

emocha Health®

CCSD  
CLARK COUNTY  
SCHOOL DISTRICT



# emocha Mobile App User Guide for Employees

Updated September 2021

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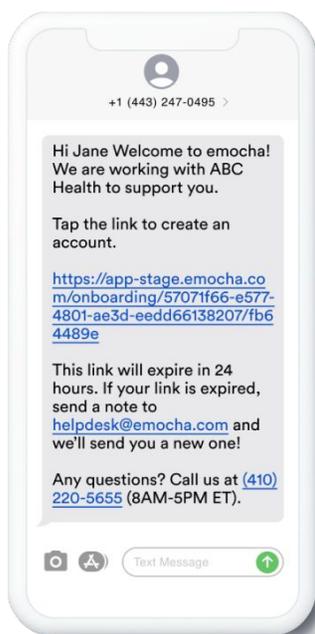
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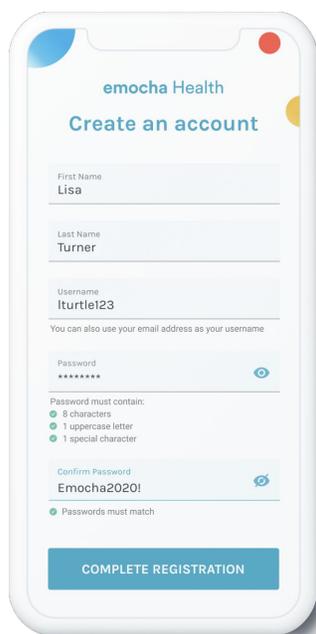
# Getting Started

## 1. Welcome message



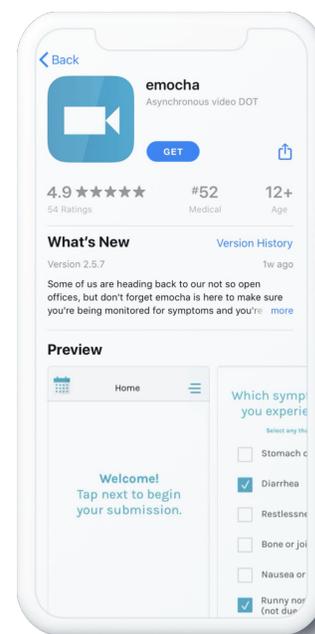
You can receive both an email and an SMS from emocha with instructions for how to create an account. Tap the link provided to set up your account. This link expires after **24 hours**.

## 2. Create your account



Choose English or Spanish instructions and then enter your **First Name** and **Last Name** for identity verification. Create a **Username** and **Password** - your Password must include at least 8 characters and incorporate at least 1 capital letter, 1 number, and 1 special character. *\*Note: If using a "zero" at least 2 numbers must be included in your password.* Select **Complete Registration** when you have entered all required information.

## 3. Download app



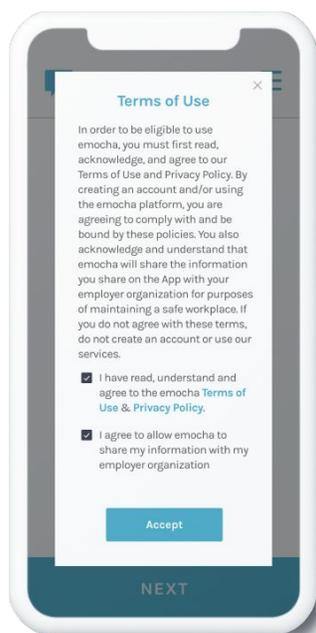
Navigate to the **Apple App Store** or the **Google Play Store** by selecting one of the options that appears after your account is created.

## 4. Login to emocha



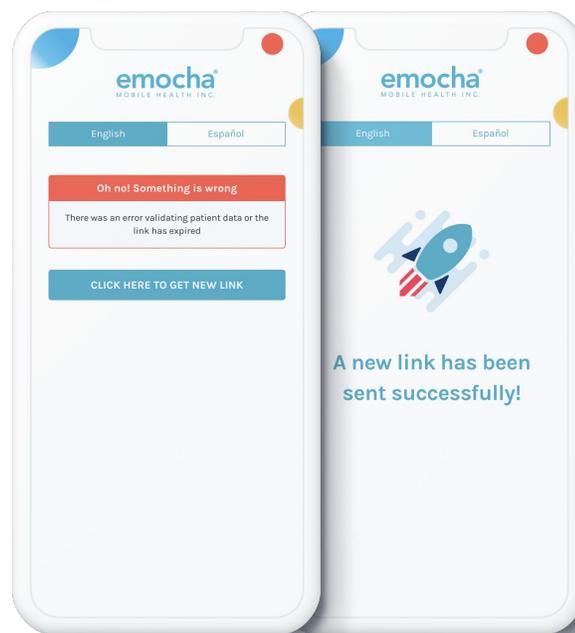
Open the **emocha App** and login using the Username and Password you just created.

## 5. Terms of Use



Read and accept emocha's Terms and Conditions. *\*Note: All data submitted to emocha's HIPAA-secure platform will only be viewed and accessible by emocha's public health monitoring team, and is subject to legal requirements surrounding Protected Health Information.*

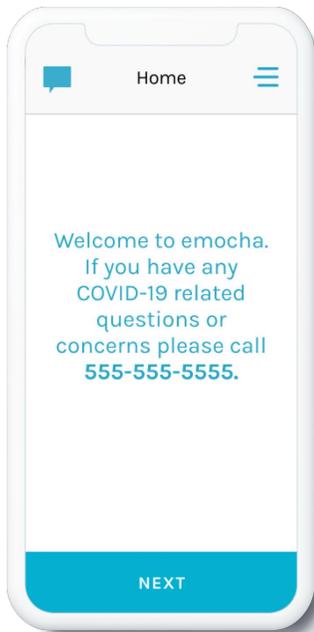
## 6. Link expired?



If the link to create your account has expired, an option will appear that allows you to generate a new one. Simply click the **Click Here to Get New Link** button to receive a new text from emocha. *\*Note: You can also email helpdesk@emocha.com to request a new account creation link.*

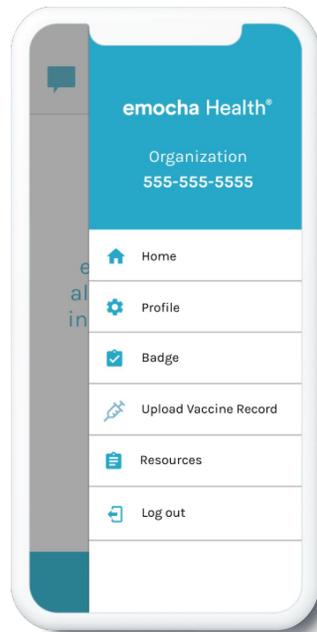
# App Overview

## 1. Home



Access the App's menu, begin your daily check-in, or chat with a member of the emocha Care Team. Tap "Next" to begin your daily check-in.

## 2. Menu

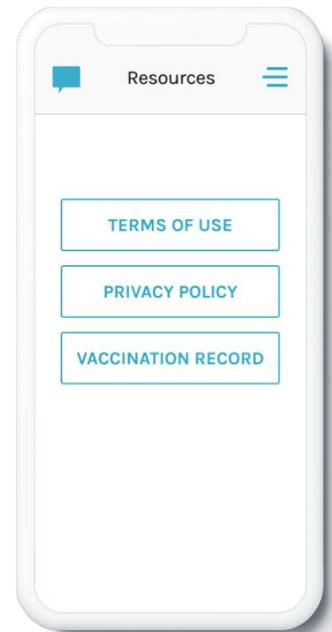


Access the **Menu** by selecting the menu icon located in the top right hand corner of your screen. Here you will see options to view your profile, upload and view your vaccine records, view your digital badge, access emocha program information and COVID-19 resources, and log out of the emocha app.

## 3. Language Settings

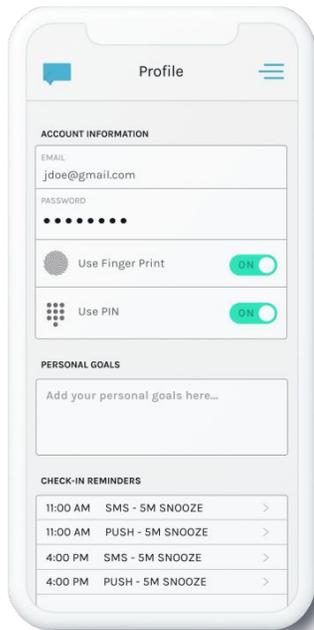
The emocha App is available in English and Spanish. If you wish to update your emocha App's language settings to Spanish, please call emocha support or email [helpdesk@emocha.com](mailto:helpdesk@emocha.com) to request this change.

## 4. Resources



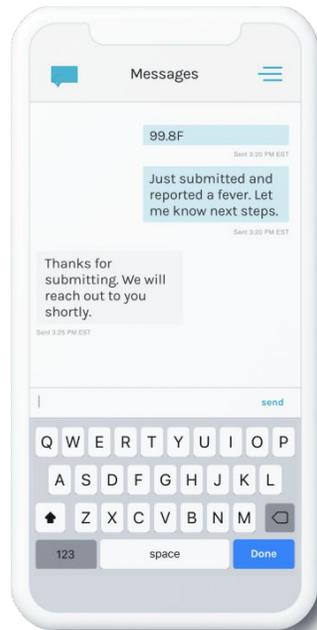
Access additional resources and links on the program in the "Resources" tab.

## 5. Profile



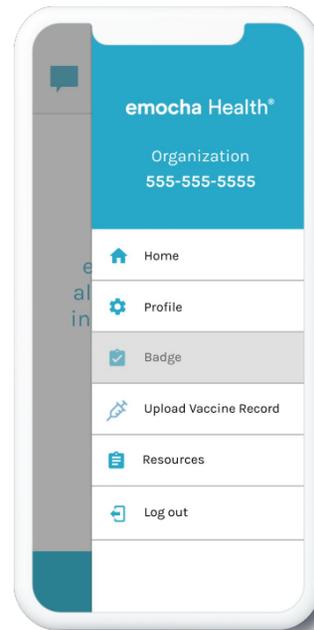
Log in faster by turning on Touch/FaceID or set up a 4 digit passcode ( PIN). You can also adjust your check-in reminder time from this page.

## 6. Chat



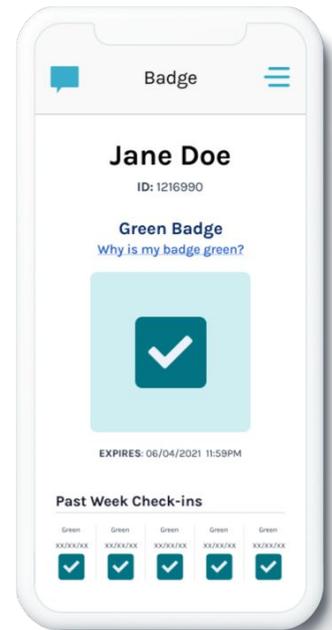
Tap on the chat icon, located on the top-left, to communicate with the emocha Care Team.

## 6. Digital Badge



Access your digital badge directly from the menu The Progress Tracker, displayed at the bottom of your badge, displays your five most recent badges.

## 7. Progress Tracker



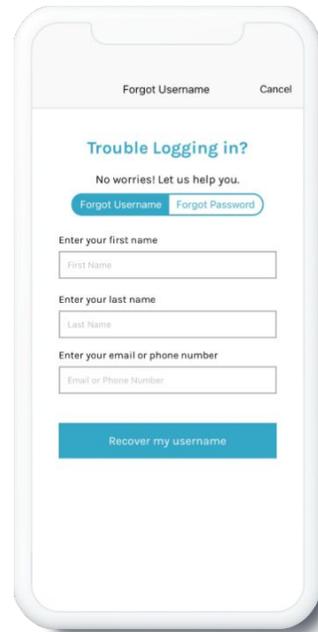
# Forgot Username

## 1. “Forgot” Button



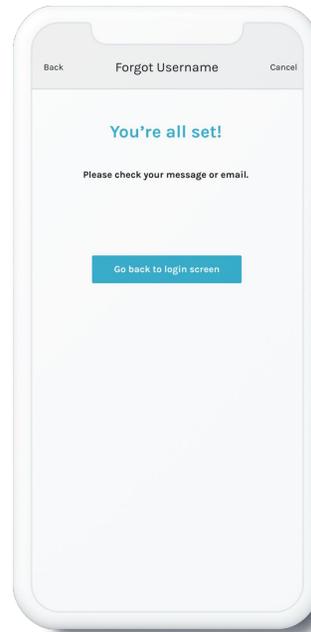
Start from the first log-in screen and tap the “Forgot” button next to the “Login” button.

## 2. Fill in Answers

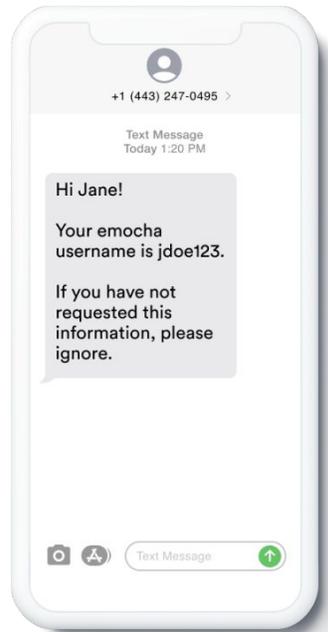


Enter all the appropriate information, and submit your form by tapping the “Recover my username” button.

## 3. Get Text/Email



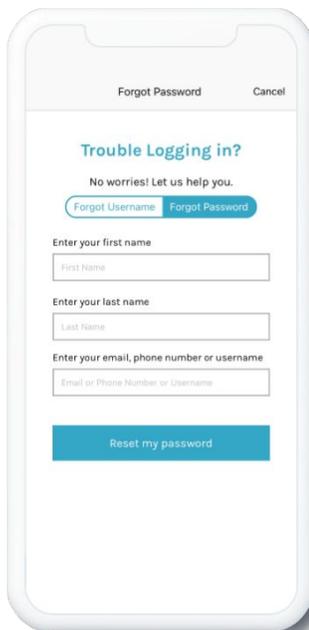
Once you see this screen, you're all set! We will send you a text with your username.



Once you recover your username, you can go back to the app and log in.

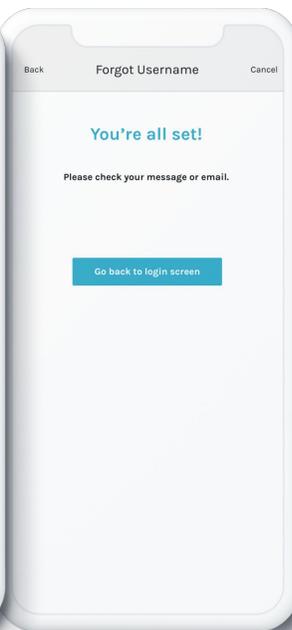
# Forgot Password

## 2. Fill in Answers



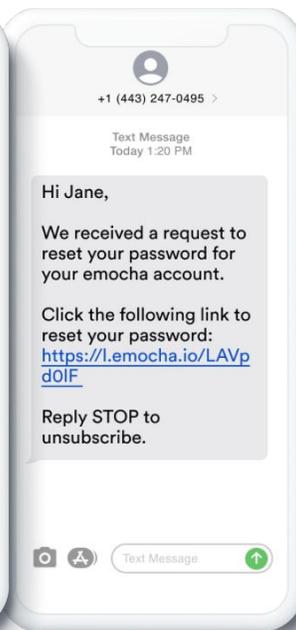
Enter all the appropriate information, and submit your form by tapping the “Reset my password” button.

## 3. Get Text/Email

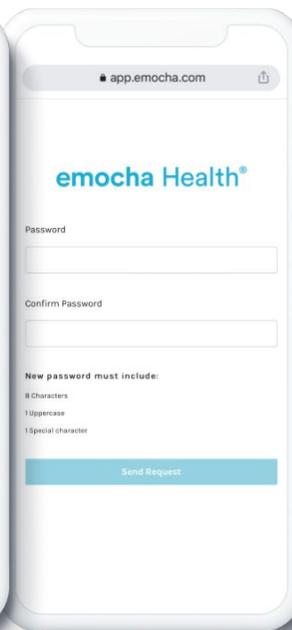


You're all set! We will send you a text with instructions on how to reset your password.

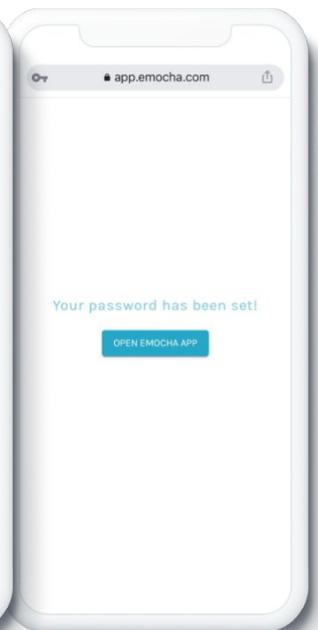
## 4. Reset your Password



Tap the link in the message to reset your password.



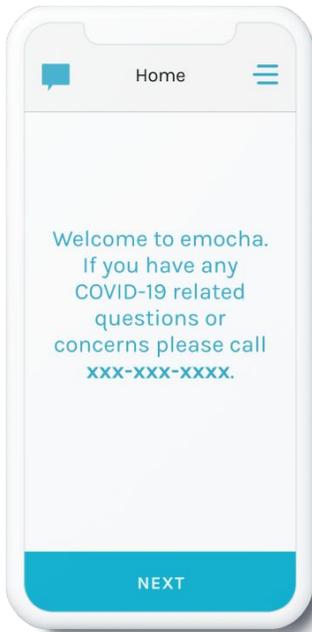
Create a new password following the guidelines listed on your browser window.



Once you reset your password, you can go back to the app and log in.

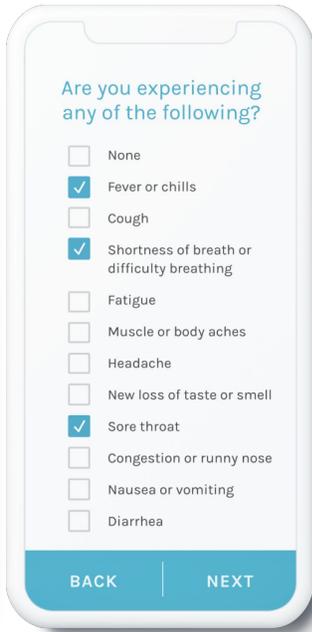
# Check-in Workflow

## 1. Home



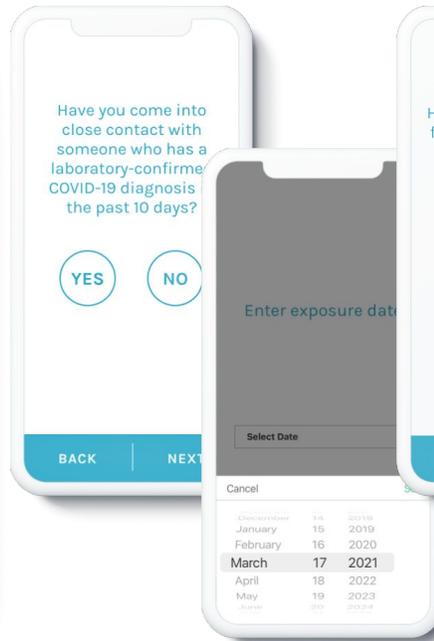
When ready to submit, tap "Next" to begin a check-in.

## 2. Report Symptoms



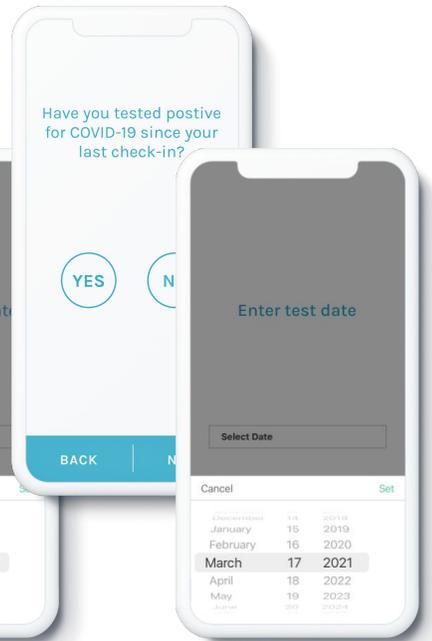
Select all symptoms that you are experiencing or choose "None" if you are currently experiencing no symptoms.

## 3. Exposure Information



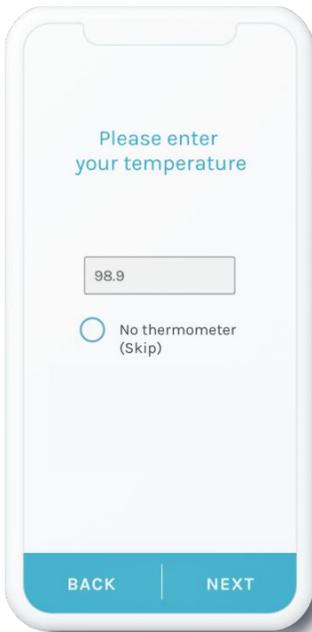
If you have come into close contact with someone with a laboratory-confirmed COVID-19 diagnosis in 10 days prior to your check-in, answer "Yes" and provide a date for your exposure.

## 4. COVID-19 Testing



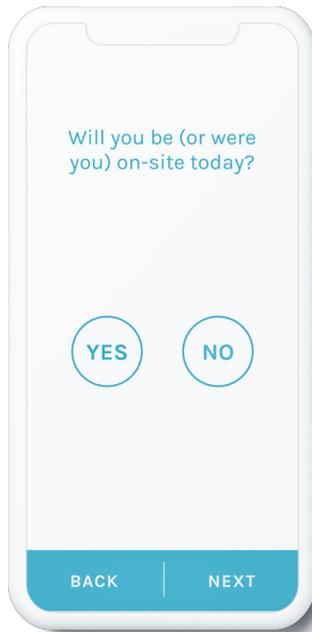
If you have received a COVID-19 positive test result between your previous check-in and your current check-in, answer "Yes" and provide the date of your positive test.

## 5. Temperature



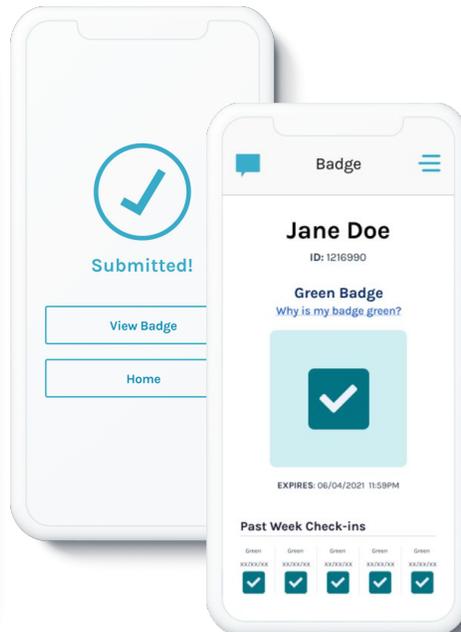
Enter your temperature or select "No Thermometer" if you have no thermometer available. *\*Note: If you select "No Thermometer" you may be required to complete a temperature screening when you report to work.*

## 6. On-Site

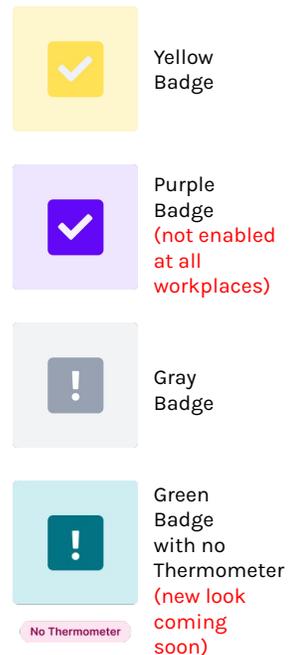


Answer "Yes" or "No" to indicate whether or not you will be reporting to your worksite.

## 7. View Digital Badge

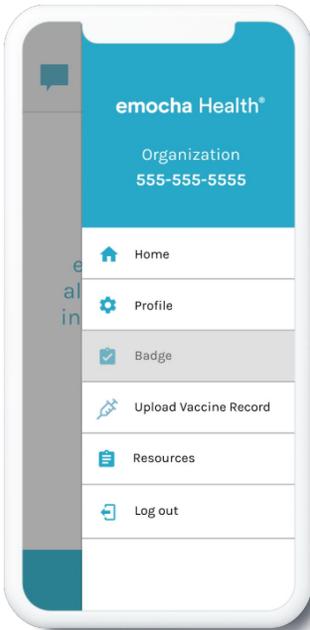


Upon completion of your check-in, you will receive a Badge that indicates whether or not you should proceed to work. Your responses to the questions in your daily check-in determine the color of your digital Badge, in accordance with guidelines and policies set by your employer.



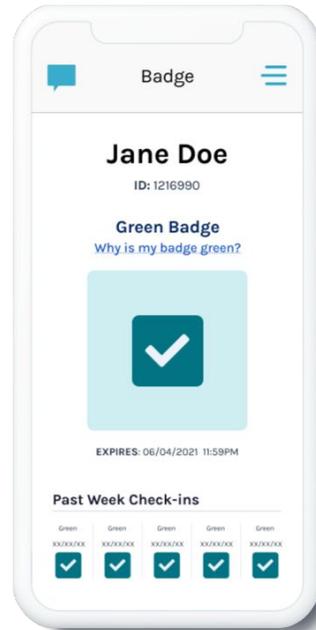
# Digital Badge

## Menu



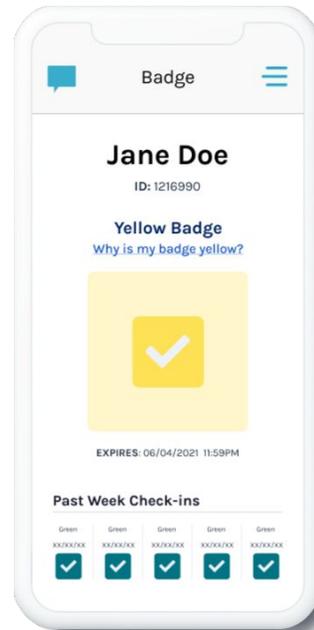
Tap on menu and tap "Badge" to see your badge status.

## 1. Green



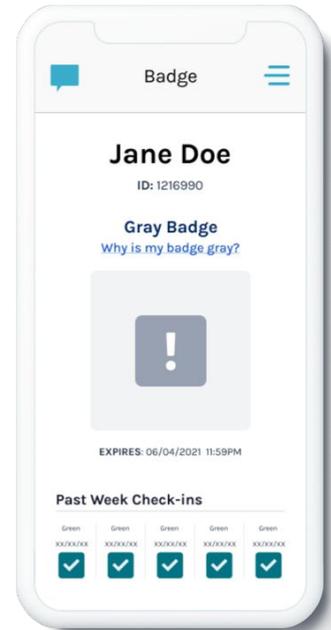
A Green Badge means you are cleared to report to work.

## 2. Yellow



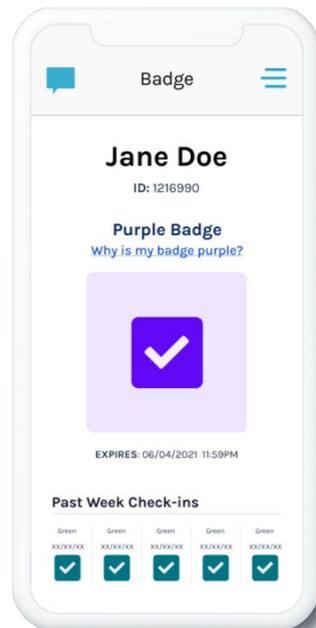
A Yellow Badge means you should not report to work. Consult the guidelines and policies set by your employer for next steps.

## 3. Gray



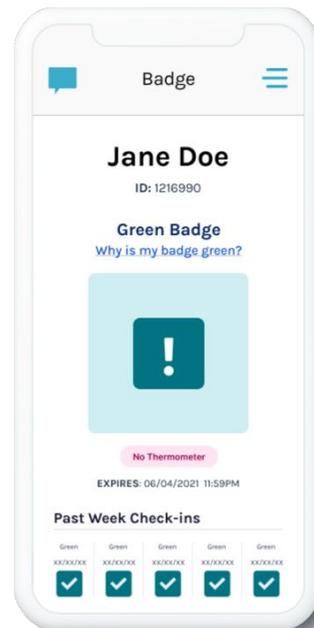
A Gray Badge means you have not completed your daily check-in. You must complete a check-in to receive a digital badge prior to reporting to work.

## 4. Purple Badge



A Purple Badge means you are cleared to report to work and also that you have recorded your COVID-19 vaccination with emocha and your record has been accepted by CCSD Employee Health.

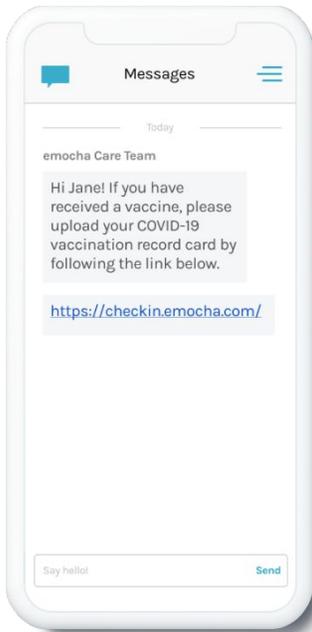
## 5. Green with No Thermometer



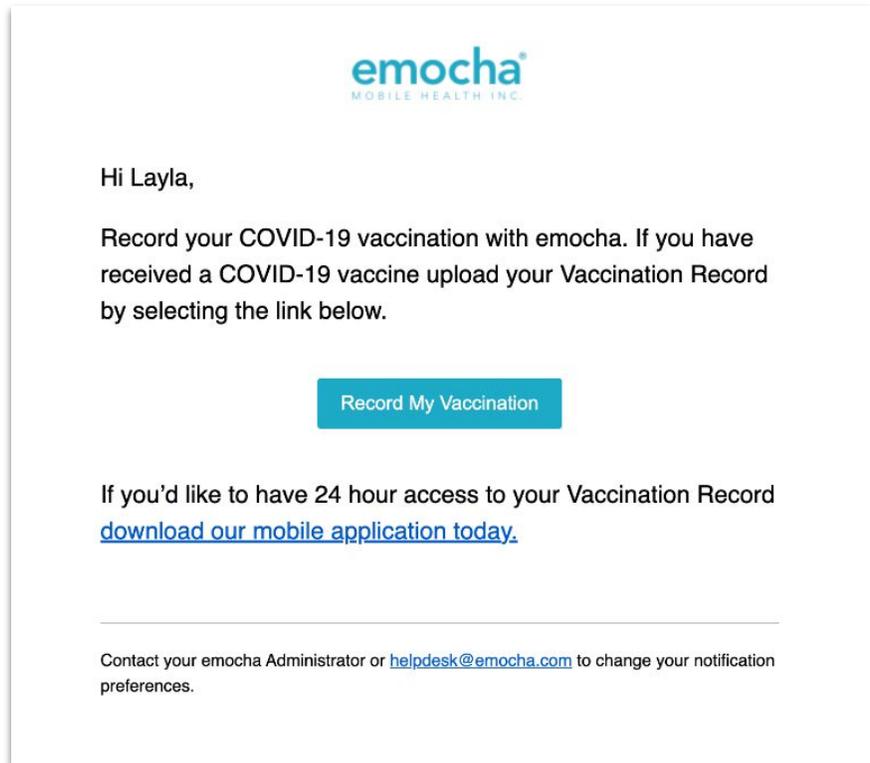
A Green Badge with "No Thermometer" displayed means you did not include a temperature in your check-in, but you are cleared to report to work.

# Log Vaccination Status

## 1. Message prompt



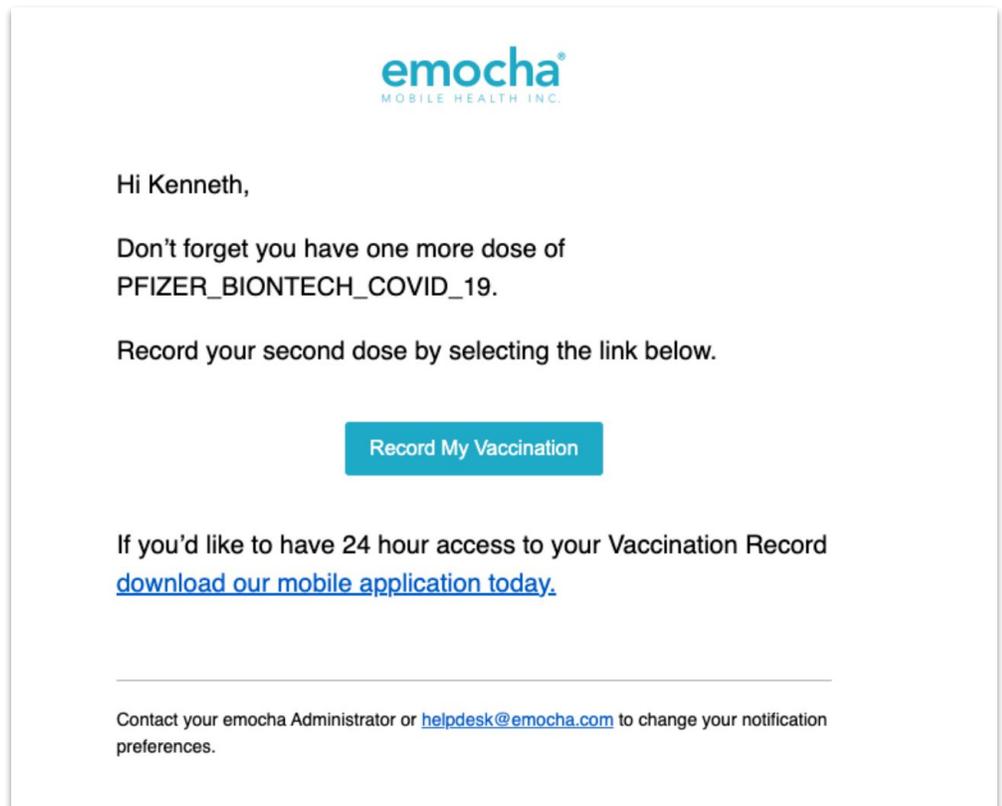
You may receive an in-app message from us prompting you to log your vaccination status.



We may also nudge you via email.

## Second Dose Reminder

After you've uploaded dose 1 we'll remind you about your second dose 3 times.



## 2. Choose an action

Indicate whether you would like to complete a **Check-In** or **Record Vaccination**.

## 3. Accept Terms of Use

Read and accept emocha's Terms and Conditions. *\*Note: All data submitted to emocha's HIPAA-secure platform will only be viewed and accessible by emocha's public health monitoring team, and is subject to legal requirements surrounding Protected Health Information.*

You can also send these terms to your email.

## 4. Enter Vaccination Information

Enter all required information - whether or not you will be vaccinated, dose number and date of the vaccine dose you are uploading, and the type of vaccine received. Click “Next” once you have entered your vaccination information. *\*Note: Your answers should reflect what is indicated on your vaccination record.*

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### Vaccination Information

Have You Been Vaccinated?

Yes  
 No  
 I choose not to respond

Which Dose Are You Recording?

Dose 1: Vaccination Date

Dose 2: Vaccination Date

helpdesk@emocha.com

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Have You Been Vaccinated?

Vaccination Type

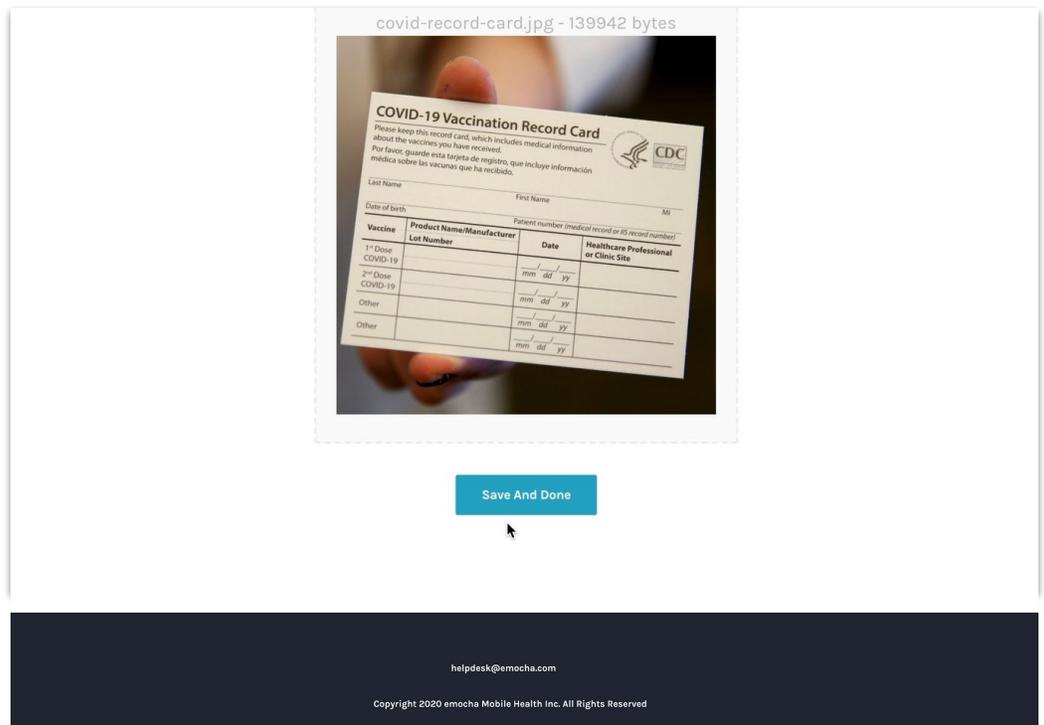
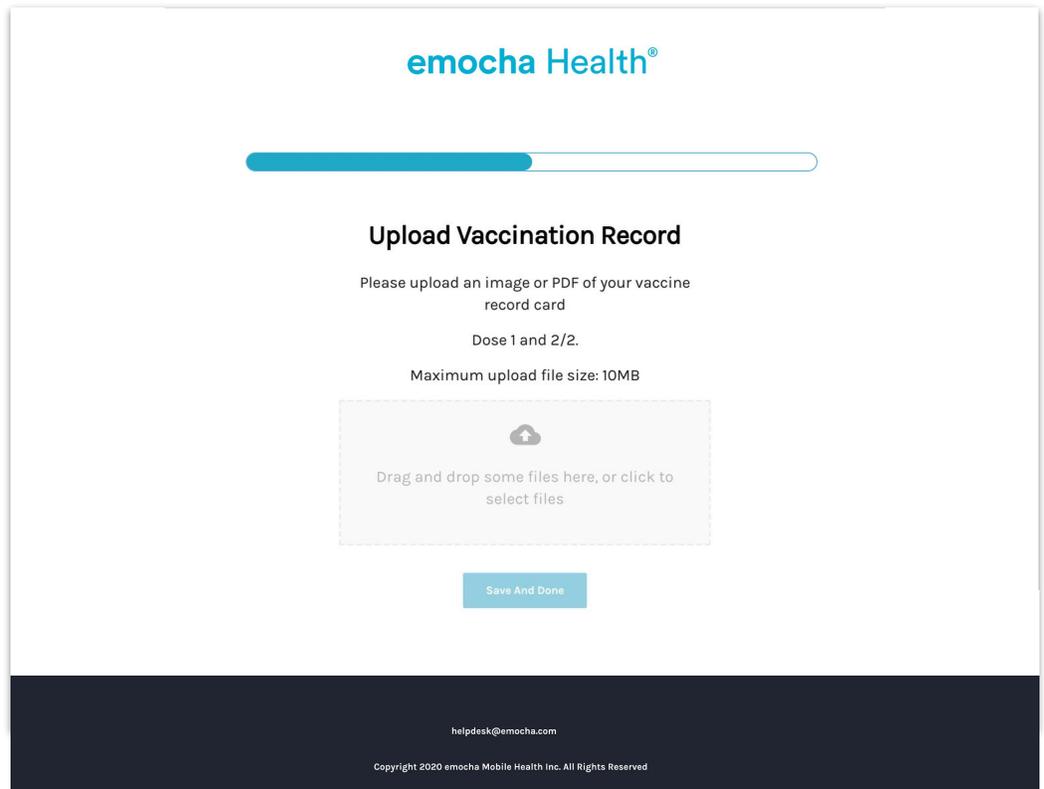
Which Dose Are You Recording?

Dose 1  
 Dose 2  
 Doses 1 and 2

Dose 2: Vaccination Date

## 5. Upload Image of Vaccine Record

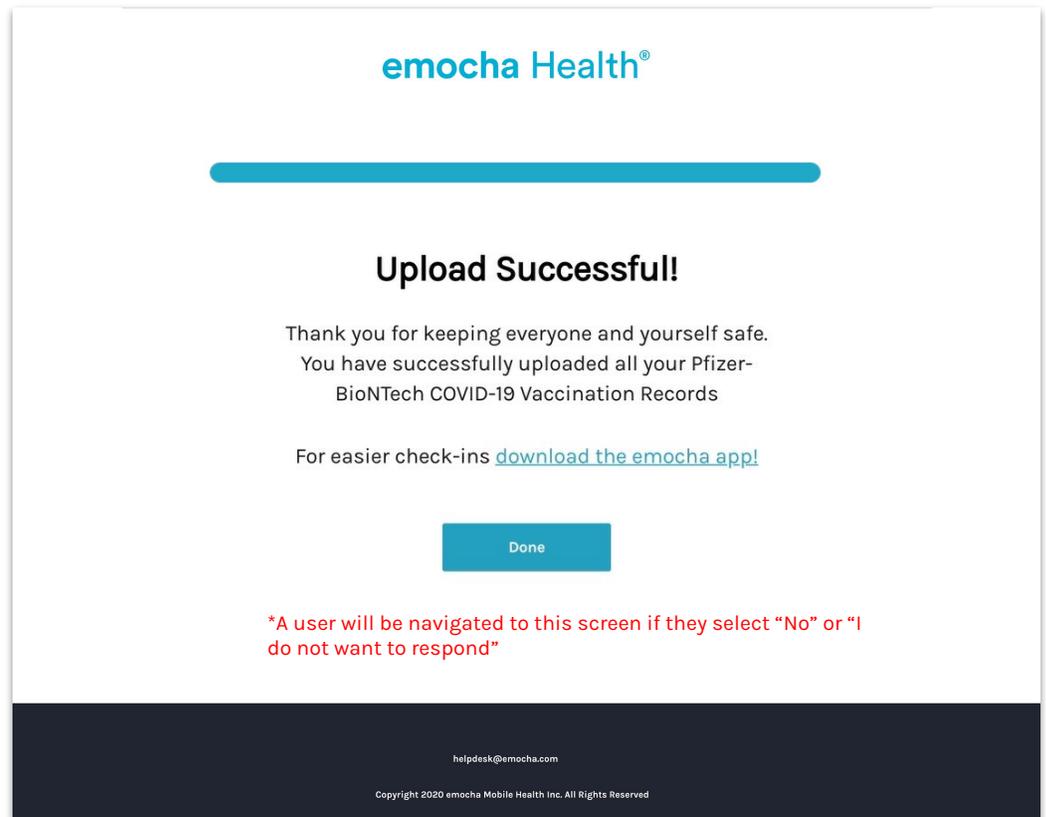
Click into the gray square to upload an image of your vaccine record. Once you have selected the file you wish to upload, you should see the name of the file displayed at the bottom of the gray square. Tap “Save and Done.” \*Note: The uploaded file must be a PDF, PNG, or JPEG.



## 6. How to view once uploaded

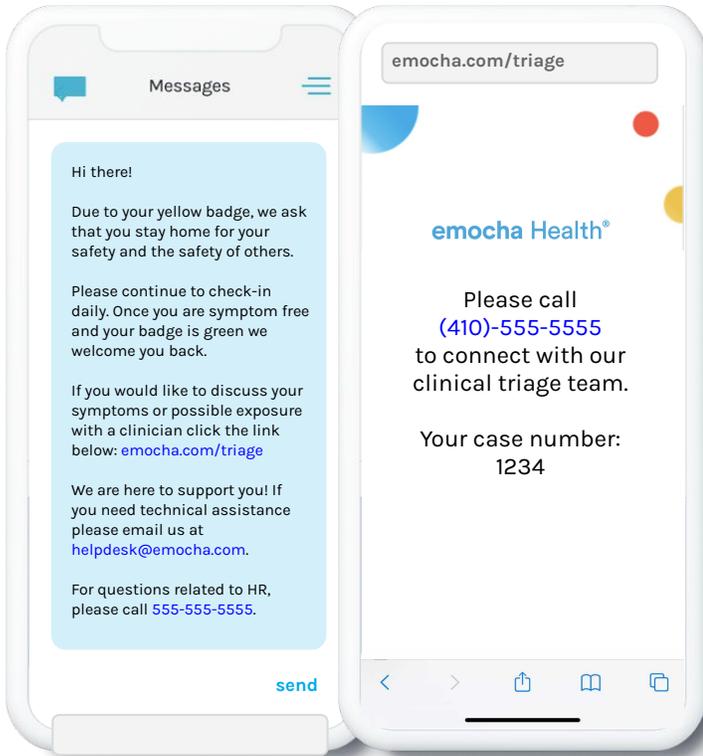
Records are only viewable in the emocha App. Please reference mobile app guide for instructions on how to view your record, download the emocha app and create an account.

*\*Note: If you already have the emocha app, access your vaccine record by selecting Menu icon, then “Resources”, then “Vaccination Record.”*



## Speak with a Clinician (if enabled for your workplace)

When you report a symptom during a check-in emocha will reach out to you via in-app chat to see if you would like to speak with a clinician. Our note will include instruction on which number to call. Our staff is available to discuss any questions you have about symptoms you are experiencing or potential exposure. If desired, we can provide information about local testing or vaccination. Please do hesitate to reach out. We are here to support you!



### Employee



“Hey there - I got a yellow badge, but I don’t think my symptoms are related to COVID. Can we discuss?”

“Of course - Based on what you’ve told me, I’m recommending you go ahead and get tested. You can open the resources page in your app to find testing locations.”



### Clinician