



HOLON INSTALLATION GUIDE

Holon App

Version 01
October 30, 2023

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Overview

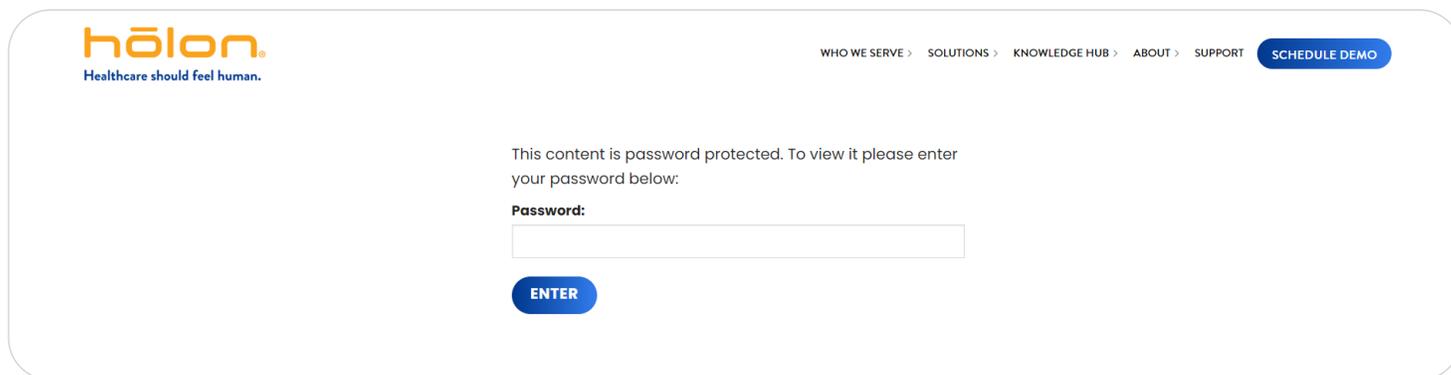
In this guide, you will learn how to download and install the Holon app and validate patient data.

Instructions

01 Download the Holon app

Download the Holon app file from the link below and enter the provided password.

- Download link <https://www.holonsolutions.com/downloads/release/>
- Password **GA2020!**



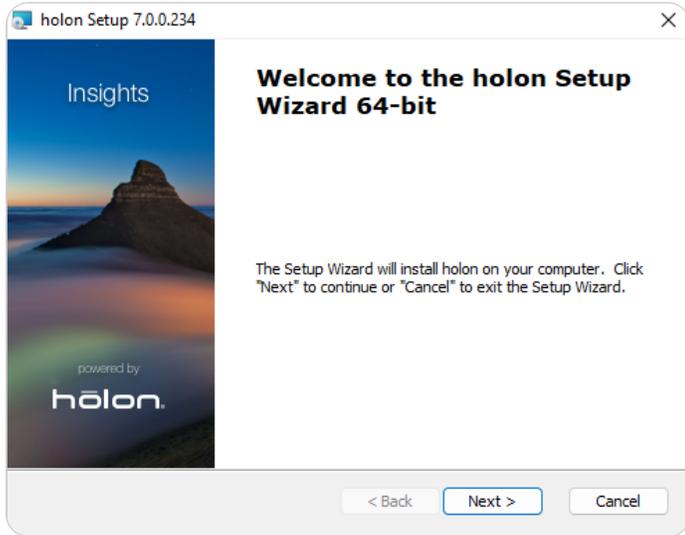
Select the version best suited for your device. We recommend selecting the **Windows 64-bit EXE** version.



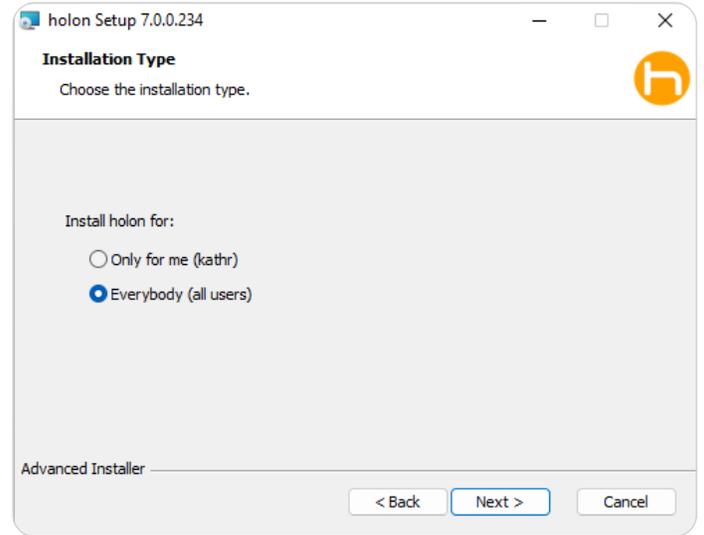
02 Install the Holon app

Once download is complete, open the Holon app file and follow the installation steps on your device.

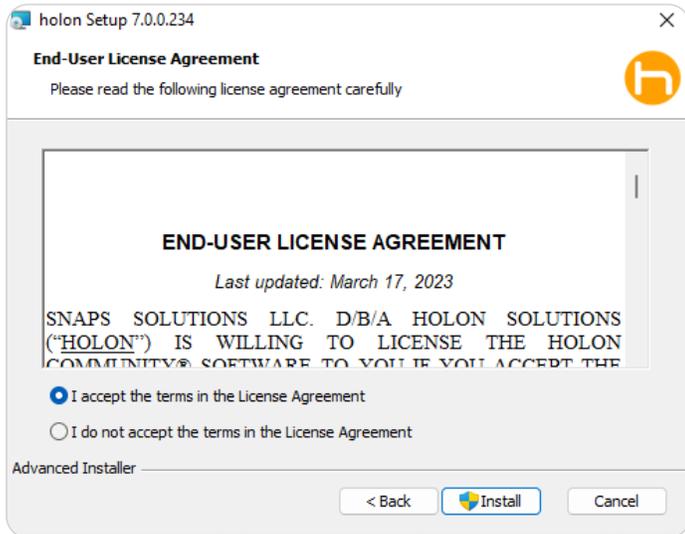
A Click **Next**.



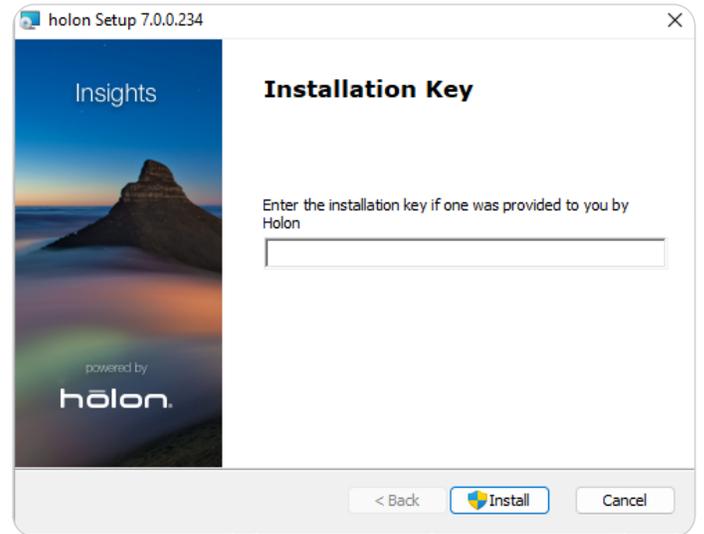
B Select **Everybody (all users)**. Click **Next**.



C Click **I accept** on the end-user-license agreement, then **Install**.

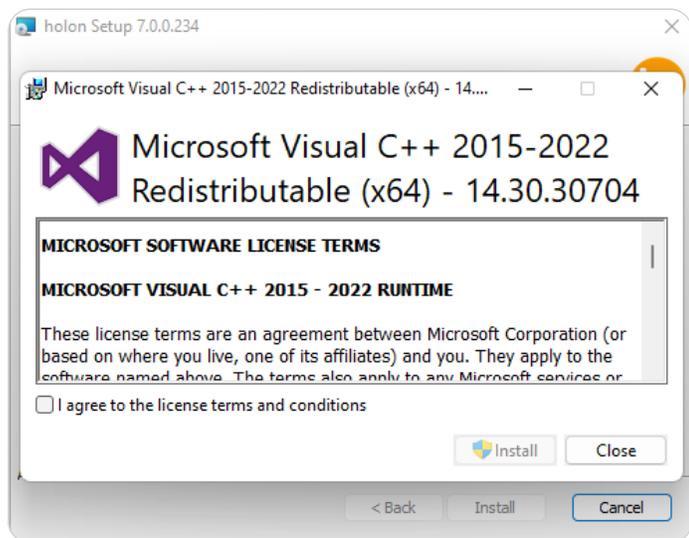


D You **do not need** an installation key to install. Click **Install**.

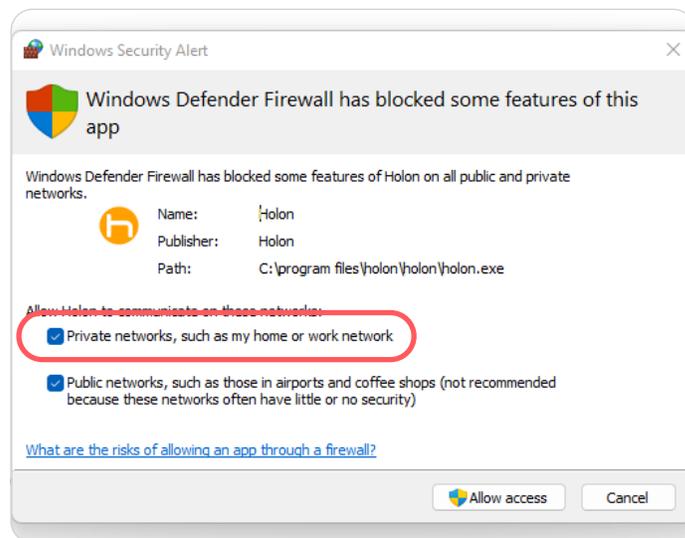


02 Install the Holon app (continued)

E You may see a Microsoft Visual C++ popup. If so, please agree to the terms & conditions and click **Install**.



F You may see a Windows Firewall popup. If so, please select the **Private networks** option and click **Allow access**.



Once the installation is complete, click the **Holon** icon located on your desktop and open the app.

03 Validate Patient Data

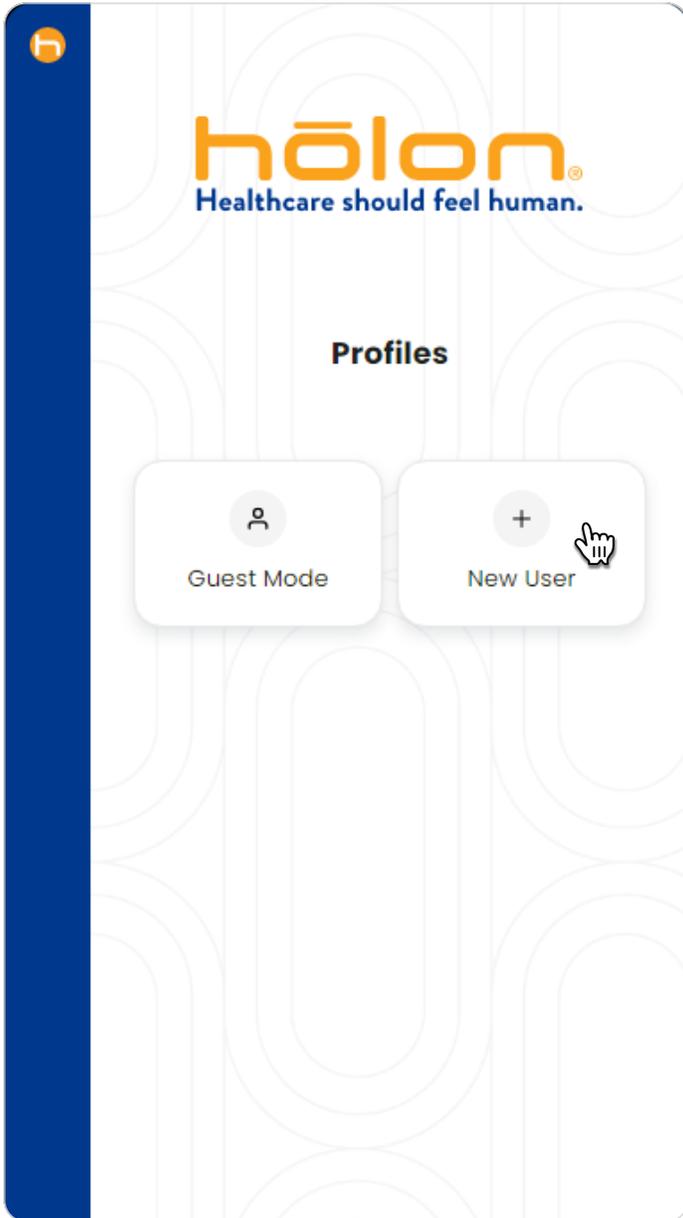
Once your app is installed, you can verify your patient data to ensure the Holon app is receiving and displaying your patient data correctly.

With SensorX, you can validate your patient data right away. No sensor configuration is required.

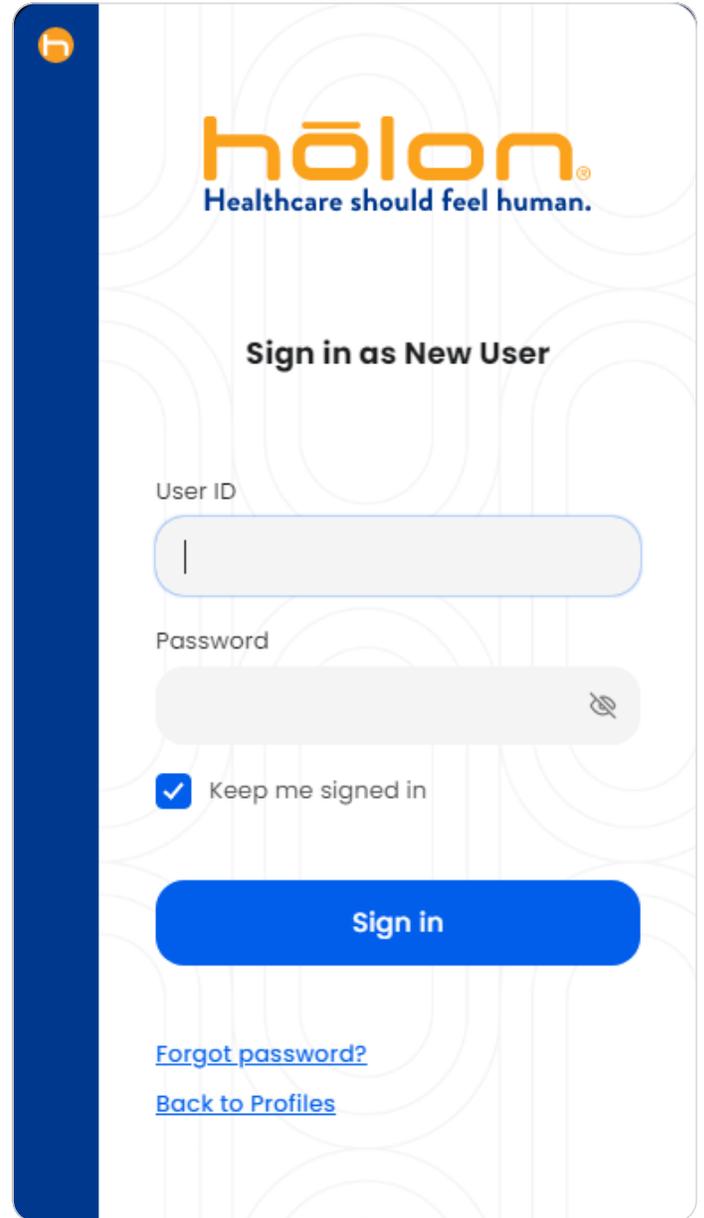
03 Validate Patient Data (continued)

Sign into the Holon app for the first time.

A Sign in by clicking **New User**.



B Enter your **User ID** (email address) and **temporary password** provided in your welcome email.



03 Validate Patient Data (continued)

C Check **Keep me signed in** if you'd like to stay signed into this profile. Click **Sign in**.

The screenshot shows the 'Sign in as New User' form. At the top is the hōlon logo with the tagline 'Healthcare should feel human.'. Below the logo is the title 'Sign in as New User'. There are two input fields: 'User ID' and 'Password'. The 'Password' field has a toggle icon on the right. Below the password field is a checkbox labeled 'Keep me signed in' which is checked. A blue 'Sign in' button is at the bottom, with a hand cursor icon over it. At the very bottom, there are two links: 'Forgot password?' and 'Back to Profiles'.

D Enter your **new password**. Click **Update password**. You will automatically be signed in.

The screenshot shows the 'Reset Your Password' form. At the top is the hōlon logo with the tagline 'Healthcare should feel human.'. Below the logo is the title 'Reset Your Password'. A light blue information box contains the following text: 'Password requirements:' followed by a list of requirements: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'No parts of your username', and 'Your password cannot be any of your last 4 passwords'. Below this box are two input fields: 'New password' and 'Re-enter password'. Both fields have toggle icons on the right. A blue 'Update password' button is at the bottom. At the very bottom, there is a 'Cancel' link.

03 Validate Patient Data (continued)

Load a patient in your EHR.

- E** Log into your EHR and select a patient. *Some organizations are configured to only display a select portion of your total patient population. If this is the case for you, check your welcome email for a list of testable patients.*

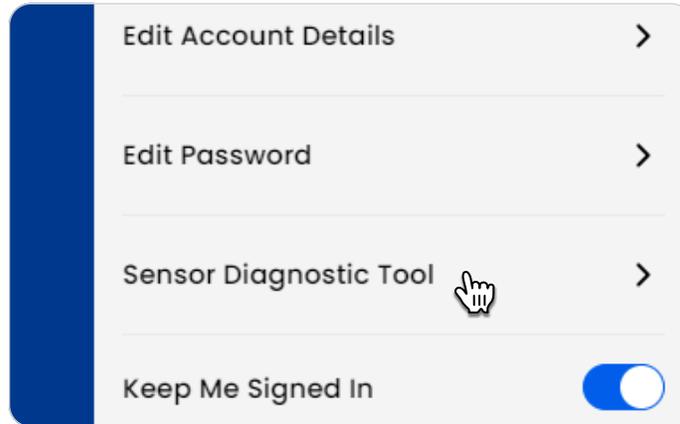
- D** We recommend testing & validating data for at least 3 of your patients.

If you have any issues logging in or loading your patient data into the Holon app, view the **Troubleshooting** section on the next page.

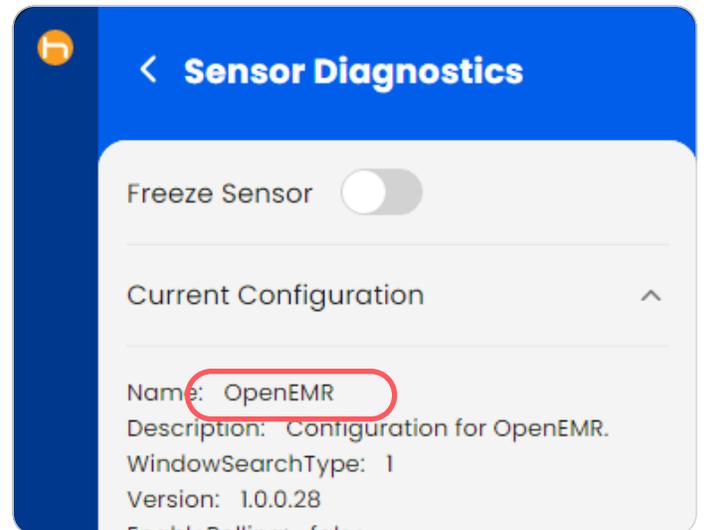
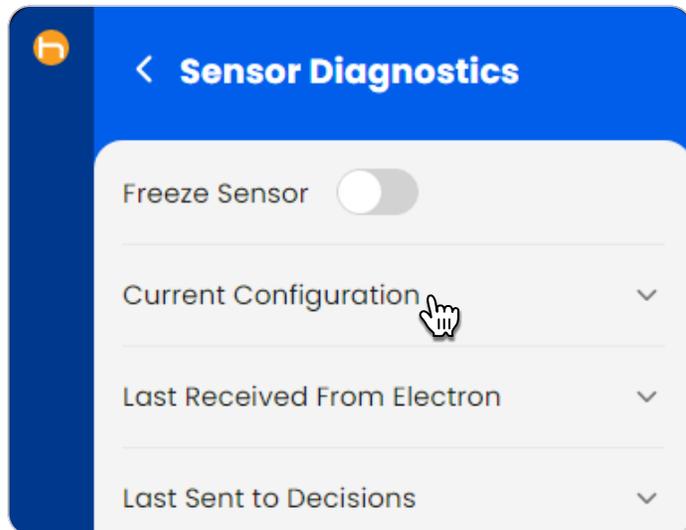
Troubleshooting

01 Verifying Correct Configuration

A If the Holon App Sensor is not working right away, you can troubleshoot this by accessing the Sensor Diagnostic section of the app, located under User Profile.



B Under the Sensor Diagnostic section, click Current Configuration and check that it matches your EHR. For example, if you use Athena, your current configuration should be listed as "Athena."



C If your sensor's current configuration does not match your EHR, please submit a support ticket by filling out the form on the Holon Support website.

 Contact Support <https://www.holonsolutions.com/support/>

02 Browser Based EHR: Chrome Session Restart

- A** If you're using the Chrome browser and a browser based EHR, try restarting Chrome to begin a new session.
- B** To do this, close all of your Chrome windows, including your EHR. Be sure to leave the Holon app open during this process.
- C** Relaunch your EHR in Chrome and load a patient chart to confirm detection in the Holon app.
- D** If you're still unable to get your patient detected by the Holon app, please submit a support ticket by filling out the form on the Holon Support website.

 Contact Support <https://www.holonsolutions.com/support/>

03 ECW Plugin: Verify Accessibility

- A** If you're using the ECW Plugin and are having trouble detecting your patient in the Holon app, you may need to verify accessibility for Holon.
- B** To do this, you can click the gear icon on the login screen.
- C** You should see an accessibility toggle. Make sure that accessibility is enabled.
- D** After verifying accessibility, load a patient chart in your EHR to confirm detection in the Holon app.
- E** If you're still unable to get your patient detected by the Holon app, please submit a support ticket by filling out the form on the Holon Support website.

 Contact Support <https://www.holonsolutions.com/support/>

04 Anti-Virus Interference

- A** If you're using anti-virus security software or have system permissions set, you may need to verify that SensorX is allowed to run.
- B** To do this, open your task manager and check to see if 'holon-sensor-agent.exe' is running.
- C** If 'holon-sensor-agent.exe' is not running, you can reach out to your system admin or Holon's support team for assistance at support@holonsolutions.com.
- D** If troubleshooting does not solve the problem, please submit a support ticket by filling out the form on the Holon Support website.



Contact Support

<https://www.holonsolutions.com/support/>

