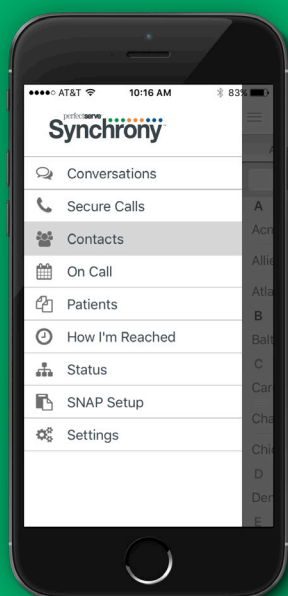



PerfectServe practitioner mobile app: User Guide iPhone



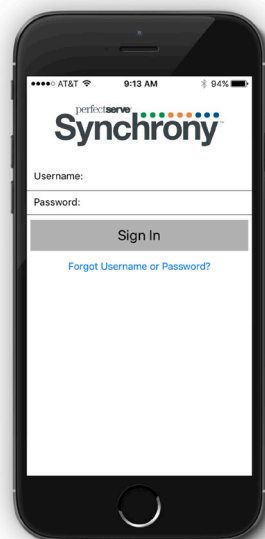
See the top 5 things you can do with the app! ►►

Downloading the PerfectServe practitioner mobile app

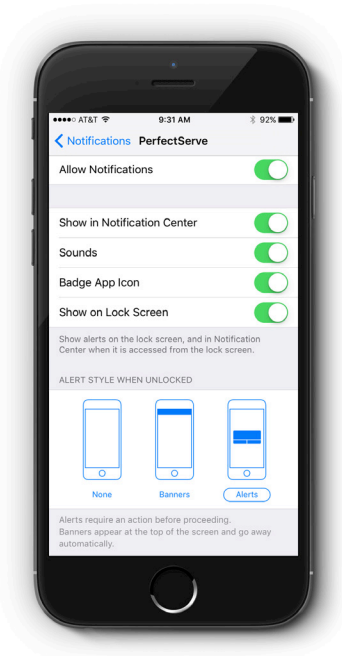
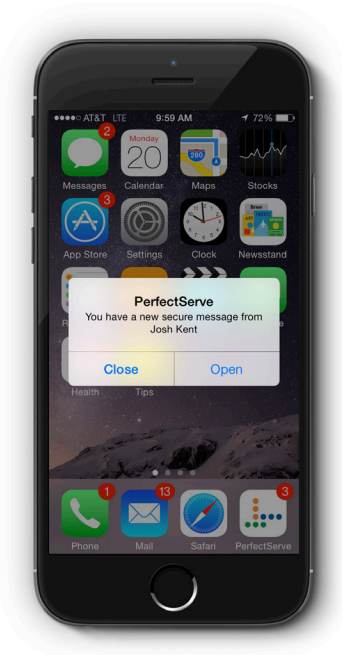
1.  Download the PerfectServe practitioner app or tap on the App Store and search for “**PerfectServe.**”
2. Tap “**Get**” to begin the installation process.
3. Once installation is complete, tap “**OPEN.**”
4. To ensure the best possible experience, tap “**OK**” when asked to “**Accept Push Notifications.**”

Log in to the PerfectServe practitioner app

1. Sign in using your PerfectServe username and password.




- If you do not have a PerfectServe username and password, contact your PerfectServe administrator.
2. You will be prompted to set a PIN during your initial login.
 3. Next, you will select an identity verification question.
 4. Finally, enter your personal mobile number and tap “**Save.**”
 - All personal information will remain confidential and secure, neither shared nor sold. View our privacy policy here for complete details.
 5. You are now live on the PerfectServe practitioner mobile app.



Notification configuration

1. PerfectServe will notify you each time you receive a new message. The standard notification sequence is as follows:
 - Immediate notification of new message.
 - Repeat message notification 15 minutes after the message is received.
 - Second repeat message notification 30 minutes after the message is received.
 - Phone call 45 minutes after the message is received.

If you check the message at any time during this sequence, subsequent notifications will cease.

2. For the best experience, we suggest “**Alert**” notification styles on iPhone.
 -  Open your iPhone Settings.
 - Tap “**Notifications**.”
 - Tap “**PerfectServe**.”
 - Choose “**Alerts**.”
3. To change your PerfectServe notification sound, open the app and tap “**Settings**” in the main menu.
 - Tap “**Push Notification Sound**” and select your preferred sound.
 - After finalizing your choice, tap “**Save**” in the upper right-hand corner.
 - All PerfectServe notifications will now use that sound.



Conversations

1. Conversations are where all your exchanges can be accessed. Open Conversations to see a list of your existing conversations or to start a new one.
2. Along the left-hand side of the screen are icons that designate message or sender type:



 designates an individual

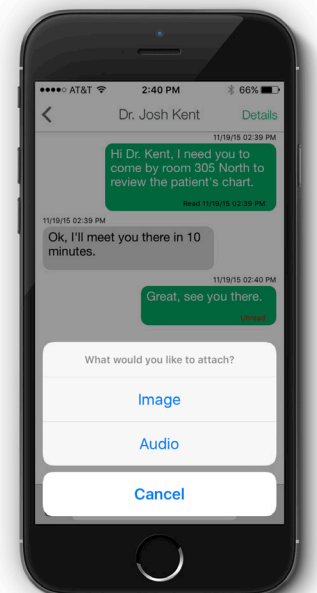
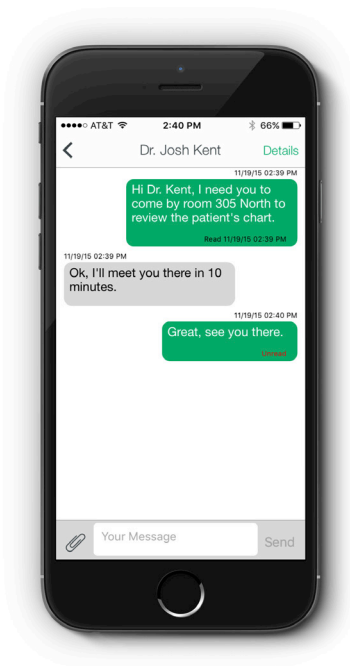
 designates a group

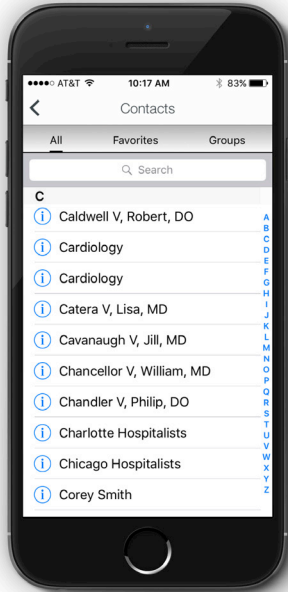
 designates a hospital

 designates a practice

 designates a team alert

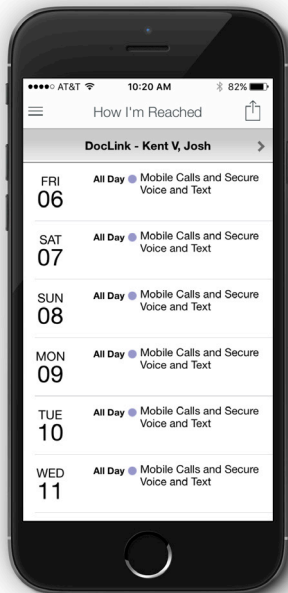
3.  To start a new conversation, tap the new conversation button in the lower right-hand corner.
 - Choose the individual or group with whom you would like to start a conversation.
 - Follow the prompts to ensure you reach the correct recipient.
 - Type your message.
 -  Attach photos or voice memos by tapping the paper clip.
 - Tap “**Send.**” You are now securely connected to your colleague(s).
 - At the top of your message bubble you will find the date and time you sent your message. At the bottom, you will find the Read/Unread status of your message by the recipient.





Contacts

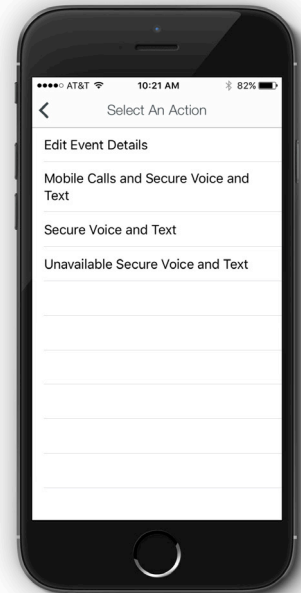
1. Contacts provides a complete list of all individuals and groups within your directory.
 - See all of your colleagues in one place.
 - Contact or create a new group.
 - Select and see your favorites.
2. To create a group, tap **"Groups"** in the Contacts tab.
 - Tap the "+" symbol in the upper right-hand corner. Type a name for your group.
 - Start typing a name or hit the "+" symbol to select the colleagues you want in your new group and tap **"Add Selected."**
 - You have now created your new group.

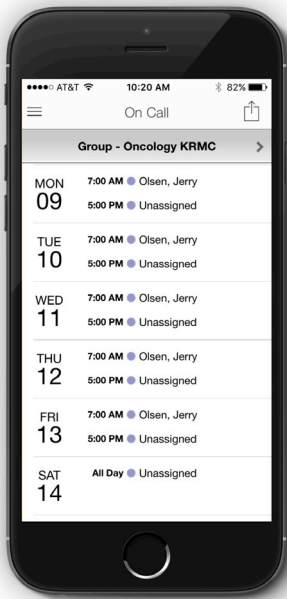


How I'm reached

Here you can modify your personalized communication algorithm. Tap on **"How I'm Reached"** and select the algorithm you want to modify. For example:

- Tap **"DocLink."**
- You are planning to be out of town this weekend and do not want to be notified of messages. Simply tap on Saturday and select **"Unavailable Secure Voice and Text."**
- Not only will you not receive messages, but anyone sending you a message will be informed that you are currently unavailable.





On Call

This allows you to view who is currently on call, instantly change who is covering call or update your on-call schedule to reflect your time off. The changes take effect in real time.

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.

