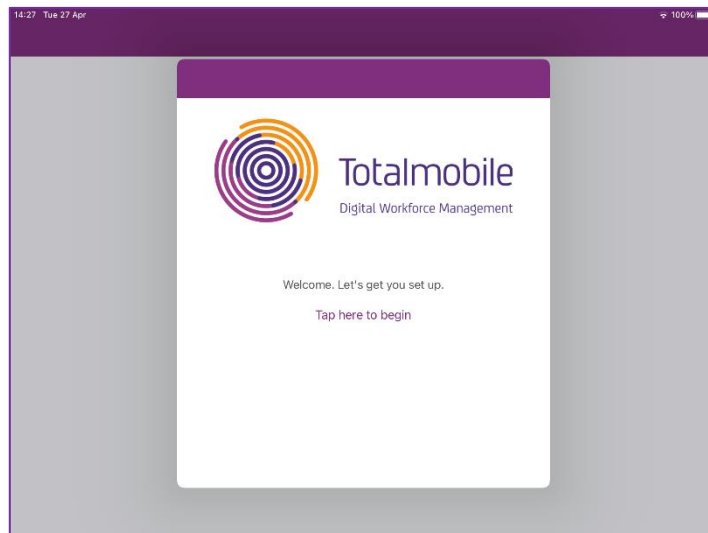# Total Mobile New User Self Activation Guide for iPads

As a new user you will need to log into the Total Mobile app in order to activate your account. Please follow the instructions below carefully
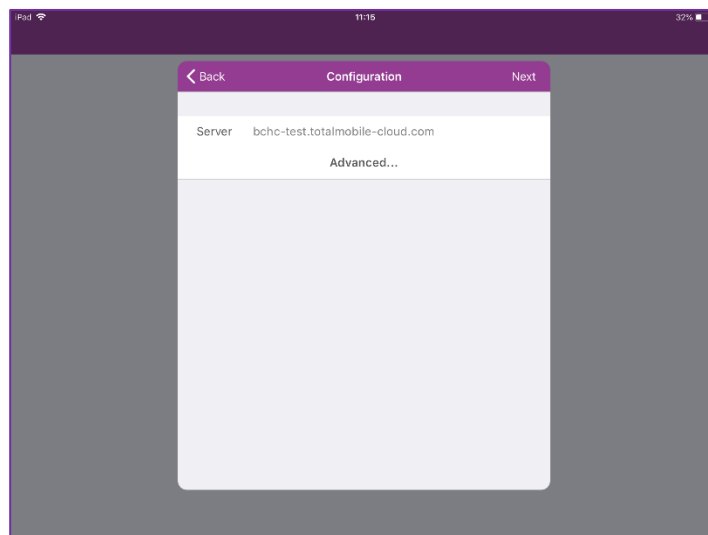
- Tap the **Total Mobile** app icon

The **Welcome** screen will display
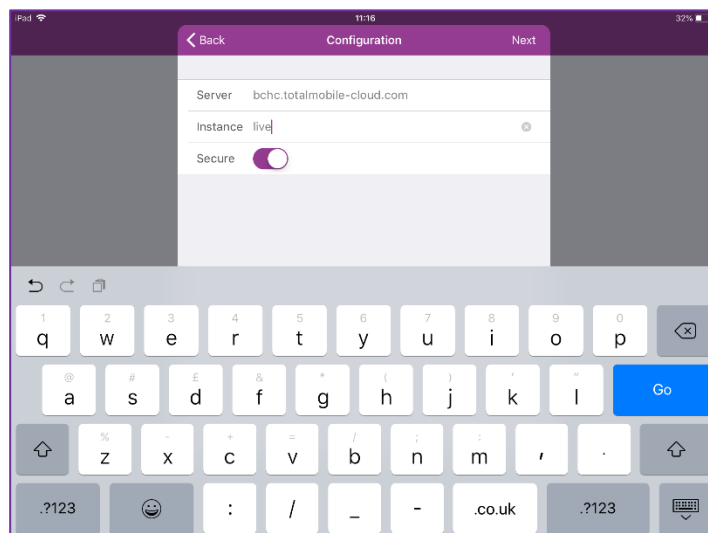
- Tap '**Tap here to begin'**

The **Configuration** screen will display

Tap **Advanced…**

Complete the **Configuration** screen **EXACTLY** as follows:

- Server: **bchc.totalmobile-cloud.com**

- Instance: **live**

- Secure: **slider moved to 'On'**

- Tap **Next** (top right corner)
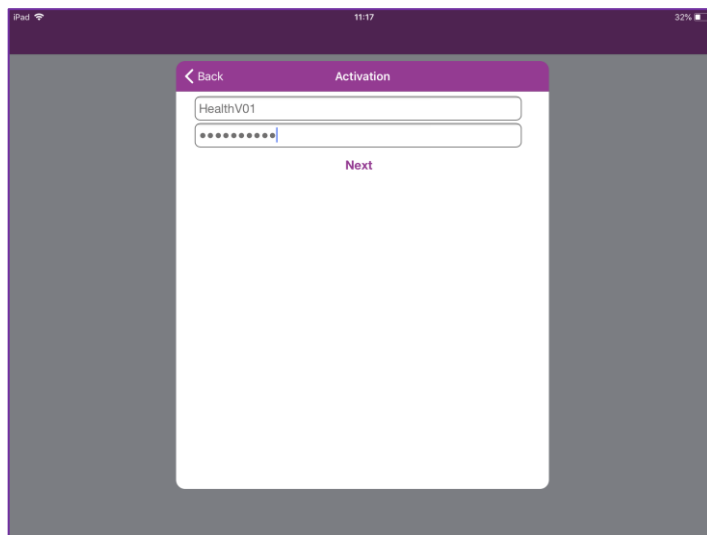
The **Activation** screen will display

- Enter your **User ID**

Your User ID must be entered **EXACTLY** as it is written with Capital letters and Numbers

- Enter the default password: **Password1***

The password needs to be entered **EXACTLY** as it is written with a capital 'P' at the beginning and an asterisk (star symbol)

Tap **Next**

Please enter your Forename, Surname, Job Title, Email Address and Telephone Number if prompted to do so

You will now have to wait for your Total Mobile account to be activated by the Service Support Team.

The team are monitoring the activations screen closely and you should be activated within a few minutes.

If you are not activated, please contact the Service Support team by email at bchc.servicesupport@nhs.net and request your Total Mobile account is activated.
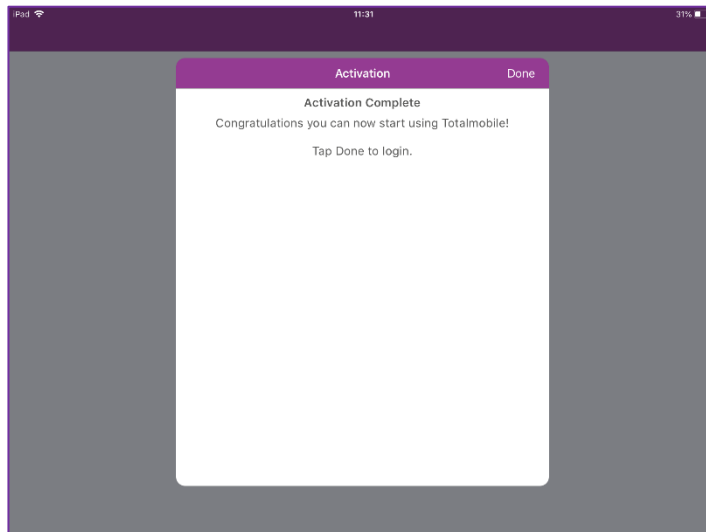
Tap **Check**

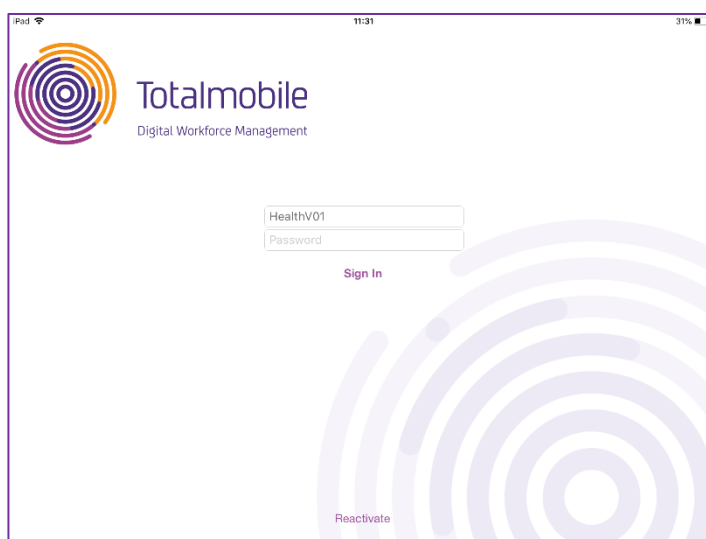You can tap Check as many times as you need to
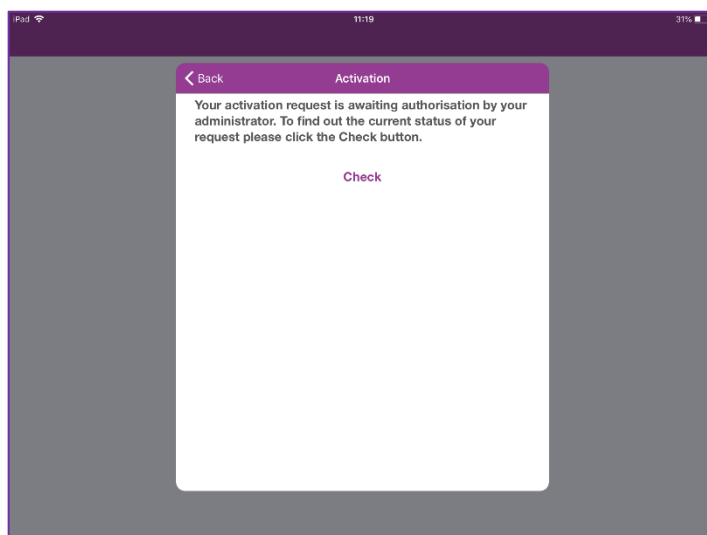
When your account has been activated a message will display saying the **Activation is Complete**

- Tap **Done** (top right corner)

You will be returned to the **Log in screen**

- Enter your **User ID** again

- Enter the default password – **Password1***

- Tap **Sign in**

You may see prompts saying Total Mobile would like to send you **Notifications** or access your **Location**

- Tap **Allow**

You will then be prompted to **change your password**

You new password needs to be a minimum of 8 and a maximum of 16 characters; it must contain an uppercase and lowercase letter, a number and a special character, e.g. * ! @

- Enter the old default **Password1***

- Enter your **new password**

- Enter your **new password again**

- Tap **Done**
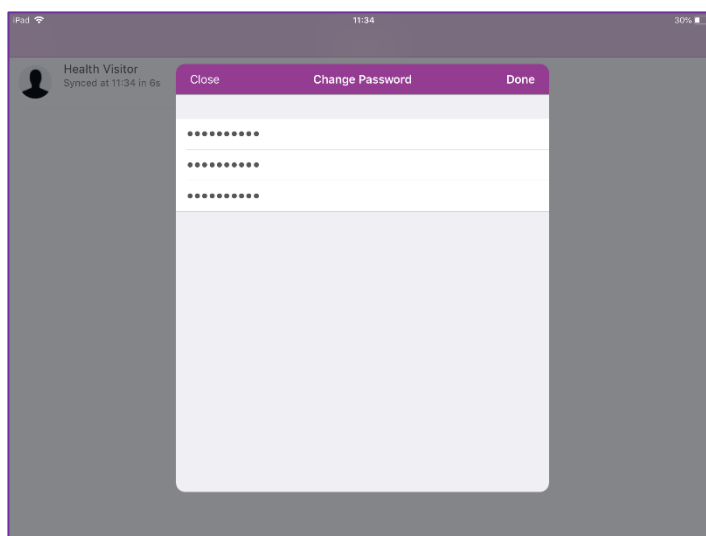
Total Mobile will now load and synchronise appointments from RiO