How to install Pulsara PATIENT on iOS

Installing the Pulsara PATIENT application will enable you to have a secure and remote video conference call with your Healthcare Provider.

Below are instructions for installing and using the Pulsara PATIENT secure video conference calling application. If you have any questions, please contact the provider who invited you to use the Pulsara PATIENT application for support or questions.

Note: Pulsara PATIENT is currently only available within the United States for iOS Devices.

iOS Setup Instructions:

Step 1: Go to the text message that you received and tap on the link that says https://pulsara.com/patient-ios

Follow the prompts for downloading and installing the application.

It will look like this in the Apple app Store:

The team at Skyward First Responder EMS wants to make secure video calls with you. Download the Pulsara Patient App. Once you verify your phone number, you'll be able to receive video calls!
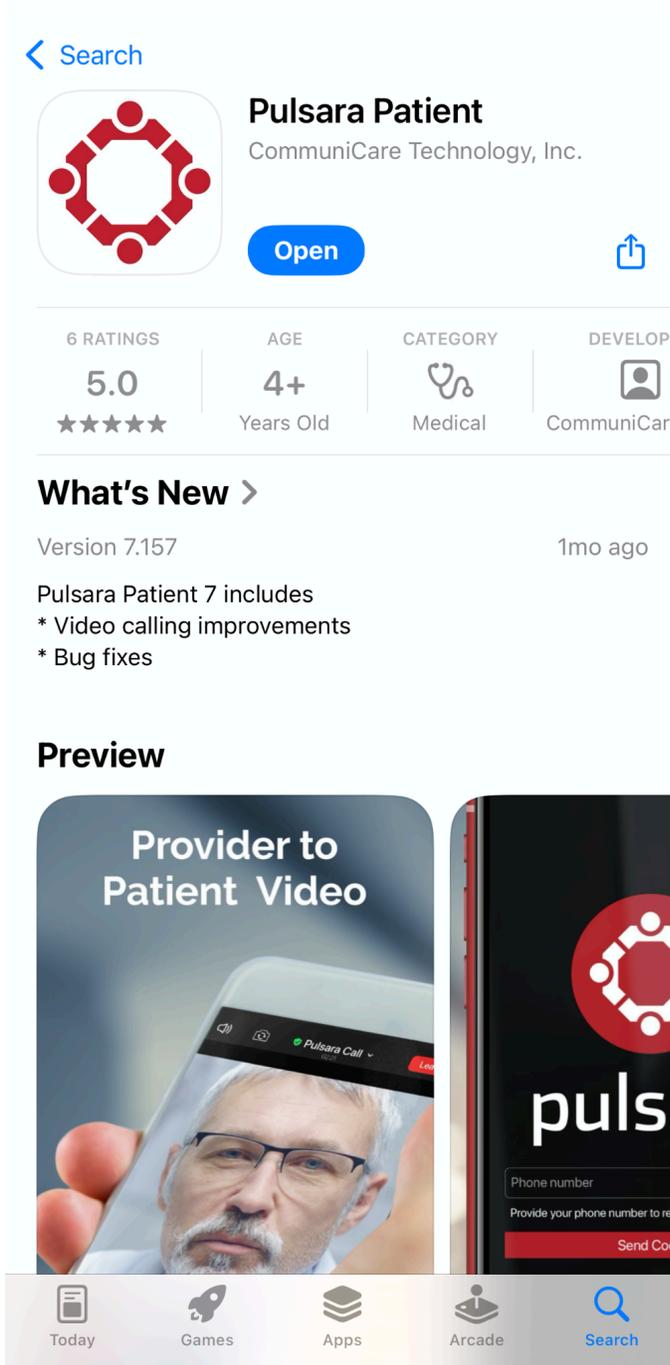
Available for iPhone and iPad.

https://pulsara.com/patient-ios

Questions? https://knowledge.pulsara.com/patient-app-setup

The sender is not in your contact list.
**Report Junk**

Text Message • SMS

Step 2: After installing the application on your mobile device, find the Pulsara PATIENT application on your home screen. It will look like this:
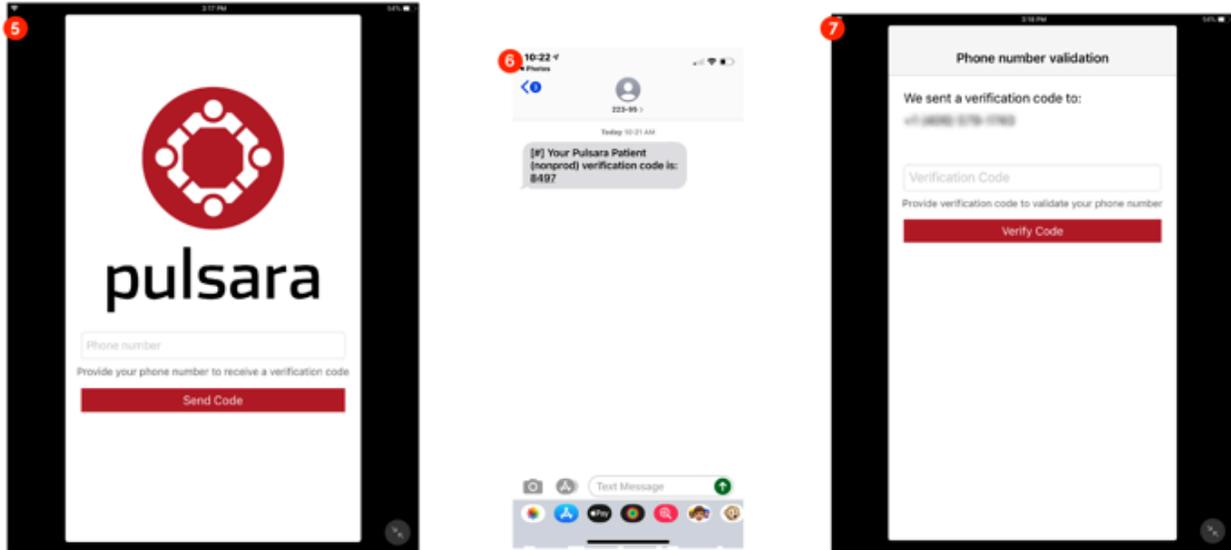
Pulsara Patient

Step 3: After opening the app, you'll be prompted to allow notifications. Tap "allow" to allow notifications. If notifications are not allowed, you cannot receive calls through the app.
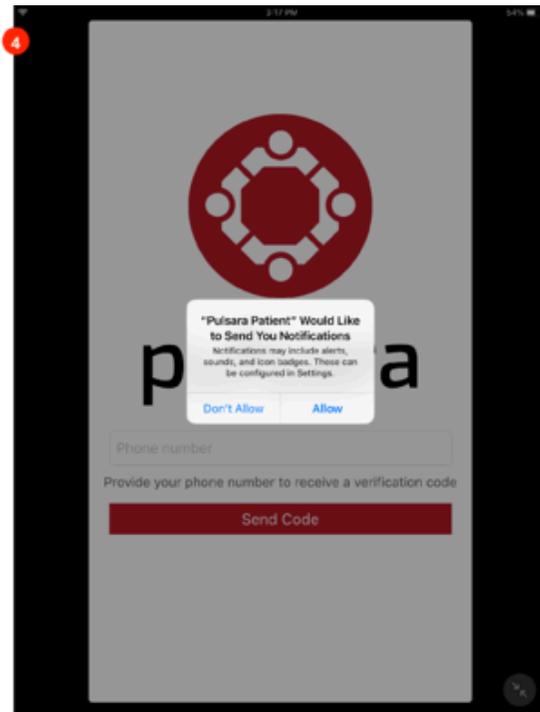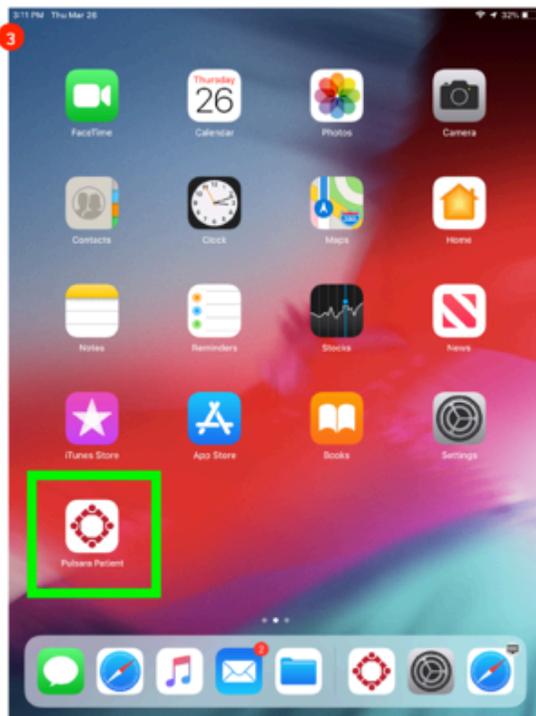

Step 4: Next, enter your phone number to receive a verification code by text message. Tap **Send Code**.

Step 5: After you receive the text message with the verification code, enter it into the Verification Code field (see below) and tap "Verify Code" to continue.

Step 6: You will receive two prompts requesting permission to access the device camera and microphone. The secure Pulsara PATIENT application requires these phone features to function correctly. Tap **OK** to allow Access to the Camera and Microphone.
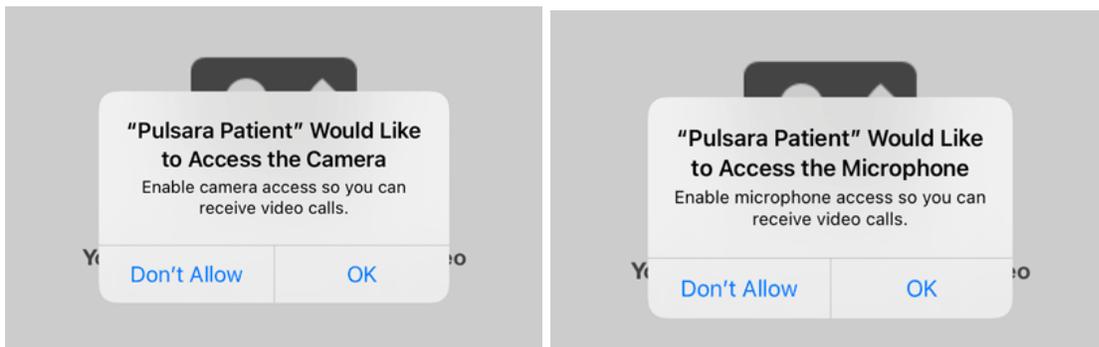
You're now ready to receive a secure call from your healthcare provider.

You're all set to receive secure video calls from your medical provider!

How do I answer a Pulsara Call on an iPhone?

If your device is *locked,* your phone will ring and the screen below will appear.

To answer the call, **slide the arrow** to the right. If your phone uses a passcode, enter it, and you can join the call.

After answering the call, the caller's voice will come out of your phone's speaker, and you will see their image on the screen.
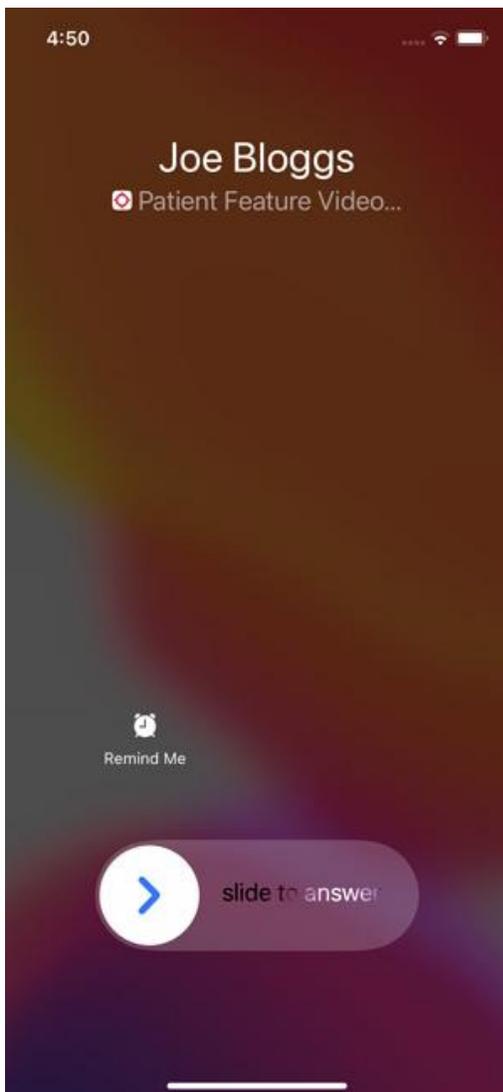
Hold the phone so that the camera shows your face.

If your device is *unlocked*, you will tap the blue checkmark button to **Accept** the video call.

After accepting the video call, the Care Team Member can see and hear you.

They will activate the video on their end as needed.

Use the Mute or Stop Video buttons at any time during the call to mute your audio or pause the video. If you do not see mute and video controls, tap the screen.

What do I do if the application has been closed or my phone has been restarted?

There's no need to worry. Even if you close the application or restart your phone, you will still receive video call notifications from your Healthcare Provider.

If you need further assistance with the Pulsara PATIENT application, please contact your Healthcare Provider.