Secure Messaging Quick Reference
Desktop Client

If you need qliqConnect installed or your workstation, please contact the IS Help Desk.

Logging in to qliqConnect
• Enter the email address where you receive Virtua correspondence.
• Enter your Virtua network password

Remember email ID (DO NOT ENABLE)
Automatically start program (DO NOT ENABLE)
Contacts

**Change Presence Status**
- Online
- Away - Message not received. May be forwarded to another user.
- Do Not Disturb - Messages received but no sound notifications

**Log out**
**Search for Contacts**
**Sync Contacts (manually)**

**Show Recent Messages**

**Change sound settings**
**Start a new conversation**

---

**Change Presence Status**
- Online
- Away - Message not received. May be forwarded to another user.
- Do Not Disturb - Messages received but no sound notifications

**Log out**
**Search for Contacts**
**Sync Contacts (manually)**

**Show Recent Messages**

**Change sound settings**
**Start a new conversation**

---

**Contacts**

**Contact Details**

**Erik Delue**
Program Director for Inpatient Medical Services
Hide contact details

- **Email:** email@virtus.org
- **Mobile Number:** 555 – 555 – 5555
- **Work Number:** 555 – 555 – 5555
- **Work Location:** 301 Lippincott Dr Suite 300
  Marlton, New Jersey, 08053

There are no existing conversations to continue.

**Start New Conversation**
Enter name of Recipient(s)

Topic (e.g. patient name, room)

Delivery Information
- Sending - being delivered
- Delivered - received by recipient
- Read - seen by recipient
- Acknowledged - confirmed
- Waiting for recipient - not delivered. May be offline.

Right-Click menu
- Resend
- Copy
- Recall
- Delete
- Details (delivery Info)

Choose a predefined message

Select a priority (e.g. Urgent)

Attach a file, photograph, etc. (not yet approved)

Request acknowledgement

Recent Conversations
Msgs retained for 4 days
- Tap on a conversation to read or reply
- Right-click to delete

Select a new topic for the conversation (optional)

Sending - being delivered
Delivered - received by recipient
Read - seen by recipient
Acknowledged - confirmed
Waiting for recipient - not delivered. May be offline.
<table>
<thead>
<tr>
<th><strong>PROBLEM</strong></th>
<th><strong>POSSIBLE SOLUTIONS</strong></th>
</tr>
</thead>
</table>
| Unable to login                     | 1. Ensure you're logging in with your email address (e.g. jsmith@virtua.org) instead of your network login (e.g. not jsmith)  
2. Verify you're using the same email address where you received your welcome message for qliqConnect. For employees, this will always be your Virtua email address.  
3. Confirm your network login is working properly on any computer. If your network account is locked, then qliqConnect is also locked.                                                                                                                                                                                                                                                                                                                                                     |
| Not receiving notifications or messages | 1. Check if your phone or computer is connected to the network (e.g. 3G, 4G, wireless, or ethernet cable). qliqConnect needs access to the data network to send and receive messages.  
2. Disconnect and reconnect from the network, especially if using the wireless network.  
3. Check your presence in qliqConnect. You will not receive notifications if your presence is set to "Do Not Disturb". Change your presence in the Settings Presence menu.  
4. Verify screen alerts are enabled in the Settings Sounds & Alerts menu. Check notifications for each type (e.g. normal, urgent, etc.).  
5. Confirm you have only one qliqConnect account. Some users have created their own account while Virtua has already created one for you. In the contact list in qliqConnect, ensure your name is not listed. Since you don't see yourself in the contact list, then an entry with your name means you have another account. |
| Not receive phone call notifications when offline | 1. qliqConnect can place a phone call to your device if you're offline and receive a new text message. In the Settings Sounds & Alerts Escalated Call menu, enter your phone number and time of day you wish to receive calls. It's recommended that you enable this for all days and times.                                                                                                                                                                                                                                                                          |
| Contacts missing or not updated properly | 1. Manually sync the contacts using the Settings Sync Contacts button.  
2. Log out of qliqConnect using the Settings Log Out button. Login again using your email address, not your PIN.  
3. Uninstall and reinstall the app on your phone.                                                                                                                                                                                                                                                                                                                                                                                                  |
| Battery drains your mobile device   | 1. Check Battery Saving Mode is enabled in the Settings General menu.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Other problems                      | Many other problems can be corrected by trying one of the following:  
1. Disconnect and reconnect to the network. Ensure you can access the Internet.  
2. Log out of qliqConnect using the Settings Log Out button. Login again using your email address, not your PIN.  
3. Uninstall and reinstall the app on your phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

**Still need help?**

1. Contact the super-user for your department. They have attended a training class and can help with general questions and problems.  
2. Contact the Help Desk at 856-248-6333 or ext. 86333.