

How a User turns on Monitoring

A user with monitoring permissions selects "Messages" from the top menu bar

1. The user then expends the monitoring section



- 2. The user will select the user they wish to monitor from the dropdown
 - a. Repeat to monitor up to 5 users simultaneously.





Telmediq Web Console



How a User turns on Monitoring *continued*

- 3. The user will then click on "Monitor" to start monitoring
 - a. The system automatically sets the timer to 1 hour. Click "+Add 1h" next to the monitored user's name to extend the time.
 - b. To end the monitoring prior to the set time, click the 'x' to the left of the monitored user's name.



4. A purple background will be displayed on all messages received as a monitor





Telmediq Web Console

Monitoring Mode - End User

Notifying the Observed User of Monitoring

- 1. The user being observed will receive a push notification identifying who is monitoring them and the set end time.
- 2. Within the mobile application, the observed user can access the Menu and see who is monitoring them.
- 3. To end monitoring, the observed user can click on "Monitoring" from the Menu and end monitoring.

Verizon al 🗢 🗈	9:32	9:33
	Status C	X Monitoring
9:31	Chris Smith Jame	55
Sunday, August 8	Monitoring Monitored by Mai Young Auto Response	
TELMEDIQ 1m ago You are being monitored by Mai Young until 2021-08-09 04:30:37	Forward Pages	
No Older Notifications	L Profile >	MONITORED BY Mai Young
	🗘 Settings >	End Monitoring
	Request Callback	
	Report a Problem	End Monitoring?
	🕞 Logout	monitoring you? This will prevent y messages being sent to this use
		No Yes
	Version 4.0.4.6198 https://training.app.telmedig.com Messagas	
	notissayas.	

