

# How to Customize Messages on Your Digital Media Player

Our platform allows you to customize digital messages and branding on your TV platform. This simple process is available from any internet connected computer.

## Default Settings

Your system comes with the following default settings.

### Patient Channel:

Logo: The Patient Channel logo will appear in the lower right-hand corner of the screen. You can update this to use your hospital logo to reflect your brand.

The following default messages will appear on your channel:

- Handwashing is key to safe care!
- Don't risk a fall... call for help!
- It's never too late to quit smoking. Ask us for help quitting.
- Your safety is our concern; call us for help getting out of bed.

### Newborn Channel:

Logo: The Newborn Channel logo will appear in the lower right-hand corner of the screen. You can update this to use your hospital logo to reflect your brand.

The following default messages will appear on your channel:

- Do you have questions about breast feeding? Please ask.
- Handwashing is key to safe care!
- It's never too late to quit smoking. Ask us for help quitting.
- Always lay your baby on his or her back when putting them in their crib.

### HeartCare Channel:

Logo: The HeartCare Channel logo will appear in the lower right-hand corner of the screen. You can update this to use your hospital logo to reflect your brand.

The following default messages will appear on your channel:

- Be active in your care by asking questions and learning about your condition.
- A discharge checklist and clear treatment plan is key to optimal recovery at home.
- Be empowered to live a longer, healthier life at [www.heartcarechannelnow.com](http://www.heartcarechannelnow.com).
- A support network is key to recovery. Ask hospital staff about support groups.
- It's important for you to understand your medications and take them as prescribed.

## Insert Your Logo

Logos are placed into a set rectangle in the lower right-hand corner.

A horizontal layout is preferred (see the screen below.) To have your logo inserted into the player, please email it to CustomerCare@TheWellnessNetwork.net. Logos must be provided as an .eps or vector PDF file format.

## Updating your Digital Messaging

Below is a step-by-step guide on how to update the messaging on your patient education channel.



1. Navigate to web address: <http://ihnscaleserver.com:9796/ContentManager/webapp/#login>. *NOTE: if you cannot reach this website, please contact your IT team for assistance.*

2. Enter Username and Password.



Scala Enterprise Content Manager

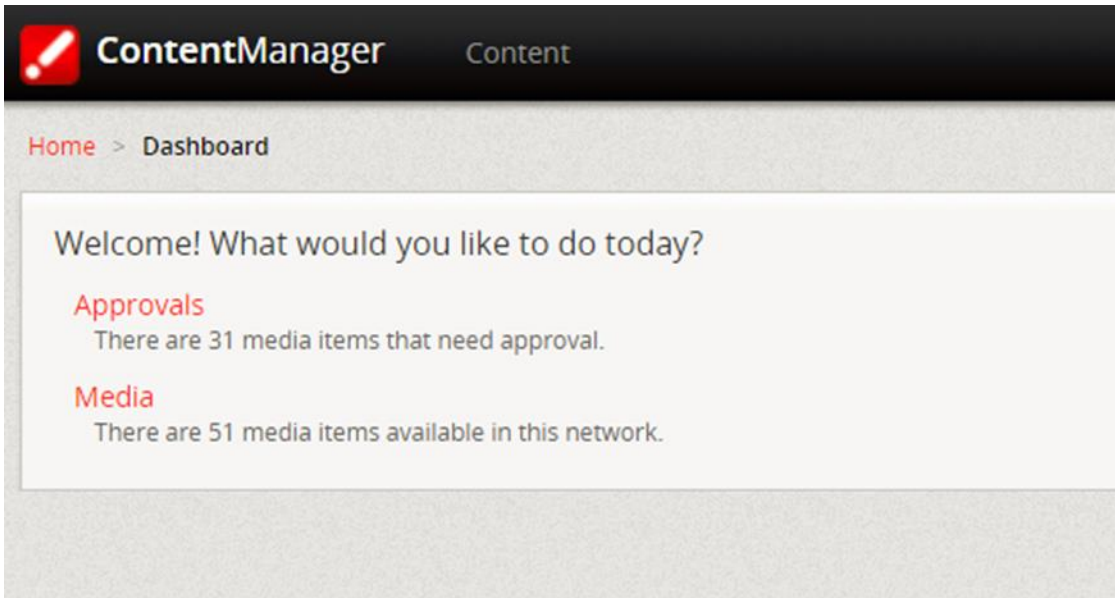
Username

Password

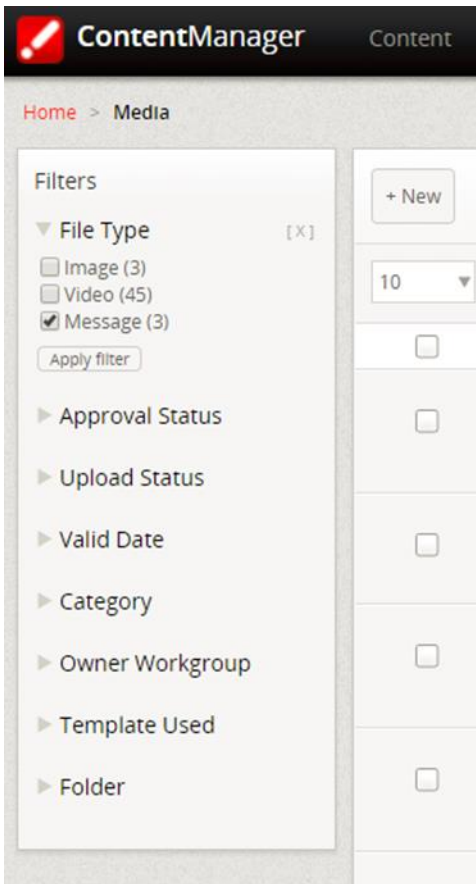
Sign In

Release 11.03.02 (2017-04-18)  
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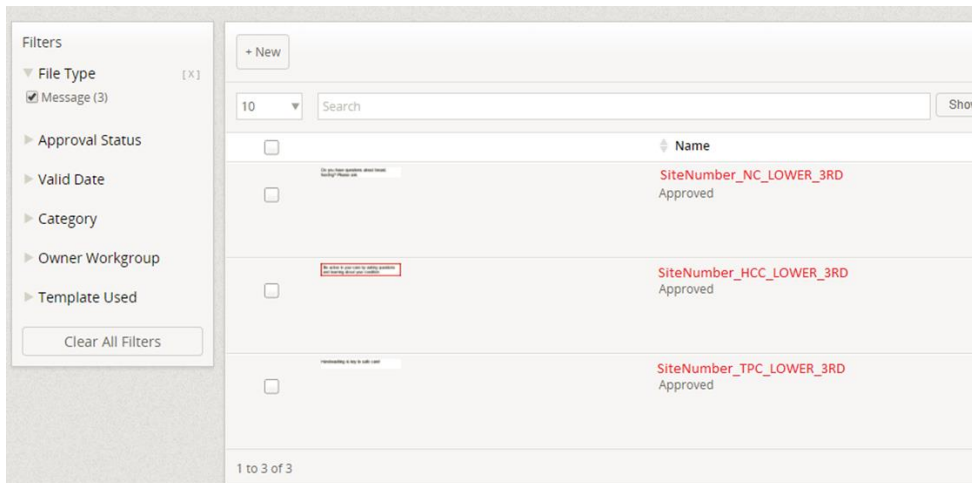
3. Click Media.



4. Click "File Type" drop down and select "Message". Then click "Apply Filter" button.



5. You will see your message sets. This is the naming convention we use: (YourSiteNumber)\_(Product)\_Text.
- Sitenumber is the number assigned by The Wellness Network to your site.
  - Product indicates which channel the message is appearing on.
    - HCC - Heart Care Channel
    - NC - The Newborn Channel
    - TPC - The Patient Channel



6. Click the red lettered “Name” of the message you would like to change.

7. Select the "Slide in Text Field" you would like to edit.

**IMPORTANT: DO NOT** use the "Characters Left" count indicator as the guide for your message. Instead use the preview screen seen in item number 8 below as your guide.

The total number of characters you should enter into one Slide in Text Field is between 80 and 85 characters, including spaces; any more characters then that and the remainder of the message will be "clipped" from sight on the screen.

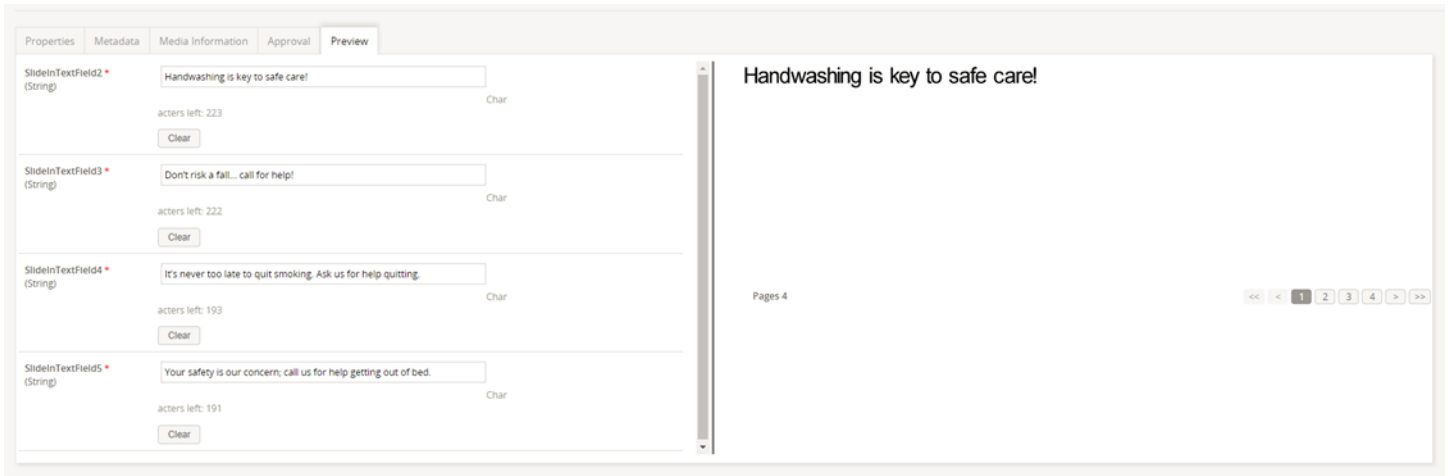
The screenshot shows a software interface with a 'Preview' tab selected. It contains four text input fields, each with a 'Clear' button below it. The messages in the fields are:

- SlideInTextField2 \* (String): Handwashing is key to safe care! (characters left: 223)
- SlideInTextField3 \* (String): Don't risk a fall... call for help! (characters left: 222)
- SlideInTextField4 \* (String): It's never too late to quit smoking. Ask us for help quitting. (characters left: 193)
- SlideInTextField5 \* (String): Your safety is our concern; call us for help getting out of bed. (characters left: 191)

8. **IMPORTANT: PREVIEW YOUR MESSAGE** to confirm it appears the way you want it to display on the TVs for your patients.

You can preview your messages to the right of the text message you entered. Select the number of the message or use the arrows to review your message to make sure messages do not get "clipped."

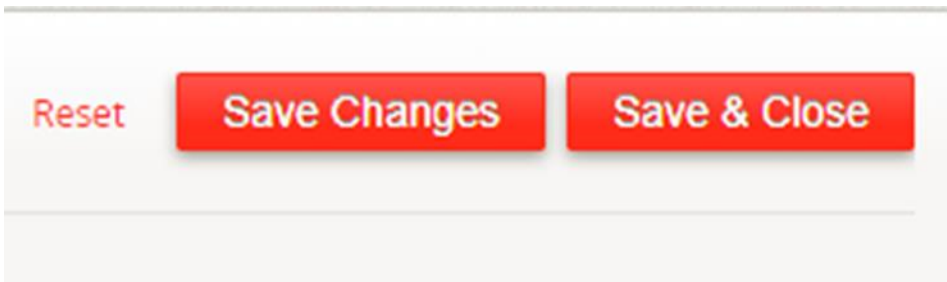
These messages use "text wrap." This means, depending where a long word or web address falls into the text line, the wrap feature could push the message out of the frame too soon. Please use the preview screen below and double check on the TVs to ensure your message is displayed correctly.



Messages display for two minutes on the TVs and then move to the next message.

Messages posted to the web page can take from fifteen minutes to one hour to change on your TVs once saved. If the saved messages have not appeared after two hours, please contact Customer Care at 888-219-4678 or email us at [CustomerCare@TheWellnessNetwork.net](mailto:CustomerCare@TheWellnessNetwork.net).

9. Once you have edited the Message Text, click "Save Changes or Save & Close"



10. In the upper right-hand part of the screen you will see System with your User ID number. Click your ID number and select "Log Out" - when finished.