

AkarioBackline™

Mobile Application
User Manual

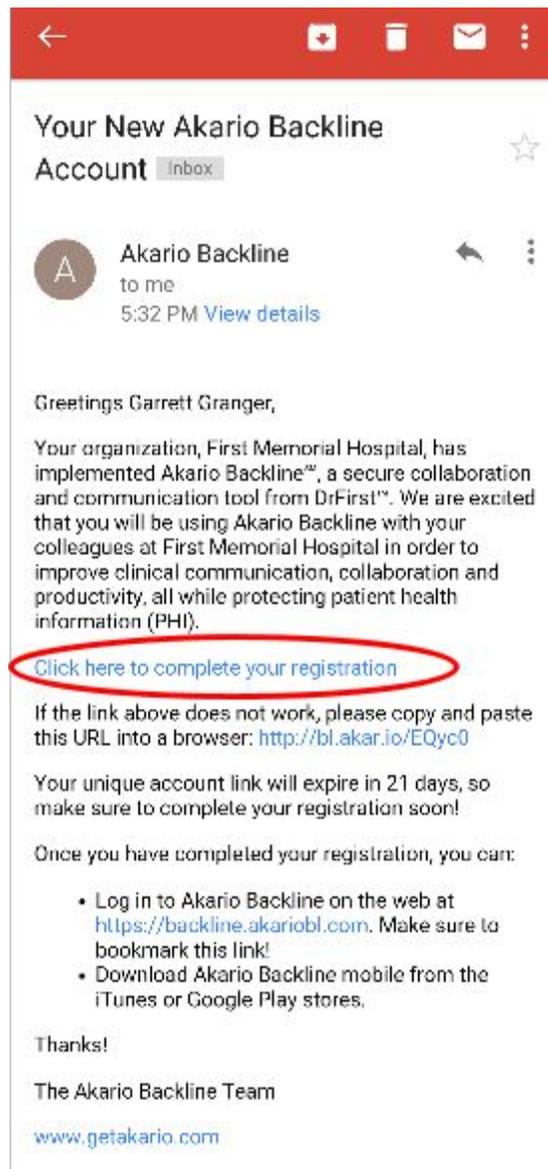
January 22, 2016



Managing your Akario Backline Account	3
Logging into Akario Backline.....	6
Using Akario Backline	7
Recent.....	8
1-on-1	15
Personal 1-on-1 Chat	18
External Contact (Cross Organization).....	19
Groups	20
Messaging within a Group Chat.....	21
Creating a Group Chat	27
Search Existing Groups	29
Patient Centered Chat (PCC).....	30
Messaging within a Patient Centered Chat (PCC).....	31
Creating a Patient/Patient Caregiver Chat.....	33
Search Patient Centered Chats (PCC)	36
Notifications of Undeliverable Prescriptions [NUS].....	37
Notifications	39
Settings	40

Managing your Akario Backline Account

1. Once your administrator has created your Akario Backline account you will receive an email providing you the link to register your account. You can register through your phone or through the web on a computer. The registration link is available for 21 days before it expires. If your link has expired please contact your administrator. The email also includes the website that can be used to login through a web browser or the **Akario Backline** app through the Apple App Store or Google Play stores.



Welcome Email Inviting You to Set up Your Account

2. When you click on the registration link you are brought to the Akario Backline registration screen where you will create your password, answer 2 security questions to be used for forgotten password resets and accept the Terms of Use. To view the Terms of Use, click on **Terms of Use** and another window will open and display them for you to review.

Akario Backline

Registration

Welcome Garrett Granger! Please complete your registration for Akario Backline™, a secure, HIPAA-compliant texting/instant messaging application.

Credentials

Email

Password

Create Password

Password Confirmation

Confirm Password

Your password must contain the following:

- At least 8 characters
- An upper case letter
- A lower case letter
- A number
- Password Match

Security Questions

Please select and answer security questions to be used in case of password reset.

Question #1

Please select a question

Answer #1

Must be at least 2 chars

Question #2

Please select a question

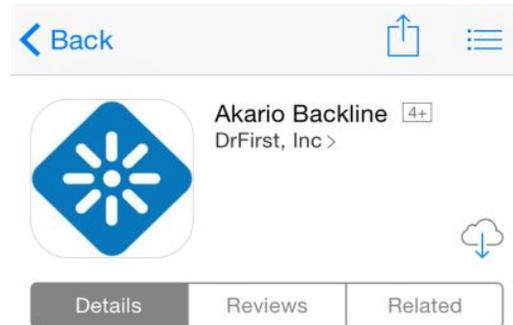
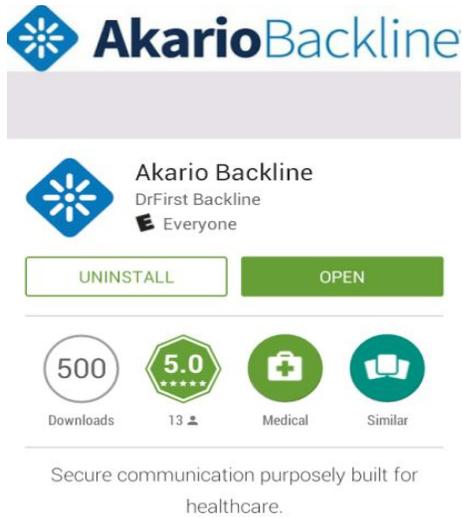
Answer #2

Must be at least 2 chars

I agree to the [Terms of Use](#).

Register

Registration Page



Google Play Store

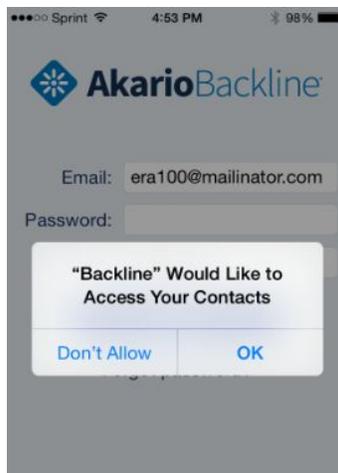
iTunes App Store

3. Once you complete registration you will be taken to Google Play/App Store [if you are registering using your mobile device] or to the Akario website at www.getakario.com. You can access Akario Backline on the mobile browser at <https://backline.akariobl.com> ; however the best format for the mobile devices is through the Akario Backline mobile applications. If you are not taken there directly after registering, you can download the **Akario Backline** application through the App Store (Apple) or Google Play (Android).

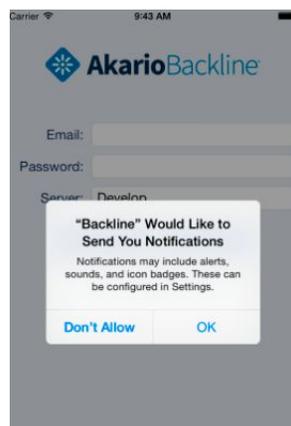
Throughout the rest of this manual Android Screenshots will be shown on the left hand side and iOS screenshots will be shown on the right

Logging into Akario Backline

1. Once your application has finished downloading, open the application.
2. If you have an iOS device you will be prompted to choose if Backline has access to your contacts and if you would like to receive notifications.
 - a. Allowing access to your phone contacts will make it easier for you to send a secure message via weblink to an unregistered Backline user - if this is allowed by your organization.
 - b. You need to allow notifications in order to receive push, badge and tone alerts.

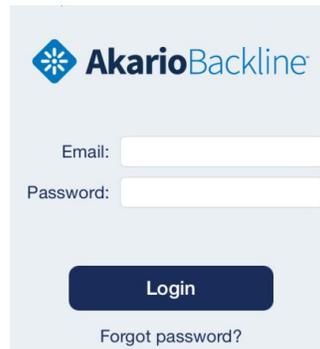


iOS Only: Allowing Backline to Access Your Contacts



iOS Only: Allowing Backline to Send You Notifications

3. With the email address and password you created, log into the mobile application.

The image shows the Akario Backline login screen. At the top left is the Akario Backline logo. Below it are two input fields: "Email:" and "Password:". A dark blue "Login" button is centered below the fields. At the bottom, there is a link that says "Forgot password?".

Backline Log In Screen

4. After login you will be prompted to enter a security passcode. This is a four digit PIN you will use if you get timed out of the system.

The image shows the Android PIN screen. At the top, it says "Enter PIN" and "Akario Backline". Below is a numeric keypad with letters associated with each number: 1, 2 ABC, 3 DEF, 4 GHI, 5 JKL, 6 MNO, 7 PQRS, 8 TUV, 9 WXYZ, 0, and a "Done" button.

Android Pin Screen

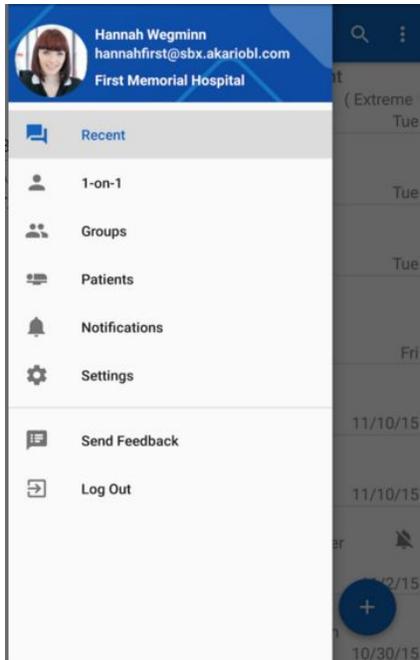
The image shows the iOS PIN screen. At the top, it says "Akario Backline" and "For easy, secure entry to Akario Backline mobile, please enter a 4 digit PIN." Below is a numeric keypad with letters associated with each number: 1, 2 ABC, 3 DEF, 4 GHI, 5 JKL, 6 MNO, 7 PQRS, 8 TUV, 9 WXYZ, 0, and a backspace button.

iOS Pin Screen

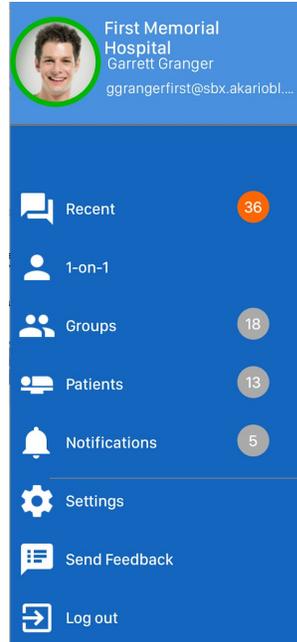
Using Akario Backline

1. For both Android and iOS you can refresh your screen by swiping down at the top of the screen.
2. On Android devices, if there is no internet connection, the bottom of the screen will notify you and has a button to click on to view your network settings in order to troubleshoot the problem. You can also swipe this message away.
3. To navigate the application you have a menu on the left hand side of the screen:
 - a. Recent
 - b. 1-on-1
 - c. Groups
 - d. Patients
 - e. Notifications
 - f. Settings

- 4. When you login you will be automatically be directed to the **recent** page on both iOS and Android devices.



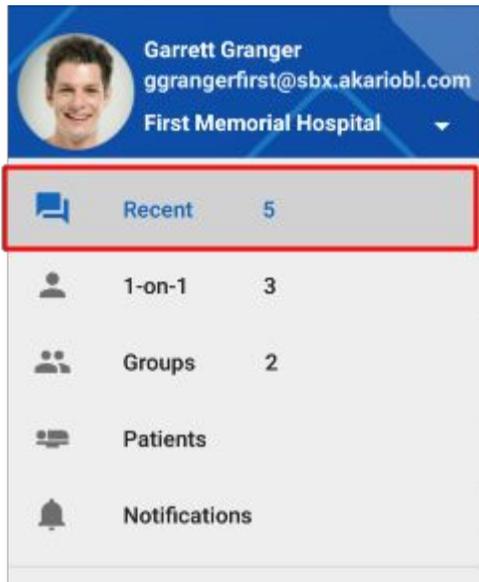
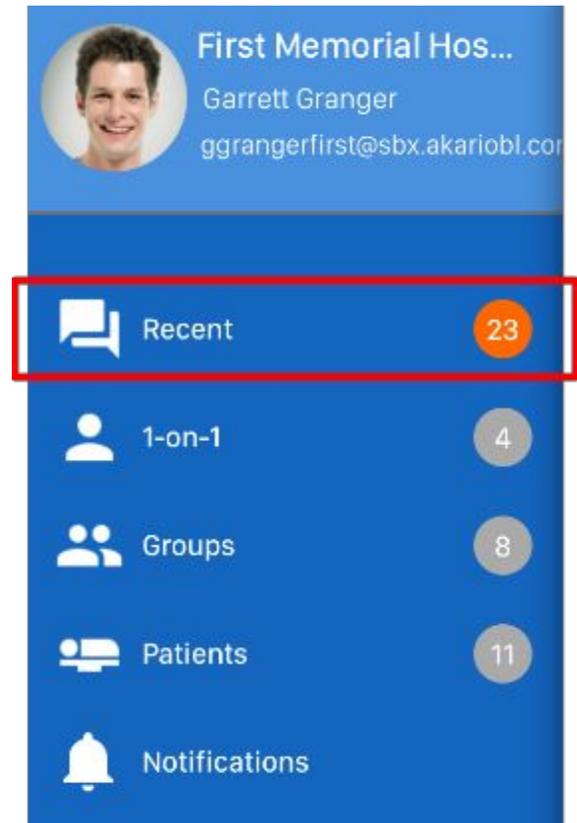
Android Main Menu



iOS Main Menu

Recent

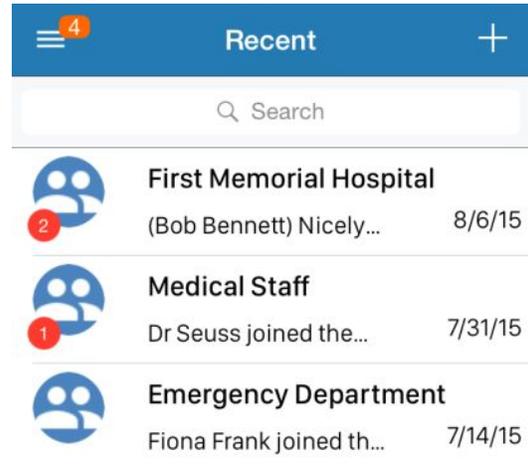
Recent is a section of Akario Backline in which you can view any recent chat sessions (1-on-1, group, patient chats or notifications). If you have unread messages, a circle containing the number of unread messages will appear on the tab.

**Android Recent Menu Option****iOS Recent Menu Option**

1. Click on the **Recent** icon. You will see a numerical icon indicating the number of recent chats you are a part of currently. On iOS, if you have any unread recent messages, the number and surrounding circle will appear orange.
2. Next to the chat it will show you when the last message was exchanged. These messages will appear with the most recent up top.
 - a. For 1-on-1 chats, you can see if a contact is currently online. If the avatar has a grey x on the righthand bottom corner the user is offline. If the avatar has a green circle with a white check mark the user is online using a web browser. If the avatar has green circle with a white cell phone in it the user is online using a mobile app. Is the avatar has an orange circle with a clock the user is idle on the web browser.

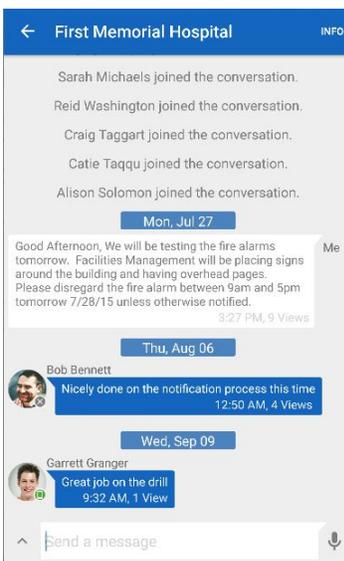


Android Search Bar and Filter

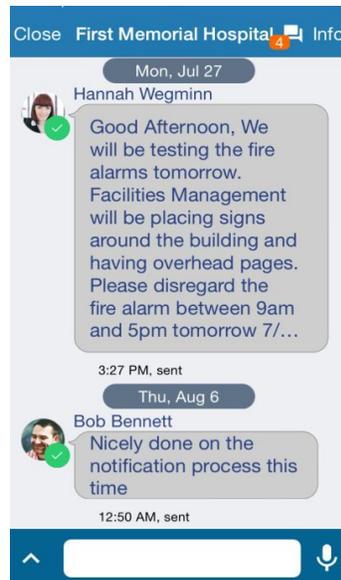


iOS Search Bar and Filter

3. At the top you have a search bar (iOS) or button (Android) that allows you to filter the results. You can enter a partial match for a person, group or patient in the **Filter** field press the Search button on the keypad to narrow the results.
 - a. **Note:** On Android devices, if you would like to multi-select chats to remove them from your list, you long-press on any chat and then you will have the ability to tap as many as you want before clicking on the exit door.
4. To open up a recent chat, click on the chat/contact's name.



Android Chat Screen



iOS Chat Screen

5. At the top of the screen it will show you the contact's name or group name with the **Info** button on the right. By clicking the **Info** button you can view the contact or group Avatar, Organization, Department, Specialty, Email, Title, Mobile number and other information pertaining to the contact or group specifically.
6. To send a message, click on the text box at the bottom of the screen. When you are done typing, click **on the send icon (as seen below)**.



Android Send Button



iOS Send Button

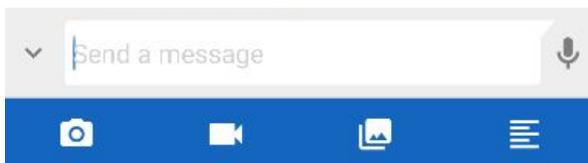
7. On the bottom left you have an arrow icon that allows you to send a photo, video, and add quick text. An Organization can choose to disable the ability to add external attachments. If this is chosen you will not see the gallery button/choose a photo or video button from within the mobile application; but you can still add a photo or video from within Backline.



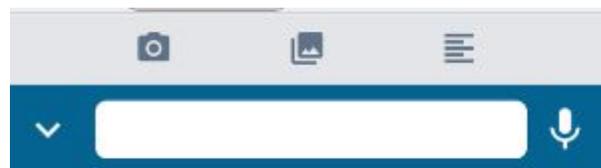
Android Arrow Icon



iOS Arrow Icon

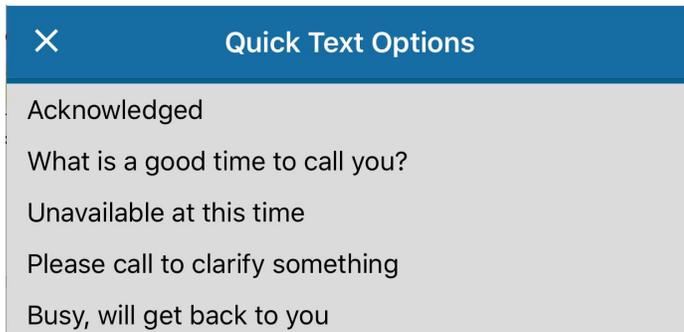


Android Option Bar (from left to right) Take a Photo, Take a Video, Add a Photo or Video Saved on the Mobile Device, Quick Text



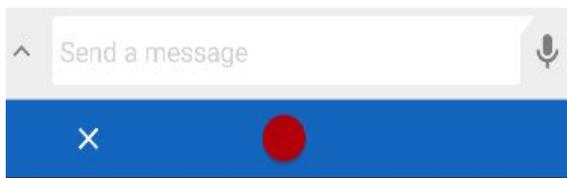
iOS Option Bar (from left to right) Take a Photo/Video, Add a Photo or Video Saved on the Mobile Device, Quick Text

- a. If you tap on the Quick Text icon on the right hand side of this bar it opens up the quick text option which lets you automatically send one of several pre-written messages.



Quicktext

- On the bottom right you have a microphone button that allows you to record and send an audio message. This audio file will not be saved on the mobile device only within Akario Backline.



Android Audio Record Button



iOS Audio Record Button

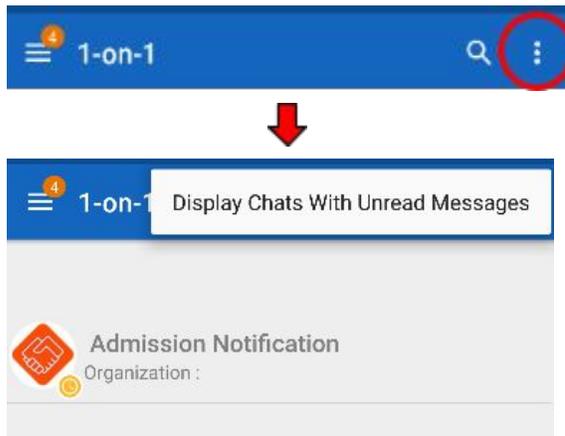
- On iOS devices, within any chat (1-on1, Group, PCC or Notifications), you have the ability to quickly view unread messages by clicking the message icon as seen in the picture below. The icon will also have a number indicating how many unread messages you currently have. By clicking the icon, you will be taken to Unread messages section.



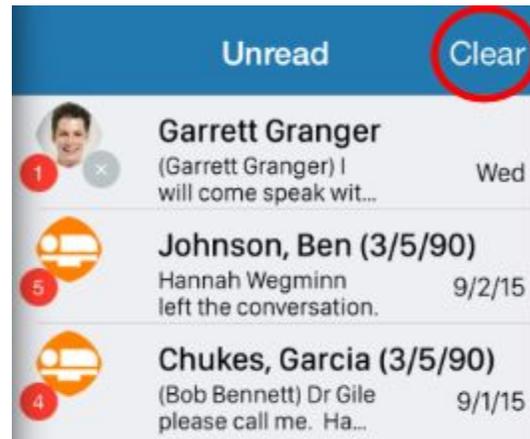
iOS Only: Unread Messages

- On iOS devices, within the individual chats, you will see a numerical icon indicating how many unread messages there are. To go into a specific chat and view unread messages, click on the desired chat. If you wish to clear the unread message section, click on 'Clear'. If you just want to return back to the previous section, swipe right.

On Android devices, you will see the same notification on the overview pages (Recent, 1-on-1, Group, PCC, Notifications) on the upper left hand corner over the hamburger button. On the right hand side you can click the triple dots to reveal the option to show only unread chats. However, there is no way to clear all unread at once.

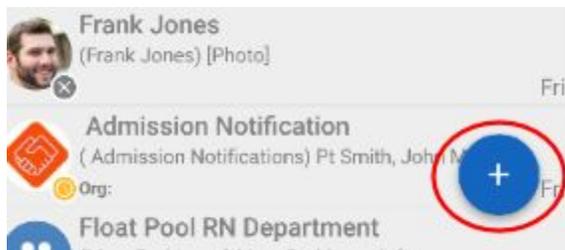


Android Only: Viewing an Unread Message

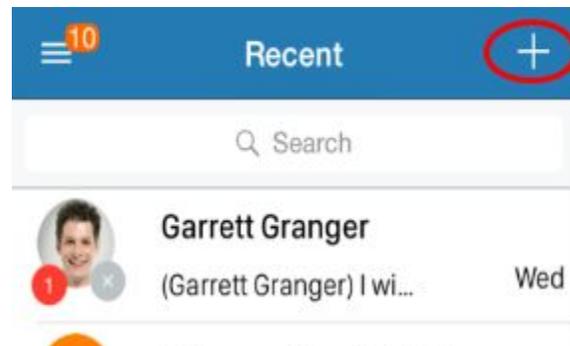


iOS Only: Clearing all Unread Messages

11. On iOS you also have the ability to add a new 1 to 1, Group, PCC or External User chat by clicking on the '+' in the top right hand corner of the page. An action menu will open from the bottom to select the chat type you wish to create. For Android devices you click on the plus sign on the bottom right hand corner.



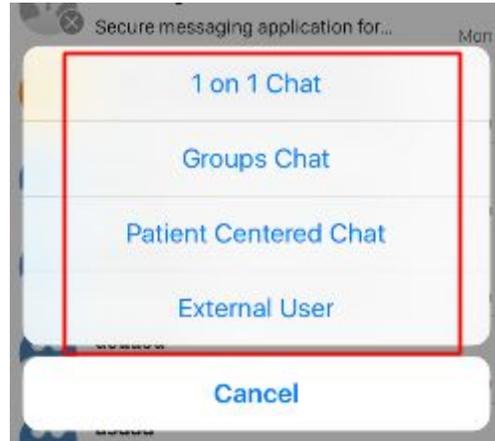
Android Floating Action Button



iOS Shortcut Button



Android Floating Action Menu

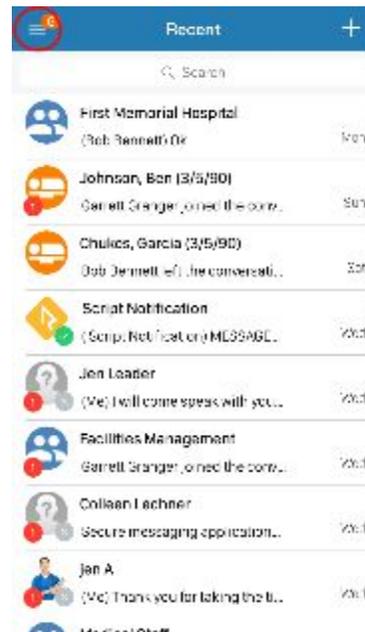


iOS Action Menu

- 12. To return back to the menu bar, either click the three horizontal line or ‘hamburger’ icon in top left hand corner or swipe right and you will be directed back to the menu bar.
 - a. **Note:** For Android devices whenever a user list is displayed, you can click on an individual user to see the user’s information.



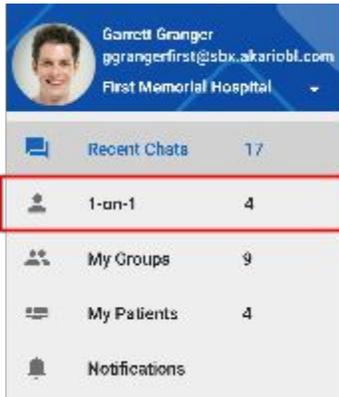
Android Button to Open Left Menu



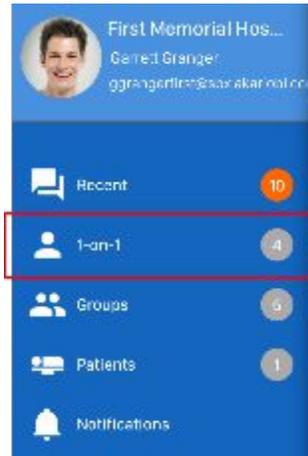
iOS Button to Open Left Menu

1-on-1

1-on-1 is a section of Akario Backline in which you can view and add Backline contacts.

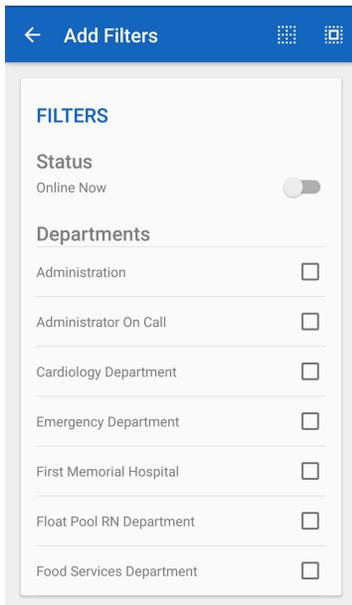


Android 1 on 1 Menu Option

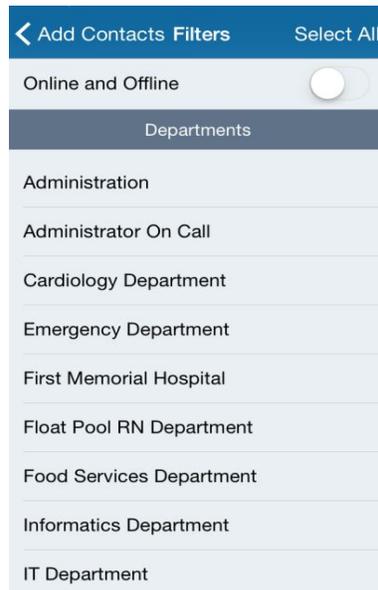


iOS 1 on 1 Menu Option

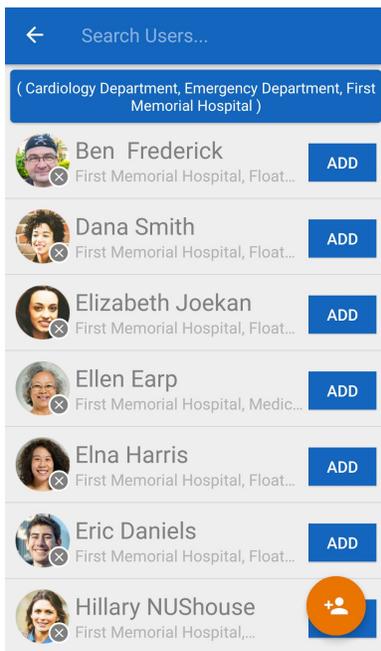
1. On the toolbar on the left hand side, choose 1-on-1. You will see a numerical icon indicating the number of 1-on-1 chats you are a part of currently. If you have any unread messages, the number and surrounding circle will appear orange.
2. Your current contacts will be listed below. To message a current contact, click on their name and you will be taken into the chat.
3. To add a new contact, click on the '+' at the top right and choose '1-on-1'. You can search the Backline contact directory by first name, last name or first few letters of their name or department, or the user's email address
4. You can also Filter the search with the following fields:
 - a. **Online and Offline vs. Online Only**
 - b. **Departments – Choose from your organization's departments**
 Once you select your filters click **Back** in the upper left corner to display your filtered results.



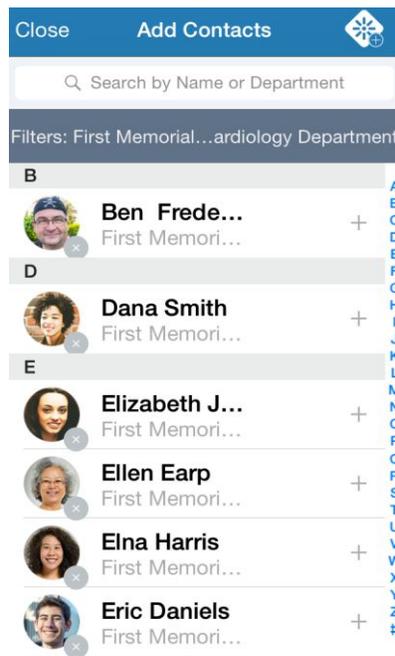
Android Group Search Filter



iOS Group Search Filter

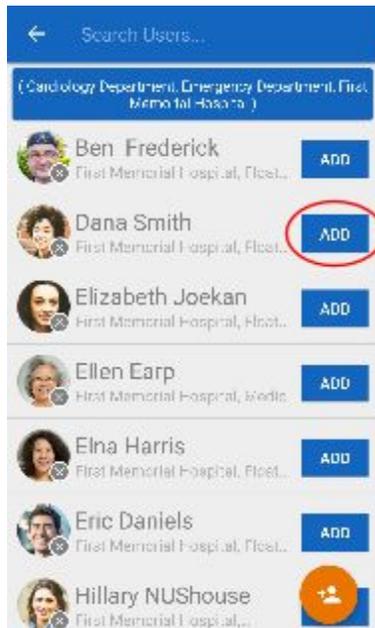


Android Search Screen with Active Filters



iOS Search Screen with Active Filters

When searching your current contacts will show up with an **Arrow** to the Right (**iOS**) or 'VIEW' (**Android**). New contacts will show up with a '+' (**iOS**) or 'ADD' (**Android**).

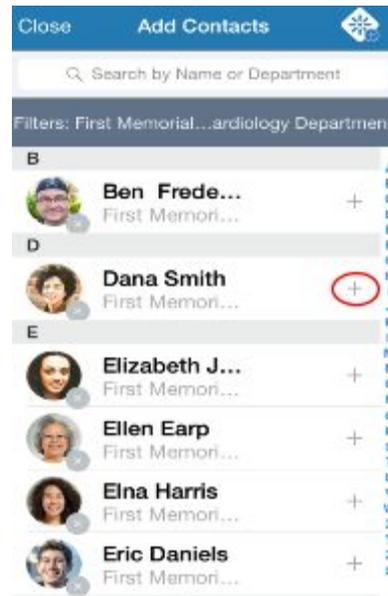


Android User Search

To add a user to your contacts list, click on the '+' (iOS) or 'ADD' (Android). You can multi-select users and once added users will show a 'VIEW' (Android) or an Arrow to the right (iOS). You can click ADD or View to be taken directly into a 1-on-1 conversation with this contact.



Android Viewing a Chat



iOS User Search



iOS Viewing a Chat

5. Once you have added the contact they will show on the 1-on-1 screen. To begin chatting with the user click on their name.
6. If you have previously had a conversation with this contact your history will appear on the screen. You can now type in your message, attach a picture, audio or video.
7. To view **Contact Details** click on the **Info** button on the top right to view their Organization, Department, Specialty, Email address, Title, Mobile number, Location and Avatar. From the **Contact Details** screen you can **Flag Contact for Misuse** or **Remove Contact**.
8. On Android devices, if you click on an avatar you can see the user's information, call the user, and email the user using a program on your mobile device. On an iOS device you can call or email the user by clicking on phone number/email from the Info Section.



Android User Information, Flag or Remove Chat



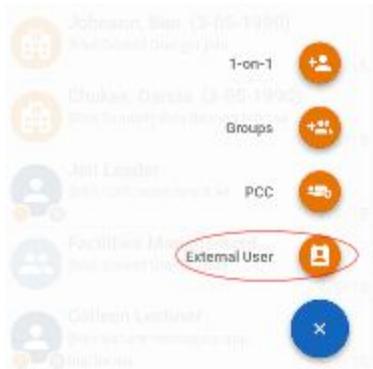
iOS User Information, Flag or Remove Chat

Personal 1-on-1 Chat

Personal 1-on-1 Chat is dependent on the organization's settings. You may not have the ability to connect with users outside of your enterprise based on what the Akario Backline Administrator has allowed.

Personal 1-on-1 Chat allows you to send a secure chat to your phone contacts. If your contacts do not appear you will need to go into your mobile device's privacy settings to enable Contacts for Backline.

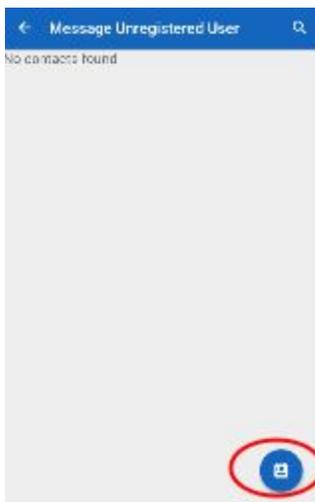
To send a secure chat to an email or phone number that may not be in your phone contacts, or you do not wish to modify your privacy settings, click first on External User then choose the rolodex icon (Android) or the External User button (iPhone). This allows you to manually type in the contact's information to send them a secure chat.



Android Adding an External User



iOS Adding an External User



Android Adding an External User



iOS Adding an External User

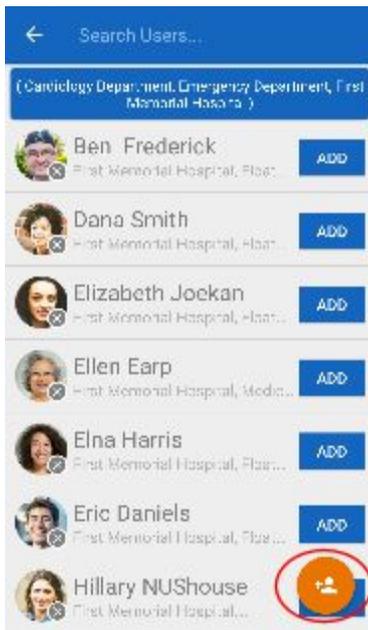
The contact will receive either an email or text message with a secure link to view the messages on a secure, mobile-compatible web page. The notification message will not contain any PHI. Once the recipient confirms receipt of the message, the secure weblink is valid for 24 hours up to a week depending on your organization's setting, before it expires.

External Contact (Cross Organization)

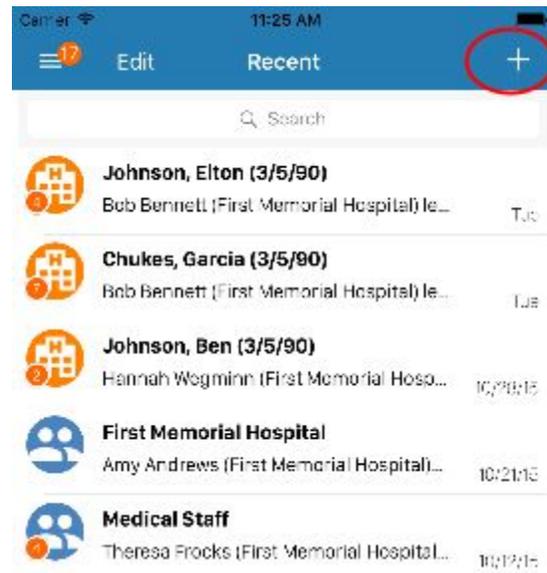
External Contact (Cross Organization) is dependent on the organization's settings. You may not have the ability to connect with users outside of your organization based on what the organization has elected. This can be updated or changed accordingly by your Organization's Administrator.

External Contact (Cross Organization) gives you the ability to send a secure message to other Backline users outside of your organization. When you are connected with an external contact their organization name will appear below their name on your 1-on-1 contact list.

1. To add an external contact, you will click on the backline icon on the Add Contacts page.



Android External Contact (Cross Organization) Addition



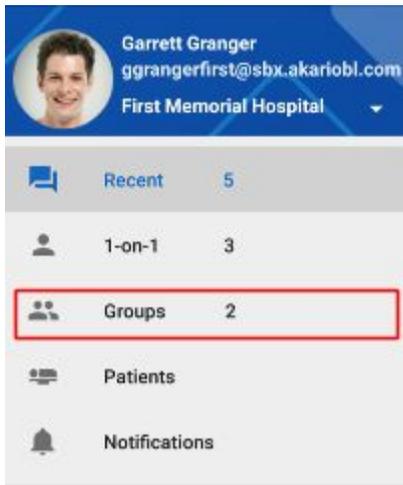
iOS External Contact (Cross Organization) Addition

2. You will then be presented with an Add External Contact (Cross Organization) section in which you can type in the external user's Username (which is their email address used by Backline).
3. If the external user is located, you will see the user listed and be able to click on the '+' to add them as a contact and begin chatting with them.

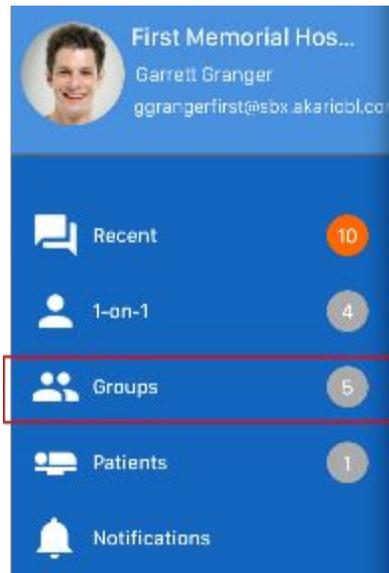
Groups

Groups are a feature of Akario Backline in which you can have a group conversation with other Backline users.

1. On the left handed side toolbar, choose Groups. You will see a numerical icon indicating the number of group chats you have that are unread.

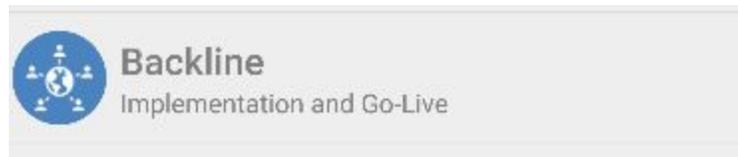


Android Group Menu Option



iOS Group Menu Option

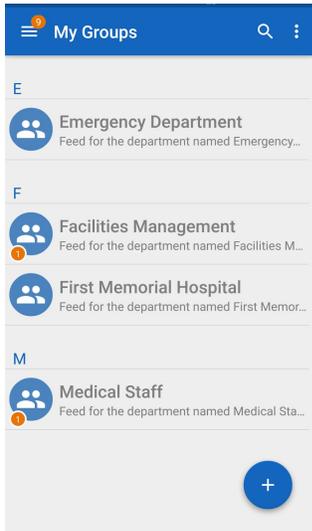
2. If you have any current group discussions they will appear on this screen. If you are a member of a number of group chats, you can search through them by using the top search bar. Group discussions are shown in alphabetical order
3. In a group discussion you can:
 - a. Chat in a current group discussion you are a part of
 - b. Create a Group Chat
 - c. Search for an existing Group Chat to join
 - d. Toggle off/on sound notifications from a group for just yourself
4. A group that contains members that are not associated to your organization is represented by the following icon (Android, iOS and Web):



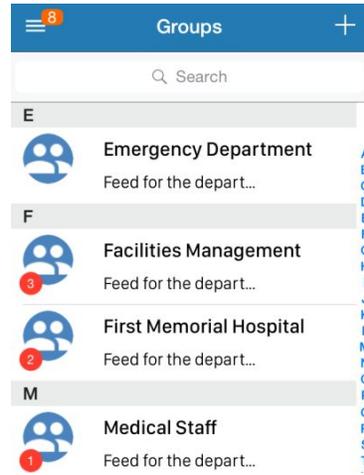
Android, iOS and Web Icon for a Group with External Members

Messaging within a Group Chat

1. To send a message in a discussion you are already a part of, click on the name of the group from **Groups**.

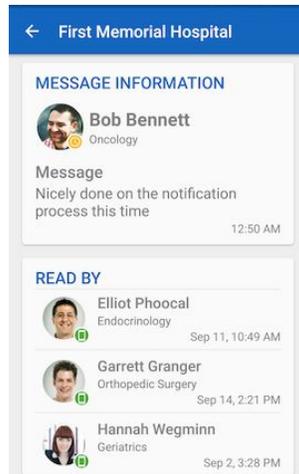


Android Groups

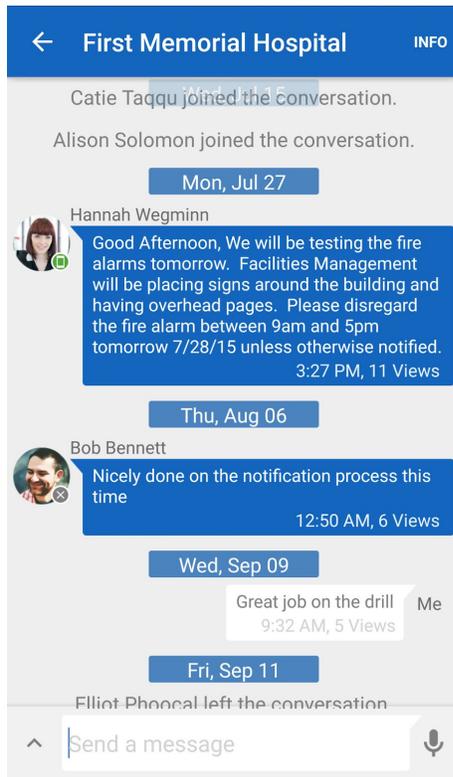


iOS Groups

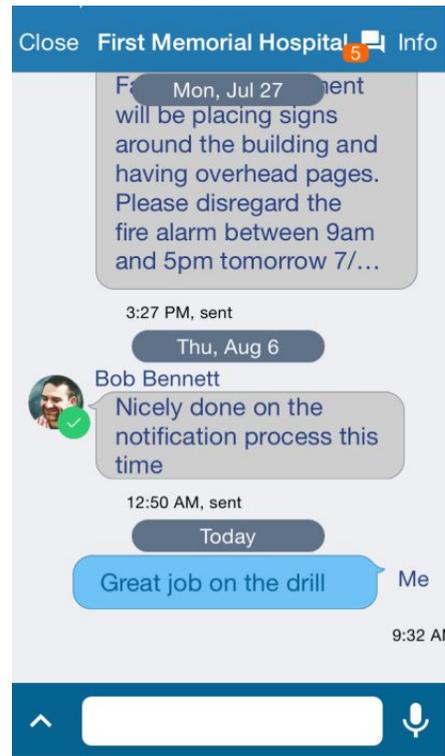
2. You will now be directed to the group chat and can message other members of the group chat the same way you chat with 1 to 1 contacts. You can chat, view chat history, add photos, videos, audio files (using the mobile app) and upload files (using the web version). You can see how many members of the Group Chat have viewed a particular message and when they viewed it. When you click on the viewed message count it will display **Viewed by** with a date/time stamp.



An Example of Group Read Receipts (Android)

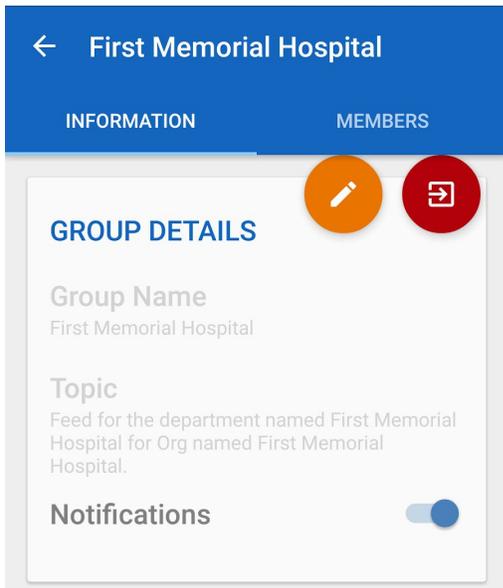


Android Group Chat Screen

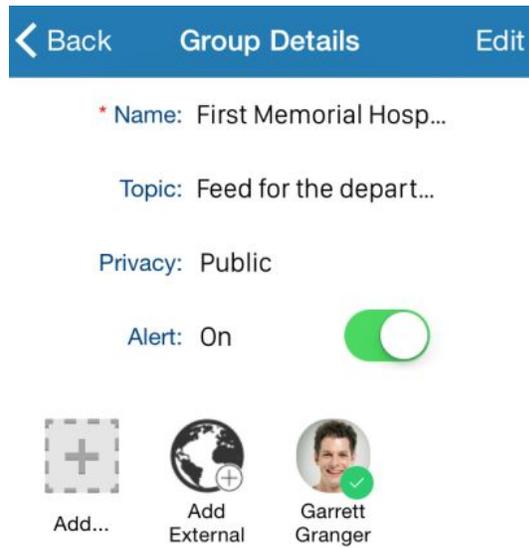


iOS Group Chat Screen

3. On the top right you can click on the **Info** button to view **Groups Details** including the name, topic and the members. On the **Group Details** page you can add members from your organization or, if your organization settings allow, add external contacts. To edit any information about the group chat including privacy or topic, click on 'edit' in the top right.
4. Groups that are marked 'Private' can't be 'joined' but users can be added by a participating group member.

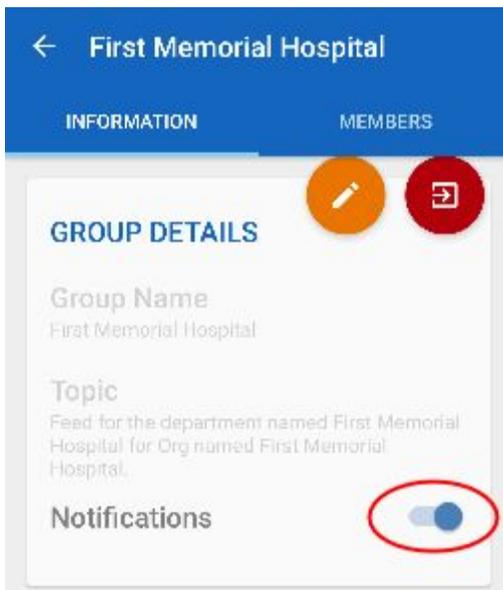


Android Group Information

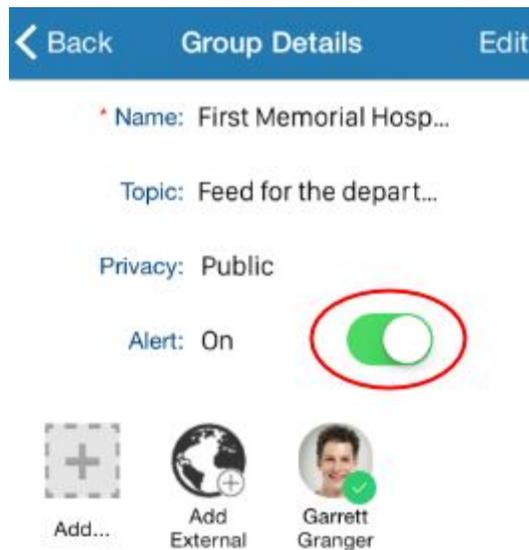


iOS Group Information

- 5. Tapping the **'Notifications'** slider on android or the **'Alert'** slider on iOS will toggle notifications for that group chat.

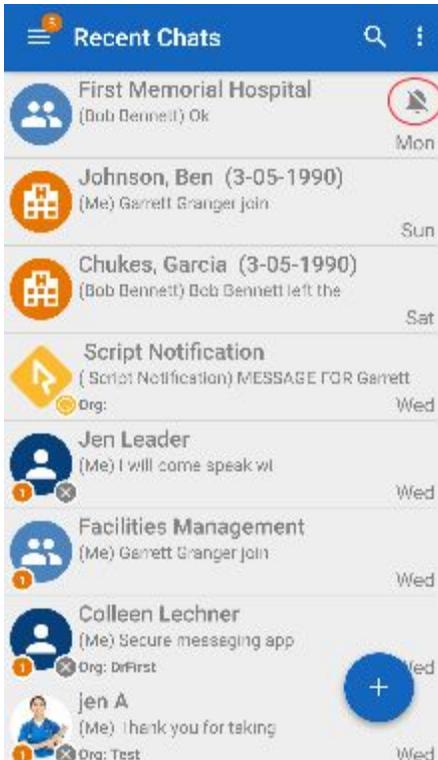


Android Group Notifications



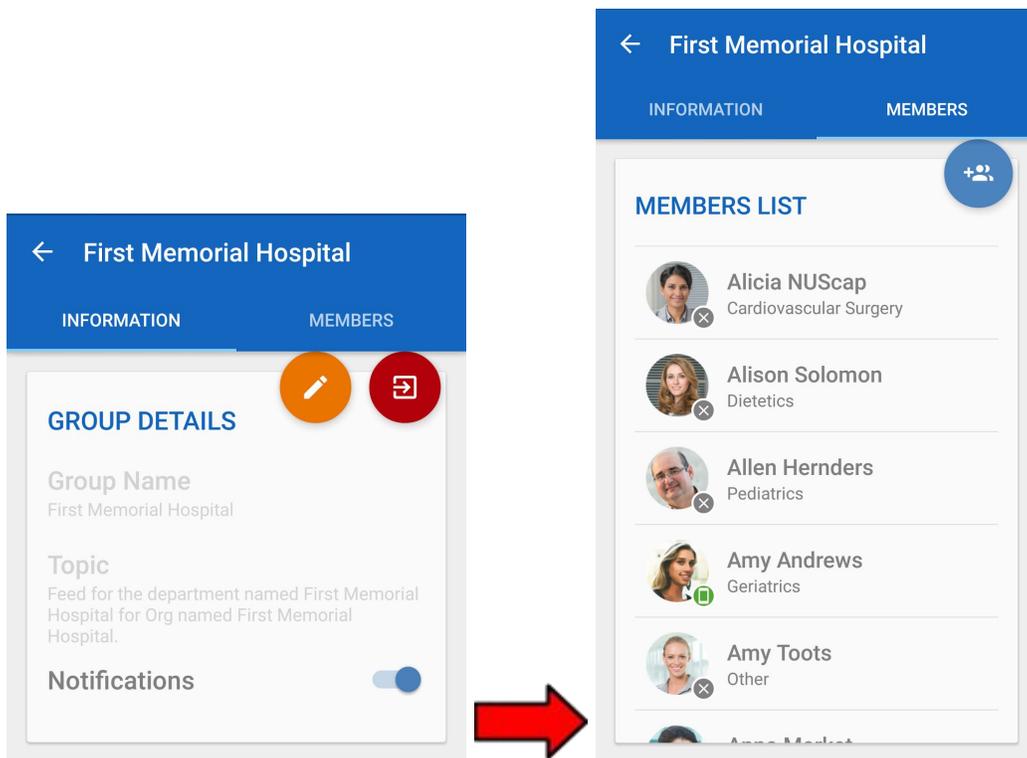
iOS Group Alerts

- The recents screen will show a little bell with a slash through it next to the chats that are currently muted. You will still get push notifications but it will not play any sounds



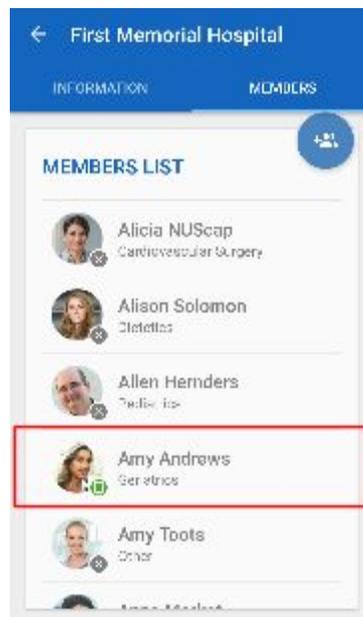
Android Only: Recents Screen Showing a Muted Group Chat

- The chat functionalities in private and 1-on-1 chats work the same way in a **Group Chat**.
- For Android Only when on the information screen for Groups or PCCs, you can see both the information for the group/PCC and the members of the group/PCC. This can be done by clicking on the tabs or by swiping left and right.

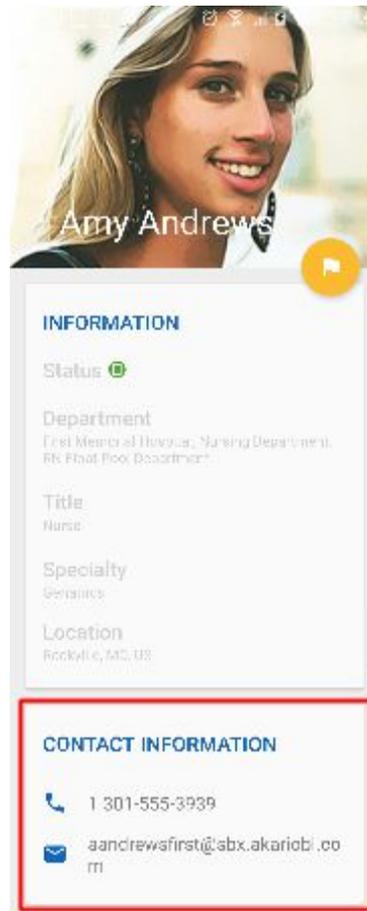


Android Group Member Screen

- 9. For Android Only, when on the members screen for a Group or PCC you can click on a user’s name and see their contact information with the ability to click on their email address or phone number and launch the appropriate application.



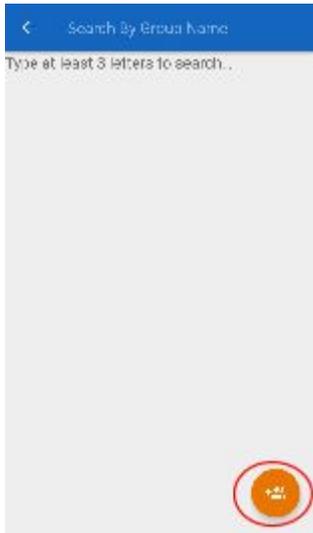
Android Group Members screen



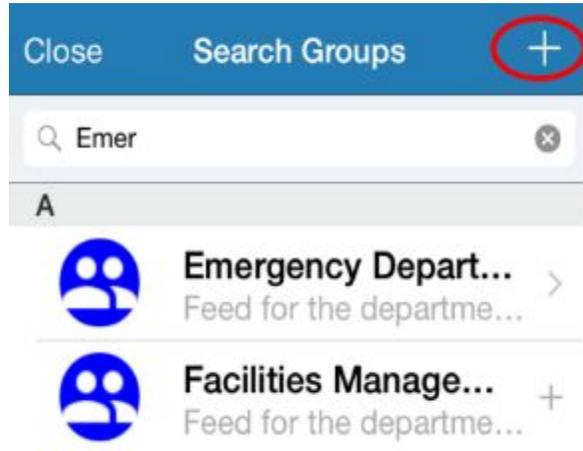
Android Member Information Screen

Creating a Group Chat

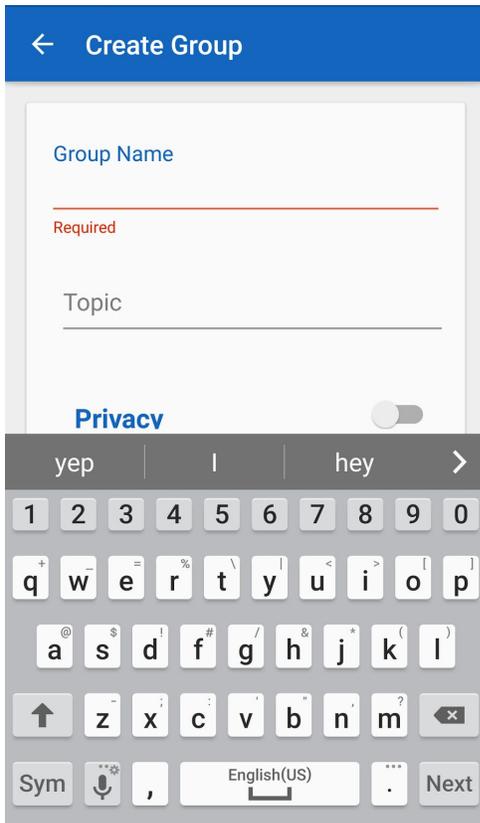
1. To create a new Group Chat click on the '+' icon in the bottom right then the **Add Group Chat Icon (Android)** or the '+' on the right menu then the '+ group' button and then the '+' in the upper right hand corner (**iOS**).



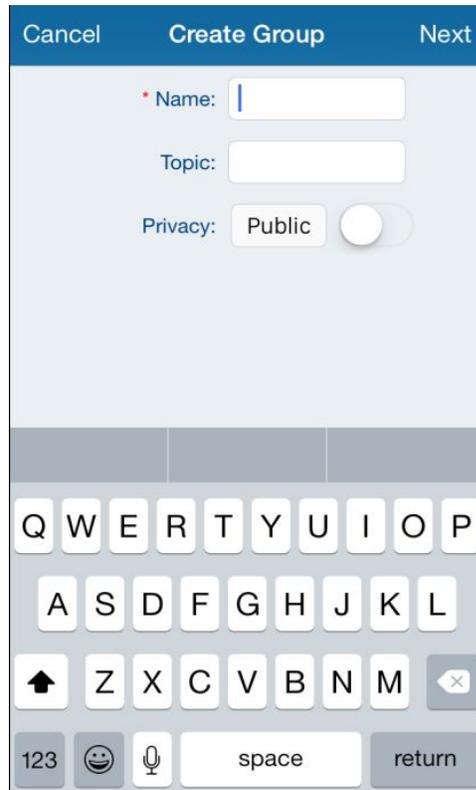
Android Creating a Group



iOS Creating a Group



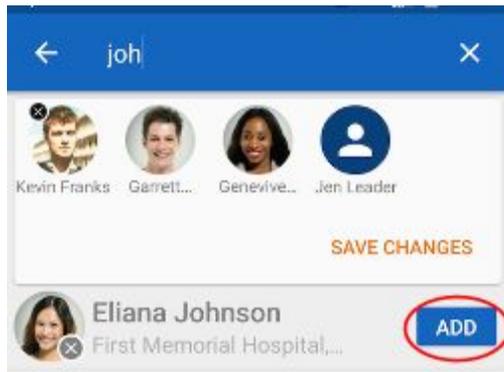
Android Creating a Group



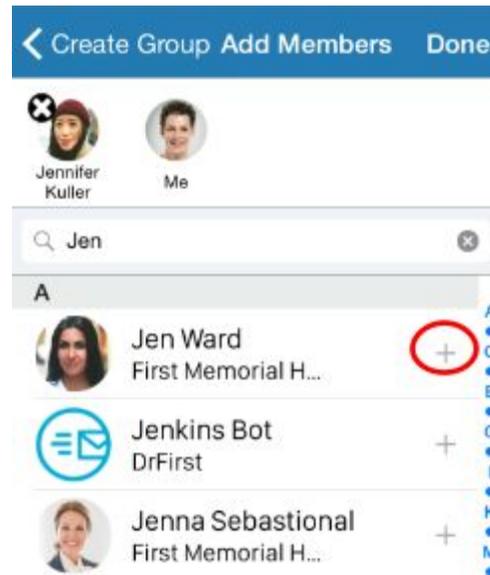
iOS Creating a Group

- 2. The Group **Name** is required but the **Topic** is optional. When you create a Group you can also determine if this is a **Public** or **Invite Only** group. Other users cannot search for a private group

but instead would have to be invited by a current group member. When you click the **Save Changes (Android)** or **'next'(iOS)** you will be prompted to add group members. To add a contact, search for their name in the search field and then click the **'+' (iOS)** or **'ADD' (Android)** button to the right hand side of their name. You will then see them appear a top of the section.



Android Adding Users to a Group

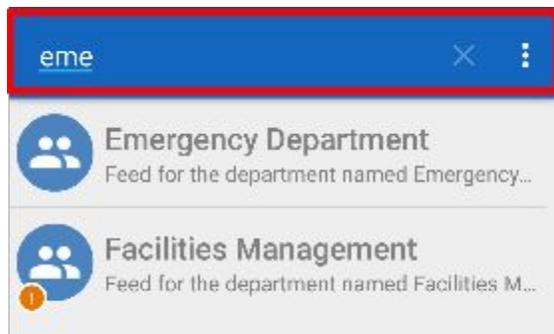


iOS Adding Users to a Group

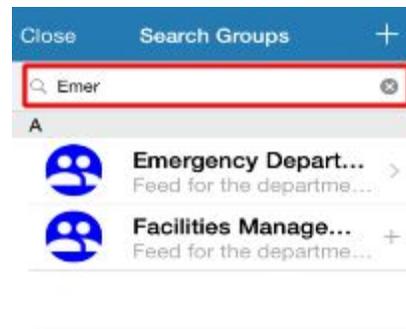
3. Once you have completed adding users, click on 'Done' - top right, to create the group. You will then see the newly created group as an option when searching for groups.

Search Existing Groups

1. To search for an existing group chat, click on the **Magnify Glass Icon (Android)** or **'+' (iOS)** on the top right and type at least 3 characters into the **Search** box.

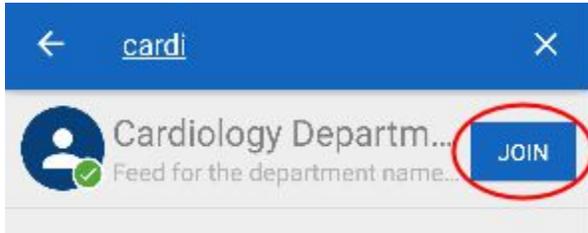


Android Searching a Group

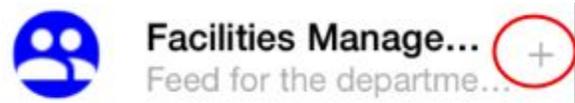


iOS Searching a Group

2. Once you have located the group you would like to join, click on the **'JOIN' (Android)** or **'+' (iOS)** to the right. If you are already a part of the group chat you will see a **'VIEW' (Android)** or **arrow (iOS)** off to the right, which you can click to view existing group chat messages.



Android Choosing a Group



iOS Choosing a Group

3. Upon loading you will see notifications as to who is part of the group. The chat functionalities in private and 1-on-1 chats work the same way in a **Group Chat**.

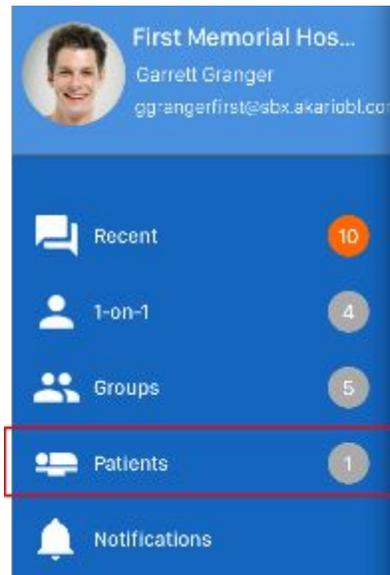
Patient Centered Chat (PCC)

Patient Centered Chat (PCC) is a powerful feature of Akario Backline in which you can have a group conversation regarding a specific patient.

1. From the menu select **Patients**. You will see a numerical icon indicating the number of PCCs you are a part of currently. If you have any unread messages, the number of unread messages will appear on the right.



Android Patient Menu Option

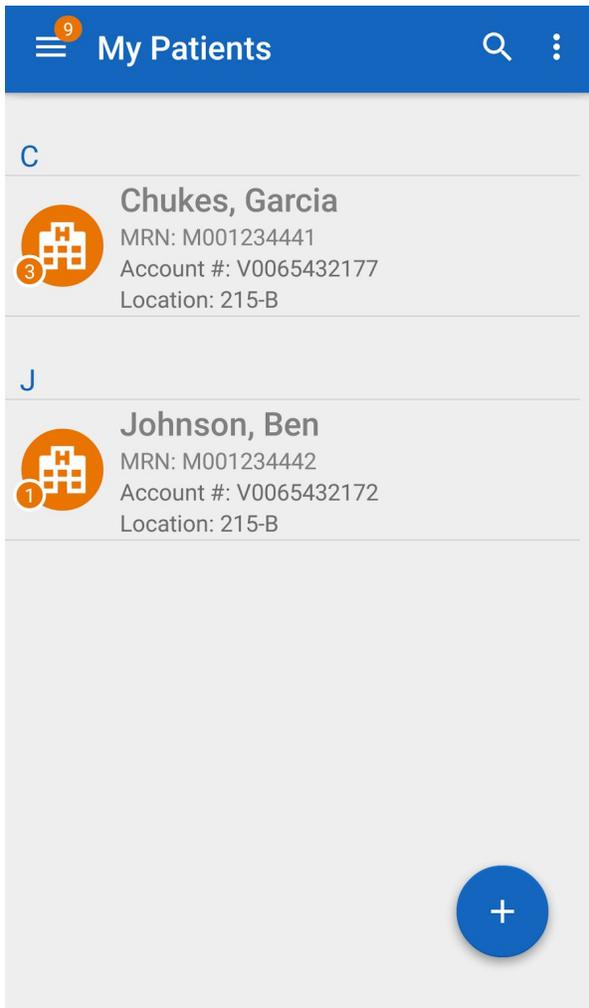


iOS Patient Menu Option

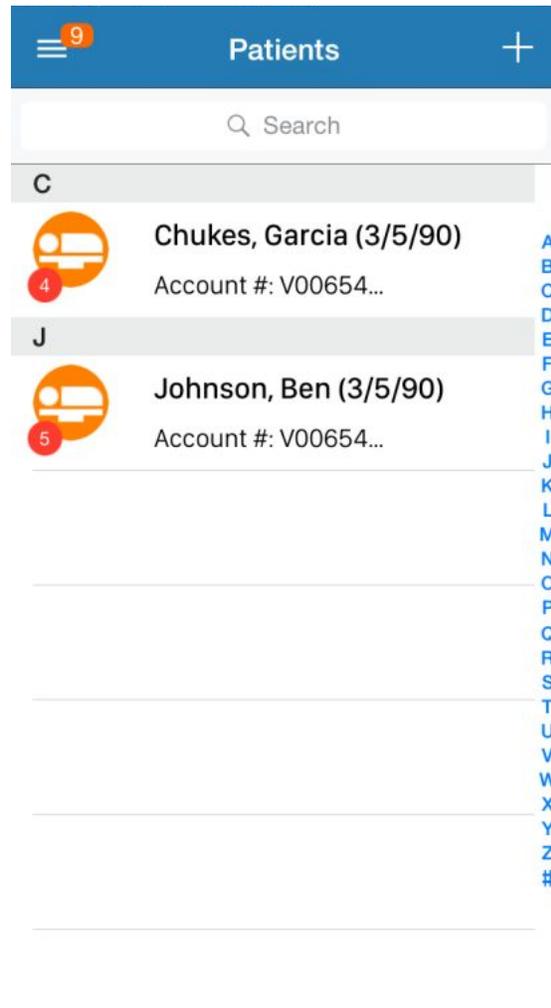
2. If you are a member of an existing PCCs they will be indicated on this screen. You can also search for a PCC to join using the top search bar.
3. In PCC you can:
 - a. Chat with all members at one time about a patient
 - b. Create a new PCC by adding in the patient information or selecting a patient from a list which is created by having an ADT feed into Backline.
 - c. Search for an existing PCC to join as long as it isn't marked Private.

Messaging within a Patient Centered Chat (PCC)

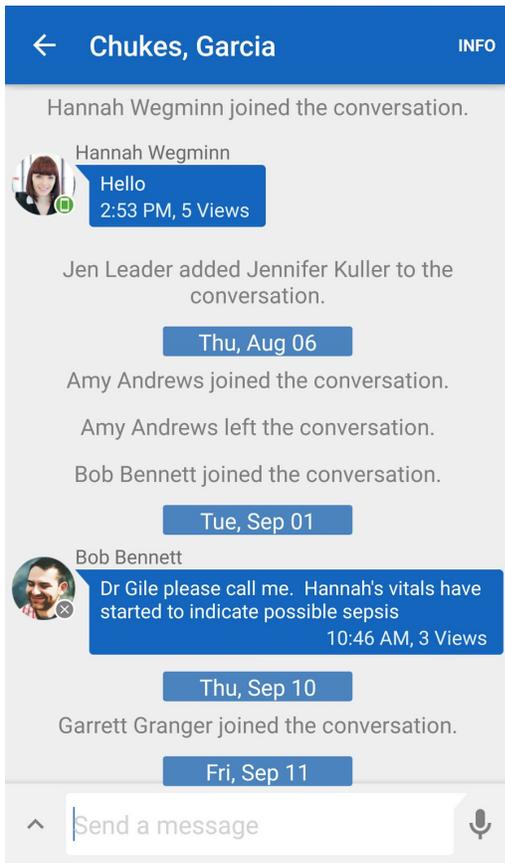
1. To send a message in a PCC you are already a part of, click on the name of the patient from **Patients**. PCCs will appear in alphabetical order.
2. You can now message other members of the PCC the same way you chat within a group. The chat functionalities in 1-on-1 and group chats work the same way in a **PCC**.
3. Once you are in a PCC, to add members click the **Info** button at the top right. Next, click the **+ Add Members** on the bottom left of the **Patient Details** screen to search the list of organization contacts. To add the member to the PCC, select the **'ADD' (Android)** or **'+' (iOS)** to the right of the contact's name. If you want, you can leave a PCC by clicking the **Exit Door Icon (Android)** or **Leave Patient Dialogue (iOS)** button at the bottom of the screen. If you click on the **Edit** button at the top right you can modify the patient's demographics. This is the same process you use to add members to a group. PCC is just a special type of group.



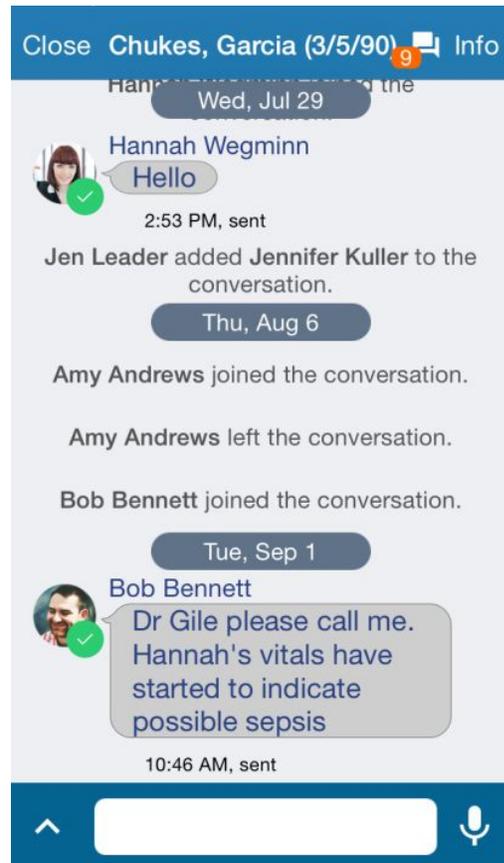
Android Patient Overview Screen



iOS Patient Overview Screen



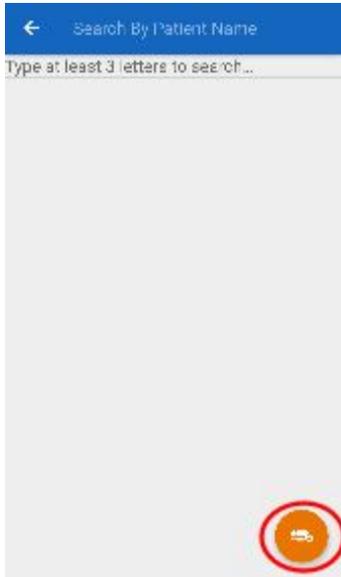
Android PCC Screen



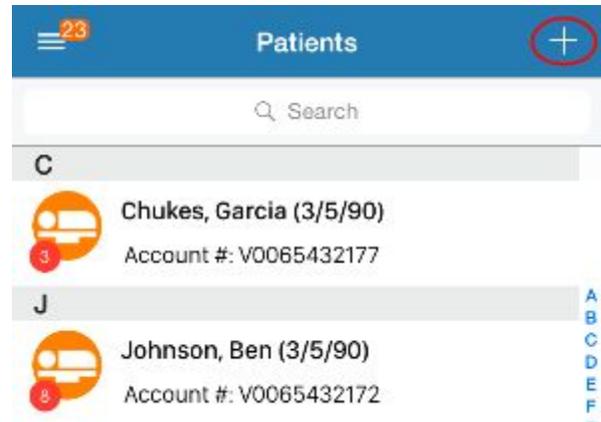
iOS PCC Screen

Creating a Patient Centered Chat

1. Click the **Add Patient Icon (Android)** or the the **'+' (iOS)** on the top right.



Android Creating a PCC



iOS Creating a PCC

2. To create a patient, enter in the patient's First Name, Last Name, MRN and Account Number are mandatory. Middle Name and Gender are optional. You can click **next** and be taken to where you can add members to the PCC. To add users, search for the users using the search field and click on **'ADD' (Android)** or the **'+' (iOS)** to add the user to the chat. You will see the added users a top of the page. For Android devices, to add in group members after the PCC has been created click on **Info** and then toggle to the **Members Tab** and click on the **Add User** icon. For iOS devices, click the **'+'** button in the right hand corner. Then search for the user and click on the **'+'** next to the user's name.
3. Click on the **Save Changes (Android)** or **Done (iOS)** in the top right hand corner of the page to create the PCC. At this point, you can begin messaging within the PCC.

The Android 'Create Patient' form is divided into three main sections. The 'NAME' section includes fields for 'First Name' (marked as required), 'Middle Name', and 'Last Name' (also marked as required). The 'DATE OF BIRTH' section features a date picker with month, day, and year selections. The 'CONDITION' section includes dropdown menus for 'Gender' (set to 'Unknown') and 'Status' (set to 'Inpatient'), along with text input fields for 'Account #' and 'MRN'. At the bottom, there are checkboxes for 'Deceased' and 'VIP/Confidential'.

Android Creating a PCC

The iOS 'Create Patient' form has a blue header with 'Cancel', 'Create Patient', and 'Next' buttons. The form fields include: 'Status' (Surgical), 'First Name' (required), 'Middle Name', 'Last Name' (required), 'DOB' (9/15/15), 'Gender' (Unknown), 'Account#' (required), and 'MRN' (required). At the bottom, there are two toggle switches for 'Deceased' and 'Confidential', both currently set to 'No'.

iOS Creating a PCC

The Android 'Add Members to a PCC' screen shows a list of four members: Kevin Franks, Garrett..., Genevive..., and Jen Leader. A red circle highlights the 'SAVE CHANGES' button. At the bottom, there is a card for 'Eliana Johnson' from 'First Memorial Hospital...' with an 'ADD' button.

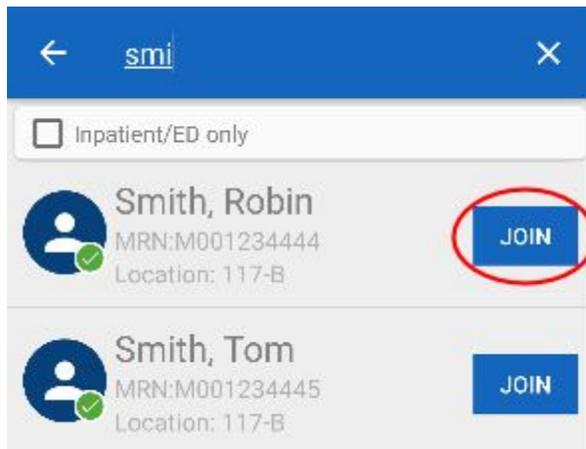
Android Add Members to a PCC

The iOS 'Add Members to a PCC' screen has a blue header with 'Back', 'Add Members', and 'Done' buttons. It shows a search bar with 'Jen' entered. Below the search bar, there are two member cards: 'Jennifer Kuller' and 'Me'. A red box highlights a search result for 'Jenna Sebastional' from 'First Memorial H...'. To the right of the search results are icons for actions: Add (+), Cancel (x), Copy (C), and Refresh (F).

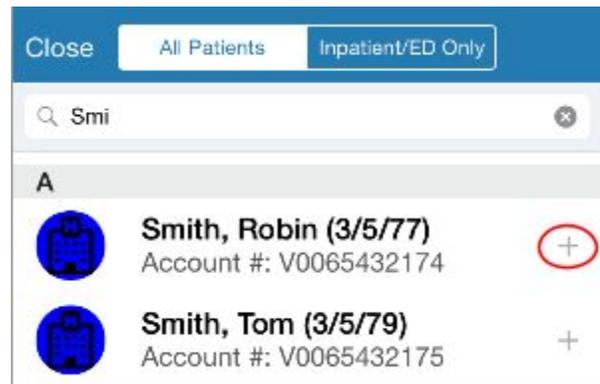
iOS Add Members to a PCC

Search Patient Centered Chats (PCC)

1. Click the **Magnify Glass (Android)** or **'+' (iOS)** button next to **Patients**.
2. Type in the patient's name (partial or full, first or last name), Account Number, MRN or location in the search field.
3. On the search results page you can:
 - a. Click the **'JOIN' (Android)** or **'+' (iOS)** to the right of the patient's name.
 - b. If you are already a part of the PCC it will show an **arrow** which you can click to view the PCC.



Android Join a PCC



iOS Join a PCC

4. Once the page has loaded you will see notifications as to who is part of the PCC. The chat functionalities in a PCC work the same way in a private chat or group chat.
5. If your organization is using ADT messages to handle the creation of all PCC different icons will appear next to the PCC. These icons depend upon the PCC's status. Below is a table of icons associated to each status. On the web, Android and iOS, all PCC conversations will have an orange background unless the patient is deceased. If a patient is deceased then the icon will have a gray background.



Discharged/Outpatient/Recurring



Admitted/ inpatient



Deceased



Pre Registration



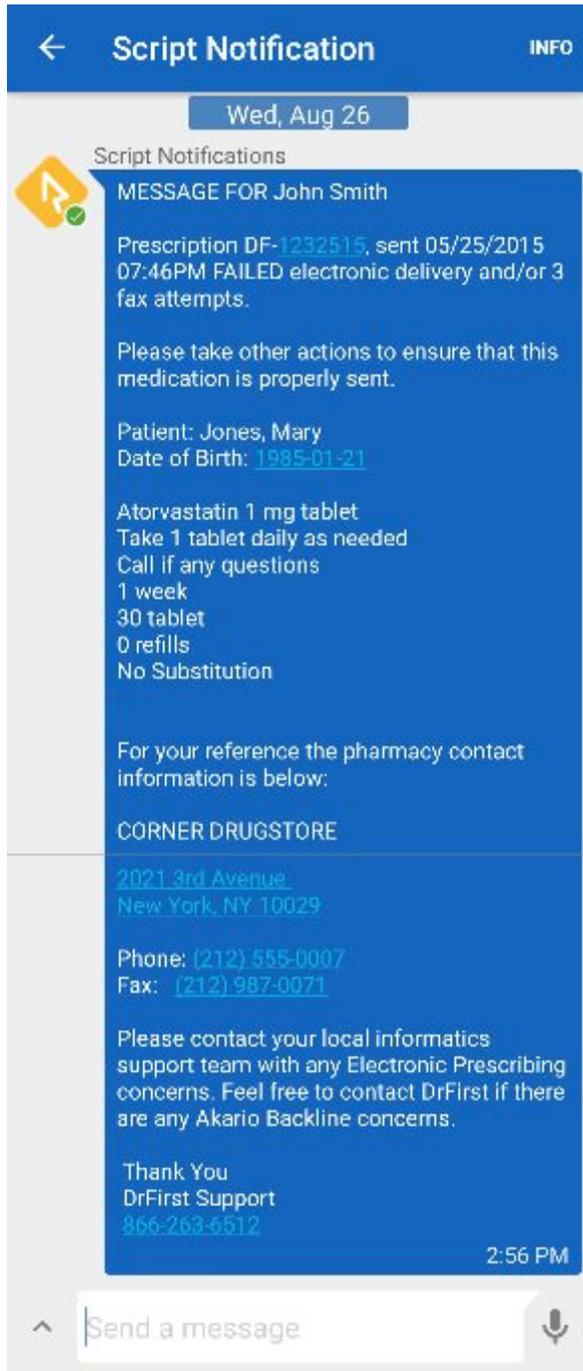
ED



Same day surgery

Notifications of Undeliverable Prescriptions [NUS]

Akario Backline is now integrated with DrFirst's electronic prescribing solution, Rcopia, allowing Providers to be notified of undeliverable prescriptions via Akario Backline's secure messaging alert system on a mobile device or desktop web browser.



Android NUS Message



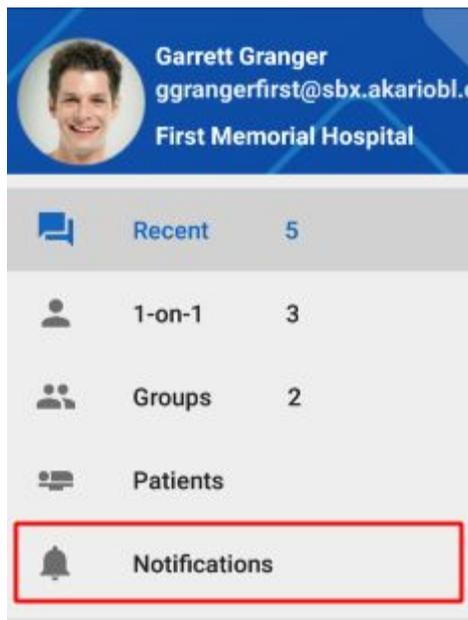
iOS NUS Message

Prescribing providers will receive a secure automated message through Akario Backline if the prescription fails to be delivered electronically or via fax (in the States that permit faxing). The NUS message includes prescription details, information about how to resend the prescription and the pharmacy's contact information. The NUS message will appear within the **Notifications** section of Backline (see Notifications Section of manual).

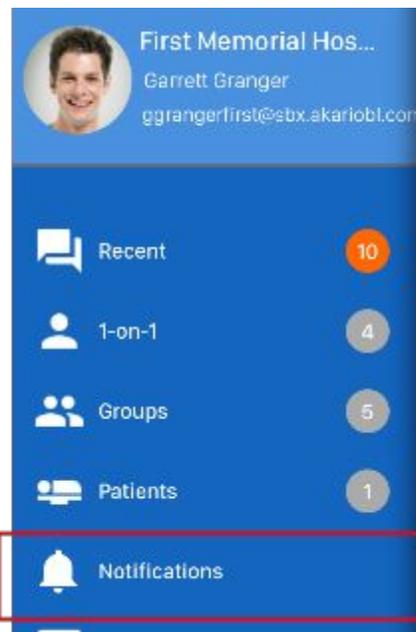
Notifications

In Akario Backline, you are able to be notified of various ADT (Admission/Discharge/Transfer) events, test results, order notifications and notifications of undeliverable prescriptions.

1. If you have any new notifications, a number will appear on the toolbar to the right of **Notifications** just as when there is a new 1 to 1, Group or PCC message.



Android Notifications Menu Option

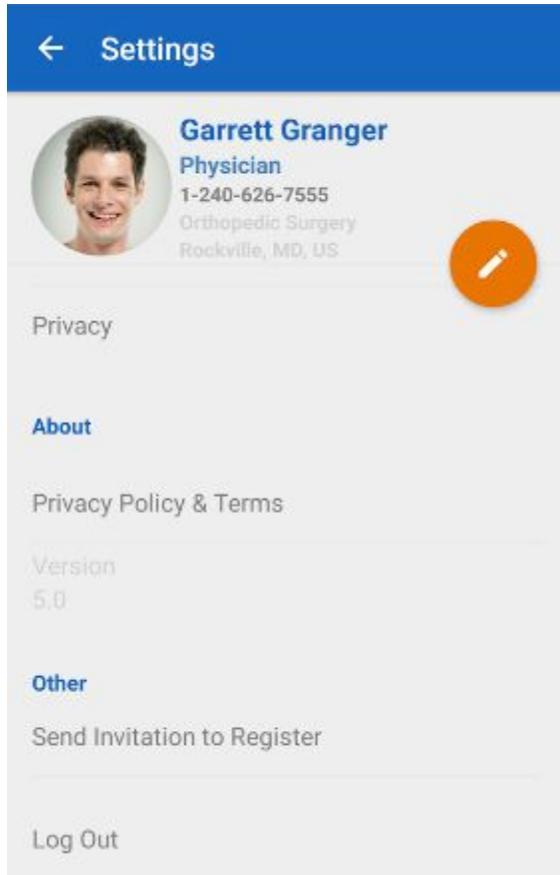


iOS Notifications Menu Option

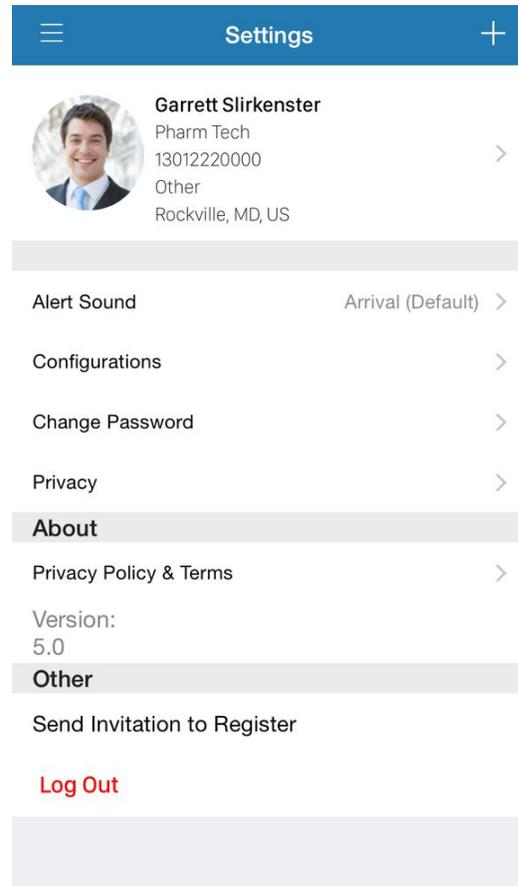
2. To view a notification(s), click on **Notifications** and you will be taken into the Notifications section in which the most recent notification will appear a top of the section.

Settings

Under the Settings feature you have the ability to update your personal information, set alert sounds, change your password, view privacy documents, send feedback about an issue or an enhancement request and log out of the application.

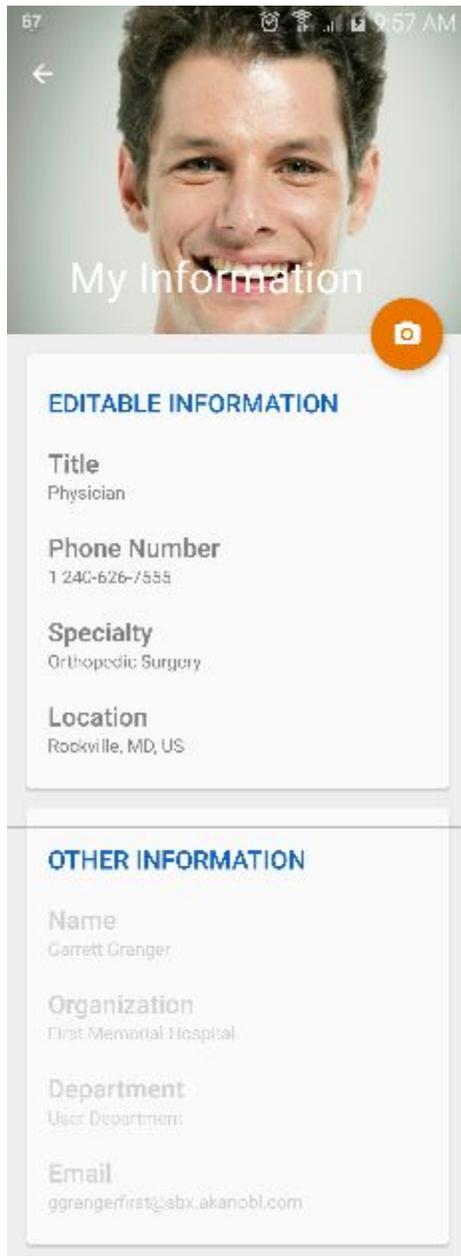


Android Settings Page

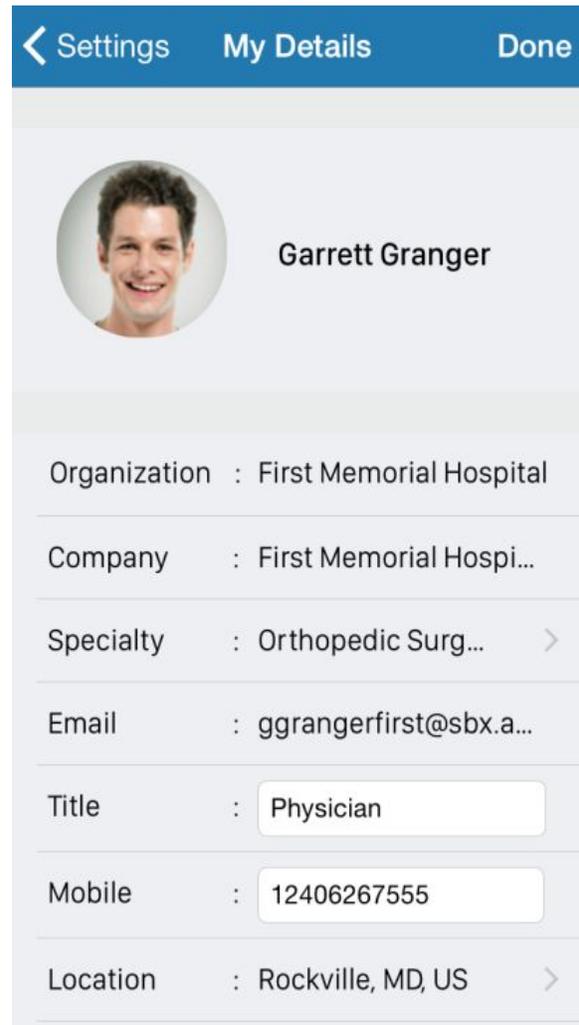


iOS Settings page

1. **Update Profile** - On iOS devices, to update your personal information, click on the **arrow** to the right of your profile, on Android devices, click the pencil. Organization, Department and Email are locked fields and cannot be edited in the application (please contact your Organization's Administrator if these need to be changed). You have the ability to update your Specialty, Title, Mobile Phone Number and Location. When finished making changes, on iOS devices click **Done** on the top right and on Android devices click the back arrow. You can also edit your avatar by clicking, the camera icon (Android) or the avatar (iOS). You can choose an existing photo or take a photo with your camera on your device.



Android User Editable Settings



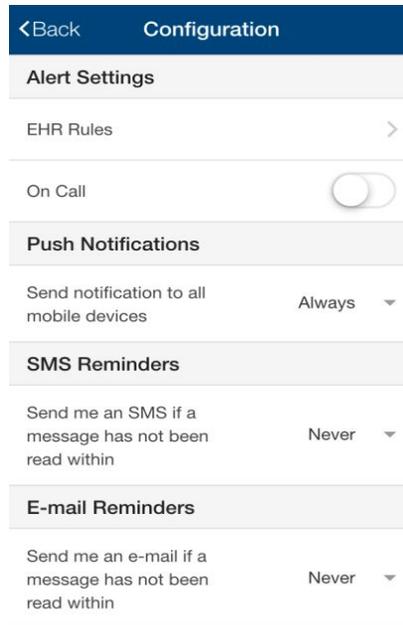
iOS User Editable Settings

2. **Configurations**- customize your current Backline configurations including, SMS and email reminders. A description of each section is below:
 - a. **EHR Rules**-you can view existing EHR rules and add specific rules accordingly.
 - i. This is where you can set up Admission/Discharge/Transfer notifications
 - ii. If your organization has implemented any additional notifications you can customize your settings for these here as well.



Android, iOS and Web EHR Rules

- b. On Call- indicate if you are 'On Call'. Future releases will look to this setting for adding an indicator to your avatar, forwarding messages and searching for On call users by group.
- c. Push Notifications-you are able to determine when push notifications are sent to mobile devices (Never, Always, Only if unread)
 - i. This allows you to not receive the push notification on the phone if you are running backline on a computer while at your desk.
- d. SMS Reminders-you are able to determine when you would like to receive an SMS reminder if a message has not be read within a period of time. Settings range from never up until 2 days.
 - i. In order for SMS Reminders to work the user must be logged into the Mobile App, although the app does not need to be open
 - ii. A user will only receive one reminder during the defined period of time even if they receive more than one message
 - iii. The number of times a reminder will repeat itself is customizable at both the Organizational level and the User level. (The User can only lower the number.)
- e. Email Reminders-you are able to determine when you would like to receive an email reminder if a message has not be read within a period of time. Settings range from never up until 2 days.
 - i. In order for Email Reminders to work the user must be logged into the Mobile App, although the app does not need to be open.
 - ii. A user will only receive one reminder during the defined period of time even if they receive more than one message.
 - iii. The number of times a reminder will repeat itself is customizable at both the Organizational level and the User level. (The User can only lower the number.)



Android, iOS and Web Configurations Settings

3. **Alert Sounds** – Customize your alert sounds based on the available tones of your mobile device.
4. **Change Password** – Change your password by inputting your current/old password along with your new desired password.
5. **Privacy** – Customize your searchability and visible information in Backline by your organization or by the entire Backline community.
6. **About** – View the Privacy Policy and Terms of Use.
7. **Send Feedback** - If you have an email account linked to your mobile device, an email will automatically pop up so you can submit feedback to the Backline Support team. Your feedback is much appreciated and is served to improve the Backline product.
8. **Send Invitation to Register** - If you would like to recommend Akario Backline to a Healthcare Colleague, please feel free to send the user an Invitation to register for the Akario Community (free) version of the application. To do so you will be asked the Colleague's email address or cell phone number.
9. **Log Out** – Log out of the application so you are no longer logged in and no longer receive push notifications. In order to begin receiving notifications, you will need to log in with your username and password once more.