

**Family Communications Tea****m**

How to facilitate a virtual visit

Start by asking the relative to download the app

A picture containing logo

Description automatically generated

A picture containing graphical user interface

Description automatically generated

On your iphone/ipad, go to the App store. Type ‘**aTouchAway’** in the search box. You should see the **Aetonix aTouchAway** app.

Click on the download icon. You may need to enter your Apple ID and password.

Fill in the registration From. Accept the Aetonix Licence agreement and click **‘Register aTouchaway’**

On your Android phone/tablet, go to the play store. Type ‘**aTouchAway’** in the search box. You should see the **Aetonix aTouchAway** app.

Click on **Aetonix aTouchAway Mobile** app and then click Aetonix aTouchAway **install.**

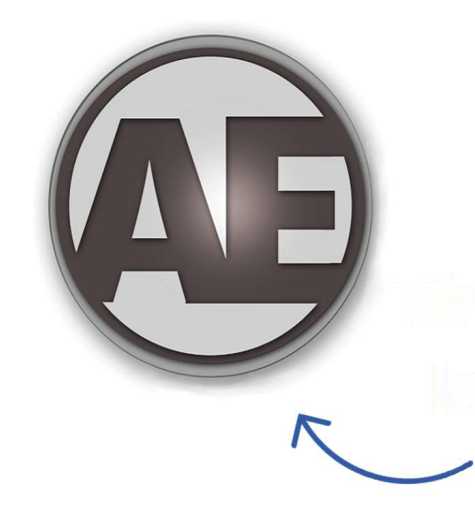
Fill in the registration From. Accept the Aetonix Licence agreement and click **‘Register aTouchaway’**

**The Tablets**

**SAMSUNG**



**APPLE**

Open up the A picture containing logo

Description automatically generated App

This is what it will  
look like on the  
tablet!

Graphical user interface, diagram

Description automatically generated

Click here to sign inGraphical user interface, text, website

Description automatically generated

Graphical user interface, text, application

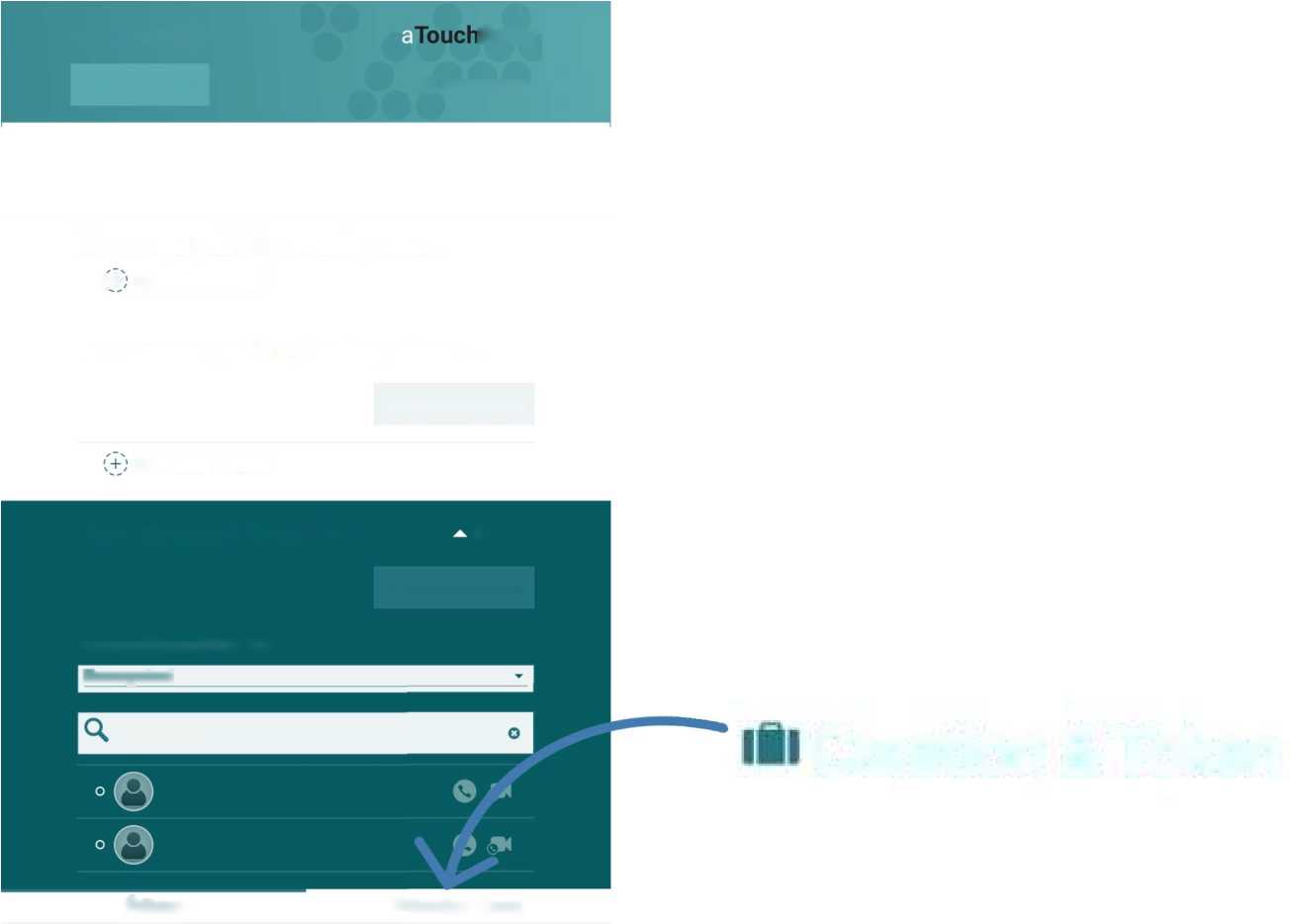
Description automatically generated

NN = The number on your tablet.

Example

Username: [tablet76@xxxx.icu](mailto:tablet76@xxxx.icu)

Password: XXXX&family1



**Click here**

Creation & Token

A Home

iii Creation & Token

**Invite a new contact**

Hide offline contacts

**No groups yet? Try creating one...**

**t +Create a new group**

**No contacts yet? Try inviting others...**

**Away**

© View history

**Heiio Tablet89**

O Account menu

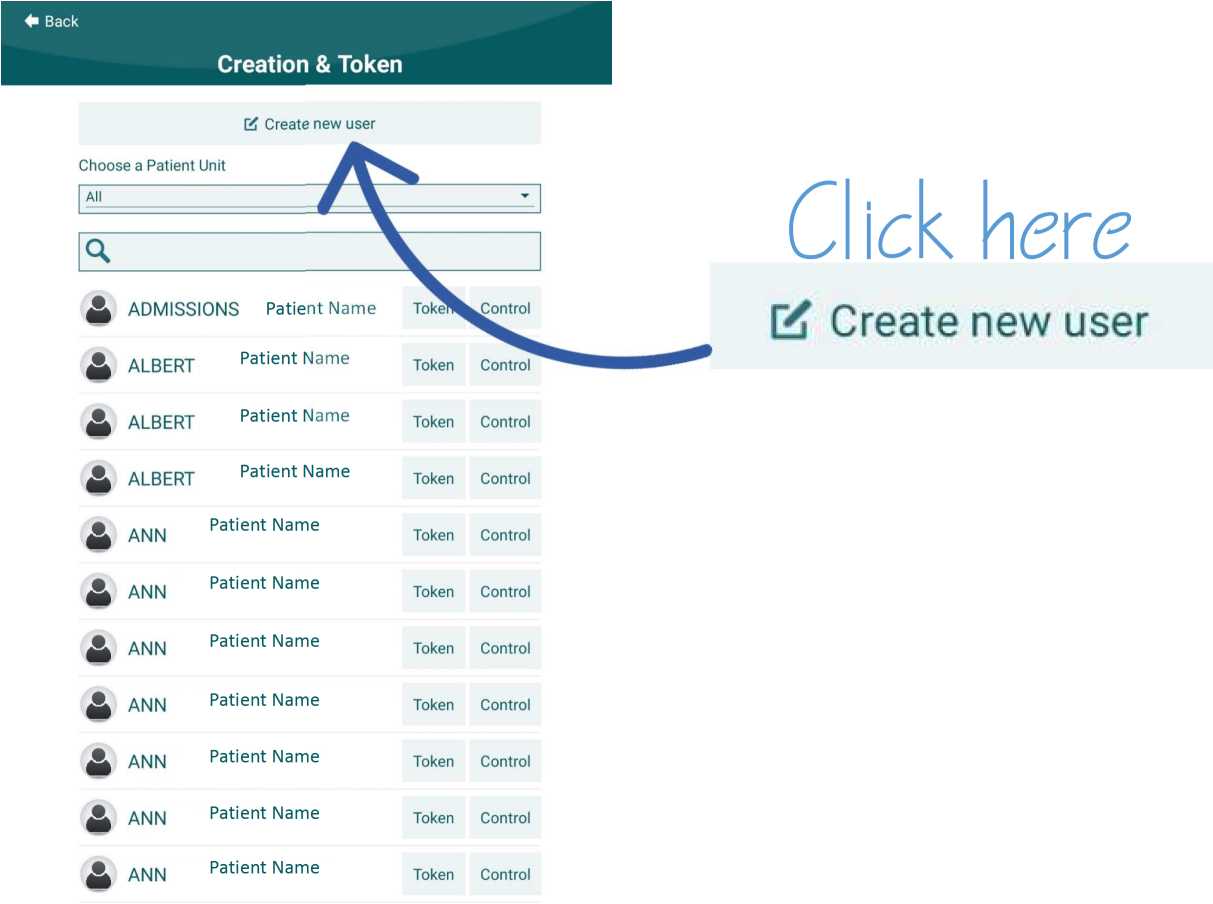
**Your Managed Users (2)**

Minimize

Hide offline contacts

Choose a Managed User Unit

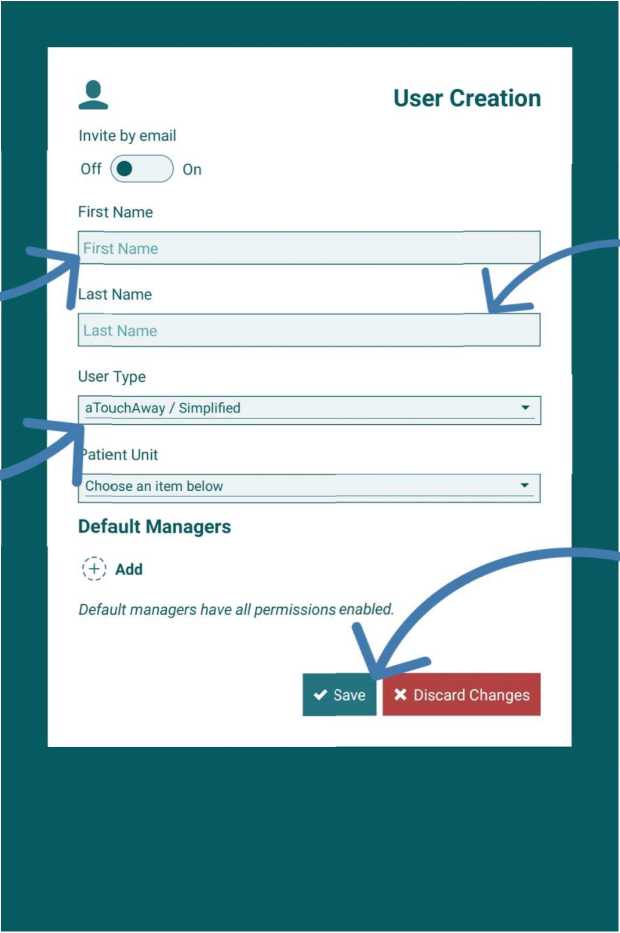
Uncategorized



Type here the ward  
name in capitals followed  
by the patients first  
name.

Make sure this drop down list is on ‘aTouchAway’/Simplified

Type here the surname  
of the patient



Example:

AAW Paula

**Click save!**

|  |  |
| --- | --- |
| **Hdio Tablet89** | **Touch** |
| 0 Account menu | © View history |

**No groups yet? Try creating one...**

; Create a new group

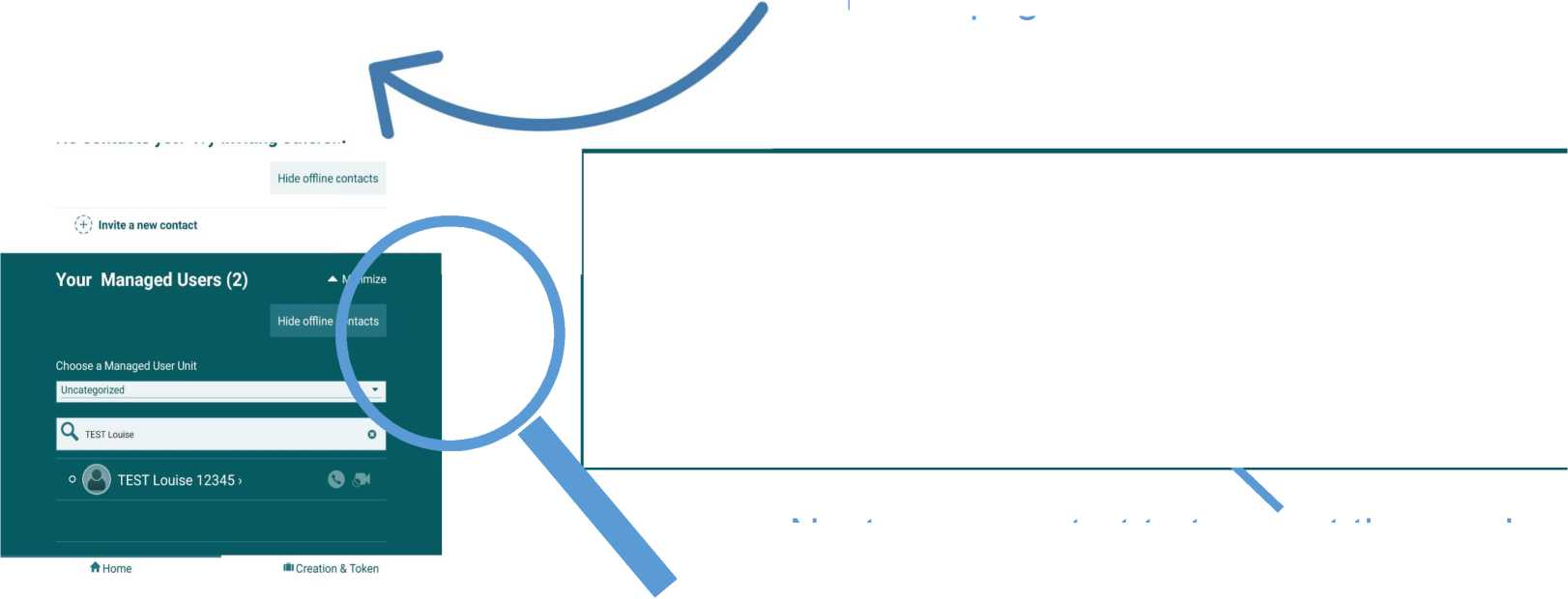
After you have saved the patients  
details, you will then be directed back

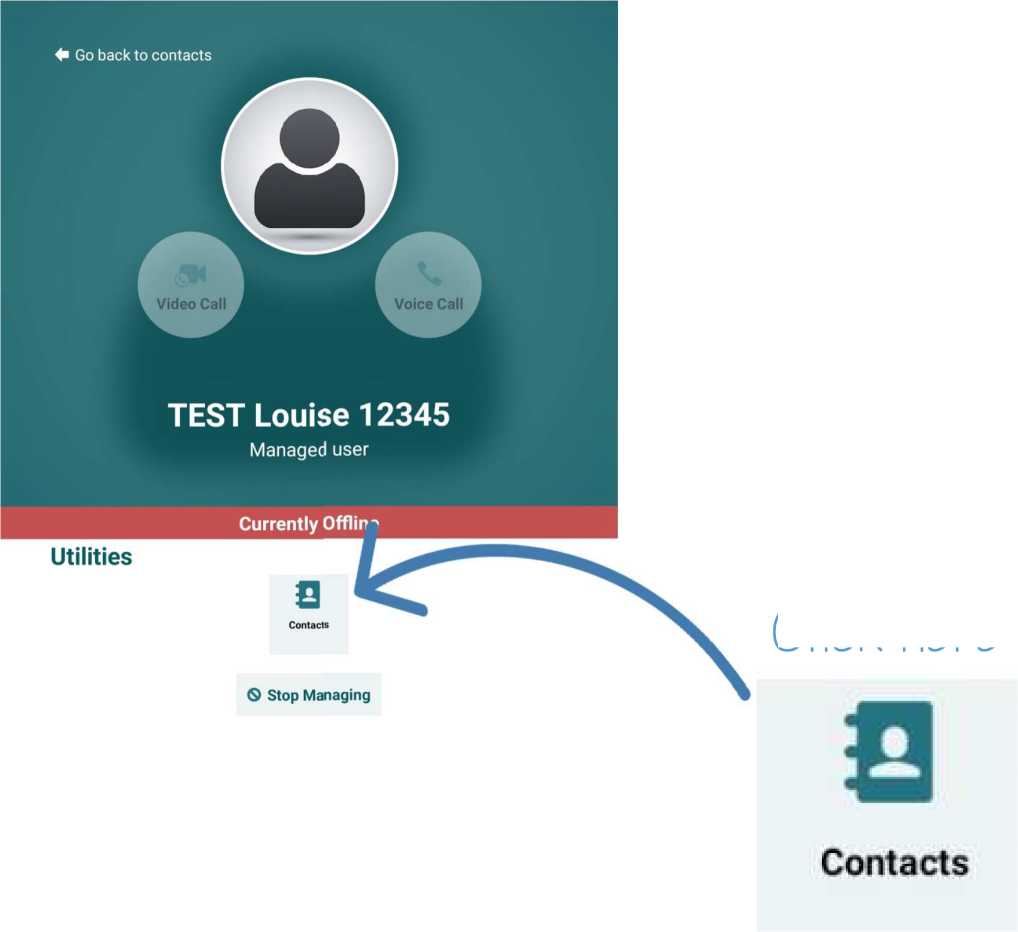
to this page.

Next you can start to type out the ward name followed by the patient name and the

**No contacts yet? Try inviting others...**

list below will show your patient. Next click on the patients name.





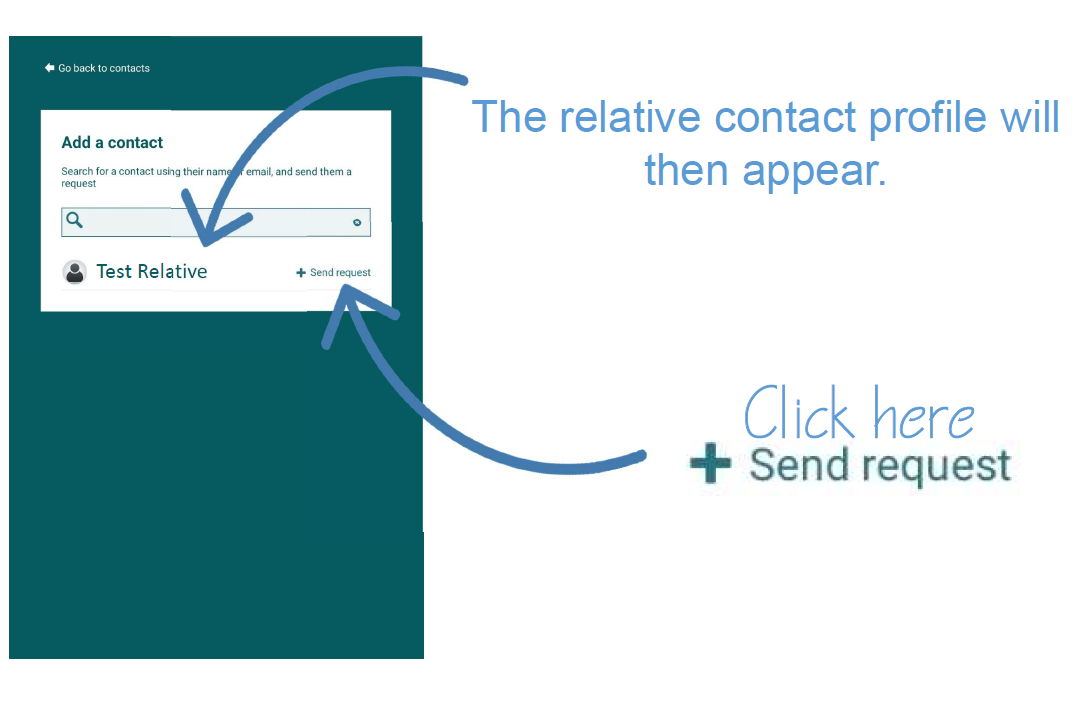
Here is the patients  
Profile now set up on the  
tablet.

The next stage is now to  
invite the relatives to join  
this patient profile. So  
click on ‘contacts’.

**Click here**

Application

Description automatically generated with low confidenceGraphical user interface, text, application

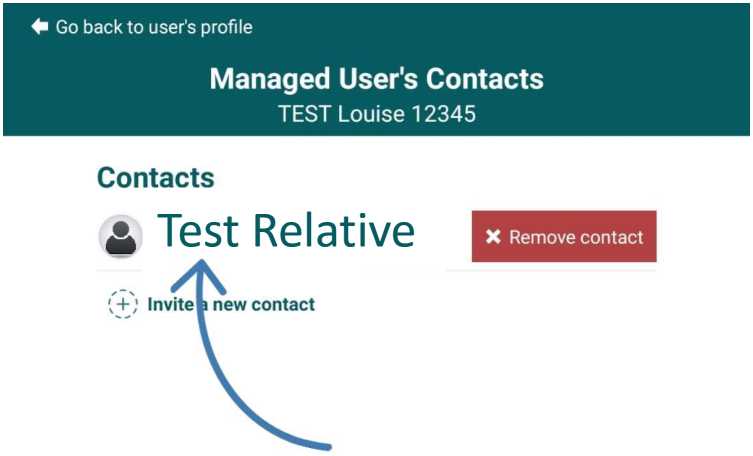
Description automatically generatedGraphical user interface, application

Description automatically generated

**Click Save!!**

Select the language the relative speaks

Enter the relative’s email here. It must be the same email they have used for the aTouchAway account



Once the relative  
has accepted  
your request. You  
now can click on  
the relative.

Graphical user interface, text, application

Description automatically generated