Nuance **Healthcare**

Dragon Ambient eXperience

Installing and using the DAX Mobile App (DAX) 2.6

5/19/2020 10:29 AM

Installing DAX | DAX Tutorial and features | Resetting your password | Troubleshooting | Contacting Support

This document provides you with a walk-through of the installation and login process for DAX Mobile App (DAX), the iOS app for use with Nuance's virtual scribing service. The total process should take less than 15 minutes to complete.

New features of DAX Mobile App 2.6:

- DAX now retains your Institution Code: When a user first signs into the DAX, they must manually enter their assigned Institution Code. Once a user has been successfully authenticated, DAX remembers the user's Institution Code.
- 2 clicks are now required to start a recording on all screens: When a user clicks the green microphone button at the bottom of either the History or Patient Record screen, the user has to click the Green microphone again to start the recording.

  In previous releases, when the user clicked the mic button from the History or Patient Record screen, the recording would start.
- Apple Watch complication screens have been updated so that all versions of the Apple Watch display the new DAX branding
- An Activity Indicator has been added if there a delay in loading or completing a DAX operation. For example, when a user signs in, DAX will show a graphical spinner as an Activity Indicator at top of screen if there is a delay in completing the sign-in. When DAX displays an Activity Indicator, the user cannot interact with DAX until the activity is complete.

You will need the following

1. Active Wi-Fi connection for Nuance supplied IOS devices or Cellular if you are using your own iPhone
2. The username and password supplied to you by the Nuance support team.

   To reset a forgotten password, please contact the DAX support team at 919-695-7270.
3. The Institution Code supplied to you by the Nuance support team: **NuanceDAX**.
4. If your iOS device was setup using your personal Apple ID you may need to enter your Apple ID and password when downloading DAX.

   If you are using a Nuance provided iOS device and you need the Apple ID, please contact support.

Supported

- Recording Uploads using Wi-Fi and cellular data
- iOS 12.x or greater
- iPhone 5S or newer, iPod Touch 6th gen or newer

Note: If you are using a Nuance supplied, iOS device that does not meet these requirements, please contact Support for a newer and/or updated iOS device.

Not Supported:

- iPads: DAX Mobile App 2.6 is not tested or supported on Apple iPads.
  DAX 2.6 may still install an iPad, but it won't be fully functional. There are currently no plans to support iPads in future releases.
- Pebble Smartwatch
- Android OS

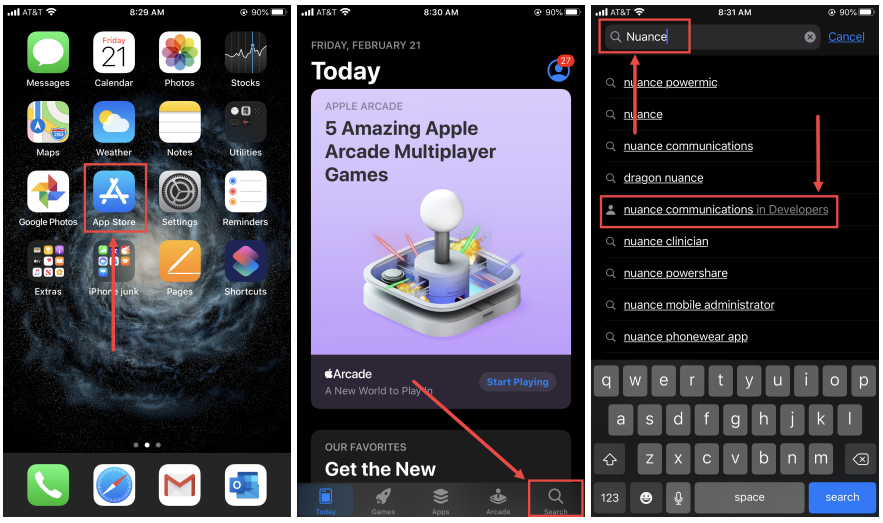
Installing DAX app

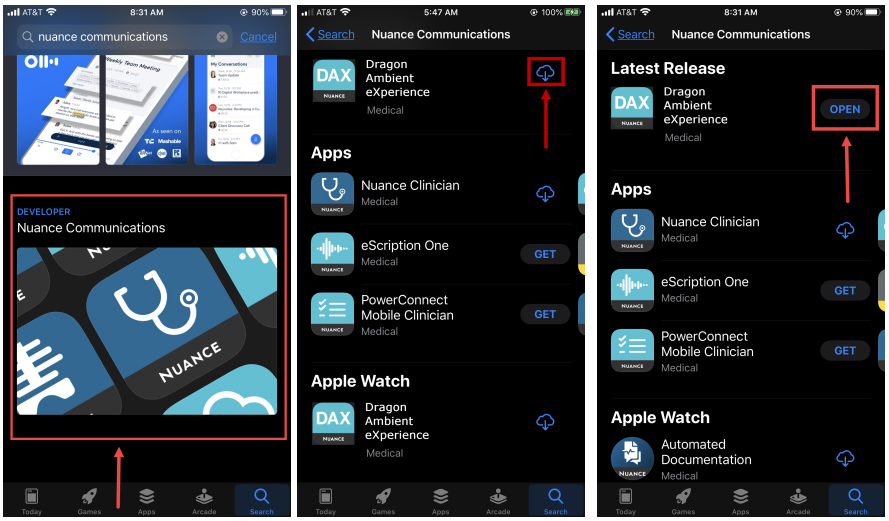
1. Ensure your device has Wi-Fi turned on and is connected to a Wi-Fi network

   NOTE: If you are using a Nuance provided iPhones, you will only be able to use Wi-Fi. If you are using your own iPhone, you will be able to install the new app over your cellular network.

2. Tap your App Store icon on your iPhone to open the App store.
3. Tap search and type Nuance in the search field and then tap “nuance communications in developers” from the list.
4. Tap “Developer Nuance Communications” to see DAX under Latest Release
5. Tap the “Cloud” icon to download and install the app.
   Once the DAX App downloads. Tap “OPEN” to open DAX

   For example:



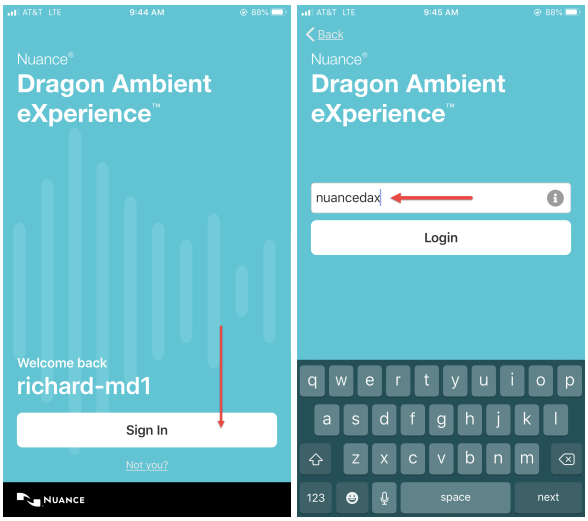


Note: If your device was setup using your personal Apple ID, you will need to enter your Apple ID and password to install the DAX app.

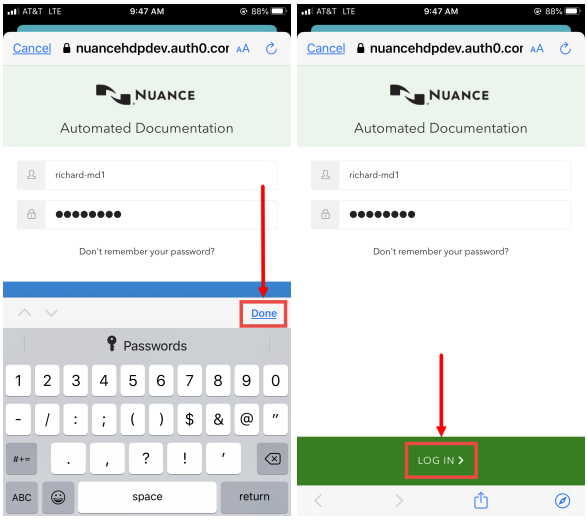
If you are using a Nuance provided iOS device and you need the Apple ID, please contact support.

6. Once DAX opens tap **Sign In**. The Institution Code will be filled in with **NuanceDAX**.

   Tap **Login**:

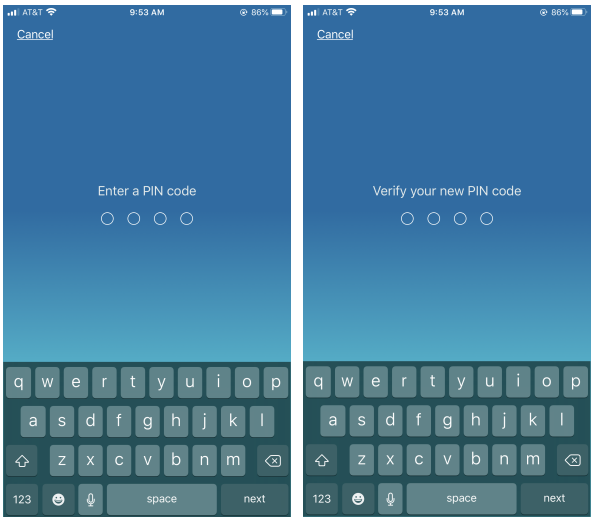


7. You'll be prompted to type your existing username and password, then tap **Done** and then **Log in**. For example:



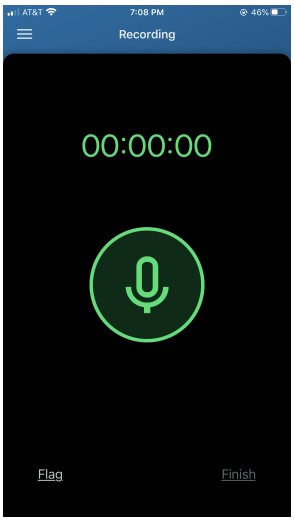
NOTE: If you have forgotten your password or you see a message that **"Something went wrong..."** or **"Your account has been blocked..."**, please proceed to Reset Forgotten Password.

8. Enter and verify your 4 digit **PIN** code:



Note: This can be the same PIN you used for the iScribes.

9. Once you verify your PIN number, you'll be ready to use the DAX app. For example:

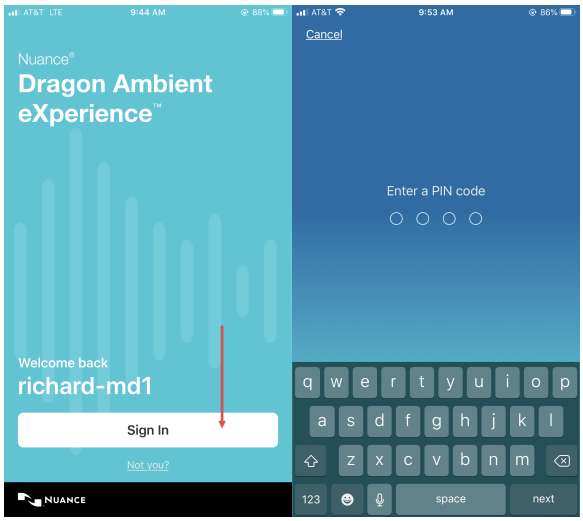


Tutorial and Features

Signing into DAX

Each time you **Sign in** to DAX. you'll need to supply your 4-digit **PIN** code:

For example:



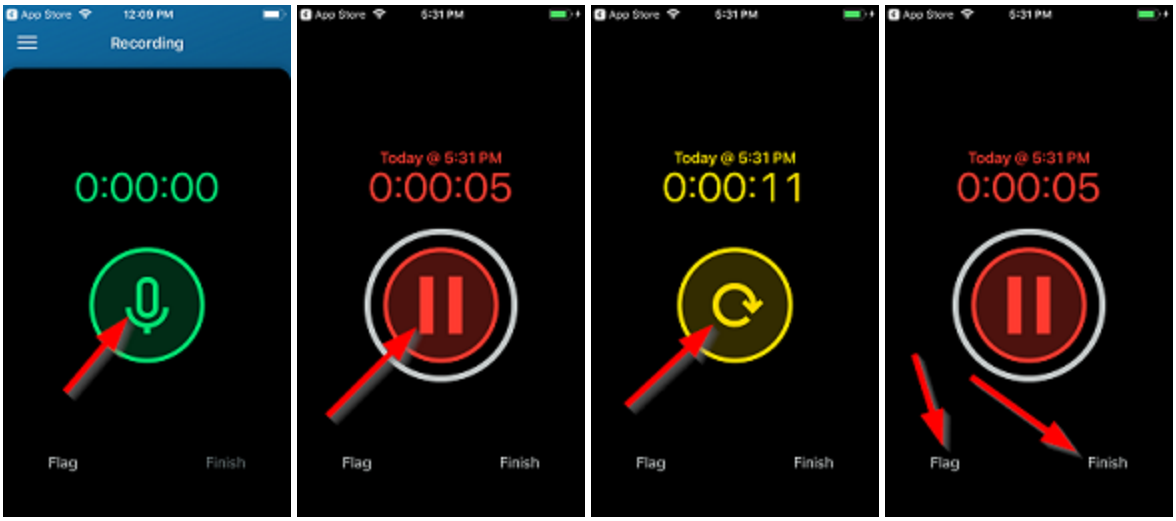
To Create and Upload a Recording

Open the DAX app and then tap:

- The Green Microphone icon to begin recording.
- The RED Pause icon to pause the recording.
- The Yellow Resume icon to resume recording.
- Flag to flag the recording for higher priority. This will add a priority flag to the recording in your History list.
    - If you want to Flag a recording, you must tap Flag before tapping Finish. You can also Flag a recording in your History list.
    - Flagging a recording puts the recording at the top of queue, prioritizing the recording for the Quality Documentation Specialist.
    - If you require a note sooner than defined in your contractual agreement, please send a STAT note request, see STAT note request.
- Finish to upload a recording to the Quality Documentation Specialist.

> Note: The Finish and Flag buttons can be used anytime during the recording and while paused.

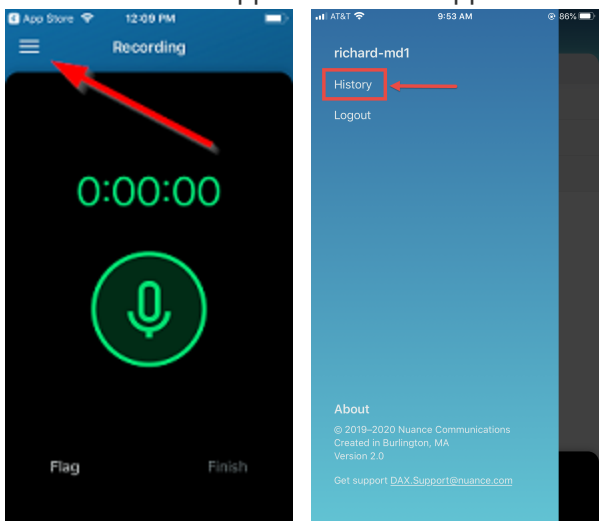
For example:



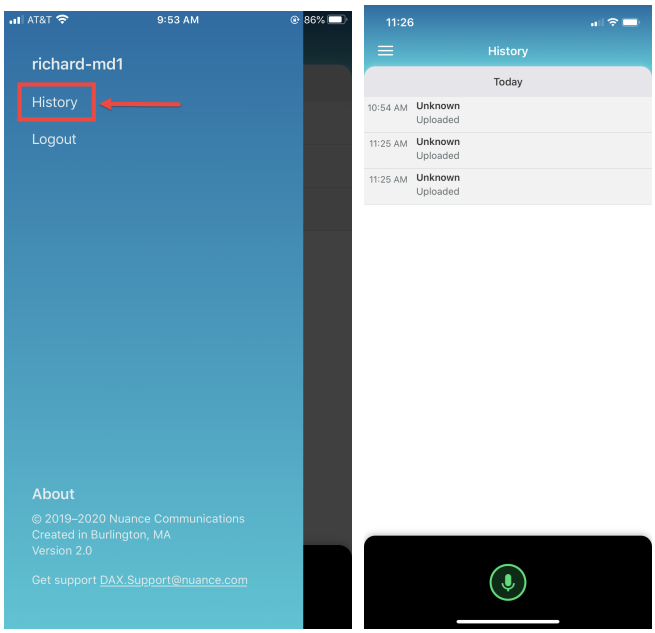
When you are finished, you will see this recording in your History list. See the next section on viewing your History.

To view and delete your recordings

1. Tap the Menu icon in the upper left of DAX app and then tap **History**. For example:

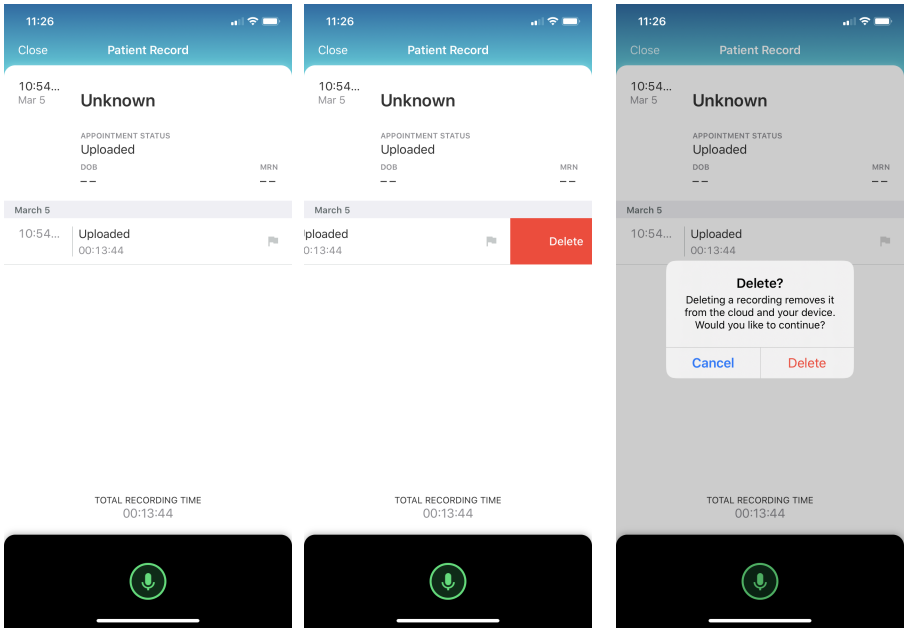


2. The History screen displays your recordings, upload status, and recordings flagged for priority.
    - Recordings are stored by clinic date.
    - You have access to the past 30 days. For recordings past 30 days, please contact Customer Support.
    - If a recording is still pending upload it will be visible in History, but you will not be able to delete recordings. Please remedy your Wi-Fi or Cellular connection. Verifying your Wi-Fi Connection by clicking here.



3. From the Recording Review screen, you can also

   - Flag a recording. Flagging a recording puts the recording at the top of queue, prioritizing the recording for the Quality Documentation Specialist.
   - Delete a recording. To delete a recording in the “History” menu. Swipe left on desired recording to reveal the RED Delete button. When you tap Delete, the app will prompt you to confirm the deletion.

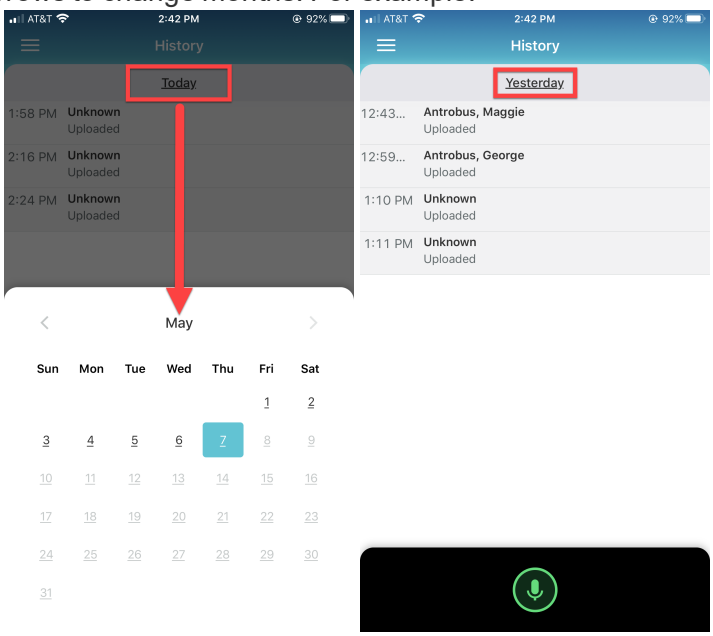


Note: Deleting recording is a permanent action and cannot be undone

View recordings from another date

You have access to all your recordings for the past 30 days from the current date.To see these recordings:

1. Tap the Menu icon in the upper left of DAX app and then tap **History**.
2. The History screen displays your recordings for the current date.
   To see older recordings, tap **Today** to bring up the calendar and then select a date to see the recordings on that date.
   You can tap the **<** and **>** arrows to change months. For example:



Creating a Stat note request

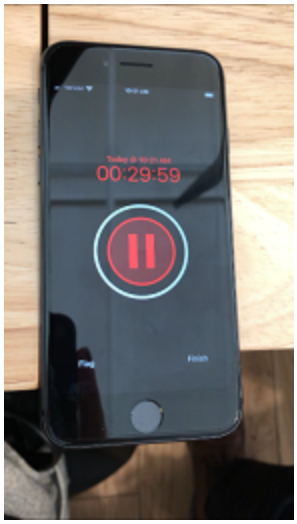
Do you require that a note be completed sooner than the contractual agreement? If this is the case, submission of a STAT note request is required.

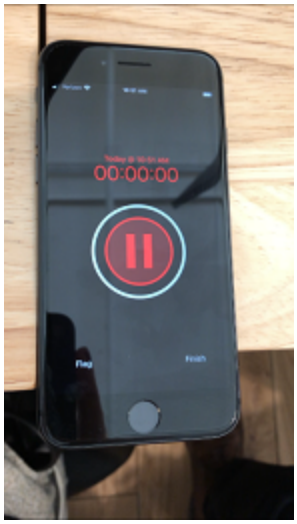
- Additional charges apply
- To initiate a STAT note request, email requests to stat@iscribes.co
- Please include:
  - Patient initials
  - Patient Medical Record Number
  - Date of Visit
  - Provider
  - Reason for STAT

- Requests are completed within a 4-hour window
- Confirmation email will be provided upon completion

Recordings Over 30 Minutes

- If the recording goes over 30 minutes, the time marker on the device will restart. No action is required on your part. The recording will continue until the “Finish” button is pressed.
- Recordings over 30 minutes will display in the “History” tab will display as two recordings. The Quality Documentation Specialist team will compile the recordings into one complete note.
- The device will display the following as it approaches 30 minutes:

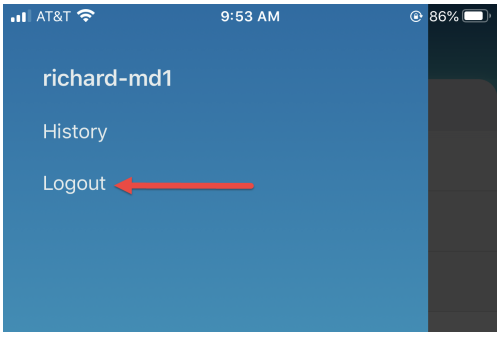
Before 30 minute 

After 30 minutes 

Logging out of DAX

Tap the Menu icon in the upper left of DAX app and then tap **Logout**.

For example:

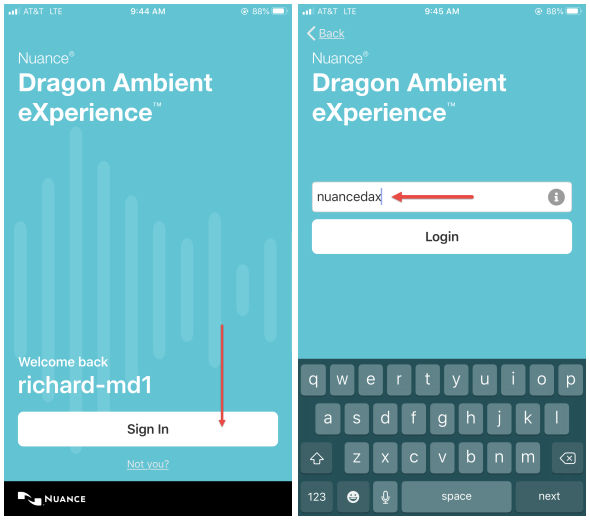


Resetting your password

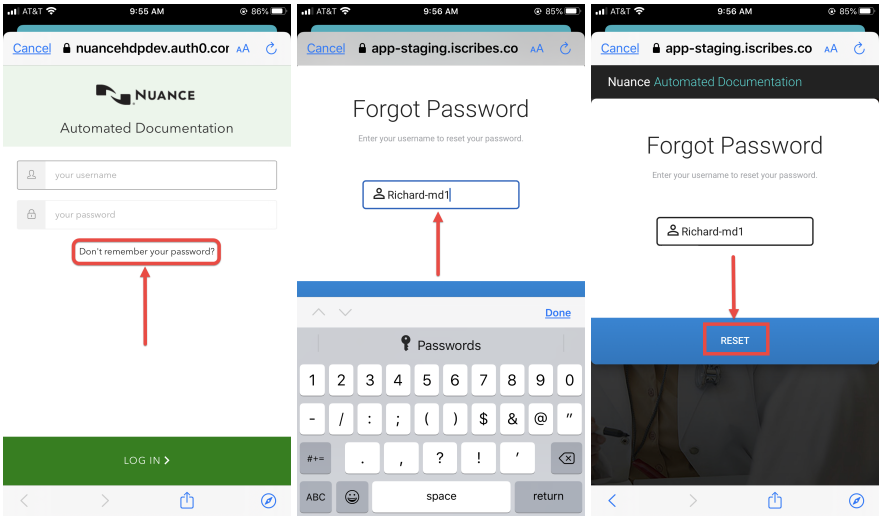
To reset a forgotten password:

1. Start DAX and tap **Sign In**.

   The Institution Code will be filled in with *NuanceDAX*. Tap **Login**.
   For example:

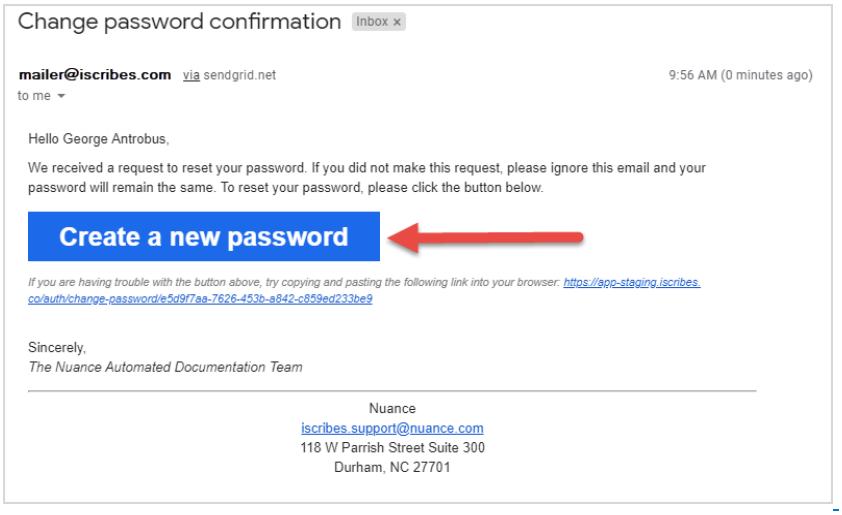


2. On the **Log in** screen, tap **Don't remember your password** , then type in your username and tap **RESET**.
   For example:

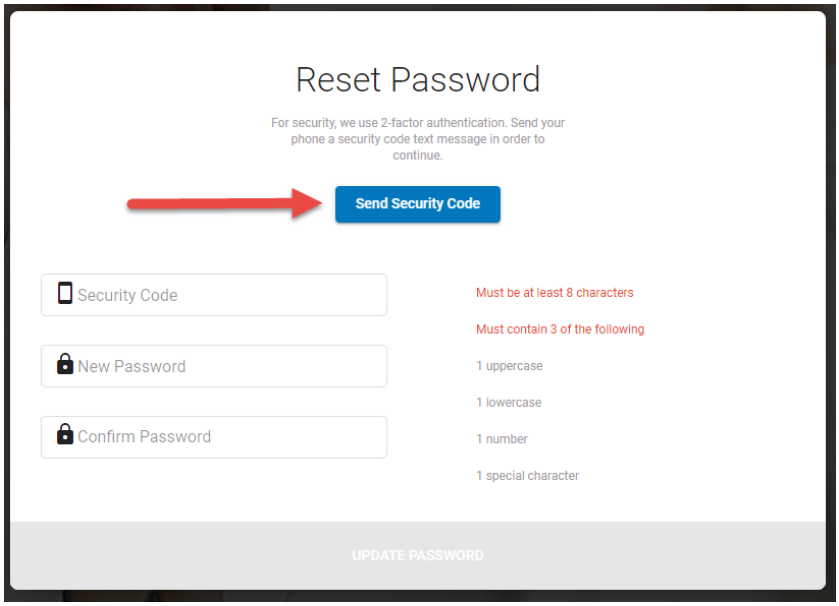


   You will receive an email from **mailer@iscribes.com** to the email account associated with your username with a link to reset your password. Make sure to check your junk email folder if you don't see it.

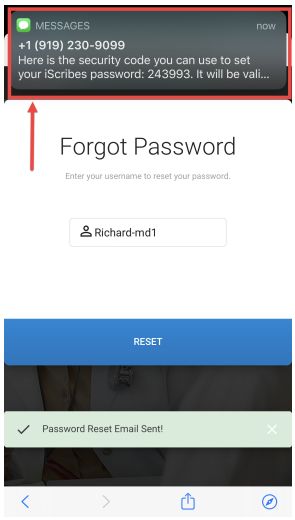
3. In the email you received, click the **Create a new password** button in the email to open the reset password web page. For example:



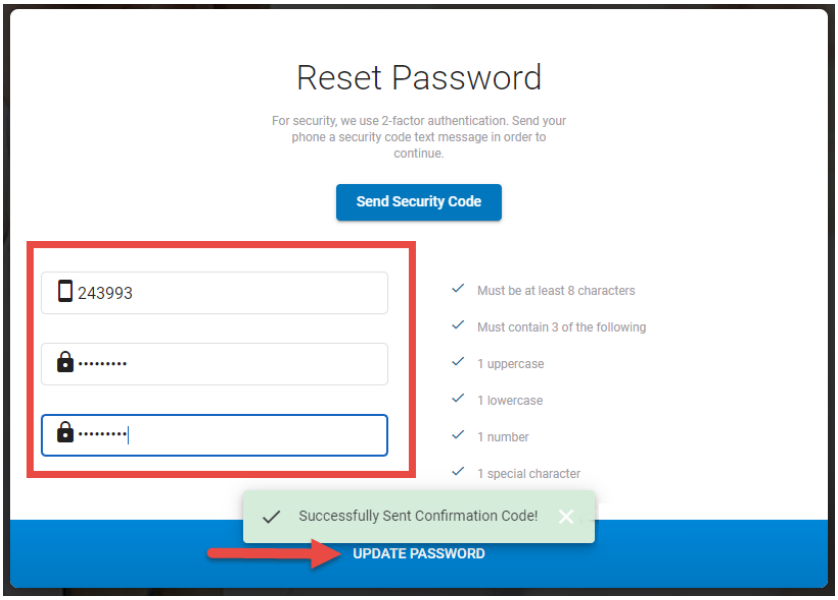
4. On the reset password web page, click on the **Send security Code** button. For example:



You will receive a text from 919-230-9099 with a 6 digit security PIN that is valid for 10 minutes after receipt. For example:



5. Enter the 6 digit security PIN on the reset password web page and create a new password and click **UPDATE PASSWORD**. For example



If you need additional assistance in resetting your password, please contact the DAX support team at 919-695-7270

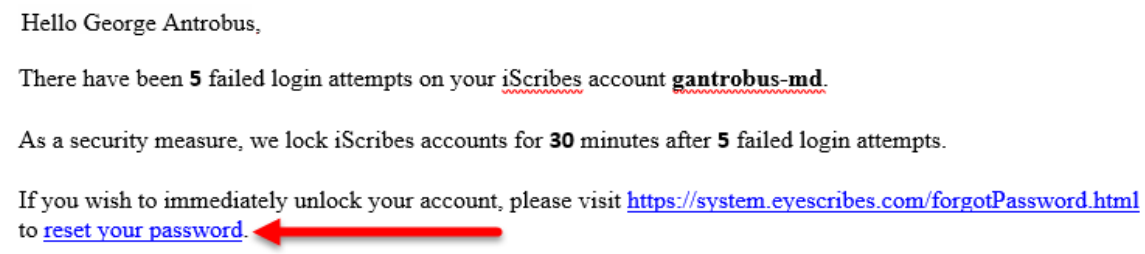
If you get an error message...

After the 5th failed log-in attempt:

1. You'll see the following message:

WE'RE SORRY, SOMETHING WENT WRONG WHEN ATTEMPTING TO LOG IN.

2. You'll receive an email from **mailer@iscribes.com** to the email account associated with your username telling you that your account is locked for 30 minutes and a link to reset your password. For example:

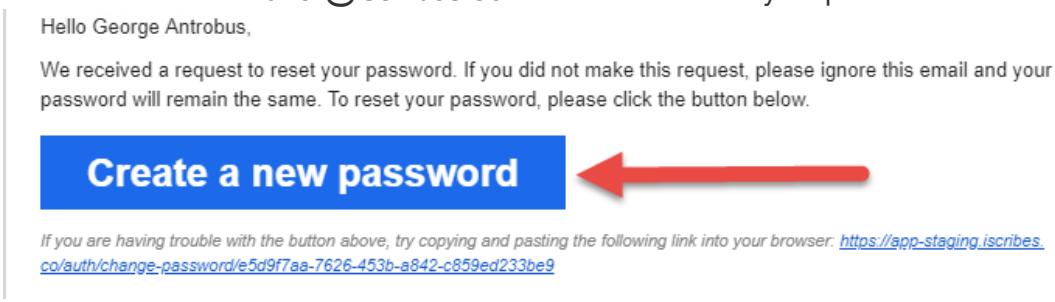

Hello George Antrobus,

There have been **5** failed login attempts on your iScribes account **gantrobus-md**.

As a security measure, we lock iScribes accounts for **30** minutes after **5** failed login attempts.

If you wish to immediately unlock your account, please visit https://system.eyescribes.com/forgotPassword.html to reset your password.

3. You can either wait 30 minutes to try again or click the "*reset your password*" link in that email. You'll receive a second email from **mailer@iscribes.com** with a link to reset your password. For example:

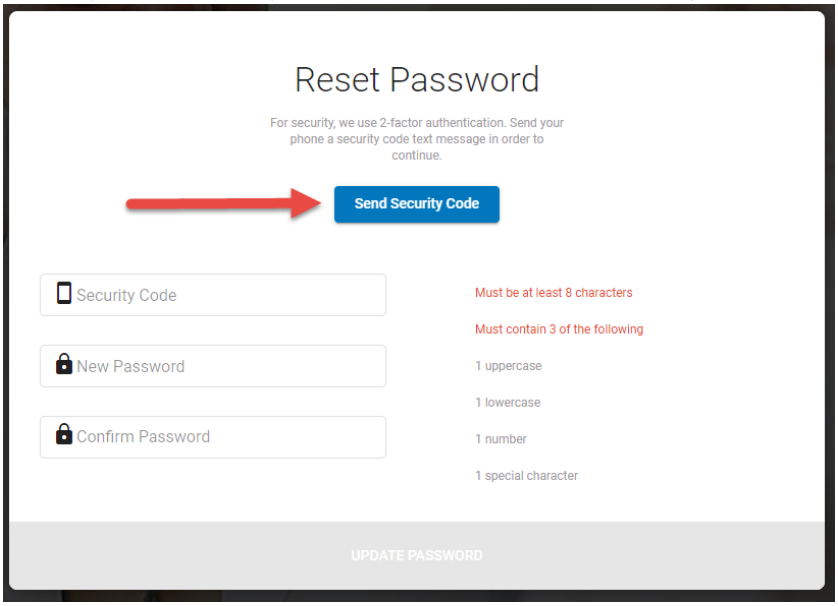

Hello George Antrobus,

We received a request to reset your password. If you did not make this request, please ignore this email and your password will remain the same. To reset your password, please click the button below.

Create a new password

If you are having trouble with the button above, try copying and pasting the following link into your browser: https://app-staging.iscribes.co/auth/change-password/e5d9f7aa-7626-453b-a842-c859ed233be9

4. Clicking that link take you to the reset password web page. For example:

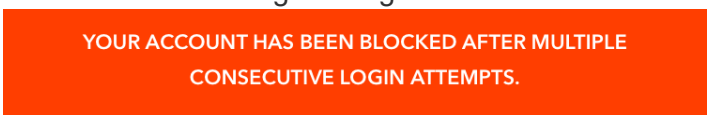


You will receive a text from 919-230-9099 with a 6 digit security PIN that is valid for 10 minutes after receipt.

5. Enter the 6 digit security PIN on the reset password webpage and create a new password as described in the section above.

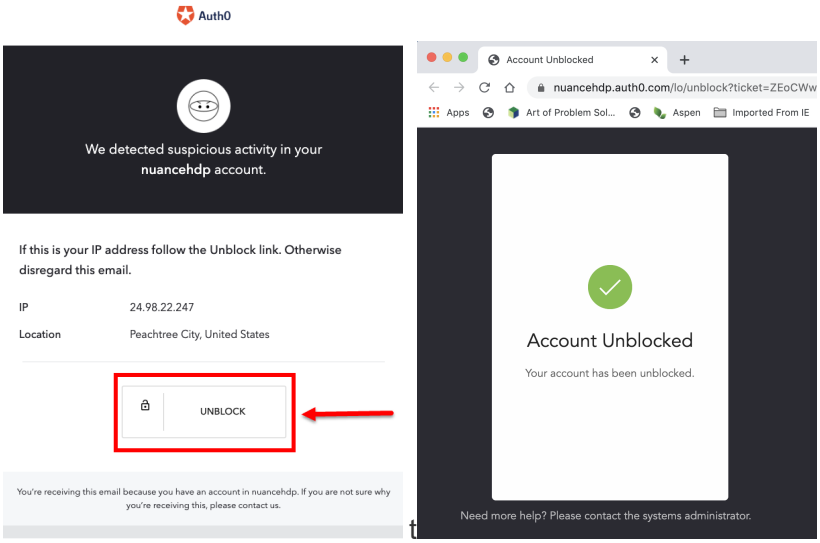
After the 10th failed log-in attempt:

You'll see the following message:



You'll then receive a third email message telling you that there's been suspicious activity in the Nuance account. You'll need do the following if you receive this third email message:

1. Click the **Unblock** button in that email. Your browser will open and you'll see a confirmation message that your Nuance account is unblocked. For example:



Note: If you have 10 or more failed log-in attempts, you will need to click both the **Unblock** button and the reset your password link in first email message.

Troubleshooting Tips

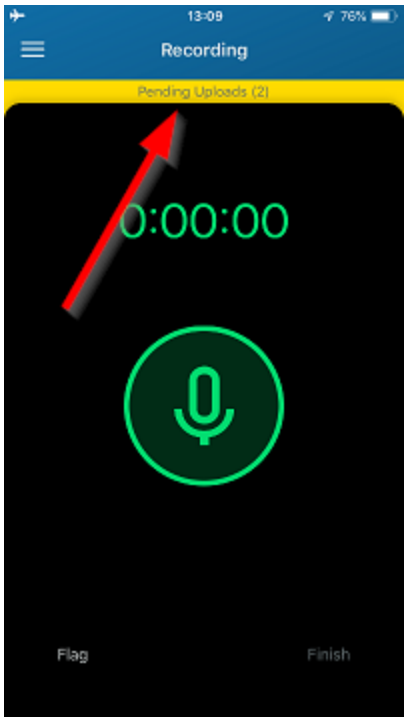
To upload recordings to Nuance, your IOS device must have active network connection via a Wi-Fi or Cellular network:

- iPod will use a Wi-Fi Network
- iPhone will use either a Wi-Fi or Cellular network

NOTE: If you are using a Nuance provided iPhone, you will only be able to use Wi-Fi. If you are using your own iPhone, you will be able to upload recordings over your cellular network.

Pending uploads:

If you have pending uploads, The DAX app displays a Yellow “Pending Uploads” banner on the upper part of the screen. A “Pending Uploads” banner means your recordings have not been uploaded and your network connection needs to be restored. For example:

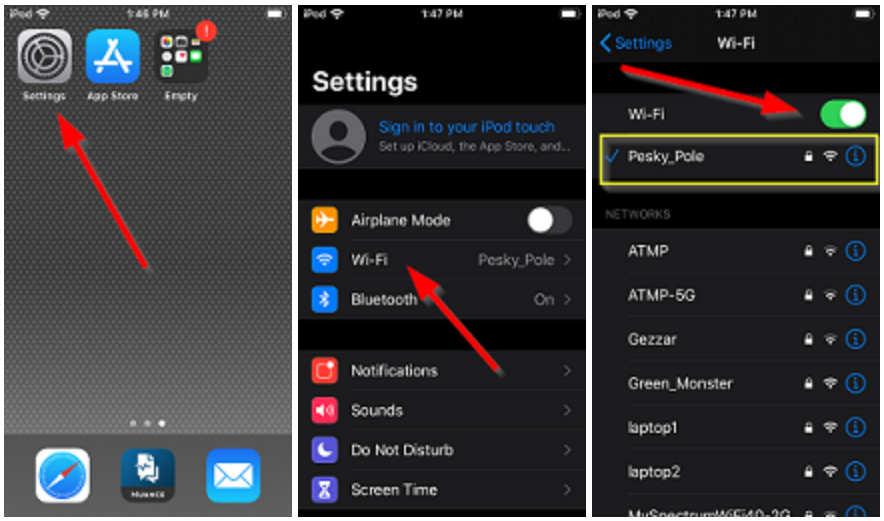


Your phone may still show the Wi-Fi symbol with multiple bars. However, if you see the yellow “Pending Upload” bar, toggle the Wi-Fi connection OFF/ON and see if the warning disappears. See the section below for more information.

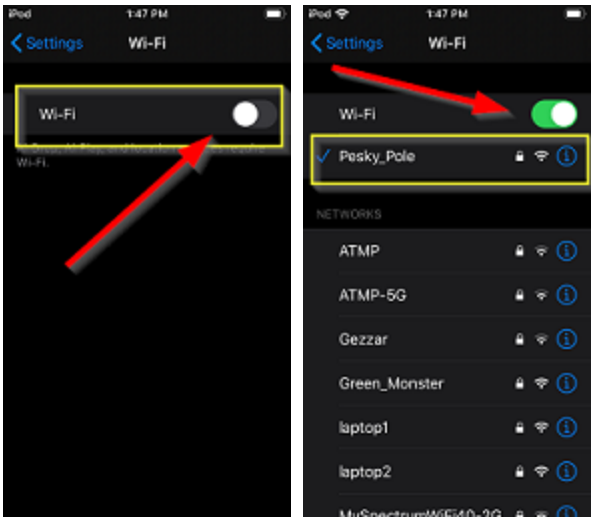
Note: You can still record during this time. However, you should remedy the network connection as soon as possible as to not delay recordings getting to the Quality Documentation Specialist.

Verifying your Wi-Fi Connection

1. On your device, tap Settings and then Wi-Fi to verify Wi-Fi is turned on and your device is connected to a wireless network. For example:



2. If you are still unable to upload recordings, try toggling the Wi-Fi connections OFF and ON. Then navigate back to the DAX App and verify “Pending Uploads” is no longer displayed. For example:



3. If DAX still displays “Pending uploads”, do the following:

- Log Out of DAX
- Turn OFF Wi-Fi from Settings>Wi-Fi
- Restart your device
- Re-connect to Wi-Fi from Settings>Wi-Fi
- Login to DAX and verify “Pending Uploads” is no longer displayed.

Contacting Support

Tap the Menu icon in the upper left of DAX app and then tap DAX.Support@nuance.com to open your default email app. Please include your contact information and briefly explain the problem you're having.

You can also reach the DAX support team at 919-695-7270

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