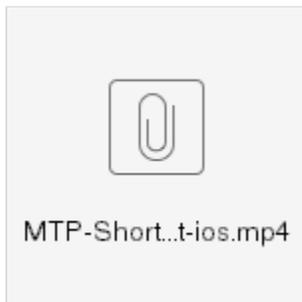# MTP Support Workpage

Triage

Problems

1. "Submit Test Data" is shown on main screen.
2. The + button to add the case was not present.
3. Can't find app.
4. User received error message when trying to load application. Needs screenshot.

Solutions

1. User should use the device's browser instead of the app. The app thinks that the user's device is a computer because the screen is larger than 6.0" but in reality, it is a mobile device.
2. User should use web browser with shortcuts instead of wrapped app. **NOTE: if the problem occurs when using the "web browser" version of the app, click the refresh button on your browser to refresh the screen and the plus sign should show up.**
3. User should reinstall app or use the web app instead of the wrapped app
4. Check to make sure user is using their Emory ID and not their EHC ID instead. If necessary, log out and log in with Emory ID.
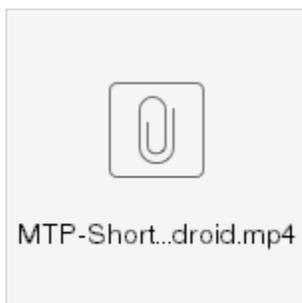
Procedure for using web app on a mobile device

Video instructions for iOS devices:

MTP-Short...t-ios.mp4

Textual instructions for iOS devices:

1. Open the phone's browser
2. Type in the url: app.emory.edu/mtp?formfactor=mobile
3. Click go
4. Authenticate with your Emory netid and password
5. Click login
6. After the MTP app has loaded, tap on the "forward" or "share" button. Usually, this is in the bottom center portion of the screen but that could vary based on the iOS version that your phone is running.
7. Scroll down until you see a "Add to Homescreen" item and tap on that
8. Here you could change the name of the shortcut you create if you want. The default name will be "Mass Transfusion Protocol" but you could shorten that name if you want.
9. From here on, you can just click on this shortcut to open the app.
10. At this point, it would be a good idea to remove the old "MTP" app from your phone.

Video instructions for Android devices using the Chrome browser:

MTP-Short...droid.mp4

Textual instructions for Android devices using the Chrome browser:

1. Open the Chrome browser
2. Type the url: app.emory.edu/mtp?formfactor=mobile
3. Authenticate with your Emory netid and password

4. Click login
5. After the MTP app has loaded, tap on the " ⋮ " button. Usually, this is in the upper right of the screen but that could vary based on the Chrome version that your phone is running.
6. Scroll down until you see a "Add to Homescreen" item and tap on that
7. Here you could change the name of the shortcut you create if you want. The default name will be "Mass Transfusion Protocol" but you could shorten that name if you want.
8. Now add the shortcut "automatically" or position "manually".
9. At this point, it would be a good idea to remove the old "MTP" app from your phone.

Incidents

Seq	Date of incident	Time of incident	User's Emory ID	User's EHC ID	User's name	iOS or Android	Device Model	Mobile (wrapped) app, Website or Both?	Incident Description	Resolution
4	2019-10-07	15:05	jdsciar	N753286	Jason Sciarretta	Apple			User received error message when trying to load application.	User is using EHC ID instead of Emory. Advised to use Emory ID instead.
3	2019-10-03		rsmir51		Randi Smith	Android	Samsung 8	App	App not working, the + button to add the case was not present. User is able to use the website version.	Use web browser with shortcuts instead of wrapped app. Provide shortcut instructions. Pull app from app catalog.
2	2019-10-02				Chris Dente	iOS	iPhone 8		Emory store deleted itself from phone. Issues with download.	User should reinstall app or use the web app instead of the wrapped app
1	2019-9-24				Louis Vera	Andriod	LG V40. It is a 6.4 inch display		"Submit Test Data" is shown on main screen.	View is "Desktop" even though user is on a mobile app. Fix app logic for determining device type. In the meantime the user should use the device's browser.

Users

Some of these may be participants who are not around anymore. Anywhere from 6-10 of the IDs are support people and not real study participants.

mncarli@emory.edu

lvera2@emory.edu

jdlyons@emory.edu

pyang5@emory.edu

jdsciar@emory.edu

jstei30@emory.edu

rsmit51@emory.edu

stephanie.wan-juing.busby@emory.edu

cmccrea@emory.edu

dkogant@emory.edu

btracy@emory.edu

aisaac6@emory.edu

rgelbard@emory.edu

aagrant@emory.edu

kbachm3@emory.edu

sfuller6@emory.edu

nenofe@emory.edu

sdhurst@emory.edu

swbusby@emory.edu

kwill61@emory.edu

bcmorese@emory.edu

tcerven@emory.edu

edfox@emory.edu

atudor2@emory.edu

travis.arnold-lloyd@emory.edu

jose.luis.fernandez@emory.edu

paul.michael.evans@emory.edu

elizabeth.dora.fox@emory.edu

yasmin.farouk.tootla@emory.edu

n929522@emory.edu

acelii@emory.edu

dcpate5@emory.edu

zwang28@emory.edu

gwang28@emory.edu

mmd6dmx@emory.edu

rgelbar@emory.edu

n725663@emory.edu

asubra2@emory.edu

pb1db01@emory.edu

bcmorse@emory.edu

cdente@emory.edu

jtjacks@emory.edu

swheat@emory.edu