

**Tufts**Medicine  
Lowell General Hospital



# AngelEye Camera System

Keeping you connected  
to your little one



The Lowell General Hospital Maternity team is happy to provide your family with the latest camera technology to help keep you informed and connected to your baby while they are in the Special Care Nursery. This camera system from AngelEye Health allows you to see your child and receive communication updates on any connected device. Please note that communication through the AngelEye camera system does not replace regular communication with the care team or visiting your child in person.

## Getting started:

1. Complete and turn in the AngelEye Health Consent Form. Make sure your name and email address are easy to read.
2. Check your email for a message from AngelEye Health prompting you to create a password for your Primary Parent Account. Your invitation email will be from support@angeleyehealth.com with the subject line containing the phrase **AngelEye Camera Account**.
3. From your email click the button labeled **Open AngelEye** and **Set Password**, create/confirm password, click **Submit**, and accept the User Agreement. Please note you must first login thru the web browser at <https://lowellgeneralhospital.angeleyecameras.com> to set up your account.



4. Once you have your user ID and Password, download the free 'Angel Eye Mobile' app for iOS or Android from the app store and allow 'push' notifications to receive alerts.
5. Invite an unlimited number of family members and friends to see your child by creating a User Account with their email address in the 'My Family' section of the ACCOUNT tab in the mobile app.
6. View one-way messages, photos, and videos from the care team on the AngelEye camera system.

**Support is available at [www.angeleyehealth.com/support](http://www.angeleyehealth.com/support), by calling (855) 456-6805 or email [support@angeleyehealth.com](mailto:support@angeleyehealth.com).**



## Using the AngelEye camera system

### Viewing your baby

The camera is for you to see your child only. Camera visibility may vary based on lighting.

### Privacy image

- There are several times a day that your child's camera will be turned off for care or when he/she is out of bed.
- During this time, a privacy image will appear. Please remain calm as this time off camera is part of your baby's care.
- If you refresh and find the video offline for more than one hour, contact the unit and ask for AngelEye Camera Assistance.
- Be advised that your session will time out and you will be logged out of the AngelEye camera system after 20 minutes of inactivity. If this happens, simply log back in to resume viewing.

### Troubleshooting the live feed

- You will receive a live video feed of your child, which may freeze from time to time or pixelate depending on your internet connection speed.

- If the view looks like a still image, refresh your screen, and check your internet connection and connection speed.
- If the image never shows up and you continue to see a 'spinner' on the screen, try logging out and logging back in.

## Receiving communications

### Alerts

Accept 'push' notifications after downloading the AngelEye App to enable you to receive messages from the care team.

### Patient updates

- Receive secure, one-way text messages from the care team.
- If using the app, select the HOME tab → CONNECT-UPDATES → MESSAGES.
- If using a web browser, select the MY PATIENTS tab → click on 'VIEW' next to the patient's name. Only parents or guardians (primary and secondary account holders) can receive messages from hospital staff.
- Clinical Communication: Receive secure, one-way photo and video messages from the care team.
- If using the app, select the HOME tab → CONNECT-UPDATES → PHOTOS or VIDEOS.

- If using a web browser, select the MY PATIENTS tab click on 'View' next to the patient's name (browser). Only primary and secondary account holders can receive messages from hospital staff.
- Family Chat/Chat: Located in the FAMILY tab (App), or under the MY PATIENTS tab
- Click on 'View' next to patient's name (browser). Please note: these messages are for your family members only. Hospital staff CANNOT read or respond to these messages.

### **Camera use guidelines**

- Calls related to the AngelEye camera system should be made ONLY in case of an emergency, or if the camera has been turned off for more than an hour.
- Please ask family and friends to contact you directly if they have questions or concerns about the camera system or your child.
- To support safe, uninterrupted patient care, camera visitation may be limited, or access removed if increased anxiety or unnecessary phone calls are observed.
- Please do not share your username or password.
- Recording and/or sharing video or photo taken through the AngelEye camera system is strictly prohibited and will result in immediate termination of your camera system viewing privileges.

## **Managing preferences for your AngelEye Health account**

### **Language preference**

To view your AngelEye camera system account in a language other than English

- Click the ACCOUNT tab at the top of the home screen (App) and click drop-down arrow next to 'Language',
- or SELECT LANGUAGE drop-down menu in the top left corner (browser), and choose the language of your choice.
- Adding and deleting users:
- Click the ACCOUNT tab on the top of the screen and select 'My Family' (App), or on the left side of the screen click the MY FAMILY MEMBERS tab (browser) to add family and friends.
- To allow family members to view the camera live-feed, be sure GIVE ME CAMERA ACCESS is in the 'on' position.
- Family members can only be deleted by logging in to a web browser.

## **Privacy mode**

- To stop the live-feed for certain viewers, slide the GIVE ME CAMERA ACCESS to the 'off' position.
- Note: primary account holder cannot stop the live feed for the secondary account holder or for members added by the secondary account holder.

## **To update your account information**

- To change your name and/or email address, click the ACCOUNT tab on the top of the screen
- Click on 'Edit Profile' (App), or click the Gear icon at the top right of your screen and go to EDIT USER INFORMATION (browser).

## **Changing password**

- Click the ACCOUNT tab on the top of the screen
- Click on 'Change Password' (App) or click the Gear icon at the top right of your screen and go to EDIT PASSWORD (browser).
- You will be able to recreate your password.

## **Resetting password**

- Click the FORGOT PASSWORD link under the SIGN INTO MY ACCOUNT button.
- You will receive an auto-generated email to create a new password.

## Questions?

If you have any questions, please contact the Special Care Nursery team at 978.937.6032.

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