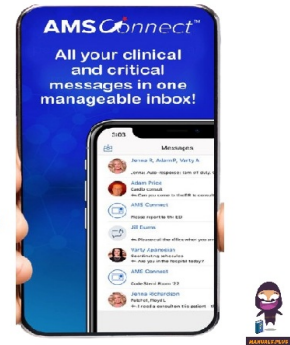




AMS Connect App



American Messaging AMS Connect App User Guide

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American Messaging AMS Connect App



Product Information

Specifications

- Product Name: AMSConnect™ Page Connect Edition
- Compatibility: Android devices
- Last Updated: October 2024

Product Usage Instructions

Logging In

1. Upon receiving an email or SMS with a magic link, tap the link to download the app from Google Play Store.
2. Install the AMS Connect app.
3. Set a new password and accept the Terms of Service.
4. Click 'Create Password' and then 'Go To Login'.
5. Enter your password and click 'Log In'.
6. If security settings are not set, enter a 4-digit pin for security purposes.

Cell Phone Verification (OTP)

1. Select 'Verify Now' to verify your cell phone number.
2. Enter the verification code received via SMS within 60 seconds.

3. You will receive a confirmation message upon successful verification.

Enable Push Notifications

1. Open the Settings Application on your device.
2. Scroll down and tap on 'Notifications'.
3. Tap on 'App notifications'.
4. Scroll down and tap on 'AMSCoconnect'.
5. Ensure all Notification Center Options are toggled to the right and blue.
6. Tap 'Notifications' on the top left to return to your Settings Screen.

Edit Your Profile

A. Changing Your Personal Settings

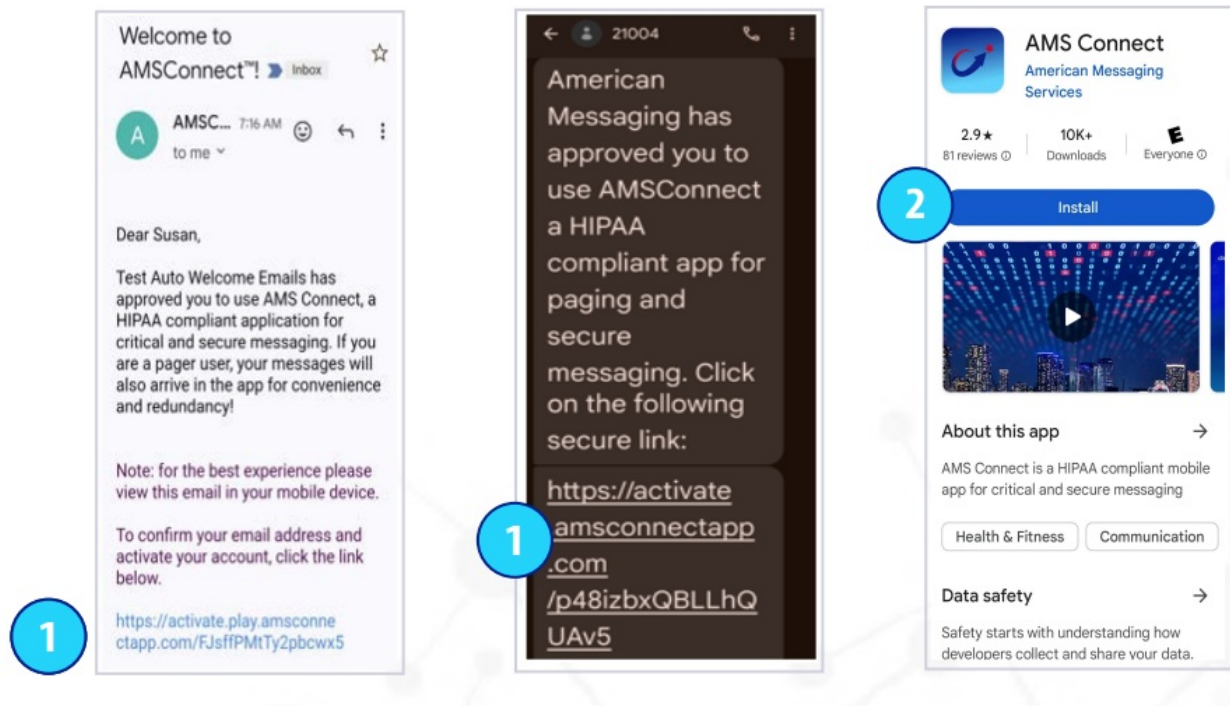
1. Tap the Account icon.
2. Tap 'Edit Profile'.
3. Update your Photo, Specialty, and Title as needed.
4. To update your photo:
 - i) Pick a saved photo from your library.
 - ii) Take a new photo using your camera.
 - iii) Delete the current photo if required.

Frequently Asked Questions

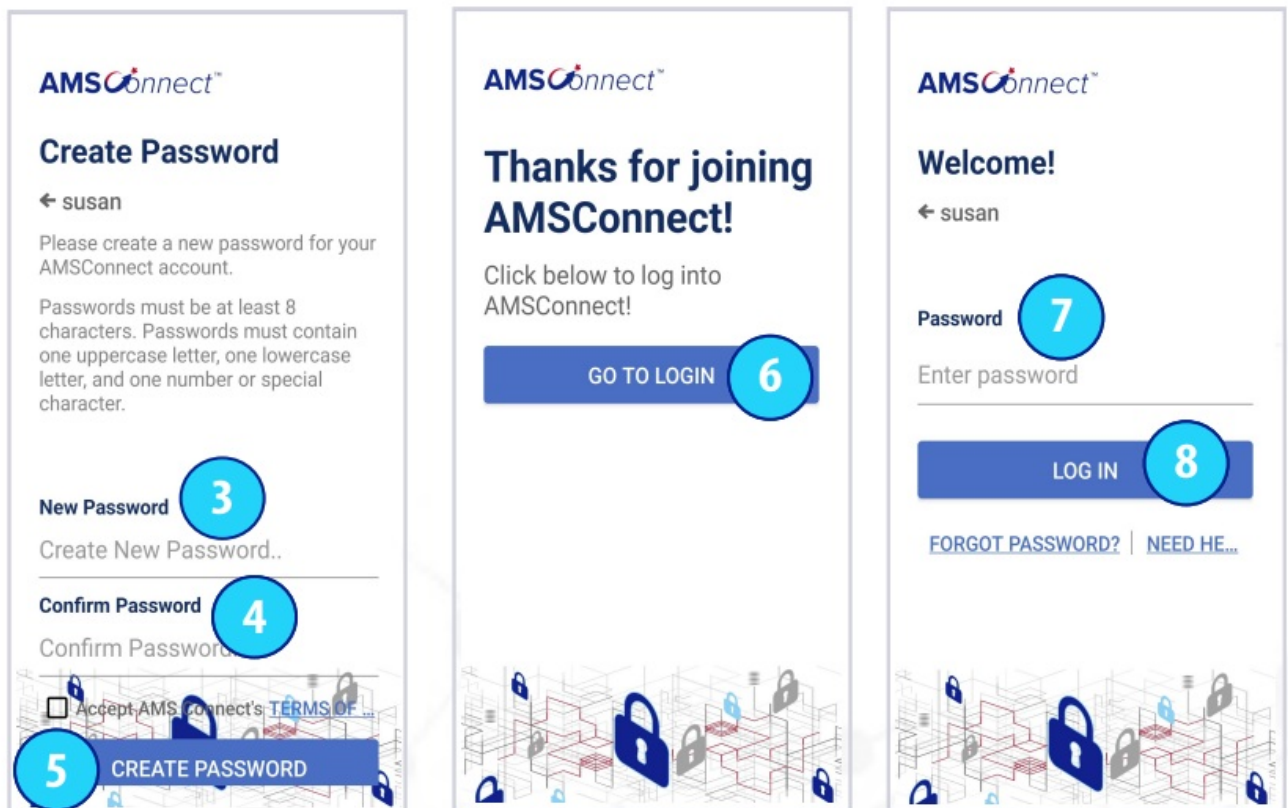
- **Q: How do I reset my password?**
 - A: To reset your password, go to the login screen and click on 'Forgot Password'. Follow the instructions sent to your registered email or phone number to create a new password.
- **Q: Can I use AMSCoconnectTM on iOS devices?**
 - A: No, AMSCoconnectTM is currently compatible only with Android devices. There is no iOS version available at the moment.

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

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 Google Play Store to download and install the app. Note: If the app was previously installed on your device, you will be directed to the set password screen (continue to the next page).
2. Select Install to download the AMS Connect app.

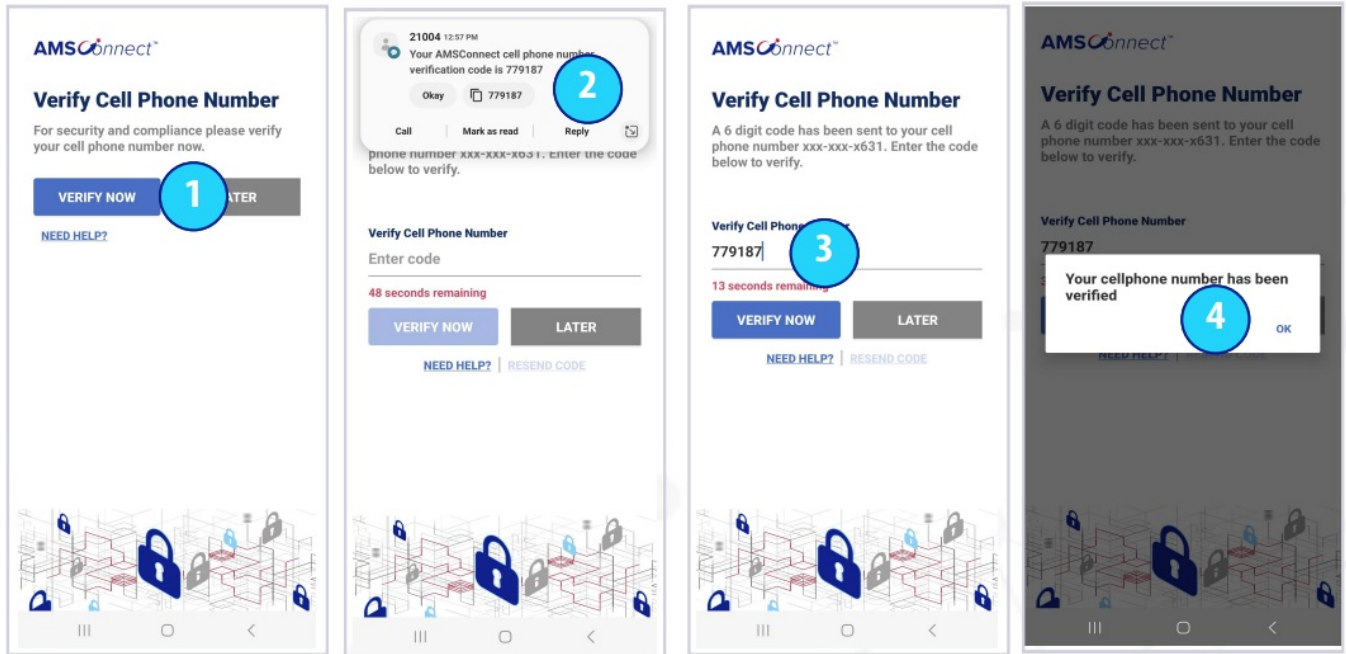


3. You will be prompted to set a new password.
4. Re-type your new password to confirm and tap the check box to Accept AMS Connects Terms of Service.
5. Click Create Password.
6. Once your password is set, you will receive the Thanks for joining AMSConnect message, click Go To Login.
7. You are ready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

8. Click the Log In button.

Please note: if you do not have security settings set up on your device, the application will request a 4 digit pin to be entered prior to use for security purposes

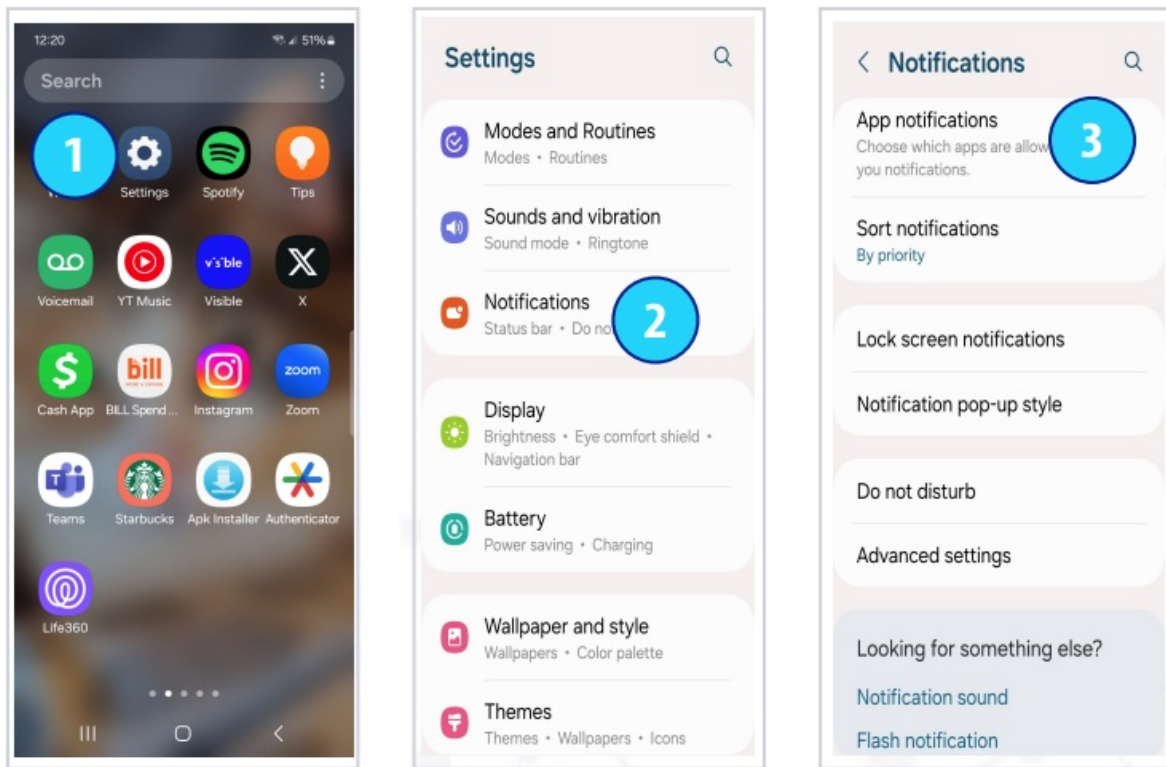
Cell Phone Verification (OTP)



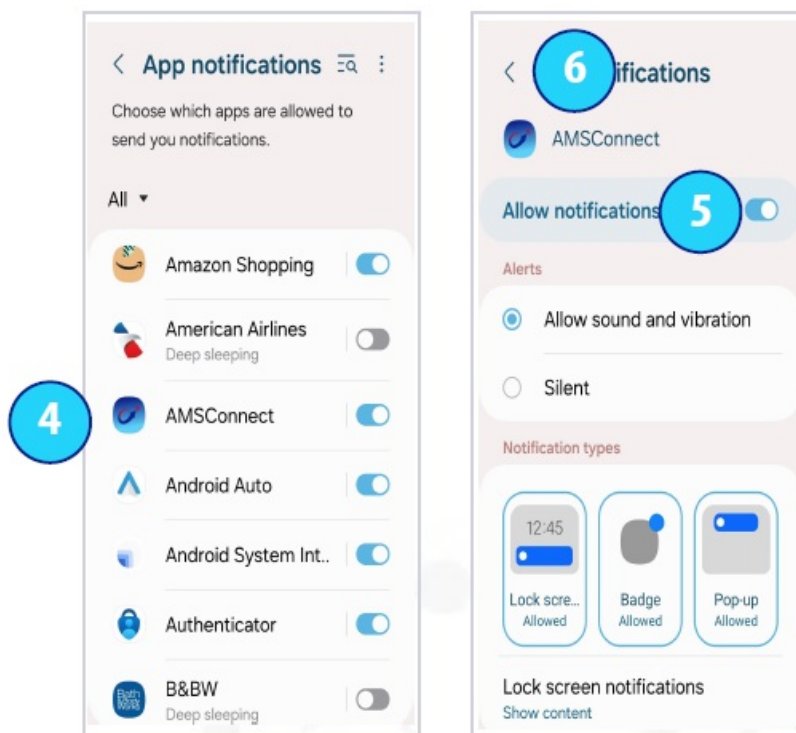
After logging in, you will see the Verify Cell Phone Number screen:

1. Select “Verify Now”. If you choose to select “Later” you will need to “Verify” on your next login attempt.
2. You will receive a SMS text message with the verification code .
3. Enter the code from your text message (you have 60 seconds to enter the code). You have successfully verified your cell phone.
4. You will receive a confirmation message.

Enable Push Notifications



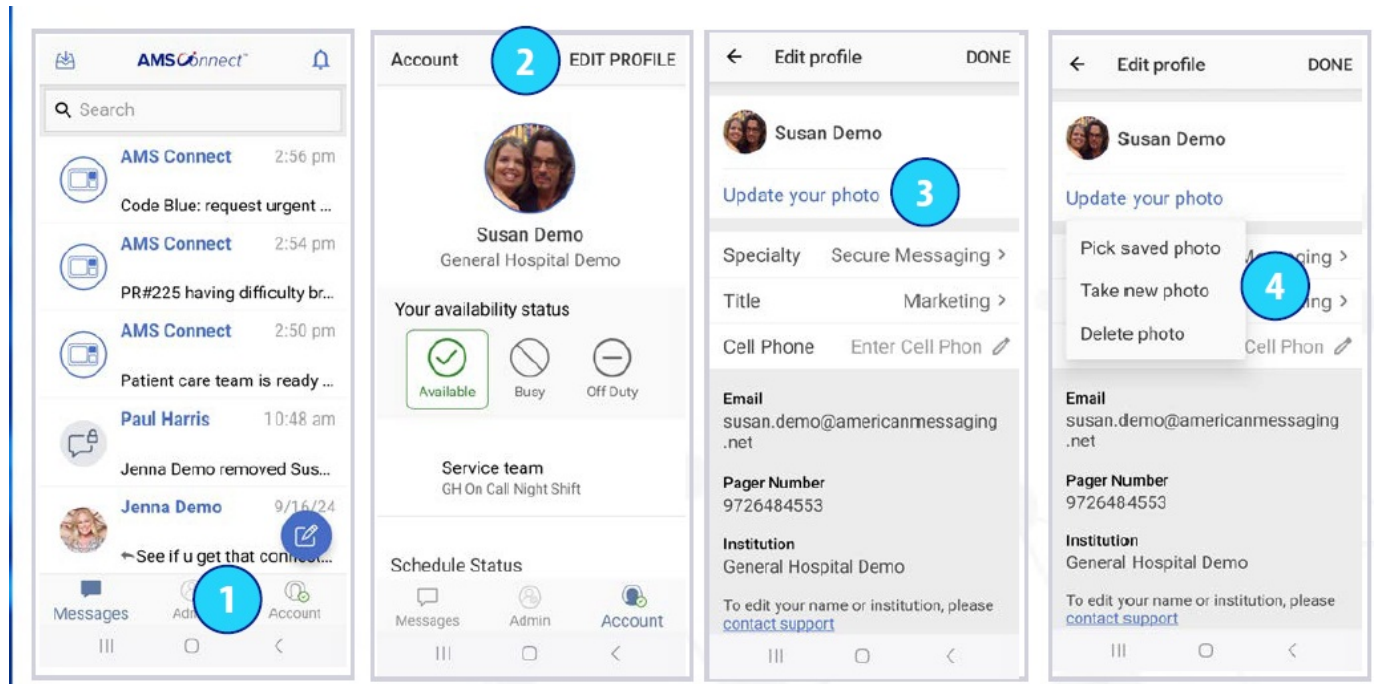
1. Tap the Settings Application.
2. Scroll down and tap on the Notifications field.
3. Tap on App notifications.



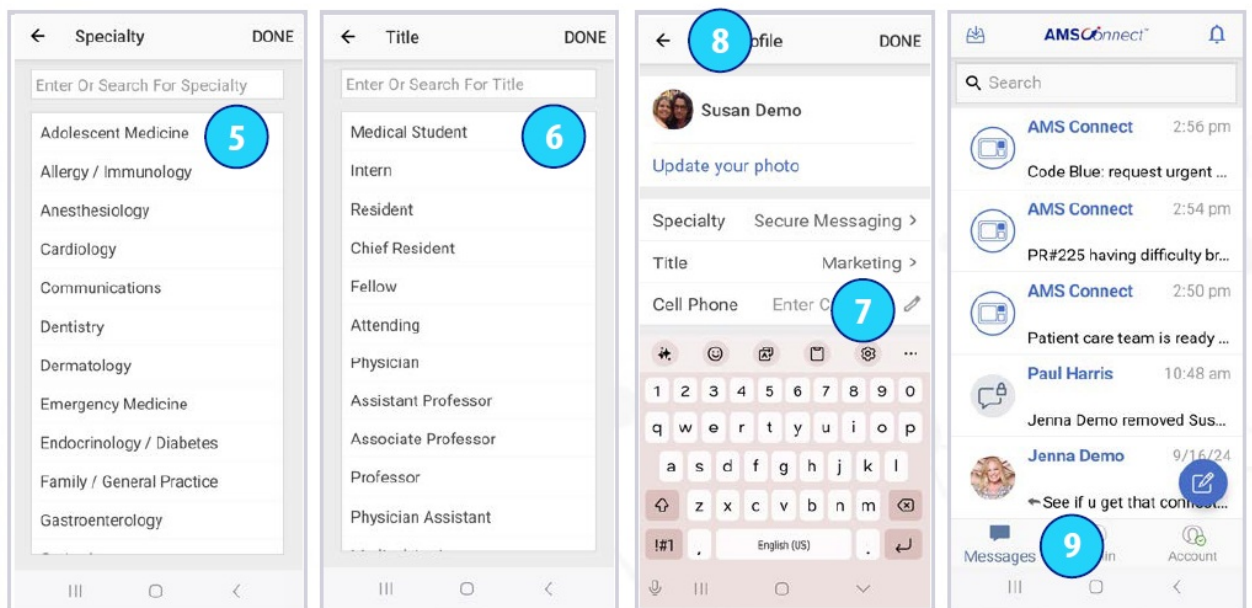
4. Scroll down and tap on AMSSConnect.
5. Make sure all Notification Center Options are toggled to the right and blue.
6. Tap the Notifications on the top left when complete to return to your Settings Screen.

Edit Your Profile

A. CHANGING YOUR PERSONAL SETTINGS



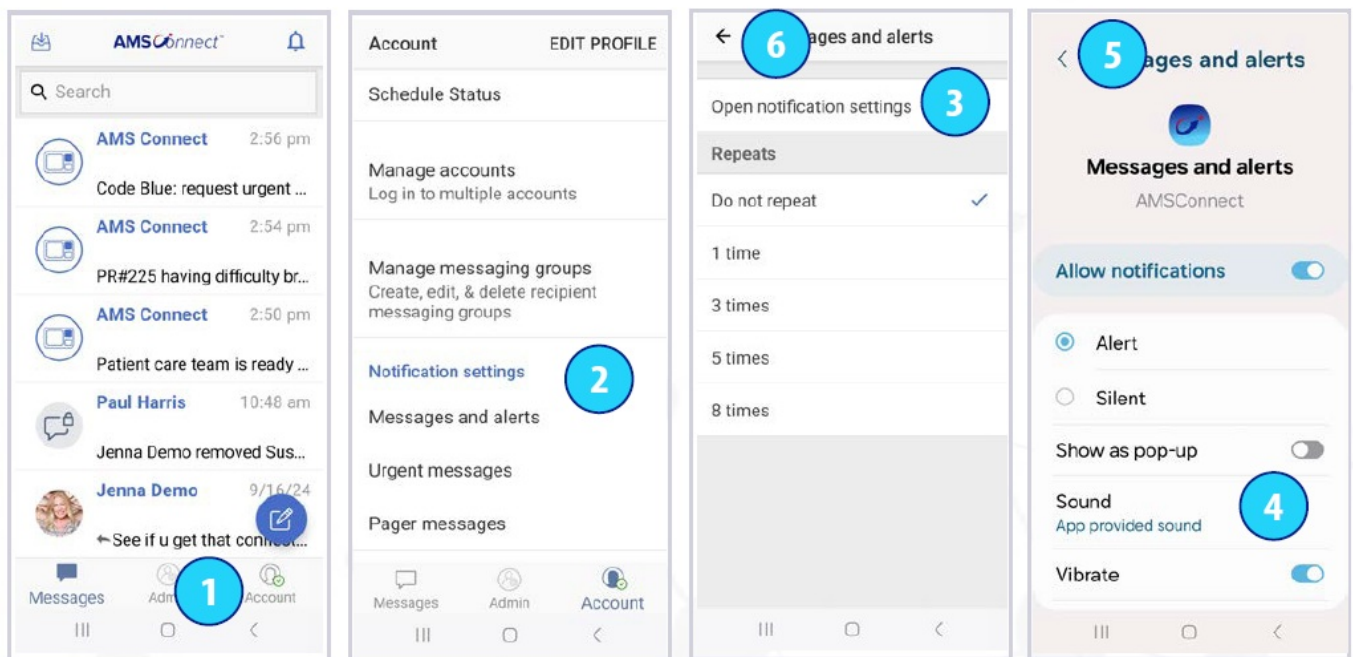
1. Tap the Account icon.
2. Tap Edit Profile.
3. From here you can Update Your Photo. You can also Update your Specialty and your Title.
4. If you tap Update Your Photo, you can either:
 1. Pick saved photo (browse photos from your library)
 2. Take new photo (which brings up your camera)
 3. Delete photo (which deletes current photo)



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. Tap on the pencil icon to enter your cell phone number.

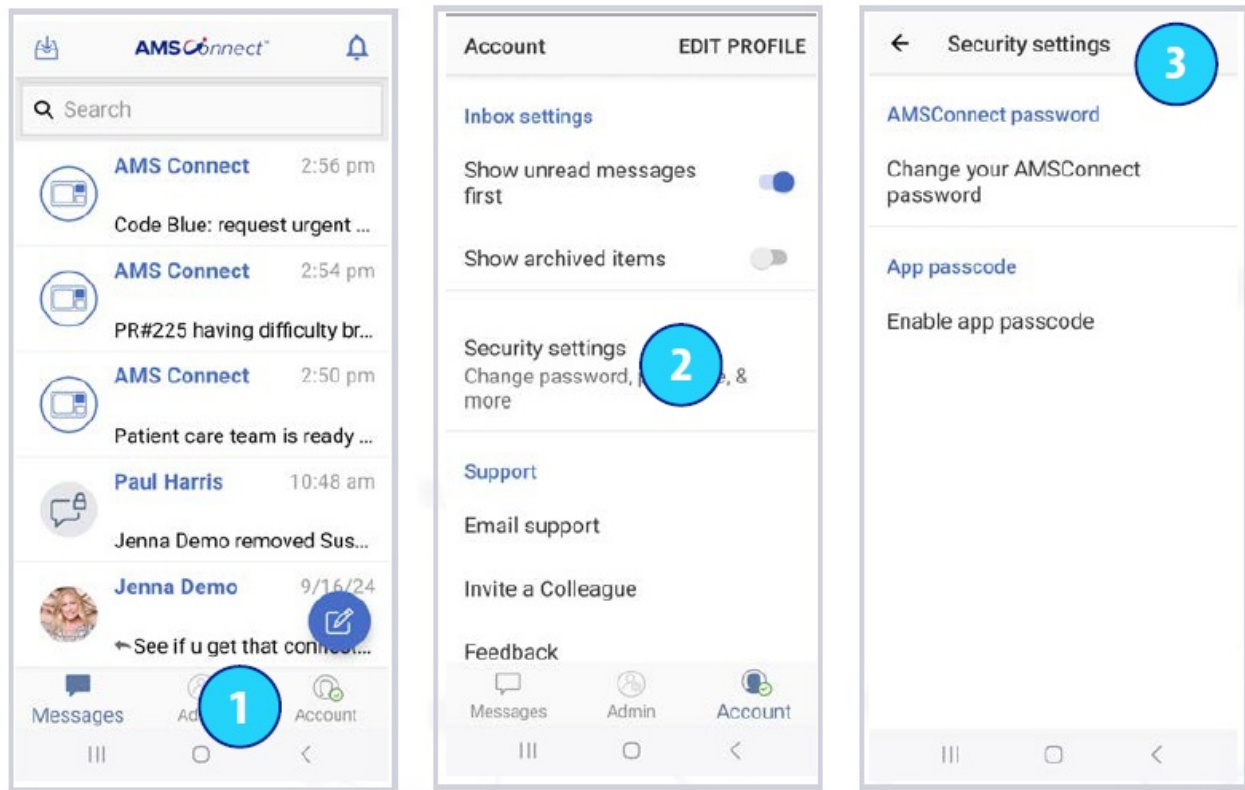
8. Tap on the back arrow to return to the Edit Profile Page.
9. To return to your Inbox, tap on Messages.

B. NOTIFICATION SETTINGS



1. Tap the Account icon.
2. There are three different types of messages, tap on each message type to customize the sound:
 1. Messages & Alerts – Peer to Peer messages
 2. Urgent Messages – Urgent Peer to Peer messages
 3. Pager Messages – Pager Integration critical messages
3. Tap on Open notification settings.
4. Tap on Sound and select a sound from the menu.
5. Tap the back arrow to select the customizable repeat (reminder) notification. Please note that repeat notifications are 90 seconds apart.
6. Tap the back arrow to return to the notification settings menu.

C. SECURITY SETTINGS

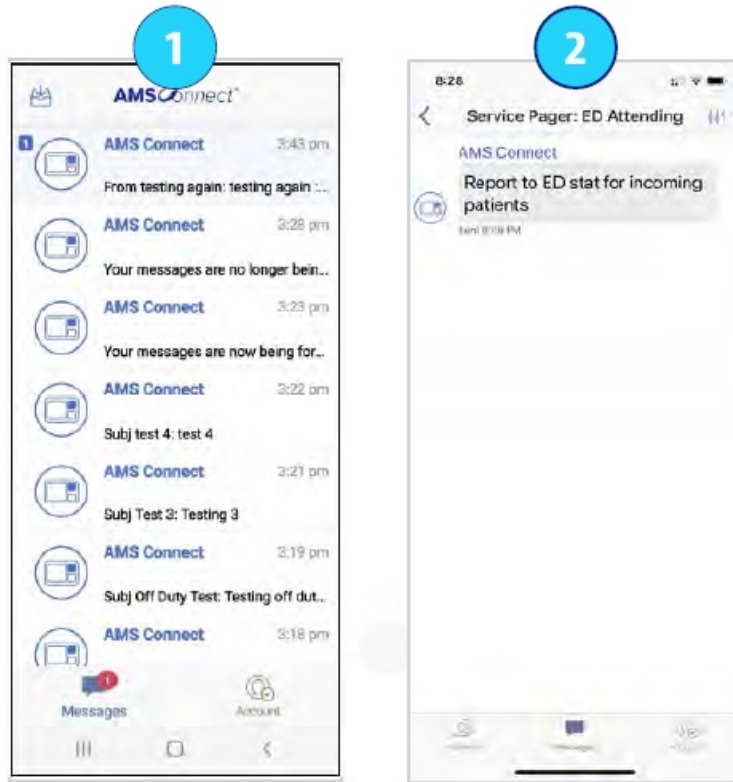


1. Tap the Account icon.
2. Scroll down and tap Security Settings.
3. Your options are:
 1. Change your AMSCoconnect Password
 2. Enable App Passcode, or
 3. Use Biometrics (if enabled on your device)

Hint: 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.

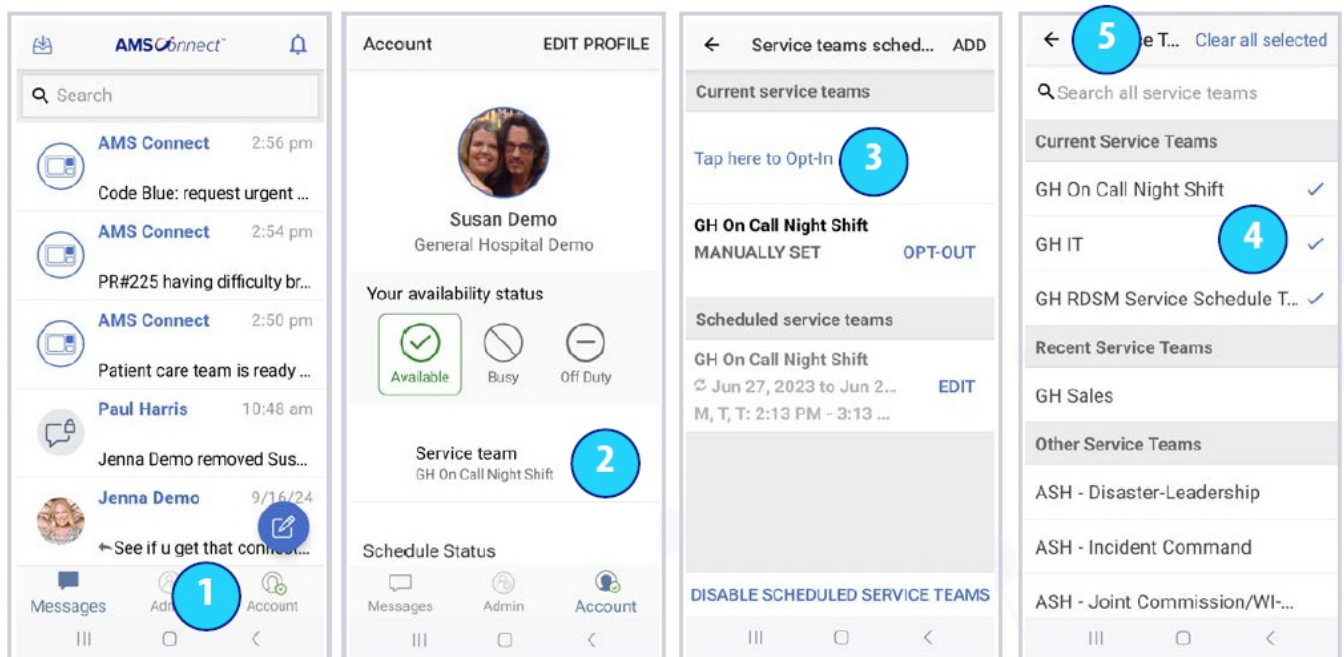
4. Select a 4 digit pin, then confirm the same 4 digit pin.
5. Options to change passcode timeout.
6. Select desired passcode timeout.

Reading a Message



1. Tap on a message thread to read it. Here is an example of an inbox showing individual pages and pages to Service Teams.
2. Here is an example of a critical message to the ED Attending Service Team Pager.

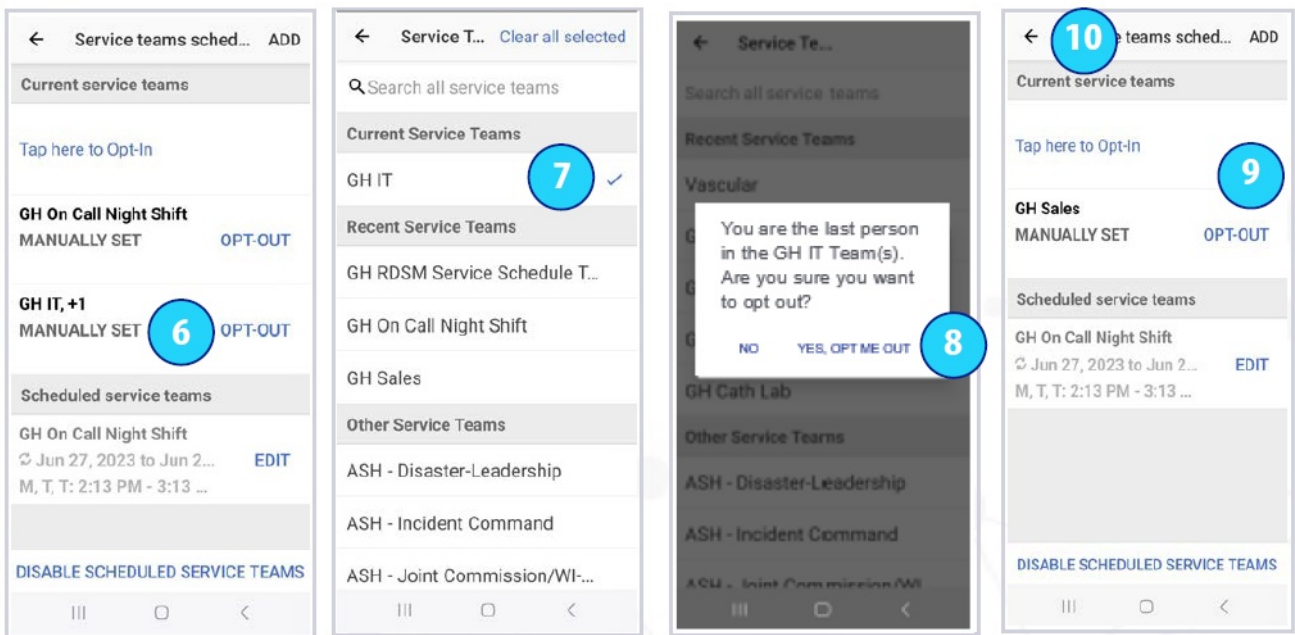
Service Teams



1. Tap the Account icon.
2. Tap select Service Teams.
3. Tap here to Opt-In. Hint: Search for a Service by typing in the search bar.
4. Select the correct ServiceTeams from the list to Opt-In. Selected Service Teams will appear under CURRENT

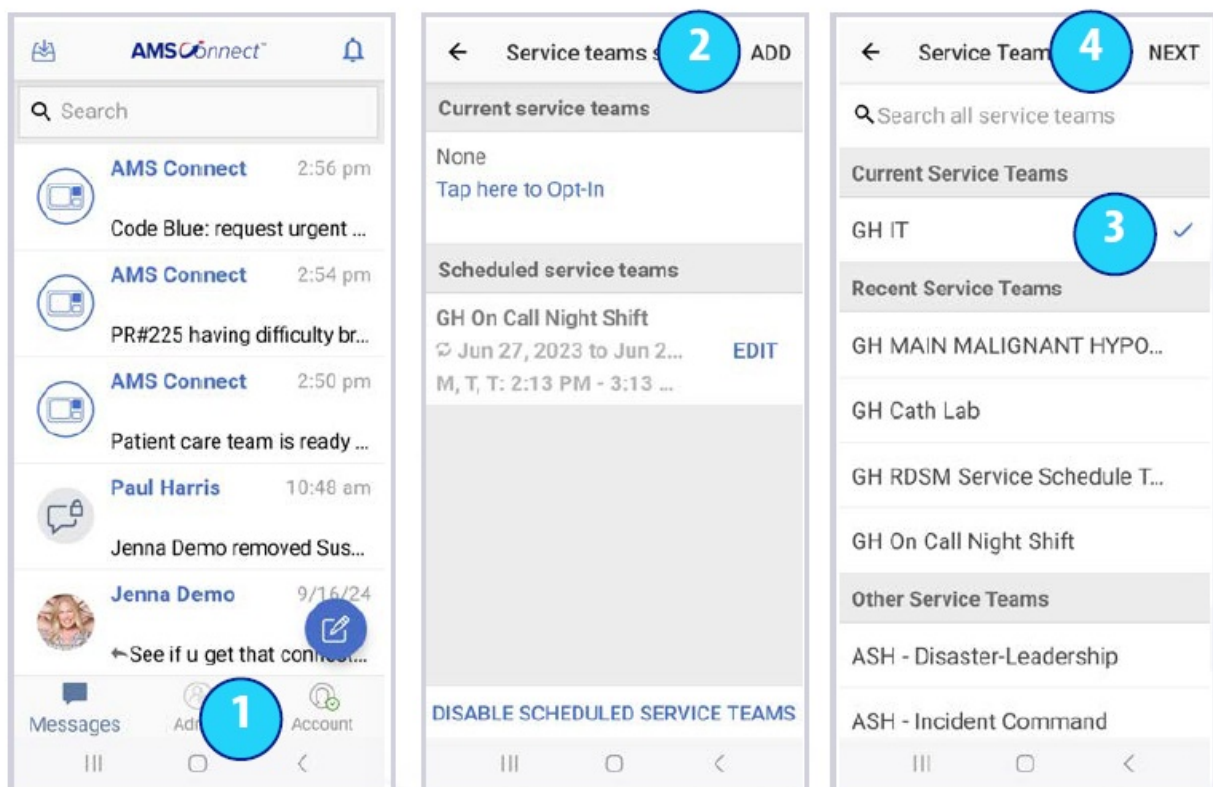
SERVICE TEAMS.

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.



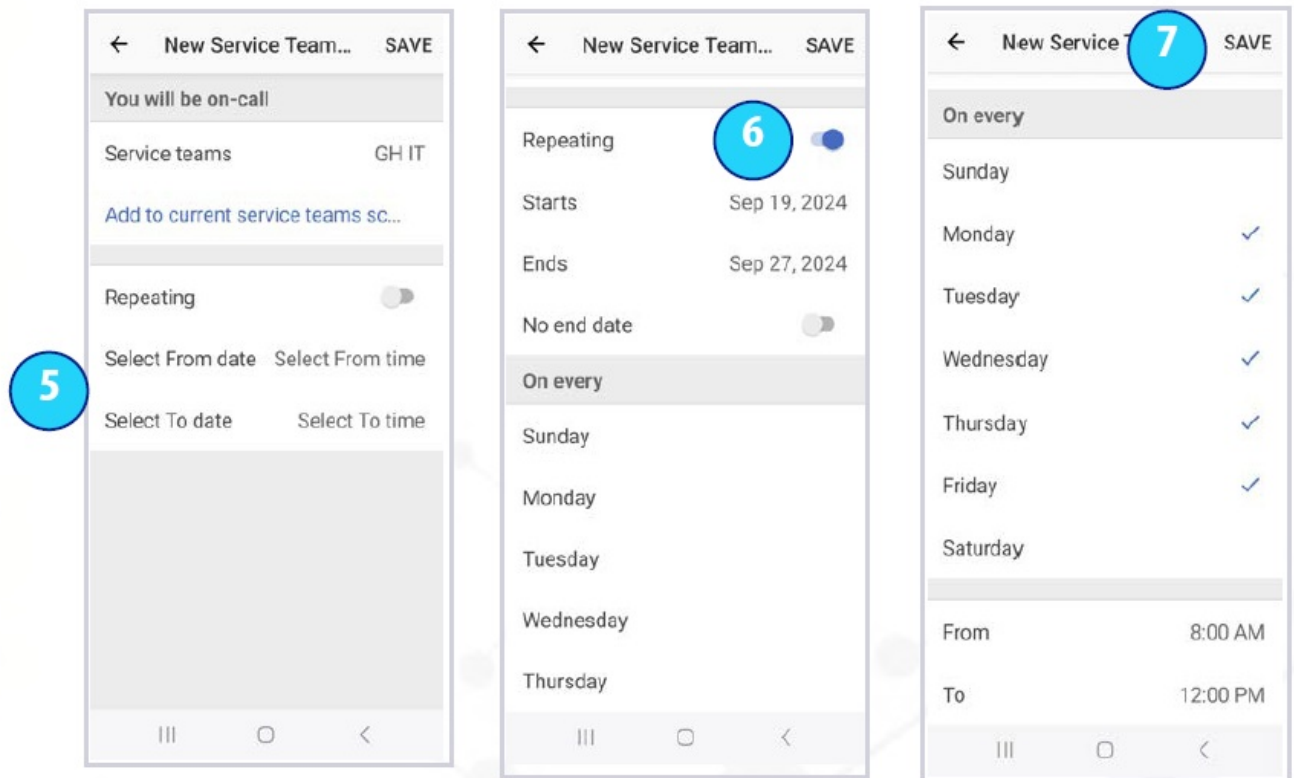
6. To remove yourself from a Service Team, tap Opt-Out next to the team name.
7. Tap on the check mark to de-select the Service Team to Opt-Out.
8. If you are the last person in a Service Team and you are trying to Opt-Out, you will receive a confirmation message verifying you wish to Opt-Out.
9. If you select, "Yes, Opt Me Out" you will be removed from the Service Team.
10. Select the back arrow to return to the previous page.

A. SCHEDULING SERVICE TEAMS



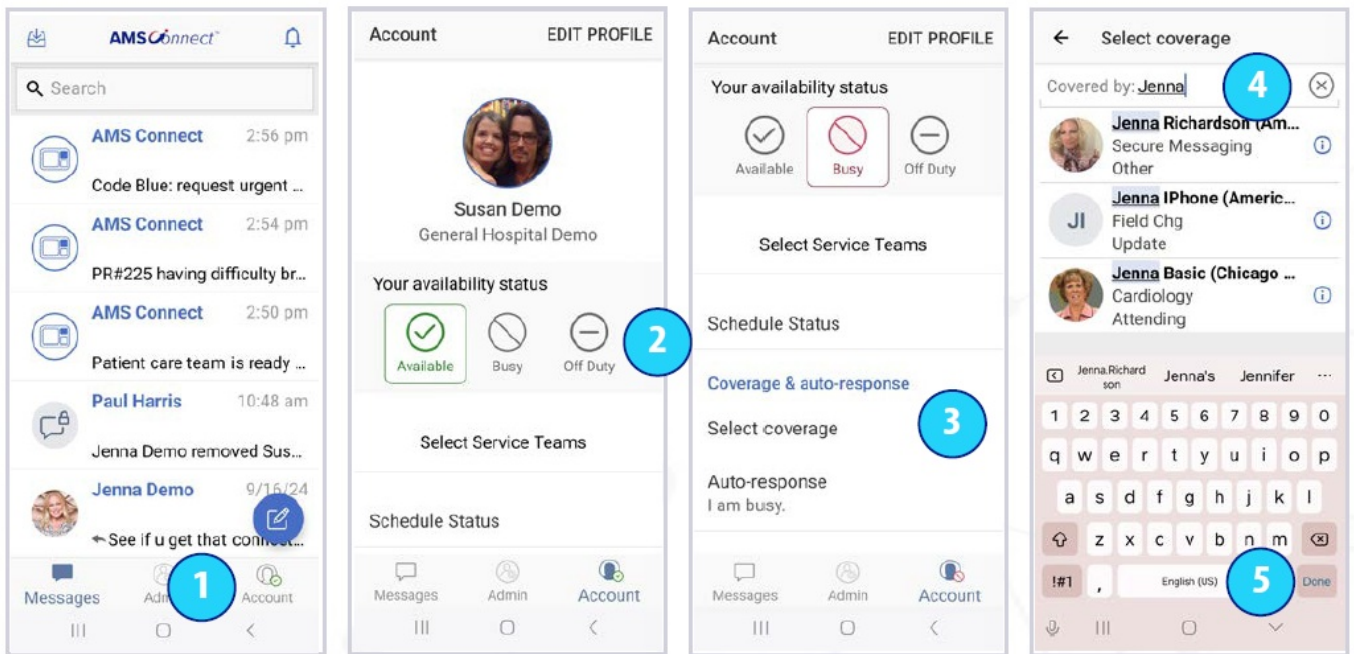
1. Tap the Account icon and click on Service Teams.
2. Tap ADD.
3. Search or select the appropriate Service Team you wish to schedule.
4. Click NEXT.

A. SCHEDULING SERVICE TEAMS (CTD.)

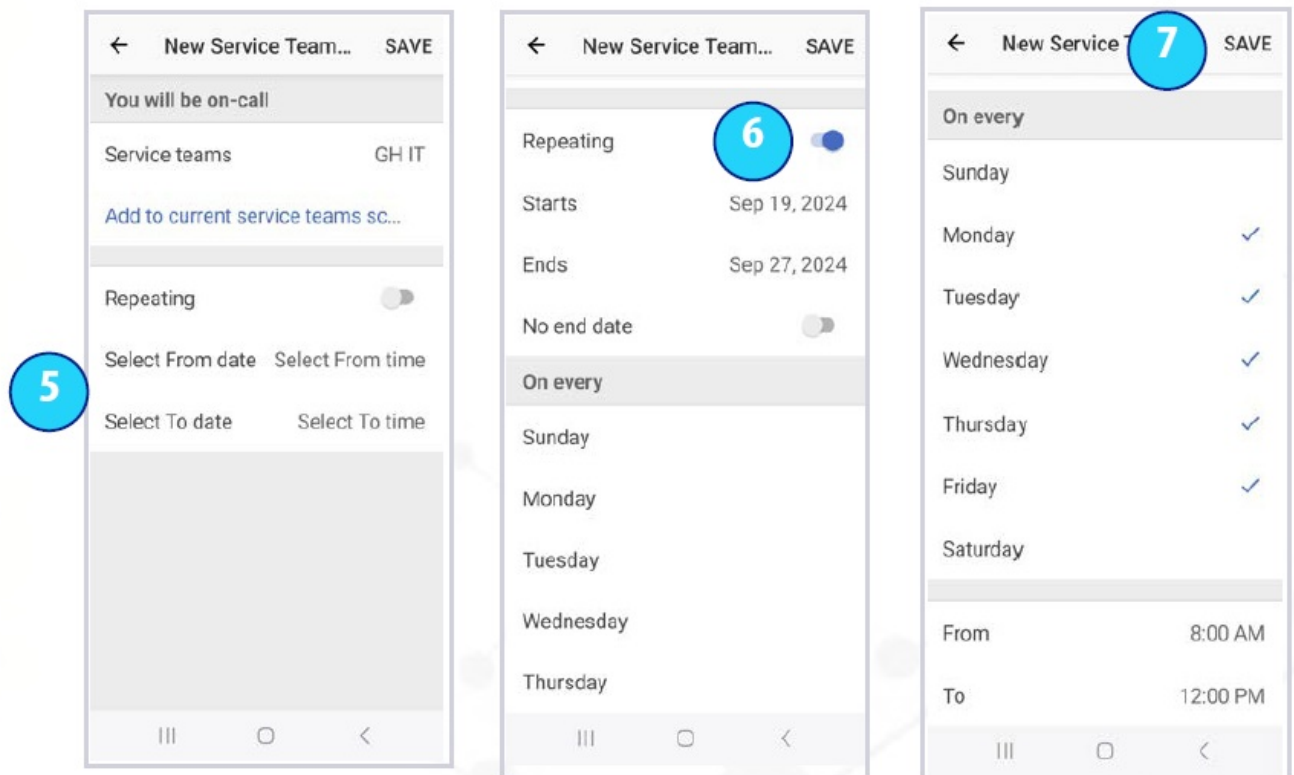


5. To schedule a Service Team for a specific date and time period, select and set From: date/time and To: date/time. (To manually add to current Service Team tap manually Add to Current Service Teams Schedule).
6. For a repeating schedule be sure to toggle the Repeating switch to the On position, make any adjustments to date/time, add days of the week).
7. When finished, select Save

Status/Coverage

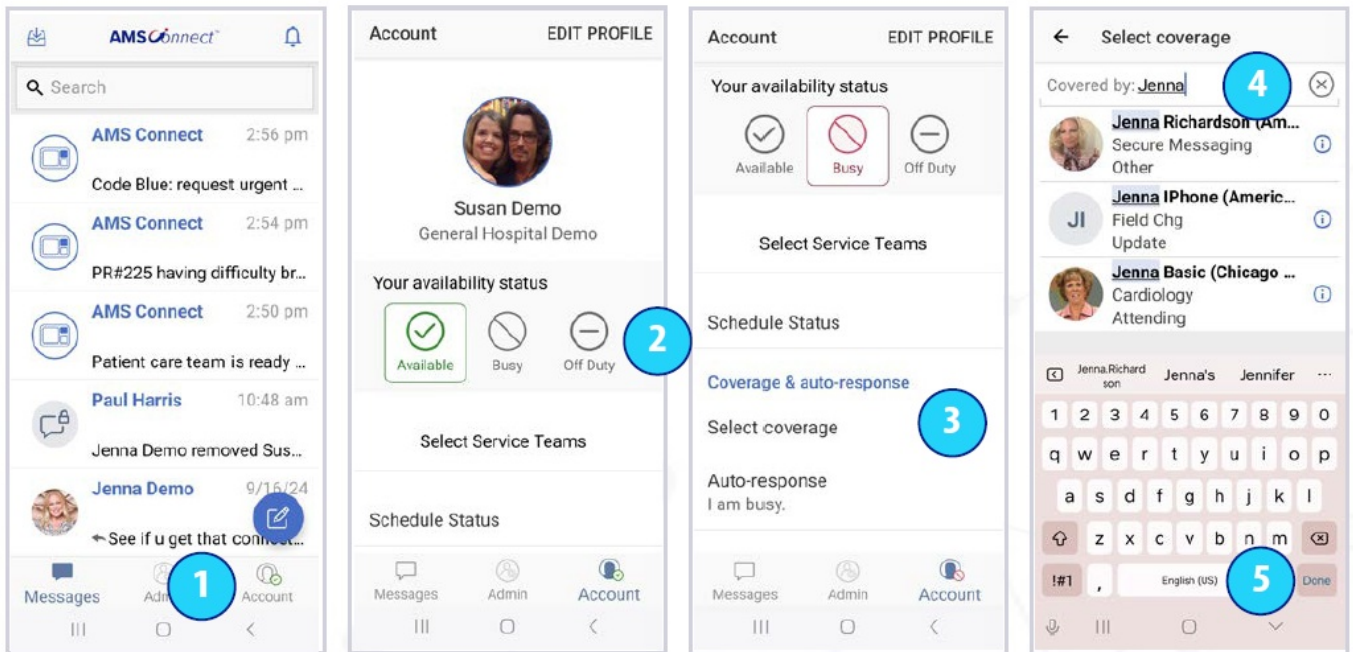


1. Tap on the Account icon to see your Availability Status; Available, Busy or Off-Duty.
2. Tap on the correct status button; Available, Busy, Off-Duty.
3. After selecting Busy or Off-Duty, tap on Select Coverage to identify who is covering for you.
4. Start to type the covering user's name. Tap the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

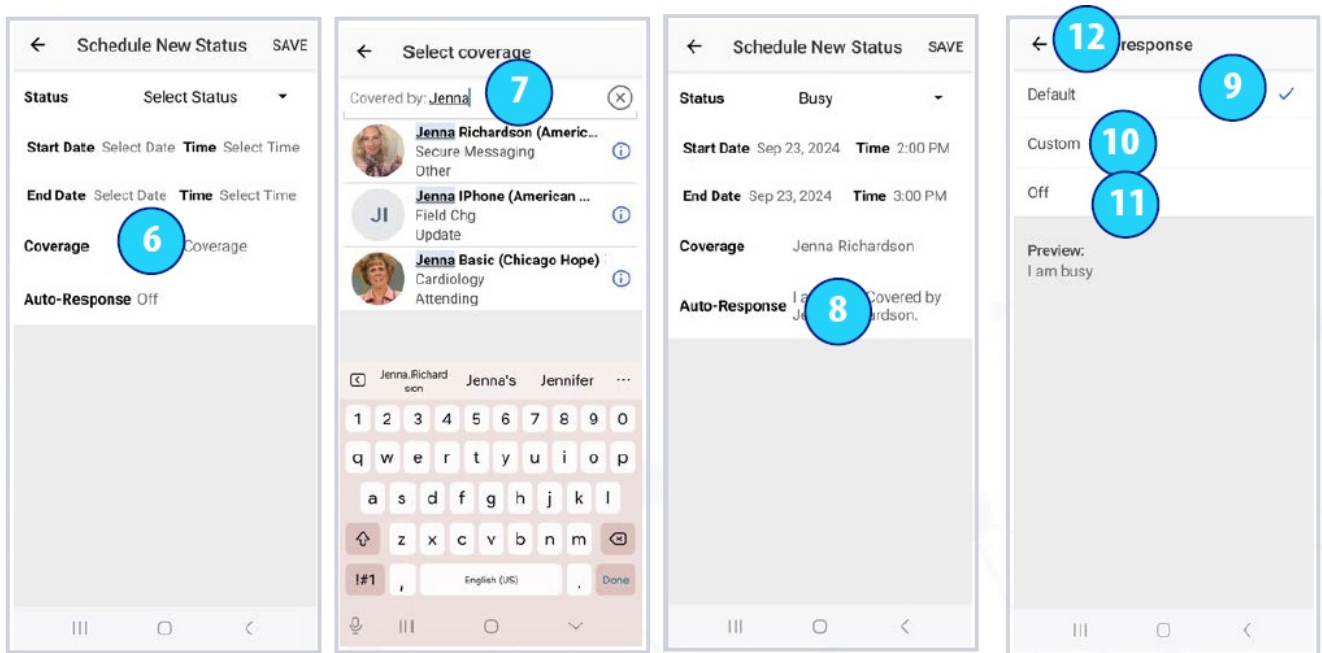


6. Tap Auto-Response to set an away message while you are Busy or Off-Duty.
7. Select Default to set a default Auto-response that states who is covering for you.
8. Select Custom to set a custom Auto-response and type in your response.
9. Select Off for no Auto-response.
10. Tap on the back arrow to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

B. SCHEDULING STATUS/COVERAGE



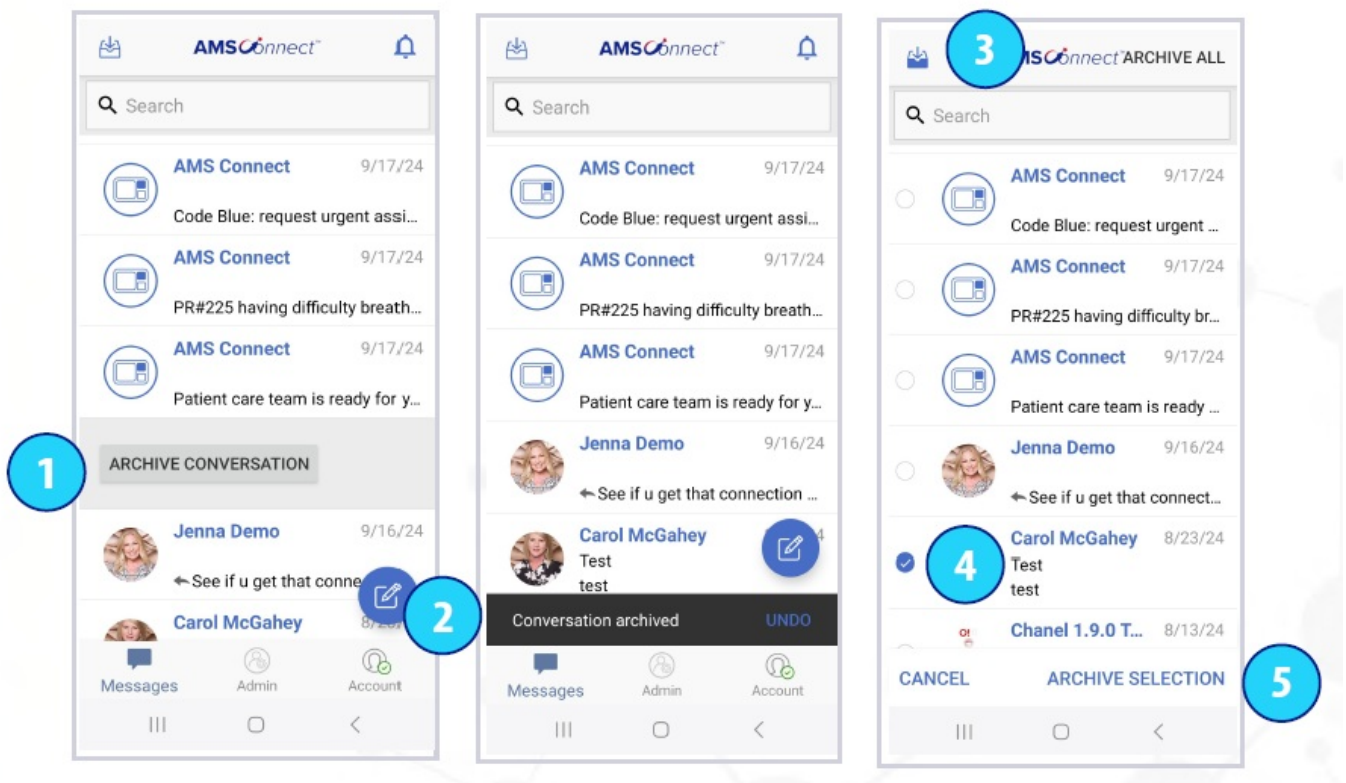
1. Tap on the Account icon to see your Availability Status; Available, Busy or Off-Duty.
2. Tap on Schedule Status.
3. Tap ADD to Schedule a New Status.
4. Choose an option from the Status drop-down.
5. Tap to enter a Start Date/Time and End Date/Time.



6. Tap on Coverage.
7. Start to type the covering user's name. Tap the user's name as it comes up. After you select coverage, tap on blue Done button in the keyboard to return to the Account page.
8. Tap Auto-Response to set an away message while you are Busy or Off-Duty.
9. Select Default to set a default Auto-response that states who is covering for you.
10. Select Custom to set a custom Auto-response and type in your response.
11. Select Off for no Auto-response.
12. Tap on the back arrow to go back to the Account page.

Archive Messages

A . ARCHIVE MESSAGES



1. Swipe to the left or right on the conversation that you would like to Archive in the conversation list. Tap the gray Archive Conversation Box.

2. The conversation will either appear in gray with the word 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.

3. Tap the inbox icon.

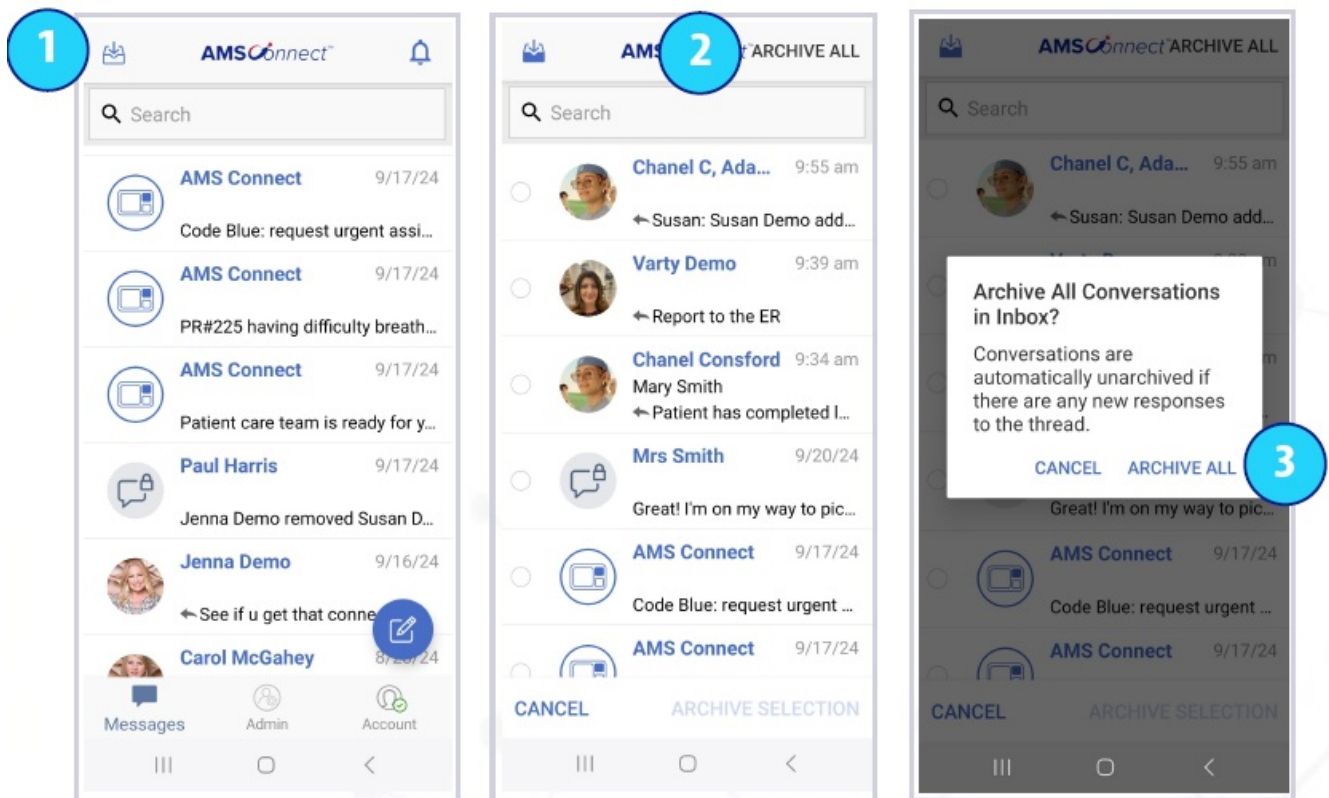
4. Tap the circle next to the message(s) to be archived.

5. Tap Archive Selection.

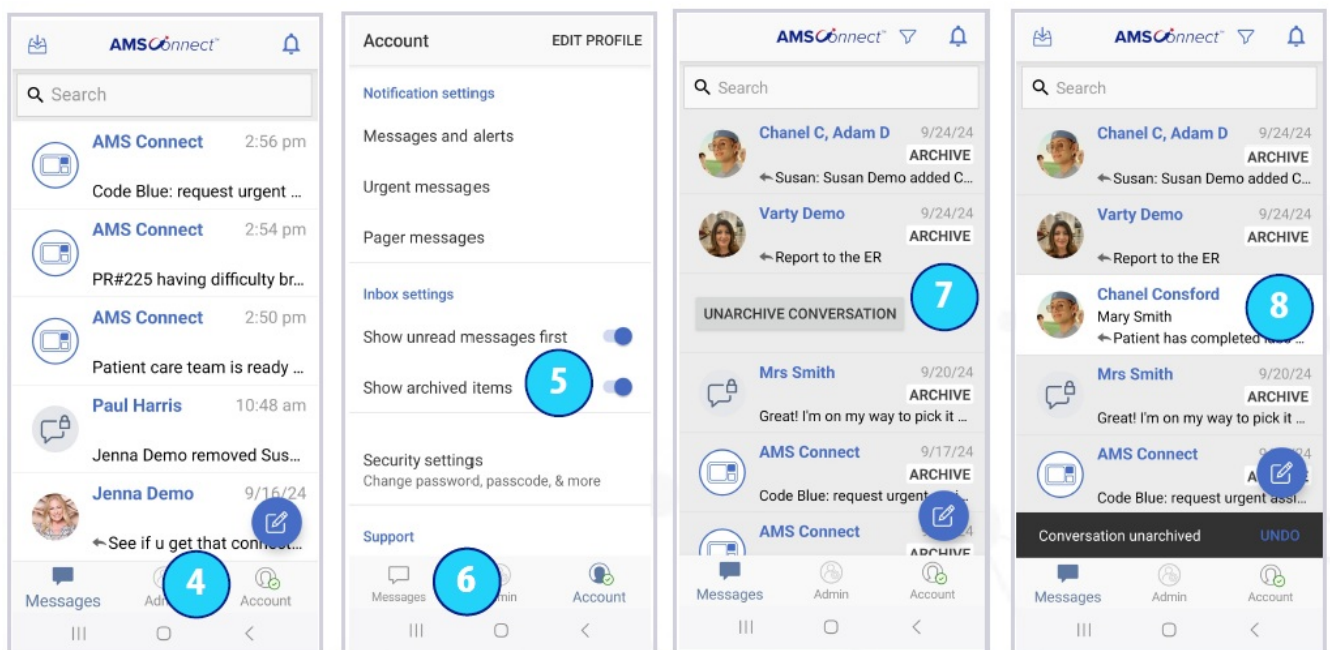
Hint: The messages will either be in gray in your inbox or be removed from your inbox based on your settings.

ARCHIVE ALL MESSAGES

B . ARCHIVE ALL MESSAGES (CTD.)



1. Tap the Inbox icon.
2. Tap Archive All.
3. Tap Archive All if you are sure you would like to Archive All your messages.



4. To see previously archived items, tap the Account icon.
5. Scroll down and toggle the Show Archived Items switch to the right.
6. Tap the Messages icon to return to your inbox.
7. Swipe left or right on the conversation you would like to un-archive in the conversations list. Tap the gray Unarchive box.
8. That conversation is no longer archived and returns to your inbox.

Documents / Resources



[American Messaging AMS Connect App](#) [pdf] User Guide

AMS Connect App, AMS Connect, App

References

- [User Manual](#)

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