

# How to install OnBase Mobile 18 for iOS

*\*\*\*OnBase Mobile is only available on iOS devices for MetroHealth\*\*\**

1. Go to the App Store.
2. In Search, type in OnBase 18
3. You will need to select either the “OnBase Mobile 18 for iPhone” if you are using an iPhone, or the “OnBase Mobile 18 for iPad” if you are using an iPad. Be sure you are selecting the correct app.
  - a. **DO NOT** select the “OnBase Mobile Healthcare” app.
4. Once you identify which app is needed, select “Get” and then Install if prompted.
  - a. You may also be required to enter your Apple ID and password for app downloads from the iTunes App Store.
5. Once installed, hit Open.
6. Select “Don’t Allow” if prompted to allow notifications.
7. When you first launch the app, you will be prompted to put in a URL. The URL to connect to OnBase from outside the MetroHealth network is **onbexternal.metrohealth.org/mobilebroker**.
  - a. You do not need to type https:// as this is already defaulted in the app.
8. Hit Next and the server should register. Once it does, you can hit OK.
9. You can then login to OnBase with your MetroHealth Network credentials.
10. Once logged in, you can view available documents via Document Retrieval, assigned Custom Queries, perform Workflow approvals from your available queues, and can create/submit new Forms in OnBase.
  - a. Note, all new form’s will be subject to a 30-minute timeout. Ensure you can complete the form and submit within the 30-minute window. If you cannot complete the form within 30 minutes, please complete the form using the Unity Client on a MetroHealth connected device.

**\*\*\*Please Note:** Support for the OnBase Mobile app on iOS devices will only be available between 8am-5pm Monday through Friday. There will not be any afterhours support for the OnBase Mobile application. If troubleshooting is required, a Giva request will need to be submitted, and you will be contacted to setup a date and time to review the issue at the OBC campus.