



First Nations Health Authority  
Health through wellness

# FNHA Mobile App

## Frequently Asked Questions (FAQs)

The First Nations Health Authority (FNHA) strives to find the best ways possible to serve First Nations and Indigenous people in BC. In response to feedback received from communities, we have developed the FNHA Mobile App. The App provides the opportunity for First Nations, health care providers, community leaders and FNHA staff to receive information directly into their hands in support of health, wellness and safety. Push notifications and other alert options within the FNHA Mobile App will ensure helpful, meaningful updates in real time.

### What is the FNHA Mobile App?

The FNHA Mobile App is an app that can be downloaded onto a mobile device. The App appears as an icon displaying the FNHA logo on the mobile screen. The App allows users to receive notifications and quick access to FNHA information, resources and tools.

### How can I get the FNHA Mobile App?

The FNHA Mobile App is available for iOS and Android mobile users. Download it from the Apple App Store or Google Play Store by searching "FNHA".

### Are there any costs associated with downloading and using the FNHA Mobile App?

There is no cost - the FNHA Mobile App is free for all users.

### How does the information I receive on the FNHA Mobile App differ from the information I can access on FNHA.ca?

The FNHA Mobile App can alert you to new updates and resources on FNHA.ca. Notifications and the ability to customize these according to your user profile will provide immediate access to accurate, helpful information directly from the FNHA website.

### How can I find / receive the information I am interested in on the FNHA Mobile App?

The first time you launch the FNHA Mobile App, you will be prompted to create a user profile. You can make selections that best describe you and customize your notifications. You can update your user profile at any time in the App's "Settings" tab.

The "News" tab also provides a direct link to the FNHA website where you can search the information you are looking for.

### **Can I turn notifications off?**

Yes. There is an option to turn off notifications in the App's "Settings" Tab.

### **How will the FNHA Mobile App support me and my community through the COVID-19 pandemic?**

The FNHA is continuously working with provincial and federal partners to actively monitor and respond to the pandemic. Depending on your settings, the FNHA Mobile App can send emergency notifications and alerts about urgent, health-related events during the COVID-19 pandemic, as well as other emergencies.

### **How can I use the FNHA Mobile App beyond the pandemic?**

Beyond the pandemic, the FNHA Mobile App will be a helpful companion on your wellness journey. It will provide benefits with a focus on health and wellness, including physical and mental health. Depending on the settings you choose, the FNHA Mobile App can send emergency notifications and alerts about urgent, health related events.

### **What is the difference between FNHA Mobile App and the AtHoc SMS/Text messaging system for First Nations leadership?**

The primary purpose of the AtHoc SMS/Text messaging system is emergency management response, however the FNHA Mobile App is able to offer you much more. While the FNHA Mobile App will provide emergency management response notifications and alerts, it also offers additional health and wellness benefits both now and beyond the pandemic, such as supports and tools for your wellness journey.

### **Is the FNHA Mobile App available for Blackberry users?**

Depending on the model of your Blackberry device, you may be able to run the FNHA Mobile App for Android, which is available for download from the Google Play Store. Older Blackberry devices will not be able to run the FNHA Mobile App.

### **Will FNHA be developing a Blackberry version of the FNHA Mobile App?**

As Blackberry has discontinued all hardware and now operates as a software company, Blackberry specific devices are less prevalent and the number of users will continue to decline. This has informed FNHA's decision not to develop a Blackberry version of the FNHA Mobile App.

### **I am currently still using my Blackberry. Where can I get updates from FNHA if I can't get the app?**

Any notification updates going out via the FNHA Mobile App will direct people to the FNHA website, so we encourage you to continue to use the website as your trusted source for developing news and updates. You will find all of this information on the FNHA.ca home page in the News section. No information will be shared exclusively on the FNHA Mobile App, as all information will also appear on the FNHA.ca website.

### **I still have a question that hasn't been answered here, how can I find out more?**

For any other questions about the FNHA Mobile App, email: [info@fnha.ca](mailto:info@fnha.ca)