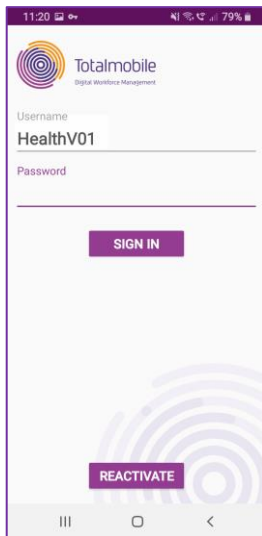


Total Mobile Self Activation Guide for Smartphones

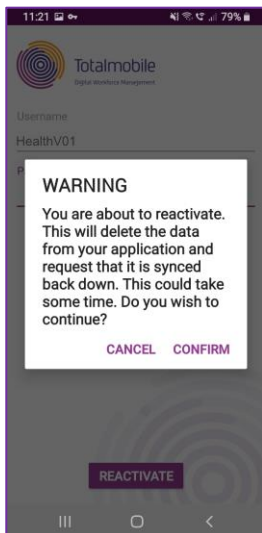
Total Mobile is being upgraded; you will need to reactivate your Smartphone. Please follow the instructions below carefully



- Open **Total Mobile**

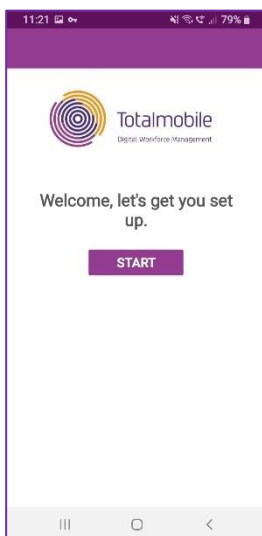
On your login screen you will see your **Username**

- **Make a note of your Username EXACTLY as it displays** (you will not be able to log back into Total Mobile without entering your Username correctly)
- Tap the **REACTIVATE** button at the bottom of the screen (you may need to tap the small downwards pointing arrow ▼ to hide the keyboard)



A Warning will display asking if you are sure you wish to continue?

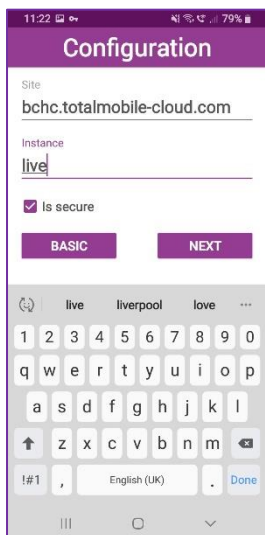
- Check that you have made a **note of your Username**
- Tap **CONFIRM**



The **Welcome** screen will display

- Tap the **START** button

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



- Site: **bchc.totalmobile-cloud.com**
- Instance: **live**
- is secure
- Tap the **NEXT** button



The **Activation** screen will display

- Enter your **Username**

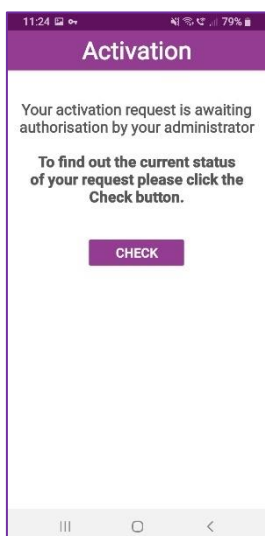
Your User ID must be entered **EXACTLY** as it is written with Capital letters and Numbers

- 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 at the end

- Tap **NEXT**

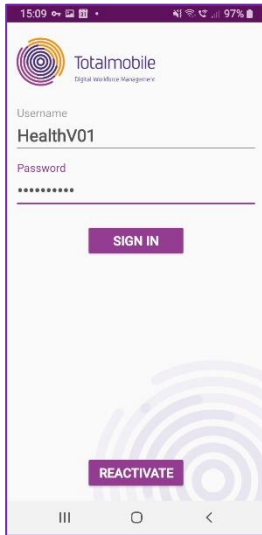
Please enter your Forename, Surname, Job Title, Email Address and Telephone Number if prompted to do so



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.

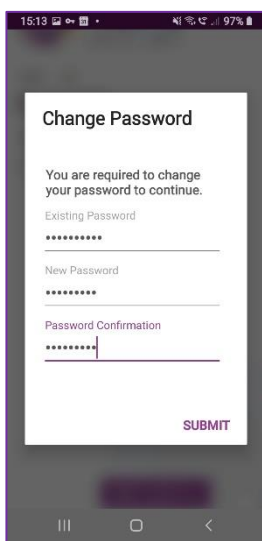
- Tap the **CHECK** button

You can tap the CHECK button as many times as you need to



When your account has been activated you will be returned to the **Sign in** screen

- Ensure your **Username** is entered EXACTLY as it is written with Capital letters and Numbers
- Ensure the default Password of **Password1*** is entered EXACTLY as it is shown with a capital 'P' at the beginning and an asterisk at the end
- Tap **SIGN IN**



You will then be prompted to **Change your Password**

Your 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 **SUBMIT**

Total Mobile will now load and synchronise appointments from RiO