



## Bulletin 2: Switching Existing Phones to New Mobile Devices

**Date:** March 11, 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

We are working through [Step 1 of the Procura Mobile Rollout Plan](#), which includes switching existing phones to new mobile devices.

### Which sites are next?

The mobile device rollout began in the Fort Garry community area on March 4, 2024, and will continue through each community area and Home Care office over the next few months.

The following sites will begin switching phones over next week:

- CIVP, Respite (March 18–21, 2024)
- Com Stroke, TB, CSO, ISS/HC, PHS (March 18-19, 2024)

### Why do I need to switch my existing phone to a new mobile device?

Switching to a new mobile device is necessary to allow for access to the Procura Mobile application (aka “app”), as well as Outlook email.

Note: If you already have a work-issued smartphone, you will not be required to switch to a new device. However, you will be scheduled to attend a workshop to set up your mobile device to allow for access to the Procura Mobile App.

### Will there be training provided for the new mobile devices?

DSS and DSN staff will be scheduled to attend a 45-minute instructor-led workshop to switch over their existing phone to a new mobile device.

Staff must bring their existing phone to the workshop. At the workshop, you will be expected to:

- Change over the SIM card from your existing phone to the new mobile device.
- Authenticate and set up your new mobile device with support from the trainer.
- Create a six-digit passcode.



- Create a network password that is a minimum of 8 digits with one capital letter and either a number or special character.
- Test that the new mobile device works.
- Place a protective case on the mobile device.
- Turn in your old phone at the end of the session.

## Reminder: Managing Personal Photos and Contacts

Please remove any personal photos or contact information stored on your WRHA work phone ahead of switching to your new device. Any personal photos or contact information will be lost and not recoverable once you have switched over. This also applies to WRHA-issued smartphones, as the devices must be wiped for Procura Mobile to be activated on the new device.

## When will Procura Mobile be on my mobile device?

The plan is to launch the Procura Mobile after the new mobile devices have been rolled out and staff have received Procura Mobile training. Procura Mobile training is expected to start in May.

## Where can I find more information?

Visit the Procura Mobile App Project web page [here](#) for more information.

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