FAQs for Employer Administrators

Enrollment & Setup

How does my company get started using the COVID Navigator?

Complete the enrollment form. Make sure you have your '5 digit sponsor code' accessible and be ready to choose your own 'group code'. This '5 digit sponsor code' was emailed to the primary contacts listed for your company.

Where can I find my administrator username, password and group code?

The primary contacts listed for your company received an email with your Administrator credentials (username, password and group code). To log onto the admin portal, go to https://covid.ihealthhome.net/ and enter the credentials. Please note that your Administrator username and password will NOT be the same as your Mobile App username and password. Your mobile credentials identify you as an *individual employee* while your administrator login gives you access to your organization's admin portal.

What should I do if my group code is not working?

The group code is case sensitive, so be sure to include capital and lowercase letters exactly as they are listed in the email from your employer. If the code still does not work, try closing and clearing your browser. You might also wait a few minutes and then retry again. If you continue to have issues, please contact: support@ihealthhome.com Be sure to provide your name, your company name, and that you are trying to enroll in the ProService COVID Navigator.

Who is the COVID Navigator 'Employer Administrator' and what is his/her role?

The Employer Administrator is the person you designate to manage the employee screening process. The Administrator is responsible for checking employees' status online daily and following-up on next steps, such as employees who are exposed or symptomatic. You will need to identify the Administrator for your company and at least one back up. The administrator can be a business owner, HR manager or supervisor and should be willing to learn how to use the Admin Portal. ProService will be unable to login to client's administrator portals to run reports, read case notes etc.

Do my employees need an email address to register for the Navigator App?

Yes, employees must use a valid email address to register. If they do not have an email address, they can always create one by going to Gmail, Yahoo, or any other free email provider.

What happens if an employee works for more than one employer using the app? Can the data be shared?

No, the data cannot be shared between admin portals for privacy reasons. The employee will need to register using two different email addresses, one for each company, to create two separate logins. The employee will also need to use the app twice each day, once for each company.

Can I adjust the notifications that go out to employees?

The reminder notifications are programmed for 7am, 7-days a week. You will not be able to change the time of the alerts as that is built into the app. However, employees can customize the sound and style of their notifications in their personal phone settings. (Phone settings → notifications → Navigator app.)

Can I set up administrators to have access to only a certain group of employees?

Yes, this is possible and is a more complex setup. Please contact your Client Success Partner at ProService for guidance.

Can administrators receive text alerts for flagged employees?

Yes. To set up text and email notifications, you will first need to set up your 'Global Alerts.' Follow the step-by-step instructions in the Employer Administrator Quick Start Guide.

Using the Admin Portal

What if I am having difficulty accessing the admin portal?

Check to make sure you have entered all of your information, including your group code, correctly. If issues continue, try closing and clearing the browser. You might also wait a few minutes and retry. If you continue to have issues, please contact: support@ihealthhome.com

Why do employees need to enter an exact temperature and what if they do not have a thermometer?

An exact temperature is needed in order to ensure accurate and consistent temperature readings. Your employees will need access to a thermometer at home to log their temperature each day. Consider asking employees to purchase an affordable thermometer. Alternatively, you might offer to purchase them for your team. Similar to investing in a face mask, monitoring temperature with a thermometer is an important step in helping everyone stay safe.

What are the risk status notices that my employees receive, and how do I respond if I receive a flag about an employee's status?

Your employees will receive one of four risk status notices: not at risk; at risk; positive or pending COVID test result; and negative test result. The Employer Administrator will receive a flag when an employee receives a 'Not cleared' notification, such as when an employee logs a temperature above the threshold you have established or receives a 'Not Cleared' status. Please see the recommended responses for each status below.

Risk Status	Status Description	Recommended Response
NOT AT RISK	The majority of your employees will receive a status of 'not at risk,' meaning they are likely not at risk for having COVID-19.	No action needed.
AT RISK Not Cleared for Work	This means the employee may be at risk for COVID-19, such as if he/she logs a high temperature, reports other known symptoms or acknowledges that he/she is not practicing social distancing.	Call the employee to ask for more information about his/her symptoms. If you are concerned the employee is sick with COVID symptoms, instruct him/her to stay home and consult his/her health care provider to see if he/she should get a COVID test, or self-monitor at home until symptom-free. Log your call in the Case Notes section and identify follow-up items as needed.
POSITIVE OR PENDING COVID TEST RESULT Not Cleared for Work	The employee either received a positive test result for COVID-19 or is awaiting a test result.	Do not clear your employee for work until he/she has completed the required isolation/quarantine period or has a negative test result. Log your call in the Case Notes section and identify follow-up items as needed.
NEGATIVE COVID TEST RESULT	The employee received a negative COVID test result.	Clear the employee for work if he/she received a negative result and does not not have COVID symptoms or other risk factors.

Can I change an employee's work status?

Yes, you can override an employee's status. The Employer Administrator can override the "Work Status" badge that is displayed on the employee's mobile phone in certain circumstances. For example, if an employee is "Cleared" in the morning but later in the day reports feeling ill or has test results that make the Participant "Not Cleared." To change the employee status, select 'Participants' from the top navigation toolbar and then select the 'Participant Admin' tab. Click the orange '+' sign in the right corner and enter the updated work status details. For more information, refer to the [Quick Start Guide for Employer Administrators](#).

What are case notes? Do we need to use them?

Case notes are the notetaking function of the admin portal and will likely be the feature of the portal that you use most often. Case notes are used to document every action taken regarding COVID for each employee as it

arises, including phone calls, emails, etc. As with all compliance issues, documentation is essential to limit company liability and help ensure a safe workplace.

Why are all Participants (employees) showing up as male?

The platform automatically registers all participants as male. You can change this by selecting the 'Participant Admin' widget and switching participants to female as needed.

Can ProService run an Admin Portal data report for me, and what are the report options?

Unfortunately, no. Due to privacy restrictions, only your Employer Administrator has access to generate reports from the admin portal. To create a report, go to the Admin tab at the top Navigation toolbar and select 'Reporting.' From there, you will be able to select report options including:

- Sign and Submit Not Done - a list of employees who did not complete the app for the day
- Tasks By Participant - tasks completed and details listed by employee
- Work Status By Participant - chronological list of work and rist status by employee
- Cleared Status By Participant - cleared status by participant

To learn how to generate a report, review the [Quick Start Guide for Employer Administrators](#).

Can I remove an employer administrator?

Yes, it is possible to do this. Contact support@ihealthhome.com for assistance.

Questions about COVID-19 and prevention strategies?

Check out our website at [proservice.com/coronavirus](#) to learn more.

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