

  
American Messaging  
AMSConect iOS App



## American Messaging AMSConect iOS App User Guide

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**American Messaging AMSConect iOS App**



## Specifications

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

## Product Usage Instructions

### Logging In

1. Receive the email or SMS with the magic link.
2. If not installed, tap the link to download and install the app.
3. If already installed, set a new password.
4. Accept terms of service and create password.
5. Upon setting the password, click “Go to Login” and enter your password to log in.

### Cell Phone Verification (OTP)

1. After logging in, select “Verify Now” for cell phone verification.
2. Enter the verification code received via SMS within 60 seconds.

### Enable Push Notifications

1. Open Settings Application on your device.

2. Scroll down and tap on Notifications field.
3. Find AMSConnect and ensure all Notification Center Options are toggled to green.
4. Tap Notifications on the top left to return to Settings Screen.

## Edit Your Profile

### Changing Your Personal Settings:

1. Tap the Account icon and then Edit Profile.
2. You can update your photo, specialty, and title from this section.
3. To update your photo, choose to take a new photo, browse photos, or delete the current photo.
4. Select your specialty to make changes or type in a new one.

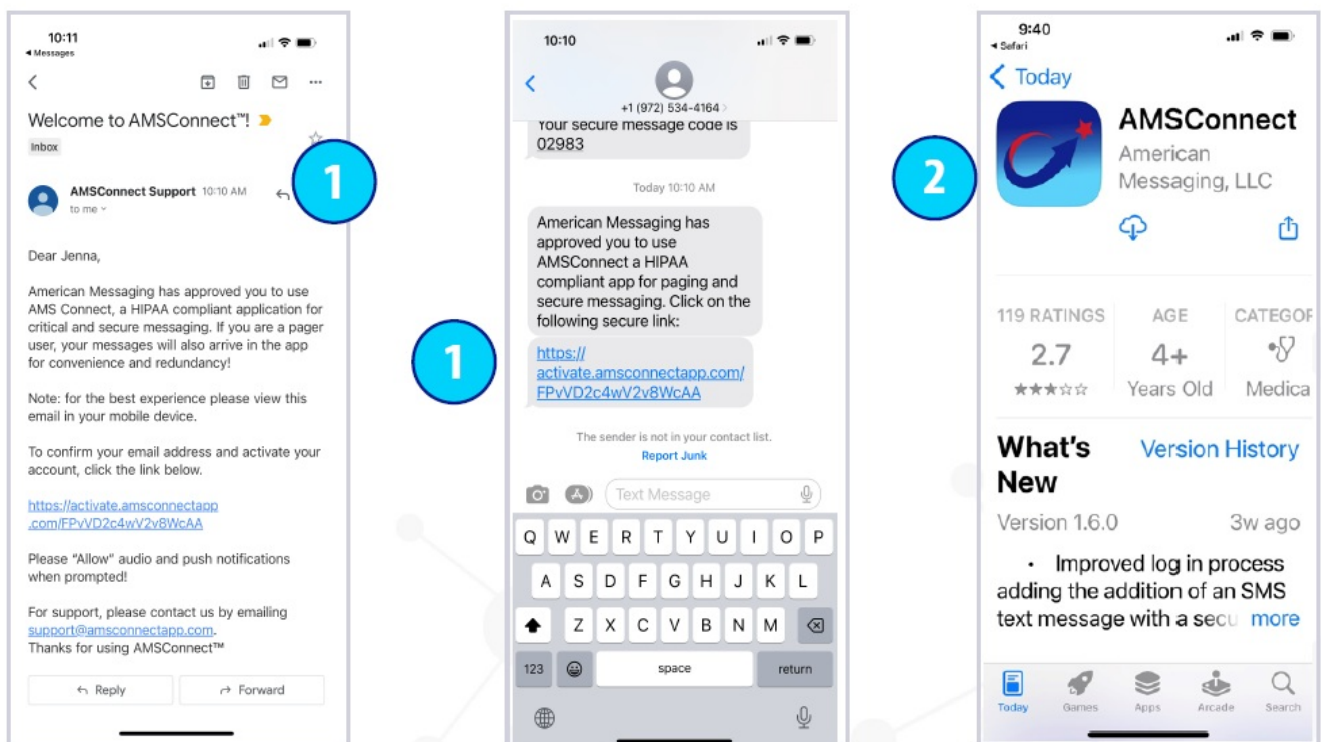
## Frequently Asked Questions (FAQ)

### 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 to reset your password via email or SMS verification.

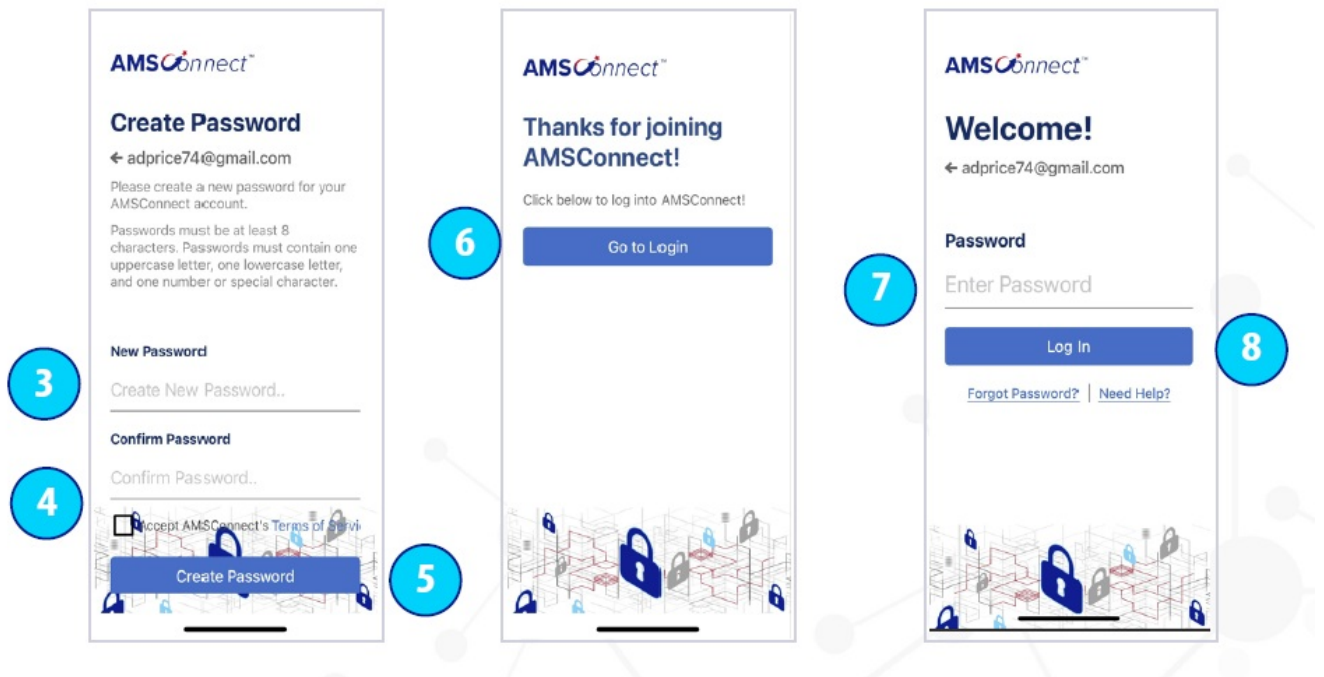
## Logging In

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 App Store to download and install the app.
2. If the app was previously installed on your device, you will be directed to the set password screen (continue to the next page).



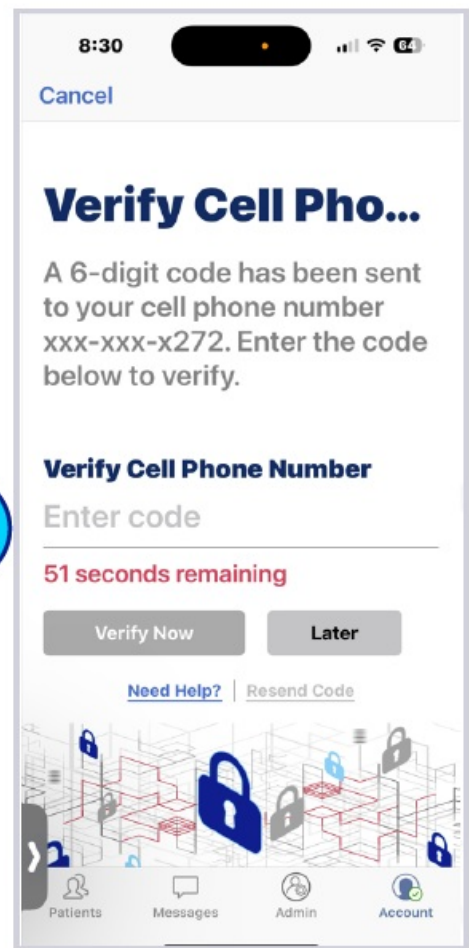
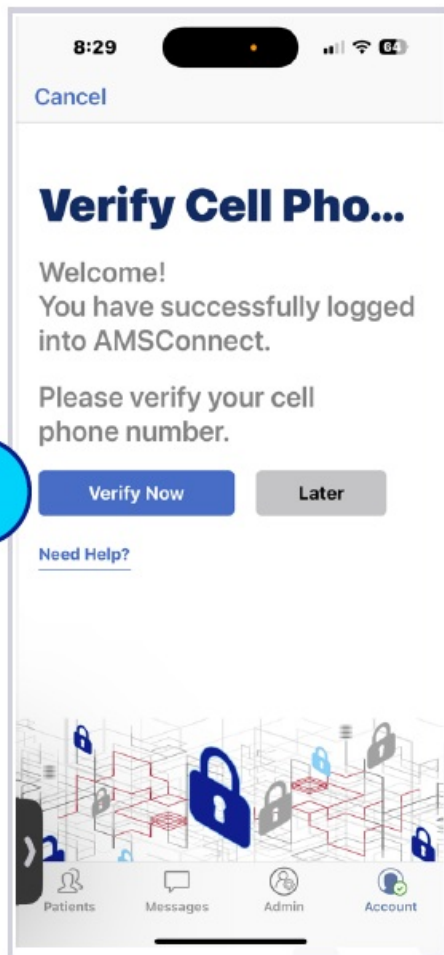
3. You will be prompted to set a new password.
4. Re-type your new password to confirm and tap the check box to Accept AMS Connects Terms of Service.
5. Click Create Password.
6. Once your password is set, you will receive the Thanks for Joining AMS Connect message, click Go to Login.

7. You are ready to log in to the application, enter your password.
8. Click the Login button.



Please enable/allow if you receive a request from any of the following during the setup process: Paste from Safari  
Push notifications  
Critical alerts  
Biometric security

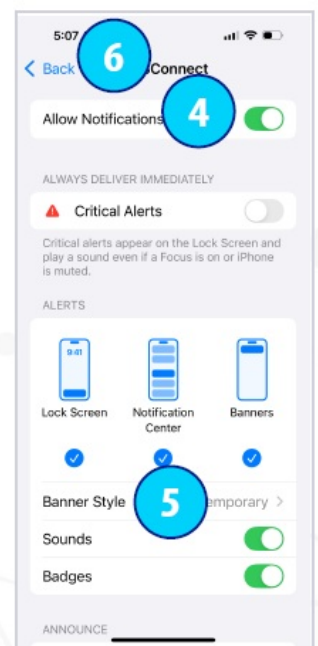
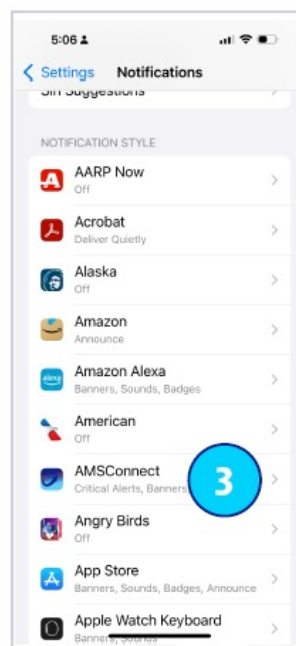
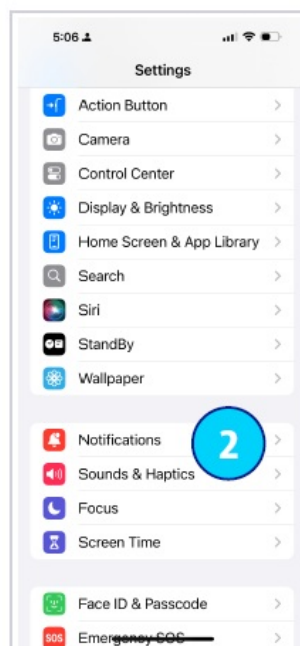
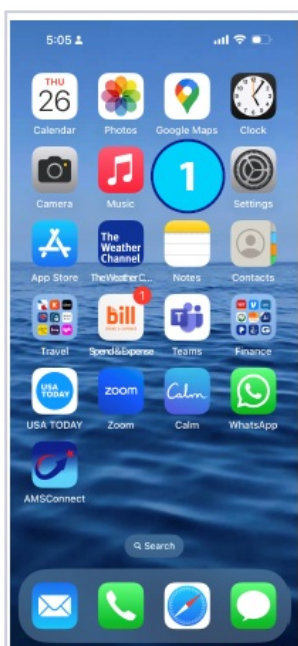
## Cell Phone Verification (OTP)



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. You will receive a SMS text message with the verification code .
2. Enter the code from your text message (you have 60 seconds to enter the code). You have successfully verified your cell phone.

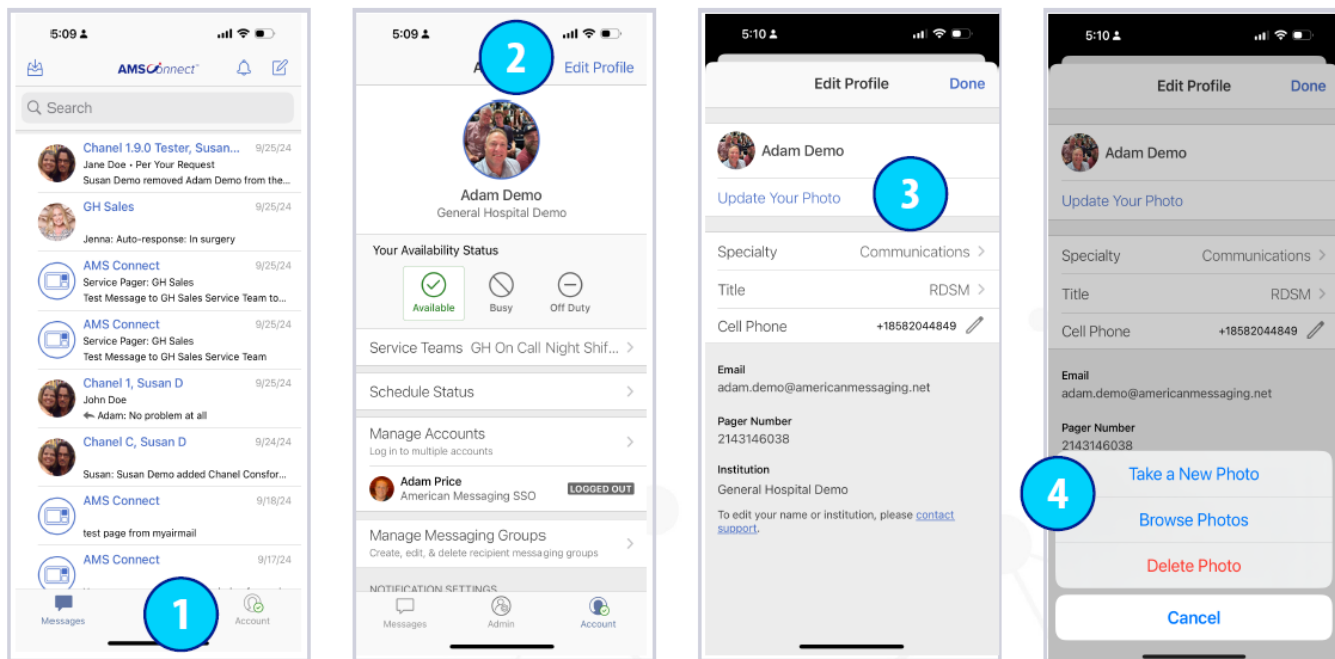
## Enable Push Notifications



1. Tap the Settings Application.
2. Scroll down and tap on the Notifications field.
3. Scroll down and tap on AMSConnect.
4. Make sure all Notification Center Options are toggled to the right and green.
5. The Alert Style will default to Banners – select Alerts.
6. Tap the Notifications on the top left when complete to return to your Settings Screen.

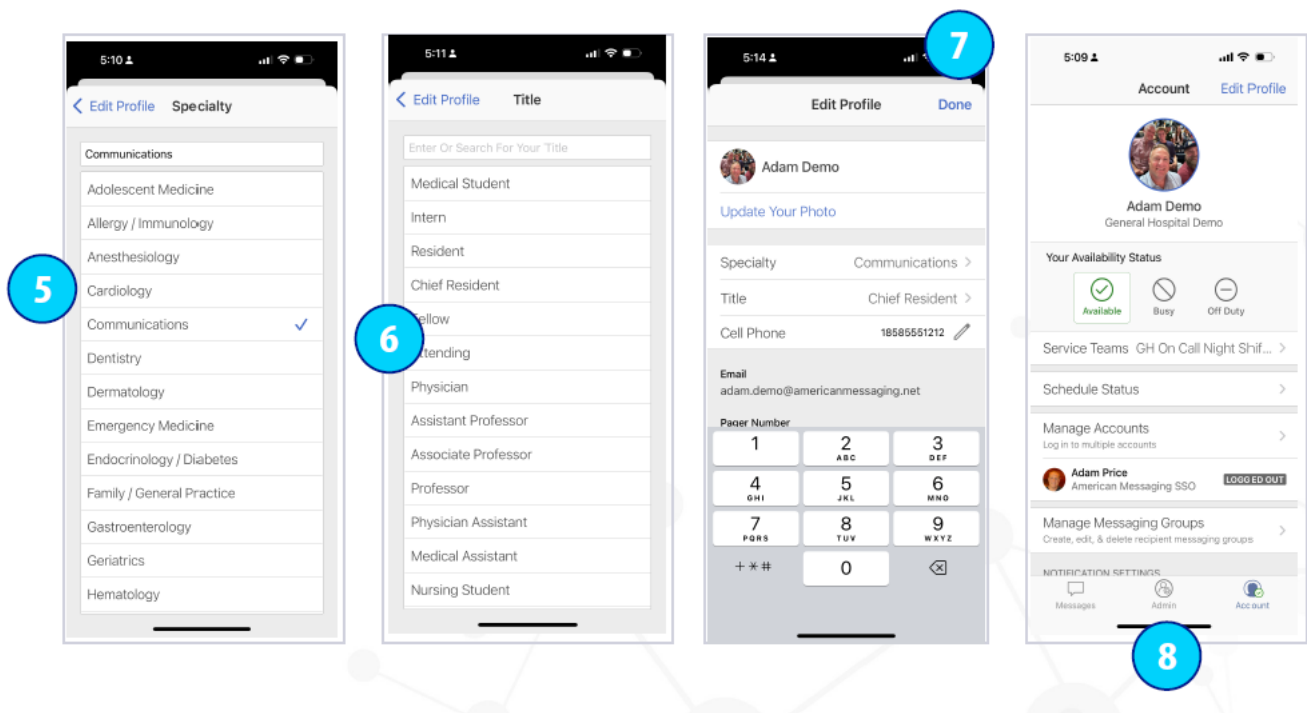
## Edit Your Profile

### A. CHANGING YOUR PERSONAL SETTINGS



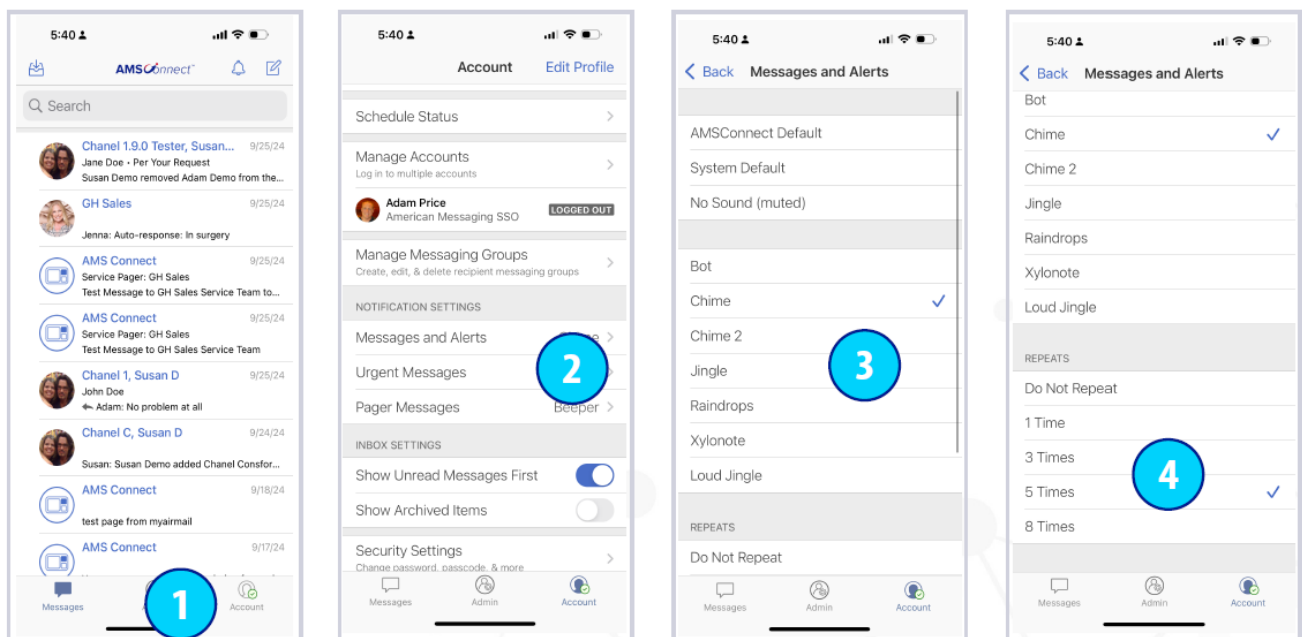
1. Tap the Account icon.
2. Tap Edit Profile.
3. From here you can Update Your Photo. You can also Update your Specialty and your Title.
4. If you tap Update Your Photo, you can either:
  1. Take a New Photo (which brings up your camera)
  2. Browse Photos from your library, or
  3. Delete Photo (which deletes your 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. After you are finished updating your information, tap Done.
8. To return to your Inbox, tap on Messages.





## NOTIFICATION SETTINGS

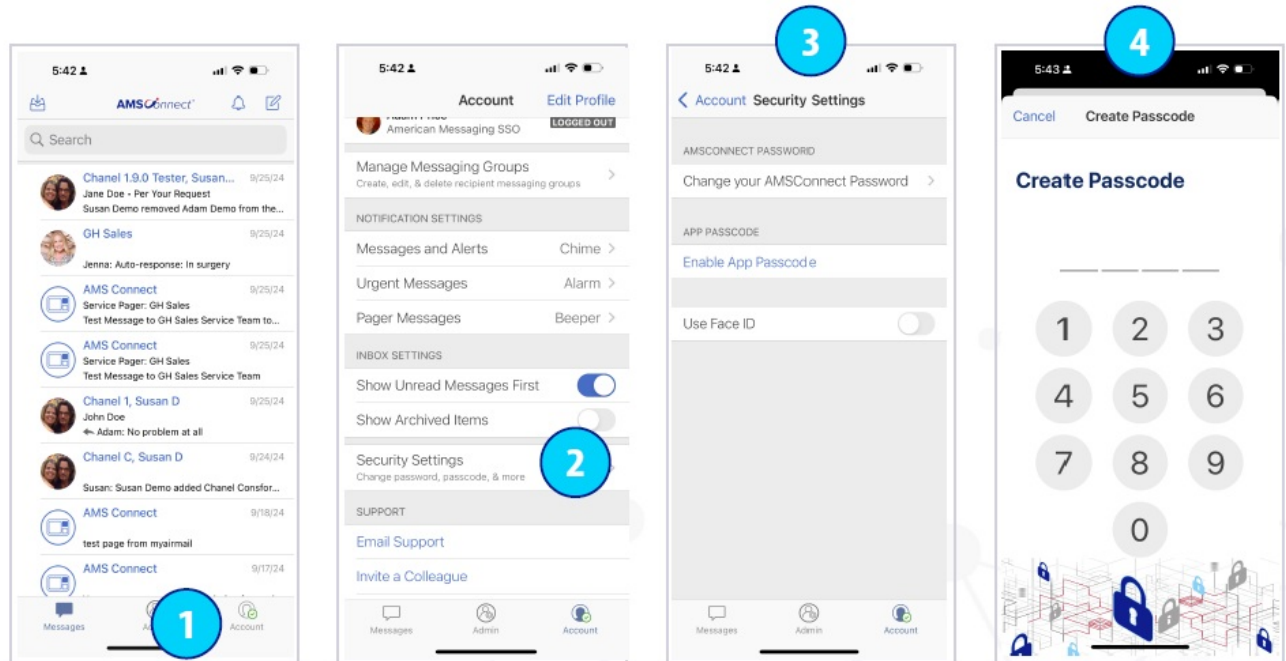
1. Tap the Account icon.
2. There are three different types of messages, tap on each to customize the sound:
  1. Messages & Alerts – Peer to Peer messages
  2. Urgent Messages – Urgent Peer to Peer messages
  3. Pager Messages – Pager Integration critical messages
3. Tap on the Preferred Sound field from the Menu.
4. Scroll down and select the customizable repeat (reminder) notification. Please note that repeat notifications are 90 seconds apart.



## SECURITY SETTINGS

1. Tap the Account icon.

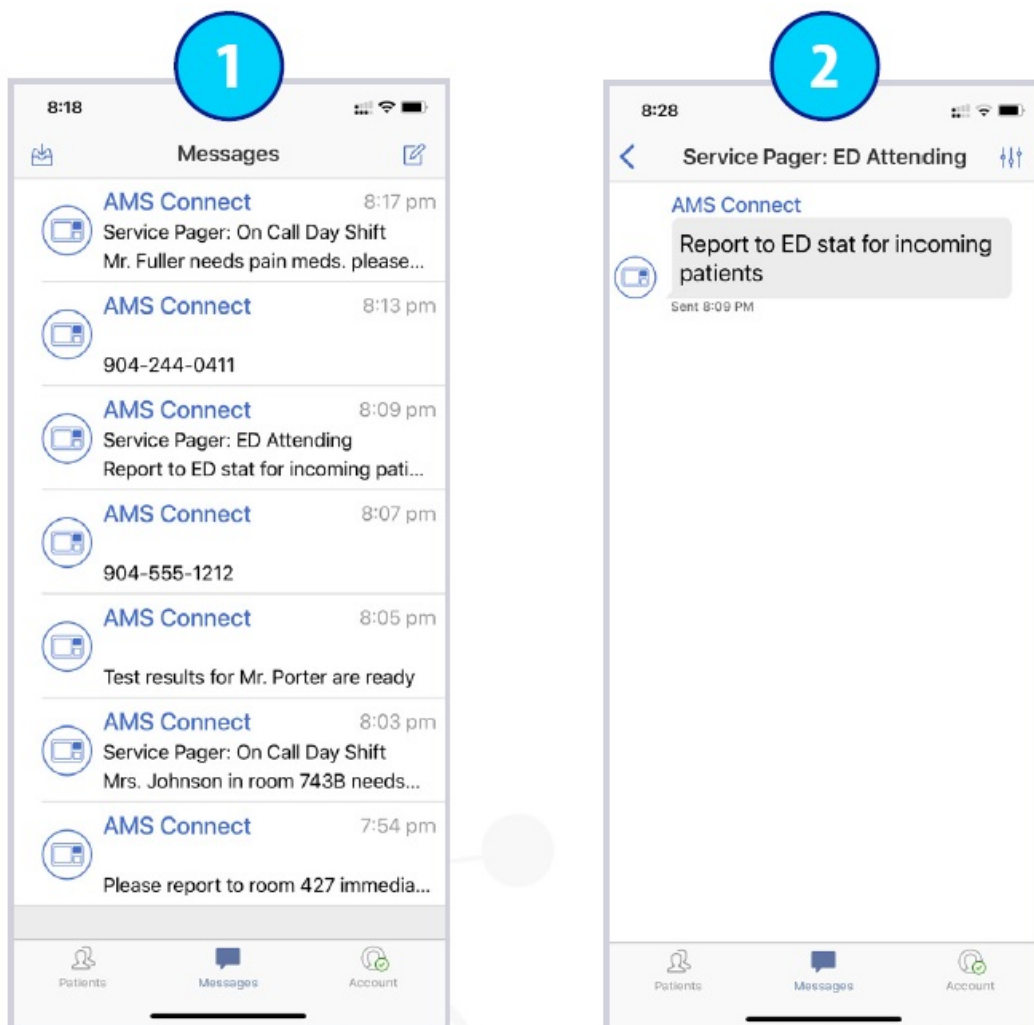
2. Scroll down and tap Security Settings.
3. Your options are:
  1. Change your AMSCONnect Password
  2. Enable App Passcode, or
  3. Use Biometrics
4. Please note if you select Enable App Passcode, you will need to input this PIN each time you go into the app.  
This is required only if you do not have a PIN lock on your device.



## Reading a Message

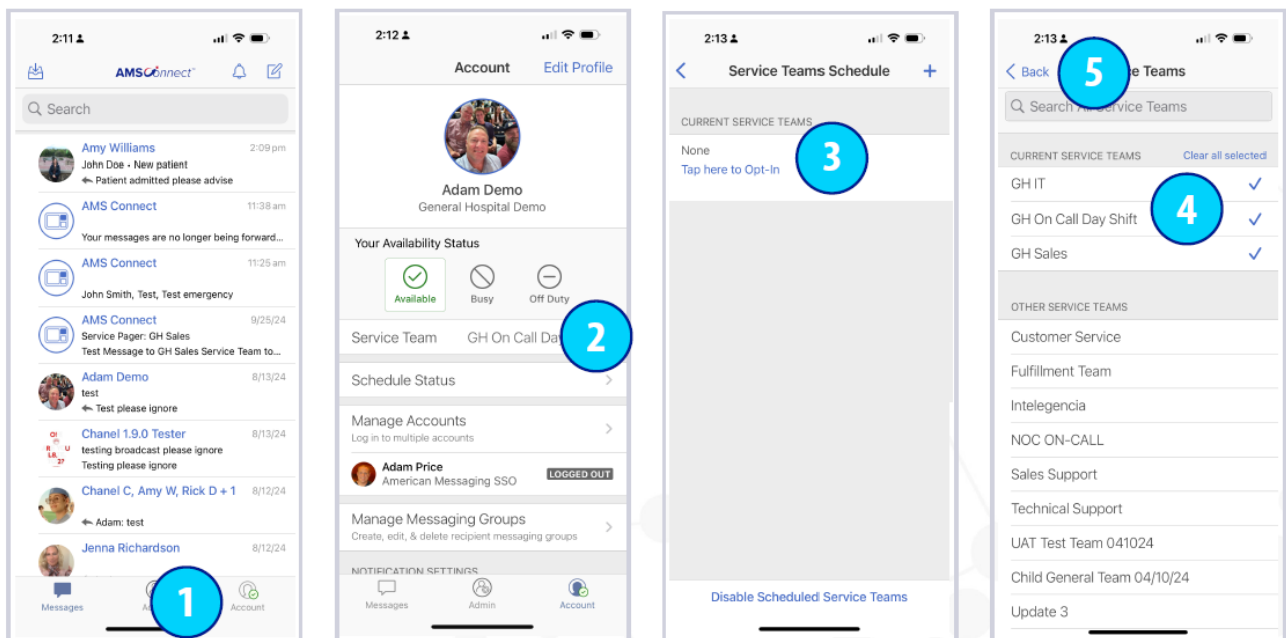
1. Tap on a message thread to read it. Here is an example of an inbox showing individual pages and pages to Service Teams.
2. Here is an example of a critical message to the ED Attending ServiceTeam Pager.



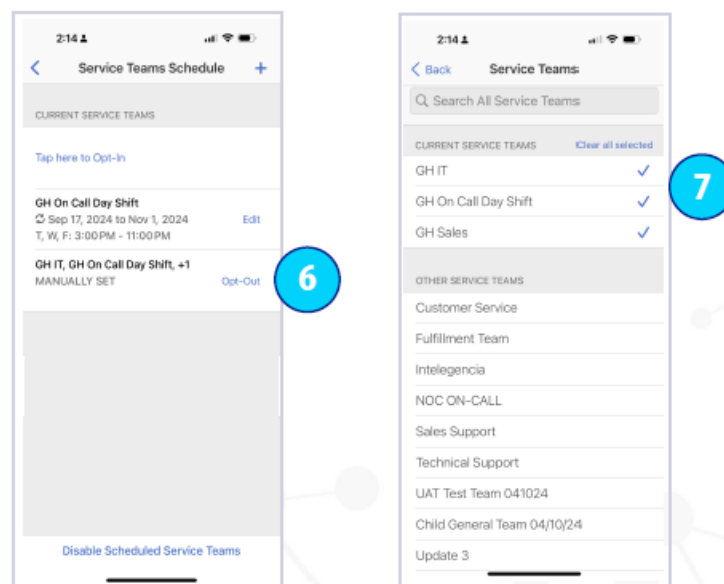


## Service Teams

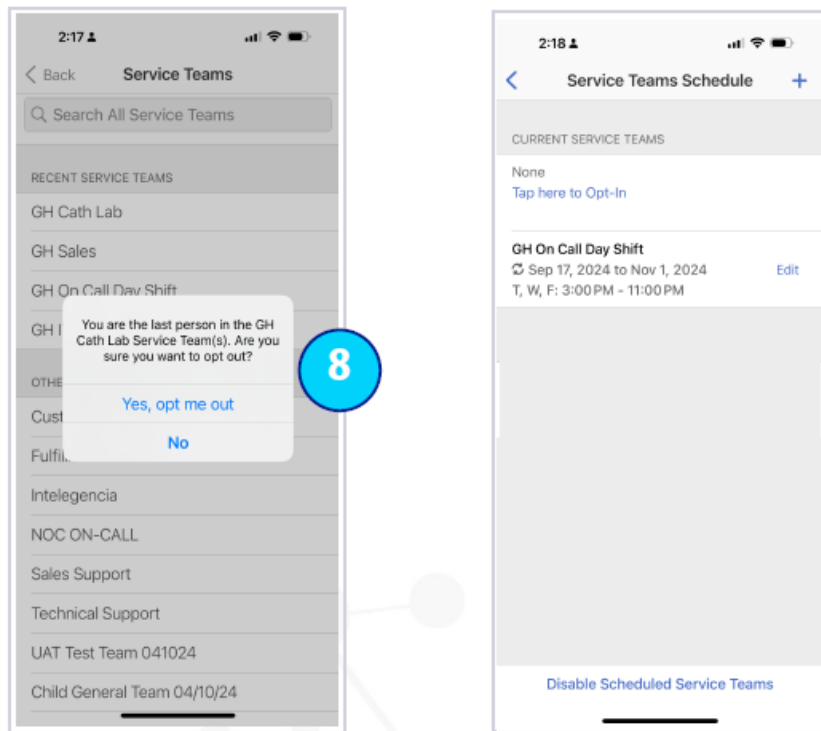
1. Tap the Account icon.
2. Tap Select Service Team.
3. Tap here to Opt-In.  
Hint: Search for a Service Team by typing in the search bar.
4. Select the correct Service Teams from the list to Opt-In. Selected Service Teams will appear under CURRENT SERVICE TEAMS.
5. Tap Back to return to the previous 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.
- To Opt-Out of additional teams, repeat steps 6 and 7 for each team.

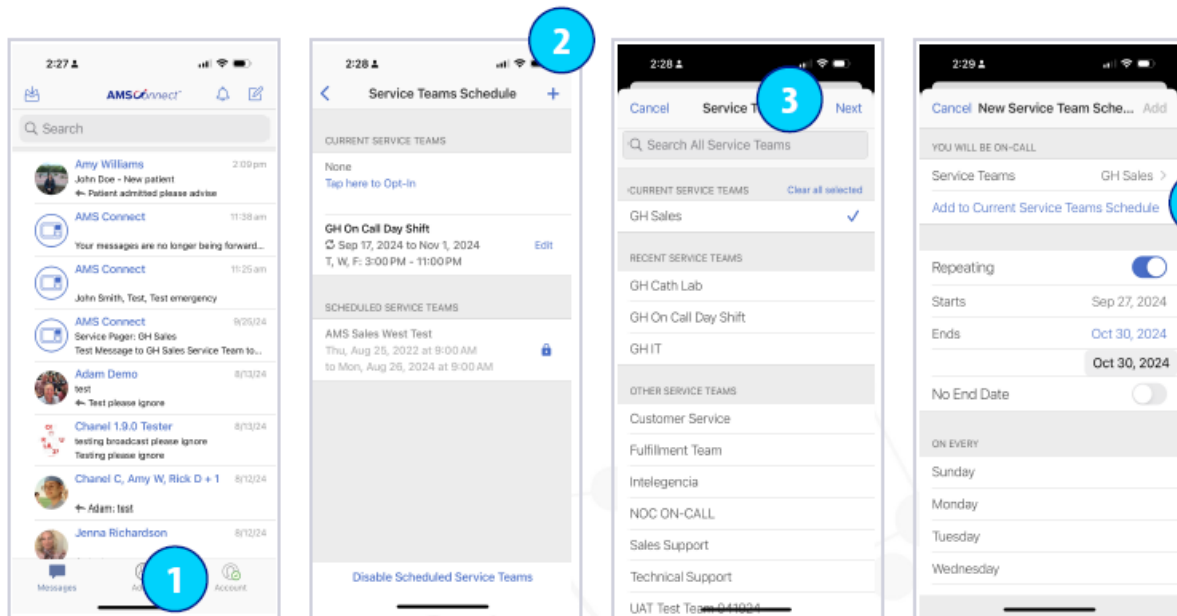


8. If you are the last person in a Service Team and you are trying to Opt-Out, you will receive a confirmation message verifying you wish to Opt-Out.
9. If you select, "Yes, Opt Me Out" you will be removed from the Service Team.

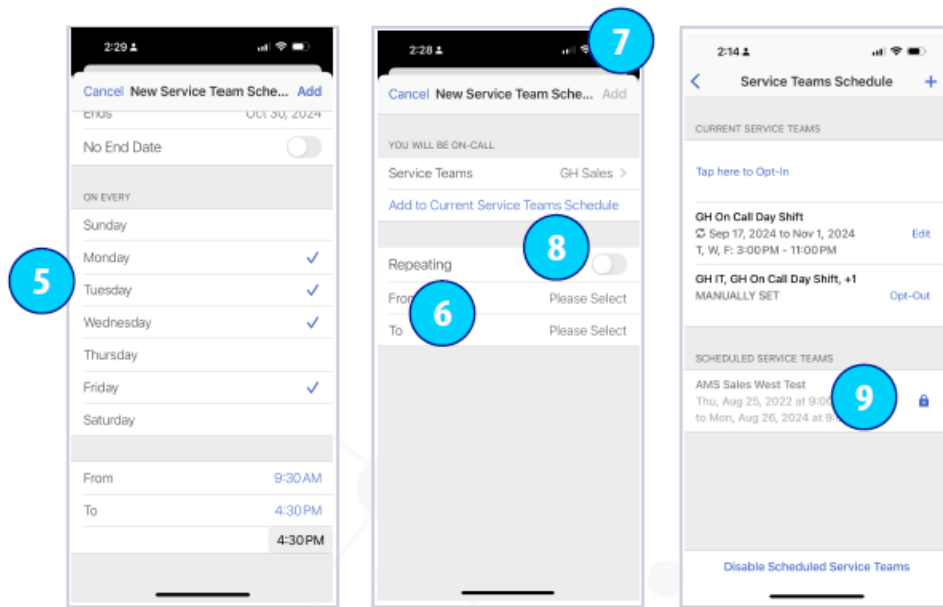


## SCHEDULING SERVICE TEAMS

1. Go to the Account tab and click on Service Team.
2. Choose the + plus icon.
3. Search or Select the appropriate Service Team you wish to schedule and click Next.
4. To manually add to current service teams, tap Add to Current Service Teams Schedule.

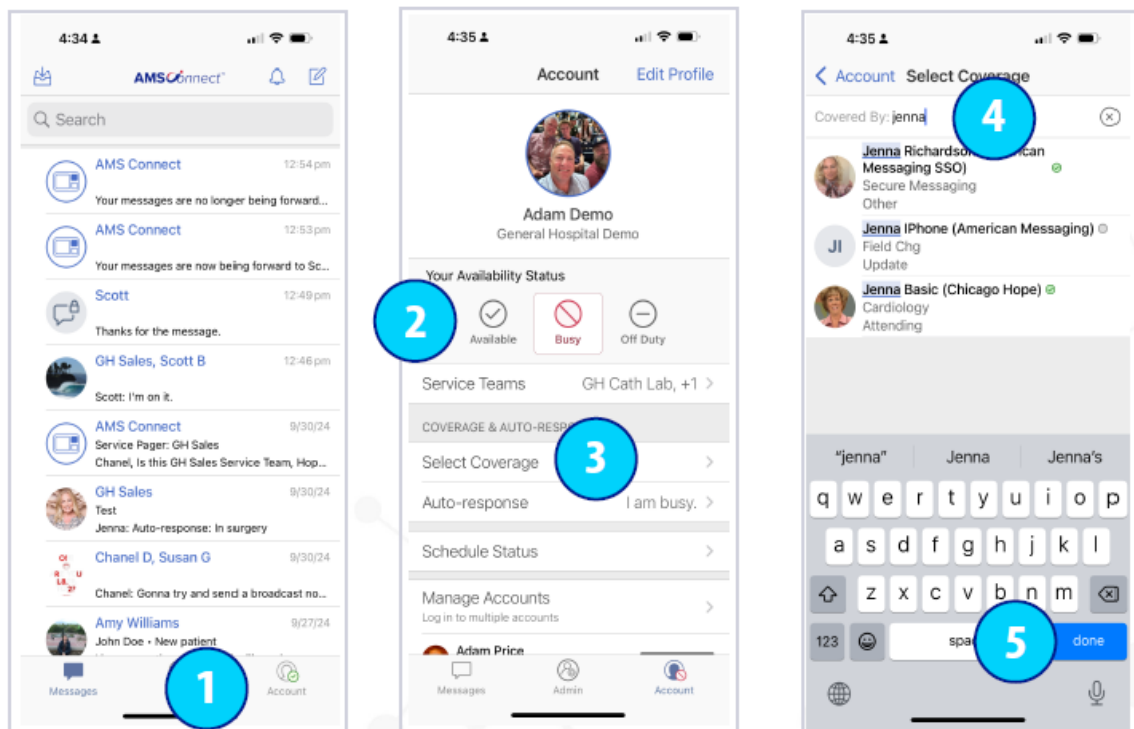


5. To schedule a Service Team for a specific date and time period, click From: Date and Time.
6. And repeat for To: Date and Time.
7. Tap Add.
8. For a Repeating schedule be sure to toggle the Repeating switch to the On position and follow the same instructions.
9. Please note a Restricted Service Team has a lock icon. A Restricted Service Team is set by the Administrator and cannot be changed by the user

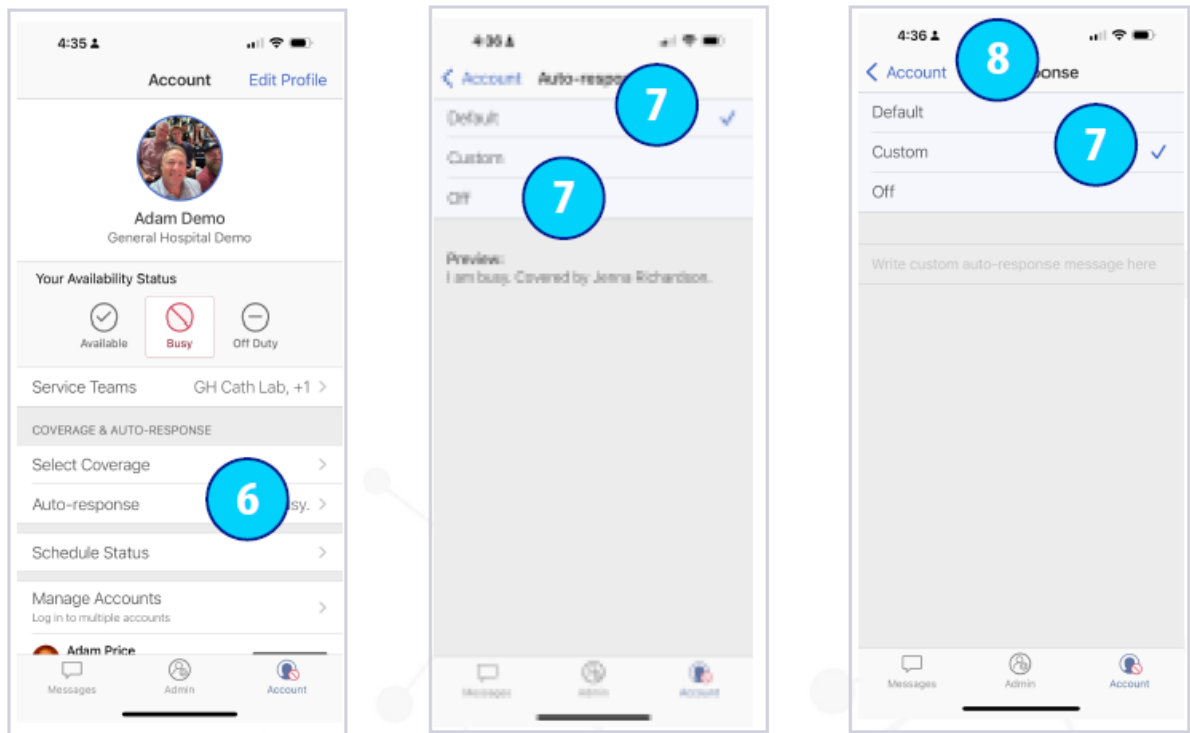


## Status/Coverage

1. Tap 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. Select the blue done button on the keyboard to return to the Account page.

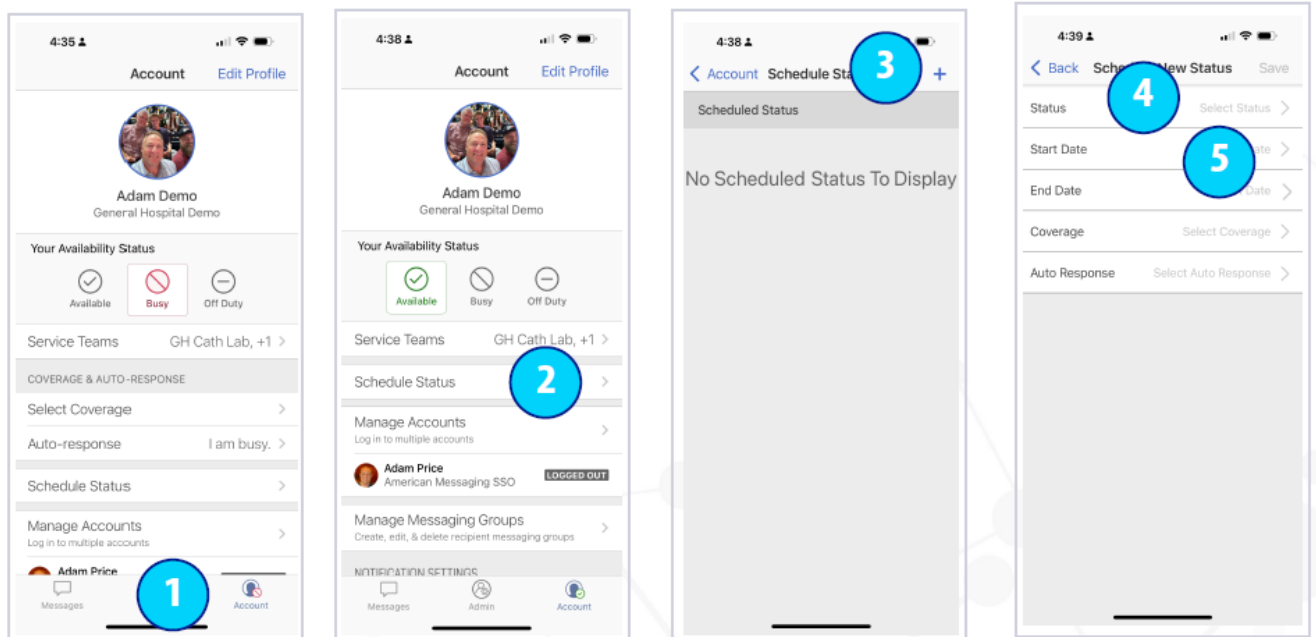


6. Tap Auto-Response to set an away message while you are Busy or Off-Duty.
7. Select Default to set a default Auto-response that states who is covering for you. 7a. Select Custom to set a custom Auto-response and type in your response.
  - Select Off for no Auto-response.
8. Tap the Account button to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



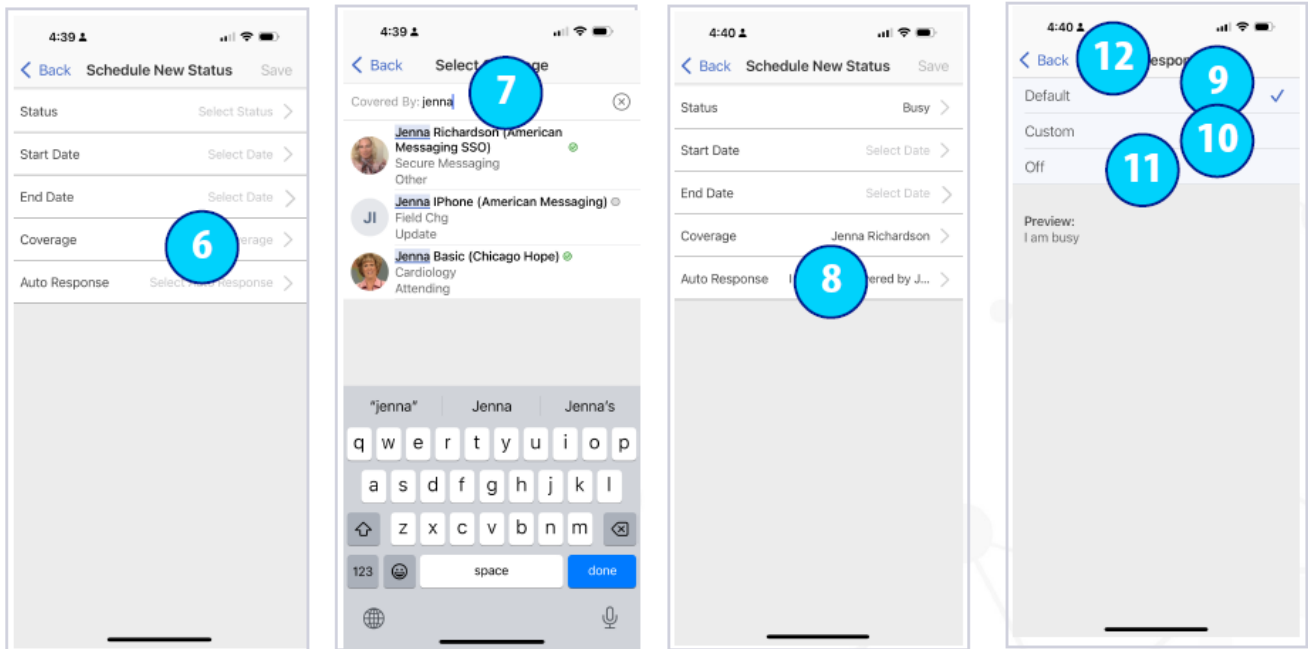
## SCHEDULING STATUS/COVERAGE (CTD.)

1.



Tap on the Account icon to see your Availability Status; Available, Busy or Off-Duty.

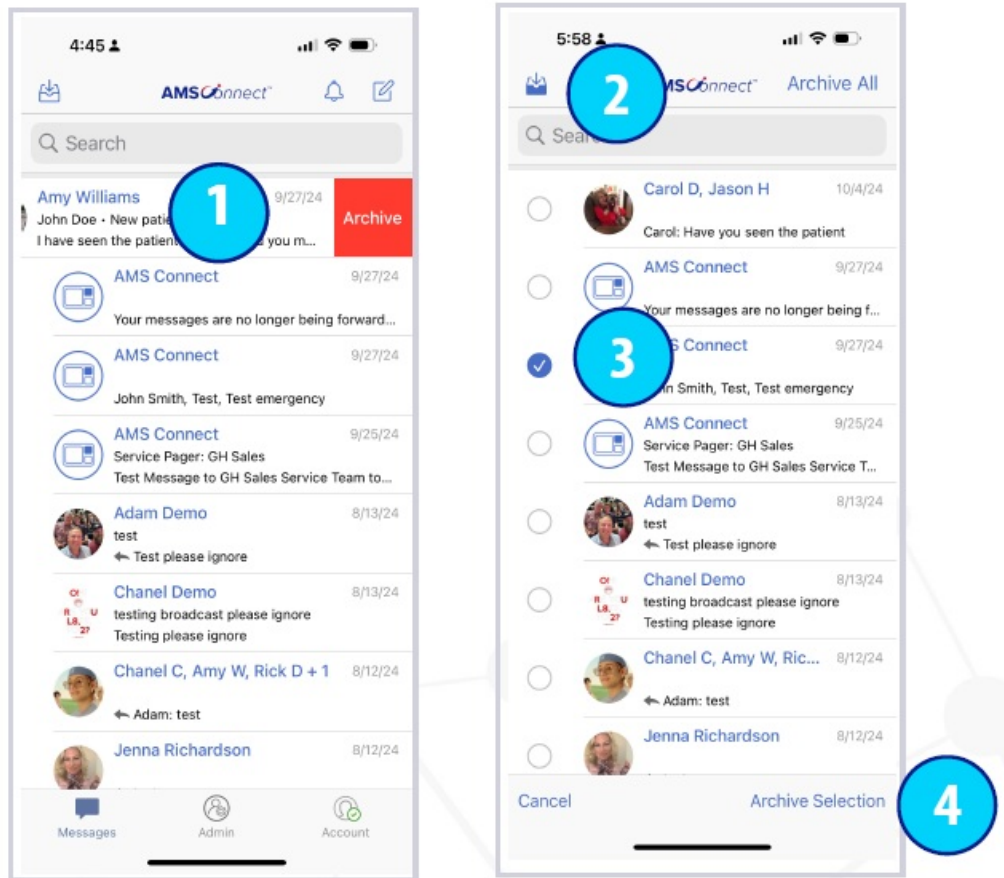
2. Tap on Schedule Status.
3. Tap the + symbol to Schedule a New Status.
4. Choose an option from the Status drop-down.
5. Tap to enter a Start Date/Time and End Date/Time.



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





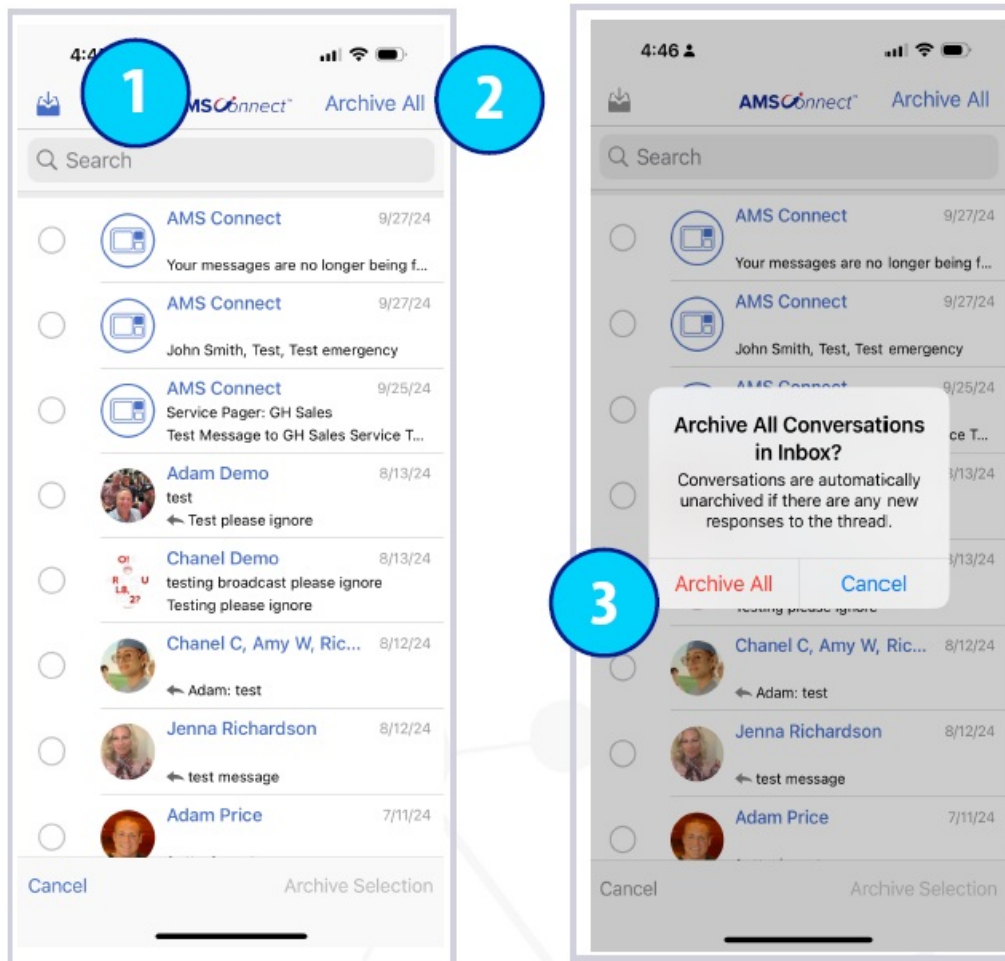
1. Swipe to the left on the conversation that you would like to Archive in the conversation list. Tap the red Archive Box. The conversation will either appear in gray with the words Archived or will not appear in your conversation list (based on your settings).

Hint: If a New Message is added to the conversation, the message will no longer be in archived status.

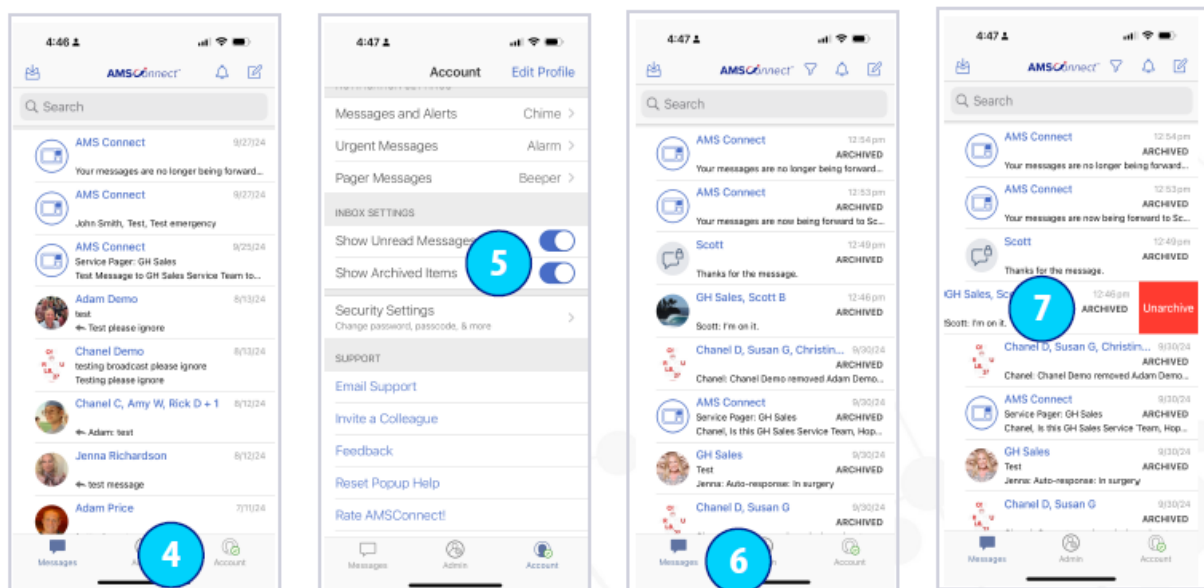
2. Tap the inbox icon.
3. Tap the circle next to the message(s) to be archived.
4. Tap Archive Selection.

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


## ARCHIVE ALL MESSAGES



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 red Unarchive box. That conversation is no longer archived and returns to your inbox.



# Documents / Resources

	<p><a href="#">American Messaging AMSConnect iOS App</a> [pdf] User Guide</p> <p>AMSConnect iOS App, iOS App, App</p>
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## References

- [User Manual](#)

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