



Bulletin 5: Procura Mobile App Activation Phase

Date: May 17, 2024
To: WRHA Home Care and Community Staff
From: Procura Mobile App Project Team

These bulletins will be shared regularly to keep you informed throughout the Procura Mobile App rollout process. Bulletins and other information will also be posted on the WRHA Professionals' site.

Progress Update

The rollout of new mobile devices is nearly complete, and the Procura Mobile App project is moving into the activation phase.

The activation will take place in four stages, allowing us to provide the necessary support and address any technical or workflow challenges effectively. Here's an overview of the activation schedule:

- **Activation #1: May 22, 2024** – 6:00 a.m. for Centralized Home Care Services
- **Activation #2: May 28, 2024** – 6:00 a.m. for St. James, Assiniboine South, Fort Garry, River Heights teams
- **Activation #3: June 11, 2024** – 6:00 a.m. for Downtown, Point Douglas, Seven Oaks, Inkster teams
- **Activation #4: June 25, 2024** – 6:00 a.m. for River East, Transcona, St. Boniface, St. Vital teams

What's changing for me?

When the Procura Mobile App goes live on your new devices, several workflow process changes will take effect, including check-in/check-out procedures, electronic documentation, and work email access. Scan the QR code below for more information about these changes.

Who can I contact for support?

For technical support during each activation, a virtual command center will be operational from 6 a.m.–7 p.m. on the first day of each activation and will remain open for one week from 6 a.m.–7 p.m. each day. If you experience any technical issues, please reach out to the Service Desk directly at 204-940-8500 or 1-866-999-9698 (select Option 8 for priority support). Please don't email the Service Desk.

For questions or concerns about workflow changes, your direct supervisor is your primary point of contact. After-hours workflow support is also available by calling 204-940-3100.

How can I prepare for the activation phase?

To ensure a smooth activation experience, please remember to charge your mobile device and ensure you are able to log into your application. If you forget your password, contact the Service Desk.

Where can I find more information?



Scan the QR code to visit the Procura Mobile App Project web page for more information.

If you have any questions about the project or are worried about the upcoming change, please speak with your direct supervisor.