




Digital Wayfinding User Guide

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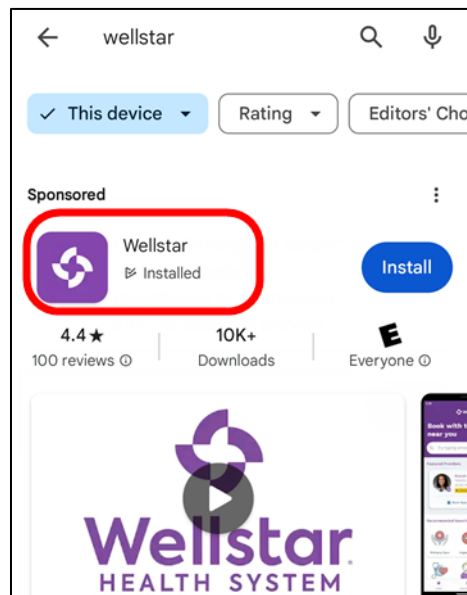
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Symbols in this Document

Graphic symbols indicate the following type of notes:

	Note	A general note about what is happening
	Tip	Useful information related to the activity
	Exclamation	Important action, caution, or warning.

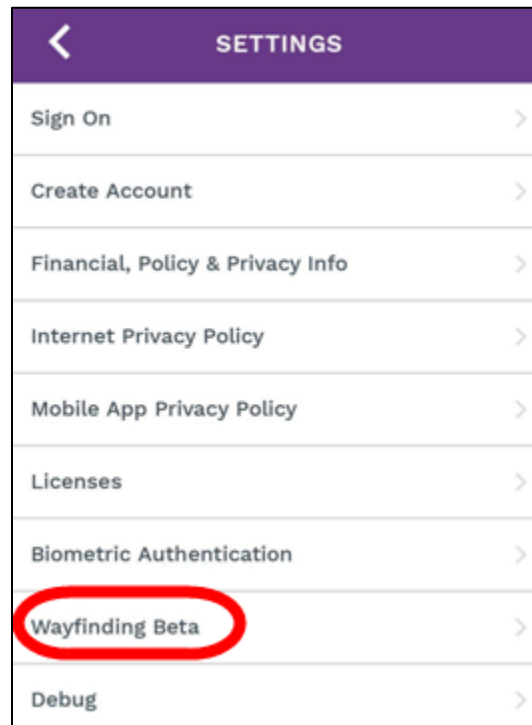
1 Accessing from a Mobile Device



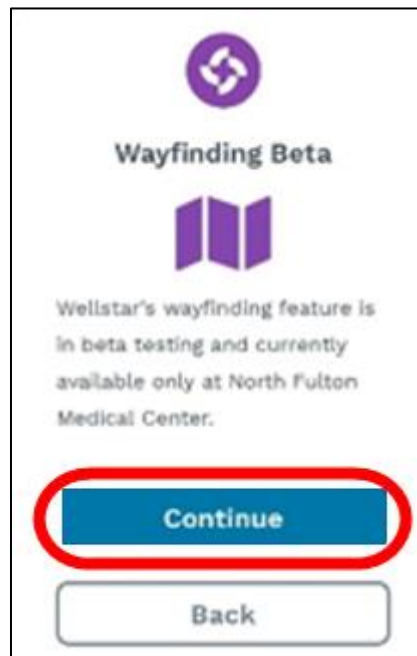
1. Install the **Wellstar** app on your device.
2. Open the app.



3. Tap  (settings).



4. Tap **Wayfinding**.



5. Tap **Continue**.



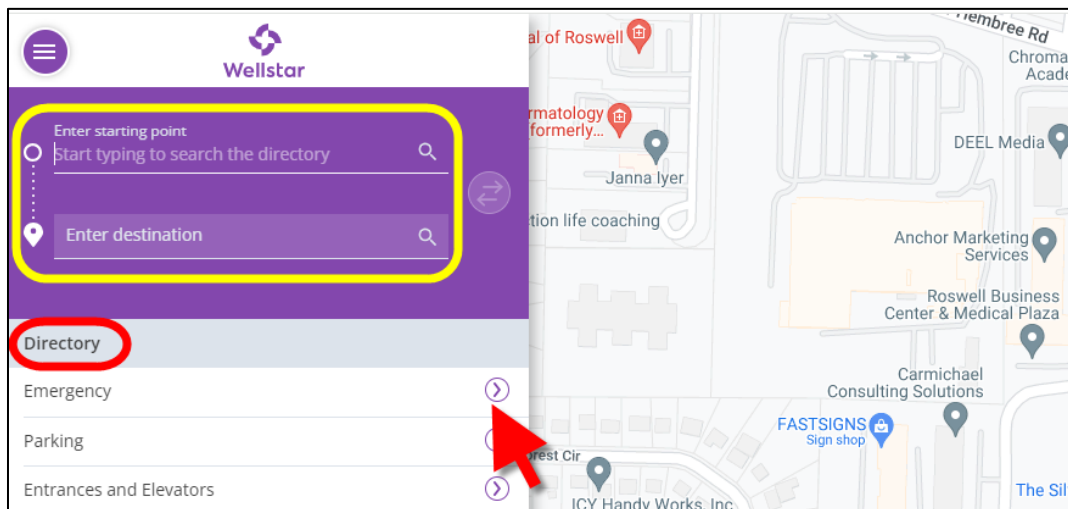
6. Tap **Allow**.

2 Accessing from a PC

1. Open a browser and navigate to <https://maps.wellstar.org>



If on a mobile device, you are prompted to use the Wellstar mobile app.



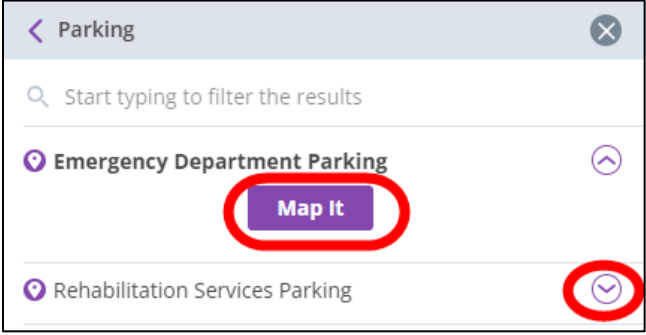


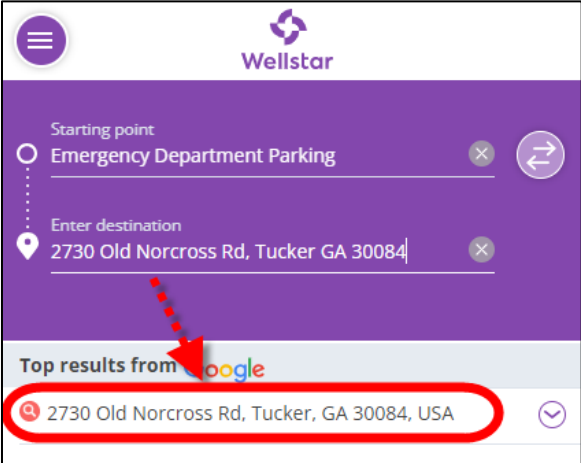
2. Enter your **Starting Point** and **Destination** using one of the following methods:



At least one of the locations needs to be within the hospital.



The mobile app auto-generates your starting point using the device's location.

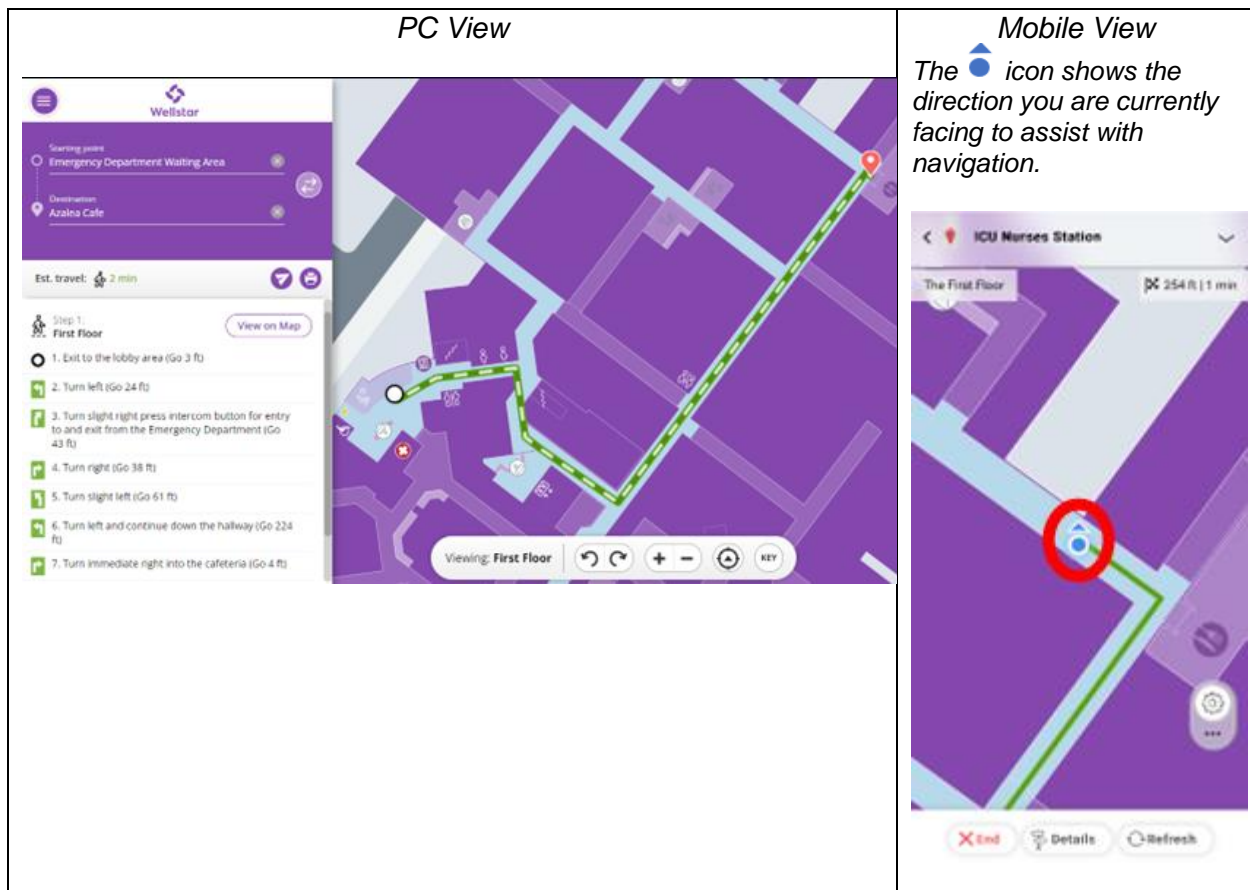
Method	Additional Notes
<p>Select a hospital location from the Directory</p>	 <ul style="list-style-type: none"> • Click  to display details about the location. • Click Map It to select the location and continue.
<p>Type a search term or address</p>	<ul style="list-style-type: none"> • Search results may take a few moments to display. • Common terms may be used when searching areas within the hospital. <u>Examples:</u> <ul style="list-style-type: none"> ○ Entering Lunch routes you to the Cafeteria ○ Entering Flowers routes you to the Gift Shop • If you need driving directions, select Parking  as the hospital location. • If you type an address outside the hospital, a list of matching addresses is displayed. Click on the address to select it. 

3. Were the starting and destination points BOTH within the hospital?

YES	Go to section 0 <i>Both Locations are Within the Hospital</i> below
NO	Go to section 5 <i>One Location is Outside the Hospital</i> on the next page.

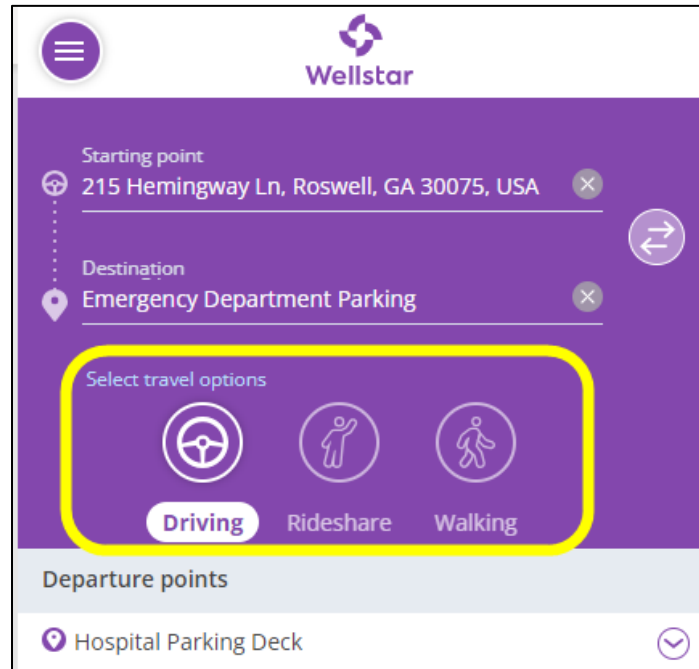
3 Both Locations are Within the Hospital

After you click **Map It**, walking directions are displayed by default:



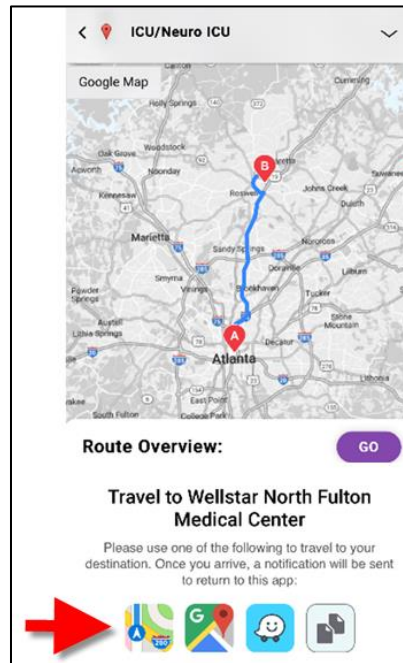
Follow the directions until you reach your destination.

4 One Location is Outside the Hospital: From a Mobile Device

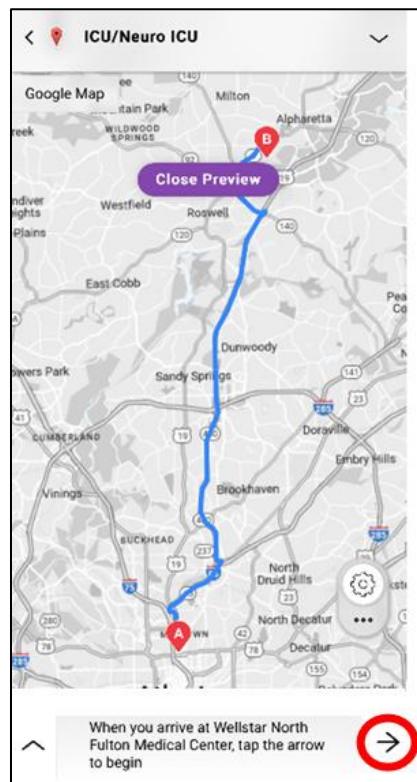


1. Select one of the travel options: **Driving** or **Rideshare**.

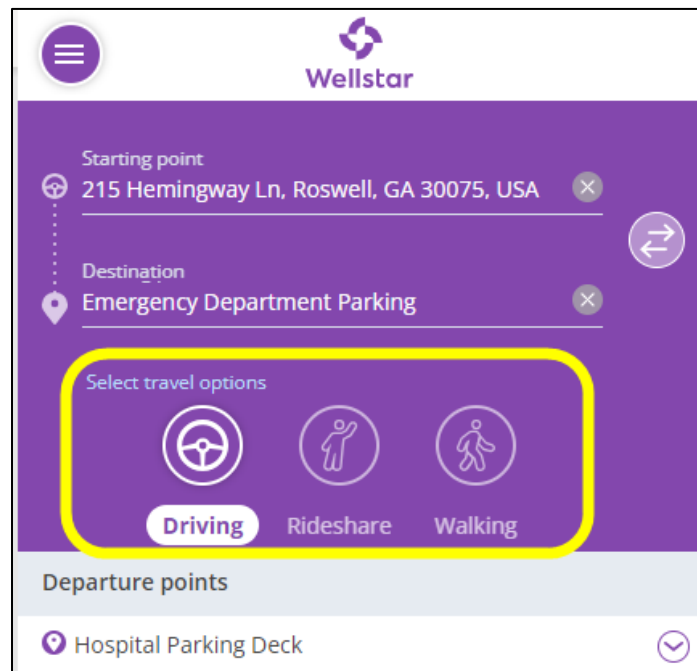
The app prompts you with options to select your preferred GPS/navigation system:



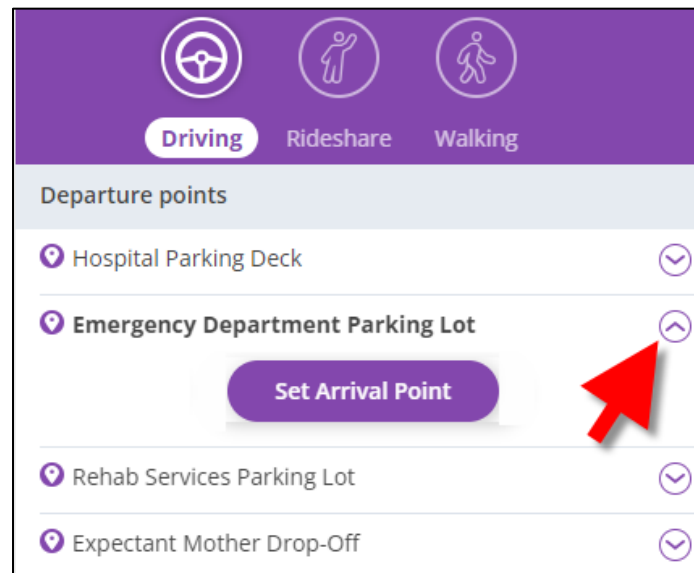
2. Tap the icon for your preferred navigation app.
3. When you arrive at your destination, click the arrow for directions inside the hospital.


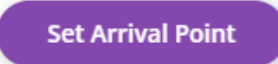



5 One Location is Outside the Hospital: From a PC

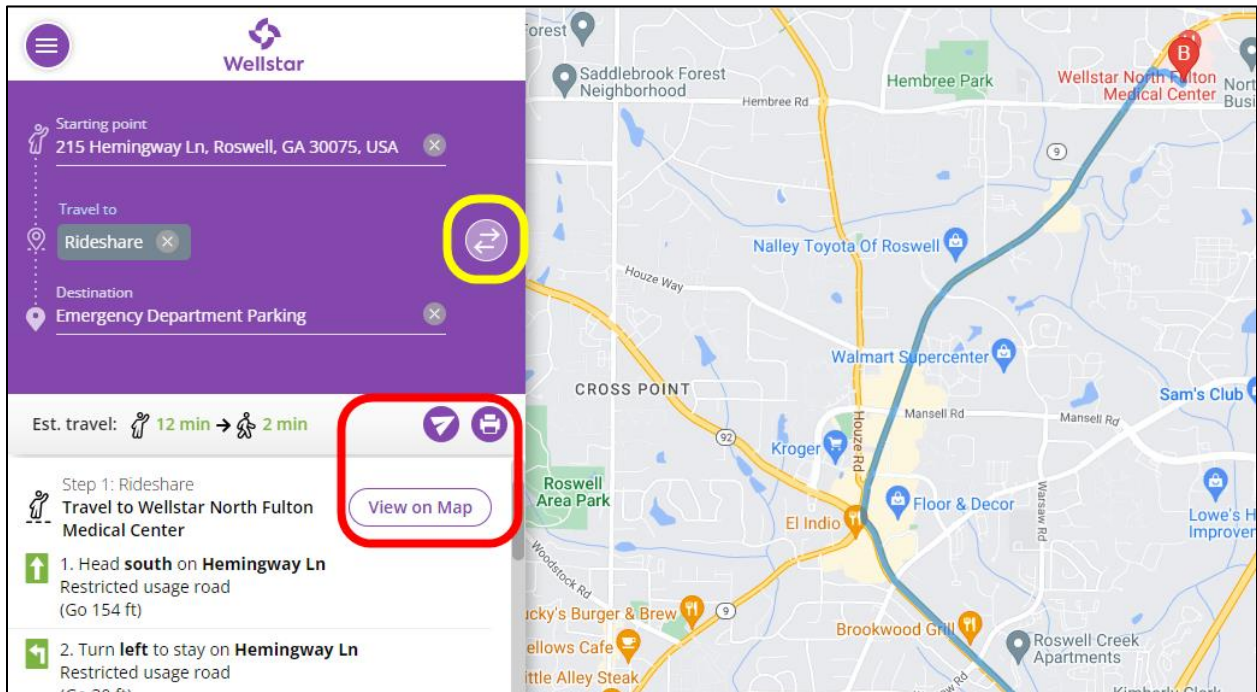


1. Select one of the travel options: **Driving**, **Rideshare**, or **Walking**.



1. Click  next to the desired hospital location.
2. Click  or  to select the location.

Directions are displayed:



6 Additional Functions

If desired, you can click on these optional functions:

Icon	Description
Web Version	
	Reverses the starting and destination points.
	Share. Sends the directions to one of your contacts.
	Print. Prints turn-by-turn directions.
	Displays the directions in your preferred navigation app
Mobile App	
	Reverses the starting and destination points.
	Share. Sends the directions to one of your contacts.
	Saves the location

7 Troubleshooting

If you have technical issues, refresh the webpage. If the issue persists, reach out to **maps@wellstar.org**

Wellstar is dedicated to ongoing improvement, and we value your input! Your feedback is important for us to enhance the app and streamline navigation on our campus. Please take a moment to participate in our survey: <https://forms.office.com/r/740PUqHNDm>.