

MessagePro Secure

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MessagePro Secure User Guide

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Guide

Introduction

MessagePro Secure is a secure messaging app for Pc's, MAC's and both Apple and Android mobile devices. It is one of many "smart messaging" applications from the MessagePro suite of communications applications.

Requirements for HIPAA Compliance

Why You Must Use MessagePro Secure

It is a simple truth that texting has become indispensable tool for communicating with your colleagues. However, increased scrutiny regarding HIPAA compliance and other privacy concerns mean that we must now start using MessagePro in when sending any patient or work related messages from our smartphones, tablets, and other devices to our co-workers.

By using MessagePro, we can be certain that our messages and our patient information is encrypted and secure in accordance with HIPAA and other regulations.

Penalties for NOT using MessagePro Secure (HIPAA)

The penalties for non-compliance with HIPAA and other regulations can be quite severe. We could be required to pay a fine of up to \$1,500 for every instance of non-compliance. That means for every message that should have been sent using MessagePro, but instead went out as a plain-old text message we could be required to pay \$1,500.

This is why it is so important that we begin using the MessagePro application.

MessagePro is for Communicating with Coworkers

MessagePro must be used for any work-related messaging with your coworkers. You do not need to use it for personal communications.

Logging In and Logging Out Each Day

For the most part, using MessagePro will work just like using any other text messaging program for sending simple messages and pictures. It should take very little time for you to transition to using MessagePro for these basic functions. There are many advanced features as well that may take some time to master, but those will be introduced later in this manual.

The BIGGEST CHANGE between using your regular texting program and using MessagePro is that ***you must log-in at the start of each work day and log-out at the end of each work day***. This is key to staying in compliance with HIPAA and other regulations. Each company has one or more administrators and they can see who has logged in and when and also if they are not logged in when they should be. Again, this is all about staying in compliance with laws and regulations that affect our industry and keep our patients' and clients' information safe and secure.

Everything is Stored

Remember that all messages that are sent through MessagePro are stored and cannot be deleted by a user. This is a requirement of secure messaging systems used in regulated industries and protects both the company and the individual users.

MessagePro Cheat Sheet

MessagePro Secure web site address

<https://secure.messagepro.com>

Sending a New Message

With the Messages icon (middle icon) clicked, look for the a "+" sign inside a circle in the lower right corner of the panel. If the plus sign is not there, you may have to scroll the panel up to see the plus sign.

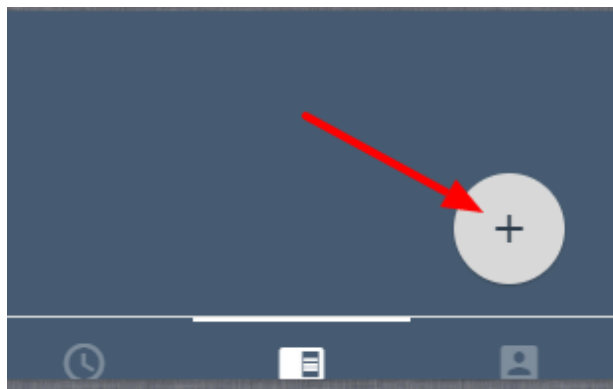


Figure 1 - Click the + to Send a New Message

Click "New Message". Begin typing the name of the contact you want to message then select their full name from the dropdown. To send to multiple recipients simply begin typing another name. Click "Create" and you will see a new or previous message window for the selected contact. Type your message. Press The Send icon.



Quick Start Guide

Downloading the Mobile Application

The MessagePro Secure mobile app is available from the Apple App Store or Google Play for your preferred mobile device.

- Android

- iOS (iPhone, iPad, etc.)

Recommended PC Browsers

On your PC MessagePro Secure runs in a browser tab. When using MessagePro from your browser, there is nothing to download or install. You simply go to <https://secure.messagepro.com> and log-in. Any contacts, messages or other activity in the mobile version will also be available in the browser-based version.

We recommend one of the following browsers:

- Chrome
- Firefox

Signing Up for MessagePro

You will be automatically signed-up for MessagePro by your administrator. You should receive an email with your initial login and password.

Your Login and Password

Basic Instructions

When you first start MessagePro Secure from any device, you will see a screen like this.

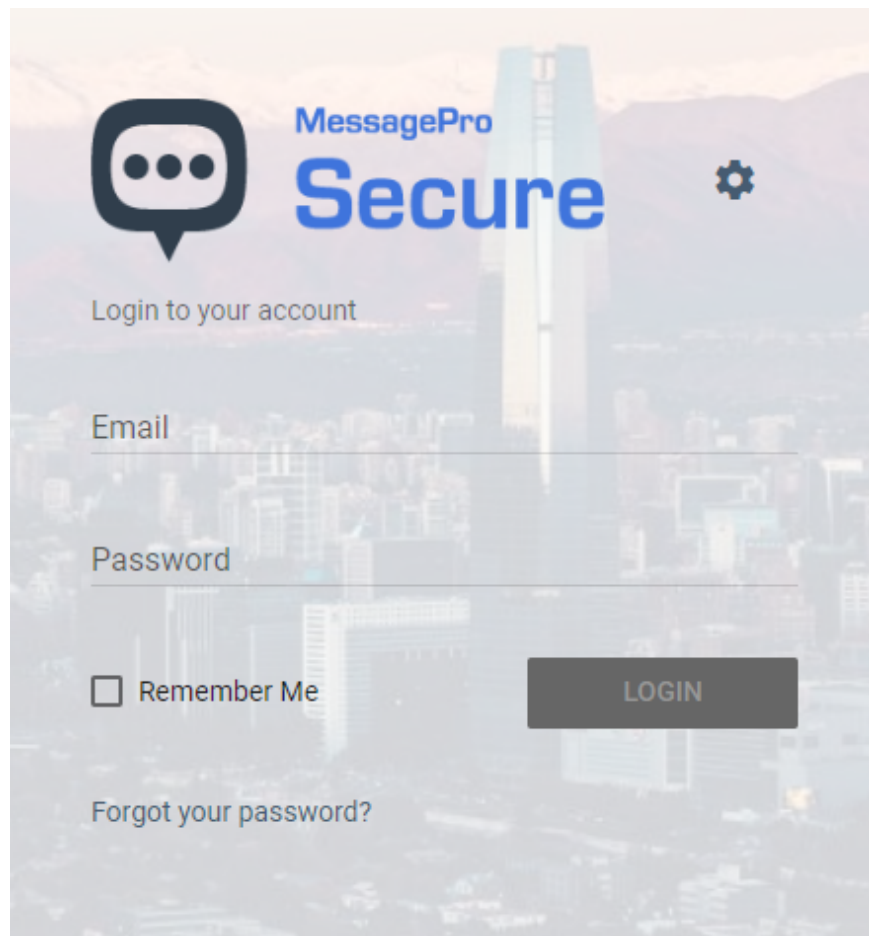


Figure 2 - Login Screen

Enter your email address and password. You should have received your password via email when your administrator set up your MessagePro account.

Once you enter your email address and password, click the LOGIN button. If you have entered the correct email address and password, you will be taken to the Recent Activity screen.

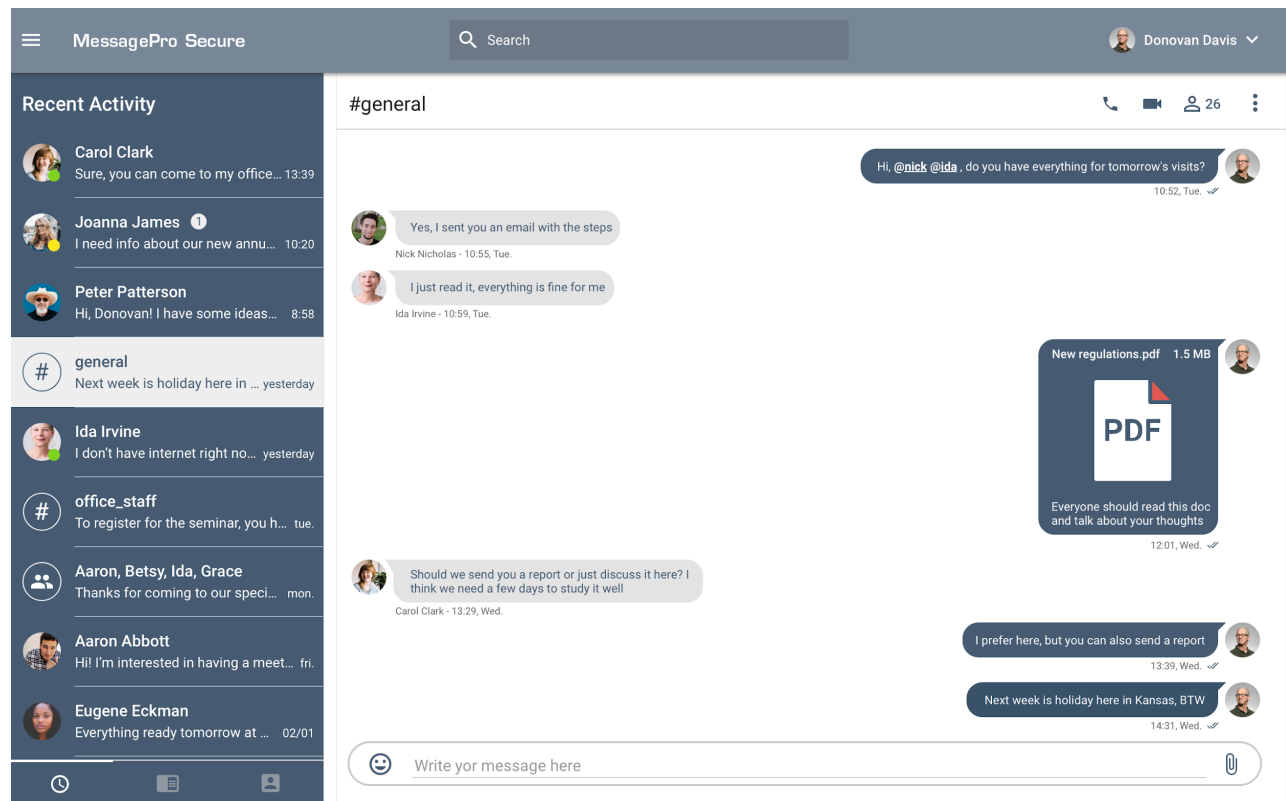


Figure 3 - The Basic MessagePro Interface with Recent Activity Shown

How to change your password

Click the "Hamburger Menu" in the upper left corner of the screen.

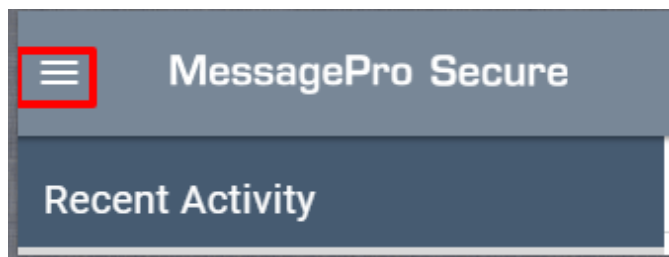


Figure 4 - The Hamburger Menu

This will bring you to a panel with a number of options. Click on Settings.

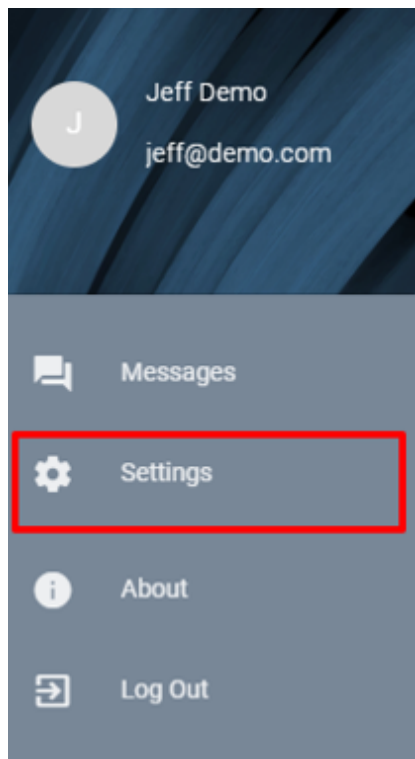


Figure 5 - Choose Settings

From the next panel, select “Security”

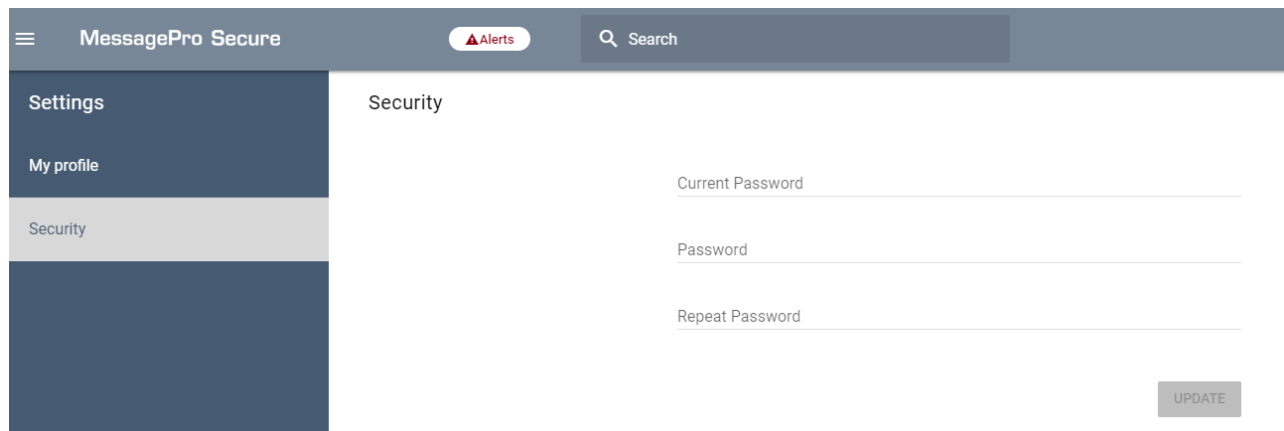


Figure 6 - Select Security

From this screen, you will have to enter your current password, enter your new password, confirm your new password, and then click update.

Using MessagePro on Different Devices

MessagePro can be accessed from your mobile phone, tablet, or desktop. It works for both Android and iOS (Apple) devices and through the Chrome and Firefox browsers on Windows and Apple desktops. The interface and the instructions for use are very similar no matter what device you are using, so there is only one set of instructions. In any case where the interface is very different between different devices, we will point that out and include the necessary device specific instructions.

Channels vs. Direct Messages

There are two types of messages within MessagePro, Channels and Direct Messages.

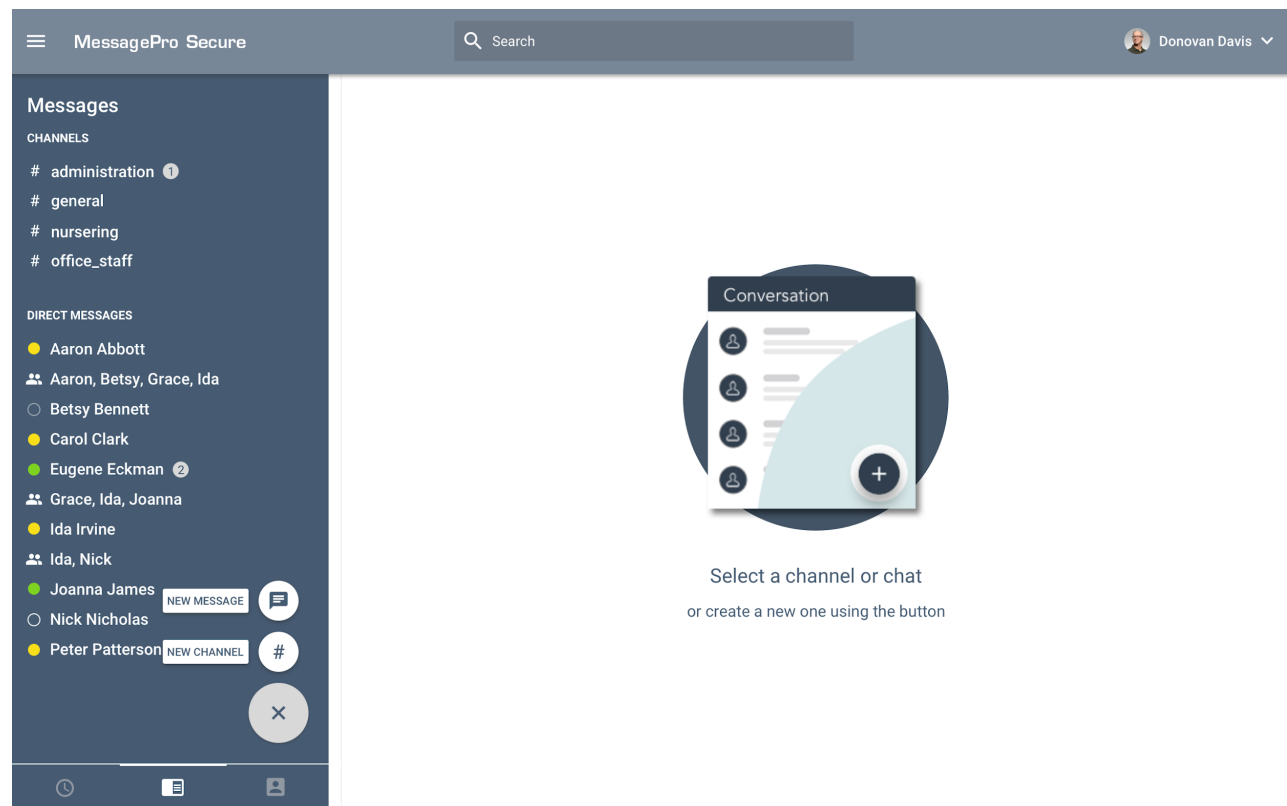


Figure 7 - Channels vs. Direct Messages

Channels are used to address groups of people that are grouped together by topic. Depending on your permissions level, you may be able to create channels and send messages to channels. In other cases, you may only have the ability to read and/or respond to messages that someone else sends to the channel. All the messages that are sent to and from a channel remain in the channel until the channel is deleted. If anyone joins the channel, they can see all the older messages that are in the channel.

Direct Messages are sent and received from other users of MessagePro. They can also be used to address small groups of individuals in a group chat. The big difference between a Channel and a Direct Message is that Channels are designed for a permanent topic and often include

quite a few people or everyone. Direct messages can be one-to-one or multiple people but are more ad-hoc messages.

The Basics of the MessagePro Interface

When you start MessagePro, you will see a screen like the one below. By default, it is showing the “Recent Activity” panel on the left side of the screen. If you are using a mobile device, your entire screen will show that left “Recent Activity” panel, you will NOT see the right panel that contains the content of recent chats.

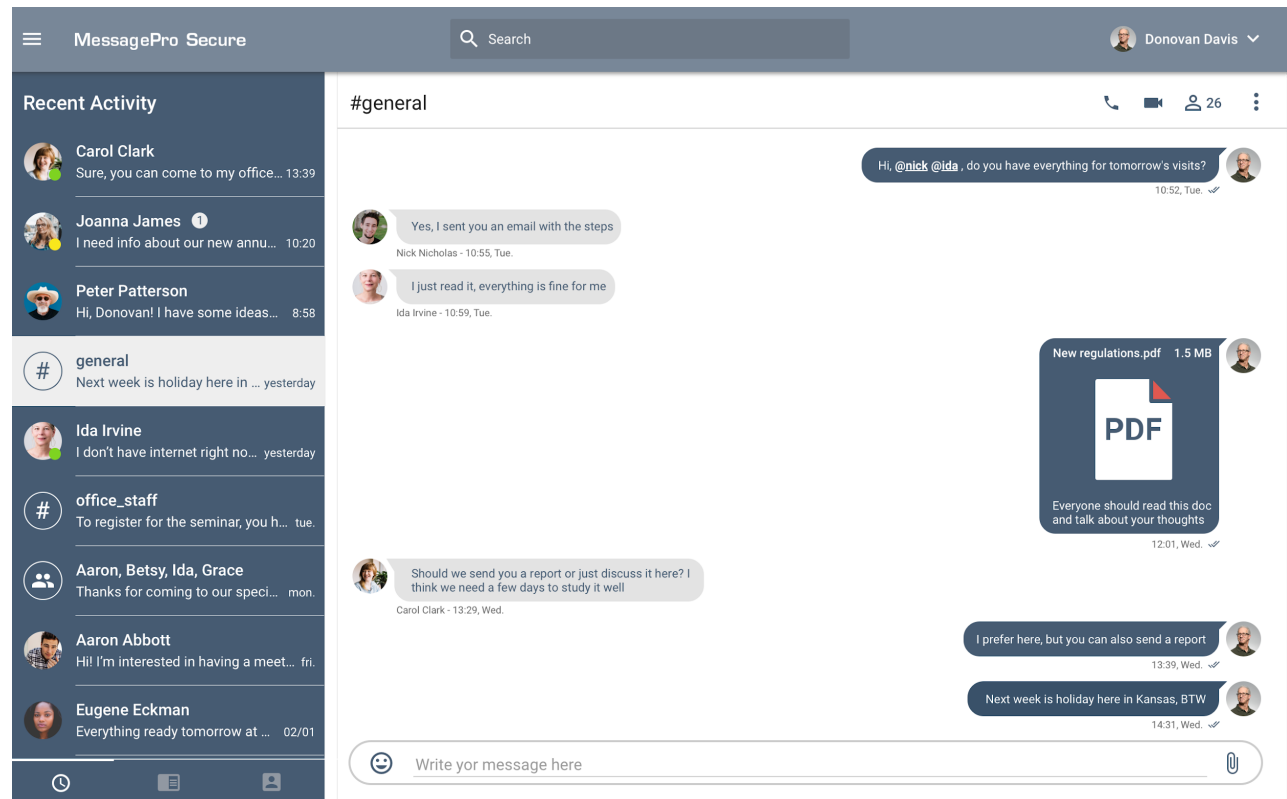


Figure 8 - The Basic MessagePro Interface with Recent Activity Shown

In the bottom left corner, you will see that the “Recent Activity” button is clicked. It looks like a clock face, and you can tell it is clicked because the clock icon is brighter than the other two icons and the bar above the clock icon is highlighted.



Figure 9 - Recent Activity Selected

If you click the “Silhouette Icon” on the right side of this menu bar, you will see all the contacts that are part of the system.



Figure 10 - Contacts Icon Selected

You can see the “Silhouette Icon” is clicked because the icon is brighter and the bar above the button and the icon is highlighted.

With the silhouette icon clicked, the panel on the left (or your entire screen if you are on a mobile device) now shows your Contact screen.

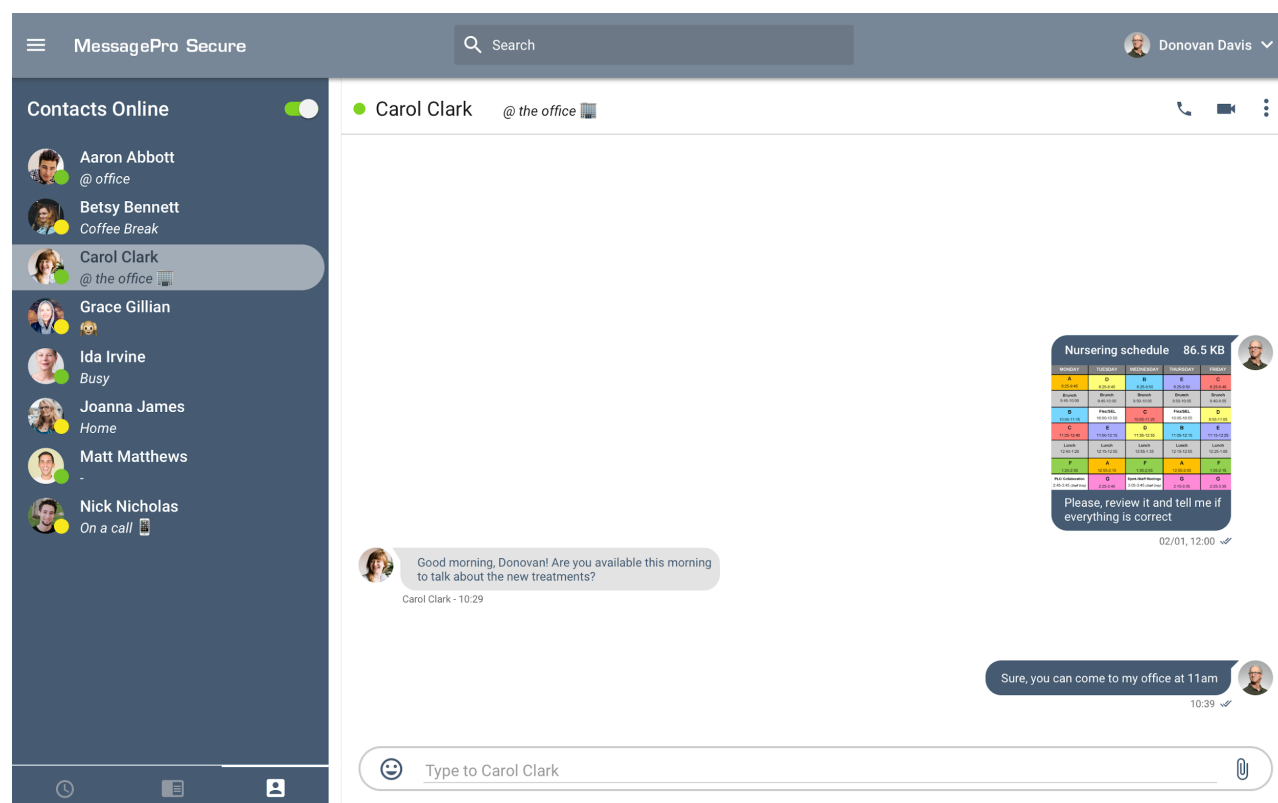


Figure 11 - Contacts Panel

Your Contacts screen can be set in two ways. In the picture above, you are seeing only “Contacts Online” because the slider at the top of the panel is moved to the right.

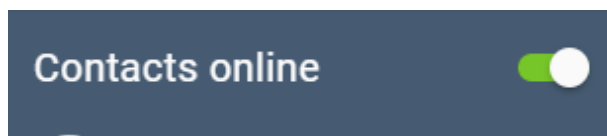


Figure 12 - Contacts online activated

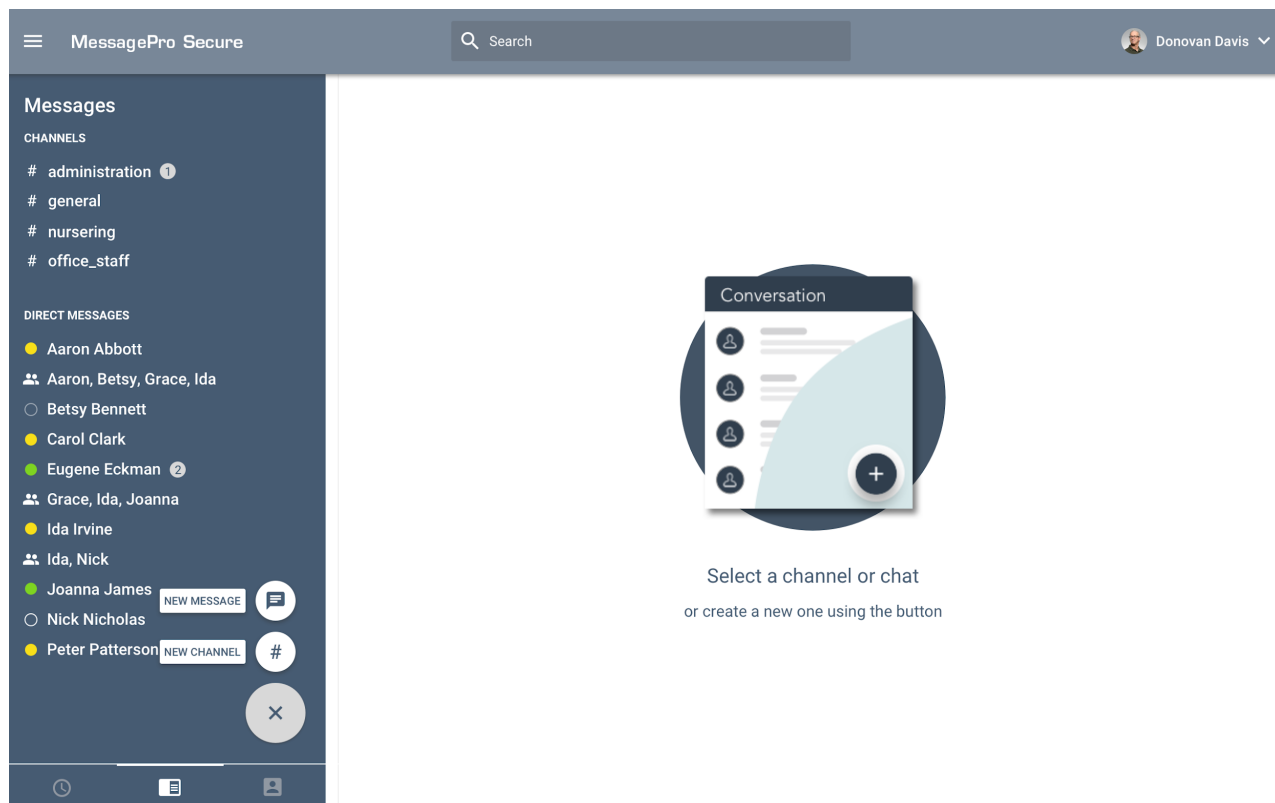
If you click on that slider, it will move to the left and then the panel will show all of contacts, whether they are online or not.

*Figure 13 - Show All Contacts Activated*

Looking again at the three icons at the bottom of the left panel, you can click the middle icon to see the Messages panel that shows all the Channels that are available to you and a compact view of everyone with whom you have recently exchanged messages, either as direct messages or as part of a channel.

*Figure 14 - Messages Icon Selected*

You can see the Messages icon is clicked because the bar above the button is highlighted.

*Figure 15 - Sending a New Message*

Sending a Direct Message

There are a number of ways to start a chat session within MessagePro. The method described below is the most straightforward.

With the Messages Icon (middle icon) clicked, look for the a “+” sign inside a circle in the lower left corner of the panel. If the plus sign is not there, you may have to scroll the panel up to see the plus sign.

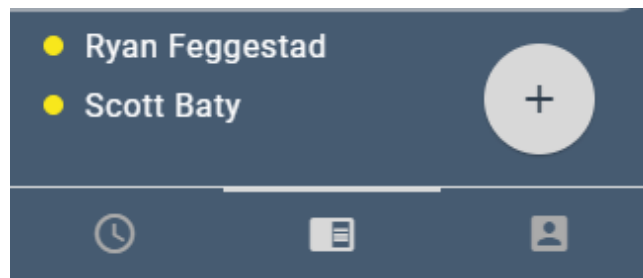


Figure 16 - Click the + to Send a New Message

Click the plus to reveal two new options, one to send a “New Message” and one to create a “New Channel.”

You will then be presented with a screen where you can add a participant (or participants) to a chat session and send them a direct message. Click on the word “Participants” and start typing the name of the person who you want to message.

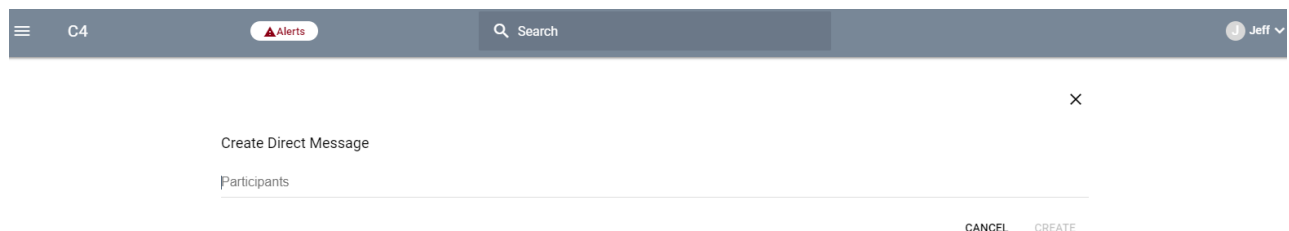


Figure 17 – Pick To Whom You Want To Send Your Message

MessagePro will show you a list of everyone who matches the name you are typing. The more letters you type, the more MessagePro can narrow the list of choices for you.



Figure 18 - Narrowing Your Choices

Once you select the name(s) of the people to whom you want to send the message, you will see this screen.

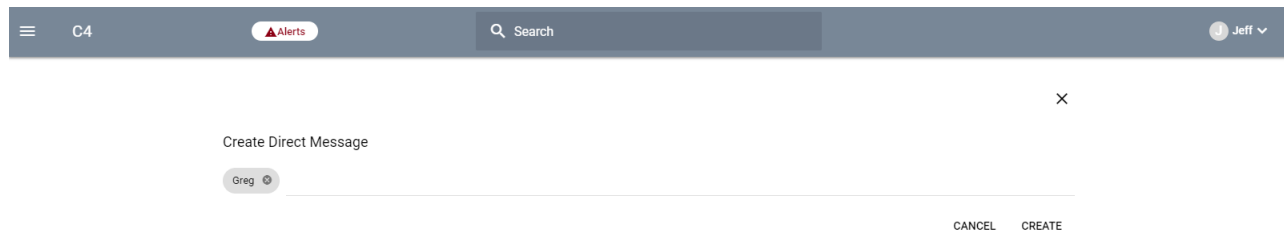


Figure 19 - Greg Has Been Added

You can now click "Create". This will take you to the messaging/chat window.

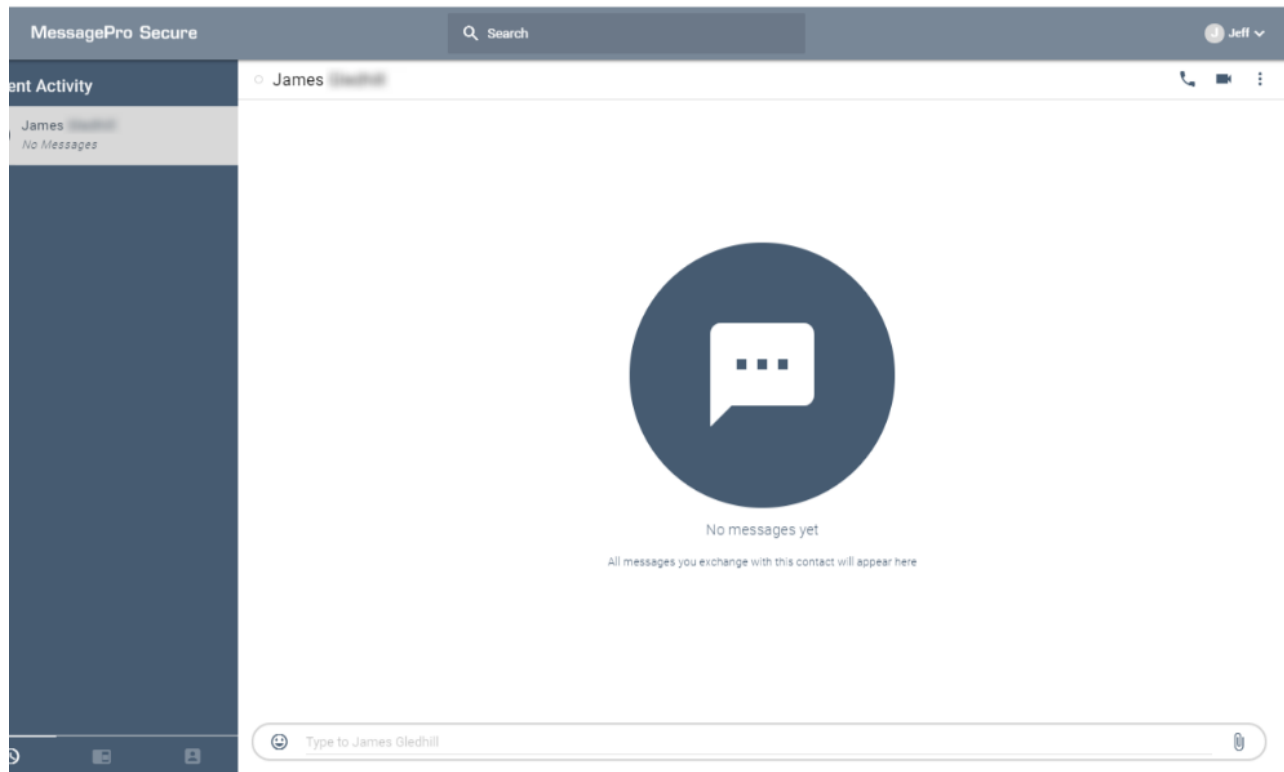


Figure 20 – Ready To Type Your Message To Greg

You can now start typing your message in the text bar at the bottom of the chatting window.

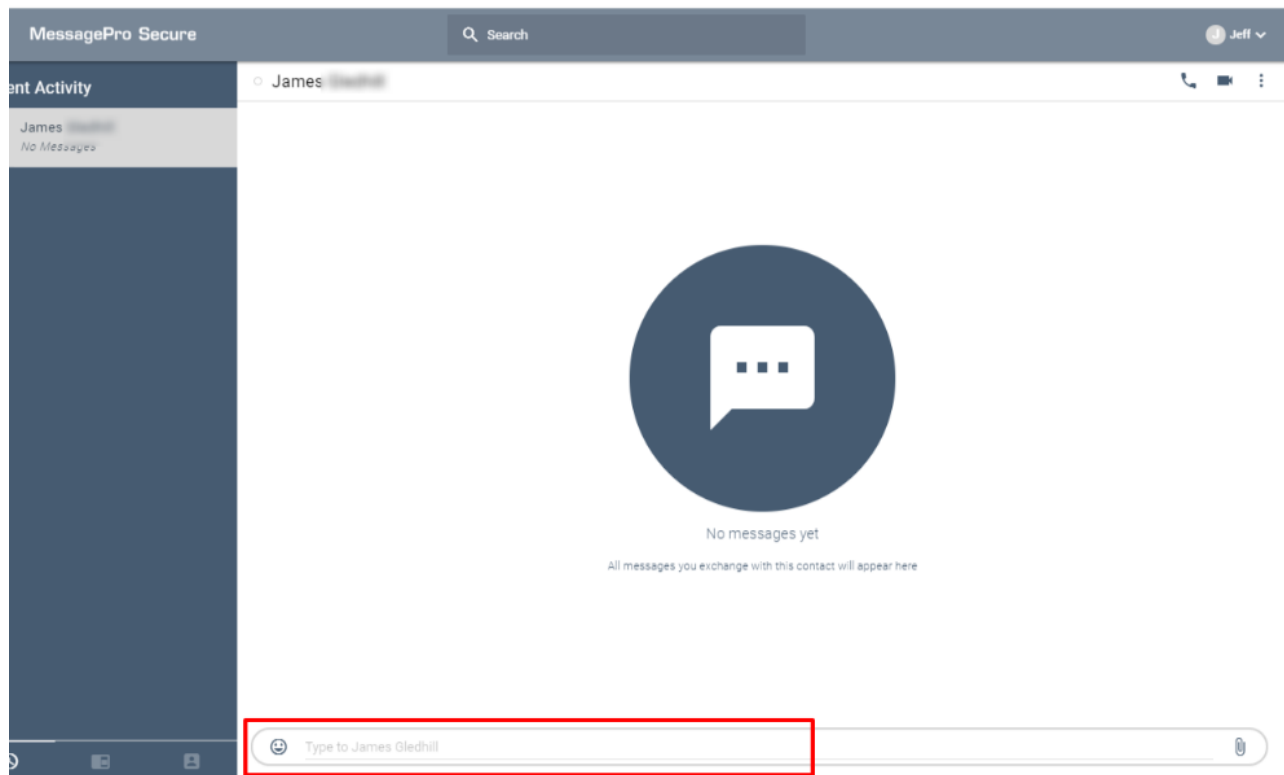


Figure 21 - Type Your Message

Press the Send Icon



Figure 22 - Press Send

Sending a photo or other file

Click on the paperclip on the right side of the text bar.

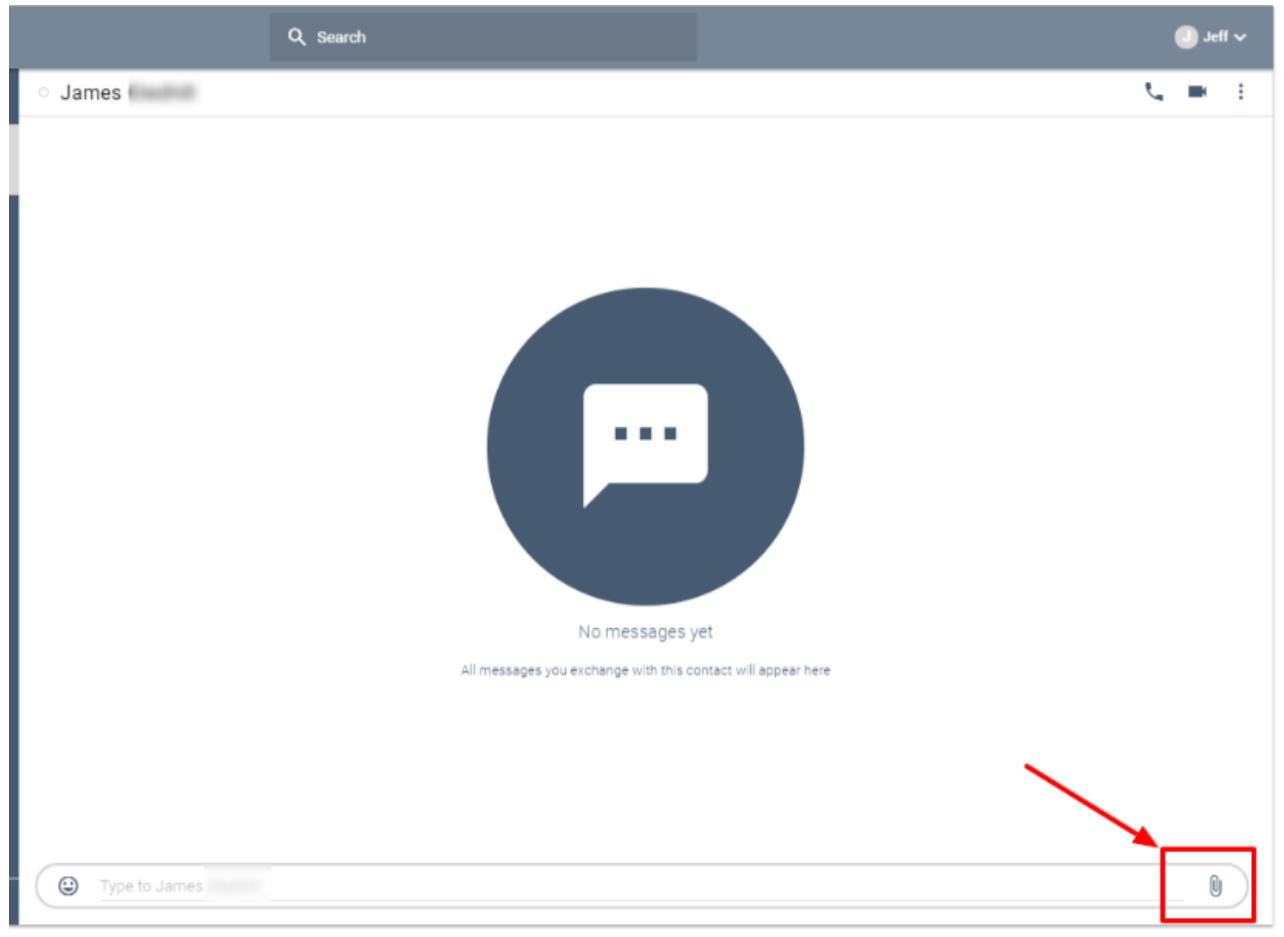


Figure 23 - Adding A Photo To Your Message

You will then see a standard "Select File" window where you can select the photo you want to add to the chat session.

NOTE: When using MessagePro from your mobile device, you will also get the option to "TAKE A PHOTO" and add that to your chat session.

Drag and Drop - You can also add a photograph to the conversation by dragging and dropping it onto the message window.

Adding an Emoticon

You can add an emoticon to your message by clicking on the "smiley face" at the left side of the input message box..



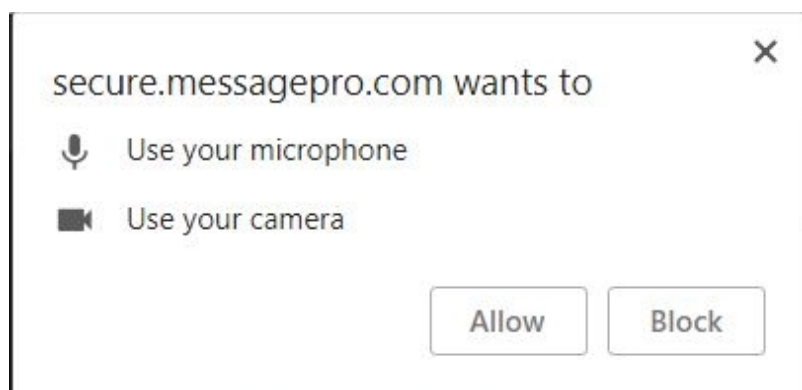
Figure 24 - Adding an Emoticon

Note: On your mobile device you can add emoticon's by either tapping the smiley face shown above or the emoticon's used by your device in other apps (generally appears on your keyboard when typing).

Starting an Audio or Video Session

Audio and video sessions are person-to-person, meaning you can only talk to one person at a time (conferencing will be coming soon). You start an audio/video session by first selecting one of your contacts. This can be done in any of the three panes to the left of your screen (Recent Activity, Messages or Contacts). Once selected you will see the icons to start an audio or video call with that contact.

The first time you begin an audio or video call on your device you may see a pop-up asking to grant permission to MessagePro to use the mic and camera on your device. Click "Allow" to grant this permission. If you click "Block" then later want to use the mic and camera, you will need to go to your device settings to change the selection. The procedure will vary for different devices (Google Search might be your friend in finding the correct procedure for your type of device). For Google Chrome settings [click here](#)



Figure_24.1_mic-camera_permission

To proceed with making a call, look in the upper right corner of the chat window, you will see a phone icon, a video camera icon and a vertical three dot (more options) menu.

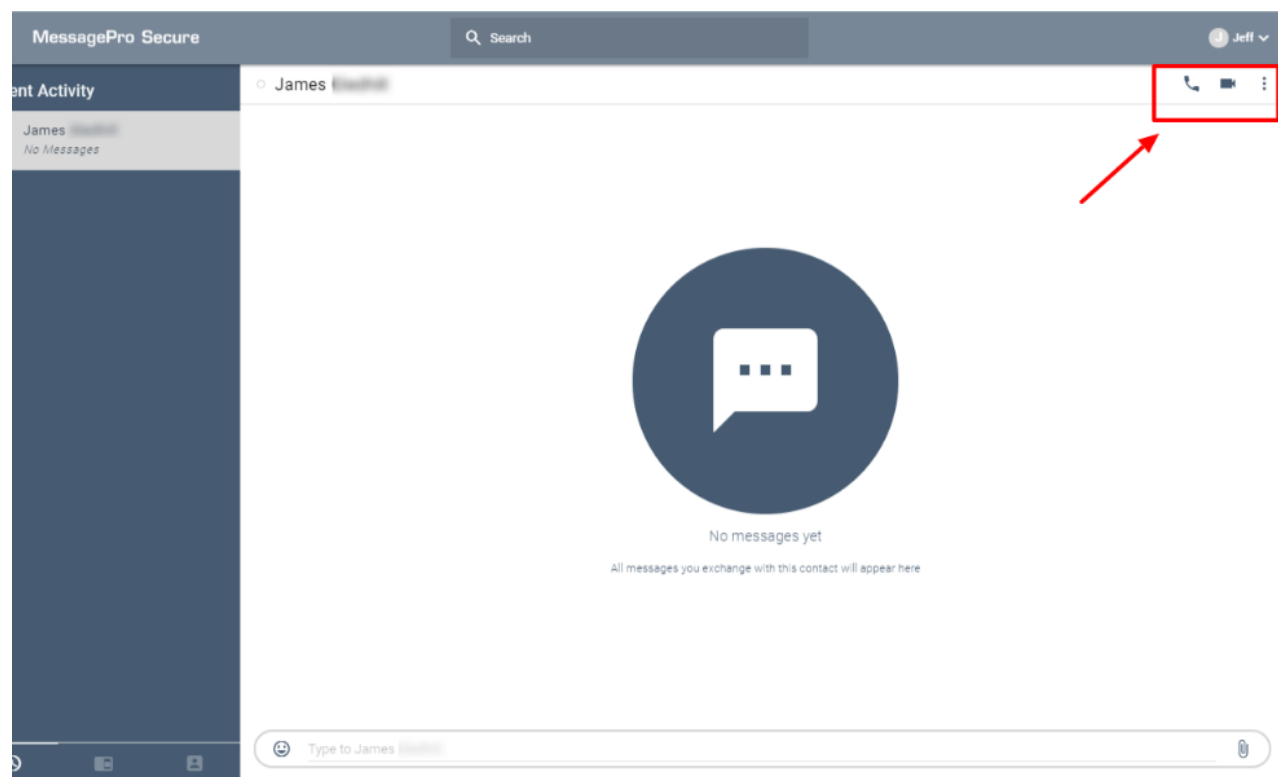


Figure 25 – Start audio or video session

Clicking the phone icon will set up an audio session (phone call) with the selected contact. Clicking the camera icon will set up an audio and video session. The called contact's device will ring and they will receive a device notification of an incoming call. When answered you can proceed with a normal phone conversation and/or FaceTime-like video call.

Note: Video calls on a smartphone are processor intensive and consume much more power than most typical applications. Your phones battery will drain faster and you may feel your phone getting warm. This is normal behavior and should be considered if you plan on a long video session.

Video Icons on Mobile Device



Figure 25.1 video icons

Icon functions (from left to right)

- Microphone toggle on/off (mute)
- Camera toggle on/off
- Speaker toggle on/off
- See yourself toggle on/off (shows your camera image in small circle in lower portion of screen)
- Full screen video toggle on/off
- Chat window
- Hangup (on hook)

Add Another Person To A Chat Session

The "Add Members" function is available under the Vertical Three Dot Menu in the upper right corner of the Message Window.

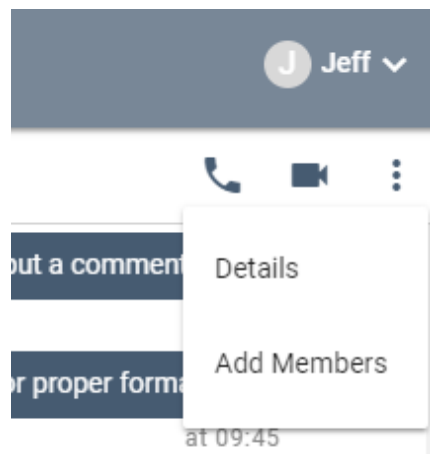


Figure 26 – Add members

Once you click "Add Members" you will get same screens as shown above in the "Send Direct Message" section of this document.