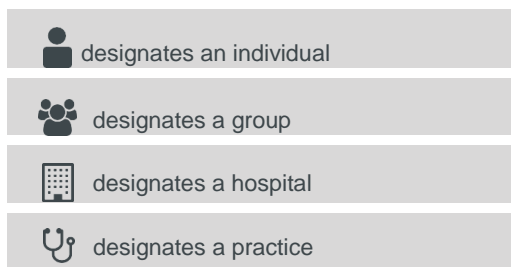



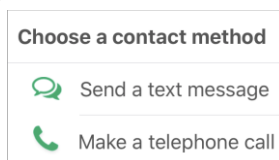
## Conversations


Conversations are where all your exchanges can be accessed.

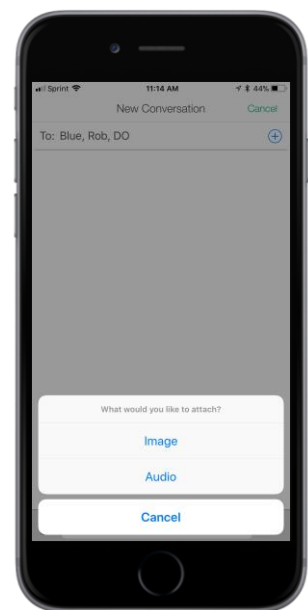
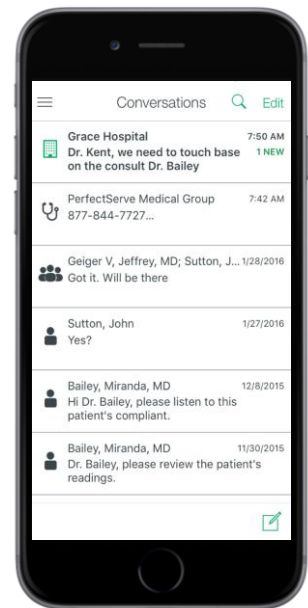
- Tap “**Conversations**” to see a list of your existing conversations or to start a new one.
- Along the left side of the screen are icons that designate message or sender type:



- To start a new conversation:
1.  Tap the new conversation button in the lower right corner.
  2. Choose the individual or group with whom you would like to start a conversation.
  3. Follow the prompts to ensure you reach the correct recipient.
  4. Based on the recipient’s preferences, you may have an option for how you would like to reach them:



5.  Tap the paper clip to attach photos or voice memos to your text message.
6. Tap “**Send**” to securely connect to your colleagues(s).



## Contacts

Search for and contact all practitioners within the PerfectServe customer base, including those outside your organization.

### Searching for contacts

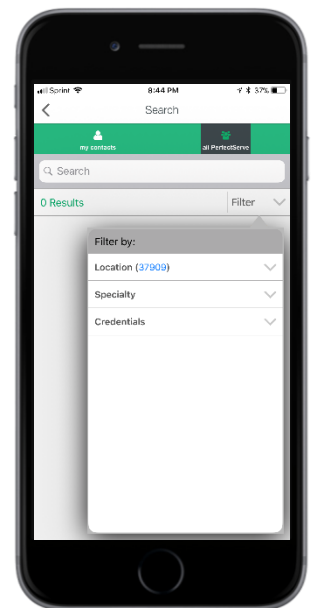
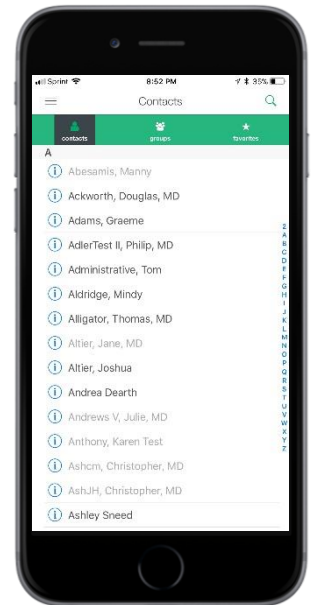
Search by first or last name, specialty or practice name.

When searching for contacts, you have two options:

- My Contacts
- All PerfectServe

When searching within “**All PerfectServe**”, you can also filter the search results by location, specialty and credentials. To perform a search:

1. Select “**Contacts.**”
2. Tap the green magnifying glass in the top right corner to access the search menu.
3. In “**Search**”, choose between “**My Contacts**” or “**All PerfectServe**” to perform your search.
4. When you choose “**All PerfectServe**” the first time, you are prompted to enter a zip code. Please enter your zip code before performing the search to help facilitate the search.
5. Type first or last name, specialty or practice name into the search bar with the gray magnifying glass to find the practitioner you wish to reach.



## Searching for contacts, continued

6. Tap **“Search”** on your mobile device keyboard to perform the search.
7. Subsequent searches will use the zip code entered as the default location.

## Changing the default zip code for **“All PerfectServe”** contact search

1. Select the **“Filter”** drop down to show the **“Location”** with the default zip code.
2. Tap the zip code in blue font to change the default location.
3. When the keypad opens, replace the zip code. Search results are updated to show proximity to the new zip code that is now saved as the default.

## Creating a group of contacts

To send a message to a group of contacts, first great a group.

1. Tap **“Groups”** in the **“Contacts”** tab.
2. Tap the **“+”** symbol in the upper right-hand corner.
3. Name your group.
4. Hit the **“+”** symbol to select the colleagues you want in your group and tap **“Add Selected”** to complete adding your group.



## On Call

On Call gives you access to view and change who is covering call. The changes take effect in real time.

You may have one or many schedules to choose from.

- Personal schedule – controls only your communications
- Group schedules – control which one provider is covering for an entire group.

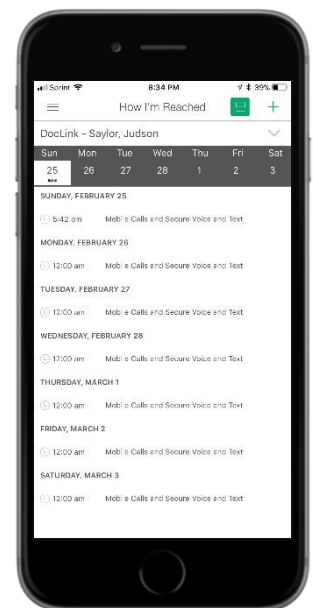
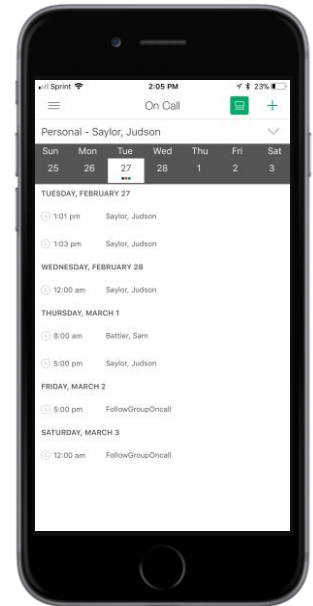
To change an on call schedule:

1. Tap on **“On Call”** and select the schedule you wish to modify.
2. Tap on the existing preference you wish to change.
3. Select a provider name to place them on call for the time frame listed, or select **“Edit Event Details”** to adjust the start and end time.
4. Select **“Save.”**

## How I’m reached

Here you can modify your preferences for how PerfectServe contacts you.

1. Tap on **“How I’m Reached”** and select the schedule you wish to modify. For example:
  - Tap **“DocLink”** if you are planning to be out of town this weekend and do not want to be notified of messages from your colleagues.



## How I'm reached, continued

2. Tap on the existing preference you wish to change. For example:

- Select **“Unavailable Secure Voice and Text”** to stop notifications over the weekend and inform your colleagues that you are currently unavailable.

## Status

If available, you are able to automatically trigger a different communication routing process based on your current status (e.g. in surgery, in the hospital or with patients).

## Settings

In Settings, you can change your push notification sound, review your devices and change your password or PIN.

