Troubleshooting iPad and Clean Hands iPad Applications Issues

The Clean Hands Hand Hygiene Pro System (Clean Hands System) is composed of the:

- Clean Hands iPad application (app)
- Clean Hands paper tool
- Clean Hands portal

The Clean Hands iPad app and Clean Hands Paper Tool are used to collect data. The Clean Hands portal is the database where the data are stored as well as where reports are generated.

If you are experiencing issues with the iPad or the Clean Hands iPad applications please restart **the iPad.** If you continue to experience issues after you restart the iPad there are three main issues that users tend to encounter:

- Software issues
- Network connection issues
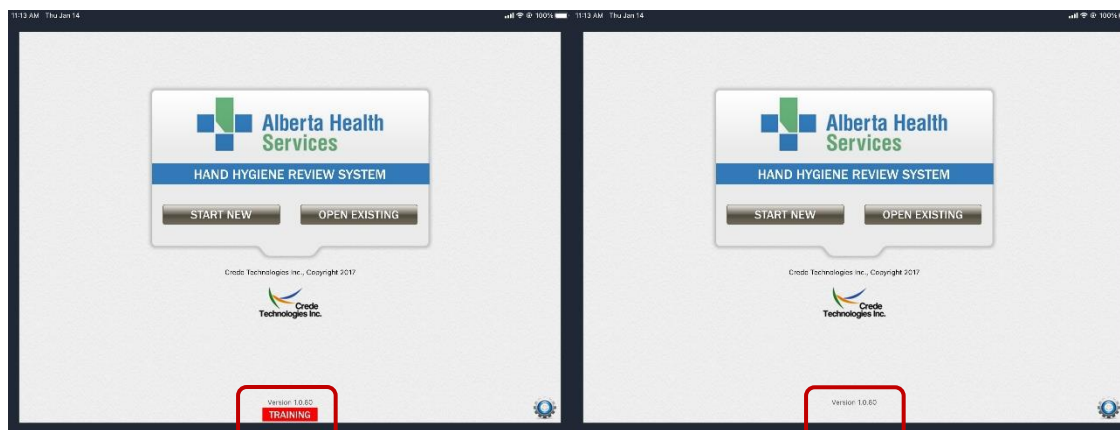- Hardware issues

Software issues

Typically, software issues are the result of the iOS or Clean Hands iPad app software being out of date.

Ensure that the iOS software on the iPad is up to date.
If you need more information on updating the iOS software on the iPad please refer to Update your iPhone, iPad, or iPod touch.

Ensure that the clean hands iPad App is up to date.
Open the AHS Clean Hands - Training iPad app (Left) and AHS Clean Hands - Production iPad app (Right), both should state **Version 1.0.60**.

If you continue to experience software issues related to the Clean Hands iPad app please contact hand.hygiene@ahs.ca for more information before contacting your local IT Service Desk.

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Network connection issues

Errors indicating there is an issue with the network connection mean the iPad does not have a strong connection to the network – either through cellular or Wi-Fi – to download or upload information from the Clean Hands System.

Cellular

If the iPad is using a cellular connection and experiences network connection errors, the user needs to go to another location inside or outside the site where there is a strong connection. However, it is important to note that cellular connections in and around sites can be weak.

Wi-Fi

There are several ways to connect to Wi-Fi.

- If you <u>do</u> have access to the AHS Wi-Fi:
  - Settings ⚙ Wi-Fi 📶 Make sure Wi-Fi is turned on 🟢
  - Under CHOOSE A NETWORK select "AHSRestrict".
  - "AHSRestrict" is password protected. Therefore, you will be asked to enter a Username and Password. Enter your AD Account (AHS log in information) that you use to log in to a PC and accept (or "Trust") all certificates.
  - If someone else is signed in, select "AHSRestrict" and then select "Forget This Network" before completing the steps above.
- If you do not have access to the AHS Wi-Fi, you will need to connect to Wi-Fi either at home or at a public location with free Wi-Fi such as a coffee shop or fast food restaurant.
- If you need more information on connecting to the Internet with Wi-Fi please refer to [Connect to Wi-Fi on your iPhone, iPad, or iPod touch](#).
- You can also use the cellular on the iPad if the iPad is cellular capable.
  - If you are an AHS employee and the iPad is using Wi-Fi it is important that the iPad is connected to the "AHSRestrict" network and not the healthspot network, as there are restrictions placed on the healthspot network that limit the ability to download or upload information from the Clean Hands System. Therefore, the Infection Prevention and Control Hand Hygiene Program recommends users connect the iPad to the "AHSRestrict" network where possible.
  - If you are a contracted services provider employee connecting to Wi-Fi at a public location with free Wi-Fi, it is possible that there are restrictions placed on the network that limit the ability to download or upload information from the Clean Hands System.
  - If you continue to experience network connection issues related to the Clean Hands iPad applications please contact hand.hygiene@ahs.ca before contacting your local IT Service Desk.

Hardware issues

- If you are experiencing issues with the hardware such as the iPad then contact your local IT Service Desk.
- Troubleshooting iPad and Clean Hands iPad Application Issues.

Hand Hygiene Program
Resource Materials

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