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PVIX Secured Texting Guide for Android Device Users

Version 1.3

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Revision History

Date	Version	Author	Comments
2/23/2015	1.0	John Landry	Initial Draft
7/31/2015	1.3	John Landry	Updated status response times

What Is PVIX Secured Texting?

PVIX Secured Texting is a HIPAA-compliant messaging application designed specifically for healthcare professionals. PVIX Secured Texting is powered by Imprivata Cortext®. PVIX Secured Texting lets you and your colleagues freely and efficiently exchange text messages and photos that include PHI (Protected Health Information), while remaining in full compliance with HIPAA requirements. PVIX Secured Texting is available as an iPhone® or Android™ app that runs on Smartphones and tablets, or as a desktop or web application that runs on a computer.

How Does PVIX Secured Texting Work?

Secure messages are exchanged through a PVIX Secured Texting directory that is maintained by your healthcare organization. Your PVIX Secured Texting administrator invites you to be part of this directory. After you accept the invitation, you can exchange messages with colleagues who are also in the directory.

What's In This Guide?

This guide is for users of the PVIX Secured Texting app on Android® devices. The PVIX Secured Texting app is easy to learn to use, with or without a user guide. Using this guide ensures a smooth getting-started experience and describes all the PVIX Secured Texting features.

This guide includes the following sections:

- [Getting Started](#) walks you through receiving your invitation, signing in, and sending and receiving PVIX Secured Texting messages. The whole process takes only a few minutes.
- [Using PVIX Secured Texting](#) introduces you to all the features of the PVIX Secured Texting app.
- [Your Account](#) includes how to change your password, change your photo, set callback numbers.
- [Settings](#) includes how to change message alert sounds, your unlock code (if one is required), and add directories.
- [Good to Know](#) provides some useful tips.

Getting Started

To get started with PVIX Secured Texting, you need an invitation from your Organization's PVIX Secured Texting administrator. Invitations can either be sent by email or printed on paper. The invitation includes an expiration date, so if you don't sign in before that date, you need to request a new invitation from your administrator.

Downloading the PVIX Secured Texting app

- On your device, go to the Google Play™ store and search for Imprivata Cortext.
- Download and install the Imprivata Cortext app.

Signing In from an Email Invitation

- Open the invitation from PVIX Secured Texting from your email account.
- Tap the link that states “[create an account now and get started](#)”.
- Click **New Cortext User**
- Enter the username and password. Please use your email address as your login.
- Open the application on your device.
- Tap **Sign In** and accept the Imprivata Cortext End-User License Agreement (EULA).
- Type your username and password and tap **Sign In**. A message tells you the name of the directory to which you have been added.
- Tap **OK**. The Imprivata Cortext Inbox opens; it contains an unread message from PVIX Secured Texting.
- Tap the message to open it.

Signing In from a Paper Invitation

- On your device, open a browser and go to **start.cortext.com**.
- Tap **New Cortext User**.
- Type the invitation code that appears on your paper invitation. You can type the code without spaces or uppercase letters.
- Type a username, a password, and the password again to confirm. Please use your email address for your username.
- Tap **Create Account**.
- A confirmation page appears with a green check mark and your username.
- Tap **Next**.
- If PVIX Secured Texting is not installed, the Google Play™ store opens. Download and install the PVIX Secured Texting app, and then open it.
- If PVIX Secured Texting is already installed, it opens.
- Tap **Sign In** and accept the PVIX Secured Texting End-User License Agreement (EULA).
- Type your username and password, and then tap **Sign In**.
- An information box tells you the name of the directory to which you have been added.
- Tap **OK**. Your PVIX Secured Texting inbox opens; it contains an unread message from PVIX Secured Texting.
- Tap the message to open it.



Miriam Marshall, MD,

SC General Hospital invites you to use Imprivata Cortext, the secure communication platform for healthcare. This invitation expires on [Oct 26, 2014](#).

If you are new to Cortext, [create an account now and get started](#)

If you already have an account and would like to access our directory, navigate to Directories within Settings and add this unique invitation code:



Robert Ishihara, MD,

SC General Hospital invites you to join Imprivata Cortext, the secure communication platform for healthcare. This invitation expires on **Oct 26, 2014**.

From your computer or mobile device, navigate to **start.cortext.com** and follow the instructions provided. Your unique invitation code is: SMMR MHLY VRUF NMCN

Or you can use this QR code instead:



Adding More Devices

You can use your PVIX Secured Texting account on more than one device. For example, while making rounds you can use PVIX Secured Texting on your Android™ phone or iPhone®, and then when you return to your office, run PVIX Secured Texting on your tablet or from your PC (with the PVIX Secured Texting Desktop Application or Web Application).

You don't need an additional invitation to add mobile devices. Just download the PVIX Secured Texting app to the new device, and sign in with your existing credentials: On the new Android device, go to the Google Play store. Download and install the PVIX Secured Texting app. Start the PVIX Secured Texting app and tap **Sign In**. Accept the End-User License Agreement (EULA). Type the PVIX Secured Texting username and password that you used on your first device, and tap **Sign In**. Your PVIX Secured Texting inbox opens. All account information (such as your picture and callback numbers) is populated, and all directories and conversations are loaded on this new device.

Note: If mobile devices are enabled as shared devices, you can sign in to only one shared mobile device at a time. For more information, see "Signing In and Out of a Shared Mobile Device".

Adding Another Directory

If you are a member of more than one organization, such as two different hospitals or practices, you can use the same PVIX Secured Texting account for both. Each organization must be using the PVIX Secured Texting app, and you must have an invitation from each organization. To join another directory that is hosted by another practice, complete the following instructions.

- Using the invitation from one organization, create your account and sign in to the PVIX Secured Texting app.
- From the dropdown menu, tap **Settings** and then tap **Directories**.
- Using the invitation from the other organization, type the invitation code. You can type the code without spaces or uppercase letters.
- Tap **Add**.

Signing In and Out of a **Shared** Mobile Device

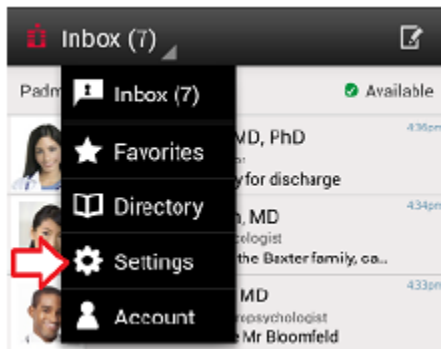
Some organizations provide mobile devices that are used by more than one staff member. Your PVIX Secured Texting administrator can enable a mobile device so that the PVIX Secured Texting app can be used by different users. On a shared device, only one user can sign in to the PVIX Secured Texting app at one time. Each user sees their inbox, contacts, favorites, callback numbers, and so on. A user cannot view any PVIX Secured Texting content from the other users of the device. All information in each user account is kept separate and secure. For example, the PVIX Secured Texting administrator issues a mobile device to three nurses, Cora, Jack, and Mary, each of whom works a different shift. At the end of her shift, Cora signs out of the PVIX Secured Texting app and returns the device to the department office. Jack starts his shift by starting the app and signing in. After his shift ends, Jack signs out, and Mary signs in to the app on the device.

To sign in on a shared device:

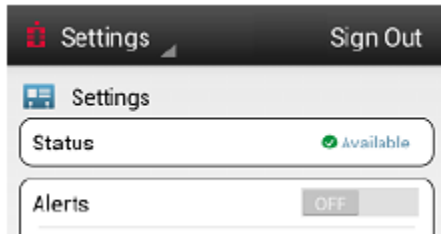
- Tap the Cortext icon and sign in as usual with the username and password you previously created.

To sign out of a shared device and close the app:

- From the dropdown menu, tap Settings.



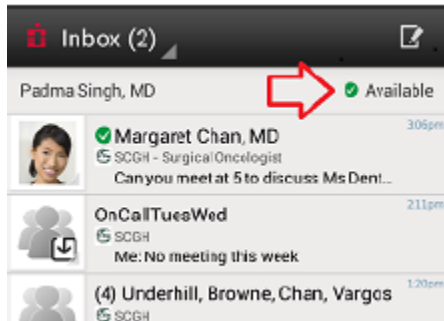
- At the top of the screen, tap Sign Out. To confirm, tap Sign Out and Close.



On a shared device, after you sign out and close, any registered user can start the app and sign in.

Note: You can be signed in to the PVIX Secured Texting app on only one shared mobile device at a time. If you sign in on one shared mobile device and then sign in on a second shared device, you are automatically signed out of the app on the first device and the app closes on the first device.

Using PVIX Secured Texting



Navigating the PVIX Secured Texting App

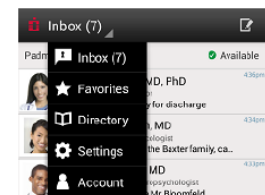
After you are inside the PVIX Secured Texting app, you can go to any of the following areas by tapping the dropdown menu at the top left corner:

- **Inbox** — Access your text conversations, read and reply to messages from your contacts, or compose new messages.
- **Favorites** — View and access the contacts you communicate with most often.
- **Directory** — View and contact the members of your organization who have been invited to use PVIX Secured Texting by your PVIX Secured Texting administrator.
- **Settings** — Adjust your message alert sounds, manage your unlock code, add directories, get information about the PVIX Secured Texting app. If you use a shared device, sign out from the Settings screen.
- **Account** — Add or change your photo, set your default callback numbers, change your password.

Your Availability Status

You can set your availability status. Other users see your status in the Inbox, the Contact Info and Group Info screens, and Favorites. The table shows **Status Options** when both contacts have the Set Availability Status feature.

Status	If this is your status...	If this is your colleague's status...	This is your expected time to respond to a secured text received.
Available	You can send and receive messages and notifications.	They can send and receive messages and notifications.	2 hours
Busy	You can send and receive messages and notifications.	They can send and receive messages and notifications.	within 12 hours
Do Not Disturb	You cannot compose or send messages. You cannot receive notifications.	They can compose a message to you. The message will be received when you change your status to Available or Busy.	When you change your status to Available or Busy.
Offline	You cannot compose or send messages. You cannot receive notifications. This status indicates that you signed out of the application.	They can compose a message to you. The message will be received when you change your status to Available or Busy.	When you change your status to Available or Busy.




To set your availability status:

At the top right corner of your Inbox, tap your status and make a selection.

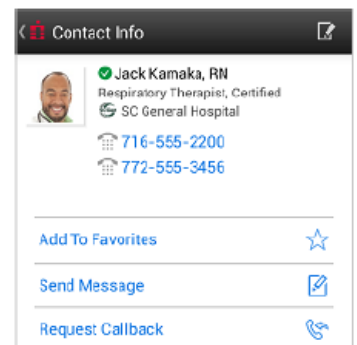
Finding a Contact in the Directory

Contacts are listed alphabetically by last name. To locate a contact from the dropdown menu select Directory and then do one of the following actions:

- Scroll through the entries.
- Type in the search field to narrow the list. Tap  to initiate a search. As you type letters, the available choices narrow to contacts whose first name, last name, or description fields below the name (for example, specialty or title) start with those letters. For example, if you type "neu," you could end up with all of the neurologists as well as any contacts whose first or last name starts with "neu."



Viewing Contact Information

After you find the user you want to contact, tap the user's name to open the Contact Info screen. From this screen, you can view the contact's information, send a message, add the contact to your Favorites, or call the contact's office or mobile phone (if the number is published in the PVIX Secured Texting directory by the PVIX Secured Texting administrator).





Sending a Message

From the Inbox:

- Tap the compose icon  at the top right corner of the app.
- In the To field, type a name or keywords to search for contacts from the directory, favorites, and groups.
- In the search results, select the contacts.
- Compose your message and then tap .

From the Directory or Favorites list:

- Select a contact or group from the directory or favorites.
- Tap the compose icon  at the top right corner of the app.
- Compose your message and then tap .

Status of Messages That You Send

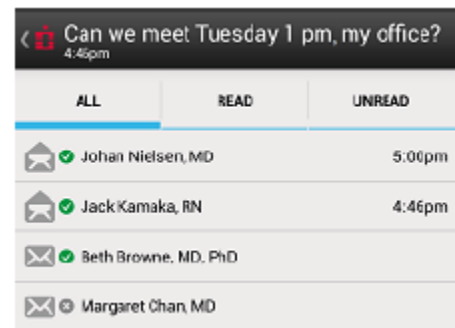
Messages that you have sent appear in a text bubble on the right side of the conversation. The header of the message bubble contains:

- **If the message is unread:** A closed envelope icon and the timestamp when the message was sent.
- **If the message has been read:** An open envelope icon and the time that the recipient opened the conversation containing the message.

Status of Messages to Multiple Recipients

As with messages you send to a single contact, the header of the message bubble contains a timestamp and an envelope icon.

- **Unread message:** A closed envelope icon and the time the message was sent.
- **Message has been read:** Numbers under the message indicate how many recipients have read the message. After all recipients have read the message, the timestamp is updated, and the icon shows an open envelope.
- **To view message status:** Tap and hold the message bubble, and then select "Message Status". A list of recipients appears. An open envelope and a timestamp read receipt indicate that the user has read the message. A closed envelope indicates that the user has not read the message.



Resending Unsent Messages

A red exclamation point icon on your message indicates that the message was not sent. This can happen if there is a temporary loss of signal at the time you tried to send the message.

To resend an unsent message: Tap the message and then tap "Resend".

Receiving Messages and Message Notifications

You are alerted when a new message is received. The alert type you receive depends on whether PVIX Secured Texting is currently active on your Android device.

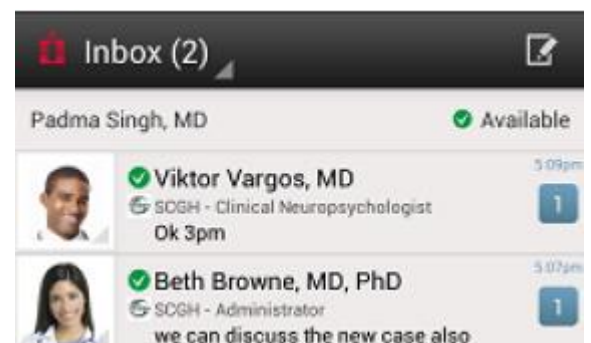
When PVIX Secured Texting is Inactive (closed):

- You receive your selected PVIX Secured Texting alert.
- A banner notification appears at the top of your screen.
- The number of unread messages appears on the app icon.



When PVIX Secured Texting is Active (open):

- You receive your selected PVIX Secured Texting alert.
- In your Inbox, a number on the right side of a message indicates the number of unread messages from that contact.



Forwarding Messages

You can forward a message, including an attached photo or callback request, to another contact or group of contacts. The message appears in the recipient's Inbox with your name as the sender. You might want to edit the text if there is a need to add context.

To forward a message:

- Tap and hold the message bubble and then tap **Forward**. In the new message that opens, provide contact names, optionally add text, and then click **Send**.

Deleting Messages and Conversations

When you delete messages and conversations, they no longer appear on your screen, but other members of the conversation continue to see them in their Inboxes. If the administrator has enabled archiving, the message or conversation is not removed from the archive.

Deleting a conversation:

- Does not delete the conversation from other users' inboxes.
- Does not delete the conversation from the PVIX Secured Texting archive.

To delete an entire conversation and all of its messages:

- In your Inbox, tap and hold the conversation you want to delete. This action automatically checks a box to the right of the conversation.
- Tap the trash can icon to delete the conversation. To delete several conversations at the same time, check additional boxes and then tap the trash can icon.


To delete a message:

- From the Inbox, open the conversation, and tap and hold a sent or received message. A menu opens. Tap "Delete".

Sending and Viewing Photos

Attaching a photo in the PVIX Secured Texting app is the same as attaching a photo in a regular text message. However, photos taken inside the app are not saved outside of PVIX Secured Texting and do not exist in the device's photo gallery.

To send a photo:

- Tap  at the top right of the conversation screen or Compose New Message screen, then tap **Camera** to snap a photo from the camera or **Gallery** to upload a photo from your Photo Gallery.
- After you snap or select the photo and enter the accompanying message text, you can continue to edit the text, remove the photo (by tapping the white X in the red circle), or replace it, before tapping.

The sent image appears along with the text inside the message bubble. Both you and the recipient can view the full image by tapping it and then manipulating it (for example, zooming, panning) as you do with other photos on the Android device. However, neither you nor the recipient can save the image to the Photo Gallery after it is in PVIX Secured Texting; this is a measure PVIX Secured Texting provides in order to protect PHI.

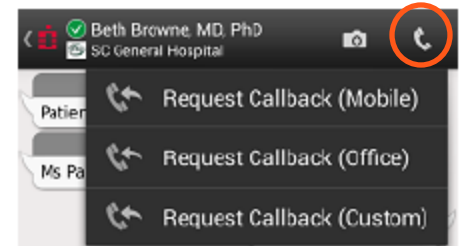
Sending Callback Requests

Callback requests allow you to include an embedded phone number as part of a PVIX Secured Texting message so that the recipient calls you back at that number. The recipient can call you back with two clicks, one on the phone number and the other to confirm.

To send a callback request:

From a conversation or a message that you are about to send:

- Tap the phone icon on the top right of your conversation screen or New Message screen, and then tap the option that the recipient will use to call you back.



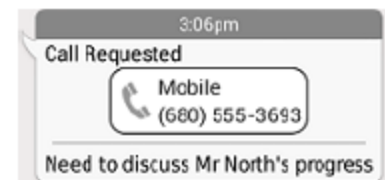
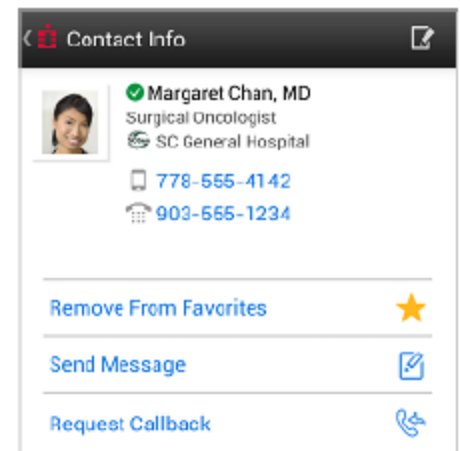
Options that appear include:

- **Request Callback (Mobile)** and **Request Callback (Office)** — These options appear if you have set your callback numbers under your Account. Tap an option to generate the callback request.
- **Request Callback (Custom)** — This option is always available. It lets you type a callback number and then tap Done to generate the callback request.

After you select or enter your callback request and type any accompanying text, you can continue to edit the text, remove the callback request (by tapping the white X in the red circle) or replace it, before you send.

From a contact or favorite:

- From the contact list, tap the contact's name, and tap **"Request Callback"**. From the callback options, select the option that you want the recipient to use to call you back. Mobile and office numbers appear on the Contact Info screen only if the administrator has published those numbers for the contact in the PVIX Secured Texting Directory. Tap a number to call the contact directly.
- The received callback request and its tap-sensitive phone number appear along with the text inside the message bubble.



Making Calls

You can place a call to a contact if the mobile and/or office numbers for that contact have been published in the PVIX Secured Texting Directory by the PVIX Secured Texting administrator. The numbers appear on the Contact Info page. If you want to have your contact numbers available for contacts to be able to call you directly from your Contact Info page, contact your PVIX Secured Texting Administrator.

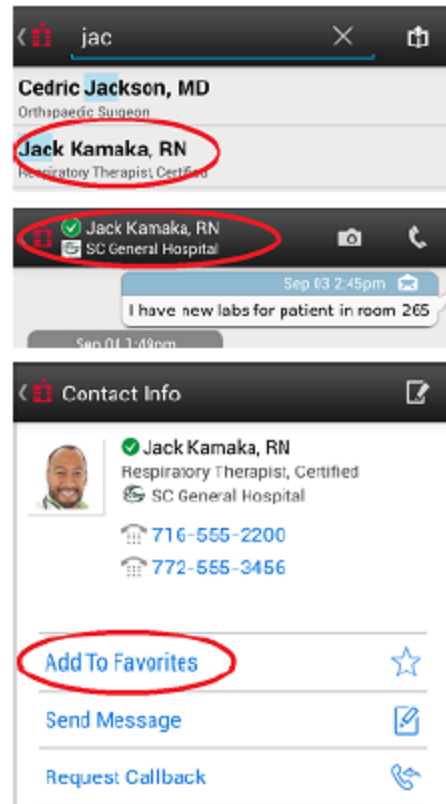
Favorites

Add contacts to your Favorites for quick access to the contacts you communicate with most frequently.

Adding a Favorite:

Open the Contact Info page in one of the following ways:

- **From the directory**, search and tap the contact's name.
- or
- **In a conversation with the contact**, tap the contact's name in the header.



On the Contact Info screen, tap **Add to Favorites**. The star turns yellow. You can also Create a Group in Favorites.

Removing Favorites

Deleting contacts from Favorites does not delete them from the PVIX Secured Texting Directory. You can continue to exchange messages with them, and if you want to, add them back to Favorites.

To remove a contact from your Favorites list, tap the contact you want to remove, and then tap the yellow star so that it turns white.

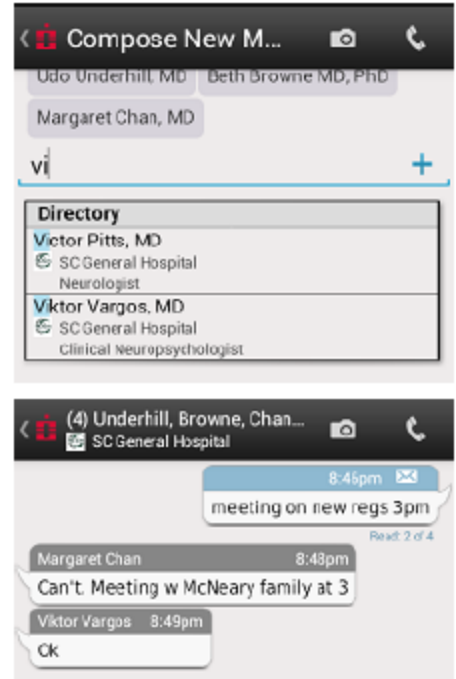
Group Messaging

You can send a message to multiple contacts. The initial message and all replies are sent to all the recipients. The contact names appear in the heading of the messages to and from the group. You can tap the message header and save the group as a favorite.

You can create a group and save it; groups that you create appear in your group's favorites list with the description **My Group**. The PVIX Secured Texting administrator can also create groups. They appear in your Groups list and in the Directory listing with the description **Organization Group**. You can mark an Organization group as a favorite so that it appears in your Favorites list.

Initiating a Message to Multiple Contacts

To start a group message, go to your Inbox and tap . Add contacts in the **To** field, compose the message, and then tap .



The envelope icon remains closed until every member of the group has read your message.

- The header identifies which replies are coming from which contacts.
- Notes between messages track how many members have read your message.

To view all contacts in a group, tap the conversation header; or from Favorites, tap the group name.

To start a separate conversation with a person, tap a contact.

To start a new message thread with a group you had a previous conversation with, tap the conversation in your Inbox and send a new message.

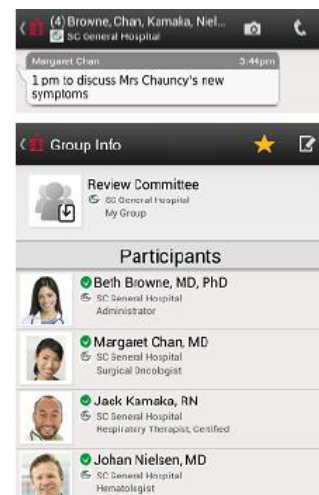
You cannot add recipients to an existing group message. If you want to add or remove contacts from a group, you must first add the group to Favorites, and then edit the group. You can then send new messages to the favorite group.

Create a Group from a Group Conversation

The group favorite you create will contain all of the message recipients. If you and any recipients belong to more than one organization (directory), the Organization setting is the one you chose when you sent the original message.


To save members of a conversation as a group favorite:

- Tap the list of names in the header of the conversation.
- On the Group Info screen, tap the star icon.
- In the Set Group Name box, optionally type a name for the group. The star turns yellow.
- Click **OK**. The group name appears in the message header, and the group icon is updated with an arrow.



Create a Group in Favorites

You can create a group in Favorites before you send any messages to the group.

- Select Favorites, tap , and select a contact to add to the group.
- Use the **search people** field to add contacts to the group. After you add the second contact, an additional field, **group name**, appears.
- Type a name for the group. Maximum length of a group name is 150 characters including spaces. As you type, the number of characters remaining is listed at the right side of the group name field.
- When you are finished, tap **DONE**. The group appears in your Favorites list with a yellow star.

Remove a Group from Favorites

- From the dropdown menu, tap **Favorites**, and on the Favorites list tap the group that you want to remove.
- Tap the yellow star, and in the Remove from Favorites? box, tap **OK**.

The group is removed from your Groups and Favorites lists. Any messages that you previously sent to the group continue to appear in your Inbox, but the conversation header shows the names of the group recipients, not the name of the group.

Editing a Group

In a group that you create you can add or remove contacts, and change the name of the group.

To edit a group that you have created:

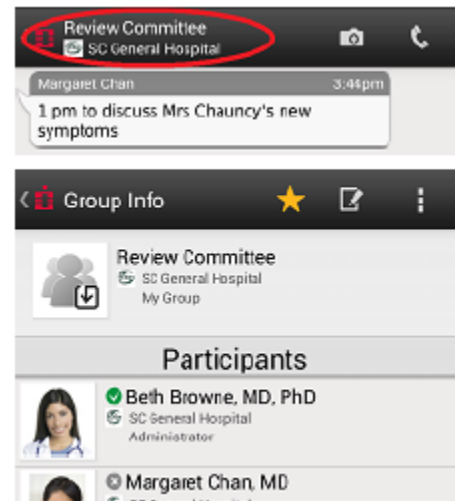
- From the dropdown menu tap **Favorites**. Tap **Groups**, and tap the group.
- On the Group Info page, tap (at the top right of your screen) or press your Android device's Menu button and tap **Edit Group**.
- Make changes and then tap **DONE**.

Group Information in the Message Header

In group conversations, the conversation header contains information about the group members.



- In the Inbox, tap the conversation to open it.
- Tap the conversation header. The Group Info page appears with a list of the group participants.

Groups that you have saved as favorites appear with a yellow star.



Icons that Designate Groups

In your Inbox, messages that include multiple recipients are designated with the following icons:

-  Message with multiple recipients. This icon is used for:
 - Message/conversation that were initiated by another contact to multiple recipients.
 - Message/conversation that you initiated to multiple recipients but which you did not previously save as a group favorite.
-  Message that you initiate with your saved group. This icon and the group name you specified appear in your Inbox. To see the group members, tap the conversation header.

Recipients of message that you sent to your saved group do not see this icon or the group name you specified. Instead, the message appears with the icon for multiple recipients and the contact names.

-  Message/conversation with an organization group (a group that was created by the administrator).

Status of Group Messages that You Send

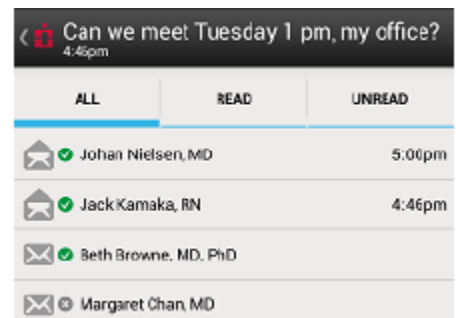
In the conversation, the message bubble header contains:

- The time the message was sent. The timestamp is updated after all recipients have read the message.
- An envelope icon, which remains closed until all recipients have read the message.

Under the message bubble, numbers indicate how many of the recipients have read the message.

For additional information, including read receipts, tap the message bubble and select **Message Status**. A list of recipients appears.

- Open envelopes show the contact names and the time that each contact read the message. The time when the message was open is displayed on the same line as the recipient.
- Closed envelopes indicate contacts who have not read the message.



Your Account


From your Account page you can:

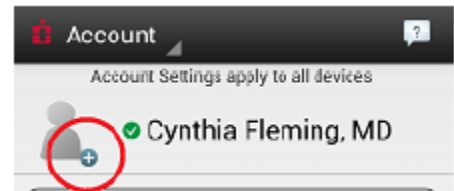
- Add or Change Your Photo
- Set Your Default Callback Numbers
- Change Your Password

Adding or Changing Your Photo

After you take or chose a photo, it updates in your Settings, in the PVIX Secured Texting Directory, and anywhere that you appear as a contact on someone's device or desktop.

To add or change your photo:

- From the dropdown menu tap Account and tap  on the photo. You can:
 - Choose an existing photo from the photo gallery.
 - Take a photo with the camera.
 - Delete the photo and return to the default avatar.



Setting Your Callback Numbers

Set your callback numbers on your Account information so that when you send a callback request to a colleague, you can make one click to choose the number for the colleague to use when calling you back.

When you initiate a callback request, the numbers you provided are listed on the screen so that you can choose one to send to your colleague. A callback number is disclosed only when you select it as part of a callback request. Callback numbers that you set in My Account do not appear in your Contact Info in the directory or favorites lists.

If you do not set any callback numbers, and the PVIX Secured Texting administrator has not published any numbers for you in the PVIX Secured Texting Directory, then each time that you initiate a callback request, you will have to provide a custom callback number to be used in only that callback request.

To set your callback numbers:

From the dropdown menu, tap **Account**. Tap **Callback Numbers** and enter your numbers. When you are finished, tap **SAVE CHANGES**.

Changing Your Password

From the dropdown menu, tap **Account** and tap the pencil icon next to Account Credentials. Type your existing password, the new password two times, and tap **Change Password**.

Settings

From your Settings page you can:

- Adjust your message alert sounds.
- Manage your unlock code (if enforced by your PVIX Secured Texting administrator).
- Add directories for additional organizations that invite you to PVIX Secured Texting.
- Sign out (if the mobile device is enabled as a shared device).

Note: To turn off all PVIX Secured Texting alerts (sound and vibrate), slide the Alerts bar to **OFF**.

To access Settings:

- From the dropdown menu, tap **Settings**.

Adjusting Your Message Alert Sounds

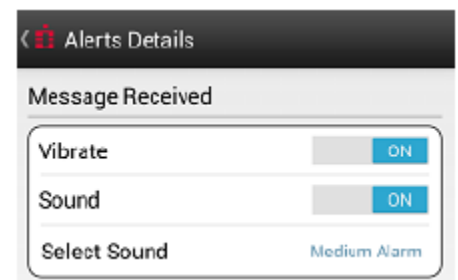
Note: If your Settings screen has Alerts set to OFF, there are no notification sounds, regardless of whether PVIX Secured Texting is active.

Note: If your mobile device has notification sounds set to OFF or SILENT (depending on your device) there are no sounds from the PVIX Secured Texting app, regardless of the settings you make on the PVIX Secured Texting Settings page.

Messages Received

You can set PVIX Secured Texting so that your device vibrates and/or plays a sound when you receive a message.

Open Settings, set Alerts to ON, and then tap Alerts - Details. If Sound is set to OFF, then it's a good idea to keep Vibrate set to "ON". When PVIX Secured Texting is inactive, an incoming secured text message causes the device to vibrate in addition to whatever sound is enabled, regardless of the Vibrate setting.



Sounds

The default alert sound is one set of three beeps. You can choose from a list of other sounds.

To adjust the settings for your message alert sounds:

- Open Settings, set **Alerts ON**, and then tap **Alerts - Details**.
- In the Message Received area, set **Sound ON** and then tap "**Select Sound**" to show the list of available sounds. Make your selection. You can hear the sounds as you select them (if your device's volume is turned on).

Repeat Alerts

If you receive a message while you are outside of the PVIX Secured Texting app, repeating alerts continue until you launch the app and read at least one unread message. The alert plays the sound that you selected in PVIX Secured Texting sounds.

To access Repeat Alert settings:

- Open Settings, set **Alerts ON**, set **Repeating Alerts ON**, and tap **Alerts - Details**.
- Set **Sound ON** and make your selections.
- Set **Repeat Alerts** to ON and make your selections.



Inside Conversation

These settings control your alerts when you are in the PVIX Secured Texting app.

To access Inside Conversation settings:

- Open **Settings**, set **Alerts** ON, tap **Alerts - Details**, and then tap **Inside Conversation**.
- Make your selections.
 - **Message Received** - Sound ON plays the sound you selected in PVIX Secured Texting Sounds. It indicates that you have received a PVIX Secured Texting message.
 - **Message Sent** - Sound ON plays the sound that is set on your device for sent messages.

Adding Another Directory

If you are a member of more than one organization, such as two different hospitals or practices, you can use the same PVIX Secured Texting account for both. Each organization must be using the PVIX Secured Texting app, and you must have an invitation from each organization.

- Using the invitation from one organization, create your account and sign in to the PVIX Secured Texting app.
- From the dropdown menu, tap **Settings** and then tap **Directories**.
- Using the invitation from the other organization, type the invitation code. You can type the code without spaces or uppercase letters. Tap **Add**.

Good To Know

In this section:

- Supported Devices
- Multiple Devices Per User Account
- About Phone Numbers
- Using PVIX Secured Texting from More Than One Organization
- Choosing the Organization for Groups and Group Messages
- Message Storage Times
- Android Notification Settings
- Forgotten Unlock Code
- Forgotten Password
- If Your Mobile Device is Lost or Stolen

Supported Devices

The PVIX Secured Texting app works on the following devices and platforms:

	Device Supported Platform/Operating System
Android devices	Any Android device (mobile phone or tablet) running Android version 4.0.4 and above.
iOS devices	<ul style="list-style-type: none">• iPhone 4s running iOS 6 and above.• All iPhone 5 models running iOS 6 and above.• iPhone 6 models running iOS 6.0 and above.• iPad2 running iOS 7.0 and above.• iPod 4th Generation running iOS 6.0 and iOS 7.0.• iPod 5th Generation running iOS 7.0 and above.
Desktop Computer/PC	The Desktop Application runs in its own window on a PC or desktop computer. <ul style="list-style-type: none">• Windows XP SP3.• Windows 7 with most recent Service Pack.• Windows 8.• Windows 8.1
Web browsers	The Web Application runs in the following Internet browsers: <ul style="list-style-type: none">• Microsoft® Internet Explorer® 8• Microsoft® Internet Explorer® 9• Microsoft® Internet Explorer® 10• Microsoft® Internet Explorer® 11• Firefox® (latest version)• Chrome™ (latest version)

Multiple Devices Per User Account

You can access your PVIX Secured Texting account on more than one device. After PVIX Secured Texting is installed on your first device (or on your desktop) and you have set up your user name and password, you can install the PVIX Secured Texting app on other devices and then sign in with the same credentials. All account information, directories, and conversations are available and synchronized on all your devices.

However, if your mobile devices have been enabled as shared devices, you can be signed in to your account on only one shared mobile device at a time. If you sign in to the app on one shared mobile device and then sign in on a second shared device, the first device automatically signs you out and requires you to close the app.

For more information, see Adding More Devices and Signing In and Out of a Shared Mobile Device.


You can use the PVIX Secured Texting Web Application in one browser window or tab on your computer. If you sign in to the app on one browser, and then sign in to the app on another browser window or tab on the same computer, the first browser window/tab automatically signs you out of the app in that first window.

About Phone Numbers

Other PVIX Secured Texting users do not need to know your phone number in order to send you a PVIX Secured Texting message. Publishing your phone number(s) in the PVIX Secured Texting Directory is optional and controlled by the PVIX Secured Texting administrator. If the administrator has published your number, other PVIX Secured Texting users in your directory can see your phone numbers on your Contact Info screen and call you by tapping the number. Numbers that you type on the Callback Numbers screen in your Account are exposed to the recipient only when you initiate a callback request and choose the number for the recipient to call you back.

Using PVIX Secured Texting from More Than One Organization

You might belong to multiple PVIX Secured Texting directories across different organizations. These directories can all be accessed from the same PVIX Secured Texting app, and you can communicate with contacts from any of the directories to which you belong.

To select your main directory view, tap the multi-directory icon  in the **Directories** screen, and then select the view. You can view directories individually, or tap **All** to view all of your contacts across all directories listed alphabetically.

If you and a contact belong to the same two organizations, and you have chosen **All** as your directory view, two entries for the contact are listed in the directory, one for each of the organizations to which both of you belong. Be sure to select the listing for the contact whose organization fits the context of your communication.

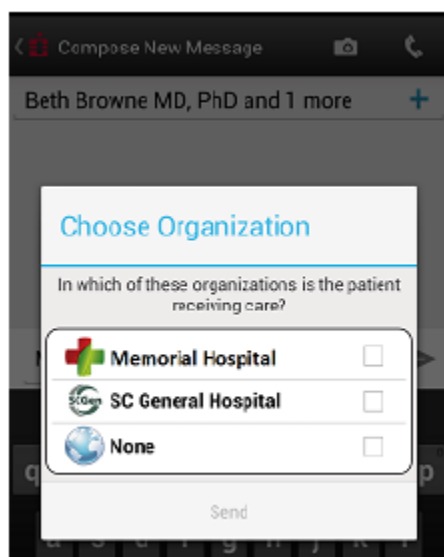
For example, if both you and the contact belong to SC General Hospital and Memorial Hospital, and you want to communicate about a patient at Memorial, then select Memorial instance of the contact. The message is also archived under that organization.

Choosing the Organization for Groups and Group Messages

If you and any contacts you want to include as group members belong to different organizations (directories), you must choose whether to associate one of the organizations with the group. Typically, you choose the organization where the patient being discussed is receiving care. Any messages you subsequently send to the group are associated with the organization you select.

Example: You use PVIX Secured Texting in SC General Hospital and in Memorial Hospital. You create a group in which some of the members use PVIX Secured Texting in both of these organizations. When you create the group, you must make a selection in the Organization field.

- If all messages you want to send to the group are regarding patients at Memorial Hospital, select Memorial Hospital as the organization.
- If all messages you want to send to the group are about patients who are at SC General, select SC General as the organization.
- If messages are about some patients at SC General, and other patients at Memorial, select None as the organization.
- If messages are about patients that are not in either hospital (for example, patients in your private practice), select **None** as the organization.



Message Storage Times

Your PVIX Secured Texting Administrator sets the time limit for how long messages are retained in your Inbox.

In your Inbox, conversations whose most recent message was posted during the past seven days are visible in the list. The **Load Previous Conversations** link at the bottom of the Inbox list loads an additional seven days of conversations each time you click it.

For example, on May 21 your Inbox contains conversations whose most recent messages were posted any time from May 15 through May 21. Clicking **Load Previous Conversations** adds the conversations whose most recent messages were posted from May 8 through May 14. If there are older conversations, the **Load Previous Conversations** link is shown at the bottom of the list, and clicking the link loads your PVIX Secured Texting Administrator sets the time limit for how long messages are retained in your Inbox.

Conversations whose most recent messages were sent outside the limit no longer appear. For example, if the administrator sets the time limit at 30 days, a conversation whose most recent message was sent 31 days ago would no longer be available in the Inbox.

Android Notification Settings

In addition to the PVIX Secured Texting **Message Alerts** settings, your Android device settings for Apps determine the way you are alerted when a PVIX Secured Texting message is received. Generally, alerts occur according to the default PVIX Secured Texting settings with the alert sound you selected (or the default alert) and the default visual notification (a banner that appears momentarily at the top of your screen).

To turn off notifications, go to your Android device's App info, tap PVIX Secured Texting, and uncheck **Show notifications**. It is recommended that you keep notifications **ON** for the PVIX Secured Texting app so that you do not miss important alerts and updates.

Forgotten Password

If you forget your password, contact your PVIX Secured Texting administrator.

If Your Mobile Device is Lost or Stolen

If your device is lost or stolen, immediately contact your PVIX Secured Texting administrator. The administrator will disable your device so it can no longer be used to access the PVIX Secured Texting app. When you get a new mobile device, you can download the PVIX Secured Texting app and sign in with your existing credentials.