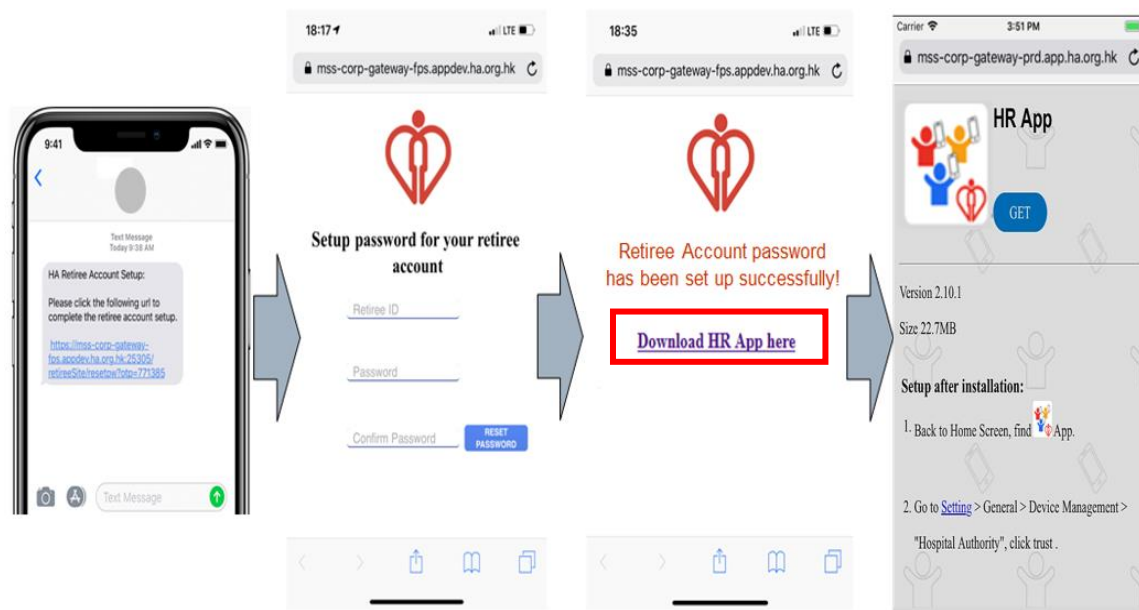# Download, Installation and Activation of myHR App

1. Get the download link of myHR App by one of the following methods:
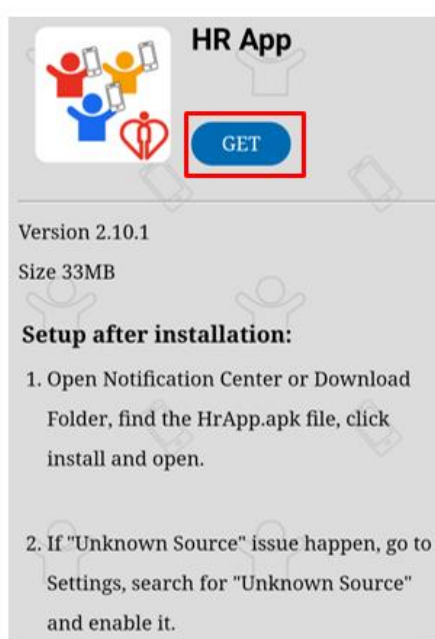
If you use the same mobile device to receive the SMS of setting up your retiree account and install the app, you can simply click "Download HR App here" after setting up your retiree account via the setup link in the SMS.

2. The download link will show the following page. Follow the download page to download the App.

iOS

Android

3. Installation

a. Installation for iOS

   i. For iOS, you will see the following prompt. Click "Install".

   ii. Close the download page and wait until the installation completes. You will see the following app icon once the app is installed successfully.

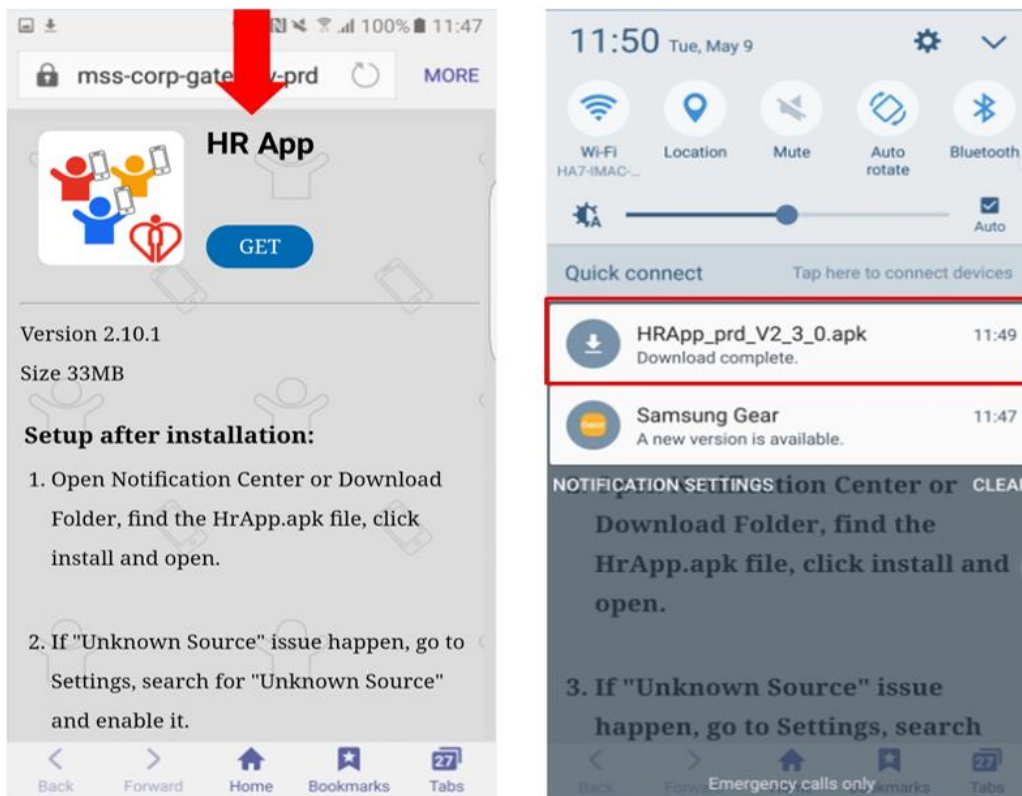   iii. Before opening the app, trust "Hospital Authority" as Enterprise Developer first.

Go to **Settings -> General -> VPN & Device Management -> Hospital Authority -> Trust "Hospital Authority", click "Trust"**.
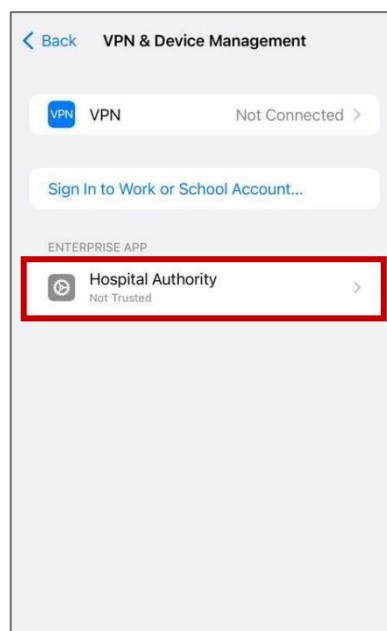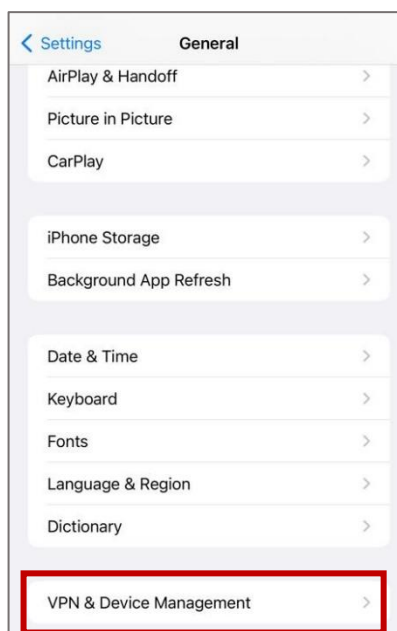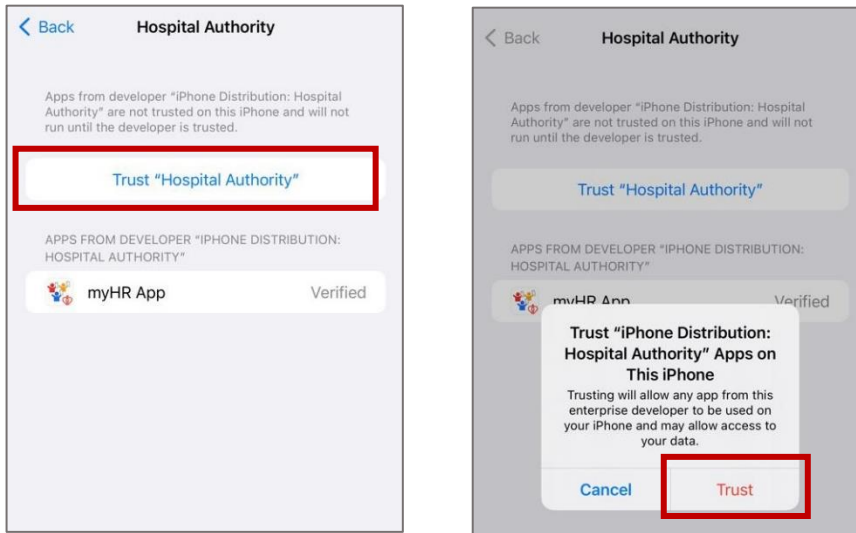
b. Installation for Android

i. For most of the Android device, you can swipe down from the top of the device to check the download status.

ii. Go to **Settings -> Lock screen and security -> Unknown sources** (*Note: Path is different for different Android device*), turn on "Unknown Sources".
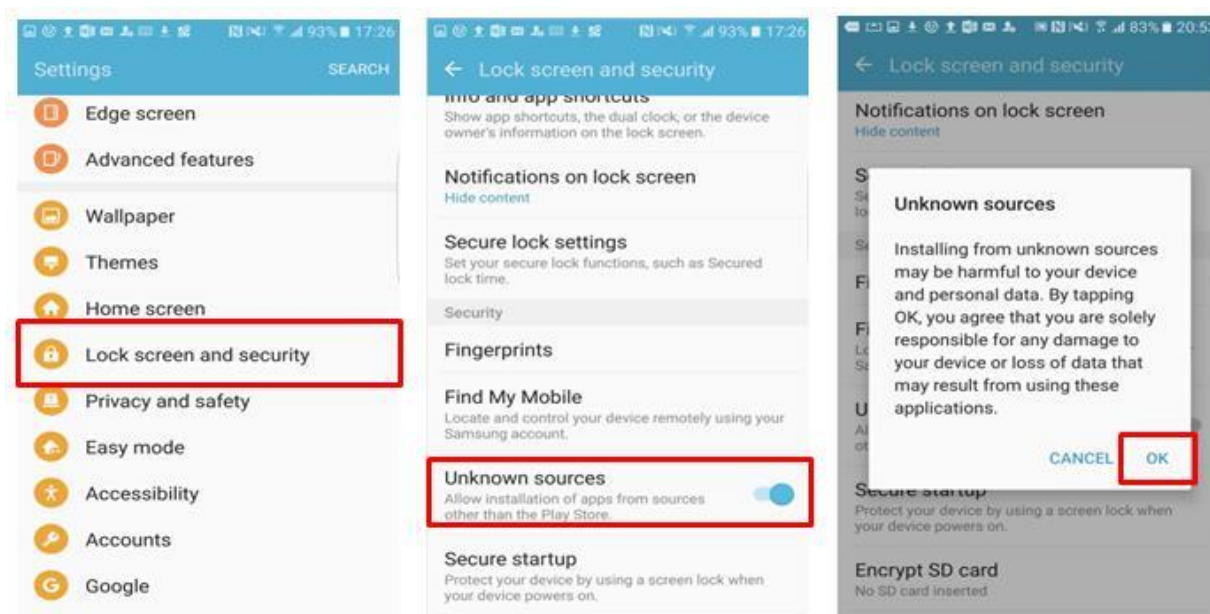
iii. Once download completes, click the HRApp_vX.X.X.apk file to install the app. (*Note: For some Android devices, you need to go to the "Folder/Downloads" to find the downloaded apk file*)
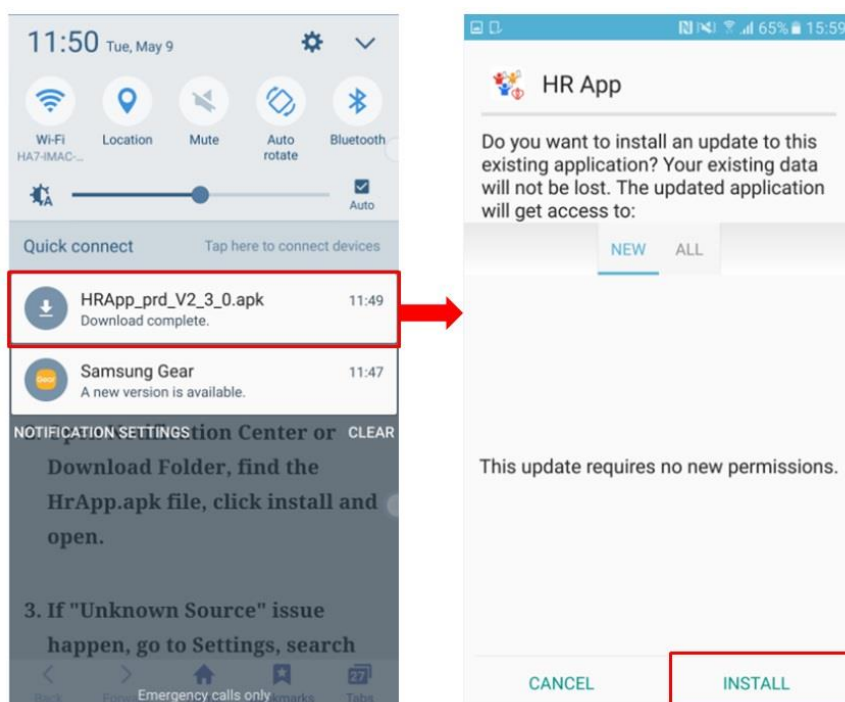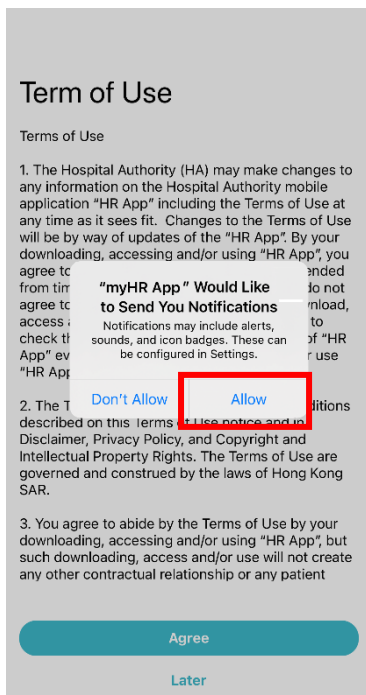

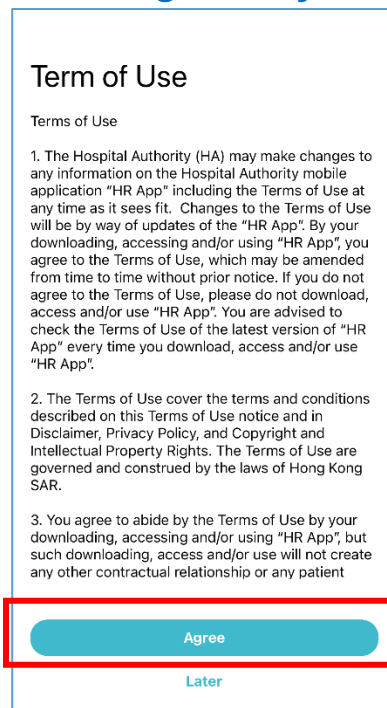iv. You will see the following app icon when installation is done.

v. You can turn off the "Unknown Sources" after installation.

4. Open the App in your mobile.

5. Click "Allow" to allow Notifications or click "Don't Allow" to suppress Notifications. You can change this setting later.

6. Click "Agree" if you agree the Terms of Use.

7. Tap the "Retiree" button on the right

8. Input your "Retiree ID", i.e. your Local Area Network (LAN) account and password. Then, tap "Next".
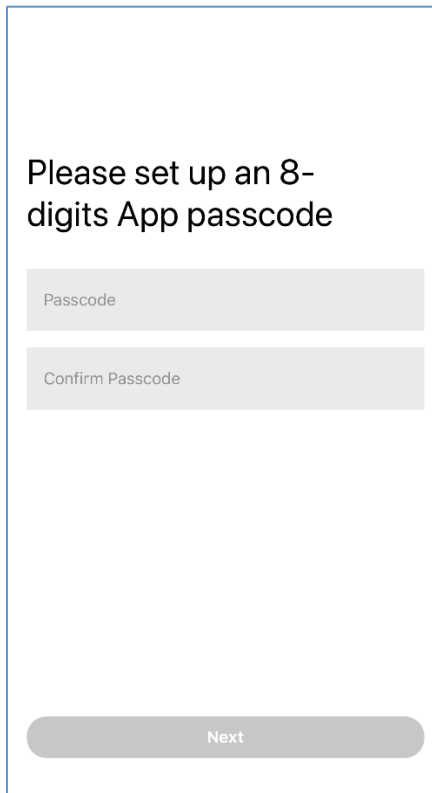
(Updated 14 June 2022)

9. **Set up an 8-digits passcode. This passcode will be used to open the secured modules such as myHealth. You can change the passcode later in the "Settings" of the app.**
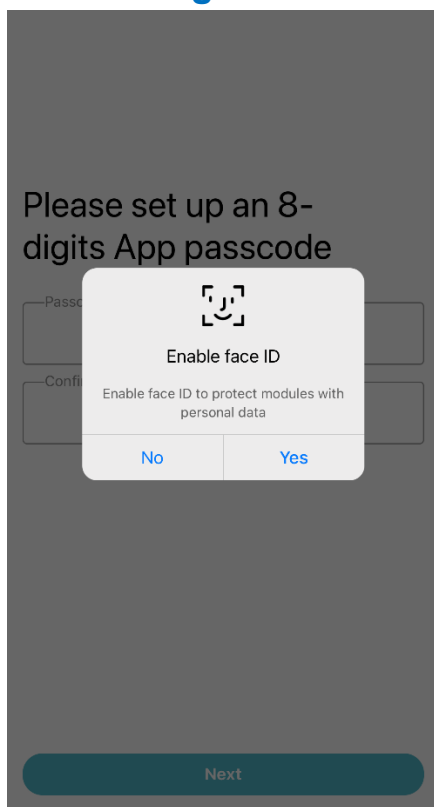

10. **Click "Yes" if you want to use your device's fingerprint / face ID to open the secured modules instead of using the passcode. You can change this setting later.**

(Updated 14 June 2022)

11. After successful activation, you will be able to see the home screen.