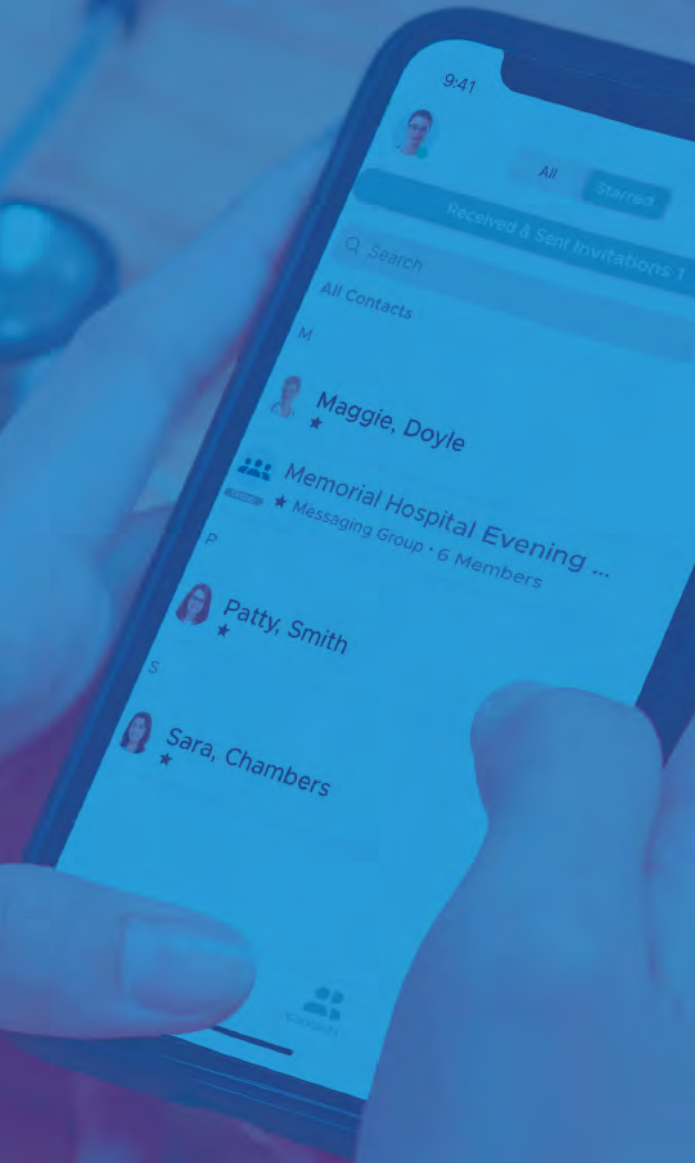


qliqSOFT

QliqCHAT User Guide



Updated On: March 13, 2025

QliqCHAT User Guide

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Getting Started with Your Devices

Device Requirements for the QliqCHAT Application

The QliqCHAT mobile app works on the following devices

- iPhone, iPad iOS 13.0 and above
- Android Phones and Tablets Version 7.0 and above

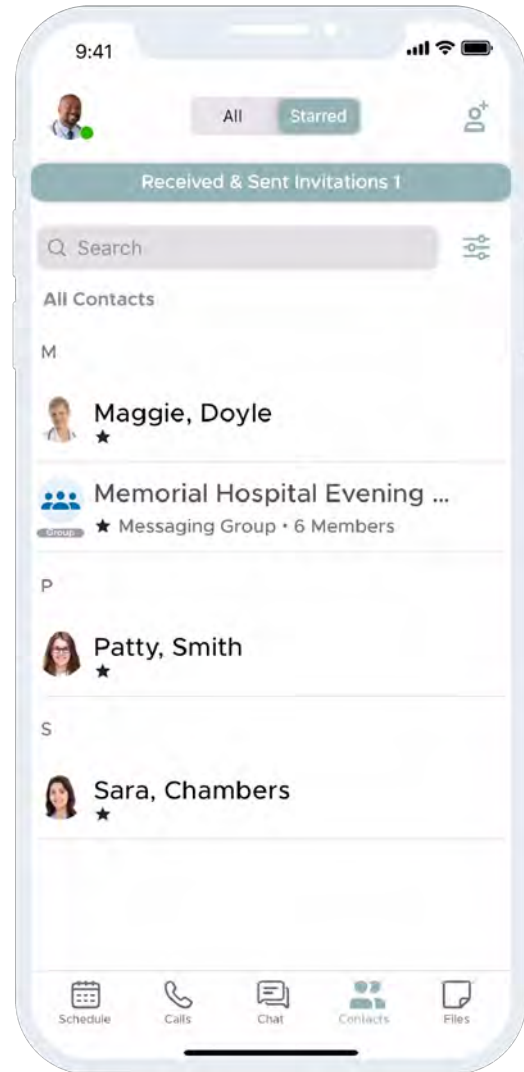
The Legacy desktop app requires

- Windows 95
- Mac 87

QliqSOFT's secure texting solution does not work on a Blackberry, Windows Mobile, iPod Touch, or proprietary handsets.

Operating System Requirements

We are constantly improving the functionality of Qliq so it is important that you use the latest iOS, Android, or Desktop versions of our application, which will be optimized for the latest operating systems.



Activate Your Account

Activation Email

When you are invited to join QliqCHAT, you will receive an activation email from QliqSOFT. Follow the steps below to activate your account:

1. Click the link in your email to activate your account

Your user ID is your email address. If your account is already activated through your organization's active directory, the instructions will tell you to use your existing system ID and password.

2. Download the QliqCHAT app

Select the appropriate link in the email invitation. Or you can download QliqCHAT from the Apple AppStore, or the Google Play Store.

Guided Tutorial

When you log into QliqCHAT for the first time a guided tutorial will pop up on your screen. This tutorial will take you through the basics of the QliqCHAT app. You can choose to follow along or skip the tutorial. If you choose to skip the tutorial you can always access the tutorial by tapping on your avatar and then tapping the question mark next to your name.

HELLO HAROLD ARMEDA

Addison Health Clinic - Production Test Group is using Qliq for HIPAA compliant Secure Texting (text, images, documents, transcripts). Please perform the following actions to start using Qliq on your device.



Click to activate your account and follow the instructions to set up your password



Download the application for [Windows](#), [Mac](#), [iPhone](#), or [Android](#) now!



Touch "qliq" icon to launch Qliq App



Login to the Qliq App. Enter **harmeda@elmer.test** in the Email field and enter the password you have chosen during activation in the Password field.

Cheers,
Jerson Santos
addisonhealthclinic@jerson.pilot



Managing Your Account/Profile

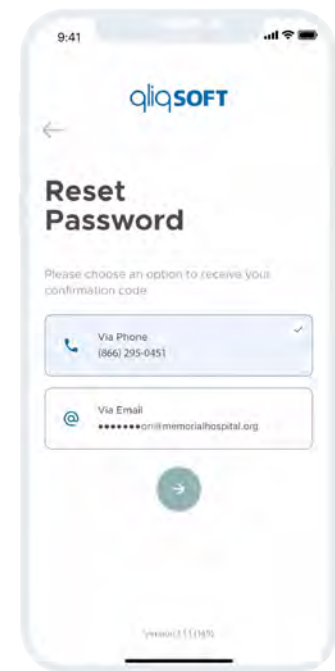
Add an avatar

First, tap your profile icon in the top left corner. Select Edit Profile. From here, tap the pencil in the right corner. Next tap the circle with your initials at the top. Now you can select Camera to choose to take a picture and use it as your profile image. Or you can tap Photos to select an image from your device gallery.

Reset your password

There are two ways for the user to reset their password:

1. When logged into the QliqCHAT mobile app or desktop app, you can change the password by navigating to your Settings and selecting the Security Tab. Select Reset Password. You will be prompted to select a contact method to receive a confirmation code. After receiving the confirmation code follow the prompts to reset your password.
2. If you enter the incorrect password, you are presented with a choice to retry or select Forgot Password. Once selected QliqCHAT will use your preferred contact information to send you instructions to reset your password.
3. Administrators can also reset passwords. They do this by
 - a. logging into web prod (https://rsvue3b.qliqsoft.com/users/sign_in/)
 - b. selecting users on the left navigation bar
 - c. navigating to the user
 - d. clicking on the gear icon and selecting reset password. A popup box appears that allows you to generate or enter a password and then email it to the user.



Regaining Access After Entering Invalid Login Credentials

If you enter the wrong credentials too many times in a row you will be locked out of the app

for a set number of minutes. A timer will let you know when you can attempt to login into the app again. The lock-out time is dependent on your Organization Group settings determined by your group Administrator.

Unlocking a user device

If the user is locked out of their device, please contact the administrator. Administrators can unlock devices

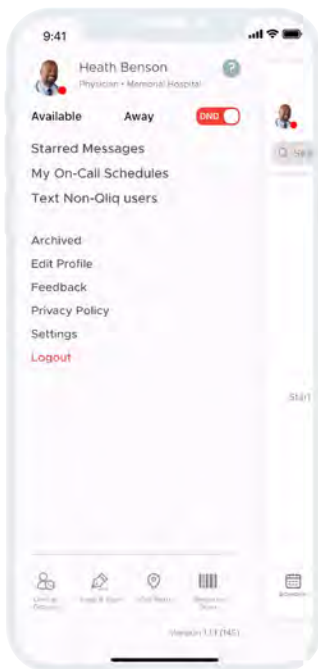
- a. logging into web prod (https://rsvue3b.qliqsoft.com/users/sign_in/)
- b. selecting devices on the left navigation bar
- c. navigating to the user and selecting the device that is locked. From here, click on the gear icon the right of the device and then click on unlock

Edit your profile

You can make changes to your user profile by navigating to your profile at the top left corner of your screen. Select Edit Profile and tap the Pencil icon to edit your first and last name, title, organization, city, state, zip code or mobile number then tap Save.

Presence

Your default presence status is Online which displays with a green indicator next to your profile picture. You can also change your presence settings to Do Not Disturb or Away at any time.



Online

This is the default setting. When viewing your avatar image, a dot displays. It varies from online (green) to offline (red) so that others know if you are available.

Do Not Disturb

When your status is set to Do Not Disturb, you will still receive messages sent to you, but you will not receive sound notifications or call escalations.

Away

When your status is set to Away, you can add a message and forward incoming messages to another QliqCHAT user in your organization.

 Away 

Add your away presence message

Forward away messages to



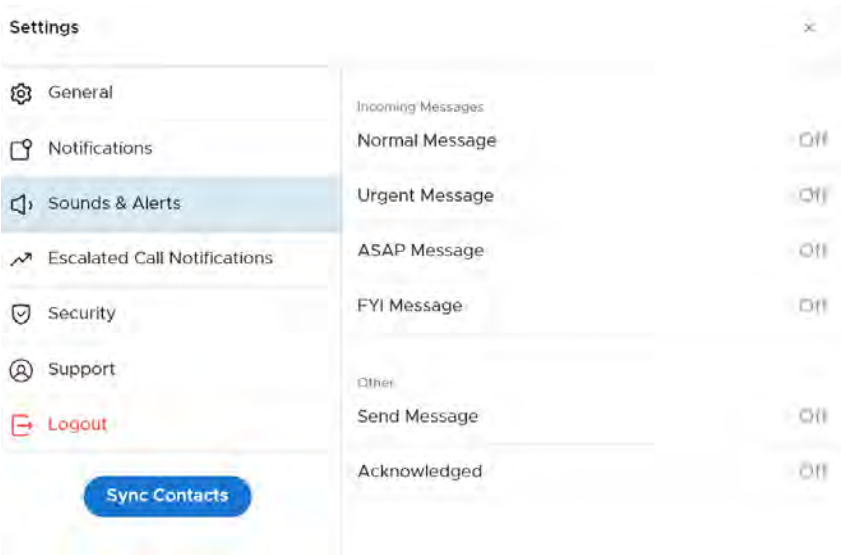
Changing Your Status

To change your status, tap on your Profile Icon in the top left corner and select a new status. Your choices are Available, Away and Do Not Disturb.

- Away: If you select the Away Status option, you can add a message and forward messages received while away. After setting an Away Status you must select Save to complete the process.
- Available: If you select the Available status, other users can see when you are active on the platform (green dot) or inactive (red dot)
- DND – If you select DND you will not get pop ups that you have a new message. You will still receive the message and the badge in the bottom tray will still display a red circle with the number of unread messages in it.

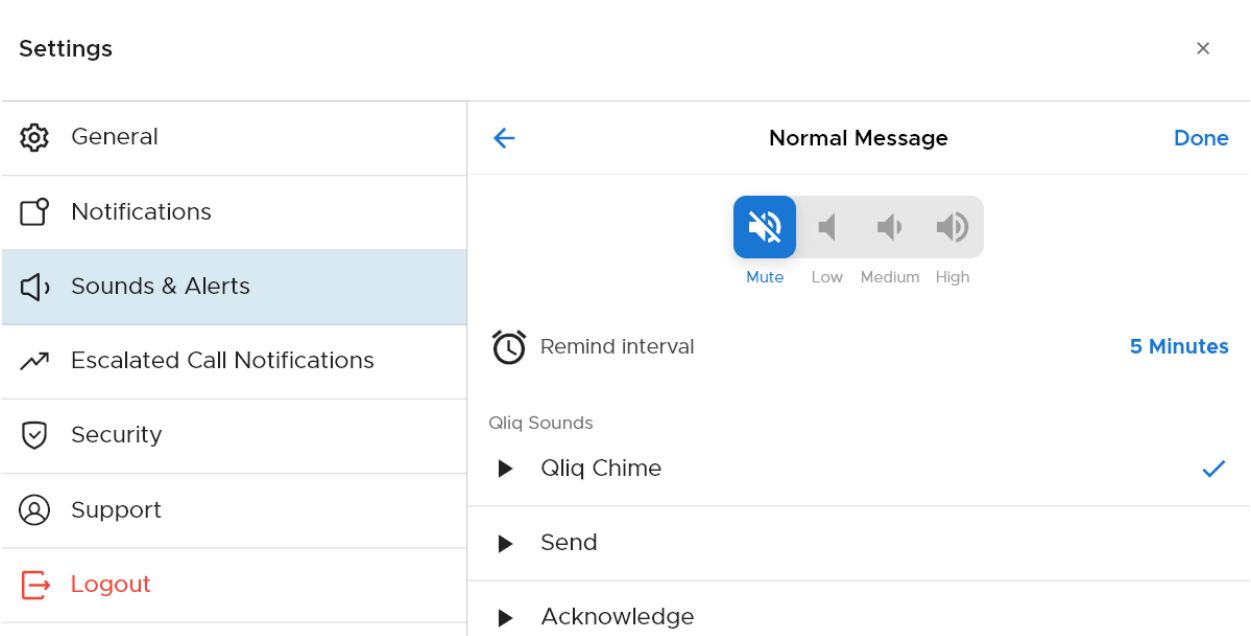
Changing Sound Settings

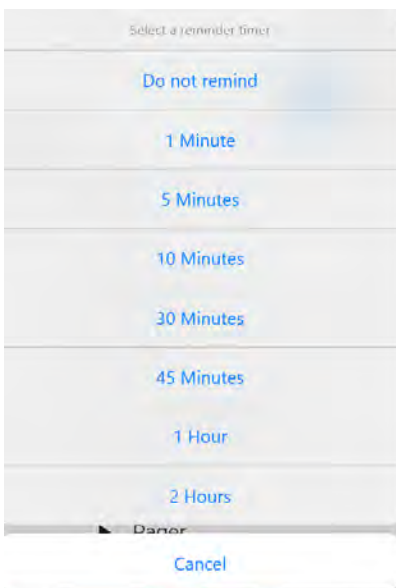
The use of sound to alert a user of a message is a very personal decision, that can be set by each user. To change the default settings on either the desktop or the mobile app, click on your avatar, select settings and then sounds and alerts.



You can personalize the sounds that your device makes by message type. For each type of message choose:

- the volume (vibrate, mute, low, medium, high)
- the sound – select from a series of available sounds
- the remind interval – how often the application should remind you until you address the message. This is set for each type of message. Remind interval options are shown below.





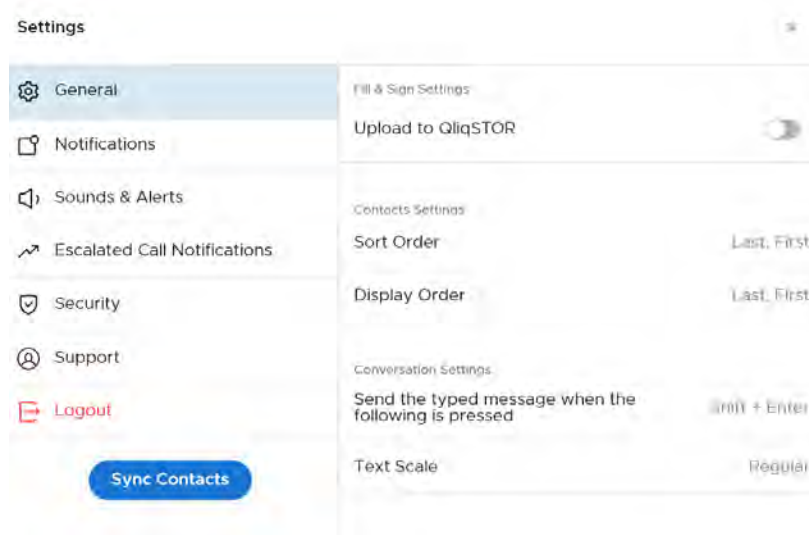
Setting Text Scale

There are two ways to set the Text Scale or the size of the font displayed in the desktop app.

1. From the main screen, click on the Text Scale options. Select the A that matches with your desired text size – small, regular, or large.



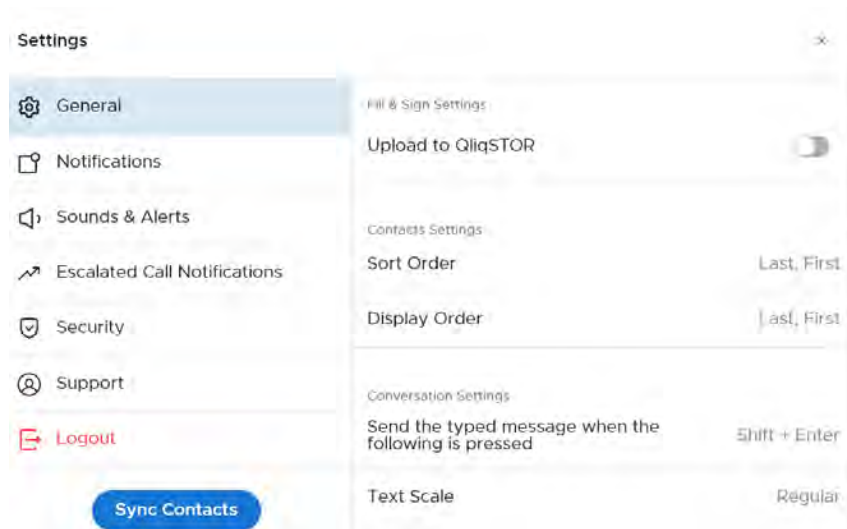
2. From your avatar, click on Settings, General and then Text Scale. Select your preferred size option – small, regular, or large.



Contact Display Settings

By default, contacts will be displayed as last name, first name. If you prefer to see the display as first name, last name:

1. Click on your avatar
2. Select Settings, then General
3. Adjust the contract sort and/or display order/



General

From your profile section select Settings. Then choose General. From here you can choose to upload Fill & Sign to QliqSTOR automatically if your group has QliqSTOR enabled. Here you can also determine contact sorting preferences which includes setting your contacts by either Last then First name, or vice versa of Last then First name. This can always be adjusted based on user preference.

Push Notifications

The first time the user logs on a device it will prompt the user to allow notifications. Turning on push notifications will enable QliqCHAT to send you notifications that include badges and sounds when you receive messages. Once selected you will be redirected to your device settings where you can turn on notifications on/off.

This can later be changed by selecting the profile icon and select Settings. From here tap Push Notifications to turn them on or off. If this is a shared device, notifications are updated for all users on that device.

Security

From your profile, under the Settings tab select Security. This is where Admin Settings and Device Settings are located.

(Note: Admin Settings are determined at the group level by the Administrator and cannot be edited within the app.)

Admin Settings

This section shows your group security settings for the following options:

- Enforce Pin (mobile only)
- Remember Password
- Inactivity Time
- Failed Login Lockout Time
- Personal Contacts
- Message Retention
- Screen Capture

Device Settings

Under device settings you can make changes to a variety of settings for your devices pin and passcodes including:

- Device Passcode
- Biometrics (mobile only)
- Qliq PIN (mobile only)
- Change Qliq PIN (mobile only)
- Reset Password
- Delete Media Upon Expiry

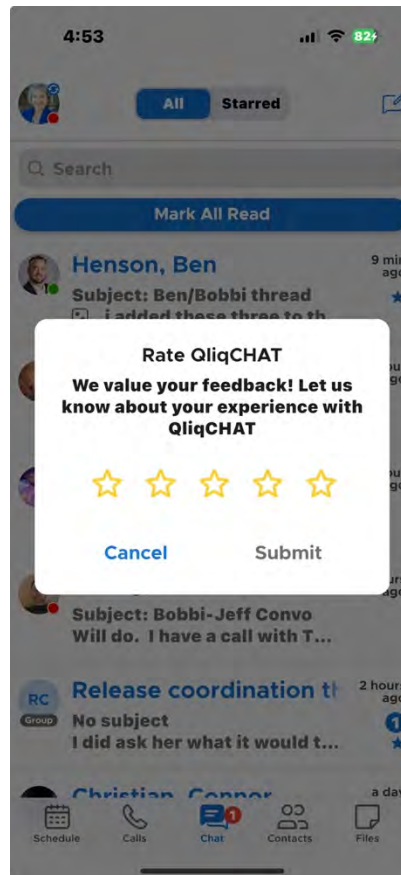
Number of Devices

QliqSOFT recommends that you limit an individual user to three devices per user account. Once you exceed three devices, you may experience synch issues.

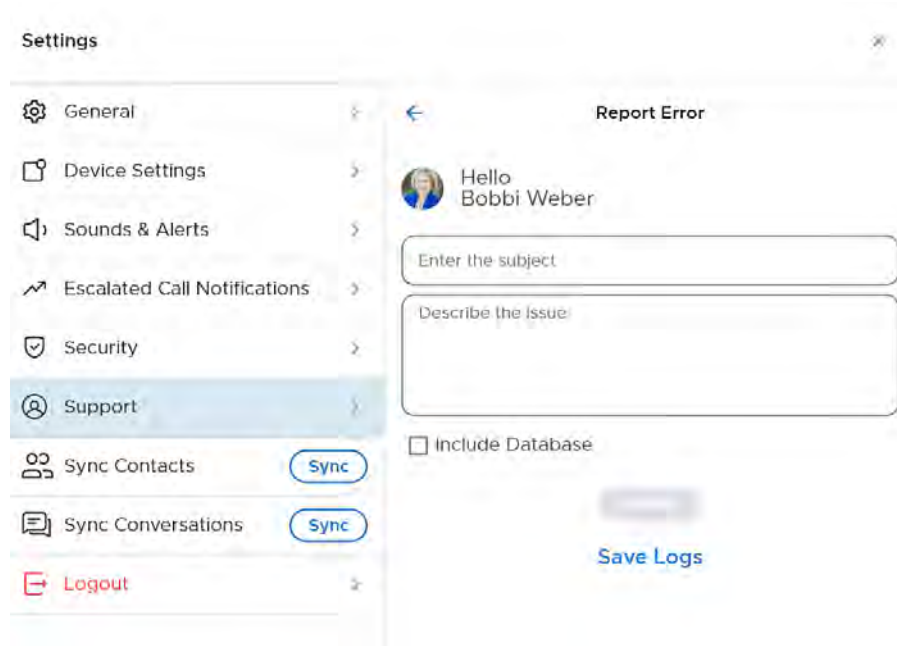
Support

You can locate the support section by navigating to your profile. From here tap Settings and then select Support. From this section you can:

- Send Feedback – feedback enables you to rate the mobile or desktop app on a five-star rating system and add comments. To provide feedback click on your avatar and select Feedback. Select between one (low) or five (high) stars and click on submit. You may add an optional comment.



- Report an Error – use this to report an error directly to QliqSOFT support. To access this, click on your avatar/Settings/Support and click on the Report error icon. Add a subject and describe the issue that you are experiencing. It is important to click the **include database** box as this sends logs that helps support troubleshoot your issue faster. Press Send.



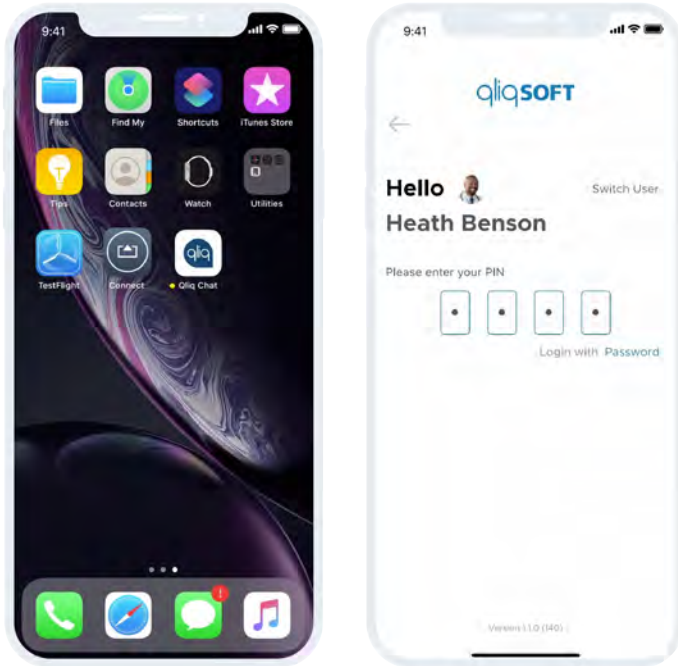
- Check your Server Status
- Review Stats

Escalated call notifications

If your device is not connected to Wi-Fi or a mobile data network, the QliqCHAT service cannot deliver notifications. To ensure you are always notified promptly you can turn on the Escalated Call Setting. This setting will enable QliqCHAT to send you an automated phone call alerting you of the message 5 minutes after an attempted message is sent.

To turn on escalated call notifications on your mobile device, first select Settings from your mobile and tap on Escalated Call Notification. Add the number you want to be reached and select time windows for escalated calls. Tap on Save.

Log in and Set Your Password



When you tap the Qliq icon to open the application, you will be asked to log in with your user ID and password. This will be either the email and password you set up after accepting the invitation, or use the credentials provided by your admin. Follow these three steps to complete the process.

1. When you log into your account from your mobile device, for the first time you will be given the option to set up your PIN or skip this step. If you choose to set up your PIN enter the number.
2. Re-enter your PIN number to confirm.
3. Then you can log into your account.

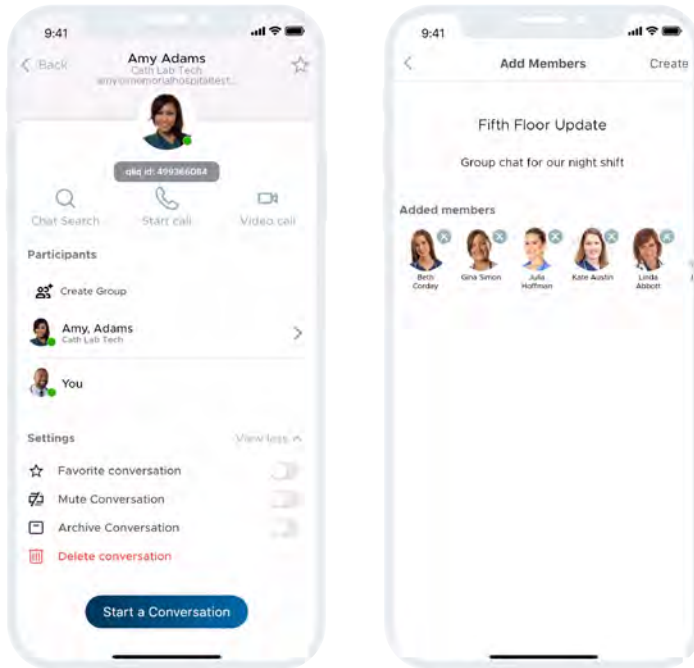
(Note: If your device has biometrics, you will be prompted to set up or skip biometrics before you login for the first time.)

Enable Biometrics (mobile only)

You can add a PIN at any time. You can also set up biometrics such as Touch ID or Face Recognition at any time if your device has the capabilities. If your phone has biometrics capabilities and you would like to use them, you will need to first turn them on in your device's settings. Then from your QliqCHAT Settings select Security and turn on the toggle labeled Biometrics. Here you will also find the option to turn on your Qliq PIN. You can turn this on or change your Qliq PIN at any time.

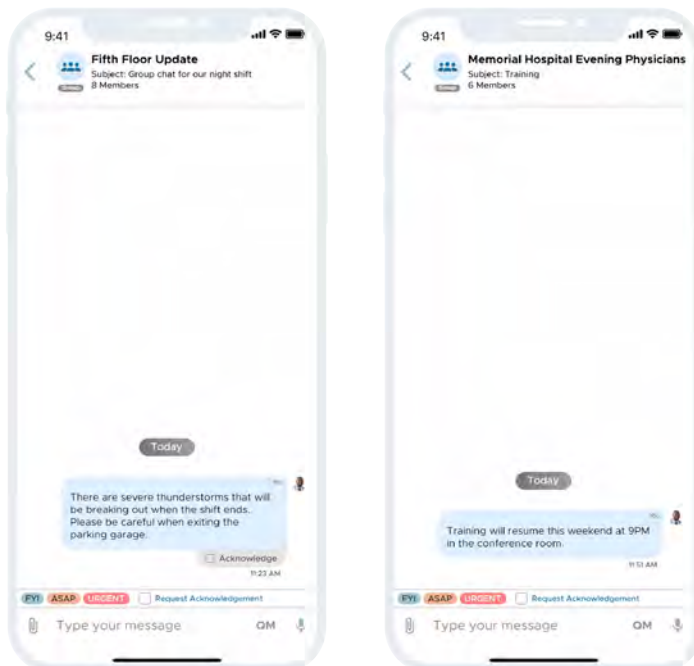
Starting Conversations

Create New Conversations



In the QliqCHAT app, there are two easy ways to create a new conversation.

1. In the Chat Screen, the icon at the top right of your screen. Your contacts will be opened. Choose the recipient to begin the conversation.
2. You can also navigate to the Contacts Screen, locate the user in the list and tap the name. Then tap the Start Conversation button that appears at the bottom.

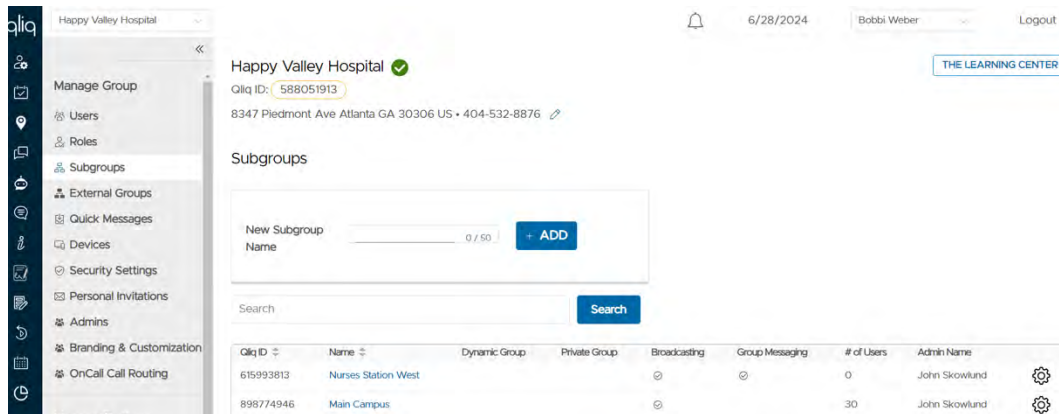


Broadcast Messages

Enabling Broadcast Messages within a Subgroup

A broadcast message is an announcement style of messaging that is available to the admin to send a message to the group. When you send a broadcast message many people can receive the message, but only the initiator of the conversation will receive the responses.

Broadcast messaging is also available for subgroups. Subgroups are set up by the admin in the admin console (as opposed to messaging groups set up by users in the app). Subgroups exist to keep groups of staff in separate channels where they cannot see each other's data.



To create a new subgroup, the admin navigates to the Subgroups page, enters a name, and clicks on ADD. The subgroup default is to enable both Broadcasting and Group Messaging. The admin can change this by clicking on the gear icon to the right of the subgroup and editing these settings.

1. Broadcast – send messages to all in this group. Responses from the group only go to the initiator of the message.
2. Group Message – send messages to all in this group. Responses from anyone in the group go to all members of the group.

Edit Subgroup

* Name
Nurses Station West

☒ Broadcasting
☒ Group Messaging
☐ Private Group
☐ Dynamic Group
☒ None

Quincy Recipient Type
patient

CANCEL
DONE

Enabling Users to Send a Broadcast Message

The administrator can determine if users are able to send Broadcast or Group Messages by going to the user page, clicking on the gear, and then enabling or disabling the checkbox.

Maggie Doyle maggie@adcyotmercyhospital.com

Save and return to Group Management

First name: Maggie

MI:

Last Name: Doyle

Work Phone:

Mobile Phone: 4328527523 Mask from Contacts

Title: Physician

Department: Emergency

☒ Full Group Access

☒ Allow Mobile App Login

☒ Broadcasting

☒ Group Messaging

Add to Subgroup

Add Role

Main Campus x

Emergency x

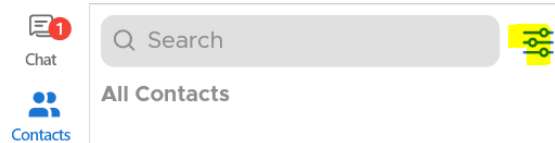
Physicians x

View Roles

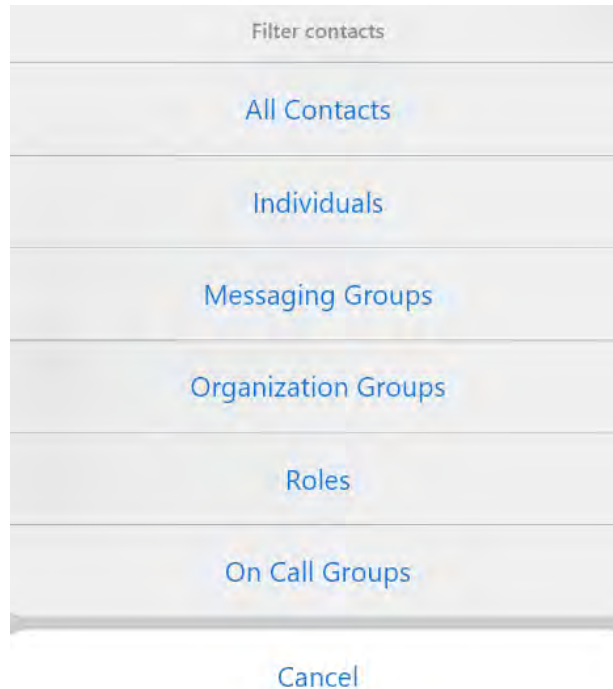
Send Broadcast Messages

To send a broadcast message you must

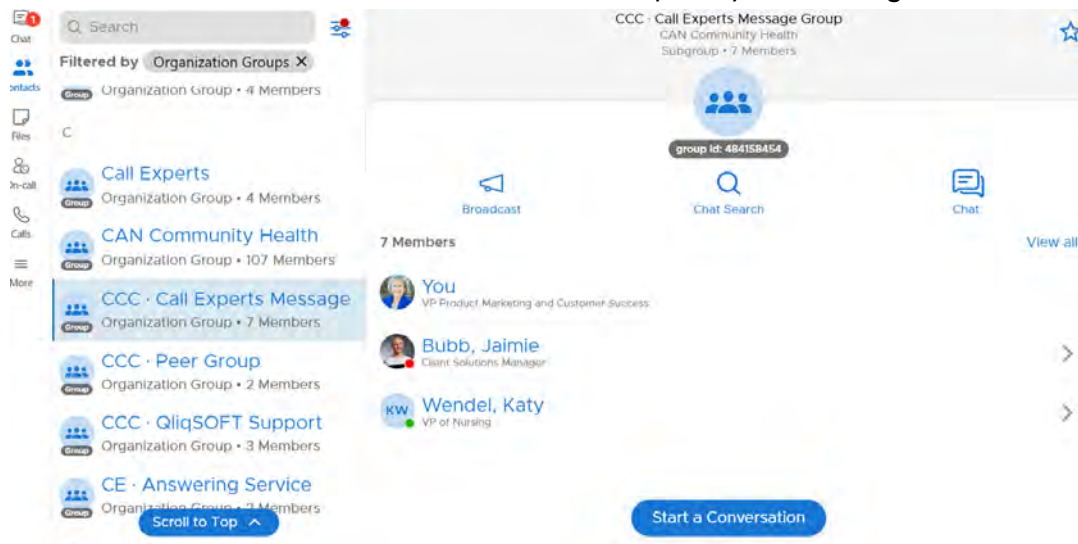
1. Navigate to the contacts screen and click on the hamburger menu



2. Select Organizational Groups



From here you will be prompted to select the organization group that you want to message. Select Broadcast from the menu and continue to compose your message.



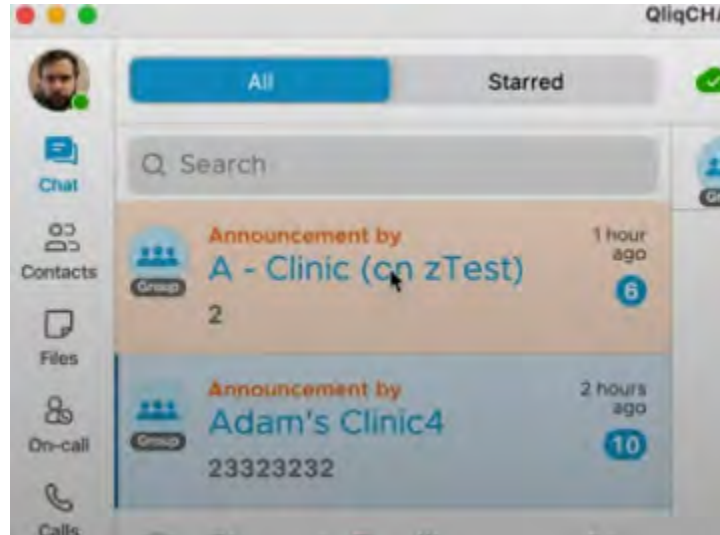
(Note: Users must have permission set by their group Administrator to create a broadcast message). If you do not see the Broadcast icon, refer to the sections on Enabling Broadcast Messages.

Receiving an Announcement

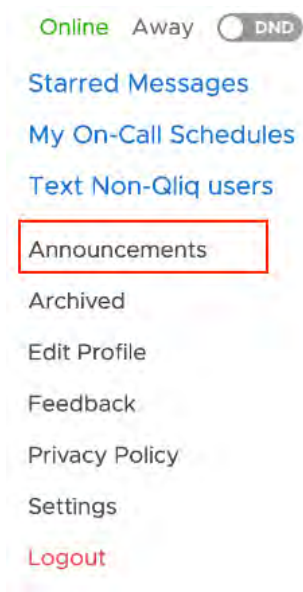
An Announcement is like a Broadcast message but with different set up options. Consider these characteristics when choosing a message vehicle:

Broadcast Message	Announcement
HIPAA-secure message	NOT a HIPAA-secure message
Created and sent from within the user app. Anyone with permission, which is a user setting in the admin tool.	Created and sent from within the admin tools so is available to admins only.
Sent to a group or subgroup	Sent to a group or subgroup
Sent to all users in the group or subgroup	Able to be tailored to a specific mobile and or desktop app
Sent to all users in the group or subgroup. This excludes individuals set up as non-member.	Able to select the role that should receive the announcement (member, non-member, admin)
User can respond only to the sender	There are no response options
Sender can include attachments	Administrator sends a message with a title and text only
Broadcast messages are displayed like any other group message in the user apps	Admin can see all previous announcements sent in a new Announcement screen
Archived in QliqSTOR	NOT Archived in QliqSTOR?
Clients/groups can only message their organization	QliqSOFT can message across organizations

Announcements appear in the message window as shown below.



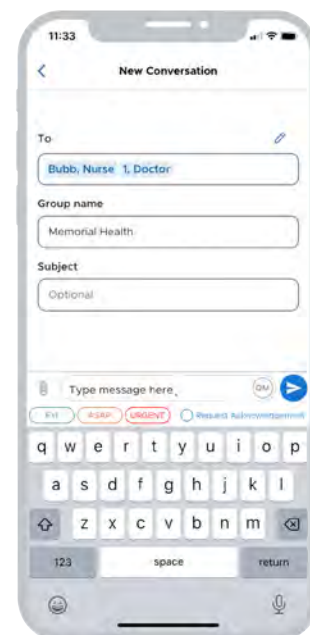
Recipients can view historical Announcements in the left menu



Send Group Messages

There are two different ways you can create a multi-party group message made up of your individual contacts.

1. You can turn an existing message into a group message by tapping the group message name (or group of contacts) at the top of your screen. Then select the Edit people icon to add members. When you are done adding group members tap Done. You can then select to either Modify Existing group, Create New group before proceeding. From this screen you can create the group name and the subject. When you are done tap Create in the top right corner.
2. To create a group message from scratch, select the Chat tab at the bottom of your screen. Then select the icon at the top right of your screen to start a new conversation. From here you can either select an

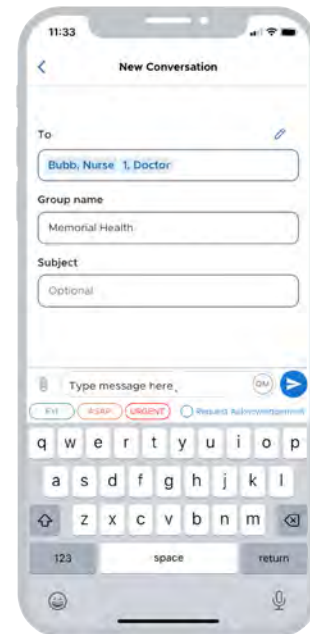


existing group to message or create a new group.

Adding or Removing Individuals from an Existing Group Message

From the group message that you want to modify in either the mobile or desktop app:

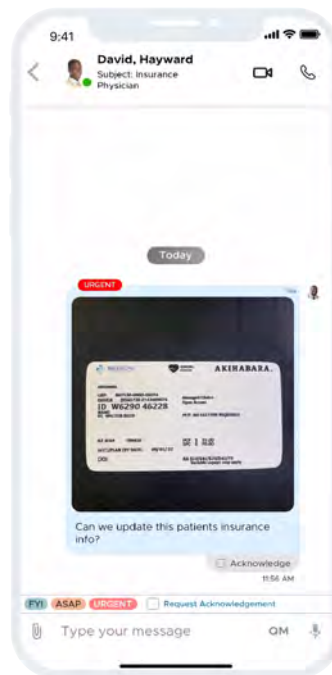
1. Select on the menu bar of the group message. The message expands
2. Select Edit People. The users expand.
 - a) Remove a user by clicking on the red X
 - b) Add a user by searching and adding that user
 - c) Click Done. A pop-up menu appears where you have three options:
 - i. Modify existing – select this when you want new message participants to see prior texts in the group message
 - ii. Create new – select this when you want to modify the group but not see prior texts by the group
 - iii. cancel



Request Acknowledgement

From the Chat Screen you will notice there are 3 different buttons just above the Type message field. The buttons add flags to the message you are sending. When selected the badges will appear in the top left of the message bubble in the chat.

If you select FYI, this indicates with the group but do not message is informational.



notice there are 3 different Your Message field. The message you are sending. appear in the top left of the

you are sharing information require a response. The

The ASAP button lets the recipient know that you need a response as soon as possible.

If you select URGENT it also lets the recipient know that you need a response as soon as possible.

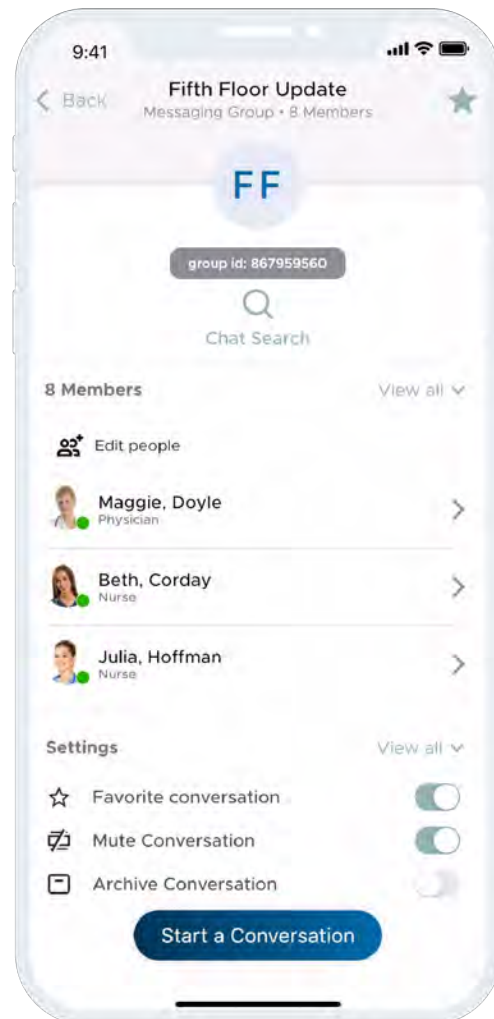
You can also select Request Acknowledgement at the bottom of the message. This enables the recipient to check the box when the message is read, informing you it has been received and acknowledged.

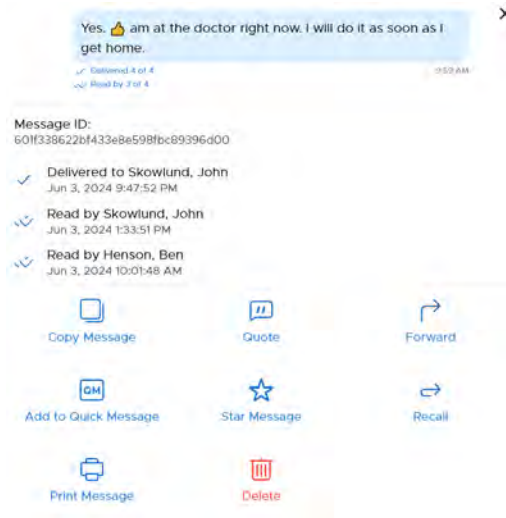
Mute Conversations

To mute your conversation notifications, you must first open the conversation you wish to mute. Then select the contact or group name at the top of your screen. Scroll down to where it says Mute Conversation and select the button to mute notifications. **This will cause the user not to receive push notifications or chimes for that conversation. Badge count will still increase. To resume receiving notifications or chimes, disable the mute conversation toggle.**

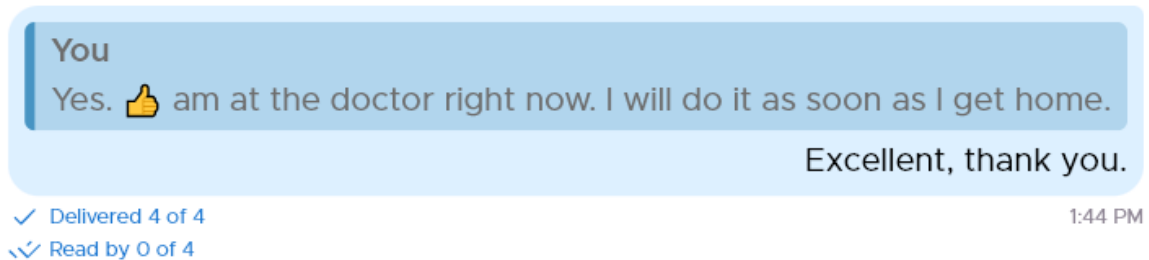
Nesting a Response in a Message

Sometimes there are multiple conversations in a conversation, and you want to respond to a specific message. To nest a response and link it to a specific message: right click on the message. This dialog box pops up. Click on the Quote icon. Add your response.





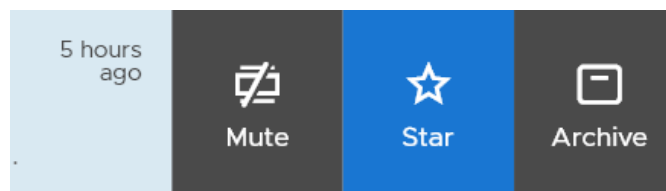
The response will look like this when you send it.



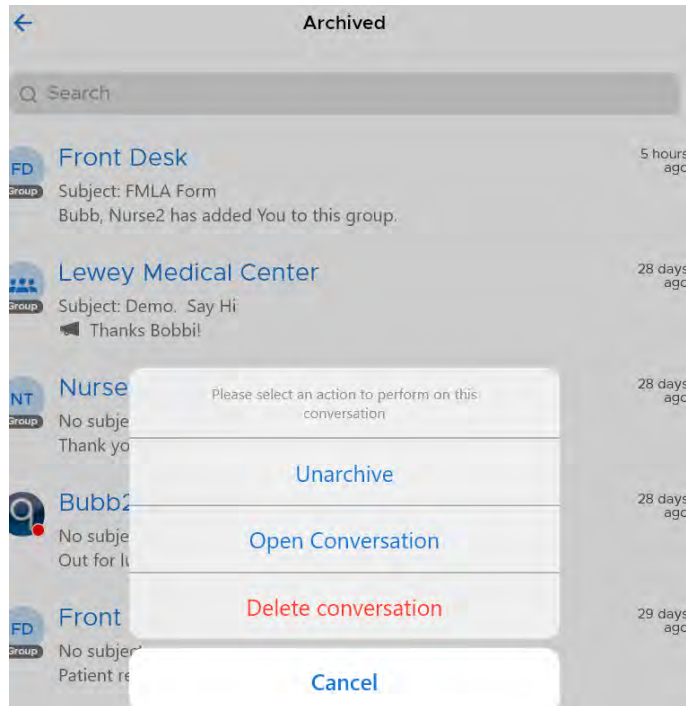
Archive a Conversation

To archive a conversation on the mobile or desktop app you must first open the conversation you wish to archive. Then select the contact or group name at the top of your screen. Scroll down to where it says Archive Conversation and select the button to archive the conversation.

Alternatively, you can press on a conversation in the chat list and slide to the left to show this option. You archive a conversation by clicking on the archive button. A window pops up to allow you to select the other conversations you may want to archive. Select any conversations you want to archive and then press archive.



To unarchive a conversation, click on your avatar, select Archived and click on the conversation that you want to archive. This window pops up. Select the action that you want to take with the conversation.

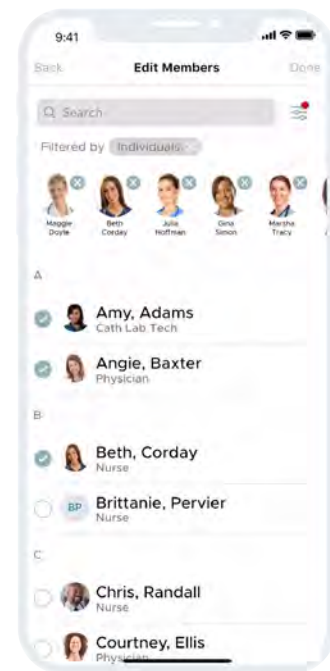


Editing Conversations

There are several ways you can edit your conversations in the QliqCHAT app. You can add or remove participants from a conversation. You can also recall messages or delete them.

Edit Participants

You can remove participants from your conversation at any time. Open the message and tap the group name in white at the top center of your screen. Select Edit People and uncheck the participants you wish to remove. You can also add new members to the group from here. When you are finished, select Done in the top right corner.



Copy Messages

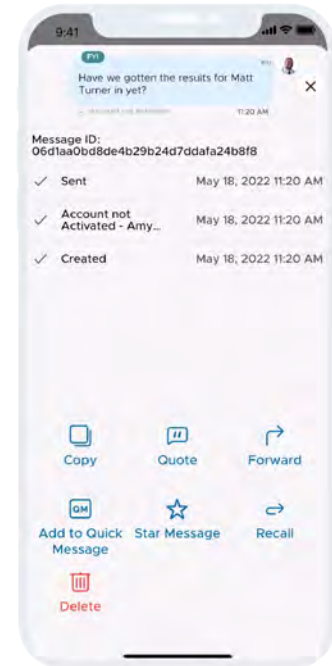
To copy a message, once in the message details, from the desktop app right click to Copy. From the mobile app, you can long hold the message text to Copy. You can then paste this message accordingly.

Forward Messages

To forward a message, once in the message details, click Forward, and forward to a contact or group accordingly.

Recall Messages

To recall an incorrect message tap and hold the message bubble and select Recall. The receiver will see the message has been recalled and will not see the content of the message



Delete Conversations and Messages

All messages have a retention date and will be deleted automatically at that time. The retention period is set by your QliqCHAT administrator.

Delete a Conversation

To manually delete a conversation, open the message and tap on the contact or group name at the top. Scroll down to Settings. Select View All and Delete Conversation will appear in red at the bottom. Select Delete Conversation.

(Note: Deleting a conversation only deletes it for the individual user, not for other parties in the conversation.)

Delete a Single Message

To delete a single message, tap and hold the message bubble in the conversation. Once the menu appears, tap Delete.

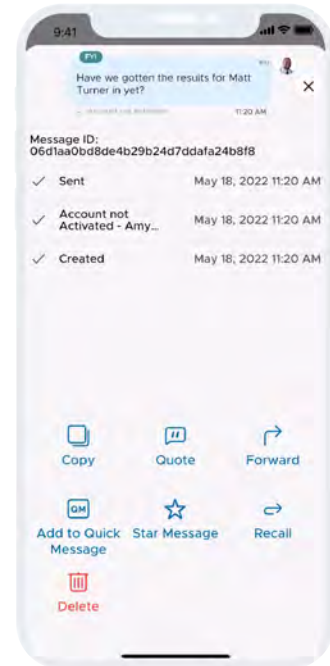
Get Message Details

The message details can be found by long holding a message in the chat. The message details will include the following:

- The Message ID
- Sent Time and Date
- Delivery Status
- Date Created

Message Delivery Status

Every message you send through QliqCHAT will include a delivery status to let you know whether or not the message was received. The delivery status can be found in two places. Directly under the chat bubble in blue or in the message details.



Types of Delivery Status Messages

Waiting for Recipient means the message was successfully sent, but it has not yet been received by the recipient's device.

When the message status reads Delivered the recipient's device has received the message, but it has not yet been opened and read.

When the delivery status displays, Read the message has been received and opened by the recipient.

If you send a message to a user that is logged out the message status will indicate this and read "Offline." Once the user logs back in the message will be delivered.

If your smartphone does not have Internet access, the app cannot send messages. A pop-up message letting you know there is no connection will appear. You will see the Pending Message status until the app reconnects to the internet and sends the message. If there is no internet connection users can choose to use cellular data.

Printing Messages

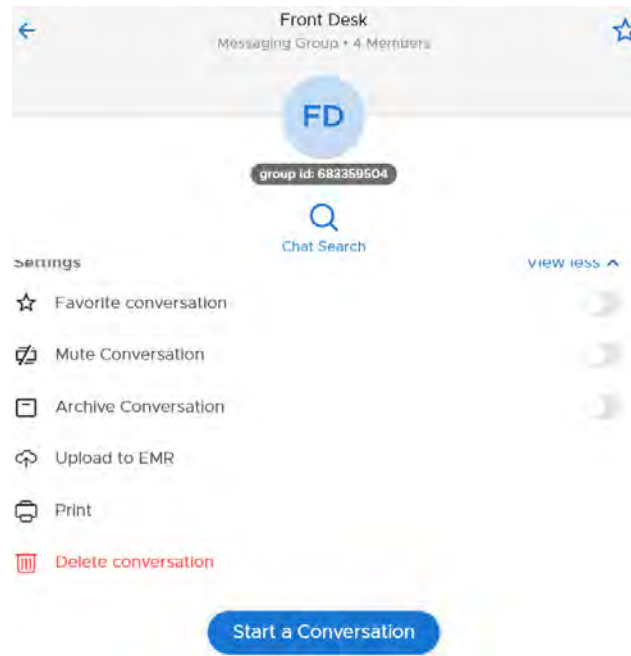
From the desktop app there are two ways to print messages.

Select the message you wish to print

1. Click on the printer icon to the right of the message



2. Click on the message bar and a new window opens. Scroll down to and press on the print text.



Mark All-Read

The Mark All Read option will appear when you have unread messages in QliqCHAT. Tapping the banner will change the status of all your unread messages to read all at once.

Quick Messages

When you are creating a message, you will see the letters QM on the right of the text window. These are Quick Messages that are preloaded to save you time. They are completely customizable. You can create your own QM, select one to send to a recipient or delete the preloaded ones that are already available.

Create a New Quick Message

Quick Messages are saved messages that are commonly used.

Quick Messages can be created:

- By the administrator in the web tool – these messages are available to all users
- By the individual user – these messages are only available to the individual

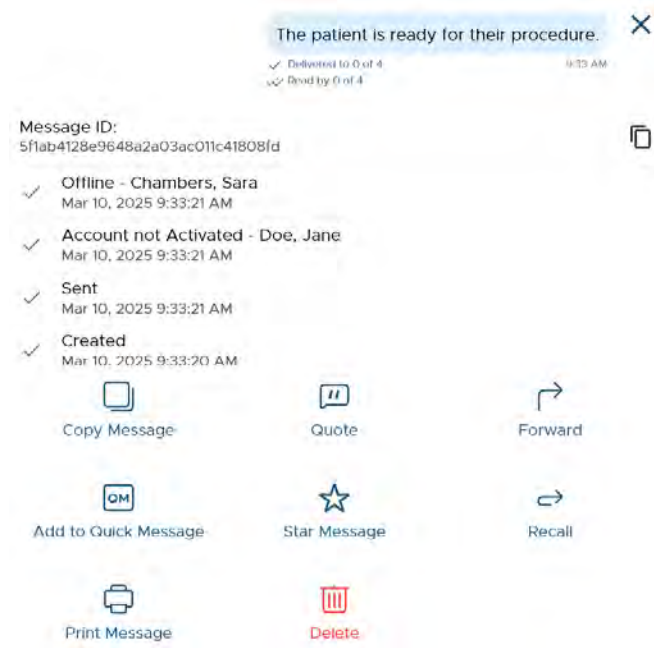




To customize your own Quick Message, select **QM** in the chat screen. Then navigate to the Plus icon at the top right corner of your screen. From here you can type in your own message and select **Done** in the top right corner to save the message.

Alternatively, if you have an existing message in a thread that you want to use to create a Quick Message right click on the specific message that you want to save and then select **Add to Quick Message** and then **Done**.

To reorder a Quick Message press and hold the = to the right of the message and then move it up or down to its new placement.



Sending a Quick Message

Selecting a Quick Message is easy. In the chat select QM. Scroll or search to find the message you would like to use. Tap that message and it will now appear in the chat window.

Edit/Delete a Quick Message

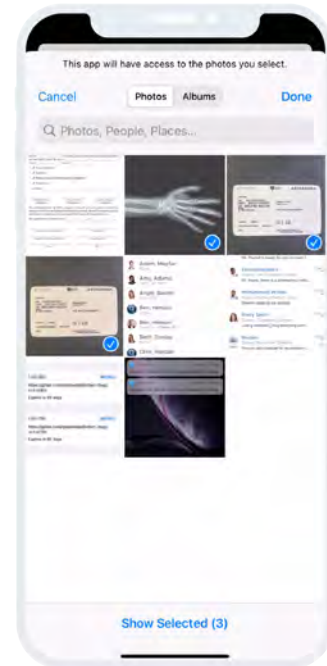
To remove a Quick Message from your list, first select QM. Choose the message you want to delete. Press and long hold on to the message until a new menu appears. From here you can Edit or Remove the message.

Sending Media Files

To send media files you can tap the paperclip icon on the left side of the text field in a conversation. From here you can take a photo, access your media files as well as the QliqSTOR, EMR and Snap and Sign add ons if they have been enabled by your admin. From here you can select the media file you would like to share.

Share From the Files Tab

Open the Files tab and select the file you want to share. Then select the three dots in the top right corner. From this menu you can select Attach & Send as a message. From here you can either choose the conversation you would like to insert the file into, or you can tap New to include the file in a new conversation.



Share From In-App Media Library

To share a file that has already been uploaded to the in-app library select the paperclip icon and tap Qliq Files. Next select the type of file you want to share. Then locate and share by selecting that file.

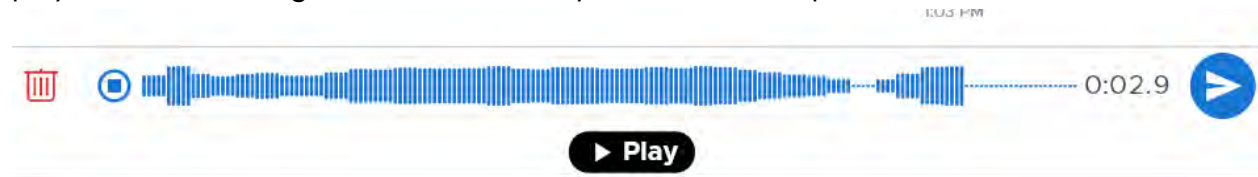
Share From Device Library

To share files from your device's library, first select the paperclip icon. Then select Photos (mobile only). From here you will need to update your mobile devices permissions to grant access. After access is given, you can select the file you want to share.

(Note: Users will need permission to have access to the camera roll.)

Record an Audio File

To record an audio message, click on the microphone icon to the right of the QM (Quick message) icon. Record your message and then press Stop recording. You may optionally play back the message or delete it. Once you are satisfied, press the send button.



Once the message is sent, it will look like this:



Press the play icon to listen.

Resize Panes

Resize the conversation pane by grabbing the horizontal gray bar and changing the size of the message pane.



Resize the Chat List by grabbing the vertical gray bar and changing the size of the Chat List

The screenshot displays the QliqSOFT application interface. On the left is a sidebar with navigation icons: Chat, Contacts, Files, On-call, Calls, and More. The main area features a search bar at the top and a list of chat items. Each item includes a profile picture or icon, a name, a subject, and a timestamp. A vertical gray bar is positioned on the right side of the chat list, serving as a handle to resize the list's width.

Chat Item	Timestamp
Ben, John, Nurse2 Group No subject	6 min ago
Install documentation Group No subject The Installation Guide has been link...	26 min ago
Henson, Ben Subject: Ben/Bobbi thread Looks like I didn't hit send after all	30 min ago
QliqSOFT · Lunch & Learn Group Subject: Lunch & Learn it's back up	31 min ago

HIPAA Camera

All pictures taken using the QliqCHAT app are stored securely on the platform. They are not added to your personal camera roll. To use the HIPAA camera, select the paperclip on the left of the text field. From this menu select Camera.

Medical Consent Form

I, _____ am a [Patient/Next of Kin] of _____
 born on _____ do hereby consent to the following medical care while
 said individual is under the care of _____ of _____
 City of _____ State of _____

☐ X-ray examination;
☐ Anesthetic;
☐ Medical, surgical or dental diagnosis or treatment;
☐ Hospital care;
☐ Other: _____

Insurance (Insurer) _____ Policy Number (if applicable) _____ Insurance Company (if applicable) _____

The undersigned shall be liable and agrees to pay all costs and expenses incurred in connection with such medical and dental services rendered. Should it be necessary for the undersigned to return home, the undersigned shall assume all transportation costs.

This authorization is effective from _____ to _____

 Name of Parent/Legal Guardian

 Witness Name

 Signature of Parent/Legal Guardian

 Witness Signature

 Date

 Date



Edit Full Image Done(1)

Start Conversations with Non-Qliq Users

There are three ways to communicate with external contacts. First, you can invite them to join you on QliqCHAT or you can send them a text through the QliqCHAT app.

Send an Invite from the Contacts Section

You can invite an external contact by navigating to the Contacts screen. From here you can select Received and Sent Invitations. Then select New in the top right-hand corner.

Send a Message Invite from the Chat Screen

You can also text an external contact from the chat screen. Select the icon in the top right corner. From this menu select New Contact. Add the contact information in the fields on the screen and select Save. A text message will then be sent to your new contact.

Send a Message Invite from Your Profile Section

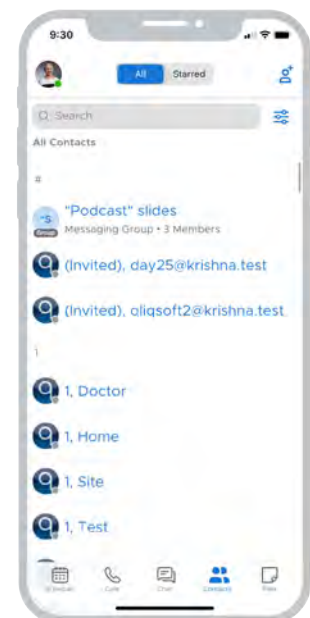
If you select your profile icon in the top left corner of your screen a menu will appear. Towards the top in blue, you will see the Text a Non-Qliq button. Enter the information into the fields and tap Send in the top right corner. This is available only if permission was enabled by the group Admin.

Managing Contacts

Create New Contacts

You can add a new contact from the Contacts screen. From here you can select the icon in the top right corner. From here you can select either Add by Phone Book or Add by Email/Mobile.

Create New Groups



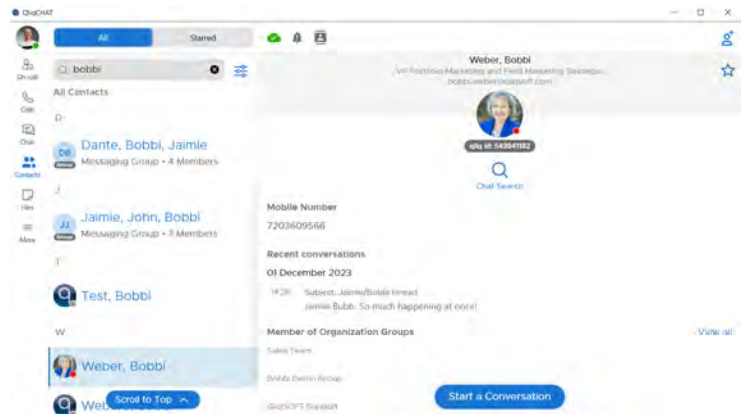
There are two types of groups in your contacts. The first are the groups created by your organization. The second are messaging groups you create yourself.

You can create new messaging groups in two different ways.

1. You can open an existing group message and tap the group name or group of contacts at the top of the screen. From here you can add group members by clicking the edit people icon. After you have selected the members, tap Next to either Modify Existing group or to Create New group. Once you have completed filling in this information, select Start a Conversation.
2. You can also create a new group by clicking the blue icon in the top right corner of the chat screen. From here add members and name your new group, which saves the group to your contacts. This eliminates the need to scroll through existing conversations to find the one with the correct participants or to continue to create new group chats with the same participants.

Starring Contacts, Groups, Messages

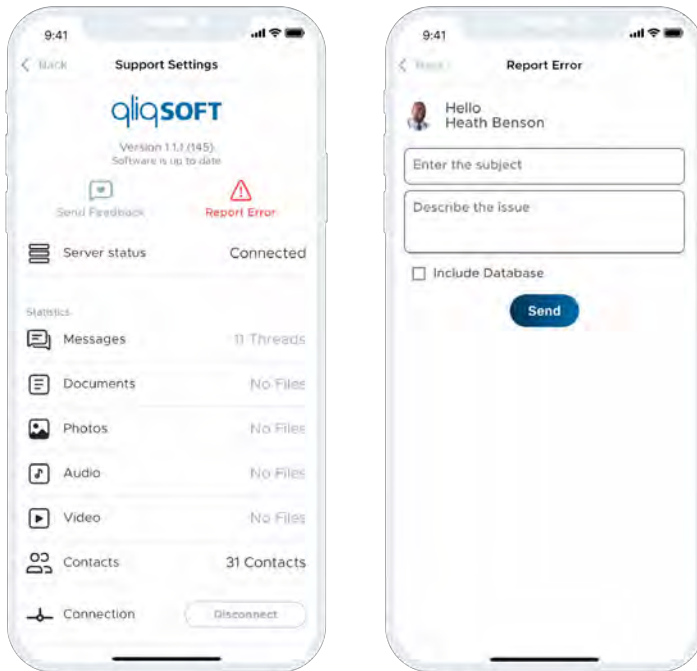
Create your own favorites list of QliqCHAT contacts and/or groups you collaborate with on a regular basis. To add a contact or group to your favorites, first navigate to the Contacts section, then locate the contact or group you would like to add. Open the contact or group and tap the star in the top right corner to add them to the Starred list. You can then locate this starred contact or group under the Starred section next to the All contacts tab.



To star a conversation with a contact and/or group so you can reference it and add to it more easily, locate the message thread under the Chat section, double click into the conversation and star at the top right or just below list of contacts tied to the conversation, you can enable the Favorite conversation under the contact or group of contacts.

To see a starred conversation click on your avatar and select **Starred Messages**.

Report a Problem to QliqSOFT



If you ever run into a problem with the QliqCHAT app, it is easy to report the issue to QliqSOFT right from your device. No messages or PHI are sent to QliqSOFT.

Start by selecting your profile icon in the top left of your screen. Then tap Settings, Support and Report Error. Type in a subject and message and click Report Error. If prompted to Send Database, please choose yes to send us more information.

Client Setup

In addition to the general features QliqCHAT also includes a variety of tools and add-ons that are managed by your organization's administrator. To enable or make changes to these features you will need admin level permissions.

Branding and White Labeling

If you would like to customize the QliqCHAT app to match your organization's branding and style we offer white labeling services. If you are interested in setting-up this feature your organization's admin can request it.

Thumbprint/Face Recognition Login (mobile only)

You can upgrade your security settings to use two different types of biometric authentication. From your settings you can set your QliqCHAT account to unlock with face recognition or your fingerprint instead of a pin number. Tap your profile icon in the top left corner of your screen. Tap Settings and then select Security. Scroll down and select Biometrics to turn on this security feature. **Thumbprint and face recognition are dependent on device capabilities.**

Add-On Features



Visit Path

Visit Path

Visit Path is a real-time, GPS-enabled resource management app designed to address the requirements post-acute care delivery and Electronic Visit Verification.

Sample Use Case

In hospice and home healthcare settings, visit path makes it easy to track patient appointments, field staff schedules, complete visits and appointments currently being conducted, in real-time.



Calls

Qliq-Assisted Calls

Protect patient and provider privacy with caller ID masking. Organizations that implement Qliq Assisted Calling, give their clinicians the confidence to make the leap from a secure text to a phone call directly from our Qliq Secure Texting app. The simple, yet powerful way

to provide additional security and assist with return call routing, without requiring providers to use separate devices or lines.

Sample Use Case

In healthcare there is often information that needs to be shared with patients quickly. Test results must be communicated. Patients must be called back. But providers should never be asked to sacrifice their personal mobile numbers to close those communication loops. Often, they are left with an impossible choice, dial *67 (which only works sporadically) and risk your call not being answered or start hunting down an available hospital landline. Qliq assisted calling removes the guesswork and promotes the callback number you need patients to know.



Snap & Sign

Snap and Sign

Snap and sign enables you to capture images, add text, check boxes, dates and signatures so you can complete documentation remotely.

Sample Use Case

Provide your workforce with relief during staffing shortages by eliminating mundane tasks. Say goodbye to the paper chase. Snap & sign allows staff to create, sign, exchange, and store documents electronically all from one secure platform. Maintaining HIPAA compliance and avoiding errors during care collaboration can now happen in a snap.



On-call Groups

OnCall Scheduling

The on-call scheduling feature allows you to check the schedules of your on-call staff. With this feature you can also check for schedule conflicts and message on call staff-members.

Sample Use Case

In large healthcare organizations an accurate on-call schedule is vital for workflows and optimal patient care. The on-call scheduling feature gives your care team the agility to view, adjust, and share on-call schedules directly from their smartphone device.

Barcode Scanning



Barcode Scan

The barcode scanning feature makes it easy to scan barcodes remotely from your phone. You can also enter the codes manually.

Sample Use Case

In some healthcare settings, such as surgical facilities, barcodes for different medical equipment and devices must be scanned to keep track of the materials used. Enabling barcode scanning on your QliqCHAT app makes it easy to scan and keep track of these barcodes with your mobile device.