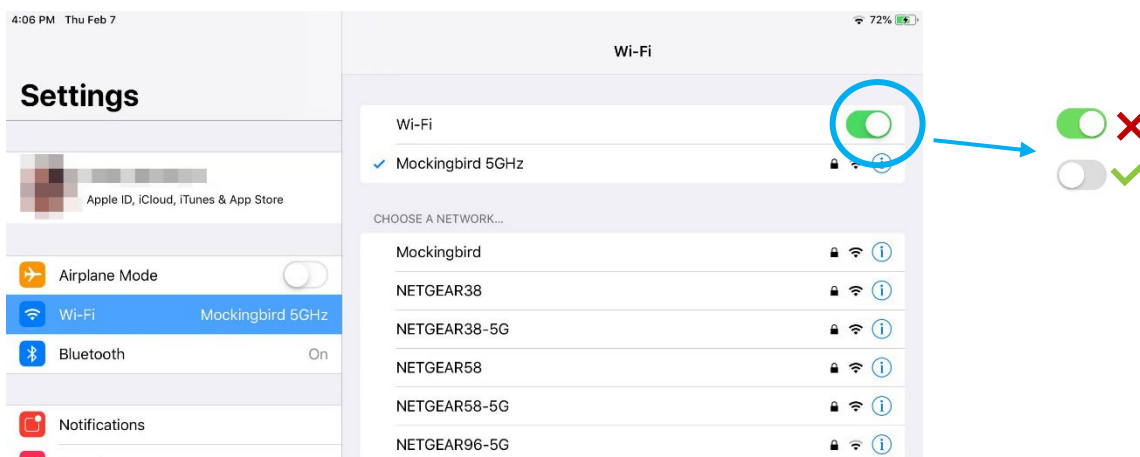# Accessing Leecare During an Internet Outage

When the Wi-Fi and internet fails, the newer models of the iPads have sim cards and can continue to be used to access Leecare during an outage.
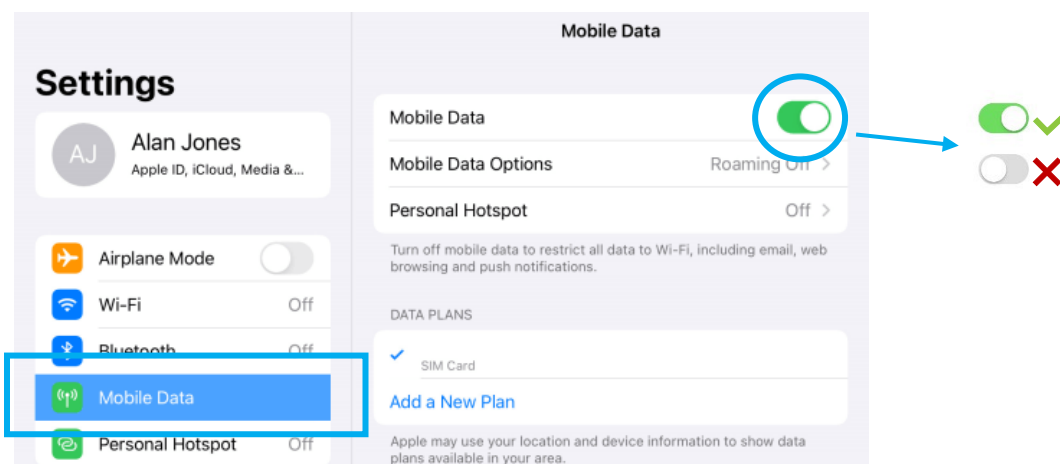
You will need to follow the steps in this document in order to log in using the device's 4G network instead of the PACCorp Wi-fi.

Set-Up the Connection on the iPads

❖ Turn off Wi-Fi access on the iPad. Via settings app. (To turn off Wi-Fi, go to Settings > Wi-Fi and turn off Wi-Fi.) Make sure the button (circled below in blue) is **not** green.

❖ Turn on iPad Mobile Data via the settings app. To turn on Mobile Data, go to the settings app, select Mobile Data from the list on the left-hand side of the screen, then turn on the top button (make sure it is green, shown below by blue circle).

❖ Open Leecare using the Leecare shortcut on the home screen of the iPad (if it shows a blank screen, click refresh).

❖ As you are no longer connected to the PACCorp Wi-Fi, you will be asked to log in to Citrix as (right).
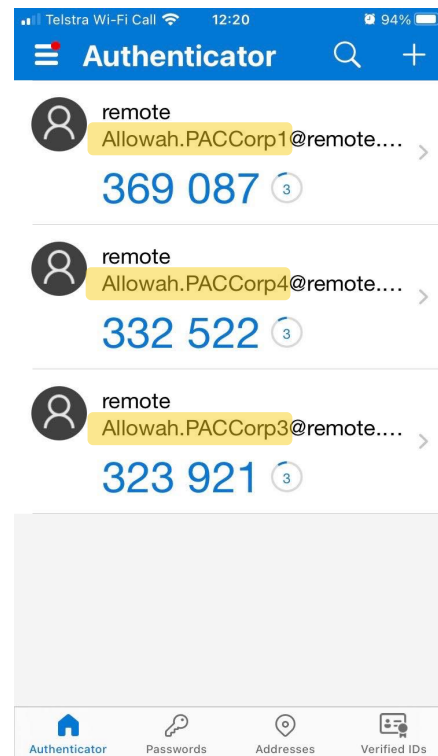
Please log on

User name:

Password:

Passcode:

Submit

❖ The credentials you need to log in will be found in two places.

❖ The username and password are found stickered on the back of the iPad you are using (they are different for each device). For example:

▸ Username: (the first part of the email address) Allowah.PACCorp(no.) you do not need to include @allowah.org.au e.g Allowah.PACCorp1 or AllowahPACCorp2 etc.

▸ Password: (the password will be the same as the one on the sticker)

▸ Passcode: you will need to get off the Nurse iPhone. Open the app called Authenticator and select the correct account (this will match the username e.g Allowah.PACCorp3 etc.). Then enter the passcode shown to you. This passcode will renew every 30 seconds for security reasons.

iPad	Username	Password	Passcode
PINK	Allowah.PACCorp1	Bubbles159	Six number passcodes from Microsoft Authenticator app on Allowah Nurse Mobile. This code changes every 30 seconds. Match the correct code to the correct iPad by checking the account name on the iPad screen background and the account name above each code (shown above in yellow).
RED	Allowah.PACCorp3	Bubbles159	
BLACK	Allowah.PACCorp4	Bubbles159	

❖ You will then be able to log in to Leecare as normal using your own login credentials.

Hot-spotting to Laptops for Med Rounds or Admissions

1. Turn Hot-Spot on:
    a. Go to Settings > Mobile Data > Personal Hotspot or Settings > Personal Hotspot.
    b. Tap the slider next to Allow Others to Join.
2. Connect to Hot-Spot from Laptop
    a. Go to Wi-Fi and find the iPad on the list. Click to join.
    b. If it asks for a password, this can be found on the iPad under the slider that turns the hot-spot on and off.

3. **YOU MUST TAKE THE iPAD WITH YOU TO STAY CONNECTED. This only works if you are in close proximity to the iPad.**
4. You may also need to log in again through Citrix. If asked, use the same username and password as the iPad you are hot-spotting with but get a new passcode from the authenticator app. You can only use each set of credentials for TWO devices at a time. So if you are using an iPad to conduct a medication round or admit a child, ensure that no one else is using the Username and Password to access the network.

PLEASE NOTE: the iPad named Allowah.PACCorp2 does not have a sim card or mobile data.