Secure Messaging Quick Reference
smartphone

Installing qliqConnect on your device
• On iPhone: Go to App Store and search for "qliq"
• On Android: Go to Google Play and search for "qliqconnect"

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
• Assign a PIN number

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

Recent Conversations
• Tap on a conversation to read or reply
• Swipe left to delete

Start a new conversation

Settings
• Change presence status
• Change password | PIN
• Change avatar (user photo)
• Change sound settings
• Change battery saving mode
• Sync contacts (manually)
Enter name of Recipient(s)

Regarding (e.g. patient name)

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

**Acknowledge a message**

**Request acknowledgement** (check box to the right)

**Previous Messages**
Messages retained for 4 days
Press-Hold to for menu
- Copy text
- Forward message
- Delete message
- Details (delivery info)

**Choose a predefined message**

**Select a priority (e.g. Urgent)**

**Attach a photograph, etc.**
(not yet approved)
Troubleshooting Guide

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<tr>
<th>PROBLEM</th>
<th>POSSIBLE SOLUTIONS</th>
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</thead>
<tbody>
<tr>
<td>Unable to login</td>
<td>1. Ensure you’re logging in with your email address (e.g. <a href="mailto:jsmith@virtua.org">jsmith@virtua.org</a>) instead of your network login (e.g. not jsmith)</td>
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<td></td>
<td>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.</td>
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<td></td>
<td>3. Confirm your network login is working properly on any computer. If your network account is locked, then qliqConnect is also locked.</td>
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<tr>
<td>Not receiving notifications or</td>
<td>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.</td>
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<tr>
<td>messages</td>
<td>2. Disconnect and reconnect from the network, especially if using the wireless network.</td>
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<td></td>
<td>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.</td>
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<td></td>
<td>4. Verify screen alerts are enabled in the Settings Sounds &amp; Alerts menu. Check notifications for each type (e.g. normal, urgent, etc.).</td>
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<td>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.</td>
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<tr>
<td>Not receive phone call notifications when offline</td>
<td>1. qliqConnect can place a phone call to your device if you're offline and receive a new text message. In the Settings Sounds &amp; 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.</td>
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<td>Contacts missing or not updated</td>
<td>1. Manually sync the contacts using the Settings Sync Contacts button.</td>
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<td>properly</td>
<td>2. Log out of qliqConnect using the Settings Log Out button. Login again using your email address, not your PIN.</td>
</tr>
<tr>
<td>Battery drains your mobile device</td>
<td>1. Check Battery Saving Mode is enabled in the Settings General menu.</td>
</tr>
<tr>
<td>Other problems</td>
<td>Many other problems can be corrected by trying one of the following:</td>
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<tr>
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<td>1. Disconnect and reconnect to the network. Ensure you can access the Internet.</td>
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<td></td>
<td>2. Log out of qliqConnect using the Settings Log Out button. Login again using your email address, not your PIN.</td>
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<td></td>
<td>3. Uninstall and reinstall the app on your phone.</td>
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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.