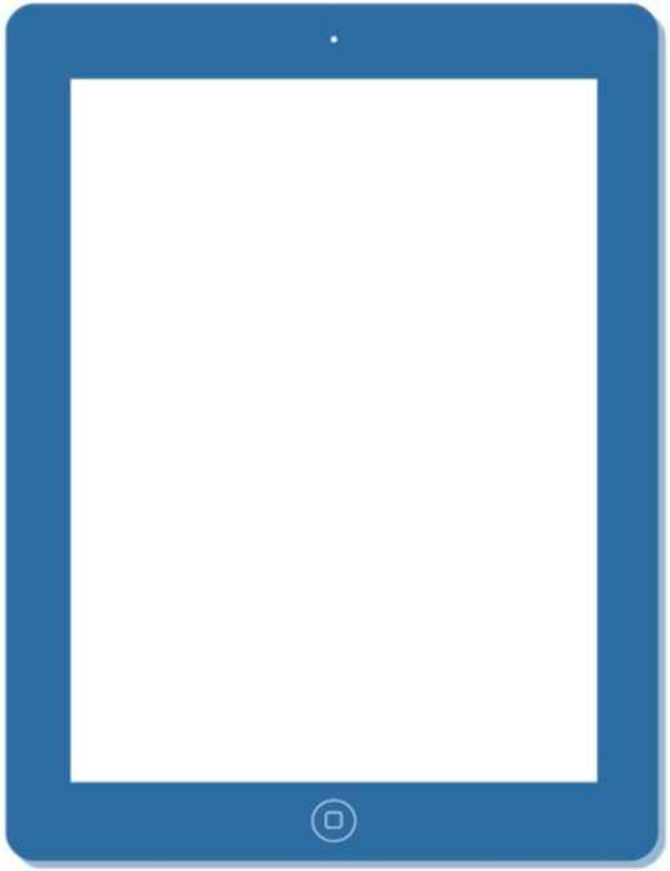
[Insert your organisation's logo here]

Family Communications Team

How to facilitate a virtual visit



Start by asking the relative to download the app

aTouchAway™ by Aetonix

Google Play

On your Android phone/tablet, go to the play store. Type '**aTouchAway'** in the search box. You should see the **Aetonix aTouchAway** app.

Click on **Aetonix aTouchAway Mobile** app and then click Aetonix aTouchAway **install.**

Fill in the registration From. Accept the Aetonix Licence agreement and click **'Register aTouchaway'**

Available on the App Store

On your iphone/ipad, go to the App store. Type '**aTouchAway'** in the search box. You should see the **Aetonix aTouchAway** app.

Click on the download icon. You may need to enter your Apple ID and password.

Fill in the registration From. Accept the Aetonix Licence agreement and click **'Register aTouchaway'**

The Tablets

APPLE

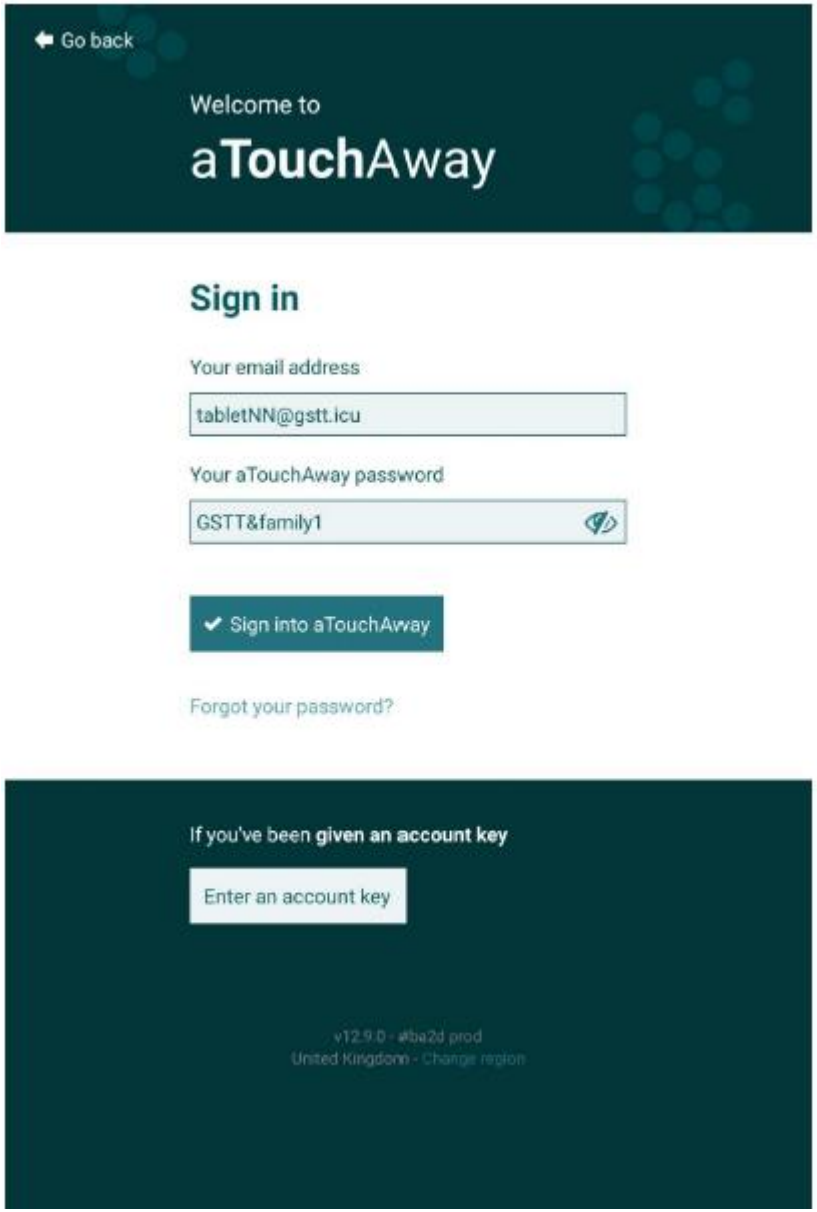
SAMSUNG

Open up the aTouchAway™ by Aetonix App

This is what it will look like on the tablet!

Click here to sign in

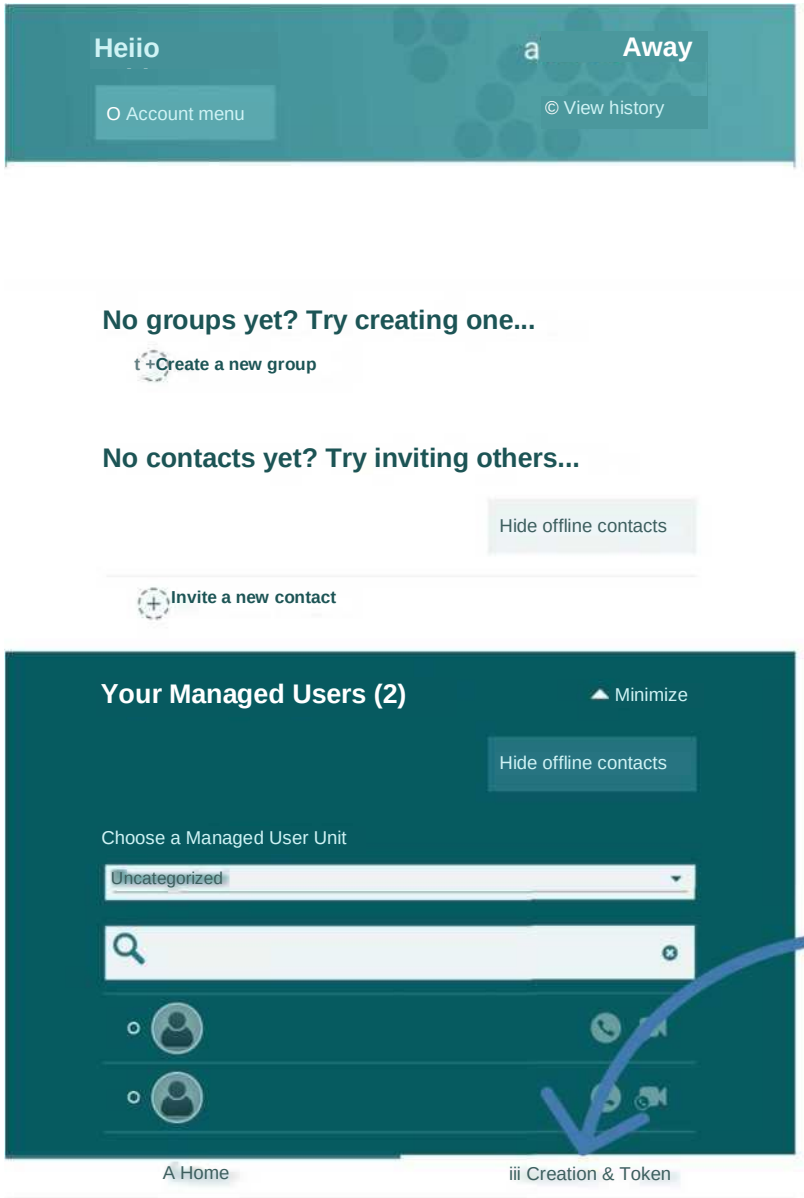
Sign in to aTouchAway



NN = The number on your tablet.

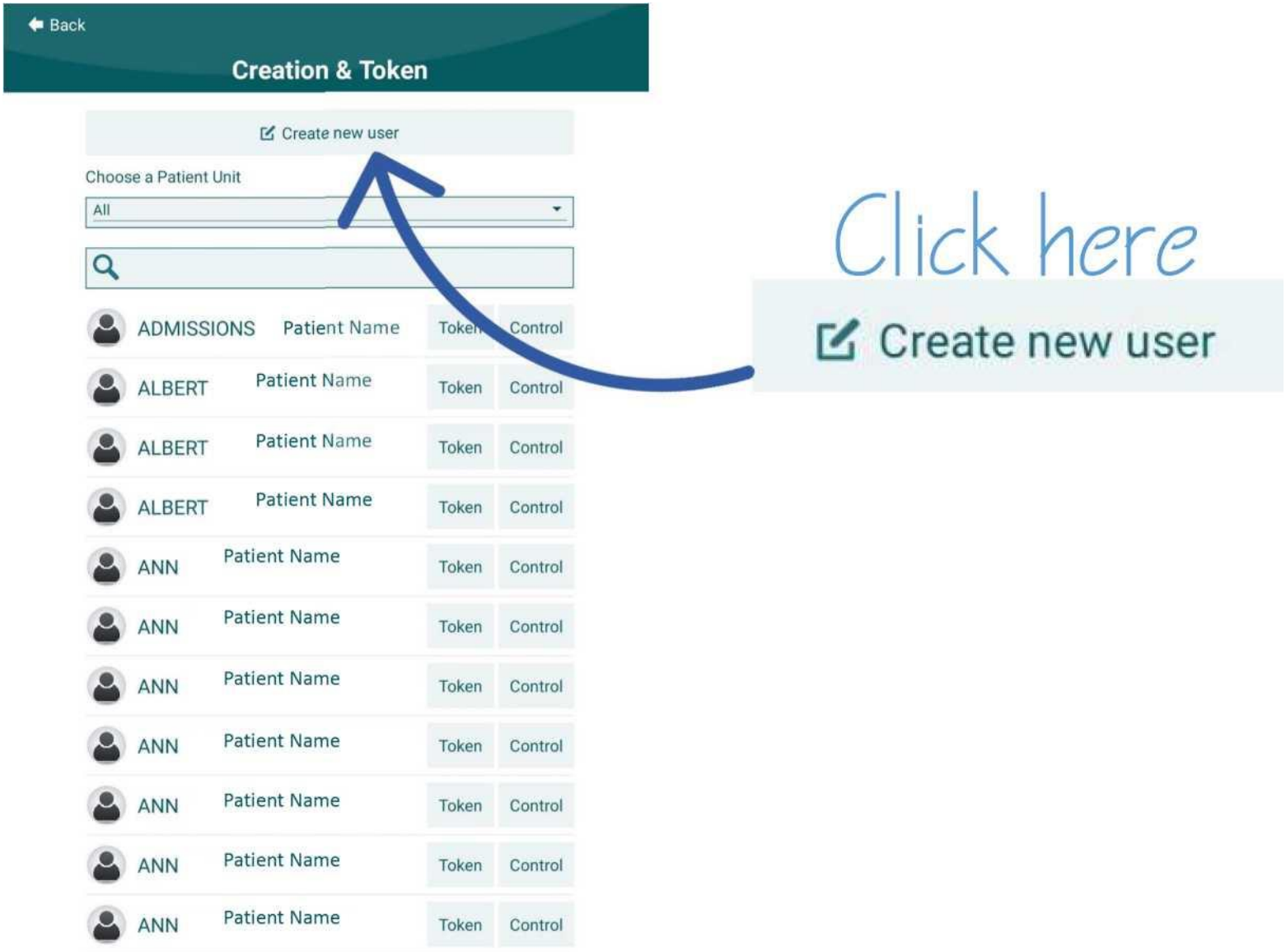
Example Username: tablet76@xxxx.icu

Password: XXXX&family1



Click here

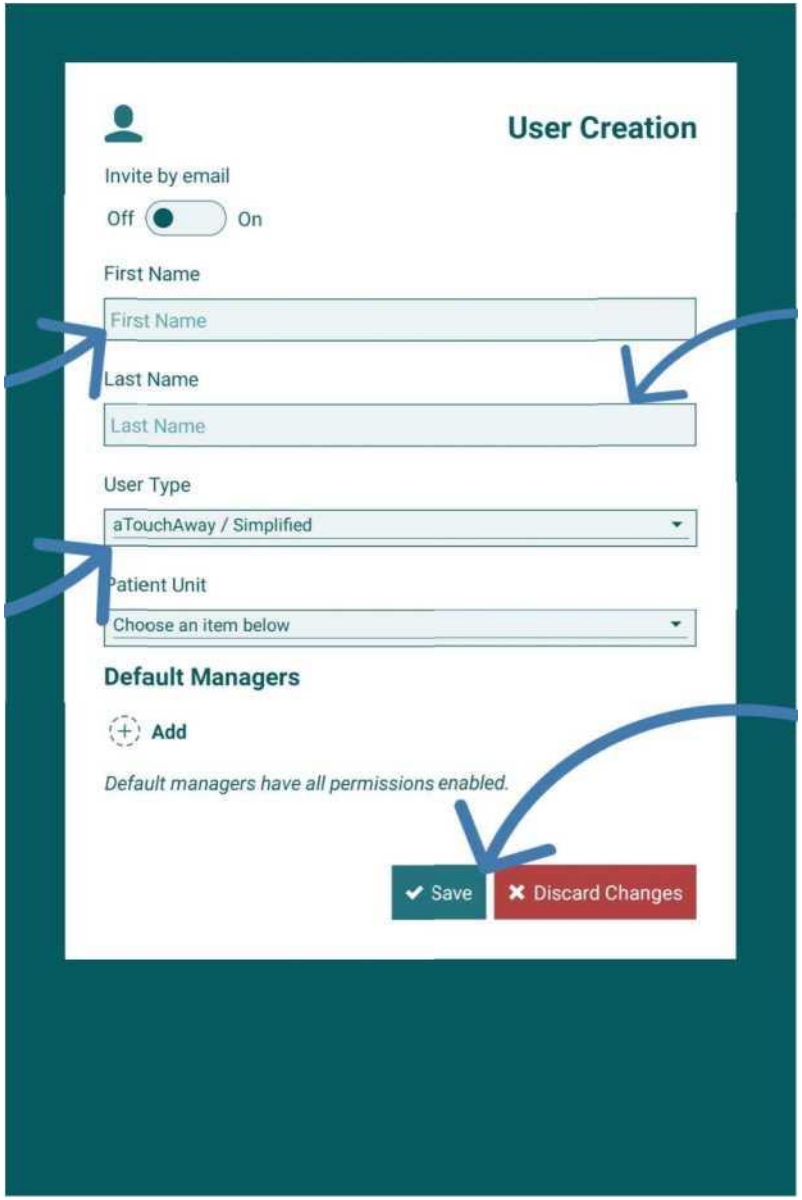
Creation & Token


Back
Creation & Token
Create new user
Choose a Patient Unit
All
ADMISSIONS Patient Name Token Control
ALBERT Patient Name Token Control
ALBERT Patient Name Token Control
ALBERT Patient Name Token Control
ANN Patient Name Token Control
ANN Patient Name Token Control
ANN Patient Name Token Control
ANN Patient Name Token Control
ANN Patient Name Token Control
ANN Patient Name Token Control
ANN Patient Name Token Control
Click here
Create new user

Type here the ward name in capitals followed by the patients first name.

Example:
AAW Paula

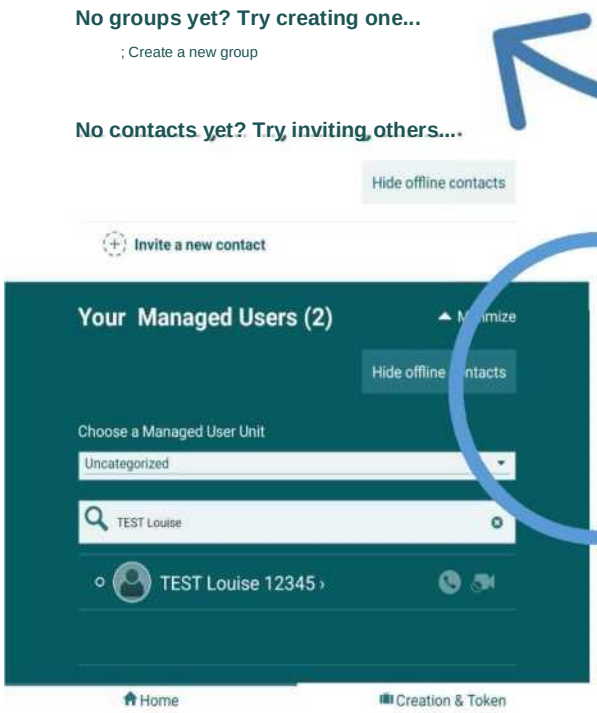
Make sure this drop down list is on ‘aTouchAway’/Simplified



Type here the surname of the patient

Click save!

After you have saved the patients details, you will then be directed back to this page.

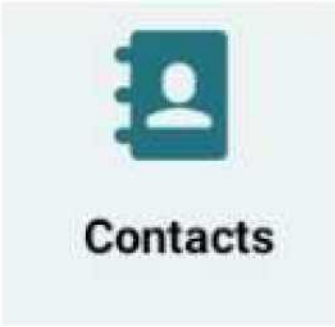


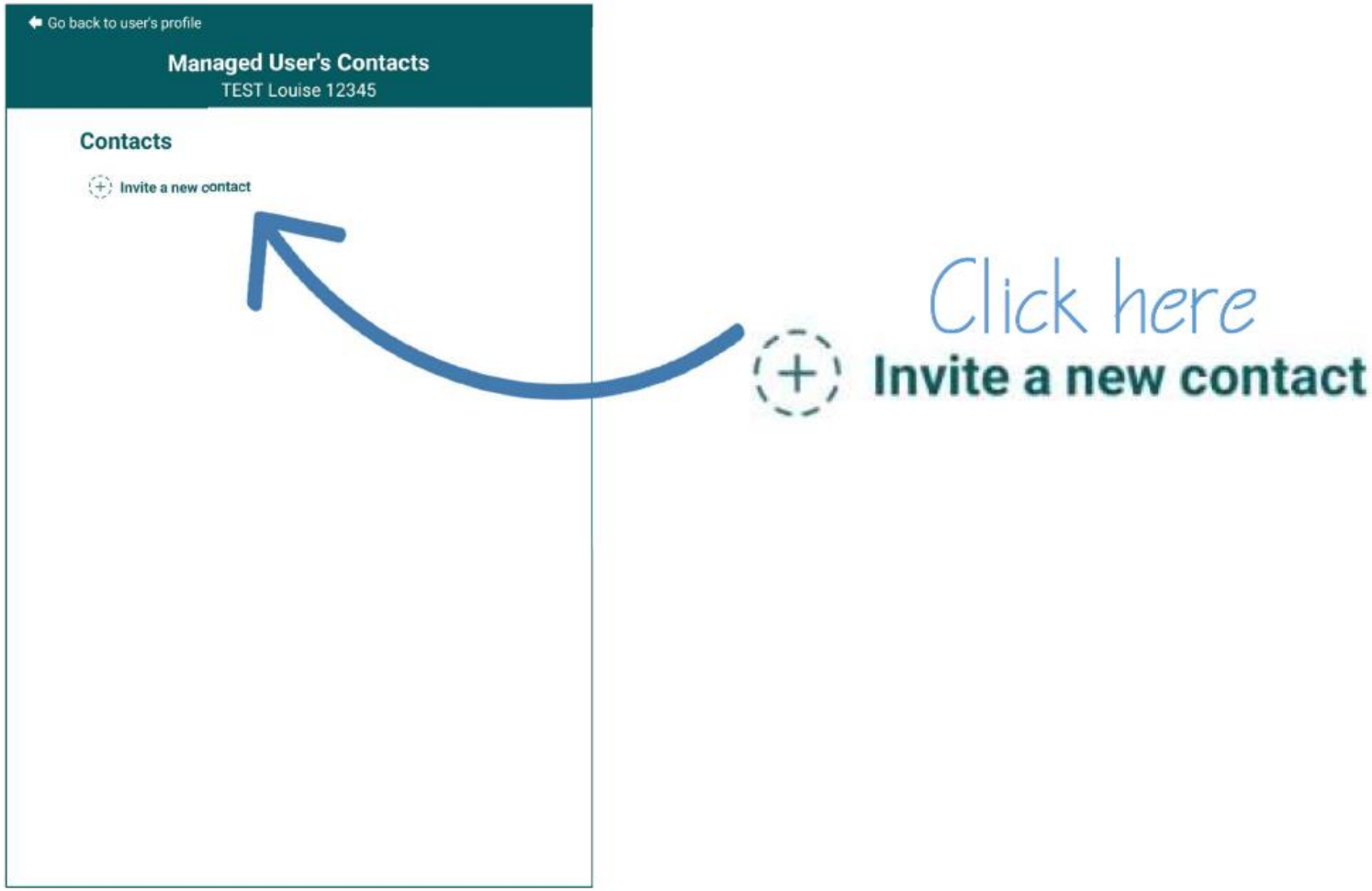
Next you can start to type out the ward name followed by the patient name and the list below will show your patient. Next click on the patients name.

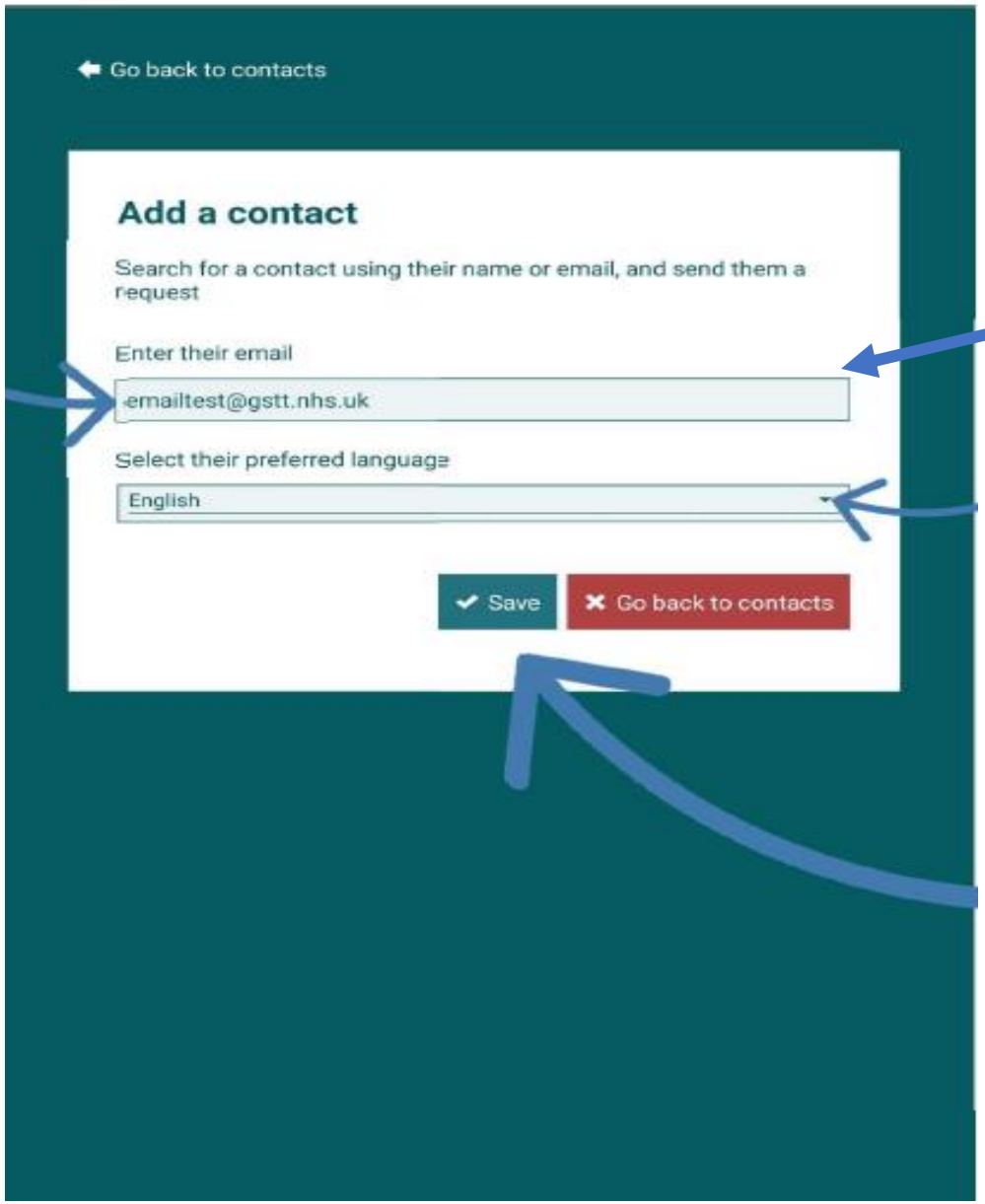
Here is the patients Profile now set up on the tablet.

The next stage is now to invite the relatives to join this patient profile. So click on ‘contacts’.

Click here



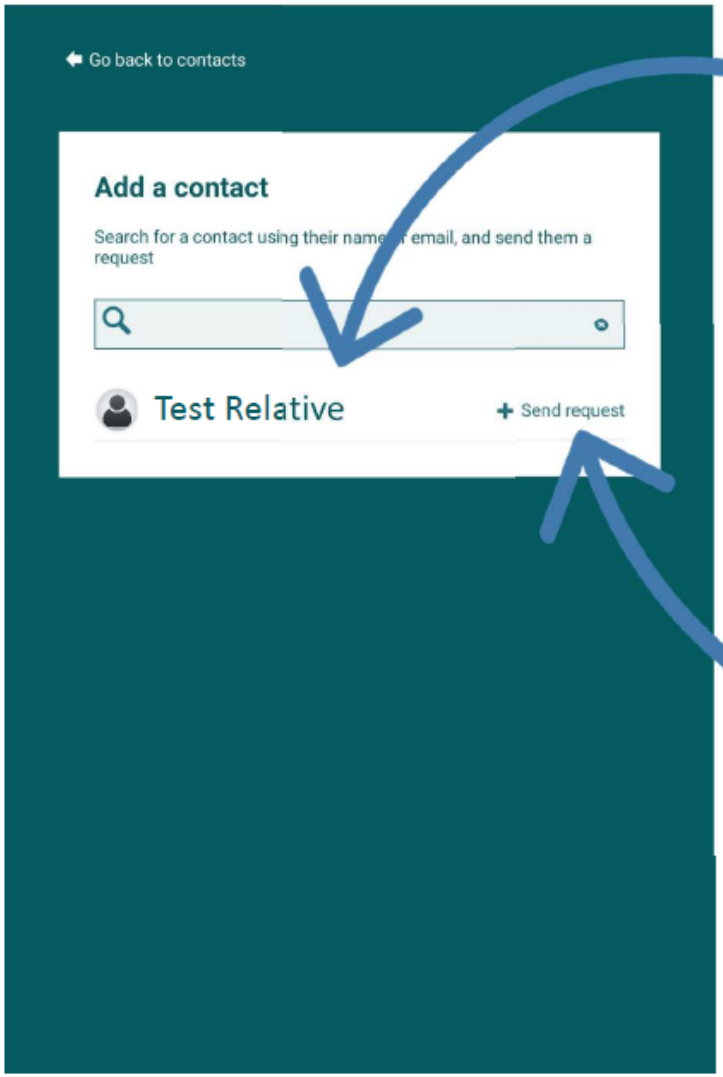

Go back to user's profile
Managed User's Contacts
TEST Louise 12345
Contacts
Invite a new contact
Click here
Invite a new contact



Enter the relative's email here. It must be the same email they have used for the aTouchAway account

Select the language the relative speaks

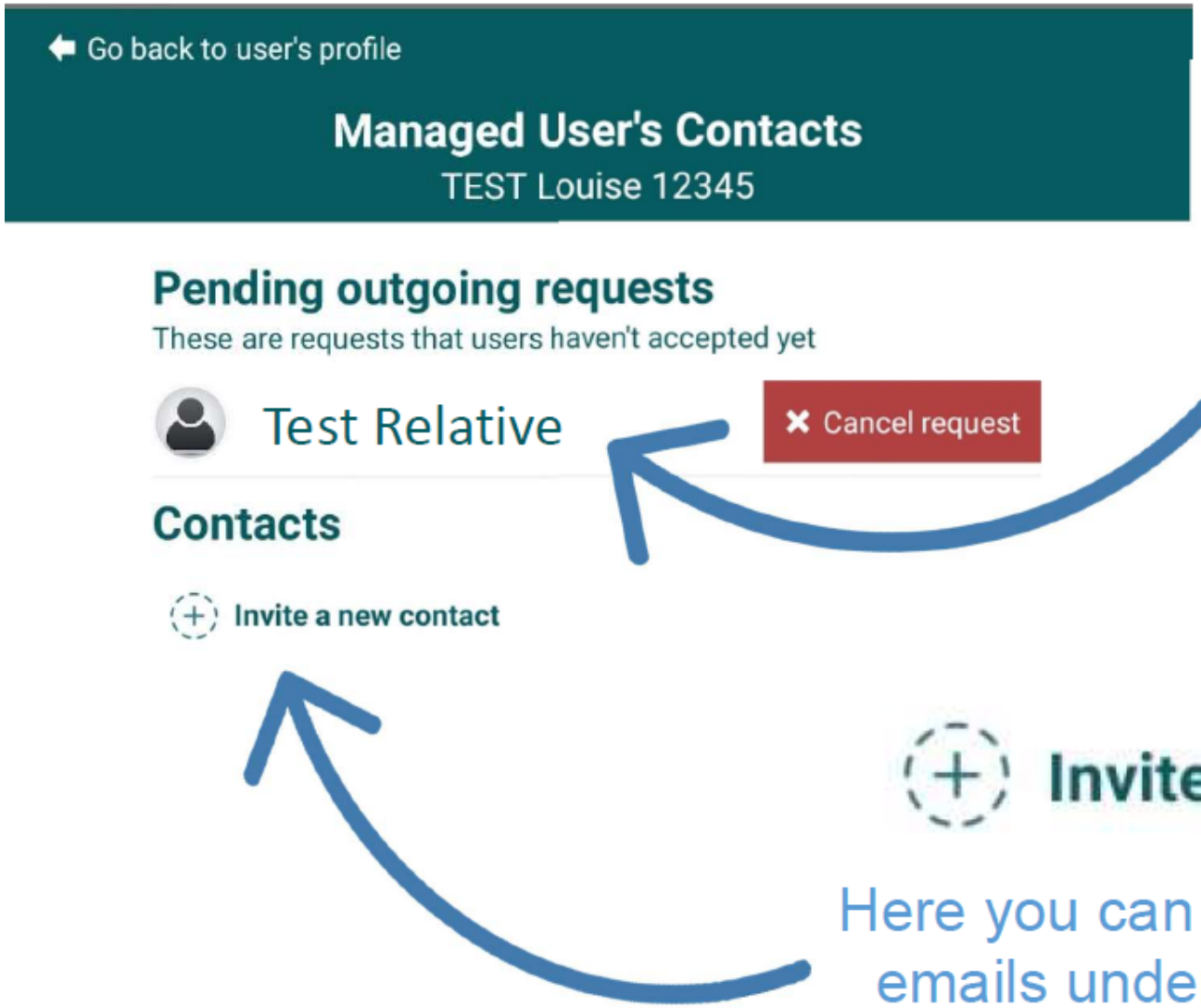
Click Save!!



The relative contact profile will then appear.

Click here

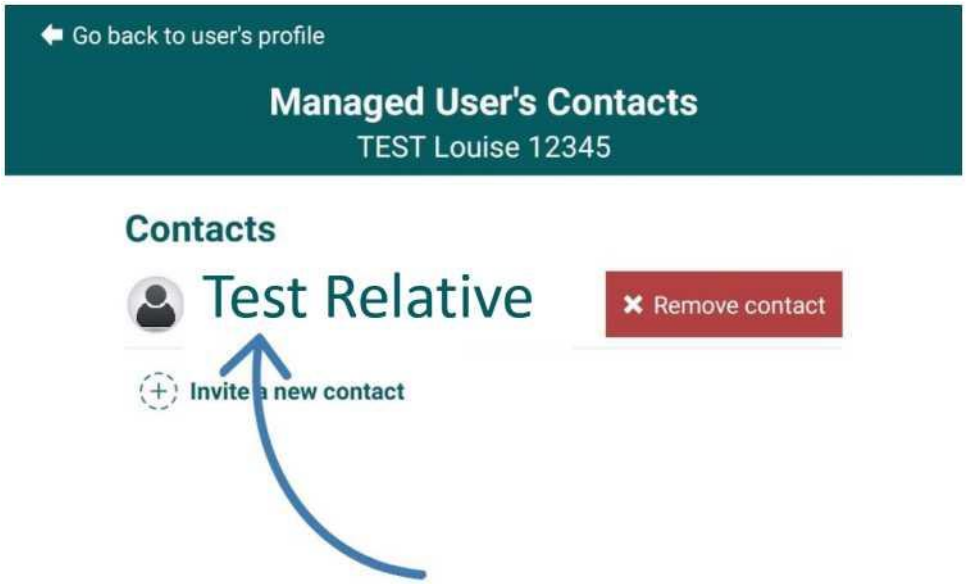
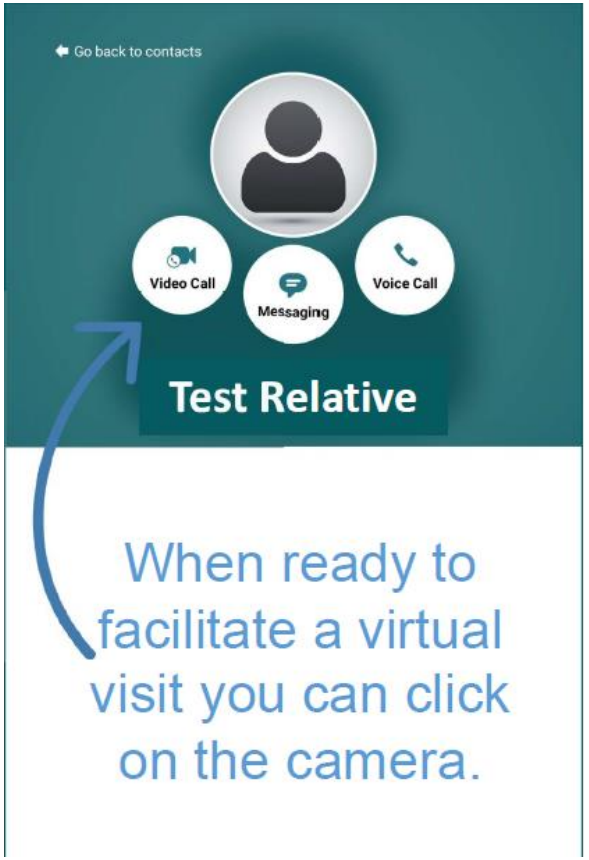
+ Send request



Here shows that your request has been sent and now it's the relatives turn to accept.

Invite a new contact

Here you can add multiple relatives emails under the patient's profile



Once the relative has accepted your request. You now can click on the relative.