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## Send Secure Messages to On-Call Roles Using Role-Based Messaging

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The optional Role-Based Messaging feature synchronizes Intelligent Series (IS) OnCall Scheduling with Ampelco Secure Messages (ASM). Role-Based Messaging enables Ampelco Secure Messages users to retrieve assigned resources for IS on-call schedules, on-call shifts, and on-call roles and send messages to everyone filling a role right from the mobile app.

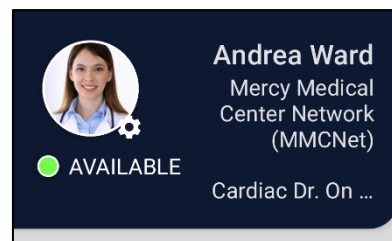
Before Role-Based Messaging can be used in the Ampelco Secure Messages mobile app, supervisors must first configure Role-Based Messaging using IS Supervisor version 5.7 and the Ampelco Secure Messages Admin Web. For more information about how to setup and configure Role-Based Messaging for your group, see the *Role-Based Messaging Setup* white paper.

Once Role-Based Messaging has been setup, Ampelco Secure Messages users have access to the secure roles created in IS applications. Users can view which people are filling each role, and can choose to select individuals or to send a message to all users filling a specific role. Users can also choose to send a message under their own name, or to send a message under the name of a role they are filling. Messages sent to or from a role stay with the on-call role, not the Ampelco Secure Messages user. This allows message threads to carry over from one shift to the next for seamless coverage.


### Menu Drawer

The Menu Drawer displays the roles you are currently filling under the account name on the right side of the header.

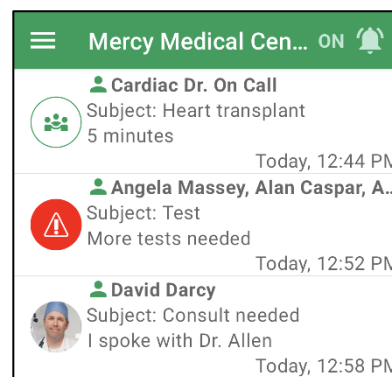
To display the Menu Drawer, touch the Menu icon. 



### Inbox Screen



The Inbox Screen displays message threads containing messages sent to and from roles you are currently filling. Message threads with messages to and from the roles you are filling display the Roles icon  in place of the profile picture.

To display the Inbox Screen, touch the Menu icon  to access the Menu Drawer and then touch Inbox. 



## Contacts Screen

The Contacts Screen is used to select Amtelco Secure Messages users and roles to receive a secure message or to add users and roles to a personal circle using the optional Personal Circle feature.

**To display the Contacts Screen, touch the Menu icon  to access the Menu Drawer and then touch Contacts. .**

### Contacts/Roles

**To display only contacts, touch the button labeled Contacts.**

The button changes color. Only contact names are displayed, and roles are hidden. Touch the button again to display roles.

**To display only roles, touch the button labeled Roles.**

The button changes color. Only role names are displayed, and contacts are hidden. Touch the button again to display contacts.

## Roles Screen

The Roles Screen is used to view the roles that you are currently filling and to view and send messages to users filling roles.

**To display the Roles Screen, touch the Menu icon  to access the Menu Drawer and then touch Roles. .**

### My Roles

**To view the roles you are currently filling, touch My Roles.**


Your roles are displayed in the drop-down menu. If you are not filling any roles, “Currently filling no roles” is displayed.


### Roles

The Roles Screen contains drop-down menus for each role.

- **To display the contacts that are filling a role, touch the name of the role.**

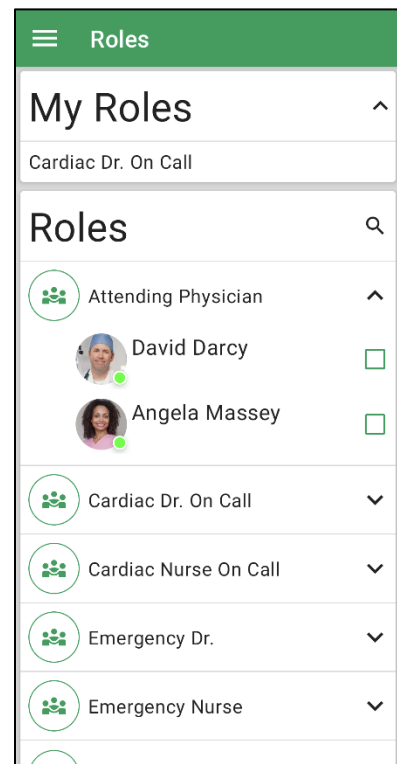
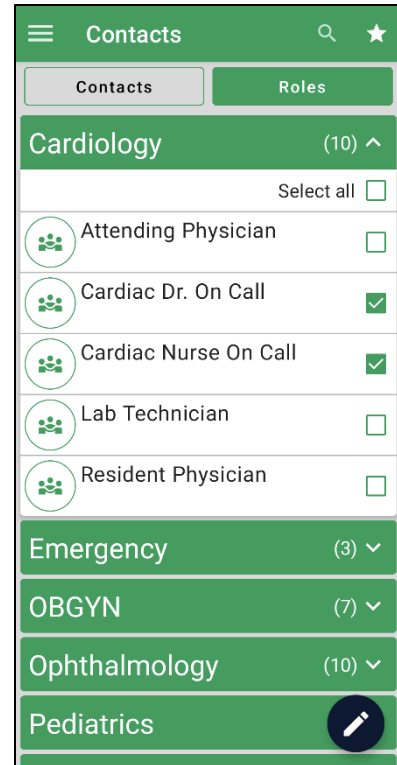
The photos and names of the contacts filling that role are displayed.

If a user’s Amtelco Secure Messages notifications are on, a small Green Circle icon  is displayed in the bottom right corner of their photo.


If a user’s Amtelco Secure Messages notifications are off, a small Red Circle icon  is displayed in the bottom right corner of their photo and the away message is displayed below their name.

- **To select contacts, touch the names of the contacts.**


A check mark is displayed to the right of the selected contacts.



- **To deselect a contact, touch that contact's name again to remove the check mark.**

**Note:** If a user has a small Red Circle icon  in the bottom right corner of their photo, that user's Amtelco Secure Messages notifications are turned off, preventing that user from receiving message notifications. You can still send a message to that user, but the user will not be notified of the message and will have to check the Inbox Screen in order to see the message.


## Search

**To search for a role by name, touch the Search icon  and start typing the role name in the Search field.**

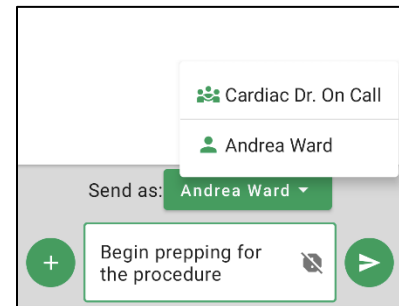
The role names that match the text that you typed are displayed in a menu.

**To display the contacts that are members of a role, touch the name of a role.**

## Sending a Secure Message

**When you have finished selecting contacts from the Roles Screen, touch the Compose icon  to proceed to the New Message Screen.**

The names of the selected contacts and the message subject are displayed at the top of the screen.



## New Message Screen

The New Message Screen contains the Send As menu, allowing users to choose to send a message under their own name or to send a message under the name of a role they are filling.

**To compose a new secure message, touch the Compose icon  on the Inbox Screen, Contacts Screen, or OnCall Screen.**

### Send As

The Send As menu is used to select whether to send the message as the role you are currently filling or to send it in your own name.

**Select a role to send the message as a role you are currently filling and tie it to that role, or select your name to send the message in your name and tie it to your username.**

Messages sent to or from a role stay with the on-call role, not the Amtelco Secure Messages user. This allows message threads to carry over from one shift to the next for seamless coverage.

Messages sent to and from a role may persist for a period of time after a shift change depending on how it has been configured by your administrator.

**Android App Requirements:**

- Android OS 10 or later
- A Google account
- Google Play
- An Account ID or e-mail invitation from your Amtelco Secure Messages provider

**Apple App Requirements:**

- Apple iOS 15 or later
- Business Use data plan
- An Account ID or e-mail invitation from your Amtelco Secure Messages provider

**Setup Requirements:**

- Amtelco Secure Messages Role-Based Messaging licenses
- Amtelco Secure Messages Server 7.0 or later
- Amtelco Secure Messages Administration Web 7.0.8641.3 or later
- Intelligent Series Supervisor 5.7.8788.3 or later

**Amtelco Part Numbers:** 232MP356 and 232MP357