

Family Information Sheet

Kids deserve the best.

The Children's Wisconsin NICU team is happy to offer the AngelEye Health System. You can see your child on any device with an internet connection. We want you to visit in person as often as you can. When you are not able to visit, AngelEye System will help you feel more connected. We hope it will give comfort.

Only call about the AngelEye System if there is an emergency or if the camera has been turned off for over one hour. If family and friends have questions or concerns about AngelEye or your child, they should contact you. Do not share your username or password. To support the safest patient care, camera access may be limited or removed if we notice it is causing extra concern.

Recording or sharing video or photo taken through the AngelEye System is not allowed. If this happens, your e viewing access will end.

To start:

1. Fill out and turn in the AngelEye Consent Form.
 - Make sure your name and email address are easy to read.
2. Check your email for a message from **support@angeleyecameras.com**
 - The subject line will say **Angel Eye Camera Account**
3. In this email, click the button labeled **Open Angel Eye and Set Password**
 - Create and confirm password
 - click **Submit**
 - accept the User Agreement



Please note: you must first login on the web browser below to set up your account. Choose the link for your campus.

- Fox Valley campus: **cwfv.angeleyecameras.com**
 - Milwaukee campus: **cw.angeleyecameras.com**
4. Download the free Angel Eye Mobile app for iOS or Android from the app store
 - sign in with your user ID and Password
 - allow **push** notifications to get alerts
 5. Invite any family and friends to see your child
 - Make a User Account with another email address under **My Family Members**

For more info go to: <https://angeleye.health/support>.

For support, please contact AngelEye Health at (855) 456-6805 or support@angeleyecameras.com.



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Using AngelEye Services

Cameras

Watching your child: The camera is for you to see your child only. The view may change due to lighting and your child's movement in the bed. Many times a day your child's camera will be turned off because they are out of bed or getting care. When this happens, you will see a privacy image. Please do not worry and refresh your screen often. If your video stays off for more than one hour, call the unit and ask for AngelEye camera help.

Your session will time-out and you will be logged out of AngelEye after 20 minutes of inactivity. If this happens, just log back in again to see your child.

Using live-feed: This is how you view live video of your child. The live-feed screen may pause, jump, or be unclear with some internet speeds. If the view looks stuck, refresh your screen. Then check your internet connection and speed. If the view never shows up and you always see a spinner on the screen, try logging out and back in.

The camera's Night Mode will start when there is little or no light in the room. In this mode, the Livestream image will have a purple tint. This is done so that you can see your child clearly at night or in a darker space.

Communication

Family Chat/Chat: The chat is for your family members only. Hospital staff cannot respond to these messages.

Find it in the CHAT tab (App), or under the MY PATIENTS tab. Click on **View** next to patient's name (browser).

Account Management

Change Language: To view AngelEye in a language other than English:

1. Click the ACCOUNT tab on the bottom of the screen (App).
2. Click drop-down arrow next to **Language**, or SELECT LANGUAGE drop-down menu in the top left corner (browser)
3. Choose your language.

Add or Delete Users:

1. Click the ACCOUNT tab on the bottom of the screen.
2. Click **My Family** (App), or on the left side of the screen click the MY FAMILY MEMBERS tab.
3. To allow family members to view the camera live stream, be sure GIVE ME CAMERA ACCESS is in the **on** position.

Privacy Mode: To stop the live feed for certain viewers, slide the GIVE ME CAMERA ACCESS to the **off** position. Note: primary account holder cannot stop the live feed for the secondary account holder or for members added by the secondary account holder.

Update Account Information: To change your name or email address:

1. Click the ACCOUNT tab on the bottom of the screen.
2. Click on **Edit Profile** (App), or click the Gear icon at the top right of your screen and go to EDIT USER INFORMATION (browser).

Change Password:

- Click the ACCOUNT tab on the bottom of the screen.
- Click on **Change Password** (App), or click the Gear icon at the top right of your screen. Go to EDIT PASSWORD (browser).

Reset Password:

- Click the FORGOT PASSWORD link under the SIGN INTO MY ACCOUNT button.
- You will get an email to set up a new password.

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