

iMIMS and MIMS for Android FAQs

Ramsay Health Care User Registration/Renewal Questions

Q. How do I get access to iMIMS and MIMS for Android via Ramsay Health Care?

A. You will need to be entitled to access RHC Library resources.

Step 1: Download iMIMS Application from the Apple store (300MB) or MIMS for Android from the Google play store (500MB). To avoid 3G or 4G cellular network charges it is recommended to do this via WiFi or iTunes on your PC or MAC and then sync the app to your iPhone.

There are a number of MIMS Apps in iTunes and Google Play, ensure you download the App named "iMIMS Australia" or MIMS for Android Australia.

Step 2: Access the MIMS registration/renewal form <http://ramsay.mims.com.au> **when onsite, on a networked computer**. You can access the form directly from the above link or locate it on the RHC Library website www.ramsaylibrary.com.au at Mobile resources.

Step 3: Complete the Registration Form. Enter your email address and other requested information and click 'Submit'.

Step 4: Your token will be provided on the screen and also sent to you in an email

Step 5: Open iMIMS on your iPhone or MIMS for Android on your phone under the 'Enterprise Users Only', tap on 'Login (Token Required)'

Step 6: Enter your token details.

Q. Who should I call if I have a problem with my registration for Mims mobile?

A. Contact library@ramsayhealth.com.au

Q. How will I renew my iMIMS or MIMS for Android subscription?

A. MIMS renews all accounts on 31st March each year and you will receive a reminder email notification. The renewal process uses the same validation process you did to initially activate your MIMS mobile access. You may not have had a full year's access in your first year as you may have set up your MIMS mobile account during the subscription year rather than at the start.

Here are the steps to renew:

1. Onsite, on a networked computer open the MIMS registration/renewal form at <http://ramsay.mims.com.au>

2. Add the email address you used to register > Proceed

3. Update any details > Continue

4. Your token ID is at the top of the last page. Note the message that you have successfully renewed your registration and that you will receive a confirmation email with your token ID. Ignore all else on this page.

5. On your device, add your token ID if requested.

Q. How can I update iMIMS successfully?

A. Here is the work-around procedure to successfully update iMIMS and the medicines databases. This procedure requires the user to turn AUTOLOCK off to stop the device going to sleep. This means anyone can use the device without logging on so the user must ensure it is kept in a secure place while following this procedure.

The device must not be touched after the Database Update starts.

Then the user must:

- 1) Turn off Autolock – Open Settings then tap General then Autolock and set to “Never”.
- 2) Delete the iMIMS App – press and hold on the iMIMS App icon until the x appears in the top corner then press the x to delete it. Then press home button.
- 3) Install the iMIMS App – open the App Store and then search for iMIMS Australia and press the cloud or install icon.
- 4) Open iMIMS, sign in and accept the Licence Agreement, then when the "Full database update available" message appears tap Proceed AND DO NOT TOUCH THE SCREEN OR ANYTHING ELSE just put the device down and wait for the database download to complete.
- 5) When it completes the data version should be 10 2015. Sometimes the data version does not refresh so to refresh it first press the home button and then Menu (top left corner), then Data Version, the data version should be 10 2015.
- 6) Finally turn Autolock back on. Note: if a phone call is received on the device, the procedure must be started again from the beginning.

General iMIMS Questions

Q. Can I print from my phone?

A. No

Q. How does iMIMS or MIMS for Android compare with US-based medicine information products?

A. iMIMS and MIMS for Android has only Australian approved medicine information and is designed for the Australian market. The database is comprehensive and includes pill identification, drug interaction checking, and medicines browsing functionality.

Technical

Q. How big is the iMIMS app/MIMS for Android app?

A. Around 300MB/500MB

Q. Which devices can iMIMS/MIMS for Android be installed on?

A. iPhone, iPad, iPad Mini, iPod Touch/Samsung Galaxy 3,4, Note3, 10, Nexus 7, Lenovo S6000

Q. I'm not very good with technology. How can I get help with installation or technical support if anything goes wrong?

A. The installation of iMIMS or MIMS for Android is not unlike any other typical app. You can contact MIMS at 1800 800 629 if you need further assistance.

Q. What are the minimum requirements for iMIMS on my device?

A. Requirements are:

- 500MB free space on your device.
- Device running Apple iOS version 3.1.3 or higher.

Q. Will I need internet access?

A. Yes, you will need internet access to download the application and monthly MIMS data updates. This can be done through Wi-Fi or the 3G network.

However, once installed you do not need an internet connection to operate the application, as the medicines information resides in your phone memory when you download/update.

Updating the Data

Q. How often is the iMIMS and MIMS for Android data updated?

A. The MIMS data update occurs monthly.

Q. How do I change my update settings?

A. You can choose when you wish to receive the update notification and how you would like to receive them. The following options can be found by:

iMIMS

- Open iMIMS Application
- Tap on “More” – This can be found bottom right-hand side of the screen
- Tap on “Update iMIMS” – This will open the screen with the following options
- “Check for updates automatically” – On or Off
- “Allow updates over 3G network” – On or Off

MIMS for Android

- Open MIMS for Android Application
- Tap on “Drop down menu” – This can be found bottom right-hand side of the screen
- Tap on “Data Version” – This will open the screen with the following options
- “Check for updates automatically” – On or Off
- “Allow updates over 3G network” – On or Off

Q. How do I know that I have the latest monthly data on my iMIMS and MIMS for Android?

A. This is found in the “More” module, the “About” page displays the ‘Data Version – Month/Year’.

Q. How large is the data updates?

A. The size of each individual monthly update depends on the amount of drug information changes introduced by MIMS Clinical Editorial Group each month. Typically, the size of the MIMS information updates is about 40-70MB.