

MEFTii

COMMUNICATION

User Manual

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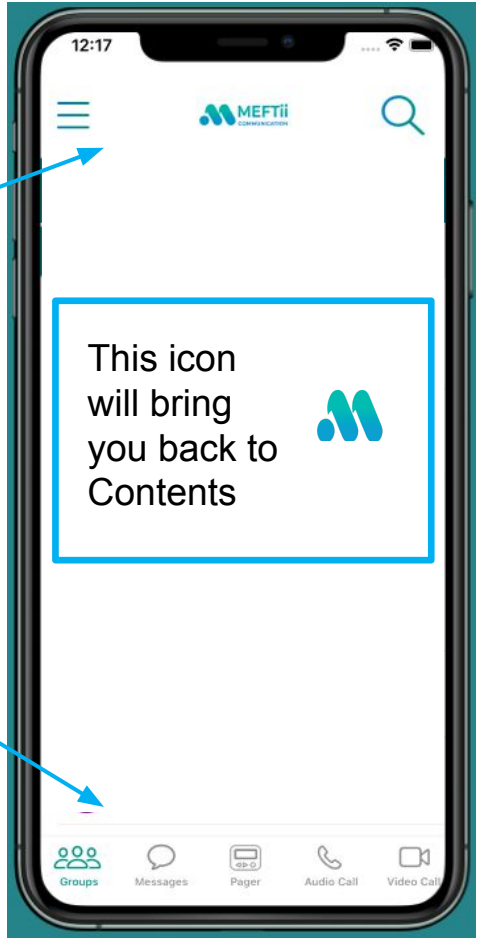
User Sign up & Login

Top Navigation

- Search
- User Profile

Bottom Navigation

- Group Screen
- Message Screen
- Pager Screen
- Audio Call Screen
- Video Call Screen



MEFTii COMMUNICATION

Introduction

Welcome to your MEFTii Communication Platform. This platform allows you to communicate and collaborate in a completely secure and compliant environment from anywhere in the world.

User Sign Up & Login

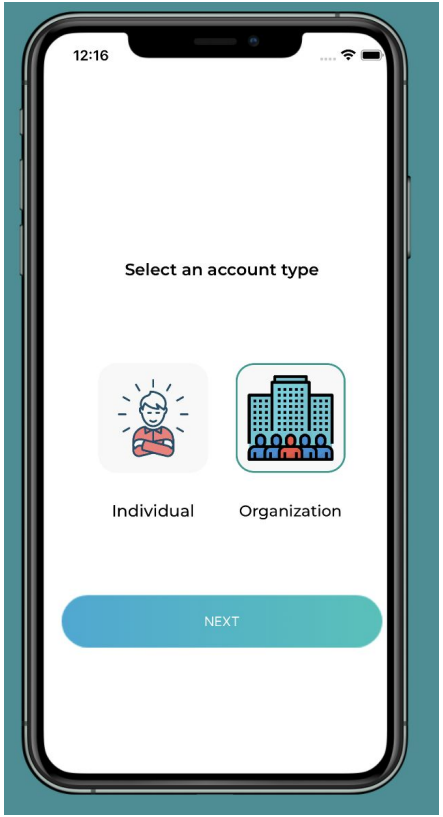
User Signup

- Click on the invite link received via email. You will be directed to a page where you can submit your details, set a password, and complete your signup process.



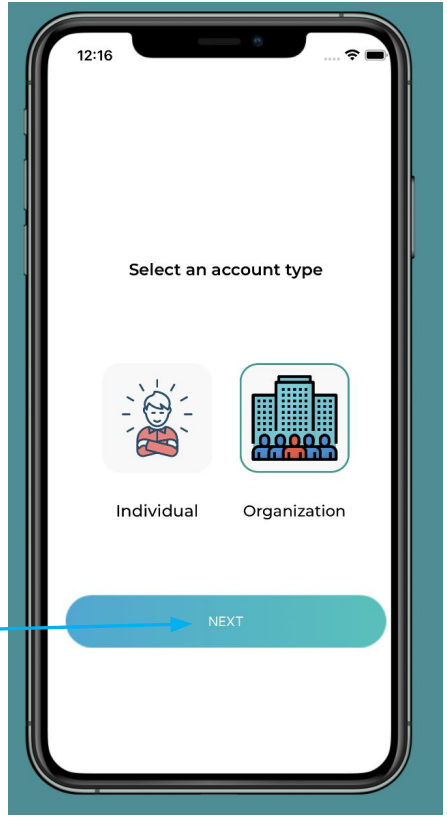
Allow Notifications

- Allow notifications in order to seamlessly get notifications for messages, pagers and calls



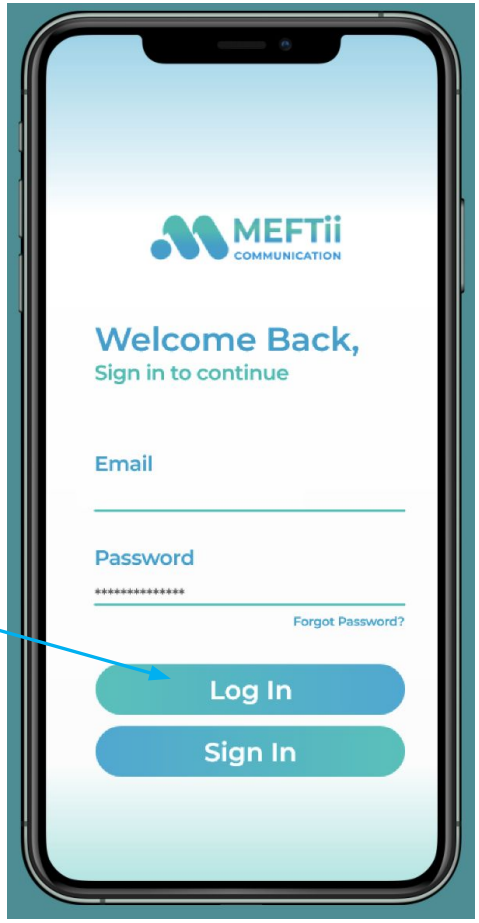
Choose type

- If you are signing up as an individual, select 'Individual’
- If you have been added by an organization and received an invitation link via email, select 'Organization'.
- Click Next

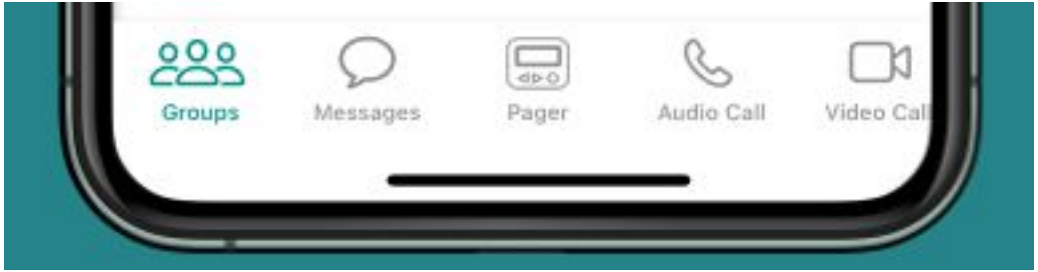


Login

Type Your email and password and click “Login”



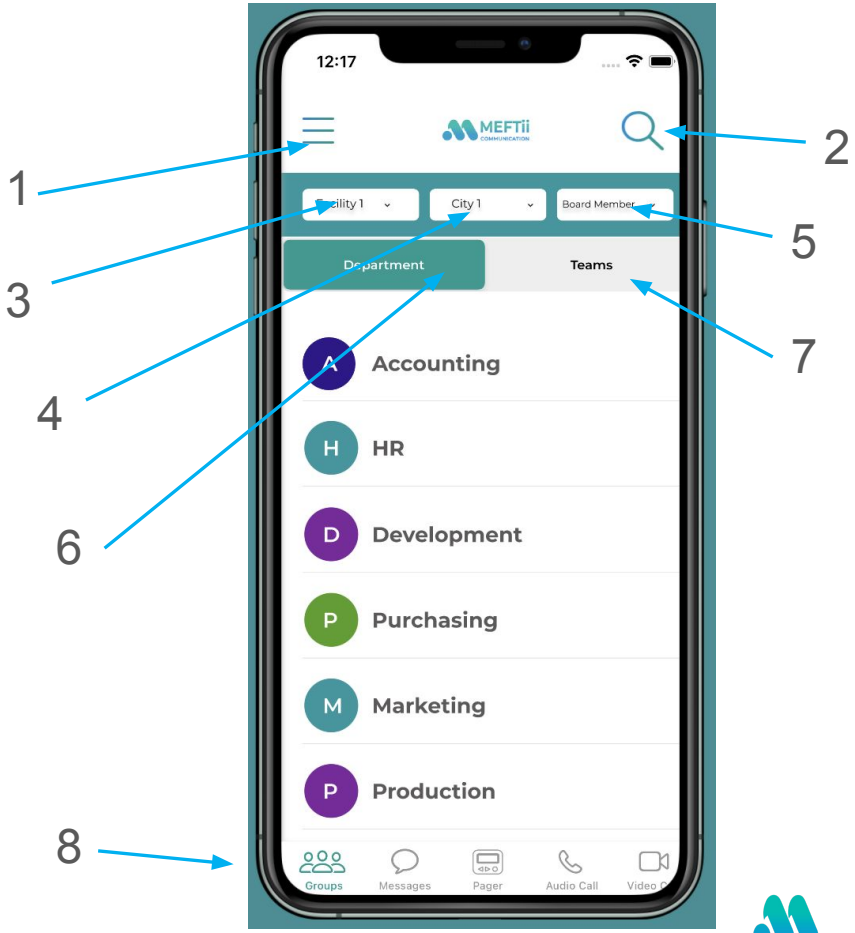
Group Screen



Groups - *Screen Navigation*

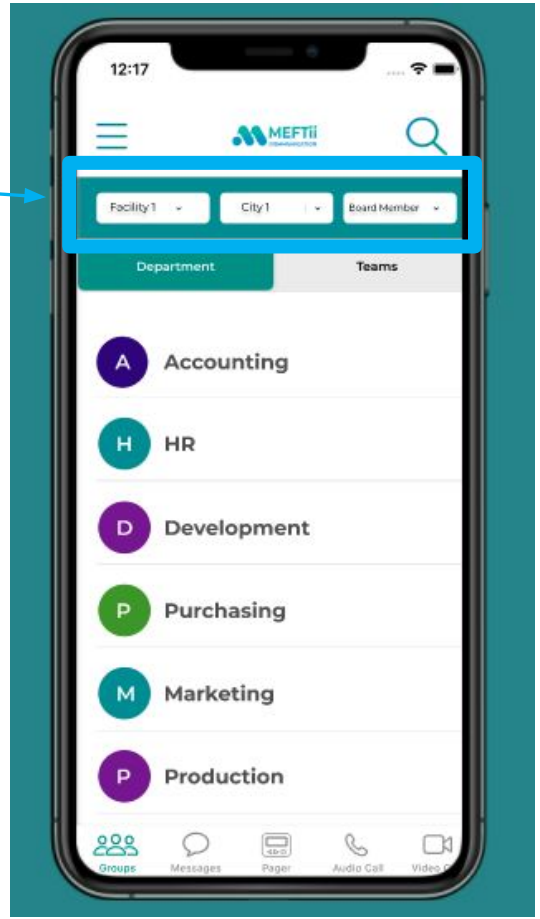
When you first login or launch the MEFTii App it will open to this “Groups Screen”.

1. Side Menu
2. Search
3. Company/Organization
4. Location
5. User Type
6. Departments
7. Teams
8. Groups

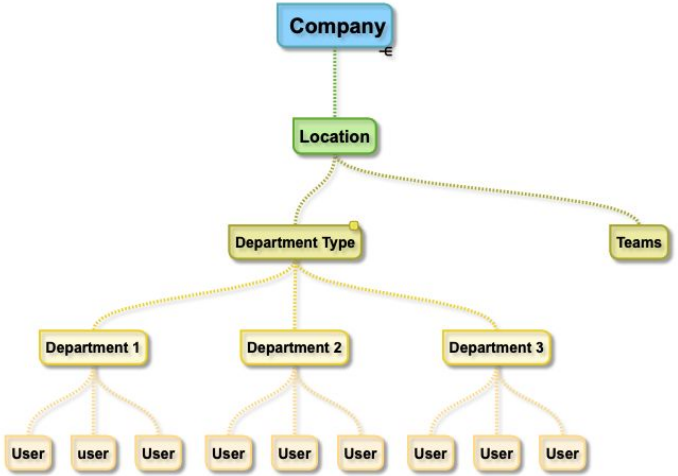


3 Drop Downs – *How they work*

You will notice that you have **three drop downs** that allow you to filter people you are looking for by the ***Company*/*Organization***, ***Location*** and ***User Type***.



How Communication Filters

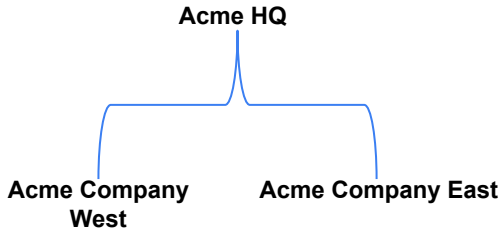


Facility/Company - *Screen Navigation*

This dropdown will only exist if you have more than one company.

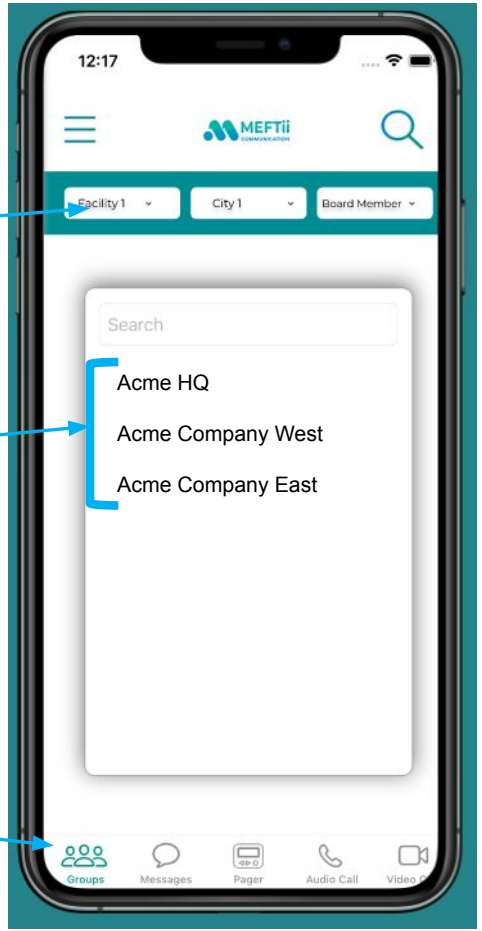
1. Organization/Company Dropdown
2. Select Organization/Company

Here we have our main company (***Acme HQ***) and two sub-companies under our organization.



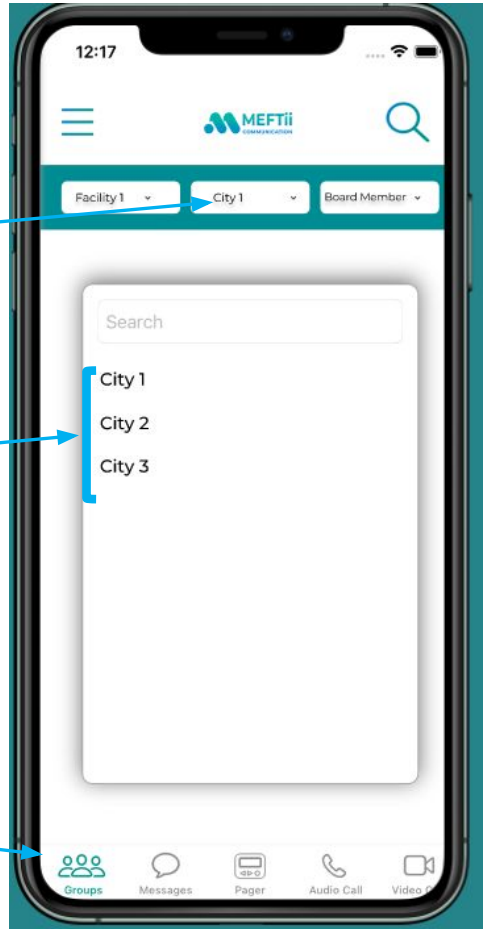
Tip

The highlighted icon at the bottom tells you which section you ar currently in.



Location - *Screen Navigation*

1. Location Dropdown
2. Select Location

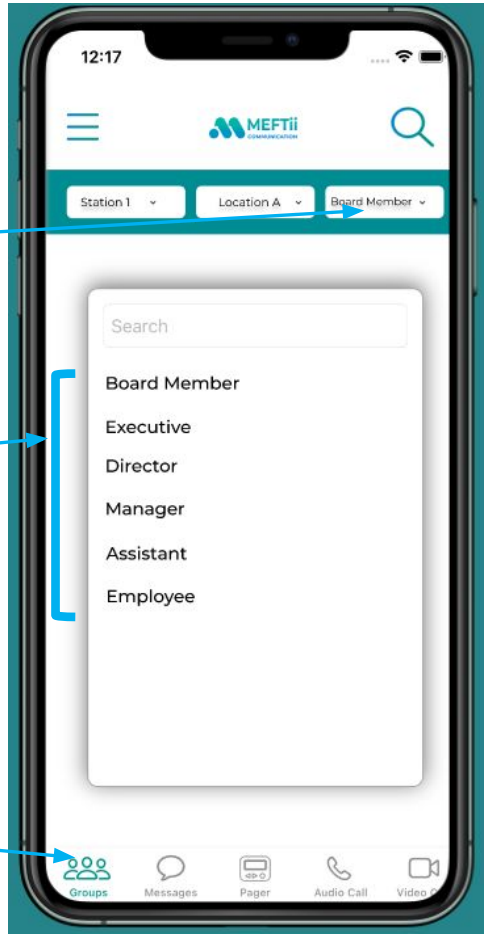


Tip

The highlighted icon at the bottom tells you which section you are currently in.

Roll - *Screen Navigation*

1. Roll Dropdown
2. Select Roll



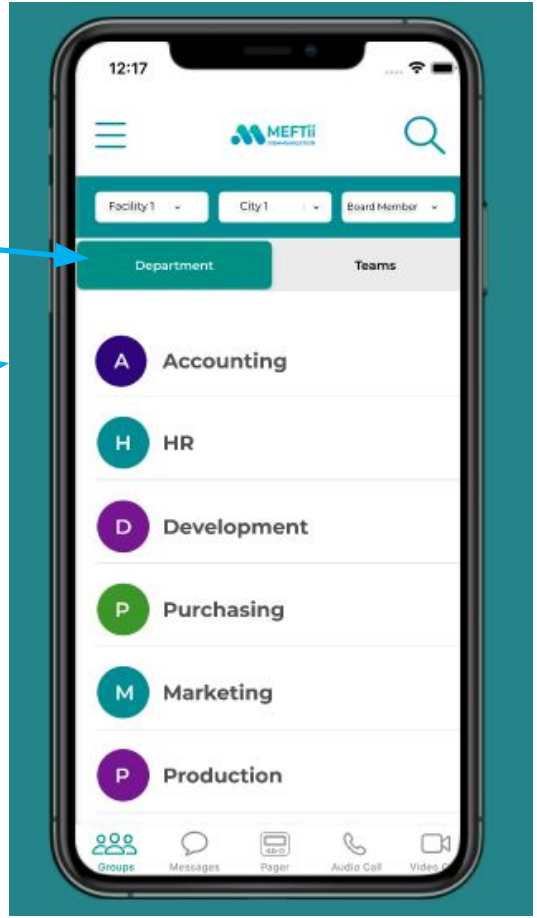
Tip

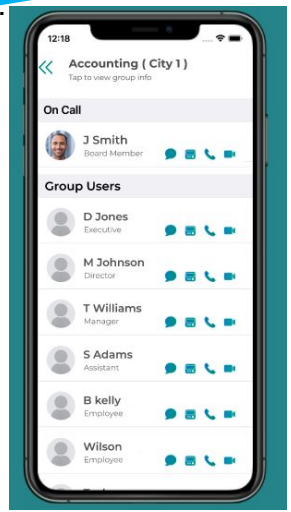
The highlighted icon at the bottom tells you which section you are currently in.

Department – *How it Works*

1. Once you have selected your ***Facility***, ***Location*** and ***Role***.
2. When you select "***Department***"
3. You will see a list of departments
4. Then click on a specific department such as "**Accounting**".
5. "**Accounting**" will then display the **Group Users** of the **"Accounting"** Department.







Group Users - *Screen Navigation*

1. Group Name
2. OnCall Person
3. Group Users list
4. Chat Icon
5. Pager Icon
6. Voice Call Icon
7. Video Call Icon



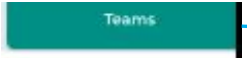
TIP

To begin communicating, simply select the appropriate icon of that user. This will launch that feature instantly.

Teams – *How it works*

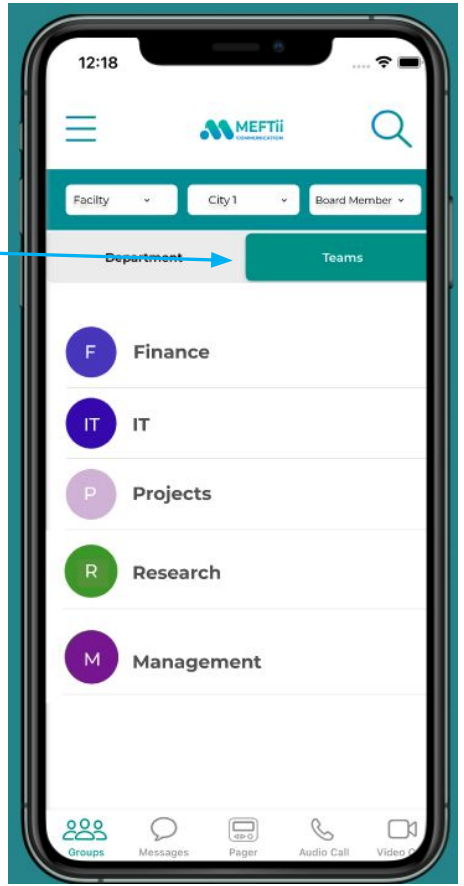
Teams are made up of users from different ***Departments*** and ***Rolls***, that are brought together for specific functions or actions.

1. Once you have selected your ***Facility***, ***Location*** and ***Role***.
   When you select "~~***Teams***~~"



2. You will see a list of ***Teams***

3. Next, click on the specific ~~***Team*** name such as "Finance"~~ .



TIP

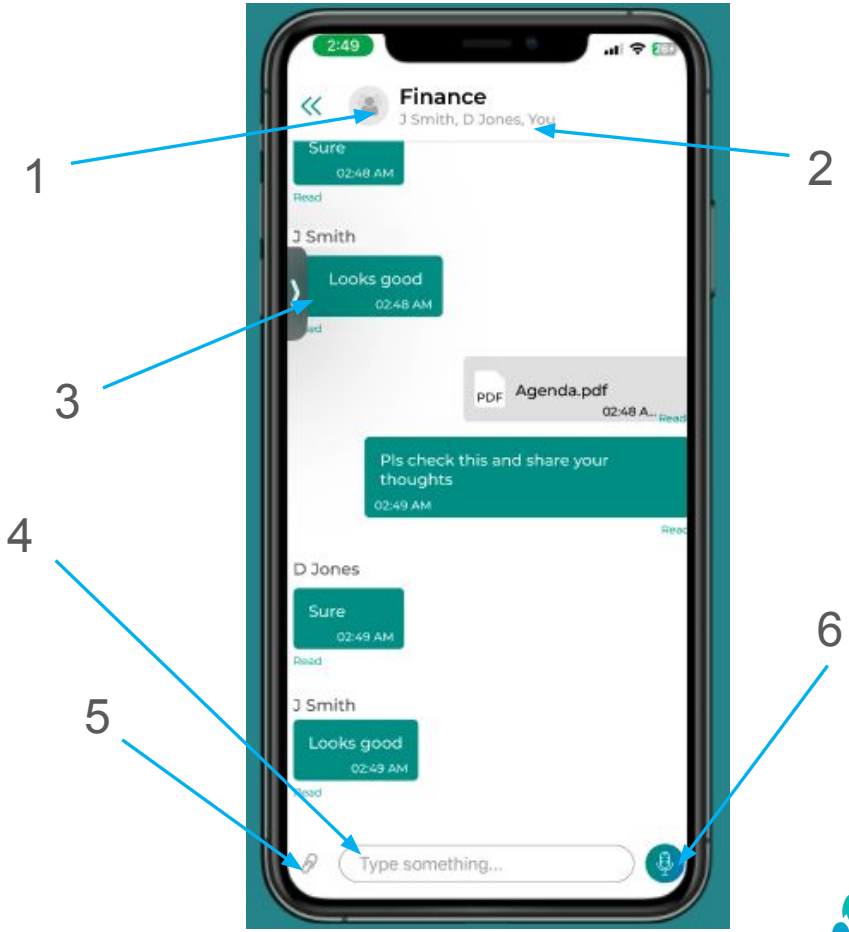
*To begin communicating with an entire "**Team**", simply tap on the desired **Team Name**. This will launch you into a "Group Communication" with that specific team.*

Team – *Screen Navigation*

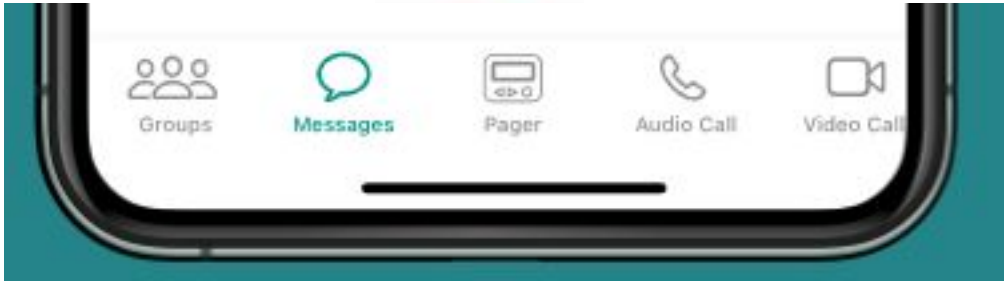
1. Team Name
2. Team Members
3. Team Messages
4. Type Message
5. File Attachment
6. Send Voice Note

TIP

Here you can send a Text, Voice Note or Attach a File. Everything you do here is seen by the entire team. Allowing for Realtime collaboration with the entire team.



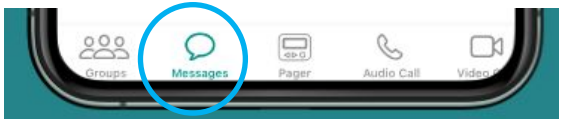
Messages Screen



Messages Screen – *How it Works*

This is where you can see all your messages.

1. When you select "***Messages***" on the bottom navigation. It will default to this screen, showing "***All***" messages.



2. You can then filter messages further by selecting either "*Singles Chats*" or "*Group Chats*"



TIP

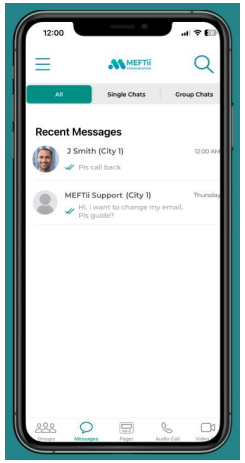
You can restart any message by simply clicking on it



Messages – *Screen Navigation*

1. All Chat
2. Single Chat
3. Group Chat
4. Recent Chat Messages

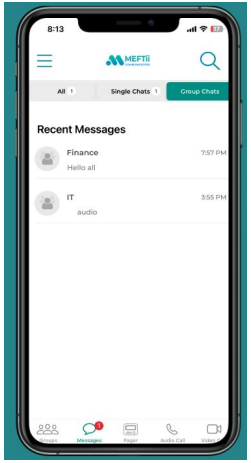
All

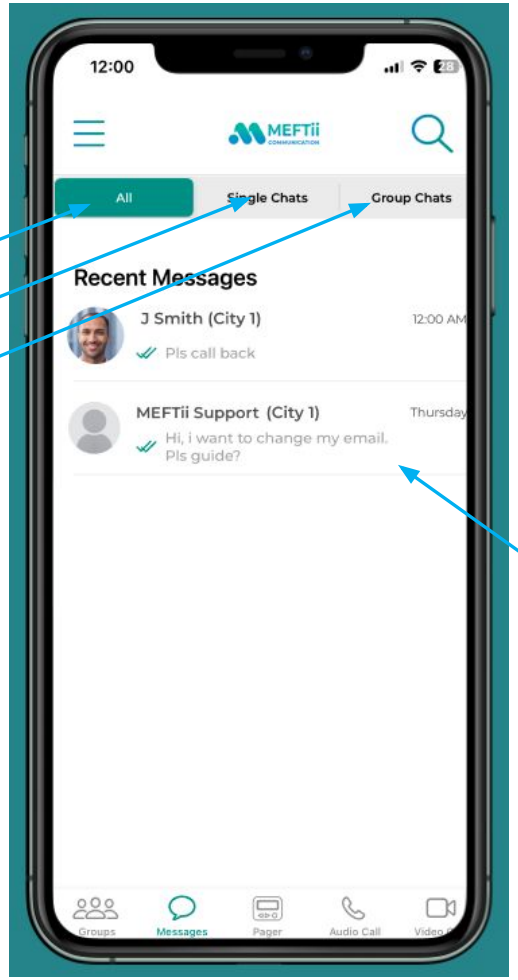


Single Chats



Group Chats





Pager Screen



Single Message – *Screen Navigation*

1. To see all the history of any message, simply click on that message.

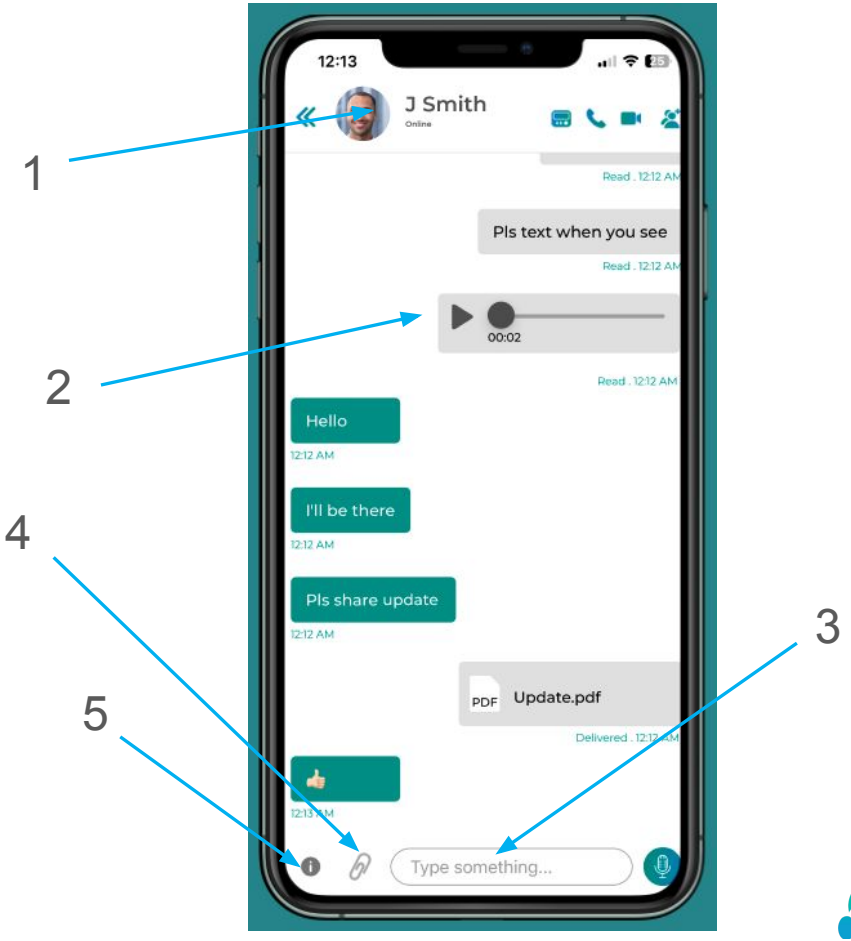
2. You will then be presented with this view. Here you can see the entire message.

    1. Contact Name
    2. Voice Note
    3. Type a Text Message
    4. File Attachment
    5. Set Priority Message

TIP

Restart communication by clicking on any of the below functions.





Pager Screen – *How it Functions*

This is where you can see all your messages.

1. When you select "***Pager***" on the bottom navigation.



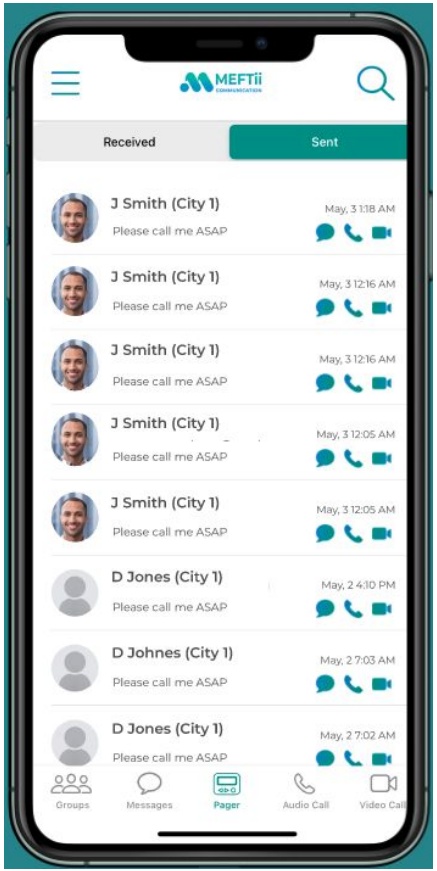
2. You can see either "*Received* " or "*Sent*"



TIP

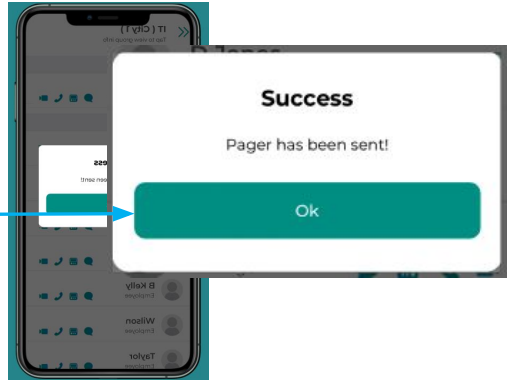
Restart communication by clicking on any of the below functions.





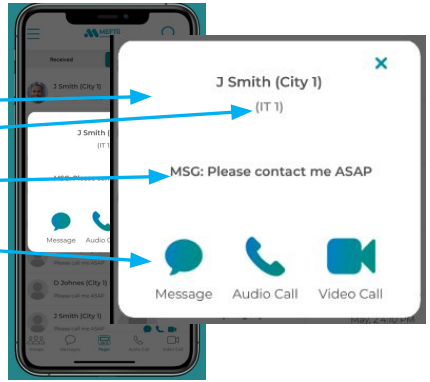
Pager Detail – *How it works*

1. When you **send** a contact a page, this message will pop up.



2. When **receive** a page, this message will pop up.

1. Contact Name
2. Contact Title
3. Message
4. Response Type



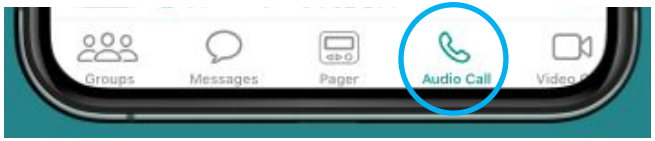
Audio Call Screen



Audio Calls – *How it Functions*

This is where you can see all your calls.

1. When you select "***Audio Call***" on the bottom navigation.

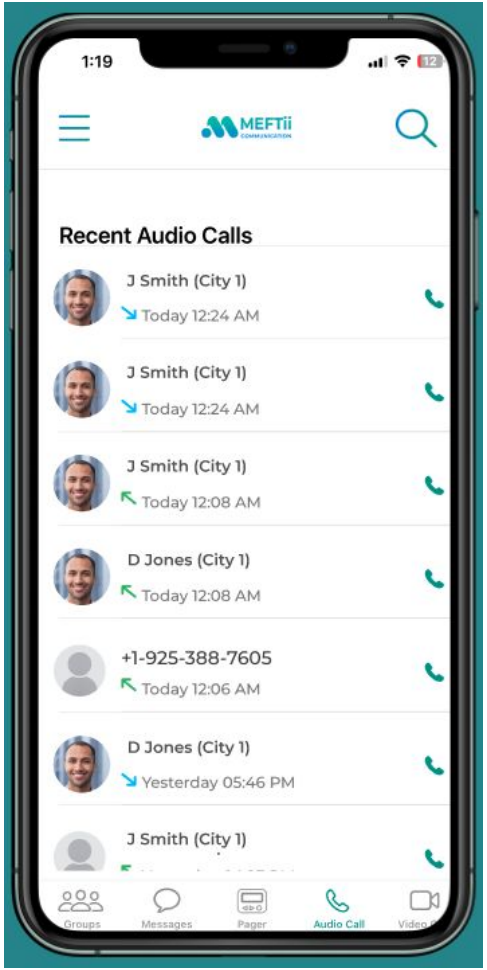


2. You can see either "*Received* " or "*Sent*"



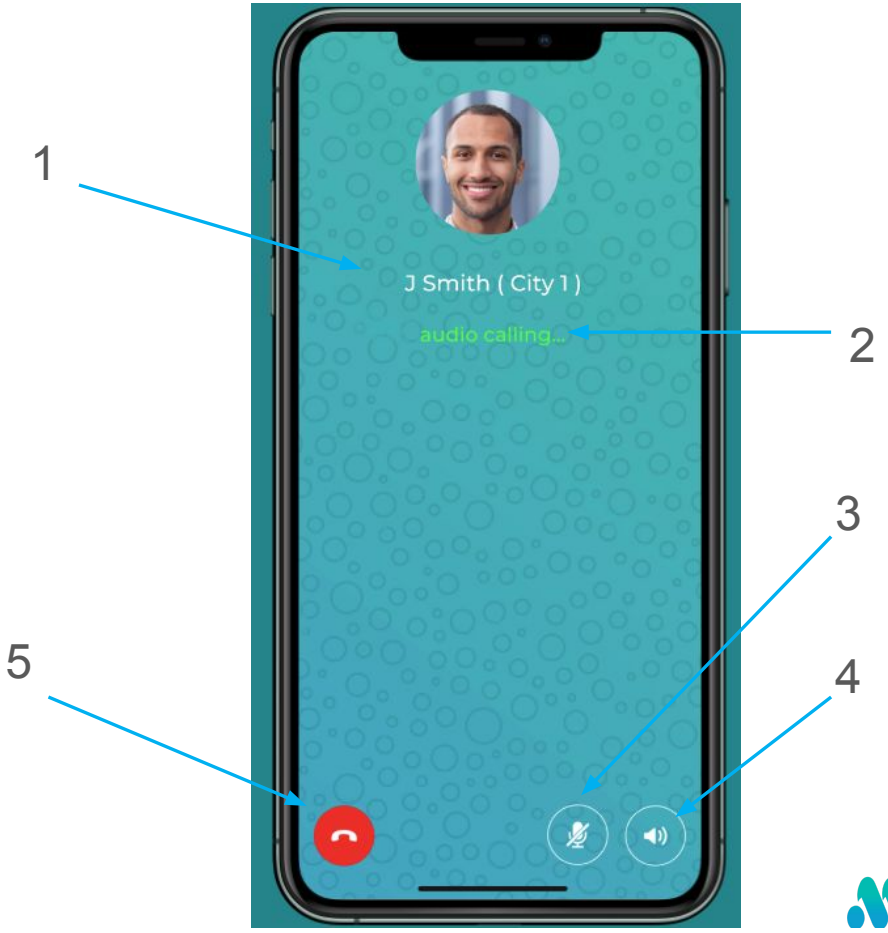
TIP

You can also restart a call by clicking on the call icon.



Audio Call *- Screen Navigation*

1. Contact Name
2. Call type Audio
3. Call Mic
4. Call Speaker
5. Cal End



Video Call Screen



Video Calls - *How it Works*

This is where you can see all your video calls.

1. When you select "*Video Call*" on the bottom navigation.

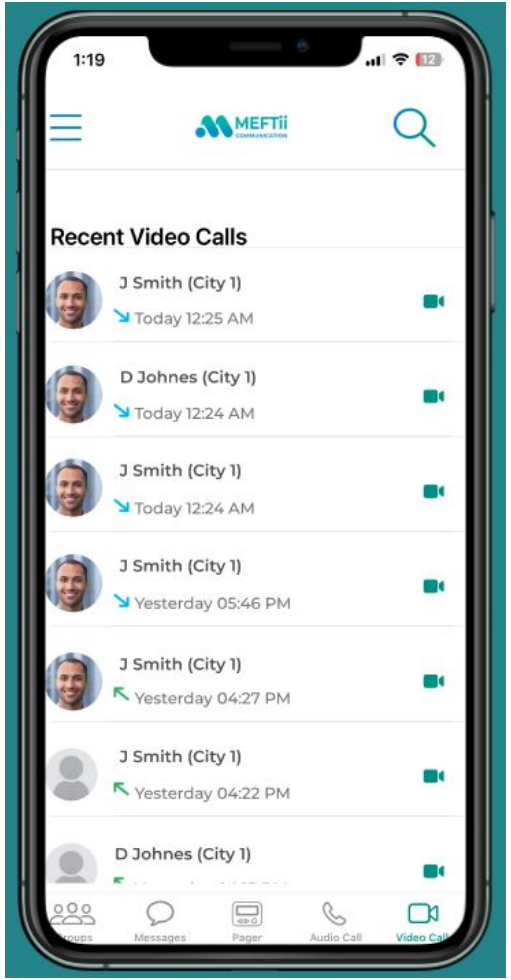


2. You can see either "*Received* " or "*Called*"



TIP

You can also restart a video call by clicking on the call icon.



Video Call - *Screen Navigation*

1. Contact Name
2. Call type Audio
3. Call Mic
4. Call Speaker
5. Video Call End



Search



Search – *How it works*

The search feature, which is located at the top right corner, allows you to search for **3 different types** of contacts.



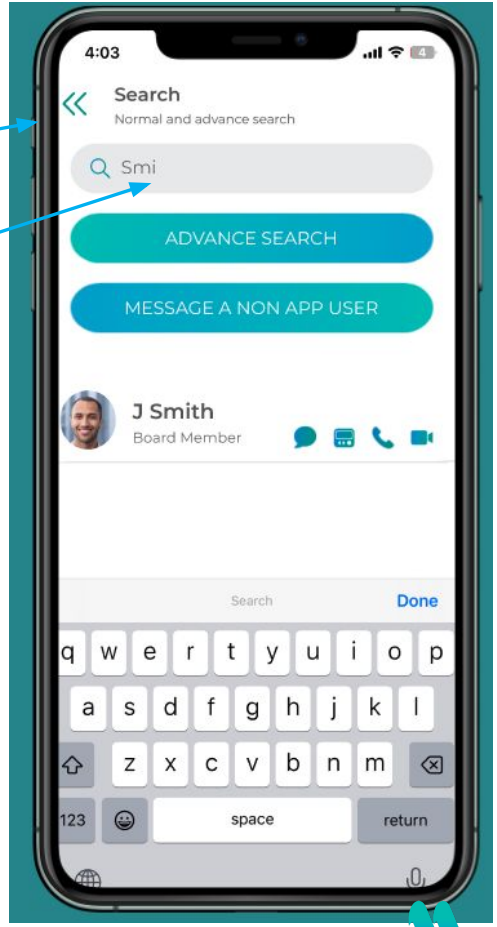
1. **Company Contacts** – *these are other users, in **your company**, that are using MEFTii. They can be from any **Facility**, **Location**, or **Roll**.*
2. ***MEFTii Contacts** – T*hese are all other users, that are using MEFTii, from **other companies.***
3. **Non-App User Contacts** – *These are contacts that are not using MEFTii, but you still want to communicate with them, securely, for you company.*

Example

****MEFTii Contacts** – You work for Acme Company. But you have a business colleague, who also uses MEFTii, that works for ABC Company.*

Company Contact – *How it works*

1. When you select "***Search*** on the top right menu.
2. It will take you to this screen.
3. Here is where you enter the name of the **Company Contact**
4. As you begin to enter the name **Company Contacts** will appear here



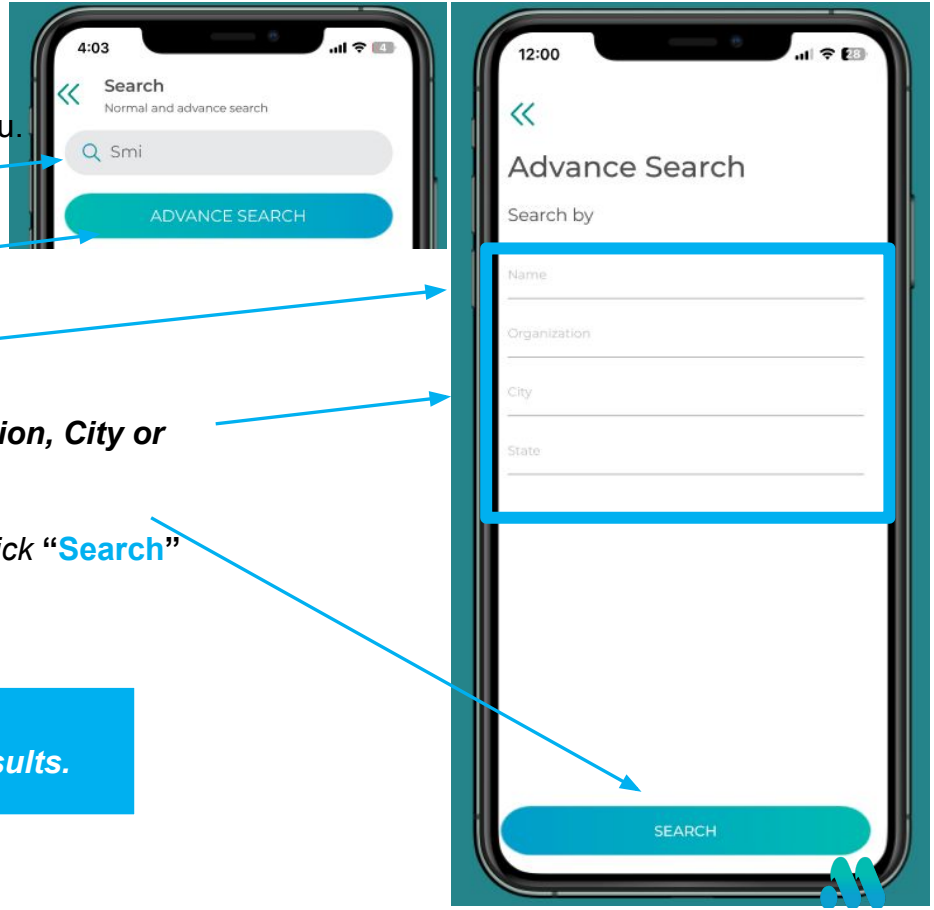
TIP

Start communication by clicking on any of the below functions.

MEFTii Contact – *How it works*

When you select "***Search***" on the top right menu.

1. It will take you to this screen.
2. Here you select "Advance Search"
3. The Advanced Search Screen will appear
4. Here is where you can search by ***Name, Organization, City or State***
5. Enter **<u>all or partial</u>** information in each field, *then click* **"Search"**



TIP

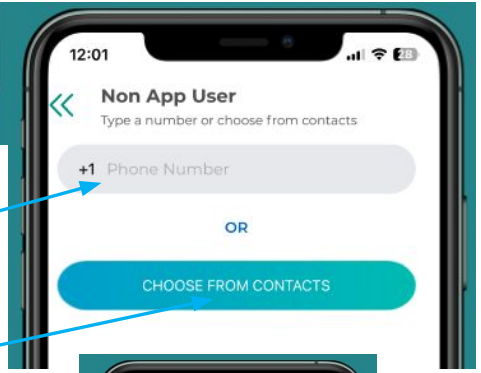
The more information the more refined the search results.

Non-App User Contact – *How it works*

1. When you select “Message Non App User”



2. It will take you to this screen.



3. Here you have two choice:

    1. Enter their mobile Phone Number
    2. Choose From Contacts on your cell phone

4. Once you have either entered the phone number or chose a contact from your phone.

5. Click on “Send Message”



6. It will then take you to this screen to begin your communication.

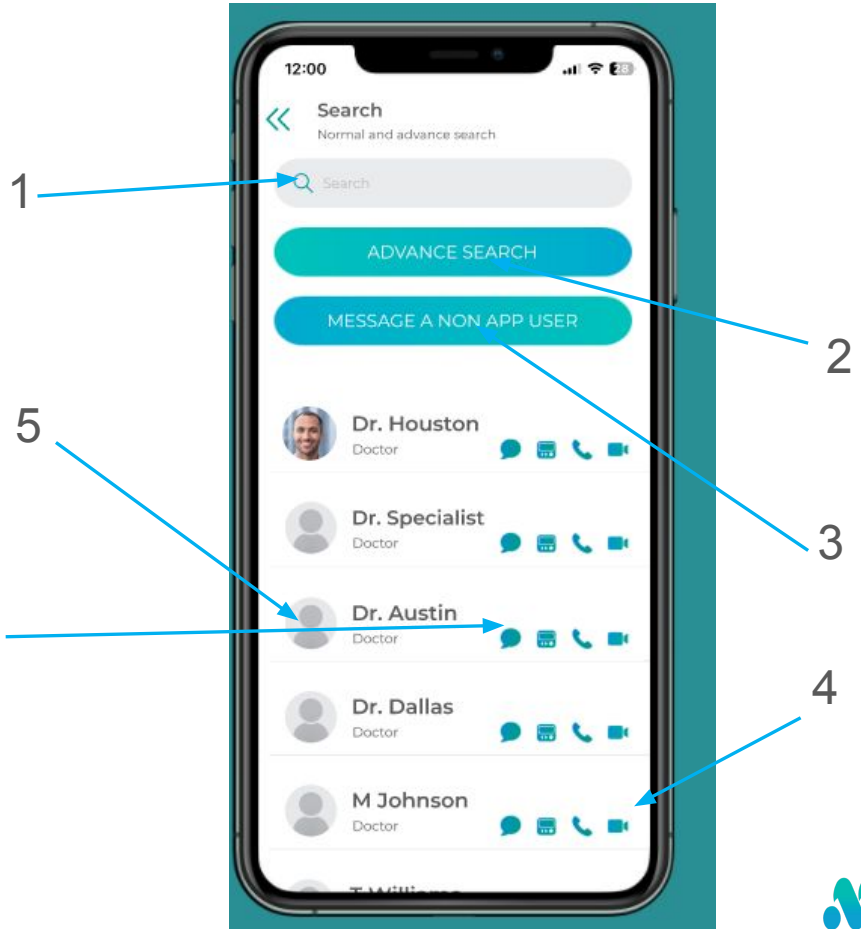


TIP

All the same features, Texting, Call, Video Call, Audio Message & Attachments.

Non App User - *Screen Navigation*

1. Search Contact – Company Contacts
2. Advance Search – MEFTii Contacts
3. Message Non-App User
4. Chat, Page, Call or Video Call-
5. Contact Name



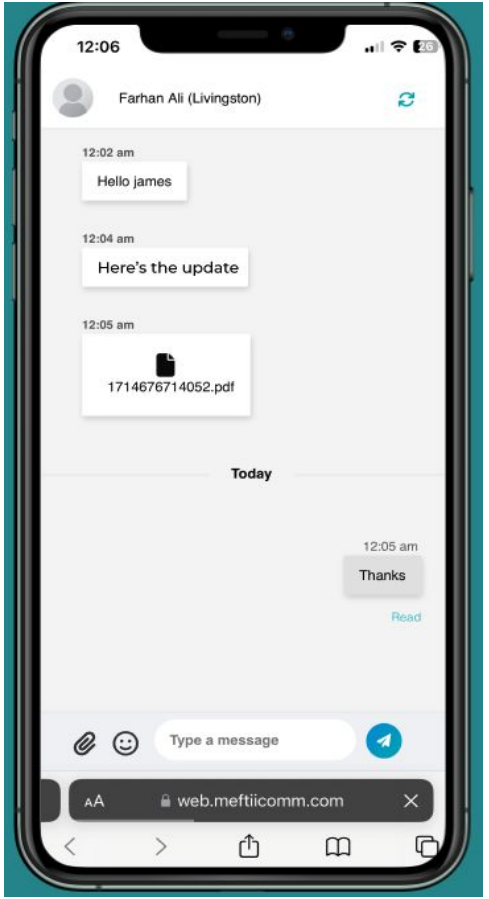
Non App User – *What the recipient sees*

1. When you send a message to a Non App User, a text message on their mobile device and look like this.

2. When the Non App User clicks on the link



3. When the Non App User clicks on the link. They will then be connected, via their browser, to this secure chat session. Here they are able to **Text, Call, Video Call, Attach or see Attachments.**



Example of Use

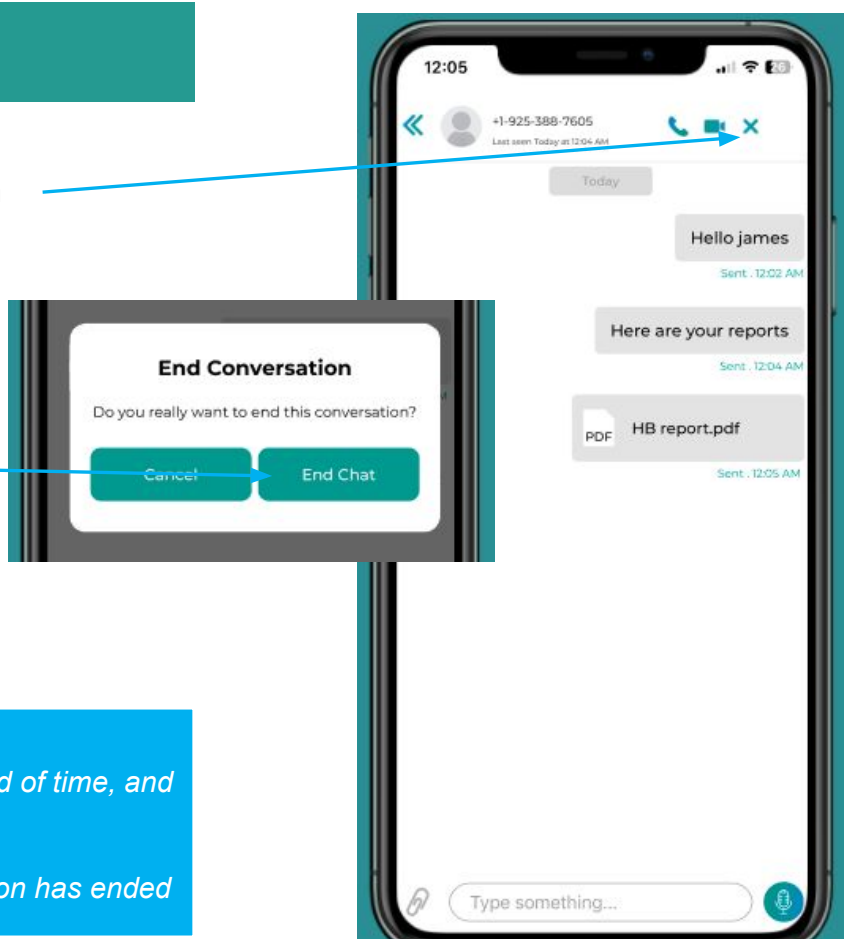
I work for a bank, and I want to securely send a client documents for their review and signature. Once this is completed, I would then end that chat session.

Non App User – *Ending a Chat Session*

1. Once my chat session has ended with the Non App User, I then click the "**X**" here.

2. This message will appear.

3. To end click here.



Please Note

Non App User *chats are chats that exist for a short period of time, and that you to "End" once completed.*

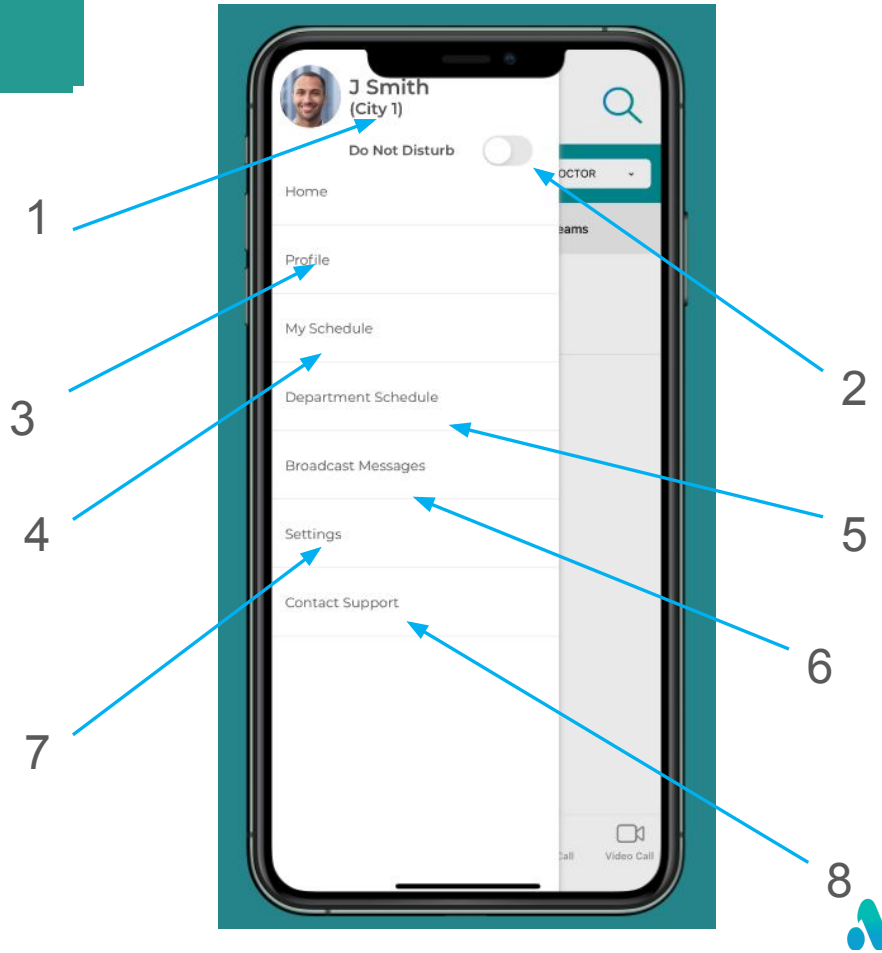
The recipient will receive a notification that the chat session has ended

User Profile



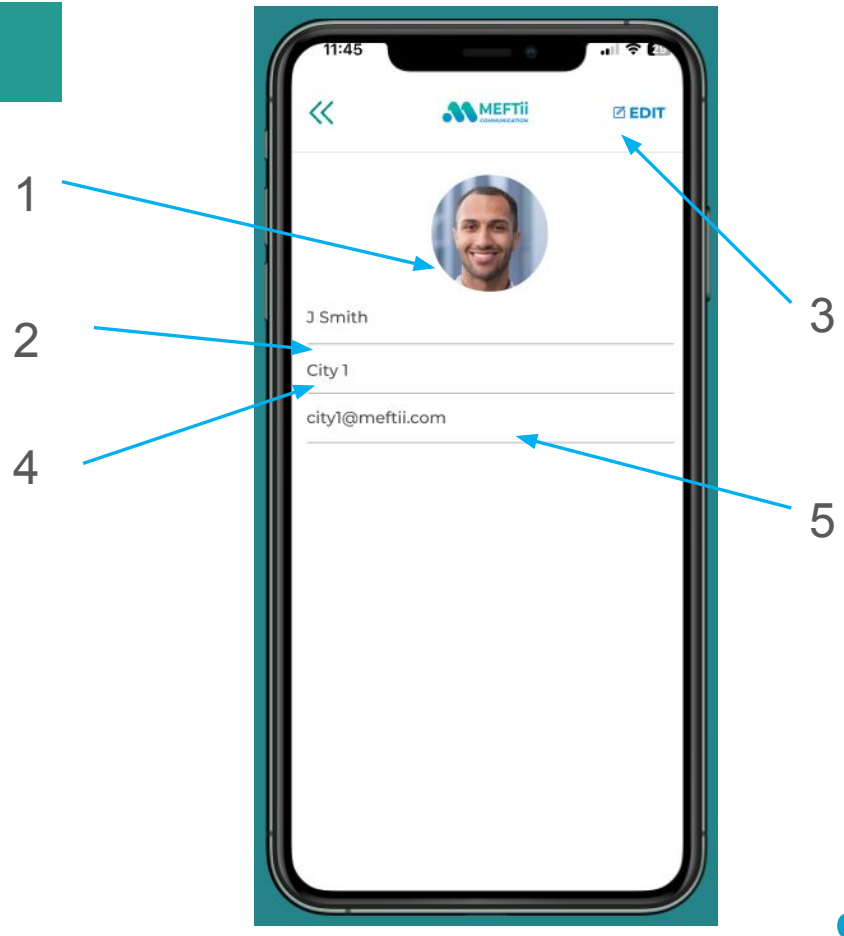
Profile Menu – *Navigation Screen*

1. Contact Name
2. Do Not disturb button
3. Open Profile
4. View My Schedule
5. View Department Schedule
6. View Broadcast Messages
7. Settings
8. Contact support



Profile Screen – *Navigation Screen*

1. Profile Picture
2. Profile name
3. Edit Profile
4. Location Name
5. Profiles Email



Profile Schedule – *Navigation Screen*

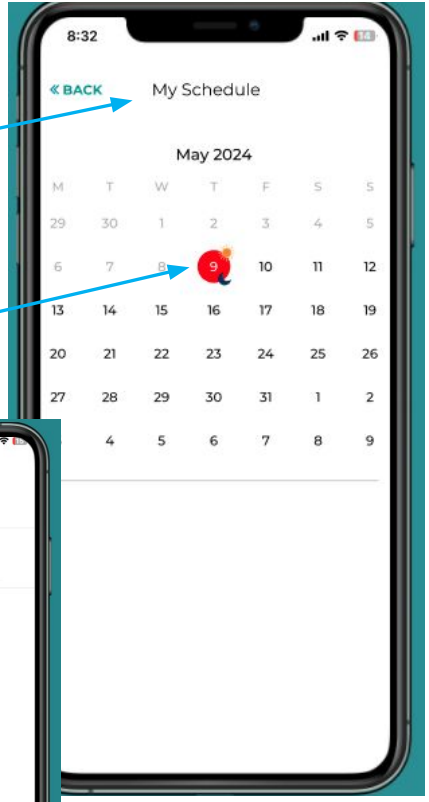
This shows you your OnCall schedule.

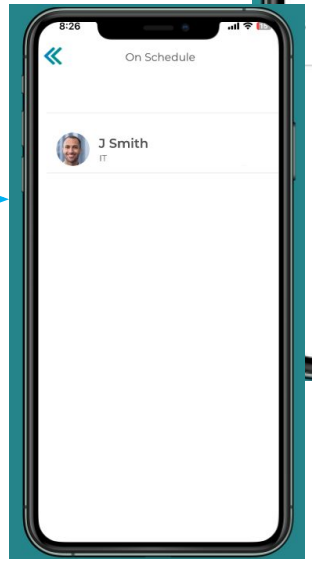
1. This is “My Schedule”
2. Shows which shifts you are scheduled – Day or Night
3. Click anywhere on the schedule to **get My Schedule Details**



Day

Night





Please Note

You will only see an OnCall schedule if you are using this feature.

Profile Schedule – *Navigation Screen*

This shows you your OnCall schedule.

1. This is the entire “Department Schedule”

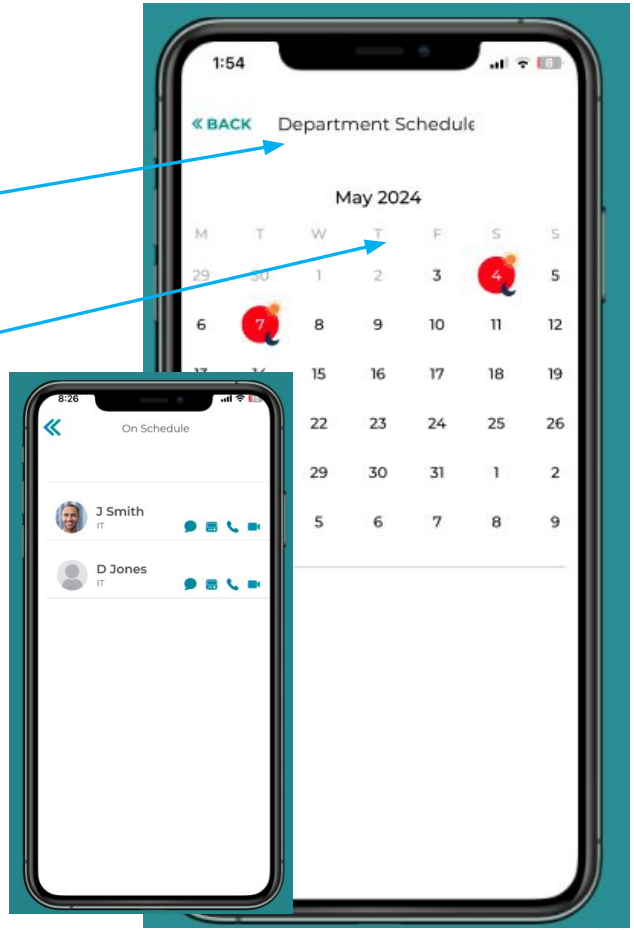
2. Shows which shifts you are scheduled – Day or Night

3. Click anywhere on the schedule to **the detail of all of those scheduled.**



Day

Night



Please Note

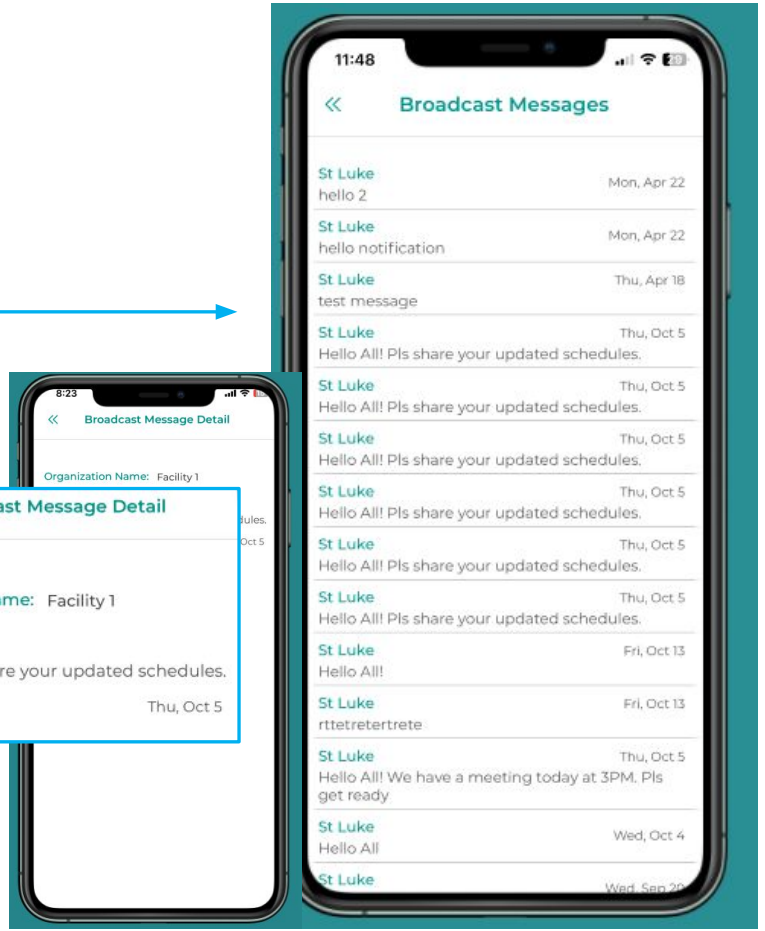
You will only see an OnCall schedule if you are using this feature.

Broadcast Message – *Navigation Screen*

Broadcast Messages can be sent to an entire company or department. Here is where you can see the current & past messages.

1. Once you click on “Broadcast Messages” you will come to this screen.

2. Click on any message to see the details.



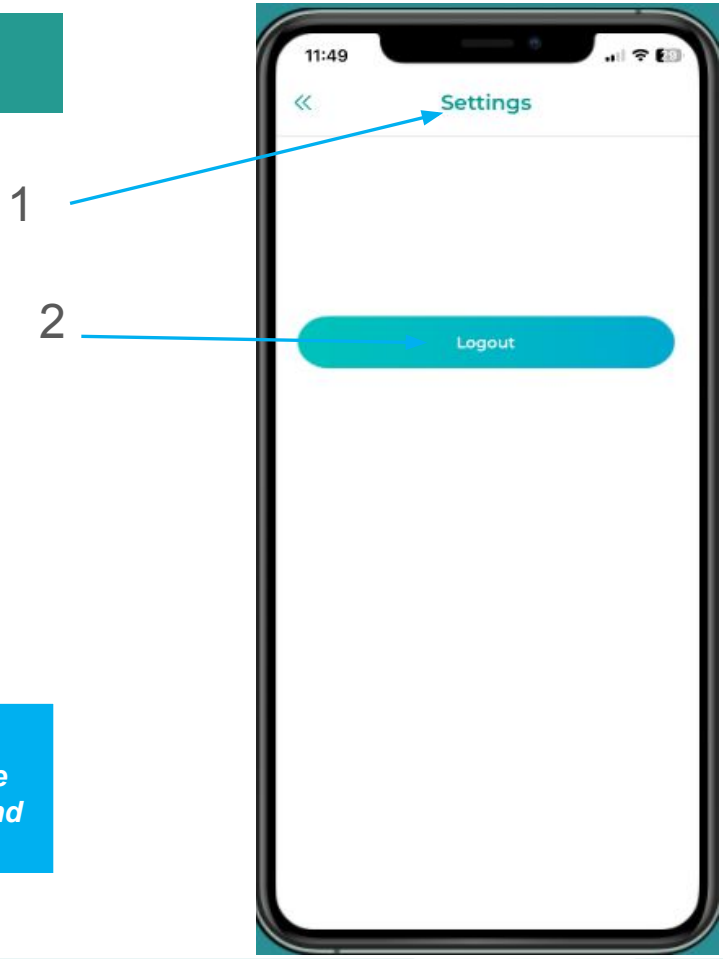
Please Note

When messages are sent the will create an alert on you mobile device.

Setting – *Navigation Screen*

When you close the MEFii App, it will continue to run in the background so that you continue to receive notifications. However, should you have to log out, this is where you would come.

1. Settings
2. Press ‘Logout button’ to Logout and login again



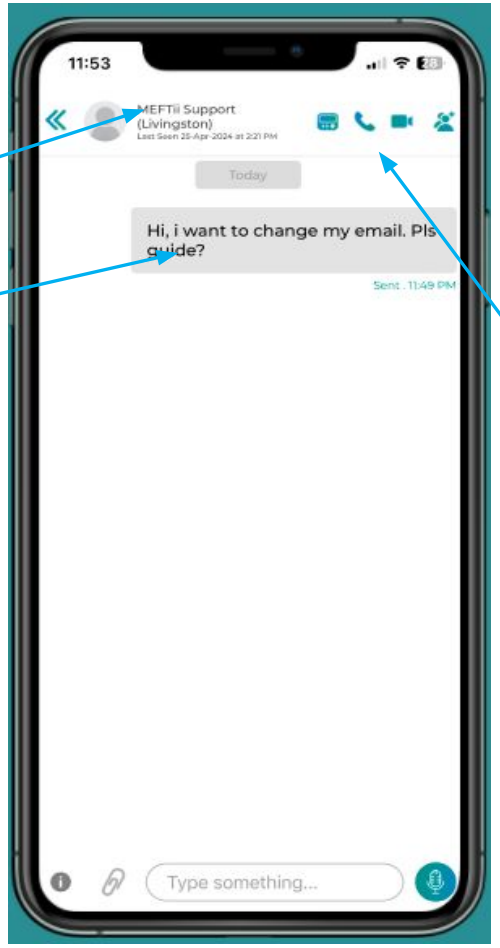
Please Note

We have added this feature so that you do not have to delete and reinstall the application. Instead you can just log out and back in.

Contact Support – *Navigation Screen*

When you need support, it is available here 24/7.

1. Contact Support Name
2. Message for support
3. Ways to contact for support





Seamless Integrated All in one Healthcare Communication Platform