Get up and running with AMSConnect™.
All essential features covered in an easy
to follow graphical guide.
# Table of Contents

1. Logging In  
2. Enable Push Notifications  
3. Edit Profile:  
   A. Changing Your Personal Settings  
   B. Notification Settings  
   C. Security Settings  
4. Compose a Message  
5. Services  
6. Status/Coverage  
7. View Read Receipts  
8. Archive Messages  
9. Respond to a Message  
10. Add/Remove Users from a Conversation
1. **Logging In**

1. You will receive an email with a magic link. Tap that link.
2. You will be prompted to set and confirm a new password.
3. Tap the checkbox to Accept AMSConnect’s Terms of Service.
4. Tap Create Password.
5. Once the password is set, you will be asked to go to app (if it is already installed) or download the app from the app store.
6. Your email address will be populated for you. Tap Continue.
7. Enter in the password you just set. Tap Log In.
2. Enable Push Notifications

1. Tap the Settings Application.
2. Scroll down and tap on the Notifications field.
3. Scroll down and tap on AMSConnect.
4. Make sure all Notification Center Options are toggled to the right and green.
5. The Alert Style will default to Banners – select Alerts.
6. Tap the Notifications on the top left when complete to return to your Settings Screen.
3. Edit Your Profile

A. CHANGING YOUR PERSONAL SETTINGS

1. Tap on the Account icon at the bottom right side of the screen.
2. Tap Edit Profile.
3. From here you can Update Your Photo. You can also Update your Specialty and your Title.
4. If you tap Update Your Photo, you can either:
   i) Take a New Photo (which brings up your camera)
   ii) Browse Photos from your library, or
   iii) Delete Photo (which deletes your current photo)
3. Edit Your Profile (ctd.)

A. CHANGING YOUR PERSONAL SETTINGS (CTD.)

5. Tap on your Specialty (e.g., Emergency Medicine) you will be brought to a list where you can change your Specialty, or you can free form type.

6. Tap on Title (e.g., Physician) you will be brought to a list where you can change your Title, or you can free form type.

7. After you are finished updating your information, tap Done.

8. To return to your Inbox, tap on Messages.
3. Edit Your Profile (ctd.)

B. NOTIFICATION SETTINGS

1. Tap the Account icon in bottom right corner.

2. There are three different types of messages, tap on each to customize the sound:
   i) Messages & Alerts – Peer to Peer messages
   ii) Urgent Messages – Urgent Peer to Peer messages
   iii) Pager Messages – Pager Integration critical messages

3. Tap on the Preferred Sound field from the Menu.

4. Scroll down and select the customizable repeat (reminder) notification.
   Please note that repeat notifications are 90 seconds apart.
3. Edit Your Profile (ctd.)

**C. SECURITY SETTINGS**

1. Tap Account and Edit.
2. Scroll down and tap Security Settings.
3. Your options are:
   i) Change your AMSConnect Password
   ii) Enable App Passcode, or
   iii) Use Biometrics
4. Please note if you select Enable App Passcode, you will need to input this PIN each time you go into the app. This is required only if you do not have a PIN lock on your device.
4. Compose a Message

1. Tap the Pen/Paper icon in the top right.
2. Start to type a User Name or Service Name and tap the name as it comes up. Add more names if you would like to send a group message. A non-activated user will have inactive next to his/her name.

   Hint: If you message a non-activated user, that user will receive an email notification asking him/her to log into AMS Connect. You will also receive an auto-reply letting you know an email notification has been sent to this user.

3. Optional: Fill in the Patient Name and Subject Line.
4. Type your message in the Message field.
5. Tap Send.
6. To see if the message has been Read look at the text below the blue message bubble. If it reads Unread, your message has not yet been read.
5. Services

1. Tap the Account icon on the bottom right of the screen.
2. Tap Select Services.
3. Select the correct Service(s) from the list to Opt In. You can Opt In to as many Services as needed.
   *Hint: Search for a Service by typing in the search bar.*
4. Selected Services will appear under CURRENT SERVICES.
5. To Opt Out of one Service, tap on the one you want to remove. To Opt Out of Services entirely, tap on each Service and then Clear All Selected.
6. Tap the arrow at the top left to return to the Account Profile page.
6. Status/Coverage

1. Tap on the Account icon at the bottom of the screen to see your Availability Status; Available, Busy or Off-Duty.

2. Tap on the correct status button; Available, Busy, Off-Duty.

3. After selecting Busy or Off-Duty, tap on Select Coverage to identify who is covering for you.

4. Start to type the covering user’s name. Tap the user’s name as it comes up. After you select coverage, tap on Account to return to the Account page.
5. Tap Auto-Response to set an away message while you are Busy or Off-Duty.

6a. Select Default to set a default Auto-response that states who is covering for you.

6b. Select Custom to set a custom Auto-response and type in your response.

6c. Select Off for no Auto-response.

7. Tap the Account button to go back to the Account page.
7. View Read Receipts

1. Tap on the Conversation of interest in the Inbox.
2. Tap on the Message of interest within the thread.
3. View the symbols: “Read ✔” means the message has been read and “Unread ✗” means the message hasn’t been read. If the message has been Read, you will see the Time that the message was read.
4. Please note you will see the Status of each recipient next to the name:
   - ✔ Available
   - ❌ Busy
   - ❌ Off Duty
8. Archive Messages

1. Swipe to the left on the conversation that you would like to Archive in the conversation list. Tap the red Archive Box. The conversation will either appear in gray with the words Archived or will not appear in your conversation list (based on your settings).

   *Hint: If a New Message is added to the conversation, the message will no longer be in archived status.*

2. Tap the inbox icon at the top left of the screen.

3. Tap the circle next to the message(s) to be archived.

4. Tap Archive Selection at the bottom right.

   *Hint: The messages will either be in gray in your inbox or be removed from your inbox based on your settings.*
5. Tap the Inbox icon at the top left of the screen.
6. Tap Archive All at the top right of the screen.
7. Tap Archive All if you are sure you would like to Archive All your messages.
8. Archive Messages (ctd.)

8. To see previously archived items, tap the Account icon at the bottom right corner.

9. Scroll down and toggle the Show Archived Items switch to the right.

10. Tap the Messages icon to return to your inbox.

11. Swipe left on the conversation you would like to un-archive in the conversations list. Tap the red Unarchive box. That conversation is no longer archived and returns to your inbox.
9. Respond to a Message

Tap the AMSConnect app icon when you receive a push notification. A red new message icon should appear in the top left corner to indicate how many unread messages you have.

1. Tap on the conversation with the blue New Message icon.
2. Type your message in the Text Field.
3. Tap Send.
10. Add/Remove Users from a Conversation

1. Tap on the conversation that you want to add a user to.
2. Tap on the Settings icon in the top right corner of the conversation.
3. Tap the Add Recipients field. Start typing in the name of the recipient you would like to add to the conversation in the add field. Tap the user’s name as it appears.
4. Tap Done.

Hint: A message will appear in the conversation denoting that you have added a recipient. This message will be seen by all participants in the conversation.
1. Tap on the conversation that you want to remove a user from.
2. Tap on the Settings icon in the top right corner of the conversation.
3. Tap Remove next to the recipient’s name you would like to remove from the conversation.
4. Tap Done next to Conversation Options in the top right corner to return to the conversation.

Hint: A message will appear in the conversation denoting that you removed a user. This message will be seen by all participants in the conversation.