

Updating Region – eScription-One Mobile for iOS

NOTE: To update the region for the iOS eScription-One app you will need to delete the app. Deleting the app will permanently delete any incomplete (on-hold) dictations. First verify all dictations have uploaded prior to uninstalling by following the guide.

Quick Guide

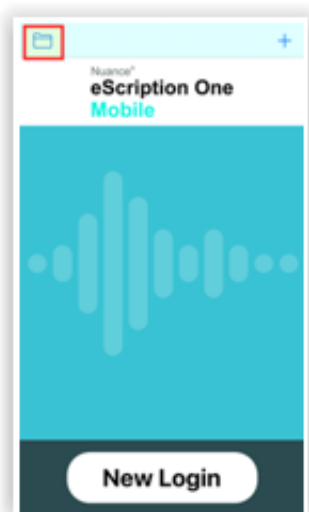
1. Do You Need to Update?
2. Confirm Previous Dictations Have Uploaded
3. Removing the eScription-One App
4. Installing the eScription-One App and Choosing the Australia (AUS) Region

Step 1 – Do You Need to Update?

Open the app and click on the blue folder icon (top left corner).

If the REGION appears like the image on the right below, then your app is up to date and you do not need to do anything further.

If the REGION says Australasia (ANZ) or United States (US) you need to use this guide to update your app as per Step 2.



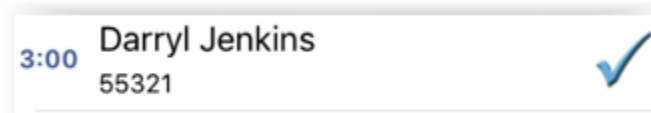
Step 2 - Confirm Previous Dictations Have Uploaded

Select a recent date you have dictated files on. Confirm all files have uploaded. We recommend you do this step with at least two separate dates where you have recently dictated before proceeding.

- Click on the calendar icon on the top left of the screen. Select a date that you know you dictated recently.



- If all the dictations look like either of the below images your audio files have uploaded successfully. Proceed to the Step 3.

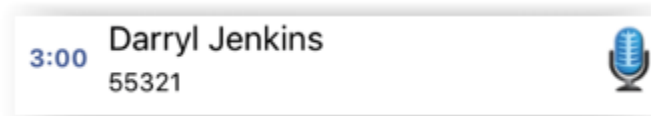


Upload Complete



Upload Complete from a different device

- If your dictations look like either of these images **do not delete** the app. You must first complete the upload on those files as below.



Recorded but not uploaded



Upload In Progress – the image above on the left is from earlier versions of the app, on the right is from the current version of the app.

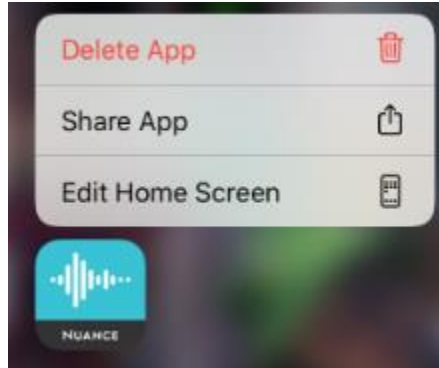
- If files are at the “**Recorded But Not Uploaded**” stage, upload the file. Tap on the file, tap on the upload icon.
- If files are at the “**Upload In Progress**” stage and the progress bar does not appear to be moving, log out of the app and restart your phone. Open and log back in to the app. You should now see files progressing to “Upload Complete”.
- If you see more than one file in the “Upload in Progress” stage, please check other days to ensure all files are uploaded before proceeding to Step 3.



Step 3 – Removing the eScription-One app.

Do not proceed with this step unless you have checked to make sure your audio files have uploaded.

To uninstall eScription-One Mobile,, exit the application. Press and hold the eScription-One Mobile icon. The icon should display as below. When you tap on “Delete App, you will then need to click on the Delete confirmation.



Once the app has been deleted, please restart your phone.

Step 4 – Installing the eScription-One app and Choosing the Australia (AUS) Region.

To install eScription-One Mobile, go to the Apple App Store, search for “eScription One Mobile,” and download the eScription One Mobile application.

Open the eScription-One mobile app and select Australia (AUS) as the Region.

