



# Amstelco Secure Messages

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## Contact Web User Guide

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**amstelco**

R&D Software Department  
4800 Curtin Drive, McFarland, WI USA 53558  
[www.amstelco.com](http://www.amstelco.com)

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## Product Overview

The Amtelco Secure Messages Contact Web provides access to secure messaging and paging services from the convenience of a web browser. The Contact Web lets users view secure messages using Secure Socket Layer (SSL) encryption with username, password, and Account ID authentication. Users can respond to secure messages and can initiate new messages to other Amtelco Secure Messages users within their company or organization.

Viewing messages results in a read receipt being returned to the Amtelco Secure Messages web service. Replies are sent securely back to the web service. Users can also initiate a secure message to other registered Amtelco Secure Messages users within their company or organization.

## Browser Requirements

The Amtelco Secure Messages Contact Web application is tested with the latest release of the following browsers:

- Apple Safari
- Google Chrome
- Microsoft Edge
- Mozilla Firefox

## Logging In

The Account ID Screen and the Login Screen are used to log into the Amtelco Secure Messages Web Service to begin receiving secure messages. Every time you enter the Contact Web, you are required to enter a valid Account ID, username, and password. If you have registered the Amtelco Secure Messages App on a mobile device, the same Account ID, username, and password can be used to log into the Contact Web. If you have never registered for Amtelco Secure Messages, your Account ID, username, and password should be provided by the company or organization that is hosting your Amtelco Secure Messages Web Service.

### Account ID

**Enter your Amtelco Secure Messages Account ID as specified by your Amtelco Secure Messages provider.**

**Click the Continue button.**

- If the Amtelco Secure Messages Account ID was entered successfully, the Amtelco Secure Messages Login Screen is displayed.
- If the Account ID was not entered successfully, an “Invalid license” error message is displayed.

**If the “Invalid license” message appears, try reentering your Amtelco Secure Messages Account ID.**

If the message is displayed again, contact your Amtelco Secure Messages provider to verify that you have the correct Account ID.

### UserName

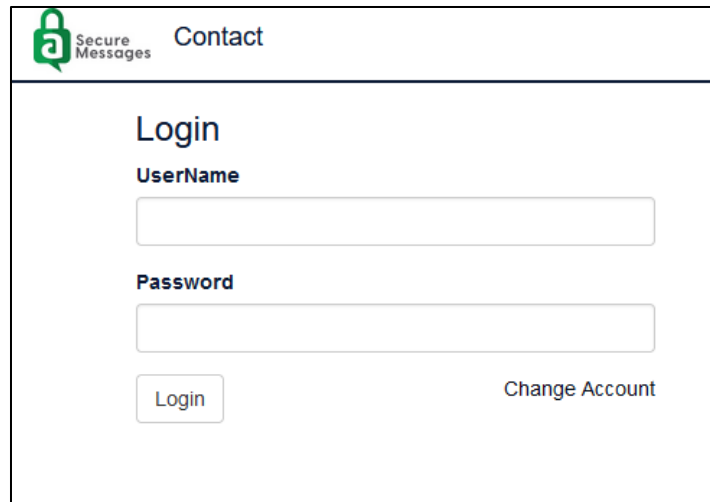
**Enter your Amtelco Secure Messages username.**

### Password

**Enter your Amtelco Secure Messages password.**

Keep your password a secret so no one else can connect to the Amtelco Secure Messages Web Service in your name.

**Note:** If you need to switch to a different account, click the Change Account hyperlink to navigate to the Account ID screen. Enter an Account ID and then click the Continue button to return to the Login Screen.

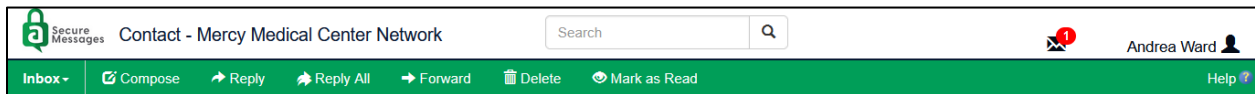


**Click the Login button.**

- If the username and password were found, the Inbox screen is displayed.
- If the username or password was not found, an “Incorrect username or password” error message is displayed.

**If the “Incorrect username or password” message appears, check your username and password and try entering them again. If you are still unable to log in, contact your Amtelco Secure Messages provider to verify that your username and password have been registered.**

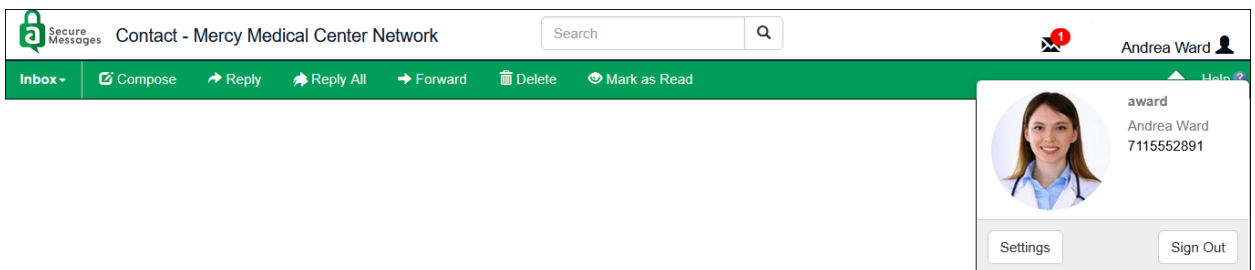
## Navigating in the Contact Web



Your username is displayed in the upper right corner of the Contact Web banner. The username is hyperlinked and is used to access your user settings and to log out of the Contact Web.

**Click the username hyperlink to display your Amtelco Secure Messages user information.**


A pop-up window displays your username, your contact picture, your display name, your phone number, the Settings button, and the Sign Out button.



- **To access the Settings page, click the Settings button.**
- **To log out of the Amtelco Secure Messages Contact Web, click the Sign Out button.**

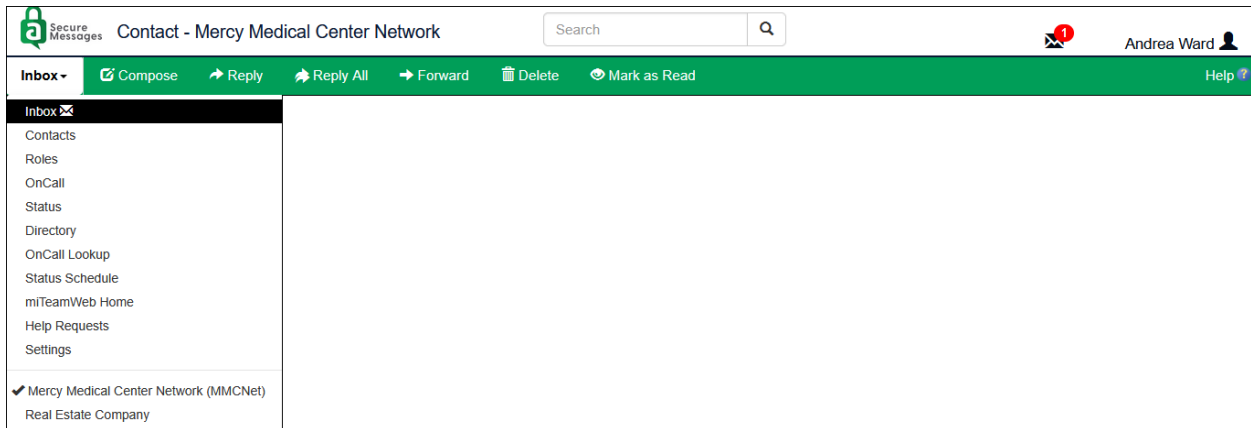
- To hide the pop-up window, click the username hyperlink again.

The Help hyperlink and the Help icon  are displayed below the username at the right end of the toolbar.

- To access online help files, click the Help icon  or the Help hyperlink.


## Amtelco Secure Messages Navigation Menu

The Amtelco Secure Messages Navigation Menu is used to navigate to the various Contact Web pages. The button used to display the Navigation Menu is located at the left end of the toolbar and is labeled with the name of the page that is currently selected.



**To display the Navigation Menu, click the button labeled with the current page name.**

The Navigation Menu displays the available Contact Web pages.

- The Inbox, Contacts, and Settings pages are standard features. If there are unread messages, the New Message icon  is displayed next to the Inbox command
- The Roles, OnCall, Status, and Directory pages correspond to optional features that may be available depending on your provider’s service.
- Custom links to external web pages may be displayed in the Navigation Menu. These links are configured by your system administrator.
- Links to Amtelco Secure Messages accounts that you belong to are displayed at the bottom of the Navigation Menu.

**Select a command in the Navigation Menu to navigate to the corresponding page.**

Selecting one of the custom links will cause the linked webpage to open in a new browser tab.

## Inbox

The Inbox page is used to view secure messages sent to you and sent by you, to compose and reply to messages, and to forward message threads.

**To access the Inbox page, select the Inbox command in the Navigation Menu.**







The Inbox page is divided into a Threads View on the left and a Messages View on the right.



The screenshot displays the Amtelco Secure Messages Contact Web User Guide interface. The top navigation bar includes the Amtelco logo, the text 'Secure Messages Contact - Mercy Medical Center Network', a search bar, and a user profile for Andrea Ward. Below the navigation bar is a green toolbar with icons for Compose, Reply, Reply All, Forward, Delete, and Mark as Read. The main content area is split into two columns. The left column, titled 'Inbox', lists several message threads with checkboxes, sender names, timestamps, and subjects. The right column shows a detailed view of a selected message. The selected message is from Erica Sorenson to Andrea Ward, dated March 25, 2024, 4:45 PM, with the subject 'Upcoming surgery'. The message content includes 'Understood.' and '[Show Message History]'. Below it, another message from Andrea Ward to Erica Sorenson is visible, dated March 25, 2024, 4:44 PM, with the subject 'Upcoming surgery'. The message content includes 'The surgery has been postponed until Thursday.' and '[Show Message History]'. A 'Complete' button is visible in the top right corner of the message view.


## Threads View



The Threads View displays each message thread in which you were a participant. Each message thread includes the original secure message and all replies sent to that message. Messages that do not have replies are also listed in the Threads View.

For each message thread, the Threads View displays the names of the sender of the sender and recipients of the thread other than yourself, the timestamp of the most recent message in the thread, and the subject of the message thread.

- Threads for one or more roles are marked with a roles icon to the left of the sender. 
- Threads for one or more individual users are marked with a person icon  to the left of the sender.
- Threads containing unread messages are marked with an unopened envelope icon  to the left of the sender.
- Threads that only contain messages that you have read are marked with an opened envelope icon  to the left of the sender.
- Threads that contain high priority messages are marked with a red exclamation mark icon  to the right of the sender
- Threads containing an attachment are marked with a paper clip icon  to the right of the sender.

- Threads that only allows replies to the sender, not replies to all, are marked with a person icon  to the right of the sender.
- Threads that do not allow any replies are marked with a no person icon  to the right of the sender.

**To search for messages for a specific contact, subject, or message phrase, type the text you are looking for into the Search field at the top of the page and then click the Search icon  or press the ENTER key.**

When a new message is received, it is displayed at the top of the Threads View and the New Message icon  is displayed in the Navigation Menu next to the Inbox command. The new message notification icon  is displayed to the left of your username in the top right corner of the screen, with the number in the red bubble indicating how many unread messages are in your Inbox.

**To manually refresh the Threads View, click your browser’s refresh icon.**

## Messages View

**To display the messages in a thread, select the thread in the Threads View.**

The messages contained in the thread are displayed in the Messages View with the most recent reply at the top.

For each message in the thread, the Messages View displays the sender’s photo (if available), the date and time the message was sent, the sender’s name, the recipients’ names, and the read status.

**Note:** A read status of “Partial” indicates that at least one but not all recipients have read the message.

If the message has an attachment, a hyperlink to the attachment is displayed.

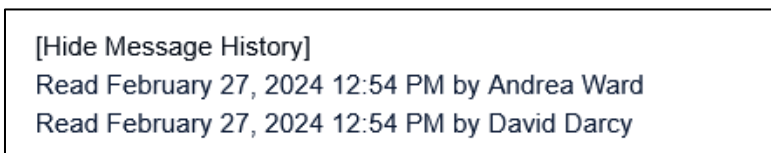
The contents of each message are displayed in bold under the message information.

**Click the attachment hyperlink to download the attachment.**

Below each message, a Show Message History hyperlink is displayed.

- **To display the history of a message, click the Show Message History hyperlink at the bottom of the message.**

The message history is displayed and the hyperlink is replaced with a Hide Message History hyperlink.




- **To hide the history of a message, click the Hide Message History hyperlink.**






## Inbox Toolbar



The Inbox toolbar is used to compose new messages, reply to messages, forward messages, delete messages, and mark messages as “Read.”

Icon	Description
------	-------------

- |   |  |
|---|--|
|  | Click the <b>Compose</b> icon to compose a new secure message. |
|---|--|

Icon	Description
	The <b>Reply</b> icon is displayed when a thread that allows replies is selected. Click the Reply icon to reply to the sender of the selected message thread.
	The <b>Reply All</b> icon is displayed when a thread that allows replies to all is selected. Click the Reply All icon to reply to the sender and all recipients of the selected message thread.
	Click the <b>Forward</b> icon to forward the selected message thread to other Amtelco Secure Messages users.
	To delete message threads, select the check box next to each thread you wish to delete and then click the <b>Delete</b> icon.  <b>Note:</b> Message threads deleted from your Inbox still may be stored on the server from which the message thread originated and accessed by other users who were included in the thread.
	To mark messages as “Read” without opening the messages, select the check box next to each message thread and then click the <b>Mark as Read</b> icon.

## Composing a Message

To compose a new secure message, click the Compose icon  on the Inbox Toolbar.

The Compose Message window is displayed.

Compose Message
✕

To


**Send As:** Andrea Ward ▼

**High Priority:**

**Subject:**

**Reply Mode:** All Sender None

**Attachment:** Browse... No file selected.

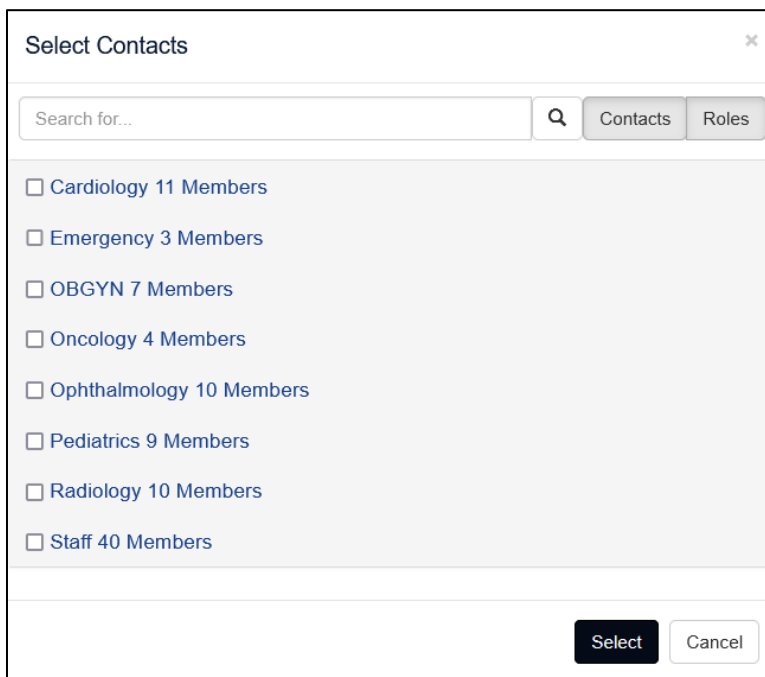
**Message:** 

Send
Cancel

To

**Click the To button to select recipients for your secure message.**

The Select Contacts window is displayed.



The Select Contacts window displays a list of the available Contact Circles and the number of users and roles that are assigned to each Circle. The last Circle listed is the Default Circle, which contains all the users and roles registered to your group.

**Click the name of a Circle to display an alphabetical list of the Circle members.**

**Click the Contacts button to toggle whether contacts are displayed.**

**Click the Roles button toggle whether roles are displayed.**

**To search for roles and contacts by name or phone number, begin typing the contact or role name, or type the phone number of a contact in the Search field and then press the ENTER key or click the Search icon.** 🔍

A menu of contacts and roles that have names or phone numbers containing the search text you typed is displayed under the Search Field.

- **Select the check box to the left of the names of the users or roles you wish to contact.**
- **To contact an entire Circle, select the check box to the left of the Circle Name.**

A confirmation message is displayed.

**Click the Yes button to select the members of the Contact Circle.**

- **To remove a contact from the To field, clear the check box next to the contact's name.**

**Note:** If the word **OFF** is displayed next to a contact's name, that user's Amtelco Secure Messages app notifications are turned off.

**When you are finished selecting message recipients, click the Select button to add the selected names to the To field.**

The selected names are displayed in the To field in the Compose Message window.

**To add additional names, click the To button and repeat the previous steps.**

## Send As

The Send As menu is used to select whether to send the message from the role you are filling or your contact username.

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

## High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.

- **To change the priority to high, select the High Priority check box.**
- **To change a High Priority message back to Normal Priority, clear the check box.**

## Subject

**Type the subject of your message in the Subject field.**

## Reply Mode

The Reply Mode buttons are used to set the type of replies to allow recipients of the message to send.



- **Click the All button to allow recipients to choose whether to reply to everyone in the thread or to reply to just to the sender of the message.**
- **Click the Sender button to only allow replies to be sent to the sender of the message.**
- **Click the None button to not allow recipients to reply to the message.**

## Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

**To attach a file to the message, click the Choose File button or the Browse button.**

The Open window is displayed.

**Browse to the location of the file that you want to attach.**

Attachments that use one of the following file types are suggested for compatibility with Apple and Android devices:


- avi
- ico
- mp3
- ppt
- wav
- bmp
- jpeg
- mpeg
- rtf
- xls
- doc
- jpg
- pdf
- tiff
- xml
- gif
- mid
- png
- txt
- zip

**Click the file name to select it, and then click the Open button.**

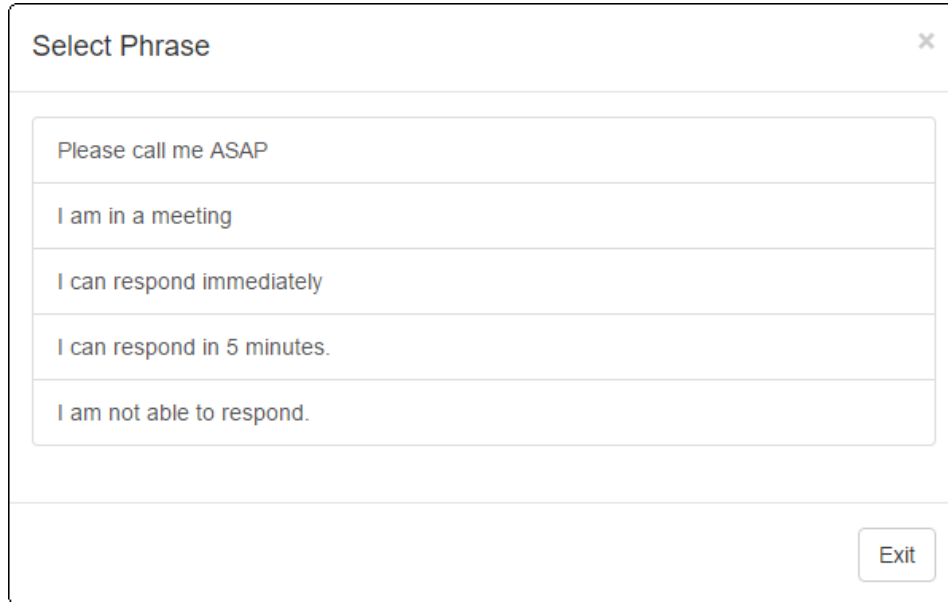
The path to the file is displayed next to the Choose File button or the Browse button.

## Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- **To compose a custom message, type the body of your message into the Message field.**
- **To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.**

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the Amtelco Secure Messages Admin Web application.



Select Phrase

Please call me ASAP

I am in a meeting

I can respond immediately

I can respond in 5 minutes.

I am not able to respond.

Exit

**Select the desired phrase.**

The selected phrase is displayed in the Message field.

**When you have finished composing your message, click the Send button to transmit the message.**

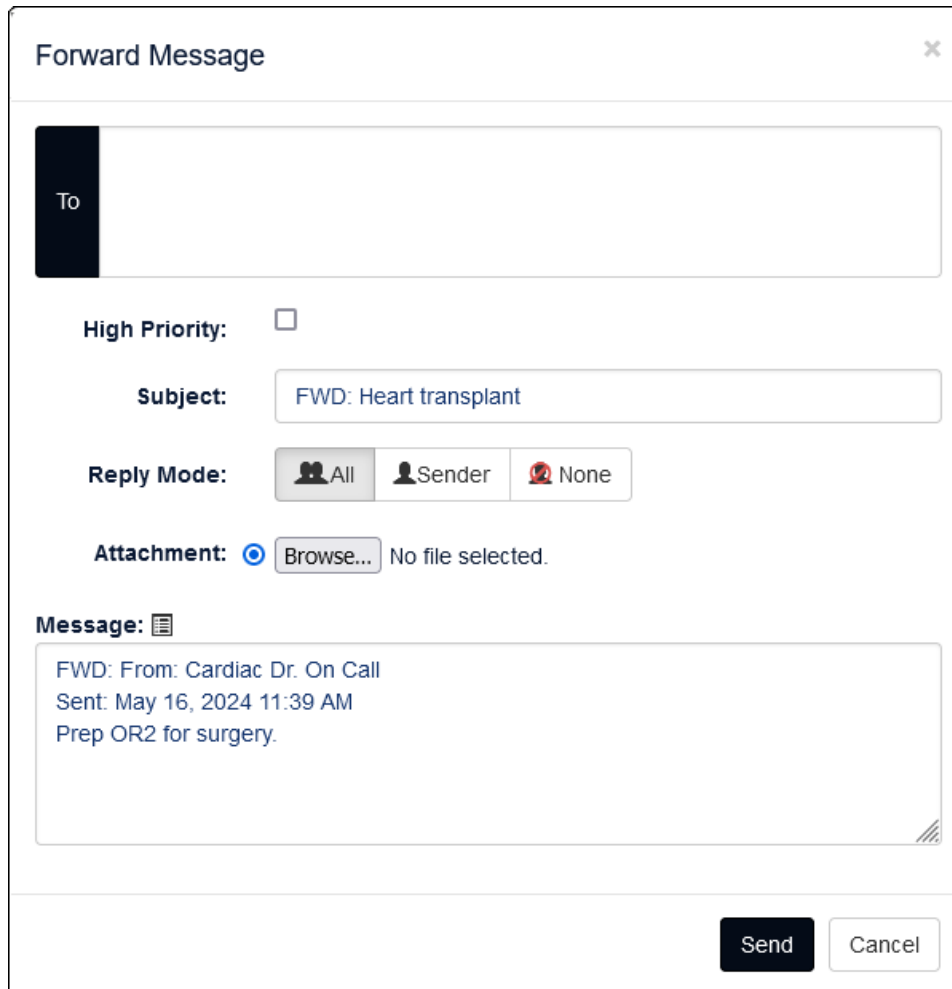
OR

**To discard your message, click the Cancel button.**

## Forwarding a Message Thread

To forward a message thread, select the message thread in the Threads View and then click the Forward icon  on the Inbox Toolbar.

The Forward Message window is displayed.



To

**Click the To button to select recipients for the forwarded message thread.**

The Select Contacts window is displayed.

The Select Contacts window displays a list of the available Contact Circles and the number of Amtelco Secure Messages users and roles that are members of each Circle. The last Circle listed is the Default Circle, which contains all the Amtelco Secure Messages users and roles registered to your group.

**Click the name of a Circle to display an alphabetical list of the Circle members.**

**To search for roles and contacts by name or phone number, begin typing the contact or role name, or type the phone number of a contact in the Search field and then press the ENTER key or click the Search icon. .**

A menu of contacts and roles that have names or phone numbers containing the search text you typed is displayed under the Search Field.

- **Select the check box to the left of the names of the contacts and roles to whom you wish to forward the message thread.**

- **To forward the message thread to an entire Circle, select the check box to the left of the Circle Name.**

A confirmation message is displayed.

**Click the Select button to select the members of the Contact Circle.**

- **To remove a contact or role from the To field, clear the check box next to the contact or role's name.**

**Note:** If the word **OFF** is displayed next to a contact's name, that user's Amtelco Secure Messages app notifications are turned off.

**When you are finished selecting recipients for the forwarded thread, click the Select button to add the selected names to the To field.**

The selected names are displayed in the To field in the Forward Message window.

**To add additional names, click the To button and repeat the previous steps.**

#### High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority, regardless of whether or not the message thread you are forwarding contains a high priority message.

- **To change the priority to high, select the High Priority check box.**
- **To change a High Priority message back to Normal Priority, clear the check box.**

#### Subject

The Subject field contains the text "FWD:" followed by the subject of the message thread.

**To edit the subject of the message thread, select the text you wish to change and type the desired changes.**

#### Reply Mode

The Reply Mode buttons are used to set the type of replies to allow recipients of the message to send.



- **Click the All button to allow recipients to choose whether to reply to everyone in the thread or to reply to just to the sender of the message.**
- **Click the Sender button to only allow replies to be sent to the sender of the message.**
- **Click the None button to not allow recipients to reply to the message.**

#### Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

If the message thread you are forwarding contains an attachment, the attachment file name is listed.

**To forward an attachment that was included in the message thread, select the option button  displayed next to the attachment file name.**

**To attach a different file to the message, click the Choose File button or the Browse button.**

The Open window is displayed.

**Browse to the location of the file that you want to attach.**

Attachments that use one of the following file types are suggested for compatibility with Apple and Android devices:

- avi
- ico
- mp3
- ppt
- wav
- bmp
- jpeg
- mpeg
- rtf
- xls
- doc
- jpg
- pdf
- tiff
- xml
- gif
- mid
- png
- txt
- zip


**Click the file name to select it, and then click the Open button.**

The path to the file is displayed next to the Choose File button or the Browse button.

## Message

The Message field contains the sender, date, time, and contents of each message in the message thread.

**Make any desired changes to the contents of the forwarded message thread.**

**To add a quick phrase to the end of the contents of the message thread, click the Phrases icon  and then select the desired phrase.**

The selected phrase is displayed at the bottom of the Message field.

**When you have finished composing your message, click the Send button to forward the message thread.**

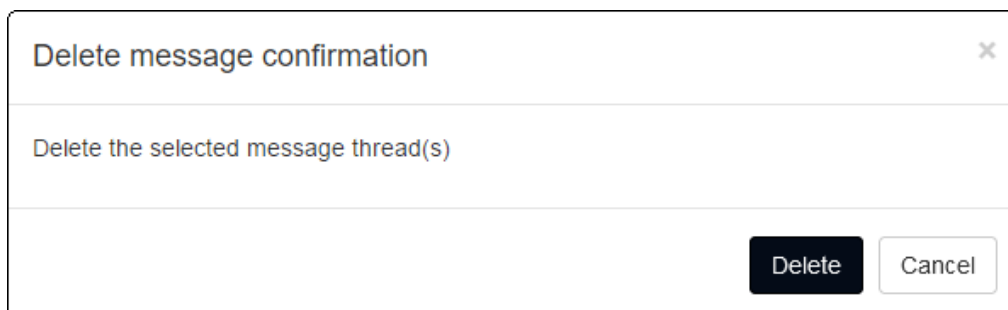
OR

**To discard your message, click the Cancel button.**

## Deleting Message Threads

**To delete message threads, select the check box to the left of each message you want to delete in the Threads View and then click the Delete icon  on the Inbox Toolbar.**

A dialog box is displayed.



**If you are certain you want to delete the selected message threads, click the Delete button.**

OR



**Click the Cancel button to cancel the delete request.**

The selected threads are removed from your Inbox.

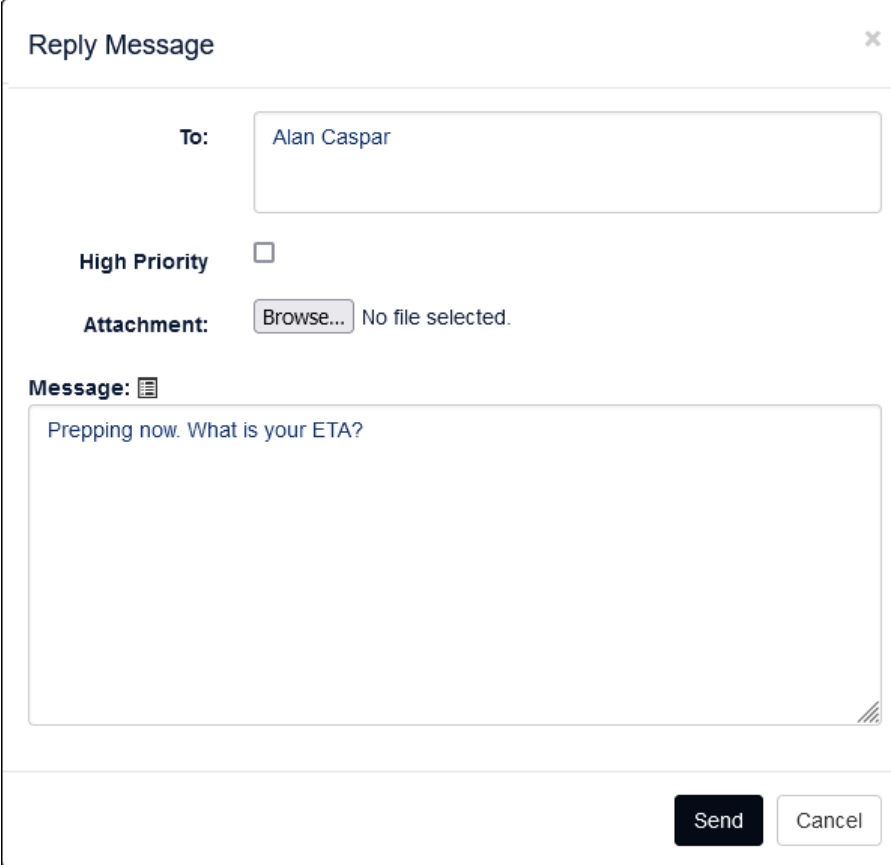
**Note:** Message threads deleted from your Inbox still may be stored on the server from which the message thread originated and accessed by other users who were included in the thread.

## Replying to a Message Thread

There are two ways to reply to a message thread.

- **To reply to the sender of the selected message thread, click the Reply icon  on the Inbox Toolbar.**  
**Note:** Replying to the sender of a message that was sent to multiple recipients creates a new message thread. The content of the original message thread will be appended to the reply.
- **To reply to the sender and all recipients of the selected message thread, click the Reply All icon  on the Inbox Toolbar.**

The Reply Message window is displayed.



### To

The names of the contacts and roles who will receive your reply are displayed in the To field.

If you are replying to the sender of a thread that had multiple recipients, the To button is displayed.

**Click the To button to add additional recipients.**

### High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.

- **To change the priority to high, select the High Priority check box.**
- **To change a High Priority message back to Normal Priority, clear the check box.**

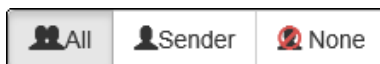
## Subject

If you are replying to the sender of a thread that had multiple recipients, the Subject field is displayed with the subject of the thread.

**To edit the subject of the message thread, select the text you wish to change and type the desired changes.**

## Reply Mode

If you are replying to the sender of a thread that had multiple recipients, the Reply Mode buttons are displayed. The Reply Mode buttons are used to set the type of replies to allow recipients of the message to send.



- **Click the All button to allow recipients to choose whether to reply to everyone in the thread or to reply to just to the sender of the message.**
- **Click the Sender button to only allow replies to be sent to the sender of the message.**
- **Click the None button to not allow recipients to reply to the message.**

## Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

**To attach a file to the message, click the Choose File button or the Browse button.**

The Open window is displayed.

**Browse to the location of the file that you want to attach.**

Attachments that use one of the following file types are suggested for compatibility with Apple and Android devices:


- |       |        |        |        |       |
|-------|--------|--------|--------|-------|
| • avi | • ico  | • mp3  | • ppt  | • wav |
| • bmp | • jpeg | • mpeg | • rtf  | • xls |
| • doc | • jpg  | • pdf  | • tiff | • xml |
| • gif | • mid  | • png  | • txt  | • zip |

**Click the file name to select it, and then click the Open button.**

The path to the file is displayed next to the Choose File button or the Browse button.

## Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- **To compose a custom message, type the body of your message into the Message field.**
- **To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.**

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the Amtelco Secure Messages Admin Web application.

**Select the desired phrase.**

The selected phrase is displayed in the Message field.

**When you have finished composing your message, click the Send button to transmit the message.**

OR



**To discard your message, click the Cancel button.**

If your reply was transmitted successfully, your reply is displayed at the top of the message thread in the Messages View.

OR

If you are replying to the sender of a thread that had multiple recipients, your reply is displayed as a separate message thread in the Threads View.

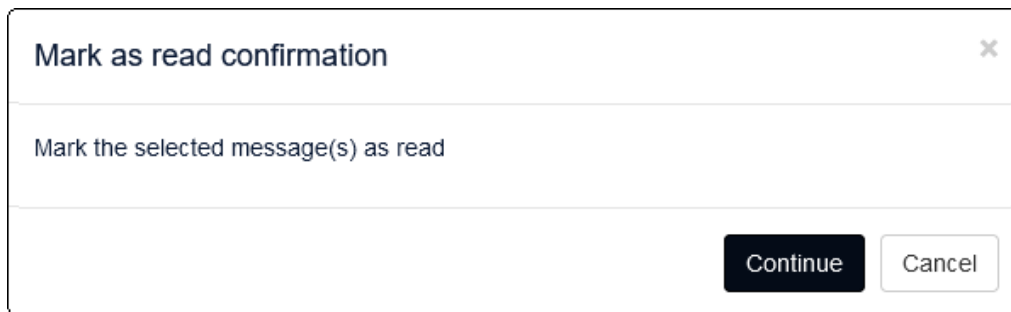
## Marking Messages as Read

In the Threads view, all messages that you have read are indicated by an opened envelope icon  and all messages that you have not read are indicated by an unopened envelope icon. 

When you select a new message in the Threads View to view the message, the unopened envelope icon is automatically replaced with the opened envelope icon to indicate that you have read the message. The message history of the message is updated with “Read,” the date and time you opened the message, “by,” and your name.

**If you want to mark messages as “Read” without opening them, select the check box next to each message thread that you want to mark as “Read” and then click the Mark as Read icon  on the Inbox Toolbar.**

A confirmation dialog box appears.



**Click the Continue button.**

Each of the selected messages is now marked as “Read.”

## Completing Messages

The Messages View enables you to mark messages as “Complete” to indicate that no more actions need to be performed in regards to that message.

**To mark a message “Complete,” click the green Complete button to the right of the message.**

## Contacts

The Contacts page is used to view all Contact Circles, roles, and contacts that are registered for your group, and to compose secure messages to send to contacts.

**To access the Contacts page, select the Contacts command in the Navigation Menu.**

The screenshot displays the 'Contacts' page for the 'Contact - Mercy Medical Center Network'. At the top, there is a search bar and the user's name 'Andrea Ward'. Below the search bar, there are two tabs: 'Contacts' (selected) and 'Compose'. The main content area shows a list of Contact Circles, each with a checkbox and the number of members. The 'OBGYN' circle is selected, and its members are listed below it. Each member has a checkbox, a profile picture, and their name and phone number. The members listed are: Angela Massey (Phone Number: 7115558731), DeAnn Womson (Phone Number: 7115558751), Obstetrics Dr. On Call, Obstetrics Nurse On Call, Rachel Ferguson (Phone Number: 7115558797), Sarah Zimoneck (Phone Number: 7115555454), and Shere Krauss (Phone Number: 7115557894). Other circles listed include Cardiology (11 Members), Emergency (3 Members), Oncology (4 Members), Ophthalmology (10 Members), and Pediatrics (9 Members).

The Select Contacts screen displays a list of the available Contact Circles and the number of Amtelco Secure Messages users and roles that are members of each Circle. The last Circle listed is the Default Circle, which contains all the Amtelco Secure Messages users registered to your group.

**Click the name of a Circle to display an alphabetical list of the Circle members and roles.**

**To search for contacts or roles by name, begin typing the name of a contact or role in the Search field and then press the ENTER key or click the Search icon. 🔍**

A menu of contacts and roles that have names containing the search text you typed is displayed at the top of the Contacts screen under the heading “Searched Contacts.”

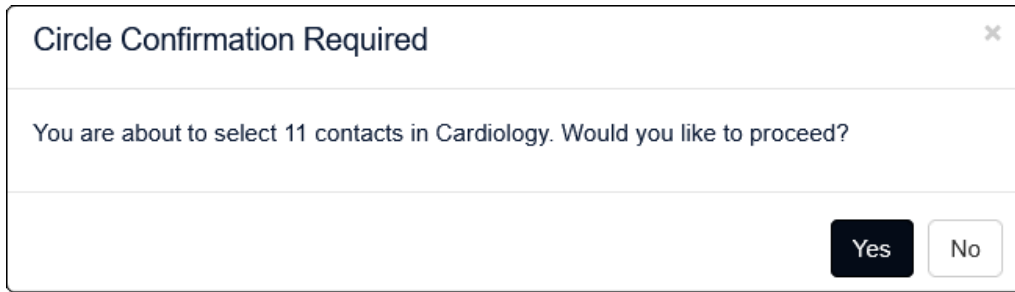
If the phone numbers of the contacts are listed, the contacts can be searched by phone number.

**To search for contacts by phone number, begin typing the phone number of a contact in the Search field and then press the ENTER key or click the Search icon. 🔍**

A menu of contacts that have phone numbers containing the search text you typed is displayed at the top of the Contacts screen under the heading “Searched Contacts.”

- **Select the check box to the left of the names of the users and roles you wish to contact.**
- **To contact an entire Circle, select the check box to the left of the Circle Name.**

A confirmation message is displayed.



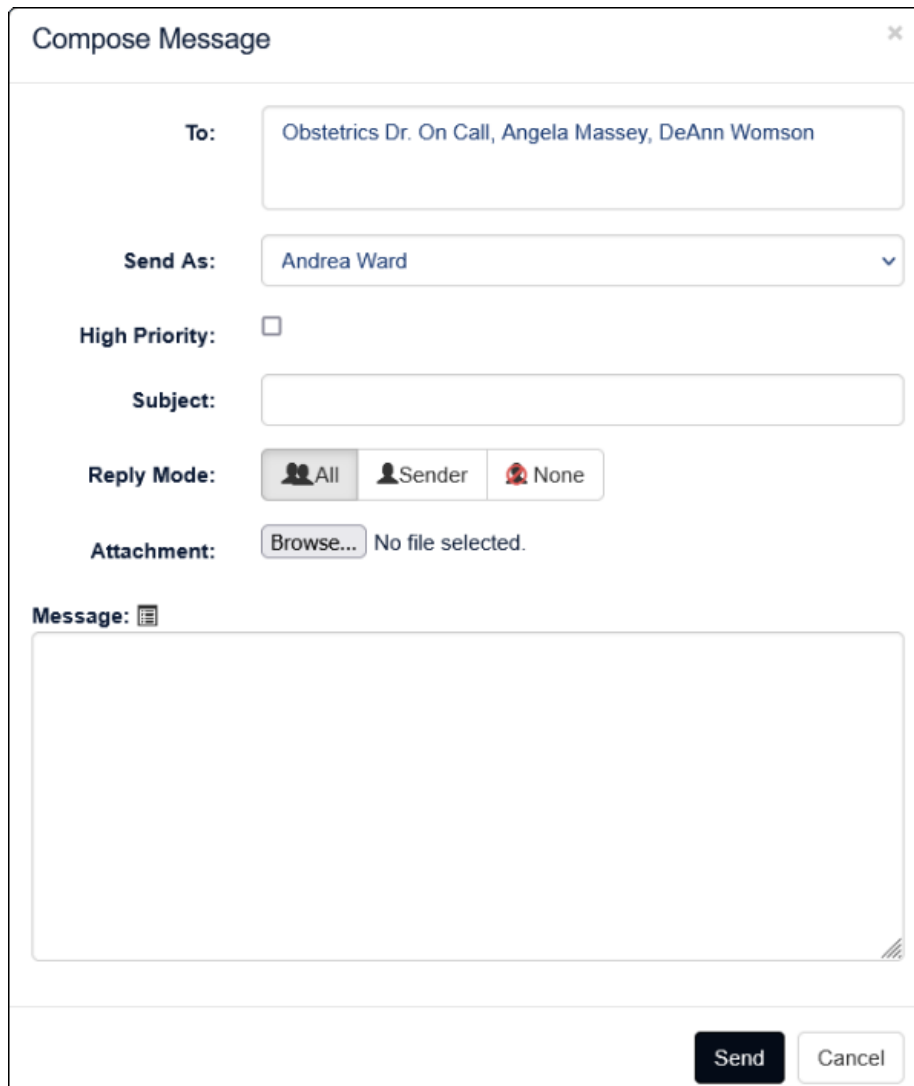
Click the **Select** button to select the roles and members assigned to the **Contact Circle**.

- To remove a contact or role from the **To** field, clear the check box next to the contact or role's name.

**Note:** If the word **OFF** is displayed next to a contact's name, that user's Amtelco Secure Messages app notifications are turned off.

When you are finished selecting message recipients, click the **Compose** icon  on the **Contacts Toolbar**.

The Compose Message window is displayed.



## To

The names of the selected contacts and roles are displayed in the To field.

## Send As

The Send As menu is used to select whether to send the message from the role you are filling or your contact username.

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

## High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.

- **To change the priority to high, select the High Priority check box.**
- **To change a High Priority message back to Normal Priority, clear the check box.**

## Subject

Type the subject of your message in the Subject field.

## Reply Mode

The Reply Mode buttons are used to set the type of replies to allow recipients of the message to send.



- **Click the All button to allow recipients to choose whether to reply to everyone in the thread or to reply to just to the sender of the message.**
- **Click the Sender button to only allow replies to be sent to the sender of the message.**
- **Click the None button to not allow recipients to reply to the message.**

## Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

**To attach a file to the message, click the Choose File button or the Browse button.**

The Open window is displayed.

**Browse to the location of the file that you want to attach.**

Attachments that use one of the following file types are suggested for compatibility with Apple and Android devices:


- avi
- ico
- mp3
- ppt
- wav
- bmp
- jpeg
- mpeg
- rtf
- xls
- doc
- jpg
- pdf
- tiff
- xml
- gif
- mid
- png
- txt
- zip

**Click the file name to select it, and then click the Open button.**

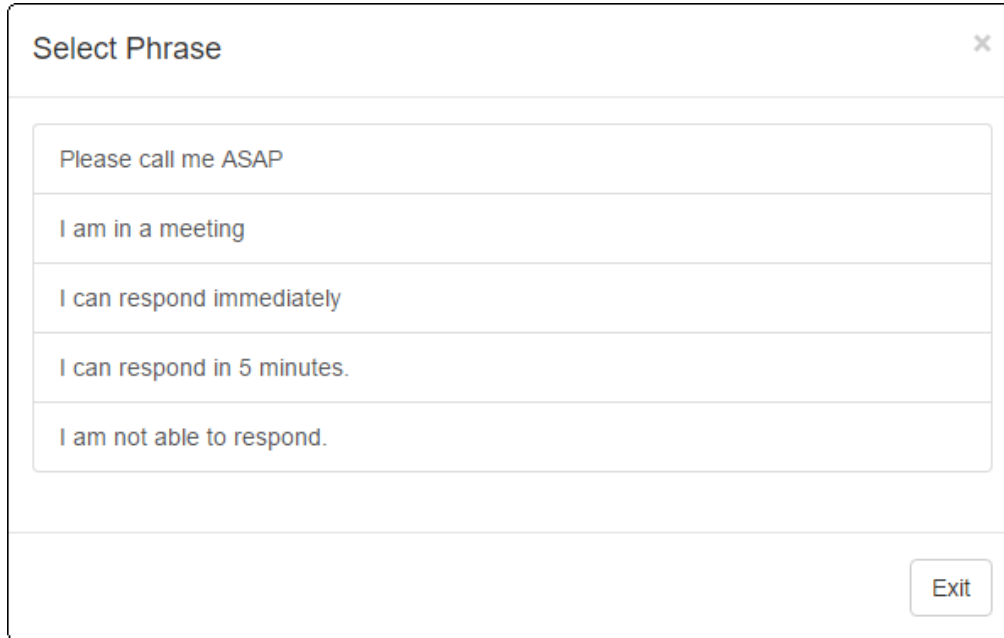
The path to the file is displayed next to the Choose File button or the Browse button.

## Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- **To compose a custom message, type the body of your message into the Message field.**
- **To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.**

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the Amtelco Secure Messages Admin Web application.



The screenshot shows a 'Select Phrase' dialog box with a list of phrases and an 'Exit' button.

Phrase
Please call me ASAP
I am in a meeting
I can respond immediately
I can respond in 5 minutes.
I am not able to respond.

Exit

**Select the desired phrase.**

The selected phrase is displayed in the Message field.

**When you have finished composing your message, click the Send button to transmit the message.**

OR

**To discard your message, click the Cancel button.**

## Roles

The Roles page is used with the optional Role-Based Messaging feature to view the roles that have been assigned to you and to contact people who are assigned to roles.

Role-Based Messaging synchronizes Intelligent Series (IS) OnCall Scheduling with Amtelco Secure Messages to utilize IS on-call schedules.

**To access the Roles page, select the Roles command in the Navigation Menu.**

The screenshot displays the 'Roles' page in the Amtelco Secure Messages interface. At the top, there is a navigation bar with the 'Secure Messages' logo, the text 'Contact - Mercy Medical Center Network', a search field, and the user's name 'Andrea Ward'. Below the navigation bar, there is a green header with 'Roles' and 'Compose' buttons. The main content area is divided into two sections: 'My Role Assignments' and 'Roles'. The 'My Role Assignments' section shows a single role, 'Cardiac Dr. On Call'. The 'Roles' section lists various roles with checkboxes and icons representing the role members. The roles listed are: 'Attending Physician', 'Cardiac Dr. On Call', 'Cardiac Nurse On Call', 'Emergency Dr.', 'Emergency Nurse', 'Hospitalist', and 'Lab Technician'. Two contacts are listed under the 'Cardiac Nurse On Call' role: 'Andrea Ward' (Phone Number: 7115552891) and 'Rachel Ferguson' (Phone Number: 7115558797).

### My Role Assignments

The My Role Assignments section displays the roles that you are currently filling.

### Roles


The Roles section displays all of the available roles and the contacts assigned to each role.

**Click the name of a role to display an alphabetical list of the role members.**

**To search for contacts by name, begin typing the name of a contact in the Search field and then press the ENTER key or click the Search icon. **

A menu of contacts that have names containing the search text you typed is displayed at the top of the Contacts screen under the heading “Searched Contacts.”

If the phone numbers of the contacts are listed, the contacts can be searched by phone number.

**To search for contacts by phone number, begin typing the phone number of a contact in the Search field and then press the ENTER key or click the Search icon. **

A menu of contacts that have phone numbers containing the search text you typed is displayed at the top of the Contacts screen under the heading “Searched Contacts.”

- Select the check box to the left of the names of the users you wish to contact.
- To contact an entire role, select the check box to the left of the Role Name.
- To remove a contact from the To field, clear the check box next to the contact’s name.

**Note:** If the word **OFF** is displayed next to a contact’s name, that user’s Amtelco Secure Messages app notifications are turned off.

**When you are finished selecting message recipients, click the Compose icon  on the Contacts Toolbar.**

The Compose Message window is displayed.

To

The names of the selected contacts and roles are displayed in the To field.

Send As

The Send As menu is used to select whether to send the message from the role you are filling or your contact username.

- To send the message as a role you are currently filling and tie it to that role, select a role name.

- **To send the message in your name and tie it to your username, select your username.**

### High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.

- **To change the priority to high, select the High Priority check box.**
- **To change a High Priority message back to Normal Priority, clear the check box.**

### Subject

**Type the subject of your message in the Subject field.**

### Reply Mode

The Reply Mode buttons are used to set the type of replies to allow recipients of the message to send.



- **Click the All button to allow recipients to choose whether to reply to everyone in the thread or to reply to just to the sender of the message.**
- **Click the Sender button to only allow replies to be sent to the sender of the message.**
- **Click the None button to not allow recipients to reply to the message.**

### Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

**To attach a file to the message, click the Choose File button or the Browse button.**

The Open window is displayed.

**Browse to the location of the file that you want to attach.**

Attachments that use one of the following file types are suggested for compatibility with Apple and Android devices:


- avi
- ico
- mp3
- ppt
- wav
- bmp
- jpeg
- mpeg
- rtf
- xls
- doc
- jpg
- pdf
- tiff
- xml
- gif
- mid
- png
- txt
- zip

**Click the file name to select it, and then click the Open button.**

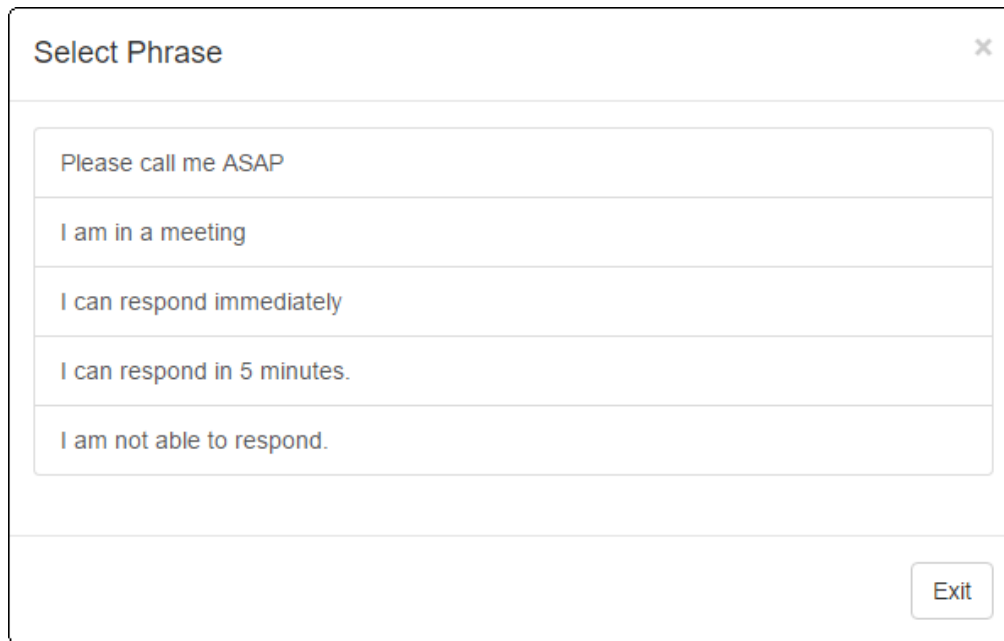
The path to the file is displayed next to the Choose File button or the Browse button.

### Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- **To compose a custom message, type the body of your message into the Message field.**
- **To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.**

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the Amtelco Secure Messages Admin Web application.



Select Phrase

Please call me ASAP

I am in a meeting

I can respond immediately

I can respond in 5 minutes.

I am not able to respond.

Exit

**Select the desired phrase.**

The selected phrase is displayed in the Message field.

**When you have finished composing your message, click the Send button to transmit the message.**

OR

**To discard your message, click the Cancel button.**

## OnCall

The OnCall page is used with the optional Intelligent Series ( IS) Directory OnCall feature to contact people who are assigned to on-call schedules.

For more information about OnCall, contact the company or organization that is hosting your Amtelco Secure Messages Web Service.

**To access the OnCall page, select the OnCall command in the Navigation Menu.**

The screenshot displays the OnCall interface. At the top, there is a navigation bar with the 'OnCall' menu item highlighted. Below this, the 'My Assignments' section shows a table with one row: '10/23/2024 7:00:00 AM - 10/23/2024 3:00:00 PM', '1st Shift', and 'Resident Physician'. The 'Cardiac' section features a sidebar with 'Cardiac', 'Obstetrics', and 'Radiology'. The main content area lists four shifts with their respective resources and contact buttons:

- 1st Shift Attending Physician:** 10/23/2024 7:00:00 AM - Christine Coburn, Physician Pediatrics. Contact: Amtelco Secure Messages 1.
- 1st Shift Cardiac Dr On Call:** 10/23/2024 7:00:00 AM - Sean Mandti, Physician Cardiac. Contact: Amtelco Secure Messages 1, Amtelco Secure Messages 2.
- 1st Shift Cardiac Nurse On Call:** 10/23/2024 7:00:00 AM - Angela Massey, Charge Nurse Cardiac. Contact: Amtelco Secure Messages 1, Amtelco Secure Messages 2.
- 1st Shift Resident Physician:** 10/23/2024 7:00:00 AM - Andrea Ward, Physician Cardiac. Contact: Amtelco Secure Messages 1.

## My Assignments

The My Assignments pane displays your on-call assignments for the day.

## Schedules

The Schedules pane contains a list of all of the on-call schedules that you have permission to view.

**Select the name of the schedule that you want to view.**

The current shifts for the selected schedule are displayed on the right side of the Schedules pane. For each shift, the Schedules pane displays the shift name and role, followed by the start date and time of the shift and the description of the resource assigned to the shift. Buttons labeled with the names of contact methods are displayed next to each on-call resource that is registered to use Amtelco Secure Messages.

## Sending a Message

To compose a new secure message, click a button labeled with the name of the contact method next to the description of the on-call resource that you want to contact.

The Compose Message window is displayed.

To

The names of the selected contacts and roles are displayed in the To field.

### Send As

The Send As menu is used to select whether to send the message from the role you are filling or your contact username.

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

### High Priority

The High Priority check box is used to mark a message as urgent. By default, this check box is cleared to indicate Normal Priority.

- To change the priority to high, select the High Priority check box.
- To change a High Priority message back to Normal Priority, clear the check box.

### Subject

Type the subject of your message in the Subject field.

### Reply Mode

The Reply Mode buttons are used to set the type of replies to allow recipients of the message to send.



- Click the All button to allow recipients to choose whether to reply to everyone in the thread or to reply to just to the sender of the message.
- Click the Sender button to only allow replies to be sent to the sender of the message.
- Click the None button to not allow recipients to reply to the message.

### Attachment

If the Attachments feature is enabled on your system, the Choose File button or the Browse button is displayed, depending on which web browser you are using.

To attach a file to the message, click the Choose File button or the Browse button.

The Open window is displayed.

Browse to the location of the file that you want to attach.

Attachments that use one of the following file types are suggested for compatibility with Apple and Android devices:


- |       |        |        |        |       |
|-------|--------|--------|--------|-------|
| • avi | • ico  | • mp3  | • ppt  | • wav |
| • bmp | • jpeg | • mpeg | • rtf  | • xls |
| • doc | • jpg  | • pdf  | • tiff | • xml |
| • gif | • mid  | • png  | • txt  | • zip |

Click the file name to select it, and then click the Open button.

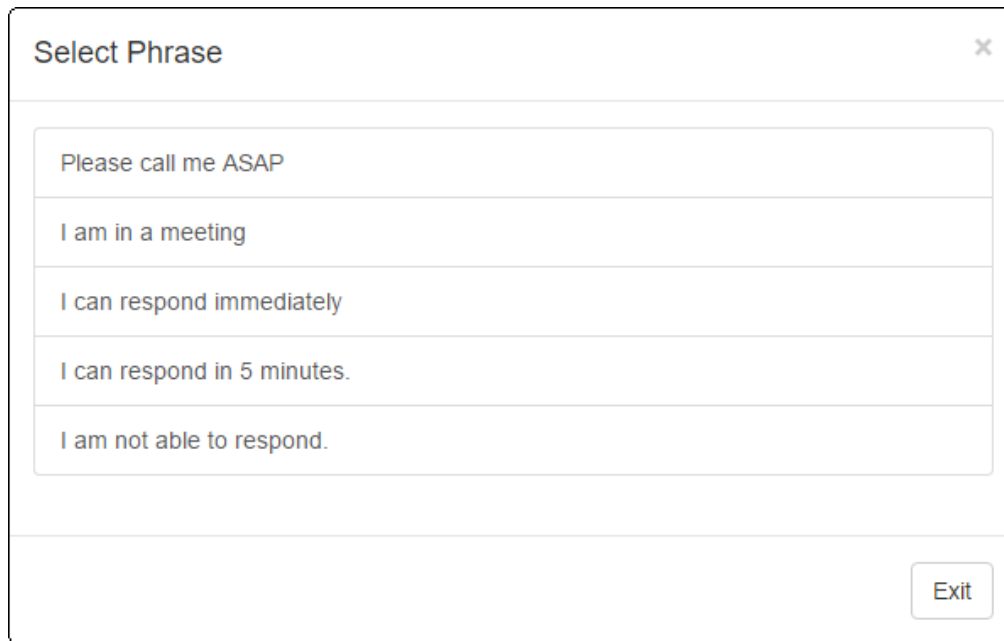
The path to the file is displayed next to the Choose File button or the Browse button.

### Message

The Message field is used to compose the text of your message. When composing a message, you can either choose a message from a list of quick phrases, or you can compose a custom message.

- To compose a custom message, type the body of your message into the Message field.
- To choose a message from a list of quick phrases, click the Phrases icon  above the Message field.

The Select Phrase window displays a list of phrases that have been configured by your system or group administrator in the Amtelco Secure Messages Admin Web application.



Select Phrase

Please call me ASAP

I am in a meeting

I can respond immediately

I can respond in 5 minutes.

I am not able to respond.

Exit

**Select the desired phrase.**

The selected phrase is displayed in the Message field.

**When you have finished composing your message, click the Send button to transmit the message.**

OR

**To discard your message, click the Cancel button.**

## Status

The Status page is used with the optional Intelligent Series (IS) Contacts feature. The Status page allows you to make changes to your IS status. Your status can be accessed by IS agents, operators, and web users to determine how you should be contacted at various times.

For more information about Status, contact the company or organization that is hosting your Amtelco Secure Messages Web Service.

**To access the Status page, select the Status command in the Navigation Menu.**

The screenshot shows the user interface for the Status page. At the top, there is a header with the Amtelco Secure Messages logo, the text 'Secure Messages Contact - Mercy Medical Center', a search bar, and the user's name 'Andrea Ward'. Below the header is a green navigation bar with a 'Status' dropdown menu and a 'Help' link. The main content area is divided into two panels. The left panel, titled 'Current Status', displays 'In Office'. The right panel, titled 'Change Status', features a 'Status:' dropdown menu currently set to 'None', and two buttons at the bottom: 'Save' and 'Use Default'.

### Current Status

The Current Status pane displays your status.

### Change Status

The Change Status pane is used to change your status.

#### Status

**To change your status, open the Status menu.**

The Select Status menu displays a list of available statuses as configured by your system.

**Select the status that you want to use.**

#### Phone Number

If you selected a status for contacting you at a new phone number, the Phone Number field is displayed.

This screenshot shows a close-up of the 'Change Status' form. The 'Status:' dropdown menu is now set to 'Reachable At'. Below it, the 'Phone Number:' field is active and contains the text '7115551234'. The 'Save' and 'Use Default' buttons are visible at the bottom of the form.

**Enter the phone number that can be used to contact you.**

#### Search for Contact

If you selected a status for having another contact cover for you, the Search for Contact field is displayed.

The screenshot shows a web form titled "Change Status". At the top, there is a dropdown menu labeled "Status:" with the value "Covered By" selected. Below this is a text input field labeled "Search for Contact:" which is currently empty. To the right of this field is a "Search" button. At the bottom of the form, there are two buttons: "Save" and "Use Default".

**Type the first few letters of the name of the person who is covering for you and then click the Search button.**

The Select Contact menu is displayed.

### Select Contact

The Search for Contact field is displayed after the Search button is clicked. It contains a menu of the descriptions of contacts that match the text entered in the Search for Contact field.

This screenshot shows the same "Change Status" form after a search. The "Search for Contact:" field now contains the text "Thompson". The "Search" button has been clicked, and a new dropdown menu labeled "Select Contact:" has appeared below it, with the text "Select contact..." visible. The "Status:" dropdown remains "Covered By". The "Save" and "Use Default" buttons are still present at the bottom.

**Open the Select Contact menu and select the description of the person who will be covering for you.**

**Click the Save button.**

Your new status is displayed in the Current Status pane.

### Reverting to Your Default Status

**To revert to your default status, click the Use Default button.**

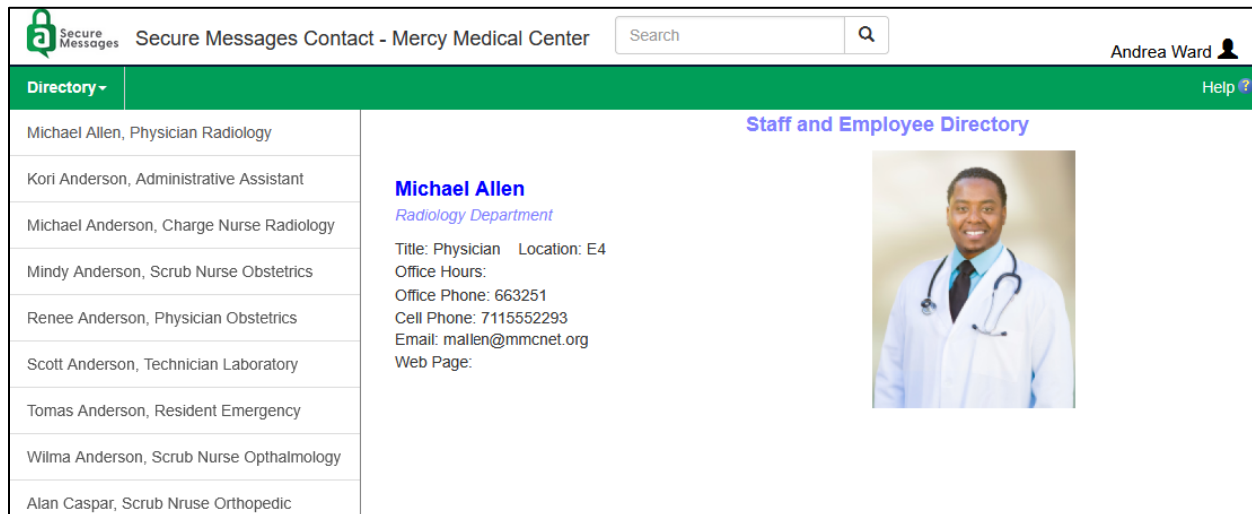
Your default status is displayed in the Current Status pane.

## Directory

The Directory page is used with the optional Intelligent Series (IS) Directory feature. The Directory page enables you to access a directory of information.

For more information about Directory, contact the company or organization that is hosting your Amtelco Secure Messages Web Service.

**To access the Directory page, select the Directory command in the Navigation Menu.**



The screenshot shows the 'Secure Messages Contact - Mercy Medical Center' interface. At the top, there is a search bar and a user profile for 'Andrea Ward'. The main content area is titled 'Staff and Employee Directory'. On the left, a scrollable list contains the following entries:

- Michael Allen, Physician Radiology
- Kori Anderson, Administrative Assistant
- Michael Anderson, Charge Nurse Radiology
- Mindy Anderson, Scrub Nurse Obstetrics
- Renee Anderson, Physician Obstetrics
- Scott Anderson, Technician Laboratory
- Tomas Anderson, Resident Emergency
- Wilma Anderson, Scrub Nurse Ophthalmology
- Alan Caspar, Scrub Nurse Orthopedic

The right side of the page displays detailed information for the selected entry, Michael Allen:

- Michael Allen**  
*Radiology Department*
- Title: Physician Location: E4
- Office Hours:
- Office Phone: 663251
- Cell Phone: 7115552293
- Email: mallen@mmcnet.org
- Web Page:

A photograph of Michael Allen, a male physician in a white lab coat, is shown to the right of the text.

A description of each of the listings in your IS Directory are displayed in a list on the left.

**Use the scroll bar to scroll through the list, and click the “More...” button at the bottom of the list to display more listings.**

**To display details about a listing, click the listing description.**

The details for the selected listing are displayed on the right. Your system configuration determines what directory information is available for each listing.

### Search

The Search field is used to search for specific information in the directory.

**Click the Search field and type the first few characters of the information you are searching for. Then press the ENTER key or click the Search icon.** 🔍

The Directory screen is updated to display only the resources that match the text in the Search field. Which directory fields are searchable is determined by your IS Directory configuration.

**Note:** Additional searchable directory fields may be searched by inserting a comma and a space. For example, typing “an, wa” would search for “an” in the first searchable field and “wa” in the second searchable field. Which directory fields are searchable and the order that they are searched is determined by your IS Directory configuration.

## Settings

The Settings page is used to configure your Amtelco Secure Messages user settings.

**To access the Settings page, select the Settings command in the Navigation Menu.**

OR

**Click your username in the top right corner of the page and then click the Settings button.**

The screenshot shows the 'Settings' page for user 'Andrea Ward'. The page has a green header with 'Settings' and 'Andrea Ward' on the left, and 'Andrea Ward' and 'Help' on the right. The main content area is divided into three sections:

- Personal Info:** Includes fields for Name (Andrea Ward), Phone Number (7115552891), Email (award@mmcnet.org), Password (Change Password), and Picture (Change Picture). An 'Update' button is at the bottom right.
- Sounds:** Includes a 'Sound' dropdown (Ringin) and a 'High Priority Sound' dropdown (Alarm). An 'Update' button is at the bottom right.
- Notification Info:** Includes a 'Notifications' field (5), a 'Notification Interval' field (0 Hours, 0 Minutes, 15 Seconds), and a 'Notification Enabled' checkbox (checked). An 'Update' button is at the bottom right.

**Note:** Depending on your system's configuration, you may or may not have permission to change one or more of your settings. Contact your system administrator if you would like to make a change that your system does not allow.

### Personal Info

The Personal Info section can be used to change your Amtelco Secure Messages user settings.

#### Name

The Name field displays your name as it appears in the Amtelco Secure Messages Contacts directory and on all of your secure messages.

**To change your name, select the text you wish to edit and make the desired changes.**

It is recommended that you use first name and last name, for example, "John Smith."

#### Phone Number

The Phone Number field displays your phone number. Your phone number allows Amtelco Secure Messages users within your company or organization to call you from the Amtelco Secure Messages App on smartphone devices. Your phone number also can be used to receive escalation text messages if you did not respond to a secure message notification.

Type the phone number on which you want to receive escalation text messages and which you want Amtelco Secure Messages users to use to call you.

## Email

Email is the e-mail address used to send you hyperlinks to reset your Amtelco Secure Messages password and to register for additional Amtelco Secure Messages accounts.

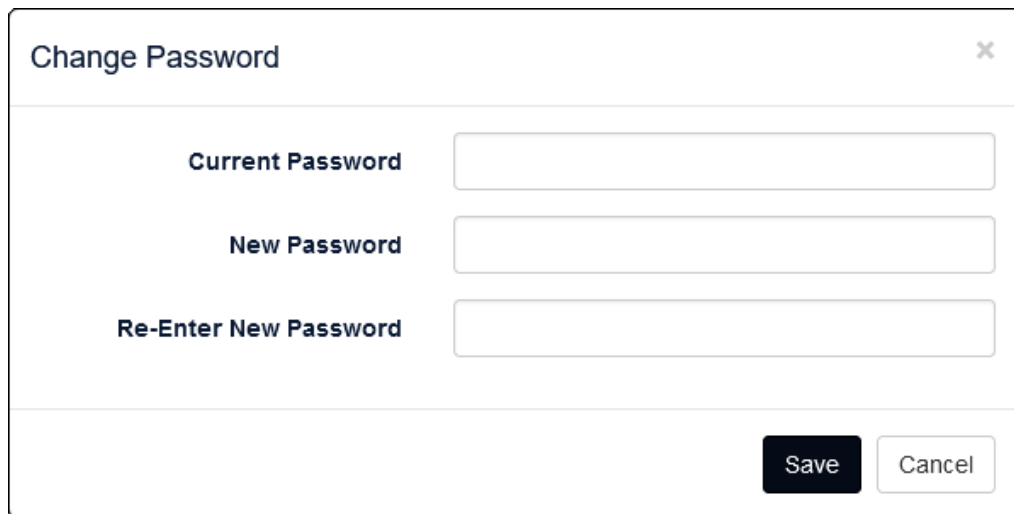
Type the e-mail address that you want Amtelco Secure Messages to use to send you password reset hyperlinks and account registration hyperlinks.

## Password

Your password is used to log into the Amtelco Secure Messages Contact Web and to connect to Amtelco Secure Messages from mobile devices.

Click the **Change Password** hyperlink to change your password.

The Change Password window is displayed.



The screenshot shows a 'Change Password' dialog box. It has a title bar with the text 'Change Password' and a close button (X) on the right. The dialog contains three text input fields, each with a label to its left: 'Current Password', 'New Password', and 'Re-Enter New Password'. At the bottom right of the dialog, there are two buttons: a dark 'Save' button and a light 'Cancel' button.

*Current Password*

Type your current password.

*New Password*

Type a new password.

Any complexity requirements that the password must meet are listed on the screen.

*Re-Enter New Password*

Type the same password.

Click the **Save** button.

OR

Click the **Cancel** button to keep your current password.

**Note:** If you change your password in the Amtelco Secure Messages Contact Web Settings, you will be required to enter the new password on all of your mobile devices.

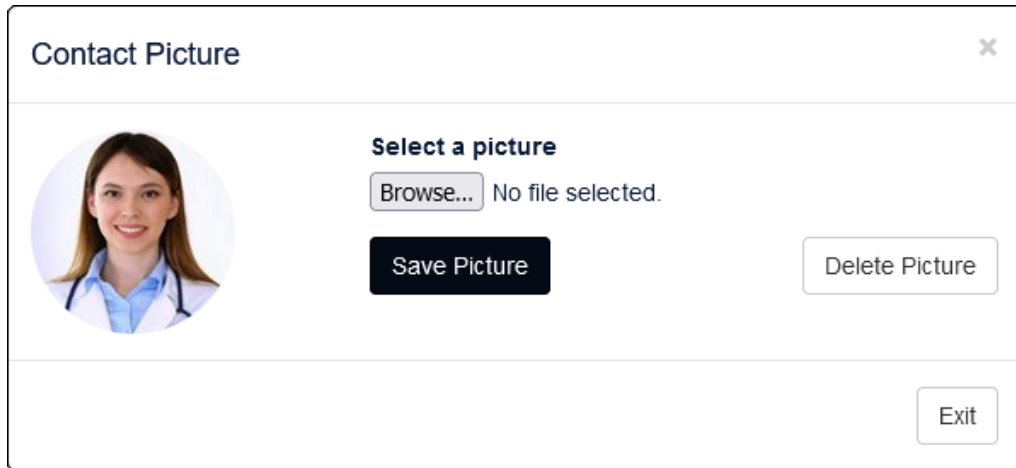
You should keep your password a secret so that no one else can connect to the Amtelco Secure Messages Web Service in your name.

## Picture

Your contact picture is the picture that is displayed next to your name on the Amtelco Secure Messages app Contacts screen. The picture helps other users to identify you when they are selecting message recipients.

**To change your contact picture, click the Change Picture hyperlink.**

The Contact Picture window is displayed.



Your current contact picture is displayed. You can use the Contact Picture window to change your contact picture or to delete your contact picture so that no picture is displayed for your contact listing.

- **To change your contact picture, click the Choose File button or the Browse button.**

The Open window is displayed.

**Navigate to the file location of your desired contact picture. Select the picture file and then click the Open button.**

The file name of the selected picture is displayed to the right of the Choose File button or the Browse button.

**Click the Save button.**

- **To delete your contact picture, click the Delete Picture button.**

Your contact picture is removed. No picture will be displayed next to your contact listing in the Amtelco Secure Messages app.

- **To close the Contact Picture window without changing or deleting your contact picture, click the Exit button.**

**When you are finished making changes to the settings in the Personal Info section, click the Update button to save your changes.**

## Sounds

The Amtelco Secure Messages Contact Web features several sounds that can be selected for Amtelco Secure Messages notifications. Separate sounds can be selected for normal priority messages and high priority messages.

### Sound

The Sound setting determines the sound that is played when notifications are on and a normal priority secure message is received.

**To change your normal priority sound, click the Sound menu and select the name of the sound that you want to use for normal priority secure message notifications.**

**To play a sample of the sound, click the speaker icon  to the right of the menu.**

### High Priority Sound

The High Priority Sound setting determines the sound that is played when notifications are on and a high priority secure message is received.

**To change your high priority sound, click the High Priority Sound menu and select the name of the sound that you want to use for high priority secure message notifications.**

**To play a sample of the sound, click the speaker icon  to the right of the menu.**

**When you are finished making changes to the settings in the Sounds section, click the Update button to save your changes.**

## Notification Info

The Notification Info section is used to change how many notifications are sent to your device and how often notifications are sent when you receive a new secure message.

### Notifications

The Notifications setting specifies the maximum number of notifications to send for one secure message using the Persistent Alert feature. Message notifications are sent until you read the message or the number of notifications indicated by the Notifications setting have been sent. If this number is reached without receiving a read receipt, the notification will not be resent but the message still will be displayed in your Amtelco Secure Messages Contact Web Inbox and in the Messages screen on your Amtelco Secure Messages devices.

**Enter the maximum number of notifications to send when you receive a new secure message.**

### Notification Interval

The Notification Interval setting determines the amount of time to wait between notifications when receiving a new secure message.

**Enter the number of hours, minutes, and seconds to wait between notifications.**

### Notification Enabled

The Notification Enabled setting is used to enable and disable Amtelco Secure Messages notifications.

- **To enable notifications, select this check box.**
- **To disable notifications, clear this check box.**

The Away Message window is displayed.

**Follow the instructions for setting an away message.**

When notifications are disabled, you will not receive any notification of new messages, and any users who attempt to send a message to you will be notified that you are unavailable. In normal use, this setting should be enabled so that you can receive secure message notifications.

**When you are finished making changes to the settings in the Notification Info section, click the Update button to save your changes.**

## Away Message

The Away Message section is used to set, change, or clear an away message that is displayed to Amtelco Secure Messages users to indicate that you are not able to receive message notifications. When your

Amtelco Secure Messages notifications are turned off, your away message is sent as an auto reply to Amtelco Secure Messages users that try to send you a secure message.

### Message

The Message field displays your current away message. If the away message is in effect, the start date and time and end date and time, if any, are displayed beneath the Message field.

**Note:** The away message is only in effect while the Notification Enabled setting is not checked. If the Notification Enabled setting is checked, your Amtelco Secure Messages notifications are turned on and no away message will be sent.

- **To set an away message, click the Set Message button.**

The Away Message window is displayed.

**Follow the instructions for setting an away message.**

- **To cancel your away message and enable message notifications, click the Clear Expiration button.**

The start date and time and end date and time are removed, and the Notification Enabled check box is checked.

### Setting an Away Message

The Away Message window is displayed by clicking the Set Message button or by clearing the Notification Enabled check box.

**Set Expiration**

The “Set Expiration” setting determines whether the away message has a start and end time. If the check box is not selected, the away message will apply from the time it is saved, until notifications are turned back on or another away message is set.

- **To set an away message starting immediately with no expiration date and time, leave the “Set Expiration” check box unchecked.**
- **To set an away message with a start date and time and an end time, select the “Set Expiration check box.**


The Start and End settings are displayed.

### Start


The Start field is displayed when the “Set Expiration” check box is selected.

**To change the start date and time, click the Calendar icon  to the right of the Start field.**

A calendar is displayed.

- **To select a date, click the date on the calendar.**
- **To select a date from the previous month, click the left arrow.**
- **To select a date from the next month, click the right arrow.**
- **To display a calendar of months, click the month and year at the top of the calendar.**
- **To change the time, click the Clock icon  at the bottom of the calendar.**

The time settings are displayed.


- **Use the up and down arrows to select a time.**
- **Click AM or PM to change the time of day.**
- **To return to the calendar, click the Calendar icon. **

### End


The End field is displayed when the “Set Expiration” check box is selected.

**To change the end date and time, click the Calendar icon  to the right of the End field.**

A calendar is displayed.

- **To select a date, click the date on the calendar.**
- **To select a date from the previous month, click the left arrow.**
- **To select a date from the next month, click the right arrow.**
- **To display a calendar of months, click the month and year at the top of the calendar.**
- **To change the time, click the Clock icon. **

The time settings are displayed.

- **Use the up and down arrows to select a time.**
- **Click AM or PM to change the time of day.**
- **To return to the calendar, click the Calendar icon. **

### Message

The Message is the away message that will be displayed to Amtelco Secure Messages users.

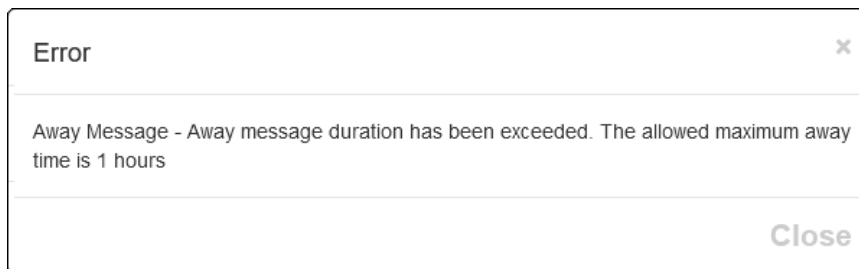
**Type an away message into the Message field.**

OR

**Click the down arrow icon and select an away message.**

**Click the Update button to apply the away message.**

If the amount of time entered exceeds the duration limit set by your administrator, an error prompt is displayed.



The error prompt displays the duration limit set by your administrator.

**Click the Close button to close the error prompt, then set an away message duration that does not exceed the duration limit set by your administrator.**

If you successfully set an away message, the Notification Enabled check box is cleared and the away message is displayed in the Message field. The start date and time and the end date and time, if any, are displayed below the Message field.

When your Amtelco Secure Messages notifications are turned off, the word **OFF** and your away message are displayed next to your name on the Contacts screen.

## Personal Circle Setting

If the Personal Circle feature is enabled on your account, the Personal Circle section is labeled with the name of the Personal Circle. The Personal Circle section enables you to create your own personal circle of contacts.

- **To add contacts to your Personal Circle, select the check boxes next to the names of the contacts that you want to add.**
- **To remove contact from your Personal Circle, clear the check boxes next to the names of the contact that you want to remove.**

**When you are finished selecting and clearing check boxes, click the Update button to save your changes.**

Your Personal Circle is displayed at the top of the list of Circles on the Contacts page if there are contacts assigned to your Personal Circle.

## Quick Phrases

Quick Phrases are common phrases that can be added to your messages. In addition to the Quick Phrases that have been provided by your administrator, you can add your own personal Quick Phrases.

### Quick Phrases Toolbar



The Quick Phrases Toolbar is used to make changes to your personal Quick Phrases.

Icon	Description
	Click the <b>New</b> icon to add a new Quick Phrase.
	Click the <b>Edit</b> icon to edit the selected Quick Phrase.
	Click the <b>Delete</b> icon to delete the selected Quick Phrase.
	Click the <b>Move Up</b> icon to move the selected Quick Phrase closer to the top of the list.
	Click the <b>Move Down</b> icon to move the selected Quick Phrase closer to the bottom of the list.

## Adding and Editing Quick Phrases

- **To add a Quick Phrase, click the New icon.** 

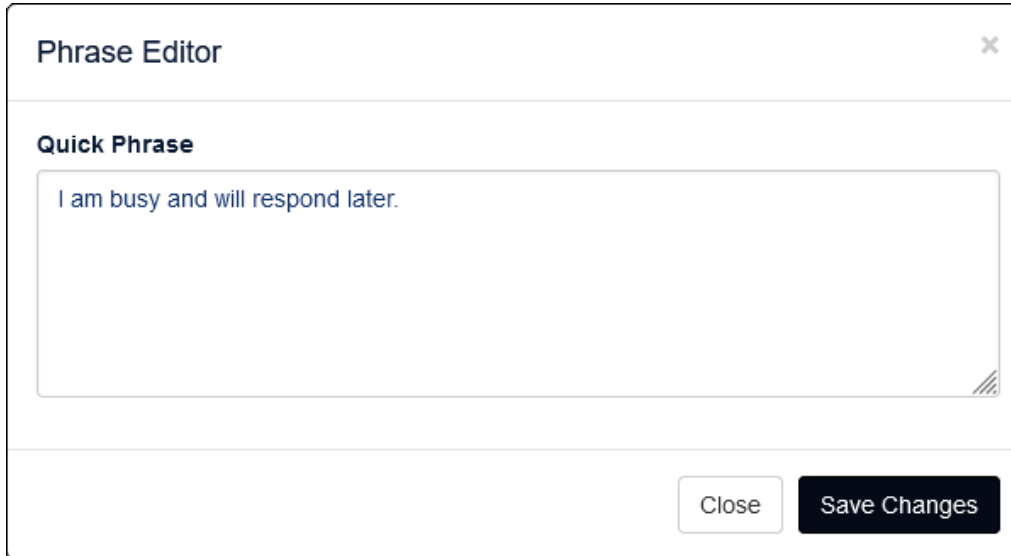
The Phrase Editor window is displayed with a blank text field.

- **To edit a Quick Phrase, click the phrase that you want to edit and then click the Edit icon.**



The Phrase Editor window displays the selected Quick Phrase in a text field.

### Phrase Editor





Type the Quick Phrase that you want to add, or edit the existing Quick Phrase.


Click the Save Changes button.

The new or edited phrase is displayed in the list.

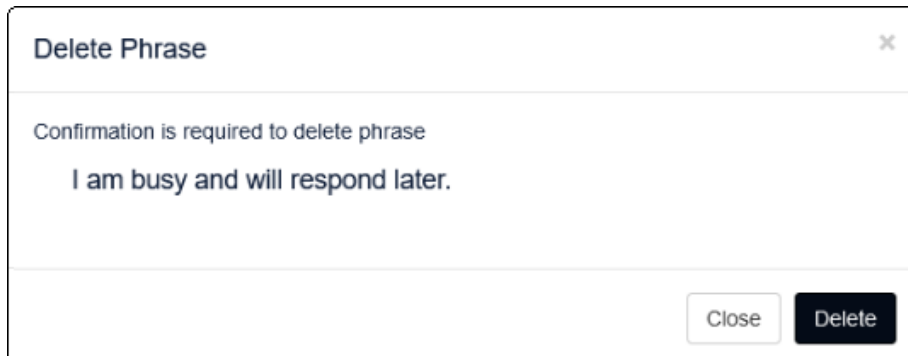
### Repositioning a Quick Phrase

To reposition a Quick Phrase, click the phrase to select it and then use the Move Up  and Move Down  icons to move the phrase to a new position in the list.

### Deleting a Quick Phrase

To remove a Quick Phrase, click the phrase that you want to remove and then click the Delete icon. 

A dialog box is displayed to confirm the delete request.



**To cancel the delete request, click the Close button.**

OR

**If you are sure you want to delete the phrase, click the Delete button.**

If you clicked the Delete button, the phrase is removed from the list.

## I.S. Settings (optional)

The IS Settings are used to access the optional OnCall, Status, and Directory features for users whose Amtelco Secure Messages username and password do not match their Intelligent Series (IS) Agent Login Name and Password.

For more information about OnCall, Status, and Directory, contact the company or organization that is hosting your Amtelco Secure Messages Web Service.

### IS User

The IS User field contains the username used to log into the IS Server when you access the optional OnCall, Status, and Directory features.

- **If your Amtelco Secure Messages username and password match an IS Agent Login Name and Password on the IS Server, this field can be left blank.**
- **If your Amtelco Secure Messages username and password do not match an IS Agent Login Name and Password, type your IS Agent Login Name as provided by the company or organization that is hosting your Amtelco Secure Messages Web Service.**

### Change Password

The Change Password button is used to change the password used to log into the IS Server when you access the optional OnCall, Status, and Directory features.

**If your Amtelco Secure Messages username and password do not match an IS Agent Login Name and Password, click the Change Password button.**

The IS Password field and Re-Enter IS Password fields are displayed.

### IS Password

**Type your IS Agent Password as provided by the company or organization that is hosting your Amtelco Secure Messages Web Service.**

### Re-Enter IS Password

**Type the same password.**

**When you are finished making changes to the settings in the I.S. Settings section, click the Update button to save your changes.**

## Documentation Change Log

<b>Software Version</b>	<b>Document Section</b>	<b>Changes</b>	<b>Published Date</b>
7.0.9144.1	Navigating the Contact Web	Added links to accounts in navigation menu.	9/15/2025
7.0.8892.2	Inbox, Contacts, Roles, OnCall	Added Send As menu when composing a new message.	9/15/2025
7.0.8892.2	Roles	Added Roles screen.	9/15/2025
7.0.8892.2	Settings	Added error prompt when Away Message duration is exceeded.	9/15/2025
7.0.8641.4	All	Changed references of MSM to ASM and updated screenshots throughout document for rebranding.	9/15/2025
7.0.8871.1	Personal Circle	Added mention of roles throughout the section.	9/15/2025
7.0.8871.1	Contacts	Added Contacts/Roles and updated screenshot and added mention of roles throughout section.	9/15/2025

**amtelco**

R&D Software Department  
4800 Curtin Drive, McFarland, WI USA 53558  
[www.amtelco.com](http://www.amtelco.com)