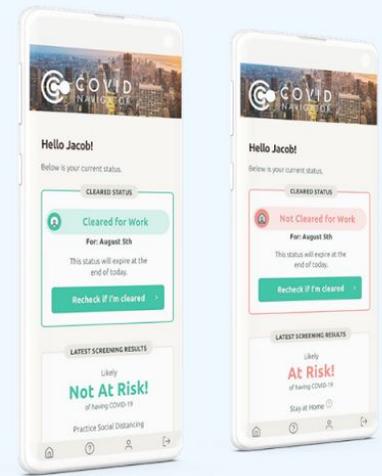


FAQs for Employees



Registration & Setup

Do I have to use an email address to register?

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

What if I have device issues, or my device is not compatible?

The app is most compatible with iPhones iOS12 or later and/or Android 6 or later. If you are unable to use your device, you can also access the app via web at proservice.medikeeper.com.

Do I need a Group Code to register?

Yes, you must have a Group Code. This was emailed to you by your employer. If you cannot find it, contact your company administrator (the person from your company who is overseeing the Navigator).

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 the app. 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.

What if I am having problems with registration?

Check to make sure you have entered all of your information, including your group code, correctly. Also, make sure there are no extra spaces added after your email address. If issues continue, try closing and clearing the app. You might also wait a few minutes and retry. 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.

Can I save my username and password so I don't need to re-enter it every day?

The app itself does not yet have this function, however you may be able to save passwords in your smartphone. For iPhone users, you can manually add a password by going to Settings → Passwords. Use the + icon at the top-right corner of your phone to add a new password. For Android users, password setup may vary depending on your device. You might also consider using a password manager app like LastPass.

How do I change my notifications?

You can customize your notifications in your phone settings. Select phone settings → notifications → Navigator app. You can choose your preferred sound and badge notifications. You will not be able to change the time of the notification as that is built into the app.

Why does the app ask me to share my location?

The app asks for your location so that it can recommend local testing centers near you. The app also uses your location to confirm that you have been continuing to stay at home and following COVID-19 social distancing best practices. You can configure your iPhone settings to only access your location when using the app.

Is my medical information protected in the app and web browser?

Yes, the app is HIPAA-compliant and protects your information with a multi-factor, in-depth approach which consists of administrative, technical, and physical security controls.

I work for two companies and both use the ProService COVID Navigator. Do I need to register more than once? Can I use the same email for both registrations?

Yes, you will need to register for each company using different email addresses as the data cannot be shared for privacy reasons. You will also need to use the app twice each day, once for each company.

Using the App

When do I use the app? Am I required to use this app?

You are required to use the app as often as your employer determines. For example, you may be instructed to use the app each morning of the work week, even if you aren't coming into office. Complete the 'check if I'm cleared to work' task *before* you leave for work as you will likely not be permitted to enter the worksite if you do not receive a 'cleared for work' badge.

What if I forgot my username or password?

First, check to be sure you correctly typed your username and password, and that you did not accidentally include any extra spaces. If you are still unable to access your account, click "Forgot Password" or "Forgot Username" from the login page. You'll then be asked to enter information to confirm your identity. If you have entered information that matches your account, you'll receive an email with a reset password link or your username. If you do not receive the email within several minutes, try the 'Forgot Password' or 'Forgot username' function again as there may have been a spelling error.

Do I need a thermometer?

Yes, you will need access to a thermometer at home in order to accurately log your temperature each day. Similar to investing in a face mask, monitoring temperature with a thermometer is an important step in helping everyone stay safe. Please contact your employer if you have questions.

How do I update my daily tasks within the app?

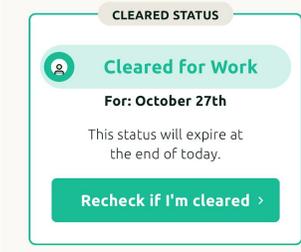
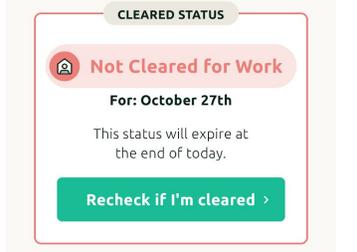
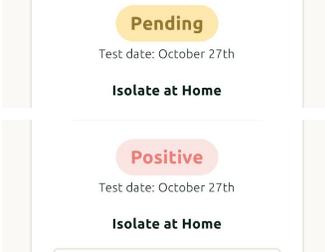
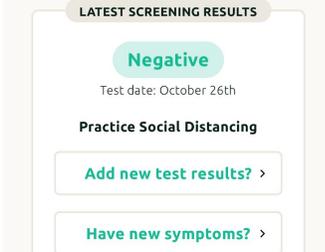
If you are assigned daily tasks, you will see a section on your homepage called "My Daily Tasks". Click on "View my daily tasks" and then select a task to be completed. Follow the instructions to complete the task.

Will my employer or ProService be contacted by my doctor?

Not without your consent. If you enter test results, the system will ask you to enter your medical provider information or lab where the test was completed. This is for recordkeeping purposes primarily. If your employer needs to contact your provider, they will ask for your permission first.

What are the different risk statuses I can get in the app?

Based on your responses to the app questions, you will either be 'cleared for work' or 'not cleared for work.' There are four possible risk statuses. See below for details about what they are and what they mean for your workday.

<p>NOT AT RISK Cleared for Work</p>	<p>AT RISK Not Cleared for Work</p>	<p>POSITIVE OR PENDING COVID TEST RESULT Not Cleared for Work</p>	<p>NEGATIVE COVID TEST RESULT May be cleared for work</p>
			
<p>If you are healthy, you will receive a status of 'not at risk' meaning that you are likely not at risk for having COVID-19.</p> <p><i>You are cleared for work.</i></p>	<p>This means you may be at risk for COVID-19. You receive this status when you log a high temperature or other known symptoms.</p> <p><i>Contact your Employer Administrator about next steps. You are not cleared for work.</i></p>	<p>You either received a positive test result for COVID-19 or are awaiting a test result.</p> <p><i>You are not cleared for work.</i></p>	<p>You received a negative COVID test result.</p> <p><i>Contact your Employer Administrator about next steps and whether you are cleared for work.</i></p>

What should I do if I am 'not cleared for work'?

Don't come to the office. If you are concerned about your symptoms, see a healthcare provider. If you have recently been in the office and are "not cleared for work," please let your supervisor know immediately.

Do I need to show my 'cleared for work' badge to someone?

Your employer will explain the company policy for what to do with your 'cleared for work' badge. For example, you may be asked to present the badge upon entry to the worksite or be instructed to show the badge to your supervisor during your shift.

How do I contact my case manager?

If you are assigned a Case Manager, a "Case Manager" button will appear below "My Resources" on your homepage. Click on the "Case Manager" button for contact information so you can contact them directly.

Questions about COVID-19 and prevention strategies?

Check out the 'Coronavirus Basics' section of our website at proservice.com/coronavirus to learn more.