

Mobile Application

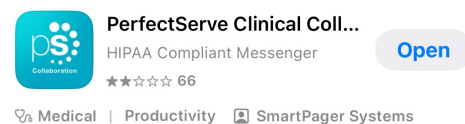
User Authentication for Android - Active Directory (AD) credentials

Downloading the mobile application

1. Open the Play Store and search for **PerfectServe Clinical Collab.**
2. **Download** the application.
3. Once installation is complete, select **OPEN**.



Scan the QR code to navigate directly to the application in the Play Store.



Logging In

1. Start by entering your **Munson Healthcare email address** as your username.
2. When prompted for a password, **do NOT enter your password**. Instead **click on the “Sign in with Azure AD” button** to authenticate with your **hospital-issued credentials**.*
3. **Enable** Biometric Sign In
 - Users have the option to enable this feature or proceed without it.
4. Create a **PIN**.
5. Re-enter the **PIN** to confirm.

*The *Imprivata* app must be installed on your device to authenticate. If you haven't already downloaded the *Imprivata* app, please refer to the [job aid](#).



FAQ



What if I forgot my password?

*For password assistance, contact the Munson Help Desk at **231-935-6053**.*



How often will I need to reset my password?

Your password is controlled by Munson Healthcare who will notify you when it is time to reset your password.



Where can I find what app version I have?

While in the PerfectServe Clinical Collaboration mobile application, expand the left side navigation menu, and scroll all the way down. The mobile app version you are on will be indicated at the very bottom.



- *Before seeking further assistance from Support, users should ensure they update their mobile app via the App Store to the most recent version and verify if this resolves the issue they're encountering.*



Can I get help while in the app?

Absolutely! Expand the left side navigation menu and select how you want to contact Support.



- *“Email Support” allows you to send an email to Support*
- *“Request Callback” allows you to start a phone call to reach Support*
- *“Report a Problem” allows you to send a log file to Support and report an issue you are experiencing.*



Can I turn off biometrics after I enable it?

Yes. Select “Settings” in the left side navigation menu, and then “PIN settings. Toggle “Enable Biometrics” off or on if it is not currently enabled.



How often will I need to enter my PIN to login?

The default standard is every eight (8) hours. However, this could be different based on your organization’s preference/requirement.



***Note: if biometrics is enabled, it will bypass the need for the user to enter their password or PIN in manually each time.*