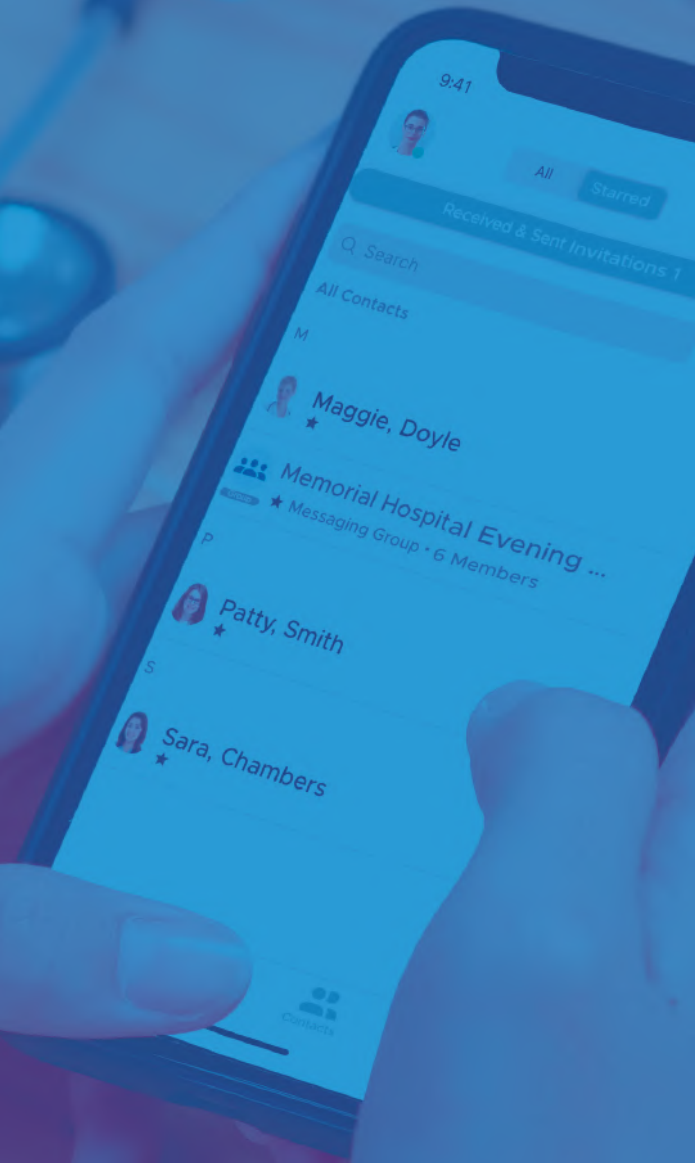


qliqSOFT

QliqCHAT

User Guide



QliqCHAT User Guide

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Getting Started with Your Devices

Device Requirements for the QliqCHAT Application

The QliqCHAT mobile app works on the following devices

- iPhone, iPad iOS 13.0 and above
- Android Phones and Tablets Version 7.0 and above

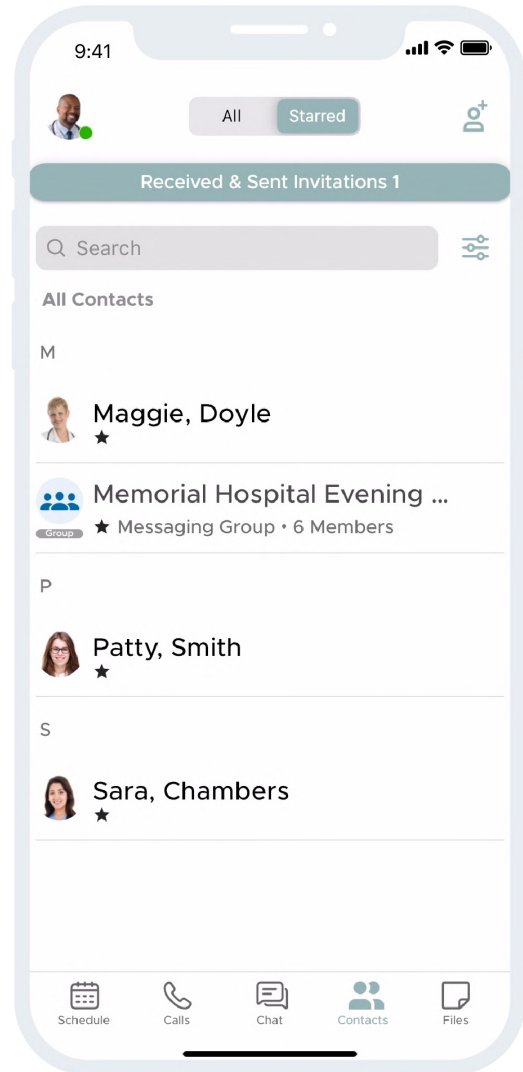
The Legacy desktop app requires

- Windows 95
- Mac 87

QliqSOFT's secure texting solution does not work on a Blackberry, Windows Mobile, iPod Touch, or proprietary handsets.

Operating System Requirements

We are constantly improving the functionality of Qliq so it is important that you use the latest iOS, Android, or Desktop versions of our application, which will be optimized for the latest operating systems.



Activate Your Account

Activation Email

When you are invited to join QliqCHAT, you will receive an activation email from QliqSOFT. Follow the steps below to activate your account:

1. Click the link in your email to activate your account

Your user ID is your email address. If your account is already activated through your organization's active directory, the instructions will tell you to use your existing system ID and password.

2. Download the QliqCHAT app

Select the appropriate link in the email invitation. Or you can download QliqCHAT from the Apple AppStore or the Google Play Store.

Guided Tutorial

When you log into QliqCHAT for the first time a guided tutorial will pop up on your screen. This tutorial will take you through the basics of the QliqCHAT app. You can choose to follow along or skip the tutorial. If you choose to skip the tutorial you can always access the tutorial by tapping on your avatar and then tapping the question mark next to your name.

HELLO HAROLD ARMEDA

Addison Health Clinic - Production Test Group is using Qliq for HIPAA compliant Secure Texting (text, images, documents, transcripts). Please perform the following actions to start using Qliq on your device.



[Click to activate](#) your account and follow the instructions to set up your password



Download the application for [Windows](#), [Mac](#), [iPhone](#), or [Android](#) now!



Touch "qliq" icon to launch Qliq App



Login to the Qliq App. Enter **harmeda@elmer.test** in the Email field and enter the password you have chosen during activation in the Password field.

Cheers,
Jerson Santos
addisonhealthclinic@jerson.pilot



Managing Your Account/Profile

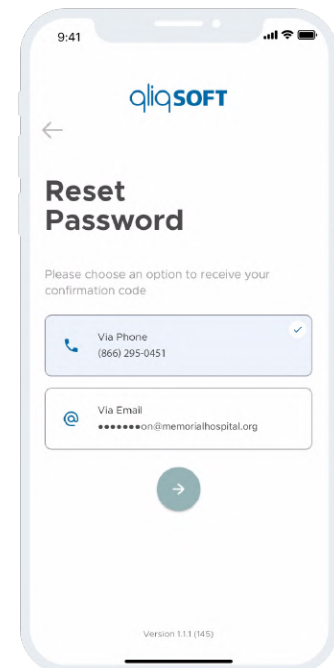
Add an avatar

First, tap your profile icon in the top left corner. Select Edit Profile. From here, tap the pencil in the right corner. Next tap the circle with your initials at the top. Now you can select Camera to choose to take a picture and use it as your profile image. Or you can tap Photos to select an image from your device gallery.

Reset your password

There are two ways for the user to reset their password:

1. When logged into the QliqCHAT mobile app or desktop app, you can change the password by navigating to your Settings and selecting the Security Tab. Select Reset Password. You will be prompted to select a contact method to receive a confirmation code. After receiving the confirmation code follow the prompts to reset your password.
2. If you enter the incorrect password, you are presented with a choice to retry or select Forgot Password. Once selected QliqCHAT will use your preferred contact information to send you instructions to reset your password.



Regaining Access After Entering Invalid Login Credentials

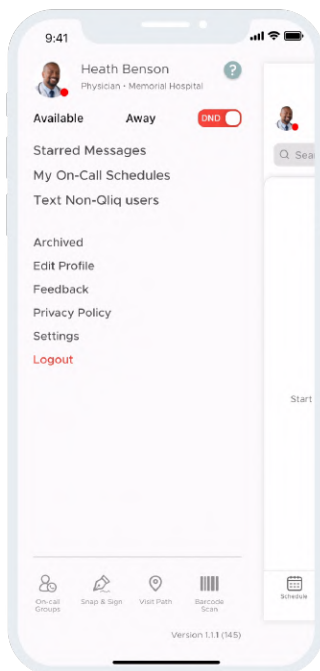
If you enter the wrong credentials too many times in a row you will be locked out of the app for a set number of minutes. A timer will let you know when you can attempt to login into the app again. The lock-out time is dependent on your Organization Group settings determined by your group Administrator.

Edit your profile

You can make changes to your user profile by navigating to your profile at the top left corner of your screen. Select Edit Profile and tap the Pencil icon to edit your first and last name, title, organization, city, state, zip code or mobile number then tap Save.

Presence

Your default presence status is Online which displays with a green indicator next to your profile picture. You can also change your presence settings to Do Not Disturb or Away at any time.



Do Not Disturb

When your status is set to Do Not Disturb, you will still receive messages sent to you, but you will not receive sound notifications or call escalations.

Away

When your status is set to Away, you can add a message and forward incoming messages to another QliqCHAT user in your organization.

Changing Your Status

To change your status, tap on your Profile Icon in the top left corner and select a new status. Your choices are Available, Away and Do Not Disturb. If you select the Away Status option you can choose to add a message and to forward messages that are received while you are away. After setting an Away Status you must select Save to complete the process.

General

From your profile section select Settings. Then choose General. From here you can choose to upload Fill & Sign to QliqSTOR automatically if your group has QliqSTOR enabled. Here you can also determine contact sorting preferences which includes setting your contacts

by either Last then First name, or vice versa of Last then First name. This can always be adjusted based on user preference.

Push Notifications

The first time the user logs on a device it will prompt the user to allow notifications. Turning on push notifications will enable QliqCHAT to send you notifications that include badges and sounds when you receive messages. Once selected you will be redirected to your device settings where you can turn on notifications on/off.

This can later be changed by selecting the profile icon and select Settings. From here tap Push Notifications to turn them on or off. If this is a shared device, notifications are updated for all users on that device.

Sounds & Alerts

Sound and alerts lets you adjust the volume, the kind of sound that is made for different types of messages and the frequency of the alerts. Tap the profile icon and select Sounds & Alerts. From here you can adjust the volume and the type of sound you would like to use for each type of notification. You can also choose to mute notifications or use the vibrate setting.

Security

From your profile, under the Settings tab select Security. This is where Admin Settings and Device Settings are located.

(Note: Admin Settings are determined at the group level by the Administrator and cannot be edited within the app..)

Admin Settings

This sections shows your group security settings for the following options:

- Enforce Pin (mobile only)
- Remember Password
- Inactivity Time
- Failed Login Lockout Time
- Personal Contacts

- Message Retention
- Screen Capture

Device Settings

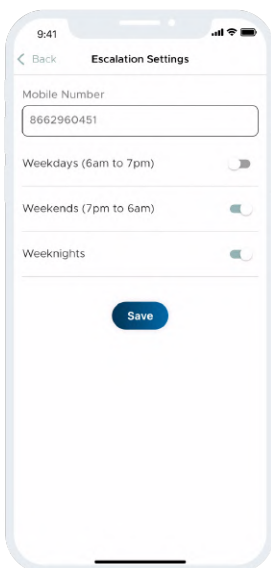
Under device settings you can make changes to a variety of settings for your devices pin and passcodes including:

- Device Passcode
- Biometrics (mobile only)
- Qliq PIN (mobile only)
- Change Qliq PIN (mobile only)
- Reset Password
- Delete Media Upon Expiry

Support

You can locate the support section by navigating to your profile. From here tap Settings and then select Support. From this section you can:

- Send Feedback
- Report an Error
- Check your Server Status
- Review Stats

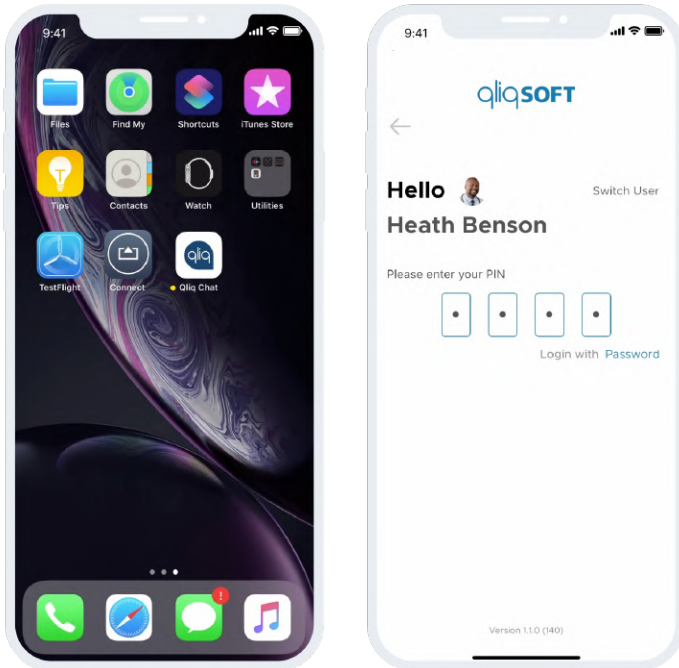


Escalated call notifications

If your device is not connected to WiFi or a mobile data network, the QliqCHAT service cannot deliver notifications. To ensure you are always notified promptly you can turn on the Escalated Call Setting. This setting will enable QliqCHAT to send you an automated phone call alerting you of the message 5 minutes after an attempted message is sent.

To turn on escalated call notifications on your mobile device, first select Settings from your mobile and tap on Escalated Call

Notification. Add the number you want to be reached on and select time windows for escalated calls. Tap on Save.



Log in and Set Your Password

When you tap the Qliq icon to open the application, you will be asked to log in with your user ID and password. This will be either the email and password you set up after accepting the invitation, or use the credentials provided by your admin. Follow these three steps to complete the process.

1. When you log into your account, from your mobile device, for the first time you will be given the option to set up your PIN or skip this step. If you choose to set up your PIN enter the number.
2. Re-enter your PIN number to confirm.
3. Then you can log into your account.

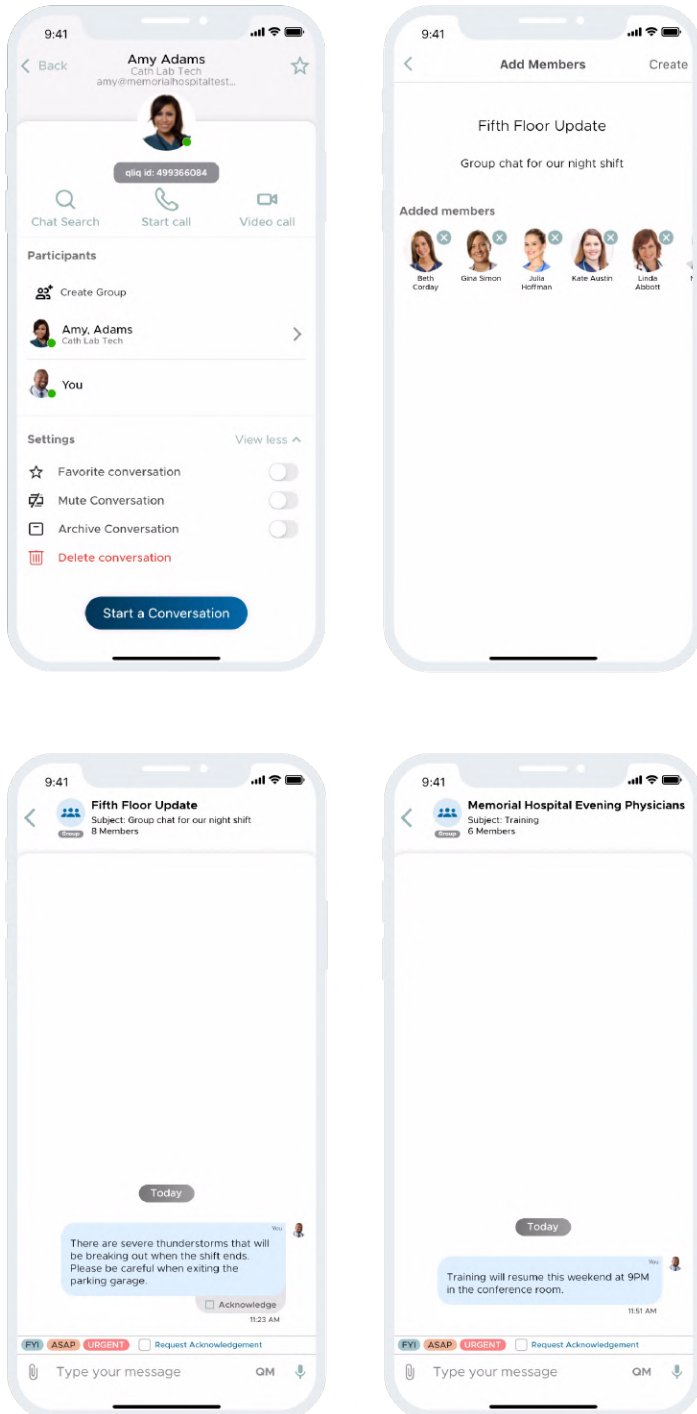
(Note: If your device has biometrics you will be prompted to set up or skip biometrics before you login for the first time.)

Enable Biometrics (mobile only)

You can add a PIN at any time. You can also set up biometrics such as Touch ID or Face Recognition at any time if your device has the capabilities. If your phone has biometrics capabilities and you would like to use them you will need to first turn them on in your device's settings. Then from your QliqCHAT Settings select Security and turn on the toggle labeled Biometrics. Here you will also find the option to turn on your Qliq PIN. You can turn this on or change your Qliq PIN at any time.

Starting Conversations

Create New Conversations



In the QliqCHAT app, there are two easy ways to create a new conversation.

1. In the Chat Screen, the icon at the top right of your screen. Your contacts will be opened. Choose the recipient to begin the conversation.

2. You can also navigate to the Contacts Screen, locate the user in the list and tap the name. Then tap the Start Conversation button that appears at the bottom.

Send Broadcast Messages

3. A broadcast message is an announcement style of messaging. When you send a broadcast message many people can receive the message, but only the initiator of the conversation will receive the responses.

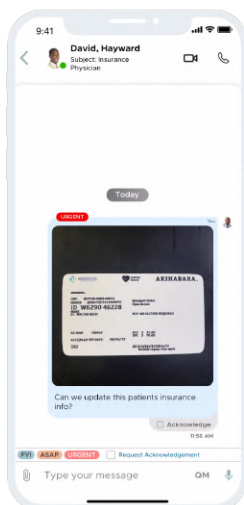
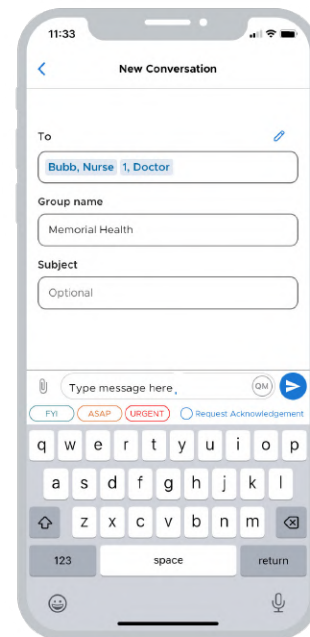
To send a broadcast message you must first navigate to the contacts screen and select the group you would like to send the message to. From here you will be prompted to select a conversation type. Select Broadcast from the menu and continue to compose your message.

(Note: Users must have permission set by their group Administrator in order to create a broadcast message)

Send Group Messages

There are two different ways you can create a multi-party group message made up of your individual contacts.

1. You can turn an existing message into a group message by tapping the group message name (or group of contacts) at the top of your screen. Then select Edit people icon to add members. When you are done adding group members tap Done. You can then select to either Modify Existing group, Create New group before proceeding. From this screen you can create the group name and the subject. When you are done tap Create in the top right corner.
2. To create a group message from scratch select the Chat tab at the bottom of your screen. Then select the icon at the top right of your screen to start a new conversation. From here you can either select an existing group to message or create a new group.



Request Acknowledgement

From the Chat Screen you will notice there are 3 different buttons just above the Type Your Message field. The buttons add flags to the message you are sending. When selected the badges will appear in the top left of the message bubble in the chat.

If you select FYI this indicates that you are sharing information with the group, but do not require a response. The message is informational.

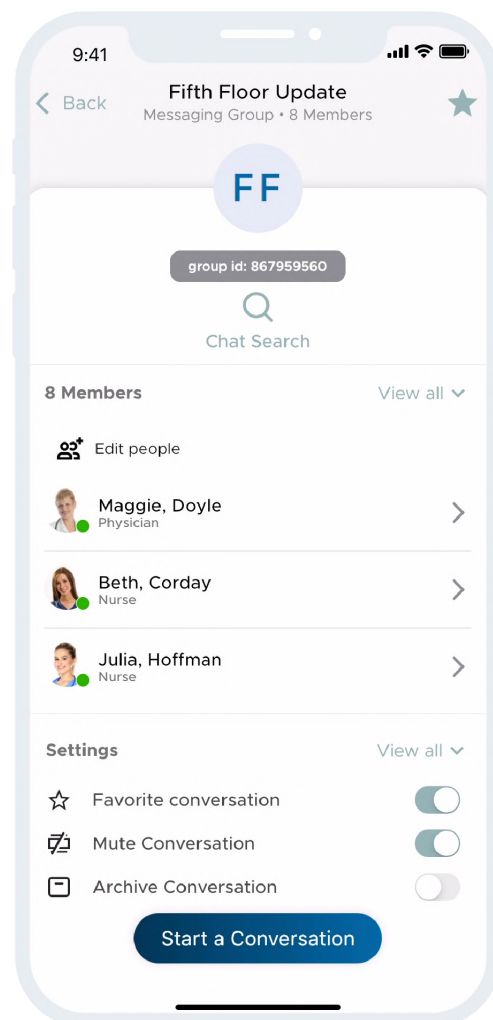
The ASAP button lets the recipient know that you need a response as soon as possible.

If you select URGENT it also lets the recipient know that you need a response as soon as possible.

You can also select Request Acknowledgement at the bottom of the message. This enables the recipient to check the box when the message is read, informing you it has been received and acknowledged.

Mute Conversations

To mute your conversation notifications you must first open the conversation you wish to mute. Then select the contact or group name at the top of your screen. Scroll down to where it says Mute Conversation and select the button to mute notifications. **This will cause the user not to receive push notifications or chimes for that conversation. Badge count will still increase. In order to resume receiving notifications or chimes, disable the mute conversation toggle.**

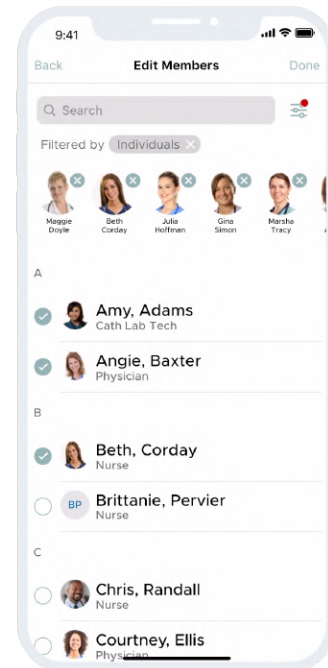


Editing Conversations

There are several ways you can edit your conversations in the QliqCHAT app. You can add or remove participants from a conversation. You can also recall messages or delete them.

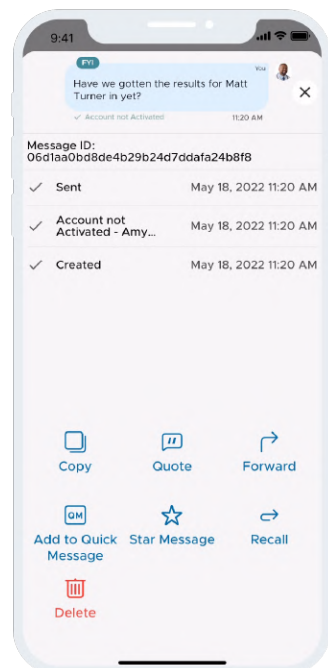
Edit Participants

You can remove participants from your conversation at any time. Open the message and tap the group name in white at the top center of your screen. Select Edit People and uncheck the participants you wish to remove. You can also add new members to the group from here. When you are finished, select Done in the top right corner.



Copy Messages

To copy a message, once in the message details, from the desktop app right click to Copy. From the mobile app, you can long hold the message text to Copy. You can then paste this message accordingly.



Forward Messages

To forward a message, once in the message details, click Forward, and forward to a contact or group accordingly.

Recall Messages

To recall an incorrect message tap and hold the message bubble and select Recall. The receiver will see the message has been recalled and will not see the content of the message

Delete Conversations and Messages

All messages have a retention date and will be deleted automatically at that time. The retention period is set by your QliqCHAT administrator.

Delete a Conversation

To manually delete a conversation, open the message and tap on the contact or group name at the top. Scroll down to Settings. Select View All and Delete Conversation will appear in red at the bottom. Select Delete Conversation.

(Note: Deleting a conversation only deletes it for the individual user, not for other parties in the conversation.)

Delete a Single Message

To delete a single message, tap and hold the message bubble in the conversation. Once the menu appears, tap Delete.

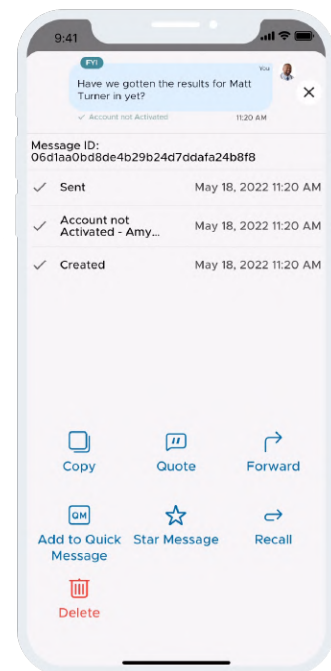
Get Message Details

The message details can be found by long holding a message in the chat. The message details will include the following:

- The Message ID
- Sent Time and Date
- Delivery Status
- Date Created

Message Delivery Status

Every message you send through QliqCHAT will include a delivery status to let you know whether or not the message was received. The delivery status can be found in two places. Directly under the chat bubble in blue or in the message details.



Types of Delivery Status Messages

Waiting for Recipient means the message was successfully sent, but it has not yet been received by the recipient's device.

When the message status reads Delivered the recipient's device has received the message, but it has not yet been opened and read.

When the delivery status displays Read the message has both been received and opened by the recipient.

If you send a message to a user that is logged out the message status will indicate this and read "Offline". Once the user logs back in the message will be delivered.

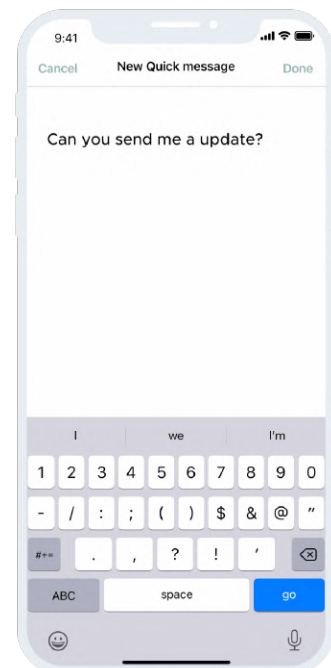
If your smartphone does not have Internet access, the app cannot send messages. A pop up message letting you know there is no connection will appear. You will see the Pending Message status until the app reconnects to the internet and sends the message. If there is no internet connection users can choose to use cellular data.

Mark All-Read

The Mark All Read option will appear when you have unread messages in QliqCHAT. Tapping the banner will change the status of all your unread messages to read all at once.

Sending Quick Messages

When you are creating a message you will see the letters QM on the right of the text window. These are Quick Messages that are preloaded to save you time. They are completely customizable. You can create your own QM, select one to send to a recipient or delete the preloaded ones that are already available.



Create a Quick Message

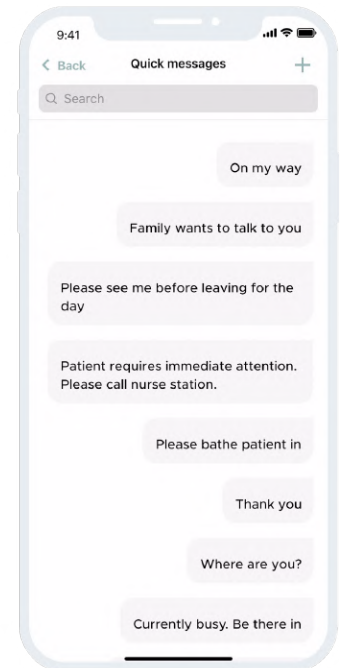
To customize your own Quick Message, select QM in the chat screen. Then navigate to the Plus icon at the top right corner of your screen. From here you can type in your own message and select Done in the top right corner to save the message.

Select a Quick Message

Selecting a Quick Message is easy. In the chat select QM. Scroll or search to find the message you would like to use. Tap that message and it will now appear in the chat window.

Edit/Delete a Quick Message

To remove a Quick Message from your list, first select QM. Choose the message you want to delete. Press and long hold on the message until a new menu appears. From here you can Edit or Remove the message.

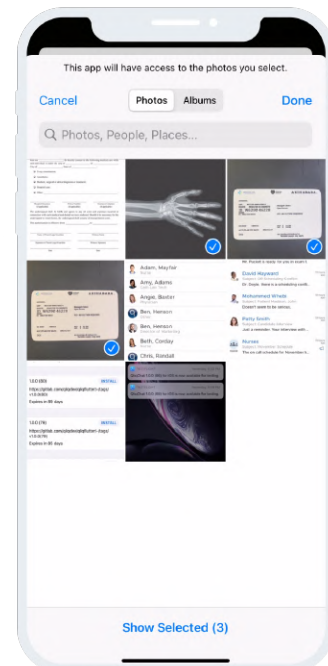


Sending Media Files

To send media files you can tap the paperclip icon on the left side of the text field in a conversation. From here you can take a photo, access your media files as well as the QliqSTOR, EMR and Snap and Sign add ons if they have been enabled by your admin. From here you can select the media file you would like to share.

Share From the Files Tab

Open the Files tab and select the file you want to share. Then select the three dots in the top right corner. From this menu you can select Attach & Send as a message. From here you can either choose the conversation you would like to insert the file into or you can tap New to include the file in a new conversation..



Share From In-App Media Library

To share a file that has already been uploaded to the in-app library select the paperclip icon and tap Qliq Files. Next select the type of file you want to share. Then locate and share by selecting that file.

Share From Device Library

To share files from your devices library, first select the paperclip icon. Then select Photos (mobile only). From here you will need to update your mobile devices permissions to grant access. After access is given you can select the file you want to share.

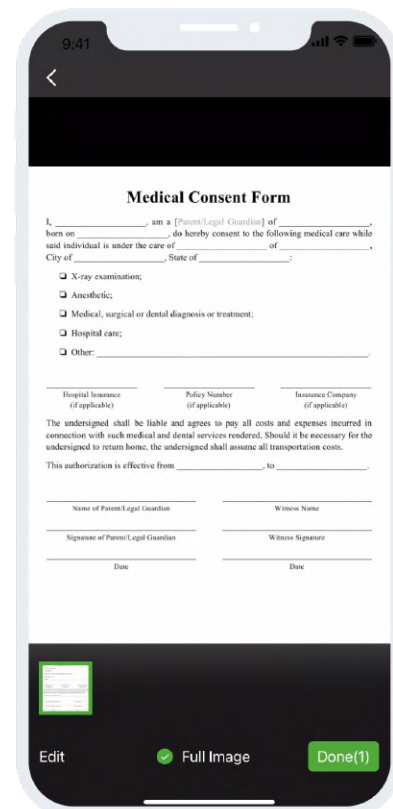
(Note: Users will need permissions to have access to the camera roll.)

Record an Audio File

To record an audio message, click on the microphone icon to the right of the QM (Quick message) icon. Hold down the microphone icon to record your message, then send.

HIPAA Camera

All pictures taken using the QliqCHAT app are stored securely on the platform. They are not added to your personal camera roll. To use the HIPAA camera select the paperclip on the left of the text field. From this menu select Camera.



Medical Consent Form

I, _____, am a [Parent/Legal Guardian] of _____,
born on _____, do hereby consent to the following medical care while
said individual is under the care of _____ of _____,
City of _____, State of _____.

☐ X-ray examination;
☐ Anesthetic;
☐ Medical, surgical or dental diagnosis or treatment;
☐ Hospital care;
☐ Other: _____

Hospital Insurance (if applicable) Policy Number (if applicable) Insurance Company (if applicable)


The undersigned shall be liable and agrees to pay all costs and expenses incurred in connection with such medical and dental services rendered. Should it be necessary for the undersigned to return home, the undersigned shall assume all transportation costs.

This authorization is effective from _____, to _____.

Name of Parent/Legal Guardian Witness Name

Signature of Parent/Legal Guardian Witness Signature

Date Date

Edit  Full Image Done(1)

Start Conversations with Non-Qliq Users

There are three ways to communicate with external contacts. First, you can invite them to join you on QliqCHAT or you can send them a text through the QliqCHAT app.

Send an Invite From the Contacts Section

You can invite an external contact by navigating to the Contacts screen. From here you can select Received and Sent Invitations. Then select New in the top right hand corner.

Send a Message Invite From the Chat Screen

You can also text an external contact from the chat screen. Select the icon in the top right corner. From this menu select New Contact. Add the contact information in the fields on the screen and select Save. A text message will then be sent to your new contact.

Send a Message Invite From Your Profile Section

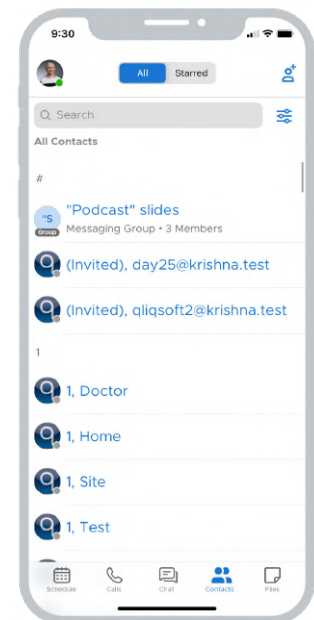
If you select your profile icon in the top left corner of your screen a menu will appear. Towards the top in blue you will see the Text a Non-Qliq button. Enter the information into the fields and tap Send in the top right corner. This is available only if permission was enabled by the group Admin.

Managing Contacts

Create New Contacts

You can add a new contact from the Contacts screen. From here you can select the icon in the top right corner. From here you can select either Add by Phone Book or Add by Email/Mobile.

Create New Groups



There are two types of groups in your contacts. The first are the groups created by your organization. The second are messaging groups you create yourself.

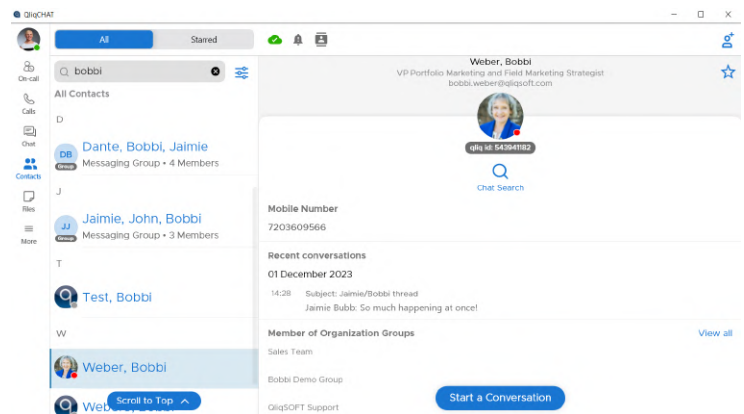
You can create new messaging groups in two different ways.

1. You can open an existing group message and tap the group name or group of contacts at the top of the screen. From here you can add group members by clicking the edit people icon. After you have selected the members, tap Next to either Modify Existing group or to Create New group. Once you have completed filling in this information, select Start a Conversation.
2. You can also create a new group by clicking the blue icon in the top right corner of the chat screen. From here add members and name your new group, which saves the group to your contacts. This eliminates the need to scroll through existing conversations to find the one with the correct participants or to continue to create new group chats with the same participants.

Starring Contacts, Groups, Messages

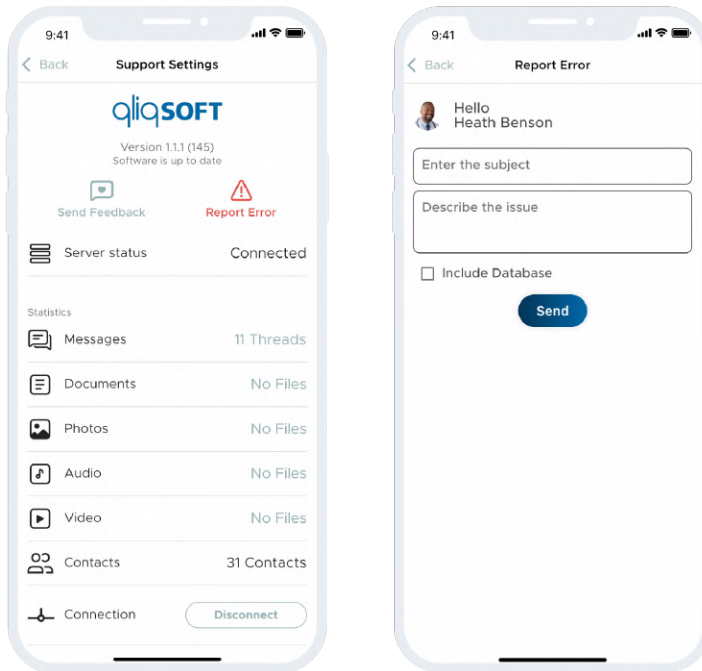
Create your own favorites list of QliqCHAT contacts and/or groups you collaborate with on a regular basis. To add a contact or group to your favorites, first navigate to the Contacts section, then locate the contact or group you would like to add. Open the contact or group and tap the star in the top right corner to add them to the Starred list.

You can then locate this starred contact or group under the Starred section next to the All contacts tab.



To star a conversation with a contact and/or group so you can reference it and add to it more easily, locate the message thread under the Chat section, double click into the conversation and star at the top right or just below list of contacts tied to the conversation, you can enable the Favorite conversation under the contact or group of contacts.

Report a Problem to QliqSOFT



If you ever run into a problem with the QliqCHAT app, it is easy to report the issue to QliqSOFT right from your device. No messages or PHI are sent to QliqSOFT.

Start by selecting your profile icon in the top left of your screen. Then tap Settings, Support and Report Error. Type in a subject and message and click Report Error. If prompted to Send Database, please choose yes to send us more information.

Client Setup

In addition to the general features QliqCHAT also includes a variety of tools and add-ons that are managed by your organization's administrator. To enable or make changes to these features you will need admin level permissions.

Branding and White Labeling

If you would like to customize the QliqCHAT app to match your organization's branding and style we offer white labeling services. If you are interested in setting-up this feature your organization's admin can request it.

Thumbprint/Face Recognition Login (mobile only)

You can upgrade your security settings to use two different types of biometric authentication. From your settings you can set your QliqCHAT account to unlock with face recognition or your fingerprint instead of a pin number. Tap your profile icon in the top left corner of your screen. Tap Settings and then select Security. Scroll down and select Biometrics to turn on this security feature. **Thumbprint and face recognition are dependent on device capabilities.**

Add-On Features



Visit Path

Visit Path

Visit Path is a real-time, GPS-enabled resource management app designed to address the requirements post-acute care delivery and Electronic Visit Verification.

Sample Use Case

In hospice and home healthcare settings, visit path makes it easy to track patient appointments, field staff schedules, complete patient visits and appointments that are currently being conducted, in real-time.



Calls

Qliq-Assisted Calls

Protect patient and provider privacy with caller ID masking.

Organizations that implement Qliq Assisted Calling, give their clinicians the confidence to make the leap from a secure text to a phone call directly from our Qliq Secure Texting app. The simple, yet powerful way

to provide additional security and assist with return call routing, without requiring providers to use separate devices or lines.

Sample Use Case

In healthcare there is often information that needs to be shared with patients quickly. Test results have to be communicated. Patients have to be called back. But providers should never be asked to sacrifice their personal mobile numbers to close those communication loops. More often than not they're left with an impossible choice, dial *67 (which only works sporadically) and risk your call not being answered or start hunting down an available hospital landline. Qliq assisted calling removes the guesswork and promotes the callback number you need patients to know.



Snap & Sign

Snap and Sign

Snap and sign enables you to capture images, add text, check boxes, dates and signatures so you can complete documentation remotely.

Sample Use Case

Provide your workforce with relief during staffing shortages by eliminating mundane tasks. Say goodbye to the paper chase. Snap & sign allows staff to create, sign, exchange, and store documents electronically all from one secure platform. Maintaining HIPAA compliance and avoiding errors during care collaboration can now happen in a snap.



On-call Groups

OnCall Scheduling

The on-call scheduling feature allows you to check the schedules of your on-call staff. With this feature you can also check for schedule conflicts and message on call staff-members.

Sample Use Case

In large healthcare organizations an accurate on-call schedule is vital for workflows and optimal patient care. The on-call scheduling feature gives your care team the agility to view, adjust, and share on-call schedules directly from their smartphone device.



Barcode Scan

Barcode Scanning

The barcode scanning feature makes it easy to scan barcodes remotely from your phone. You can also enter the codes manually.

Sample Use Case

In some healthcare settings, such as surgical facilities, barcodes for different medical equipment and devices need to be scanned to keep track of the materials that are used. Enabling barcode scanning on your QliqCHAT app makes it easy to scan and keep track of these barcodes with your mobile device.