- Providers may be assigned multiple endpoints. They can select their alternative endpoints from a drop-down list.
- The user/site administrator is responsible for assigning endpoints to system users, however, the endpoint instance and the endpoint name are created by the Server Administrator. Each name must be unique. It is recommended that the names be descriptive of location and/or user.
- The same hardware-based endpoint can be assigned to more than one provider if they intend to share the device in an office.
- The endpoints that may be used for mobile access to Extended Care are actually software applications that are installed on a system user's browser-capable devices, like a tablet or smartphone. These endpoints are sometimes referred to as "soft" endpoints.

The *Device Compatibility & Configuration Guide for Extended Care 1.1* will help you advise your system users on device selection and setup. To access the document, go to www.cisco.com and look under Extended Care Release 1.1.

Providing Your Users with Their System Access Data

The following sample form may be used as a template to provide your patients and your care team members with the information they will need to access the Extended Care 1.1 sample portals.

Contact your provider office and ask them for the following personal connection data and record it below. Be sure to keep this information confidential.

Web page Address: _____
 Your User Name: _____
 Your Password: _____
 Your organization's Extended Care user advisor: _____
 The Extended Care user advisor's contact data: _____

The web page address will be provided to you by your organization. The user name and password are established by you, using the user/site administrator portal. Guidelines are covered later in this document.