

The University Medical Center NICU team is happy to offer the AngelEye Health System. This technology allows you to see your child, receive communication updates, and view educational materials on any device with an internet connection. We encourage you to visit in person as often as possible but hope that the AngelEye System will help you feel more connected and provide comfort when you are not able to visit your child.

Communication through the AngelEye System does not replace regular communication with the care team or visiting your child in person. Any calls related to the AngelEye System should be made ONLY in case of an emergency, or if the camera has been turned off for more than an hour. Please ask family and friends to contact you directly if they have questions or concerns about the camera system or your child. To support safe, uninterrupted patient care, camera viewing may be limited, or access removed if increased anxiety or unnecessary phone calls are observed. Please do not share your username or password.

Recording and/or sharing video or photo taken through the AngelEye System is strictly prohibited and will result in immediate termination of your AngelEye viewing privileges.

How to get started:

1. Complete and turn in the AngelEye Consent Form. Make sure your name and email address are easy to read.
2. Check your email for a message from AngelEye prompting you to create a password for your Primary Parent Account. Your invitation email will be from **'support@angeleyehealth.com'** with the subject line containing the phrase 'AngelEye Camera Account'.
3. From your email click the button labeled 'Open AngelEye and Set Password', create/confirm password, click 'Submit', and accept the User Agreement. Please note you must first login thru the web browser at <https://umcchildrens.angeleyecameras.com/> to set up your account.
4. Once you have your user ID and Password, download the free 'AngelEye Mobile' app for iOS or Android from the app store and allow 'push' notifications to receive alerts.
5. Invite an unlimited number of family members and friends to see your child by creating a User Account with their email address in the 'My Family' section of the ACCOUNT tab in the mobile app.
6. Access educational materials and other resources from the care team in the 'EDUCATION' tab in the mobile app.
7. View one-way messages, photos, and videos from the care team on the AngelEye System.

How to get account help:

For more information go to: <https://angeleyehealth.com/support/>

- On the main page of our website click the “Get Help” button at the top right.
- This page has answers to Frequently Asked Questions

 GET HELP

For support, contact AngelEye Health by calling (855) 456-6805 or emailing support@angeleyehealth.com

Understanding and Using Your AngelEye Services

Cameras:

Viewing the camera: The camera is for you to see your child only. Camera visibility may vary based on lighting. There are several times a day that your child’s camera will be turned off for care or when he/she is out of bed. During this time, a privacy image will appear. Please remain calm and refresh your screen often; if your video remains offline for more than 1-hour, contact the unit, and ask for ‘AngelEye Camera Assistance’. Be advised that your session will time-out and you will be logged out of AngelEye after 20 minutes of inactivity. If this happens, simply log back in to resume viewing.

Understanding the ‘live-feed’: This is how you will view live video of your child. The ‘live-feed’ screen may lag, jump, or pixelate depending on your connection speed. If the view looks like a still image, refresh your screen; check your internet connection and connection speed. If the image never shows up and you continue to see a ‘spinner’ on the screen, try logging out and logging back in.

Communication:

Receiving Alerts: Accept ‘push’ notifications after downloading the AngelEye App to make sure you are alerted when you have new messages from the care team.

Patient Updates: Receive secure, one-way text messages from the care team. If using the app, select the HOME tab → CONNECT-UPDATES → MESSAGES. If using a web browser, select the MY PATIENTS tab → click on ‘VIEW’ next to the patient’s name. Only parents or guardians (primary and secondary account holders) can receive messages from hospital staff.

Clinical Communication: Receive secure, one-way photo and video messages from the care team. If using the app, select the HOME tab → CONNECT-UPDATES → PHOTOS or VIDEOS. If using a web browser, select the MY PATIENTS tab → click on ‘View’ next to the patient’s name (browser). Only primary and secondary account holders can receive messages from hospital staff.

LAST UPDATED | 03.23.22

Family Chat/Chat: Located in the FAMILY tab (App), or under the MY PATIENTS tab → click on 'View' next to patient's name (browser). **These messages are for your family members only. Hospital staff CANNOT read or respond to these messages.**

Education:

Resources and Education: To view recommended educational materials and resources click on the 'EDUCATION' tab on the bottom of the screen (App), or on the left side of the screen in MY PATIENTS tab (browser) and then click 'Educational Materials'. Only primary and secondary account holders can see materials.

Discharge Checklist: To view required discharge education prior to your child going home click on the 'EDUCATION' tab on the bottom of the screen (App), or on the left side of the screen in MY PATIENTS tab (browser) and then click 'Discharge Checklist'.

Status Buttons: Green- indicates education has been reviewed and acknowledged by clicking 'I understand'; Yellow- indicates education has been reviewed, but not acknowledged; Orange- indicates education has been reviewed, but you have a question for the care team; Red- indicates education has not been reviewed.

Understanding and Using Your AngelEye Services (continued)

Account Management:

Choosing Another Language: To view AngelEye in a language other than English, click the ACCOUNT tab at the top of the home screen (App) and click drop-down arrow next to 'Language', or SELECT LANGUAGE drop-down menu in the top left corner (browser), and choose the language of your choice.

Adding or Deleting Users: Click the ACCOUNT tab on the top of the screen and select 'My Family' (App), or on the left side of the screen click the MY FAMILY MEMBERS tab (browser) to add family and friends. To allow family members to view the camera live-feed, be sure GIVE ME CAMERA ACCESS is in the 'on' position. Family members can only be deleted by logging in to a web browser.

Privacy Mode: To stop the live-feed for certain viewers, slide the GIVE ME CAMERA ACCESS to the 'off' position. Note: primary account holder cannot stop the live-feed for the secondary account holder or for members added by the secondary account holder.

Update Account Information: To change your name and/or email address, click the ACCOUNT tab on the top of the screen → click on 'Edit Profile' (App), or click the Gear icon at the top right of your screen and go to EDIT USER INFORMATION (browser).

Change Password: Click the ACCOUNT tab on the top of the screen → click on 'Change Password' (App) or click the Gear icon at the top right of your screen and go to EDIT PASSWORD (browser). You will be able to recreate your password.

LAST UPDATED | 03.23.22

Resetting Password: Click the FORGOT PASSWORD link under the SIGN INTO MY ACCOUNT button. You will receive an auto-generated email to create a new password.

Download AngelEye Mobile App

