

# MOBILE HEARTBEAT APP UPDATE REQUIRED

## Attention Personal Device Users

***Uninstall MDM and download the MH-CURE White app directly from the App Store for iOS and the Play Store for Android by Nov. 30, 2020***

Mobile Heartbeat no longer requires the use of a Mobile Device Management (MDM) solution for personal device users. This brings you a more intuitive and user-friendly experience while still maintaining necessary security compliance.

1. Follow these links to uninstall MDM, called The Hub, for [Android](#) or [iOS](#) devices.
2. When you uninstall MDM, it will automatically remove Mobile Heartbeat and Airstrip (if you also have this on your phone).
3. Simply reinstall the Mobile Heartbeat app (MH-CURE White) back on your [Android](#) or [iOS](#) device, as well as [AirStrip](#) for those that view cardiac strips.  
Tip: Be sure to use bhp-p as the username with no password the first time you access after reinstalling.



MDM is no longer required because Mobile Heartbeat has enhanced the MH-CURE White app with new security features that further protect patient data and our caregivers using the system.

- a. It enforces encryption through a 4-digit passcode that must be set on your device before logging into Mobile Heartbeat.
- b. Mobile Heartbeat will not let you log in if your device is jailbroken.

**These two new features complement existing security features that require a 4-digit passcode to log into the app and a two-minute inactivity timeout.**