

iOS (iPhone/ iPad)

To update the eScription One Mobile app region for iPhone or iPad, please follow the instructions below.

Please note that it is critical to select the Australia (AUS) region after installation.

For any queries, please contact iMedX Support on 1300 727 423 ext. 1 or au-support@imedx.com (New Zealand 03 288 0523)

1. **(Important)** Please ensure that all dictations have been uploaded prior to updating the app - uninstalling the app (in the next step) will permanently delete any dictations which have not been uploaded
2. Uninstall the eScription One app from your phone
3. Search for **eScription One (Nuance)** in the App Store to update to the latest version
4. Select the region as **Australia (AUS)** when prompted (see screenshot below)
5. Log back in to the app
6. If you have forgotten your password please visit <https://imedx.com/au/client-login/help-resetting-password/>

