





## Directory

The Directory tab is where all contacts and groups can be accessed.

- Select **Directory** to see the full list.
- Along the left side of each contact are icons that designate the type of contact.

Icon	Message Status
	Schedule Paging Group
	Broadcast Paging Group
	Group

- **Pinned Contacts** are contact favorites indicated for an individual, a specific department, or assignable role.
- **My Favorites** are contacts marked as favorites from inside the directory tab by the user.
- **Local Group** are personal groups created by the user and are only seen in the directory tab of their mobile application.
- **Recently Contacted** are contact you recently contacted either through message or call.
- **Notes** are indicated on the far right of each contact with a  icon, *if there are any*.
- **Swipe left** on a contact to instantly call
- **Swipe right** on a contact to compose a message.
- **Tap** on a contact to preview the contact's details.

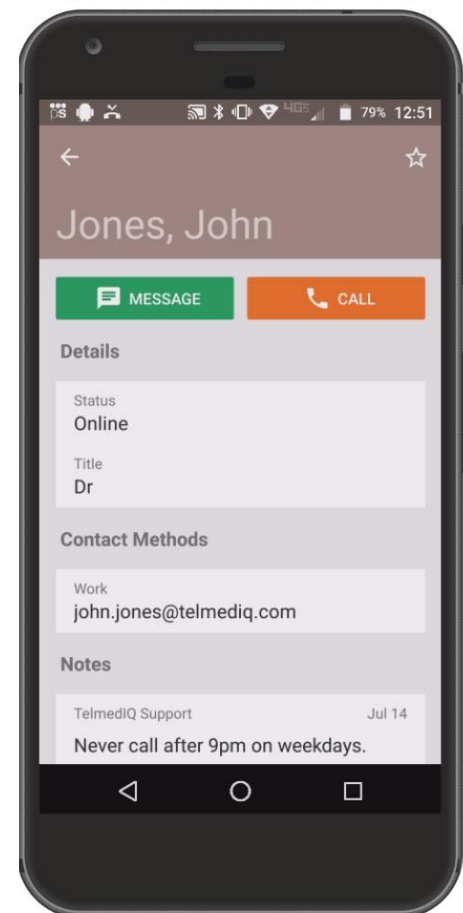
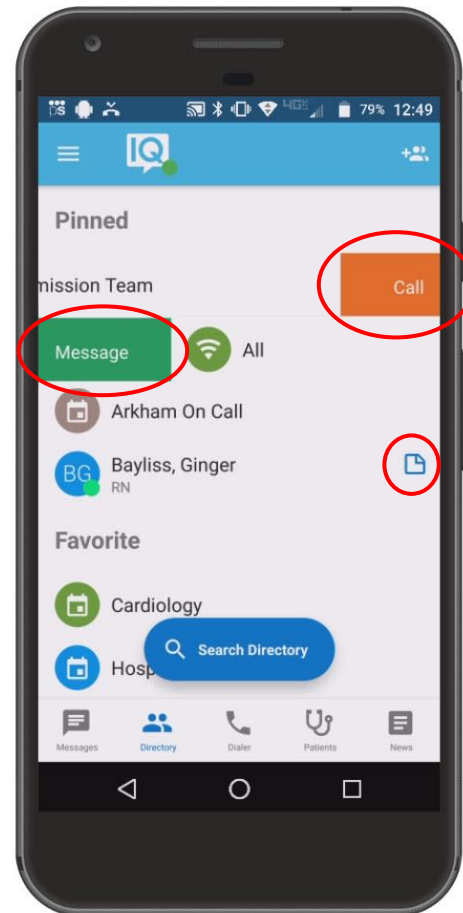
## Contact details

Inside the contact's detail you can review the following:

- Title
- Organization affiliation
- Department(s) the user belongs to, if any
- Contact methods and notes

Select **message** to begin composing a message to the contact.

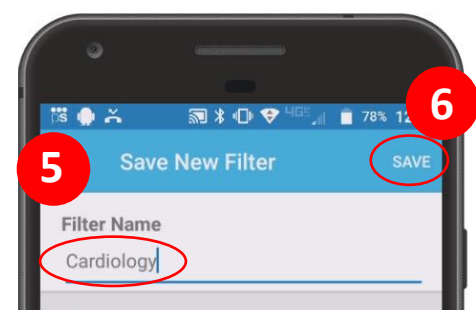
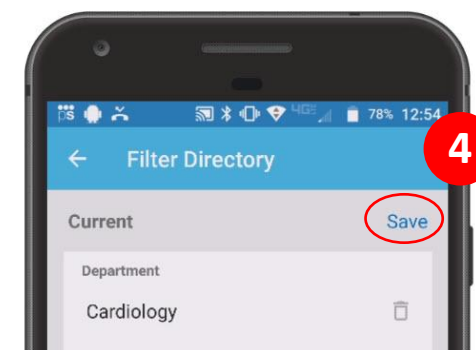
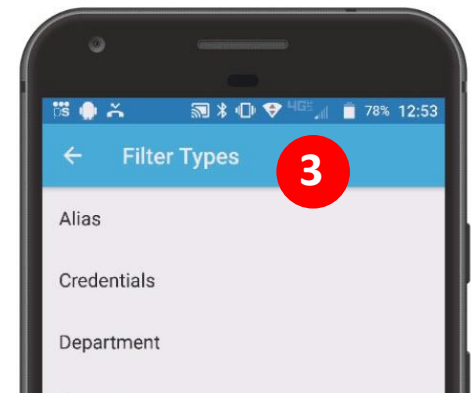
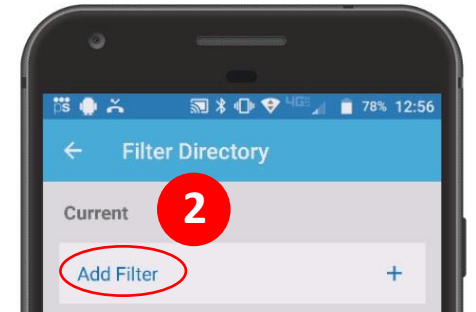
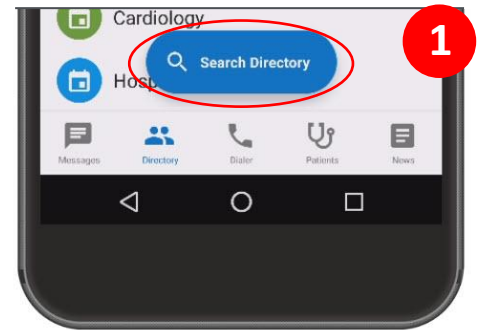
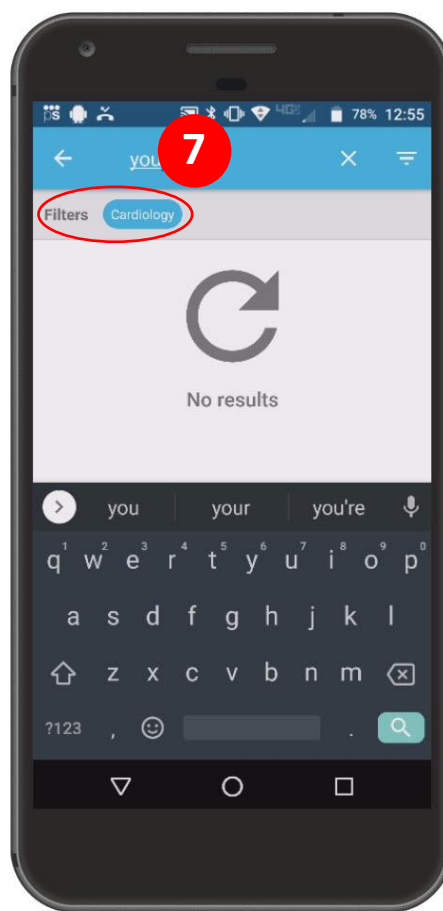
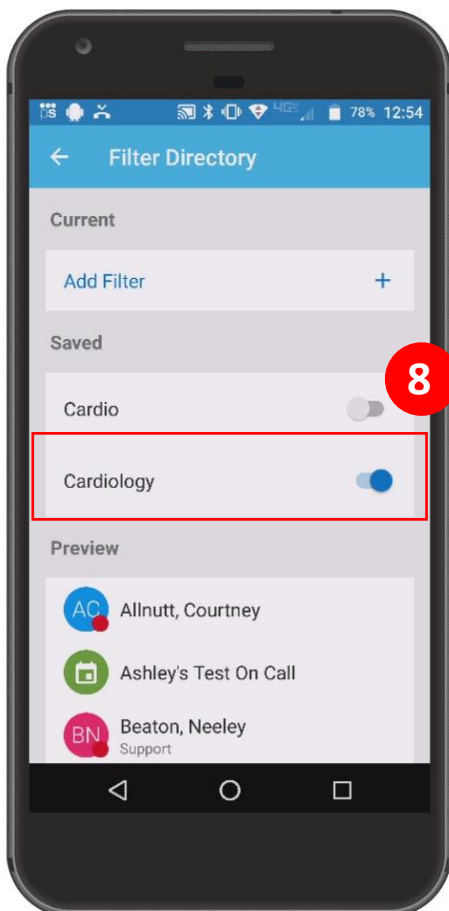
Select **call** to initiate a call to the contact.



## Searching and Filtering Options

Find a contact you need quickly and easily with search and filters. You can use any of these features independently, or you can combine them.

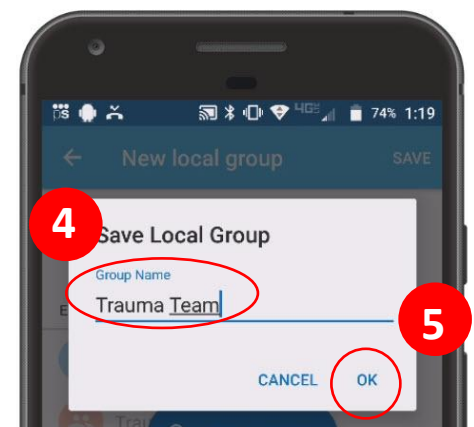
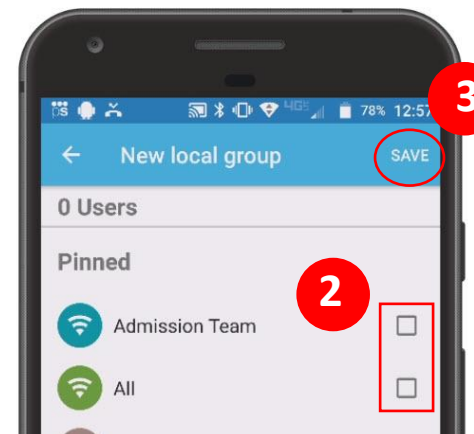
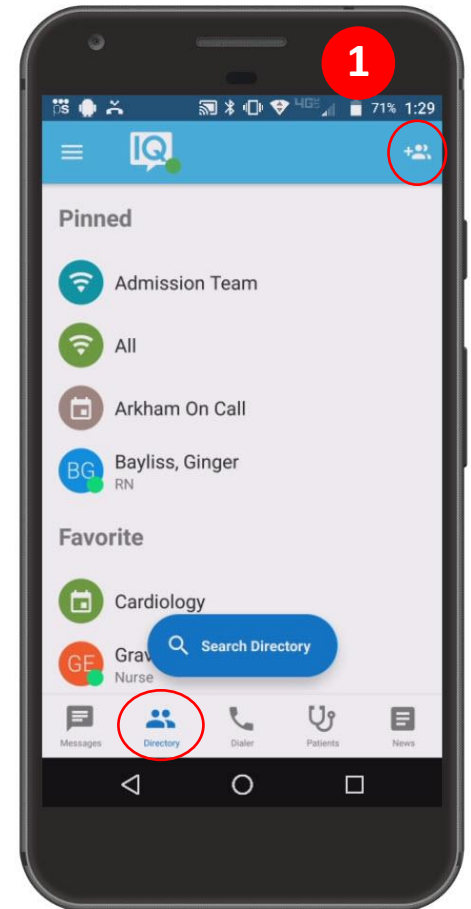
1. Begin to **search** for a contact so that the **Filter** option will appear.
2. Select **Add Filter** to narrow results by Alias, Credentials, Department, Location, Market, Specialty, Title, or Type.
3. Continue to add as many additional filters as needed.
4. Click **Save** once all filters have been selected.
5. **Name** the new filter so that it can be used easily in the future.
6. When finished, click **Save**.
7. The **filter** will appear under the search bar when in use.
8. When the filter is not needed, **click** the filter; **toggle** the saved filter off.



## Creating a Group of Contacts

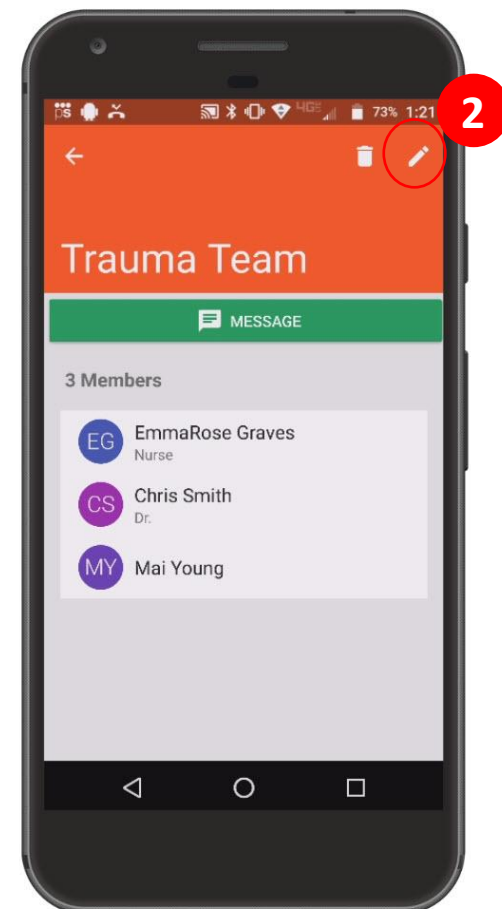
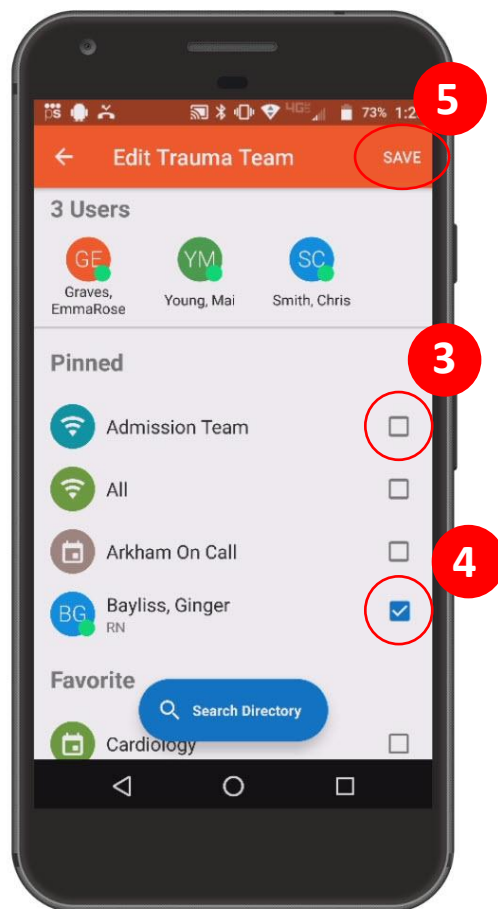
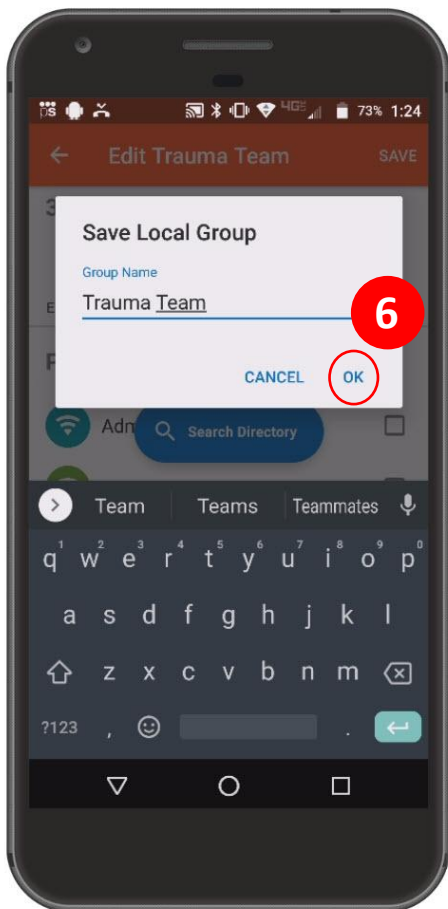
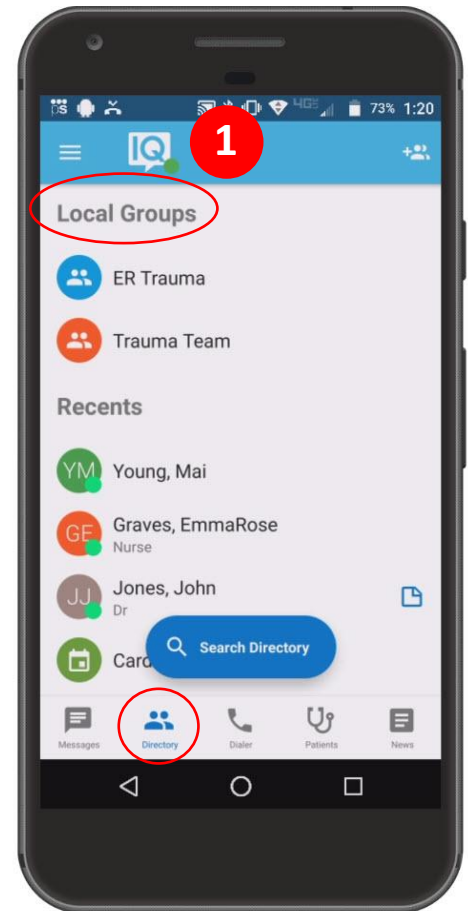
1. To create a Group, click **Directory**; then, select the **Add** symbol.
2. **Add** recipients by searching for each contact individually; marking their name to add them to the group.
3. Click **Save**.
4. **Name** you group.
5. When finished, click **Ok**.

*Your new saved group will appear under “Local Groups”.*



## Editing Saved Groups

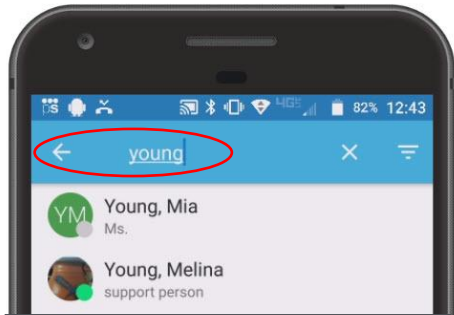
1. Select **Directory** > **Local Groups** and **select** the group you want to edit.
2. Select the **pencil** in the upper-right corner.
3. To add a new group contact, search for and select desired recipients.
4. To remove a group member, search for and unselect the recipient.
5. When finished, press the **Save** button in the upper-right corner.
6. You will then have the option to edit the group name; click **Ok** when done.



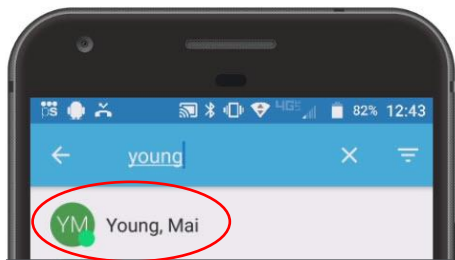
## Adding a Favorite

Favorites allows you to create a shorter list of your most frequently contacted. To add a favorite:

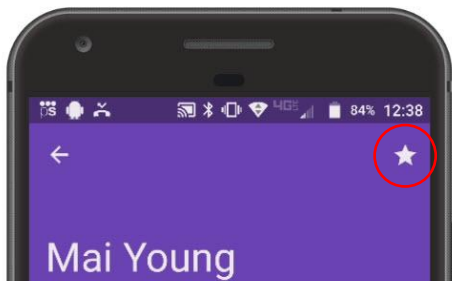
1. Within **Directory**, search for the contact.



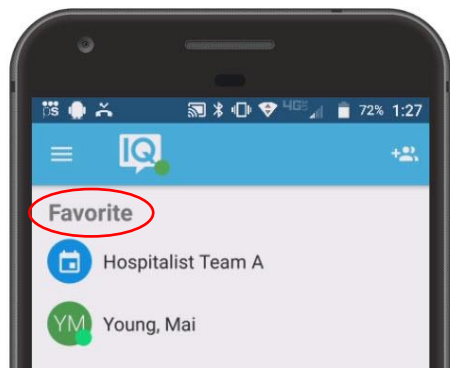
2. Click on the **contact** to open the contact's details.



3. Click the **star** icon in the top right corner.



4. To view and contact a Favorite, scroll to the **Favorite** in the Directory tab.



## Schedule Group

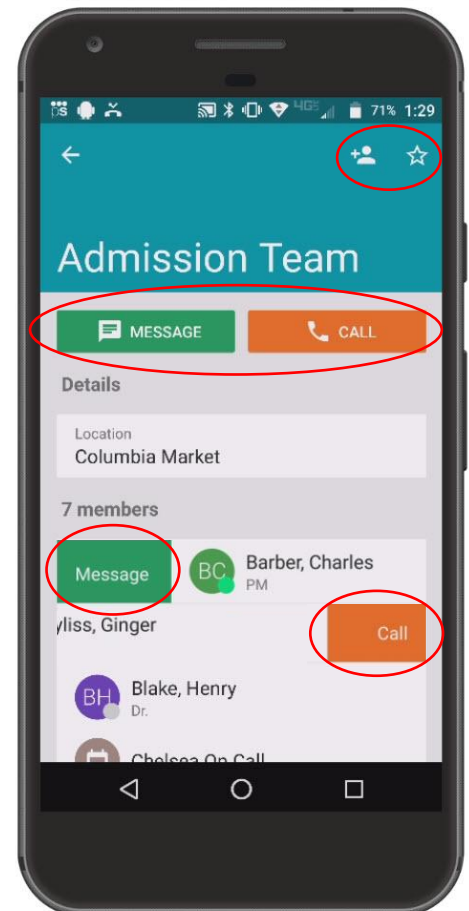
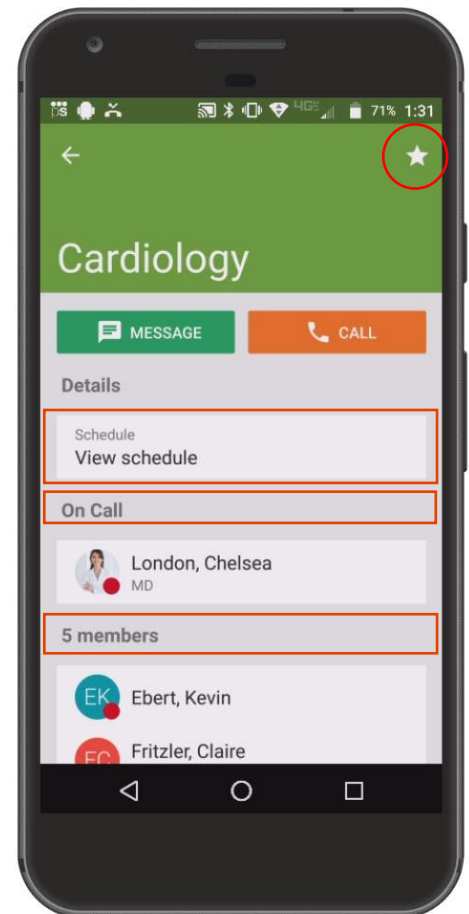
On Call gives you access to view who is covering call. You may have one or many schedules to choose from and all changes are applied immediately

- **On-Call** – Indicates who is covering call
- **Members**– A list of all members that cover call.
- **View Schedule** – See a view of the current schedule.
- **Favorite** – Mark the schedule group as a favorite so that it appears in your **Favorites** of your Directory tab.

## Broadcast Group

Broadcast Group is a paging group with a list of members to whom the message(s) can be sent at once. It works like a distribution list in any Enterprise email account

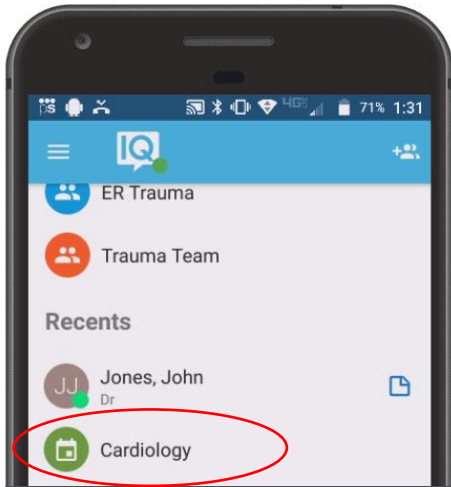
- **Message** – Message all members in the broadcast group
- **Call**– Call all members in the broadcast group.
- **Join** – Allows you to join the broadcast group
- **Members** – A full list of all contacts currently in the broadcast group.
- **Favorite** – Mark the broadcast group as a favorite so that it appears in your **Favorites** of your Directory tab.
- **Swipe left** on a member's name to call
- **Swipe right** to message that contact only.



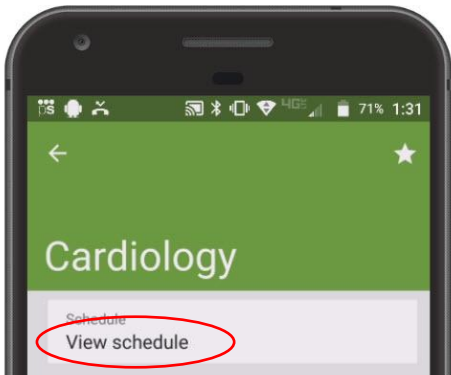
## Take a Shift\*

\*This feature will only appear if the option is turned on for the schedule group.

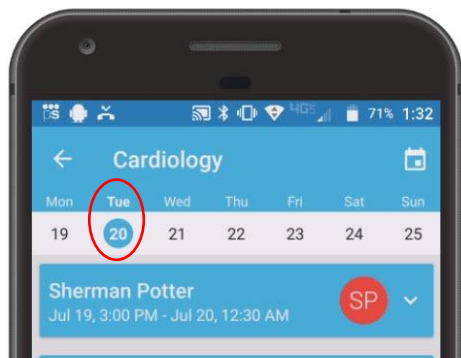
1. Select **Schedule Group** you wish to view.



2. Select **View Schedule**.

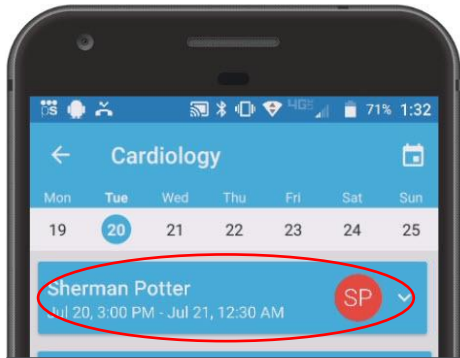


3. Select the date.



## Take a Shift *continued*

4. Click on the slot you wish to take.



5. Select **take shift**. A confirmation will appear at the bottom of your screen when the schedule has been taken.

