



Whzan Telehealth

# What to do if there is an issue



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# 1. My equipment will not link up to the tablet



If you are taking a clients reading and the tablet is not recording the reading, there could be a variety of reasons why this is happening:

- Are you connected to the internet? If you are in a part of the home with low internet, it will not transfer the readings over
- Do you have the table close to the equipment?
- If the issue is not related to either of the above, you need to contact Solcom on 01983 817000

## 2. My tablet will not charge



If your tablet will not charge, there could be three different components that could need replacing:

- The outside cable (that runs from the box to the mains)
- The port on the side of the blue box
- The cable that runs from the inside of the box to the tablet

Once you have established what is needed, please email Varsha or Ruth stating what you need and they will arrange a replacement to be sent out.

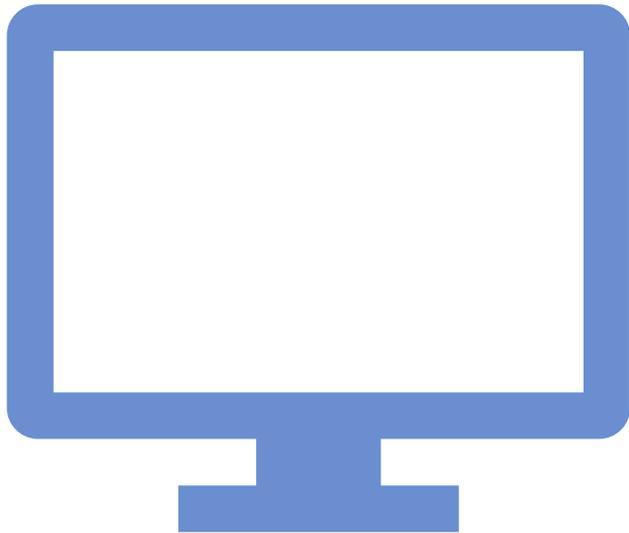
### 3. I cannot login

If you cannot login to the Whzan system due to not knowing the password, you will need to reset the password. To do this:

- Go to [www.whzan.com/public/loginpage.aspx](http://www.whzan.com/public/loginpage.aspx) and click “forgotten password”. You will then be prompted to enter your email address.
- An email will then be sent to you with a link to change the password

If have not got a login, please contact Varsha or Ruth.

Lastly, if the tablet has locked you out, this means you have miss entered your password too many times. Wait 5 minutes, then try again.





## 4. The tablet is asking for a pin

If you are trying to change settings and the tablet asks for a pin, please enter the pin below to continue:

**5428**



## 5. There is a fault with the equipment

If you find that there is an issue with the equipment and believe it is faulty, please complete the “issue form” highlighting as much detail as you can.

Send this to either Varsha or Ruth and a solution will be sent to you.

## 6. A resident has left the home. How do I remove them?

You cannot fully delete a resident from the Whzan system – you will need to move them to “archive” as shown on the next page.



## 6. A resident has left the home. How do I remove them?

To archive a client, you need to login to:

[www.whzan.com/public/loginpage.aspx](http://www.whzan.com/public/loginpage.aspx)

From here:

- Select your case load
- Find the resident you would like to archive; click on their name
- Then chose “archive client”

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Archive client

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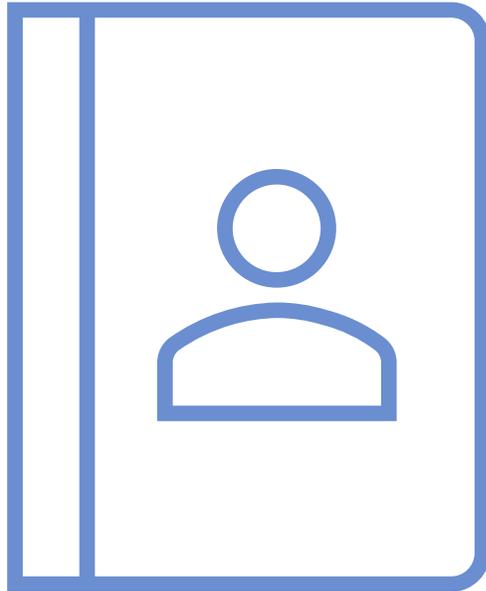
## 7. Looking after the equipment



Please ensure you are taking care of the equipment:

- When you have finished charging the box, ensure it is **unplugged** before moving the box
- Ensure the equipment does not get wet
- Any damage that occurs due to misuse may result in a cost to pay for replacement items

## Contacting LinCA



If you have any other queries or questions, please contact:

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Solcom Helpdesk - 01983 817000