NRDHB Smartphone Quick Guide

This is a quick guide to describe the DO's and DON'Ts of using your DHB-supplied smartphone.

Your DHB-supplied smartphone is a business tool to provide an effective communication mechanism to assist you in your workplace duties during working or on call hours. While some personal use may be allowed, all **mobile devices must be used in accordance with the policies, guidelines and codes of conduct relating to mobile devices.** Your DHB's policy on Internet and email usage applies to the use of all Internet-capable devices.

All mobile communication devices must be secured to prevent fraudulent activity and unauthorised access to patient or other DHB information. Your phone is issued with pre-configured DHB approved security settings. **These settings must not be changed**.

	Minutes	Texts	Data	Cost	PXT
Plan 1	150	300	None	$20.00	$0.20
Plan 2	150	Unlimited	900MB	$23.00	$0.20
Plan 3	Unlimited	Unlimited	2.5GB	$34.00	$0.20

International Roaming is charged at different rates depending on the country being visited. Please see the 'International Roaming' and 'Avoiding Nasty Surprises' information to be aware of guidelines and common pitfalls related to roaming.

- **All plans have unlimited calls and texts to other NRDHB mobiles.**
- **All plans run from the 6th to the 5th of each month.**
- **Minutes and data do not roll over.**

You must ensure 'reasonable use' within the allowances specified in your plan.

Usage is monitored monthly and you may be charged for excessive use.

Please ensure that you familiarise yourself with your DHB's policies, guidelines and codes of conduct relating to mobile devices, and the NRDHB and hA Acceptable Usage policy:

https://ha.hanz.health.nz/Pages/Home.aspx

NOTE! It is unacceptable to take pictures of patients, staff or visitors if the Informed Consent Policy has not been adhered to.

Calls:
Personal calls are allowed as long as the total personal and 'other' business calls do not exceed your monthly allowance.   **NOTE:** All monthly usage is monitored.

✔ Business calls made to non-NRDHB mobile phones within your allowance.
✔ A reasonable amount of personal calls not impacting your allowance.

✘ Excessive personal calls and texts taking you over the allowance.
✘ Personal international calls, international texts and all PXT messages.
✘ Calls and texts to premium numbers.

Mobile Data (3G/4G):
Your smartphone uses mobile 3G/4G data to keep your emails and calendar up to date. Sending/receiving emails with attachments from your phone uses up data. Apps greatly impact data usage. Because of your data limit, personal use of mobile 3G/4G data is discouraged. Please see the 'Avoiding Nasty Surprises!' information to be aware of common pitfalls.

✔ Sending and receiving work-related emails.
✔ Restricting background data.
✔ Using a WiFi connection whenever available.

✘ Using 3G/4G when WiFi is available.
✘ Installing apps for personal use.
✘ Installing personal email accounts.
✘ *Streaming music and video* (Spotify, YouTube, Netflix, etc.) and *browsing web pages*.
✘ Tethering / connecting to a personal hotspot.

International Roaming:
If you are travelling abroad for work purposes and need international roaming enabled on your DHB issued phone, you must contact your line manager for authorisation.

- ✔ Sending only important work related emails / texts / calls.
- ✔ Using a WiFi connection whenever available.
- ✘ Using data for personal use.

Personal Content:
Just like your work laptop, your DHB-issued phone is a work device. If you have any data stored on your DHB-issued phone, it is your responsibility to ensure you have your own back up.

No work data should be stored on your phone except for emails, contacts and calendar.

Your DHB and healthAlliance have no responsibility for backing up any personal data and have the right to remove content at any time.

Battery:
There are a number of things that can be done to help save battery power and prolong the life of your phone.

- ➢ Set your screen brightness as low as possible.
- ➢ It actually takes more power to vibrate your phone than it does to ring it. So unless you really need your phone to be on silent, turn vibration off.
- ➢ If you are in an area that has no coverage (calling or data), activating flight or airplane mode will save battery as your phone will not be continuously using power to search for a network.
- ➢ Every app you have on your device uses power (and data), so limit the amount and type of apps you use and close off any that are not being used, including the camera app.

Avoiding Nasty Surprises:

- ➢ **Protective casing**: To protect the screen and prevent any damage to your phone you may add your own personal case.
- ➢ **Passcode:** Your smartphone is issued with a passcode to protect it against unauthorised access and misuse of sensitive information should your device be misplaced or stolen.
- ➢ **WiFi & Mobile (3G/4G) Data:** Using mobile 3G/4G data unknowingly is the fastest way to use up data allowance and incur excess charges. Always check for the 3G/4G and WiFi indicators at the top of your screen and use WiFi whenever possible.
- ➢ **International Roaming**: It is imperative that you check and familiarise yourself with the roaming charges for the country you are going to. Daily roaming is only available in 26 countries, all other countries charge 'per text' or 'per megabyte' or 'per minute for calls'. You may also be charged per minute for calls you receive while roaming.

BEWARE! Daily roaming charges are applied in NZ time. You can accumulate hundreds of dollars in data charges while abroad if you exceed your limit. Ensure you monitor usage and use WiFi whenever possible.

IMPORTANT! Due to the risk of a security breach, all staff are ***prohibited*** from making unapproved modifications (e.g. jailbreaking/rooting, downloading custom ROMs and software such as Cyanogenmod and Teamwin, etc.) to any DHB-issued device.

For further information regarding the use of, or if you are experiencing any issue with your DHB-supplied smartphone please see the 'How To' and 'Troubleshooting' guides. http://pulse/OurServices/InformationTechnology/MobileServices/HowToGuides.aspx If you are still unable to resolve any troubleshooting issue, contact your Service Delivery Technician.