Hand Hygiene Compliance Application (HHCApp) Mobile – Frequently Asked Questions

Guide for Android devices
(Based on Samsung Galaxy 5)

Table of Contents

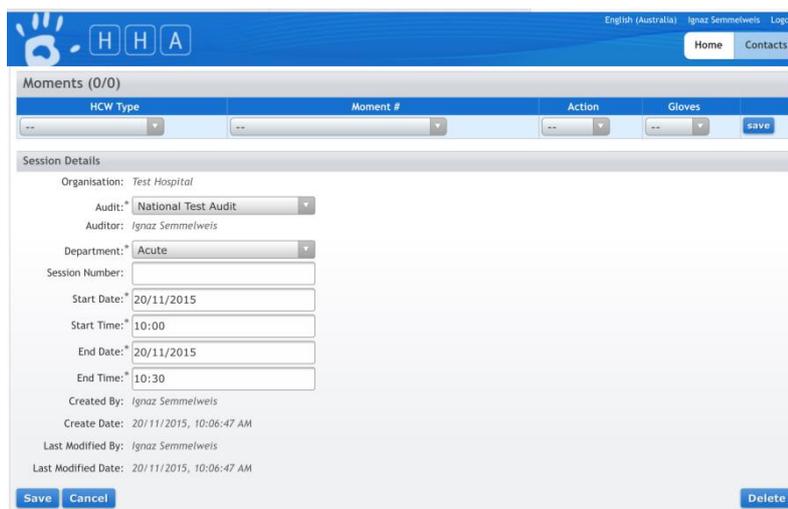# 1. What are the benefits of using HHCApp Mobile?

HHCApp Mobile is a 'paper free' method for auditors to 'sync' moments directly into the national database. There are three main reasons to use HHCApp Mobile:

1. Save time: Facilities using HHCApp Mobile report a 50% reduction in data management time.
2. Data validation: data quality is optimised because of real-time application of validation rules
3. Immediate performance feedback: once the session is synced, it is available for immediate feedback to healthcare workers by using the HHCApp website reporting tools.

2. What is the difference between the HHCApp Website and HHCApp Mobile?

The HHCApp website (http://compliance.hha.org.au/) and HHCApp Mobile (http://hhcapp.hha.org.au/mobile/) are two separate sites. HHCApp Mobile allows entry and syncing of data only. All other functions such as adding audits, adding auditors, resetting passwords, adding departments, submitting completed audits and generating reports must be done on the HHCApp website. Data can only be entered one moment at a time on the HHCApp website but with HHCApp Mobile four moments can be observed and audited simultaneously (note that whichever method is used, an unlimited number of moments can be added to each session).

HHCApp Website

HHCApp Mobile

3. How can I quickly access HHCApp Mobile?

This can be done by adding a link to the home screen.

Go to http://hhcapp.hha.org.au/mobile/ , click on Menu (⋮) and then select Add to Home screen, then ADD
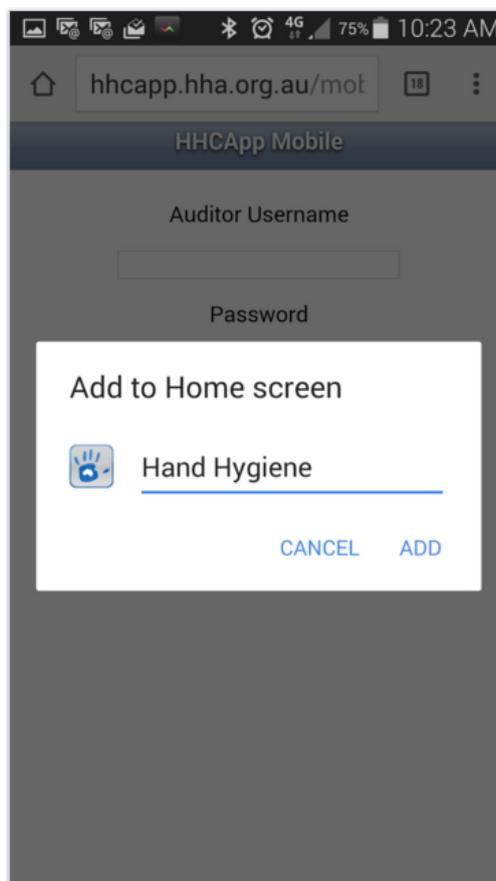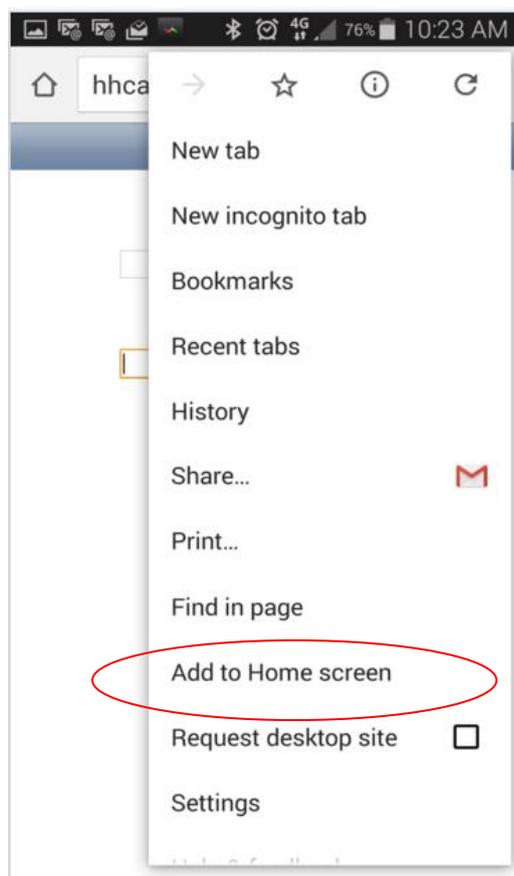
The ⬛ icon will appear and remain on your home screen. Clicking on this icon will take you directly to HHCApp Mobile Login.

4. How much of my data plan will I use if I collect moments on my personal device?

Auditing using a mobile device will result in minimal data usage on your plan.
Syncing 100 moments = 650 bytes
Most data plans are in gigabytes
1GB = 1 billion bytes

5. What if I can login to HHCApp on the computer but not HHCApp mobile?

If you can login to HHCApp on the computer but not on HHCApp mobile then your username and password are correct. If this is the case try using a different internet browser e.g. Chrome.

# 6. How do I reset my password if I have forgotten it?

Prior to resetting your password it is important to ensure any previously collected sessions have been synchronised and you are **logged out** of HHCApp Mobile on **all** devices you have ever previously been logged into by clicking on the Logout button. Simply closing the screen does not log you out.
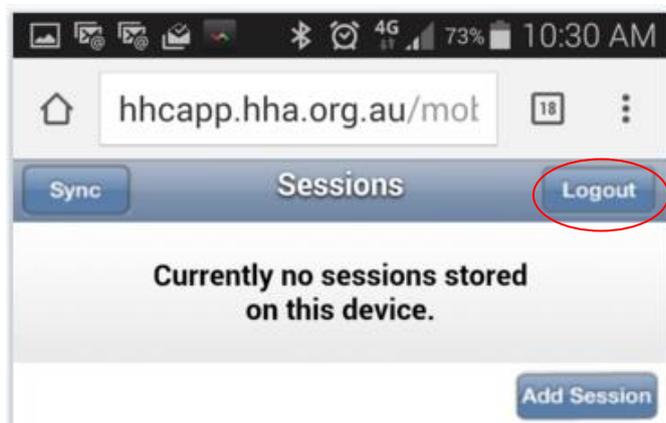
To check you are logged out of all screens click the box with the number in the top right corner of the page and all open pages will appear (see below). If still logged in tap the page to open it and then click on Logout. If already logged out swipe the page left or right or click on the cross in the top right hand corner to close page. Click on to see menu and then click on Close all tabs to close all.
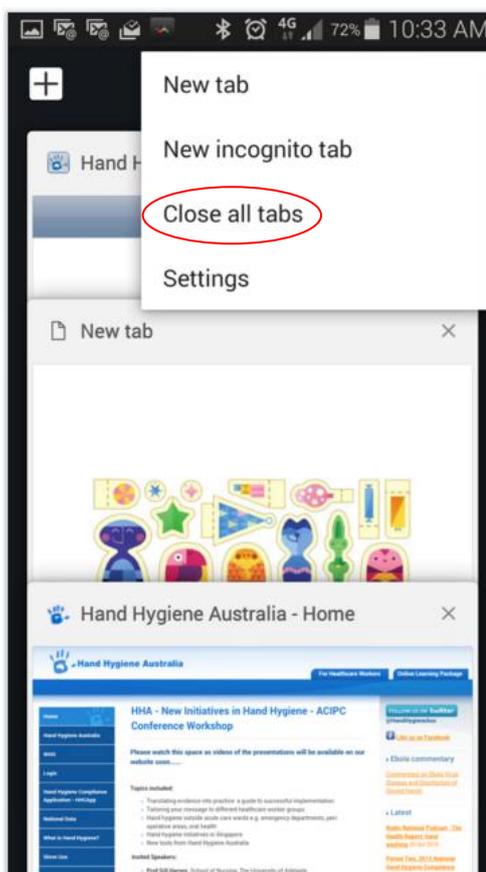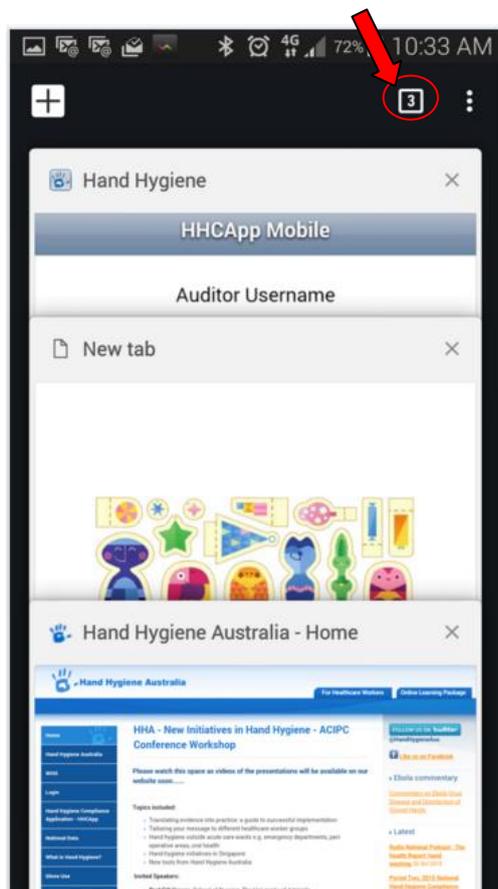
Then go to the HHCApp website at http://compliance.hha.org.au/ and click on Forgot your password? You will be asked to enter your email address and a new password will be emailed to you.
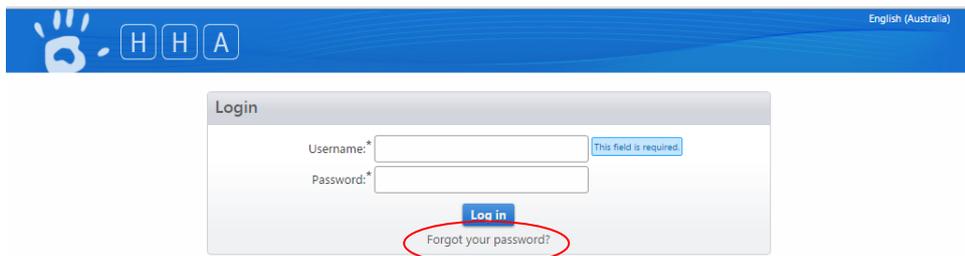
7. What if the 'Forgot Password' function doesn't work?

This is usually due to the fact that your email address (entered when username was created) is incorrect. Please contact the Hand Hygiene Coordinator (HHCApp 'Organisation Administrator') at your facility who can reset usernames and/or passwords as follows:

1. Log into HHCApp as the Organisation Administrator
2. Click on Users in the top level menu
3. Search for the user they want to edit by completing **one** of the search fields
4. Select the required user from the blue table below by clicking on their Username.
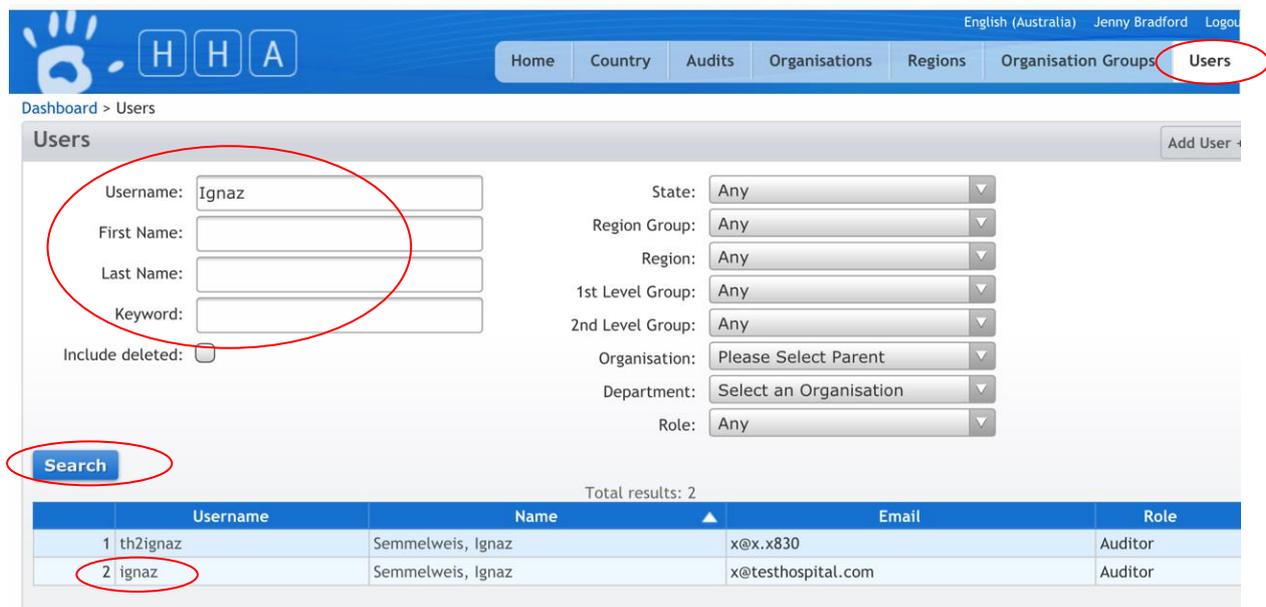
Confirm all sessions are synchronised AND all devices are logged out, enter and confirm the new password and click Save.
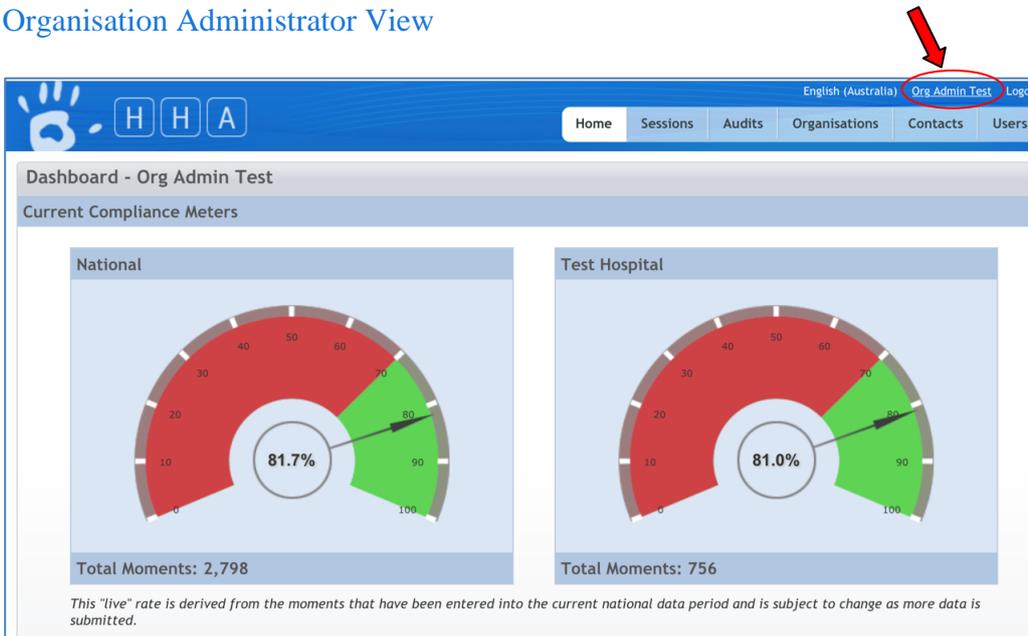

8. How do I update my details or change my password?

Ensure ALL sessions are synchronised and you are logged out of ALL mobile devices as per instructions in FAQ 6 above. Login to HHCApp on a computer as usual and click on your username at the top right of the page.

Organisation Administrator View

Auditor View

This will take you to the screen below where you can update your details and change your password. Then click Save at the bottom left of the page.
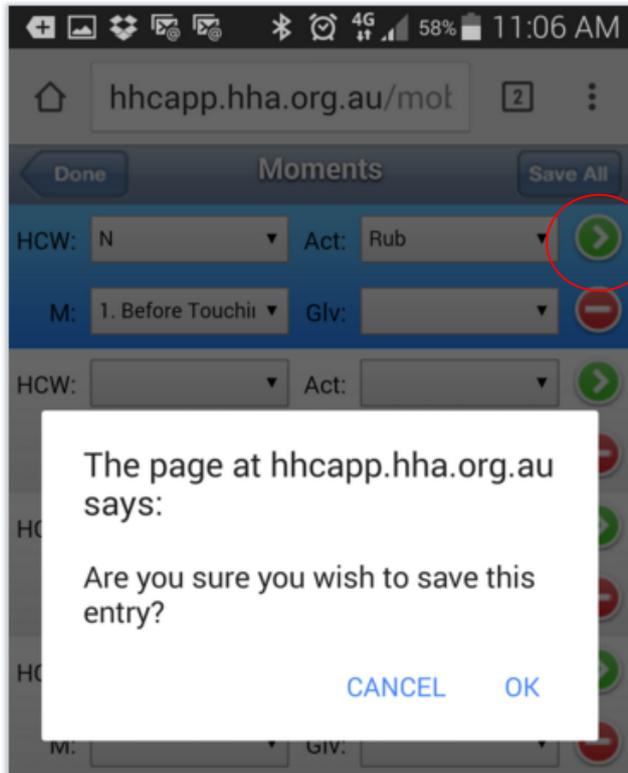
9. Can I only enter four moments per session?

A maximum of four moments can be observed and audited on the screen at once however each session can consist of an unlimited number of Moments.

When complete each Moment can be saved individually by clicking the green arrow beside it:

Alternatively all four Moments can be saved at once by clicking on Save All on the right of the grey Moments bar at the top:
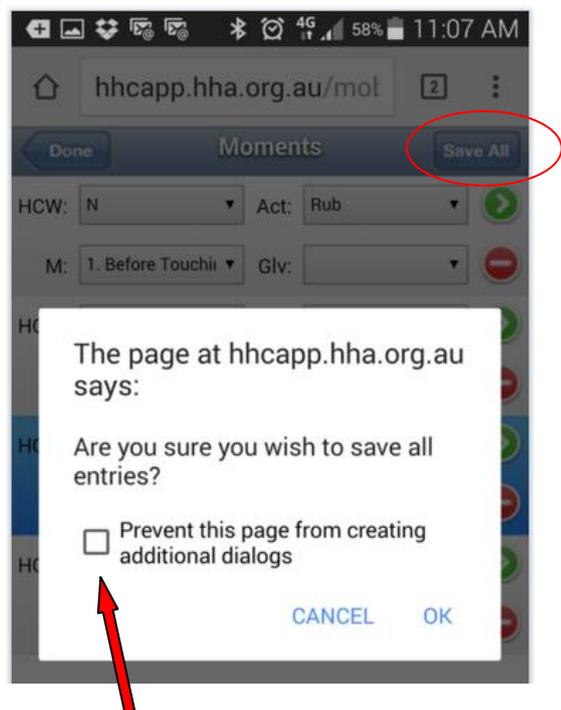
Important note: Do not tick the box beside 'Prevent this page from creating additional dialogs'

Each time a Moment / Moments are saved new blank Moment /Moments will appear on the screen. Continue with this process until the Session is complete.

10. Why can't I Sync my data?

There are a couple of reasons why completed session/sessions can't be synchronised.

A) There is no active internet connection: Try again when you have an active internet connection
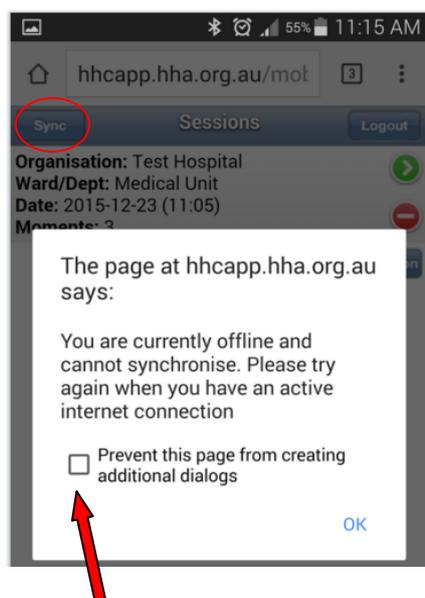
Important note: Do not tick the box beside 'Prevent this page from creating additional dialogs'

B) User password has been changed whilst the user is still logged into HHCApp mobile.

Important note: Do not tick the box beside 'Prevent this page from creating additional dialogs'

This data can't be synchronised with the server and must be entered into HHCApp **manually** (see FAQ 11 for instructions on how to do this). In this situation, it is crucial that the steps below be followed so that subsequently collected data can be synchronised:

1. Enter the data manually (see FAQ 11)
2. Delete the session from the mobile device by clicking on the red minus sign beside the session and confirm OK you are sure you want to delete this session?
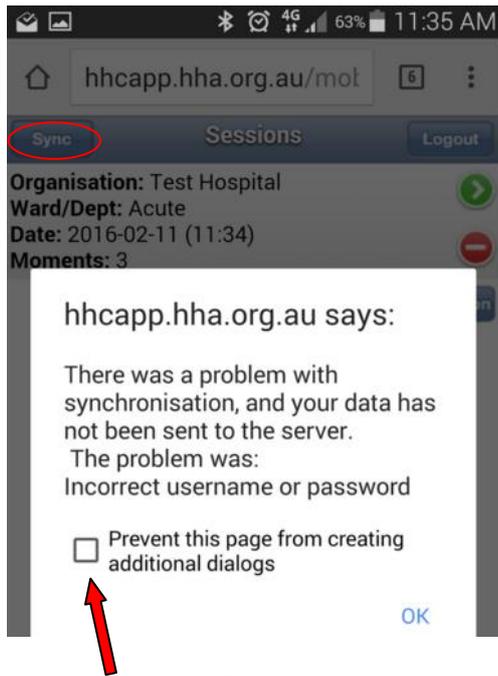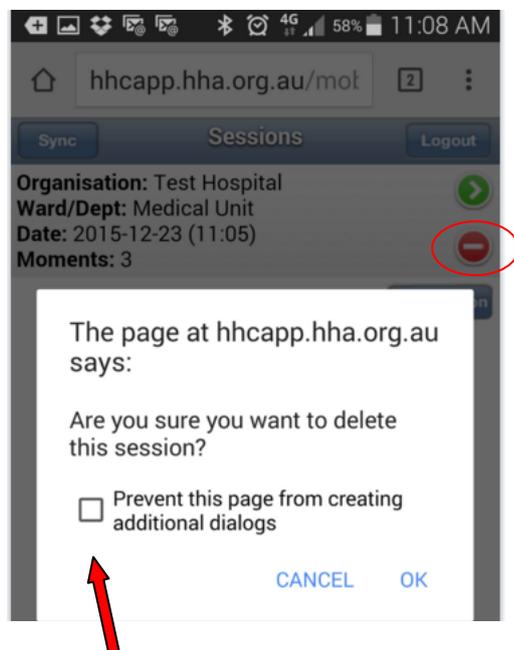

Important note: Do not tick the box beside 'Prevent this page from creating additional dialogs'

3. Log off the mobile device by using the **Logout button** (not just by closing the internet browser) and ensure all pages of the internet browser are closed (see instructions for FAQ 6)

4. Remove the HHCApp Mobile icon from the home screen by pressing it, then dragging to 'X Remove' at the top of the page and releasing

5. Then go to Home Screen/Apps/Internet/Menu, then select Settings, then Privacy, Delete personal data, tick beside Browsing history, Cache, Cookies and site data, then click Delete
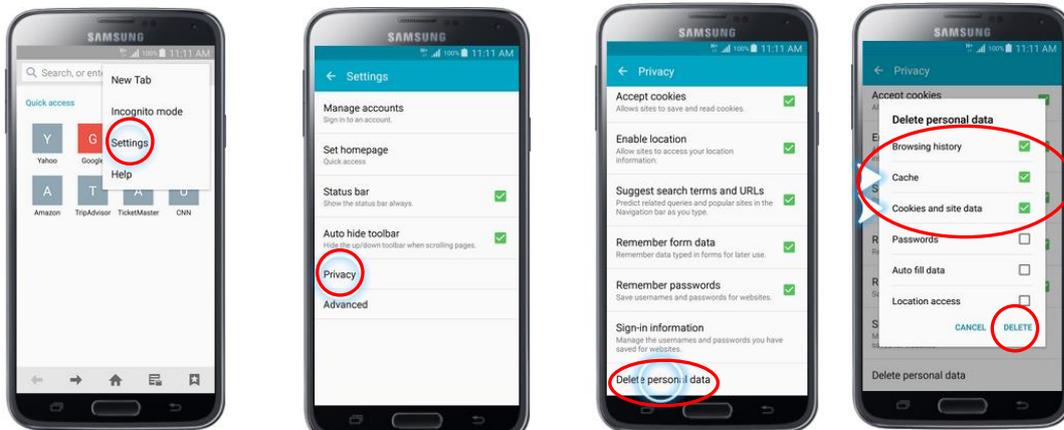
To reinstate icon see instruction for FAQ 3.Log in and test all is working correctly by entering and syncing one moment only. If necessary delete this Moment and Session from HHCApp using the computer.

11. How do I manually enter data that can't be synchronised into HHCApp?

Click on summary details of session and all audited moments will appear below

Enter Moments into HHCApp manually before deleting session from mobile device (see FAQ number 10B, point 2)

12. Why has my Health Service compliance rate changed after the closure of the audit period?

Data collected on a mobile device within an audit period can still be synchronised with the server even after the closure of same audit period. To avoid any errors, ensure you synchronise your sessions as soon as you are finished auditing and log out after each use so data is not left on mobile devices for extended periods of time.

Any data left on a mobile device (not synced) will still be synced the next time the device is used even if the audit period the data was collected in is now closed. This will change your previously reported results.