

Digital Wayfinding User Guide

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Symbols in this Document

Graphic symbols indicate the following type of notes:

| | Note | A general note about what is happening |
|-----|-------------|--|
| -`` | Тір | 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.







| Sign On | > |
|----------------------------------|---|
| Create Account | > |
| Financial, Policy & Privacy Info | > |
| Internet Privacy Policy | > |
| Mobile App Privacy Policy | > |
| Licenses | > |
| Biometric Authentication | > |
| Wayfinding Beta | > |
| Debug | > |

4. Tap Wayfinding.



5. Tap Continue.



Allow "Wellstar-Internal" to always use your location in the ba...

To notify when you arrive at the venue and save a parking spot, "Wellstar-Internal" needs to receive your location in the background.



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.

| Wellstar | al of Roswell 😐 | Chroma Acade |
|--|-----------------------|--|
| Enter starting point O Start typing to search the directory | Q → Janna Iyer | DEEL Media 오 |
| • Enter destination | ۹ tion life coaching | Anchor Marketing Services |
| Directory | | Roswell Business Center & Medical Plaza |
| Emergency | \odot | Carmichael Consulting Solutions |
| Parking | prest Cir | FASTSIGNS Sign shop |
| Entrances and Elevators | DCY Handy Works, Inc. | The Silv |



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 |
|-------------------------------------|--|
| Select a hospital location from the | < Parking |
| Directory | Q Start typing to filter the results |
| | Emergency Department Parking |
| | Rehabilitation Services Parking |
| | Click Oto display details about the location. |
| | Click Map It to select the location and continue. |
| Type a search term or | Search results may take a few moments to display. |
| address | Common terms may be used when searching areas within the hospital. <u>Examples</u>: |
| | Entering Lunch routes you to the Cafeteria |
| | Entering Flowers routes you to the Gift Shop |
| | • If you need driving directions, select Parking $\widehat{\mathcal{O}}$ 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. |
| | e star |
| | Starting point Emergency Department Parking Enter destination 2730 Old Norcross Rd, Tucker GA 30084 Top results from loogle 2730 Old Norcross Rd, Tucker, GA 30084, USA |



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

| YES | Go to section 0 Both Locations are Within the Hospital below |
|-----|--|
| NO | Go to section 5 One Location is Outside the Hospital 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 \bigcirc next to the desired hospital location.





Directions are displayed:



6 Additional Functions

If desired, you can click on these optional functions:

| lcon | Description | | |
|-------------|--|--|--|
| Web Version | | | |
| | Reverses the starting and destination points. | | |
| | Share. Sends the directions to one of your contacts. | | |
| Đ | Print. Prints turn-by-turn directions. | | |
| View on Map | Displays the directions in your preferred navigation app | | |
| Mobile App | Mobile App | | |
| | Reverses the starting and destination points. | | |
| Ê | 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: <u>https://forms.office.com/r/740PUgHNDm</u>.