Telmediq Web Console Monitoring Mode – End User



How a User turns on Monitoring

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

- 1. The user then selects the monitoring button
- 2. A box will open with a drop-down menu with a list of users who are configured to be monitored
- 3. The user will select the user they wish to monitor
- 4. The user will then set a duration, in hours, that they will monitor the user
- 5. The user will then click on "Start Monitoring"
- 6. A purple bar will be displayed at the top of all messages received as a monitor

TELMED	Messages	Directory	• Patients	Paging Groups	🛔 Users	Today's Oncalls	More 👻	Mai Young 👻
٩								
🕒 Inbox 👻		se						
No	threads			No co	onversation sel	ected		

TELMED 💽 🗠 Messages 🖪	Directory O Patlents 👹 Paging Groups 🛔 Users 🚔 Today's Oncalis	More -	Mai Young 👻
۹	Monitor a User	×	
🕒 Inbox 👻 💿 🖾 Compose	When you monitor a user, you receive all of their new incoming threads		
No threads	You are not currently monitoring anyone.		
	User		
	Chris Smith	<u> </u>	
	2		
	Once the monitoring begins, it can be ended at any time.		
	Start	Monitoring	
TELMEDIQ Messages	Directory O Patients 🔮 Paging Groups 🎍 Users 🛗 Today's Oncalls	More 👻	Mai Young 👻
٩			
🕒 Inbox 👻 💿 🖾 Compose	General	0 + 2 = 1	Subscribers (3)
General 6:26 PM James Young and 2 others	You were subscribed because you have monitored a user in this thread.	Manage Monitoring	Chris Smith Sent
Showing all 1 threads.			☐ James Young ✔ Read
	Thread started Aug 8, 2021 6:26:43 PM		Mai Young 🗸 Read

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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.

