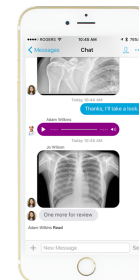


### USING THE TELMEDIQ APP ON YOUR PHONE:

*You're invited to install the Telmediq app on your personal iPhone or Android device.*

*You only need to sign in one time with your e-mail address and network password. It will remember it after that.*



- On your phone, open a web browser and type: [tmiq.it/get](https://tmiq.it/get)
  - This will open the Telmediq page in the App Store or Google Play Store
- Press the *Install* button
- Tap the "IQ" icon to start the app

Do you have a **@childrensmn.org** e-mail address?

**YES**

Enter your **@childrensmn.org** e-mail address, and then enter your network password to log in

**NO**

Please determine the e-mail to use to log in as follows:

- On a PC's web browser, go to <https://childrensmn.app.telmediq.com>
- Log in using your network (Windows) username and your network password
- Click on your name in the top-right corner, then click "Profile" underneath it
- The "Email" field shows the e-mail address registered for use with the mobile app. (Please note that it may not be an actual e-mail address.)

User Profile

Michelle Hamilton [edit](#)

Username	testuser_cmn
Email	XX123456@kidsnet.childrenshc.org ←
Mobile Number	5555551212

- In the mobile app, please enter this e-mail address, and then enter your network password

If the app requests that push notifications be enabled, please press *Accept* (otherwise you will not get appropriate notifications on your phone when you receive a message)

### ACCESSING TELMEDIQ ON A PC:

- Open a web browser and visit: <https://childrensmn.app.telmediq.com>
- Log in with your network username or your **@childrensmn.org** e-mail address, and your network password

*You can check your messages and send messages on a PC using the Telmediq web app.*

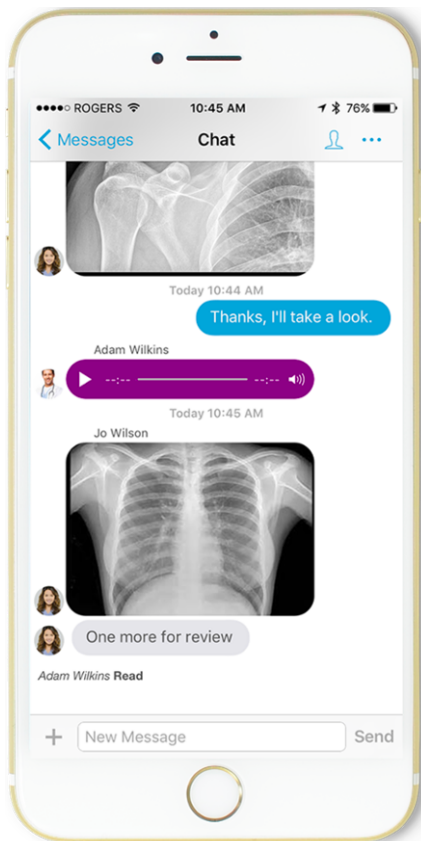


### What is Telmediq?

Telmediq is the secure healthcare communications system selected by Children’s Minnesota.

Accessible on your mobile phone or on desktop computers, Telmediq lets you:

- Exchange text messages, voice messages, and images with physicians, nurses, case managers, and other staff throughout the hospital
- View and page on-call providers
- View care teams and patient demographic information at a glance
- Place outbound calls and have your caller ID show as the hospital switchboard instead of your personal number



### IS SECURE TEXTING ON MY PHONE GOING TO COST ME? HOW MUCH DATA WILL THIS USE?

*Telmediq is “free” when your phone is connected to a Wi-Fi network. Even when you’re not on Wi-Fi, Telmediq uses less data than iMessage or similar messaging apps (10 to 20 MB per month, on average). Within the application, there are never any texting charges for any messages you send or receive, anytime.*

### DOES THE ORGANIZATION HAVE ACCESS TO MY PERSONAL DATA ON MY PHONE?

*No. Think of Telmediq as a secure portal you access via your personal device. Everything you do through Telmediq (sending a text, taking a photo, or sharing a file) is secure and separate from your personal device and data.*

### HOW SECURE IS TELMEDIQ?

*Very. We’re fully HIPAA compliant and built on an ISO 27001 certified infrastructure. We employ security features such as two-factor authentication. Data is locked within the application on your device, while older data is wiped regularly.*

### WHAT IF I LOSE MY DATA OR WI-FI CONNECTION?

*If you lose data or Wi-Fi connectivity and escalation paths are configured, Telmediq will automatically call your primary and secondary contact numbers. If that fails, then the message will be automatically escalated to a corresponding user or someone else in your group — as defined by you.*

### Where can I learn more?

- Visit our Telmediq onboarding website at: <http://tmiq.it/cmnmn>
- Access more videos and tutorials at: <http://support.telmediq.com>
- See the reverse side of this page for more information on getting started

### What if I have questions or problems?

Contact the Children’s Minnesota service desk at:  
**(952) 992-5000 • [servicedesk@childrensmn.org](mailto:servicedesk@childrensmn.org)**  
 Or, contact Telmediq support 24/7 at:  
**1 (888) 364-9305, EXT. 2 • [support@telmediq.com](mailto:support@telmediq.com)**