

# Doctors App setup

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The Doctors App integrates with your Zedmed server in real-time so practitioners can access appointments and results. This guide explains what is required to support the Doctors App and to install it on practitioners' phones.

To learn more, see the [Doctors App user guide](#).

## Setting up the API and access

These steps are for Zedmed On-Premise customers only. Zedmed Cloud support performs them for cloud customers.

Enable the API connection:

1. Call our Support Team on **1300 933 000**
2. One of our technicians will enable the Zedmed API Gateway on your server.

Once this has been completed, an **API Gateway Key** will appear in the **Practice Details** screen.

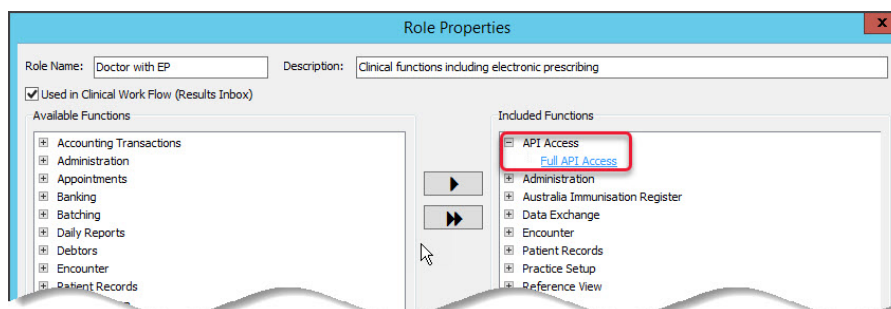
Check the doctors have API access:

1. Go to Zedmed's **Utilities** tab.
2. Select **Security**.

The **Zedmed Security Roles and User** screen will open.

3. Select the **Roles** tab.
4. Open the doctor's role.
5. Ensure the **API Access** function is listed under **Included Functions**.

If it is not, expand **API Access** under **Available Functions** and double-click **Full API Access** to move it to **Included functions**.



## Installing the Doctors App

In this section, you will install the Doctors App on a phone, use a QR code to connect it to Zedmed and set a pin to enter when opening the app. These steps require access to the Zedmed Security module and are for practices that do not use [Zedmed SSO](#).

**Important:** If the Doctors App is installed and you need to scan a new QR code, **remove the Doctors App** before following the steps below.

To add the app to a doctor's phone:

1. Go to Zedmed's **Utilities** tab.
2. Select **Security**.

The **Zedmed Security Roles and User** screen will open.

3. Select the **Staff** tab

Open each doctor's profile and complete the next steps. The doctor will need to be present with their phone.

4. Enter the doctor's mobile number into the **Mobile Phone** field.
5. Select **New**.

The screenshot shows the 'Edit Staff Member' window. Fields include User Name (DANUTA), Staff ID (DF), Dr Code (DF (DANUTA F)), Given Name (DANUTA), Family Name (FERNANDEZ), and Mobile Phone (highlighted with a red box). There are checkboxes for password expiration and participation in health records. A table for 'App Access' is visible with columns 'Date Created', 'Description', and 'Date Linked'. The 'New' button at the bottom left is highlighted with a red box.

6. Enter a description for the phone.

The screenshot shows the 'Create App Access Code' dialog. It contains instructions: 'This process will generate a QR code for scanning into the Doctor's App. Please ensure you have the Doctor's App ready on your phone to scan the QR code before proceeding. First enter a description for this registration, so you can identify the device the app is installed on. Then click Next and scan the displayed QR code using your phone.' There is a 'Description' text field and 'Previous', 'Next', and 'Cancel' buttons at the bottom.

A QR code will be displayed for use in step 8.

Don't scan the code yet.



7. Download the Doctors App from the Apple **App Store** or **Google Play** onto your (the doctor's) phone.

- <https://play.google.com/store/apps/details?id=com.app.zedmed>
- <https://apps.apple.com/au/app/zedmed/id1458817780>

8. Open the Doctors App.

A QR code reader will open on the phone.

9. Scan the QR code using the Doctors App.

The app will then confirm the doctor's identity and permissions.

10. When prompted on your phone, log in using your Zedmed application credentials.

You will receive a text message with an access code, and the Doctors App will display a code entry screen.

Do not use any VM or Cloud credentials for this login.

11. Enter the code provided.

Access will be enabled, and you will be prompted to provide a 4-digit login for the Doctors App.

12. Enter your pin, and use it each time you open the Zedmed Doctors App.

The app will now open and display the available clinical information

### Demo of Doctors App setup.

## Installing the Doctors App with SSO

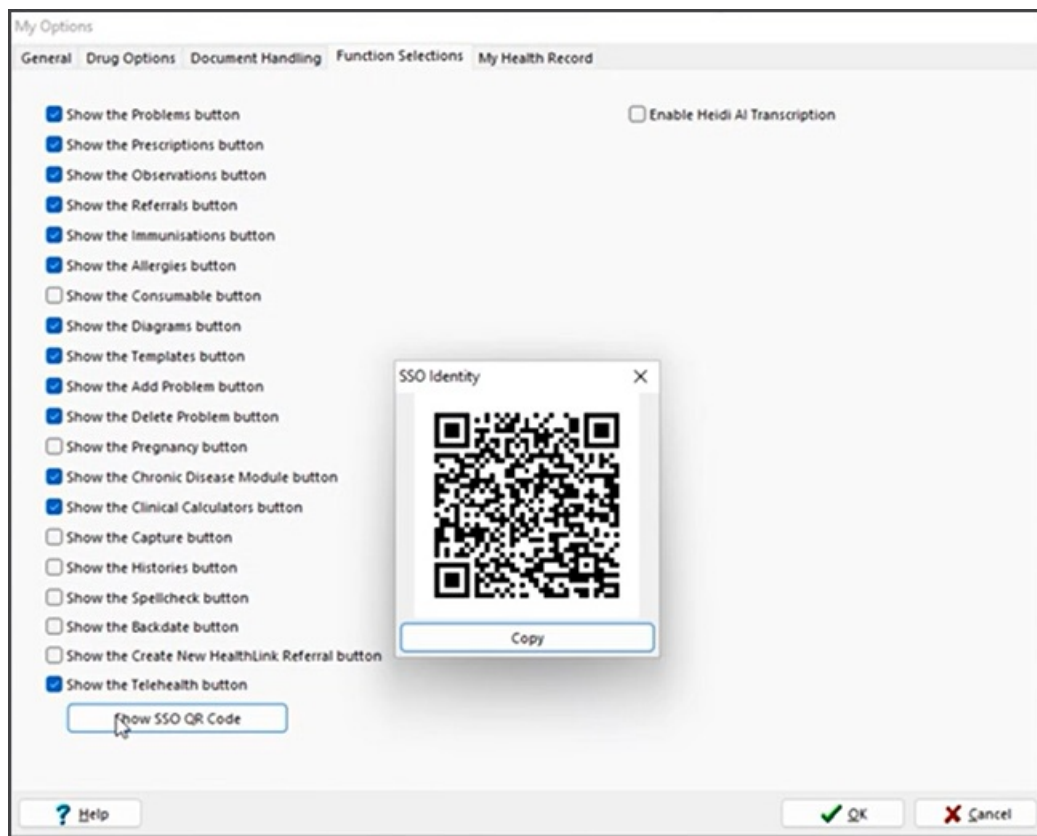
These steps are for practices that use Zedmed single sign-on (SSO). The practitioner can perform these steps as the QR code is generated in My Options.

**Important:** Zedmed customers who have the Doctors App installed and want to update it for Single Sign-On (SSO) will first need **Remove the Doctors App** before following the steps below.

To add the app to a doctor's phone:

1. Check that the Doctors App is not installed or has been **removed**.
2. Download the Doctors App from the Apple **App Store** or **Google Play** onto the doctor's phone.\
  - <https://play.google.com/store/apps/details?id=com.app.zedmed>
  - <https://apps.apple.com/au/app/zedmed/id1458817780>
3. In **Zedmed Clinical**, select the practitioner's **My Options**.
4. Select the **Function Selections** tab.
5. Select **Show SSO QR Code**.

This button is only enabled if SSO has been **set up**.



6. Open the Doctors App.

The app will open a QR code reader.

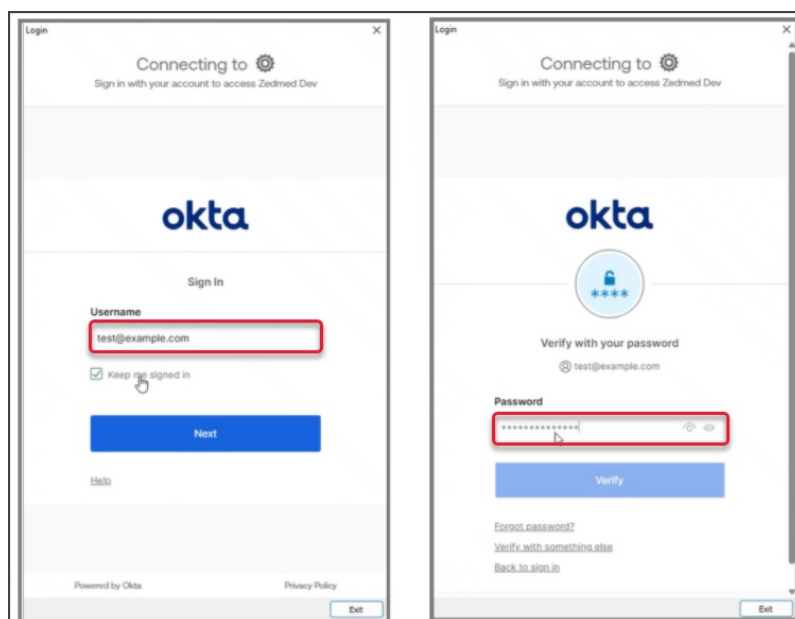
7. Scan the QR code using the Doctors App.

This will open a link to your practice SSO configuration.

8. When prompted, log in using your Zedmed SSO credentials.

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# Removing the Doctors App

To remove the Doctors App from your phone, first uninstall it then perform the following steps to remove the cache. You will need to do this if you want to reinstall the app using a different QR code.

## Follow these steps to Clear App Cache on iPhone

In order to get rid of your app cache, you must “offload” them.

1. Go to **Settings**.
2. Tap on **General**.
3. Tap on **iPhone Storage**.

Here, you'll see an exhaustive list of apps on your phone.

4. Click the one you'd like to clear and tap **Offload App**.

You'll get a message informing you that the app will be deleted, but its documents and data will remain.

5. Tap **Offload App**.
6. Tap on **Delete APP**.

## Follow these steps to Clear App Cache on Android:

In some cases, you may need to uninstall the Doctors App if the Clear App Cache does not work.

1. Open the **Settings** application on your device.
  2. Go to the **Apps Menu**.
  3. Choose **Installed Applications**.
  4. Find the Application you want to Clear the App Data from.
  5. Select it and then **Storage Tab**.
  6. Select **Clear App Cache**.
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