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## Ensure Your Clients See Message Notifications with miSecureMessages Escalation Messages

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The screenshot shows the miSecureMessages Administration web interface. The top navigation bar is orange and contains the miSecureMessages logo, the word "Administration", and the user name "David". A blue sidebar on the left lists various menu items: Admins, Away Messages, Circles, Configuration, Connections, Contacts, Dashboard, Devices, Notifications, Groups, Licenses, Messages, Reports, and System Phrases. The main content area is titled "Connections" and lists several connection types with green status indicators: Android, Apple, Infinity, IS, RED Alert, Spectrum, WCTP (highlighted in blue), and Web Access. The WCTP Connection configuration form is displayed on the right, containing the following fields: Server IP (http://api20.infinite-convergence.com/wctp), Port (999), Auth Code (Your\_Auth\_Code), Auth ID (Your\_Auth\_ID), User, and Password. At the bottom of the form are "Save" and "Remove Connection" buttons.

The Escalation Message feature can be used to send a text message to the phone number of a miSecureMessages (MSM) contact if that contact is sent a secure message and does not read it within the Escalation Delay specified in the MSM Administration Web. The text message notifies the user of an unread secure message without revealing the message content to ensure compliance with HIPAA standards.

Escalation Messages are sent using Infinite Convergence's Wireless Communications Transfer Protocol (WCTP) to Short Message Service (SMS) text messaging service. Customers should contact Infinite Convergence for information about setting up an SMS Text Messaging Service account.

## Configuring the WCTP Connection

The WCTP connection on the Connections page of the MSM Administration Web application is used to connect miSecureMessages to the SMS aggregator used send the escalation text messages.

Click the Connections command on the MSM Administration Web navigation menu to access the Connections page.

Click WCTP. The following WCTP Connection settings are displayed.

### Server IP

Type the Internet Protocol (IP) address or Uniform Resource Locator (URL) of the WCTP provider.

### Port

Enter the port number of the WCTP provider.

### Auth Code

Enter the security code provided by Infinite Convergence.

### Auth ID

Enter the Authorization ID provided by Infinite Convergence.

### User

Enter the user name required by the WCTP provider, if any.

### Password

Enter the password associated with the user name, if any.

### Save

Click the Save button to save the new connection information and to start the connection.

A green icon  is displayed next to WCTP.

## System Configuration

The screenshot shows the 'System Configuration' page in the MSM Administration interface. The page is divided into several sections:

- Database Details:** A table showing database statistics.
 

| Database Limit | Archive Limit | Database Size | Unallocated Database Size | Maintenance Time |
|----------------|---------------|---------------|---------------------------|------------------|
| Unlimited      | Unlimited     | 4972.69 MB    | 3253.46 MB                | 1:00             |
- System Settings:** Includes fields for System Name (miSecureMessages), TimeZone (UTC-06:00 Central Time (US & Ca)), Notification Attempts (5), Notification Interval (20 seconds), Session Timeout (1000 seconds), Session Idle Timeout (1000 seconds), Archive Mode (None), and Archive Threshold (35 days). A red box highlights the 'Escalation Message' field containing 'You have an unread miSecureMessage!' and the 'Escalation Delay' field set to 8 minutes.
- eMail Registration Settings:** Includes fields for Server (mail.mmcnet.org), Port (25), User Logon, User Password, From Address (msmadministrator@mmcnet.org), and From Name (MSM Admin). There is also a 'Require TLS' checkbox.

The default escalation settings are programmed on the System Configuration page of the MSM Administration Web. Click the Configuration command on the MSM Administration Web navigation menu to access the System Configuration page.

### Escalation Message

The Escalation Message is a text message that is sent to the phone number of a miSecureMessages contact if that contact is sent a secure message and does not read it within the time specified by the Escalation Delay setting. The message should inform the contact that there is an unread secure message. This setting can be overridden by the Escalation Message setting in the General Group Properties for each group.

**Note:** This feature only functions for contacts that have a phone number specified in Contact Settings.

Enter a message to text to contacts who do not read a secure message before the Escalation Delay elapses.

### Escalation Delay

The Escalation Delay setting is the amount of time to wait for a contact to read a secure message before texting the Escalation Message to the contact's phone number. This setting can be overridden by the Escalation Delay setting in the General Group Properties for each group.

Enter the number of hours, minutes, or seconds to wait for a contact to read a secure message before texting the Escalation Message, and then select the appropriate unit of measurement from the menu.

## Group Properties

The screenshot shows the 'miSecureMessages Administration' interface. The main heading is 'Group Properties - Mercy Medical Center'. The 'General' tab is active, showing various configuration fields. The 'Escalation Message' field contains the text 'You have a secure message. Please check in!' and the 'Escalation Delay' is set to 3 minutes. Other fields include Group (1), Name (Mercy Medical Center), Licenses (30), Account ID (111.11.1111), Default Circle (Staff), Personal Circle (Favorites), Registration Password (Change Password), Registration Type (Self Registration), Contact Web, and IS Status URL. The right sidebar contains settings for Email Registration/Reset Timeout (10 minutes), Notification Attempts (5), Notification Interval (15 seconds), Attachment Size (100 MB), and Maximum Contacts/Thread (100).

The Escalation Message and Escalation Delay can be customized for each miSecureMessages Group. The escalation settings under the General tab of the MSM Administration Web Group Properties override the escalation settings on the System Configuration page. These settings are used to customize the escalation message and escalation delay for each miSecureMessages group.

Click the Groups command on the MSM Administration Web navigation menu to access the Groups page.

Click the Edit hyperlink in the same row as the group that you want to configure.

The Group Properties page is displayed. The General tab is selected by default.

### Escalation Message

To customize the escalation message for this group, enter a message to text to contacts who do not read a secure message before the Escalation Delay elapses.

### Escalation Delay

To customize the escalation delay for this group, enter the number of hours, minutes, or seconds to wait for a contact to read a secure message before texting the Escalation Message. Then select the appropriate unit of measurement from the menu.

When you are finished configuring the Group Properties, click the Save button to save your changes.

## Receiving Escalation Messages

Escalation messages are useful in locations where there is no Wi-Fi and cellular service is poor enough to prevent network connectivity. The user may still be able to receive the escalation text message. Escalation messages also are a useful backup for users who don't take notice of miSecureMessages notifications.

If a secure message is sent to a miSecureMessages user and the Escalation Delay elapses without the user viewing the message, the Escalation Message is sent as a text message to the user's mobile device using Infinite Convergence's WCTP to SMS text messaging service.

You have a secure message. Please check in!

The Escalation Message notifies the user of the secure message, allowing the user to move to a location that has network connectivity or to contact their secure messaging contact person to find out more information about the missed message.

## Notifications Report

The Notifications Report displays counts of notification successes and failures for device types in each group for a specified date and time range. The counts are listed by group ID.

| Notifications |                      |                   |                  |                 |                |                |               |
|---------------|----------------------|-------------------|------------------|-----------------|----------------|----------------|---------------|
| Group ID      | Name                 | Android Successes | Android Failures | Apple Successes | Apple Failures | Wctp Successes | Wctp Failures |
| 0             | General Hospital     | 102               | 67               | 216             | 3              | 0              | 0             |
| 1             | Mercy Medical Center | 143               | 1                | 227             | 1              | 0              | 0             |
| 2             | MMC Family Dentistry | 276               | 248              | 24              | 0              | 0              | 0             |

To run the Notifications Report, click the Reports command on the navigation menu.

The Reports page is displayed.

Open the Report Name menu and select "Notifications."

Set a Start Date and End Date to include in the report, and select a Report Type. Then click the Run Report button.

The following information is included in the Notifications Report.

| Column                   | Description   |
|--------------------------|---|
| <b>Group ID</b>          | Group ID indicates the unique ID number associated with each group.   |
| <b>Name</b>              | Name indicates the name of the group.   |
| <b>Android Successes</b> | Android Successes indicates the number of miSecureMessages notifications that were successfully sent to the Google Cloud Messaging Service.     |
| <b>Android Failures</b>  | Android Failures indicates the number of miSecureMessages notifications that were returned as failures from the Google Cloud Messaging Service. |
| <b>Apple Successes</b>   | Apple Successes indicates the number of miSecureMessages notifications that were successfully sent to the Apple Push Notification Service.      |
| <b>Apple Failures</b>    | Apple Failures indicates the number of miSecureMessages notifications that were returned as failures from the Apple Push Notification Service.  |

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| Column                | Description   |
|-----------------------|---|
| <b>WCTP Successes</b> | WCTP Successes indicates the number of escalation messages that were successfully sent to the WCTP text messaging provider.     |
| <b>WCTP Failures</b>  | WCTP Failures indicates the number of escalation messages that were returned as failures from the WCTP text messaging provider. |

**Requirements:**

- Infinite Convergence SMS aggregator service account
- MSM Administration Web 6.7.7096.06 or later
- MSM Server 6.7.7214.28178 or later
- MSM Contact Web 6.7.7096.10 or later
- Android devices:
  - Android OS 5 or later
  - miSecureMessages Android App 6.7.1.2 or later
- Apple devices:
  - Apple iOS 10 or later
  - miSecureMessages Apple App 6.7.0.5 or later
  - Apple watchOS 5.0 or later
  - Apple Watch Series 3 or later

**Browser Compatibility:**

- Apple Safari 5.0 and later
- Google Chrome 10.0 and later
- Microsoft Edge 25.10286.0 and later
- Mozilla Firefox 3.6.10 and later

**Amtelco Part Number:** 232MP149 and 232MP153

