

miSecureMessages Contact Web User Guide



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Product Overview

The miSecureMessages Contact Web provides access to secure messaging and paging services from the convenience of a web browser. The Contact Web lets users view secure messages using Secure Socket Layer (SSL) encryption with username, password, and Account ID authentication. Users can respond to secure messages and can initiate new messages to other miSecureMessages users within their company or organization.

Viewing messages results in a read receipt being returned to Amtelco's miSecureMessages web service. Replies are sent securely back to the web service. Users can also initiate a secure message to other registered miSecureMessages users within their company or organization.

Browser Requirements

- Apple Safari 5.0 or later
- Google Chrome 10.0 or later
- Microsoft Edge 25.10286.0 or later
- Microsoft Internet Explorer 9.0 or later
- Mozilla Firefox 3.6.10 or later

Logging In

The Account ID Screen and the Login Screen are used to log into the miSecureMessages Web Service to begin receiving secure messages. Every time you enter the Contact Web, you are required to enter a valid Account ID, username, and password. If you have registered the miSecureMessages App on a mobile device, the same Account ID, username, and password can be used to log into the Contact Web. If you have never registered for miSecureMessages, your Account ID, username, and password should be provided by the company or organization that is hosting your miSecureMessages Web Service.

Account ID

Enter your miSecureMessages Account ID as specified by your miSecureMessages provider.

Click the Continue button.

- If the miSecureMessages Account ID was entered successfully, the miSecureMessages Login Screen is displayed.
- If the Account ID was not entered successfully, an "Invalid license" error message is displayed.

A screenshot of a web browser window showing the "miSecureMessages MSM Contact" page. The page has a white background with a light gray header. In the header, there is a small miSecureMessages logo on the left and the text "MSM Contact" on the right. Below the header, the text "Account ID required:" is displayed in a large, bold, black font. Underneath this text, the label "Account ID" is positioned above a rectangular text input field with a blue border. Below the input field is a rectangular button with the text "Continue" inside it.

If the "Invalid license" message appears, try reentering your miSecureMessages Account ID.

If the message is displayed again, contact your miSecureMessages provider to verify that you have the correct Account ID.

Username

Enter your miSecureMessages username.

Password

Enter your miSecureMessages password.

Keep your password a secret so no one else can connect to the miSecureMessages Web Service in your name.

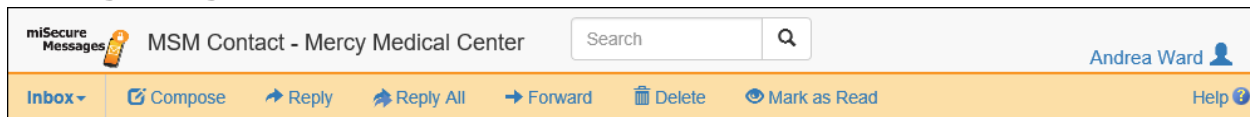
Note: If you need to switch to a different account, click the Change Account hyperlink to navigate to the Account ID screen. Enter an Account ID and then click the Continue button to return to the Login Screen.

Click the Login button.

- If the username and password were found, the Inbox screen is displayed.
- If the username or password was not found, an “Incorrect username or password” error message is displayed.

If the “Incorrect username or password” message appears, check your username and password and try entering them again. If you are still unable to log in, contact your miSecureMessages provider to verify that your username and password have been registered.

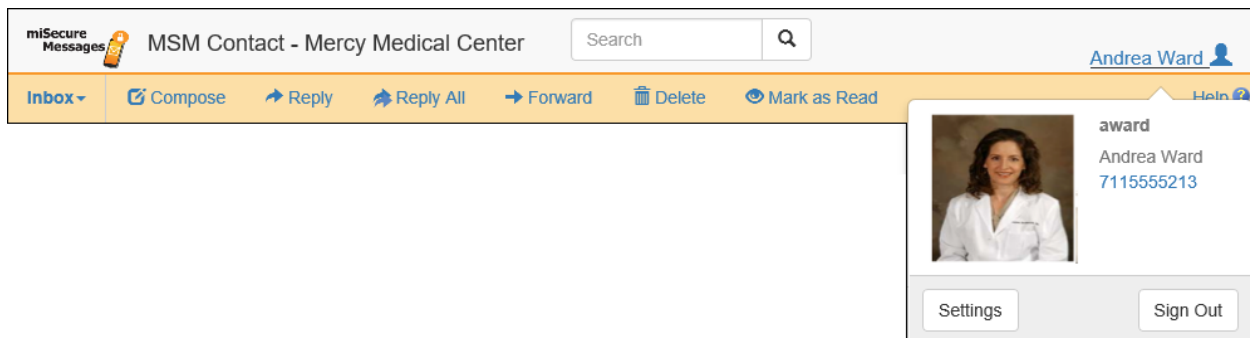
Navigating in the Contact Web




Your username is displayed in the upper right corner of the Contact Web banner. The username is hyperlinked and is used to access your user settings and to log out of the Contact Web.

Click the username hyperlink to display your miSecureMessages user information.

A pop-up window displays your username, your contact picture, your display name, your phone number, the Settings button, and the Sign Out button.



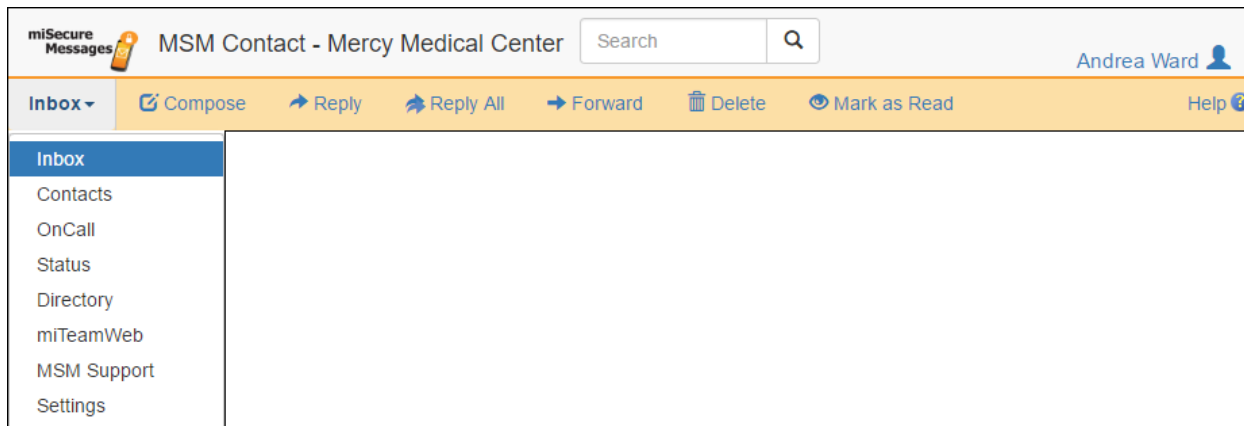
- To access the Settings page, click the Settings button.
- To log out of the MSM Contact Web, click the Sign Out button.
- To hide the pop-up window, click the username hyperlink again.

The Help hyperlink and the Help icon  are displayed below the username at the right end of the toolbar.

- **To access online help files, click the Help icon  or the Help hyperlink.**


miSecureMessages Navigation Menu

The miSecureMessages Navigation Menu is used to navigate to the various Contact Web pages. The button used to display the Navigation Menu is located at the left end of the toolbar and is labeled with the name of the page that is currently selected.



To display the Navigation Menu, click the button labeled with the current page name.

The Navigation Menu displays the available Contact Web pages.

The Inbox, Contacts, and Settings pages are standard features. If you have new secure messages, the New Message icon  is displayed next to the Inbox command in the Navigation Menu.

The OnCall, Status, and Directory pages correspond to optional features that may be available depending on your provider's service.

Additionally, up to two custom links to external web pages may be displayed in the Navigation Menu. These links are configured by your system administrator.

Select a command in the Navigation Menu to navigate to the corresponding page.

Selecting one of the custom links will cause the linked webpage to open in a new browser tab.

Inbox

The Inbox page is used to view secure messages sent to you and sent by you, to compose and reply to messages, and to forward message threads.

To access the Inbox page, select the Inbox command in the Navigation Menu.





The Inbox page is divided into a Threads View on the left and a Messages View on the right.


The screenshot shows the miSecureMessages interface. At the top, there's a header with the miSecureMessages logo, the title 'MSM Contact - Mercy Medical Center', a search bar, and the user's name 'Andrea Ward'. Below the header is a navigation bar with buttons for 'Inbox', 'Compose', 'Reply', 'Reply All', 'Forward', 'Delete', and 'Mark as Read'. The main area is split into two columns. The left column shows a list of message threads, each with an envelope icon (unread or read), the sender's name, the timestamp, and the subject. The right column shows the details of the selected message, including the sender, recipient, date, and subject. The message content is displayed below, and there are links for '[Show Message History]' and a green 'Complete' button.



Threads View

The Threads View displays each message thread in which you were a participant. Each message thread includes the original secure message and all replies sent to that message. Messages that do not have replies are also listed in the Threads View.

For each message thread, the Threads View displays the name of the sender of the most recent message in the thread, the timestamp of the most recent message in the thread, and the subject of the message thread.

- The unopened envelope icon  indicates a thread containing unread messages.
- The opened envelope icon  indicates that you have read all messages in the thread.
- The red exclamation mark icon  indicates a high priority message.
- The paper clip icon  indicates a message thread containing an attachment.

To search for messages for a specific contact, subject, or message phrase, type the text you are looking for into the Search field at the top of the page and then click the Search icon  or press the ENTER key.

When a new message is received, it is displayed at the top of the Threads View and the New Message icon  is displayed in the Navigation Menu next to the Inbox command. The new message notification icon  is displayed to the left of your username in the top right corner of the screen, with the number in the red bubble indicating how many unread messages are in your Inbox.

To manually refresh the Threads View, click your browser's refresh icon.

Messages View

To display the messages in a thread, select the thread in the Threads View.

The messages contained in the thread are displayed in the Messages View with the most recent reply at the top.

For each message in the thread, the Messages View displays the sender, the recipients, the date and time the message was sent, and the read status.

Note: A read status of “Partial” indicates that at least one but not all recipients have read the message.

If the message has an attachment, a hyperlink to the attachment is displayed.

The contents of each message are displayed in bold under the message information.

Click the attachment hyperlink to download the attachment.

Below each message, a [Show Message History] hyperlink is displayed.

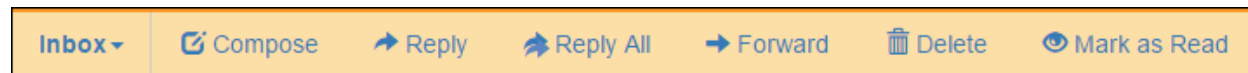
- **To display the history of a message, click the [Show Message History] hyperlink at the bottom of the message.**

The message history is displayed and the hyperlink is replaced with a [Hide Message History] hyperlink.



- **To hide the history of a message, click the [Hide Message History] hyperlink.**

Inbox Toolbar



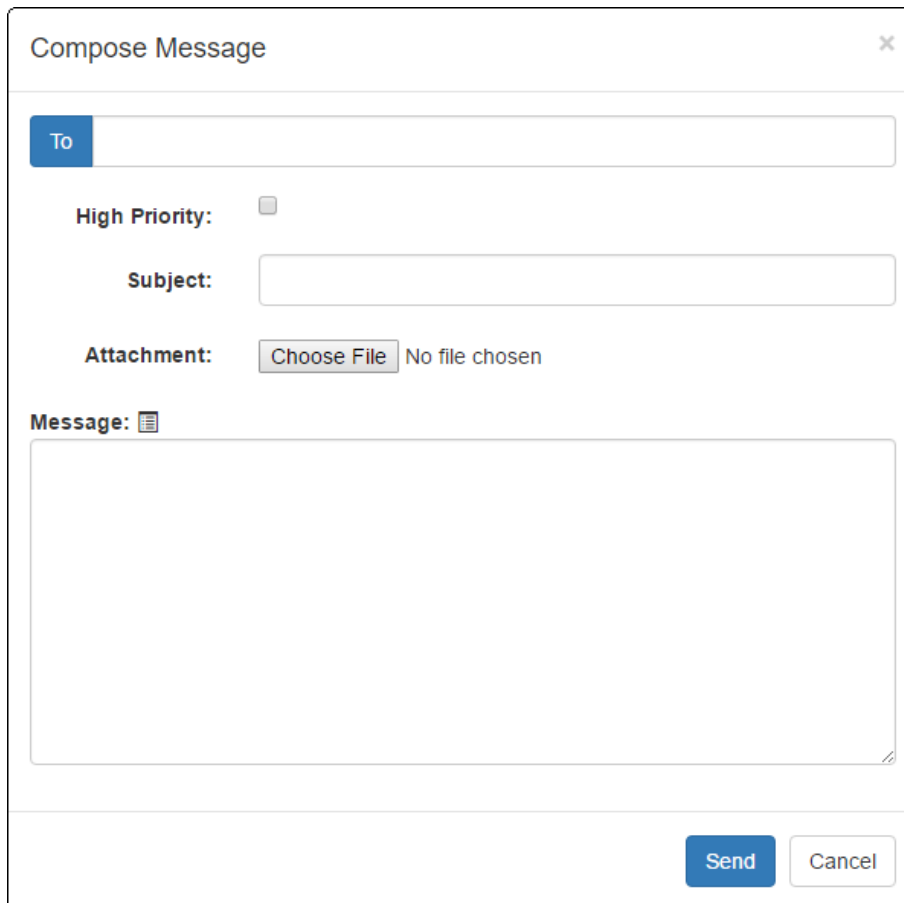
The Inbox toolbar is used to compose new messages, reply to messages, forward messages, delete messages, and mark messages as “Read.”

Button	Description
Compose	To compose a new secure message, click the Compose button.
Reply	To reply to the sender of the selected message thread, click the Reply button.
Reply All	To reply to the sender and all recipients of the selected message thread, click the Reply All button.
Forward	To forward the selected message thread to other miSecureMessages users, click the Forward button.
Delete	To delete message threads, select the check box next to each thread you wish to delete and then click the Delete button. Note: Message threads deleted from your Inbox still may be stored on the server from which the message thread originated and accessed by other users who were included in the thread.
Mark as Read	To mark messages as “Read” without opening the messages, select the check box next to each message thread and then click the Mark as Read button.

Composing a Message

To compose a new secure message, click the Compose button on the Inbox Toolbar.

The Compose Message window is displayed.



To

Click the To button to select recipients for your secure message.

The Select Contacts window is displayed.

The Select Contacts window displays a list of the available Contact Circles and the number of miSecureMessages users that are members of each Circle. The last Circle listed is the Default Circle, which contains all the miSecureMessages users registered to your group.

Click the name of a Circle to display an alphabetical list of the Circle members.

To search for contacts by name or phone number, begin typing the name or phone number of a contact in the Search field and then press the ENTER key or click the Search icon. 🔍

A menu of contacts that have names or phone numbers containing the search text you typed is displayed under the Search Field.

- **Select the check box to the left of the names of the users you wish to contact.**
- **To contact an entire Circle, select the check box to the left of the Circle Name.**

A confirmation message is displayed.

Click the Select button to select the members of the Contact Circle.

- **To remove a contact from the To field, clear the check box next to the contact's name.**

Note: If the word **OFF** is displayed next to a contact's name, that user's miSecureMessages app notifications are turned off.

When you are finished selecting message recipients, click the Select button to add the selected names to the To field.

The selected names are displayed in the To field in the Compose Message window.

To add additional names, click the To button and repeat the previous steps.

High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.

- **To change the priority to high, select the High Priority check box.**
- **To change a High Priority message back to Normal Priority, clear the check box.**

Subject

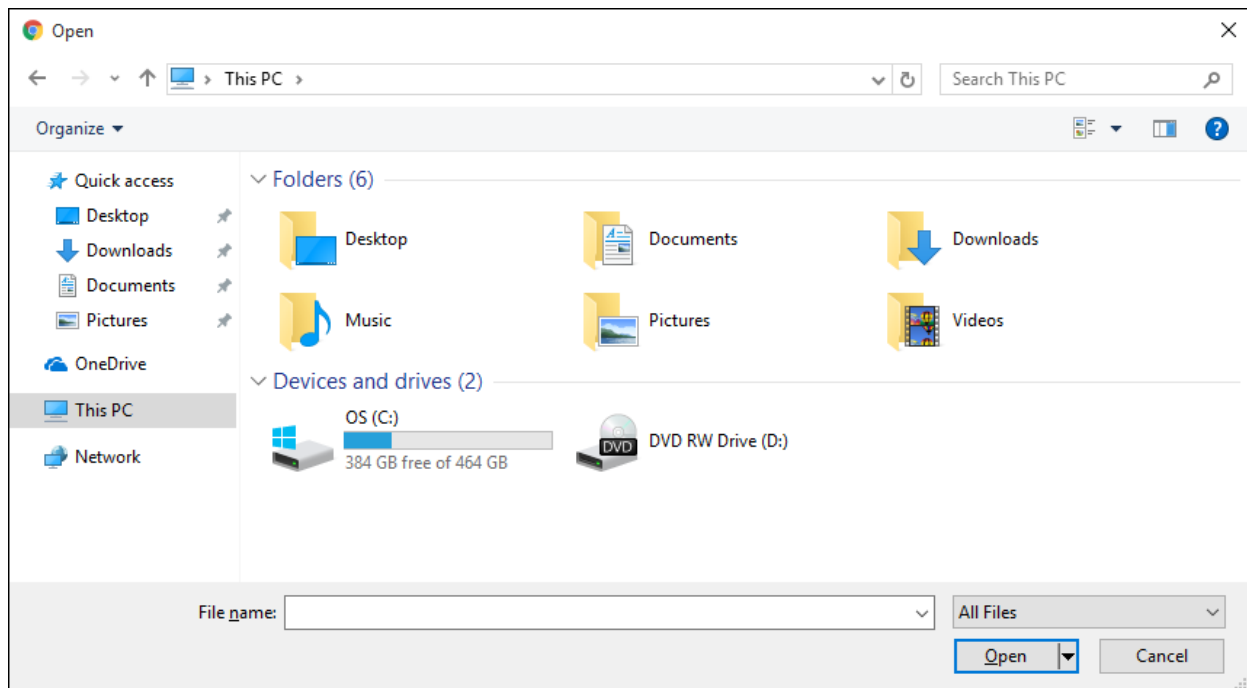
Type the subject of your message in the Subject field.

Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

To attach a file to the message, click the Choose File button or the Browse button.

The Open window is displayed.




Browse to the location of the file that you want to attach. Click the file name to select it, and then click the Open button.

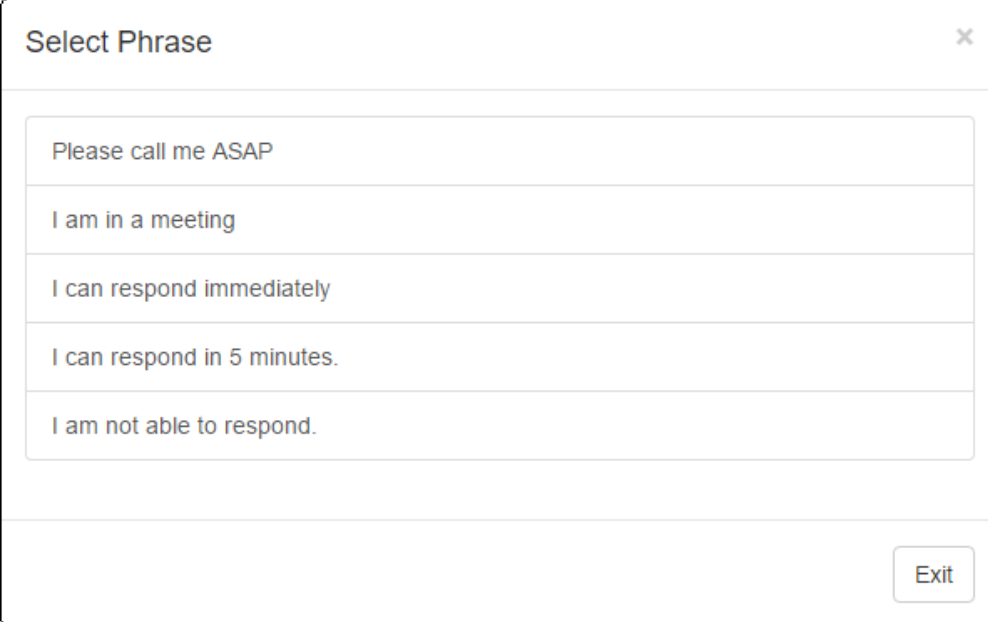
The path to the file is displayed next to the Choose File button or the Browse button.

Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- **To compose a custom message, type the body of your message into the Message field.**
- **To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.**

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the MSM Administrator application.



Select Phrase

Please call me ASAP

I am in a meeting

I can respond immediately

I can respond in 5 minutes.

I am not able to respond.

Exit

Select the desired phrase.

The selected phrase is displayed in the Message field.

When you have finished composing your message, click the Send button to transmit the message.

or

To discard your message, click the Cancel button.

Forwarding a Message Thread

To forward a message thread, select the message thread in the Threads View and then click the Forward button on the Inbox Toolbar.

The Forward Message window is displayed.

Forward Message

To

High Priority:

Subject: FWD: Great News

Attachment: Choose File No file chosen

Message:

FWD: From: Andrea Ward
Sent: March 28, 2017 3:09 PM
That is fantastic news. I will inform our patient.

From: David Darcy
Sent: March 28, 2017 3:03 PM
I talked to Dr. Daniels and it seems our patient will be fully recovered sooner than expected.

Send Cancel

To

Click the To button to select recipients for the forwarded message thread.

The Select Contacts window is displayed.

The Select Contacts window displays a list of the available Contact Circles and the number of miSecureMessages users that are members of each Circle. The last Circle listed is the Default Circle, which contains all the miSecureMessages users registered to your group.

Click the name of a Circle to display an alphabetical list of the Circle members.

To search for contacts by name or phone number, begin typing the name or phone number of a contact in the Search field and then press the ENTER key or click the Search icon.

A menu of contacts that have names or phone numbers containing the search text you typed is displayed under the Search Field.

- **Select the check box to the left of the names of the contacts to whom you wish to forward the message thread.**
- **To forward the message thread to an entire Circle, select the check box to the left of the Circle Name.**

A confirmation message is displayed.

Click the **Select** button to select the members of the Contact Circle.

- To remove a contact from the To field, clear the check box next to the contact's name.

Note: If the word **OFF** is displayed next to a contact's name, that user's miSecureMessages app notifications are turned off.

When you are finished selecting recipients for the forwarded thread, click the Select button to add the selected names to the To field.

The selected names are displayed in the To field in the Forward Message window.

To add additional names, click the To button and repeat the previous steps.

High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority, regardless of whether or not the message thread you are forwarding contains a high priority message.

- To change the priority to high, select the High Priority check box.
- To change a High Priority message back to Normal Priority, clear the check box.

Subject

The Subject field contains the text "FWD:" followed by the subject of the message thread.

To edit the subject of the message thread, select the text you wish to change and type the desired changes.

Attachment

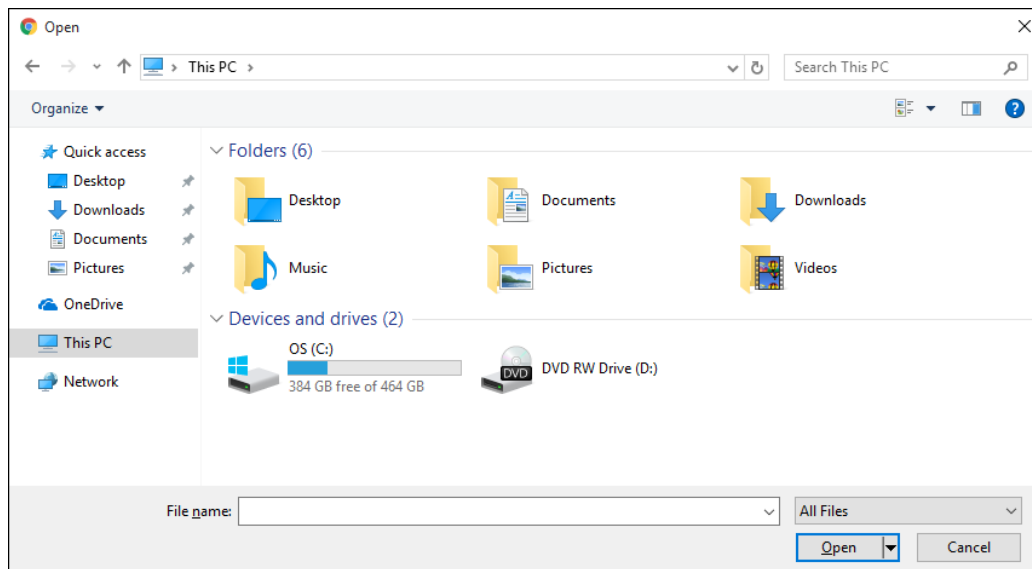
If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

If the message thread you are forwarding contains an attachment, the attachment file name is listed.

To forward an attachment that was included in the message thread, select the option button displayed next to the attachment file name.

To attach a different file to the message, click the Choose File button or the Browse button.

The Open window is displayed.



Browse to the location of the file that you want to attach. Click the file name to select it, and then click the Open button.

The path to the file is displayed next to the Choose File button or the Browse button.

Message

The Message field contains the sender, date, time, and contents of each message in the message thread.

Make any desired changes to the contents of the forwarded message thread.

To add a quick phrase to the end of the contents of the message thread, click the Phrases icon  and then select the desired phrase.

The selected phrase is displayed at the bottom of the Message field.

When you have finished composing your message, click the Send button to forward the message thread.

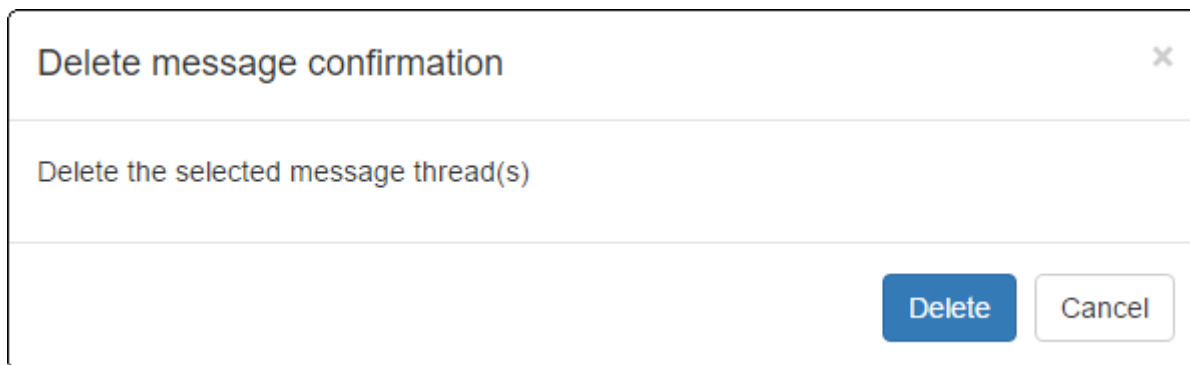
or

To discard your message, click the Cancel button.

Deleting Message Threads

To delete message threads, select the check box to the left of each message you want to delete in the Threads View and then click the Delete button on the Inbox Toolbar.

A dialog box is displayed.



If you are certain you want to delete the selected message threads, click the Delete button.

or

Click the Cancel button to cancel the delete request.

The selected threads are removed from your Inbox.

Note: Message threads deleted from your Inbox still may be stored on the server from which the message thread originated and accessed by other users who were included in the thread.

Replying to a Message Thread

There are two ways to reply to a message thread.

- **To reply to the sender of the selected message thread, click the Reply button on the Inbox Toolbar.**
- **To reply to the sender and all recipients of the selected message thread, click the Reply All button on the Inbox Toolbar.**

The Reply Message window is displayed.

The screenshot shows a 'Reply Message' dialog box. At the top, the title is 'Reply Message' with a close button (X). Below the title, there is a 'To:' field containing the name 'Sean Mandti'. Underneath this is a 'High Priority' checkbox, which is currently unchecked. Below the checkbox is an 'Attachment:' section with a 'Choose File' button and the text 'No file chosen'. A 'Message:' label is followed by a text area containing the text 'Prepping now. What is your ETA?'. At the bottom right, there are 'Send' and 'Cancel' buttons.

To

The names of the contacts who will receive your reply are displayed in the To field.

High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.

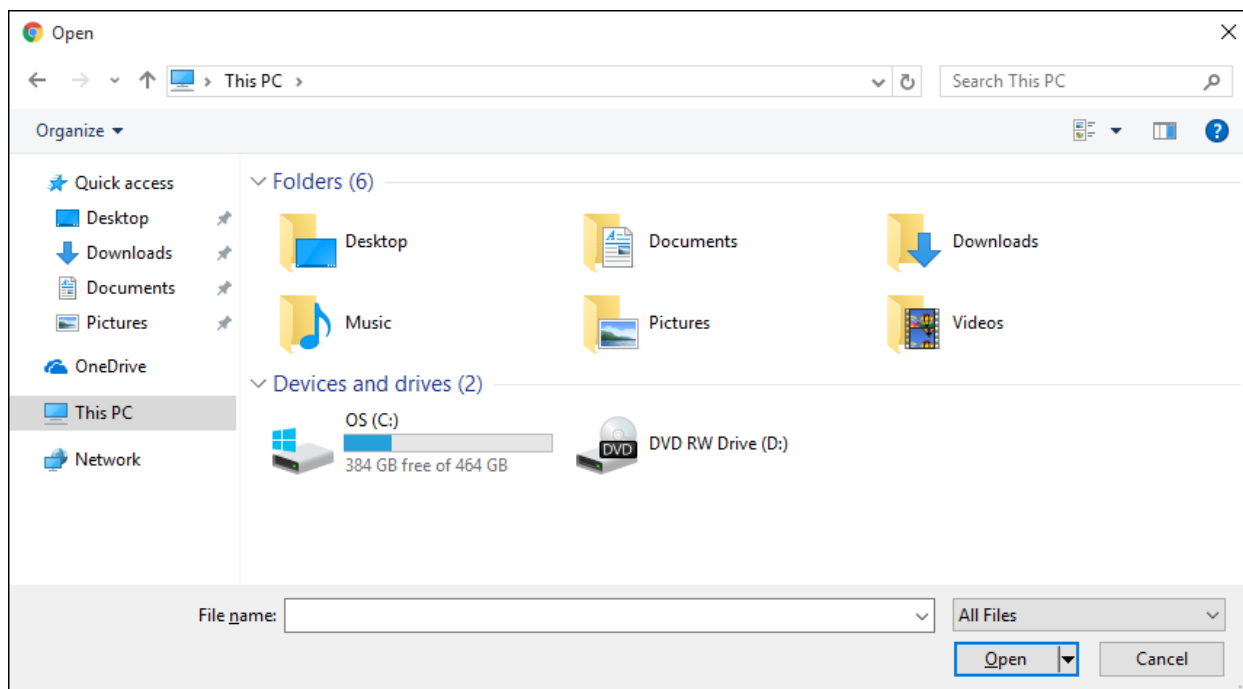
- **To change the priority to high, select the High Priority check box.**
- **To change a High Priority message back to Normal Priority, clear the check box.**

Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

To attach a file to the message, click the Choose File button or the Browse button.

The Open window is displayed.




Browse to the location of the file that you want to attach. Click the file name to select it, and then click the Open button.

The path to the file is displayed next to the Choose File button or the Browse button.

Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- **To compose a custom message, type the body of your message into the Message field.**
- **To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.**

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the MSM Administrator application.

Select the desired phrase.

The selected phrase is displayed in the Message field.



When you have finished composing your message, click the Send button to transmit the message.

or

To discard your message, click the Cancel button.

If your reply was transmitted successfully, your reply is displayed at the top of the message thread in the Messages View.

Marking Messages as Read

In the Threads view, all messages that you have read are indicated by an opened envelope icon  and all messages that you have not read are indicated by an unopened envelope icon. 

When you select a new message in the Threads View to view the message, the unopened envelope icon is automatically replaced with the opened envelope icon to indicate that you have read the message. The message history of the message is updated with “Read,” the date and time you opened the message, “by,” and your name.

If you want to mark messages as “Read” without opening them, select the check box next to each message thread that you want to mark as “Read” and then click the Mark as Read button on the Inbox Toolbar.

A confirmation dialog box appears.



Click the Continue button.

Each of the selected messages is now marked as “Read.”

Completing Messages

The Messages View enables you to mark messages as “Complete” to indicate that no more actions need to be performed in regards to that message.

To mark a message “Complete,” click the green Complete button to the right of the message.

Once a message is complete, the Complete button is replaced by the word **Completed**.

Contacts

The Contacts page is used to view all Contact Circles and contacts that are registered for your group, and to compose secure messages to send to contacts.

To access the Contacts page, select the Contacts command in the Navigation Menu.

Circle Name	Members
<input type="checkbox"/> Cardiology	3 Members
<input type="checkbox"/> Emergency	4 Members
<input type="checkbox"/> Cynthia Hilbrich	7115555678
<input checked="" type="checkbox"/> Erica Sorenson	7115551883
<input checked="" type="checkbox"/> Sean Mandti	7115550192
<input type="checkbox"/> Thomas Anderson	6088384194
<input type="checkbox"/> Pediatrics	1 Members
<input type="checkbox"/> Radiology	2 Members
<input type="checkbox"/> Staff	14 Members

The Select Contacts screen displays a list of the available Contact Circles and the number of miSecureMessages users that are members of each Circle. The last Circle listed is the Default Circle, which contains all the miSecureMessages users registered to your group.

Click the name of a Circle to display an alphabetical list of the Circle members.

To search for contacts by name or phone number, begin typing the name or phone number of a contact in the Search field and then press the ENTER key or click the Search icon. 🔍

A menu of contacts that have names or phone numbers containing the search text you typed is displayed under the Search Field.

- **Select the check box to the left of the names of the users you wish to contact.**
- **To contact an entire Circle, select the check box to the left of the Circle Name.**

A confirmation message is displayed.

Click the Select button to select the members of the Contact Circle.

- **To remove a contact from the To field, clear the check box next to the contact's name.**

Note: If the word **OFF** is displayed next to a contact's name, that user's miSecureMessages app notifications are turned off.

When you are finished selecting message recipients, click the Compose button in the Contacts Toolbar.

The Compose Message window is displayed.

To

The names of the selected contacts are displayed in the To field.

High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.

- **To change the priority to high, select the High Priority check box.**
- **To change a High Priority message back to Normal Priority, clear the check box.**

Subject

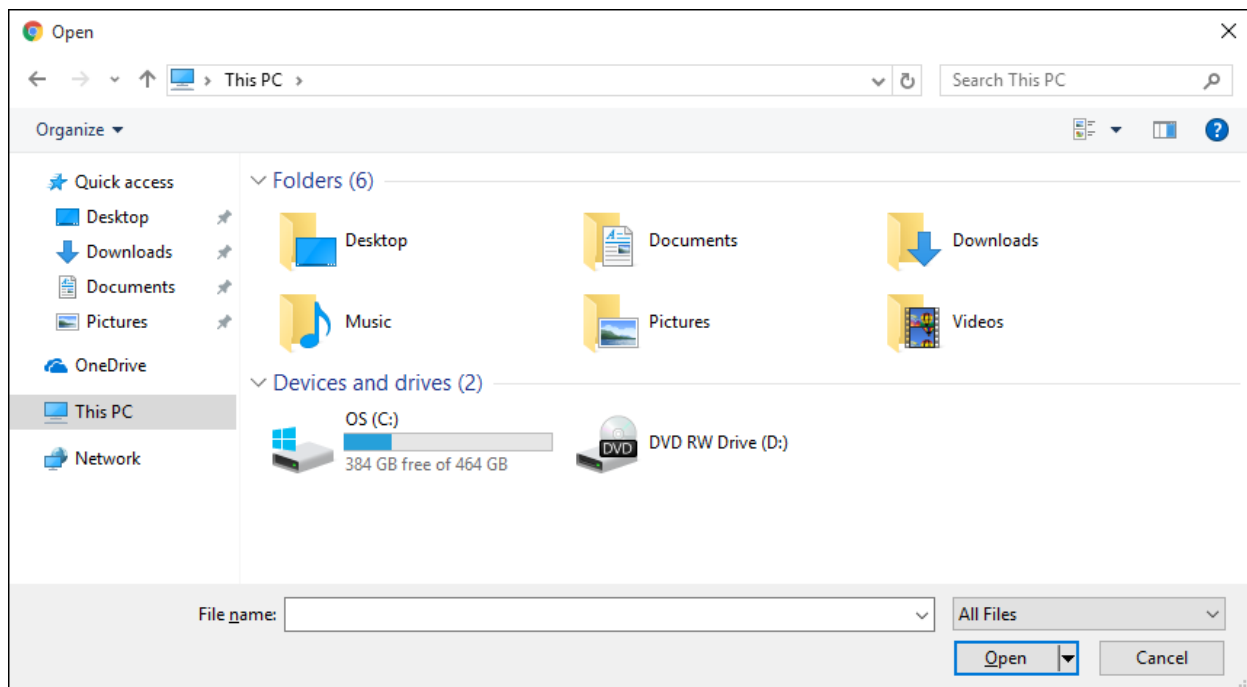
Type the subject of your message in the Subject field.

Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

To attach a file to the message, click the Choose File button or the Browse button.

The Open window is displayed.




Browse to the location of the file that you want to attach. Click the file name to select it, and then click the Open button.

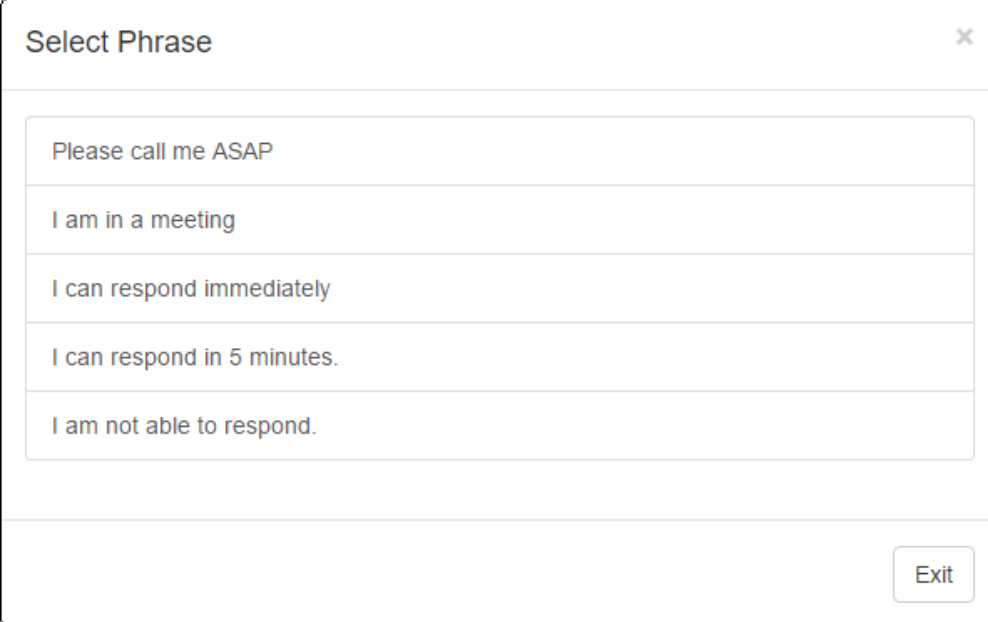
The path to the file is displayed next to the Choose File button or the Browse button.

Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- **To compose a custom message, type the body of your message into the Message field.**
- **To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.**

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the MSM Administrator application.



Select Phrase

Please call me ASAP

I am in a meeting

I can respond immediately

I can respond in 5 minutes.

I am not able to respond.

Exit

Select the desired phrase.

The selected phrase is displayed in the Message field.

When you have finished composing your message, click the Send button to transmit the message.

or

To discard your message, click the Cancel button.

OnCall

The OnCall page is used with the optional Intelligent Series (IS) Directory OnCall feature to contact people who are assigned to on-call schedules.

To access the OnCall page, select the OnCall command in the Navigation Menu.

The screenshot displays the miSecureMessages interface for the OnCall page. At the top, the user is logged in as Andrea Ward. The main content area is divided into two panes. The top pane, titled 'My Assignments', shows a table with one row representing an on-call assignment for 11/30/2017 from 7:00:00 AM to 3:00:00 PM, labeled as '1st Shift' and 'Cardiac Dr On Call'. The bottom pane, titled 'Cardiac', lists various on-call resources for the '1st Shift'. Each resource entry includes the shift name, the start date and time, the resource's name and role, and a blue 'MSM' button for contact. The resources listed are: Christine Coburn (Physician Pediatrics), Andrea Ward (Physician Cardiac), Angela Massey (Charge Nurse Cardiac), and Erica Sorenson (Physician Ophthalmology). A sidebar on the left of the Schedules pane lists other departments like CPR for the Workplace, Lab, Obstetrics, etc., with 'Cardiac' currently selected.

My Assignments

The My Assignments pane displays your on-call assignments for the day.

Schedules

The Schedules pane contains a list of all of the on-call schedules that you have permission to view.

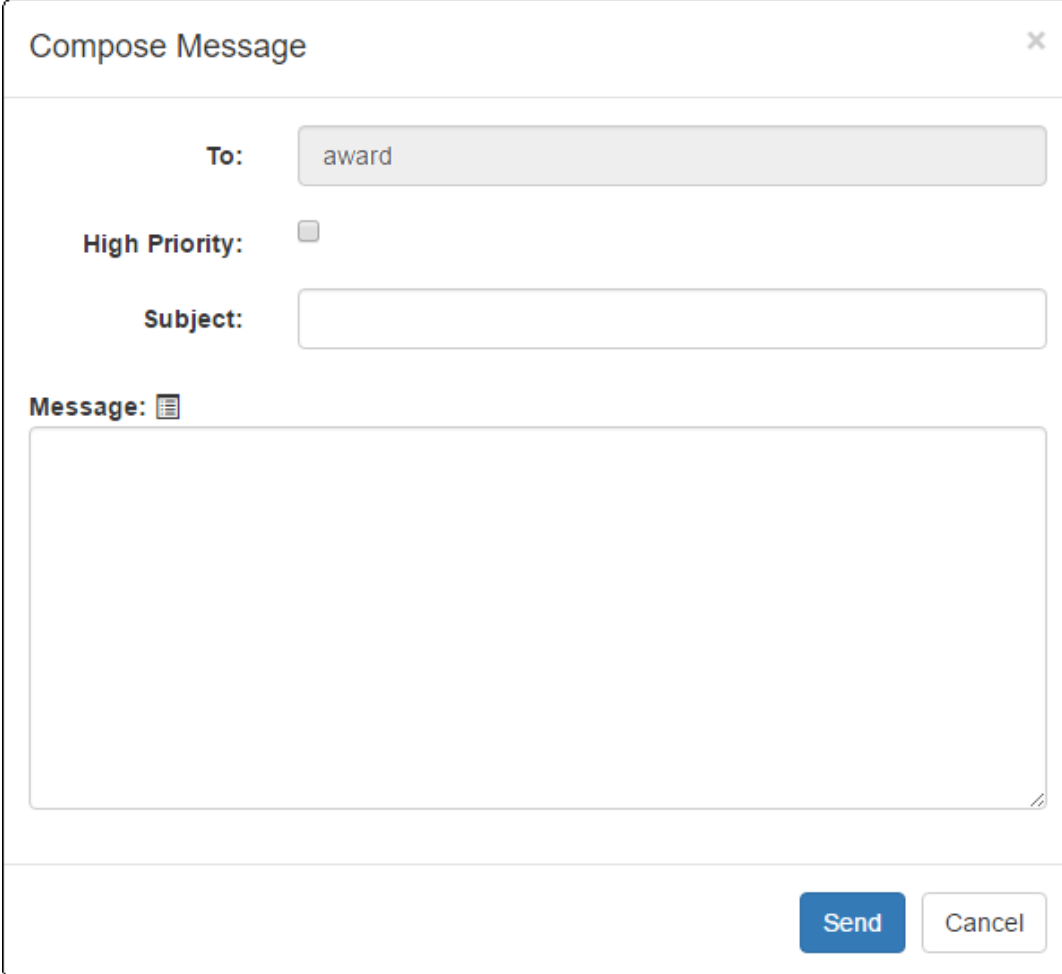
Select the name of the schedule that you want to view.

The current shifts for the selected schedule are displayed on the right side of the Schedules pane. For each shift, the Schedules pane displays the shift name and role, followed by the start date and time of the shift and the description of the resource assigned to the shift. A button is displayed next to each on-call resource that is registered to use miSecureMessages.

Sending a Message

To compose a new secure message, click the button next to the description of the on-call resource that you want to contact.

The Compose Message window is displayed.



The screenshot shows a 'Compose Message' dialog box. At the top, the title 'Compose Message' is displayed with a close button (X) on the right. Below the title bar, there are three main sections: 1. 'To:' field containing the text 'award'. 2. 'High Priority:' section with an unchecked checkbox. 3. 'Subject:' field which is currently empty. Below these fields is a large text area labeled 'Message:' with a list icon on the left side. At the bottom right of the dialog, there are two buttons: a blue 'Send' button and a white 'Cancel' button with a grey border.

To

The username of the on-call resource is displayed in the To field.

High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.


- To change the priority to high, select the High Priority check box.
- To change a High Priority message back to Normal Priority, clear the check box.

Subject

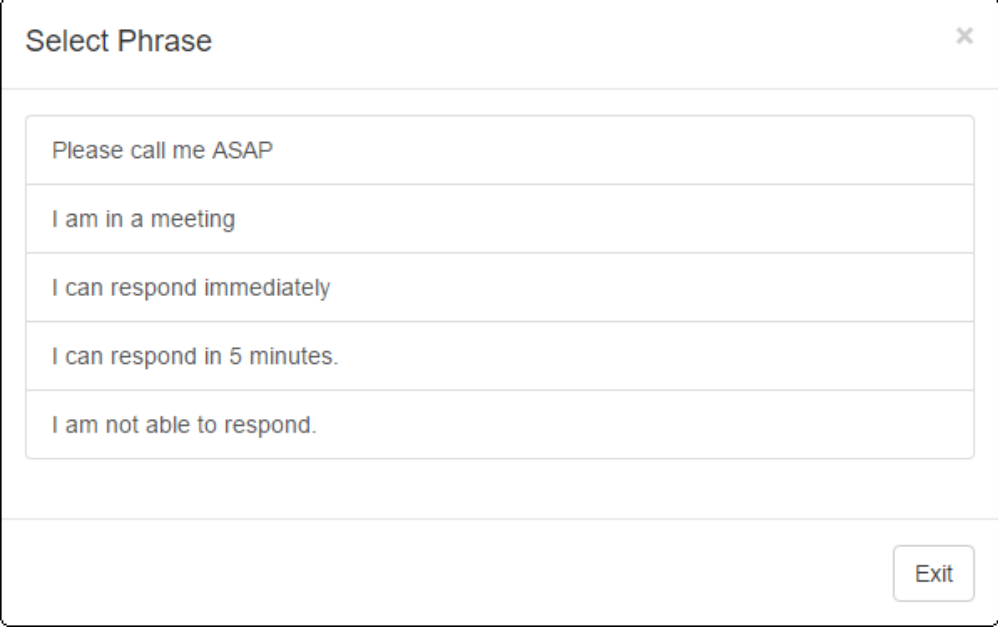
Type the subject of your message in the Subject field.

Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- To compose a custom message, type the body of your message into the Message field.
- To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the MSM Administrator application.



Select Phrase

Please call me ASAP

I am in a meeting

I can respond immediately

I can respond in 5 minutes.

I am not able to respond.

Exit

Select the desired phrase.

The selected phrase is displayed in the Message field.

When you have finished composing your message, click the Send button to transmit the message.

or

To discard your message, click the Cancel button.

Status

The Status page is used with the optional Intelligent Series (IS) Contacts feature. The Status page allows you to make changes to your IS status. Your status can be accessed by IS agents, operators, and web users to determine how you should be contacted at various times.

For more information about Status, contact the company or organization that is hosting your miSecureMessages Web Service.

To access the Status page, select the Status command in the Navigation Menu.

The screenshot shows the miSecureMessages interface for user Andrea Ward. The page title is 'MSM Contact - Mercy Medical Center'. A navigation menu at the top left shows 'Status' selected. The main content area is divided into two panels: 'Current Status' and 'Change Status'. The 'Current Status' panel displays 'In Office'. The 'Change Status' panel features a dropdown menu for 'Status' currently set to 'None', and two buttons: 'Save' and 'Use Default'.

Current Status

The Current Status pane displays your status.

Change Status

The Change Status pane is used to change your status.

- **To change your status, open the Status menu.**

The Select Status menu displays a list of available statuses as configured by your miSecureMessages provider.

Select the status that you want to use and then click the Save button.

Your new status is displayed in the Current Status pane.

- **To revert to your default status, click the Use Default button.**

Your default status is displayed in the Current Status pane.

- **To indicate that another person is covering for you, open the Status menu and select “Covered By.”**

The Search for Contact field is displayed.

Type the first few letters of the name of the person who is covering for you and then click the Search button.

The Select Contact menu is displayed.

Open the Select Contact menu and select the name of the person who is covering for you.

Click the Save button.

The Current Status pane displays “Covered By” and the name of the person who is covering for you.

- **To indicate that you can be reached at a specific phone number, open the Status menu and select “Reach Number.”**

The Phone Number field is displayed.

Enter the phone number that can be used to contact you.

Click the Save button.

The Current Status pane displays “Phone At” and the phone number that you entered.

Directory

The Directory page is used with the optional Intelligent Series (IS) Directory feature. The Directory page enables you to access a directory of information.

To access the Directory page, select the Directory command in the Navigation Menu.

The screenshot displays the miSecureMessages interface for the MSM Contact - Mercy Medical Center. At the top, there is a search bar and a user profile for Andrea Ward. The main content area is divided into two sections. On the left, a scrollable list of directory entries is shown, including names and titles such as Alan Caspar, Amy Thompson, and Angela Massey. On the right, the details for the selected entry, Angela Massey, are displayed, including a photo, her title (Charge Nurse Cardiac), and contact information like office phone, extension, pager, email, and SMS number.

A description of each of the listings in your IS Directory are displayed in a list on the left.

Use the scroll bar to scroll through the list, and click the “More...” button at the bottom of the list to display more listings.

To display details about a listing, click the listing description.

The details for the selected listing are displayed on the right. Your system configuration determines what directory information is available for each listing.

Search

The Search field is used to search for specific information in the directory.

Click the Search field and type the first few characters of the information you are searching for. Then press the ENTER key or click the Search icon. 

The Directory screen is updated to display only the resources that contain those characters at the start of the first searchable directory field. Which directory fields are searchable is determined by your IS Directory configuration.

Note: Additional searchable directory fields may be searched by inserting a comma and a space. For example, typing “an, wa” would search for “an” in the first searchable field and “wa” in the second searchable field. Which directory fields are searchable and the order that they are searched is determined by your IS Directory configuration.

Settings

The Settings page is used to configure your miSecureMessages user settings.

To access the Settings page, select the Settings command in the Navigation Menu.

or

Click your username in the top right corner of the page and then click the Settings button.

The screenshot shows the 'Settings' page for a user named Andrea Ward. The page is titled 'MSM Contact - Mercy Medical Center' and has a navigation bar with 'Settings' and 'Andrea Ward'. The main content is divided into three sections: 'Personal Info', 'Notification Info', and 'Favorites'. Each section has a descriptive paragraph and several input fields or checkboxes. The 'Personal Info' section includes fields for Name, Phone Number, Password, and Picture. The 'Notification Info' section includes a field for Notifications, a Notification Interval field with sub-fields for Hours, Minutes, and Seconds, and a checkbox for Notification Enabled. The 'Favorites' section includes a list of contacts with checkboxes next to their names.

Note: Depending on your system’s configuration, you may or may not have permission to change one or more of your settings. Contact your system administrator if you would like to make a change that your system does not allow.

Personal Info

The Personal Info section can be used to change your miSecureMessages user settings.

Name

The Name field displays your name as it appears in the miSecureMessages Contacts directory and on all of your secure messages.

To change your name, select the text you wish to edit and make the desired changes.

It is recommended that you use first name and last name, for example, “John Smith.”

Phone Number

The Phone Number field displays your phone number. This allows miSecureMessages users within your company or organization to call you from the miSecureMessages App on smartphone devices.


Type the phone number that you want miSecureMessages users to call to reach you.

Password

Your password is used to log into the MSM Contact Web and to connect to miSecureMessages from mobile devices.

Click the Change Password hyperlink to change your password.

The Change Password window is displayed.

A screenshot of a web browser dialog box titled "Change Password". The dialog has a close button (X) in the top right corner. It contains two text input fields: the first is labeled "Password" and the second is labeled "Re-Enter Password". At the bottom right of the dialog, there are two buttons: a blue "Save" button and a white "Cancel" button with a grey border.

Type the desired password into the Password field, and then type it again into the Re-Enter Password field.

Click the Save button.

or

Click the Cancel button to keep your current password.

Note: If you change your password in the MSM Contact Web Settings, you will be required to enter the new password on all of your mobile devices.

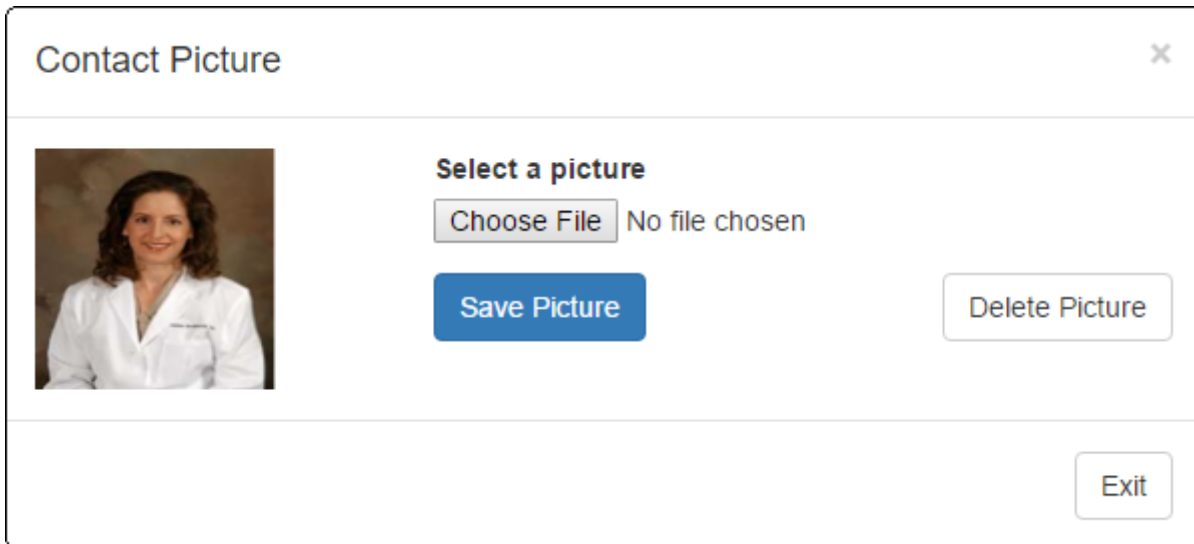
You should keep your password a secret so that no one else can connect to the miSecureMessages Web Service in your name.

Picture

Your contact picture is the picture that is displayed next to your name on the miSecureMessages app Contacts screen. The picture helps other users to identify you when they are selecting message recipients.

To change your contact picture, click the Change Picture hyperlink.

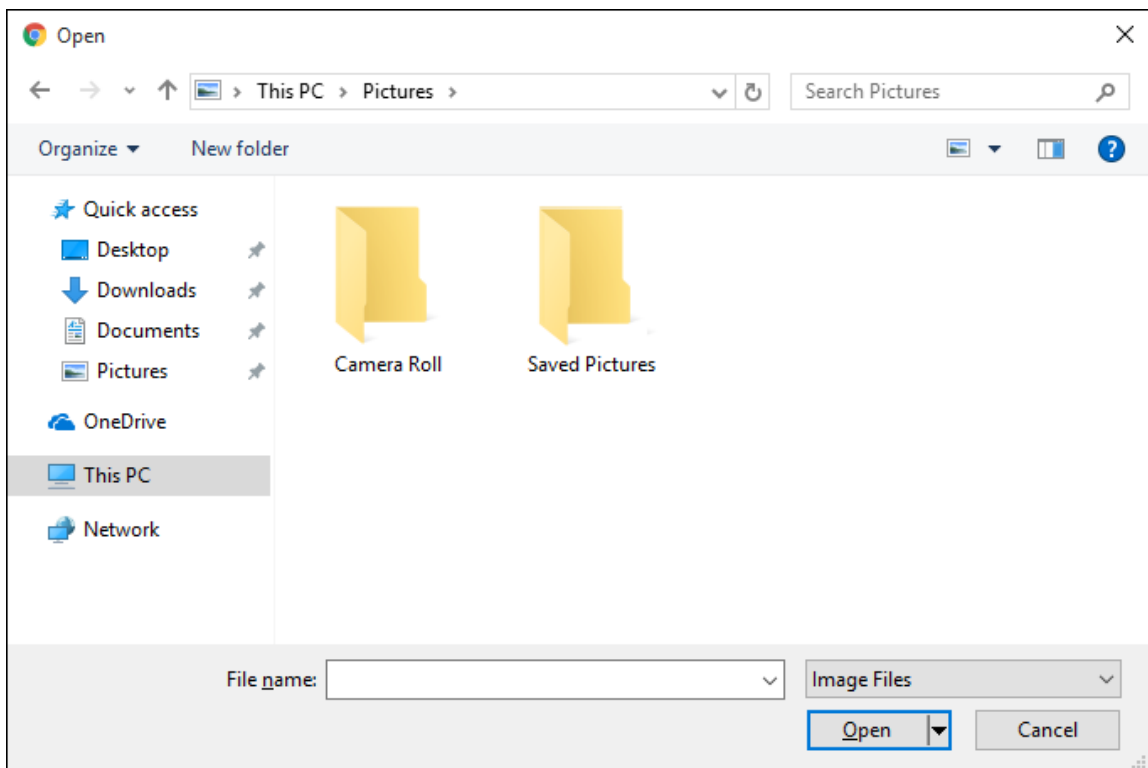
The Contact Picture window is displayed.



Your current contact picture is displayed. You can use the Contact Picture window to change your contact picture or to delete your contact picture so that no picture is displayed for your contact listing.

- **To change your contact picture, click the Choose File button or the Browse button.**

The Open window is displayed.



Navigate to the file location of your desired contact picture. Select the picture file and then click the Open button.

The file name of the selected picture is displayed to the right of the Choose File button or the Browse button.

Click the Save button.

- **To delete your contact picture, click the Delete Picture button.**
Your contact picture is removed. No picture will be displayed next to your contact listing in the miSecureMessages app.
- **Click the Exit button to close the Contact Picture window without changing or deleting your contact picture.**

When you are finished making changes to the settings in the Personal Info section, click the Update button.

Notification Info

The Notification Info section is used to change how many notifications are sent to your device and how often notifications are sent when you receive a new secure message.

Notifications

The Notifications setting specifies the maximum number of notifications to send for one secure message using the Persistent Alert feature. Message notifications are sent until you read the message or the number of notifications indicated by the Notifications setting have been sent. If this number is reached without receiving a read receipt, the notification will not be resent but the message still will be displayed in your MSM Contact Web Inbox and in the Messages screen on your miSecureMessages devices.

Enter the maximum number of notifications to send when you receive a new secure message.

Notification Interval

The Notification Interval setting determines the amount of time to wait between notifications when receiving a new secure message.

Enter the number of hours, minutes, and seconds to wait between notifications.

Notification Enabled

The Notification Enabled setting is used to enable and disable miSecureMessages notifications.

- **Select this check box to enable notifications.**
- **Clear this check box to disable notifications.**

When notifications are disabled, you will not receive any notification of new messages, and any users who attempt to send a message to you will be notified that you are unavailable. In normal use, this setting should be enabled so that you can receive secure message notifications.

When you are finished making changes to the settings in the Notification Info section, click the Update button.

Favorites

If the Personal Circle feature is enabled on your account, the Favorites section enables you to create your own personal circle of contacts.

- **To add contacts to your Personal Circle, select the check boxes next to the names of the contacts that you want to add.**
- **To remove contact from your Personal Circle, clear the check boxes next to the names of the contact that you want to remove.**

When you are finished selecting and clearing check boxes, click the Update button.

Your Personal Circle is displayed at the top of the list of Circles on the Contacts page if there are contacts assigned to your Personal Circle.

I.S. Settings (optional)

The IS Settings can be used to access the optional miSecureMessages Status and OnCall features for users whose miSecureMessages username and password do not match their IS Agent Login Name and Password.

- The miSecureMessages Status feature requires an IS Server and the IS Directory Contacts feature. The Status feature allows the user to change his or her status using the miSecureMessages App.
- The miSecureMessages OnCall feature requires an IS Server and the IS Directory OnCall feature. The OnCall feature allows the user to send secure messages by selecting resources from IS Directory OnCall schedules that the user has permission to view.

IS User

The IS User field contains the username used to log into the IS Server when you try to access the optional miSecureMessages Status and OnCall features.

- **If your miSecureMessages username and password match an IS Agent Login Name and Password on the IS Server, this field can be left blank.**
- **If your miSecureMessages username and password do not match an IS Agent Login Name and Password, type your IS Agent Login Name as it is configured in the IS Supervisor Application.**

IS Password

The IS Password is used to log into the IS Server when you try to access the optional miSecureMessages Status and OnCall features.

- **If your miSecureMessages username and password match an IS Agent Login Name and Password on the IS Server, this field can be left blank.**
- **If your miSecureMessages username and password do not match an IS Agent Login Name and Password, type your IS Agent Password as it is configured in the IS Supervisor Application.**

When you are finished making changes to the settings in the IS Settings section, click the Update button.

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