

# TECHNICAL INFORMATION

## iPAD AND ARIS APP INFORMATION

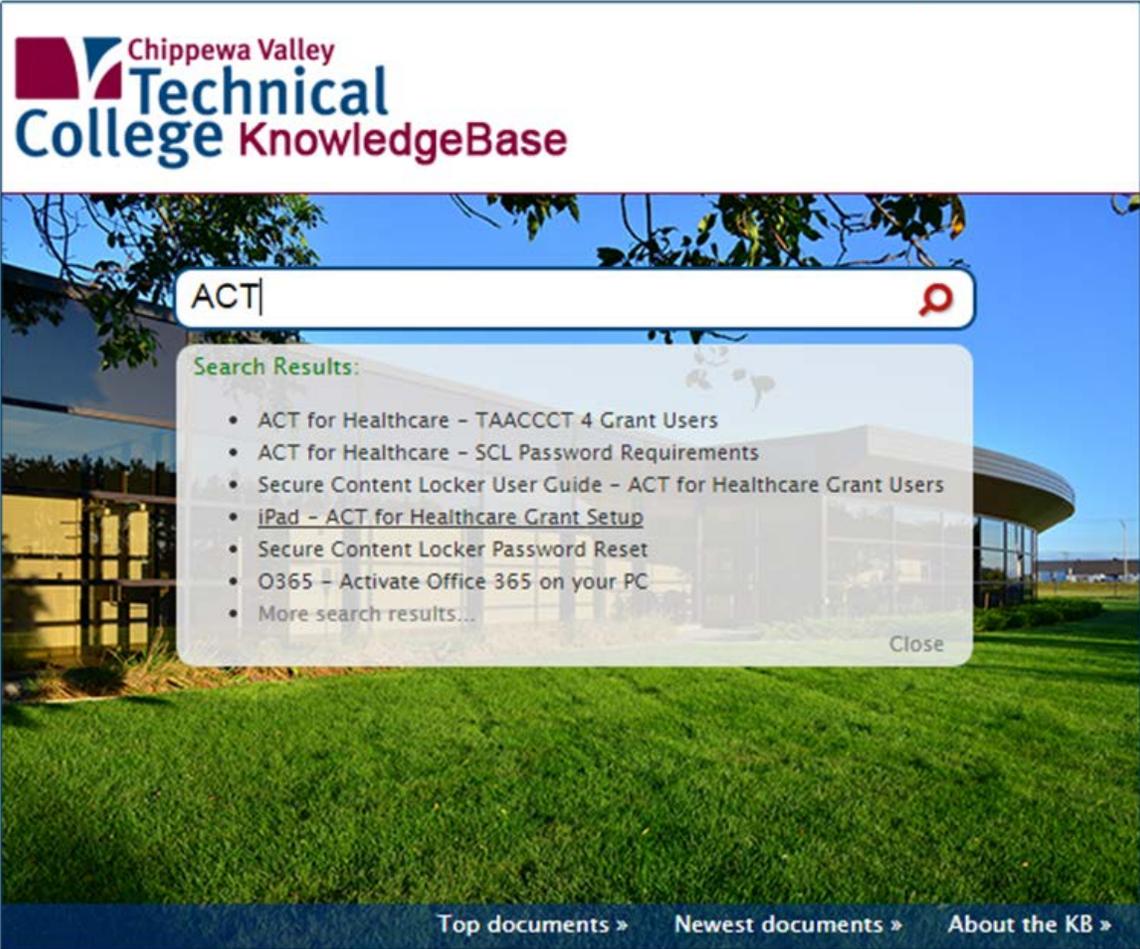
The U.S. Department of Labor's Employment and Training Administration has awarded \$19,999,991 under the TAACCCT grant program to be shared among the 16 colleges within the Wisconsin Technical College System (WTCS). 100% of this project equaling \$1,300,956 is being financed with Federal money. This is an equal opportunity program. Assistive technologies are available upon request and include Voice/TTY (711 or 800-947-6644). This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, expressed or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness,

## ACTIVATING NEW

Activating a New or 'Wiped' (Erased) Consortium iPad

These directions can be found on Chippewa Valley Technical College's Knowledge Base site at <https://kb.cvtc.edu/>

Enter "ACT" in the search bar and select "iPad – ACT for Healthcare Grant Setup"



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Search Results:

- ACT for Healthcare – TAACCCT 4 Grant Users
- ACT for Healthcare – SCL Password Requirements
- Secure Content Locker User Guide – ACT for Healthcare Grant Users
- iPad – ACT for Healthcare Grant Setup
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## HOW TO ACTIVATE YOUR iPad:

You need to activate your iPad before using it for the first time and also when you've restored the factory default settings. These instructions are generic for any non-consortium purchased iPad. iPads must have internet connectivity to use ARIS. iPads in general may or may not have mobile network connectivity (like Verizon).

(Consortium iPads have only WiFi capability) Parts of these instructions may not apply to WiFi only iPads.

1. Enter PIN
2. Slide your finger right on the display.
3. Press Unlock.
4. Key in your PIN and press OK.
5. If your iPad rejects your SIM card: (cell network connected iPads only)
  - a. Contact your distributor or service provider where you bought your tablet.
  - b. Select general settings
  - c. Press the required language.
  - d. Press the required country or area.
  - e. Select connection type
6. To activate your iPad using WLAN:
  - a. Press the required Wi-Fi network or choose another network.
  - b. Follow the instructions on the display to connect to the required WLAN.
7. To activate your iPad using the mobile network: (cell connected iPads only)
  - a. Press Use Mobile Connection.
8. Activate or deactivate location services
  - a. Press Enable Location Services or Disable Location Services
  - b. If you select Disable Location Services:
  - c. Press OK.
9. Setup your new iPad
10. If it's the first time you use an iPad:

### 11. To activate your iPad using an existing Apple ID:

- a. Press Sign In with Your Apple ID.
12. To activate your iPad using a new Apple ID:
- a. Press Create a Free Apple ID.
  - b. Follow the instructions on the display to activate your iPad.



**Step Two: Open the ARIS App**

A list of ARISE scenarios are listed in your Curriculum Binder or in the Secure Content Locker. Each title page has a QR code that can be scanned to load a scenario.

**Step Three: Select a Scenario**

## SERIOUS GAME

SKILL FOCUS: Therapeutic Communication | DISCIPLINE: Nursing | LEVEL: 1

**DEMENTIA**

Estimated Time: 20 minutes



Patient Name: Dennis Mickleson

**SCENARIO OVERVIEW**

Dennis Mickleson is an 88 year old living in a long term skilled nursing facility due to severe dementia. He has a poor appetite, and the goal is to help encourage him to eat a snack.

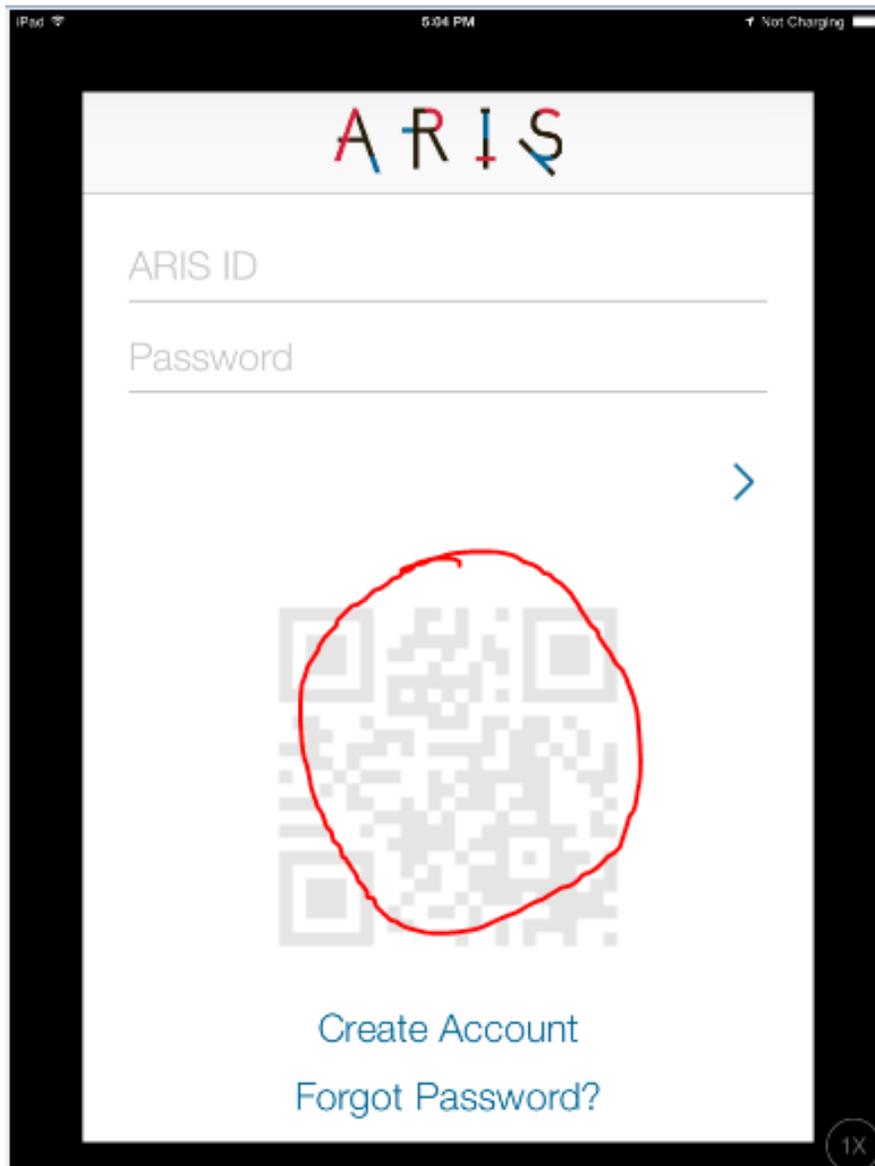
**LEARNING OBJECTIVE(S)**

Apply therapeutic communication techniques with a patient with severe dementia.

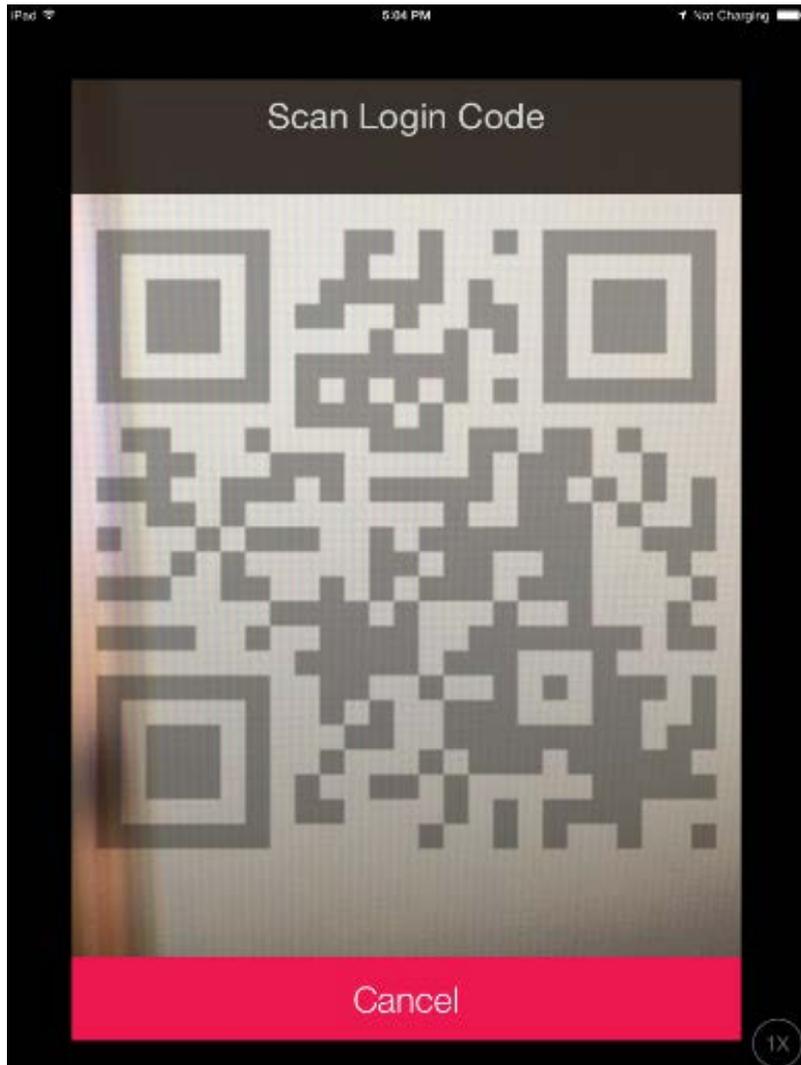
**QR CODE**

Scan to begin

When you open the ARIS App, you will see a screen like this. Touch the ghost image of the QR code to scan the code on the title page.



You will see a screen like this and just aim your iPad camera at the code on the page to load the scenario.



Note: Sometimes the ARIS app will require you to take a selfie (Take a Public Player Image) and enter a user name when it is opened. This usually occurs after a scenario is aborted before finishing or for other reasons was forced to quit.

When this occurs, you must take the selfie photo by touching the round button image below the photo, then touch Use Photo, Enter some text when the keypad appears, touch 'Return', then touch 'Save'.

You will see a menu of games and up at the top next to the ARIS title, 3 horizontal bars in an icon to the left. This is the Menu icon. Touch this and select '< Log Out' at the bottom of the screen.

The App is now reset to the main screen. You should now see the ARIS Login Screen and can scan a code to start a scenario.

## FREQUENTLY ASKED QUESTIONS (FAQ)

### **How are scenarios organized?**

Scenarios have Storylines and functional categories. The storylines are a growing number of patient based stories and can be used across many categories and disciplines. Scenarios will be created based on combinations of these, and may also include levels that are appropriate for student experience or progression in their studies.

Some examples of existing storylines are:

- Pediatric Pain
- Dementia
- Wound Management

The functional categories are:

- Serious Games
- Case Studies
- Simulations

### **How are scenarios played?**

Scenarios are played using iPads and the ARIS app. The app program will prompt students by giving them objectives to complete and information to care for the patient. Faculty should be present to assist students and for debriefing. All scenarios have common procedures that need to be followed in order for the scenario to progress. The following is a review of the procedures:

- All scenarios can start by scanning the QR code for that particular scenario.
- Published scenarios can also be searched for within the ARIS App if the user has registered a login name and password. When the App opens and after logging in, touch the search icon at the bottom (magnifying glass) and enter the word 'ARISE'. A list of currently published scenarios will appear. Touch one to play. RESET if prompted, and then 'New Game'.
- The ARISE scenarios may require scanning of more QR codes when being played. Others just interact via the touchscreen.

### **What are QR Codes?**

QR codes are just a way for cameras to easily read a string of text to use as input for a program. When the ARIS App is running, the QR code tells the App which scenario to load if you are at the login page, or what type of object you are scanning during the scenario.

### **What are common codes?**

Common codes are QR codes used in more than one scenario. These codes can be placed on items and reused. See the location picture within each scenario curriculum. A file containing the codes that can be printed for placement is located in the Secure Content Locker. They include but are not limited to:

- Patient: Place this QR code on patient forehead or accessible head placement area
- Family: Typically used for required scanning of family member in the room.
- Patient ID Band: Place on the patient ID band or on the wrist.
- Report: Place outside room on low fidelity representation
- Leg: Can be used for any leg, foot, or ankle type placement called for by scenario
- Chest: Can be used for any torso type placement called for by scenario
- IV Site: Can be placed on hand/wrist/arm for IV or PICC line.
- IV Pump: Can be used to trigger virtual IV Pump on iPad.
- Facilitator: Instructor or other guiding influence in simulation.

### **How do I print my own codes to start the scenarios and scan things during their use?**

A file containing the codes that can be printed for placement is located in the Secure Content Locker. The material that seems to work best for repeated use is matt finish card stock. Regular copier paper works OK too, but is not quite as durable. Laminating them is not recommended.

### **How do I set up a scenario?**

Directions on the set up of each scenario are located in the scenario curriculum.

### **Message on iPad: Software Update Available. Update Yes/No.**

It is OK to say no, especially if you are in a hurry. Then, see FAQ *'Can I update the iPad iOS?'*

### **Can I update the iPad iOS?**

Apple may release a new update of their operating software. At this time, we are recommending that you do not update your iPads. As of this writing (2/10/2016) iOS 9.2.1 is working well with the software. We will release a statement when to update after we verify with the ARIS Company that the app is compatible with new updates. We will try to update this document with that information as well. The ARIS app will automatically update. The ARIS App can be deleted and reinstalled from the App Store at any time. The latest updated published version will be there whenever the ARIS Software team releases one.

### **When I try to start the scenario from a QR code, all I get is a black screen.**

1. Make sure the camera on the side opposite of the touchscreen is not covered.
2. Make sure the App has permission to use the camera in the App settings. Do this by opening the icon on the iPad home screen called 'settings' (It looks like a grey gear). On

the left side of the screen, if you scroll down, you should see the ARIS App icon. Touch this and on the right side will be a setting switch for 'Camera'. Slide the switch to the right and it should turn green. Hit the home button to exit and try again.

**The scenario does not seem to be working right/ I'm seeing strange text characters.**

1. Check your WiFi in the area you are trying to play the scenario. This software depends on connection to the internet by WiFi or cellular. The consortium iPads have only WiFi connectivity. In the upper left corner of your iPad you should see at least 2 or 3 wave bars next to the word 'iPad'. That means there is a strong WiFi signal. On the iPads main screen you can use the Safari Web Browser to verify good internet function. If you can watch a YouTube video or other internet based video without any trouble, then the ARIS software should be able to function.
2. Sometime the software gets a hiccup or something goes wrong. See the restart process below in the FAQ question 'What do I do if the app freezes or the student is kicked out of the app?'

**When I scan a QR code it displays the message:**

"Scan Successful, but... This code doesn't mean anything right now. You should come back later."

This message appears when a code is scanned, but the ARIS software has no current instruction on what it should do with it. It is a generic message that ARIS uses. So if a simulation room/mannequin is ready for students to play multiple scenarios with QR codes placed for all of them, and the student scans a QR code that is not used in the current scenario they are playing, but is used in a different one; this message will display. This would also be the message that displays if a QR code is scanned to start a scenario that does not apply to one that is published.

**How do I update the ARIS App?**

On a consortium iPad, the App should automatically update. If it does not, the App store will have an update for it if there is one available. Non-consortium iPads should be able to update via the App store.

**What do I do if the app freezes or the student is kicked out of the app?**

There are several ways/things to try in the event the iPad, ARIS App, or ARISE Scenario Program are misbehaving:

1. Restart the App by pressing the home button and reselecting app.
2. Force ending the App/Scenario. The ARIS App can be force closed in a similar way as any other App. The iPad user can 'double press' the home button at the bottom of the

iPad. Several pages layered on top of each other may show on the iPad screen. Swiping in an upward motion on any of the underlying pages will force close those applications and any data that is being temporarily stored in the background. This does not hurt the iPad or its software but scenario progress for the current scenario being played will be lost. The ARIS App will restart fresh the next time it is opened. It is likely that the user will have to take a selfie and enter a player name when the App restarts from a 'force close'. This is normal and the data is only temporary. The iPad may retain the photo taken in its own photo folder and may be deleted later.

3. The ARIS App can be deleted and re-installed from the App Store using the normal App deletion process of holding the home button down until 'X's appear on all the Apps and release the home button. Touch the X on the ARIS App to delete it and then press the home button again to get out of the delete Apps mode. Reinstall the App from the App store.
4. Force a restart for the iPad (see <https://support.apple.com/en-us/HT201559>)

### **Where can I get support for iPad issues?**

If you are a member of the ACT for Healthcare Consortium in Wisconsin and the device has been licensed by Chippewa Valley Technical College (CVTC), please contact the college IT Service Desk

Consortium users should have access to the Secure Content Locker, which will contain information about the ARISE project. Also the Knowledge Base (link below)

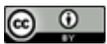
Contact Information for TAACCCT4 Consortium iPad Issues Only

- Dial 5555 from a CVTC phone
- Call: 715-830-5555
- Email: [servicedesk@cvtc.edu](mailto:servicedesk@cvtc.edu)

### **Non-consortium iPad issues**

If you are not a member of the ACT for Healthcare Consortium in Wisconsin or the device has not been licensed by Chippewa Valley Technical College (CVTC) please utilize the Apple support website <https://www.apple.com/support/>

Consortium and non-consortium users can find a growing amount of help articles here on the CVTC Knowledge Base: <https://kb.cvtc.edu/> and search for 'ACT for Healthcare'



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