



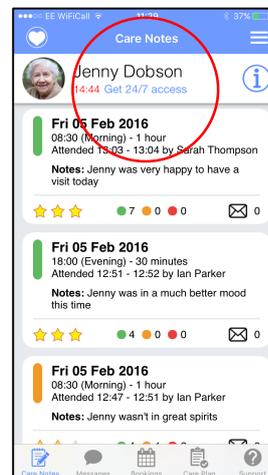
How to Access openPASS Anytime, Anywhere

For customers who have friends, family and healthcare professionals who would like to access customer care notes away from the home.

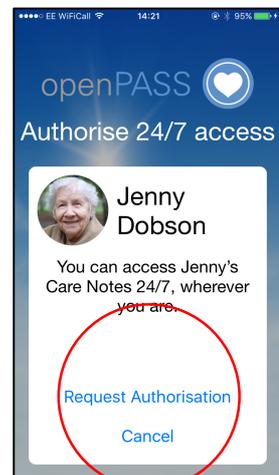
NOTE: To gain anytime, anywhere access to customer care notes, the care office must first obtain consent from the customer

Users who have already signed up to openPASS and have scanned a QR code and now want anytime, anywhere access:

1. Scan the customer's QR code
2. Tap **Get 24/7 access**
(See picture 1)
3. Tap **Request Authorisation**
(See picture 2)
4. Wait for an email informing you that you have been approved by the customer
5. Follow the instructions in the email and answer the secret question



Picture 1



Picture 2

Users who have not scanned the QR code but want anytime, anywhere access

1. Contact the care office to request anytime, anywhere access.
2. Once authorised, you will receive an email. Click **Complete Registration**.
3. **Answer the question** and click **Update Account**. You will receive Confirmation.
4. If you have not yet downloaded the openPASS app, download it from **Google Play** (Android users) or **App Store** (iOS users). Search for "openPASS".
5. Open the app and **sign in** using your username and password.

NOTE: From 1st July 2016 the openPASS service will be charged at £5 per month. You will be notified of this change when it happens.