



AMSCONnect™ iOS Quick Start Guide

Get up and running with AMSCONnect™.
All essential features covered in an easy
to follow graphical guide.



Last updated: June 2023

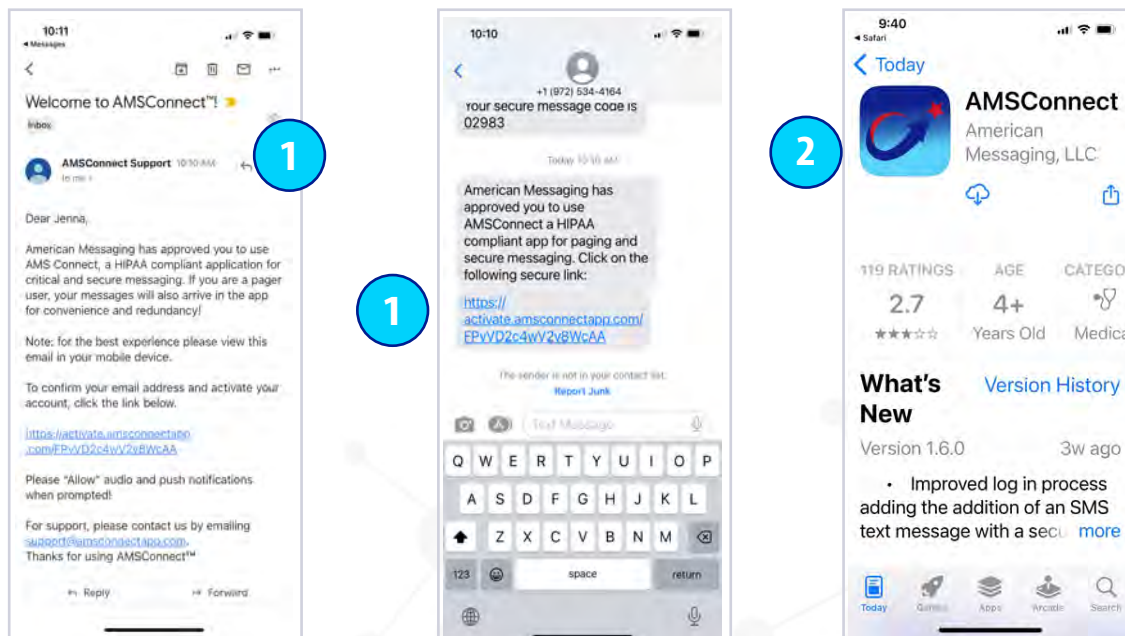


Table of Contents

1. Logging In
2. Cell Phone Verification
(One-time password, OTP)
3. Enable Push Notifications
4. Edit Profile
 - A. Changing Your Personal Settings
 - B. Notification Settings
 - C. Security Settings
5. Compose a Message
6. Service Teams
 - A. Scheduling Service Teams
7. Status / Coverage
8. View Read Receipts
9. Archive Messages
10. Respond to a Message
11. Add / Remove Users from a Conversation

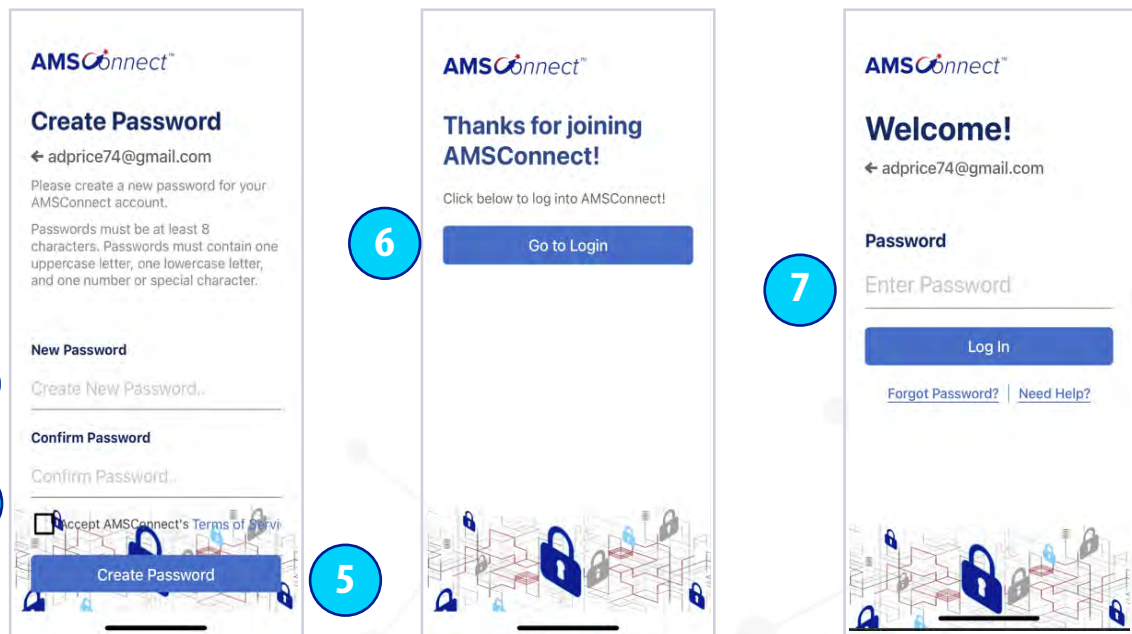


1. Logging In



1. You will receive an email &/or SMS text with a magic link. If you tap the link from your mobile device, you will be directed to the App Store to download and install the app.
2. If the app was previously installed on your device, you will be directed to the set password screen (continue to the next page).

1. Logging In (ctd.)

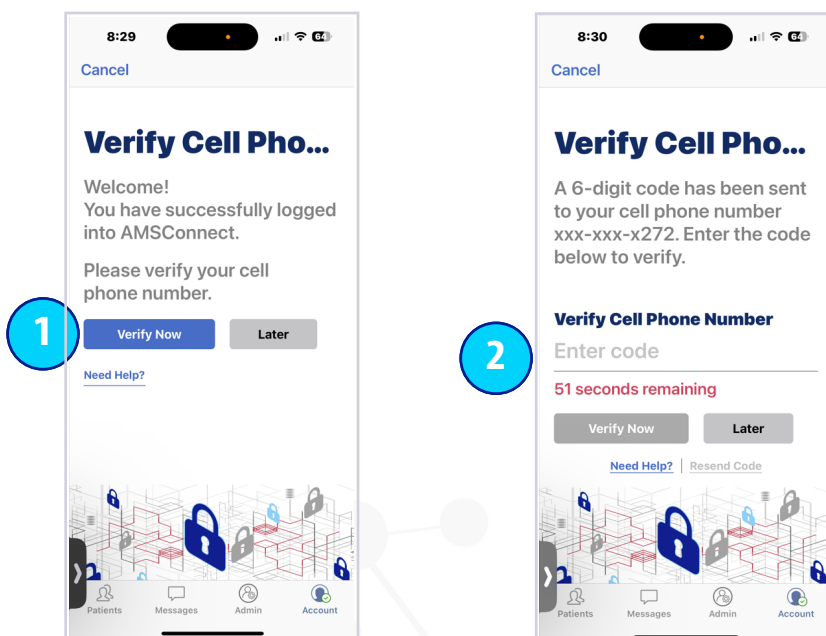


3. You will be prompted to set a new password.
4. Re-type your new password to confirm and tap the check box to Accept AMS Connects Terms of Service.
5. Click Create Password.
6. Once your password is set, you will receive the Thanks for Joining AMS Connect message, click Go to Login.
7. You are ready to log in to the application, enter your password.
8. Click the Login button.

Please enable/allow if you receive a request from any of the following during the setup process:

- Paste from Safari ✓
- Push notifications ✓
- Critical alerts ✓
- Biometric security ✓

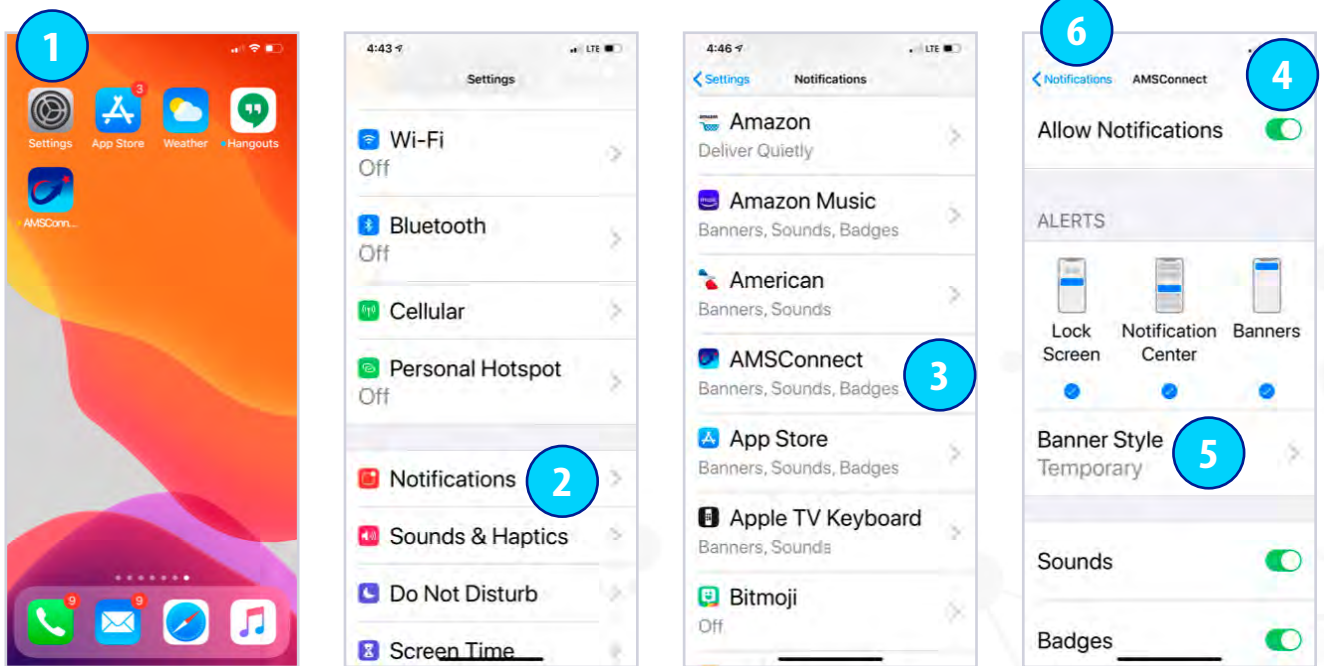
2. Cell Phone Verification (OTP)



After logging in, you will see the verify cell phone number screen:

1. Select verify now. If you choose to select Later, you will need to verify on your next login attempt. You will receive a SMS text message with the verification code.
2. Enter the code from your text message (you have 60 seconds to enter the code). You have successfully verified your cell phone.

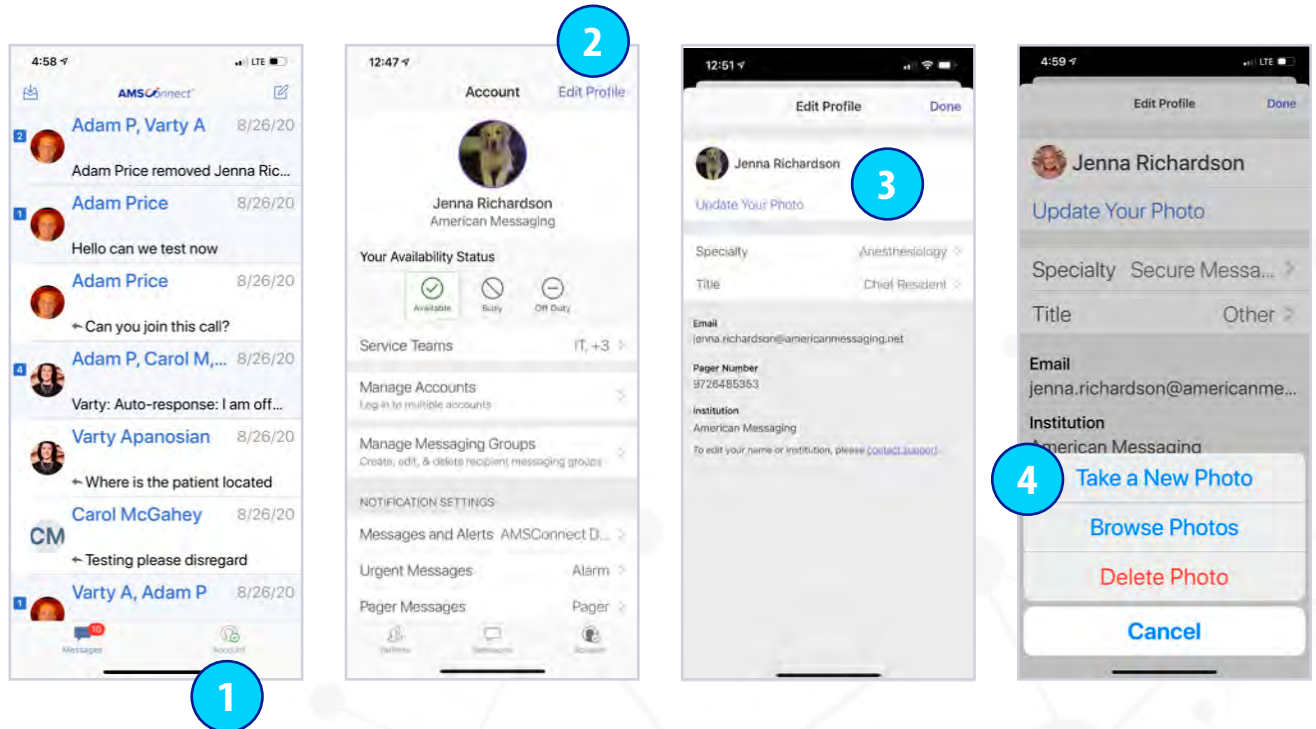
3. Enable Push Notifications



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.

4. Edit Your Profile

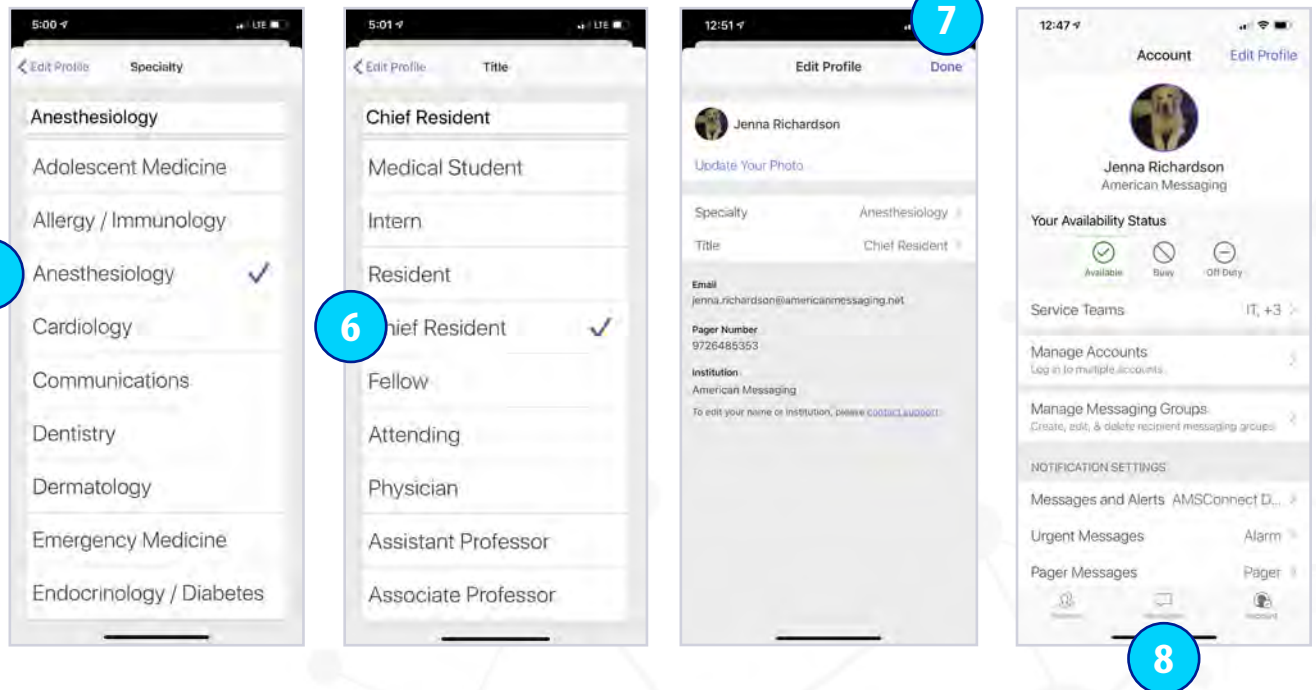
A. CHANGING YOUR PERSONAL SETTINGS



1. Tap the Account icon.
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)

4. Edit Your Profile (ctd.)

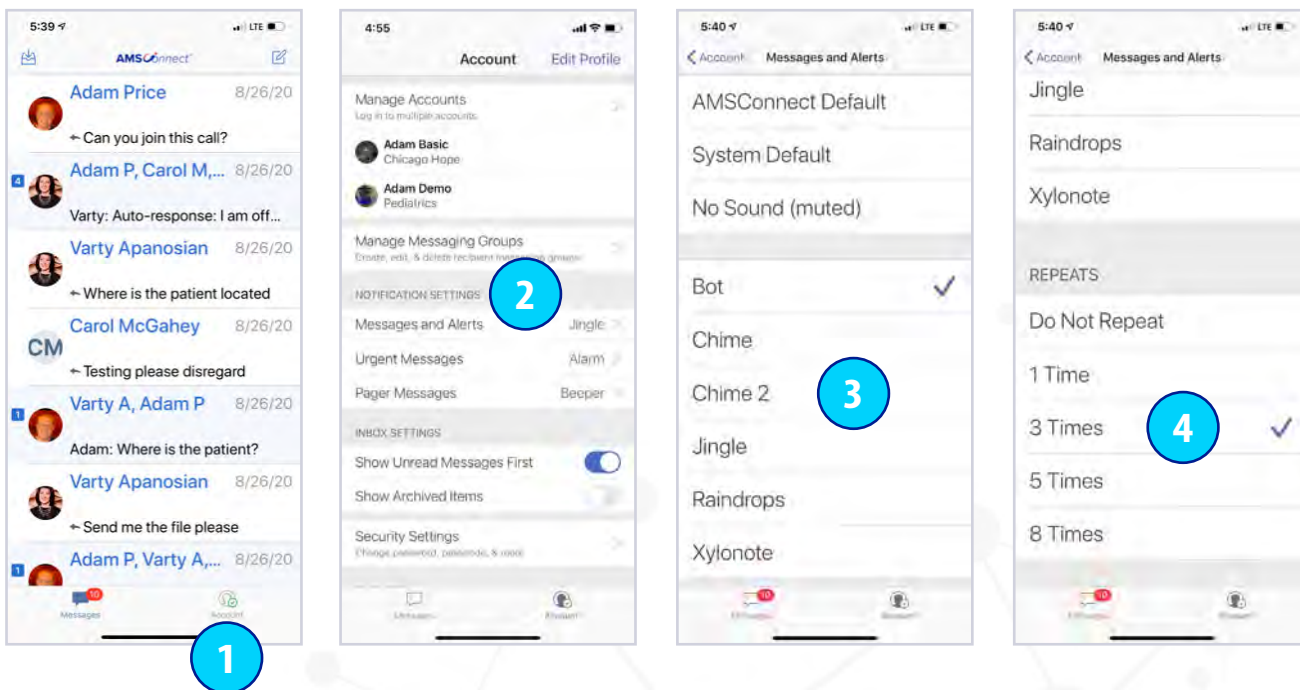
A. CHANGING YOUR PERSONAL SETTINGS (CTD.)



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.

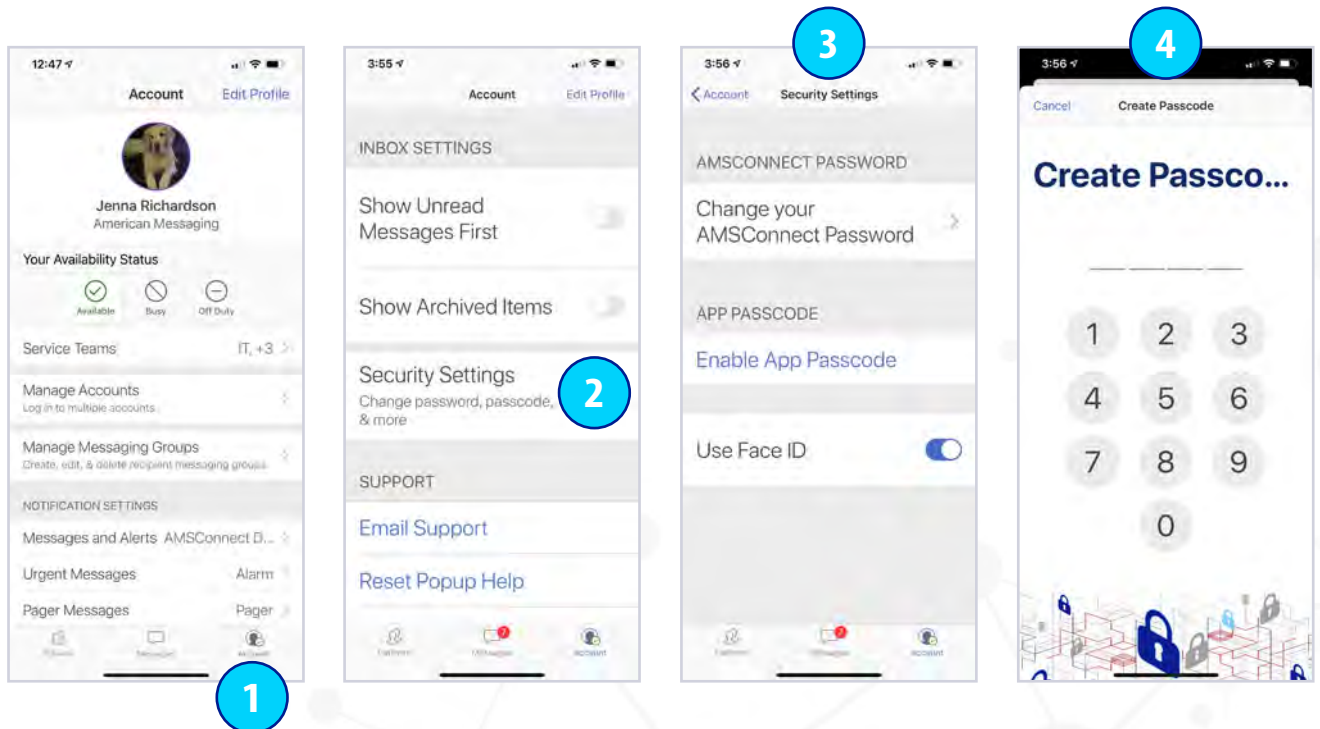
4. Edit Your Profile (ctd.)

B. NOTIFICATION SETTINGS



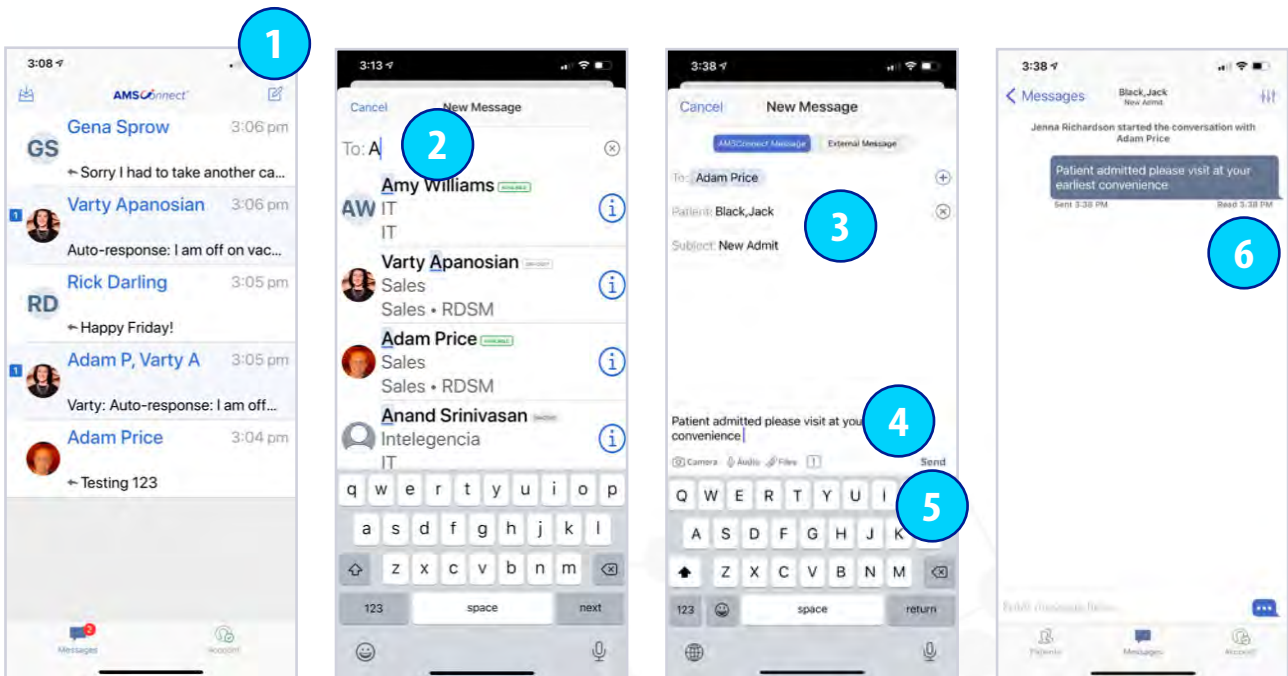
1. Tap the Account icon.
2. There are three different types of messages, tap on each to customize the sound:
 - i) Messages & Alerts – Peer to Peer messages
 - ii) Urgent Messages – Urgent Peer to Peer messages
 - iii) Pager Messages – Pager Integration critical messages
3. Tap on the Preferred Sound field from the Menu.
4. Scroll down and select the customizable repeat (reminder) notification.
Please note that repeat notifications are 90 seconds apart.

C. SECURITY SETTINGS



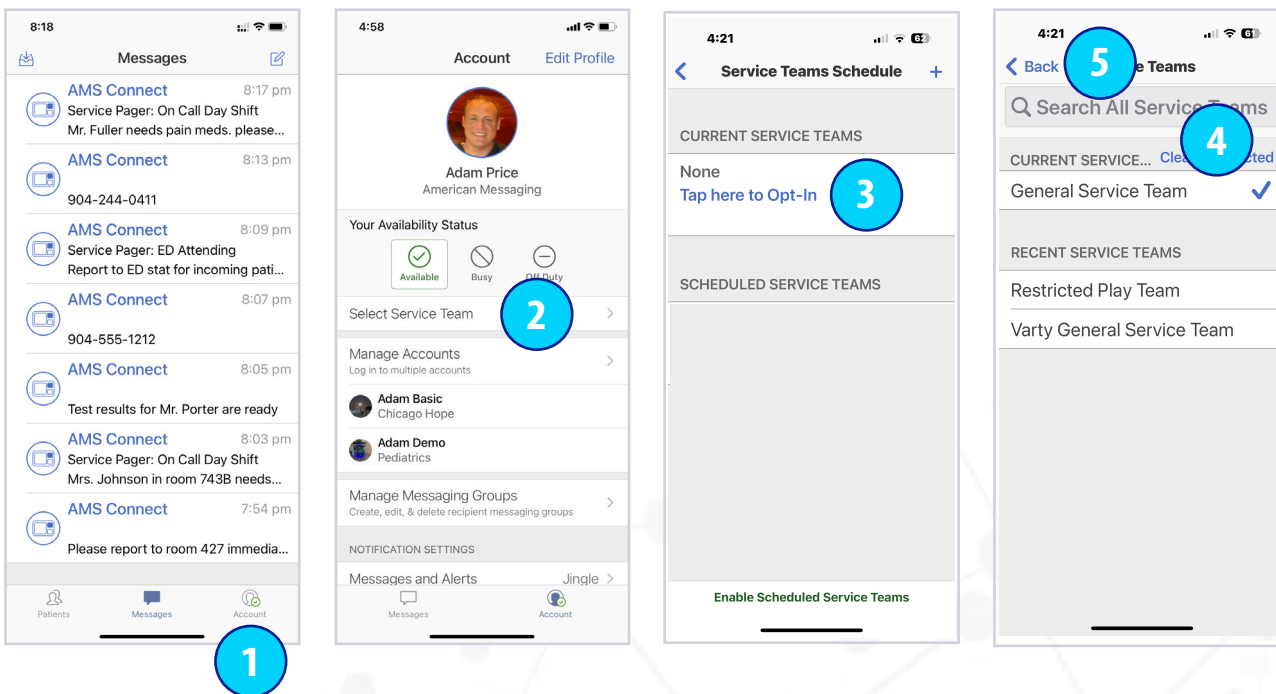
1. Tap the Account icon.
2. Scroll down and tap Security Settings.
3. Your options are:
 - i) Change your AMSCo[®]nnect Password
 - ii) Enable App Passcode, or
 - iii) Use Biometrics
4. Please note if you select Enable App Passcode, you will need to input this PIN each time you go into the app. This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

5. Compose a Message



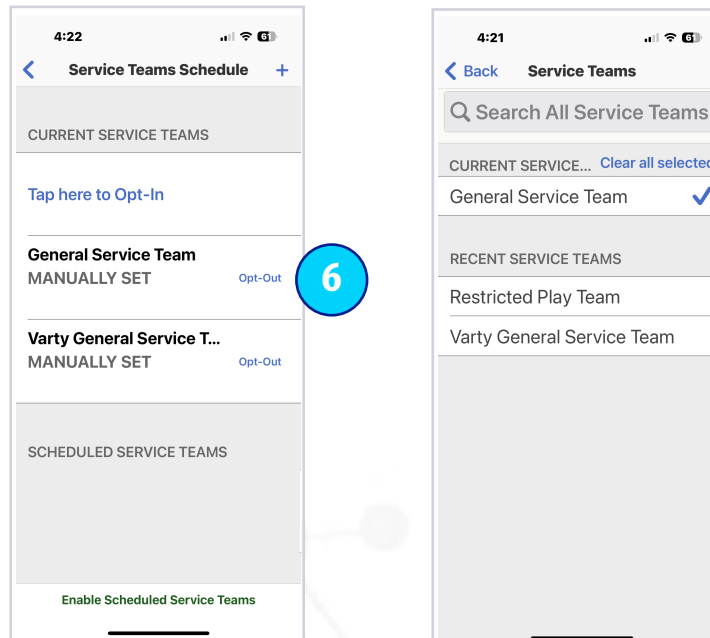
1. Tap the Pen/Paper icon.
2. Start to type a User Name, Service or Messaging Group Name and tap the name as it comes up (you may also search for a user by Title or Specialty in this field). Add more names if you would like to send a group message. *A non-activated user will have inactive next to his/her 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.

6. Service Teams



1. Tap the Account icon.
2. Tap Select Service Team.
3. Tap here to Opt-In.
Hint: Search for a Service Team by typing in the search bar.
4. Select the correct Service Teams from the list to Opt-In. Selected Service Teams will appear under CURRENT SERVICE TEAMS.
5. Tap Back to return to the previous screen to Opt-In to additional Service Teams or to add a schedule to your Service Team.

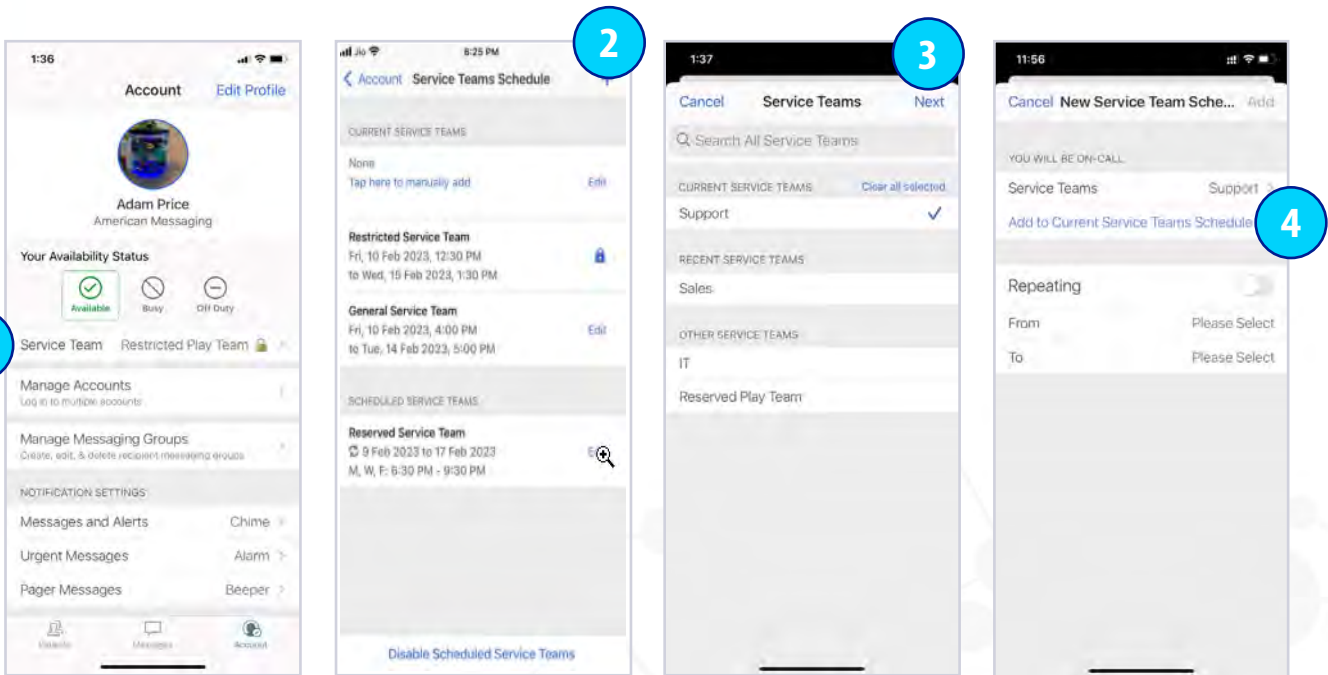
6. Service Teams (ctd.)



6. To remove yourself from a Service Team, tap Opt-Out next to the team name.
7. Tap on the check mark to de-select the Service Team to Opt-Out.

To Opt-Out of additional teams, repeat steps 6 and 7 for each team.

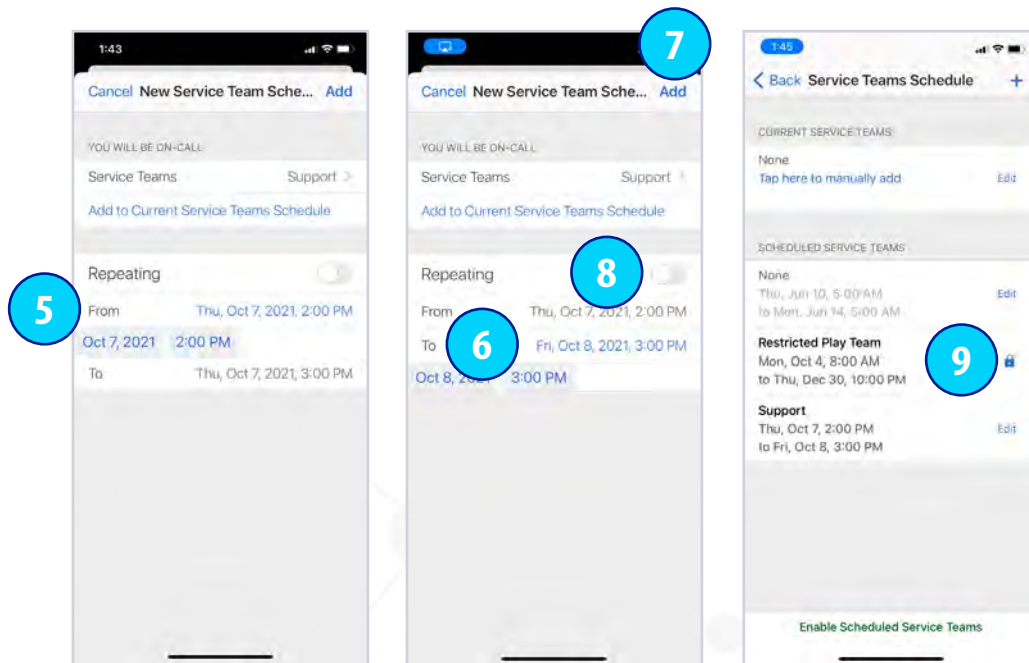
A. SCHEDULING SERVICE TEAMS



1. Go to the Account tab and click on Service Team.
2. Choose the + plus icon.
3. Search or Select the appropriate Service Team you wish to schedule and click Next.
4. To manually add to current service teams, tap Add to Current Service Teams Schedule.

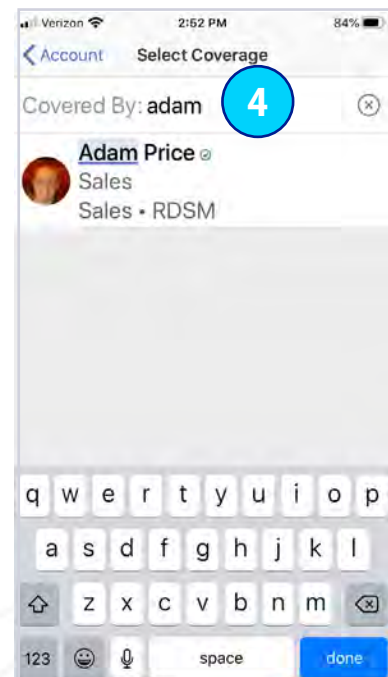
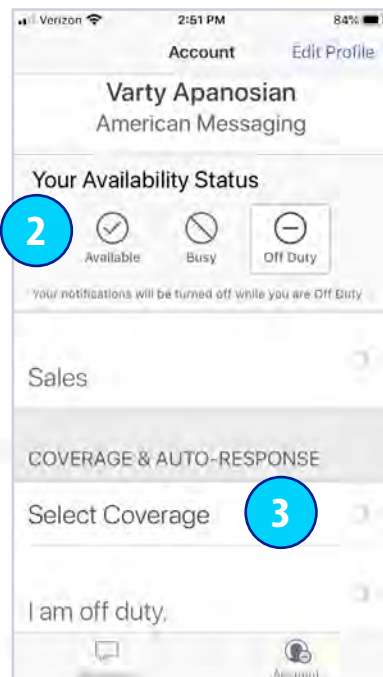
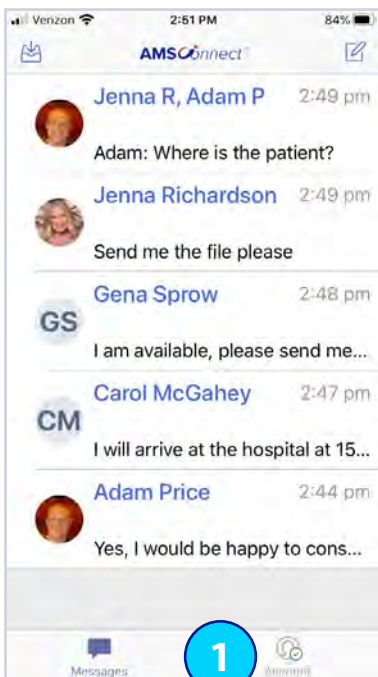
6. Service Teams (ctd.)

A. SCHEDULING SERVICE TEAMS (CTD.)



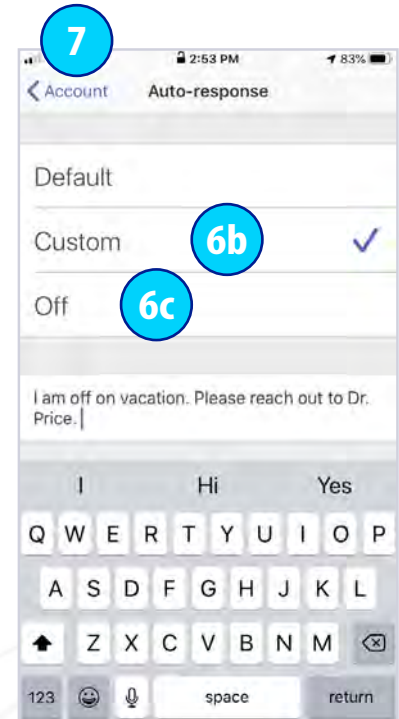
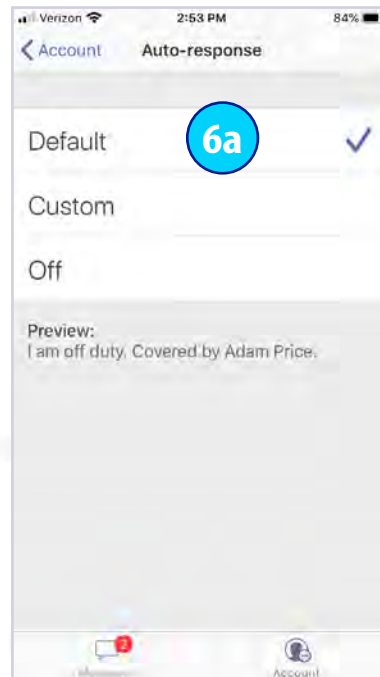
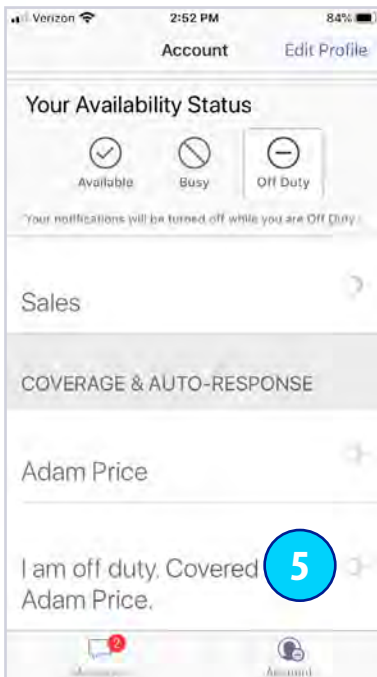
5. To schedule a Service Team for a specific date and time period, click From: Date and Time.
6. And repeat for To: Date and Time.
7. Tap Add.
8. For a Repeating schedule be sure to toggle the Repeating switch to the On position and follow the same instructions.
9. Please note a Restricted Service Team has a lock icon. A Restricted Service Team is set by the Administrator and cannot be changed by the user

7. Status/Coverage



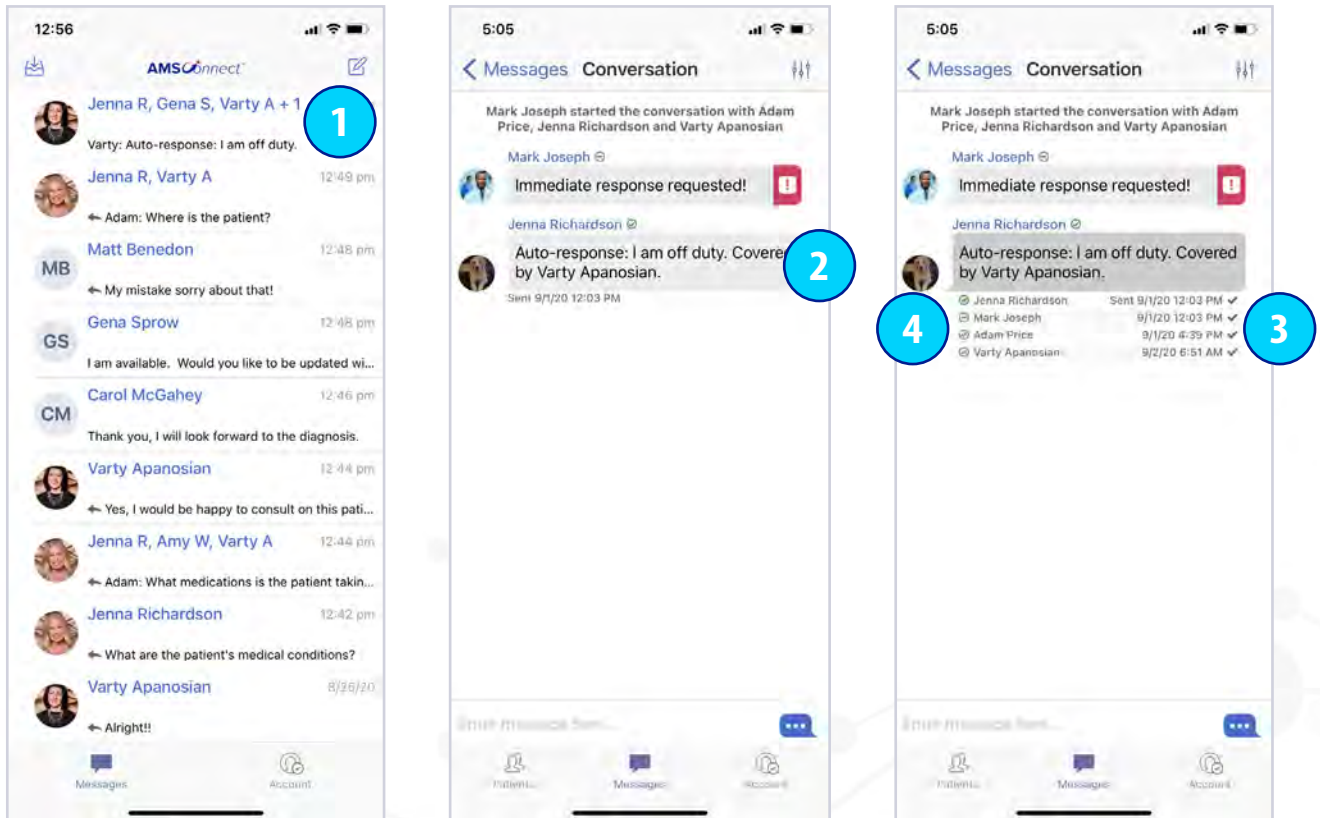
1. Tap the Account icon to see your Availability Status; Available, Busy or Off-Duty.
2. Tap on the correct status button; Available, Busy, Off-Duty.
3. After selecting Busy or Off-Duty, tap on Select Coverage to identify who is covering for you.
4. Start to type the covering user's name. Tap the user's name as it comes up.
5. Select the blue done button on the keyboard to return to the Account page.

7. Status/Coverage (ctd.)



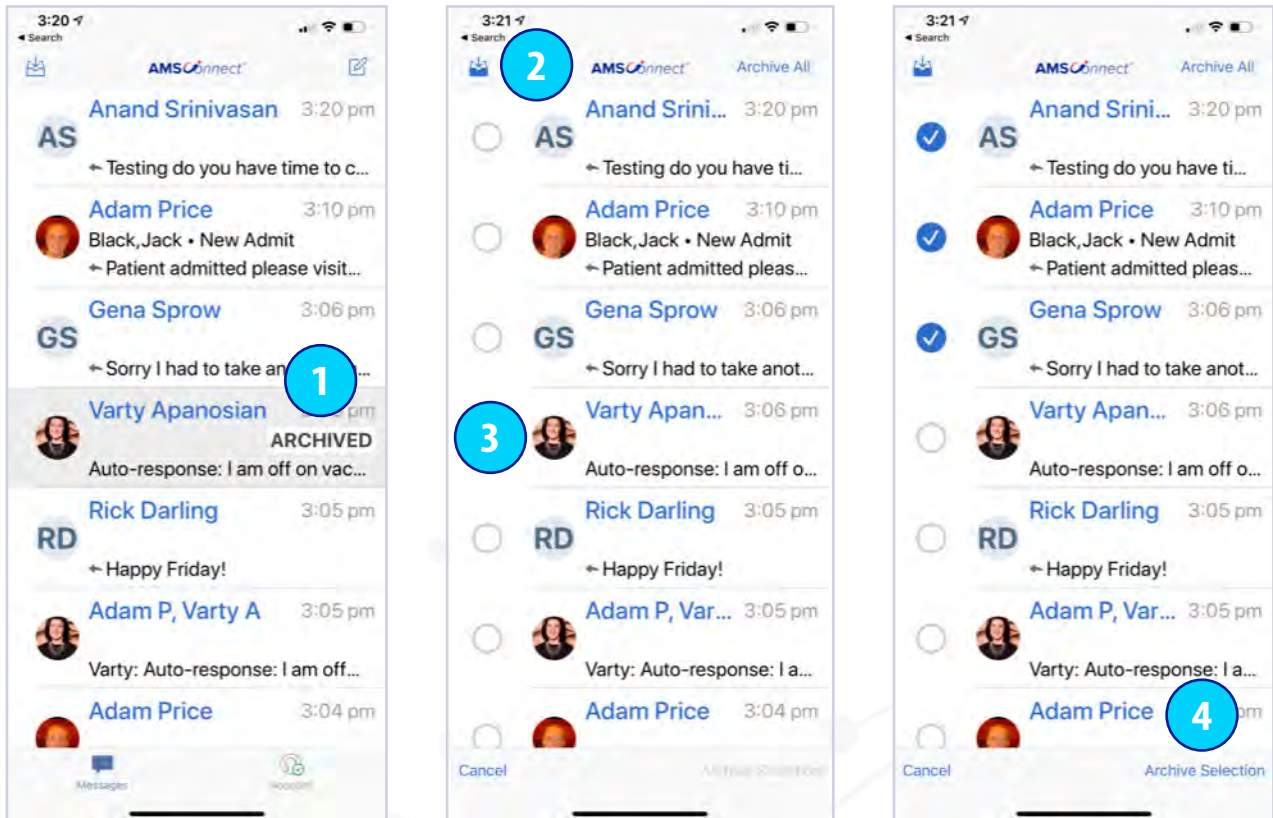
5. Tap Auto-Response to set an away message while you are Busy or Off-Duty.
- 6a. Select Default to set a default Auto-response that states who is covering for you.
- 6b. Select Custom to set a custom Auto-response and type in your response.
- 6c. Select Off for no Auto-response.
7. Tap the Account button to go back to the Account page.

8. 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

9. Archive Messages



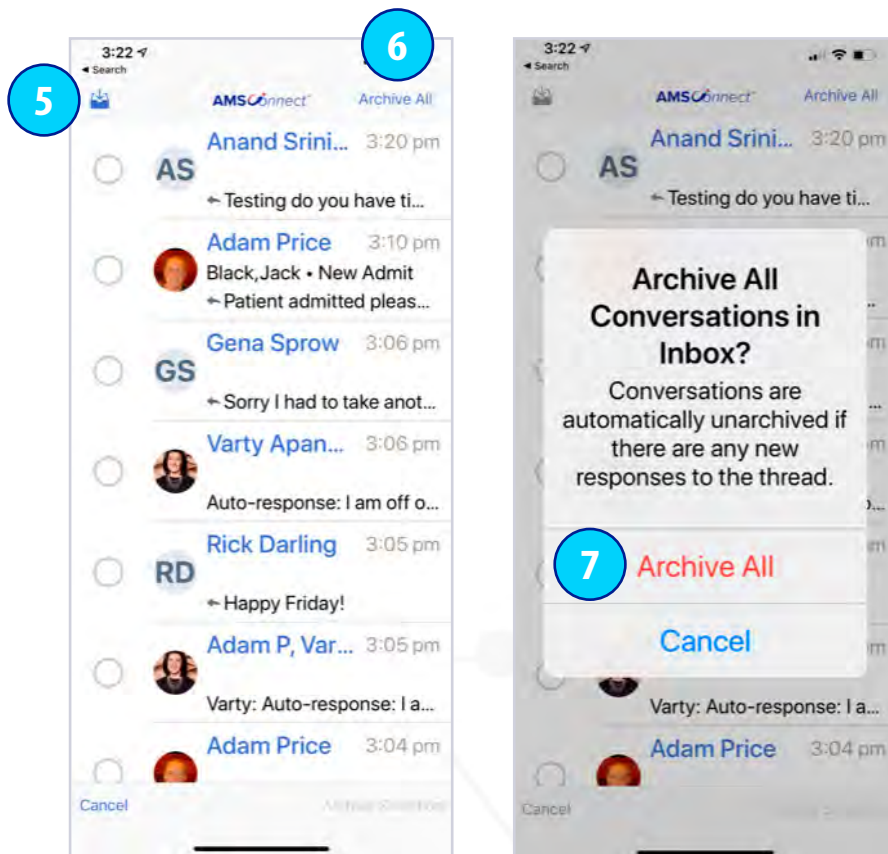
1. Swipe to the left on the conversation that you would like to Archive in the conversation list. Tap the red Archive Box. The conversation will either appear in gray with the words Archived or will not appear in your conversation list (based on your settings).

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

2. Tap the inbox icon.
3. Tap the circle next to the message(s) to be archived.
4. Tap Archive Selection.

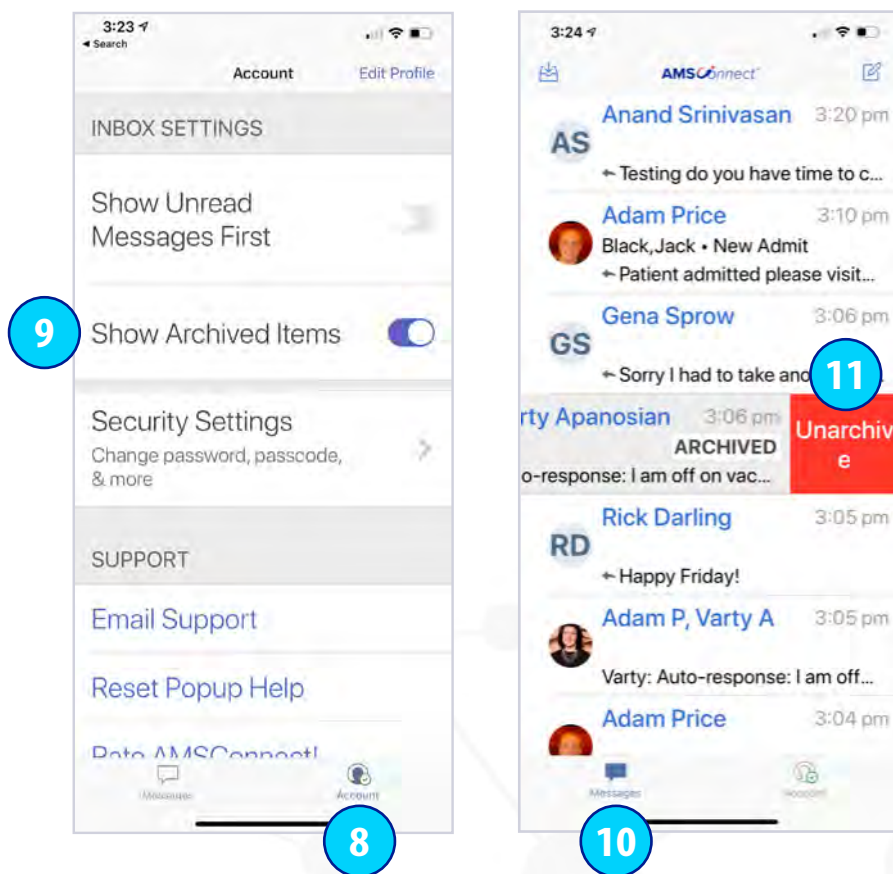
Hint: The messages will either be in gray in your inbox or be removed from your inbox based on your settings.

9. Archive Messages (ctd.)



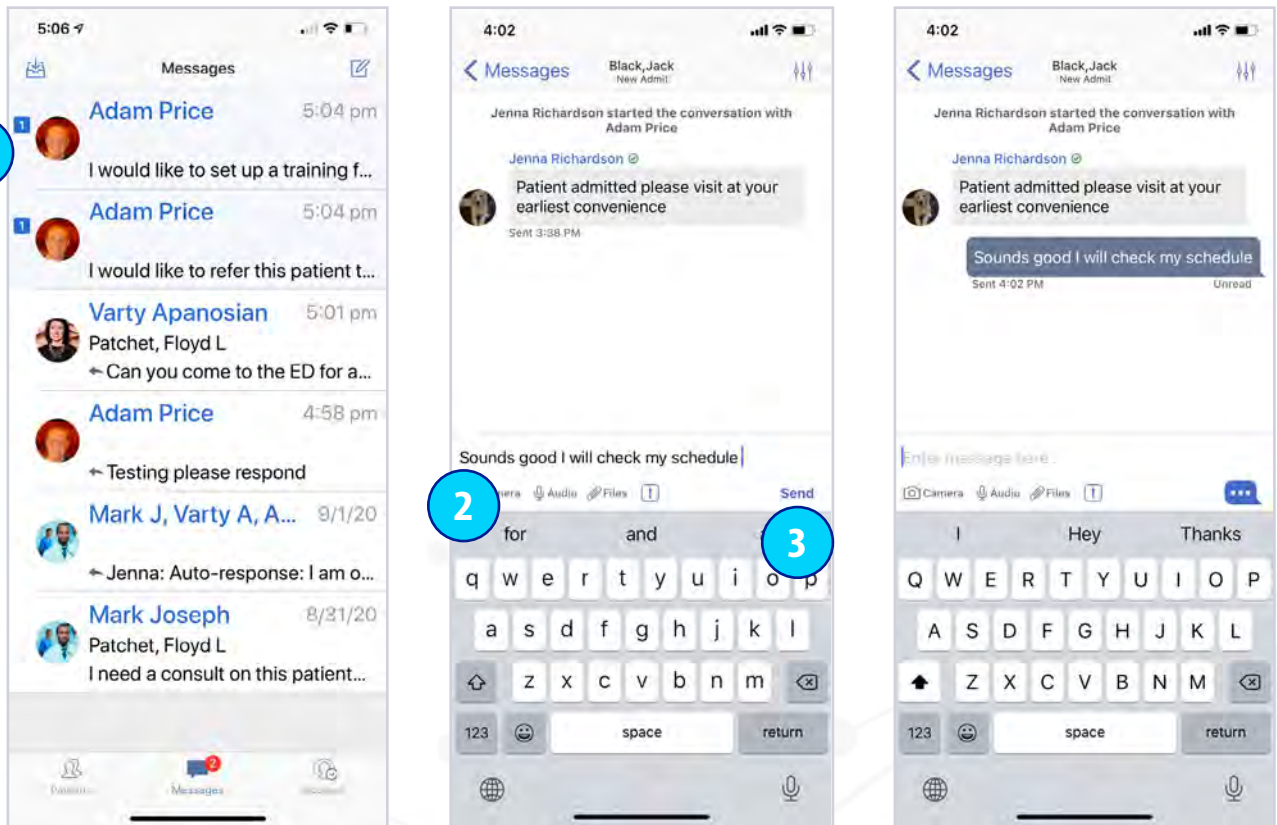
5. Tap the Inbox icon.
6. Tap Archive All.
7. Tap Archive All if you are sure you would like to Archive All your messages.

9. Archive Messages (ctd.)



8. To see previously archived items, tap the Account icon.
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.

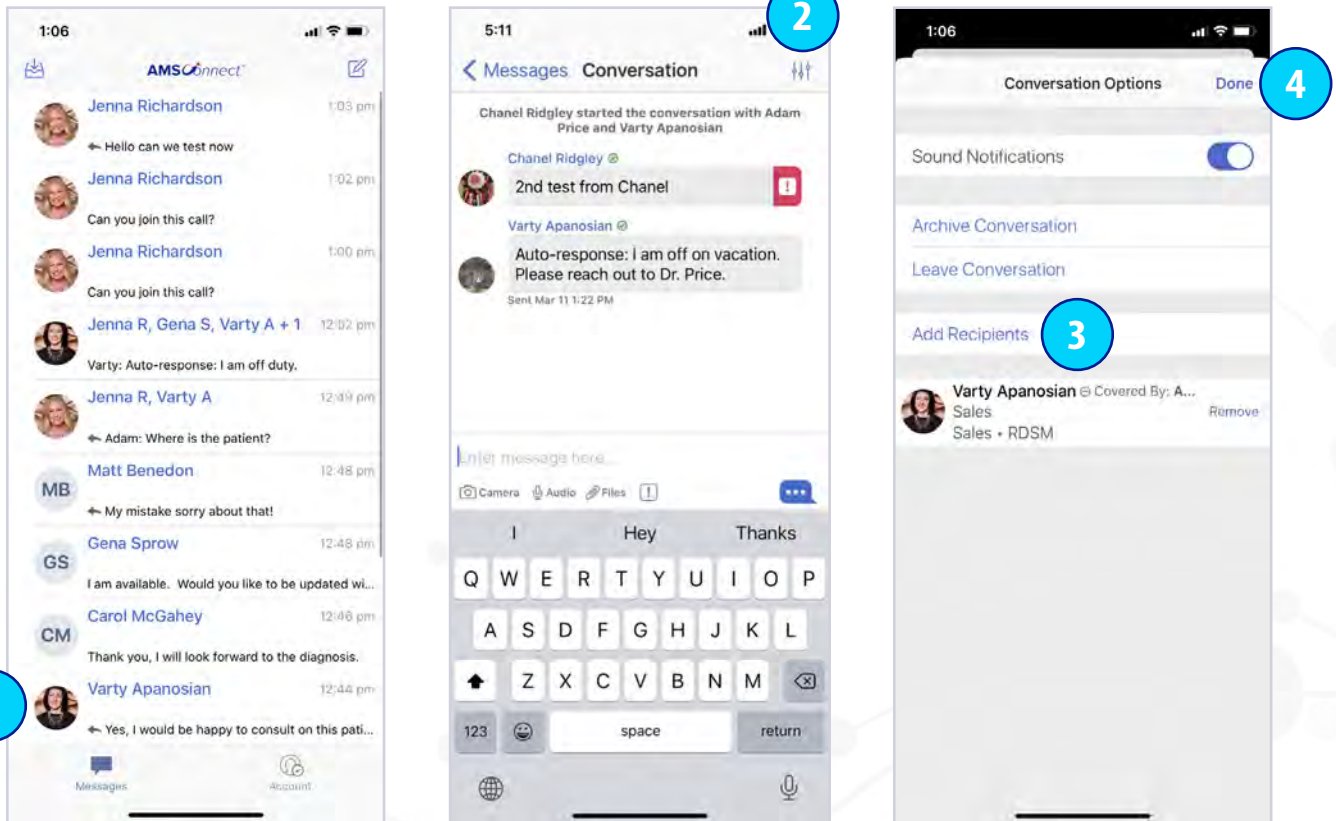
10. Respond to a Message



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.

11. Add/Remove Users from a Conversation

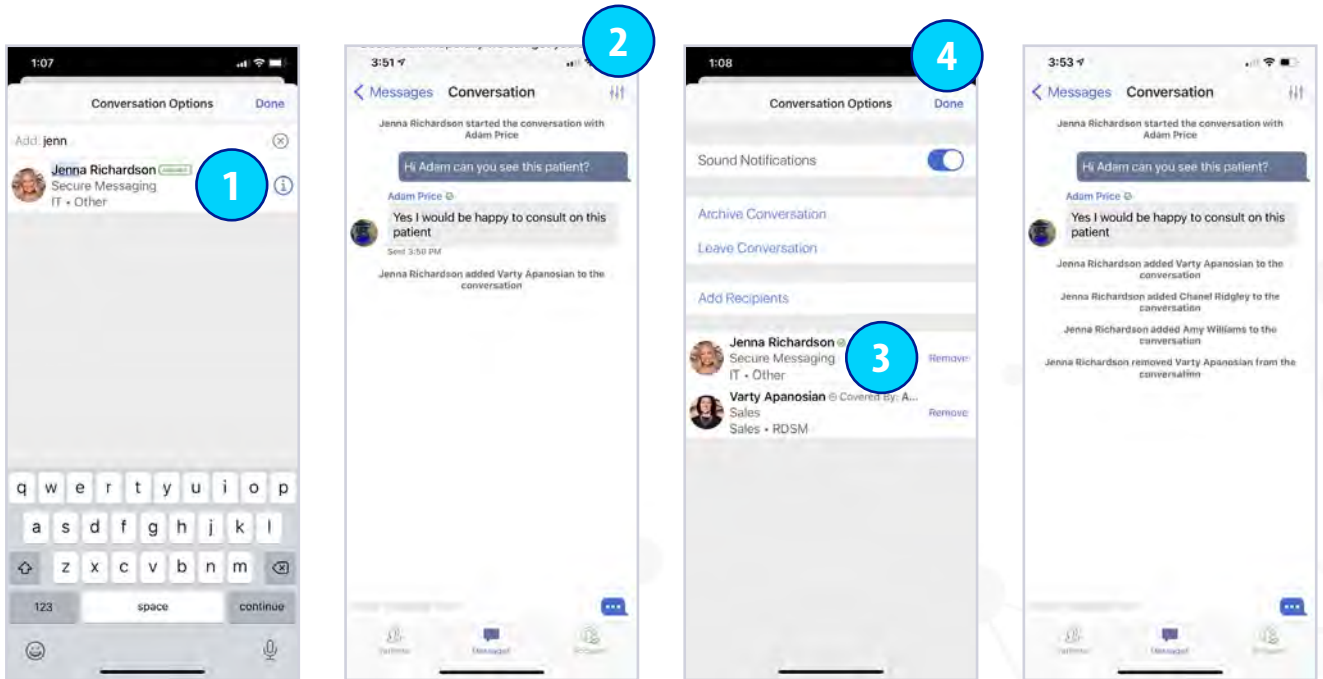


1. Tap on the conversation that you want to add a user to.
2. Tap on the Settings icon.
3. Tap the Add Recipients field. Start typing in the name of the recipient you would like to add to the conversation in the add field. Tap the user's name as it appears.
4. Tap Done.

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.

11. Add/Remove Users from a Conversation (ctd.)



1. Tap on the conversation that you want to remove a user from.
2. Tap on the Settings icon.
3. Tap Remove next to the recipient's name you would like to remove from the conversation.
4. Tap Done next to Conversation Options 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.